

## Statutory Performance Information 2021-22



Part 1 of the Local Government in Scotland Act 2003.

Each council will report a range of information in the following areas:

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

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

### SPI1 Improving local service and local outcomes

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

Description	Period	Value
21biii) % of trading standards business advice requests that were dealt with in 14 days	2019/20	100 %
	2020/21	100 %
	2021/22	100 %
Description	Period	Value
22v) The percentage of the road network that should be considered for maintenance treatment.	2019/20	35.50 %
	2020/21	36.40 %
	2021/22	37.30 %
Description	Period	Value
% of households where no-one aged 16 or over is in employment. These members may be unemployed or economically inactive: NOMIS	2019/20	13.10 %
	2020/21	14.30 %
	2021/22	22.0% %
Description	Period	Value
% of 16-19 year olds participating in learning, training or employment: SDS Annual Participation Measure Report 2020	2019/20	96.90 %
	2020/21	96.70 %
	2021/22	97.0%

Description	Period	Value	
% of 3 & 4 year olds registered for funded early learning and childcare Dec 2021: Scottish Government Schools Statistics	2019/20	93 %	
	2020/21	95 %	
	2021/22	100 %	
Description	Period	Value	
% of children living in poverty (after housing costs) in East Renfrewshire: End Child Poverty 2021	2019/20	11%	
	2019/20	15.70 %	
	2020/21	12.80 %	
2020/21	2020/21	16%	
	Description	Period	Value
	% people without a job of working age (16-64) without a job who are available to start work: NOMIS	2019/20	18.10 %
2020/21		24.70 %	
2021/22		14.7% %	
Description	Period	Value	
% uptake of free school meals at primary school (P1-P7): School healthy living survey 2020	2019/20	87.90 %	
	2020/21	87.70 %	
Description	Period	Value	
Average time taken (in weeks) to decide a local planning application	2019/20	8.9	
	2020/21	13	
	2021/22	15.6	
Description	Period	Value	
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	2019/20	90 %	
	2021/22	91 %	
Description	Period	Value	
City Deal Expenditure against approved Capital Plan (£m)	2019/20	£ 3.47m	
	2020/21	£ 1.8m	
	2021/22	£ 1.36m	
Description	Period	Value	
Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	2019/20	93 %	
	2020/21	65 %	
	2021/22	61 %	

Description	Period	Value
Council revenue expenditure kept within agreed annual budget level. Target <100%	2019/20	98.60 %
	2020/21	97.40 %
	2021/22	99.50 %
Description	Period	Value
Delayed discharges bed days lost to delayed discharge rate per 1,000 for patients aged 75+	2019/20	156
	2020/21	189
	2021/22	342
Description	Period	Value
People (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data) (All delay reasons)	2019/20	5
	2020/21	7
	2021/22	12
Description	Period	Value
Educational attainment gap	2019/20	56 %
	2020/21	47 %
	2021/22	51 %
Description	Period	Value
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	2019/20	71 %
	2020/21	75 %
	2021/22	80 %
Description	Period	Value
Number of people self-directing their care through receiving direct payments and other forms of self-directed support.	2019/20	575
	2020/21	551
	2021/22	458
Description	Period	Value
Percentage of those whose care need has reduced following re-ablement / rehabilitation	2019/20	67 %
	2020/21	43 %
	2021/22	60 %

Description	Period	Value
Missed collections per 100,000 collections. (APSE Indicator)	2019/20	51.93
Description	Period	Value
Number of ERC schools with Rights Respecting Gold Award	2019/20	11
	2020/21	13
	2021/22	12
Description	Period	Value
Number of families accessing MART financial wellbeing advice: Local data	2019/20	997
	2020/21	1,318
	2021/22	1232
Description	Period	Value
Number of infrastructure improvements, including new shelters, raised kerbs or real time information display to bus stops.	2019/20	16
	2020/21	9
	2021/22	10
Description	Period	Value
% of customer contact made online (excluding payments)	2019/20	11 %
	2020/21	10 %
	2021/22	34 %
Description	Period	Value
% of premises in the '12 months' category that were inspected on time	2019/20	100 %
Description	Period	Value
Park football attendances	2019/20	1,039,505
	2020/21	1,623,795
Description	Period	Value
Percentage of all building warrants received online.	2019/20	80 %
	2020/21	99.30 %
	2021/22	100 %
Description	Period	Value
Percentage of Building Warrants issued a first report within 20 working days	2019/20	85 %
	2020/21	91 %
	2021/22	80 %
Description	Period	Value
Percentage of community alarm calls responded to and resolved on first point of contact.	2019/20	100 %
	2020/21	100 %

