East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 29 January 2013

BY: Executive Director (Support Services)

SUBJECT: Key Performance Indicators

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1   PURPOSE

1.1   To provide Members of the Policy & Performance Review Committee
       (PPRC) with the opportunity to review the appropriateness of the
       Council's Key Performance Indicators

2   RECOMMENDATIONS

2.1   Members are requested to review the Key Performance Indicators
       outlined in Appendix A, noting the responses that are included in the
       report

3   BACKGROUND

3.1   The Local Government in Scotland Act 2003 obliges all councils to report
       their performance to the public as part of the duty of Best Value.
       Statutory Performance Indicators (SPIs) help to fulfil part of this
       obligation; however, the range of information that should be reported
       extends much further that the specified SPIs.

3.2   Audit Scotland provides guidance on the information that councils should
       report in order to fulfil their duty under Best Value. The Statutory
       Performance Indicator (SPI) Direction provided by Audit Scotland states
       that:

           'Public Performance Reporting should be based on the Best
           Value criteria and on individual council policy objectives and
           performance management regimes. Reporting in this way rather
           than on the limited range of SPIs will help to provide a much
           clearer and rounded picture of performance by a council as well
           as facilitating improved comparison between them and over
           time.'

3.3 Performance indicators are used for various purposes. Approximately 500 indicators are used by the Council in total. Some indicators are used by services to manage workloads or to check on the progress of particular activities. Some indicators relate to the cost of delivering services to provide an indication of value for money. Other indicators are used to display progress in addressing priorities or achieving outcomes.

3.4 The Council has identified a sub-set of these indicators to report as Key Performance Indicators (KPIs). The KPIs fulfil the criteria set by Audit Scotland and provide elected members, the public and other interested stakeholders with a manageable overview of Council performance. KPIs generally relate to the achievement of outcomes and the provision of Best Value rather than the day-to-day management of services.

3.5 Several performance frameworks have been developed by professional bodies or Government agencies that help to fulfil Audit Scotland's criteria. Where appropriate indicators from these frameworks have been included among the KPIs. Indicators have been drawn from the following:

Framework	Summary
Statutory Performance Indicators (SPIs)	Audit Scotland defines the SPIs on behalf of the Accounts Commission. Councils are required to report their performance against 25 specific indicators.
SOLACE benchmarking indicators	The Society of Local Authority Chief Executive's (SOLACE) have developed a set of indicators to help councils benchmark their performance against one another. The indicators are set to replace the remaining 25 specified SPIs from 2013/14 onwards.
Scottish Local Authorities Economic Development (SLAED)	SLAED are a joint local authority forum for discussing and sharing experience, expertise and best practice on a number of economic development issues. The indicators help to benchmark performance between councils.
Planning Performance Framework	The Scottish Government has introduced a range of new indicators relating to planning that all councils need to report upon. The indicators cover planning policy and development control.
Social Housing Charter (SHC)	The indicators in the SHC have been developed by the Scottish Housing Regulator. Social landlords (including councils) are required to measure the indicators from April 2013 onwards.

3.6 The KPIs are currently being reviewed and the views of members of the PPRC are sought regarding the suitability of the indicators that are currently reported. Appendix A of the report outlines the Council's current KPIs and aligns them with the outcomes of the Single Outcome Agreement and Council Plan. The Appendix also aligns other

performance indicators that services use (which are not currently reported among the KPIs) with the outcomes.

3.7 Members of the PPRC met on the 12 December to discuss the suitability of the current KPIs as outlined in the Appendix. The participants at the meeting made a number of suggestions for changes or further investigation. Each suggestion is highlighted below along with a response:

Report footfall and retail vacancy rates as part of outcome 1

3.8 Footfall and retail vacancy rates in town centres are currently reported as part of outcome 11. The indicators could be reported against both outcomes, or moved to outcome 1.

Report job density as part of outcome 1

3.9 Estimates of job density (i.e. the ratio of jobs to each person of working age) are provided by the Office for National Statistics. Figures for job density are reported annually; however, the data lags by two years when it is published. The most recent data for East Lothian relates to 2010.

Report the Early Development Instrument as part of outcome 3

3.10 The Early Development Instrument is based on a survey of children in P1 that is undertaken every 2 years. The results are reported in regard to a child's readiness to learn in each of five domains, for example 'emotional maturity'. The results can be broken down into school cluster area and statistical 'intermediate zones' (i.e. areas of approximately 2500 – 6000 people).

Report exclusions as part of outcome 2

3.11 Exclusions are currently reported to the Education Committee. Exclusions can be reported in the following ways:

- The number of exclusions from school

- The number of individual pupils excluded from school

- The number of half days of education lost as a result of exclusion from school

Add the indicator '% of looked after children feeling safe' to outcome 4

3.12 The '% of looked after children feeling safe' can be added to outcome 4. The indicator refers to children that are accommodated away from home and is split into different age groups. Data is gathered annually via the Viewpoint survey.

Report measures relating to the effectiveness of Telecare

3.13 Discussions are taking place within Adult Wellbeing regarding the measurement of Telecare. Currently there are no specific Telecare measures, although it contributes to the proportion of older people that receive care at home.

