

## Notice of Meeting and Agenda Audit, Scrutiny and Petitions Board

Date	Time	Venue
Monday, 15 February 2016	10:00	CMR 1, Council Headquarters, Renfrewshire House, Cotton Street, Paisley, PA1 1AN

KENNETH GRAHAM  
Head of Corporate Governance

### Membership

Councillor Bill Brown: Councillor Maria Brown: Councillor John Caldwell: Councillor Eddie Grady:  
Provost Anne Hall: Councillor James MacLaren: Councillor Bill Perrie:

Councillor Jim Sharkey (Convener): Councillor Cathy McEwan (Depute Convener)

### Members of the Press and Public

Members of the press and public wishing to attend the meeting should report to the customer service centre where they will be met and directed to the meeting.

### Further Information

This is a meeting which is open to members of the public.

A copy of the agenda and reports for this meeting will be available for inspection prior to the meeting at the Customer Service Centre, Renfrewshire House, Cotton Street, Paisley and online at [www.renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx](http://www.renfrewshire.cmis.uk.com/renfrewshire/CouncilandBoards.aspx)

For further information, please either email [democratic-services@renfrewshire.gov.uk](mailto:democratic-services@renfrewshire.gov.uk) or telephone 0141 618 7112.

## Items of business

### Apologies

Apologies from members.

### Declarations of Interest

Members are asked to declare an interest in any item(s) on the agenda and to provide a brief explanation of the nature of the interest.

- |          |   |                |
|----------|---|----------------|
| <b>1</b> | <b>Summary of Internal Audit Findings for Quarter to end of December 2015</b>                   | <b>3 - 10</b>  |
|          | Report by the Chief Auditor.  |                |
| <b>2</b> | <b>Internal Audit and Counter Fraud Progress and Performance for Period to 31 December 2015</b> | <b>11 - 16</b> |
|          | Report by the Chief Auditor.  |                |
| <b>3</b> | <b>Training for Audit, Scrutiny &amp; Petitions Board Members</b>                               | <b>17 - 20</b> |
|          | Report and presentation on Fraud Risk by Chief Auditor.   |                |
| <b>4</b> | <b>Annual Complaints 2014/15</b>  | <b>21 - 34</b> |
|          | Report by the Chief Executive.  |                |
| <b>5</b> | <b>Local Government Benchmarking Framework Indicator Profile 2014/15</b>                        | <b>35 - 46</b> |
|          | Report by the Chief Executive.  |                |
| <b>6</b> | <b>Petition: Road Safety, Shortroods Road, Paisley</b>  | <b>47 - 50</b> |
|          | Report by the Director of Finance & Resources.  |                |
| <b>7</b> | <b>Petition: Pedestrian Crossing, Corsebar Road, Paisley</b>                                    | <b>51 - 54</b> |
|          | Report by the Director of Finance & Resources.  |                |



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

**On: 15 February 2016**

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**Report by: Chief Auditor**

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**Heading: Summary of Internal Audit Findings for Quarter to end of December 2015**

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**1. Summary**

1.1 In line with the Public Sector Internal Audit Standards, Internal Audit must communicate the results of each engagement to the Board. To comply with this requirement Internal Audit submits regular reports on the findings and conclusions of audit engagements to the Audit, Scrutiny and Petitions Board.

1.2 Appendix 1 attached to this report provides a summary of internal audit findings in relation to final reports issued for those engagements completed during the period 1 October – 31 December 2015.

1.3 In addition to the reports listed in the Appendix, Internal Audit has an ongoing commitment to:

- A range of corporate and service initiatives;
- Progressing of information security matters in partnership with ICT and Legal Services;
- The regular provision of advice to departmental officers;
- The provision of internal audit services to the associated bodies for which Renfrewshire Council is the lead authority and to Renfrewshire Leisure Ltd;
- Co-ordination of the Council's corporate risk management activity;
- Management of the counter fraud team;
- Management of the risk management and insurance team.

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2. **Recommendations**

- 2.1 Members are invited to consider and note the Summary of Audit Findings reported during the quarter from 1 October to 31 December 2015.
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**Implications of the Report**

1. **Financial** - None
2. **HR & Organisational Development** - None
3. **Community Planning – Safer and Stronger** - effective internal audit is an important element of good corporate governance.
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
  - (a) 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** - The summary reported relates to the delivery of the risk-based internal audit plan.
11. **Privacy Impact** – None

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**Author:** Karen Campbell – 01416187016

## Appendix 1

**Renfrewshire Council**  
**Internal Audit Service**  
**Quarterly Update for Audit, Scrutiny and Petitions Board**  
**Final Audit Reports issued from 1 October– 31 December 2015**

