

Outcome Delivery Plan 2021 - 2024



Strategic End-Year Performance Report 2021-22

The following report provides an update of Council performance data at end-year 2021-22. The information contained in this report includes indicators in the Outcome Delivery Plan 2021-24.

Data notes

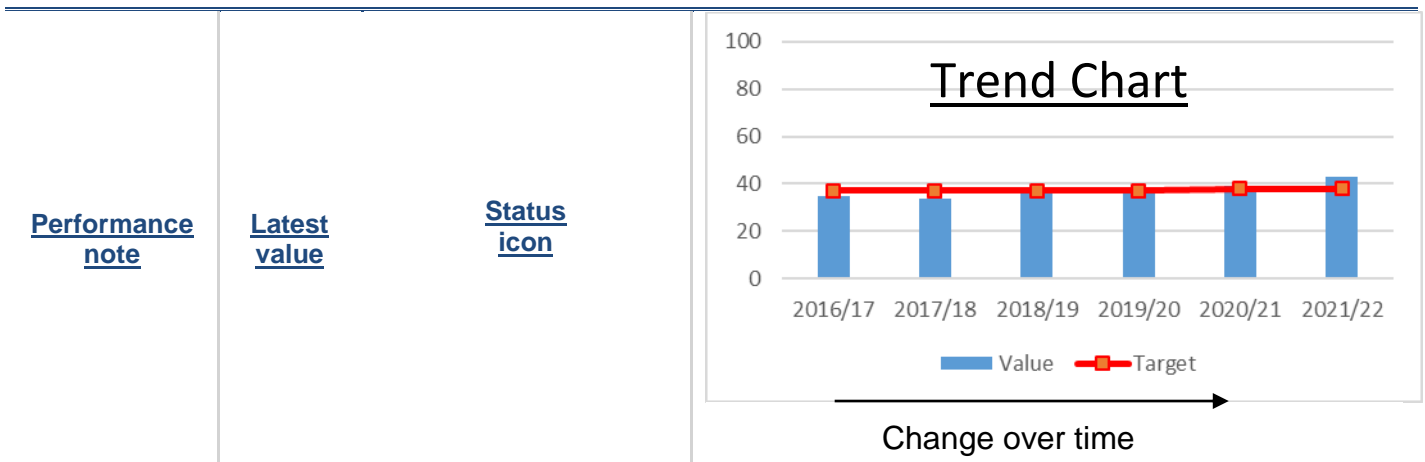
Indicators included in Annex 1 have a latest data update, the most recent being end-year 2021-22. Some indicators have a time lag and the latest data will not be the current year, e.g. some health and education data.

Targets

3 year annual targets have been set for most indicators in the ODP 2021-24, with the exception of some Education and health indicators that have a target for the end of a 2 or 3 year period.

Key

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



PI Status of last available data:	
	Off target
	Target still to be achieved
	On Target
	For information only (no target set)

ODP 1 Council Performance

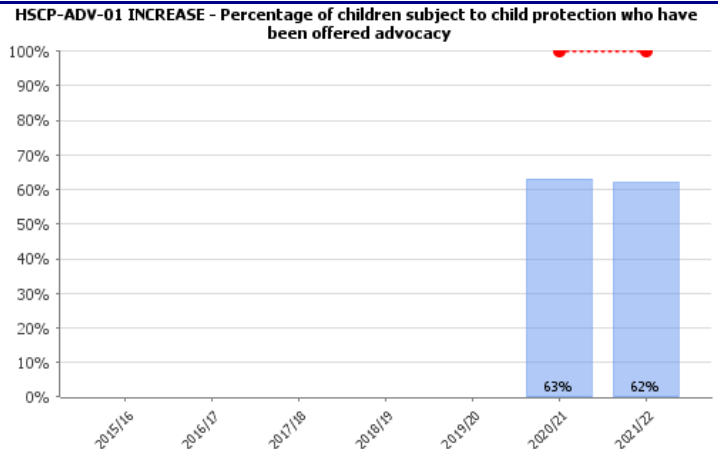


All children in East Renfrewshire experience a stable and secure childhood and succeed.

Percentage of children subject to child protection who have been offered advocacy

End year 2021-22. Whilst service provision is beginning to resume to pre-pandemic levels, there is still an ongoing impact of COVID on our ability to engage with children and young people the way we did under pre-lockdown conditions. We continue to see a more consistent offer of advocacy to children subject to child protection.

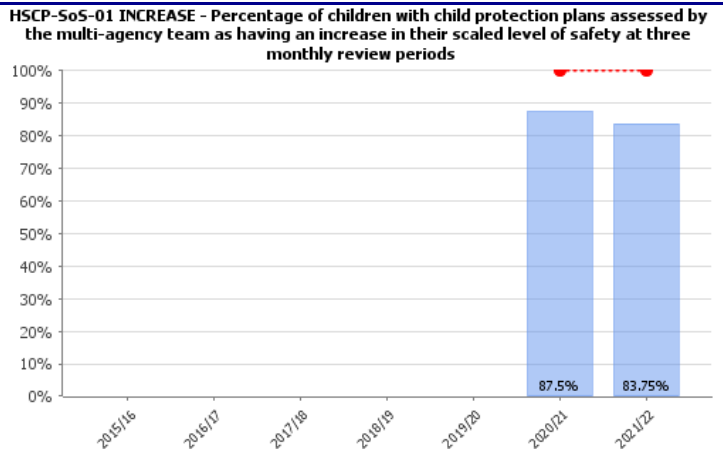
62%



Percentage of children with child protection plans assessed by the multi-agency team as having an increase in their scaled level of safety at three monthly review periods

End year 2021-22. 100% of Review Child Protection Planning Meetings held in Q1 and Q3 had an increased score in safety for children. In Q2 and Q4 the percentages were 78% and 57%, respectively. Giving a quarterly average of 83.75% for the year. Please note the numbers within this sub population are extremely small and a very slight change can lead to a large fluctuation in percentages. Overall, where risk increased appropriate measures were taken to safeguard the children.

83.75%



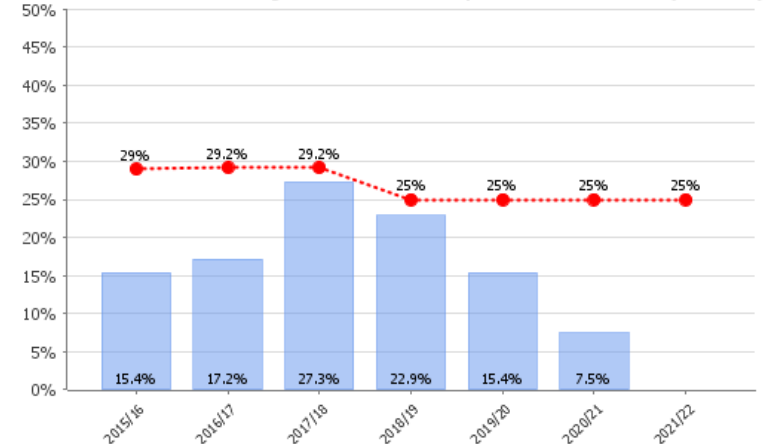
Breastfeeding at 6-8 weeks- most deprived SIMD data zones

Latest data 2020-21.
From the Public Health Scotland Infant Feeding Dashboard, the rate of exclusive breastfeeding at 6-8 weeks, between April 2020 and March 2021, in the 20% most deprived data zones was 7.5%. The pandemic has had an impact on breastfeeding rates across the deprivation quintiles and the downward trend in SIMD1 is exacerbated by the small number of infants in these areas.

7.5%



OD2CHCP4-0201d Breastfeeding at 6-8 weeks most deprived SIMD data zones (INCREASE)



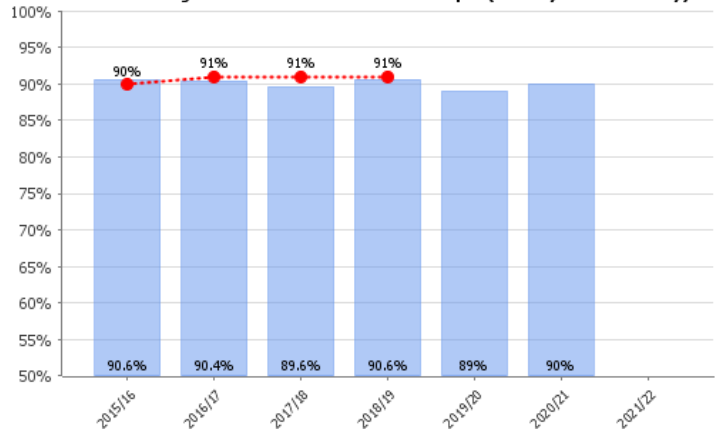
Percentage attendance for Looked After Pupils (Primary and Secondary)

Latest data 2020-21. The overall attendance level for looked after pupils of 90% in East Renfrewshire compares favourably to the national figure of 87%. An in-depth audit of emotionally based school avoidance was undertaken, with a small number of pupils identified as being care experienced. More targeted support via Strategic Equity Funding is proposed for the next academic session.

