

Statutory Performance Information 2020-21



Description
Part 1 of the Local Government in Scotland Act 2003. Each council will report a range of information in the following areas:
<u>Statutory Performance Indicator 1: Improving local services and local outcomes</u> 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.
<u>Statutory Performance Indicator 2: Demonstrating Best Value</u> 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.
Councils should also 'sign post' to other relevant information by including links to webpages for example where residents can find more information as to how we are delivering against these headings.

SPI1 Improving local service and local outcomes

a) Improving local public services (including with partners).

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
People (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting (NHSGGC data)	4	5	3
People (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data)	6	5	7
Delayed discharges (ISD) bed days lost to delayed discharge (REDUCE)	2,284	1,788	2,324
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	91%	93%	65%
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	84%	71%	75%
Number of people self-directing their care through receiving direct payments and other forms of self-directed support.	514	575	551
Percentage of those whose care need has reduced following re-ablement / rehabilitation	68%	N/A	43.3%
Percentage of community alarm calls responded to and resolved on first point of contact.	100%	100%	100%
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	94%	90%	N/A
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	100%	89%	92%
The length of paths newly created or managed (km).	0.9	0	1
Percentage of street lights which are LED	51%	56.7%	70.8%

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	13.6%	5.3%	N/A
The percentage of households offered kerbside recycling facilities.	100%	100%	100%
Average time taken (in weeks) to decide a local planning application	9.8	8.9	13
% of service requests responded to within 5 working days	N/A	N/A	100%
% age of children living in poverty (after housing costs) in East Renfrewshire: End Child Poverty 2021	N/A	16%	16%
% age of children living in poverty (after housing costs) in East Renfrewshire: End Child Poverty 2021	N/A	11	16
%age of 16-19 year olds participating in learning, training or employment: SDS Annual Participation Measure Report 2020	N/A	96.9%	96.7%
%age uptake of free school meals at primary school (P1-P7): School healthy living survey 2020	N/A	87.9%	87.7%
Number of families accessing MART financial wellbeing advice: Local data	N/A	997	1,318
The percentage of East Renfrewshire households identified as being in fuel poverty (spending more than 10% of their gross income on fuel): Scottish House Condition Survey	N/A	16%	13%
%age of 3 & 4 year olds registered for funded early learning and childcare Dec 2021: Scottish Government Schools Statistics	N/A	93%	95%
Educational attainment gap	N/A	56%	47%
%age households where no-one aged 16 or over is in employment. These members may be unemployed or economically inactive: NOMIS	N/A	13.1%	14.3%
%age people without a job of working age (16-64) without a job who are available to start work: NOMIS	N/A	18.1%	24.7%
The number of confidence at home packages implemented by ERC Trading Standards: local data	N/A	838	877
Park football	N/A	1,039,505	1,623,795
This is the improvement in women's domestic abuse outcomes (% change in total outcomes which includes measuring specific outcome areas): East Renfrewshire Women's Aid Service	N/A	79%	84%
The number of nuisance calls blocked by Confidence at home packages implemented by ERC Prevention Services: local data	N/A	859	2,024
% of customer contact made online (excluding payments)	N/A	11%	10%
The length of paths newly created or managed within greenspaces (km).	0	0.25	1
The length of paths newly created or managed within the urban area. (km)	0.9	0	0
Percentage of planning applications received online.	78%	84%	95%
Percentage of all building warrants received online.	73%	80%	99.3%
Council revenue expenditure kept within agreed annual budget level. Target <100%	98.8%	98.6%	97.8%
Number of infrastructure improvements, including new shelters, raised kerbs or real time information display to bus stops.	25	16	9
Percentage of online payments received for planning	58%	68%	85%

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
applications.			
Percentage of online payments received by Building Standards.	50%	64%	85.7%
Percentage of Building Warrants issued a first report within 20 working days	80%	85%	91%
City Deal Expenditure against approved Capital Plan (£m)	5.03	3.47	1.8
Number of ERC schools with Rights Respecting Gold Award	10	11	13
3) % of council buildings in which all public areas are suitable for and accessible to disabled people	91%	N/A	N/A
% of premises in the '12 months' category that were inspected on time	100%	100%	N/A
21biii) % of trading standards business advice requests that were dealt with in 14 days	100%	100%	N/A
22v) The percentage of the road network that should be considered for maintenance treatment.	39.1%	35.5%	36.4%
All planning applications will be available on the Council's website within 2 working days of being validated and the weekly list of applications will be available on the website at the end of each working week.	Yes	Yes	Yes
We will assess all your roads and footway resurfacing requests as part of prioritising our roads repairs programme.	Yes	Yes	Yes

b) Improving local outcomes (including with partners).