Category	Service	Audit Title	Main Issues	Rec's agreed
<b>Systems Audits</b>	Children Services	Child / Vulnerable Adult Protection	<ul style="list-style-type: none"> <li>A review was undertaken of the arrangements in place for convening and the servicing of the various planned and reactive child and vulnerable adult case review meetings/panels.</li> <li>The systems in place for administration of child and vulnerable adult protection meetings were found to be generally satisfactory. The review did identify a high proportion of meetings from the sample tested where the Council was unable to provide minutes to meeting attendees within the timescales stated in national guidelines and recommendations were made to assist with this issue.</li> </ul>	Yes
		Devolved Management of Resources – Schools	<ul style="list-style-type: none"> <li>A review has been undertaken of the system in place relating to budgets that have been devolved to schools. 4 schools were selected for audit testing purposes.</li> <li>Budgets allocated to schools and budget monitoring processes were found to be satisfactory. However, the audit identified that improvements were required in relation to</li> </ul>	Yes

			documented procedures and compliance with these procedures, as well as issues surrounding procurement. Therefore recommendations have been made to strengthen the internal controls in these areas which management agreed to implement.	
	Development & Housing	Planning Services	<ul style="list-style-type: none"> <li>An audit was undertaken of the arrangements in place for payment and accounting for planning and building control income received along with applications. This audit identified that satisfactory arrangements are in place for the collection of and accounting for such income.</li> </ul>	Yes
	Corporate	Freedom of Information Requests	<ul style="list-style-type: none"> <li>This review examined the processes in place to respond to Freedom of Information requests across various Council services.</li> <li>Although no key risks were identified, some good practice recommendations were made to enhance the current processes including appointing FOI Coordinators to reflect changes in the council's structure and determining a timescale for completion of improvements to the FOI database, which could increase the amount of information in the council's publication scheme and reduce the number of FOI requests to be answered.</li> </ul>	Yes
<b>ICT Audit</b>	Finance and Resources	Websense	<ul style="list-style-type: none"> <li>The Council uses an industry standard software product (Websense) to address website filtering, monitoring, and logging requirements and a review was undertaken of the arrangements in place for ensuring implementation of the Council's Websense policies and associated governance workflows.</li> <li>No significant issues were found in relation to the way Websense has been configured and it was concluded that there are sound controls in place to prevent users from</li> </ul>	Yes

			<p>overriding proxy settings and from directly getting out to the internet. All network users are subject to website filtering.</p> <ul style="list-style-type: none"> <li>A number of processes/control areas that need to be strengthened in order to preserve and enhance the integrity of the Websense arrangement. This included the :-           <ol style="list-style-type: none"> <li>development of an overarching policy for the schools environment which offers definitive guidance on acceptable usage for staff and pupils.</li> <li>improvement of Internet monitoring controls to ensure the internet is being used in line with Council policies and does not pose a business productivity or information security risk to the Council.</li> <li>strengthening of change controls for Websense configuration settings to ensure that all user requests are appropriately reviewed and authorised before they are implemented by ICT.</li> </ol> </li> </ul>	
<b>Regularity/ Compliance</b>	Children's Services	Sickness Absence Monitoring	<ul style="list-style-type: none"> <li>This review focused on the application of the sickness absence monitoring procedures within Child Care Services.</li> <li>The audit identified a few instances, due to the lack of evidence, where the council's Supporting Attendance at Work Policy may not have been consistently followed. It was recommended that senior management ensure that all the appropriate managers/supervisors are sufficiently trained in relation to this policy.</li> </ul>	Yes
		Review of Internal Controls – Petty Cash Schools	<ul style="list-style-type: none"> <li>A review has been undertaken of the controls operating over petty cash expenditure across the schools estate.</li> <li>The system to administer petty cash provides sufficient control when applied diligently. However, staff at some of the schools visited were uncertain of the correct processes to follow and petty cash was being used for purposes beyond</li> </ul>	Yes

			those permitted in the Council's procedures. Staff training and use of alternative payment systems were therefore recommended to ensure the correct use of petty cash.	
		Control Risk Self Assessment (CRSA) – Nursery Schools & Pre5 Establishments School Funds	<ul style="list-style-type: none"> <li>Annually we undertake a Control Risk Self Assessment Exercise to ensure that School Funds are being operated in accordance with laid down procedures. This year the questionnaire was issued to Nursery Schools and Pre-5 Establishments. Bushes Nursery School was selected for an actual visit.</li> <li>The CRSA questionnaires indicated that the majority of nursery schools/pre 5 centres are following most of the processes described in the document entitled, 'School Fund Procedures' dated August 2000. Some areas of non compliance requiring management actions were identified from the responses received, particularly regarding bank reconciliations.</li> </ul>	Yes
Finance & Resources		Sickness Absence Monitoring	<ul style="list-style-type: none"> <li>The reporting of Absence to the Corporate Management Team and Members falls under the responsibility of the HR and Organisational Development section of Finance &amp; Resources.</li> <li>It was found that the timeliness of reports to members and the corporate management team needs to be improved upon and management agreed to rectify this.</li> </ul>	Yes
Development and Housing		Leader Grant Certification	<ul style="list-style-type: none"> <li>In accordance with the Scottish Government's Service Level Agreement for Leader funding, Internal Audit is required to undertake an annual audit compliance review.</li> <li>The internal controls relating to the application, evaluation and payments to grantees made for the LEADER programme</li> </ul>	Yes

