

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 30 April 2013

BY: Executive Director (Support Services)

SUBJECT: Local Government Benchmarking Framework

1 PURPOSE

- 1.1 To report the results of the Local Government Benchmarking Framework (SOLACE benchmarking indicators) to the Committee

2 RECOMMENDATIONS

- 2.1 The Committee is asked to use the information provided in this report to consider whether there are any aspects of the Council's performance about which it would like further information.

3 BACKGROUND

- 3.1 The Local Government Benchmarking Framework has been developed to help councils compare their performance using a standard set of indicators. The indicators in the Framework replace the specified Statutory Performance Indicators (SPIs) from 2013/14 onwards.
- 3.2 The Improvement Service note that:
- 'The core purpose of the exercise is benchmarking: making comparisons on spending and performance between similar councils so that councils can identify strengths and weaknesses, learn from councils who seem to be doing better and improve their local performance.'
- 3.3 Benchmarking, in terms of undertaking an exercise to find out the underlying reasons why performance differs, is vital to help interpret many of the indicators. In some cases it is clear what constitutes good performance. However, in the case of other indicators, particularly the cost indicators, good performance is less clear cut. For example, councils could take decisions to maintain or increase high levels of expenditure on services for various reasons.

- 3.4 The Framework has been prepared by SOLACE (Society of Local Authority Chief Executives) in conjunction with the Improvement Service. Work to define and collect the indicators has been ongoing for some time. Ensuring that councils report information in a comparable form is complicated by the various structures and models of service delivery that are employed by different councils.
- 3.5 Many of the cost indicators use data derived from the Local Financial Return that councils provide to the Scottish Government. Use of the Local Financial Return is intended to aid the collection of the indicators; however, this has initially taken longer than anticipated as it has been necessary to develop standard service definitions and classifications for spending and performance. The most recent results for the indicators were published in March 2013 and relate to the year 2011/12.
- 3.6 The range of results across Scotland can be large due to demographic, economic and environmental differences between councils. In order to help compare like-with-like a number of 'family groups' of similar councils have been identified. The Council is already involved in several benchmarking 'clubs of groups involving different family groups including the ABC Group, APSE (Association of Public Service Excellence) Performance Networks and the comparator Education Authorities
- 3.7 The use of relevant family group for benchmarking performance measures should help to remove many reasons for differences in service costs that are beyond the control of the Council (e.g. large differences in population size). Benchmarking, through detailed comparative analysis, can then focus upon the processes or policies that influence the cost of service provision to identify good practice. However, in some instances, service costs will simply reflect the different priorities pursued by each council.

Analysis of 2011/12 results

- 3.8 Appendix A shows East Lothian Council's results for each of the indicators. The Framework includes a total of 55 indicators covering the following broad areas:
- Education and Children's Services
 - Corporate and Support Services
 - Social Work Services
 - Culture and Leisure Services
 - Environmental Services
 - Housing Services.
- 3.9 Appendix B provides more detail on the indicators for East Lothian that are in either the lower or upper quartile in comparison to other councils. The Appendix includes a summary of the factors that influence the indicator, the results for 2010/11 and 2011/12; and, a graph comparing East Lothian's performance with every council in Scotland.

3.10 The Committee may wish to seek further information about any of the indicators in order to assist them to determine which if any should be the subject of further reports or reviews.

4 POLICY IMPLICATIONS

4.1 The Local Government Benchmarking Framework represents an important component of East Lothian Council's performance management arrangements and the drive to deliver Continuous Improvement.

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: Local Government Benchmarking Framework – East Lothian Council full results 2011/12

7.2 Appendix B: Local Government Benchmarking Framework – upper and lower quartile indicators

AUTHOR'S NAME	Andrew Strickland
DESIGNATION	Policy Officer
CONTACT INFO	01620 827884
DATE	9 th April 2013

**Appendix A:
Local Government Benchmarking Framework – East Lothian full results 2011-12**

	Indicator	Min.	Scotland Average	Max.	East Lothian
Children's Services	Cost per primary school pupil £ 2011-12	4,121	4,792	8,765	4,774
	Cost per secondary school pupil £ 2011-12	5,346	6,321	12,826	6,035
	Cost per pre-school place £ 2011-12	2,105	3,091	4,769	3,011
	% of pupils gaining 5 + awards at level 5 2011-12	26	37	67	38
	% of pupils gaining 5+ awards at level 6 2011-12	16	25	53	28
	% pupils in 20% most deprived areas getting 5+ awards at level 5 2011-12	9.5	18.0	33.6	9.5
	% pupils in 20% most deprived areas getting 5+ awards at level 6 2011-12	5.1	9.0	31.6	15.6
	The gross cost of "children looked after" in residential based services per child per week £ 2010-11	1,401	2,863	12,615	1,977
	The gross cost of "children looked after" in a community setting per child per week £ 2010-11	48	205	446	250
	Balance of care for looked after children: % of children being looked after in the community 2010-11	77.8	91.0	95.5	88.5
	% of adults satisfied with local schools 2010-11	75.1	83.1	95.6	87.8
	% of pupils entering positive destinations 2011-12	85.4	89.9	95.5	88.1
	Corporate and Support Services	Support services as a % of total gross expenditure 2011-12	2.7	4.8	7.8
Corporate and democratic core costs per 1,000 population 2011-12		11,449	31,469	383,911	37,578
The percentage of the highest paid 2% employees who are women 2011-12		24.6	41.2	54.8	35.9
The percentage of the highest paid 5% employees who are women 2011-12		21.3	48.5	60.1	47.5
Percentage of income due from council tax received by the end of the year % 2011-12		92.58	95.10	97.93	95.82
The number of complaints of noise received requiring attendance on site & not dealt with under the ASB Act 2011-12		2	111	738	14
Number of complaints of domestic noise received & settled without the need for attendance on site 2011-12		1	864	4904	40
Average time between time of noise complaint and attendance on site (hours) 2011-12		0.1	31.6	255.0	4.0
Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours) 2011-12		0.3	0.6	1.0	1.0
Sickness absence days per employee 2011-12		7.6	9.3	13.5	9.4
Proportion of operational buildings that are suitable for their current use % 2011-12		46.2	74.8	92.3	80.1
Proportion of internal floor area of operational buildings in satisfactory condition % 2011-12		39.3	82.7	98.0	96.5
Cost of collecting council tax per dwelling £ 2011-12		2.98	13.15	24.20	12.11
Percentage of invoices sampled that were paid within 30 days % 2011-12		79.6	90.2	97.0	89.1

	Indicator	Min.	Scotland Average	Max.	East Lothian
Social Work Services	Home care costs for people aged 65 or over per hour £ 2011-12	8.76	19.22	29.98	14.92
	Self directed support spend for people aged over 18 as a % of total social work spend on adults 2011-12	0.4	3.1	18.0	4.4
	% of people aged 65 or over with intensive needs receiving care at home 2011-12	12.2	33.3	51.3	38.4
	% of adults satisfied with social care or social work services 2010-11	46.9	62.1	84.4	65.8
Culture and Leisure Services	Cost per attendance at sports facilities £ 2011-12	1.41	4.15	10.23	4.84
	Cost per library visit £ 2011-12	1.41	3.43	7.29	4.52
	Cost per museum visit £ 2011-12	0.24	3.81	24.35	1.47
	Cost of parks & open spaces per 1,000 population £ 2011-12	4,640	34,237	58,725	58,725
	% of adults satisfied with libraries 2010-11	75.3	83.5	93.3	83.0
	% of adults satisfied with parks and open spaces 2010-11	70.3	83.1	91.2	90.4
	% of adults satisfied with museums and galleries 2010-11	46.9	75.5	96.6	58.6
	% of adults satisfied with leisure facilities 2010-11	56.2	74.6	96.8	80.8
Environmental Services	Gross waste collection cost per premises £ 2011-12	50.18	81.06	184.94	97.53
	Gross waste disposal cost per premises £ 2011-12	51.71	105.40	279.08	51.71
	Cost of street cleaning per 1,000 population £ 2011-12	6,689	19,380	33,957	13,792
	Street cleanliness index 2011-12	72	75	82	75
	Road cost per kilometre £ 2011-12	2,351	6,211	18,018	13,163
	% of Class A roads that should be considered for maintenance treatment 2010-12	17.9	30.5	51.8	23.0
	% of Class B roads that should be considered for maintenance treatment 2010-12	18.7	36.3	67.4	26.6
	% of Class C roads that should be considered for maintenance treatment 2010-12	14.2	36.0	64.8	26.4
	Cost of trading standards and environmental health per 1,000 population £ 2011-12	10,751	23,117	81,778	21,901
	% of total household waste that is recycled 2011-12	17.0	41.0	54.5	43.7
	% of adults satisfied with refuse collection 2010-11	71.2	80.9	94.9	93.1
% of adults satisfied with street cleaning 2010-11	65.8	73.3	82.8	79.3	
Housing Services	Current tenants' arrears as a percentage of total rent due % 2011-12	2.8	6.1	11.2	9.2
	% of council rent that was lost due to houses remaining empty 2011-12	0.4	1.3	3.7	1.0
	% of council dwellings that meet the Scottish Housing Quality Standard 2011-12	15.1	66.1	89.0	62.4
	% of repairs completed by the council within target time 2011-12	82.3	93.6	98.2	82.3
	Percentage of council houses that are energy efficient % 2011-12	42.9	81.2	100.0	75.9

