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**To: Audit, Scrutiny & Petitions Board**

**On: 15 February 2016**

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**Report by: Chief Executive**

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**Heading: Local Government Benchmarking Framework Indicator Profile 2014/15**

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## **1. Summary**

- 1.1 The Account Commission publishes an annual Direction which sets out the performance information that councils must report in each financial year. The Direction for 2014/15 performance data covers three categories - corporate management, service performance and the Local Government Benchmarking Framework.
- 1.2 During the year, the Council published local performance information in board reports, key publications and on our website to demonstrate the delivery of Best Value in our service arrangements. The validated Local Government Benchmarking Framework data for 2014/15 was published by the Improvement Service on 29<sup>th</sup> January 2016.
- 1.3 This report provides the Audit, Scrutiny and Petitions Board with an analysis of Renfrewshire Council's Local Government Benchmarking Framework data for 2014/15. It compares our performance to other councils, highlights improvements in our performance data and identifies areas for further improvement.
- 1.4 Of the 56 national indicators in the Local Government Benchmarking Framework:
  - 28 of our indicators (56%) have improved in ranking since last year;
  - 1 indicator has retained the same ranking (2%);
  - 22 indicators have declined in ranking (42%); and
  - for 5 of the indicators, no trend information is available.

Detailed analysis of the indicator suite is contained in appendix one.

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## **2. Recommendations**

- 2.1 It is recommended that the Audit, Scrutiny and Petitions Board notes the information contained within this report.

### **3. Background**

- 3.1 The Accounts Commission's annual Direction for 2014/15 sets out three categories of performance information which councils were required to report on - corporate management, service performance and the Local Government Benchmarking Framework.
- 3.2 During the year, the Council published local corporate management and service performance information in board reports, key publications and on our website to demonstrate the delivery of Best Value in our service arrangements. The Local Government Benchmarking Framework data was collated, verified and published for all Scottish councils by the Improvement Service. The validated Local Government Benchmarking Framework data for 2014/15 was published on 29th January 2016; a link to the Improvement Service reporting tool is available on the performance section of our website.
- 3.3 Renfrewshire Council has participated in the development of the Local Government Benchmarking Framework (LGBF) since its inception in 2010. The framework reports on a suite of 56 indicators which cover the majority of council services under eight service categories:
1. Children's Services
  2. Corporate Services
  3. Adult Social Care
  4. Culture and Leisure Services
  5. Environmental Services
  6. Housing Services
  7. Corporate Asset Management
  8. Economic Development

The framework indicators report on service costs, customer satisfaction and service effectiveness.

### **4. Overview of Renfrewshire's Performance**

- 4.1 The Local Government Benchmarking Framework dataset enables councils to review their own performance over time, compare performance against peer authorities and identify areas for improvement. An overview of Renfrewshire's 2014/15 data set shows:
- 28 indicators have improved on their ranking position from last year
  - 22 indicators have declined in the rankings
  - 1 ranking has remained the same
  - There are 5 indicators where trend information is unavailable either because the data has not yet been published or they are new indicators.
- 4.2 The Council improved our rankings from the previous year and is now in the top quartile for 14 indicators, in comparison to ten last year and reduced our number of indicators in the bottom quartile from ten to seven in 2014/15. Although not in the top quartile we have significantly improved our rankings for sickness absence for teachers (20<sup>th</sup>-12<sup>th</sup>) and our council dwellings that are energy efficient (22<sup>nd</sup> – 14<sup>th</sup>).

#### **Analysis of top quartile**

- 4.3 The Council was ranked in the top quartile (1st to 8th) of Scottish councils for fourteen of the framework indicators:
1. Percentage of pupils from deprived areas gaining 5+ awards at level 6 (SIMD). Rank changed from 6 to 5.
  2. Percentage of adults satisfied with local schools. Rank changing from 17 to 4.
  3. The percentage of the highest paid 5% of employees who are women. Rank changing from 17 to 4.

