

EAST RENFREWSHIRE COUNCIL

COUNCIL

24 June 2020

Report by Deputy Chief Executive

STRATEGIC END YEAR COUNCIL PERFORMANCE REPORT 2019-20

**PURPOSE OF REPORT**

1. The purpose of this report is to present a summary of Council performance at end-year 2019-20 based on performance indicators in the [Outcome Delivery Plan \(ODP\) 2019-22](#). An end-year complaints report is also attached at Annex 2.

**RECOMMENDATIONS**

2. It is recommended that Council:
- (a) Scrutinises and comments on the summary of the Council's performance at end-year 2019-20 at Annex 1 and;
  - (b) Scrutinises and notes the end-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 2019-22. It conveys what the Council is doing to contribute to the delivery of the agreed Community Planning 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, for most this will be for end-year 2019-20. Some indicators have a time lag and the latest data will be 2018-19 e.g. educational attainment, or occasionally more historic. As data included in the report runs to 31 March 2020, COVID-19 has not had a significant impact on collection or performance of data at year end apart from availability of some end year 2019-20 data from the East Renfrewshire Culture and Leisure Trust. There may however be an impact on future results as a result of the pandemic, and services are currently considering future planning and assessing the impact on service delivery.

**OTHER STATUTORY REPORTING**

5. We have a statutory duty to report on complaints. An end-year summary report on complaints is attached at Annex 2.

6. We also have a statutory duty to report on 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 year 2018/19](#) was reported to Cabinet in March 2020.

7. The Annual report on Community Plan Annual Progress report and Fairer Reports are being prepared for online approval by the Performance Accountability Review and Community Planning Partnership Board.

8. As part of the requirements within the 2010 Equality Act we report performance on equalities. A progress report on the Councils' Equality and Human Rights Mainstreaming and Outcomes Programme 2017-21 will be reported to Cabinet in April 2021.

## **COUNCIL PERFORMANCE**

9. Of the 44 indicators in the plan, there has been an update available for 32 indicators in the last year, and 63% (20 indicators) of those updated have either met or exceeded target (green status). 31% of updated indicators (10) are on track/within reasonable thresholds at amber and 6% (2 indicators) are off track at red. Some indicators at amber have future year targets for 2021 and 2022 e.g. educational attainment and affordable housing.

10. East Renfrewshire Council continues to achieve excellent performance results across many areas including responding to noise complaints, supporting local businesses through economic development activities, and children reaching expected milestones by entry to primary school. Excellent household waste recycling rates continue to be maintained with 2019-20 rates to be verified by Scottish Environment Protection Agency (SEPA) in September 2020. 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.

11. Education results reported to Cabinet in December 2019 showed continued excellent results in educational attainment, primary school exclusion rates, and the number of awards achieved by young people participating in school and community based targeted programmes.

12. 40 units were added to the affordable housing supply in 2019-20 (cumulative target of 225 by 2022) including 26 new Council houses at Fenwick Road/Oakbank and Blackbyres. 81 homes have been built to date and at the end of the year we were on track to meet the 2022 target, although the impact of Coronavirus may impact on the achievement of the target. Ongoing Capital investment has resulted in a continued improvement in the overall condition of our road network, which has improved from 39.1% of the network requiring maintenance last year to 35.5% in 2019-20. Our City Deal expenditure against the Capital Plan was lower than anticipated at £3.47million in 2019-20. This was as a result of delays to the Aurs Road project. Land deals required as part of the project were not concluded and also Scottish Water identified the need to complete work that impacted on the same geographical area.

13. The autumn 2019 Citizens' Panel survey showed 71% of respondents were satisfied with council services. This is consistent with the previous year and although below the target of 75% this perception measure is within the allowable range.

14. Sickness absence across the Council remained at 10.1 days per FTE, against a target of 9.1 days, and can be attributed to both long and short term absence. Non work related stress continues to be a significant absence reason across the Council and managers have been encouraged to make staff aware of the services available. The significant impact of Coronavirus on staff absence levels from mid-March 2020 onwards may make assessment of underlying progress difficult to measure in the coming year.

15. The Council is performing well across the majority of the ODP indicators. In the remaining areas where there is further scope for improvement, there is a clear understanding of reasons for performance levels, and departments are not complacent and are continuing to monitor progress and taking action.

## **COMPLAINTS**

16. 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). A report on our performance against these indicators at end-year point is attached at Annex 2.

17. The volume of complaints received has increased marginally from the corresponding period in 2018-19 – up by 2.6% to 1,313. The Council continues to meet the SPSO target for responding to frontline complaints (5 days) recording an average of 4.4 days, but narrowly missed the target for investigation complaints (20 days) recording an average of 20.4 days. The rate for all complaints upheld remains similar to last year – up by 1% point to 38%.

18. Evidence shows that the Council is continuing to use complaints information to inform service improvements across the organisation. Some of these are targeted at improving the efficiency of services for our socio-economically disadvantaged households, for example, free school meals and clothing allowance applications; managing debt; and housing benefit applications. Others include improved efficiency where the management of housing repairs and maintenance of our footpaths and lanes are concerned.

## **PUBLICATION OF END YEAR PERFORMANCE INFORMATION**

19. 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.

## **OUTCOME DELIVERY PLAN (ODP) 2020-23**

20. The ODP 2020-23 had been drafted and was due to be considered at Cabinet in April 2020. In light of the COVID-19 pandemic the plan will be revised to take in to account recovery planning across the Council family, including changes to activities and targets within the ODP, and will be considered for approval at a later date.

## **FINANCE & EFFICIENCY**

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

## **CONSULTATION**

22. There have been various consultations in 2019-20 and services across the Council continue to consult with customers and communities as part of service delivery and redesign.

## **PARTNERSHIP WORKING**

23. 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

24. 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

25. This report details the performance of the Council at end-year 2019-20. The Council is performing well across the majority of the ODP indicators, however there will be challenging times ahead and COVID-19 will have an impact on future performance and delivery of services. Despite this, the Council continues to work towards the aim of making people's lives better and achieving positive outcomes for all of our communities.

## RECOMMENDATIONS

26. It is recommended that Council:

- (a) Scrutinises and comments on a summary of the Council's performance at end-year 2019-20 (Annex 1) and;
- (b) Scrutinises and notes the end-year complaints report attached at Annex 2

June 2020

## REPORT AUTHORS

*Strategic Report and Annex 1:* Kim Gear, Corporate Policy Officer, 0141 577 3075, kim.gear@eastrenfrewshire.gov.uk

*Annex 2 Complaints:* Stephen Fraser, Policy and Improvement Assistant, 0141 577 3855; stephen.fraser@eastrenfrewshire.gov.uk

Caroline Innes, Deputy Chief Executive  
Convener contact details:-

Councillor Tony Buchanan  
(Leader of the Council)

Home: 0141 577 5717  
Office: 0141 577 3107/8

## BACKGROUND PAPERS

- Strategic Mid-Year Performance Report 2019-20, Cabinet 5 December 2019
- Outcome Delivery Plan 2019-2022, Council 26 June 2019
- Local Government Benchmarking Framework 2018-19, Cabinet 12 March 2020



Outcome Delivery Plan 2019 - 2022

**Strategic End-Year Performance Report 2019-20**

The following report provides an update of Council performance data at end-year 2019-20. The information contained in this report includes indicators in the Outcome Delivery Plan 2019-22.

**Data notes**

Indicators included in Annex 1 have a latest data update, the most recent being end year 2019-20. Some indicators have a time lag and the latest data will not be the current year, e.g. some health and education data. Of the 44 indicators in the plan, there has been an update available for 32 indicators in the last year, and 63% (20 indicators) of those updated have either met or exceeded target. 10 of the updated indicators are on track/within reasonable thresholds at amber and 2 indicators are off track at red. Some indicators at amber have future year targets for 2021 and 2022 e.g. educational attainment and affordable housing. Base numbers are included where appropriate.

**Citizens' Panel Variance levels**

The statistical variance in Citizens' Panel results is based on two factors, firstly the number of respondents to each question (the base) and secondly the proportion of respondents answering in a particular way, e.g. satisfied/dissatisfied etc. The variation in results increases in relation to any drop in the response level, giving rise to marginally less reliable results.

**Key**

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

<p><u>Performance note</u></p>	<p><u>Latest value</u></p> <ul style="list-style-type: none"> <li> Off target</li> <li> Target still to be achieved</li> <li> On target</li> </ul>	<p style="text-align: center;"><b>Trend Chart</b></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.