90%



SCHN19b Percentage attendance for Looked After Pupils (Primary and Secondary)



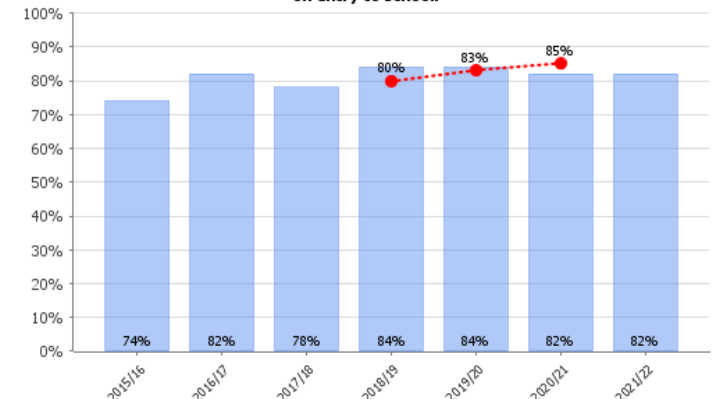
Proportion of P1 children who have reached all of the expected milestones on entry to school.

Latest data 2021-22. The proportion of children attaining their milestones in the previous two years has been affected by COVID, demonstrating a decrease in attainment. This is not unexpected given the impact of school/early learning centre closures due to COVID and the subsequent impact on children's attendance. Despite the decrease in attainment, developmental milestone attainment in 2020/21 and 2021/22 is the third highest recorded since 2013-14. Cohort size 1147.

82%



ODP5EDU01-01 Proportion of P1 children who have reached all of the expected milestones on entry to school.



ODP 2 Council Performance

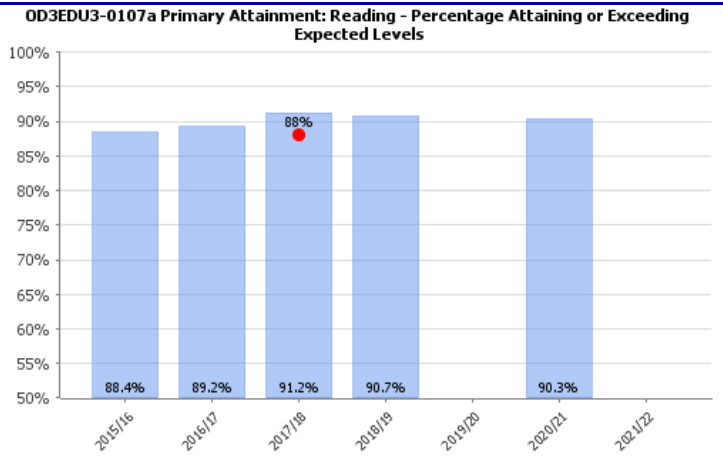
East Renfrewshire residents are healthy and active and have the skills for learning, life and work.



Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels

In 2020-21, 90.3% of primary pupils achieved or exceeded expected Curriculum for Excellence (CfE) levels in reading. The Council has not set targets due to the impact of COVID; these will form the new baselines.

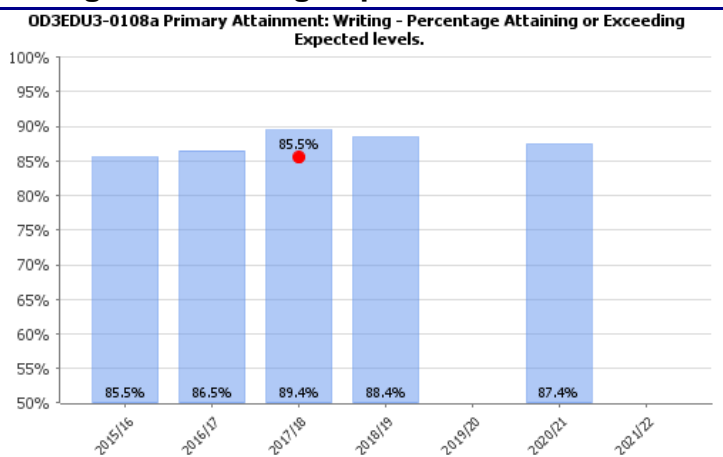
90.3%



Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels

In 2020-21, 87.4% of primary pupils achieved or exceeded expected Curriculum for Excellence (CfE) levels in writing. The Council has not set targets due to the impact of COVID; these will form the new baselines.

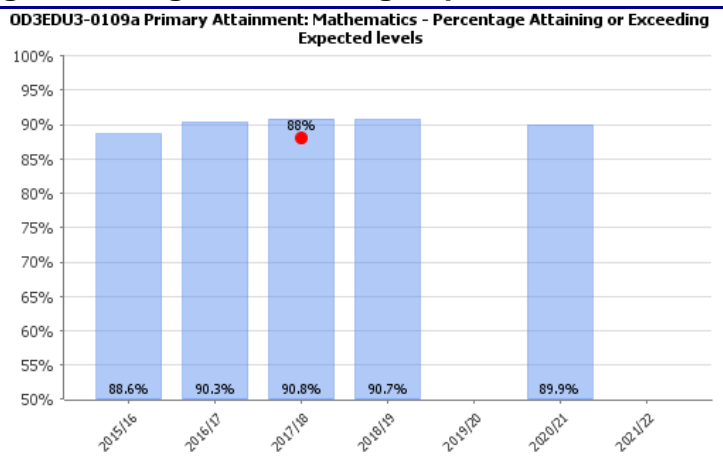
87.4%



Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels

In 2020-21, 89.9% of primary pupils achieved or exceeded expected Curriculum for Excellence (CfE) levels in numeracy. The Council has not set targets due to the impact of COVID; these will form the new baselines.

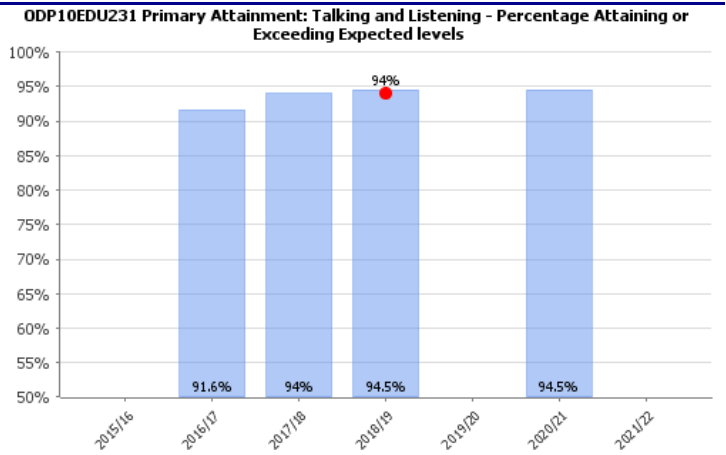
89.9%



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

In 2020-21, 94.1% of primary pupils achieved or exceeded expected CfE levels in talking and listening. The Council has not set targets due to the impact of Covid; these will form the new baselines

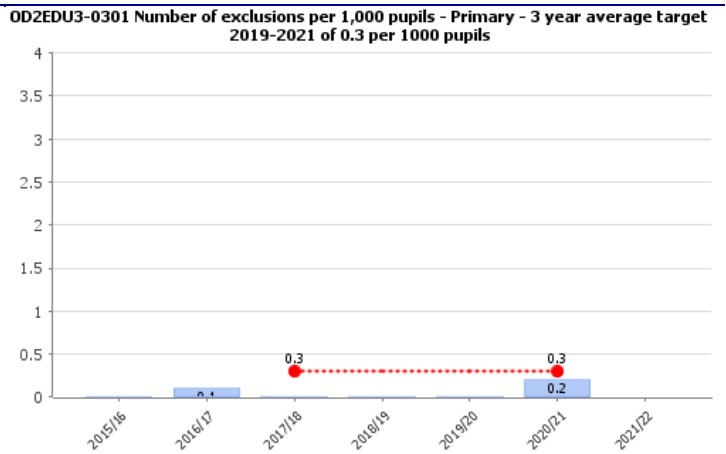
94.5%



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

The number of exclusion incidents increased in 2020-21 to 0.2 per 1000 pupils. East Renfrewshire compares very favourably to the national value of 8.1 incidents per 1000 pupils (latest published data for 2018-19). The department achieved the challenging three year average target of 0.3 incidents per 1000 pupils for 2019-21.