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
Drug-related deaths per 100,000	7.0	8.0	8.0
People (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data)	6	5	7
This indicator provides an estimate of the age a baby boy born in East Renfrewshire today can expect to live to based on mortality rates at the time of birth.	80.3	79.5	N/A
Provides an estimate of the age a baby girl born in East Renfrewshire today can expect to live to based on mortality rates at the time of birth.	84	84	N/A
Male life expectancy at birth in 15 per cent most deprived communities	74.7	N/A	N/A
Rate of alcohol related hospital stays per 100,000 population (EASR)	450	457	418
INCREASE - Female life expectancy at birth in 15 per cent most deprived communities	79.8	N/A	N/A
INCREASE - Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	84%	71%	75%
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).	N/A	N/A	63%
To measure the impact of Signs of Safety in increasing safety for children (financial year). Baseline information will be collated going forward.	N/A	N/A	87.5%

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
Percentage of those whose care need has reduced following re-ablement / rehabilitation	68%	N/A	43.3%
% of service users moving from treatment to recovery service.	22%	14%	6%
Percentage of people aged 65+ who live in housing rather than a care home or hospital	96%	97%	N/A
Percentage of newborn children exclusively breastfed at 6 - 8 weeks.	41.4%	41.6%	N/A
Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.	22.9%	15.4%	8%
Percentage of children looked after away from home who experience 3 or more placement moves	1.4%	0.0%	1.2%
Mental health hospital admissions (age standardised rate per 1,000 population)	1.5	1.6	1.7
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels	90.7%	N/A	90.3%
Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)	41	40	39
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	94%	90%	N/A
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2019-2021 of 0.3 per 1000 pupils).	0	0	0.2
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels.	88.4%	N/A	87.4%
Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5.0	5.7	4.6	2.3
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels.	90.7%	N/A	89.9%
Number of attendances for indoor sports and leisure facilities	9,372	8,402	353
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	60%	59%	59%
Number of Library visits per 1000 population	5,384	5,100	98
Percentage attendance for Looked After Pupils (Primary and Secondary)	90.6%	89%	90%
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	57%	59%	59%
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.	352	325	0
Number of schools maintaining Eco-schools Green Flag status	30	30	30
Percentage of adult resident population engaging in cultural activities	93%	97%	N/A
% of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community (used for the Community Involvement Index)	63%	76%	49%
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)	2,038	1,252	N/A

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	72%	71%	67%
Percentage of CP saying that levels of crime have 'increased slightly' AND 'increased greatly' in the past two years: East Renfrewshire	29%	29%	N/A
Citizens' Panel – Education for children with additional support needs (formerly Special need education) % of service users rating service as very good/good	N/A	N/A	88%
Citizens' Panel - Nursery education % of service users rating service as very good/good	N/A	N/A	99%
Citizens' Panel - Primary education % of service users rating service as very good/good	94%	98%	94%
Citizens' Panel - Secondary education % of service users rating service as very good/good	97%	97%	93%
% of respondents who agree/strongly agree that they have people in their community they can rely on for help(used for Community Involvement)	70%	74%	N/A
Criminal Justice Feedback Survey - Did your Order help you look at how to stop offending?	100%	100%	92%
% Change in women's domestic abuse outcomes	64%	79%	84%
% of total complaints reporting anti-social behaviour which has recurred	11%	8%	7%
Children and young people dependency ratio	0.34	N/A	N/A
This indicator provides an estimate of the age a baby boy born in East Renfrewshire today can expect to live to based on mortality rates at the time of birth.	80.3	N/A	N/A
Provides an estimate of the age a baby girl born in East Renfrewshire today can expect to live to based on mortality rates at the time of birth.	84	N/A	N/A
Percentage of babies with a healthy birthweight	82.7%	80.5%	83.01%
% population who are economically active	75.4%	76.6%	73.9%
% adult population educated to HND/Degree level or above	59.5%	60.4%	N/A
% of population of working age (16-64)	59.5%	59.8%	59.3%
Median earnings for East Renfrewshire residents who are employed (£)	N/A	815.2	809.4
Carbon Dioxide (COS2) emissions per resident (tonnes)	3.6	N/A	N/A
Number of crimes per 10,000 population	N/A	232	N/A
Number of dwelling fires per 100,000 population	63	100	N/A
Male life expectancy at age 75 years	10.7	N/A	N/A
Female life expectancy at age 75 years	12.3	N/A	N/A
Older age dependency ratio	0.34	N/A	N/A
Number of unemployed and inactive participants entering employment including self-employment	192	145	119
Number of visitors to the Pavilion at Rouken Glen Park (Note - this is the numbers that pass through the pavilion rather than unique visitors).	48,434.5	1,079,561	1,623.8
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	64%	57%	58%

