

EAST RENFREWSHIRE COMMUNITY PLANNING PARTNERSHIP

2008-09 SOA PERFORMANCE REPORT

August 2009

INTRODUCTION

To meet the requirements of the Scottish Government, community planning arrangements within East Renfrewshire have been revised and implemented over the past year. The new arrangements are focused on delivering the Single Outcome Agreement (SOA) and include performance and accountability reviews which involve the Council's CMT and key senior partner representatives coming together to jointly review performance and progress towards the SOA outcomes; in addition there is, outcome delivery mechanisms which are fluid groups which are operationally responsible for one or more of the SOA outcomes and finally information and consultation sessions where Council officers and partners have the opportunity to present any key developments or strategies which are videoed and subsequently uploaded to the website. The first of the performance and accountability meetings was held on 24 June 2009. The partnership reviewed the first year of performance and agreed several improvement actions at the meeting which will aid the delivery of the SOA.

The partnership has worked successfully over 2008-09 to meet almost all the targets within the SOA.

The focus of the performance and accountability meetings are centred on areas which may be of interest at a particular time e.g. the current economic situation. The first meeting focused on the economic climate and the increasingly older population, the actions which have been agreed will supplement existing partnership work to ensure the successful delivery of the SOA and are detailed throughout the template.

The following table details the progress of East Renfrewshire Community Planning Partnership in delivering its local outcomes over 2008-09. The work locally will contribute to the national outcomes.

National Outcome –

1. We live in a Scotland that is the most attractive place for doing business in Europe.
2. We realise our full economic potential with more and better employment opportunities for our people.

Narrative on progress in improving the delivery of the national outcomes.

The effects of current economic situation can be seen across the country, East Renfrewshire Community Planning Partnership is committed to tackling the long term outcomes of the partnership. The progress made towards the targets over the last year has been positive but the partnership will continue to work on a number of projects to ensure that the local community are supported through the economic recession.

Progress on Local Outcomes

Local Outcome	Indicator (noting frequency/type/source)	Baseline at 2006-07	Progress at March 2009	'Progress' target/s to 2010/11 (where available)	'End' target/s & timescale/s or direction of travel.
6. Strengthen the local economy to improve the competitiveness of local businesses and increase employment and training opportunities for all.	5. Number of claimants in receipt of unemployment related benefits per 1,000.	108	106 (August 2008)	92	
5. Create a highly skilled and successful working age population by increasing opportunities for education and lifelong learning for all.	4. Median earnings in £s for residents living in the local authority area who are employed	£552	£563.8 (2007-08) (ER approximately 22% higher than Scottish average of £461.80 at 2007-08)	Maintain position above Scottish average	
	1. Net number of new businesses formed in a local authority area on an annual basis	35	50 (2007-08)	90	

Narrative on progress on Local Outcomes.

To strengthen the competitiveness of the local community and increase employment and training opportunities for all, there has been a wide variety of work undertaken with the local business community. They have been widely supported with 393 businesses receiving access to support, advice and grants this year. This support included improvements to property and training of staff. Over the last year the local business community has continued to grow with 50 new businesses formed within East Renfrewshire in 2008/09. While this is encouraging given the current economic situation future work will focus from promoting growth to sustaining the local economy.

A further priority for East Renfrewshire is to have a highly skilled workforce which will assist in strengthening the local economy. This year our services helped deliver training and recruitment for major local employers. A total of 58 people benefited and 26 secured employment with local companies. A further 360 people used our work and training services of whom 169 went on into employment, further training or college. The Training Centre within the Council has performed exceptionally well in delivering bespoke training and recruitment for major local employers.

National Outcome –

- 3. We are better educated, more skilled and more successful, renowned for our research and innovation.**
- 4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens.**
- 5. Our children have the best start in life and are ready to succeed.**

Narrative on progress in improving the delivery of the national outcome

We continue to support our children, young people and adults to be successful learners, confident individuals and responsible citizens and effective contributors to school, society and at work through a variety of activities. East Renfrewshire Community Planning Partnership is committed to improving learning for opportunities for all of our residents and continue to support the delivery of the national outcomes.

