

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 18 June 2013

BY: Executive Director (Support Services)

SUBJECT: Summary of performance 2012/13

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1 PURPOSE

- 1.1 To provide the Committee with an overview of performance during the year 2012/13

2 RECOMMENDATIONS

- 2.1 The Committee is asked to use the information provided in this report to consider whether any aspect of the Council's performance is in need of improvement or further investigation.

3 BACKGROUND

- 3.1 The Council publishes a range of Key Performance Indicators (KPIs) that help to demonstrate progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The KPIs are available to view throughout the year on the East Lothian Council Performance Website.
- 3.2 Normally the members of the Committee would consider the KPI results at the performance briefing prior to each meeting. However, it has not been possible to provide a briefing in this instance as it takes longer to collate the end of year performance indicators.
- 3.3 Appendix A divides the KPIs into indicators that are 'getting better', show 'little / no change', or are 'getting worse' in comparison to the previous year. The KPIs are displayed against the relevant outcome from the Single Outcome Agreement in much the same way as they are displayed on the performance website.
- 3.4 Greater detail of the trend over recent years is provided for indicators that are 'getting worse'. In most cases the Appendix provides little

explanation of why performance has declined. Should members of the Committee wish to investigate an issue in more detail 'lines of enquiry' will need to be proposed to aid the preparation of a further report to a future meeting.

3.5 Some of the indicators reported in Appendix A will be audited over the summer, which means that the final results might be subject to change. The audited KPI results will be published as part of the Annual Performance Report.

3.6 Appendix A does not include all of the KPIs that are reported on the performance website. Some of the KPI results for 2012/13 are not yet available, in which case they have been omitted.

4 POLICY IMPLICATIONS

4.1 The scrutiny of performance by Elected Members is vital in helping the Council to demonstrate that it is achieving Best Value. The Best Value guidance requires councils to have '... a mechanism for internal scrutiny by members of performance and service outcomes'.

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: Summary of trends in performance 2012/13

AUTHOR'S NAME	Andrew Strickland
DESIGNATION	Policy Officer
CONTACT INFO	astrickland@eastlothian.gov.uk
DATE	6 June 2013

Appendix A: Summary of trends in performance 2012/13

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

Getting better	2011/12	2012/13
Total number of new business start-ups	89	141

Little / no change	2011/12	2012/13
% of businesses surviving after 12 months	79.4% (Q4)	79.8% (Q4)

Getting worse																				
Number of jobs created	<p>No. of jobs created</p> <table border="1"> <caption>Data for No. of jobs created</caption> <thead> <tr> <th>Quarter</th> <th>Number of jobs created</th> </tr> </thead> <tbody> <tr><td>Q1 11/12</td><td>22.5</td></tr> <tr><td>Q2 11/12</td><td>49.5</td></tr> <tr><td>Q3 11/12</td><td>35</td></tr> <tr><td>Q4 11/12</td><td>20.5</td></tr> <tr><td>Q1 12/13</td><td>9.5</td></tr> <tr><td>Q2 12/13</td><td>17</td></tr> <tr><td>Q3 12/13</td><td>6</td></tr> <tr><td>Q4 12/13</td><td>37</td></tr> </tbody> </table>	Quarter	Number of jobs created	Q1 11/12	22.5	Q2 11/12	49.5	Q3 11/12	35	Q4 11/12	20.5	Q1 12/13	9.5	Q2 12/13	17	Q3 12/13	6	Q4 12/13	37	<p>2012/13: 69.5 2011/12: 127.5</p> <p>Although the number of jobs created increased at the end of the year, the overall figure is lower than the previous year.</p> <p>Businesses have not been looking to expand in the current economic circumstances. The poor weather in the summer of 2012 also had a negative impact on the tourism sector.</p>
Quarter	Number of jobs created																			
Q1 11/12	22.5																			
Q2 11/12	49.5																			
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Number of jobs protected	<p>No. of jobs protected</p> <table border="1"> <caption>Data for No. of jobs protected</caption> <thead> <tr> <th>Quarter</th> <th>Number of jobs protected</th> </tr> </thead> <tbody> <tr><td>Q1 11/12</td><td>16.5</td></tr> <tr><td>Q2 11/12</td><td>92</td></tr> <tr><td>Q3 11/12</td><td>167</td></tr> <tr><td>Q4 11/12</td><td>57.5</td></tr> <tr><td>Q1 12/13</td><td>18</td></tr> <tr><td>Q2 12/13</td><td>37.5</td></tr> <tr><td>Q3 12/13</td><td>11.5</td></tr> <tr><td>Q4 12/13</td><td>103</td></tr> </tbody> </table>	Quarter	Number of jobs protected	Q1 11/12	16.5	Q2 11/12	92	Q3 11/12	167	Q4 11/12	57.5	Q1 12/13	18	Q2 12/13	37.5	Q3 12/13	11.5	Q4 12/13	103	<p>2012/13: 170 2011/12: 333</p> <p>The overall number of jobs protected decreased in comparison to the previous year. However, the number of grants and loans increased at the end of the year as businesses looked to draw down funding prior to the year end.</p>
Quarter	Number of jobs protected																			
Q1 11/12	16.5																			
Q2 11/12	92																			
Q3 11/12	167																			
Q4 11/12	57.5																			
Q1 12/13	18																			
Q2 12/13	37.5																			
Q3 12/13	11.5																			
Q4 12/13	103																			

Outcome 2: All of East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens

Getting better	2011/12	2012/13
N/A		

Little / no change	2011/12	2012/13
% of P6 and S2 pupils agreeing 'school recognises my achievements in school'	86.1%	84.8%
% of P6 and S2 pupils agreeing that they contribute to how decisions are made in school	P6: 89.5 S2: 67.1	P6: 88.3 S2: 68.2

Getting worse												
<p>% of P6 and S2 pupils agreeing 'school recognises my achievements out of school'</p>	<p>% of P6 and S2 pupils agreeing that 'my school recognises my achievements out of school'</p> <table border="1" style="margin: auto;"> <caption>Placement Moves Data</caption> <thead> <tr> <th>Year</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>0</td> </tr> <tr> <td>2010/11</td> <td>58.4</td> </tr> <tr> <td>2011/12</td> <td>75.1</td> </tr> <tr> <td>2012/13</td> <td>60.3</td> </tr> </tbody> </table>	Year	%	2009/10	0	2010/11	58.4	2011/12	75.1	2012/13	60.3	<p>2012/13: 60.3% 2011/12: 75.1%</p> <p>The indicator arises from the SELS survey of pupils in P6 and S2.</p>
Year	%											
2009/10	0											
2010/11	58.4											
2011/12	75.1											
2012/13	60.3											

Outcome 3: East Lothian's children have the best start in life and are ready to succeed

N/A – results for the indicators that are reported under outcome 3 are not yet available for 2012/13.

Outcome 4: The life chances for children, young people and families at risk or with a disability in East Lothian are improved

Getting better	2011/12	2012/13
N/A		

Little / no change	2011/12	2012/13
N/A		

Getting worse																																																				
<p>% of looked after children with 3 or more placement moves</p>	<p>Placement Moves</p> <table border="1" style="margin: auto;"> <caption>Placement Moves Data</caption> <thead> <tr> <th>Month</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Jul 11</td><td>22.0</td></tr> <tr><td>Aug 11</td><td>22.0</td></tr> <tr><td>Sep 11</td><td>18.0</td></tr> <tr><td>Oct 11</td><td>18.0</td></tr> <tr><td>Nov 11</td><td>19.0</td></tr> <tr><td>Dec 11</td><td>18.0</td></tr> <tr><td>Jan 12</td><td>18.0</td></tr> <tr><td>Feb 12</td><td>18.0</td></tr> <tr><td>Mar 12</td><td>19.0</td></tr> <tr><td>Apr 12</td><td>20.0</td></tr> <tr><td>May 12</td><td>20.0</td></tr> <tr><td>Jun 12</td><td>21.0</td></tr> <tr><td>Jul 12</td><td>21.0</td></tr> <tr><td>Aug 12</td><td>23.0</td></tr> <tr><td>Sep 12</td><td>22.0</td></tr> <tr><td>Oct 12</td><td>23.0</td></tr> <tr><td>Nov 12</td><td>23.0</td></tr> <tr><td>Dec 12</td><td>23.0</td></tr> <tr><td>Jan 13</td><td>23.0</td></tr> <tr><td>Feb 13</td><td>23.0</td></tr> <tr><td>Mar 13</td><td>22.9</td></tr> <tr><td>Apr 13</td><td>23.0</td></tr> <tr><td>May 13</td><td>23.0</td></tr> <tr><td>Jun 13</td><td>23.0</td></tr> </tbody> </table>	Month	%	Jul 11	22.0	Aug 11	22.0	Sep 11	18.0	Oct 11	18.0	Nov 11	19.0	Dec 11	18.0	Jan 12	18.0	Feb 12	18.0	Mar 12	19.0	Apr 12	20.0	May 12	20.0	Jun 12	21.0	Jul 12	21.0	Aug 12	23.0	Sep 12	22.0	Oct 12	23.0	Nov 12	23.0	Dec 12	23.0	Jan 13	23.0	Feb 13	23.0	Mar 13	22.9	Apr 13	23.0	May 13	23.0	Jun 13	23.0	<p>March 2013: 22.9% March 2012: 19.1%</p> <p>The Committee received a report on looked after children on the 29th January.</p> <p>Although the % of children with 3 or more moves increased between March and August, it has since stabilised.</p>
Month	%																																																			
Jul 11	22.0																																																			
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Outcome 5: In East Lothian we live healthier, more active and independent lives

Getting better	2011/12	2012/13
SPI 9: % of home care clients receiving a service during evenings / overnight	42.4%	51.6%
SPI 9: The number of homecare hours per 1000 population aged 65+	554	604
SPI 9: % of homecare clients receiving personal care	87.4%	92.9%

Little / no change	2011/12	2012/13
Number of delayed discharge patients waiting over 6 weeks	0	1
SPI 9: The number of people aged 65+ receiving homecare	1178	1124
SPI 9: % of homecare clients receiving a service at weekends	87.4%	86.2%
SPI 10: Number of attendances per 1000 population for indoor sports facilities	5534	5546
% of P6 and S2 pupils agreeing that taking part in physical activities out with school is important to them	P6: 87.9 S2: 76.1	P6: 86.8 S2: 74.6