			are operating satisfactorily.		
<b>Investigations</b>	Children's Services	Primary School - Anonymous Allegations	<ul style="list-style-type: none"> <li>An anonymous letter was received, alleging financial misappropriation was taking place at a school and Internal Audit were therefore asked to investigate</li> <li>There is no evidence to substantiate that any misappropriation has occurred. However, the internal control environment contained significant weaknesses, in relation to the School Fund and procurement transactions. It was the Auditor's opinion that controls were not adequate to either prevent or detect any possible misappropriation in a timely manner. Specifically, bank reconciliations, audit trail, segregation of duties and appropriate authorisation were all found to be weak. Management agreed to rectify these weaknesses.</li> </ul>	Yes	
	Finance & Resources	Contracting Issues	<ul style="list-style-type: none"> <li>Internal Audit were alerted to the fact that Renfrewshire Council appeared not to be using one of the framework agreements put in place by Scotland Excel. It was identified that the service had sought legal advice in relation to the Scotland Excel framework agreement and its suitability in relation to the Council's requirements.</li> <li>The legal advice confirmed that the framework agreement was not suitable at the point in time that the services were required. Given the urgency of the requirement to have a contract in place and the work already been completed to prepare the tender, procurement were advised to proceed with appointing a suitable contractor outwith the framework agreement. This course of action was considered to be in the Council's best interests at that time.</li> </ul>	Yes	
		Alleged Data Protection Breach	<ul style="list-style-type: none"> <li>A complaint was received by email, which alleged that a named employee had accessed a customer's Housing Benefit</li> </ul>	N/A	

		of Clients Benefits Information	file to gain information for personal use. The investigation concluded that there was no substance to the allegations made against the named employee.	
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**To: Audit, Scrutiny and Petitions Board**

**On: 15 February 2016**

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**Report by: Chief Auditor**

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**Heading: Internal Audit and Counter Fraud Progress and Performance for Period to 31 December 2015**

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**1. Summary**

- 1.1 The Internal Audit Annual Plan was approved by the Audit, Scrutiny and Petitions Board on 30 March 2015. Internal Audit measures the progress and performance of the team on a regular basis using a range of performance indicators. This report monitors progress from 1 April 2015 to 31 December 2015, in terms of the delivery of the Audit Plan for the year and compares actual performance against targets set by the Director of Finance and Resources.
- 1.2 The Counter Fraud Team is managed by Internal Audit. It was, therefore, agreed with the Director of Finance and Resources that the number of successful outcomes administered by the team and level of overpayments identified would be included as part of this report.
- 1.3 The report also details progress against local and national initiatives involving Internal Audit and the Counter Fraud Team.
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**2. Recommendations**

- 2.1 Members are invited to note the Internal Audit and Counter Fraud Team progress and performance to 31 December 2015.
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### 3. **Background**

3.1 The progress and performance of the Internal Audit and Counter Fraud Team is subject to regular monitoring using a number of performance measures. The Director of Finance and Resources has set annual targets for the team to demonstrate continuous improvement. This report measures the progress and performance of both the Internal Audit and Counter Fraud Team for the period from 1 April 2015 to 31 December 2015.

3.2 Internal Audit and the Counter Fraud Team support a variety of local and national initiatives through participation in professional practitioner groups and co-ordination of national initiatives such as the National Fraud Initiative.

### 3.3 **Internal Audit Team Performance**

#### (a) **Percentage of audit plan completed as at 31 December 2015**

This measures the degree to which the Audit plan has been completed

<b>Actual 2014/15</b>	<b>Annual Target 2015/16</b>	<b>Audit Plan Completion Target to 31 Dec 2015</b>	<b>Actual to 31 Dec 2015</b>
95.2%	95.0%	66.5%	64.7%

Actual performance is currently below target. This is mainly due to vacancies within the team during the year and also as a result of the high amount of investigation time which has had to be used during the year. This indicator will be kept under close scrutiny by Management and remedial action taken if it is likely that the year end target will not be achieved.

#### (b) **Percentage of assignments completed by target date**

This measures the degree with which target dates for audit work have been met.

<b>Actual 2014/15</b>	<b>Target 2015/16</b>	<b>Actual to 31 Dec 2015</b>
96.8%	95.0%	96.7%

Actual performance is ahead of the target set for the year.

#### (c) **Percentage of audit assignments completed within time budget**

This measures how well the time budget for individual assignments has been adhered to.

Actual 2014/15	Target 2015/16	Actual to 31 Dec 2015
96.8%	95.0%	96.7%

Actual performance is ahead of the target set for the year, although again the level is likely to reduce over the remainder of the year.

(d) **Percentage of audit reports issued within 3 weeks of completion of audit field work**

This measures how quickly draft audit reports are issued after the audit fieldwork has been completed.

Actual 2014/15	Target 2015/16	Actual to 31 Dec 2015
96.2%	95.0%	100%

Actual performance is ahead of the target set for the year, although again the level is likely to reduce over the remainder of the year.

### 3.4

#### **Counter Fraud Team Performance**

(a) **Number of Successful Investigations**

This measures the number of successful investigations, including joint investigations with the Department for Work and Pensions, tenancy fraud investigations, undertaken as part of the corporate counter fraud pilot, and referrals to the Procurator Fiscal.

Actual 2014/15	Annual Target 2015/16	Target to 31 December 2015	Actual to 31 December 2015
90	90	67	80

Actual performance is ahead of the target set for the period. It should be noted that all benefit investigative work is transferring to the Single Fraud Investigation Service from 1 March 2016.

(b) **Level of Overpayments Identified**

This details the amount of overpayments identified by the team and includes benefits administered by the Department for Work and Pensions.