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

<p>14 children/young people completed a viewpoint survey in 2019/20. The response to "do you feel safe?" was very high. With implementation of Signs of Safety programme there has been a significant reduction in usage of Viewpoint and operational managers require to evaluate what method they consider most relevant to report on in future.</p>	<p>98% </p>	<p><b>CSP051 Percent positive Viewpoint responses to "Do you feel safe at home?" question</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percent Positive Responses</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>96%</td> </tr> <tr> <td>2014/15</td> <td>100%</td> </tr> <tr> <td>2015/16</td> <td>90%</td> </tr> <tr> <td>2016/17</td> <td>90%</td> </tr> <tr> <td>2017/18</td> <td>94%</td> </tr> <tr> <td>2018/19</td> <td>93%</td> </tr> <tr> <td>2019/20</td> <td>98%</td> </tr> </tbody> </table>	Year	Percent Positive Responses	2013/14	96%	2014/15	100%	2015/16	90%	2016/17	90%	2017/18	94%	2018/19	93%	2019/20	98%
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## Improved Outcomes from Parenting Programmes

<p>47 parents/carers enrolled in Psychology or Parenting programmes during 2019. 67% of families successfully completed a pre and post <i>Strength and Difficulties Questionnaire</i> of which 27, 96% revealed an improvement.</p>	<p>96% </p>	<p><b>OD9-1819-POPP Improved Outcomes from Parenting Programmes</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Improved Outcomes</th> </tr> </thead> <tbody> <tr> <td>2013</td> <td>78%</td> </tr> <tr> <td>2014</td> <td>79%</td> </tr> <tr> <td>2015</td> <td>81%</td> </tr> <tr> <td>2016</td> <td>81%</td> </tr> <tr> <td>2017</td> <td>89%</td> </tr> <tr> <td>2018</td> <td>96%</td> </tr> <tr> <td>2019</td> <td>85%</td> </tr> <tr> <td>2020</td> <td>85%</td> </tr> </tbody> </table>	Year	Improved Outcomes	2013	78%	2014	79%	2015	81%	2016	81%	2017	89%	2018	96%	2019	85%	2020	85%
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## Proportion of P1 children who have reached all of the expected milestones on entry to school

<p>The proportion achieving their developmental milestones has reached the national stretch aim target of 85% in 2019-20 from a cohort of 1212 children. Only 6.2% of learners were reported as having a developmental concern. Rigorous review arrangements are in place to moderate the assessment of developmental milestones.</p>	<p>85% </p>	<p><b>ODP5EDU01-01 Proportion of P1 children who have reached all of the expected milestones on entry to school.</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Proportion of P1 Children</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>53%</td> </tr> <tr> <td>2014/15</td> <td>69%</td> </tr> <tr> <td>2015/16</td> <td>74%</td> </tr> <tr> <td>2016/17</td> <td>82%</td> </tr> <tr> <td>2017/18</td> <td>78%</td> </tr> <tr> <td>2018/19</td> <td>84%</td> </tr> <tr> <td>2019/20</td> <td>85%</td> </tr> </tbody> </table>	Year	Proportion of P1 Children	2013/14	53%	2014/15	69%	2015/16	74%	2016/17	82%	2017/18	78%	2018/19	84%	2019/20	85%
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# ODP 2 Council Performance

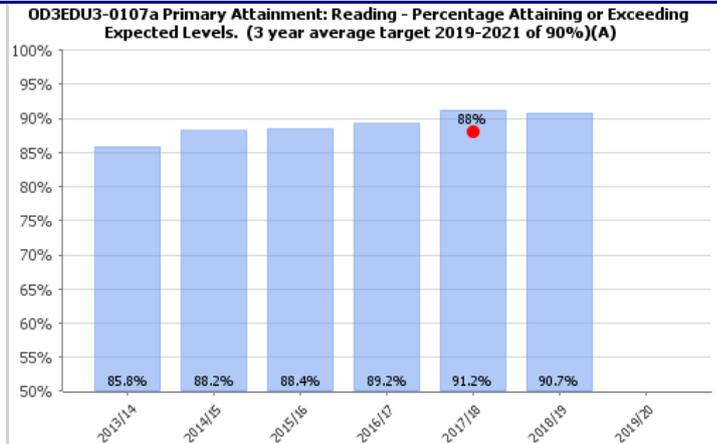
East Renfrewshire residents are healthy and active and have the skills for learning, life and work.



## Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels. (3 year average target 2019-2021 of 90%)

In academic year 2018-19, the Council maintained over 90% of primary pupils achieving or exceeding expected Curriculum for Excellence levels in reading with an average of 90.7%. The Council has set a challenging 3-year average target for 2019-21 of 90% and is on target to achieve this. The cohort size for this indicator in 2018-19 was 4027 pupils.

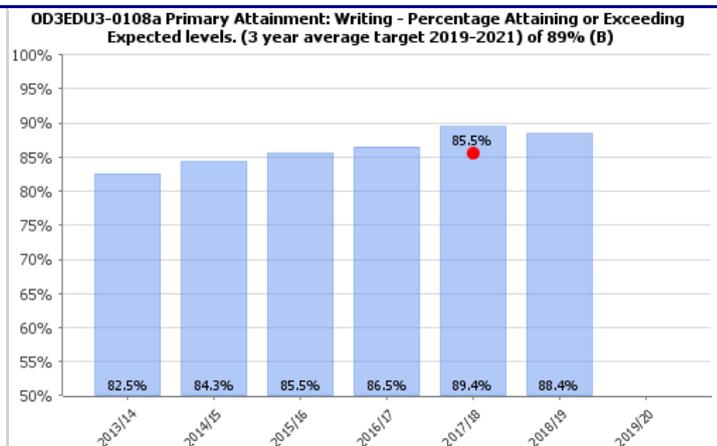
90.7%



## Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 89%

In academic year 2018-19, 88.4% of primary pupils achieved or exceeded expected Curriculum for Excellence levels in writing. The Council has set a challenging three year average target of 89% for 2019-21; the department is slightly below this based on 2018-19. The cohort size for this indicator in 2018-19 was 4027 pupils.

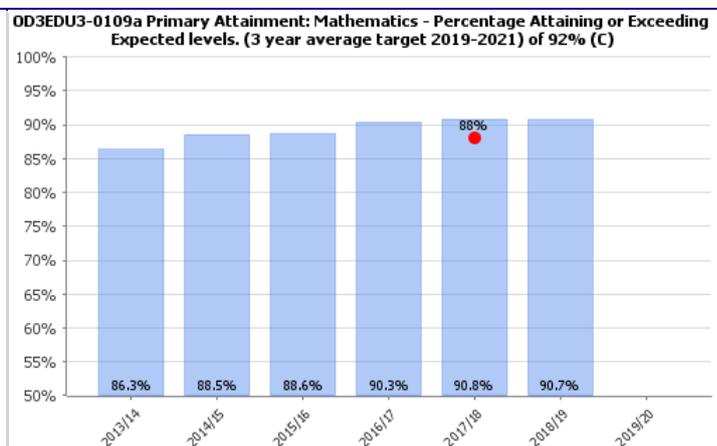
88.4%



## Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels. (3 year average target 2019-2021) of 92%

In academic year 2018-19, the Council maintained over 90% of primary pupils achieving or exceeding expected Curriculum for Excellence levels in Mathematics with an average of 90.7%. The Council has set a challenging 3-year average target for 2019-21 of 92% and is slightly below this based on 2018-19. The cohort size for this indicator in 2018-19 was 4027 pupils.

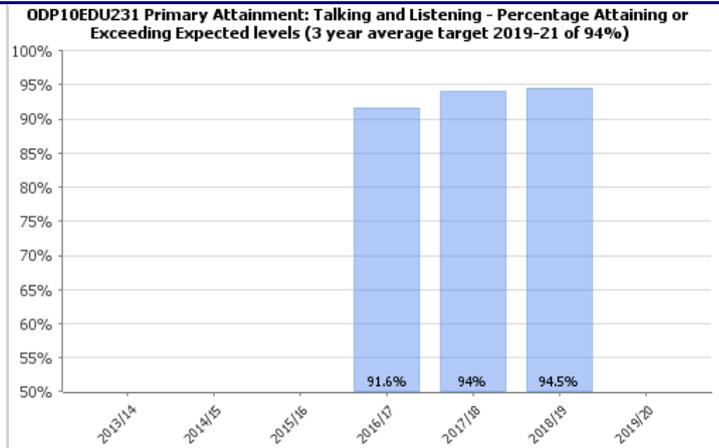
90.7%



**Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels (3 year average target 2019-21 of 94%)**

The proportion of Primary children achieving or exceeding expected levels was 94.5% in the academic year 2018-19. The Council has set a challenging three year average target of 94.0% for 2019-21 and is currently on target to achieve this. The cohort size for this indicator in 2018-19 was 4027 pupils.