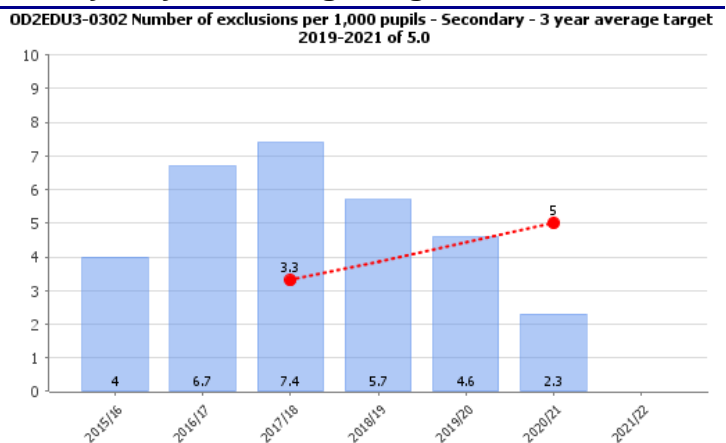
0.2



Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5

In 2020-21, the number of exclusions in the secondary sector decreased to 2.3 incidents per 1000 pupils. The ERC performance compares very well with the national figure of 39.6 incidents per 1000 pupils (latest published data for 2018-19). The Council achieved the very challenging target of 5 incidents per 1000 pupils over the period 2019-2021.

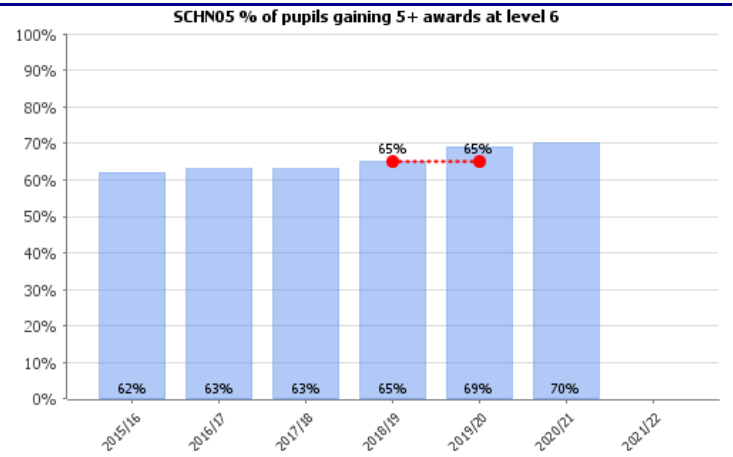
2.3



% of pupils gaining 5+ awards at level 6

Latest data 2020-21. The proportion of children achieving 5 or more awards at SCQF level 6 increased by 1% this year to 70%; the national value for this measure is 29% below. The Council have been ranked 1st for this measure since 2011-12 and has remained at least 17% above the Virtual Comparator¹ over the past five years. Cohort size 1342.

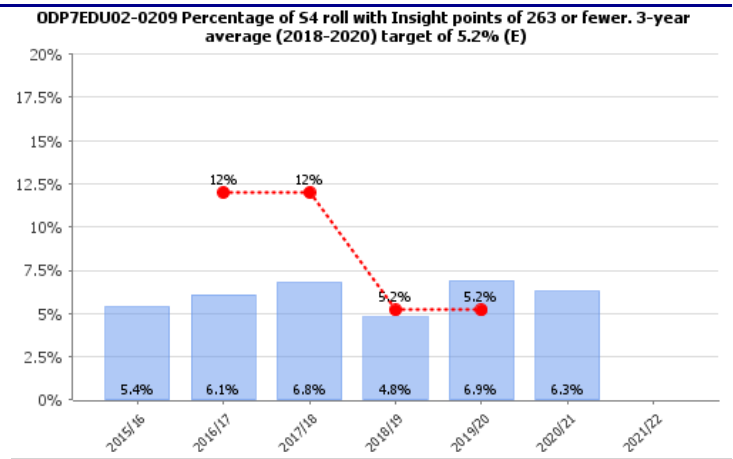
70%



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

Latest data 2020-21. The percentage of S4 pupils with total Insight point scores of 26s or fewer (equivalent to eight "Pass" awards at National 4) decreased to 6.3% in 2021.

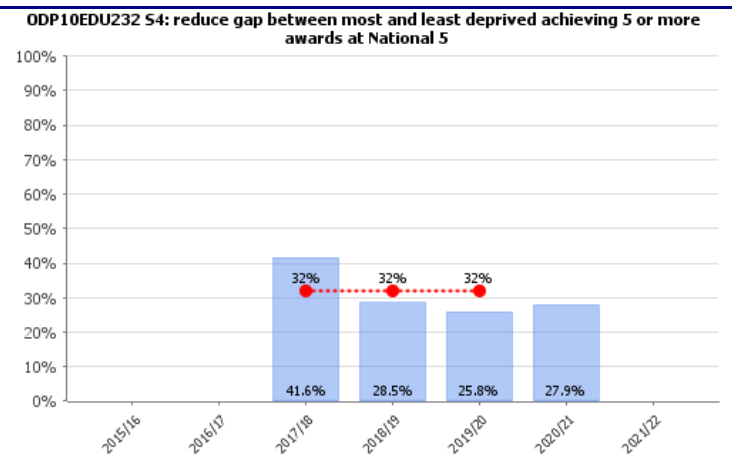
6.3%



S4: reduce gap between most and least deprived achieving 5 or more awards at National 5

Latest data 2020-21. 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 increased by 2.1% in 2020/21 to 27.9%.

27.9%

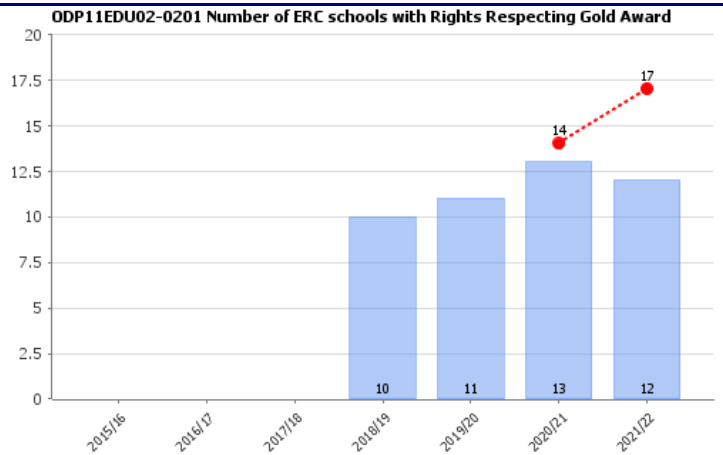


¹ The virtual comparator is made up of pupils from schools in other local authorities who have similar characteristics to the pupils in the school (s).

Number of ERC schools with Rights Respecting Gold Award

Latest data 2021/22. The number of schools with a Gold award is 12. In addition, 12 schools currently hold a Silver award with a further 10 holding Bronze and three schools are ready to submit for Bronze. Whilst the number of gold awards have fallen slightly, the combined total number of awards has increased from last year, despite the pressures of COVID. The award is granted by UNICEF UK to schools that have fully embedded children's rights throughout the school in its policies, practice and ethos.

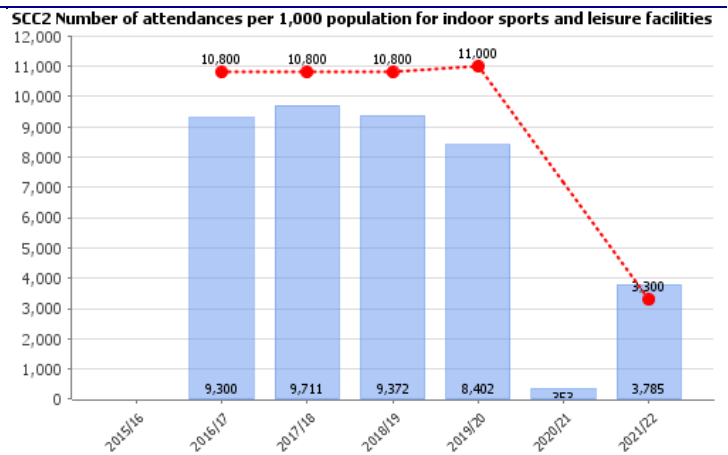
12



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

Year End 2021/22 – COVID-19 safety protocols reduced leisure centre visits throughout 2021/22. Centres opened with limited operation during the first half the year with restrictions easing over time. The main games hall in The Foundry was reopened in October, but access by community groups was only reinstated in April of 2021/22. Carmichael Hall continues to be used as a vaccination centre. Usage did increase over 2021/22 with Q1 numbers at 20% of pre-COVID levels, rising to 50% by year end.