Description	Period	Value
Percentage of online payments received by Building Standards.	2019/20	64 %
	2020/21	85.70 %
	2021/22	67.60 %
Description	Period	Value
Percentage of online payments received for planning applications.	2019/20	68 %
	2020/21	85 %
	2021/22	83% %
Description	Period	Value
Percentage of out of hours domestic noise complaints resolved by the Community Wardens at first point of contact.	2019/20	89 %
	2020/21	92 %
Description	Period	Value
Percentage of planning applications received online.	2019/20	84 %
	2020/21	95 %
	2021/22	98% %
Description	Period	Value
Percentage of street lights which are LED	2019/20	56.70 %
	2020/21	70.80 %
	2021/22	76.42 %
Description	Period	Value
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	2020/21	8.30 %
Description	Period	Value
Premises within Group 1 and Group 2 inspected within their intervention frequency (Food Law Rating Scheme)	2021/22	100% %
Description	Period	Value
The length of paths newly created or managed (km).	2019/20	0
	2020/21	1
	2021/22	0
Description	Period	Value
The length of paths newly created or managed within greenspaces (km).	2019/20	0.25
	2020/21	1
	2021/22	0
Description	Period	Value
The number of confidence at home packages implemented by ERC Trading Standards: local data	2019/20	838
	2020/21	877
	2021/22	936

Description	Period	Value
The number of nuisance calls blocked by Confidence at home packages implemented by ERC Prevention Services: local data	2019/20	149,764
	2020/21	91,082
	2021/22	90,191
Description	Period	Value
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	2019/20	16 %
	2020/21	13 %
	2021/22	13 %
Description	Period	Value
The percentage of households offered kerbside recycling facilities.	2019/20	100 %
	2020/21	100 %
	2021/22	100 %
Description	Period	Value
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	2019/20	79 %
	2020/21	84 %

**b) Improving local outcomes (including with partners)**

Description	Period	Value
Number of Library visits per 1000 population	2019/20	5,100
	2020/21	98
	2021/22	1,999
Description	Period	Value
3-year business survival rates (%)	2020/21	57.6 %
Description	Period	Value
Additional units being brought into affordable housing supply (target to be set following LHS approval)	2019/20	40
	2020/21	39
	2021/22	92
Description	Period	Value
% adult population educated to HND/Degree level or above	2019/20	60.40 %
	2021/22	63.5 %

Description	Period	Value
Baseline Assessment Results of Primary 1 Pupils (% correct) - Literacy.	2019/20	59 %
	2020/21	59 %
Description	Period	Value
Baseline Assessment Results of Primary 1 Pupils (% correct) - Numeracy.	2019/20	59 %
	2020/21	59 %
Description	Period	Value
Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.	2019/20	15.4 %
	2020/21	7.50 %
	2021/22	17.9 %
Description	Period	Value
Citizens' Panel – Education for children with additional support needs (formerly Special need education) % of service users rating service as very good/good	2020/21	88 %
Description	Period	Value
Citizens' Panel - Nursery education % of service users rating service as very good/good	2020/21	99 %
Description	Period	Value
Citizens' Panel - Primary education % of service users rating service as very good/good	2019/20	98 %
	2020/21	94 %
Description	Period	Value
Citizens' Panel - Public parks and open spaces % of service users rating service as very good/good	2019/20	90 %
Description	Period	Value
Citizens' Panel - Secondary education % of service users rating service as very good/good	2019/20	97 %
	2020/21	93 %
Description	Period	Value
Mental health hospital admissions (age standardised rate per 1,000 population)	2019/20	1.6
	2020/21	1.4
Description	Period	Value
Number of claimants in receipt of out of work benefits per 10,000 of the working age population	2019/20	169
	2020/21	374
	2021/22	195

Description	Period	Value
People (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data) (All delay reasons)	2019/20	5
	2020/21	7
	2021/22	12

Description	Period	Value
Percentage of children looked after away from home who experience 3 or more placement moves	2019/20	0.00 %
	2020/21	1.20 %
	2021/22	1.80 %

