

EAST RENFREWSHIRE COUNCILCABINET6 December 2018Report by Deputy Chief ExecutiveSTRATEGIC MID YEAR COUNCIL PERFORMANCE REPORT 2018-19**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at mid-year 2018-19 based on performance indicators in the [Outcome Delivery Plan \(ODP\) 2018-21](#). A mid-year complaints report is also attached at Annex 2.

**RECOMMENDATIONS**

2. It is recommended that Cabinet:
- (a) Scrutinises and comments on the summary of the Council's performance at mid-year 2018-19 at Annex 1 and
  - (b) Scrutinises and notes the mid-year complaints report attached at Annex 2.

**BACKGROUND AND CONTEXT**

3. The Council sets out its contribution to the partnership outcomes in the [Community Plan](#) through the content of the Outcome Delivery Plan (ODP). The ODP is a three year plan, updated annually which sets out the Council's critical activities, performance measures and targets for the 3 year period 2018-21. It conveys what the Council is doing to contribute to the delivery of the agreed local outcomes. The Council is responsible for ensuring that the money we spend contributes towards achieving these outcomes and we work in partnership with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust to deliver our outcomes.

4. Indicators included in Annex 1 have a latest data update that has not been previously reported, for most this will be for mid-year 2018-19, for some this may be an update that was not available for the previous reporting period, end year 2017-18, e.g. household waste recycled. Occasionally some health indicators have a time lag and the latest data will be more historic. Indicators with no new data to report at mid-year will be reported in June 2019.

**OTHER STATUTORY REPORTING**

5. We have a statutory duty to report on complaints, and also a suite of benchmarking indicators that make up the national Local Government Benchmarking Framework (LGBF), to enable comparative performance analysis with other local authorities. LGBF data for end year 2016-17 was reported to Cabinet in March 2018. 2017-18 LGBF data will be reported to Cabinet in 2019. A mid-year summary report on complaints is attached at Annex 2.

6. As part of the requirements within the 2010 Equality Act we report performance on equalities. The performance information contained within the annexes demonstrates progress on equalities, with some indicators highlighting the differences between the wider population and more deprived areas.

## **COUNCIL PERFORMANCE**

7. East Renfrewshire Council continues to achieve excellent performance results across many areas including educational attainment, primary school exclusion rates, responding to anti-social behaviour and noise complaints, and supporting local businesses through economic development activities. The number of awards achieved by young people participating in school and community based targeted programmes reached an all-time high with 2010 awards achieved in the 2017-18 academic year and has seen a steady year on year increase. Household waste recycling rates were confirmed as increasing from 61% in 2016-17 to 67.1% in 2017-18, rating top in Scotland on this measure for the last 2 years. In the social health care Talking Points survey, that asks if people's needs are being met, 88% of respondents felt they were living where or as they wanted to live.

8. The Council is performing well across the majority of the ODP indicators. In the first half of 2018-19, of the updated ODP indicators with targets set, the Council's performance is meeting target for 70% of the 23 indicators. In the remaining areas where there is further scope for improvement, such as secondary exclusion rates and community payback orders being completed within court timescales, there is a clear understanding of reasons for performance levels and departments are closely monitoring progress and taking action.

## **COMPLAINTS**

9. All Scottish councils are required to assess and monitor their complaints handling performance quarterly against a number of high level performance indicators identified by Scottish Public Services Ombudsman (SPSO) from 2018-19. A report on our performance against these indicators at mid-year point is attached as Annex 2.

10. The volume of complaints received has dropped from 765 to 698 from the previous mid-year period in 2017-18. Although the Council continues to meet the SPSO target for responding to frontline complaints with an average of 3.6 days taken, the target for investigation stage complaints was narrowly missed with an average of 22.4 days taken. The figure for this indicator was influenced by a number of extensions granted for investigation complaints received by Education and a number of investigation complaints received by HSCP that ran over target. To help address the issue of dealing with more complex investigation complaints such as those experienced by HSCP, the SPSO is encouraging the wider use of extensions as good practice. Evidence suggests that the Council is continuing to use complaints information to inform service improvements (e.g. planning enquiries process and online services within the Environment Department and Customer First).

## **PUBLICATION OF MID YEAR PERFORMANCE INFORMATION**

11. Information in this report will be published on the [Council's website](#) where additional performance information can also be found, including departmental and benchmarking reports and the Council's [Annual Public Performance Report for 2017-18](#).

## **DEVELOPMENT OF ODP 2019-22**

12. A report on Strategic Planning was considered at Council on 31 October 2018. It outlined the key long and medium term strategies that guide the work of the Council and demonstrated how they are strategically linked. The report also highlighted some proposed changes to streamline and simplify how strategies and plans are communicated. Work is already underway to refine the indicator set for the ODP 2019-22 to further improve the performance indicators in the plan. Development of driver diagrams for the new plan will commence in December 2018/January 2019.

## **FINANCE & EFFICIENCY**

13. There are no specific financial implications arising from this report.

## **CONSULTATION**

14. There have been various consultations in the first half of the year and services across the Council continue to consult with customers and communities.

## **PARTNERSHIP WORKING**

15. This report summarises performance of the Council towards the outcomes within the Community Plan. Results could not have been achieved without continued excellent partnership working, including with the Health and Social Care Partnership and the East Renfrewshire Culture and Leisure Trust.

## **IMPLICATIONS OF REPORT**

16. As this report is primarily a progress and performance update, there are no particular implications in terms of staffing, property, legal, IT, equalities or sustainability. Each of these issues has been mainstreamed through service plans and equality impact assessments carried out where appropriate.

## **CONCLUSION**

17. This report details the performance of the Council at mid-year 2018-19. The information presented here shows performance is broadly on track at mid-year point, with excellent performance noted in educational attainment and household recycling rates. The Council continues to work towards the aim of making people's lives better by delivering highly valued services and achieving positive outcomes for our communities.

## **RECOMMENDATIONS**

18. It is recommended that Cabinet:

- (a) Scrutinises and comments on a summary of the Council's performance at mid-year 2018-19 (Annex 1) and;
- (b) Scrutinises and notes the mid-year complaints report attached at Annex 2.

