



**MINUTES OF THE MEETING OF THE  
POLICY AND PERFORMANCE REVIEW COMMITTEE**

**TUESDAY 26 NOVEMBER 2013  
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON**

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**Committee Members Present:**

Councillor D Berry (Convener)  
Councillor J Caldwell  
Councillor J Goodfellow  
Councillor F McAllister  
Councillor P MacKenzie  
Councillor J Williamson  
Councillor J Gillies

**Other Councillors Present**

Councillor N Hampshire

**Council Officials Present:**

Ms M Patterson, Depute Chief Executive, Partnerships and Community Services  
Mr A McCrorie, Depute Chief Executive, Resources and People Services  
Mr T Shearer, Head of Policy and Partnerships  
Mr J Lamond, Head of Council Resources  
Mr R Montgomery, Head of Infrastructure  
Dr R Jennings, Head of Development  
Mr P Forsyth, Senior Area Officer East (Roads Network)  
Mr I Glen, Policy and Project Manager  
Mr I Dalgleish, Transport Services Manager  
Mr I McFarlane, Service Manager, Development Management  
Mr P Vestri, Corporate Policy and Improvement Manager  
Mr A Strickland, Policy Officer

**Clerk:**

Mrs F Stewart

**Apologies:**

Councillor P McLennan

**Declarations of Interest:**

None

## **1. MINUTE OF PPRC MEETING ON 24 SEPTEMBER 2013**

The Minute of the PPRC meeting on 24 September 2013 was agreed to be a true record of the meeting.

## **2. 2013/14 PLANNING PERFORMANCE FRAMEWORK**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to provide the Committee with information on how East Lothian Council's Policy and Projects and Development Management services performed in 2012/13 and highlight areas for improvement in 2013/14.

Ian Glen, Policy and Projects Manager, presented a brief outline of the Development Planning performance. He advised that the Local Plan coverage of East Lothian remained just within five years of adoption, although this term would shortly be exceeded. The Scottish Government was expecting planning authorities to have a Local Development Plan that was no more than 5 years old. However, Mr Glen advised that further work on SESplan's housing requirement would have an impact on the timing of the Local Development Plan's programme. He reported that the requirement of Scottish Planning Policy for a 5-year land effective land supply had not been met despite the extensive amount of land allocated in the current local plan. This was due to the downturn in the housing market and the reduced borrowing facilities for developers which had significantly reduced the rate of house completions. The East Lothian Plan 2008 allocated over 70 hectares of land for business and industry but only 6 hectares of this was immediately available for development. This situation was being addressed and a main issues report would go before Cabinet in March 2014. Mr Glen also advised that the Council's performance had been measured against a previous Structure Plan target and that the housing market was now improving.

In response to a question from Councillor Goodfellow, Mr Glen explained how the target was set for the number of housing approvals as shown in the National Headline Indicators and advised that the critical measure was the number of completions and not the number of approvals.

Iain McFarlane, Service Manager, summarised the performance of Development Management services, stating that the National Headline Indicators for 2012/13 showed an improvement in average determination timescales from the previous period, particularly in relation to major developments. Mr McFarlane stated that 97% of planning applications were approved and, when necessary, his team worked with applicants to get their application into a form which could be supported. This service did, however, impact on determination times. Mr McFarlane also explained the reasons why the performance in processing business and industry applications had declined and what steps were being taken to address this, but he stressed that the focus was always to achieve quality developments.

Councillor MacKenzie was disappointed to learn that only 6 of the 70 hectares of land allocated by the Council for business and industry was immediately available for development and enquired if the Council's Economic Development unit could identify opportunities for this land. Councillor Hampshire replied that, due to the high cost of financing infrastructure, developers looked for sites where this was already in place. Mr McFarlane advised that there were very few business and industry applications for existing or allocated business/industry sites and the other business applications were more complex to determine than if they were on an allocated site. However, his

team would always endeavour to support business applications wherever possible, and would explore the issues and get appropriate assessments to enable Members to determine such applications. Richard Jennings, Head of Development, stated that this problem was not confined to East Lothian but existed throughout Scotland, nationally and internationally. He advised that the figures mentioned were not as a result of a lack of ambition for East Lothian. He had received positive feedback from businesses and would be working with Officers to attract investment to East Lothian. Members discussed a number of proposals for developing business opportunities and how to stimulate interest in East Lothian sites. The Chair proposed that the Council could work with partners to advance new developments but stated that such initiatives could not be driven by the Planning department, only supported by it.

Councillor Caldwell stated that the Council should not only be encouraging new businesses but also supporting existing businesses, as a substantial number had closed down.

The Chair observed that business space was not classified in any way in the Framework document and Mr McFarlane advised that this was the Scottish Government format, but work could be done to distinguish between Class 2, 4 and 5.

Councillor MacKenzie stated that he valued high quality design features in East Lothian housing developments and Dr Jennings advised that developers are given design guidance. He cited the Council's housing development at Lochbridge Road, North Berwick as an excellent example of built environment quality and stated that, in terms of design quality, the Council was leading by example.

## **Decision**

The Committee considered the performance of and proposed improvements to these services.

### **3. ROAD ASSET MANAGEMENT – ANNUAL STATUS AND OPTIONS REPORT**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to present a summary of the Council's road assets at 1 April 2013. The report described the current condition of the asset, detailed the service that the asset and current budgets were able to provide and presented options available for the future.