Getting worse																				
<p>SPI 10: Number of attendances per 1000 population for pools</p>	<p>Number of attendances per 1000 population for pools</p> <table border="1"> <caption>Data for SPI 10: Number of attendances per 1000 population for pools</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Scottish Average</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>4271</td> <td>~3500</td> </tr> <tr> <td>2009/10</td> <td>4516</td> <td>~3500</td> </tr> <tr> <td>2010/11</td> <td>4470</td> <td>~3500</td> </tr> <tr> <td>2011/12</td> <td>4551</td> <td>~3500</td> </tr> <tr> <td>2012/13</td> <td>4172</td> <td>~3500</td> </tr> </tbody> </table>	Year	Actual	Scottish Average	2008/09	4271	~3500	2009/10	4516	~3500	2010/11	4470	~3500	2011/12	4551	~3500	2012/13	4172	~3500	<p>2012/13: 4172 2011/12: 4551</p> <p>Attendance figures indicate the extent to which pools and indoor leisure facilities are used. This indicator does not record the number of users; a particular figure may reflect high usage by a small number of individuals or low usage by a large number of individuals. The indicator may also conceal wide variations in usage between different facilities within a council.</p>
Year	Actual	Scottish Average																		
2008/09	4271	~3500																		
2009/10	4516	~3500																		
2010/11	4470	~3500																		
2011/12	4551	~3500																		
2012/13	4172	~3500																		

Outcome 6: Fewer people experience poverty in East Lothian

Getting better	2011/12	2012/13
SPI 18: Average number of weeks rent owed by tenants leaving in arrears	12.2	11.4

Little / no change	2011/12	2012/13
SPI 18: Proportion of current tenants giving up their tenancy that were in arrears	30.5%	29.4%
SPI 18: % of former tenants rent arrears that were written off or collected during the year	28.7%	26.3%

Getting worse																				
<p>SPI 18: Current tenants rent arrears as a % of the net rent due</p>	<p>Current tenants arrears as a percentage of net rent due</p> <table border="1"> <caption>Current tenants arrears as a percentage of net rent due</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>5.5</td> <td>6.5</td> </tr> <tr> <td>2009/10</td> <td>6.9</td> <td>6.5</td> </tr> <tr> <td>2010/11</td> <td>8.6</td> <td>6.5</td> </tr> <tr> <td>2011/12</td> <td>9.2</td> <td>6.5</td> </tr> <tr> <td>2012/13</td> <td>11</td> <td>6.5</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	5.5	6.5	2009/10	6.9	6.5	2010/11	8.6	6.5	2011/12	9.2	6.5	2012/13	11	6.5	<p>2012/13: 11% 2011/12: 9.2%</p> <p>The Committee received a report regarding rent arrears at the meeting of the 19th March 2013.</p> <p>The proportion of tenants in arrears has increased in comparison to the previous year.</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	5.5	6.5																		
2009/10	6.9	6.5																		
2010/11	8.6	6.5																		
2011/12	9.2	6.5																		
2012/13	11	6.5																		
<p>SPI 18: % of tenants owing more than 13 weeks rent, excluding those owing less than £250</p>	<p>% of current tenants owing more than 13 weeks rent excluding those owing less than £250</p> <table border="1"> <caption>% of current tenants owing more than 13 weeks rent excluding those owing less than £250</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>4.8</td> <td>4.5</td> </tr> <tr> <td>2009/10</td> <td>5.6</td> <td>4.5</td> </tr> <tr> <td>2010/11</td> <td>7.2</td> <td>4.5</td> </tr> <tr> <td>2011/12</td> <td>8.5</td> <td>4.5</td> </tr> <tr> <td>2012/13</td> <td>9.5</td> <td>4.5</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	4.8	4.5	2009/10	5.6	4.5	2010/11	7.2	4.5	2011/12	8.5	4.5	2012/13	9.5	4.5	<p>2012/13: 9.5% 2011/12: 8.5%</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	4.8	4.5																		
2009/10	5.6	4.5																		
2010/11	7.2	4.5																		
2011/12	8.5	4.5																		
2012/13	9.5	4.5																		

Outcome 7: Fewer people are the victim of crime, disorder or abuse in East Lothian

Getting better	2011/12	2012/13
Proportion of Community Payback Orders starting placement within 7 working days	73% (Q4)	73% (Q4)

Little / no change	2011/12	2012/13
N/A		

Getting worse	2011/12	2012/13
N/A		

Outcome 8: Fewer people experience anti-social behaviour in East Lothian

Getting better	2011/12	2012/13
SPI 20: Average time between complaint and attendance on site for domestic noise complaints dealt with under part 5 of the Anti-social Behaviour Act	1 hour	0.3 hours
SPI 20: The average time between domestic noise complaints and attendance on site	4 hours	1.7 hours

Little / no change	2011/12	2012/13

Getting worse	2011/12	2012/13
N/A		

Outcome 9: East Lothian's homes and roads are safer N/A – results for the indicators that are reported under outcome 9 are not yet available for 2012/13.

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

Getting better	2011/12	2012/13
SPI 19: % of permanent homelessness cases reassessed within 12 months	8.6%	5.5%
SPI 19: % of temporary homelessness cases reassessed within 12 months	4.9%	2.3%
Average days from priority to re-housing	270 (Q4)	221 (Q4)
SPI 14: % of response repairs completed within target times	82.3%	86.6%

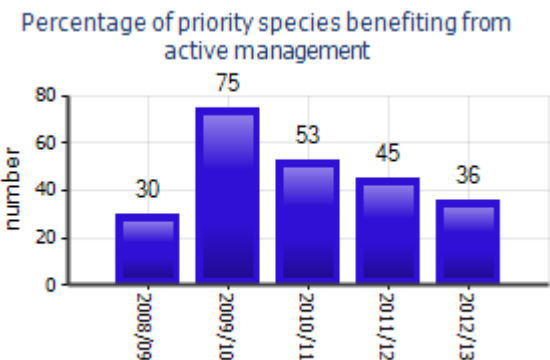
Little / no change	2011/12	2012/13
% of private rented properties registered	99.7%	98.45%
% of homelessness assessments completed in under 28 days	83% (Q4)	79% (Q4)
SPI 19: The % of households assessed as homeless that are housed (permanent)	45.8%	44.4%
SPI 19: % of decision notifications issued within 28 days (permanent)	80.3%	80.2%
SPI 16: % of rent lost due to voids	1%	1%
SPI 17: Managing tenancy change (average time to re-let Council houses that are not considered to be 'low demand')	16.69%	17.17%
Average void time for temporary accommodation	16 days	16 days

Getting worse																				
<p>SPI 19: % of decision notifications issued within 28 days (temporary)</p>	<p>SPI 19 % of decision notifications issued within 28 days (temporary)</p> <table border="1"> <caption>SPI 19 % of decision notifications issued within 28 days (temporary)</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>58.2</td> <td>~80</td> </tr> <tr> <td>2009/10</td> <td>85.9</td> <td>~80</td> </tr> <tr> <td>2010/11</td> <td>82.5</td> <td>~80</td> </tr> <tr> <td>2011/12</td> <td>81.6</td> <td>~80</td> </tr> <tr> <td>2012/13</td> <td>76.5</td> <td>~80</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	58.2	~80	2009/10	85.9	~80	2010/11	82.5	~80	2011/12	81.6	~80	2012/13	76.5	~80	<p>2012/13: 76.5% 2011/12: 81.6%</p> <p>The indicator shows the percentage of all assessments made in the year which were notified to the applicant within 28 days.</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	58.2	~80																		
2009/10	85.9	~80																		
2010/11	82.5	~80																		
2011/12	81.6	~80																		
2012/13	76.5	~80																		
<p>SPI 19: % of people housed in permanent accommodation that have maintained their tenancy for at least 12 months</p>	<p>% of people housed in permanent accommodation who maintained their tenancy for at least 12 months</p> <table border="1"> <caption>% of people housed in permanent accommodation who maintained their tenancy for at least 12 months</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>92.8</td> <td>~80</td> </tr> <tr> <td>2010/11</td> <td>92.1</td> <td>~80</td> </tr> <tr> <td>2011/12</td> <td>94.8</td> <td>~80</td> </tr> <tr> <td>2012/13</td> <td>89.2</td> <td>~80</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2009/10	92.8	~80	2010/11	92.1	~80	2011/12	94.8	~80	2012/13	89.2	~80	<p>2012/13: 89.2% 2011/12: 94.8%</p> <p>The percentage of cases reassessed within 12 months is the number of new applications within 12 months of a previous application by the same households being closed, as a proportion of the number of applications assessed during the year. A household is considered to be the same if the adults and family circumstances are the same.</p>			
Year	Actual (%)	Scottish Average (%)																		
2009/10	92.8	~80																		
2010/11	92.1	~80																		
2011/12	94.8	~80																		
2012/13	89.2	~80																		

Outcome 11: East Lothian has high quality natural and built environments that enhance the well-being of the local community

Getting better	2011/12	2012/13
Number of priority habitats benefitting from active management	11	13
% of Core Path network maintained	52.5%	95%
Proportion of householder planning applications dealt with within two months	92.6%	95%
Proportion of non-householder planning applications dealt with within two months	56.2%	61%

Little / no change	2011/12	2012/13
SPI 25: Cleanliness Index (LEAMS)	75	74

Getting worse														
% of priority species benefitting from active management	<p>Percentage of priority species benefitting from active management</p>  <table border="1"> <caption>Data for Percentage of priority species benefitting from active management</caption> <thead> <tr> <th>Year</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>30</td> </tr> <tr> <td>2009/10</td> <td>75</td> </tr> <tr> <td>2010/11</td> <td>53</td> </tr> <tr> <td>2011/12</td> <td>45</td> </tr> <tr> <td>2012/13</td> <td>36</td> </tr> </tbody> </table>	Year	Number	2008/09	30	2009/10	75	2010/11	53	2011/12	45	2012/13	36	<p>2012/13: 36 2011/12: 45</p> <p>Low number of farms receiving a Rural Priorities grant for biodiversity continues to be a limiting factor.</p>
Year	Number													
2008/09	30													
2009/10	75													
2010/11	53													
2011/12	45													
2012/13	36													

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

Getting better	2011/12	2012/13
The % of municipal waste collected through the year that was recycled or composted	43.7%	45.1%
Number of fly-tipping incidents	927	783

Little / no change	2011/12	2012/13
% of abandoned vehicles uplifted within 14 days	100%	100%
Green waste recycled	100%	100%
Other waste recycled	83% (Q4)	79% (Q4)

Getting worse		
N/A		

Outcome 13: East Lothian has well connected communities with increased use of sustainable forms of transport