Actual 2014/15	Actual to 31 December 2015
£433,891	£424,745

Arrangements are in place within the council to recover from the claimants, the Housing and Council Tax Benefit element of these overpayments.

### 3.6

#### **National Fraud Initiative**

Internal Audit is responsible for the co-ordination of the National Fraud Initiative (NFI) on behalf of the Council. All the services are now actively working on their matches, and internal Audit have an oversight role in this exercise to ensure the work on the matches is progressing adequately. Recorded outcomes from the NFI 2014 are detailed below. It is anticipated that outcomes will increase as matches continue to be investigated.

<b>NFI Match</b>	<b>Outcome</b>	<b>Fraud</b>	<b>Error</b>
Council Tax Single person discount 2013/14	£750,103	870	4
HB/CTR	£196,313	15	4
Residential Care Homes	£211	1	0
Blue Badges Cancelled	70	N/A	N/A

Work has been completed for the 2013/14 Single person discount matches. Work is due to commence on the 2015/16 matches.

### 3.7 **Scottish Local Authorities' Chief Internal Auditors Group**

The Scottish Local Authorities Chief Internal Auditors Group (SLACIAG) has developed an External Quality Assessment Framework in order to fulfil the requirement of the Public Sector Internal Audit Standards for an external assessment to be undertaken once every 5 years. Renfrewshire Council is due to be reviewed in May 2016 by West Lothian Council.

### 3.8 **Local and National Initiatives.**

The Housing Benefit investigation work is due to be transferred to the Department for Work & Pensions' (DWP) Single Fraud Investigation Service officially from 1 March 2016. From mid January 2016, all new referrals for housing benefit investigations are being submitted to the DWP for action and arrangements are being made to pass all live housing benefit cases onto them by mid February. The Corporate Counter Fraud resource will then focus on updating the Council's Fraud Strategy and investigating non-benefit fraud such as council tax reduction fraud, tenancy fraud and other corporate fraud, as well as undertaking the role of being the Council's single point of contact with the DWP for all enquiries/information they require from the Council to enable them to undertake housing benefit investigations

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## **Implications of the Report**

1. **Financial** - The Council has in place arrangements to recover the any overpayments identified from the work of the Counter Fraud Team and the National Fraud Initiative.

2. **HR & Organisational Development** - None
3. **Community Planning –  
Safer and Stronger** - effective internal audit is an important element of good corporate governance.
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
  - (a) 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** - The progress and performance reported relates to the delivery of the risk-based internal audit plan and the mitigation of the risk of fraud and error.
11. **Privacy Impact** – None

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**Author:** Andrea McMahon – 01416187017





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

**On: 15 February 2016**

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**Report by: Chief Auditor**

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**Heading: Training for Audit, Scrutiny and Petitions Board Members**

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**1. Summary**

- 1.1 In line with national guidance produced by the Chartered Institute of Public Finance and Accountancy (CIPFA) on the implementation of Audit Committee Principles in Scottish Local Authorities, training on audit and risk related matters is being provided to members of the Audit, Scrutiny and Petitions Board.
  - 1.2 At the Audit, Scrutiny and Petitions Board meeting on 30 September 2014, it was agreed that a programme of training briefings for members would be provided and would continue to form part of the main agenda at every alternate meeting.
  - 1.3 Attached at Appendix 1 is the agreed programme of briefings, and at Appendix 2 the outline for the briefing at the current meeting on "Fraud Risk".
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**2. Recommendations**

- 2.1 Members are asked to note the content of the current training briefing.
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## Implications of the Report

1. **Financial** - None
2. **HR & Organisational Development** - None
3. **Community Planning –  
Safer and Stronger** – an effective audit committee is an important element of good corporate governance.
4. **Legal** - None
5. **Property/Assets** - None
6. **Information Technology** - None
7. **Equality & Human Rights**
  - (a) 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** - training for elected members on audit and risk-related matters reflects audit committee principles
11. **Privacy Impact** – None

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**Author:** Andrea McMahon – 01416187017

## Appendix 1

Date	Topic
01/12/14	PSIAS – Members roles and responsibilities
30/03/15	Final Accounts – use for Members
21/09/15	Serious and Organised Crime – how to deter
15/02/16	Fraud Risk
25/04/16	a) Regulation of the Third Sector b) Benefits of Trusts and other delivery models
06/06/16	Risk Management
TBC	Policy development and measuring success





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

**On: 15<sup>th</sup> February 2015**

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**Report by: Chief Executive**

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**Heading: Annual Complaints Report 2014/15**

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**1. Summary**

- 1.1 Our complaints handling procedure ensures we know how well we are delivering services and shows our commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.
- 1.2 Our procedure complies with the Scottish Public Services Ombudsman's (SPSO) guidance on a model complaints handling procedure and aims to help us 'get it right first time'. We want quicker, simpler and more streamlined complaints handling with local, early resolution by capable, well-trained staff.
- 1.3 Renfrewshire Council received 5725 complaints in 2014/15. This report provides information on the complaints Renfrewshire Council received in 2014/15 and shows how we have used this information to ensure that the services we deliver are of high quality, efficient and responsive to people's needs, and to highlight any improvements we have made to services as a result of these complaints.
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**2. Recommendations**