Peter Forsyth, Senior Area Officer East, Roads Network, presented the report. He advised that the Council was developing a structured approach to Roads Asset Management Planning in line with Central Government's financial reporting requirements. The report considered two options; a continuance of current funding levels and the predicted cost of maintaining current standards. Twenty-year forecasts were included in the report to enable decisions to be taken with an understanding of their long term implications. Mr Forsyth summarised the report, outlining the condition of the road network assets, the resurfacing programme and customer complaints. He also stated that a key issue for the department was a 40% increase in commodity costs over last year and stated that some services may be delivered differently as a result.

The Chair invited comments on the performance of the roads asset management strategy.

Mr Forsyth responded to questions from Members on surface dressing treatments, the cost of settling insurance claims and the breakdown of complaints. He also confirmed that he was satisfied with the performance of the specialist contractors employed by the Council.

The Chair sought further information on the cost of road treatments and how the Council performed in relation to similarly benchmarked local authorities and Mr Forsyth agreed to provide this information for the Chair after the meeting.

### **Decision**

The Committee noted the content of the report and recommended that the Council gives consideration to maintaining standards of road surfaces.

## **4. 2012/2013 STATUTORY PERFORMANCE INDICATORS COMPARISON REPORT**

The Depute Chief Executive, Resources and People Services, had submitted a report to provide the Committee with information on how East Lothian Council performed in comparison with other Scottish Councils in regard to the Statutory Performance Indicators (SPIs) for 2012/13.

Andrew Strickland, Policy Officer, presented the report which showed the indicators in the top quartile (i.e. within the best performing 25% of results) and the bottom quartile, in comparison to other Councils. He reported that East Lothian had improved their performance over last year, with 13 indicators in the top quartile and advised that the SPIs would, in future, be replaced by the Local Government Benchmarking Framework.

Councillor MacKenzie noted that Council house rent arrears had increased in 2012/13 but considered that the rent arrears improvement plan outlined in the report was helping to manage the problem in a realistic way.

The Chair enquired if residents leaving Council houses were pursued to settle any outstanding arrears and Jim Lamond, Head of Council Resources, confirmed that this was the case and debt was only written off when all other avenues had been explored. Mr Lamond acknowledged that the Council's rent collection performance was below the Scottish average but pointed out that not all Councils reported rent arrears in the same way. He stated that improvement actions relating to debt management had been successful but advised that further improvements would be necessary. The arrears team now had an additional staff resource in place and a small management team had been established to work on a long term strategy to address rent arrears. Mr Lamond also advised that debt management and housing staff had recently attended a training course which had had a very positive impact.

The Chair pointed out that East Lothian had the second lowest rents in Scotland and offered a high quality of accommodation. He therefore expected that rent arrears should not be at such a high level.

Members received further information on the percentage of households assessed as homeless and clarification on the public buildings accessible to disabled people. Councillor Goodfellow also requested a breakdown of the number of attendances at swimming pools, indoor sports and leisure facilities according to area.

**Decision**

The PPRC agreed to note the contents of the report.

**5. ANNUAL WORK PROGRAMME UPDATE**

The Chair requested an update on a report which had been postponed to the January meeting. Ian Dalgleish, Transport Manager, expected that the information would be available to bring a Bus Service Review to the January meeting. The report would detail the operation of all the buses across the Council.

The Chair referred to the Annual Work Programme and advised that the other reports due to come to the January meeting were the SOLACE/Improvement Service Performance Indicators, a review of Voice Recognition Telephone System, the impact of Homelessness legislation and the impact of the Voluntary Early Retirement Scheme.

Following earlier discussion on land allocated for business and industry, the Chair requested that Economic Development and Development Management work together to encourage and support new businesses in East Lothian.

Signed .....

Councillor David Berry  
Convener of the Policy and Performance Review Committee



**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 28 January 2014

**BY:** Depute Chief Executive – Partnerships and Community Services

**SUBJECT:** Impact of Changes to Homelessness Legislation

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**2**

## **1 PURPOSE**

- 1.1 To update members on the impact of the changes in the homelessness legislation which were implemented on 31 December 2012.

## **2 RECOMMENDATIONS**

- 2.1 That the Policy Performance and Review Committee note the details of this report.

## **3 BACKGROUND**

- 3.1 The homeless legislation changed in December 2012 with the removal of the assessment of priority need altering the homeless assessment process to a 3 stage assessment;
- a. Whether the applicant is homeless or threatened with homelessness
  - b. Whether the applicant is unintentionally homeless
  - c. Whether the applicant has a local connection with East Lothian
- 3.2 Where the applicant meets all 3 criteria the Council has a legal obligation to secure settled accommodation.
- 3.3 The Council also has a legal obligation to provide temporary accommodation, if required, throughout the assessment and re-housing process.
- 3.4 The demand for homelessness services has remained constant since 2008, with approximately 1600 applicants per year seeking assistance from the 3 services we provide, the Homeless Prevention, Response / Housing Options and Accommodation Services.