Description	Period	Value
Drug-related deaths per 100,000	2019/20	8
	2020/21	8

Description	Period	Value
Female life expectancy at age 75 years	2021/22	13.4

Description	Period	Value
Health and Social Care Integration - Core Suite of Indicators NI-18: The number of adults (18+) receiving personal care at home or direct payments for personal care, as a percentage of the total number of adults needing care.	2019/20	57.1 %
	2020/21	58.4 %
	2021/22	65.2 %

Description	Period	Value
% Change in women's domestic abuse outcomes	2019/20	79 %
	2020/21	84 %
	2021/22	87 %

Description	Period	Value
Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	2019/20	71 %
	2020/21	75 %
	2021/22	80 %



Description	Period	Value
Criminal Justice Feedback Survey - Did your Order help you look at how to stop offending?	2019/20	100 %
	2020/21	92 %
	2021/22	100 %
Description	Period	Value
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.	2019/20	78 %
	2020/21	78 %
	2021/22	80.4 %
Description	Period	Value
Number of new business births per 10,000 resident (16+) adult population	2019/20	45
	2020/21	39
	2021/22	44.2
Description	Period	Value
People agreed to be at risk of harm and requiring a protection plan have one in place	2019/20	100 %
	2020/21	100 %
	2021/22	100 %
Description	Period	Value
People reporting 'living where you/as you want to live' needs met (%)	2019/20	88 %
	2020/21	91 %
	2021/22	89 %
Description	Period	Value
People reporting 'quality of life for carers' needs fully met (%)	2019/20	92 %
	2020/21	91 %
	2021/22	92 %
Description	Period	Value
Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	2019/20	71 %
	2020/21	67 %
Description	Period	Value
Percentage of people aged 65+ who live in housing rather than a care home or hospital	2019/20	96.5 %
	2020/21	96.6 %

	2021/22	96.6 %
Description	Period	Value
Percentage of positive response to Viewpoint question "Do you feel safe at home?"	2019/20	98 %
Description	Period	Value
Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling.	2019/20	41.70 %
	2020/21	46.80 %
	2021/22	47 %
Description	Period	Value
Percentage of those whose care need has reduced following re-ablement / rehabilitation	2019/20	67 %
	2020/21	43 %
	2021/22	60 %
Description	Period	Value
The percentage of working age population in employment	2019/20	73.40 %
	2020/21	75.40 %
	2021/22	78 %
Description	Period	Value
Male life expectancy at age 75 years	2021/22	11.1
Description	Period	Value
Median earnings for East Renfrewshire residents who are employed	2019/20	815.2
	2020/21	809.4
	2021/22	804.9
Description	Period	Value
Number of 16 - 24 year olds on the job seekers claimant count	2019/20	170
	2020/21	440
	2021/22	425
Description	Period	Value
Number of attendances for indoor sports and leisure facilities	2019/20	8,402
	2020/21	353
	2021/22	3,785
Description	Period	Value
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)	2019/20	1,252
	2021/22	473

Description	Period	Value
Number of businesses assisted to improve performance as a result of support received from the Council e.g. grants, loans and advice.	2019/20	45
	2020/21	25
	2021/22	30
Description	Period	Value
Number of crimes per 10,000 population	2019/20	232
	2020/21	216
Description	Period	Value
Number of day and overnight visits to East Renfrewshire, maximising the opportunities for local spend (000s)	2019/20	340.67
	2020/21	652.84
Description	Period	Value
Number of dwelling fires per 100,000 population	2019/20	100
	2021/22	58
Description	Period	Value
Number of exclusions per 1,000 pupils - Primary. (3 year average target 2019-2021 of 0.3 per 1000 pupils).	2019/20	0
	2020/21	0.2
	2021/22	0
Description	Period	Value
Number of exclusions per 1,000 pupils - Secondary - 3 year average target 2019-2021 of 5.0	2019/20	4.6
	2020/21	2.3
	2021/22	5.1
Description	Period	Value
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.	2019/20	325
	2020/21	0
	2021/22	50
Description	Period	Value
Number of schools maintaining Eco-schools Green Flag status	2019/20	30
	2020/21	30
	2021/22	27