- 2.1 It is recommended that Audit, Scrutiny and Petitions Board:
- Notes the contents of this report,

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### 3. **Background**

- 3.1 This is the third year since the new Complaints Handling Procedure (CHP) was introduced by the Scottish Public Services Ombudsman (SPSO) to help simplify, standardise and improve complaints handling across all Scottish Local Authorities.
- 3.2 The aim of the procedure is to implement a consistent process for customers to follow which makes it simpler to complain, ensures staff and customer confidence in complaints handling and encourages public bodies to make best use of lessons from complaints.
- 3.3 A key element of the procedure is the requirement to monitor and log all complaints coming into the authority and use this information to drive service improvement.
- 3.4 In line with SPSO recommendations, the procedure uses a two stage process: Frontline Resolution and Investigation stage.

#### **Stage 1: Frontline Resolution**

Frontline Resolution aims to quickly resolve straightforward customer complaints that require little or no investigation. Any member of staff may deal with complaints at this stage.

The main principle is to seek early resolution, resolving complaints at the earliest opportunity and as close to the point of service delivery as possible. This may mean a face-to-face discussion with the customer, or asking an appropriate member of staff to deal directly with the complaint.

The Council has **5 days** to respond to these complaints.

#### **Stage 2: Investigation**

Not all complaints are suitable for frontline resolution and not all complaints will be satisfactorily resolved at this stage. Complaints handled at the Investigation stage of the complaints handling procedure are typically complex or require a detailed examination before the Council can state its position. These complaints may already have been considered at the frontline resolution stage, or they may have been identified from the start as needing immediate investigation.

An investigation aims to establish all the facts relevant to the points made in the complaint and to give the customer a full, objective and proportionate response that represents our final position.

The Council has **20 days** to respond to these complaints.

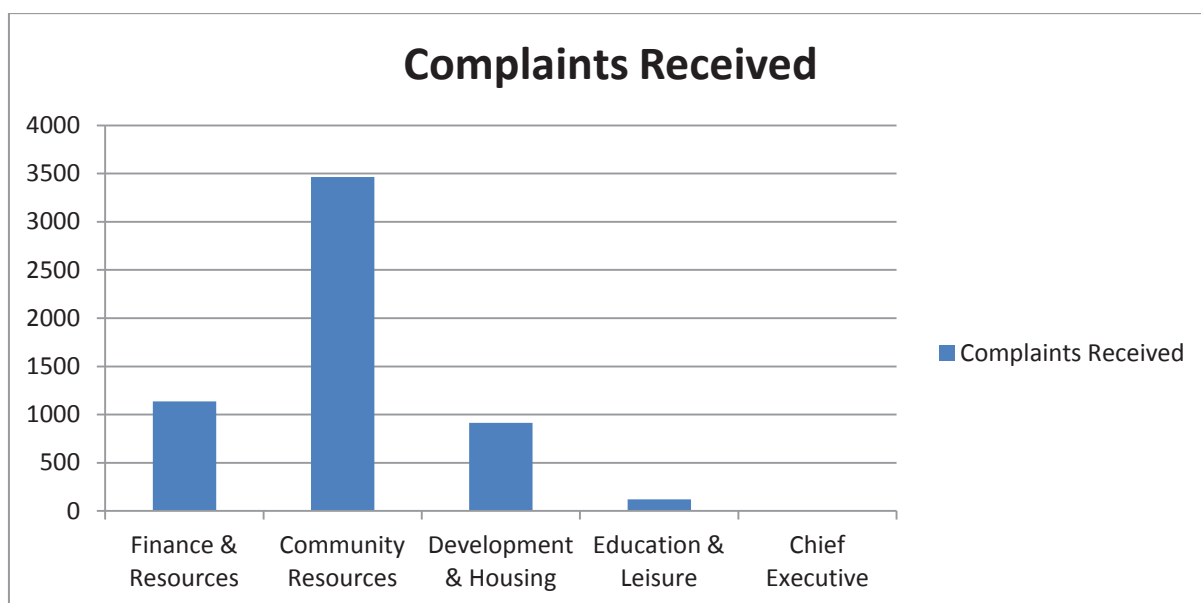
- 3.5 Social Work services are legally required to follow a separate process for handling complaints; this is covered in more detail in section 4.
- 3.6 Complaints are a valuable source of information for identifying performance and areas for improvement. The new Policy and Commissioning function will implement a more joined-up approach to complaints to ensure that this valuable information is used to improve the customer experience.
- 3.7 Councils are required to assess their complaints handling performance around a range of high-level performance indicators related to the SPSO complaints handling procedure. Appendix 1 contains a full summary of these SPSO performance indicators for 2014/15.