Getting better		2011/12	2012/13																		
N/A																					
Little / no change		2011/12	2012/13																		
N/A																					
Getting worse																					
<p>SPI 22: % of the road network that should be considered for maintenance</p>	<p>% of the road network that should be considered for maintenance</p> <table border="1"> <caption>% of the road network that should be considered for maintenance</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>32</td> <td>35</td> </tr> <tr> <td>2009/10</td> <td>32.5</td> <td>35</td> </tr> <tr> <td>2010/11</td> <td>31</td> <td>35</td> </tr> <tr> <td>2011/12</td> <td>29</td> <td>35</td> </tr> <tr> <td>2012/13</td> <td>31.6</td> <td>35</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	32	35	2009/10	32.5	35	2010/11	31	35	2011/12	29	35	2012/13	31.6	35	<p>2012/13: 31.6% 2011/12: 29%</p> <p>The Committee is due to receive an item regarding roads asset management.</p>	
Year	Actual (%)	Scottish Average (%)																			
2008/09	32	35																			
2009/10	32.5	35																			
2010/11	31	35																			
2011/12	29	35																			
2012/13	31.6	35																			
<p>% of road resurfaced</p>	<p>% of road resurfaced</p> <table border="1"> <caption>% of road resurfaced</caption> <thead> <tr> <th>Year</th> <th>Top Dressing (%)</th> <th>Surface Renewal (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>3.5</td> <td>4.3</td> </tr> <tr> <td>2009/10</td> <td>0</td> <td>0</td> </tr> <tr> <td>2010/11</td> <td>6</td> <td>4</td> </tr> <tr> <td>2011/12</td> <td>5.8</td> <td>2.8</td> </tr> <tr> <td>2012/13</td> <td>3.6</td> <td>1.4</td> </tr> </tbody> </table>	Year	Top Dressing (%)	Surface Renewal (%)	2008/09	3.5	4.3	2009/10	0	0	2010/11	6	4	2011/12	5.8	2.8	2012/13	3.6	1.4	<p>Top dressing 2012/13: 3.6% 2011/12: 5.8%</p> <p>Surface renewal 2012/13: 1.4% 2011/12: 2.8%</p> <p>The proportion of the road network that has been resurfaced by both top dressing and surface renewal has decreased since 2011/12.</p>	
Year	Top Dressing (%)	Surface Renewal (%)																			
2008/09	3.5	4.3																			
2009/10	0	0																			
2010/11	6	4																			
2011/12	5.8	2.8																			
2012/13	3.6	1.4																			
<p>Length of paths improved</p>	<p>Length of Paths Improved</p> <table border="1"> <caption>Length of Paths Improved (km)</caption> <thead> <tr> <th>Year</th> <th>Length (km)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>9.87</td> </tr> <tr> <td>2009/10</td> <td>1.75</td> </tr> <tr> <td>2010/11</td> <td>1.32</td> </tr> <tr> <td>2011/12</td> <td>6.58</td> </tr> <tr> <td>2012/13</td> <td>1.20</td> </tr> </tbody> </table>	Year	Length (km)	2008/09	9.87	2009/10	1.75	2010/11	1.32	2011/12	6.58	2012/13	1.20	<p>2012/13: 1.2km 2011/12: 6.58km</p> <p>The reduced length of paths improved or created is due to the limitations of the capital budget available.</p>							
Year	Length (km)																				
2008/09	9.87																				
2009/10	1.75																				
2010/11	1.32																				
2011/12	6.58																				
2012/13	1.20																				

Outcome 14: East Lothian has strong, vibrant communities where residents are responsible and empowered and have a positive sense of well-being

Getting better	2011/12	2012/13
SPI 12: Number of visits to Council libraries per 1000 population	5258	8278
Number of volunteer days spent on conservation projects	748	859
SPI 11: Number of visits to Council funded museums per 1000 population that were made in person	332	538

Little / no change	2011/12	2012/13
N/A		

Getting worse																				
<p>SPI 11: Number of visits to Council funded museums per 1000 population</p>	<p>The number of visits to Council funded museums per 1000 population</p> <table border="1"> <caption>Data for Museum Visits per 1000 Population</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Scottish Average</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>3189</td> <td>~1500</td> </tr> <tr> <td>2009/10</td> <td>3591</td> <td>~1000</td> </tr> <tr> <td>2010/11</td> <td>4046</td> <td>~1000</td> </tr> <tr> <td>2011/12</td> <td>4559</td> <td>~1000</td> </tr> <tr> <td>2012/13</td> <td>2265</td> <td>~1000</td> </tr> </tbody> </table>	Year	Actual	Scottish Average	2008/09	3189	~1500	2009/10	3591	~1000	2010/11	4046	~1000	2011/12	4559	~1000	2012/13	2265	~1000	<p>2012/13: 2265 2011/12: 4559</p> <p>This indicator records the number of physical visits to museums and the number of outreach visits and website hits. The number of websites provided by the museums service has decreased, which has led to a decline in the indicator.</p>
Year	Actual	Scottish Average																		
2008/09	3189	~1500																		
2009/10	3591	~1000																		
2010/11	4046	~1000																		
2011/12	4559	~1000																		
2012/13	2265	~1000																		

Services built around people and communities

Getting better	2011/12	2012/13
N/A		

Little / no change	2011/12	2012/13
SPI 21: Percentage of consumer complaints dealt with within 14 days of receipt	90.9%	90.4%
SPI 21: Percentage of Business Advice Requests dealt with within 14 days of receipt	96.6%	96.7%

Getting worse		
N/A		

Effective, efficient and excellent services

Getting better	2011/12	2012/13
SPI 6: % of Council Tax collected	95.3%	95.8%
SPI 23: Net cost per premise for refuse collection	£61.24	£58.94
Ratio of employees to HR staff	152 (Q4)	190 (Q4)
Cost of HR function per FTE employee	£92 (Q4)	£53 (Q4)
SPI 8: Proportion of operational accommodation that is suitable for its current use	80.1%	83.2%
SPI 1: Sickness absence - all other local government employees	11 days	10.5 days

Little / no change	2011/12	2012/13
% spend with contracted suppliers	76% (Q4)	75.9% (Q4)
SPI 8: Proportion of operational accommodation that is in satisfactory condition	96.5%	96.1%
SPI 1: Sickness absence – teachers	5.7 days	5.5 days

Getting worse		
Non-Domestic Rates collection rate	<p>Non Domestic Rates collection rate</p>	<p>2012/13: 96.6% 2011/12: 98.1%</p> <p>The proportion of business rates that has been collected has fallen slightly from 98.1% to 96.6%</p>
SPI 23: Net cost per premise for refuse disposal	<p>Net cost per premise for refuse disposal</p>	<p>2012/13: £74.01 2011/12: £70.01</p> <p>Although the net cost per premise has increased, it remains at a relatively low level compared to the Scottish average from previous years.</p>
SPI 7: % of all invoices paid on time	<p>% of all invoices paid</p>	<p>2012/13: 86.5% 2011/12: 89.1%</p> <p>This indicator shows the percentage of invoices paid by councils within 30 calendar days. Thirty calendar days reflects the normal credit term period in accordance with the Late Payments of Commercial Debts (Interests) Act 1998.</p>

Prioritising prevention and promoting equality

Getting better	2011/12	2012/13
SPI 2: The % of the highest 2% of earners among Council employees that are women	35.9%	42.6%
SPI 2: The % of the top 5% of earners among Council employees that are women	47.5%	52.4%
SPI 3: The proportion of buildings from which the Council delivers services to the public that are suitable for and accessible to disabled people	50%	56.5%

Little / no change	2011/12	2012/13
N/A		

Getting worse	2011/12	2012/13
N/A		

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 18 June 2013

BY: Executive Director (Services for Communities)

SUBJECT: Roads Asset Management Plan
APSE/SCOTS Performance Indicators Annual Report

2

1 PURPOSE

- 1.1 To advise the committee of East Lothian Council's performance in the Association for Public Service Excellence (APSE) – Performance Networks for 2011/12 for Highways and winter maintenance.

2 RECOMMENDATIONS

- 2.1 To note the content of the report.

3 BACKGROUND

- 3.1.1 Road Network Management and Road Services have participated in the APSE Performance Networks for the past fourteen years by providing performance information for a wide range of indicators.
- 3.1.2 Over the last 6 years East Lothian Council in conjunction with the Society for Chief Officers in Transportation Scotland (SCOTS) have been developing a framework for Roads asset management planning, reporting and Performance monitoring; 2011/12 was the first year of a combined reporting facility.
- 3.1.3 All 32 Scottish Local Authorities have participated in the 2011/12 submission, 13 Welsh Authorities and 18 from England. Authorities are categorised into 3 groups, which are known as 'family groups'. These groups have been formed to ensure a 'like-for-like' fair comparison of performance is made. This system draws on factors such as local policy, demography and size and type of operation. East Lothian is categorised H3 'Highway Maintenance' and W3 'winter maintenance'
- 3.1.4 Participating family group members for Highway and Winter maintenance are:

Aberdeenshire Council H3, W3	East Lothian Council H3, W3
Angus Council H3	East Riding of Yorkshire Council H3, W3
Argyll and Bute Council H3, W3	Isle of Anglesey County Council (WU) H3, W3
Bridgend County Borough Council W3	Moray Council H3, W3
Ceredigion County Council H3, W3	Orkney Islands Council H3
City of York Council W3	Perth and Kinross Council H3,W3
Conwy County Borough Council H3, W3	Scottish Borders Council H3
Denbighshire County Council H3,W3	Shetland Islands Council H3
Dumfries and Galloway Council H3,W3	South Ayrshire Council H3, W3
Durham County Council H3, W3	Vale of Glamorgan BC H3
East Ayrshire Council H3, W3	Wrexham County Borough Council H3, W3

3.1.5 The Highways and Winter Maintenance PI Standings Report 2011/12 is included for your information. The report is split into 8 sections covering 72 indicators.

