

Statutory Performance Information 2022-23

Part 1 of the Local Government in Scotland Act 2003 requires all councils to report a range of information in the following areas -

Statutory Performance Indicator 1: Improving local services and local outcomes - Performance in improving local public services, provided by both (i) the council itself and (ii) by the council in conjunction with its partners and communities Progress against the desired outcomes agreed with its partners and communities. The Commission requires the council to report such information to allow comparison (i) over time and (ii) with other similar bodies. The Commission requires the council to report on information drawn from the Local Government Benchmarking Framework in particular and from other benchmarking activities.

Statutory Performance Indicator 2: Demonstrating Best Value - The council's assessment of how it is performing against its duty of Best Value, and how it plans to improve against this assessment. Audit assessments of its performance against its Best Value duty, and how it has responded to these assessments. In particular, how it (in conjunction with its partners as appropriate) has engaged with and responded to its diverse communities

Please find listed below data relevant to these areas for 2020/21, 2021/22 and 2022/23. Further information can be found on how the council's performs in key services areas, in comparison with other councils via the Improvement Service Local Government Benchmarking Framework (LGBF) accessible [here](#). Note *All LGBF data up to date as of 04/03/2024*

SPI1 Improving local services and local outcomes

	2020/21	2021/22	2022/23
a) Improving local public services (including with partners).			
% of customer contact made online (excluding payments)	10	34	30
Premises within Group 1 and Group 2 inspected within their intervention frequency (Food Law Rating Scheme)	n/a	100%	100%
%age of people who are economically inactive: NOMIS	23.3	27.6	20.5
%age of 16-19 year olds participating in learning, training or employment: SDS Annual Participation Measure Report 2020	96.7%	97%	97.0%
%age of 3 & 4 year olds registered for funded early learning and childcare Dec 2021: Scottish Government Schools Statistics NOTE – this data is from annual census in September. Data last updated in Sept 2023	95	100	101
%age uptake of free school meals at primary school (P1-P7): School healthy living survey NOTE – this data is from annual census in September. Data last updated in Sept 2023	87.7 (2020) Data not recorded in 2021	88.0	90.1
21biii) % of trading standards business advice requests that were dealt with in 14 days	100%	100%	100%
22v) The percentage of the road network that should be considered for maintenance treatment.	36.4%	37.3%	35.4%
Average time taken (in weeks) to decide a local planning application	13	15.6	15.8
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	n/a	91%	86%
City Deal Expenditure against approved Capital Plan (£m)	1.8	1.36	0.5

	2020/21	2021/22	2022/23
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	65	61	86
Council revenue expenditure kept within agreed annual budget level. Target <100%	97.4	99.5	93.7
People (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data) (All delay reasons)	7	12	8
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	75	80	83
Number of people self directing their care through receiving direct payments and other forms of self-directed support.	551	458	488
Percentage of those whose care need has reduced following re-ablement / rehabilitation	43	60	48
Number of ERC schools with Rights Respecting Gold Award	13	12	15
Number of infrastructure improvements, including new shelters, raised kerbs or real time information display to bus stops.	9	10	18
Park footfall	1,623,795	1,532,942	1,622,852
Percentage of all building warrants received online.	99.3%	100%	100%
Percentage of Building Warrants issued a first report within 20 working days	91%	80%	77%
Percentage of community alarm calls responded to and resolved on first point of contact.	100%	100%	100%
Percentage of online payments received by Building Standards.	85.7%	67.6%	86%
Percentage of online payments received for planning applications.	85%	83%	99%
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	92%	91%	93%
Percentage of planning applications received online.	95%	98%	99%
Percentage of street lights which are LED	70.8%	76.42%	85.5%
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	20.7%	11.0%	8.1%.
The length of paths newly created or managed (km).	1	0	1
The length of paths newly created or managed within greenspaces (km).	1	0	0
The length of paths newly created or managed within the urban area. (km)	0	0	0
The number of confidence at home packages implemented by ERC Trading Standards: local data	877	936	1,141
The number of nuisance calls blocked by Confidence at home packages implemented by ERC Prevention Services: local data	920,000	937,134	1,035,089
The percentage of households offered kerbside recycling facilities.	100%	100%	100%