In summary, for 2014/15:

- Renfrewshire Council received 5725 complaints
- 97% of these complaints were handled at the frontline stage, showing that we are being responsive to initial reports of dissatisfaction about complaints
- 79% of complaints at frontline and 91% at investigation were completed within target timescales
- The average time to respond to a frontline complaint was 5.7 days
- The average time to respond to an investigation level complaint was 13.2 days
- 74% of complaints were upheld at frontline and 37% at investigation stage

- 3.8 Key areas of complaints were:

- grounds maintenance issues such as grass cutting, trees etc.
- waste bin collections
- housing repairs not completed within target times
- issues with contractors
- delays in processing housing benefit claims



3.9 As a result of analysing these complaints, a range of improvements to services have taken place to improve customer experience and to ensure problems do not happen again. Noted below are a range of improvements which have been made during 2014/15:

What the customer said	What we did
<b>A number of complaints were made in relation to the length of time customers waited to receive their council tax refunds</b>	A new process has now been set up to priorities refunds that have been requested to ensure they are issued within a reasonable time. Due to staff levels and the number of requests received, it was agreed to set a timescale of 21 days to receive a refund which was viewed as a reasonable and realistic achievement. If any customer advises they require the refund quicker, such as due to financial hardship, these can be highlighted to the supervisor to enable these to be processed within 24 hours. A decision was made to also change the way the requests are recorded by the Customer Service Unit so the back office can easily identify any customer requests in order to prioritise them.
<b>A number of complaints were made about waiting times at the Blue Badge assessment desk</b>	Customer Service and Occupational Therapists are working together to monitor wait times and changes have been made to the number of assessment appointments available when the wait

	times show signs of increase. At peak times when assessment queues are increasing then Occupational Therapists allocate extra staff to tackle these queues in a bid to ensure wait times are kept to a minimum. Extra appointments are scheduled in the assessment diary.
<b>There have been a number of complaints relating to bullying in schools</b>	Schools continue to be supported to implement the Tackling Bullying policy. Updated training for staff is planned for 2016/17. We have a robust tackling bullying policy which all schools SMT teams are aware of. All incidents of bullying reported are treated seriously and are investigated by a member of the SMT, with parents spoken to if required.
<b>There were several complaints regarding incorrect information being provided regarding services</b>	The Customer Service Unit have a range of communication and training processes in place to keep all staff up to date with any changes in service. If there are issues raised by customers about wrong information being provided, these are resolved on an individual basis.

- 3.10. There are a number of areas where a significant number of complaints are received due to the volume of services being delivered and where service performance is still strong.

For example, while we received 2,268 complaints relating to waste collections, this represents 0.02% of all bin collections in Renfrewshire. Similarly, while there were 499 complaints relating to delays in housing repairs, 94% of housing repairs are completed within target timescales. We work closely with contractors to monitor volume and type of repairs and adjust resource accordingly to improve performance on this indicator. However there will always be occasions where the target timescale is not achieved despite best efforts of all involved, for example due to the complexity of repair / weather conditions etc.

#### **4. Social Work Complaints**

- 4.1 The current legislative framework demands Social Work manage their complaints process differently from the rest of the Council. Social Work endeavours to acknowledge complaints within 3 working days and reply to complaints within 20 working days or within 28 days in line with the current legislation if more detailed investigation is required. A service user or individual who is still unhappy with the complaint can appeal to

the Director of Service or the Chief Executive if the Director has already been involved in the complaint. Finally if they are still unhappy they may have their complaint reviewed by the Social Work Complaints Review Committee (CRC).

- 4.2 The Scottish Government has conducted national consultation on potential changes and is proposing to bring Social Work complaints into line with other Council Services. This would involve moving to a 20 working day investigation phase and the Social Work CRC being replaced by SPSO. The necessary changes in legislation will take around 2 years to complete. Until the necessary changes to legislation are passed, the service continues to process complaints through this 3 stage process.
- 4.3 During 2014/15, Social Work received 98 formal complaints. The main areas of complaint were issues relating to child care (33%) and issues related to services to Older People (28%).
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## Implications of the Report

1. **Financial** - none

2. **HR & Organisational Development** - none

3. **Community Planning –**

**Children and Young People** – The Chief Executive's Service will support services and partners to meet the targets set out in the Community Plan.

**Community Care, Health & Well-being** – The Chief Executive's Service will support services and partners to meet the targets set out in the Community Plan.

**Empowering our Communities** – The Chief Executive's Service will support services and partners to meet the targets set out in the Community Plan.

**Greener** – The Chief Executive's Service will support services and partners to meet the targets set out in the Community Plan.

**Jobs and the Economy** – The Chief Executive's Service will support services and partners to meet the targets set out in the Community Plan.

**Safer and Stronger** – The Chief Executive's Service will support services and partners to meet the targets set out in the Community Plan

4. **Legal** – none

5. **Property/Assets** – none

6. **Information Technology** - none

7. **Equality & Human Rights**

- (a) 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 because for example it is for noting only. 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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## List of Background Papers

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**Author:** Gemma Wilson, Assistant Policy Officer, 618 5796



# Renfrewshire Council Annual Complaints Report SPSO Indicators

## Priority 01. The total number of complaints received per thousand population

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value
Total number of complaints received	↑	5,209	5,725	1,813	1,351
Total number of complaints received per 1000 population	↑	3.25	7.25	8	7

## Priority 02. Complaints closed at stage 1 and stage 2 as a percentage of all complaints closed

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value
Number of complaints closed at stage 1	↑	5,007	5,441	1,468	1,308
Number of complaints closed at stage 2	↓	225	198	54	43