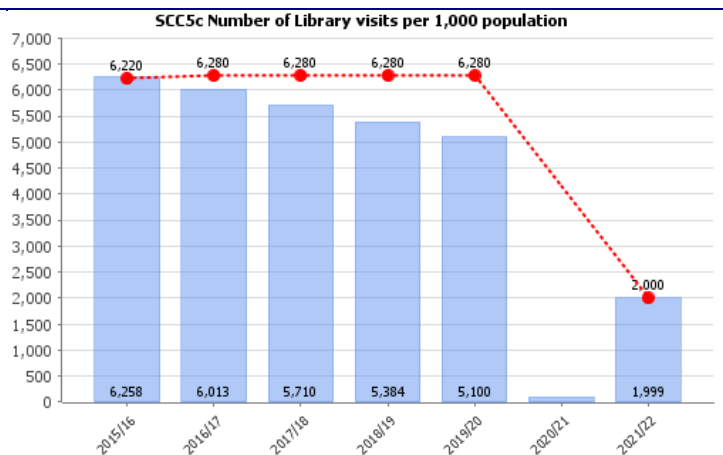
3,785



Number of Library visits per 1,000 population

Year End 2021/22 – COVID-19 protocols reduced physical access to libraries through most of Q1-Q2. Restrictions eased for most facilities in September. Others opened up in Q3, except Mearns which remained closed for repairs. Most adult programmes did not return until 2022/23. Initially Bookbug sessions ran with reduced numbers in keeping with guidelines. As restrictions eased numbers were increased and new sessions added. Virtual visits accounted for 61.4% of the total. Attendances overall recovered steadily over the year, starting at 10.5% of pre-COVID levels in Q1 and rising to 22.4% by Q4.

1,999



ODP 3 Council Performance

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

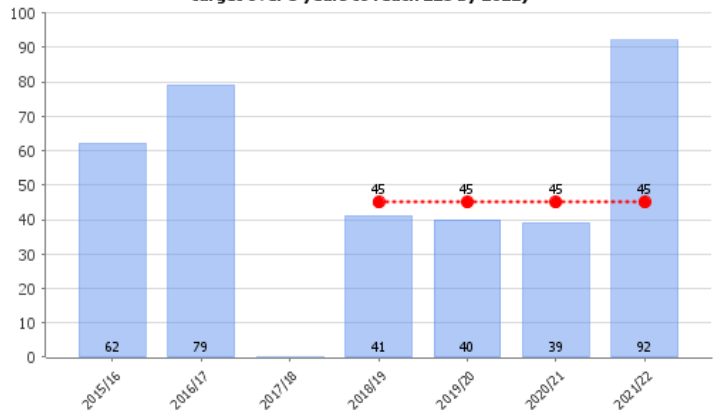


Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)

End Year 2021-22. 92 new build affordable homes delivered. 39 of these new units have been delivered through the Council's New Build Programme, 5 units by Link Housing Association, 10 units by Barrhead Housing Association, 25 by Sanctuary Housing Association, and 13 Intermediate for sale units delivered by private developers. The affordable homes delivered range from 1-4 bedrooms to meet a range of housing needs locally. Target was 225 over 5 years by end of 2022 (target of 45 per year). Cumulative figure is 212. With the delays and slowing of construction we have had some slowing of delivery on sites tied up with private development in the last two years. There are 77 units due in the coming months at Maidenhill and Balgraystone, Barrhead..

92

odp10ahnew Additional units being brought into affordable housing supply (cumulative target over 5 years to reach 225 by 2022)

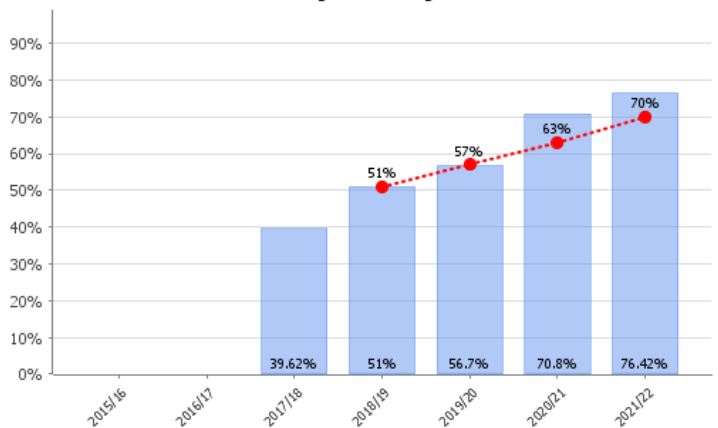


Percentage of street lights which are LED

End Year 2021-22. 76.4% of street lights are LED (11,700 of 15,310 total lighting units).

76.4%

APSE-SL-02 Percentage of street lights which are LED



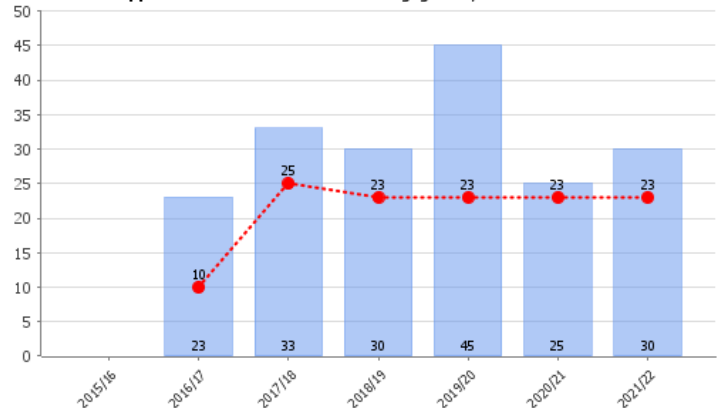
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.

End Year 2021-22. Target exceeded. We have assisted 30 businesses. In addition to the levels of assistance for local businesses as part of routine support, the Economic Development team have also supported a further 750+ businesses plus 250+ self-employed individuals via various COVID business support grants during 2021/22.

30



ODP8ENV - 0301 Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.



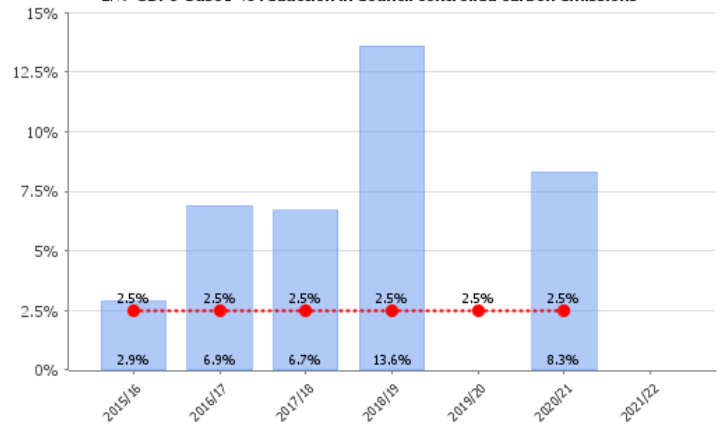
% reduction in Council controlled carbon emissions

2021/22 data not yet available. Carbon emissions for the proceeding financial year are calculated in November, in line with Scottish Government reporting requirements.