Appendix B: Local Government Benchmarking Framework – upper and lower quartile indicators

The following indicators are ranked in either the ‘upper’ or ‘lower’ quartile; however, this does not necessarily denote good or bad performance. Performance needs to be benchmarked against other councils to determine what represents best practice.

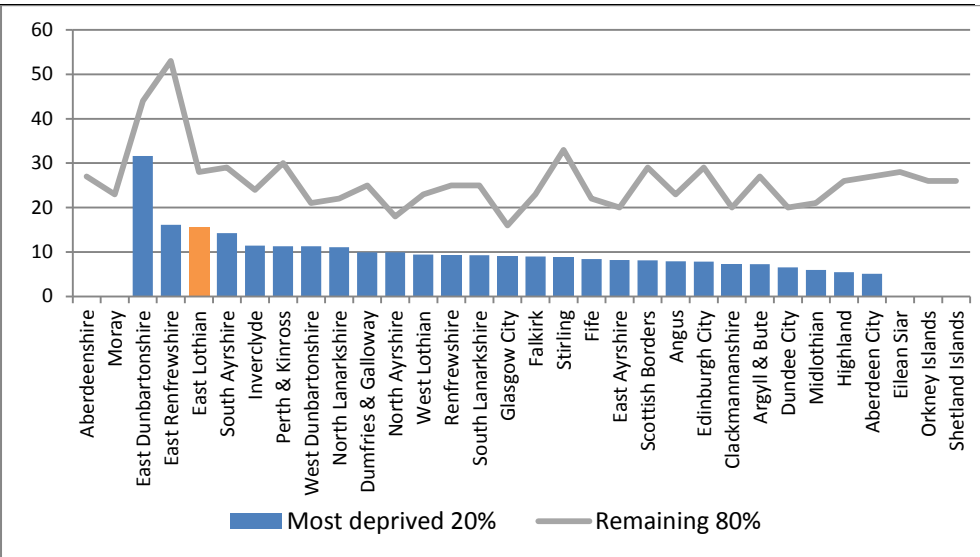
Indicator	Summary	Comparison																																																																																																			
<p>CHN 6 % of pupils gaining 5+ Awards at Level 5 for Standard Grade by SIMD (pupils in the most deprived 20%)</p>	<p>East Lothian 2011/12: 9.5% East Lothian 2010/11: 11.3%</p> <p>The indicator shows performance of pupils that live within the most deprived 20% of areas in Scotland in relation to pupils that live in the remaining 80% of areas. Only six ‘datazones’ in East Lothian fall within the most deprived 20% of areas in Scotland. Each of the datazones has a population of between approximately 500 and 1,000 people.</p> <p>Each column on the graph opposite shows the proportion of pupils in the most deprived 20% of areas that achieved 5+ Awards at Level 5. The line on the graph shows the performance of the remaining 80% of pupils.</p> <p>It should be noted that the most deprived 20% of areas contain relatively few pupils; therefore performance is likely to vary significantly between years. However, performance in 2010/11 was reasonably consistent at 11.3%</p>	<table border="1"> <caption>Approximate data from the comparison chart</caption> <thead> <tr> <th>Council</th> <th>Most deprived 20%</th> <th>Remaining 80%</th> </tr> </thead> <tbody> <tr><td>Aberdeenshire</td><td>0</td><td>0</td></tr> <tr><td>Moray</td><td>0</td><td>60</td></tr> <tr><td>East Dunbartonshire</td><td>33</td><td>72</td></tr> <tr><td>East Renfrewshire</td><td>33</td><td>40</td></tr> <tr><td>West Dunbartonshire</td><td>24</td><td>40</td></tr> <tr><td>Perth & Kinross</td><td>21</td><td>38</td></tr> <tr><td>East Ayrshire</td><td>21</td><td>45</td></tr> <tr><td>Midlothian</td><td>21</td><td>45</td></tr> <tr><td>North Lanarkshire</td><td>21</td><td>45</td></tr> <tr><td>Inverclyde</td><td>21</td><td>45</td></tr> <tr><td>Renfrewshire</td><td>21</td><td>45</td></tr> <tr><td>Argyll & Bute</td><td>21</td><td>45</td></tr> <tr><td>South Ayrshire</td><td>21</td><td>45</td></tr> <tr><td>Glasgow City</td><td>21</td><td>45</td></tr> <tr><td>North Ayrshire</td><td>21</td><td>45</td></tr> <tr><td>Dumfries & Galloway</td><td>21</td><td>45</td></tr> <tr><td>Falkirk</td><td>21</td><td>45</td></tr> <tr><td>South Lanarkshire</td><td>21</td><td>45</td></tr> <tr><td>Fife</td><td>21</td><td>45</td></tr> <tr><td>Clackmannanshire</td><td>21</td><td>45</td></tr> <tr><td>Scottish Borders</td><td>21</td><td>45</td></tr> <tr><td>Edinburgh City</td><td>21</td><td>45</td></tr> <tr><td>West Lothian</td><td>21</td><td>45</td></tr> <tr><td>Angus</td><td>21</td><td>45</td></tr> <tr><td>Dundee City</td><td>21</td><td>45</td></tr> <tr><td>Highland</td><td>21</td><td>45</td></tr> <tr><td>Stirling</td><td>21</td><td>45</td></tr> <tr><td>Aberdeen City</td><td>21</td><td>45</td></tr> <tr><td>East Lothian</td><td>11.3</td><td>45</td></tr> <tr><td>Eilean Siar</td><td>0</td><td>45</td></tr> <tr><td>Orkney Islands</td><td>0</td><td>45</td></tr> <tr><td>Shetland Islands</td><td>0</td><td>45</td></tr> </tbody> </table>	Council	Most deprived 20%	Remaining 80%	Aberdeenshire	0	0	Moray	0	60	East Dunbartonshire	33	72	East Renfrewshire	33	40	West Dunbartonshire	24	40	Perth & Kinross	21	38	East Ayrshire	21	45	Midlothian	21	45	North Lanarkshire	21	45	Inverclyde	21	45	Renfrewshire	21	45	Argyll & Bute	21	45	South Ayrshire	21	45	Glasgow City	21	45	North Ayrshire	21	45	Dumfries & Galloway	21	45	Falkirk	21	45	South Lanarkshire	21	45	Fife	21	45	Clackmannanshire	21	45	Scottish Borders	21	45	Edinburgh City	21	45	West Lothian	21	45	Angus	21	45	Dundee City	21	45	Highland	21	45	Stirling	21	45	Aberdeen City	21	45	East Lothian	11.3	45	Eilean Siar	0	45	Orkney Islands	0	45	Shetland Islands	0	45
Council	Most deprived 20%	Remaining 80%																																																																																																			
Aberdeenshire	0	0																																																																																																			
Moray	0	60																																																																																																			
East Dunbartonshire	33	72																																																																																																			
East Renfrewshire	33	40																																																																																																			
West Dunbartonshire	24	40																																																																																																			
Perth & Kinross	21	38																																																																																																			
East Ayrshire	21	45																																																																																																			
Midlothian	21	45																																																																																																			
North Lanarkshire	21	45																																																																																																			
Inverclyde	21	45																																																																																																			
Renfrewshire	21	45																																																																																																			
Argyll & Bute	21	45																																																																																																			
South Ayrshire	21	45																																																																																																			
Glasgow City	21	45																																																																																																			
North Ayrshire	21	45																																																																																																			
Dumfries & Galloway	21	45																																																																																																			
Falkirk	21	45																																																																																																			
South Lanarkshire	21	45																																																																																																			
Fife	21	45																																																																																																			
Clackmannanshire	21	45																																																																																																			
Scottish Borders	21	45																																																																																																			
Edinburgh City	21	45																																																																																																			
West Lothian	21	45																																																																																																			
Angus	21	45																																																																																																			
Dundee City	21	45																																																																																																			
Highland	21	45																																																																																																			
Stirling	21	45																																																																																																			
Aberdeen City	21	45																																																																																																			
East Lothian	11.3	45																																																																																																			
Eilean Siar	0	45																																																																																																			
Orkney Islands	0	45																																																																																																			
Shetland Islands	0	45																																																																																																			