**REPORT AUTHORS**

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**BACKGROUND PAPERS**

- Strategic Mid-Year Performance Report 2017-18, Cabinet 30 November 2017
- Strategic End-Year Performance Report 2017-18, Council 27 June 2018
- Outcome Delivery Plan 2018-2021, Council 27 June 2018

Outcome Delivery Plan 2018 - 2021



**Strategic Mid-Year Performance Report 2018-19**

The following provides an update of Council performance data at mid-year 2018-19. The information contained in this report includes indicators in the Outcome Delivery Plan (ODP).

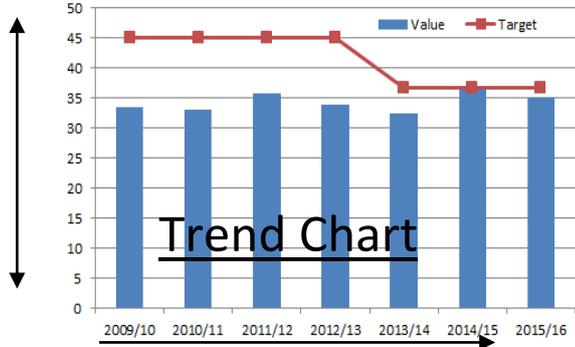
**Data note**

Indicators included in Annex 1 have a latest data update that has not been previously reported. Occasionally some health indicators have a time lag and the latest data will be more historic. Some indicators will not have targets displayed either because there is no target (baseline data or counts) or it is an end of period future target e.g. 'by 2019'.

**Key**

The key below details what each of the symbols mean within the report.

Indicators where there is no new data available at mid-year point will be reported in June 2019.

<p><u>Performance note</u></p>	<p><u>Latest value</u></p> <ul style="list-style-type: none"> <li> No target (information only)</li> <li> Off target</li> <li> Target still to be achieved</li> <li> On target</li> </ul>	 <p style="text-align: center;">Trend Chart</p> <p style="text-align: center;">Change over time</p>
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# ODP 1 Council Performance

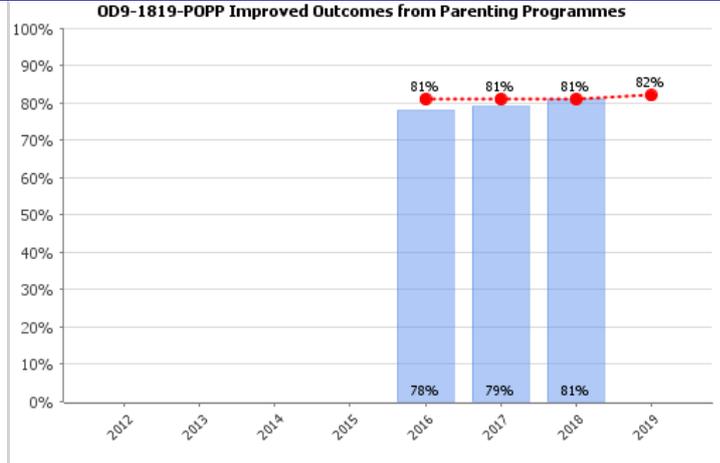


All children in East Renfrewshire experience a stable and secure childhood and succeed.

## Improved Outcomes from Parenting Programmes

In measuring improved outcomes arising from Parenting Programmes the Strengths and Difficulties Questionnaire (SDQ) has been utilised. This is an emotional and behavioural screening questionnaire for children and young people. The SDQ score of individuals has decreased in comparison to this time last year leading to an improvement in performance. SDQ test is undertaken with child(ren) pre and post programme attendance of their parent/carer. This helps determine impact for child of parental participation in programme. 27 surveyed.

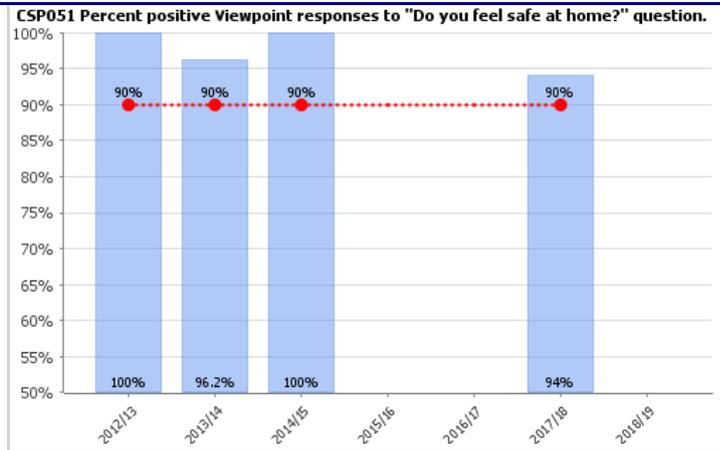
81%



## Percent positive Viewpoint responses to "Do you feel safe at home?" question.

This figure is for children 8 years and above. Viewpoint participation is a high priority for Children & Family Teams and support is being made available to increase take up. (No data available for 2015-16 and 2016-17). 75 surveyed.

94%



# ODP 2 Council Performance

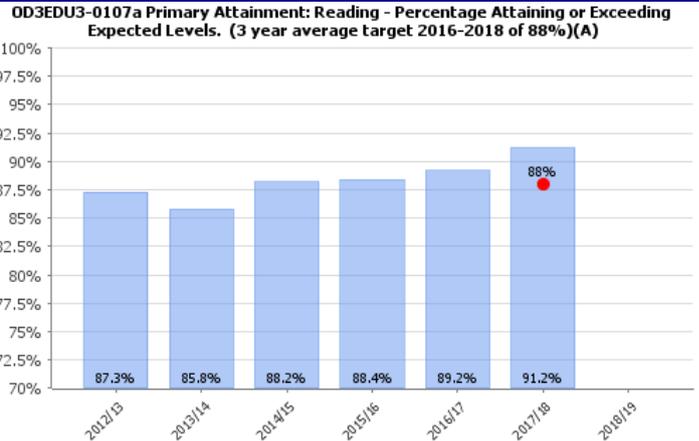


East Renfrewshire residents are healthy and active and have the skills for learning, life and work.

## Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2016-2018 of 88%)

In 2017-18, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Excellence levels in reading with an average of 91.2%; this was an increase of 2.0% on 2016-17. The Council achieved the 3-year target for 2016-18 of 88% with an average value of 89.6% for the same period. The cohort size for this indicator in 2017-18 was 3892 pupils; three year cohort size was 11547 for the 16-18 period.

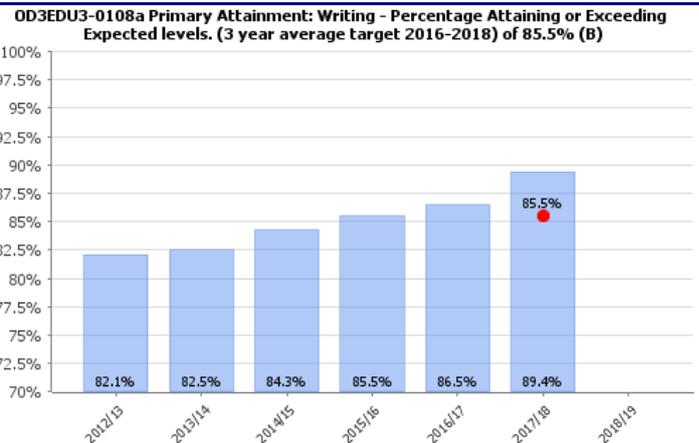
91.2%



## Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 85.5%

In 2017-18, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Excellence levels in writing, with an average of 89.4%; this was an increase of 2.9% on 2016-17. The Council achieved the 3-year average target for 2016-18 of 85.5% with an overall average of 87.2% for the same period. The cohort size for this indicator in 2017-18 was 3892 pupils; three year cohort size was 11547 for the 16-18 period.

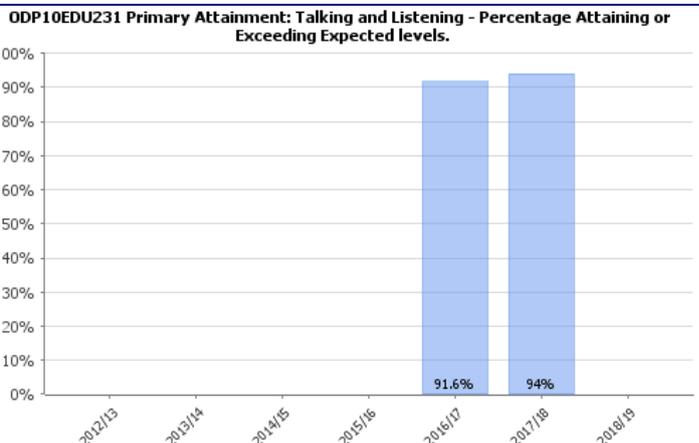
89.4%



## Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels

The proportion of Primary children achieving or exceeding expected levels was 94.0% in 2017-18; an increase of 2.4% from the value in 2016-17. The Council does not have a current three year average target for this measure but will take this forward in the next three year cycle. The cohort size for this indicator in 2017-18 was 3892 pupils; three year cohort size was 11547 for the 16-18 period.

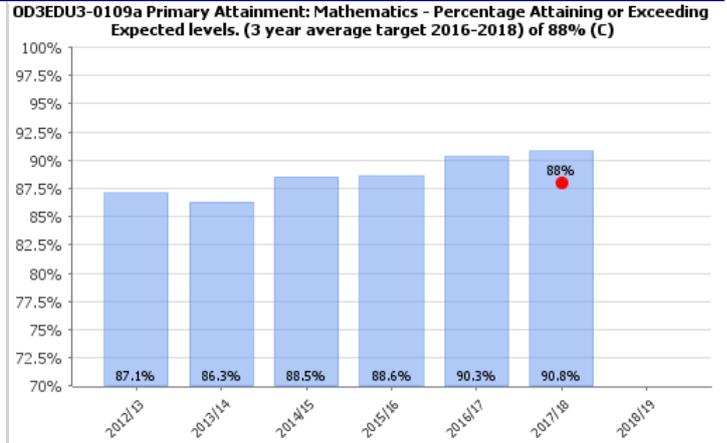
94%



**Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2016-2018) of 88%**

In 2017-18, the Council achieved its highest percentage of primary pupils achieving/exceeding expected Curriculum for Excellence levels in Mathematics with an average of 90.8%; this was an increase of 0.5% on 2016-17. The Council achieved the 3-year average target for 2016-18 of 88% with an average value of 89.9% for the same period. The cohort size for this indicator in 2017-18 was 3892 pupils; three year cohort size was 11547 for the 16-18 period.

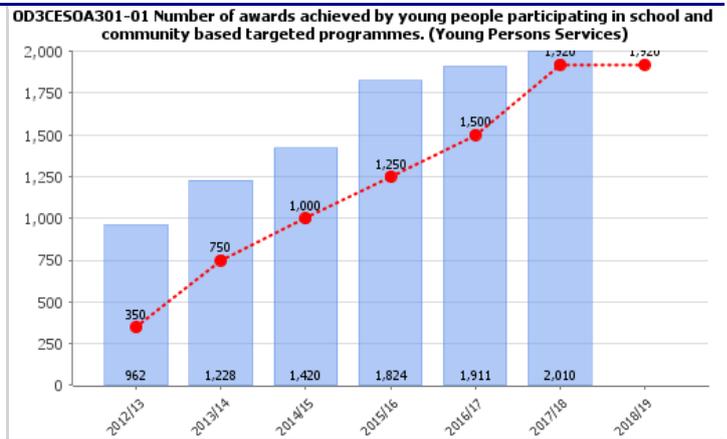
90.8% 



**Number of awards achieved by young people participating in school and community based targeted programmes. (Young Persons Services)**

Target exceeded with a record 2,010 awards achieved during the 2017/18 academic year.