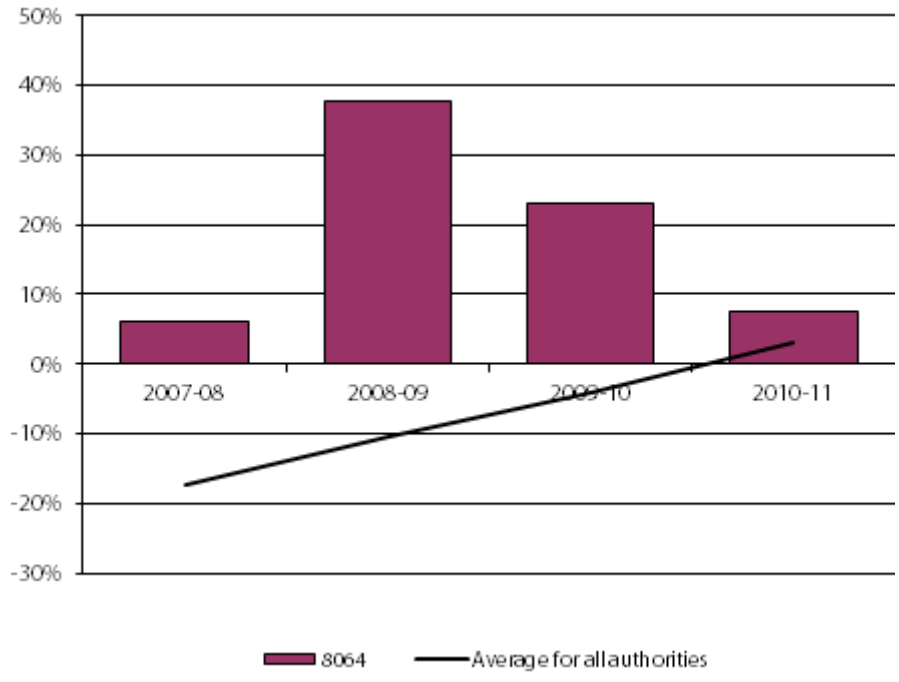
3.1.6 The following indicators have been brought to your attention as areas of good performance in family and whole service groups

Carriageway performance indicators Family Group	Score	Standing in group /service
PI39 – Percentage of safety inspections completed on time.	100%	1in18(g) 1in42(s)
PI41 – Percentage of carriageway length treated	8.99%	
PI44 – Actual investment as % of steady state figure (Scotland only)	197.53%	
Footway Performance Indicators		
P46 - Percentage of safety inspection completed on time	100%	1in14(g) 1in34(s)
Bridges/Structures performance indicators		
PI301 - Percentage of general inspections carried out on time	100%	1in19(g)

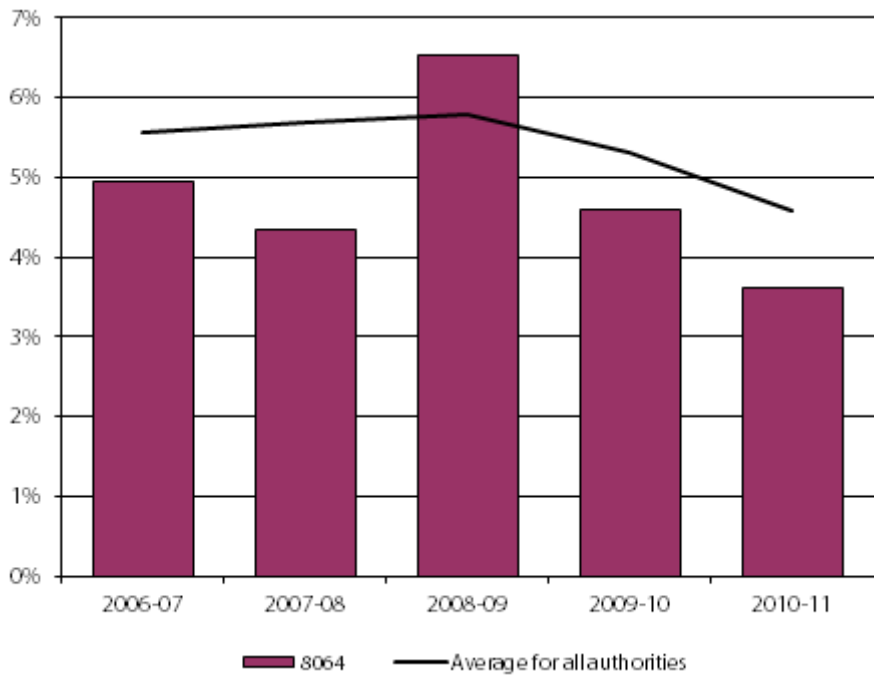
		1in52(s)
Carriageways, footways, bridges/structures amalgamated performance indicators		
PI16 Percentage of actual maintenance expenditure which is planned / proactive	88.88%	1in18(g) 3in52(s)
PI17 Percentage of actual maintenance expenditure that is reactive	6.8%	13in56 (s)
Customer services / quality performance indicators		
PI37 Percentage of customer enquiries / requests for service closed off within Council's own identified response times.	95.91%	2in10(g)
PI203a Community consultation and quality assurance		16in63 (s)
Winter Maintenance Process performance indicators		
PI 117 Average actual response time in hours (including allowed mustering time) for non planned salting (priority routes)	2.6	3in12(g) 6in48(s)
PI 113 Percentage of total footways where precautionary gritting undertaken	6.00%	2in14(g) 11in45(s)
PI114 Percentage of maintained network subject to salting regime	65.51%	1in17(g) 9in59(s)

3.1.7 General improvements can be seen in PI 31, which shows a downward trend in the percentage change in third party claims, which is opposed to the National situation and PI 201 highlights the improving trend of absenteeism of manual operatives. However, PI 29 shows the number of category 1 defects in slowly increasing year on year with the exception of 2009/10, which highlighted the effect of the severe winter on road conditions. PI 107 also illustrates the impact of winter weather as costs associated with gritting the network have been rising.

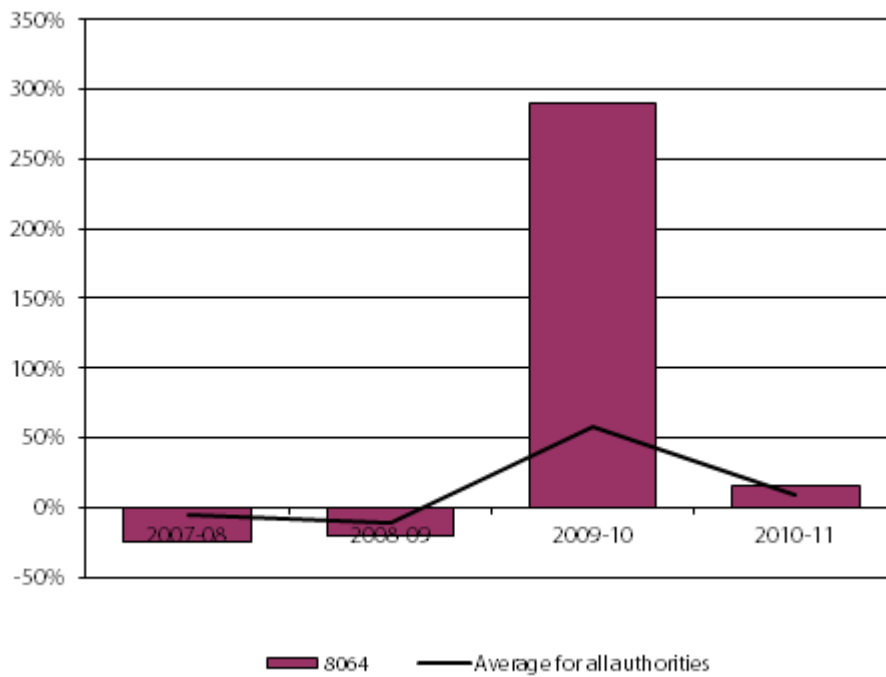
PI 31 - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period



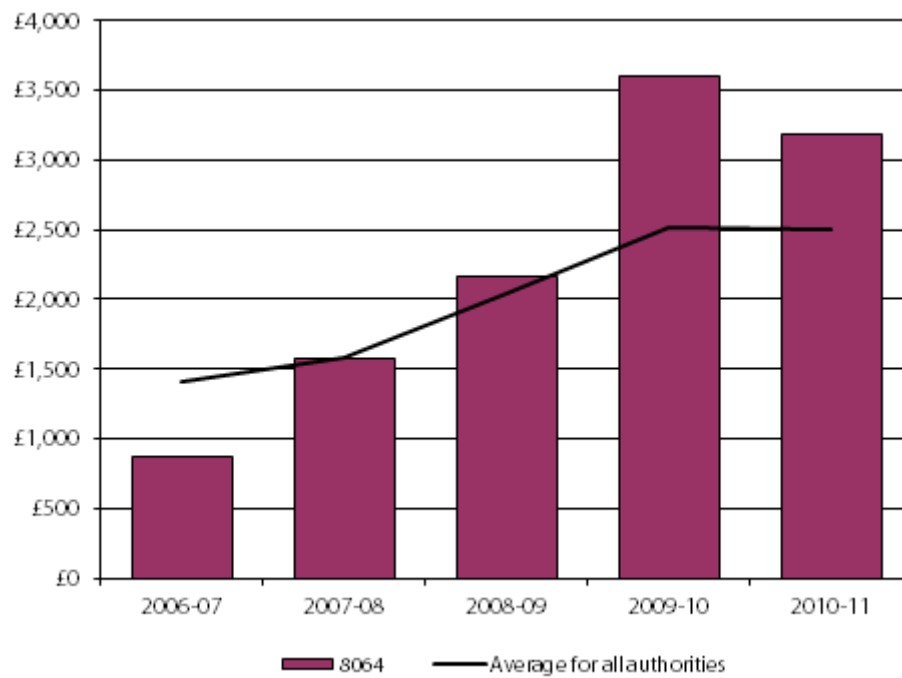
PI 201 - Percentage staff absence front line manual operatives



PI 29 - Percentage change in number of category one defects



PI 107 - Annual cost of salting per km of network salted



4 POLICY IMPLICATIONS

4.1 None

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 None

AUTHOR'S NAME	Peter Forsyth
DESIGNATION	Senior Area Officer
CONTACT INFO	Peter Forsyth
DATE	31 May 2013

Roads/highways maintenance performance indicator standings 2011/12 : Family group report

Name of authority East Lothian Council
PIN 8064
Family group H3

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways performance indicators									
PI 03a - Percentage of CAT1 defects made safe within response times	14	100.00%	76.69%	21.15%			100.00%		100.00%
PI 39 - Percentage of safety inspections completed on time	18	100.00%	86.46%	47.48%	100.00%	1	100.00%	1	100.00%
PI 33 - The percentage of reported incidents regarded as dangerous and repaired within 24 hours	4	100.00%	64.96%	0.51%	0.51%	4			100.00%
PI 03b - Percentage of CAT1 defects made safe within 24 hours	6	100.00%	68.76%	1.39%	1.39%				
PI 03c - Damaged carriageways and footways made safe within target time	17	100.00%	79.72%	21.15%			98.32%		100.00%
PI 40 - Percentage of carriageway length to be considered for maintenance treatment	12	58.81%	37.14%	21.40%	29.00%				
PI 41 - Percentage of carriageway length treated	16	11.23%	5.51%	1.43%	8.99%				
PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)	8	8.60%	5.10%	2.60%			4.20%		3.23%
PI 02c - Condition of all non principal roads (England and Wales only)	5	22.35%	14.42%	9.39%					10.31%
PI 02d - Condition of principal roads (SRMCS type surveys - Scotland only)	12	47.66%	28.38%	4.71%	23.00%	4	23.00%	2	18.37%
PI 28 - Number of category one defects per km of maintained road	18	2.74	0.36	0.01	0.17	12	0.06	3	0.01
PI 29 - Percentage change in number of category one defects	13	11.06%	-37.84%	-91.01%	-59.54%	5	-67.39%	2	-75.97%
PI 34 - Percentage of category 2 repairs repaired within timescale	9	100.00%	71.60%	11.62%			100.00%		100.00%
PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	18	93.43%	72.49%	47.90%	72.05%				