	2020/21	2021/22	2022/23
1b) Improving local outcomes with partners			
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels	90.3	89.2	91.0
Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels	94.5	93.2	93.9
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels.	87.4	87.4	89.5
% of population of working age (16-64)	59.3	59	n/a
% of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community	n/a	49	53
% of respondents who agree/strongly agree that they have people in their community they can rely on for help	n/a	66	65
% of service users moving from treatment to recovery service.	6	9	5
% of total complaints reporting anti-social behaviour which has recurred	7	10.4	9.7
% population who are economically active	73.9	78	n/a
12a) Number of Library visits per 1000 population	98	1999	4.787
Additional units being brought into affordable housing supply (target to be set following LHS approval)	39	92	132
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	59	60	59
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	59	61	60
Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.	7.5	17.9	19.2
Citizens' Panel – Education for children with additional support needs (formerly Special need education) % of service users rating service as very good/good	n/a	88	69
Citizens' Panel - Nursery education % of service users rating service as very good/good	n/a	99	87
Citizens' Panel - Primary education % of service users rating service as very good/good	n/a	95	91
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	n/a	91%	86%
Citizens' Panel - Secondary education % of service users rating service as very good/good	n/a	94	94
Mental health hospital admissions (age standardised rate per 1,000 population)	1.4	1.2	n/a
ECON12a- Claimant Count as a % of Working Age Population	3.9%	2.6%	1.7%
Percentage of children looked after away from home who experience 3 or more placement moves	1.2	1.8	0
Drug-related deaths per 100,000	10	6	7

	2020/21	2021/22	2022/23
Health and Social Care Integration - Core Suite of Indicators NI-18: The number of adults (18+) receiving personal care at home or direct payments for personal care, as a percentage of the total number of adults needing care.	58.4	65.2	n/a
% Change in women's domestic abuse outcomes	84	87	90
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	75	80	83
Criminal Justice Feedback Survey - Did your Order help you look at how to stop offending?	92	100	100
Health and Social Care Integration - Core Suite of Indicators NI-2: Percentage of adults supported at home who agreed that they are supported to live as independently as possible.	78	80.4	n/a
Number of new business births per 10,000 resident (16+) adult population	39	44.2	57.01
People agreed to be at risk of harm and requiring a protection plan have one in place	100	100	100
People reporting 'living where you/as you want to live' needs met (%)	91	89	89
People reporting 'quality of life for carers' needs fully met (%)	91	92	80
Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	n/a	67	63
Percentage of people aged 65+ who live in housing rather than a care home or hospital	96.6	96.6	97
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.	46.8	47	45
The percentage of working age population in employment	75.4%	78%	76.9%
Median earnings for East Renfrewshire residents who are employed	809.4	811.4	858.70
Number of 16 - 24 year olds on the job seekers claimant count	440	425	165
Number of attendances for indoor sports and leisure facilities	353	3785	7390
Number of awards achieved by young people participating in school and community based targeted programmes (e.g. Youth Achievement Awards, ASDAN and Duke of Edinburgh)	230	473	1443
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.	25	30	71
Number of crimes per 10,000 population	265	227	238
Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend (000s)	652.84	1,059.247	N/A
Number of dwelling fires per 100,000 population	55	58	57