CHN 7
 % of pupils gaining 5+ Awards at Level 6 for Higher Grade by SIMD (pupils in the most deprived 20%)

East Lothian 2011/12: 15.6%
East Lothian 2010/11: N/A

Each column on the graph opposite shows the proportion of pupils in the most deprived 20% of areas that achieved 5+ Awards at Level 6. The line on the graph shows the performance of the remaining 80% of pupils.

It should be noted that the most deprived 20% of areas contain relatively few pupils; therefore performance is likely to vary significantly between years.

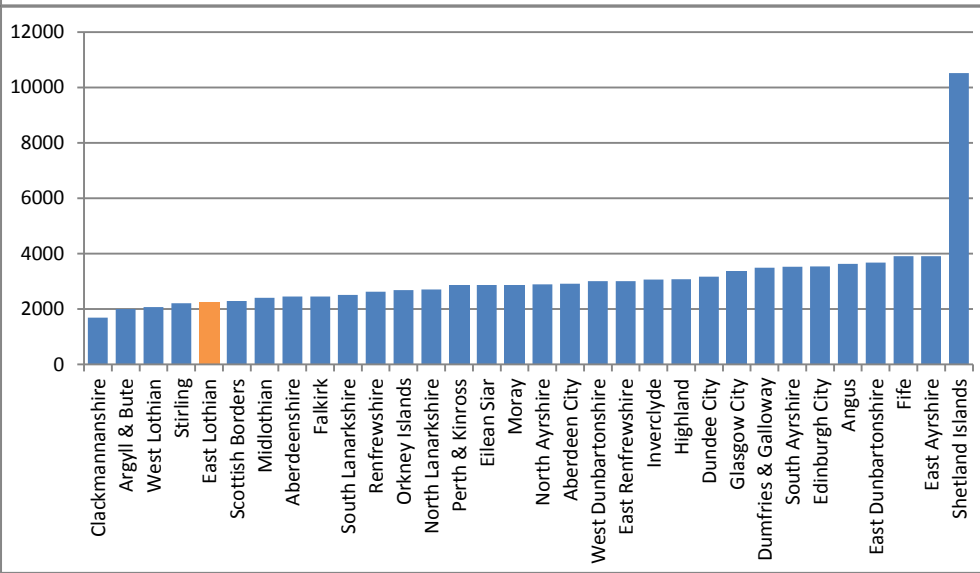


CHN 8a
 Weekly gross costs per 'Looked After' child in a residential setting

East Lothian 2011/12: £2,246.79
East Lothian 2010/11: £2,067.31

Gross Residential Cost refers to the gross cost of residential based services for looked after children. Costs include employee costs, operating costs, support services and revenue contribution to capital.

No clear relationship could be found between cost variation and urban/rural context; scale of council or deprivation. The key factors explaining variation may be: the specific decisions of Children's Hearings; the complexity of the needs and circumstances of the particular children being looked after; local availability of placements; and the policy choices and service models adopted by councils.



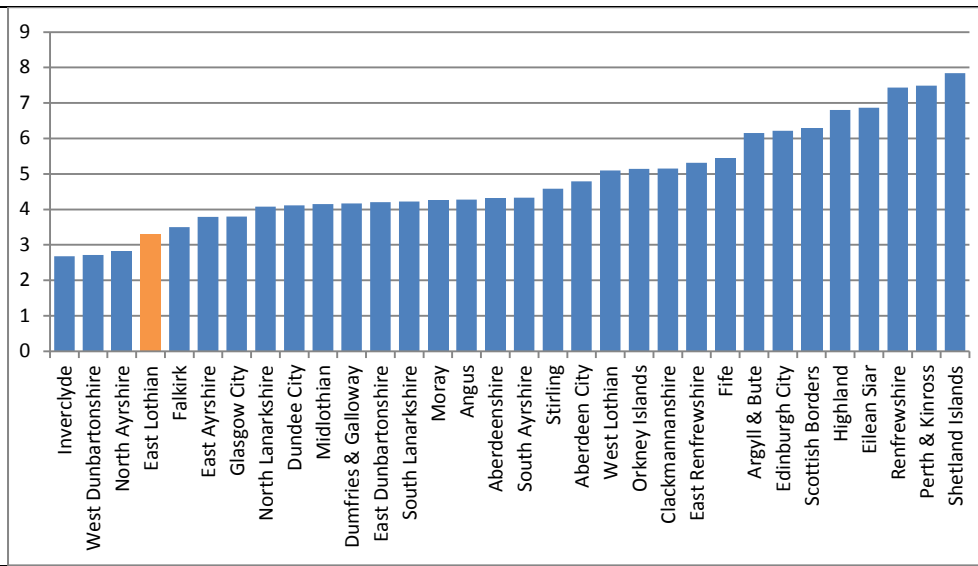
CORP 1
Central support services as a % of total gross expenditure

East Lothian 2011/12: 3.3%
East Lothian 2010/11: 3.5%

The following functions are included as 'support services': Finance, Legal, Human Resources, IT, Internal Audit, Procurement, Asset Management, Corporate Services (policy, performance, customer services, communications etc.)

The results for all councils range from 2.8% to 7.8%. East Lothian Council spent 3.5% of its total gross expenditure on support services in 2010/11 and 3.3% in 2011/12.

Small councils with lower overall expenditure are likely to have a higher percentage of total expenditure denoted to corporate and democratic support

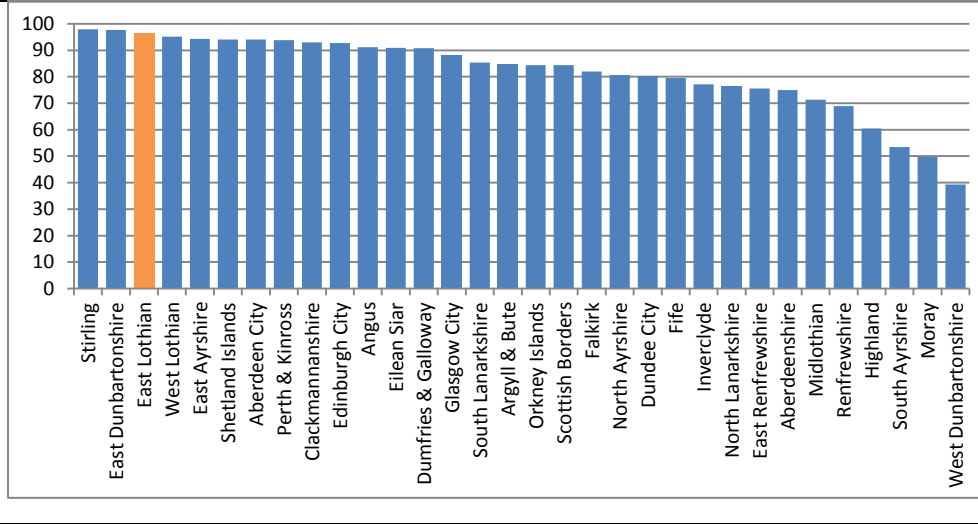


CORP 2
Asset 2
Proportion of internal floor area of operational buildings in satisfactory condition

East Lothian 2011/12: 96.5%
East Lothian 2010/11: 95.3%

This indicator has previously been reported as part of the Statutory Performance Indicators.