Progress on Local Outcomes

Local Outcome	Indicator/s (noting frequency/type/source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
7. Increase the percentage of children and young people achieving their maximum potential in education, training and employment.	2. The percentage of school leavers going into employment, education or training.	93%	93.3% (2007-08)	100% (2011)	
	10. Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S4. End of S4 5 or more passes at SCQF level 5 or better.	57.9%	62.4% (2007-08 August '08 results)	Target in 2008-09 SOA was to remain the highest performing mainland Council.	2009 SOA – 58.5% by 2010-11

5. Create a highly skilled and successful working age population by increasing opportunities for education and lifelong learning for all.	11a. Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 and S6. End of S5 3 or more passes at SCQF level 6 or better.	41.9%	47% (2007-08 August '08 results)	Target in 2008-09 SOA was to remain the highest performing mainland Council.	2009 SOA – 44% by 2010-11
	11b. Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 and S6. End of S5 5 or more passes at SCQF level 6 or better.	22.8%	27.7% (2007-08 August '08 Results)	Target in 2008-09 SOA was to remain the highest performing mainland Council.	2009 SOA – 25% by 2010-11
	11c. Cumulative attainment of National Qualifications by all publicly funded secondary schools for S5 and S6. End of S6 5 or more passes at SCQF level 5 or better.	71.6%	69.7% (2007-08 August 2008 Results)	Target in 2008-09 SOA was to remain the highest performing mainland Council.	2009 SOA – 71.6% by 2010-11

	<p>11d. Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 and S6.</p> <p>End of S6 3 or more passes at SCQF level 6 or better.</p>	52.4%	51.7% (2007-08 August 2008 results)	Target in 2008-09 SOA was to remain the highest performing mainland Council.	2009 SOA – 54% by 2010-11
	<p>11e. Cumulative attainment of National Qualifications by all publicly funded secondary schools for S5 and S6.</p> <p>End of S6 5 or more passes at SCQF level 6 or better.</p>	38.9%	38.7% (2007-08 August 2008 results)	Target in 2008-09 SOA was to remain the highest performing mainland Council.	2009 SOA – 40% by 2010-11
	<p>11f. Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S5 and S6.</p> <p>End of S6 1 or more at SCQF level 7 or better.</p>	22.4%	23.6% (2007-08 August 2008 results)	Target in 2008-09 SOA was to remain the highest performing mainland Council.	2009 SOA – 24% by 2010-11

	12. Proportion of pre-school centres receiving positive inspection reports.			ERC collects baseline data on these indicators, however future updates will not be comparable to current baseline data due to future planned changes to HMI inspection approach. Work is ongoing to look at how these measures could be used within the SOA.	
	13. Proportion of schools receiving inspection reports.			ERC collects baseline data on these indicators, however future updates will not be comparable to current baseline data due to future planned changes to HMI inspection approach. Work is ongoing to look at how these measures could be used within the SOA.	
Narrative on progress on Local Outcome.					
East Renfrewshire has remained the top performing authority area in Scotland with all our secondary schools performing in the top 25% of their group of similar schools nationally.					

We want our young people to have all the skills they need to go on and have employment opportunities. This year 155 pupils in S5 and S6 undertook vocational courses this year, choosing from 33 different courses on offer. This enabled young people to have a wide ranging curriculum which will provide them with the skills for entering into the world of work.

62 young people undertook a 'Skills for Work' course. These specifically designed courses were to support young people considering a career in the following;

- Health and Social Care
- Uniformed and Emergency Services
- Early Years and Childcare

47 pupils attended college a few days a week instead of school to learn practical skills and prepare for work compared to 28 last year, an encouraging increase particularly in the current economic downturn.

School and vocational learning prepares young people for leaving formal education. The More Choices More Chances agenda has a central role to play in delivering the outcomes within the SOA and impacts on a number of cross cutting issues such as the strength of the local labour market. At the performance and accountability review it was agreed that the current economic situation will impact on the achievement of the target of 100% by 2011. The partnership agreed that there were several actions which they would take forward to work towards delivering the targets. The agreed actions include;

- Monitoring the capacity of colleges and supporting them where possible to ensure that young people have access to further education.
- Evaluate the potential of developing full time volunteering placements for young people as part of the learning choices programme.

The Community Planning Partnership is committed to providing a range of activities across the local community and creating life long learning opportunities for all.