Description	Period	Value
Number of unemployed and inactive participants entering employment including self-employment	2019/20	145
	2020/21	119
	2021/22	153
Description	Period	Value
Number of unemployed and inactive participants with multiple barriers receiving employment support through our 5 stage pipeline.	2019/20	538
	2020/21	387
	2021/22	529
Description	Period	Value
Number of visitors to the Pavilion at Rouken Glen Park (Note - this is the numbers that pass through the pavilion rather than unique visitors).	2019/20	1,079,561
	2020/21	1,623.80
	2021/22	1,532,942
Description	Period	Value
% of population of working age (16-64)	2019/20	59.80 %
	2020/21	59.30 %
	2021/22	59.0 %
Description	Period	Value
% of respondents who agree/strongly agree that they feel a strong sense of belonging to their local community (used for the Community Involvement Index)	2019/20	78 %
	2021/22	49 %
Description	Period	Value
% of respondents who agree/strongly agree that they have people in their community they can rely on for help( used for Community Involvement)	2019/20	74 %
Description	Period	Value
% of service users moving from treatment to recovery service.	2019/20	14 %
	2020/21	6 %
	2021/22	9 %
Description	Period	Value
% of total complaints reporting anti-social behaviour which has recurred	2019/20	8 %
	2020/21	7 %
	2021/22	10.40 %
Description	Period	Value
Participation rate for 16-19 year olds (per 100)	2019/20	96.75
	2020/21	97.2
	2021/22	97.0

Description	Period	Value
Percentage attendance for Looked After Pupils (Primary and Secondary)	2019/20	89 %
	2020/21	90 %
	2021/22	88.3 %
Description	Period	Value
Percentage of adult population participating in physical activity (including walking) for exercise	2019/20	87 %
	2020/21	77 %
Description	Period	Value
Percentage of babies with a healthy birthweight	2019/20	80.50 %
	2020/21	83.01 %
	2021/22	83.3 %
Description	Period	Value
Percentage of S4 roll with Insight points of 263 or fewer. 3-year average (2018-2020) target of 5.2%.	2019/20	6.90 %
	2020/21	6.30 %
	2021/22	7.1 %
Description	Period	Value
% population who are economically active	2019/20	76.60 %
	2020/21	73.90 %
	2021/22	78.0 %
Description	Period	Value
Primary Attainment: Mathematics - Percentage Attaining or Exceeding Expected levels.	2020/21	89.90 %
Description	Period	Value
Primary Attainment: Reading - Percentage Attaining or Exceeding Expected Levels	2020/21	90.30 %
Description	Period	Value
Primary Attainment: Talking and Listening - Percentage Attaining or Exceeding Expected levels	2020/21	94.50 %
Description	Period	Value
Primary Attainment: Writing - Percentage Attaining or Exceeding Expected levels.	2020/21	87.40 %
Description	Period	Value
Proportion of P1 children who have reached all of the expected milestones on entry to school.	2019/20	84 %
	2020/21	82 %
	2021/22	82 %
Description	Period	Value
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%	2019/20	47 %
	2020/21	51 %

	2021/22	57 %
Description	Period	Value
Proportion of relevant roll attaining 1 or more awards at SCQF Level 7 by the end of S6	2019/20	45.60 %
	2020/21	48.30 %
	2021/22	51 %
Description	Period	Value
Proportion of relevant roll attaining 5 or more awards at SCQF Level 6 by the end of S6.	2019/20	61.30 %
	2020/21	66.60 %
	2021/22	70 %
Description	Period	Value
Proportion of relevant roll attaining Literacy at SCQF Level 5 or better by the end of S6	2019/20	93.80 %
	2020/21	95.20 %
	2021/22	94.0 %
Description	Period	Value
Proportion of relevant roll attaining Numeracy at SCQF Level 5 or better by the end of S6.	2019/20	86.10 %
	2020/21	88.40 %
	2021/22	89.00 %
Description	Period	Value
Proportion of roll attaining 5 of more awards at SCQF Level 5 or better by the end of S4.	2019/20	81.30 %
	2020/21	79.40 %
	2021/22	83.00 %
Description	Period	Value
Rate of alcohol related hospital stays per 100,000 population (EASR)	2019/20	457
	2020/21	418
Description	Period	Value
S4- reduce gap between most and least deprived achieving 5 or more awards at National 5	2019/20	25.80 %
	2020/21	27.90 %
	2021/22	32 %
Description	Period	Value
Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	2019/20	69 %
	2020/21	70 %

Description	Period	Value
	2021/22	69 %
Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	2019/20	96.20 %
	2020/21	97.40 %
Description	Period	Value
Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	2019/20	57.02 %
	2020/21	62.15 %
	2021/22	64.35 %
Description	Period	Value
To measure the impact of Signs of Safety in increasing safety for children (financial year). Baseline information will be collated going forward.	2020/21	87.50 %
	2021/22	83.75 %
Description	Period	Value
To measure the proportion of children and young people subject to child protection who have been offered advocacy.	2020/21	63 %
	2021/22	62 %