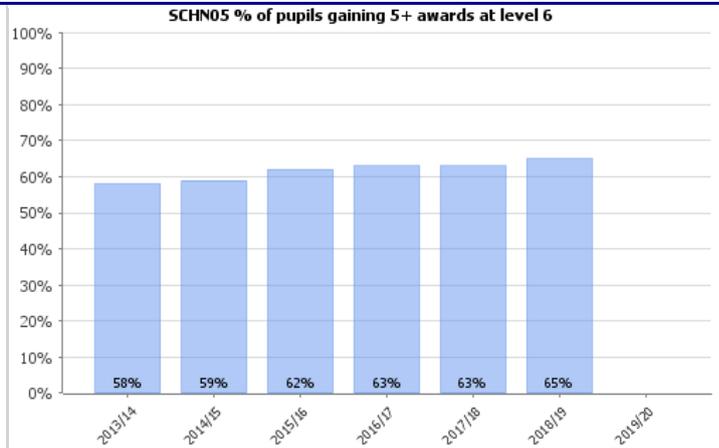
94.5% 



**% of pupils gaining 5+ awards at level 6 (3 year average 2019-21 target of 65%)**

The proportion of children achieving 5 or more awards at SCQF level 6 increased by 2% this year to 65%; the national value for this measure is 30% below. The Council have been ranked 1st for this measure since 2011-12 and has remained at least 18% above the Virtual Comparator over the past five years. The Council has set a new three year (2019-2021) target of 65%.

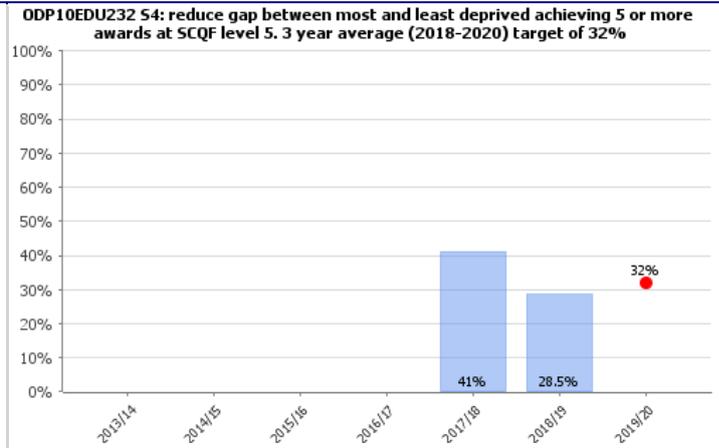
65% 



**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 reduced by 12.5% in the academic year 2018/19 to 28.5%. The average gap over 2017/18 and 2018/19 was 34.4%. There were 116 pupils in SIMD deciles 1 and 2 and 744 in deciles 9 and 10 in 2018/19.

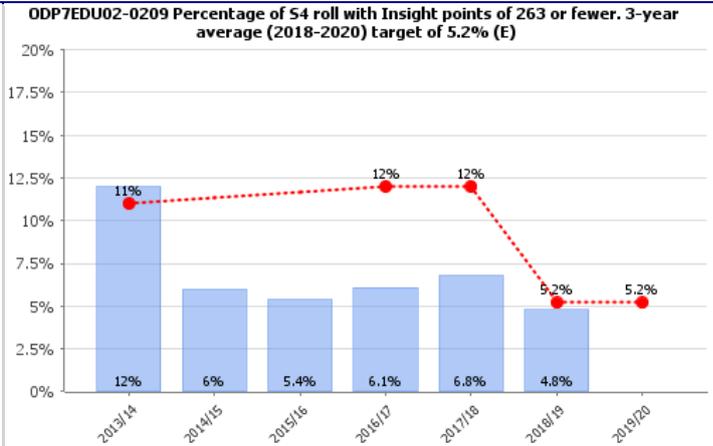
28.5% 



**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) decreased to 4.8% in 2019. The Council has set a three year (2018-2020) target of 5.2%.

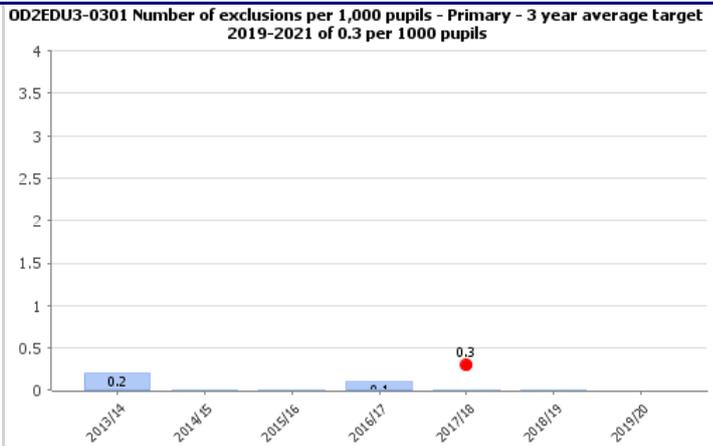
4.8% 



**Number of exclusions per 1,000 pupils - Primary - 3 year average target 2019-2021 of 0.3 per 1000 pupils**

In academic year 2018-19, there were no temporary exclusions within the primary sector. East Renfrewshire compares very favourably to the national value of 4.9 incidents per 1000 pupils (latest published data for 2018-19). The department has set a challenging three year average target of 0.3 incidents per 1000 pupils for 2019-21 and is on target to achieve this.

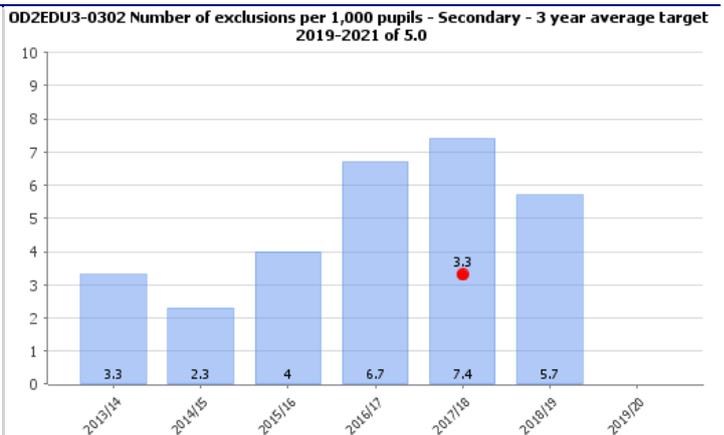
0 



**Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5.0**

In 2018-19, there was a slight decrease in exclusions to 5.7 incidents per 1000 pupils, down from 7.4 in 2017-18. The ERC performance compares very well with the national figure of 24.7 incidents per 1000 pupils (latest published data for 2018-19). The Council has set a very challenging three year average target of 5 incidents per 1000 pupils for 2019-21 and is slightly above this session.

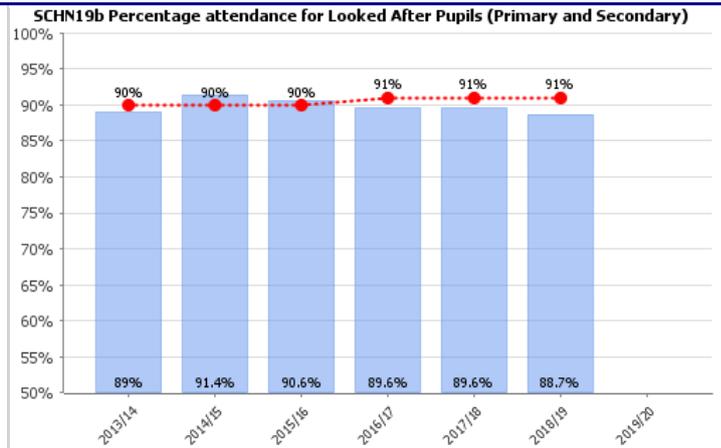
5.7 



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

Attendance rates of looked after children and young people attending our Primary and Secondary schools reduced in 2018-19 to 88.7%. Procedures for regular checks on attendance data will be strengthened. Quality Improvement Officers will include the attendance of looked after children on their agendas at pastoral meetings with head teachers.

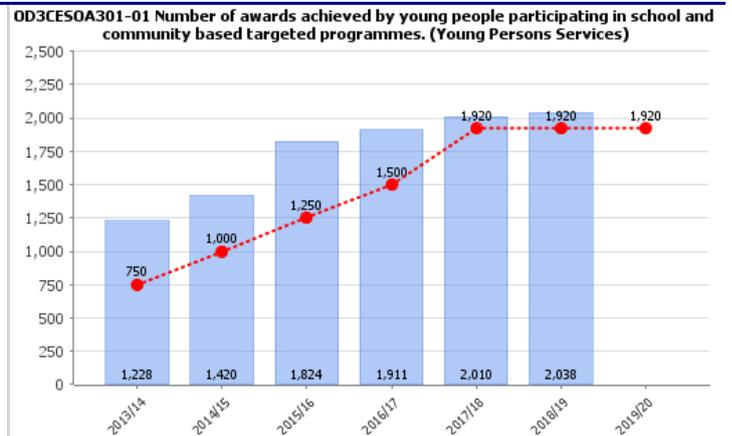
88.7%



## Number of awards achieved by young people participating in school and community based targeted programmes

Data not yet available for end year 2019/20. Expected July 2020. In academic year 2018/19, 2038 awards were achieved.