4. Percentage of adults satisfied with social care or social work services. Ranking improved from 15 to 7.
5. Percentage of adults satisfied with museums and galleries. Ranking changed from 9 to 8.
6. Percentage of adults satisfied with leisure facilities. Ranking changed from 14 to 6.
7. Cost per primary school pupil. Change in rank from 12 to 2.
8. Cost per secondary school pupil. Rank stayed the same at 1
9. (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site. Rank changed from 2 to 3.
10. Percentage of invoices sampled that were paid within 30 days. Rank remained the same at 2.
11. Older persons (over 65) home care costs per hour. Rank changed from 4 to 8.
12. Net cost per waste collection per premises. Ranking has changed from 4 to 6.
13. Cost of trading standards per 1,000 population. Rank changed from 3 to 1.
14. Proportion of operational buildings that are suitable for their current use. Ranking has remained the same at 3.

### Analysis of bottom quartile and declining performance

- 4.4 The Council ranked in the bottom quartile (25th to 32nd) of Scottish Councils in seven of the framework indicators. Further information on why the indicators are in the bottom quartile and planned actions to improve performance are provided in appendix one.
  - SDS spend on adults 18+ as a percentage of total social work spend on adults 18+. Spend has increased from 1.27 to 2.01, rank changed from 28 to 25.
  - Cost of museums per visit. Costs have increased from 10.05 to 15.55, ranking changed from 27 to 28.
  - Cleanliness Score (% acceptable). Score has increased slightly from 87.40 to 88.16, rank has changed from 31 to 29.
  - Percentage of adults satisfied with street cleaning. Satisfaction has decreased from 71% to 67%, rank changed from 24 to 27.
  - Percentage of rent due in the year that was lost due to voids. Percentage has reduced from 2.57% to 2.03%, rank changed from 24 to 25.
  - Cost of democratic core per 1,000 population. The cost has increased from £45,037.38 to £46,283.65 rank changed from 26 to 27.
  - Proportion of Pupils Entering Positive Destinations. Performance has decreased from 92% to 90.9% rank changed from 22 to 28.
- 4.5 The performance of the Local Government Benchmarking Framework indicators will continue to be monitored and progressed through the service improvement planning process and through further benchmarking activities undertaken through the family groups to develop and share best practice. A report on the Local Government Benchmarking Framework will continue to be submitted to the Audit, Scrutiny and Petitions Board annually to review performance and monitor progress.
- 4.6 Renfrewshire Council is represented on the LGBF steering group and is one of five councils who are shaping and improving the framework at a national level. Currently this involves a consultation exercise on expanding the framework to include planning, procurement and homelessness indicators and we will also be requesting more economic development and improved home/social care indicators to be added.

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### Implications of the Report

1. **Financial** – *none*
2. **HR & Organisational Development** – *none*

3. **Community Planning – none**
4. **Legal - *none***
5. **Property/Assets - *none***
6. **Information Technology - *none***
7. **Equality & Human Rights** - The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required, following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.
8. **Health & Safety - *none***
9. **Procurement – *none***
10. **Risk - *none***
11. **Privacy Impact - *none***

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## Appendix 1

### Children's Services Category

The Children's Services category consists of 12 indicators, covering unit cost, customer satisfaction and performance data. Data for the looked after children is currently not available for following Pls: % of Pupils Gaining 5+ Awards at Level 5, % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD), the Gross Cost of "Children Looked After" in Residential Based Services per Child per Week; in a Community Setting per Child per Week and Balance of Care for looked after children. A summary of our 2014/15 data, as well as the Scottish average and our family group position has been provided below.