8.3%



ENV-ODP6-Sus01 % reduction in Council controlled carbon emissions



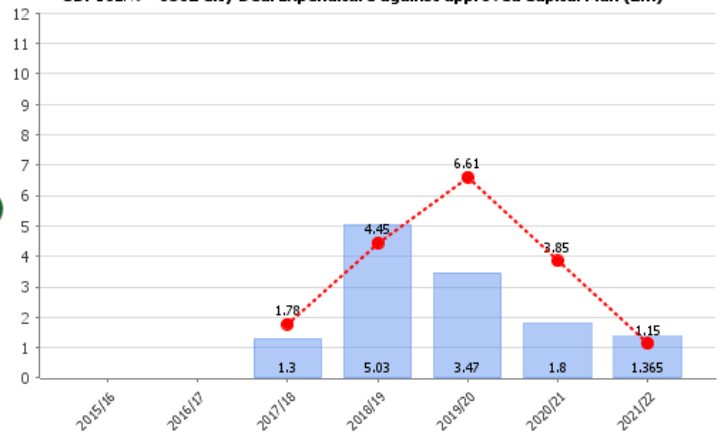
City Deal Expenditure against approved Capital Plan (£m)

End year 2021-22. The spend on City Deal projects has been reduced as a result of a reprofiling exercise. This considered several issues including project delays, impacted by the pandemic and the knock-on effect on dependent projects. The total City Deal spend in 2021-of £1,365,468 was above target, covering 5 projects including Barrhead South Railway Station.

£1.365m



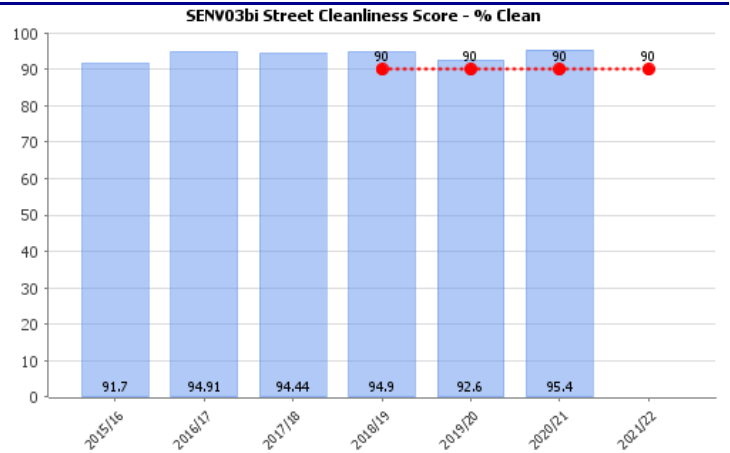
ODP10ENV - 0302 City Deal Expenditure against approved Capital Plan (£m)



Street Cleanliness Score - % Clean

End Year 2021-22. Target exceeded. Latest benchmarking data is 2020/21. ERC ranked 5th (up from 16th the previous year). Improvement in our street cleanliness score from previous year and remains above the national average (90.1%).

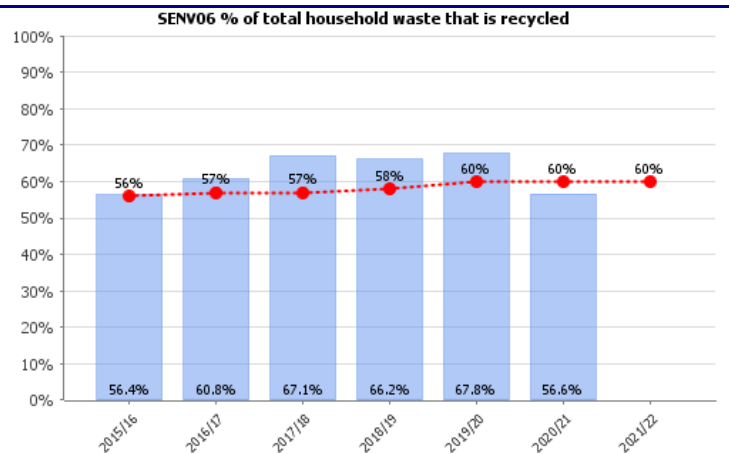
95.4%



% of total household waste that is recycled

End Year 2021-22. ERC ranked 2nd for 2020/21. Recycling rates reduced in 2020/21 compared to previous years. This downward trend was experienced nationally, with recycling rates dropping on average 2.9% (lowest since Local Government Benchmarking Framework reporting began). COVID-19 and restrictions have had an impact on recycling rates due to contamination/capacity issues for households and temporary closures of household waste recycling centres.

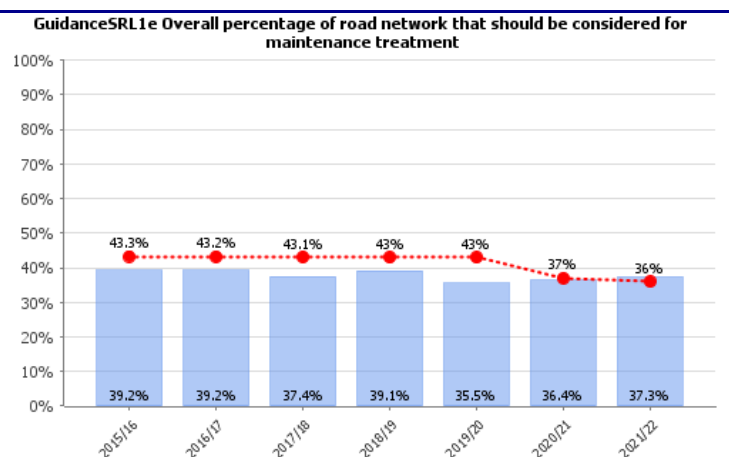
56.6%



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

End Year 2021-22. Data from the Society of Chief Officers of Transportation in Scotland (SCOTS) shows a slight decrease in the overall condition of our road network between 2020-21 and 2021-22.

37.3%



ODP 4 Council Performance

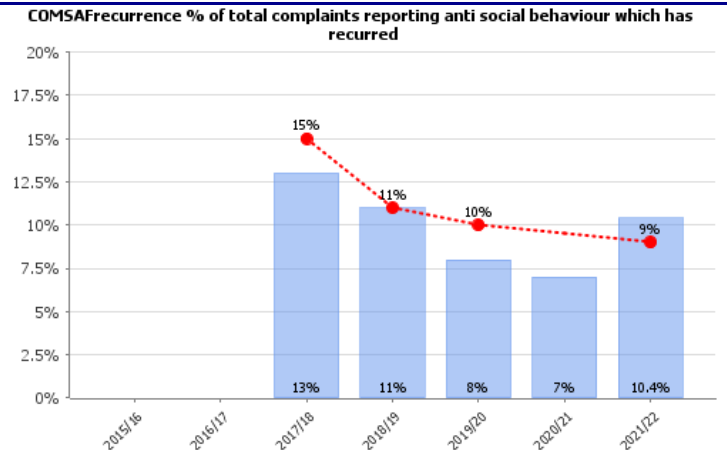
East Renfrewshire residents are safe and live in supportive communities



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

End year 2021-22. Community Safety received 450 noise calls during 2021/22. 192 of these calls were assessed as being anti-social behaviour in nature and 20 of these calls (10.4%) were from customers who had previously reported issues with their neighbours.

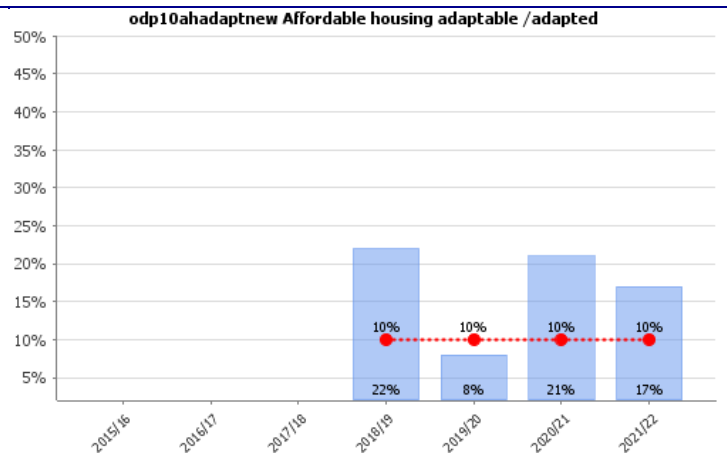
10.4%



Affordable housing adaptable /adapted

End year 2021-22. 17% (16 of 92 affordable homes delivered in 2021/22 are adaptable or adapted) - 10 Council homes and 6 Registered Social Landlord new builds.