## SPI2 Demonstrating Best Value

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

Description	Period	Value
Council revenue expenditure kept within agreed annual budget level.	2019/20	98.60 %
	2020/21	97.40 %
	2021/22	99.50 %
Description	Period	Value
Percentage reduction in Council controlled carbon emissions (annual reduction compared to previous year).	2020/21	8.30 %
Description	Period	Value
Savings via the Modern Ambitious Programme (MAP) or 5 capabilities (£)	2019/20	4,189,000
	2020/21	4,364,000
	2020/21	4,018.95

Description	Period	Value
% Child Protection Re-Registrations within 18 months	2019/20	15.80 %
	2020/21	0 %
	2021/22	0 %
Description	Period	Value
Children have reached all of the expected developmental milestones by 27-30 month child health review.	2019/20	84 %
	2020/21	85 %
Description	Period	Value
% Looked After Children with more than one placement within the last year (Aug-Jul).	2019/20	18.8%
	2020/21	20%
Description	Period	Value
Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	2020/21	21%
	2021/22	27.8%
Description	Period	Value
Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	2020/21	17%
	2021/22	25.2%
Description	Period	Value
% of funded early years provision which is graded good/better	2019/20	97 %
	2020/21	93.90 %
	2021/22	91.2 %
Description	Period	Value
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	2020/21	86%
	2021/22	85.8%
Description	Period	Value
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	2020/21	90%
	2021/22	89.6%
Description	Period	Value
Participation rate for 16-19 year olds (per 100)	2019/20	96.75
	2020/21	97.2
	2021/22	97.0



Description	Period	Value
Percentage attendance for Looked After Pupils (Primary and Secondary)	2019/20	89 %
	2020/21	90 %
	2021/22	88.3 %
Description	Period	Value
Cost per primary school pupil £	2019/20	£ 5,264.00m
	2020/21	£ 5,552.00m
	2021/22	£ 5,888m
Description	Period	Value
Cost per secondary school pupil £	2019/20	£ 7,314.00m
	2020/21	£ 7,601.00m
	2021/22	£ 7,943m
Description	Period	Value
Cost per pre-school place £	2019/20	£ 7,004.00m
	2020/21	£ 8,659.00m
	2021/22	£ 10,269m
Description	Period	Value
Attainment of all Children in S4	2019/20	88 %
	2020/21	90 %
	2021/22	90% %
Description	Period	Value
Attainment of all children at S6 (subject to change to align with new measure from Senior Phase Benchmarking Tool)	2019/20	69 %
	2020/21	70 %
	2021/22	69 %
Description	Period	Value
Attainment at S4 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	2019/20	61 %
	2020/21	79 %
	2021/22	71% %
Description	Period	Value
Attainment at S6 of children who live in deprived areas. (subject to change to align with new measure from Senior Phase Benchmarking Tool)	2019/20	42 %
	2020/21	43 %
	2021/22	45 %
Description	Period	Value
The gross cost of "children looked after" in residential based services per child per week £	2019/20	£ 4109m
	2020/21	£ 4791m

Description	Period	Value
The gross cost of "children looked after" in a community setting per child per week £	2019/20	£ 223m
	2020/21	£ 357m
Description	Period	Value
Balance of Care for looked after children: % of children being looked after in the Community	2019/20	94.90 %
	2020/21	91.10 %
Description	Period	Value
% of Adults Satisfied with local schools	2019/20	84.30 %
	2020/21	87.0 %
Description	Period	Value
Proportion of Pupils Entering Positive Destinations (subject to change to align with new measure from Senior Phase Benchmarking Tool)	2019/20	96.20 %
	2020/21	97.40 %
Description	Period	Value
Overall Average Total Tariff	2019/20	1,401
	2020/21	1,482
	2021/22	1448
Description	Period	Value
Average Total Tariff SIMD Quintile 1	2019/20	968
	2020/21	1,069
	2021/22	1001
Description	Period	Value
Average Total Tariff SIMD Quintile 2	2019/20	1,127
	2020/21	1,151
	2021/22	1239
Description	Period	Value
Average Total Tariff SIMD Quintile 3	2019/20	1,328
	2020/21	1,337
	2021/22	1250
Description	Period	Value
Average Total Tariff SIMD Quintile 4	2019/20	1,388
	2020/21	1,517
	2021/22	1483
Description	Period	Value
Average Total Tariff SIMD Quintile 5	2019/20	1,530
	2020/21	1,626
	2021/22	1584
Description	Period	Value
% of children living in poverty (after housing costs)	2019/20	15.80 %
	2020/21	12.80 %
Description	Period	Value
School attendance rates	2020/21	94.6