Indicator	Ranked Position		Data		Scottish Average	Family Group Position
	2013/14	2014/15	2013/14	2014/15		
Cost per Primary school Pupil	12	2	£4,559.56	£4,071.19	£4653.39	Range for the family group is from £3887.42 (Clackmannanshire) to £4850.56 (South Ayrshire). Costs decreased across all councils
Cost per Secondary School Pupil	1	1	£5,581.78	£5,577.60	£6593.43	Range for the family group is from £5577.60 (Renfrewshire) to £7619.96 (Clackmannanshire). The majority of council costs increased (6 out of 8)
Cost per Pre-School Education Registration	11	15	£2,622.26	£3,176.60	£3306.44	Range for the family group is from £2394.35 (West Lothian) to £3673.16 (Dumfries & Galloway) The majority of council costs increased (7 out of 8)
% of Pupils Gaining 5+ Awards at Level 5	<p>This was last published in 2012/13. The data at that time indicated that Renfrewshire's performance was positive, and had been increasing year on year. The introduction of the Nationals and move away from Standard Grades meant comparisons with previous years were not possible.</p> <p>In 2012/13, we reported that 58% of pupils in Renfrewshire attained five or more standard grades or equivalent by the end of S6. This was 1% above 2011/12 performance and exceeded the target of 57%. This was above the national average of 57%.</p> <p>Currently, 60% of S6 pupils within Renfrewshire are achieving 5 or more at Level 5. This is pre-appeal data which was published in September 2015. It is likely this will have increased slightly.</p>					
% of Pupils Gaining 5+ Awards at Level 6	10	11	30.35%	30.80%	29.26%	Family group ranges from 21.67% (Clackmannanshire) to 32.42% (South Ayrshire) Mixed performance across all councils  Renfrewshire are above the Scottish average and we are above our results for the previous year indicating that we are consistently improving our attainment levels.
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	We are not able at this time to include level 5 attainment data as this has not been provided by the Scottish Government due to concerns over comparability of this data given changes introduced through the Curriculum for Excellence. The LGBF board is exploring this with them to identify a solution.					
% Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	6	5	14.17%	14.60%	12.75%	Family groups ranged from 6.71% (Clackmannanshire) to 14.6% (Renfrewshire) Only West Lothian significantly increased %, 4 decreased and 3 remained fairly stable
% of Adults Satisfied with Local Schools	17	4	83%	91%	79%	Family groups ranged from 73% (Fife) to 92% (Clackmannanshire)
CHN8a – The gross cost of "Children Looked After" in Residential based services per child per week						This indicator relies on National Statistics on Looked After Children which are not published until late Feb/March 2016
CHN8b – The gross cost of "Children Looked After" in a community based						This indicator relies on National Statistics on Looked After Children which are not published until late Feb/March 2016

setting per child per week						
CHN9 – Balance of care for looked after children: % of children being looked after in the Community						This indicator relies on National Statistics on Looked After Children which are not published until late Feb/March 2016
Proportion of Pupils Entering Positive Destinations	22	28	92	90.9	92.9	Family groups ranged from 89.7% (Falkirk) to 94.3% (S.Ayrshire)

### **Indicator in the bottom quartile:**

**Proportion of Pupils Entering Positive Destinations** – In September 2015, 90.9% of school leavers in Renfrewshire were in positive destinations, which is lower than in September 2013/14 (92%) and slightly higher than September 2012/13 (90.2%). Renfrewshire's 2013/14 performance was the best on record.

- There were 1,930 leavers in 2015 of which 1,754 entered a positive destination;
- The percentage of leavers entering 'higher education' is 41.6%, which is 3.3% higher than the national average. Renfrewshire's performance in this area is the 7<sup>th</sup> highest percentage of leavers entering higher education within Scotland. Although, this is a decrease within the authority of 2.4% from 2013/14;
- The percentage of leavers entering 'further education' has increased to 26.5%;
- The percentage of leavers entering 'employment' has increased to 19.6%;
- The percentage of leavers entering 'training' has decreased to 3.1% which is 2.8% below the national average;
- The percentage of leavers who are 'unemployed seeking' is 5.0%, improving 2% from 2013/14 and 0.4% lower than the national average; and
- The percentage of leavers whose destination is unconfirmed is 3.5%.

Leavers Destinations will be discussed at individual scrutiny meetings with schools in February/March as part of the insight scrutiny meeting and as a result individual action plans will be put in place for each school.

We are continuing to make good progress for looked after children entering positive destinations, of those who left school in June 66% have achieved a positive destination. Historically looked after children left school at the first opportunity (the end of 4th year), in recent years there has been a change in this pattern as more looked after children return to school for a 5th or 6th year. The CMT will continue to monitor pupils entering positive destinations and specifically those destinations for looked after children.

## **Corporate Services Category**

The Corporate Services category consists of 9 indicators, covering unit cost and performance data. A summary of our 2014/15 data, as well as the Scottish average and our family group position has been provided below.