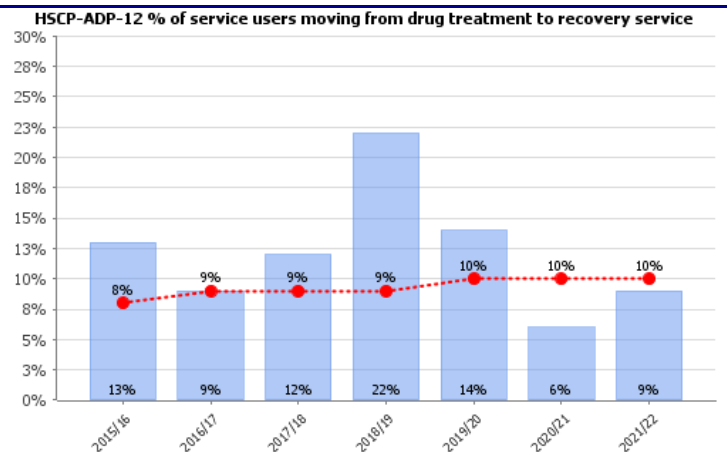
17%



% of service users moving from drug treatment to recovery service

End year 2021-22. Of the total 330 referral caseload in 2021/22, 31 were transferred to the Recovery Team over the year. This is an increase on the 2020/21 figure of 6% (where only 19 individuals moved from treatment to recovery services, due chiefly to COVID restrictions and reduced staffing levels).

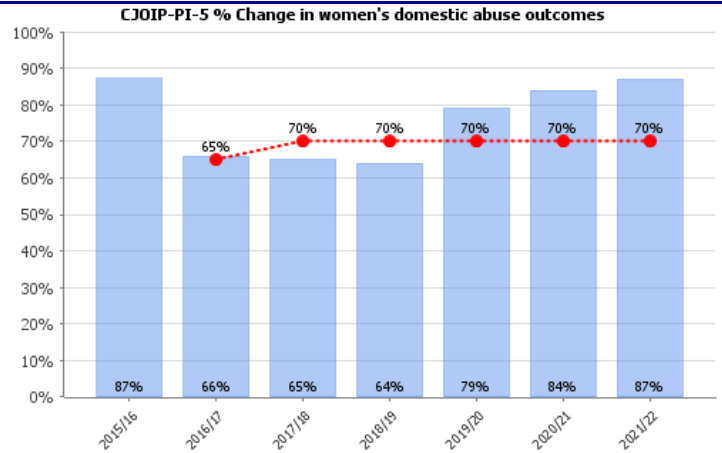
9%



% Change in women's domestic abuse outcomes

End year 2021-22. From April 2021 – March 2022, East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes. 125 reviews were completed with 87% of women assessed noting improvement in progress in their outcomes overall. Reduction in risk is reflected in the significant increases in the areas of safety with 91% improvement, health & wellbeing 82%, and empowerment and self-esteem 78%.

87%



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

End year 2021-22. All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.

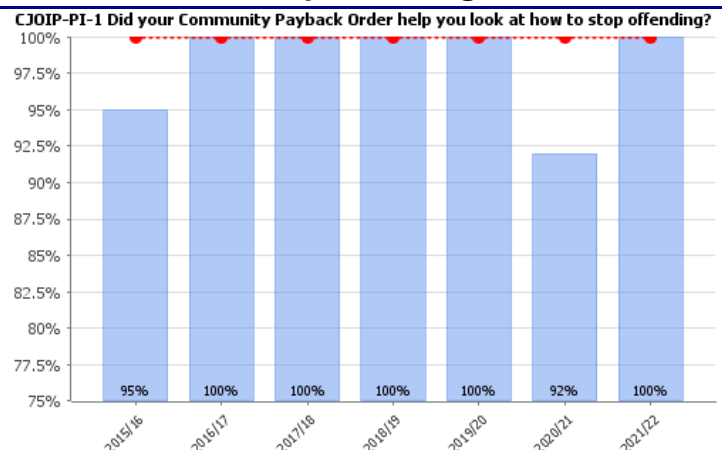
100%



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

End year 2021-22. Due to the COVID-19 pandemic unpaid work continues to be significantly affected. As a result, just 55 Community Payback Orders were completed compared to 205 in 2019/20, though it is an improvement on last year's figure (44). Four survey forms were returned for those completing Community Payback Orders in 2021/22 with a 100% positive response.

100%



ODP 5 Council Performance

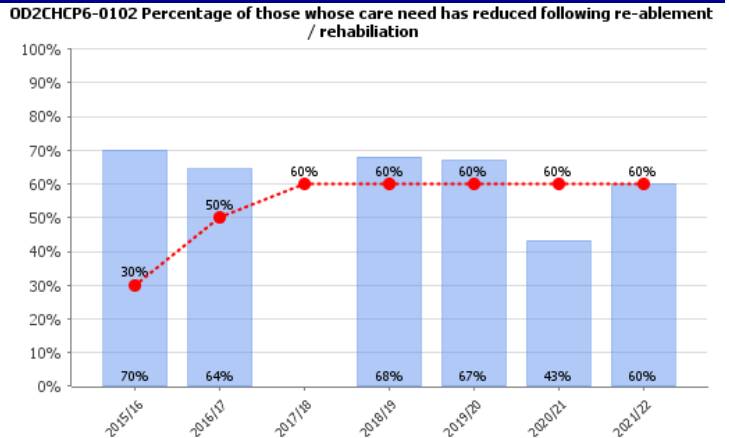


Older people and people with long term conditions in East Renfrewshire are valued; their voices are heard and they enjoy full and positive lives

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

End year 2021-22. There were a total of 195 re-ablement clients this year, 39 remained open at end year. Of the completed cases, 94 were discharged with a reduced or no service; 43 were discharged with the same service and 2 were discharged with increased services (with a further 6 still waiting for services to start). Additionally 4 people were re-admitted to hospital, and a further 7 died. Performance in this regard has significantly increased on the 2020/21 (43%) outturn, and we are now reaching the performance target on this indicator.

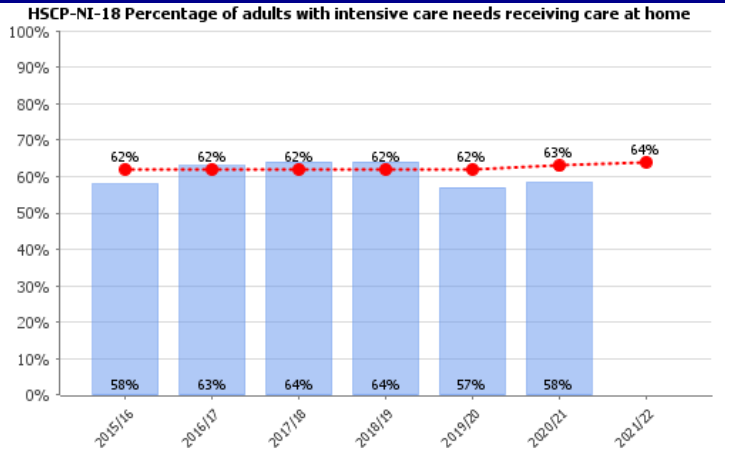
60%



Percentage of adults with intensive care needs receiving care at home

Latest data 2020. Data relates to all adults receiving care at home against care home residents and those receiving continuing care in acute settings. In comparison Scotland figure for 2020 was 62.9%. A change in reporting for 2019/20 meant that reported care home residents increased impacting on performance for this indicator. We have also been delivering on our policy to prioritise support to our most vulnerable residents and reducing the number of clients with small care packages. In the reporting period we continued to work to minimise ongoing support needs for individuals, employing additional occupational therapist resource to strengthen our re-ablement approach. We continue to improve our internal data and closely monitor patterns of demand for care at home. Data published March 2022 (Source: Public Health Scotland).

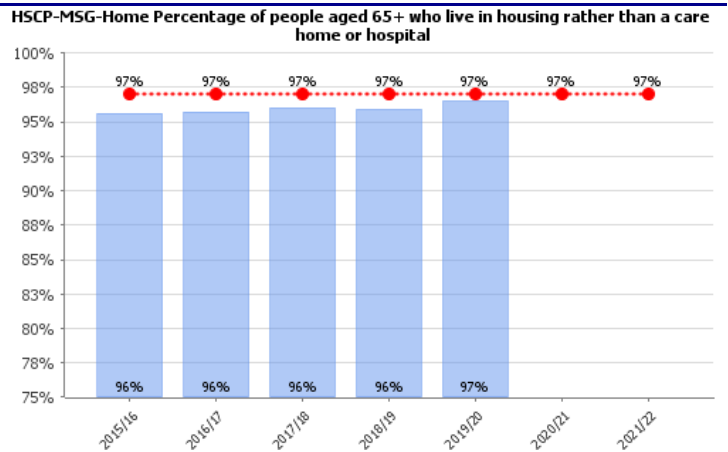
58%



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

Latest data 2019-20, released May 2022. Indicator is still under development 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 91.6% of people living unsupported at home, with a further 4.9% being supported to live at home. (Source: Scottish Govt May 2022)

97%



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

End year 2021/22. In 2021/22 of the 762 valid responses 676 reported their needs met. This year's figure is down on 2020/21 (91%).