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
needing care.			
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.	N/A	78%	N/A
People reporting 'living where you/as you want to live' needs met (%)	92%	88%	91%
People reporting 'quality of life for carers' needs fully met (%)	78%	92%	91%
Number of open spaces improvement projects delivered		14	15
Proportion of roll attaining 5 or more awards at SCQF Level 5 or better by the end of S4. 3-year average target (2018-20) of 76.5%	77.6%	81.3%	79.4%
People agreed to be at risk of harm and requiring a protection plan have one in place	100%	100%	100%
Percentage of adult population participating in physical activity (including walking) for exercise	87%	87%	77%
Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels	94.5%	N/A	94.5%
S4: reduce gap between most and least deprived achieving 5 or more awards at National 5	28.5%	25.8%	27.9%
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%	56%	47%	51%
Proportion of relevant roll attaining 1 or more awards at SCQF Level 7 by the end of S6	40.4%	45.6%	48.3%
Proportion of relevant roll attaining 5 or more awards at SCQF Level 6 by the end of S6.	58.2%	61.3%	66.6%
Proportion of relevant roll attaining Literacy at SCQF Level 5 or better by the end of S6	93.4%	93.8%	95.2%
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%	86%	86.1%	88.4%
Proportion of P1 children who have reached all of the expected milestones on entry to school.	84%	84%	82%
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2018-2020) target of 5.2%.	4.8%	6.9%	6.3%
Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend (000s)	1,047.57	340.67	N/A
Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline.	457	538	387
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.	30	45	25
Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	65%	69%	70%
Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	97.5%	96.2%	97.4%
Participation rate for 16-19 year olds (per 100)	96.9	96.75	97.2
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.	41%	41.7%	46.8%

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
Number of new business births per 10,000 resident (16+) adult population	48	45	39
Percentage of the businesses that survive for at least three years	72.5%	N/A	N/A
Number of claimants in receipt of out of work benefits per 10,000 of the working age population	117	169	374
The percentage of working age population in employment	75.7%	73.4%	75.4%
Number of 16 - 24 year olds on the job seekers claimant count	160	170	440

Children's Services

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
Percentage attendance for Looked After Pupils (Primary and Secondary)	90.6%	89%	90%
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	86.6	N/A	86
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	90.7	N/A	90
Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	20.35	N/A	21
Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	13.07	N/A	17
SCHN01: Cost per primary school pupil £	£4,881.00	£5,264.00	£5,552.00
SCHN02: Cost per secondary school pupil £	£7,004.00	£7,314.00	£7,601.00
SCHN03: Cost per pre-school place £	£5,994.00	£7,004.00	£8,659.00
SCHN04: Attainment of all Children in S4	86%	88%	90%
SCHN05: Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	65%	69%	70%
SCHN06: Attainment at S4 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	69%	61%	79%
SCHN07: Attainment at S6 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	42%	42%	43%
SCHN08a: The gross cost of "children looked after" in residential based services per child per week £	£12308	£4383	N/A
SCHN08b: The gross cost of "children looked after" in a community setting per child per week £	£217	£238	N/A
SCHN09: Balance of Care for looked after children: % of children being looked after in the Community	98.0%	94.9%	N/A
SCHN10: % of Adults Satisfied with local schools	82%	84.3%	N/A
SCHN11: Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	97.5%	96.2%	97.4%
SCHN12a: Overall Average Total Tariff	1,355	1,401	1,482
SCHN12b: Average Total Tariff SIMD Quintile 1	1,039	968	1,069

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SCHN12c: Average Total Tariff SIMD Quintile 2	1,090	1,127	1,151
SCHN12d: Average Total Tariff SIMD Quintile 3	1,276	1,328	1,337
SCHN12e: Average Total Tariff SIMD Quintile 4	1,298	1,388	1,517
SCHN12f: Average Total Tariff SIMD Quintile 5	1,479	1,530	1,626
Children have reached all of the expected developmental milestones by 27-30 month child health review.	85%	84%	N/A
% of funded early years provision which is graded good/better	96.9%	97%	93.9%
School attendance rates	95.2	N/A	94.6
School exclusion rates (per 1,000 pupils)	2.6	N/A	1
Participation rate for 16-19 year olds (per 100)	96.9	96.75	97.2
% Child Protection Re-Registrations within 18 months	7.7%	15.8%	N/A
% Looked After Children with more than one placement within the last year (Aug-Jul). Data is taken from the LGBF annual return.	24.51	18.8	N/A
SCHN24: % of children living in poverty (after housing costs)	14.6%	15.8%	N/A