This indicator measures the percentage of gross internal floor area (m2) of operational buildings recognising assessment categories A and B as satisfactory. These categories are defined as follows:
A: Good – Performing as intended and operating efficiently
B: Satisfactory – Performing as intended but showing minor deterioration
C: Poor – Showing major defects and/or not operating as intended
D: Bad – Life expired and/or serious risk of imminent failure

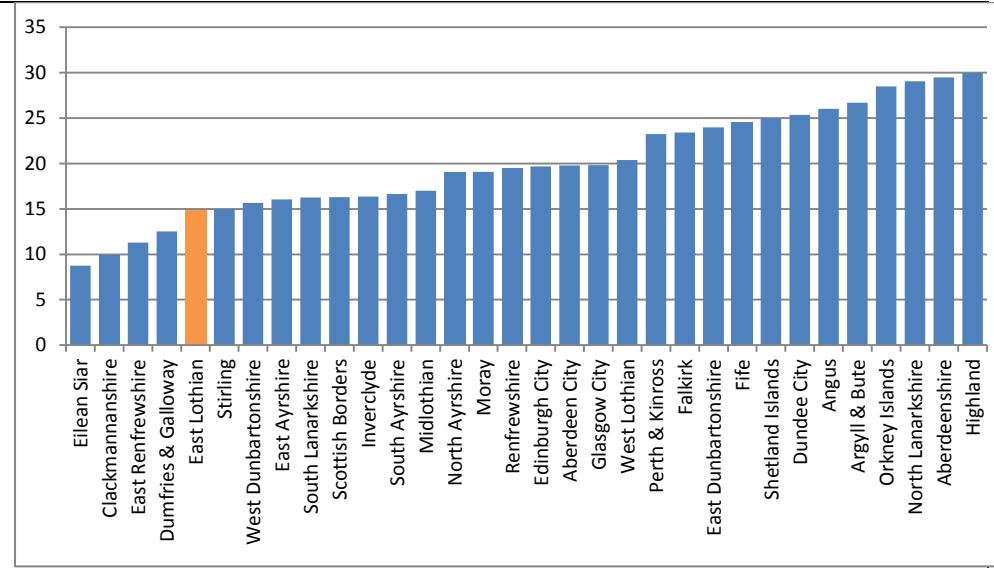


SW1
 SW 1 Home care costs per hour for those aged 65+

East Lothian 2011/12: £14.92
East Lothian 2010/11: £15.97

Home Care is delivered in the client's own home (including sheltered housing) and may include personal care, domestic help, laundry services, shopping services, and care attendant schemes.

Some or all of the home care services may be provided by different staff-groups or purchased from different agencies. The costs of such services are included whether they are provided by the local authority, purchased from another local authority or purchased from private or voluntary sector providers.



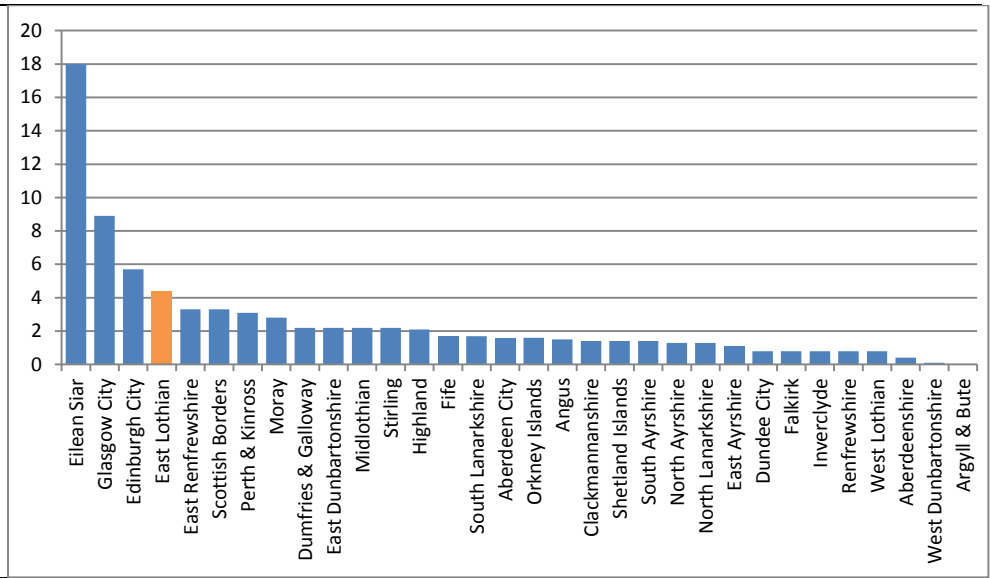
SW2
Self directed support spend on adults 18+ as a % of the total social work spend on adults aged 18+

East Lothian 2011/12: 4.4%
East Lothian 2010/11: 3.4%

Self Directed Support allows people needing support to decide on the support they need and who will provide it.

Costs include employee costs, operating costs, support services and revenue contribution to capital.

Variation is not systematically related to population distribution, deprivation or size of council. Factors influencing variation are likely to include the demand amongst clients for self directed support, the arrangements within councils for self directed support, and some councils waiting until new legislative change is implemented.



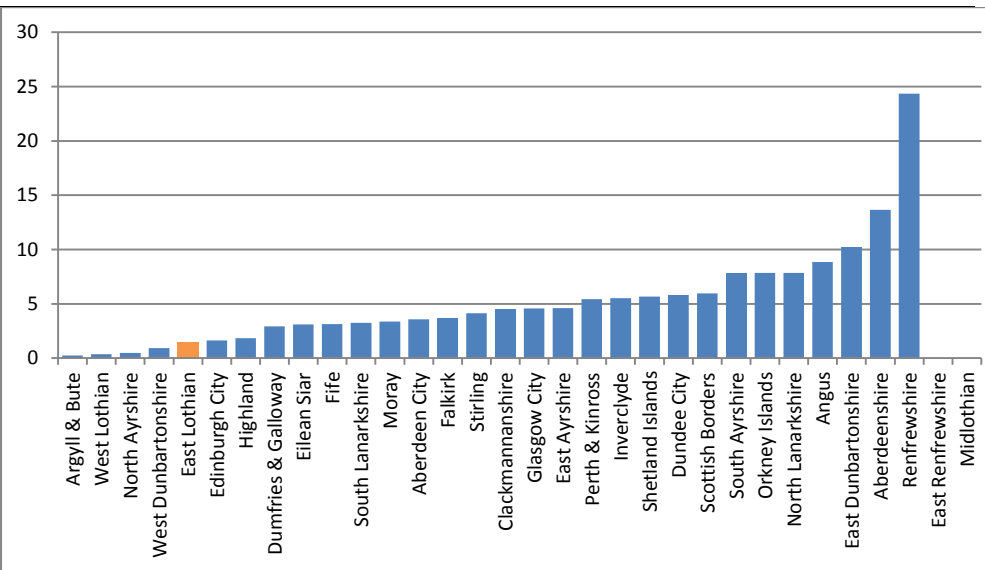
C&L3
Cost per museum visit

East Lothian 2011/12: £1.47
East Lothian 2010/11: £1.05

This indicator calculates the cost of museums and galleries managed or supported by councils, per visit.

Costs include employee costs, operating costs, support services and revenue contribution to capital.

This indicator is highly leveraged by numbers of visitors, and very high costs per visit reflect low visitor flows. It measures visitor attractiveness: not efficiency of provision.