Check why free school meal entitlement in outcome 6 is only reported for children living in the 15% most deprived areas rather than for all children

3.14 The indicator is reported as an indication of the extent of child poverty within the most deprived areas of East Lothian. Data regarding free school meal entitlement is collected annually for each school in East Lothian.

Check where the adult protection measures in outcome 7 should fit

3.15 Outcome 7 of the SOA is 'Fewer people are the victim of crime, disorder or abuse in East Lothian'. The adult protection measures could be reported under this outcome. However, outcome 7 is not sub-divided into a relevant short-term outcome that relates to adult protection.

Check whether there are additional road safety statistics that we could present – e.g. broken down by area, incidents that are below the slight injury threshold

3.16 Statistics relating to road accidents that do not involve a casualty are considered to be unreliable as drivers are under no obligation to report the incident. The Police collect some information regarding accidents that do not involve a casualty, although the figures are likely to exclude the vast majority of incidents.

3.17 Casualties from accidents are currently reported against three categories: 'Killed', 'Killed or Seriously Injured', and 'Slight Injuries'. The statistics could also be reported by mode of transport (e.g. cyclist, pedestrian etc.) and whether the road is in a 'built-up' (i.e. 40mph speed limit or below) or 'non built-up' area.

Add 'social' to the indicators from the Scottish Social Housing Charter i.e. 'social tenants' to denote that the indicators do not refer to private tenants as well

3.18 The indicators have been clarified by the addition of the word 'Council' when referring to tenants.

Divide the housing completions indicator in outcome 10 into its constituent parts

3.19 The indicator will be divided into the following categories:

- Total number of houses completed (private and public sector combined)
- New build housing programme completions (Council houses)
- Number of affordable and specialist houses completed

Check what can be reported regarding housing mix (e.g. % of 1, 2, 3 bed houses in an area)

3.20 Data can be provided regarding the breakdown of houses in each settlement by tenure (e.g. owner occupied, privately rented etc.). Statistics are also available that show the proportion of houses in an area by the number of rooms in the house. These statistics are provided at 'data zone' level (i.e. a geographic area of between 500-1000 households) and can only be effectively communicated via a map.

3.21 Statistics regarding the housing mix of settlements in East Lothian would be difficult to use as performance indicators. The data is available infrequently and is generally published a considerable time after the end period it relates to. However, the data is likely to be included in a forthcoming statistical profile of East Lothian that is being developed to aid decision making. The profile will be kept up-to-date and the data will be available to employees and members.

Check whether there are any indicators that could be measured regarding satisfaction with the environment in outcome 11

3.22 The East Lothian Resident's Survey provides the best source of information regarding satisfaction with the environment. The Survey asked respondents 'How would you rate your neighbourhood as a place to live?'. Satisfaction with the environment is likely to influence this question, although it is just one of many factors that can affect satisfaction.

Include count of people using monitored cycle paths in outcome 11

3.23 The number of cyclists using monitored cycle paths can be included in outcome 11. The data can be reported for the following locations:

- Prestonpans – John Muir Way
- QMU access road – NCN 1
- Whitecraig – NCN 1

Check whether we collect the overall number of reports of dog fouling

3.24   Reports of dog fouling are collected on the Customer Relationship Management (CRM) system. Data regarding the total number of reports of dog fouling could be provided on a quarterly basis if required.

Include the number of enforcement breaches identified as a KPI in outcome 11

3.25   The number of enforcement breaches identified is included as an indicator in the Scottish Government Planning Performance Framework. Data regarding the number of enforcement breaches is currently published annually.

Check whether there are any additional public transport indicators for 13

3.26   Statistics relating to transport and travel are recorded as part of the Scottish Household Survey. The Survey provides data regarding the mode of transport that people use and the frequency with which they travel. However, the Survey uses a small sample size and the results are approximately two years old when they are published. Similar questions are asked as part of the East Lothian Resident's Survey.

3.27   Statistics relating to passenger numbers using bus and rail services for Scotland as a whole are reported by the Scottish Government. However, passenger numbers for local authority areas are not reported.

Check whether there are any criteria to distinguish roads that are suitable for cycling

3.28   The Council publishes a map that displays cycle routes and roads that experience lighter traffic levels. Aside from the map, there are no criteria that are commonly used to determine roads that are safer for cyclists.

Check whether the number of people that use community centres is recorded and could be used as a performance indicator

3.29   Community Learning & Development suggest that although this information is not currently available, it could be recorded and reported from April onwards. Attendance numbers could be reported for each Community Centre if required.

Check what could be reported in relation to volunteering

3.30   The number of volunteers working with Council services is not measured consistently across the Council. The Healthy Living Service and Landscape & Countryside Service are the only services to record volunteer numbers. Volunteering is recorded by the East Lothian Resident's Survey and the Scottish Household Survey; however, both surveys underestimate the level of volunteering.

Include residents' survey questions on influencing decisions and listening to views as KPIs

3.31 The East Lothian Resident's Survey included several questions relating to attitudes to the Council. Members suggested that the following two questions in particular could be included among the KPIs:

- I can influence decisions affecting my local area

- My council is good at listening to local people's views before it takes decisions

4 POLICY IMPLICATIONS

4.1 Reporting performance helps the Council demonstrate that it is achieving Best Value in regard to 'Commitment and Leadership', 'Sound Governance at a strategic, financial and operational level' and 'Accountability'.