Over 700 children, young people and adults performed music, dance and drama to an Eco-theme at the Glasgow Royal Concert Hall in March 2009 as part of the 'A Celebration of the Arts'.

There has been a 6% increase in the number of people visiting the library compared to 2007-08 and an increase in book borrowing of 3% following many years in decline. Over 850 children completed the 'Summer Reading Challenge' in libraries, an increase of 49% on 2007. This exciting programme gets children hooked on reading from an early age.

Between September 2008 and March 2009 over 3,000 pre-school children were involved in 'Bookstart Rhymetime', an interactive workshop involving rhymes and singing aimed at pre-school children.

Libraries are an excellent source for local people to increase their skills and lifelong learning opportunities. Volunteer tutors provide basic information and communications technology training in libraries, making the use of computers and other equipment accessible to everyone. There is also free internet access and 'Texthelp' software, which assists reading, writing and spelling and is particularly useful to customers whose first language is not English, is now available in all Community Libraries.

National Outcome:

6. We live longer healthier lives.

8. We have improved the life chances for children, young people and families at risk.

11. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.

Narrative on progress in improving the delivery of the national outcome

East Renfrewshire benefit from a fully integrated Community Health and Care Partnership (CHCP) which provides a coordinated approach to health and care services for residents. This approach means that we are able to work more closely with a range of other organisations to improve the health, reduce health inequalities and promote independence of vulnerable people within East Renfrewshire.

Many of the health indicators within the SOA are based on long term trends such as life expectancy. Long term activities will assist in improving the health of local people over time.

Progress on Local Outcome

Local Outcome	Indicator/s (noting frequency/type/source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
1. Improve the health of local	8a. Life expectancy at birth for males	77.2 (2004-06)	77.4 (2007-08)	78.1	By 2020 79 in 2009 SOA

people.	8b. Life expectancy at birth for females.	81.9 (2004-06)	82.5 (2007-08)	82.3	By 2020 83 in 2009 SOA
2. Improve access to local health services.	21. Mental health admissions	280 (2004-05)	212 (2008-09)	252 (2011)	
3. Improve quality of life for the most vulnerable people in our communities including older people and people with disabilities.	17. People aged 65 and over admitted for any reason two or more times in a year as an emergency to acute specialties per 100,000 population	552 (2004-05)	676 (2007-08)	442 (2011)	
4. Promote the safe use of alcohol in East Renfrewshire.	18. Pregnancies among 13-15 year olds per 1,000 population	1.8 (2001-03)	4.6 (2004-06)	Less than 6 (2011)	
	23. Number of suicides per 10,000 population.	8.7 (2001-05)	8 (5year moving average 2003-07)	7.0 (2013)	
	24. Deaths per 100,000 population (age-sex standardised rate) due to alcohol related disease	20.1 (2001-05)	19 (2007 calendar year)	No target was set for the 2008-09 SOA	

	25. Alcohol related hospital admissions/HEAT Target Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guideline by 2010/2011.	598.4 (2004-06)	504 (2006-07)	No target was set for the 2008-09 SOA	
	52. Substance Misuse 1: Proportion of people with substance misuse problems offered a treatment appointment within 14 days on their care plan.	70% (2007-08)	86% (2008-09)	70% (2011)	
	27. % of older people with intensive care needs receiving services at home.	34% (older people 65+ with care needs receiving care at home) (2004-05)	44% (Dec 2008)	No target was set for the 2008-09 SOA.	

Narrative on progress on Local Outcome.

Improving long term trends needs a broad approach across the authority area. In particular the partnership has focused on working with young people, providing information, advice and help when it comes to choosing a healthier lifestyle. We know that changes made at an early age can ensure that these good patterns continue into adulthood, reducing long-term health problems. Some of the activities which have been underway include;

- Our Active Schools programme, supported by a local volunteer network, provides young people with the opportunity and motivation to adopt active, healthy lifestyles.
- The Youth Health Service offering confidential advice and medical services at clinics in Barrhead and Clarkston, have seen over 1,300 young people this year compared to 500 in 2007/08. This service, accessible to all our young people including those with additional support needs, provides local community based health care to support healthier lifestyle choices.
- Oral health is important too. Early intervention work is focused on improving oral health across the authority to improve these rates but particularly in the Barrhead, Neilston and Uplawmoor areas.
- A smoking cessation pilot aimed at smokers under 20, including those under the legal age to buy cigarettes, was set up this year through the Youth Health Service Clinic in Clarkston. A total of 65 young people accessed the service of whom 56 (86%) cut down or stopped smoking. The pilot was a success. The programme will continue to run in Clarkston and will be extended to the Youth Health Service Clinic in Barrhead.