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value
Number of complaints closed at stage 2 after escalation	↓	20	5	3	0
Number of complaints closed at stage 1 as a percentage of all complaints	↔	95.68%	97.2%	96.5%	96.8%
Number of complaints closed at stage 2 as a percentage of all complaints	↓	4.33%	3.5%	3.6%	3.2%
Number of complaints closed at stage 2 after escalation as a percentage of all complaints	↓	0.4%	0.1%	0.2%	0%

**Priority 03.** The number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed at each stage

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value
Number of complaints upheld at stage 1 as a percentage of all complaints closed at stage 1	↑	71.53%	74.3%	86.5%	85.3%
Number of complaints not upheld at stage 1 as percentage of all complaints closed at stage 1	↑	16.13%	17.5%	8.4%	10.2%
Number of complaints partially upheld at stage 1 as percentage of all complaints closed at stage 1	↓	12.38%	8.3%	5.1%	4.5%
Number of complaints upheld at stage 2 as percentage of all complaints closed at stage 2	↓	37.5%	36.9%	22.2%	18.6%
Number of complaints not upheld at stage 2 as percentage of all complaints closed at stage 2	↑	37.28%	51.5%	64.8%	60.5%

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value
Number of complaints partially upheld at stage 2 as percentage of all complaints closed at stage 2	➡	25.23%	11.6%	12.9%	20.9%
Number of escalated complaints upheld at stage 2 as percentage of all complaints at stage 2	➡	2.85%	2.17%	3.7%	0%
Number of escalated complaints not upheld at stage 2 as percentage of all complaints closed at stage 2	➡	3.75%	6.52%	1.9%	0%
Number of escalated complaints partially upheld at stage 2 as percentage of all complaints closed at stage 2	➡	1.68%	0%	0%	0%

**Priority 04.** The average time in working days for a full response to complaints at each stage

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value
Average time in working days to respond to complaints at stage 1	➡	3.43	5.7	4.6	3
Average time in working days to respond to complaints at stage 2	➡	12.83	13.2	10.4	12.3
Average time in working days to respond to complaints after escalation	➡	8.75	10.8	5.7	0

**Priority 05.** The number and percentage of complaints at each stage which were responded to in full within the set timescales of 5 and 20 working days

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value
Number of complaints closed at stage one within 5 working days as a percentage of the total number of stage one complaints	↓	82.08%	79.4%	84.5%	85.1%
Number of complaints closed at stage 2 within 20 working days as a percentage of total number of stage 2 complaints	↑	90.83%	90.9%	92.5%	95.4%
Number of escalated complaints closed within 20 working days as a percentage of total number of stage 2 complaints	↓	8.9%	7.13%	5.6%	0%

**Priority 06.** The number and percentage of complaints at each state where an extension to the 5 or 20 working day timeline has been authorised

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value
Number of complaints closed at stage 1 where extension was authorised, as a percentage of all complaints at stage 1	↓	1.7%	0.9%	0.1%	0.2%
Number of complaints closed at stage 2 where extension was authorised, as a percentage of all	↓	4.25%	0.5%	0%	4.7%

Short Name	Long Term Trend	2013/14	2014/15	Q1 2015/16	Q2 2015/16
		Value	Value	Value	Value

complaints closed at stage 2





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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)

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

**On:                      15 February 2016**

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**Report by:           Director of Finance and Resources**

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**Heading:            Petition: Road Safety, Shortroods Road, Paisley**

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## **1.      Summary**

- 1.1.    At the meeting of the Board held on 30 November, 2015 consideration was given to a petition by Mr J Haraburda in the undernoted terms:

“Install speed bumps on Shortroods Road. Residents at Shortroods Road (between Springbank Road and Fullerton Street) some reckless drivers are putting lives at risk as well as causing a noise nuisance. Now the residents have handed over a petition with 15 signatures to Renfrewshire Council Paisley, asking for speed bumps to be put in.”

- 1.2    The Board heard that the Head of Amenity Services had intimated that this area of Paisley had been redeveloped recently with new housing and roads infrastructure. The new roads infrastructure included speed humps and raised junctions throughout the development. There was a speed hump on Shortroods Road and then a series of raised junctions all of which had a red textured surface and new warning triangles. The road was also a bus route which would normally have speed cushions but in this instance had full width humps. Existing traffic calming was well-designed and relatively new and there were no plans to alter this.
- 1.3    It was agreed that it be recommended to the Director of Community Resources that an un-illuminated driver feedback signal be installed to determine driver behaviour at the location; that a site visit be arranged for those members of the Board who wished to attend; and that the outcome be reported to a future meeting of the Board at which consideration of the petition would be resumed.
- 1.4    The Head of Amenity Services has advised that speed detectors were installed on Shortroods Road from 7 – 18 January 2016. Speeds were measured in both directions. The speed below which 85% of the traffic was travelling was 17 mph, in both directions. The traffic calming measures on Shortroods Road are designed to limit speeds to 20 mph.