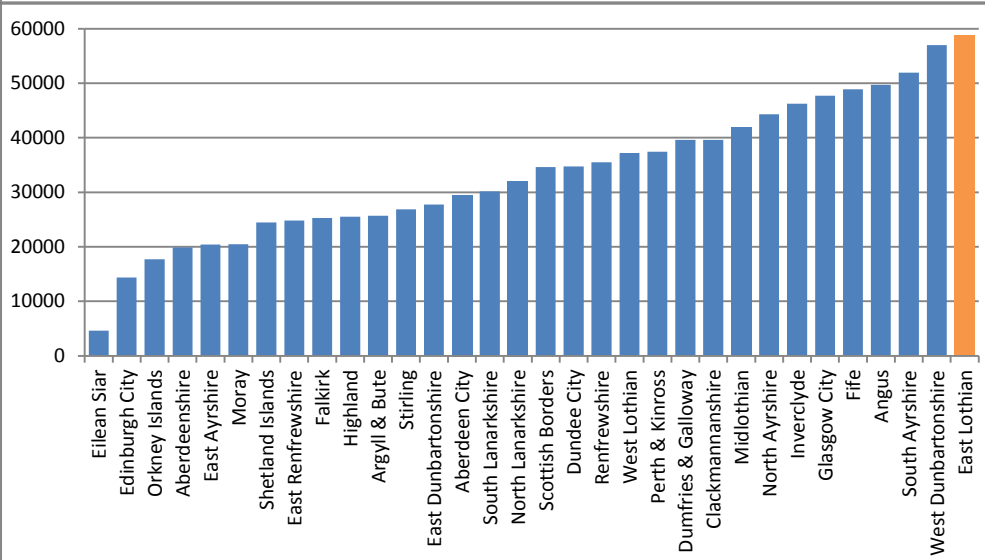
C&L4
Cost of parks and open spaces per 1,000 population

East Lothian 2011/12: £58,724
East Lothian 2010/11: £53,220

The cost of community parks and open spaces combined with population size is intended to provide some link between costs and the population it serves.

Costs include employee costs, operating costs, support services and revenue contribution to capital.

Semi-rural / suburban councils have the highest spend, lacking the economies of scale of concentrated parkland in urban areas, but having higher need for parks than rural authorities. There is no measure available for use of park and open spaces.



C&L5b
% of adults
satisfied
with parks
and open
spaces
2010/11

East Lothian 2010/11: 90%

Figures regarding satisfaction are derived from the Scottish Household Survey (SHS).

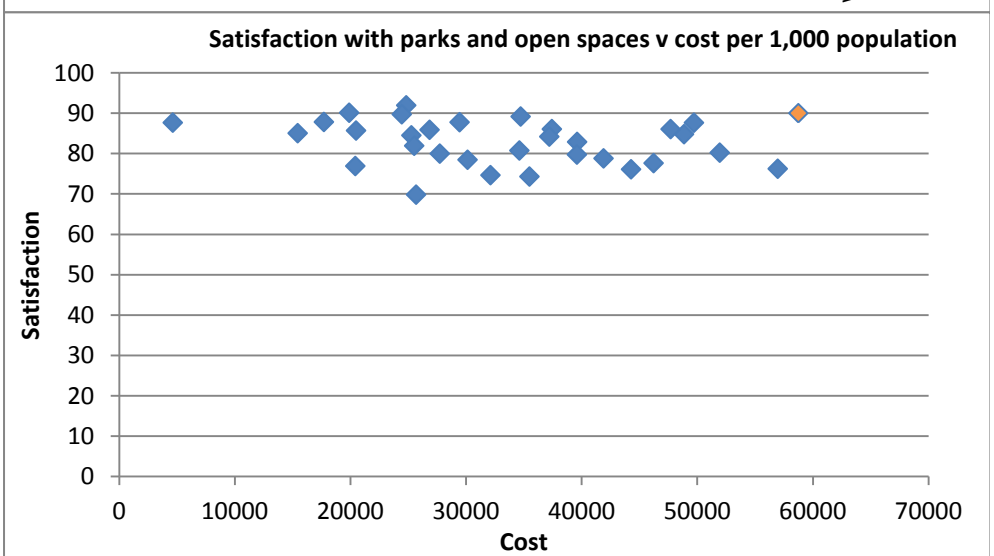
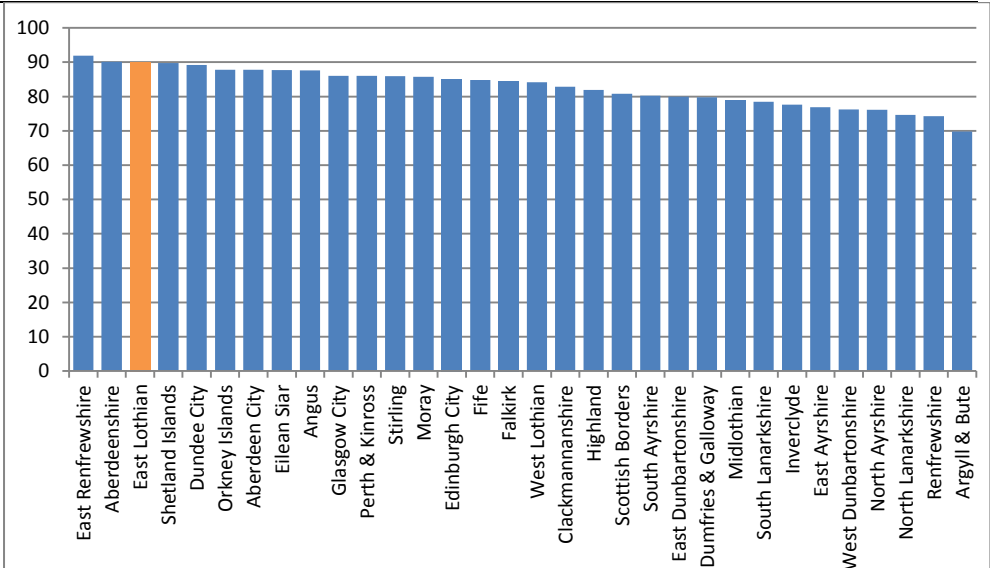
Several factors can have an impact on adult satisfaction and attendance levels to cultural and leisure services. Some of these are listed below:

Some of these are listed below:

- number and size of facilities available for use
- the age, quality and range of these facilities
- the extent to which facilities and activities are publicised
- the opening hours, variety, programming and cost of activities on offer
- the location of pools in relation to other competing leisure facilities.

The SHS could previously provide a full set of local authority data only on a bi-annual basis, the most recent being SHS 2009/2010 from August 2011. The survey was substantially redesigned meaning that going forward, local authority data will be released on an annual basis (first results from SHS 2012 around August 2013). Some caution should be taken as the sample size for the Council is relatively small.

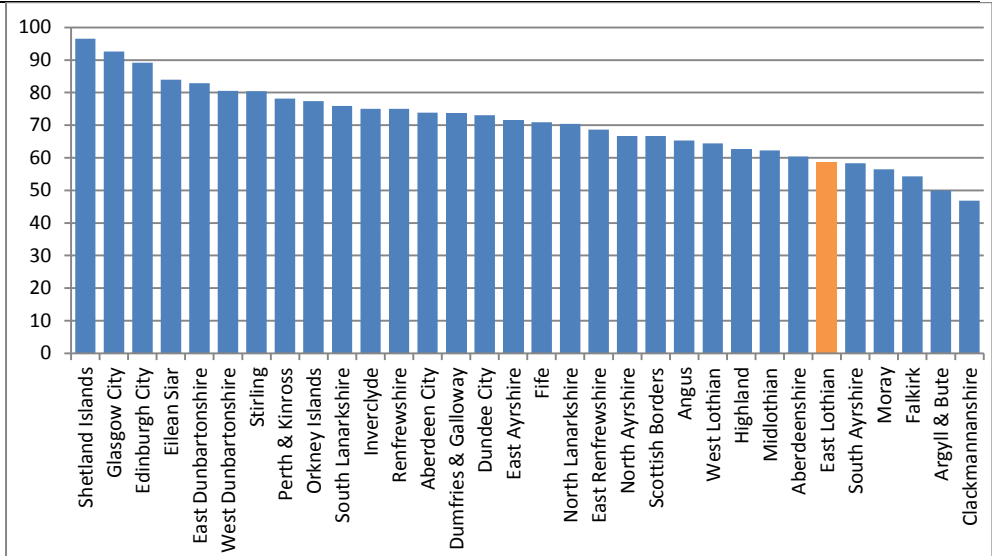
The scatter chart opposite compares satisfaction with parks and open spaces to the cost per 1,000 population. The chart demonstrates that satisfaction does not correlate to the amount of money spent on the service. Satisfaction with the councils that have the lowest and highest service costs is very similar.