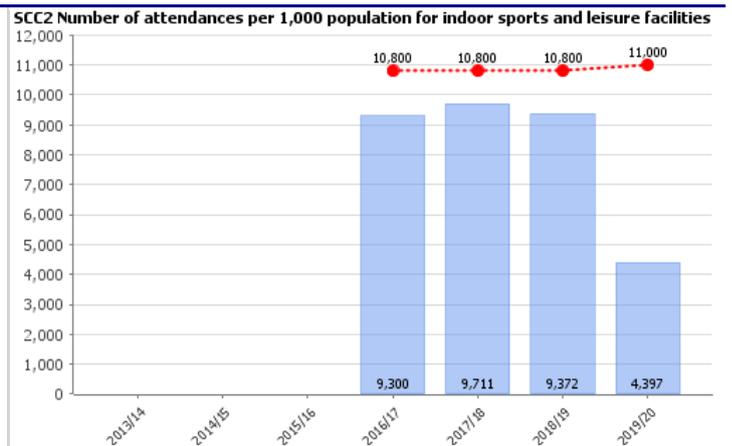
2,038



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

Latest data available mid-year 2019/20. End year data not yet available (East Renfrewshire Culture and Leisure Trust staff who provide data currently furloughed).

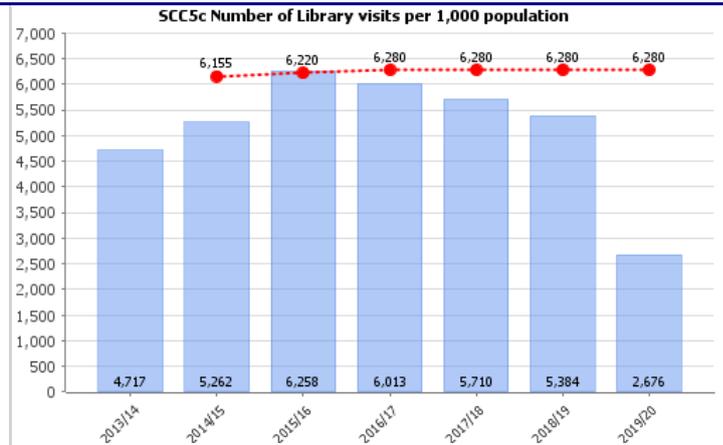
4,397



## Number of Library visits per 1,000 population

Latest data available mid-year 2019/20. End year data not yet available (East Renfrewshire Culture and Leisure Trust staff who provide data currently furloughed).

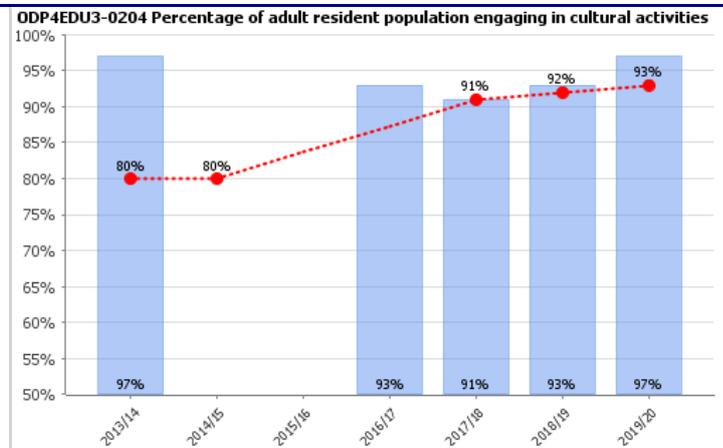
2,676



## Percentage of adult resident population engaging in cultural activities (Citizens' Panel)

2019 results show a large majority of respondents engage in cultural activities - 97%. This is above target and the figure for 2018. Baseline is 422 respondents and variance is 1.62%.

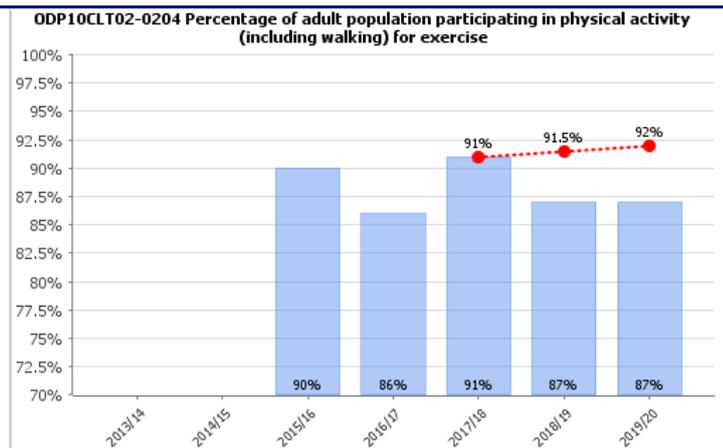
97%



## Percentage of adult population participating in physical activity (including walking) for exercise (Citizens' Panel)

2019 results show a large majority of respondents take part in some sport or physical activity at 87% on a par with 2018 figures. Baseline is 420 respondents and the variance is 3.2%. These results are above the 2018 Scottish Household Survey of 80%.

87%

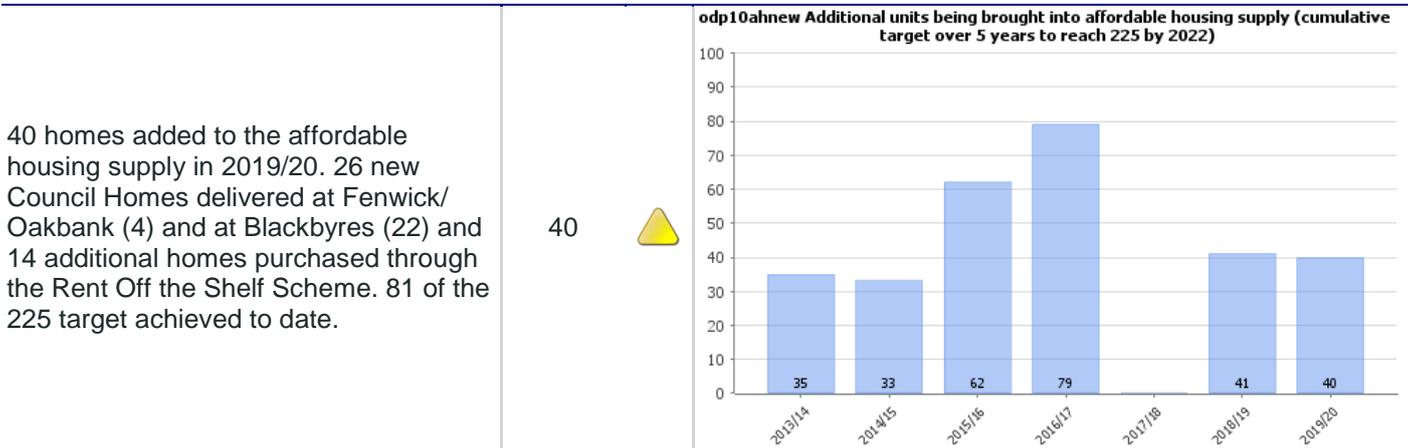


# ODP 3 Council Performance

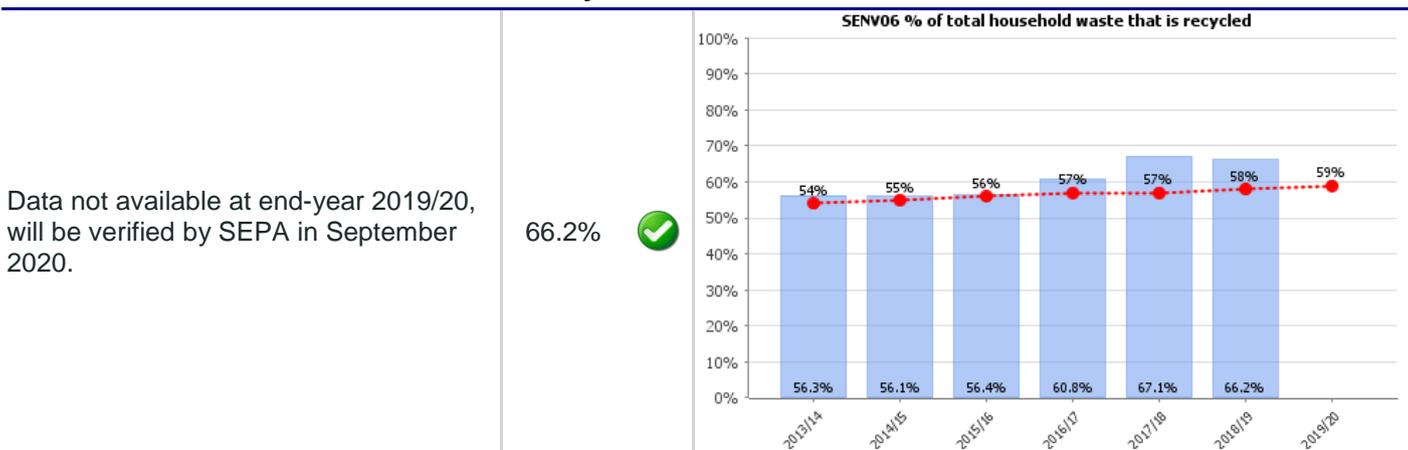
East Renfrewshire is a thriving, attractive and sustainable place for businesses and residents