- 1.6 The Head of Amenity Services concludes that the recorded speeds show that the traffic calming measures on Shortroods Road are effective and that there is no justification for an intervention to change them.
- 1.7 The principal petitioner has been asked to return in order that the Board may resume consideration of this petition.
- 1.8 The role of the Board is to consider the petition, hear and ask questions of the petitioner and take the appropriate action in respect of the petition which will be one of the following:
- (a) that no action is taken, in which case the reasons will be specified and intimated to the petitioner;
  - (b) that the petition be referred to the relevant director and/or policy board for further investigation, with or without any specific recommendation; or
  - (c) refer the petition to another organisation if the petition relates to that organisation.
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## **2. Recommendation**

- 1.2. That the Board resumes consideration of the petition.
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### **Implications of this report**

- 1. Financial Implications – none**
- 2. HR and Organisational Development Implications – none**
- 3. Community Plan/Council Plan Implications – none**
- 4. Legal Implications – none**
- 5. Property/Assets Implications – none**
- 6. Information Technology Implications – none**

## **7. Equality and Human Rights Implications**

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 because for example it is for noting only. 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 and Safety Implications – none**

## **9. Procurement Implications – none**

## **10. Risk Implications – none**

## **11. Privacy Impact – none**

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### **List of Background Papers – none**

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**Author:** Anne McNaughton, Senior Committee Services Officer – 0141 618 7104





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

**On:                      15 February 2016**

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**Report by:            Director of Finance and Resources**

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**Heading:              Petition: Corsebar Road, Paisley**

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## **1.      Summary**

- 1.1.    At the meeting of the Board held on 30 November, 2015 consideration was given to a petition by Ms Dryburgh in the undernoted terms:

“As I have become visually impaired and can no longer drive I have to access buses and also have to frequently attend clinics at the RAH. Trying to cross Corsebar Road is very difficult and dangerous, even for people who are elderly or disabled. I think there is an urgent need for a pedestrian crossing or even just a central island near the entrance to the RAH driveway”.

- 1.2    The Board were advised that the Head of Amenity Services had indicated that a request had been received in 2013 for pedestrian facilities in Corsebar Road which resulted in a vehicle and pedestrian survey. Unfortunately the results of the survey did not justify any pedestrian facilities and no further action was taken. As a result of the RAH parking policy Renfrewshire Council had promoted a Traffic Regulation Order to restrict parking on Craw Road and Ricartsbar Avenue. The Council was currently looking at restrictions for Corsebar Road near to the entrance to the hospital.
- 1.3    It was agreed that it be recommended to the Director of Community Resources that a further vehicle and pedestrian survey be undertaken; that a site visit be arranged for those members of the Board who wished to attend; and that the outcome be reported to a future meeting of the Board at which consideration of the petition would be resumed.
- 1.4    The site visit took place on 14 December, 2015.
- 1.5    The Head of Amenity Services has advised that a survey of the time that pedestrians have to wait to cross Corsebar Road outside the Royal Alexandra Hospital was undertaken from 7am to 7pm on 2 December 2015. Pedestrians were observed over two lengths of Corsebar Road on either side of the entrance road to the hospital - Zone 1 to the north between the entrance and

Ricartsbar Avenue and Zone 2 to the south between the entrance and Glencorse Road.

- **Zone 1** - 42 people crossed towards the hospital and 57 crossed away from the hospital in the 12 hours surveyed. The maximum numbers crossing in any one hour were: 11 people crossed towards the hospital between 7am and 8am and 16 people crossed away from the hospital between 4pm and 5pm. The maximum wait was 48 seconds, the average wait was 18 seconds.
  - **Zone 2** - 66 people crossed towards the hospital and 67 crossed away from the hospital in the 12 hours surveyed. The maximum numbers crossing in any one hour were: 18 people crossed towards the hospital between 7am and 8am and 15 people crossed away from the hospital between 4pm and 5pm. The maximum wait was 55 seconds, the average wait was 15 seconds.
  - The operational timings of a standard signalised puffin crossing include pedestrian waiting times of between 26 and 66 seconds, which are on a par with the waiting times already experienced without a signalised crossing.
  - There have been two slight injury accidents in the past three years close to the bus stops to the north of the hospital entrance.
- 1.6 The Head of Amenity Services concludes that neither side of the hospital entrance showed an appreciable bias in terms of number of pedestrians wishing to cross. A signalised crossing will not significantly reduce pedestrian waiting times. The site's injury record does not justify an intervention. There is no observed justification for a signalised crossing based on pedestrian waiting times.
- 1.7 The principal petitioner has been asked to return in order that the Board may resume consideration of her petition.
- 1.8 The role of the Board is to consider the petition, hear and ask questions of the petitioner and take the appropriate action in respect of the petition which will be one of the following:
- (a) that no action is taken, in which case the reasons will be specified and intimated to the petitioner;
  - (b) that the petition be referred to the relevant director and/or policy board for further investigation, with or without any specific recommendation; or
  - (c) refer the petition to another organisation if the petition relates to that organisation.
-

## **2. Recommendation**

- 1.2. That the Board resumes consideration of the petition.
- 

### **Implications of this report**

- 1. Financial Implications – none**
  - 2. HR and Organisational Development Implications – none**
  - 3. Community Plan/Council Plan Implications – none**
  - 4. Legal Implications – none**
  - 5. Property/Assets Implications – none**
  - 6. Information Technology Implications – none**
  - 7. Equality and Human Rights Implications**
    - (a) 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 because for example it is for noting only. 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 and Safety Implications – none**
  - 9. Procurement Implications – none**
  - 10. Risk Implications – none**
  - 11. Privacy Impact – none**
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### **List of Background Papers –**

- (a) none
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