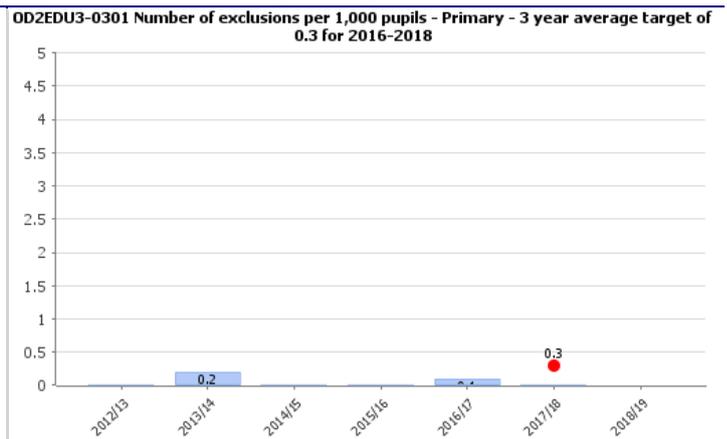
2,010 



**Number of exclusions per 1,000 pupils - Primary - 3 year average target of 0.3 for 2016-2018**

In 2017-18, there were no temporary exclusions within the primary sector. East Renfrewshire compares very favourably to the national value of 11 incidents per 1000 pupils (latest published data for 2016-17). The three year average target of 0.3 incidents per 1000 pupils for 2016-18 was achieved; there were 0.04 incidents per 1000 pupils over the same period.

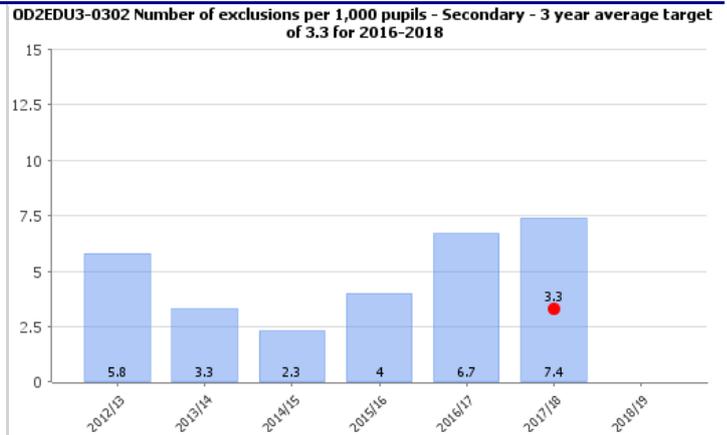
0 



**Number of exclusions per 1,000 pupils - Secondary - 3 year average target of 3.3 for 2016-2018**

In 2017-18 there was an increase in exclusions to 7.4 incidents per 1000 pupils, up from 6.7 in 2016-17. The ERC performance compares very well with the national figure of 47.7 incidents per 1000 pupils (latest published data for 2016-17). The Council has missed the very challenging three year average target of 3.3 incidents per 1000 pupils for 2016-18 by 2.7 incidents per 1000 pupils.

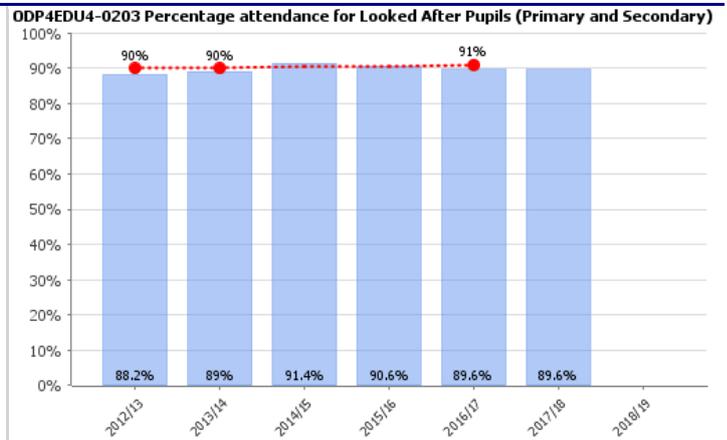
7.4 



**Percentage attendance for Looked After Pupils (Primary and Secondary)**

Attendance rates of looked after children and young people attending our Primary and Secondary schools remained the same as 2016-17 at 89.6%. There were 59 young people that were looked after for the entire session in 2017-18.

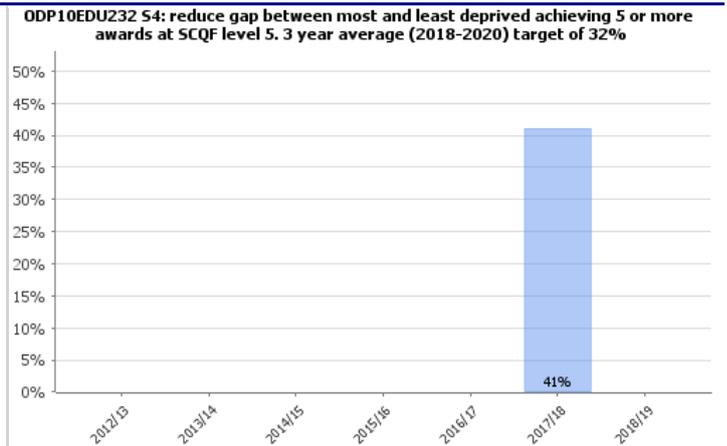
89.6% 



**S4: reduce gap between most and least deprived achieving 5 or more awards at SCQF level 5. 3 year average (2018-2020) target of 32%**

The gap between the proportion of young people achieving 5 or more SCQF level 5 qualifications in SIMD deciles 9 and 10 compared to deciles 1&2 was 41% in 2017-18. The Council have set a new challenging three year (2018-2020) target of 32%. The size of the S4 cohort in 17-18 was 1316; 101 in Quartile 1 (SIMD deciles 1&2) and 747 in Quartile 5 (SIMD deciles 9&10).