C&L 5c
% of adults
satisfied
with
museums
and
galleries
2010/11

East Lothian 2010/11: 58.6%

Figures regarding satisfaction are derived from the Scottish Household Survey.



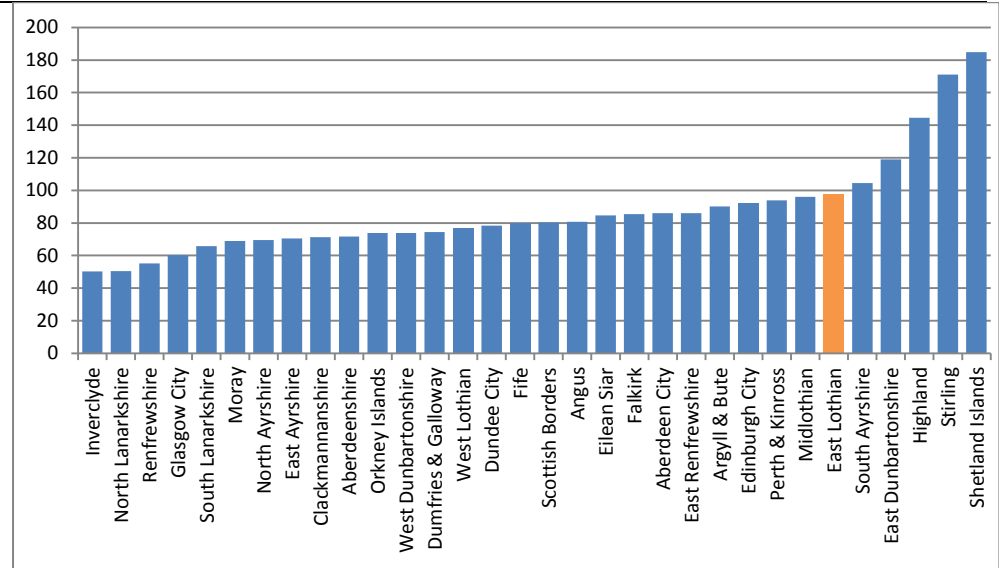
ENV1
Gross
waste
collection
cost per
premise

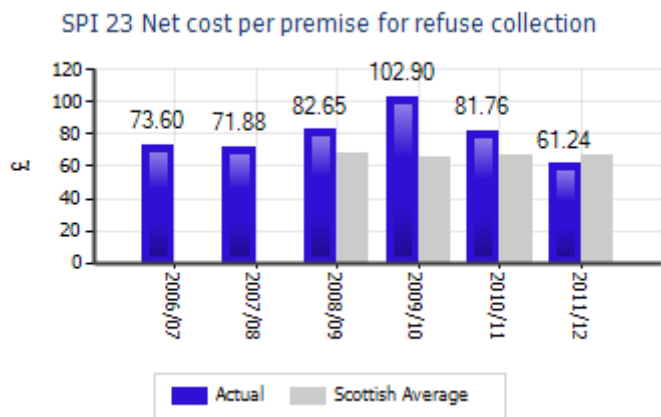
East Lothian 2011/12: £97.53
East Lothian 2010/11: £78.73

For the purpose of this indicator, it is assumed that 'collection' ends when the specialised refuse collection vehicles discharge waste at a transfer station, a treatment plant, a material recycling facility or at landfill. Costs include employee costs, operating costs, support services and revenue contribution to capital.

There is a clear link with population distribution: urban councils with concentrated populations have a lower cost per premise than rural and island councils dealing with more diffuse populations. The degree to which multiple collections from each premise are necessary to support sorting and separation of waste at source may also be a factor.

The indicator is now reported as the gross costs per premise. Previously a similar Statutory Performance Indicator (SPI) was reported as net cost per premise. Performance in relation to the previous SPI is displayed on the graph below:





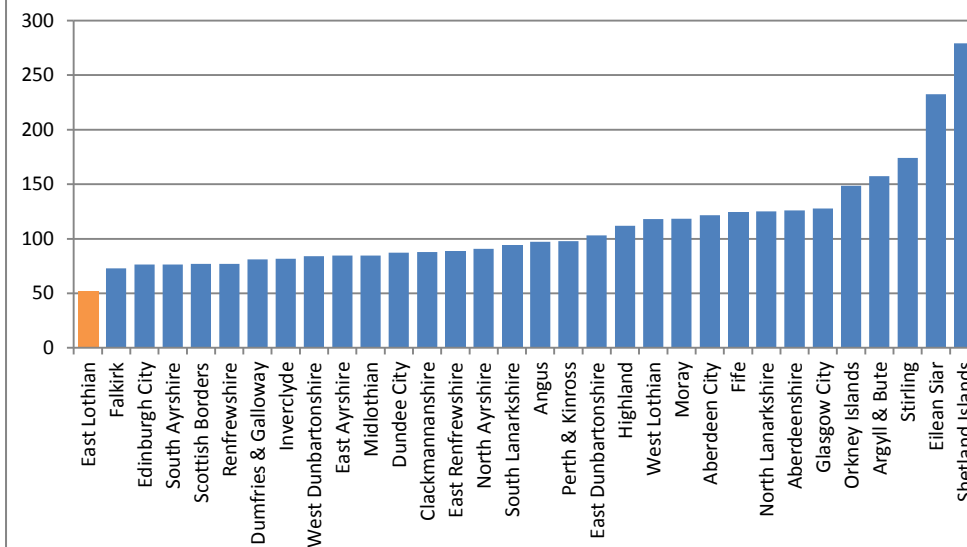
ENV2
Gross
waste
disposal
cost per
premise

East Lothian 2011/12: £51.71
East Lothian 2010/11: £64.92

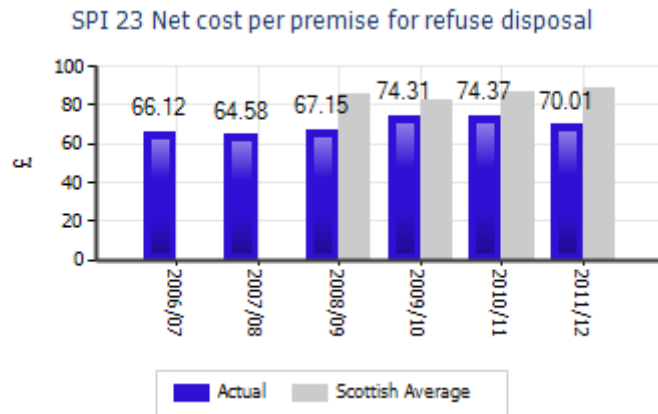
Refuse disposal includes the treatment of waste collected by the council and destined for final disposal in landfill. It includes sorting, compacting, baling, shredding, composting (exclusive of material not land filled) recycling and incineration. The operation of transfer-loading stations and the provision of civic amenity sites or skips should be regarded as disposal.

Refuse disposal includes any treatment of waste collected by the council which is recycled e.g. paper, cardboard, glass, textiles, ferrous and non-ferrous metal, books, wood etc. Costs include employee costs, operating costs, support services and revenue contribution to capital.

A major factor here may be method of disposal: recycling costs more but generates income which is not taken account of by this indicator, and is environmentally far more substantive than landfill or incineration.