- 3.5 These applicants are almost all local applicants. Over the past 2 years around 90% of applicants have previous accommodation in East Lothian.
- 3.6 Where the previous accommodation has been outwith the county, applicants normally have a strong local connection with East Lothian generally as a result of family in the area. We refer relatively few applicants to other authorities on the basis that they do not have a local connection with that council.
- 3.7 The demand for homeless services is almost entirely “local” in nature, and reflects the housing pressures evident in East Lothian.
- 3.8 The table below illustrates the demand for the Council’s homeless services

Homeless Demand	2010/11	2012/13
Homeless Prevention	400	450
Housing Options	0	550
Homeless Assessments	1193	674

- 3.9 In April 2010, as part of our strategy to react to the forthcoming change in legislation in 2012, the Council introduced a Housing Options Service.
- 3.10 This service is offered to all homeless applicants, as an alternative to the more traditional homeless assessment approach.
- 3.11 The purpose of the Options Service is to advise applicants of housing opportunities across a range of housing sectors and to assist them to secure settled accommodation thereby preventing homelessness occurring.
- 3.12 There needs to be clarity that the Housing Options services **is not**:
- A means of avoiding the council’s statutory duties under the homelessness legislation
  - A process which an applicant can be compelled to access
- Either of the above could be seen as “Gate Keeping” by the Scottish Housing Regulator.
- 3.9 The outcomes of the Housing Options Service over the past 2 years are as follows:
- 2-3% of applicants secure public sector housing
  - 20 % of applicants secure or remain in accommodation whilst seeking alternative accommodation
  - 10% increase in use of the Rent Deposit Guarantee scheme to access accommodation in the private sector



- 40% of applicants are assisted to remain in their current accommodation
  - 23% of applicants are referred for homeless assessment when homelessness is unavoidable
- 3.10 In relation to the homeless assessment process during 2011/12 we accepted a housing responsibility for 550 applicants. Given the demands we face without the positive impact of the Options approach we would have expected to accept a full re-housing responsibility for around 860 applicants per year.
- 3.11 The Council normally expects to allocate around 500 vacancies in its own stock and to have access via nomination arrangements, to 50% of the vacancies of Registered Social Housing Landlords (RSL's), i.e. a further 60 houses per year. The nomination rate with RSL's is above the Scottish average, and reflects the positive working relationships with RSLs and the Council
- 3.12 In relation to the operation of the homeless assessment service, the outcomes for 2012 were as follows:
- The Council allocated 235 houses to homeless applicants from a supply of 524, which is 45% of our total allocations. The equivalent Scottish average is 41%. When transfers are discounted the "net" allocation rate was 62% compared to a national average of 52%.
  - These outcomes illustrate our ability to utilise the transfer process to meet the housing needs of existing tenants, such as downsizing requirements linked to Welfare Reform, whilst still addressing our other housing and homelessness obligations
  - Through its nomination arrangements the council successfully nominated 51 homeless clients to RSL properties which accounts for around 48% of allocations of general need housing in that sector.
  - The Scottish average for RSL allocations to homeless priorities is around 35%
  - Waiting time for those re-housed increased to 314 days (average waiting time) and is almost certainly going to increase further
  - Whilst not all applicants require temporary accommodation, many do, and as a result of increased waiting times for re-housing the time spent in temporary accommodation is increasing
  - There are specific difficulties as a result of our extremely limited supply of 2 apartment accommodation, both in our temporary and permanent stock.

- 3.13 The Council has carried assessed tenancy sustainment on a number of occasions, most recently for the 5 years between 2006 and 2011. This assessed how many applicants who were housed as homeless priorities were still in secure accommodation. The outcomes have been consistent at around 90% with the 2006-11 outcome being 91%.
- 3.14 Applicants for 2 apt accommodation are the main client group who are now considered as re-housing priorities following the legislative change. The impact has been that waiting times for that size of property have increased significantly, along with the time spent by clients in temporary accommodation.
- 3.15 We still rely on B and B accommodation as immediate temporary accommodation for single people. Until this year the number of clients entering B and B was being reduced, however since the change in legislation, that trend has stabilised and there is a real danger that the numbers entering B and B will increase.
- 3.16 At current B and B entry levels, the time spent in that form of accommodation is increasing and any increase in B and B use will increase the length of time people stay in such accommodation.
- 3.17 As well as being unsuitable accommodation from a client's perspective, this scenario also means significant increased financial expenditure from the Council's General Services Budget.

***Future Challenges as a result of the 2012 Legislative Changes***

- 3.18. There are a number of challenges facing the Council in relation to both the delivery of its homeless services and also in achieving its objectives of meeting a variety of housing needs within the operation of its housing services and allocations policy.
- 3.19 If homelessness were to significantly increase then the ability to meet these objectives would be jeopardised.
- 3.20 Some examples of the impact of an increase in homelessness include:
- 3.20.1 If a greater proportion of allocations are made to homeless clients then there may become a perception with a small number of applicants that homelessness is a "housing route" rather than a reaction to their circumstances. This in itself might lead to further homeless demand.
- 3.20.2 The implications of increased homeless demand are not only in relation to re-housing requirements but importantly in relation to the responsibility to provide temporary accommodation.
- 3.20.3 Any increase in demand could have significant financial implications for the council in meeting its temporary accommodation responsibilities.
- 3.20.4 The council has proactively sought to mitigate some of the impacts of Welfare Reform via its re-housing process.