Notes:

- The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.
- Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.
- Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Roads/highways maintenance performance indicator standings 2011/12 : Family group report

Name of authority

East Lothian Council

PIN

8064

Family group

H3

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways performance indicators continued									
PI 42 - Total carriageway maintenance expenditure by carriageway length	19	£9,081.93	£4,343.80	£1,264.98	£8,968.54				
PI 44 - Actual investment as % of steady state figure (Scotland only)	12	197.53%	75.24%	36.27%	197.53%				
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	18	97.66%	88.72%	66.03%	85.97%				
Footways performance indicators									
PI 45a - Percentage of CAT1 defects made safe within response times	12	100.00%	85.04%	16.33%			100.00%		100.00%
PI 46 - Percentage of safety inspections completed on time	14	100.00%	90.68%	47.48%	100.00%	1	100.00%	1	100.00%
PI 45b - Percentage of CAT1 defects made safe within 24 hours	9	100.00%	91.90%	70.46%			100.00%		100.00%
PI 47 - Percentage of footway length to be considered for maintenance treatment	9	10.34%	6.16%	0.18%	10.10%				
PI 48 - Percentage of footway length treated	16	6.78%	1.57%	0.00%	3.72%				
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	16	99.64%	71.04%	14.25%	77.39%		0.00%		0.00%
PI 49 - Total footway maintenance expenditure by footway length	16	£3,901.21	£1,463.34	£177.67	£2,889.56				
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	18	33.97%	11.28%	2.34%	14.03%				
Bridges/structures performance indicators									
PI 300 - Percentage of principal inspections carried out on time	16	100.00%	77.96%	2.27%			100.00%		100.00%
PI 301 - Percentage of general inspections carried out on time	19	100.00%	91.98%	9.63%	100.00%	1	100.00%	1	100.00%
PI 302 - Bridge stock indicator - average BSCLav	16	95.00	86.61	73.00	86.98	10	92.00	3	92.26
PI 303 - Bridge stock indicator - average BSCcrit	15	94.50	78.24	16.00	78.30	11	87.91	3	90.42
PI 304 - Percentage of council owned bridges failing European standards	19	12.97%	4.59%	0.00%	3.59%	9	1.61%	2	0.35%
PI 305 - Percentage of council owned bridges with unacceptable height, weight or width restriction	21	11.56%	2.20%	0.00%	3.59%	19	0.66%	4	0.00%
PI 306 - Annual budget allocated as percentage of cost of identified work (from AMP - Scotland only)	6	210.80%	61.96%	3.44%					
PI 307 - Percentage of allocated budget spent per annum (Scotland only)	10	361.46%	121.82%	36.08%	56.27%				
PI 308 - Cost of identified potential work as percentage of total structures valuation (Scotland only)	6	19.27%	5.75%	0.39%					

Roads/highways maintenance performance indicator standings 2011/12 : Family group report

Name of authority

East Lothian Council

PIN

8064

Family group

H3

Performance indicator

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways, footways, Bridges/structures amalgamated performance indicators									
PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	17	91.96%	72.37%	46.98%	72.75%	7	79.56%	2	87.49%
PI 16 - Percentage of actual maintenance expenditure which is planned/proactive	18	88.88%	70.87%	47.96%	88.88%	1	81.43%	1	83.19%
PI 17 - Percentage of actual maintenance expenditure that is reactive	21	48.69%	14.65%	0.23%	6.80%	7	6.26%	2	3.53%
PI 52 - Percentage of actual maintenance expenditure (carriageways and footways) that is routine	18	51.66%	20.72%	0.93%	4.32%		0.00%		0.00%
PI 35 - Commissioner cost ratio	0	0.00%	0.00%	0.00%					
PI 32 - Service costs per gully	10	£21.63	£12.29	£5.38	£17.45	9	£7.98	4	£5.91
PI 36 - Ratio of annual claims cost to structural expenditure	6	838.63%	264.11%	1.34%					
Customer services / quality performances indicators									
PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	10	97.65%	83.13%	59.67%	95.91%	2	93.51%	1	96.09%
PI 38 - Percentage of abnormal load notifications dealt with in time	14	100.00%	99.52%	94.26%			100.00%		100.00%
PI 203a - Community consultation and quality assurance	21	123	55.00	5	82	7	85.00	2	93.00
PI 208a - Customer satisfaction surveys	1	1	0.53	1					0.53
PI 31 - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	16	46.00%	0.53%	-38.91%			-21.43%		-33.15%
PI 201a - Percentage of staff absence front line manual operatives	13	8.30%	4.35%	1.77%	4.12%	9	3.00%	3	2.59%
PI 202a - Percentage of staff absence - all staff	15	8.88%	3.92%	0.13%	4.50%	12	3.00%	3	2.20%
PI 205a - Staff absence - front line manual operatives (excluding long - term absence)	13	3.00%	1.88%	0.76%			1.52%		1.09%
PI 206a - Staff absence - all employees (excluding long term absence)	14	5.17%	1.80%	0.13%			1.46%		0.84%
PI 204a - Human resources and people management	17	78	49.29	27	27	17	55.00	4	61.80
PI 207a - Number of days lost through reportable accidents per FTE employee	13	2.63	0.58	0.00			0.12		0.00
PI 30 - Number of accidents reported to HSE per 100 FTE employees	16	14.29	4.71	0.00	3.57	6	3.03	2	0.00

Roads/highways maintenance performance indicator standings 2011/12 : whole service report

Name of authority
PIN

East Lothian Council
8064

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways performance indicators									
PI 03a - Percentage of CAT1 defects made safe within response times	36	100.00%	85.02%	21.15%			100.00%		100.00%
PI 39 - Percentage of safety inspections completed on time	42	100.00%	88.33%	33.33%	100.00%	1	100.00%	1	100.00%
PI 33 - The percentage of reported incidents regarded as dangerous and repaired within 24 hours	14	100.00%	86.10%	0.51%	0.51%	14	100.00%	4	100.00%
PI 03b - Percentage of CAT1 defects made safe within 24 hours	21	100.00%	87.81%	1.39%	1.39%				
PI 03c - Damaged carriageways and footways made safe within target time	44	100.00%	85.73%	21.15%			100.00%		100.00%
PI 40 - Percentage of carriageway length to be considered for maintenance treatment	32	58.81%	37.06%	21.40%	29.00%				
PI 41 - Percentage of carriageway length treated	49	11.23%	4.13%	0.70%	8.99%				
PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)	26	11.00%	5.44%	1.90%			3.50%		2.80%
PI 02c - Condition of all non principal roads (England and Wales only)	18	22.35%	12.70%	5.66%			9.02%		6.89%
PI 02d - Condition of principal roads (SRMCS type surveys - Scotland only)	32	47.66%	27.89%	4.71%	23.00%	8	23.67%	1	21.31%
PI 28 - Number of category one defects per km of maintained road	51	3.07	0.44	0.01	0.17	22	0.10	2	0.01
PI 29 - Percentage change in number of category one defects	39	50.00%	-26.45%	-91.01%	-59.54%	7	-53.85%	1	-69.38%
PI 34 - Percentage of category 2 repairs repaired within timescale	27	100.00%	73.15%	11.62%			97.00%		100.00%
PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	51	96.48%	68.20%	21.65%	72.05%				

Notes:

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Roads/highways maintenance performance indicator standings 2011/12 : whole service report

Name of authority
PIN

East Lothian Council
8064

Performance indicator

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Footways performance indicators									
PI 42 - Total carriageway maintenance expenditure by carriageway length	54	£38,146.89	£7,598.26	£1,264.98	£8,968.54				
PI 44 - Actual investment as % of steady state figure (Scotland only)	27	261.07%	91.57%	24.12%	197.53%				
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	51	98.69%	84.91%	52.59%	85.97%				
Footways performance indicators									
PI 45a - Percentage of CAT1 defects made safe within response times	37	100.00%	86.32%	16.33%			100.00%		100.00%
PI 46 - Percentage of safety inspections completed on time	34	100.00%	87.29%	16.67%	100.00%	1	100.00%	1	100.00%
PI 45b - Percentage of CAT1 defects made safe within 24 hours	28	100.00%	90.18%	31.71%			100.00%		100.00%
PI 47 - Percentage of footway length to be considered for maintenance treatment	32	69.30%	13.65%	0.18%	10.10%				
PI 48 - Percentage of footway length treated	43	6.78%	1.37%	0.00%	3.72%				
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	44	99.64%	70.01%	14.25%	77.39%				
PI 49 - Total footway maintenance expenditure by footway length	48	£4,343.64	£1,266.63	£125.31	£2,889.56				
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	51	47.41%	15.09%	1.31%	14.03%				
Bridges/structures performance indicators									
PI 300 - Percentage of principal inspections carried out on time	44	100.00%	75.45%	2.00%			100.00%		100.00%
PI 301 - Percentage of general inspections carried out on time	52	100.00%	89.85%	9.63%	100.00%	1	100.00%	1	100.00%
PI 302 - Bridge stock indicator - average BSCLav	50	97.70	83.42	0.80	86.98	23	89.21	2	92.02
PI 303 - Bridge stock indicator - average BSCcrit	49	94.50	74.91	0.70	78.30	25	84.41	2	88.95
PI 304 - Percentage of council owned bridges failing European standards	53	31.29%	4.73%	0.00%	3.59%	30	0.82%	3	0.00%
PI 305 - Percentage of council owned bridges with unacceptable height, weight or width restriction	59	14.38%	3.00%	0.00%	3.59%	42	0.57%	3	0.00%
PI 306 - Annual budget allocated as percentage of cost of identified work (from AMP - Scotland only)	22	210.80%	64.46%	2.51%					
PI 307 - Percentage of allocated budget spent per annum (Scotland only)	27	361.46%	124.72%	34.07%	56.27%				
PI 308 - Cost of identified potential work as percentage of total structures valuation (Scotland only)	22	19.27%	3.02%	0.09%					