	2020/21	2021/22	2022/23
--	---------	---------	---------

Number of exclusions per 1,000 pupils - Primary. (3 year average target 2019-2021 of 0.3 per 1000 pupils).	0.2	0	0.1
Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5.0	2.3	5.1	6.7
Number of organised events (including guided walks, health walks and volunteer sessions) which encourage residents to participate in activities which promote health and wellbeing within the Dams to Darnley Country Park and Whitelee Access Project.	0	50	120
Number of schools maintaining Eco-schools Green Flag status	30		24
Number of unemployed and inactive participants entering employment including self-employment	119	153	220
Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline.	387	529	543
[CHN21] Participation rate for 16-19 year olds (per 100) Participation rate for 16-19 year olds (per 100) [<i>now called CHN21 - Participation rate for 16-19 year olds (%)</i>]	97.2	97	97.7
Percentage attendance for Looked After Pupils (Primary and Secondary)	90	88.3	85.8
Percentage of adult population participating in physical activity (including walking) for exercise	n/a	77	75
Percentage of adult resident population engaging in cultural activities	n/a	n/a	90
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2018-2020) target of 5.2%.	6.3	7.1	5.2
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels.	89.9	89.6	91.2
Proportion of P1 children who have reached all of the expected milestones on entry to school.	85.4%	83.6%	82.7%
Proportion of pupils with school meal entitlement that achieve 5 or more awards at SCQF Level 5 or better by the end of S4. 3 year average (2018-2020) target of 55%	51	57	55
Proportion of relevant roll attaining 1 or more awards at SCQF Level 7 by the end of S6	48.3	51	52
Proportion of relevant roll attaining 5 or more awards at SCQF Level 6 by the end of S6.	64.5	70	69.6
Proportion of relevant roll attaining Literacy at SCQF Level 5 or better by the end of S6	95.2	94	95
Proportion of relevant roll attaining Numeracy at SCQF Level 5 or better by the end of S6. 3 year average (2018-2020) target of 90%	88.4	89	90.7
Proportion of roll attaining 5 of more awards at SCQF Level 5 or better by the end of S4. 3-year average target (2018-20) of 76.5%	83.0	83	87.1
S4: reduce gap between most and least deprived achieving 5 or more awards at National 5	27.9	31.3	39.5

	2020/21	2021/22	2022/23
SCHN05: Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool) [now called CHN05 % of Pupils Gaining 5+ Awards at Level 6]	70	69	69.6
SCHN11: Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool) [now called SCHN11 Proportion of Pupils Entering Positive Destinations]	97.4	98.5	98.7
SW03: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home. [<i>now called SW03a % of people aged 65 and over with long-term care needs receiving personal care at home</i>]	62.2	64.4	62.5
To measure the impact of Signs of Safety in increasing safety for children (financial year). Baseline information will be collated going forward.	87.5	83.75	100
To measure the proportion of children and young people subject to child protection who have been offered advocacy. Baseline is 74% for Q4 of 2019/20 (measure is FINANCIAL YEAR but baseline is ACADEMIC YEAR).	63	62	61

SPI2 Demonstrating Best Value

Achieving Best Value, including its use of performance benchmarking; options appraisal; and use of resources

	2020/21	2021/22	2022/23
Council revenue expenditure kept within agreed annual budget level. Target <100%	97.4	99.5	93.7
Employee survey satisfaction score	n/a	n/a	72.84
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	20.7%	11.0%	8.1%
Total number of (FTE) East Renfrewshire Council employees (including teachers).	3973.64	4023.54	4023.48
Children's Services			
% Child Protection Re-Registrations within 18 months	0	0	0
% of funded early years provision which is graded good/better	93.9	91.2	94.1
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	86	85.8	87.6
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	90	89.6	91.2
Children have reached all of the expected developmental milestones by 27-30 month child health review.	81.1%	82%	82.7%
% Looked After Children with more than one placement within the last year (Aug-Jul). Data is taken from the LGBF annual return.	20	20.8	n/a