- 3.20.5 At present a high proportion of allocations to smaller properties are being made to tenants subject to the “bedroom tax” - approximately 4% of 2 apartment allocations. This has already had a negative impact on waiting times for allocations to homeless clients, especially to single people.
- 3.20.6 Any further increases in homelessness could endanger the Councils ability to continue to assist those affected by the Welfare Reform changes.
- 3.21 The strategy being followed by Community Housing in meeting these and other housing challenges is undernoted.
- 3.21.1 Developing an improved Housing Advice Service, which will seek to meet with all applicants at the earliest possible stage to discuss and increase awareness of all housing opportunities, across a range of housing tenures and sectors.
- 3.21.2 The intention is that by doing so the Council can actively assist people to secure accommodation thereby preventing the possibility of future homelessness.
- 3.21.3 To continue to deliver Homeless Prevention Services which deal with clients from various tenures, who are in are potentially homeless but out with the time scales to be considered to be “statutory” homeless.
- 3.21.4 The intention is that by continuing to offer this service the Council can continue to actively assist people to secure accommodation thereby preventing the possibility of future homelessness.
- 3.21.5 This service presently has around a 90% success rate in preventing homelessness.
- 3.21.6 To continue to promote and deliver the Housing Options approach for those who are potentially homeless and who agree to consider the options service. This will ensure that all opportunities to prevent homelessness are reviewed and acted on.
- 3.21.7 To continue to develop protocols for “special need” client groups which provide housing options and solutions, with appropriate support if required, without homelessness occurring.
- 3.21.8 To review existing arrangements for groups such as those affected by the Welfare Reform changes to establish if the objectives of ensuring that tenants are not placed in severe financial difficulties can be addressed by means other than re-housing.
- 3.21.9 These approaches could reduce the impact of such clients in the re-housing process, and by doing so allow more allocations to be made to waiting list and homeless applicants, preventing future homelessness.
- 3.21.10 Where homelessness is unavoidable to ensure the quality of temporary accommodation meets all appropriate standards and the use of B and B accommodation is minimised.

### **3.19 Conclusions**

- 3.19.1 The pressures faced by housing applicants in East Lothian are well recognised and to some extent the level of demand for homeless services reflect these pressures.
- 3.19.2 The changes in the homeless legislation increased the demands placed on the council as the statutory housing authority and as a direct housing provider.
- 3.19.3 The options facing the Council are to either continue in a traditional role of attempting to meet all housing needs from its inadequate supply or to develop alternative models of assisting clients to secure suitable accommodation and by doing so prevent homelessness.
- 3.19.4 The action taken by the Council since 2010 reflects some success in developing the approach of seeking an alternative approach of assisting applicants in meeting their housing needs and the strategy outlined above illustrates the actions being planned to build on that success.

## **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 Equality Impact Assessment is not required.

## **6 RESOURCE IMPLICATIONS**

- 6.1 Financial - The main financial implications of the 2102 legislation lie with the additional costs the Council will face in relation to the provision of temporary accommodation, principally in relation to increased B and B costs.

The Council has extended its use of temporary housing, the costs of which are met to some extent by the rent charged for such accommodation. However the costs incurred for B and B have increased significantly during this year. The gross B and B spend to the end of November was approximately £120k more than for the same period in 2012/13, due to an increased use of B and B and the increased time spent by applicants in such accommodation.

Whilst these costs are being contained within the current overall budget provision this is a worrying trend and potential significant budget commitment for the Council.

6.1 Personnel - None

6.2 Other - None

## **7 BACKGROUND PAPERS**

7.1 None

<b>AUTHOR'S NAME</b>	<b>Ian Patterson</b>
<b>DESIGNATION</b>	<b>Homelessness Manager</b>
<b>CONTACT INFO</b>	<b>Tel. No. 7544 or <a href="mailto:ipatterson@eastlothian.gov.uk">ipatterson@eastlothian.gov.uk</a></b>
<b>DATE</b>	<b>16<sup>th</sup> January 2014</b>



**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 28 January 2014

**BY:** Depute Chief Executive – Partnerships and Community Services

**SUBJECT:** Transport Services Passenger Vehicle Utilisation

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**3**

## **1 PURPOSE**

- 1.1 This report provides the Committee with an opportunity to assess the utilisation of passenger carrying vehicles within the Council fleet. It also provides information on current supported public bus services within East Lothian and the hire of buses and taxis via the Transport Services Contract.

## **2 RECOMMENDATIONS**

- 2.1 The Committee is requested to note the content of this report which forms a basis for discussion with regard to future utilisation of the Council passenger carrying fleet and external transport provision.

## **3 BACKGROUND**

- 3.1 At the meeting on 26 November 2013 the Committee asked for a further report providing information on the utilisation of the existing Council fleet in relation to the current passenger transport provision.
- 3.2 Information was also requested with regard to the provision of bus and taxi hire services to users within East Lothian Council. This is currently provided through a Transport Services contract which is accessible to all sections of the Council for the provision of transport from an individual passenger up to a 100 seat bus. Each user follows the guidance within the User Guide provided online by Transport Services to organise and pay for their transport requirements. This contract is also used by Facilities Management for the provision of catering services for schools and any other function catering. It is not currently possible to ascertain the overall spend through this contract as individual user sections/departments make their own individual arrangements with

companies within the Transport Services contract. The contract provides a tendered rate for the majority of journeys with the preferred operator named against each journey.

3.3 Supported Bus Services. The Council provides a subsidy via a tender process to operators to run bus services which are not commercially viable in their own right. The current contract was let in 2011 for a 4 yr period. The current annual cost is £1041782.