The indicator is now reported as the gross costs per premise. Previously a similar Statutory Performance Indicator was reported as net cost per premise. Performance in relation to the previous SPI is displayed on the graph below:



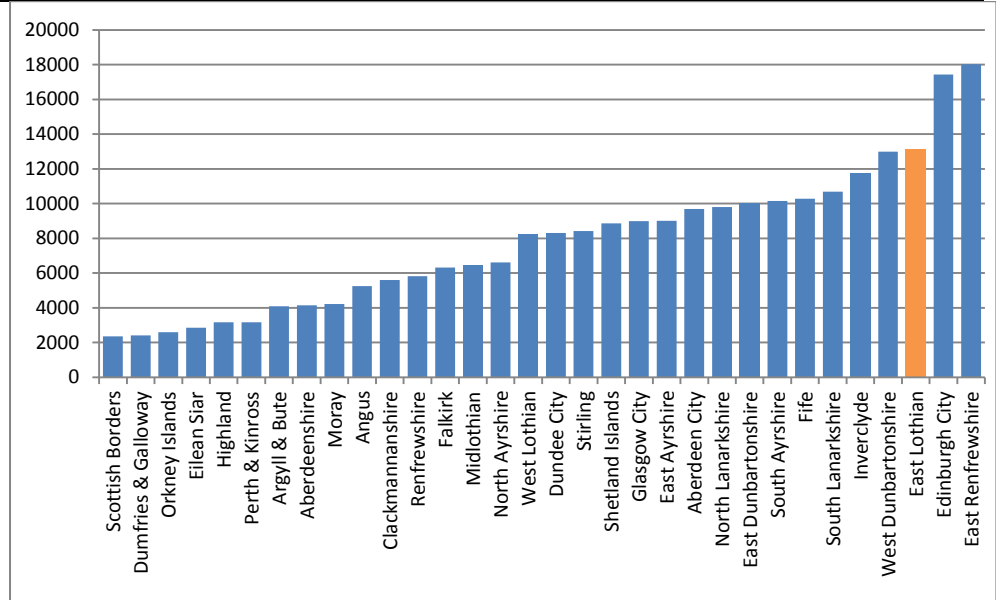
ENV4a
Cost of
maintenance
per KM of
roads

East Lothian 2011/12: £13,163
East Lothian 2010/11: £9,044

The roads element of the SOLACE data comes from the SCOTS/APSE return 2011-12.

Approximately £4.7m per year is invested in repairs to the road network. In 2010/11 an additional £3 million was released from reserves. This was to address impairment caused by the severe winters 09-10 and 10-11. The funding was rolled over 2 financial years; therefore significantly more of the network was treated in the 2011/12 financial year than planned.

Planned maintenance in 2011/12 amounted to £3.062m (i.e. not including the additional funding from the reserves). This represents 110% of the estimated annual depreciation of £2.8m. This is borne out by the continually improving Road Condition Indicator (RCI) for the East Lothian road network. Based on the results of 2010-12 RCI the Council is 5th out of the 32 Councils in Scotland when measured by network level RCI values.



ENV4 – all roads
% of all roads that should be considered for maintenance

(Road Condition Indicator)

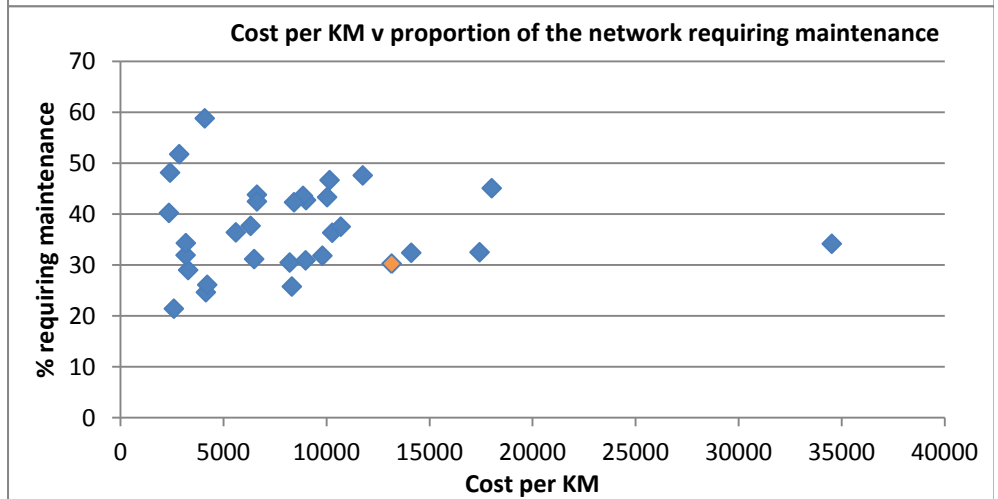
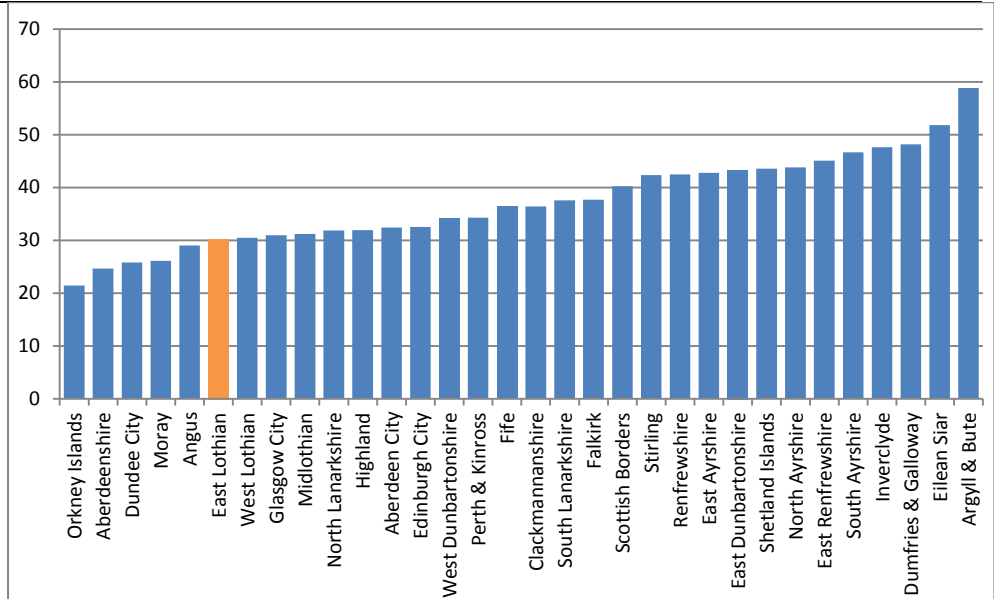
East Lothian 2011/12: 30.2%
East Lothian 2010/11: 31%

This indicator has previously been reported as part of the Statutory Performance Indicators.

The indicator calculates the proportion of roads that should be considered for maintenance together with the portion of roads requiring further investigation and/or monitoring.

For class A roads this indicator only considers those roads for which councils have responsibility. All trunk roads, including motorways, are dealt with by Transport Scotland and are therefore not included.

There is little correlation between the cost per KM of roads and the proportion of the road network that requires maintenance when viewed over one year (as demonstrated by the scatter graph opposite).



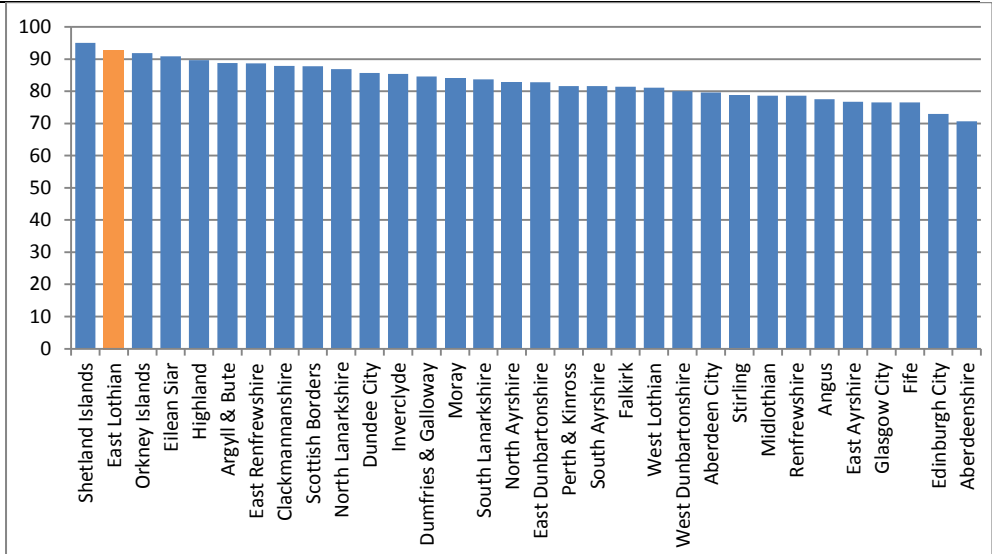
ENV7a
% of adults
satisfied
with refuse
collection
2010/11

East Lothian 2010/11: 92.9%

Figures regarding satisfaction are derived from the Scottish Household Survey (SHQS).