There has also been work across the wider community to improve long term health trends and inequalities including;

- Work has continued this year in Barrhead to build the new Health and Social Care centre. The contractor is due to start on site this summer and the centre should be operational by December 2011.
- All GP practices within East Renfrewshire have participated in a scheme to reduce appointment waiting times which has resulted in: the average wait for a GP appointment has improved 6 days in 2007-08 to 2 days this year, a 64% improvement.
- Practice Nurse access has also improved with an average wait of 2 days, an improvement of 20%. 91% of patients being seen on the day of their choice.

Every resident matters to us and we are determined to improve the quality of life for our most vulnerable residents, young or old. Work to support vulnerable people this year included:

- 80% carers were offered an assessment of their needs compared to 50% last year. These assessments look at what additional help the carer might need to support them.
- We met the national target to ensure that vulnerable people admitted to hospital do not stay there for longer than needed once assessed as fit for discharge. People are either allowed home with suitable support or moved into a care home. This has reduced the anxiety associated with long term and needless hospitalisation for vulnerable people.
- A new service 'What About Me' has been developed by CHCP to support children under 8 affected by parental substance misuse. In the first four months over 40 children were referred to the project and received a variety of individual support.

Part of the discussion at the performance and accountability review held in June focused on the partnership activities for older people. Within East Renfrewshire the older population is steadily increasing and will impact on the achievement of the outcomes. There are a number of

activities which the partnership will be monitoring over the coming months to ensure that the local outcomes can be achieved.

- Implement Long Term Conditions strategy locally.
- Work with GPs to identify vulnerable patients to prevent admission.

Implement rehabilitation and enablement services design.

There is a time lag in the availability of health performance information. Many of the sources of data have a time lag of approximately one year. The partnership agreed at the performance and accountability review to look at locally available data sources which could provide a fuller account of the performance within East Renfrewshire. This will be looked at over the coming months.

National Outcome:

9. We live our lives safe from crime, disorder and danger.

Narrative on progress in improving the delivery of the national outcome.

Strathclyde Police has confirmed that East Renfrewshire remains one of the safest areas to live, with crime levels from 2004-05 to 2007-08 decreasing, but we are not complacent.

Ensuring local people have a safe place to live requires effective partnership working. There are a number of activities which are being carried out across the authority that will contribute to the delivery of the outcomes for local people.

Progress on Local Outcomes

Local Outcome	Indicator/s (noting frequency/type/source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
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8. Ensure that our local people are safer in their neighbourhoods and their homes.	30. The % residents stating they are satisfied with their neighbourhood.	92% (2007)	94% (March 2009)	No numerical target set in 2008 SOA, it was to maintain or improve levels of satisfaction.	By 2011 94% in 2009 SOA
	31. The volume and rate of domestic housebreaking per 10,000 population.	36 (2006/07)	25.6 (2008-09)	26 (2011)	
	32. Volume and rate of vandalism per 10,000 population	166 (2006/07)	122 (2008/09)	133 (2011)	
	33. Volume and rate of violent crimes including sexual crimes, per 10,000 population.	19 (2006/07)	4 (2008-09)	No numerical target set in 2008 SOA, it was to reduce rate of violent crimes.	
	36. Rates of domestic abuse incidents per 100,000 population.	450 (2005-06)	439 (2007-08)	430 (2011)	By 2011 443 incidents in 2009 SOA.
	38. Number of people killed or seriously injured (KSI) in road accident.	25 (2002-2006)	24 (2007)	No numerical target set in 2008 SOA, it was to reduce the number killed or seriously injured.	

Narrative on progress on Local Outcome.

The Council became the first in Scotland to allow taxi and private hire car operators to install CCTV cameras in their cars to deter would be trouble makers. A trial carried out with local drivers received overwhelming support from drivers and passengers as a way forward to boost safety and protect drivers from potential danger.