3.4 A breakdown of the current subsidised bus service provision is shown below.

<b>Route No.</b>	<b>Supplier</b>	<b>ELC Provision</b>	<b>Weekly Rate</b>
120 Dunbar– North Berwick	Eve Coaches	Mon-Sun all day	£1470.98
128 ERI- Haddington	Eve Coaches	Mon-Sat all day	£2869.92
129 Port Seton – Ocean Terminal - Haddington	Eve Coaches	Mon-Sat all day	£2590.56
130 Dunbar town	Eve Coaches	Mon-Sun all day	£1473.22
124 North Berwick - Edinburgh	First Bus	Mon-Sun evenings and weekends	£1721.97
113 Pencaitland - Edinburgh	Lothian Buses	Mon – Sun evenings and weekends	£1870.00
253 Berwick - Edinburgh	Perrymans	Mon-Sun Oct to March (Innerwick)	£502.21
121 Haddington – North Berwick	Prentice Coaches	Mon-Sun all day	£2343.84
123 Gifford Circle	Prentice Coaches	Mon-Sat all day	£2498.04
328 Dalkeith – Elphinstone - Tranent	Edinburgh Coach Lines (Midlothian contract)	Mon–Sat all day	£3130.11



- 3.5 Internal transport provision, primarily to Adult Wellbeing and Education is provided with driver and escort (if required) via the Council's own fleet of 17 buses. Utilisation of the current Council fleet for vehicles with 9 seats or more is detailed in Appendix 1/1 and 1/2 for two, week long periods in November 2013.
- 3.6 Included within the periods shown in Appendix 1/1 and 1/2 transport is provided for 14 primary schools to access swimming pools. This occurs on 4 days per week over 37 weeks of the year. In addition, but out with the periods in Appendix 1/1 and 1/2, transport is provided internally to SEN playschemes during Easter, summer and October holiday breaks.
- 3.7 Council Transport Services vehicles are currently fitted with tracking devices which enable accurate information with regard to mileage and driving times to be obtained. Schools and Outdoor Education are also being provided with an improved template which will allow more consistent information to be recorded for future analysis.
- 3.8 Adult Services are also moving towards a transport booking system for all Resource Centres in addition to basic provision of transport in to and away from the centre. A further impact on this provision is likely on commencement of charges for transport to and from the centres which will require to be monitored closely to determine any impact on fleet size.
- 3.9 Buses purchased by the Council for internal transport provision are leased or purchased on a 10yr basis. An opportunity arose during 2013, at the end of a leasing agreement to review the replacement of 3 vehicles, which were subsequently not replaced. Services which they would normally have provided are now procured through the Transport Services Contract with a consequent reduction in the driver establishment which occurred through retiral and resignation.
- 3.10 Transport Services have recently commenced partnership discussions with Midlothian Council and NHS Lothian to determine if further utilisation of the joint fleets can be achieved. NHS Lothian have recently created a "Transport Hub" at the new Royal Infirmary Edinburgh and are seeking to utilise local authority provision for non medical transfer of patients.

#### **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 Appendix 1/1            Transport breakdown for 18 – 22 November 2013

7.2 Appendix 1/2            Transport breakdown for 25 – 29 November 2013

<b>AUTHOR'S NAME</b>	Ian Dalglish
<b>DESIGNATION</b>	Transport Services Manager
<b>CONTACT INFO</b>	Ext 7932
<b>DATE</b>	16 January 2014