5 EQUALITIES IMPACT ASSESSMENT

5.1 This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

6.1 Financial – none

6.2 Personnel - none

6.3 Other – none

7 BACKGROUND PAPERS

7.1 Appendix A – Current Key Performance Indicators and service performance indicators by outcome

AUTHOR'S NAME	Andrew Strickland
DESIGNATION	Policy Officer
CONTACT INFO	astrickland@eastlothian.gov.uk 7884
DATE	15 January 2013

Council Plan objective	**Growing our Economy**			

SOA Outcome	**1 East Lothian has a sustainable and successful local economy through developing key local sectors and enhancing business performance**			

Service outcome / intermediate outcome

Workforce skills developed to support business competitiveness	Improved sustainable business start-up rate	Key local sectors: tourism, food & drink; social enterprise & renewables are developed and enhanced	Increased number of businesses undertaking growth development

Outcome indicators / KPIs

| % of people participating in National Training programmes achieving employment, a Modern Apprenticeship or progression into full time education/training (**SOA**)

Number/ % of East Lothian 18-24 year olds participating in the Jobcentre Plus Work Experience Employer Scheme achieving employment offers (**SOA**)

Number of previously non-employed participants in employment six months after leaving the skills pipeline (**SOA**) | % of business surviving after 12 months (**SOA**)
No. of jobs created (**SOA**)
No. of jobs protected (**SOA**)
Total number of new starts (**SOA**)
Number of new Enterprise Allowance start-up businesses (**SOA**) | Accommodation occupancy levels (**SOA**)
Visitor numbers (**SOA**) | Number of businesses referred to the Business Growth Pipeline (**SOA**)

Number of businesses taking part in activities through interactions with the Business Growth Officer (**SOA**) |
|---|---|---|---|

Service indicators

| **Economic Development**

Percentage of individuals participating in programmes as a percentage of all those without work (SLAED)

Percentage of unemployed participating who have progressed into work (SLAED) | **Economic Development**

Number of business participating in sustainable business development
Number of business representative meetings facilitated by ED
Number of followers on Twitter
Planning
Effective employment land supply (PPF)
Employment land take-up (PPF)
Effective commercial floor space supply (PPF)
Planning Commercial floor space delivered (PPF) | **Economic Development**

Number of businesses benefiting from specialised food & drink support measured by: increase in turnover from attendance at Food & Drink trade shows; competition winners' profile; and number of website hits
New business start ups supported as a percentage of total stock of businesses (SLAED)
Number of jobs created in small and medium sized enterprises per annum with support from local authority (SLAED)
Proportion of the energy demand which is generated by renewable energy sources (SLAED)
Return on investment of campaigns purchased through Visit Scotland (SLAED)
Return on investment for Visitor Information Centres (SLAED)
Healthy Living Service
Number of events
Number of participants at events | **Economic Development**

Number of businesses interacting with the Business Growth Officer
Direct jobs only that have been created/safeguarded as a percentage of the economically active population (SLAED)
Percentage of settlements (5000+) which have an immediately available 7 year supply of employment land (SLAED)
Leverage of funding levered for every £1 invested in the local authority (SLAED) |
|---|---|---|---|

Council Plan objective	**Growing our People**	

SOA Outcome	**2 All of East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens**	**3 East Lothian's Children have the best start in life and are ready to succeed**
Service outcome / intermediate outcome	All young people fulfil their potential	All children get a better start in life

Outcome indicators / KPIs

Left column (Outcome 2):

- % of pupils in P3, P5 & P7 whose performance in Reading is in line with expectations or better than expected given their developed ability (**SOA**)
- % of pupils in P3, P5 & P7 whose performance in Maths is in line with expectations or better than expected given their developed ability (**SOA**)
- % of S2 and P6 pupils agreeing 'My school recognises my achievements in and out of school' (**SOA**)
- % of S2 and P6 pupils agreeing 'I am able to contribute to decisions made in our school' (**SOA**)
- Number and % of young people in positive post-school destinations (**SOA**)
- Extent to which CLD learning opportunities have a positive effect on the life chances of youth learners
- % of Adults satisfied with local schools (**SOLACE**)
- % of Pupils Gaining 5+ Awards at Level 5 for Standard Grade by SIMD (Pre-Appeal) (**SOLACE**)
- % of Pupils Gaining 5+ Awards at Level 5 for Standard Grade (Pre-Appeal) (**SOLACE**)
- % of Pupils Gaining 5+ Awards at Level 6 for Higher Grade by S6 (Pre-Appeal) (**SOLACE**)
- % of Pupils Gaining 5+ Awards at Level 6 for Higher Grade by SIMD (Pre-Appeal) (**SOLACE**)
- % of pupils agreeing that they know what they are good at and what they need to work on
- % of pupils agreeing that teachers tell them how they can improve their learning
- % of pupils agreeing that they use the school web log/site/learning log to help in their learning
- % of pupils agreeing that they take in account other people's feelings and viewpoints
- % of pupils agreeing that they can give an example of how they care for the environment
- % of pupils agreeing that they are treated fairly in school
- % of pupils agreeing that they feel safe and secure in school
- % of pupils agreeing that they have opportunities to contribute to the life of the school