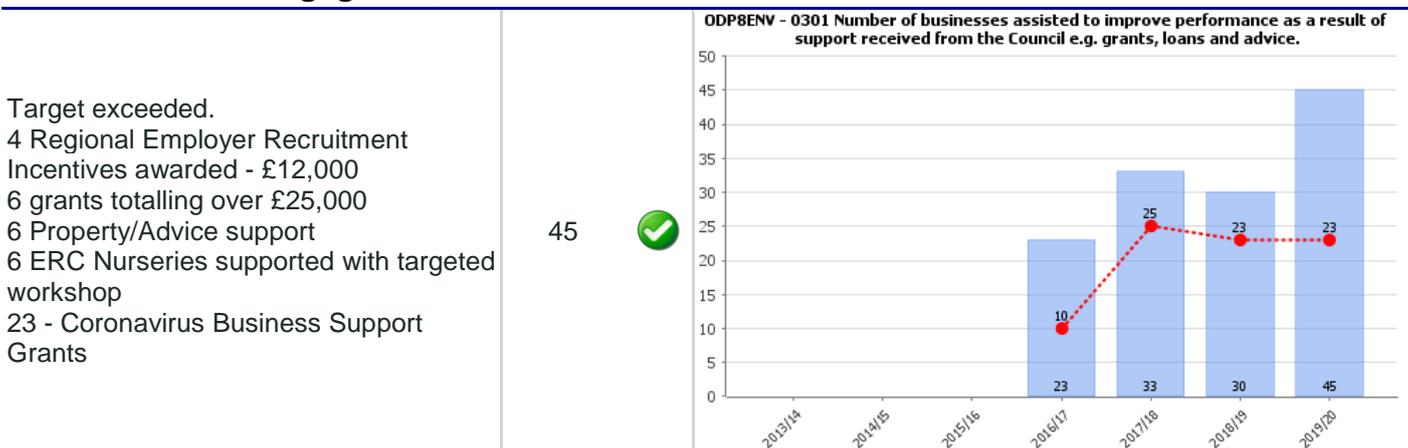
## Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)



## % of total household waste that is recycled



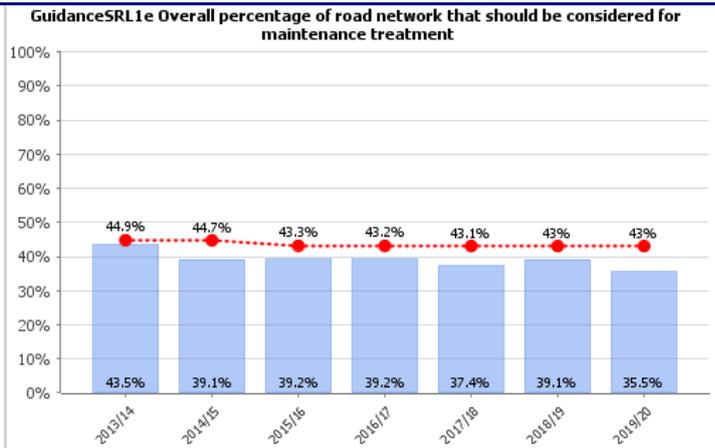
## Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice



## Overall percentage of road network that should be considered for maintenance treatment

Ongoing Capital investment has resulted in a continued improvement in the overall condition of our road network.

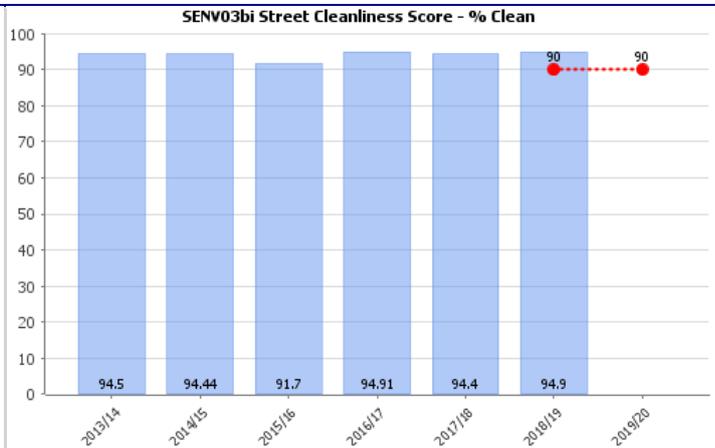
35.5%



## Street Cleanliness Score - % Clean

Data not available at end-year. We are still working with Keep Scotland Beautiful to confirm the 2019/20 score which is not yet finalised for ERC due to the Covid-19 pandemic. ERC ranked 8th with 94.9% in 2018/19.

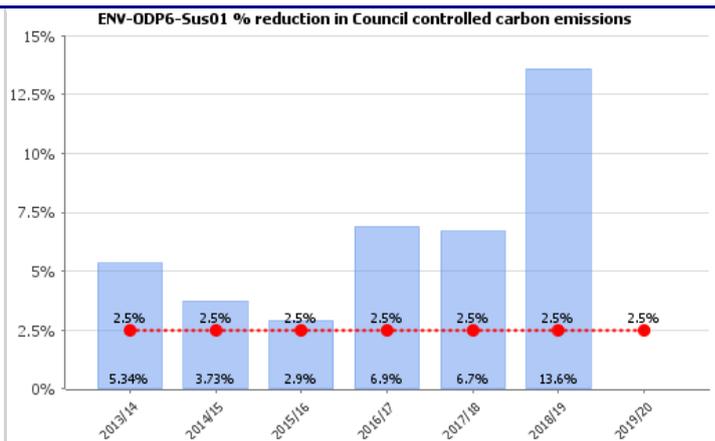
94.9%



## % reduction in Council controlled carbon emissions

Data not available at end-year. Data expected November 2020.

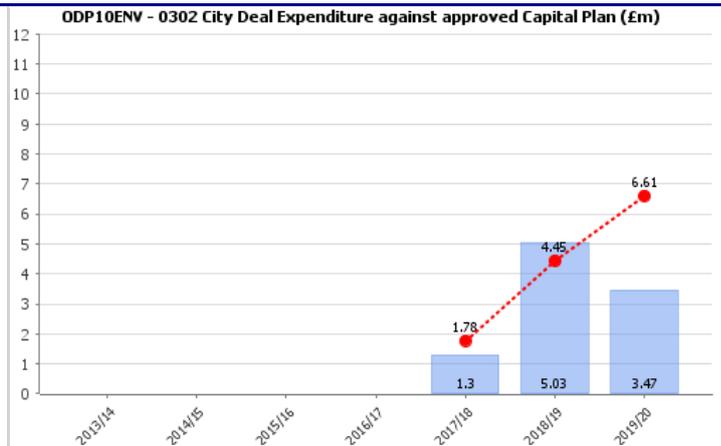
13.6%



## City Deal Expenditure against approved Capital Plan (£m)

Our City Deal expenditure against the Capital Plan was lower than anticipated at £3.47million in 2019-20. This was as a result of delays to the Aurs Road project. Land deals required as part of the project were not concluded and also Scottish Water identified the need to complete work that impacted on the same geographical area. To minimise the disruption of road closures, project timescales were rescheduled and the Council are working with Scottish Water to complete both organisations' project requirements.

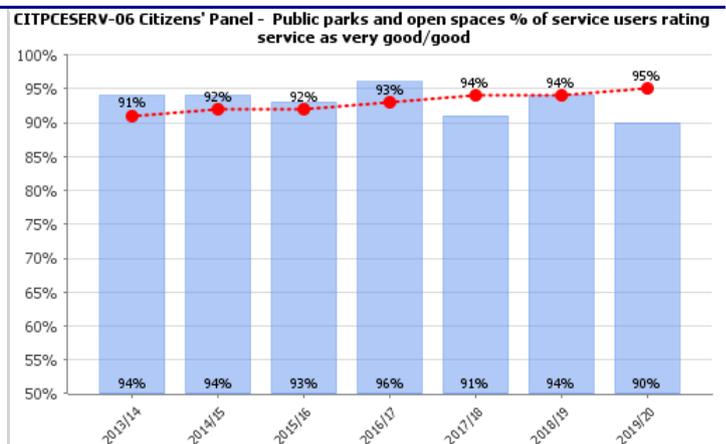
£3.47m



## Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good

2019 results show parks and open spaces rated at 90% consistent with previous surveys, base number of respondents 427 and the variance level is 2.8%.