	2020/21	2021/22	2022/23
Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils <i>[now called CHN14a Literacy Attainment Gap (P1,4,7 Combined)]</i>	21.3	27.8	26.6
Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils <i>[now called CHN14a Numeracy Attainment Gap (P1,4,7 Combined)]</i>	16.6	25.2	22.4
Participation rate for 16-19 year olds (per 100) <i>[now called CHN21 - Participation rate for 16-19 year olds (%)]</i>	97.2	97	97.7
Percentage attendance for Looked After Pupils (Primary and Secondary) – <i>[now called CHN19b School attendance rates (per 100 'looked after pupils')]</i>	90	88.3	88.1
SCHN01: Cost per primary school pupil £ <i>[now called CHN01 - Cost per primary school pupil]</i>	6,055	6,275	6,229
SCHN02: Cost per secondary school pupil £ <i>[now called CHN02 - Cost per secondary school pupil]</i>	8,289	8,466	8,311
SCHN03: Cost per pre-school place £ <i>[now called CHN03: Cost per pre-school education place]</i>	9,443	10,944	11,539
SCHN04: Attainment of all Children in S4 <i>[now called CHN04- % of Pupils Gaining 5+ Awards at Level 5]</i>	90	90	n/a
SCHN05: Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool) <i>[now called CHN05 - % of Pupils Gaining 5+ Awards at Level 6]</i>	70	69	69.6
SCHN06: Attainment at S4 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool) <i>[now called CHN06- % of Pupils from 20% most Deprived Areas Gaining 5+ Awards at Level 5]</i>	79	71	n/a
SCHN07: Attainment at S6 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool) <i>[now called CHN07 - % of Pupils from 20% most Deprived Areas Gaining 5+ Awards at Level 6]</i>	43	45	n/a
SCHN08a: The gross cost of "children looked after" in residential based services per child per week <i>[now called CHN08a – Gross Cost of 'Children Looked After in residential-based services per child per week]</i>	5,225	8,257	n/a
SCHN08b: The gross cost of "children looked after" in a community setting per child per week <i>[now called CHN08a – Gross Cost of 'Children Looked After in a community setting per child per Week]</i>	390	431	n/a
SCHN09: Balance of Care for looked after children: % of children being looked after in the Community <i>[now called CHN09 - Proportion of children being looked after in the community]</i>	91.1	92.7	n/a

	2020/21	2021/22	2022/23
SCHN10: % of Adults Satisfied with local schools <i>[now called CHN10 - Proportion of Adults Satisfied with local schools]</i>	n/a	86 (2019-22)	79 (2020-23)
SCHN11: Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool) <i>[now called SCHN11- Proportion of Pupils Entering Positive Destinations]</i>	97.4	98.5	98.7
SCHN12a: Overall Average Total Tariff <i>[now called CHN12a: Overall Average Total Tariff]</i>	1484	1455	1446
SCHN12b: Average Total Tariff SIMD Quintile 1 <i>[now called CHN12b: Average Total Tariff SIMD Quintile 1]</i>	1074	1006	1037
SCHN12c: Average Total Tariff SIMD Quintile 2 <i>[now called CHN12c: Average Total Tariff SIMD Quintile 2]</i>	1152	1245	1140
SCHN12d: Average Total Tariff SIMD Quintile 3 <i>[now called CHN12d: Average Total Tariff SIMD Quintile 3]</i>	1339	1264	1286
SCHN12e: Average Total Tariff SIMD Quintile 4 <i>[now called CHN12e: Average Total Tariff SIMD Quintile 4]</i>	1517	1492	1400
SCHN12f: Average Total Tariff SIMD Quintile 5 <i>[now called CHN12f: Average Total Tariff SIMD Quintile 5]</i>	1628	1589	1612
SCHN24: % of children living in poverty (after housing costs) <i>[CHN24- now called Proportion of children living in poverty (after housing costs)]</i>	12.8	14.4	n/a
School attendance rates <i>[now called CHN19a – School attendance rates (per 1000 pupils)]</i>	94.6	n/a	93
School exclusion rates (per 1,000 pupils) <i>[now called CHN20a School exclusion rates (per 1,000 pupils)]</i>	1.2	n/a	n/a
Corporate Services			
SCORP06a 1a) The average number of working days per employee lost through sickness absence for: b) teachers <i>[now called CORP06a – Sickness absence days per teacher]</i>	4.0	4.6	5.5
SCORP06b 1b) The average number of working days per employee lost through sickness absence for: a) local government employees and craft workers <i>[now called CORP06b – Sickness absence days per employee (non-teacher)]</i>	10.4	11.2	14.2
SCORP01: Support services as a % of total gross expenditure <i>[now called - CORP01: Support services as a % of total gross expenditure]</i>	4.8	4.5	4.3
SCORP03b: The percentage of the highest paid 5% employees who are women <i>[now called CORP03b - proportion of the highest paid 5% employees who are women]</i>	57.5	61.9	62.6
SCORP04: The cost per dwelling of collecting Council Tax <i>[now called CORP04: The cost per dwelling of collecting Council Tax]</i>	16.39	19.06	12.37
SCORP07: Percentage of income due from council tax received by the end of the year % <i>[now called CORP07: Percentage of income due from council tax received by the end of the year]</i>	96.4	96.8	97.6