Right column (Outcome 3):

- % of children exclusively breast-fed at 6-8 weeks (**SOA**)
- % of all East Lothian children aged 3-5 registered with a dentist (by postcode) (**SOA**)
- % of children in P1 who are above the 95th centile of the BMI (Body Mass Index) (**SOA**)
- % of children assessed as 'vulnerable' in East Lothian communities in the five domains of early development as assessed by the Early Development Instrument (**SOA**)
- % of pupils in P6 and S2 agreeing that taking part in physical activity is important to them

Service indicators

Cultural Services

Increased participation in Bookbug Challenge

Increased participation in arts and museums projects and programmes within schools

CLD

Number of young people accessing provision

Number of participants involved reporting positive impacts on their life

Numbers of young people participating in community planning

Number of young people accessing health education

Healthy Living Service

Number of education training courses run in East Lothian

Number of participants at education and training courses run in East Lothian

Number of pre school participants in HLS clubs

Number of delivery hours during primary curriculum

Number of primary participants involved in HLS clubs

Number of delivery hours during secondary curriculum

Number of secondary participants in HLS clubs

Number of delivery hours of alternative curriculum

Council Plan objective	**Growing our People**		
SOA Outcome	**4 The life chances for children, young people and families at risk or with a disability in East Lothian are improved**		
Service outcome / intermediate outcome	The outcomes of looked-after children match those of other children	The needs of children with disabilities are met	Children are safe
Outcome indicators / KPIs	% of looked-after and accommodated children with three or more placement moves (**SOA**) % of looked-after children attaining at least one SCQF level 3 (at Home and away from Home) (**SOA**) % of looked-after children attaining at least SCQF level 3 in English and Maths (at Home and away from Home) (**SOA**) % of looked-after children with positive post school destinations (**SOA**) % young people receiving After Care who were homeless (**SOA**)	% parents completely satisfied with the service provided by Bankfoot (**SOA**) Number of young people with disabilities accessing East Lothian's Summer Activity Programme (**SOA**)	% of children aged 5-10 whose names are on the Child Protection register who report they feel safe where they live (**SOA**) Percentage of accommodated children who experience three or more placement moves
Service indicators	*None*	**Children's Wellbeing** Number of children with a disability on waiting list for respite care	**Children's Wellbeing** Children feeling safe Rate per 1,000 (0-15) children on the Child Protection Register Percentage of Looked After Children who are accommodated

| Council Plan objective | **Growing our People** |

| SOA Outcome | **5. In East Lothian we live healthier, more active and independent lives** |

| Service outcome / intermediate outcome | People live healthier, more active lives, independently in their own homes and communities for as long as possible |

Outcome indicators / KPIs

% of people 65+ with intensive needs receiving care at home (**SOLACE**)

% of Adults satisfied with social care or social work services (**SOLACE**)

Number of delayed discharge patients waiting over 6 week

% of older people with intensive needs receiving services at home (**SPI**)

The number of homecare hours per 1000 population aged 65+ (**SPI**)

The number of people aged 65+ receiving homecare (**SPI**)

% of homecare clients receiving personal care (**SPI**)

% of homecare clients receiving a service during the evening / overnight (**SPI**)

% of homecare clients receiving a service at weekends (**SPI**)

% of P6 pupils agreeing that taking part in physical activities out of school is important to them

Average waiting time (days) for assessments

Number of people aged 65+ receiving 10 or more hours of home care per week

Number of people attending pools and indoor sports facilities

Number of primary and secondary school contacts with the Healthy Living Service

he number of attendances per 1,000 population for:

- Pools
- Other indoor sports and leisure facilities (**SPI**)

Service indicators

Nat performance dry side

Nat performance wet side

Number of leisure card plus cards issued

Number of East Lothian Squads

Number in East Lothian Squads

Number in Regional / National Squads

Number of calls answered by the Adult Social Care Contact team

% of people for whom target for service delivery was met

Total number of Community Care assessments completed within the quarter

Number of new clients for whom target for delivery of service was met

Number of Carers' assessments completed during the quarter

Number of delayed discharge patients waiting for start of service package

Number of delayed discharge patients in short stay beds

Number of delayed discharge patients waiting over 6 weeks

Number of delayed discharge patients waiting over 4 weeks

Number of delayed discharge patients waiting over 2 weeks

Number of Emergency Care Service clients during the quarter

Number of Emergency Care Service call-outs during the quarter

Multiple Emergency Hospital Admissions (75+)

Emergency Hospital Admissions Bed Days (75+)

Emergency inpatients average length of stay (75+)

A&E Attendances for East Lothian Residents 75+)

Number of adults aged 65+ receiving Care at Home services

Number of adults receiving Care at Home services at the end of the quarter

Total hours of service delivered by domicilliary care service as a % of paid hours (65+)

Number of persons receiving Direct Payments by Client Group

Total number of Older People in Care Homes at the end of the quarter

Long stay residential places (65+) in ELC registered care homes

Number of Adult Protection Duty to Enquire cases

Number of Adult Protection IRDs

Number of Adult Protection Investigations/Case Conferences

Proportion of Social Enquiry Reports/CJSWRs submitted to court by due date

Total number of Community Payback Orders made

Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days

The number of Social Enquiry Reports requested and written

Balance of Care - No of people aged 65+ receiving 10 or more hours homecare per week