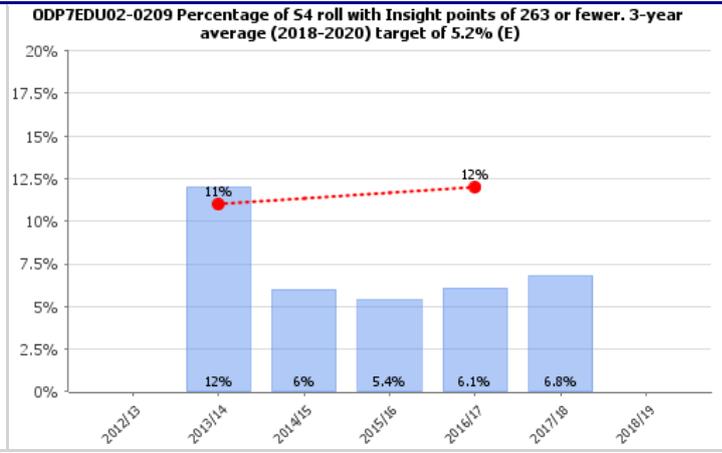
41% 



**Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2018-2020) target of 5.2%**

The percentage of S4 pupils with total Insight point scores of 263 or fewer (equivalent to eight "Pass" awards at National 4) increased slightly to 6.8% in 2018. The Council has set a challenging three year (2018-2020) target of 5.2%. This 2017-18 value is likely to reduce, as a result of schools presenting pupils for additional qualification in August. The final updated value will be available in February 2019. The cohort for this group was 1315 in 2017-18. This data is provided by the Scottish Government.

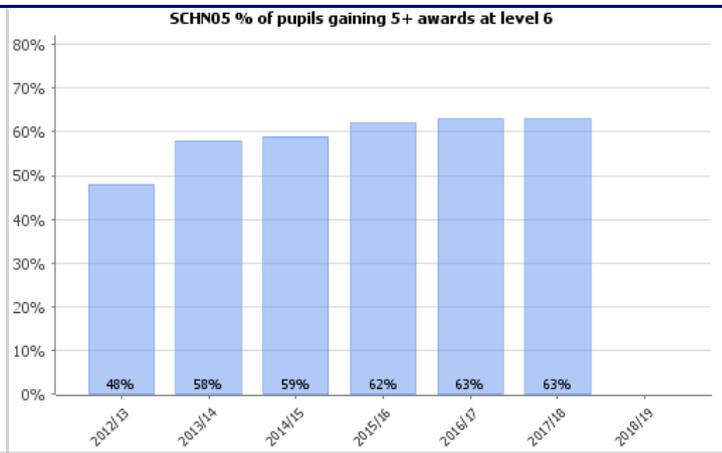
6.8% 



**% of pupils gaining 5+ awards at level 6**

63% gaining 5 or more awards at Level 6 in 2017-18.

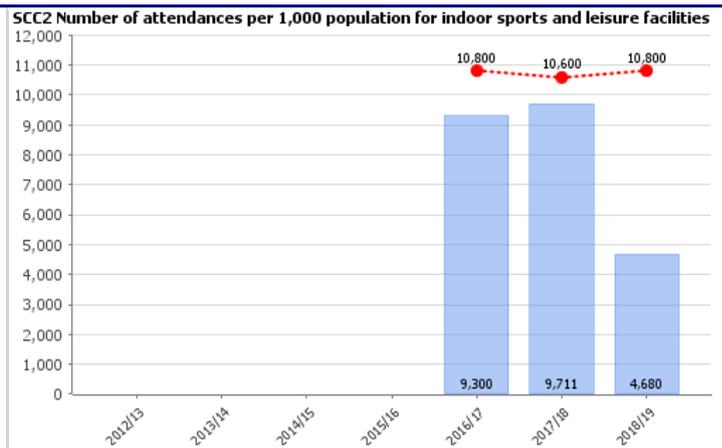
63% 



**Number of attendances per 1,000 population for indoor sports and leisure facilities**

43% of full year target of 10,800 met at mid-year point. Overall reduced usage of Barrhead Foundry during the pool refurbishment closure has impacted figures.

4,680 



**Number of Library visits per 1,000 population**

47% of full year target of 6,280 met at mid-year point. Overall reduced usage of Barrhead Foundry during the pool refurbishment closure has impacted figures.

2,964



## ODP 3 Council Performance

East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents



### Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022).

8 new units completed by Link HA (for social rent). Phase 1 Council Build sites expected for completion in 2018/19. (cumulative target over 5 years to reach 225 by 2022)

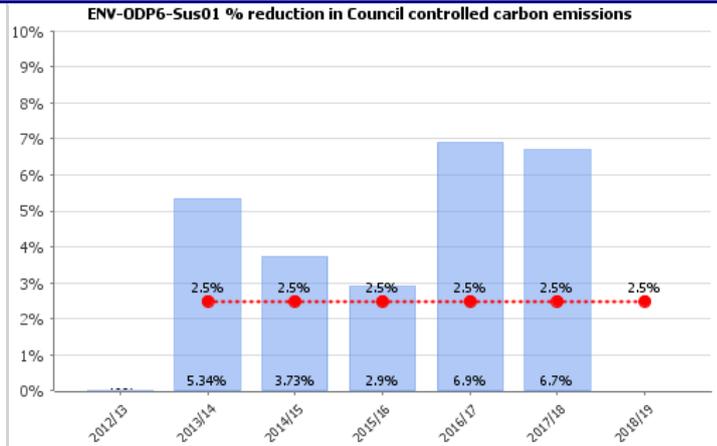
8



### % reduction in Council controlled carbon emissions

Update on data that was not available at end-year 17/18. Carbon emissions reduced from 19,622 tCO<sub>2</sub>e (tonnes of Carbon Dioxide equivalent) in 2016/17 to 18,314 tCO<sub>2</sub>e in 2017-18.