Corporate Services

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SCORP07: Percentage of income due from council tax received by the end of the year %	97.6%	97.47%	59.68%
SCORP01: Support services as a % of total gross expenditure	4.8%	5.04%	4.83%
SCORP03b: The percentage of the highest paid 5% employees who are women	59.8%	59.32%	57.5%
SCORP3c: The Gender Pay Gap	7.49	6.32	6.48
SCORP04: The cost per dwelling of collecting Council Tax	£9.72	£13.09	£15.03
1a) The average number of working days per employee lost through sickness absence for: b) teachers	5.68	5.17	4
1b) The average number of working days per employee lost through sickness absence for: a) local government employees and craft workers	12.35	12.97	10.37
SCORP08: Percentage of invoices sampled that were paid within 30 days %	81.4%	75.34%	79.8%

Adult Social Care

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
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.	79	76	98
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%	84%	84%

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
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.	170	156	189
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.	N/A	78%	N/A
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	75%	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	35%	N/A
SW01: Older Persons (Over65) Home Care Costs per Hour	£25	£25	£37
SW02: Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	8.15%	8.44%	8.69%
SW03: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	57.4%	57.6%	62.2%
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	77.78%	N/A
SW05: The Net Cost of Residential Care Services per Older Adult (+65) per Week	£160	£170	£273
Culture and Leisure			

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SC&L01: Cost per attendance at Sports facilities	£4.14	£5.60	£96.92
SC&L02(a): Cost Per Library Visit	£1.44	£1.93	£17.17
SC&L04(a): Cost of Parks and Open Spaces per 1,000 of the Population	£26,168.00	£17,397.00	£13,512.00
SC&L05a: % of adults satisfied with libraries	71.3%	75.3%	N/A
SC&L05b: % of adults satisfied with parks and open spaces	87.2%	90.53%	N/A
SC&L05d: % of adults satisfied with leisure facilities	64.3%	67.27%	N/A
Environmental Services			

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SENV1a: Net cost of Waste collection per premise	£69.80	£77.25	£87.72
SENV02: Net waste disposal cost per premises	£87.00	£87.02	£100.97
SENV03a: Cost of street cleaning per 1,000 population £	£8,910.00	£9,484.00	£9,380.00
SENV03c: Street Cleanliness Score	94.9	92.6	95.4
SENV04a(1): Cost of maintenance per kilometre of roads	£21,136.00	£24,514.00	£24,411.00
SENV04b: % of Class A roads that should be considered	17.2%	15.48%	17.3%

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
for maintenance treatment 10-12			
SENV04c: % of Class B roads that should be considered for maintenance treatment 10-12	29.6%	26.27%	24.1%
SENV04d: % of Class C roads that should be considered for maintenance treatment 10-12	34.5%	33%	31.2%
Cost of trading standards and environmental health per 1,000 population £	£17,485.00	£15,974.00	£16,635.00
SENV05a: Cost of trading standards per 1,000 population £	£9,814.00	£8,783.00	£9,265.00
SENV05b: Cost of environmental health per 1,000 population £	£7,670.00	£7,191.00	£7,370.00
SENV06: % of total household waste that is recycled	66.2%	67.8%	56.6%
SENV07a: % of adults satisfied with refuse collection	75.9%	79.9%	N/A
SENV07b: % of adults satisfied with street cleaning	71.2%	67.5%	N/A
SENV04e: % of unclassified roads that should be considered for maintenance treatment	44.2%	39.9%	41.9%

Housing Services	
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Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
HSN01b: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	5.8%	6.47%	9.5%
SHSN02: Percentage of rent due lost through properties being empty during the last year.	1.4%	1.8%	1.8%
SHSN03: Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	97.4%	97.9%	91.4%
HSN04b: Average time taken to complete non-emergency repairs	5.2	5.39	6.2
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	74.41%	78.96%	93.2%

Economic Development	
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Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SECON01: % Unemployed people accessing jobs via Council funded / operated employability programmes	29.9%	13.4%	7.5%
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 retail units	97.5%	94.07%	94.07%
Gross Value Added (GVA) per capita	11,411.16	11,116.93	
Claimant Count as a % of Working Age Population	1.5%	1.7%	3.7%
Claimant Count as a % of 16-24 Population	1.85%	1.99%	4.43%
SECON2: Cost of Planning & Building Standards per planning application	£4,593.00	£4,491.00	£4,876.00