Description	Period	Value
School exclusion rates (per 1,000 pupils)	2020/21	1

LGBF Corporate Services

Description	Period	Value
The average number of working days per employee lost through sickness absence for: b) teachers	2019/20	5.17
	2020/21	3.61
	2021/22	4.14

Description	Period	Value
The average number of working days per employee lost through sickness absence for: a) local government employees and craft workers	2019/20	12.97
	2020/21	10.16
	2021/22	12.33

Description	Period	Value
Support services as a % of total gross expenditure	2019/20	5.04 %
	2020/21	4.83 %
	2021/22	4.5 %

Description	Period	Value
The percentage of the highest paid 5% employees who are women	2019/20	59.32 %
	2020/21	57.50 %
	2021/22	61.90 %

Description	Period	Value
The cost per dwelling of collecting Council Tax	2019/20	£ 13.09m
	2020/21	£ 15.03m
	2021/22	£ 17.89m

Description	Period	Value
Percentage of income due from council tax received by the end of the year %	2019/20	97.47 %
	2020/21	96.42 %
	2021/22	96.76 %

Description	Period	Value
Percentage of invoices sampled that were paid within 30 days %	2019/20	75.34 %
	2020/21	79.80 %
	2021/22	86.60 %

Description	Period	Value
The Gender Pay Gap	2019/20	6.32
	2020/21	6.48
	2021/22	5.71

LGBF Adult Social Care

Description	Period	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.	2019/20	76
	2020/21	98
	2021/22	77

Description	Period	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.	2019/20	156
	2020/21	189
	2021/22	342

Description	Period	Value
Health and Social Care Integration - Core Suite of Indicators NI-17: Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	2019/20	84.4 %
	2020/21	84 %
	2021/22	78.9 %

Description	Period	Value
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.	2019/20	78 %
	2020/21	78 %
	2021/22	80.4 %

Description	Period	Value
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	2019/20	75 %

	2021/22	73.8 %
Description	Period	Value
Health and Social Care Integration - Core Suite of Indicators NI-8: Total combined % carers who feel supported to continue in their caring role.	2019/20	35 %
	2021/22	28.4 %
	Description	Period
Older Persons (Over65) Home Care Costs per Hour	2019/20	£ 27m
	2020/21	£ 37.24m
	2021/22	£ 30.79m
	Description	Period
Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	2019/20	8.44 %
	2020/21	8.69 %
Description	Period	Value
Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	2019/20	57.02 %
	2020/21	62.15 %
	2021/22	64.35 %
Description	Period	Value
% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	2019/20	77.78 %
	2021/22	83.63 %
Description	Period	Value
The Net Cost of Residential Care Services per Older Adult (+65) per Week	2019/20	£ 343m
	2020/21	£ 418m
	2021/22	£ 424m

#### LGBF Culture and Leisure

Description	Period	Value
Cost per attendance at Sports facilities	2019/20	£ 5.60m
	2020/21	£ 96.92m
	2021/22	£ 8.62m
Description	Period	Value
Cost Per Library Visit	2019/20	£ 1.93m
	2020/21	£ 17.17m
	2021/22	£ 11.90m

Description	Period	Value
Cost of Parks and Open Spaces per 1,000 of the Population	2019/20	£ 16,309.00m
	2020/21	£ 13,512.00m
	2021/22	£ 6,181m
Description	Period	Value
% of adults satisfied with libraries	2019/20	75.30 %
	2020/21	77.6 %
Description	Period	Value
% of adults satisfied with parks and open spaces	2019/20	90.53 %
	2020/21	93.9 %
Description	Period	Value
% of adults satisfied with leisure facilities	2019/20	67.27 %
	2020/21	72.9 %