Balance of care - percentage of people aged 65+ with intensive needs receiving Care at Home

New Reablement Services started during the quarter

Council Plan objective	**Growing our People**					
SOA Outcome	**5. In East Lothian we live healthier, more active and independent lives**			**6. Fewer people experience poverty in East Lothian**		
Service outcome / intermediate outcome	Increased positive mental health and wellbeing	Reduced and more responsible use of alcohol and drugs	The gaps in health inequalities are reduced	People are more financially capable and less financially excluded	People have better access to advice and information, including debt and money advice	The life chances of people at risk of falling into poverty, or already living in poverty, are improved
Outcome indicators / KPIs	Suicide rates (**SOA**) Psychiatric readmissions within one year of psychiatric hospital admission (**SOA**)	Rate of alcohol-related hospital admissions per 1,000 population (**SOA**) Number alcohol brief interventions (ABI) completed (**SOA**) Rate of drug-related hospital admissions per 1,000 population (**SOA**)	Crude rate of hospital admissions for Coronary Heart Disease per 100.000 population for East Lothian by SIMD 2006 Scotland quintile (**SOA**) % of pupils agreeing that taking part in physical activities out of school is important to them % of pupils agreeing they they are encouraged to live a healthy life % of pupils agreeing they are able to get information about health services in East Lothian	% of people with a bank account in East Lothian (**SOA**) Number of people in East Lothian who are a member of the Capital Credit Union (**SOA**) % of young people with a bank account (**SOA**) The % of households who could easily find £250 to meet an unexpected expense (**SOA**) Current tenants rent arrears as a % of the net rent due (**SPI**) Average number of weeks rent owed by tenants leaving in arrears (**SPI**) % of current tenants owing more than 13 weeks rent, excluding those owing less than £250 (**SPI**) % of former tenants rent arrears that were written off or collected during the year (**SPI**) Proportion of current tenants giving up their tenancy that were in arrears (**SPI**)	Number of people accessing advice from the Council Welfare Rights Team through surgery (**SOA**) Number of people accessing advice and support for debt issues at the Musselburgh and Haddington CABs (**SOA**)	% of households who consider themselves to managing very or quite well financially (**SOA**) % of S2 and P6 pupils who can afford to use public transport (**SOA**) Number of East Lothian datazones falling into the most deprived 15% in Scotland (**SOA**) Number of East Lothian pupils claiming free school meals living in the 15% most deprived SIMD areas (**SOA**)
Service indicators	*None*	*None*	*None*	*None*	*None*	*None*

Council Plan objective	**Growing our People**				
SOA Outcome	**7. Fewer people are the victim of crime, disorder or abuse in East Lothian**				
Service outcome / intermediate outcome	Reduced rate of crime	Reduced number of repeat offenders	Reduced fear of crime	Reduced incidence of violence against women	Reduced incidence of hate crime
Outcome indicators / KPIs	Number of recorded crimes in Groups 1 – 4 (Violence; sexual crime; dishonesty and fire raising/vandalism etc.) (**SOA**) Reconviction rate (**SOA**) Number of young people who have come to the attention of the Police re-offending (**SOA**)	Number of Community Payback Orders for offenders (**SOA**) Proportion of Community Payback Orders starting placement within 7 working days Proportion of Social Enquiry Reports submitted to the courts by the due date Number of Adult Protection Initial Referral Discussions Number of Adult Protection Duty to Enquire cases Number of Adult Protection Investigations / Case Conferences	Extent to which respondents feel threatened by crime in their neighbourhood (**SOA**) Perception of crime as a problem in neighbourhood (**SOA**) Young people reporting 'I feel safe to go out in my local neighbourhood during the evening' (**SOA**)	Number of incidents of domestic abuse involving female victims reported to the Police (**SOA**)	Number of hate crimes recorded by the Police (**SOA**) Number of people using Remote Reporting sites to report incidences of hate crime (**SOA**)
Service indicators	*None*	*None*	*None*	*None*	*None*

Council Plan objective	**Growing our Communities**			
SOA Outcome	**8. Fewer people experience antisocial behaviour in East Lothian**	**9. East Lothian's homes and roads are safer**		
Service outcome / intermediate outcome	Reduced number of those involved in committing antisocial behaviour	Reduced incidence of accidental fires in the home resulting in death and injury	Reduced number of unintentional injuries in the home	Reduced number of road casualties and collisions
Outcome indicators / KPIs	Calls to ASB Hotline (**SOA**) Calls to the Police in relation to antisocial behaviour (**SOA**) Number of 'youth calls' to the Police (**SOA**) % respondents identifying range of Antisocial Behaviour issues as very / fairly common (**SOA**) Average time between complaint and attendance on site for domestic noise complaints dealt with under part 5 of the Anti-social Behaviour Act (**SPI**) The number of complaints settled without the need for attendance on site (**SPI**) The average time between domestic noise complaints and attendance on site (**SPI**)	Number of dwelling fires (Lothian and Borders Fire and Rescue (**SOA**) Number of fatalities from dwelling fires (**SOA**) Number of casualties from dwelling fires (**SOA**) *None*	Number of unintentional injuries in the home resulting in hospital admission (**SOA**) *None*	Number of people killed (**SOA**) Number of people seriously injured (**SOA**) Children under 16 killed (**SOA**) Children under 16 seriously injured (**SOA**) Slight injury casualty rate (**SOA**) *None*
Service indicators	*None*			