	2020/21	2021/22	2022/23
SCORP08: Percentage of invoices sampled that were paid within 30 days % <i>[now called CORP08: Percentage of invoices sampled that were paid within 30 days]</i>	79.8	86.6	90.9
SCORP3c: The Gender Pay Gap <i>[now called CORP03c Gender pay gap (%)]</i>	6.5	5.7	4.6
Adult Social Care			
Health and Social Care Integration - Core Suite of Indicators NI-14: Number of re-admissions to an acute hospital within 28 days of discharge per 1,000 admissions.	98	77	n/a
Health and Social Care Integration - Core Suite of Indicators NI-19: The number of bed days due to delay discharge that have been recorded for people aged 75+ resident within the Local Authority area, per 1,000 population in the area.	189	342	415
Health and Social Care Integration - Core Suite of Indicators NI-17: Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	84	78.9	86.9
Health and Social Care Integration - Core Suite of Indicators NI-3: Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided	n/a	73.8	n/a
Health and Social Care Integration - Core Suite of Indicators NI-8: Total combined % carers who feel supported to continue in their caring role.	n/a	28.4	n/a
SW01: Older Persons (Over 65) Home Care Costs per Hour <i>[now called SW01 Home care costs per hour for people aged 65 or over]</i>	40.61	32.81	33.21
SW02: Direct payments spend on adults 18+ as a % of total social work spend on adults 18+ <i>[now called SW02 SDS (MP + MPB) spend on adults as a % of total adult social work spend]</i>	8.7	8.9	9.3
SW03: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home. <i>[now called SW03a - % of people aged 65 and over with long-term care needs receiving personal care at home]</i>	62.2	64.4	62.5
SW04b: % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	n/a	83.63	n/a
SW05: The Net Cost of Residential Care Services per Older Adult (+65) per Week <i>[now called SW05 – Residential costs per week per resident for people aged 65 or over]</i>	456	452	n/a
Culture and Leisure			
SC&L01: Cost per attendance at Sports facilities <i>[now called C&L01: Cost per attendance at Sports facilities]</i>	105.7	9.2	5.1
SC&L02(a): Cost Per Library Visit <i>[now called C&L02 - Cost per Library visit]</i>	18.7	12.7	4.8

	2020/21	2021/22	2022/23
SC&L04(a): Cost of Parks and Open Spaces per 1,000 of the Population <i>[now called C&L04 - Cost of Parks and Open Spaces per 1,000 of the Population]</i>	14,736	6,588	10,427
SC&L05a: % of adults satisfied with libraries <i>[now called C&L05a Proportion of adults satisfied with libraries]</i>	n/a	72% (2019-22)	61.3% (2020-23)
SC&L05b: % of adults satisfied with parks and open spaces <i>[now called C&L05b: Proportion of adults satisfied with parks and open spaces]</i>	n/a	92% (2019-22)	89.7% (2020-23)
SC&L05d: % of adults satisfied with leisure facilities <i>[now called C&L05d: Proportion of adults satisfied with leisure facilities]</i>	n/a	71.3% (2019-22)	64% (2020-23)
Environmental Services			
SENV05 Cost of trading standards and environmental health per 1,000 population £ <i>[now called ENV05 - Cost of trading standards and environmental health per 1,000 population]</i>	18,141	18,429	16,929
SENV02: Net waste disposal cost per premises <i>[now called ENV02a - Net cost per Waste disposal per premises]</i>	110.1	92.7	89.2
SENV03a: Cost of street cleaning per 1,000 population £ <i>[now called ENV03a - Net Cost of street cleaning per 1,000 population]</i>	10,229	11,068	10,333
SENV03c: Street Cleanliness Score <i>[now called ENV03c - Street Cleanliness Score]</i>	95.4	89.8	89.9
SENV04a(1): Cost of maintenance per kilometre of roads <i>[now called ENVO4a – Cost of roads per kilometre]</i>	26,620	30,483	25,017
SENV04b: % of Class A roads that should be considered for maintenance treatment 10-12 <i>[now called ENV04b - % of Class A roads that should be considered for maintenance treatment]</i>	17.3% (2019-21)	20.5% (2020-22)	18.7% (2021-23)
SENV04c: % of Class B roads that should be considered for maintenance treatment 10-12 <i>[now called ENV04c - % of Class B roads that should be considered for maintenance treatment]</i>	24.1% (2019-21)	23.8% (2020-22)	21.8% (2021-23)
SENV04d: % of Class C roads that should be considered for maintenance treatment 10-12 <i>[now called ENV04d - % of Class C roads that should be considered for maintenance treatment]</i>	31.2% (2019-21)	33.4% (2020-22)	28.7% (2021-23)
SENV04e: % of unclassified roads that should be considered for maintenance treatment <i>[now called ENV04e - % of unclassified roads considered for maintenance treatment]</i>	41.9% (2017-21)	42.3% (2018-22)	41.2% (2019-23)
(see above-ENV05 - merged) SENV05a:Cost of trading standards per 1,000 population £ <i>[now called ENV05a Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 population]</i>	10,109	9432	9,020
(see above - ENV05- merged) SENV05b:Cost of environmental health per 1,000 population £ <i>[now called ENV05b Cost of environmental health per 1,000 population]</i>	8,038	8,994	7,911