The Council also demonstrated its commitment to safe and responsible driving by agreeing to participate in the Driving Standards Agency Taxi and Private Hire Car Assessment, which takes the form of an extended driving test, can now be used by the Licensing Committee as an

additional disciplinary measure for drivers who appear before them due to a complaint regarding their driving or an accumulation of penalty points on their DVLA driving licence. These steps show the Council's commitment to improving the safety of both taxi drivers and passengers in East Renfrewshire.

The mobile sports pitch is now operating 5 nights a week. The number of young people using this service has increased over the last year and Community Police have reported a significant reduction in crime in the Barrhead/Neilston and Clarkston areas as a result of this initiative. The work which we are doing will enable local people to feel safe in their communities.

Our streets will be cleaner, safer, and quieter following the appointment of ten extra community wardens this year, bringing the total number of wardens to eighteen. They now have powers to tackle and deal with dog fouling, litter, smoking issues and noise problems.

The performance information details that the partnership are working successfully towards the 2011 targets. The rates of domestic abuse per 10,000 population has been changed slightly in the 2009 SOA update to reflect the work of agencies in increasing confidence in reporting therefore it is expected that up to 2011 at least the numbers of reported incidents will increase but over time the partnership will work to reduce the levels of domestic violence.

National Outcome:

- 10. We live in well-designed, sustainable places where we are able to access the amenities and services we need.**
- 12. We value and enjoy our built and natural environment and protect it and enhance it for future generations.**
- 14. We reduce the local and global environmental impact of our consumption and production.**

Narrative on progress in improving the delivery of the national outcome.

East Renfrewshire Community Planning Partnership is committed to delivering on local outcomes which will contribute to the delivery of the national priorities. There have been a number of successful projects undertaken in the last year which will contribute to the local outcomes.

Progress on Local Outcomes

Local Outcome	Indicator/s (noting frequency/type/source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
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10. Create and maintain a safe attractive environment in neighbourhoods and town centres, with high quality and affordable housing opportunities for all.	43. Number of unintentionally homeless households in settled accommodation.	68%	75% (2008-09)	72% (2011)	
	41. Number of affordable homes	No baseline in 2008 SOA.	43 (2008-09)	346 (316 socially rented units and 30 low cost home ownership units) (2011)	316 socially rented units 30 low cost home ownerships by March 2012, in 2009 SOA.
Promoting equality and sustainability.	44. Tonnage of biodegradable municipal waste (BMW) landfilled per 1,000 population.	271.41	227 (2008-09)	245 (2011)	In the 2009 SOA; 233 by 2010 217 by 2011
	46. Proportion of municipal waste recycled per 1,000 population.	18.2%	34.09% (2008-09)	43.3% (2011)	
	47. Tonnage of municipal waste collected per 1,000 population.	640.3	592.2 (2008-09)	No numerical target set, to have 0% waste growth by 2010.	
	50. East Renfrewshire Council's annual emissions of CO2.	19,550	18,383 (2007-08)	14,663 (2012-13)	

Enhance transport provision in East Renfrewshire to improve access to key services, including health care services, leisure facilities and employment opportunities.	Transport 1: The percentage of employed adults not working from home whose usual method of travel to work is by public transport (bus or rail) Every two years/SHS	16% (2005-06)	No update available	17% (2009-10)	
	Transport 2: Percentage of pupils in full-time education at school, whose usual main method of travel to school is by walking or cycling. Every two years/SHS	44% (2005-06)	No update available	45% (2009-10)	

Narrative on progress on Local Outcome.

There have been numerous examples of activities which demonstrate the commitment of the partnership to deliver on the agreed local outcomes.

A key priority for local people which is demonstrated through our local outcomes is ensuring that high quality and affordable housing is available to all; there have been various activities over the past year which will contribute to the delivery of this outcome.

- Council tenants benefited from a review of housing repairs. Following a number of changes the average housing repair time has been reduced from 70 days to 11 days.
- A new supported accommodation unit for homeless young people aged between 16 and 25 was opened this year. The Unit, which comprises of 11 properties, provides support and help to prepare young people for living independently once they leave the unit and aims to prevent them becoming homeless again.
- A pilot project to allow our housing tenants to inspect housing services themselves and report their findings and recommendations was undertaken this year. It is hoped that this innovative approach of listening directly to our tenants will improve the standards of the housing service and ensure it is focused on meeting tenant needs.