Roads/highways maintenance performance indicator standings 2011/12 : whole service report

Name of authority

East Lothian Council

PIN

8064

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageways, footways, Bridges/structures amalgamated performance indicators									
PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	47	96.46%	69.85%	34.70%	72.75%	20	80.00%	2	87.88%
PI 16 - Percentage of actual maintenance expenditure which is planned/proactive	52	94.48%	68.77%	39.50%	88.88%	3	79.28%	1	83.66%
PI 17 - Percentage of actual maintenance expenditure that is reactive	56	50.53%	19.30%	0.23%	6.80%	13	8.23%	1	4.51%
PI 52 - Percentage of actual maintenance expenditure (carriageways and footways) that is routine	44	51.66%	16.75%	0.26%	4.32%				
PI 35 - Commissioner cost ratio	0	0.00%	0.00%	0.00%					
PI 32 - Service costs per gully	34	£27.34	£10.49	£4.20	£17.45	30	£5.75	4	£5.25
PI 36 - Ratio of annual claims cost to structural expenditure	12	885.48%	326.07%	1.34%					
Customer services / quality performances indicators									
PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	29	100.00%	82.24%	33.48%	95.91%	9	96.92%	2	100.00%
PI 38 - Percentage of abnormal load notifications dealt with in time	34	100.00%	96.44%	39.43%			100.00%		100.00%
PI 203a - Community consultation and quality assurance	63	129	54.11	5	82	16	82.00	1	105.40
PI 208a - Customer satisfaction surveys	1	53.48%	53.48%	53.48%					53.48%
PI 31 - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	37	66.92%	3.30%	-38.91%			-15.66%		-33.49%
PI 201a - Percentage of staff absence front line manual operatives	37	9.98%	4.92%	0.58%	4.12%	16	3.21%	2	2.46%
PI 202a - Percentage of staff absence - all staff	40	8.88%	4.28%	0.13%	4.50%	23	3.21%	3	2.15%
PI 205a - Staff absence - front line manual operatives (excluding long - term absence)	37	4.62%	2.07%	0.18%			1.47%		0.90%
PI 206a - Staff absence - all employees (excluding long term absence)	38	5.17%	1.77%	0.13%			1.18%		0.77%
PI 204a - Human resources and people management	44	86	53.41	16	27	43	63.00	4	74.00
PI 207a - Number of days lost through reportable accidents per FTE employee	35	2.63	0.72	0.00			0.07		0.00
PI 30 - Number of accidents reported to HSE per 100 FTE employees	41	19.74	5.21	0.00	3.57	15	2.80	2	0.00

Winter maintenance performance indicator standings 2011/12 : Family group report

Name of authority East Lothian Council
PIN 8064
Family group W3

Performance indicator

	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Process performance indicators									
PI 116 - Average actual response time in hours for completion of planned pre-salting	16	4.00	2.49	1.25	2.25	5	2.25	2	1.92
PI 117 - Average actual response time in hours (including allowed mustering time) for non planned salting (priority routes)	12	5.00	3.39	2.25	2.60	3	2.83	1	2.51
PI 110 - Actual number of planned pre-salting runs per annum	17	239	92.88	50	104				
PI 111 - Actual days per annum where non - planned winter maintenance was carried out	13	11	2.08	0	4				
PI 112 - Km length of footways where precautionary gritting was undertaken	15	324.00	45.83	0.00	22.00	5	55.80	2	143.20
PI 113 - Percentage of total footways where precautionary gritting undertaken	14	20.00%	2.28%	0.00%	6.00%	2	2.00%	1	4.88%
PI 114 - Percentage of maintained network subject to salting regime	17	65.51%	40.61%	20.86%	65.51%	1	44.56%	1	48.03%

Notes:

a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.

b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Winter maintenance performance indicator standings 2011/12 : Family group report

Name of authority

East Lothian Council

PIN

8064

Family group

W3

Performance indicator

Financial performance indicators

	Number in group	Highest in group	Average for group	Lowest in group	Your score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by total carriageway length	15	£1,708	£735	£320	£1,708				
PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by total footway length	5	£338	£138	£39	£338				
PI 107 - Annual cost of salting per km of network salted	15	£3,321	£1,845	£808	£2,851	13	£1,327	4	£1,056
PI 115 - Cost of salting per km of road treated (planned routes)	15	£65.71	£20.41	£7.40	£21.80	10	£11.62	3	£9.79

Quality and human resources performance indicators

PI 203b - Community consultation and quality assurance	17	123	50.88	5	82	4	56.00	1	97.40
PI 208b - Customer satisfaction surveys	—	—	—	—		—	—	—	—
PI 201b - Staff absence (front line manual operatives)	12	8.30%	3.89%	1.77%	4.12%	9	3.00%	3	2.14%
PI 202b - Staff absence (all staff)	13	8.88%	4.05%	2.00%	4.50%	10	3.05%	3	2.19%
PI 204b - Human resources and people management	14	78	47.86	6	27	13	61.00	4	71.40
PI 207b - Number of days lost through reportable accidents per FTE employee	10	2.63	0.66	0.00			0.33		0.00
PI 205b - Staff absence - front - line manual operatives (excluding long - term absence)	12	2.55%	1.60%	0.76%			1.28%		1.01%
PI 206b - Staff absence - all employees (excluding long - term absence)	12	5.17%	1.73%	0.77%			1.18%		1.01%

Winter maintenance performance indicator standings 2011/12 : whole service report

Name of authority
PIN

East Lothian Council
8064

Performance indicator

	Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark	
Process performance indicators										
PI 116 - Average actual response time in hours for completion of planned pre-salting	55	5.32	2.75	1.25	2.25	16	2.00	2	2.00	
PI 117 - Average actual response time in hours (including allowed mustering time) for non planned salting (priority routes)	48	5.66	3.50	1.60	2.60	6	3.00	1	2.57	
PI 110 - Actual number of planned pre-salting runs per annum	56	239	74.14	22	104					
PI 111 - Actual days per annum where non - planned winter maintenance was carried out	44	39	6.23	0	4					
PI 112 - Km length of footways where precautionary gritting was undertaken	50	354.00	61.69	0.00	22.00	25	70.00	2	214.10	
PI 113 - Percentage of total footways where precautionary gritting undertaken	45	37.00%	4.74%	0.00%	6.00%	11	5.41%	1	17.50%	
PI 114 - Percentage of maintained network subject to salting regime	59	99.99%	49.95%	20.86%	65.51%	9	55.46%	1	75.87%	

Notes:

a. The authority will only be ranked in service if it has shown an output / score within the set parameters for the performance indicator.

b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Winter maintenance performance indicator standings 2011/12 : whole service report

Name of authority
PIN

East Lothian Council
8064

Performance indicator

Financial performance indicators

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by total carriageway length	54	£2,921	£961	£183	£1,708				
PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by total footway length	29	£550	£180	£4	£338				
PI 107 - Annual cost of salting per km of network salted	53	£5,129	£1,896	£639	£2,851	45	£1,110	4	£801
PI 115 - Cost of salting per km of road treated (planned routes)	36	£65.71	£25.41	£7.40	£21.80	19	£15.99	3	£9.97

Quality and human resources performance indicators

PI 203b - Community consultation and quality assurance	63	129	54.11	5	82	16	82.00	1	105.40
PI 208b - Customer satisfaction surveys	0	0.00%	0.00%	0.00%					
PI 201b - Staff absence (front line manual operatives)	37	9.98%	4.92%	0.58%	4.12%	16	3.21%	2	2.46%
PI 202b - Staff absence (all staff)	40	8.88%	4.28%	0.13%	4.50%	23	3.21%	3	2.15%
PI 204b - Human resources and people management	52	86	47.25	6	27	44	61.00	4	73.50
PI 207b - Number of days lost through reportable accidents per FTE employee	35	2.63	0.72	0.00			0.07		0.00
PI 205b - Staff absence - front - line manual operatives (excluding long - term absence)	37	4.62%	2.07%	0.18%			1.47%		0.90%
PI 206b - Staff absence - all employees (excluding long - term absence)	38	5.17%	1.77%	0.13%			1.18%		0.77%

REPORT TO: Policy and Performance Review Committee
MEETING DATE: 18 June 2013
BY: Executive Director (Services for Communities)
SUBJECT: Council Housing Repairs Update

3

1 PURPOSE

- 1.1 To provide information in relation to the Council's Housing Repairs Service

2 RECOMMENDATIONS

- 2.1 That Community Services PPRC note the content of this Report

3 BACKGROUND

- 3.1 Further to the PPRC Meeting held on 25 September 2012 an update was requested on Council Housing Repairs and specifically "the percentage of responsive repairs to Council houses completed within target time".
- 3.2 Since the last meeting, operational processes have been examined and altered to increase the use of mobile and electronic working. Framework arrangements are being put in place to improve accessibility to external contractors when required for complex works or short term increases in demand, providing a faster and better response to tenants.
- 3.3 A diagnostic repairs tool called Locator Plus has been introduced to interface with the existing Orchard Housing Management System. The system enables Contact Centre staff to create Property Maintenance appointments directly with Tenants avoiding the requirement to transfer calls unless they are of a complex nature and require further input from back room staff. A full session of training was carried out for contact centre staff prior to a seamless transition of calls taking place on 13 March 2013.
- 3.4 Repairs Officer Inspection appointments can now also be arranged through the Contact Centre and Repairs Officers are piloting the use of hand held Tablet Devices for improved communication.

- 3.5 A new version of the Customer Relations Management system (CRM) has been introduced and is now monitored on a weekly basis to ensure that all cases are dealt with promptly and to ensure that there are no ongoing outstanding cases.
- 3.6 Based on the number 29,708 repairs carried out in the last year (2012/2013), a 4.27% increase in jobs carried out on time has been achieved and this represents over 1,200 additional jobs completed within the target time. Further month to month analysis is being carried out and despite the somewhat erratic month to month performance; overall performance is considered to be improving further with 90% of jobs carried out on time achieved in March 2013.
- 3.7 Whilst moving in the right direction, there is still room for improvement and an exercise of reviewing works classification is currently underway. This will enable the Council to identify works that are genuinely responsive repairs and those that may fall into another category potentially requiring longer than the available repair time slot.
- 3.8 A project team has been established to initiate a second phase of mobile/electronic working which is intended to see all responsive repairs migrating to a more efficient means of working. This combined with a further increase in the procurement of framework contractors should allow for ongoing improvements to the service.