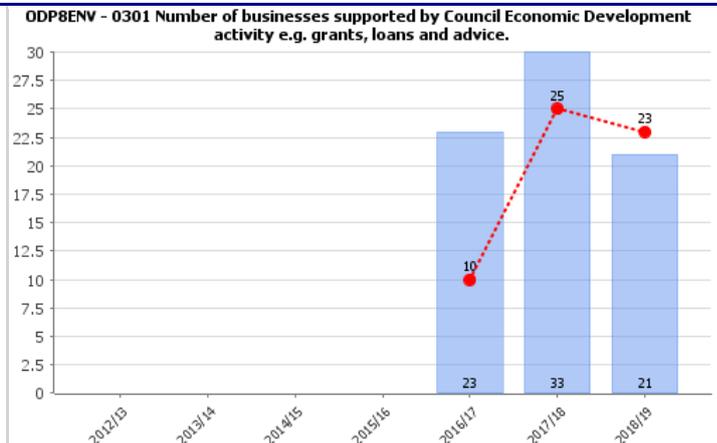
6.7%



### Number of businesses supported by Council Economic Development activity e.g. grants, loans and advice.

On target. Scottish Employer Recruitment Incentive (SERI) Grants 2, European Regional Development Fund (ERDF) Grants – New Start 2, ERDF Grants – Company Development - 8, Micro Grant – 8, Property Support - 1  
Value of grants approved: £36,819

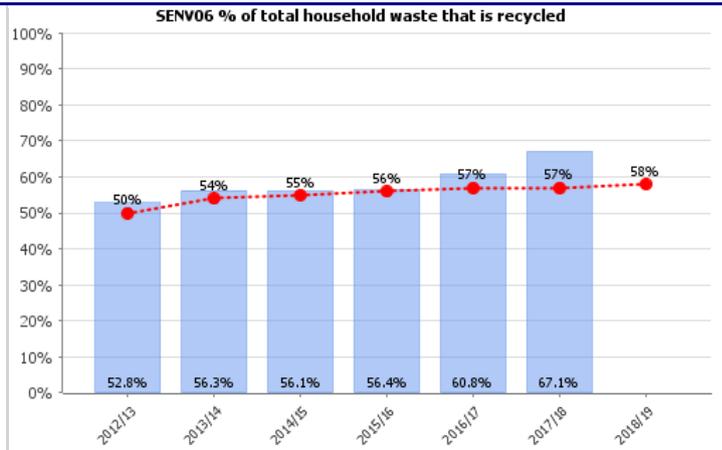
21



**% of total household waste that is recycled**

67.1% is the recycling rate for 2017/18 (31,937 tonnes recycled) and ranking 1 in Scotland on this measure.

67.1%



## ODP 4 Council Performance

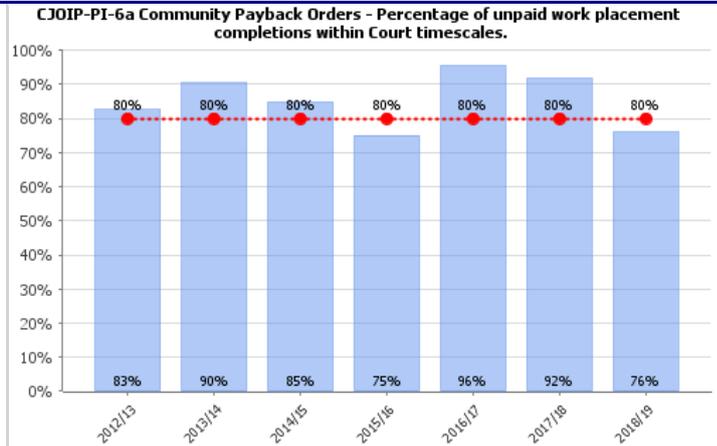
East Renfrewshire residents are safe and live in supportive communities



### Community Payback Orders - Percentage of unpaid work placement completions within Court timescales.

In the first six months of 2018/19, 28 out of 37 orders were completed within Court timescales. There has been a fall in performance in regard to placement completions on the same period last year (94%). This fall is due to client non-compliance, short time scales imposed by courts, and the increasing number of CPOs (90%) with unpaid work requirements.

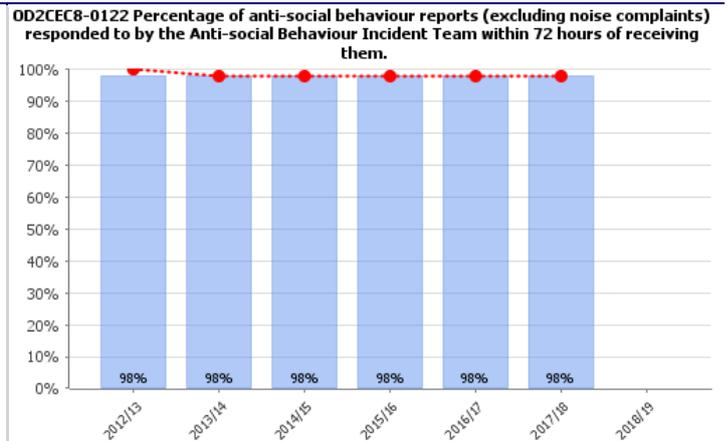
76%



### Percentage of anti-social behaviour reports (excluding noise complaints) responded to by the Anti-social Behaviour Incident Team within 72 hours of receiving them.

98% of these calls during the first half of 2018-9 were responded to within 72 hours of receipt. 1046 calls in first 6 months of year.

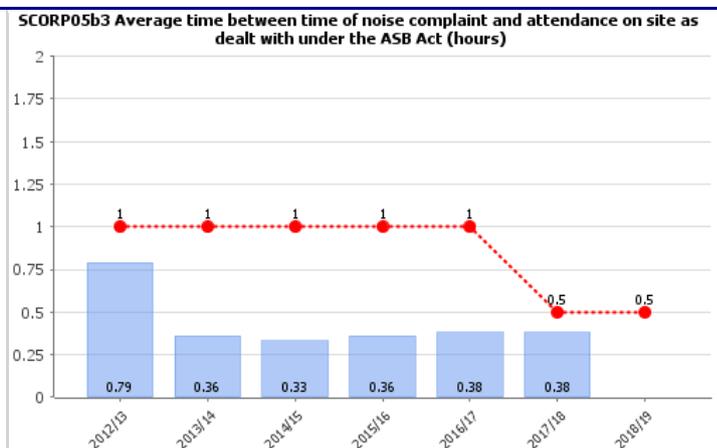
98%



### Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours)

Average time was 31 minutes 38 seconds (0.53 hours), from 219 calls.