Indicator	Ranked Position		Data		Scottish Average	Family Group Position
	2013/14	2014/15	2013/14	2014/15		
CORP 1 – Support services as a percentage of total gross expenditure	13	24	4.53	6.52	5.08	Family groups range from 3.02% (Inverclyde) to 7.76% (Clackmannanshire) Most councils performance remained relatively stable
CORP 2 – Cost of democratic core per 1,000 population	26	27	£45,037.38	£46,283.65	£30,688.18	Family groups range from £26,131.20 (East Renfrewshire) to £50,771.64 (Clackmannanshire) The majority of councils had an increase in costs (6 out of 8)
CORP 3b – The percentage of the highest paid 5% of employees who are women	4	3	54.52%	56.98%	51.66	Family group ranges from 47.62% (Angus) to 56.98% (Renfrewshire) There has been mixed performance within FGs – 4 increases. 2 decreases and 2 stayed the same
CORP 4 – Cost per dwelling of collecting council tax	27	20	£14.69	£11.26	£10.9	Family group ranges from 6.48 (West Lothian) to 16.69 (Clackmannanshire) The majority of councils had a decrease in costs (6 out of 8, only Clacks & East Ren increased)

CORP 5b2 - Average time (hours) between time of Domestic Noise complaint and attendance on site	2	3	0.46	0.50	58.90	Family group ranges from 0.48 (East Renfrewshire) to 37.40 (West Lothian) Even split between performance increasing & decreasing – West Lothian had a significant increase in average time (from 4 to 37.4)
CORP 6a - Sickness Absence Days per Teacher	20	12	6.61	6.05	6.28	Family group ranges from 5.50 (Midlothian) to 10.14 (Clackmannanshire) There was mixed performance within FGs – Clacks had a significant increase (from 5.65 to 10.14)
CORP6b - Sickness Absence Days per Employee (non-teacher)	10	9	9.81	9.92	10.80	Family group ranges from 9.92 (Renfrewshire) to 13.37 (East Renfrewshire) Performance was evenly split between increase in days and remaining relatively stable.
CORP 7 – Percentage of income due from Council Tax received by the end of the year	13	11	96.02%	96.00%	95.46%	Family group ranges from 93.82% (Midlothian) to 97.98% (East Renfrewshire) Performance remained relatively stable for all Councils.
CORP 8 – Percentage of invoices sampled that were paid within 30 days	2	2	96.54%	97.29%	92.52%	Family group ranges from 82% (Clackmannanshire) to 97.29 (Renfrewshire) The majority of councils performance increased

#### **Indicator in the bottom quartile**

**Cost of democratic core per 1,000 population** - As with the other cost related indicators, it can be difficult to make accurate comparisons as different local authorities take different approaches in allocating costs to the corporate and democratic core and in defining support services. However, we are seeking to identify areas where we can improve efficiency, streamline our services and will research successful delivery models in other local authorities.

#### **Indicator significantly declined:**

**Support services** - The main reason for the movement between 2013-14 and 2014-15 is the £8.395m cost of the VR/VER programme which primarily impacted on the central support services. If these one-off costs were to be excluded our ranking would be more closely aligned with the previous year's:

	<b>2013-14</b>	<b>2014-15</b>	<b>2014-15(excluding VR/VER)</b>
CORPI %	4.53%	6.52%	4.69%
Ranking	13th	24th	16 <sup>th</sup>

### **Adult Social Care Category**

The Adult Social Care category consists of 5 indicators, covering unit cost, satisfaction and performance data. A summary of our 2014/15 data, as well as the Scottish average and our family group position has been provided below.

Indicator	Ranked Position		Data		Scottish Average	Family Group Position
	2013/14	2014/15	2013/14	2014/15		
SW1 – Older persons (over 65) home care costs per hour	4	8	£16.81	£14.92	£20.01	Family group ranges from 13.77 (Clackmannanshire) to 24.08 (West Lothian) Mixed performance – 4 decreased, 3 increased, 1 stable
SW2 – SDS spend on adults 18+ as a percentage of total social work spend on adults 18+	28	25	1.27%	2.01%	6.86%	Family group ranges from 1.09 (Falkirk) to 4.47 (Dumfries & Galloway) Performance split between increased spend and no change