Internal Council Fleet  
18 - 22 November 2013 inclusive  
Appendix 1/1

Date	Description	Fleet No.	Start time	Finish time	Mileage	Driving utilisation	User utilisation	Section	Notes
18/11/13	Ford Transit minibus 17 seater	32-031	10:00	17:00				Outdoor Education	
18/11/13	Ford Transit minibus 17 seater	32-032						Outdoor Education	Not used
18/11/13	Ford Transit minibus 17 seater	32-401	Major Service					Dunbar GS	
18/11/13	Ford Transit minibus 17 seater	32-403						Musselburgh GS	Not used
18/11/13	Ford Transit minibus 17 seater	32-404	09:03	12:03	44			North Berwick HS	
18/11/13	Ford Transit minibus 17 seater	32-405						Preston Lodge HS	Not used
18/11/13	Optare Alero 16 seater	31-004	07:43	16:15	75	40%	74%	Transport Services	Sandersons Wynd The Hub
18/11/13	Optare Alero 16 seater	31-042	07:35	15:52	98	42%	68%	Transport Services	Dunbar PS and Macmerry lunch club
18/11/13	Optare Alero 16 seater	31-077	07:52	16:39	103	61%	89%	Transport Services	Edinburgh College Granton Musselburgh GS
18/11/13	Optare Alero 16 seater	31-081	Major service					Transport Services	
18/11/13	Optare Alero 16 seater	31-082	08:35	16:26	50	35%	94%	Transport Services	Dunbar Day Centre
18/11/13	Optare Alero 16 seater	31-083	08:57	12:36	13	15%	20%	Transport Services	Ormiston lunch club
18/11/13	Optare Alero 16 seater	31-407	No tracker fitted					Transport Services	The Cove Dunbar and Macmerry lunch club
18/11/13	Ford Transit minibus 17 seater	32-084	07:31	16:05	56	38%	45%	Transport Services	Ross HS and Transport Services admin
18/11/13	Optare Solo 31 seater	33-078	08:35	16:06	80	42%	93%	Transport Services	East Linton PS and Ormiston lunch club
18/11/13	Optare Solo 31 seater	33-079	09:15	15:36	107	84%	86%	Transport Services	Macmerry PS and East Linton PS
18/11/13	Optare Solo 25 seater	34-071	08:25	16:22	100	59%	97%	Transport Services	Tynebank RC and Link lunch club
18/11/13	Optare Solo 25 seater	34-075	Accident damage repair					Transport Services	
18/11/13	Optare Solo 25 seater	34-076	08:46	15:24	57	40%	86%	Transport Services	Port Seton RC and trip
18/11/13	Optare Solo 25 seater	34-080	08:28	16:18	91	50%	88%	Transport Services	Tynebank RC and Haddington lunch club
18/11/13	Optare Solo 25 seater	34-086	08:35	16:02	95	35%	85%	Transport Services	Tynebank RC
18/11/13	Optare Solo 25 seater	34-087	08:34	15:05	46	11%	52%	Transport Services	Tynebank RC and Preston Lodge HS
19/11/13	Ford Transit minibus 17 seater	32-031	09:00	10:30				Outdoor Education	
19/11/13	Ford Transit minibus 17 seater	32-032	10:00	11:00				Outdoor Education	
19/11/13	Ford Transit minibus 17 seater	32-401	14:00	17:00				Dunbar GS	
19/11/13	Ford Transit minibus 17 seater	32-403						Musselburgh GS	
19/11/13	Ford Transit minibus 17 seater	32-404	15:45	00:05				North Berwick HS	
19/11/13	Ford Transit minibus 17 seater	32-405	13:00	15:45				Preston Lodge HS	
19/11/13	Optare Alero 16 seater	31-004	08:38	16:14	87	44%	68%	Transport Services	Prestonpans RC
19/11/13	Optare Alero 16 seater	31-042	07:36	16:02	153	65%	95%	Transport Services	Tynebank RC
19/11/13	Optare Alero 16 seater	31-077	07:25	17:17	118	55%	57%	Transport Services	Musselburgh GS
19/11/13	Optare Alero 16 seater	31-081	14:44	16:37	27	21%	22%	Transport Services	VPMU and Sandersons Wynd The Hub
19/11/13	Optare Alero 16 seater	31-082	08:52	15:10	68	35%	95%	Transport Services	Dunbar Day Centre
19/11/13	Optare Alero 16 seater	31-083	07:47	16:08	52	30%	46%	Transport Services	Sandersons Wynd The Hub
19/11/13	Optare Alero 16 seater	31-407	No tracker fitted					Transport Services	The Cove Dunbar and Fisherow CC
19/11/13	Ford Transit minibus 17 seater	32-084	07:30	16:13	71	37%	83%	Transport Services	Sandersons Wynd The Hub and North Berwick HS
19/11/13	Optare Solo 31 seater	33-078	09:36	15:41	35	31%	64%	Transport Services	Ormiston lunch club
19/11/13	Optare Solo 31 seater	33-079	07:00	13:15	89	41%	72%	Transport Services	Performance Athletes in School
19/11/13	Optare Solo 25 seater	34-071	Major service					Transport Services	
19/11/13	Optare Solo 25 seater	34-075	Accident damage repair					Transport Services	
19/11/13	Optare Solo 25 seater	34-076	08:56	22:00	96	55%	85%	Transport Services	Prestonpans RC and Star YC
19/11/13	Optare Solo 25 seater	34-080	08:30	16:20	85	45%	86%	Transport Services	Tynebank RC and Haddington lunch club
19/11/13	Optare Solo 25 seater	34-086	08:34	16:10	80	60%	90%	Transport Services	Tynebank RC
19/11/13	Optare Solo 25 seater	34-087	08:34	16:29	82	35%	74%	Transport Services	Tynebank RC