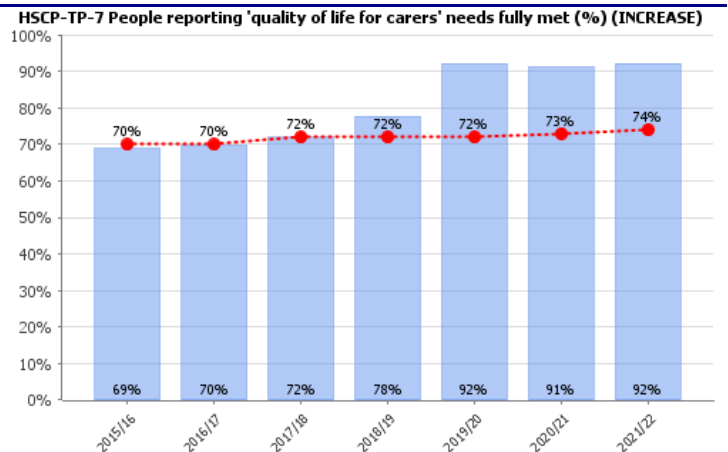
89%



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


End year 2021/22. In 2021/22 of the 114 valid responses 107 reported their needs met. This year's figure is up on 2020/21 (91%).

92%

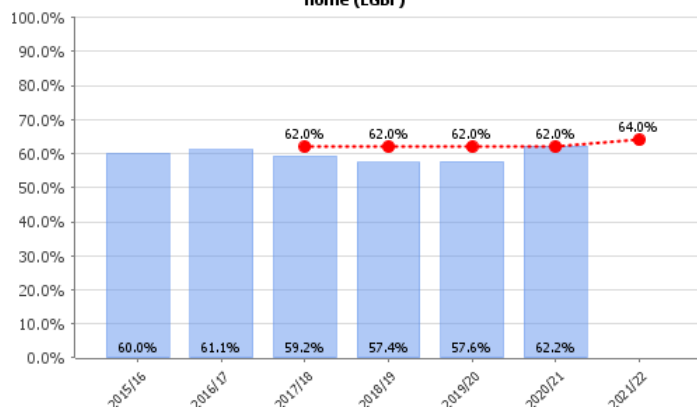


% of people aged 65 or over with long term care needs receiving personal care at home (LGBF)

Latest data 2020-21. The Local Government Benchmarking Framework data shows that our performance has improved slightly compared with the previous year (57.6%). This compares to a national average of 61.7%. 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 and ongoing improvement of our care at home services continues. (Source: Improvement Service March 2022)

62.2% 

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



Customer, Efficiency, People- Council Performance



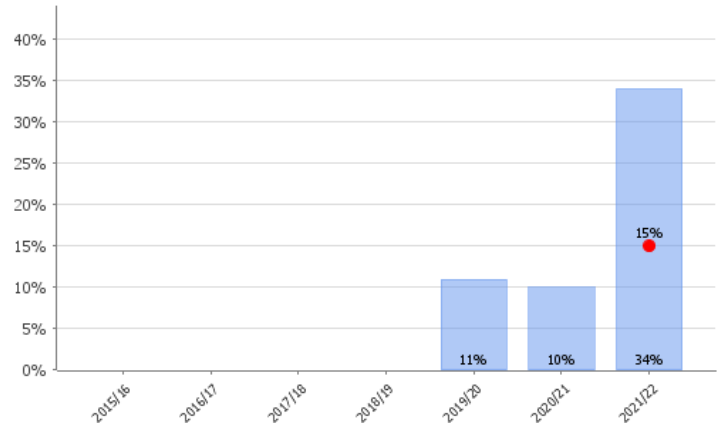
% of customer contact made online (excluding payments)

End Year 2021-22. There has been a significant increase in online usage. This is due to the transfer from Lagan to GOSS online forms, customer preferences changing, and new online services like garden waste permits and Housing Allocations bidding service. 84,208 transactions.

34%



OD CF 2020 5 % of customer contact made online (excluding payments)



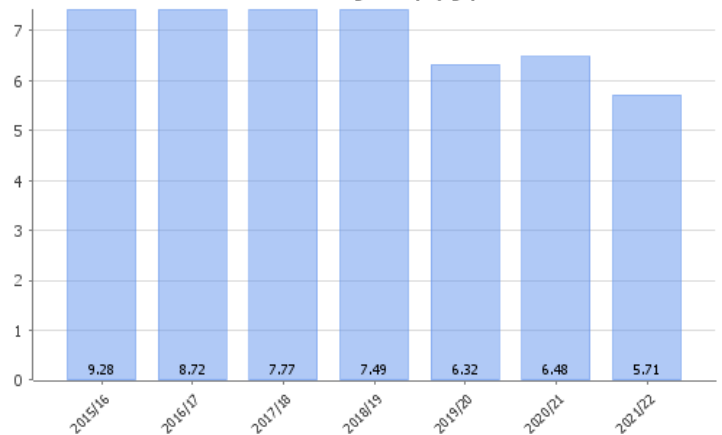
The gender pay gap

End Year 2021-22. The gender pay gap has reduced by 0.77% which is a positive result for the Council.

5.71%



SCORP03c The gender pay gap



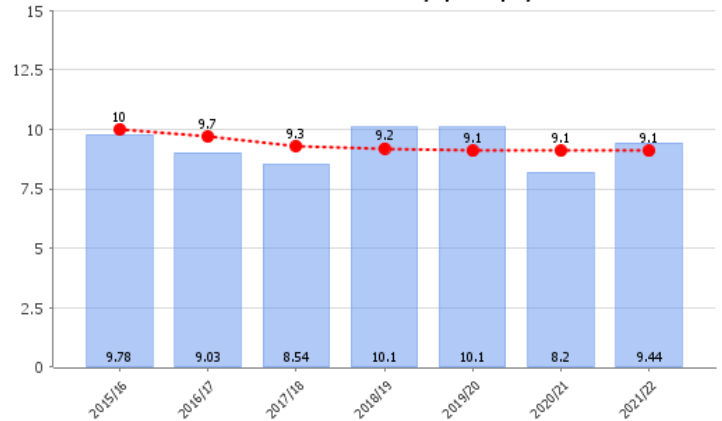
Sickness absence days per employee

End year 2021-22. Overall Council absence is 0.34 days per FTE over target. Quarterly absence reports continue to be discussed at CMT with the recommendation that managers should continue to prioritise absence management. This messaging will continue into 2022/23. A reminder will be sent to managers who use iTrent to remind them of the absence reports available to them through manager self-service so they can pro-actively manage absence in line with the maximising attendance policy.