SW3 – Percentage of people 65+ with intensive needs receiving care at home	26	21	28.21	30.82	35.56	Family group ranges from 20.25 (Fife) to 48.04 (Clackmannanshire) Only one council increased percentage (Clacks)
SW4 – Percentage of adults satisfied with social care or social work services	15	7	58%	66%	51%	Family group ranges from 44 (South Lanarkshire) to 78 (Falkirk & West Lothian) Performance is mixed across family group
SW5 – Average weekly cost per resident	18	18	£381.90	£389.18	£327.07	Family group ranges from 243 (Dumfries & Galloway) to 410.83 (South Lanarkshire)

**Indicator in Bottom Quartile:**

**SW2 – SDS spend on adults 18+ as a percentage of total social work spend on adults 18+ -** Spend has increased from 1.27% in 2013/14 to 2.01% in 2014/15. Renfrewshire now ranked 25th out of 32 local authorities compared with 28th in 2013/14. Renfrewshire's data only includes that SDS spend which is on direct payments – at present, recording systems do not allow for easy identification of spend on other options. It is not clear whether this is the case for other local authorities, so comparisons may not be appropriate. The number of people with an 'SDS package' continues to grow – as of November 2015, 457 cases had been completed using the new processes, and a further 380 were in progress.

### **Culture & Leisure Services Category**

The Culture & Leisure category consists of 8 indicators, covering unit cost and satisfaction data. A summary of our 2014/15 data, as well as the Scottish average and our family group position has been provided below.

Indicator	Ranked Position		Data		Scottish Average	Family Group Position
	2013/14	2014/15	2013/14	2014/15		
C&L1 – Cost per attendance at sports facilities	14	9	£3.11	£2.20	£3.68	Family group ranges from 1.89 (Inverclyde) to 7.61 (Midlothian) The majority of councils reduced costs (6 out of 8)
C&L2 – Cost per library attendance	27	24	£4.45	£4.29	£2.58	Family group ranges from 1.32 (West Lothian) to 4.29 (Renfrewshire) The majority of councils reduced costs, only Angus increased cost
C&L3 – Cost of museums per visit	27	28	£10.05	£15.55	£3.53	Costs ranged from 0.54 (West Lothian) to 15.55 (Renfrewshire). We have the highest costs within the family group
C&L4 – Costs of parks and open spaces per 1,000 population	18	21	£31,736.63	£33,897.72	£31,303.9	Family group ranges from £23,630.66 (East Renfrewshire) to £44,925.42 (Angus) Five out of 8 councils costs increased
C&L5a – Percentage of adults satisfied with libraries	18	17	81%	79%	77%	Family group ranges from 72% (Midlothian) to 88% (West Lothian) Five out of 8 councils satisfaction levels decreased
C&L5b – Percentage of adults satisfied with parks and open spaces	20	17	84%	86%	86%	Family group ranges from 77% (South Lanarkshire) to 95% (West Lothian) The majority of councils increased satisfaction (6 out of 8), two councils increased by 11% (mid & west Lothian)
C&L5c – Percentage of adults satisfied with museums and galleries	9	8	83%	81%	75%	Family group ranges from 56% (Midlothian) to 81% (Renfrewshire & Inverclyde)
C&L5d – Percentage of adults satisfied with leisure facilities	14	6	81%	87%	76%	Family group ranges from 69% (East Renfrewshire) to 89% (Inverclyde)

**Indicator in Bottom Quartile:**



**C&L3 Cost of museums per visit** – Has remained in the bottom quartile for 2014/15. In terms of the museum variance this has been mainly due to the success of a 'Lego' exhibition in 2013/14 attracting a significant amount of attendances which has not been replicated in 2014/15. Museum visits for 2013/14 were 115,373 and declined to 73,163 in 2014/15.

### Environmental Services Category

The Environmental Services category consists of 14 indicators, covering unit cost, satisfaction and performance data. Of this, five indicators are statutory. A summary of our 2014/15 data, as well as the Scottish average and our family group position has been provided below.