Council Plan objective	**Growing our Communities**

SOA Outcome	**10. In East Lothian people in housing need have access to an appropriate type, tenure and standard of housing and are prevented from becoming homeless**

People have access to the appropriate type, tenure and standard of housing

Service outcome / intermediate outcome

% of households meeting the Scottish Housing Quality Standard (SHQS) (**SPI / SOLACE / SHC**)

% of Council dwellings that are energy efficient (**SOLACE**)

Managing tenancy change (average time to re-let Council houses) (**SPI** / SHC)

% of response repairs completed within target times (**SPI / SOLACE**)

% of rent lost due to voids (**SPI / SOLACE** / SHC)

Outcome indicators / KPIs

Service indicators

% of Council tenants satisfied by the overall service provided by their landlord (Social Housing Charter (SHC))

% of Council tenants who feel their landlord is good at keeping them informed about their services and decisions (SHC)

Percentage of 1st and 2nd stage complaints, including those related to equalities issues, responded to in full in the last year, that were resolved by the landlord and also the percentage upheld (SHC)

Percentage of 1st and 2nd stage complaints responded to in full in the last year, within the Scottish Public Services Ombudsman (SPSO) Model Complaint Handling Procedure (CHP) timescales (SHC)

Percentage of Council tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (SHC)

Percentage of properties at or above the appropriate NHER (National Home Energy Rating) or SAP (Standard Assessment Procedure) ratings specified in element 35 of the SHQS, as at 31 March each year (SHC)

Percentage of Council tenants satisfied with the standard of their home when moving in (SHC)

Percentage of existing Council tenants satisfied with the quality of their home (SHC)

Average length of time taken to complete emergency repairs (SHC)

Average length of time taken to complete non-emergency repairs (SHC)

Percentage of reactive repairs carried out in the last year completed right first time (SHC)

Percentage of repairs appointments kept (SHC)

Percentage of properties that require a gas safety record which had a gas safety check and record completed by the anniversary date (SHC)

Percentage of Council tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (SHC)

Percentage of Council tenants satisfied with the management of the neighbourhood they live in (SHC)

Percentage of tenancy offers refused during the year (SHC)

Percentage of new tenancies sustained for more than a year, by source of let (SHC)

Percentage of lettable houses that became vacant in the last year (SHC)

Percentage of approved applications for medical adaptations completed during the reporting year (SHC)

The average time to complete applications (SHC)

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (SHC)

Percentage of tenants who feel that the rent for their property represents good value for money (SHC)

Rent collected as percentage of total rent due in the reporting year (SHC)

Gross rent arrears (all Council tenants) as at 31 March each year as a percentage of rent due for the reporting year (SHC)

Average annual management fee per factored property (SHC)

Percentage of factored owners satisfied with the factoring service they receive (SHC)

Gypsies/travellers – Average weekly rent per pitch (SHC)

For those who provide sites - percentage of gypsies/travellers satisfied with the landlord's management of the site (SHC)

Repairs - % Emergency Day on time

% Emergency Night on time

% Day to Day on time

% Appointment Times met

Gas Team - %Annual Heating Services within time

Repairs Satisfaction survey

Void satisfaction survey

Capital Improvement Customer Satisfaction

SHQS single criteria failure

SHQS multiple criteria failure

SHQS number of dwellings failing

SHQS total stock

SHQS % stock failing

Av Relet Time Non Low Demand

Median Relet time Non Low Demand

Av Relet Time Low Demand

Median Relet TImes Low Demand

Housing allocations - General Needs

Housing allocations - Transfers

Housing allocations - sustainable Communities

RTB – sales complete within 26 weeks

RTB – Average time to sell

Review Team - % Accuracy

Review Team – Average number of days to process

% employees assessed at excellence level

Tenant rent arrears as % of net rent

Council Plan objective	**Growing our Communities**

SOA Outcome	**10. In East Lothian people in housing need have access to an appropriate type, tenure and standard of housing and are prevented from becoming homeless**

	Increase the supply of affordable housing	Improved management of private sector housing	People are prevented from becoming homeless
Service outcome / intermediate outcome			

	Housing completions	% of private rented properties registered with the Council	% of homelessness cases reassessed within 12 months (**SPI**)
Outcome indicators / KPIs	Number of households on the housing register		The % of households assessed as homeless that are housed in permanent accommodation (**SPI**)
			% of people that are housed in permanent accommodation that have maintained their tenancy for at least 12 months (**SPI**)
			Average number of days from priority to re-housing
			% of decision notifications issued within 28 days (temporary) (**SPI**)
			% of decision notifications issued within 28 days (permanent) (**SPI**)
			% of homelessness assessments completed in under 28 days
Service indicators			Average number of days in bed & breakfast
			Average void time for temporary accommodation