	2020/21	2021/22	2022/23
SENV06: % of total household waste that is recycled <i>[now called SENV06 - Proportion of total household waste that is recycled]</i>	56.6	58.1	56
SENV07a: % of adults satisfied with refuse collection <i>[now called ENV07a - Proportion of adults satisfied with refuse collectoin]</i>	84.9 (2018-21)	82.3 (2019-22)	81 (2020-23)
SENV07b: % of adults satisfied with street cleaning <i>[now called ENV07b - proportion of adults satisfied with street cleaning]</i>	67.2 (2018-21)	66.3 (2019-22)	65 (2020-23)
SENV1a: Net cost of Waste collection per premise <i>[now called ENV01a – Net cost per Waste collection per premises]</i>	95.7	76.3	75
Housing Services			
HSN01b: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year <i>[now called HSN01b: Gross rent arrears (all tenants) as a percentage of rent due for the reporting year]</i>	9.5	10	7.4
HSN04b: Average time taken to complete non-emergency repairs <i>[Now called HSN04B - Average number of days taken to complete non-emergency repairs]</i>	6.2	8.3	7.1
SHSN02: Percentage of rent due lost through properties being empty during the last year. <i>[now called HSNO2 – Proportion of rent due in the year that was lost due to voids]</i>	1.8	1.4	1
SHSN03: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS). <i>[now called HSN03 – Proportion of council dwellings meeting Scottish Housing Quality Standards]</i>	91.4	49.5	59.2
SHSN05: Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year <i>[now called HSN05a – Proportion of council dwellings that are energy efficient]</i>	93.2	98.3%	n/a
Economic Development			
ECON12b: Claimant Count as a % of 16-24 Population	4.9	2.8	1.7
ECON12a: Claimant Count as a % of Working Age Population	3.9	2.6	1.7
Cost of Economic Development & Tourism per 1000 population <i>[new indicator called ECON06 - Investment in Economic Development & Tourism per 1,000 population]</i>	19,402	31,759	55,187
ECON11: Gross Value Added (GVA) per capita	10,150	10,551	n/a
ECON07: Proportion of people earning less than the living wage	30.9	n/a	n/a
ECON08: Proportion of Properties receiving superfast broadband	96.2	96.5	97.2
SECON01: % Unemployed people accessing jobs via Council funded / operated employability programmes <i>[now called ECON01 - Percentage of Unemployed People Assisted into work from Council Programmes]</i>	6.9	17.5	n/a