This indicator measures the proportion of all adults surveyed who were satisfied or very satisfied with their refuse collection services. Those people who gave no opinion on the service were excluded from the results.

The SHS could previously provide a full set of local authority data only on a bi-annual basis, the most recent being SHS 2009/2010 from August 2011. The survey was substantially redesigned meaning that going forward, local authority data will be released on an annual basis (first results from SHS 2012 around August 2013. Some caution should be taken as the sample size for the Council is relatively small.



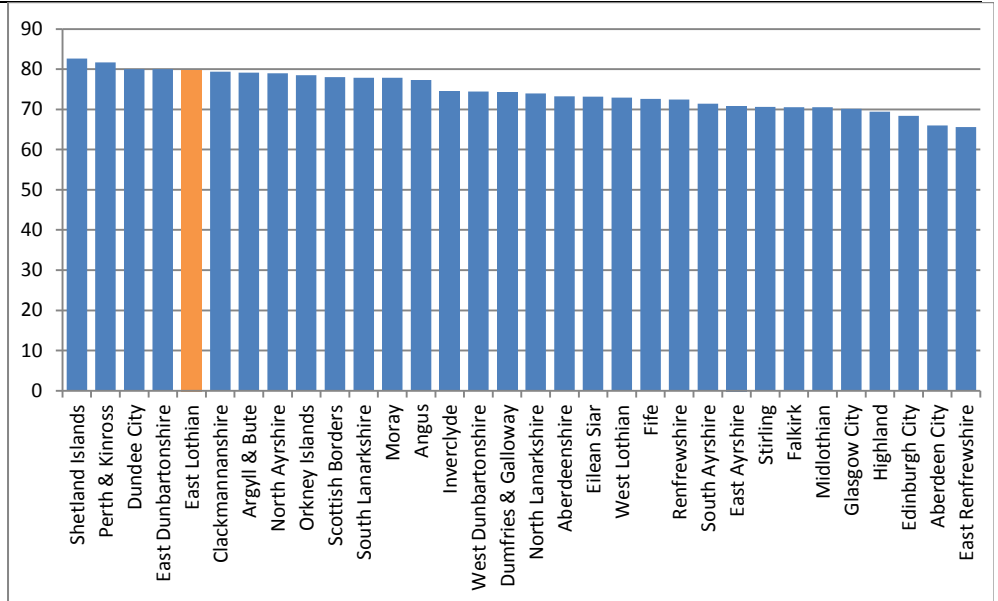
ENV7b
 ENV 7b %
 of adults
 satisfied
 with street
 cleaning
 2010/11

East Lothian 2010/11: 79.8%

Figures regarding satisfaction are derived from the Scottish Household Survey.

This indicator measures the proportion of all adults surveyed who were satisfied or very satisfied with their refuse collection services. Those people who gave no opinion on the service were excluded from the results.

The SHS could previously provide a full set of local authority data only on a bi-annual basis, the most recent being SHS 2009/2010 from August 2011. The survey was substantially redesigned meaning that going forward, local authority data will be released on an annual basis (first results from SHS 2012 around August 2013). Some caution should be taken as the sample size for the Council is relatively small.



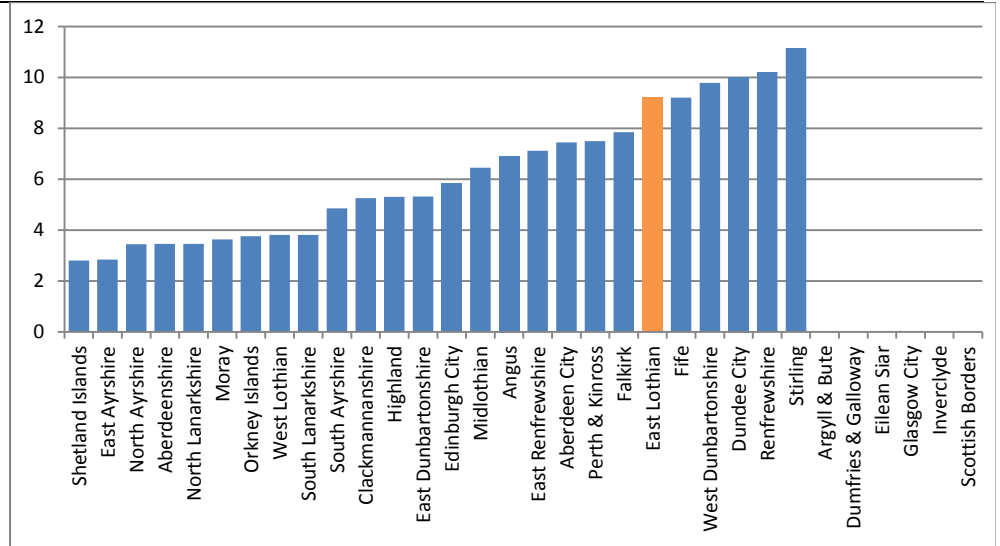
HSN1
Current tenants' rent arrears as a percentage of the net rent due

East Lothian 2011/12: 9.2%
East Lothian 2010/11: 8.6%

Councils whose practice it was to end tenancies when decree had been granted at court managed to keep current tenant debt low although increasing former tenant debt. This is not a practice our legal people endorsed and in August last year legislation changed and now reflects the Council's understanding of the intentions of the Housing (Scotland) Act. The decree no longer terminates the tenancy at the date on which it becomes effective. Instead, the tenancy is only terminated when the landlord recovers possession. This should resolve the uncertainty where a tenant is allowed to remain in a property if suitable payments are being made following the granting of decree and should see uniformity in reporting terms. There should be greater parity in the way that the figures are reported in future.

Interestingly, benchmarking figures across Scottish Councils this year are starting to show a steep rise in some Council's arrears figures which could, perhaps, be attributable to the change in law. However, welfare changes which take effect from April may impact on Councils differently too. Once again, it may be difficult to draw direct comparisons.

It is worth mentioning a significant local factor which has impacted on our ability to collect rent. The council is now recovering overpayments of housing benefit from ongoing benefit entitlement. This effectively increases the fortnightly rent charge when applied and leads to the council trying to collect more money from people with limited means.



HSN4
Percentage
of repairs
completed
within target
times

East Lothian 2011/12: 82.3%
East Lothian 2010/11: 83.7%

Generally, Property Maintenance have tried to minimise the use of externalising and sub-contracting. The downside of this is perhaps having limited resources to tackle periods of abnormally high demand caused by extreme conditions. The adverse weather early in 2012, combined with the unusually wet summer, seen a significant spike in roof-related work. Whilst a co-ordinated effort has seen these decrease markedly, it has inevitably meant jobs slipping out of time. Roofing and guttering works tend to involve more ordering of special materials and reliance on scaffolding, which is also currently done fully in-house.

We are currently looking to put in place a number of external framework contractors that can be called upon at short notice to assist in dealing with periods of abnormally high activity and I would see this as assisting us greatly in improving response times in future. Also, the introduction of mobile working last year has seen a significant improvement in response times which although offset greatly by the adverse weather situation, will undoubtedly assist us in improving response times going forward.