90%



# ODP 4 Council Performance

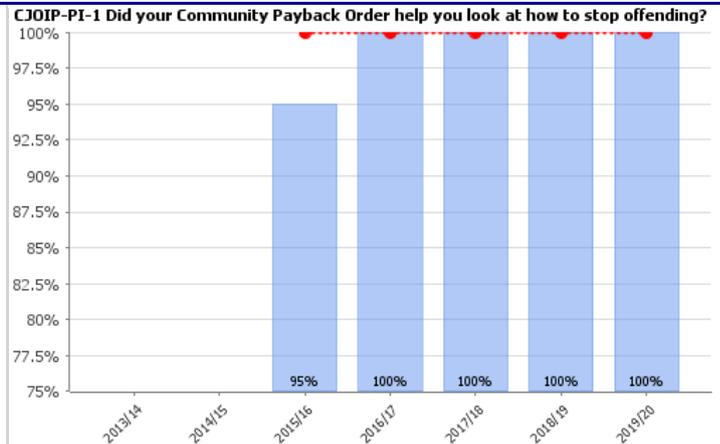
East Renfrewshire residents are safe and live in supportive communities



## Did your Community Payback Order help you look at how to stop offending?

Results of the ten completed survey forms for 2019/20 reveals a 100% positive response.

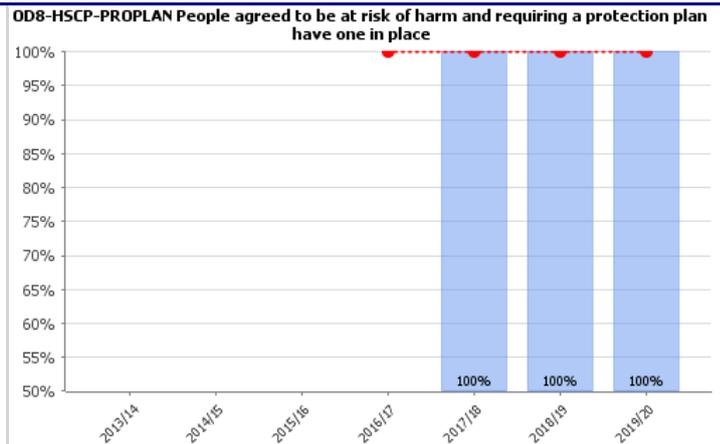
100%



## People agreed to be at risk of harm and requiring a protection plan have one in place

All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.

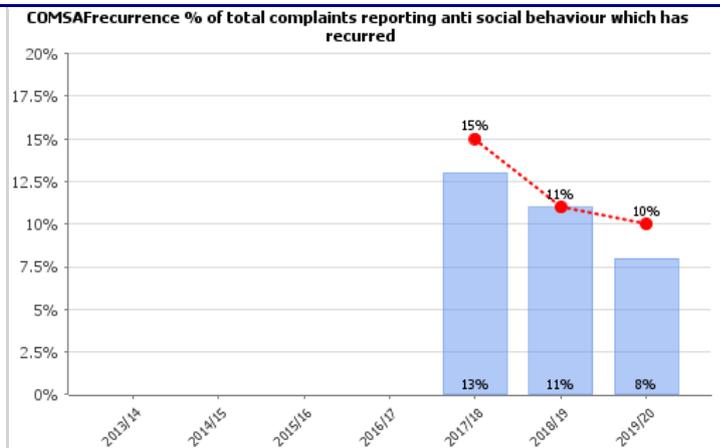
100%



## % of total complaints reporting anti-social behaviour which has recurred

In 2019/20, there were 1827 calls to the Community Safety Unit's Ring and Report Line. The Community Safety service, in conjunction with partners, is focussed on reducing patterns of anti-social behaviour and the cumulative impact that repeated incidents can have on neighbouring residents and communities. The objective of this partnership work is to reduce the number of occasions on which anti-social behaviour recurs. This is an aim to minimise indicator.

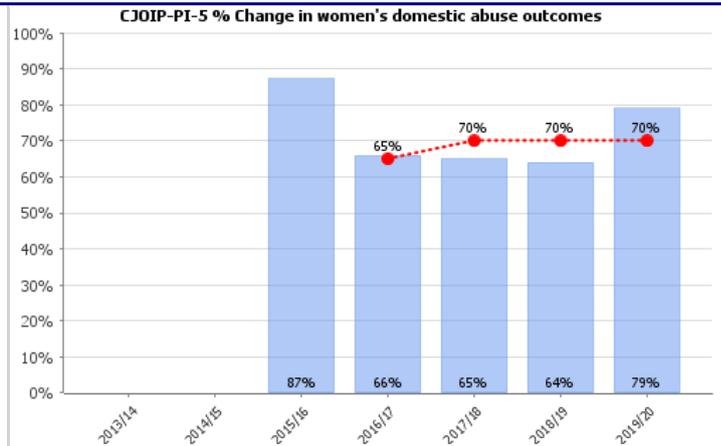
8%



## % Change in women's domestic abuse outcomes

From April 2019 to March 2020 East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes with 79% of women assessed (71 of 90) noting an improvement across all reported outcomes. 74% of women reported an improvement in safety, 80% of women assessed reported improved health & wellbeing and empowerment and self-esteem 76%.

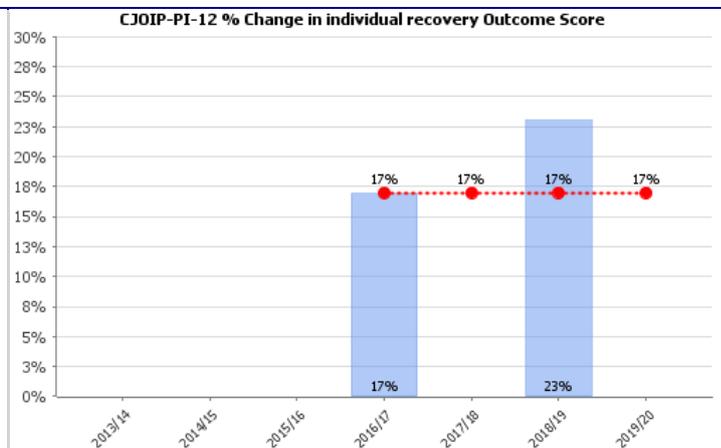
79%



## % Change in individual recovery Outcome Score

Data has not been reported for this year. This indicator is based on a Scottish Government tool and HSCPs have been advised it is no longer validated. Scottish Government are commissioning the development of another tool and we await an update.

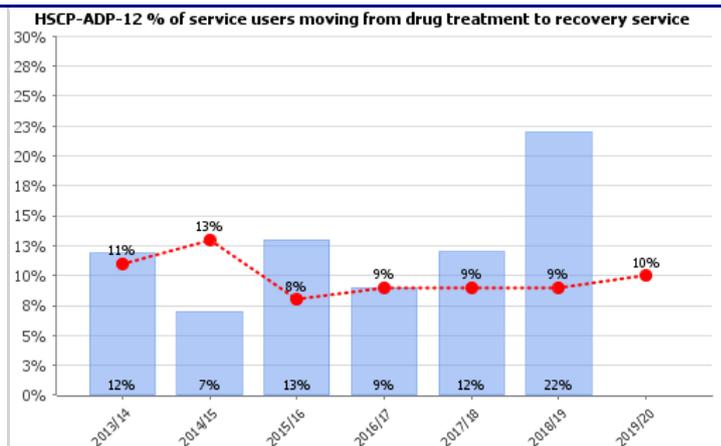
23%



## % of service users moving from drug treatment to recovery service

Latest data available 2018/19. There was an increase in the percentage of people moving from treatment to recovery from 12% in 2017/18 to 22% in 2018/19. Current target achieved. This equated to 79 out of 364 people accessing services.

22%



## **ODP 5 Council Performance**

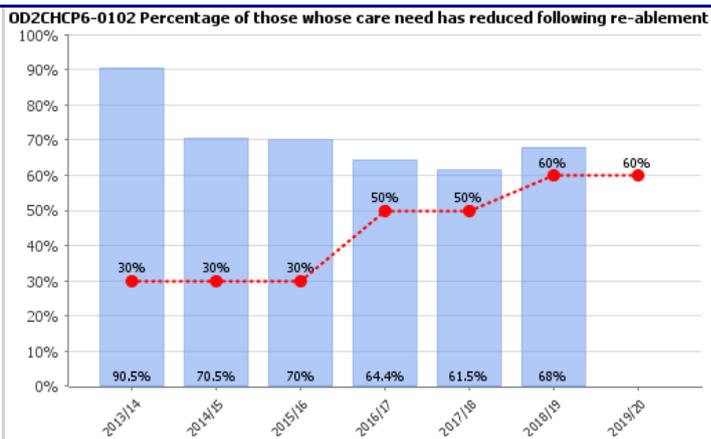
**Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives**



## Percentage of those whose care need has reduced following re-ablement

Latest data available 2018/19. Of the 300 people discharged from re-ablement, care was reduced or stopped for 204 (68.0%).