	Planning Effective housing land: years supply (PPF)	*None*	Average length of time in temporary or emergency accommodation by type (SHC)
	Planning Effective housing land supply (PPF)		Percentage of households requiring temporary or emergency accommodation to whom an offer was made (SHC)
	Planning Housing approvals (PPF)		Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation (SHC)

Council Plan objective	**Growing our Communities**

SOA Outcome	**11. East Lothian has high quality natural and built environments that enhance the wellbeing of the local community**

Service outcome / intermediate outcome	The natural environment is valued, protected and enhanced	Environmental quality is monitored and improved	Towns and villages are thriving and well-maintained places, where new development reflects their distinctive identity
Outcome indicators / KPIs	Number of 27 priority habitats benefiting from active management (Local Biodiversity Action Plan) (**SOA**) % Core Path Network maintained (**SOA**) % of priority species benefitting from active management (**SOA**)	% of LEAMS (Local Environmental Audit and Management System) (**SPI** / **SOA**) Air Quality Standards (**SOA**) Waters that meet EC Bathing Water Directive standards (**SOA**)	% of adult residents stating their neighbourhood is a good place to live (**SOA**) Vacancy rates (**SOA**) Pedestrian flow counts (**SOA**) The number of householder and non-householder planning applications determined during the year and the proportion of each that were dealt with within two months (**SPI**)
Service indicators	Parks and open spaces projects that have been improved to meet the minimum quality standard to 70% or above for parks and 60% for amenity open space Percentage of Environmental Impact Assessment screening requests answered within 21 days of receipt Percentage of Environmental Impact Assessment scoping requests answered within 42 days of receipt	Litter & Dog Fouling fixed penalties	Percentage of applications subject to pre-application advice (PPF) Number of major applications subject to processing agreement or other project plan (PPF) Percentage planned timescales met (PPF) Application approval rate (PPF) Delegation rate (PPF) Number of enforcement breaches identified (PPF)

Council Plan objective	**Growing our Communities**		

SOA Outcome	**12. East Lothian is less dependent on finite resources by moving to a more localised, low carbon economy and reducing its ecological and carbon footprints by 80% by 2050**	**13. East Lothian has well connected communities with increased use of sustainable forms of transport**	
Service outcome / intermediate outcome	Community Planning Partners contribute to The Climate Change (Scotland) Act's 2020 targets to reduce greenhouse gas (GHG) emissions by 42%	Increased access to communications systems and promotion of local working models	Increased use of more sustainable forms of transport, moving away from single-car occupancy
Outcome indicators / KPIs	Carbon Footprint tonnes of CO2e (**SOA**) Ecological Footprint global hectares per capita (**SOA**) % of public schools with at least one Eco-School Award (**SOA**) % of municipal waste recycled and composted (**SOA**) Increase recycling rate to 50% by the carbon metric Reduce landfill to 36% Reduce waste services proportion of the Council's Carbon emissions by 10% The % of municipal waste collected through the year that was recycled or composted (**SPI**) Kilograms per household residual waste % of green waste recycled % of 'other' waste recycled Number of fly-tipping incidents % of adults satisfied with refuse collection % of adults satisfied with street cleaning Number of people using Civic Amenity Sites % of abandoned vehicles uplifted within 14 days	% of population with Internet access (**SOA**)	Traffic on East Lothian trunk roads and local authority roads (**SOA**) % of single-person car journeys relative to other modes of transport to commute to work (**SOA**) Number of cyclists using monitored cycle paths (**SOA**) % of people who agree that 'Public transport in East Lothian is easy to access' (**SOA**) Percentage of A class roads that should be considered for maintenance treatment (**SOLACE**) Percentage of B class roads that should be considered for maintenance treatment (**SOLACE**) Percentage of C class roads that should be considered for maintenance treatment (**SOLACE**) % of the road network that should be considered for maintenance (**SPI**) Number of accident claims received % of road resurfaced Length of paths improved Cost of Maintenance per Kilometre of Roads (**SOLACE**)
Service indicators	Increase the number of virtual servers to at least 80 in 2012/13 Increase the number of virtual desktops available to at least 500 in 2012/13.	*None*	% of contract design works completed to schedule % of accident claims reported to risk management within 10 days Road inspections - % over 2 years Bridge inspections - % over 2 years Street lighting repairs – average time Traffic lights – average time to repair failure % of temporary repairs carried out within 5 days

Council Plan objective	**Growing our Communities**				

SOA Outcome	**14. East Lothian has strong, vibrant communities where residents are responsible and empowered and have a positive sense of wellbeing**				

	The third and community sectors are thriving and resilient	Communities are well informed and influence decisions that matter in their local areas	Our community celebrates its diversity and seeks to challenge prejudice	People are creative and active in learning, culture and sport in their communities	Young people and children are involved in community life and their achievements are recognised
Service outcome / intermediate outcome					