4 POLICY IMPLICATIONS

- 4.1 None

5 RESOURCE IMPLICATIONS

- 5.1 Financial – There are no Financial Implications arising directly from this Report.
- 5.2 Personnel – None
- 5.3 Other – None

6 BACKGROUND PAPERS

- 6.1 None

AUTHOR'S NAME	Ray Montgomery
DESIGNATION	Head of Infrastructure
CONTACT INFO	Paul Iannetta – Ext 7241 PI/ES – 6 June 2013



Our Communities

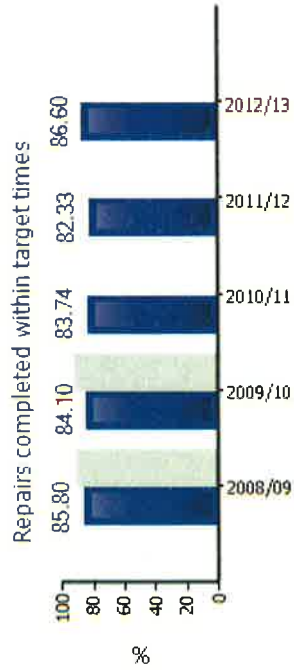
East Lothian Council

- We will improve and effectively manage the housing stock and be responsive to the needs of tenants



Your Council Performs

Response repairs to Council houses



Period	Actual	RAG	Comment
2012/13	86.60		
2011/12	82.33		
2010/11	83.74		

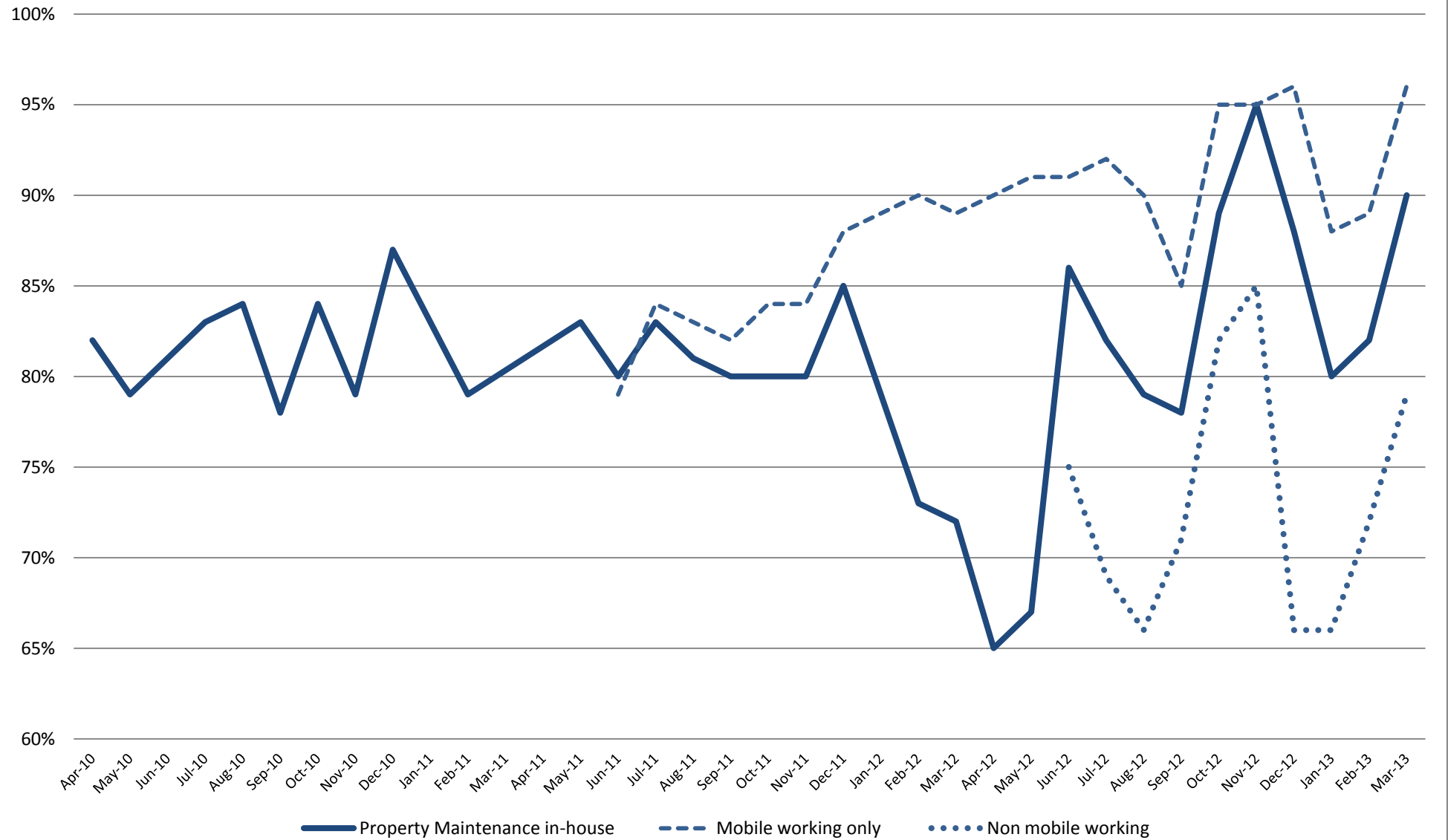


Period	Actual	RAG	Comment
2012/13	29708.00		
2011/12	32122.00		
2010/11	26294.00		

The indicator shows the number of response repairs (i.e. repairs requested by Council tenants or inspectors) undertaken by the council in the year, and the overall proportion of these undertaken within the target times established by the council for different types of repair.

Each council determines the number of categories required and the timescale for each of them will be based on an assessment of the trade-off between the preferred level of service delivery and the level of resources available. For emergency and urgent repairs, where danger would arise or damage could be caused, there is limited flexibility in target setting. For more routine work shifts in local priorities for any or all categories may result in alteration of target timescales between years. Many councils may use the same term for a repair category (eg 'urgent') but the timescale associated with it may vary between them.

Percentage of day-to-day repairs within target time



REPORT TO: Policy and Performance Review Committee

MEETING DATE: 18 June 2013

BY: Executive Director (Services for Communities)

SUBJECT: ‘Protecting Consumers’: Audit Scotland’s reports on Local Authority Trading Standards and Food Safety services

4

1 PURPOSE

- 1.1 To provide Policy & Performance Review Committee with a summary of the findings from Audit Scotland’s report, ‘Protecting Consumers’ and of the key messages and recommendations set out in the report (pub 2013).

2 RECOMMENDATIONS

- 2.1 That PPRC notes the content of this report and the valuable work the Trading Standards and Food Safety services do.

3 BACKGROUND

- 3.1 Audit Scotland undertook an audit of local authority Trading Standards and Food Safety services in 2012. The aim of the audit was to assess how well councils protect consumers from unfair treatment or being put at risk by the businesses they buy goods or services from, and to identify any scope for improvement. The audit did not examine council activities not connected to direct transactions between consumers and businesses, such as animal health and welfare, debt counselling, environmental protection and public health.
- 3.2 The final report “Protecting Consumers” was published in January 2013. (see summary report as Appendix 1). It contains a number of key messages and recommendations which are outlined below together with comments in relation to the Council’s position.
- 3.3 Key Message 1 : ***“The long-term viability of councils’ trading standards services is under threat and urgent action is needed to strengthen protection for consumers. These are small services compared to other council services, spending about £21 million a year, or less than 0.2 per cent of councils’ budgets. They have a low profile among councillors and senior managers and have***

experienced greater than average staff reductions in the last four years. Staff reductions in food safety services, which spend an estimated £13 million, have been less severe. There are concerns about loss of experience and expertise, and too few training posts, in both services. These pressures on services come at a time when risks have increased owing to greater use of the Internet for buying and selling and pressures on individuals' and businesses' budgets in the current economic climate."

- 3.4 East Lothian Trading Standards team has 6 members of staff:, 2 Trading Standards Officers, 3 enforcement officers and an underage sales coordinator. The Food Safety team has 4 qualified EHO's, 2 Food Safety Officer's, a technical officer and a Licensing Standards Officer. These are relatively small staff teams, however, there has not been any reduction in staff resource in East Lothian in the past 5 years (other than 1 post vacancy in food & safety in 2012). East Lothian is one of 15 Councils in Scotland with 8 or fewer trading standards staff (FTE). By Audit Scotland's measures, East Lothian is classified as a small authority.
- 3.5 While there has not been an identified trainee post in either trading standards or food & safety teams for some years the Council has supported staff to obtain professional qualifications and competencies.
- 3.6 From an East Lothian perspective the services have a reasonable profile with some councillors and senior managers mainly through direct service dealings and initiatives such as "Trusted Trader". The services do provide a public health/ consumer safety response and profile is raised at times of incident response. The services consider they work closely with and in support of local businesses eg Food hygiene Information Scheme.
- 3.7 Key message 2: **"Councils are rightly targeting their limited resources at the highest risk areas and reducing their work on the lowest risks. Targeting resources in this way relies on good intelligence. However, trading standards services do not assess risks on a consistent basis, and a reduction in consumer advice and support means that, in some areas, councils have weakened their ability to gather local intelligence about risks to consumers. This also means that some consumers may not get the help they need when things go wrong, and already over a third of consumers do not know where to go to seek help for some types of problem"**.

Unlike a number of Councils, East Lothian Trading Standards still operates a limited consumer advice service and works in partnership with the Citizens Advice telephone helpline service. The team do carry out intervention where a vulnerable consumer has been identified. Consumer advice is an invaluable source of intelligence. The service has now gained access to the UK Memex intelligence database for securely and confidentially accessing and updating our intelligence profiles. The service had already started a review of its risk rating of businesses etc prior to the report publication.

The Food & Safety Team works to well established, guidance and codes of practice led by the Food Standards Agency on risk assessment (see below).

- 3.8 **Key Message 3: “*The Food Standards Agency (FSA) in Scotland has supported the development of national standards and priorities and a reporting framework for councils’ food safety services. The FSA also audits councils’ performance. National coordination is significantly weaker for trading standards services, which no longer have national standards and priorities or a national system of performance reporting. Individual council trading standards services have adopted their own approaches to managing performance. This lack of consistency makes it difficult for councils to benchmark their performance and demonstrate that they are delivering efficient and effective services to their communities and making the best use of their resources. However, changes to the organisation of trading standards services at the UK level present the Convention of Scottish Local Authorities (COSLA) and councils with an opportunity to establish strong national coordination in Scotland and improve these services by organising them more effectively*”.**

- 3.9 It is fair to say that Councils are inconsistent in how they assess trading standards risk. This is attributed to the lack of clear national standards and guidance. In that regard there has been some progress since the report was researched in 2012.