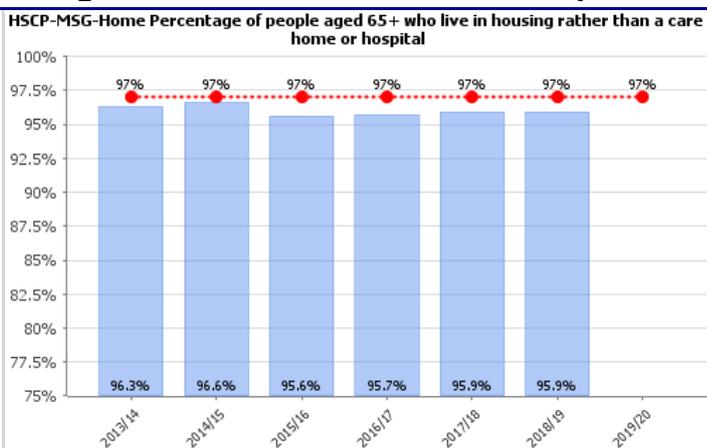
68%



## Percentage of people aged 65+ who live in housing rather than a care home or hospital

Latest data released Mar 2020. Indicator is still under review by Scottish Government and may change in future. Due to different configurations of services, figures for the hospital/hospice categories may not be comparable across partnership areas. Figure comprises 90.9% of people living unsupported at home, with a further 5% being supported to live at home.

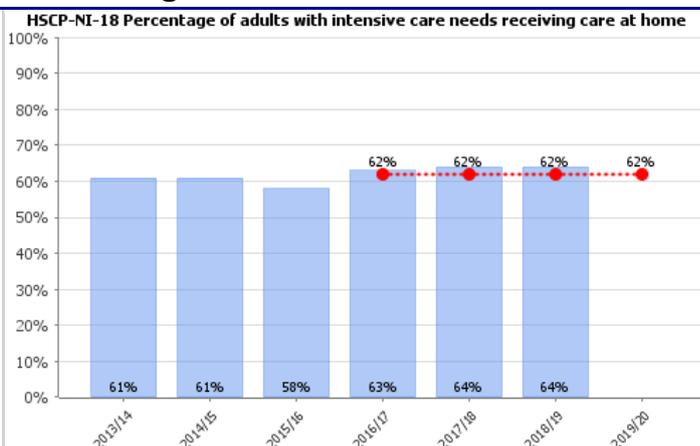
95.9%



## Percentage of adults with intensive care needs receiving care at home

Figure relates to 2017/18 data - latest available at Mar 2020. Scotland figure for period 62%. Both East Renfrewshire and national figures similar to previous available year (2016/17). Source: Scottish Government.

64%



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

In 2019/20 of the 717 valid responses 633 reported their needs met.

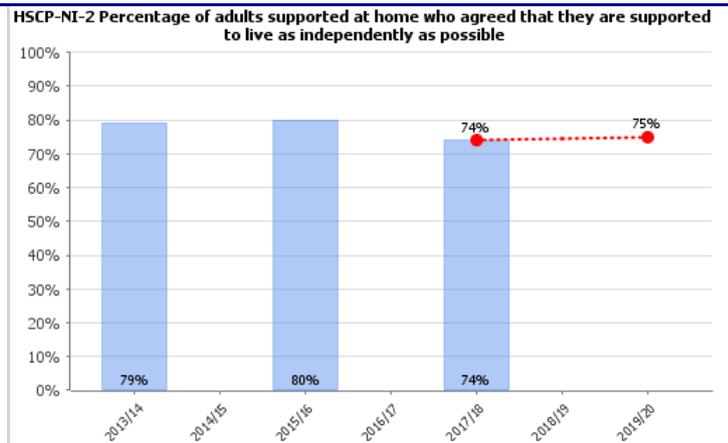
88%



### Percentage of adults supported at home who agreed that they are supported to live as independently as possible

Health and Care Experience Survey completed bi-annually. No data available for 2019/20 at May 2020.

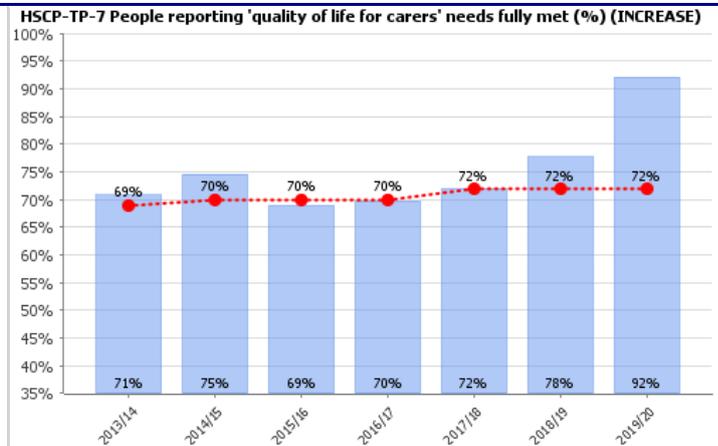
74%



### People reporting 'quality of life for carers' needs fully met (%)

In 2019/20 of the 157 valid responses 144 reported their needs met.

92%



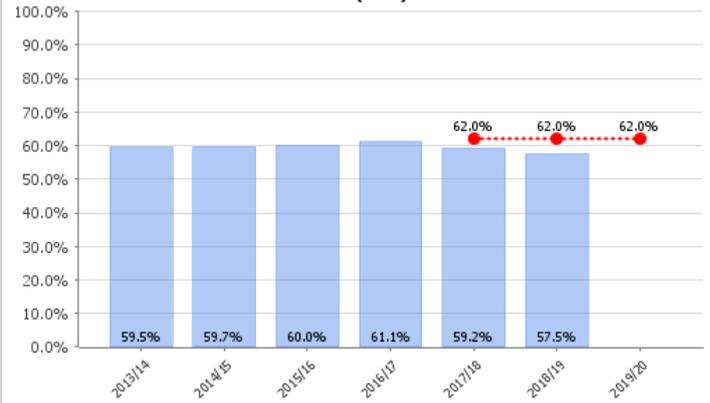
## % of people aged 65 or over with long term care needs receiving personal care at home

The LGBF data for 2018/19 shows that while performance has declined marginally compared with the previous year (59.2%), our ranking score has improved 5 places. The provision of quality care at home to support people to live independently and well in their own homes remains a key priority for the partnership. We are currently delivering on our improvement plan for care at home.

57.5%



SW03a % of people aged 65 or over with long term care needs receiving personal care at home (LGBF)



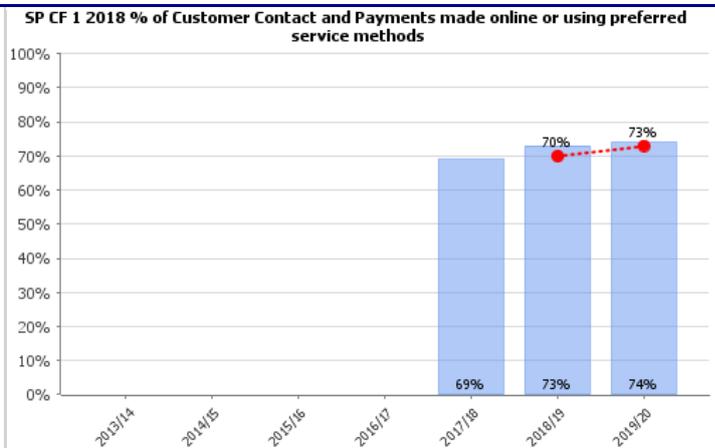
# Customer, Efficiency, People- Council Performance



## % of Customer Contact and Payments made online or using preferred service methods

There were 916,478 contacts in 2019/20. 74% of contact was made online (of this contact 96% was for online payments and 4% was for online Council services).

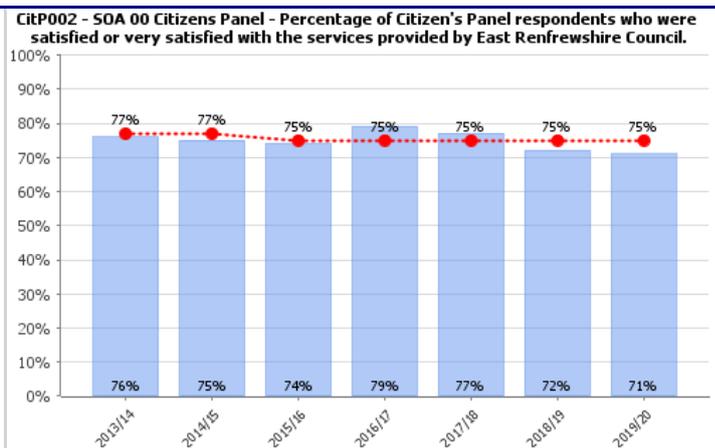
74%



## Citizens' Panel - Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.

2019 survey result is consistent with the previous year, but slightly below target. Baseline is 467 respondents and the variance level is 4.1%.

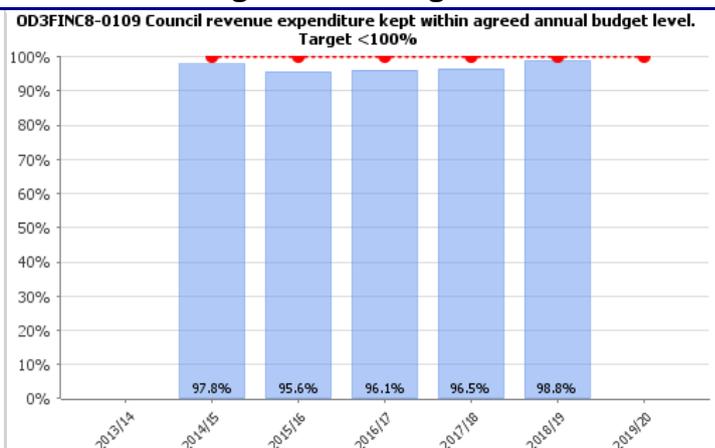
71%



## Council revenue expenditure kept within agreed annual budget level. Target <100%

End year data not available, expected October 2020. Target met for 2018/19.