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SECON3: Average Time taken to deliver a business and industry planning application	8.47	7.77	9.04
SECON4: % of procurement spent on local enterprises	8.9%	9.61%	11.26%
SECON5: No of business gateway start-ups per 10,000 population	17.65	15.07	22.38
Cost of Economic Development & Tourism per 1000 population	£67,762.00	£29,266.00	£17,791.00
Proportion of people earning less than the living wage	30.1%	25.5%	30.9%
Proportion of Properties receiving superfast broadband	96.1	96	96.2
Town Vacancy Rates	10.17%	11.91%	7.2%

Corporate Assets	
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Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SCORPAM01: Proportion of operational buildings that are suitable for their current use %	84.1%	84.2%	84.5%
SCORPAM02: Proportion of internal floor area of operational buildings in satisfactory condition %	83.6%	83.9%	84.1%

Tackling Climate Change	
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Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SCLIM01 - Local authority estimates of carbon dioxide emissions	4.21	4.09	N/A
SCLIM02 - Local authority estimates of carbon dioxide emissions	3.45	3.33	N/A

Financial Sustainability	
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Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
SFINSUS01 - Total useable reserves as a % of council annual budgeted revenue	18.6%	18.3%	23.4%
SFINSUS02 - Uncommitted General Fund Balance as a % of council annual budgeted net revenue	4.5%	4%	4.5%
SFINSUS03 - Ratio of Financing Costs to Net Revenue Stream - General Fund	9	9	7.6
SFINSUS04 - Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	34.6	29.7	32.1
SFINSUS05 - Actual outturn as a percentage of budgeted expenditure	98.2%	99.2%	97.4%

SPI2 Demonstrating Best Value

Achieving Best Value, including its use of performance benchmarking; options appraisal; and use of resources (see LGBF above)

Description	2018-2021		
	2018/19 Value	2019/20 Value	2020/21 Value
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	13.6%	5.3%	N/A
Total number of (FTE) East Renfrewshire Council employees (including teachers).	3,636.1	3,743.76	4,018.95
Nil qualifications on the accounts given by External Audit	Yes	Yes	Yes
Council revenue expenditure kept within agreed annual budget level. Target <100%	98.8%	98.6%	97.8%
Savings via the Modern Ambitious Programme (MAP) or 5 capabilities (£)	3,229,000	4,189,000	4,364,000
Employee survey engagement score	N/A	79	N/A

Engaging with communities and service users, and responding to their views and concerns

Description	2018-2021		
	2018/19 Value	2019/20 Value	2020/21 Value
Number complaints received per 1,000 population	13.5	13.9	11.6
Average time in working days to respond to complaints at stage one (frontline resolution).	3.5	4.4	5.1
Average time in working days to respond to complaints at stage two (investigation).	20	20.4	24.7
Average time in working days to respond to complaints after escalation (investigation).	20.4	15.5	17.2
Number complaints received.	1,280	1,313	1,108
Citizens' Panel respondents reporting they live in a community that supports older people.	60%	N/A	58%
Citizens' Panel results - percentage who think the Council provides enough information on how services are performing?	50%	45%	N/A
% Citizens' Panel respondents who strongly agree/agree that they can influence decisions affecting their local area	36%	30%	N/A
Citizens Panel - Satisfaction with East Renfrewshire as a place to live	94%	95%	89%
Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	72%	71%	67%
Citizens' Panel - Homecare services % of service users rating service as very good/good	N/A	13%	N/A
Citizens' Panel -Health and social care for adults % of service users rating service as very good/good	71%	75%	85%
People reporting 'having things to do' needs met (%)	87%	85%	73%
People reporting 'being as well/staying as well as you can' needs met (%)	91%	89%	86%
People reporting 'feeling safe' needs met (%)	93%	92%	89%
People reporting 'seeing people' needs met (%)	93%	92%	79%
People reporting 'living where you/as you want to live'	92%	88%	91%

Description	2018-2021		
	2018/19	2019/20	2020/21
	Value	Value	Value
needs met (%)			
People reporting 'being respected' needs met (%)	99%	98%	94%
People reporting 'quality of life for carers' needs fully met (%)	78%	92%	91%
% of telephone calls to Customer Services between 8:45am and 4:45pm answered on first call.	78%	72%	94%
Number of educational/promotional events per annum to encourage waste minimisation and recycling	14	7	0