Indicator	Ranked Position		Data		Scottish Average	Family Group Position
	2013/14	2014/15	2013/14	2014/15		
ENV1a – Net cost per waste collection per premises	4	6	£43.81	£44.97	£65.2	Family group ranges from 29.85 (Midlothian) to 87.18 (Angus) Majority of councils decreased costs, Midlothian's costs reduced by £30.71
ENV2a – Net cost per waste disposal per premises	13	14	£77.09	£83.61	£91.5	Family group ranges from £83.61 (Renfrewshire) to £100.13 (West Lothian)
ENV3a – Net cost of street cleaning per 1,000 population	18	15	£15,520.41	£13,258.34	£15,818.7	Family group ranges from £8,811.4 (East Renfrewshire) to £18,494.87 (Inverclyde)  Majority of councils increased costs
ENV3c – Cleanliness Score (% acceptable)	31	29	87.40	88.16	93.90	Family group ranges from 88.16 (Renfrewshire) to 98.33 (South Lanarkshire) Performance is very mixed across the group
ENV4a – Cost of maintenance per kilometre of roads	14	13	£6,548.94	£6,262.89	£5618.09	Family group ranges from £3451.23 (Angus) to £24,236.32 (Inverclyde) Performance is evenly split between increasing and decreasing costs
ENV4b – Percentage of A class roads that should be considered for maintenance treatment	16	16	25.79%	26.34%	29.03	Family group ranges from 16.57% (West Lothian) to 33.89% (Inverclyde) Performance was evenly split between increasing and decreasing percentage
ENV4c – Percentage of B class roads that should be considered for maintenance treatment	14	14	28.89%	29.55%	36.10%	Family group ranges from 22.73% (South Lanarkshire) to 37.99% (Inverclyde)
ENV4d – Percentage of C class roads that should be considered for maintenance treatment	21	19	39.19%	39.49%	37.35%	Family group ranges from 31.35 (Angus) to 46.93 (Inverclyde) Performance varied between increase, decrease and remaining stable
ENV4e – Percentage of unclassified roads that should be considered for maintenance treatment	22	20	41.48%	39.31%	39.31%	Family group ranges from 24.08% (West Lothian) to 47.94% (Inverclyde) The majority of councils decreased in percentage
ENV5b – Cost of environmental health per 1,000 population	25	24	£22,369.2	£21,178.9	£17,697.7	Family group ranges from £7382.5 (East Renfrewshire) to £21,178.9 (us). The majority of councils reduced their costs (7 out of 8, only Angus increased)
ENV5a – Cost of trading standards per 1,000 population	3	1	£2,645.20	£2,898.47	£5735.8	Family group ranges from £2,898.4 (Us) to £8986.7 (West Lothian) The majority of councils reduced their costs (6 out of 8, East Renfrewshire & Midlothian increased)

ENV6 – The percentage of total waste arising that is recycled	15	14	44.3%	46.6%	42.86%	Family group ranges from 45% (South Lanarkshire) to 56.8% (Inverclyde) Majority of councils increased their percentage
ENV7a – Percentage of adults satisfied with refuse collection	16	19	85%	85%	84%	Family group ranges from 77% (East Renfrewshire) to 91% (Inverclyde) Majority of councils satisfaction increased
ENV7b – Percentage of adults satisfied with street cleaning	24	27	71%	67%	74%	Family group ranges from 64% (East Renfrewshire) to 87% (West Lothian) Mixed performance, East Renfrewshire satisfaction fell by 9% whilst South Lanarkshire's rose by 9%

**Indicators in the bottom quartile:**

**Street Cleanliness Score (%age Acceptable)** - Although ranked in the bottom quartile nationally, Renfrewshire's Cleanliness Score actually increased from 87.4 % in 2013/14 to 88.2% in 2014/15. The rank position has improved from 31st in 2013/14 to 29th in 2014/15. In 2014/15 the Scottish average was 93.9% which was down 2.2% from the 2013/14 average. Renfrewshire was one of only 6 Councils to increase their score in 2014/15, despite having one of the largest reductions in budget.

The first two Renfrewshire surveys of 2015/16 have produced an increase in our score to 89.1%. Issues that have impacted performance:

New street cleaning specifications have been introduced to help the Council address the unprecedented financial challenges it has faced over the last 5 years. These have reduced activity by 40% whilst prioritising the cleanliness of Town Centres, main arterial routes and known litter hotspots. Street cleaning activities in areas out with these areas has reduced accordingly. There has also been a period of unprecedented change within the service, which has challenged our service delivery arrangements.