Internal Council Fleet  
18 - 22 November 2013 inclusive  
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Date	Description	Fleet No.	Start time	Finish time	Mileage	Driving utilisation	User utilisation	Section	Notes
20/11/13	Ford Transit minibus 17 seater	32-031						Outdoor Education	
20/11/13	Ford Transit minibus 17 seater	32-032	10:20	12:10				Outdoor Education	
20/11/13	Ford Transit minibus 17 seater	32-401						Dunbar GS	
20/11/13	Ford Transit minibus 17 seater	32-403						Musselburgh GS	
20/11/13	Ford Transit minibus 17 seater	32-404						North Berwick HS	
20/11/13	Ford Transit minibus 17 seater	32-405	12:00	12:45				Preston Lodge HS	
20/11/13	Optare Alero 16 seater	31-004	08:42	15:57	73	44%	71%	Transport Services	Port Seton RC
20/11/13	Optare Alero 16 seater	31-042	07:37	16:09	120	59%	86%	Transport Services	The Cove Dunbar and Prestonpans RC
20/11/13	Optare Alero 16 seater	31-077	07:50	16:43	56	30%	49%	Transport Services	Prestonpans RC
20/11/13	Optare Alero 16 seater	31-081	07:44	16:13	55	30%	43%	Transport Services	Sandersons Wynd The Hub
20/11/13	Optare Alero 16 seater	31-082	08:34	16:16	54	33%	93%	Transport Services	Dunbar Day Centre
20/11/13	Optare Alero 16 seater	31-083	09:38	15:46	57	36%	85%	Transport Services	Port Seton RC
20/11/13	Optare Alero 16 seater	31-407		No tracker fitted				Transport Services	The Cove Dunbar and Whitecraig lunch club
20/11/13	Ford Transit minibus 17 seater	32-084	07:29	16:15	73	41%	52%	Transport Services	Tynebank RC and Ross HS
20/11/13	Optare Solo 31 seater	33-078	09:40	15:02	60	29%	78%	Transport Services	Port Seton RC and VPMU
20/11/13	Optare Solo 31 seater	33-079	09:27	18:33	104	72%	75%	Transport Services	Pencaitland lunch club and Dunbar GS
20/11/13	Optare Solo 25 seater	34-071	10:07	16:11	62	37%	79%	Transport Services	VPMU, Ormiston lunch club and Tynebank RC
20/11/13	Optare Solo 25 seater	34-075		Accident damage repair				Transport Services	
20/11/13	Optare Solo 25 seater	34-076	08:30	16:13	114	55%	93%	Transport Services	Port Seton RC
20/11/13	Optare Solo 25 seater	34-080	08:26	15:56	39	22%	89%	Transport Services	Tynebank RC and accident damage
20/11/13	Optare Solo 25 seater	34-086	08:35	16:02	104	44%	91%	Transport Services	Tynebank RC and Port Seton RC
20/11/13	Optare Solo 25 seater	34-087	08:17	16:19	79	19%	81%	Transport Services	Tynebank RC and Haddington lunch club
21/11/13	Ford Transit minibus 17 seater	32-031						Outdoor Education	
21/11/13	Ford Transit minibus 17 seater	32-032	08:40	12:00	94			Outdoor Education	
21/11/13	Ford Transit minibus 17 seater	32-401	09:15	14:30	6			Dunbar GS	
21/11/13	Ford Transit minibus 17 seater	32-403						Musselburgh GS	
21/11/13	Ford Transit minibus 17 seater	32-404	14:00	14:40	4			North Berwick HS	
21/11/13	Ford Transit minibus 17 seater	32-405	11:10	12:50	14			Preston Lodge HS	
21/11/13	Optare Alero 16 seater	31-004	08:31	21:54	130	69%	79%	Transport Services	Port Seton RC and Pheonix Club
21/11/13	Optare Alero 16 seater	31-042	07:34	16:12	111	47%	83%	Transport Services	The Cove Dunbar and Ross HS
21/11/13	Optare Alero 16 seater	31-077	07:45	16:36	87	47%	83%	Transport Services	Musselburgh GS to Edinburgh College
21/11/13	Optare Alero 16 seater	31-081	07:41	16:10	63	36%	48%	Transport Services	Sandersons Wynd The Hub
21/11/13	Optare Alero 16 seater	31-082		Major service				Transport Services	
21/11/13	Optare Alero 16 seater	31-083	07:37	16:24	75	48%	100%	Transport Services	Dunbar Day Centre
21/11/13	Optare Alero 16 seater	31-407		No tracker fitted				Transport Services	The Cove Dunbar and Humbie PS swimming
21/11/13	Ford Transit minibus 17 seater	32-084	07:35	16:16	25	21%	100%	Transport Services	VPMU and Ross HS
21/11/13	Optare Solo 31 seater	33-078	08:52	15:47	33	21%	85%	Transport Services	Campie PS
21/11/13	Optare Solo 31 seater	33-079	08:10	15:50	115	50%	77%	Transport Services	Campie PS
21/11/13	Optare Solo 25 seater	34-071	08:31	16:17	101	60%	88%	Transport Services	Tynebank RC and Ormiston lunch club
21/11/13	Optare Solo 25 seater	34-075	09:41	15:47	32	10%	43%	Transport Services	Port Seton RC
21/11/13	Optare Solo 25 seater	34-076	09:38	15:46	24	14%	58%	Transport Services	Port Seton RC
21/11/13	Optare Solo 25 seater	34-080		Accident damage repair				Transport Services	
21/11/13	Optare Solo 25 seater	34-086	08:32	16:17	87	47%	79%	Transport Services	Tynebank RC
21/11/13	Optare Solo 25 seater	34-087	08:30	16:28	65	15%	66%	Transport Services	Tynebank RC and Haddington lunch club

Internal Council Fleet  
18 - 22 November 2013 inclusive  
Appendix 1/1

Date	Description	Fleet No.	Start time	Finish time	Mileage	Driving utilisation	User utilisation	Section	Notes
22/11/13	Ford Transit minibus 17 seater	32-031						Outdoor Education	
22/11/13	Ford Transit minibus 17 seater	32-032						Outdoor Education	
22/11/13	Ford Transit minibus 17 seater	32-401						Dunbar GS	
22/11/13	Ford Transit minibus 17 seater	32-403						Musselburgh GS	
22/11/13	Ford Transit minibus 17 seater	32-404						North Berwick HS	
22/11/13	Ford Transit minibus 17 seater	32-405						Preston Lodge HS	
22/11/13	Optare Alero 16 seater	31-004	12:13	17:01	42	29%	66%	Transport Services	Preston Lodge HS to Edinburgh College
22/11/13	Optare Alero 16 seater	31-042	07:55	13:08	96	39%	62%	Transport Services	The Cove Dunbar and VPMU
22/11/13	Optare Alero 16 seater	31-077	07:53	13:02	47	25%	48%	Transport Services	Musselburgh GS
22/11/13	Optare Alero 16 seater	31-081	07:41	13:23	54	30%	46%	Transport Services	Sandersons Wynd The Hub
22/11/13	Optare Alero 16 seater	31-082	Major service					Transport Services	
22/11/13	Optare Alero 16 seater	31-083	08:47	15:04	48	32%	75%	Transport Services	Dunbar Day Centre
22/11/13	Optare Alero 16 seater	31-407	No tracker fitted					Transport Services	The Cove Dunbar
22/11/13	Ford Transit minibus 17 seater	32-084	07:31	14:40	73	37%	81%	Transport Services	Ross HS
22/11/13	Optare Solo 31 seater	33-078						Transport Services	VPMU tachograph problem
22/11/13	Optare Solo 31 seater	33-079	08:47	17:00	77	61%	83%	Transport Services	Musselburgh GS and Headway
22/11/13	Optare Solo 25 seater	34-071	08:28	15:28	100	58%	81%	Transport Services	Tynebank RC and Ormiston lunch club
22/11/13	Optare Solo 25 seater	34-075	13:18	15:53	44	10%	39%	Transport Services	Tynebank RC
22/11/13	Optare Solo 25 seater	34-076	09:04	14:33	27	25%	41%	Transport Services	Link lunch club
22/11/13	Optare Solo 25 seater	34-080	Accident damage repair					Transport Services	
22/11/13	Optare Solo 25 seater	34-086	08:34	15:19	60	48%	79%	Transport Services	Tynebank RC and North Berwick HS
22/11/13	Optare Solo 25 seater	34-087	08:32	17:16	83	30%	94%	Transport Services	Tynebank RC and Preston Lodge HS to Edinburgh College