0.53



## ODP 5 Council Performance

Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives



### People reporting 'living where you/as you want to live' needs met (%)

In the first six months of the year of the total 449 valid responses 394 reported their needs met. The end-year target for 2018/19 has been increased from 81% to 90% in line with performance over the last year.

88%



# Customer, Efficiency, People- Council Performance



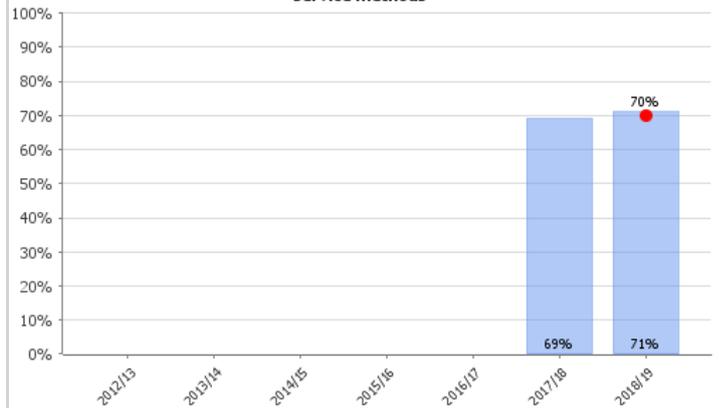
## % of Customer Contact and Payments made online or using preferred service methods (aim to increase)

29% of overall customer contact still choose to use traditional methods of contact - e-mail, phone face to face. 973,528 total contacts.

71%



SP CF 1 2018 % of Customer Contact and Payments made online or using preferred service methods



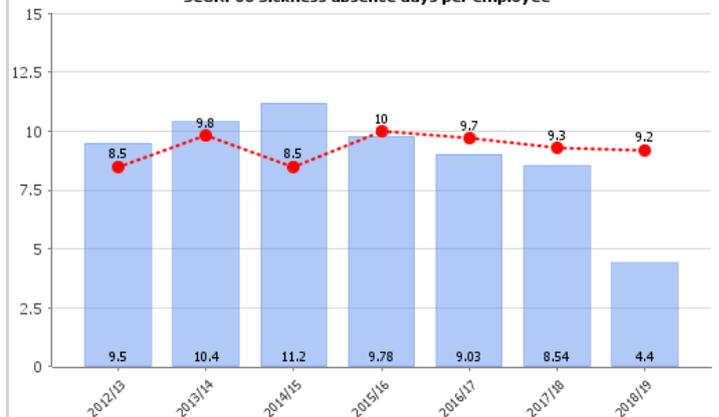
## Sickness absence days per employee

The mid-year absence is 4.4 days against a half year target of 4 days. There has been a higher than normal absence in the first half of the year which has been attributed to an increased number of long term absences. There continues to be a focus on absence across the council to support employees back to work where possible.