9.44



SCORP06 Sickness absence days per employee

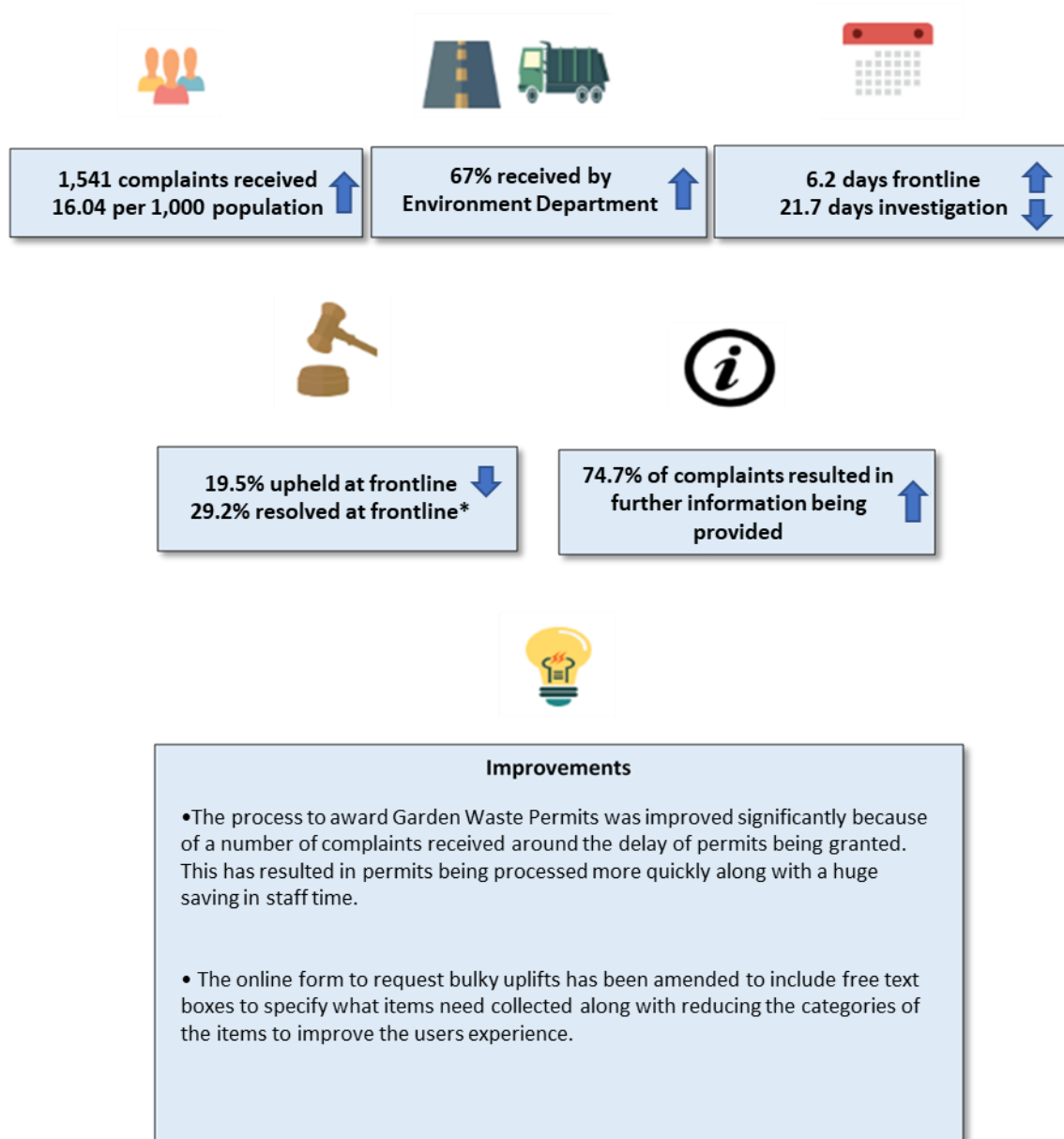


End-Year complaints 2021/2022

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 2021/22 we received 1,541 complaints, which represented an increase of 39% on the previous end-year figure of 1,108. Overall, across all complaint stages, 43% of complaints were not upheld, 27% resolved, (a new category for complaints added this year by SPSO) 19% upheld and 11% partially upheld. Most complaints continue to be received by Environment Department, continuing to account for around two thirds of all complaints received (67%). The data shows that we have missed the 5-day target to respond to frontline complaints with an average time of 6.2 days taken to respond and this is an increase from 5.1 days in 2020/21. The average time to respond to direct investigation complaints was above the 20-day target at 21.7 days but has improved from the previous year's figure of 22.8 days. This increase in complaints received was concentrated in the first half of the year and the causes have been identified as the change to garden waste collection along with the introduction and embedding of the new council tax system. Complaints figures for Q3 and Q4 were lower than the average complaints received for the same periods in the prior 8 years. As a result of complaints monitoring over the year, several improvement actions have been implemented and additional resources have been put in place to help improve delivery across Council services.

Note – arrows indicate increase or decrease from 2020-21.

*This is a new category so no trend information is available.



End Year Complaints Report 2021/22¹

Complaints Received per 1000 of the Population				
Description	2020/21	2021/22	Change	Notes
Number complaints received per 1,000 population.	11.6	16.04	+38.8	A total of 1,541 complaints were received in 2021/22

Complaints Closed at Stage one and Stage two			
Description	2020/21	2021/22	Change
Number complaints closed at stage one as % of all complaints	91.6% (1,135)	92.5% (1,361)	+0.9% pts
Number complaints closed at stage two as % of all complaints	6.1% (66)	4.9% (72)	-1.2% pts
Number complaints closed at stage two after escalation as % of all complaints	2.1% (23)	2.6% (39)	+0.5% pts

Complaints by Stage (Not Upheld/ Partially Upheld/Upheld/Resolved)			
Not Upheld	2020/21	2021/22	Change
Number complaints not upheld at stage one as % of complaints closed at stage one	49.8% (492)	41.5% (565)	-8.3% pts
Number complaints not upheld at stage two as % of complaints closed at stage two	54.5% (36)	58.3% (42)	+3.8% pts
Number escalated complaints not upheld at stage two as % of escalated complaints closed at stage two	65.2% (15)	71.8% (28)	+6.6% pts
Partially upheld	2020/21	2021/22	Change
Number of complaints partially upheld at stage one as % of complaints closed at stage one	13% (129)	9.8% (134)	-3.2% pts
Number complaints partially upheld at stage two as % of complaints closed at stage two	36.4% (24)	25% (18)	-11.4% pts
Number escalated complaints partially upheld at stage two as % of escalated complaints closed at stage two	21.7 (5)	17.9% (7)	-3.8% pts
Upheld	2020/21	2021/22	Change
Number of complaints upheld at stage one as % of all complaints closed at stage one	37% (365)	19.5% (265)	-17.5% pts
Number complaints upheld at stage two as % of complaints closed at stage two	9.1% (6)	8.3% (6)	-0.8% pts
Number escalated complaints upheld at stage two as % of escalated complaints closed at stage two	13% (3)	7.7% (3)	-5.3% pts
Resolved	2020/21	2021/22	Change
Number of complaints resolved at stage one as % of all complaints closed at stage one	N/A new category	29.2% (397)	N/A
Number complaints resolved at stage two as % of complaints closed at stage two	N/A new category	8.3% (6)	N/A
Number escalated complaints resolved at stage two as % of escalated complaints closed at stage two	N/A new category	2.6% (1)	N/A

The average time in working days for a full response to complaints at each stage					
Description	2020/21	2021/22	Change	SPSO Target	Status
Average time in working days to respond to complaints at stage one (frontline resolution)	5.1	6.2	+1.1	5	
Average time in working days to respond to complaints at stage two (investigation)	24.7	22.0	-2.7	20	
Average time in working days to respond to complaints after escalation (investigation)	17.2	21.0	+3.8	20	
Average time in working days to respond to complaints at investigation (stage 2 and esc combined)	22.8	21.7	-1.1	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. Resolved is: A complaint is resolved when both (the organisation) and the customer agree what action (if any) will be taken to provide full and final resolution for the customer, without making a decision about whether the complaint is upheld or not upheld

Complaints at each stage closed within set timescales

Description	2020/21	2021/22	Change
Number complaints closed at stage one within 5 working days as % of stage one complaints	76.4% (754)	69.7% (948)	-6.7% pts
Number complaints closed at stage two within 20 working days as % of stage two complaints	63.6% (42)	58.3% (42)	-5.3% pts
Number escalated complaints closed within 20 working days as % of escalated stage two complaints	82.6% (19)	36.2% (18)	-46.4% pts
Number investigation complaints closed within 20 working days as % of investigation complaints (stage 2 and esc combined)	68.5% (61)	54.1 (60)	-14.1% pts

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

Description	2020/21	2021/22	Change
% of complaints at stage one where extension was authorised	0.7% (7)	1.7% (23)	+1.0% pts
% of complaints at stage two where an extension was authorised	3% (2)	2.8% (2)	-0.2% pts
% of escalated complaints where extension was authorised	0 (0)	10.3% (4)	+10.3% pts

Model Complaint Handling Procedure - Core Performance Measures

The Local Authority Complaint Handlers Network, in collaboration with the Scottish Public Services Ombudsman (SPSO), have implemented a new set of standardised measures to gauge satisfaction of customers with the complaints process. There is continuing work to maximise the functionality available within the Goss complaints management system, implemented in June 2021. The coming year will provide data that is more comparable as the same system will have been used and also the figures will not have the caveat of being impacted by Covid-19.

Improvement Actions 2020/21

Complaints information is closely monitored to ensure we learn from complaints and make service improvements. In 2021/22, service improvement actions included the following:

- The process to award Garden Waste Permits was improved significantly because of several complaints received around the delay of permits being granted. This has resulted in permits being processed more quickly along with a huge saving in staff time.
- The online form to request bulky uplifts has been amended to include free text boxes to specify what items need collected along with reducing the categories of the items to improve the users' experience.