#### LGBF Environmental Services

Description	Period	Value
Cost of trading standards and environmental health per 1,000 population £	2019/20	£ 15,974.00m
	2020/21	£ 16,635.00m
	2021/22	£ 17,291m
Description	Period	Value
Net waste disposal cost per premises	2019/20	£ 87.02m
	2020/21	£ 100.97m
	2021/22	£ 87.02m
Description	Period	Value
Cost of street cleaning per 1,000 population £	2019/20	£ 9,484.00m
	2020/21	£ 9,380.00m
	2021/22	£ 10,385m
Description	Period	Value
Street Cleanliness Score	2019/20	92.6
	2020/21	95.4
	2021/22	89.8%
Description	Period	Value
Cost of maintenance per kilometre of roads	2019/20	£ 24,514.00m
	2020/21	£ 24,411.00m
	2021/22	£ 28,602m

Description	Period	Value
% of Class A roads that should be considered for maintenance treatment 10-12	2019/20	15.48 %
	2020/21	17.30 %
	2021/22	20.50 %
Description	Period	Value
% of Class B roads that should be considered for maintenance treatment 10-12	2019/20	26.27 %
	2020/21	24.10 %
	2021/22	23.80 %
Description	Period	Value
% of Class C roads that should be considered for maintenance treatment 10-12	2019/20	33 %
	2020/21	31.20 %
	2021/22	33.40 %
Description	Period	Value
% of unclassified roads that should be considered for maintenance treatment	2019/20	39.90 %
	2020/21	41.90 %
	2021/22	42.30 %
Description	Period	Value
Cost of trading standards per 1,000 population £	2019/20	£ 8,783.00m
	2020/21	£ 9,265.00m
	2021/22	£ 8,853m
Description	Period	Value
Cost of environmental health per 1,000 population £	2019/20	£ 7,191.00m
	2020/21	£ 7,370.00m
	2021/22	£ 8,439m
Description	Period	Value
% of total household waste that is recycled	2019/20	67.80 %
	2020/21	56.60 %
	2021/22	58.1 %
Description	Period	Value
% of adults satisfied with refuse collection	2019/20	79.90 %
	2020/21	84.9 %
Description	Period	Value
% of adults satisfied with street cleaning	2019/20	67.50 %
	2020/21	67.2 %

Description	Period	Value
Net cost of Waste collection per premise	2019/20	£ 77.25m
	2020/21	£ 87.72m
	2021/22	£ 71.57m

#### LGBF Housing Services

Description	Period	Value
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2019/20	6.47 %
	2020/21	9.50 %
	2021/22	9.95 %

Description	Period	Value
Average time taken to complete non-emergency repairs (days)	2019/20	5.39
	2020/21	6.2
	2021/22	8.3

Description	Period	Value
Percentage of rent due lost through properties being empty during the last year.	2019/20	1.80 %
	2020/21	1.80 %
	2021/22	1.4 %

Description	Period	Value
Percentage of stock meeting the Scottish Housing Quality Standard (SHQS).	2019/20	97.90 %
	2020/21	91.40 %
	2021/22	49.52 %

Description	Period	Value
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	2019/20	78.96 %
	2020/21	93.20 %
	2021/22	98.3 %

#### LGBF Economic Development

Description	Period	Value
Claimant Count as a % of 16-24 Population	2019/20	1.99 %
	2020/21	4.43 %
	2021/22	1.7 %



Description	Period	Value
Claimant Count as a % of Working Age Population	2019/20	1.70 %
	2020/21	3.70 %
	2021/22	2 %
Description	Period	Value
Gross Value Added (GVA) per capita	2019/20	11,190.20
	2020/21	10,420.57
Description	Period	Value
Investment in Economic Development & Tourism per 1000 population	2019/20	£ 27,436.00m
	2020/21	£ 17,791.00m
	2021/22	£ 29,700.00m
Description	Period	Value
Proportion of people earning less than the living wage	2019/20	25.50 %
	2020/21	30.90 %
Description	Period	Value
Proportion of Properties receiving superfast broadband	2019/20	96%
	2020/21	96.2%
	2021/22	96.5%
Description	Period	Value
% Unemployed people accessing jobs via Council funded / operated employability programmes	2019/20	13.40 %
	2020/21	7.30 %
	2021/22	10.6 %
Description	Period	Value
Cost of Planning & Building Standards per planning application	2019/20	£ 4,210.00m
	2020/21	£ 5,831.00m
	2021/22	£ 4,550m
Description	Period	Value
Average Time taken to deliver a business and industry planning application (weeks)	2019/20	7.77
	2020/21	9.04
	2021/22	18.5
Description	Period	Value
% of procurement spent on local enterprises	2019/20	9.61 %
	2020/21	11.26 %
	2021/22	13.7 %