Protecting our environment is another theme of the work of the partnership. Our efforts to provide and increase recycling rates are working;

meeting our recycling rates will ensure that East Renfrewshire is a greener, more environmentally friendly place to live.

- Green recycling bags for plastics were delivered to 22,000 households. Participation rates within this scheme remain high. The amount of waste collected this year has dropped by over 3,000 tonnes. This is partly as a result of the new waste collection policy introduced in April 2008. This approach is helping us reduce the amount of waste going to landfill.
- In April 2008 a food waste recycling scheme was introduced to 6,000 households. Those taking part were asked to separate their food waste from their usual waste and put it out for collection. The food waste was then taken to be recycled into high quality compost. The trial has received funding to continue until April 2010 and will help the Council to reach its target to recycle or compost 40% of our waste by 2010.

We are determined to lead by example in the drive to reduce environmental impacts and improve environmental sustainability and so far we have achieved a 6% reduction in the amount of carbon emissions produced directly by Council operations in 2007/08. This was achieved by investing in our schools and buildings to improve energy efficiency.

All partners continue to support the local environmental group 'Go Greener' which aims to increase awareness in the community about climate change.

A survey was undertaken in September 2008 showed how pupils travelled to school. It is good to see that just under half of our pupils now walk or cycle to school encouraging a healthy, active lifestyle. Projects we supported this year included, 975 primary school children participated in the cycle training programme this year giving more pupils the skills and confidence to cycle safely to and from school.

The Council secured £800,000 of funding from the Government's Smarter Choices Smarter Places initiative. The money will be used over the next three years, to support various sustainable travel projects in Barrhead.

Streamline is a priority bus network. The bus routes (or streamline corridors) are equipped with measures like bus lanes, improved bus shelters, and raised kerbs to help people get off/on the bus and live 'real time' information at the bus stop to tell you when the next bus is due. These improvements will give easier access to public transport and improve links into the centre of Glasgow. It is hoped these improvements will encourage residents to use the bus as an alternative to the private car.

Transport data is only published on a two yearly basis therefore there is no update on the indicators of school pupils and the employed travelling to work. The 2009 SOA update has changed the source of the indicator for the school pupils method of travel to use the data from the Sustrans, Hands Up Survey. We will be unable to provide an update on the employed adults method of travel to work until next year.

National Outcome:

13. We take pride in a strong, fair and inclusive national identity

15. Our public services are high quality, continually improving, efficient and responsive to local people's needs.

Narrative on progress in improving the delivery of the national outcome.

We are committed to putting the customer at the heart of everything we do. This includes ensuring that resident's views and priorities are captured and inform the work of the partnership including developing, redesigning and delivering services.

Over the next six months, the Council's community planning team will lead a review of community engagement; this follows the review at the end of last year on community planning arrangements. The review is aimed at providing a more coordinated, effective approach to engagement activity this will also include reviewing partnership activity.

Progress on Local Outcomes

Local Outcome	Indicator/s (noting frequency/type/source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
Corporate Statement: To build on our position as one of the best councils in Scotland, driving change, efficiency and innovation – transforming your services to meet your needs now and plan for the future.	54. Level of efficiency savings.	£4,475,000 (2006-07)	£4,663,000 (2007-08)	No numerical target set in 2008 SOA.	
Increase the influence of local people over service design and delivery.	30. The % residents stating they are satisfied with their neighbourhood	92% (2007)	94% (March 2009)	No numerical target set in 2008 SOA, it was to maintain or improve levels of satisfaction.	In 2009 SOA – 94%
	51. Level of satisfaction with services provided by East Renfrewshire Council	67% (2007)	77% (March 2009)	No numerical targets set in 2008 SOA, by 2011, maintain or improve levels of satisfaction with services.	In 2009 SOA – 70%

Narrative on progress on Local Outcome.

Some examples of how local people have been involved in this process this year are:

- Informing our decisions on the Single Outcome Agreement (SOA) priorities and service standards.
- Shaping our mental health services.
- Developing a DVD on the child protection process.