Most Scottish trading standards services (including ELC) use the former Local Authority Co-ordination of Regulatory Services (LACORS) trading standards guidance for risk assessment and business planning. Unlike food safety guidance the trading standards guidance is not mandatory and some Councils have developed their own local approach. With the recent demise of LACORS new guidance is being developed across the UK including consideration at a COSLA level.

Trading Standards and Food Safety services have clearly defined service and business plans which identify key outcomes. These plans are centred on the protection of consumers and business, based on the principles of ‘One Council’ and the Council Plan.

Both Trading Standard and Food Safety have internal scorecards for reporting performance data as well as KPIs and Food Standards Agency PIs. Internal scorecards will be kept under review to ensure, as best we can, that they demonstrate that the teams are delivering efficient and effective services and making best use of available resources.

Changes taking place to the organisation of trading standards at UK level involve the transfer of functions from the Office of Fair Trading to local authorities. In Scotland, this is being managed by the ‘Consumer Protection Task Group’, a joint member/officer COSLA group. This group is overseen by the COSLA Community Well-being Executive Group. A national team, ‘Trading Standards Scotland’, has been created within COSLA to manage

the transition and take on the new local authority responsibilities. This is a small team addressing national / cross border trading standards work eg internet crime, Scottish “scambusters”, illegal money lending etc. this team will support local trading standards services.

The Consumer Protection Task Group has expanded its remit to formulate responses to the key recommendations in the Audit Scotland report. These will be implemented by ‘Trading Standards Scotland’ working in partnership with local authorities.

4 POLICY IMPLICATIONS

4.1 Providing Trading Standards and Food Safety services are statutory obligations for the Council.

5 EQUALITIES IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

6.1 Financial - None at present. The report recommendations will be further considered as far as they relate to Council service delivery as the services are reviewed in response to the implementation of the Council Plan including workforce efficiency and financial objectives.

6.2 Personnel - The Council currently has sufficient staff with core competencies to deliver Food Safety and Trading Standards functions in terms of the service/ team business plans. As the Council develops workforce planning (see 6.1), it will be important to factor in future training and maintenance of core competences in staff delivering these trading standards and food safety functions.

6.3 Other – None

7 BACKGROUND PAPERS

7.1 Audit Scotland report ‘Protecting consumers’ http://www.audit-scotland.gov.uk/docs/local/2013/nr_130131_protecting_consumers.pdf

7.2 Appendix 1: Key recommendations

AUTHOR’S NAME	Tony McAuley
DESIGNATION	Trading Standards Manager
CONTACT INFO	tmcauley@eastlothian.gov.uk Tel:7919
DATE	4 th June 2013

APPENDIX 1

Audit Scotland – “Protecting Consumers” (2013)

Report Summary

“As consumers, we expect what we buy to be safe and sold fairly and honestly”

Key facts

£56 billion Estimated amount spent by Scottish consumers in a year

79 per cent Food premises rated as broadly compliant for food hygiene by council food safety services in 2011/12

1.3 million People in Scotland who think they have reason to complain about goods or services bought in the last year

10 per cent Approximate percentage of consumer spending in 2011 that was online

£7 per person Estimated amount spent by councils on protecting consumers

35,000 Consumer complaints and advice requests dealt with by councils' trading standards services in 2011/12

Background

1. Scottish consumers spend about £56 billion a year.¹ As consumers, we expect what we buy to be safe and sold fairly and honestly. If we buy food from a shop, cafe or restaurant, we expect the food to be as described on the label or menu and safe to eat. If we buy a pair of sunglasses described as giving protection from ultraviolet light, we trust them to protect our eyes.

2. When things go wrong, consumers can lose money; miss out on important services; be disappointed or inconvenienced; lose confidence in suppliers; experience stress or anxiety; or risk injury, illness or even death.² Every year, an estimated 1.3 million people in Scotland think they have reason to complain about the quality of products or services they have bought.³ Although many complain directly to the retailer and have their problem sorted out, over half a million either do not complain to the retailer or take no further action after failing to have the issue resolved.
3. More people are shopping on the Internet and this has introduced new risks, such as web-based scams or new sellers being unaware of consumer protection laws that allow people to change their minds about a purchase. In addition, changes in consumers' and businesses' behaviour due to the current economic climate have heightened some risks as people seek lower prices and some businesses seek to reduce their costs by cutting corners.
4. A range of Scottish, UK and EU legislation aims to protect consumers from harm. Businesses must comply with these laws and councils are responsible for making sure they do. Councils also work with consumers through their trading standards and food safety services to help avoid problems or resolve them when they happen.

About our audit

5. The aim of our audit was to assess how well councils protect consumers from unfair treatment or being put at risk by the businesses they buy goods or services from, and to identify any scope for improvement.
6. We last examined council services to protect consumers in 2002 when we published a report on trading standards services in Scotland.⁴ We recommended then that councils, particularly those with small trading standards services, consider joining up services and working together more to increase their capacity and develop their services.
7. In this audit, we examined the main activities of council trading standards services and the food safety work of environmental health services. This included evaluating how effectively councils identify the risks to consumers and prioritise their activities to address them, and assessing how efficiently and effectively councils protect consumers.
8. We did not examine council activities not connected to direct transactions between consumers and businesses, such as animal health and welfare, debt counselling, environmental protection and public health.

Key messages

- **The long-term viability of councils' trading standards services is under threat and urgent action is needed to strengthen protection for consumers. These are small services compared to other council services, spending about £21 million a year, or less than 0.2 per cent of councils' budgets. They have a low profile among councillors and senior managers and have experienced greater than average staff reductions in the last four years. Staff reductions in food safety services, which spend an estimated £13 million, have been less severe. There are concerns about loss of experience and expertise, and too few training posts, in both services. These pressures on services come at a time when risks have increased owing to greater use of the Internet for buying and selling and pressures on individuals' and businesses' budgets in the current economic climate.**
- **Councils are rightly targeting their limited resources at the highest risk areas and reducing their work on the lowest risks. Targeting resources in this way relies on good intelligence. However, trading standards services do not assess risks on a consistent basis, and a reduction in consumer advice and support means that, in some areas, councils have weakened their ability to gather local intelligence about risks to consumers. This also means that some consumers may not get the help they need when things go wrong, and already over a third of consumers do not know where to go to seek help for some types of problem.**
- **The Food Standards Agency (FSA) in Scotland has supported the development of national standards and priorities and a reporting framework for councils' food safety services. The FSA also audits councils' performance. National coordination is significantly weaker for trading standards services, which no longer have national standards and priorities or a national system of performance reporting. Individual council trading standards services have adopted their own approaches to managing performance. This lack of consistency makes it difficult for councils to benchmark their performance and demonstrate that they are delivering efficient and effective services to their communities and making the best use of their resources. However, changes to the organisation of trading standards services at the UK level present the Convention of Scottish Local Authorities (COSLA) and councils with an opportunity to establish strong national coordination in Scotland and improve these services by organising them more effectively.**

Recommendations

Councils should:

- **work with the FSA in Scotland and, in future, the new Scottish food safety organisation to develop a workforce strategy, which identifies the staffing levels and skills required to sustain an effective food safety**

service over the next 5–10 years, and take action to address any shortfalls identified

- ensure they have access to, and make use of, intelligence to help determine their local priorities, and contribute intelligence to information systems that support the work of other Scottish and UK councils, and the national teams**
- develop a clear direction for the future of their consumer protection services and satisfy themselves that they are allocating resources where they are most effective and in a way that appropriately reflects the risks, national and local priorities and the needs of local communities**
- ensure their work on lower risk areas is sufficient to prevent them becoming more serious risks**
- ensure they monitor and manage the performance of all their consumer protection services using appropriate measures of performance that enable benchmarking, and report performance regularly to councillors, senior management and the public.**

COSLA and councils should:

- work together to ensure strong national coordination for trading standards in Scotland that includes:**
 - maintaining effective links with UK-wide arrangements
 - analysing intelligence to identify national risks
 - agreeing national priorities
 - developing national service standards and keeping these under review
 - establishing a system for scrutinising and publicly reporting councils' performance against these standards
- in developing arrangements for national coordination, explore a full range of options for redesigning trading standards services, including:**
 - greater use of more formal joint working
 - creating fully shared services
 - establishing a national service
- liaise with the Scottish Government on the future of trading standards services where this involves organisational or service issues for which it has responsibility**

- **develop a workforce strategy, which identifies the staffing levels and skills required to sustain an effective trading standards service over the next 5–10 years, and take action to address any shortfalls identified**
- **ensure that councillors are fully informed and supported to make decisions about the future of services to protect consumers**
- **work with the Citizens Advice Service and others to increase awareness and understanding among consumers of where they can get advice and help when buying goods or services, particularly when things go wrong.**

1. 1 *Family spending, a report on the 2010 living costs and food survey, 2011 edition*, Office for National Statistics, 2011. *Mid-2011 population estimates Scotland*, General Register Office for Scotland, 2012. Excludes the costs of services provided by other parts.
2. 2 *Consumer detriment: assessing the frequency and impact of consumer problems with goods and services*, Office of Fair Trading, 2008.
3. 3 *Consumer awareness research*, TNS BMRB, Audit Scotland, 2012.
1. 4 *Made to measure: an overview of trading standards services in Scotland*, Audit Scotland, 2002. www.audit-scotland.gov.uk/work/local_national.php?year=2002

Policy and Performance Review Committee: Annual Work Programme 2013 Update (June 2013)

Date	Performance Monitoring/ Inspection Reports	Reports requested by members/ Other Reports
18 th Jun 2013	Q4 Performance Indicators	Audit Scotland report: Protecting Consumers Annual report on Scottish Housing Quality Standards Roads Asset Management Plan Annual Report Council House Repairs Work programme update
24 th Sept 2013	Key Performance Indicators Q1 Performance Indicators Council Annual Performance Report Adult and Child Protection performance monitoring report Social Work Complaints and Feedback Annual Report Customer Feedback – six monthly report	Review of Progress in Delivering the Economic Development Strategy Impact of Welfare Reform Council Improvement Plan 2013/14 Work programme update
26 th Nov 2013	Q2 Performance Indicators 2012/ 1013 Statutory Performance Indicators Comparison Report SOLACE / Improvement Service Performance Indicators	Planning Performance Framework Transport/ Bus Services Review Work programme update
28 th Jan 2014		Report on impact of Homelessness legislation
25 th Mar 2014	Q3 Performance Indicators Adult and Child Protection performance monitoring report	Evaluation of Electronic Vehicles Review of Effectiveness of Council Investment in Police and Community Wardens

29 th Apr 2014	Customer Feedback – annual/ six monthly report	Work programme update
17 th June 2014	Q4 Performance Indicators	Work programme update