Description	Period	Value
No of business gateway start-ups per 10,000 population	2019/20	15.07
	2020/21	22.38
Description	Period	Value
Measure of vacant commercial units as a % of total units for the local authority's key town centres.	2019/20	94.07 %
	2020/21	94.07 %
Description	Period	Value
Town Vacancy Rates	2019/20	11.91 %
	2020/21	7.20 %
	2021/22	4.5 %

#### LGBF Corporate Assets

Description	Period	Value
Proportion of operational buildings that are suitable for their current use %	2019/20	84.20 %
	2020/21	84.50 %
	2021/22	84.8 %
Description	Period	Value
Proportion of internal floor area of operational buildings in satisfactory condition %	2019/20	83.90 %
	2020/21	84.10 %
	2021/22	86.6 %

#### LGBF Tackling Climate Change

Description	Period	Value
Local authority estimates of carbon dioxide emissions (in tonnes)	2019/20	4.02
	2020/21	3.55
Description	Period	Value
Local authority estimates of carbon dioxide emissions (in tonnes)	2019/20	3.39
	2020/21	3.01

#### LGBF Financial Sustainability

Description	Period	Value
Total useable reserves as a % of council annual budgeted revenue	2019/20	18.30 %
	2020/21	23.40 %
	2021/22	21.8 %

Description	Period	Value
Uncommitted General Fund Balance as a % of council annual budgeted net revenue	2019/20	4 %
	2020/21	4.50 %
	2021/22	4.4 %
Description	Period	Value
Ratio of Financing Costs to Net Revenue Stream - General Fund	2019/20	9
	2020/21	7.6
	2021/22	7.2
Description	Period	Value
Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	2019/20	29.7
	2020/21	32.1
	2021/22	31.3
Description	Period	Value
Actual outturn as a percentage of budgeted expenditure	2019/20	99.20 %
	2020/21	97.40 %
	2021/22	98.7 %

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

Description	Period	Value
Average time in working days to respond to complaints after escalation (investigation).	2019/20	15.5
	2020/21	17.2
	2021/22	21
Description	Period	Value
Average time in working days to respond to complaints at stage one (frontline resolution).	2019/20	4.4
	2020/21	5.1
	2021/22	6.2
Description	Period	Value
Average time in working days to respond to complaints at stage two (investigation).	2019/20	20.4
	2020/21	24.7
	2021/22	22
Description	Period	Value
Citizens' Panel -Health and social care for adults % of service users rating service as very good/good	2019/20	75 %
	2020/21	85 %

Description	Period	Value
Citizens' Panel respondents reporting they live in a community that supports older people.	2020/21	58 %
Description	Period	Value
Citizens Panel - Satisfaction with East Renfrewshire as a place to live	2019/20	95 %
	2020/21	89 %
Description	Period	Value
People reporting 'living where you/as you want to live' needs met (%)	2019/20	88 %
	2020/21	91 %
	2021/22	89 %
Description	Period	Value
People reporting 'quality of life for carers' needs fully met (%)	2019/20	92 %
	2020/21	91 %
	2021/22	92 %
Description	Period	Value
Percentage of Citizen's Panel respondents who were satisfied or very satisfied with the services provided by East Renfrewshire Council.	2019/20	71 %
	2020/21	67 %
Description	Period	Value
Number complaints received per 1,000 population	2019/20	13.9
	2020/21	11.6
	2021/22	16.04
Description	Period	Value
% of telephone calls to Customer Services between 8:45am and 4:45pm answered on first call.	2019/20	72 %
	2020/21	94 %
	2021/22	73 %
Description	Period	Value
People reporting 'being as well/staying as well as you can' needs met (%)	2019/20	89 %
	2020/21	86 %
	2021/22	86 %
Description	Period	Value
People reporting 'being respected' needs met (%)	2019/20	98 %
	2020/21	94 %
	2021/22	98 %

Description	Period	Value
People reporting 'feeling safe' needs met (%)	2019/20	92 %
	2020/21	89 %
	2021/22	90 %
Description	Period	Value
People reporting 'having things to do' needs met (%)	2019/20	85 %
	2020/21	73 %
	2021/22	78 %
Description	Period	Value
People reporting 'seeing people' needs met (%)	2019/20	92 %
	2020/21	79 %
	2021/22	84 %