**Intended improvement actions:**

Significant budgetary savings have been achieved across the service and further efficiencies are required over the coming years. In 2012 the Council introduced new working arrangements to offer an improved 7 day service and deliver further financial efficiencies. The service is working towards delivering the required financial efficiencies and maintaining street cleanliness levels within this challenging environment. This is a key element of the service's operational plan. Performance has improved between 2013/14 and 2014/15 and initial surveys for 2015/16 have indicated that the current level of performance will be maintained.

**% of adults satisfied with street cleaning** - The satisfaction rate has decreased from 71% in 2013/14 to 67% in 2014/15. The 2014/15 satisfaction rate was 7% below the Scottish average. Renfrewshire's ranking has fallen from 24th in 2013/14 to 27th in 2014/15. Issues that have impacted performance: Similar issues referred to in the Cleanliness Score indicator above will impact on the performance of this indicator. While this data is proportionate at Scotland level, it is acknowledged by the Improvement Service that there are limitations at council level in relation to the very small sample sizes and low confidence levels. The Improvement Service is exploring opportunities to develop alternative measures of customer/resident satisfaction which is comparable at local authority level.

## Housing Services category

The Housing Services category consists of five indicators. A summary of our 2014/15 data, as well as the Scottish average and our family group position has been provided below.

Indicator	Ranked Position		Data		Scottish Average	Family Group Position
	2013/14	2014/15	2013/14	2014/15		
HSN1b – Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	21	16	6.73%	6.34%	5.95	Family group ranges from 3.5% (South Ayrshire) to 7.66% (Falkirk)
HSN2 - Percentage of rent due in the year that was lost due to voids	24	25	2.57%	2.03%	1.16	Family group ranges from 0.51% (West Lothian) to 2.03% (Renfrewshire) Mixed performance across family group
HSN3 – Percentage of dwellings meeting SHQS	26	22	62.1%	84.56% (100% including abeyances & exemptions)	90.38	Family group ranges from 82.79% (Falkirk) to 98.89% (West Lothian) The majority of councils increased the SHQS percentage
HSN4b – Average time taken to complete non-emergency repairs	8	9	8.46	8.52	9.88	Family group ranges from 6.28 (Clackmannanshire) to 13.99 (South Lanarkshire)
HSN5 – Percentage of council dwellings that are energy efficient	22	14	85.07%	97.35%	96.54	Family group ranges from 91.62% (Falkirk) to 100% (Clackmannanshire & South Ayrshire) All councils have increased the percentage

### **Indicator in the bottom quartile:**

**HSN2 Percentage of rent due in the year that was lost due to voids** - While Renfrewshire Council remains above the national average for rent lost through properties being empty we are continuing to improve. We have made year on year improvements since 2011/12 with the figure falling from 3.7% in 2011/12 to 2.03% in 2014/15. We are continuing to implement our improvement action plan which has seen year on year improvement in this indicator and improvement in re letting properties.

## Corporate Asset Management category

The Asset Management consists of two statutory indicators. A summary of our 2014/15 data, as well as the Scottish average and our family group position has been provided below.

Indicator	Ranked Position		Data		Scottish Average	Family Group Position
	2013/14	2014/15	2013/14	2014/15		
CORP-ASSET 1 – Proportion of operational buildings that are suitable for their current use	3	3	91.91	91.03	79.01	Family group ranges from 77.97 (East Renfrewshire) to 95.37 (South Lanarkshire) Performance was mixed across family group
CORP-ASSET 2 – Proportion of internal floor area of operational buildings in satisfactory positions	13	12	88.52	88.84	82.94	Family group ranges from 79.88 (East Renfrewshire) to 97.69 (Clackmannanshire) Performance was mixed across the family group

### **Economic Development Category**

The Economic Development category was introduced for 2012/13 and consists of only one indicator. A summary of our 2014/15 data, as well as the Scottish average and our family group position has been provided below.

Indicator	Ranked Position		Data		Scottish Average	Family Group Position
	2013/14	2014/15	2013/14	2014/15		
ECON1 – Percentage of unemployed people assisted into work from Council operated / funded Employability programmes	8	9	14.04%	14.83%	14.2%	Family group ranges from 11.91% (East Renfrewshire) to 25.18% (Inverclyde)