4.4

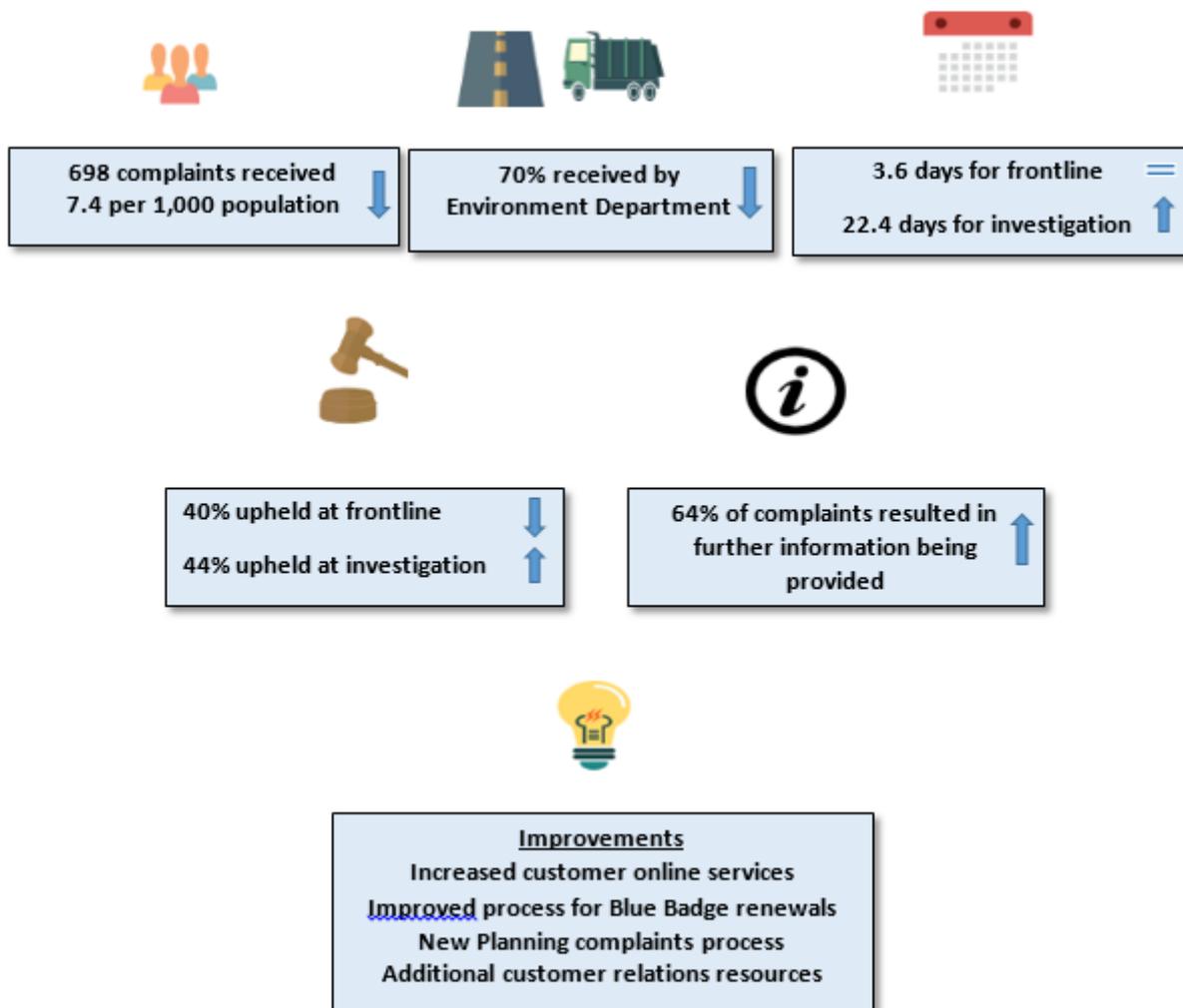


SCORP06 Sickness absence days per employee



## Mid-Year complaints 2018/2019

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. In the first half of 2018/19 we received 698 complaints, which represented a decrease of 67 on the previous mid-year figure. Most complaints continued to be received by Environment Department (70%). The data shows we continued to perform well in relation to the handling of complaints at the frontline stage (3.6 days) within the 5 day target, but less so at the investigation stage (22.4 days), target set at 20 days. The figure for this indicator was influenced by a number of extensions granted for investigation complaints received by Education and a number of investigation complaints received by HSCP that ran over target.



Note: The arrows show changes in the figures from the mid-year position at 2017/18.

<b>- The total number of complaints received per 1000 of the population.</b>			
<b>Indicator Description</b>	<b>Mid-Year 2017/18</b>	<b>Mid-Year 2018/19</b>	<b>Notes</b>
Number complaints received per 1,000 population.	8.15	7.4	There were 698 complaints in the first half of 2018/19, a decrease of 67 from the same period in 2017/18. We also report specifically on our housing complaints. We received 112 of these in 2018/19 which is almost the same as in 2017/18.

<b>2 - Complaints closed at stage one and stage two as a percentage of all complaints closed</b>		
<b>Indicator Description</b>	<b>Mid-Year 2017/18</b>	<b>Mid-Year 2018/19</b>
Number complaints closed at stage one as % of all complaints	92.7% (703)	89.8% (610)
Number complaints closed at stage two as % of all complaints	4.6% (35)	6.6% (45)
Number complaints closed at stage two after escalation as % of all complaints	2.6% (20)	3.5% (24)

<b>3 - The number of complaints upheld/ partially upheld/ not upheld at each stage as a percentage of complaints closed in full at each stage.</b>		
<b>Not upheld</b>	<b>Mid-Year 2017/18</b>	<b>Mid-Year 2018/19</b>
Number complaints not upheld at stage one as % of complaints closed at stage one	45.4% (319)	49.5% (302)
Number complaints not upheld at stage two as % of complaints closed at stage two	51.4% (18)	40% (18)
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	45% (9)	67.6% (16)
<b>Partially Upheld</b>	<b>Mid-Year 2017/18</b>	<b>Mid-Year 2018/19</b>
Number of complaints partially upheld at stage one as % of complaints closed at stage one	11.1% (78)	10.2% (62)
Number complaints partially upheld at stage two as % of complaints closed at stage two	20% (7)	15.6% (7)
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	30% (6)	20.8% (5)
<b>Upheld</b>	<b>Mid-Year 2017/18</b>	<b>Mid-Year 2018/19</b>
Number of complaints upheld at stage one as % of all complaints closed at stage one	43% (302)	40.3% (246)
Number complaints upheld at stage two as % of complaints closed at stage two	25.7% (9)	44.4% (20)
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	25% (5)	12% (3)

<b>4 - The average time in working days for a full response to complaints at each stage.</b>				
<b>Indicator Description</b>	<b>Mid-Year 2017/18</b>	<b>Mid-Year 2018/19</b>	<b>Target</b>	<b>Status</b>
Average time in working days to respond to complaints at stage one (frontline resolution).	3.3	3.6	5	
Average time in working days to respond to complaints at stage two (investigation).	15.8	22.4	20	
Average time in working days to respond to complaints after escalation (investigation).	18.4	23.3	20	
Average time in working days to respond to complaints at	16.7	22.8	20	

**4 - The average time in working days for a full response to complaints at each stage.**

Indicator Description	Mid-Year 2017/18	Mid-Year 2018/19	Target	Status
investigation (stage 2 and esc combined)				

**5 - The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days.**

Indicator Description	Mid-Year 2017/18	Mid-Year 2018/19
Number complaints closed at stage one within 5 working days as % of stage one complaints	90.2% (634)	87% (531)
Number complaints closed at stage two within 20 working days as % of stage two complaints	91.4% (32)	60% (27)
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	95% (19)	79.2% (19)
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	92.7% (51)	66.7% (46)

**6 - The number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised.**

Indicator Description	Mid-Year 2017/18	Mid-Year 2018/19
% of complaints at stage one where extension was authorised	0.85% (6)	1.5% (10)
% of complaints at stage two where an extension was authorised.	0%	8.9% (4)
% of escalated complaints where extension was authorised.	15% (3)	4.2% (1)

**7 - Customer Satisfaction Measures**

In collaboration with Councils across Scotland, the SPSO is currently reviewing the set of survey questions used to derive customer satisfaction with the complaints handling process. This forms part of a wider review of the model Complaints Handling Procedure (CHP) being conducted by the SPSO. The aim of the new harmonised survey which is due to be drafted by the end of 2018 is to develop a smaller set of more meaningful measures which will be used to inform future improvements to the process and can be benchmarked against other local authorities. Council representatives are contributing to finalisation of the survey through the Local Authority Complaint Handlers Network.

**8 - Improvement Actions**

Complaints data is closely monitored to ensure we learn from complaints and make service improvements. In the first half of 2018/19, for example:

- **Customer First** are improving the online process for dealing with Blue Badge renewals.
- Individual staff in **Customer Services** and **MART** continue to undertake training on the effective handling of complaints.
- **Environment Department** has recruited a new Senior Customer Relations post to analyse customer contact and improve the range of customer information available online.
- **Planning** has created a process map for dealing with both planning enquiries and complaints to ensure that complaints are distinguished from enforcement issues and other general enquiries.

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