Outcome indicators / KPIs	Number of jobs provided by the third & community sectors in East Lothian (**SOA**) % of people reporting they provide voluntary/unpaid help in East Lothian within the last 12 months (**SOA**) Number of Transition Towns within East Lothian (**SOA**) % of people reporting they have used or benefited from Community Centres / Village Halls in the past 12 months (**SOA**) Number of towns and villages achieving Fair Trade Status) (**SOA**)	% of residents reporting that the feel well informed by Council about the services and benefits it provides (**SOA**) % of residents reporting that they agree they can influence decisions affecting their local area (**SOA**) Number of local community plans agreed by the Local Area Forum (**SOA**) % of S2 and P6 pupils agreeing that young people's views are listened to (**SOA**)	% of people by ward who think 'Sense of Community most needs improving in response to the question 'Thinking about your neighbourhood which of the things below, if any, do you think most needs improving - mention up to five things' (**SOA**) Number of people attending East Lothian Multi-cultural Day (**SOA**) % of East Lothian residents who agree 'People from outside UK who come to live and work in East Lothian make the area a better place to live' (**SOA**) % of East Lothian residents who agree 'Attempts to give equal opportunities to gay men and lesbian women in Scotland have gone too far' (**SOA**)	Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of adult learners (**SOA**) % of respondents using libraries (**SOA**) % of respondents using arts/cultural activities & events (**SOA**) % of respondents using museums/heritage activities & events (**SOA**) The number of visits to/usages of council funded or part funded museums per 1,000 population and the number of those visits that were in person per 1,000 population (**SPI**) The number of visits to council libraries per 1,000 population (**SPI**) % of adults satisfied with libraries (**SOLACE**) % of adults satisfied with parks and open spaces (**SOLACE**) % of adults satisfied with museums and galleries (**SOLACE**) % of adults satisfied with leisure facilities (**SOLACE**) (**SOLACE**) Cost Per Library Visit (**SOLACE**) Cost per museum visit (**SOLACE**) Cost of Parks& Open Spaces per 1,000 Population (**SOLACE**)	Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth learners (**SOA**) No of 12-25 year olds registered as volunteers (**SOA**) No of 12-25 year olds achieving the Voluntary Action Scotland Saltire Award at any of four levels (**SOA**)

Service indicators	*None*	Number of people participating in community planning Number of participants actively involved in community centre management committees Number of community planning audits Number of training and networking opportunities offered Number of local community plans published Number of training or information sessions offered Examples of learning being used in community setting	*None*	Number of coach / volunteers / pupils attending external training courses Number of volunteers Number of coaches assisted through Sports Awards Scheme Number of volunteer days spent on conservation projects Number of people using wi-fi in libraries Number of people accessing archive at John Gray Centre Increased participation in heritage through Heritage East Lothian Online Increased participation in summer arts programme for people with additional needs Numbers of adults participating in courses and classes	*None*

Council Plan objective	**Growing our Communities**				
SOA Outcome	**Effective, efficient and excellent services**				
Service outcome / intermediate outcome	Efficient and effective processes are in place to sustain, review and improve Council services	The Council has effective governance, accountability and engagement arrangements in place	Services understand and feel able to express their contribution to Council priorities	To ensure that the customer is seen as an individual and customer service is delivered in a way	Efficient use of Council resources
Outcome indicators / KPIs				% of complaints responded to within 20 working days Number of calls to the main telephone line answered within 7 rings	Non-Domestic Rates collection rate Reports of Injuries, Diseases and Dangerous Occurrences (RIDDORS) per 1000 employees Average number of days to fill a vacancy The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid (**SPI**) % spend with contracted suppliers The cost per dwelling of collecting Council Tax (**SPI**) The income due from Council Tax for the year, net of reliefs and rebates, and the percentage of that which was received during the year (**SPI**) Ratio of employees to HR staff Cost of HR function per FTE employee The gross cost per case for benefits administration (**SPI**) Days Lost per FTE Employee (**SOLACE / SPI**) Revenues Percentage of income due from Council Tax received by the end of the year (**SOLACE**) Environmental Protection Cost of trading standards and environmental health per 1,000 Population (**SOLACE**) Estates Proportion of operational buildings that are suitable for their current use (**SOLACE**) Estates Proportion of internal floor area of operational buildings in satisfactory condition (**SOLACE**)
Service indicators	% of respondents that consider How Good is Our Council has been very / fairly effective in generating service improvements Resolve at least 75% of reported IT incidents within published service standards % of respondents very / fairly satisfied with support provided in relation to How Good is Our Council % of respondents very / fairly satisfied with support provided in relation to Aspireview % of respondents that had discussed risk management at a team meeting in the last 12 months % of respondents agreeing that staff have been given the opportunity to contribute to their risk register % of respondents that are aware of their service's business continuity plan % of respondents that had discussed business continuity at a team meeting in the last 12 months % of respondents that had tested their business continuity within the last 12 months	% of adults agreeing with the statement 'I can influence decisions affecting my local area' % of people agreeing that 'My council is good at listening to local people's views before it takes decisions'	% of respondents very / fairly satisfied with support provided in relation to Service Planning % of respondents that are very / fairly satisfied with support provided in relation to Community Planning / the SOA % of respondents that consider the Service Planning framework very / fairly effectively allows services to link their own actions with Council priorities % of respondents that agree they have a very / fairly good understanding of Community Planning / SOA % of respondents that have a very / quite good understanding of how their work links to Community Planning / SOA	The number of self-service transactions available on the Council website % of people agreeing that 'My local council designs its services around the needs of the people who use them'	% of people agreeing that 'The Council gives residents good value for money' Council Tax Direct Debit uptake Business Rates Direct Debit uptake Rent Direct Debit uptake