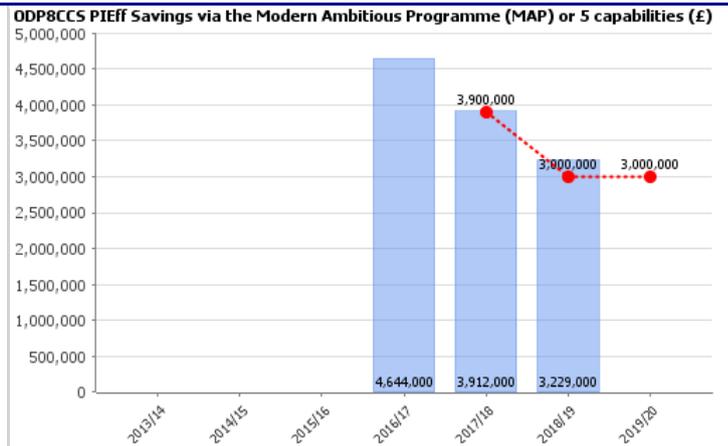
98.8%



## Savings via the Modern Ambitious Programme (MAP) or 5 capabilities (£)

End year data not available, expected August 2020. Target met for 2018/19.

£3,229,000

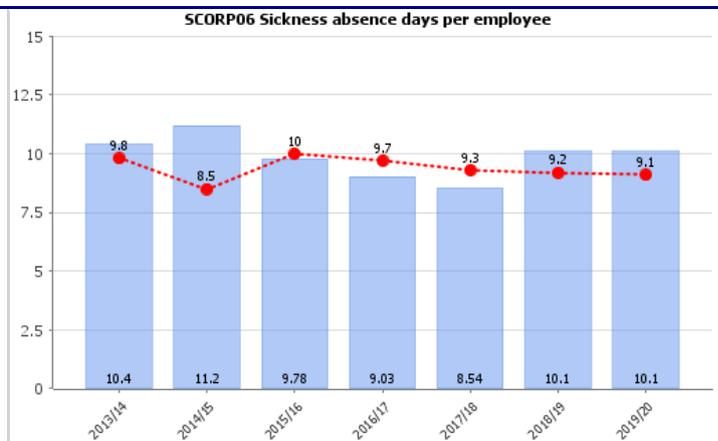


## Sickness absence days per employee

Performance for 2019/20 shows an increase in sickness absence for local government employees but a reduction for teachers. Absence for both long and short term can be attributed to stress non work related, musculoskeletal, gastrointestinal disorders and influenza. Stress non work related continues to be a significant absence reason across the Council and managers have been encouraged to make staff aware of the services available.

We are continuing to work hard to reduce absence levels and are reviewing our absence targets and will introduce new targets for 2020/21. In terms of COVID-19 absence, this is currently not being treated as sickness absence that would be used to calculate the overall absence performance indicator and this absence will be reported separately.

10.1



## End-Year complaints 2019/2020

All Scottish councils are required to record and report on a suite of complaints performance indicators to meet Scottish Public Services Ombudsman (SPSO) requirements. During 2019/20 we received 1,313 complaints, which represented a marginal increase of 0.4% on the previous end-year figure of 1,280. Most complaints continue to be received by Environment Department – 64%. The data shows that we continue to perform well in terms of processing frontline complaints with an average time to respond within the 5 day target at 4.4 days which is slightly higher than the 2018/19 figure of 3.5 days. The average time to respond to direct investigation complaints was marginally above the 20 day target at 20.4 days compared with last year’s figure of 20 days. As a result of complaints monitoring over the year, a number of improvement actions have been implemented and additional resources have been put in place to help improve delivery across Council services.



1,313 complaints received  
13.9 per 1,000 population



64% received by  
Environment Department



4.4 days for frontline   
20.4 days for investigation



38.5% upheld at frontline   
32.5% upheld at investigation



62.5% of complaints resulted in  
further information being  
provided



- Improvements**
- Amendments to housing repairs procedures were implemented.
  - The approach to footpaths and lanes maintenance was reviewed.
  - Processes for dealing with free school meals and clothing grants were streamlined.
  - A new process for granting deceased exemptions was put in place.
  - The Debt Arrangement Scheme policy was amended.
  - The Housing Benefit application process was simplified for customers.
  - A new digital process to speed up bin delivery schedules was introduced.
  - The communication of arrangements for bin collection over the festive holiday period was improved

Note – arrows indicate direction of change from 2018-19.

# End Year Complaints Report 2019/20<sup>1</sup>

Complaints Received per 1000 of the Population				
Description	2018/19	2019/20	Change	Notes
Number complaints received per 1,000 population.	13.5	13.9	+0.4	A total of 1,313 complaints were received in 2019/20, an increase of 33 from 2018/19.

Complaints Closed at Stage one and Stage two			
Description	2018/19	2019/20	Change
Number complaints closed at stage one as % of all complaints	90% (1,100)	88.9% (1,135)	-1.1% pts
Number complaints closed at stage two as % of all complaints	6.2% (76)	9.3% (119)	+3.1% pts
Number complaints closed at stage two after escalation as % of all complaints	3.8% (46)	1.8% (23)	-2% pts

Complaints Not Upheld/ Partially Upheld/Upheld			
Not Upheld	2018/19	2019/20	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	51% (560)	51% (575)	same
Number complaints not upheld at stage two as % of complaints closed at stage two	47% (36)	44% (52)	-3% pts
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	54% (25)	65% (15)	+11% pts
Partially upheld	2018/19	2019/20	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	12% (136)	11% (123)	-1% pts
Number complaints partially upheld at stage two as % of complaints closed at stage two	17% (13)	23.5% (28)	+6.5% pts
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	22% (10)	4% (1)	-18% pts
Upheld	2018/19	2019/20	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	37% (404)	38.5% (437)	+1.5% pts
Number complaints upheld at stage two as % of complaints closed at stage two	36% (27)	32.5% (39)	-3.5% pts
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	24% (11)	30 (7)	+6% pts

The average time in working days for a full response to complaints at each stage					
Description	2018/19	2019/20	Change	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	3.5	4.4	-0.9	5	
Average time in working days to respond to complaints at stage two (investigation)	20.0	20.4	+0.4	20	
Average time in working days to respond to complaints after escalation (investigation)	20.4	15.5	-4.9	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	20.1	19.6	-0.5	20	

1 - Data notes: Definitions: Stage 1 - complaints closed at stage 1 Frontline Resolution; Stage 2 (direct) - complaints that bypassed stage 1 and went directly to stage 2 Investigation (e.g. complex complaints); Escalated - complaints which were dealt with at stage 1 and subsequently escalated to stage 2 (e.g. because the customer remained dissatisfied); Investigation - stage 2 and escalated complaints combined.

### Complaints at each stage closed within set timescales

Description	2018/19	2019/20	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	86.6% (953)	82.6% (937)	-4% pts
Number complaints closed at stage two within 20 working days as % of stage two complaints	64.5% (49)	65% (78)	+0.5% pts
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	78.3% (36)	82.6% (19)	+4.3% pts
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	69.7 (85)	67.8% (97)	-1.9% pts

### Where extensions to the 5 or 20 working day timeline were authorised

Description	2018/19	2019/20	Change
% of complaints at stage one where extension was authorised	1.9% (21)	0.5% (6)	-1.4% pts
% of complaints at stage two where an extension was authorised	7.9% (6)	1.7% (2)	-6.2% pts
% of escalated complaints where extension was authorised	2.2% (1)	0 (0)	-2.2% pts

### Model Complaint Handling Procedure - Core Performance Measures

The Scottish Public Services Ombudsman (SPSO) introduced a new Model Complaint Handling Procedure (MCHP) in April 2020 in consultation with local authorities. Councils are expected to fully implement the new procedure by the end of March 2021. Linked to this the Local Authority Complaint Handlers Network, in collaboration with the SPSO, is in the process of reviewing the core performance measures used for complaints monitoring. It is proposed that a new set of measures will also be developed and in place by April 2021.

### Improvement Actions 2019/20

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2019/20, service improvement actions included the following:

- Amendments to housing repairs procedures were implemented.
- The approach to footpaths and lanes maintenance was reviewed.
- Processes for dealing with free school meals and clothing grants were streamlined.
- A new process for granting deceased exemptions was put in place.
- The Debt Arrangement Scheme policy was amended.
- The Housing Benefit application process was simplified for customers.
- A new digital process to speed up bin delivery schedules was introduced.
- The communication of arrangements for bin collection over the festive holiday period was improved.