	2020/21	2021/22	2022/23
SECON2: Cost of Planning & Building Standards per planning application <i>[now called ECON2: Cost of Planning & Building Standards per planning application]</i>	6,359	4,849	4,743
SECON3: Average Time taken to deliver a business and industry planning application <i>[now called ECON03: Average time per business and industry planning application (weeks)]</i>	9.04	18.5	17.6
SECON4: % of procurement spent on local enterprises <i>[now called ECON04 – Proportion of procurement spent on local enterprises]</i>	11.26	13.7	11.9
SECON5: No of business gateway start-ups per 10,000 population <i>[now called ECON05 – No of business gateway start-ups per 10,000 population]</i>	22.7	19.7	18.1
SLAED INDICATOR - OC8 Measure of vacant commercial units as a % of total units for the local authority's key town centres. This indicator does not include edge of town and out of town retails units	94.07	100	100
ECON09: Town Vacancy Rates	7.2	4.5	7
Corporate Assets			
SCORPAM01: Proportion of operational buildings that are suitable for their current use % <i>[now called CORP-ASSET01 - % of operational buildings that are suitable for their current use]</i>	84.5	84.8	84.8
SCORPAM02: Proportion of internal floor area of operational buildings in satisfactory condition % <i>[now called CORP-ASSET02 % of internal floor area of operational buildings in satisfactory condition]</i>	84.1	86.6	86.6
Tackling Climate Change			
SCLIM01 - Local authority estimates of carbon dioxide emissions <i>[now called CLIM01 - CO2 emissions area wide per capita]</i>	3.41	3.78	n/a
SCLIM02 - Local authority estimates of carbon dioxide emissions <i>[now called CLIM02 - CO2 emissions area wide: emissions within scope of LA per capita]</i>	2.92	3.25	n/a
CLIM03 - CO2 emissions from Transport per capita	14.74	16.44	n/a
CLIM04 - CO2 emissions from Electricity per capita	50.43	45.66	n/a
CLIM05 - CO2 emissions from Natural Gas per capita	116.42	86.91	n/a
Financial Sustainability			
SFINSUS01 - Total useable reserves as a % of council annual budgeted revenue <i>[now called FINSUS01 - Total useable reserves as a % of council annual budgeted revenue]</i>	23.4	21.8	22.3
SFINSUS02 - Uncommitted General Fund Balance as a % of council annual budgeted net revenue <i>[now called FINSUS02 - Uncommitted General Fund Balance as a % of annual budgeted net revenue]</i>	4.5	4.4	2.3
SFINSUS03 - Ratio of Financing Costs to Net Revenue Stream - General Fund <i>[now called FINSUS03 - Ratio of Financing Costs to Net Revenue Stream - General Fund]</i>	7.6	7.2	7.2

	2020/21	2021/22	2022/23
SFINSUS04 - Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account [<i>now called FINSUS04 - Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account</i>]	32.1	31.3	31.5
SFINSUS05 - Actual outturn as a percentage of budgeted expenditure [<i>now called FINSUS05 - Actual outturn as a percentage of budgeted expenditure</i>]	97.4	98.7	96.1
Engaging with communities and service users, and responding to their views and concerns			
% of telephone calls to Customer Services between 8:45am and 4:45pm answered on first call.	94	73	79
Number complaints received per 1,000 population	11.6	16.04	10.6
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area	n/a	n/a	25
Average time in working days to respond to complaints after escalation (investigation).	17.2	21	24.71
Average time in working days to respond to complaints at stage one (frontline resolution).	5.1	6.2	3.97
Average time in working days to respond to complaints at stage two (investigation).	24.7	22	13.97
Citizens' Panel - Homecare services % of service users rating service as very good/good	n/a	n/a	65
Citizens Panel - Satisfaction with East Renfrewshire as a place to live	n/a	89	85
Citizens' Panel -Health and social care for adults % of service users rating service as very good/good	n/a	84	55
Citizens' Panel respondents reporting they live in a community that supports older people.	n/a	58	56
Number complaints received.	1108	1541	1028
People reporting 'being as well/staying as well as you can' needs met (%)	86	86	84
People reporting 'being respected' needs met (%)	94	98	97
People reporting 'feeling safe' needs met (%)	89	90	97
People reporting 'having things to do' needs met (%)	73	78	81
People reporting 'seeing people' needs met (%)	79	84	84