Internal Council Fleet  
25 - 29 November 2013 inclusive  
Appendix 1/2

Date	Description	Fleet No.	Start time	Finish time	Mileage	Driving Utilisation	User utilisation	Section	Notes
25/11/13	Ford Transit minibus 17 seater	32-031	12:40	13:10	4			Outdoor Education	
25/11/13	Ford Transit minibus 17 seater	32-032	10:10	11:00	26			Outdoor Education	
25/11/13	Ford Transit minibus 17 seater	32-401	08:00	13:00	21			Dunbar GS	
25/11/13	Ford Transit minibus 17 seater	32-403						Musselburgh GS	
25/11/13	Ford Transit minibus 17 seater	32-404						North Berwick HS	
25/11/13	Ford Transit minibus 17 seater	32-405	13:15	16:30	74			Preston Lodge HS	
25/11/13	Optare Alero 16 seater	31-004	07:52	15:54	81	41%	74%	Transport Services	The Cove Dunbar and Ross HS
25/11/13	Optare Alero 16 seater	31-042	07:37	16:37	121	53%	67%	Transport Services	The Cove Dunbar and Ross HS
25/11/13	Optare Alero 16 seater	31-077	08:01	16:47	103	60%	89%	Transport Services	Musselburgh GS and Ross HS
25/11/13	Optare Alero 16 seater	31-081	07:42	15:58	73	40%	75%	Transport Services	Sandersons Wynd The Hub including swimming
25/11/13	Optare Alero 16 seater	31-082	08:22	16:07	36	23%	66%	Transport Services	VPMU, Ormiston lunch club and Ross HS
25/11/13	Optare Alero 16 seater	31-083	08:49	16:17	53	37%	89%	Transport Services	Dunbar Day Centre
25/11/13	Optare Alero 16 seater	31-407		No tracker fitted				Transport Services	The Cove Dunbar and Macmerry lunch club
25/11/13	Ford Transit minibus 17 seater	32-084		Major service				Transport Services	Ross HS and VPMU (Major service)
25/11/13	Optare Solo 31 seater	33-078	12:35	15:23	33	25%	95%	Transport Services	VPMU and Ormiston lunch club
25/11/13	Optare Solo 31 seater	33-079	08:45	14:47	46	37%	39%	Transport Services	Pencaitland PS
25/11/13	Optare Solo 25 seater	34-071	08:26	16:19	100	63%	69%	Transport Services	Tynebank RC and Prestonpans RC
25/11/13	Optare Solo 25 seater	34-075	08:31	12:20	48	24%	88%	Transport Services	Tynebank RC and VPMU
25/11/13	Optare Solo 25 seater	34-076	08:59	14:00	57	26%	55%	Transport Services	Port Seton RC
25/11/13	Optare Solo 25 seater	34-080		Accident damage repair				Transport Services	
25/11/13	Optare Solo 25 seater	34-086	08:33	16:09	109	42%	93%	Transport Services	Tynebank RC
25/11/13	Optare Solo 25 seater	34-087	09:02	16:20	64	15%	73%	Transport Services	Sandersons Wynd The Hub and Tynebank RC
26/11/13	Ford Transit minibus 17 seater	32-031						Outdoor Education	
26/11/13	Ford Transit minibus 17 seater	32-032						Outdoor Education	
26/11/13	Ford Transit minibus 17 seater	32-401	11:00	13:00	36			Dunbar GS	
26/11/13	Ford Transit minibus 17 seater	32-403	14:00	16:00				Musselburgh GS	
26/11/13	Ford Transit minibus 17 seater	32-404						North Berwick HS	
26/11/13	Ford Transit minibus 17 seater	32-405	13:10	21:00	49			Preston Lodge HS	
26/11/13	Optare Alero 16 seater	31-004	08:37	15:52	59	32%	72%	Transport Services	Prestonpans RC
26/11/13	Optare Alero 16 seater	31-042	07:36	12:08	95	38%	38%	Transport Services	The Cove Dunbar
26/11/13	Optare Alero 16 seater	31-077	07:22	17:22	92	56%	61%	Transport Services	Musselburgh GS
26/11/13	Optare Alero 16 seater	31-081	07:46	16:11	50	31%	38%	Transport Services	Sandersons Wynd The Hub
26/11/13	Optare Alero 16 seater	31-082	08:45	16:15	67	37%	93%	Transport Services	Dunbar Day Centre
26/11/13	Optare Alero 16 seater	31-083	07:32	16:18	46	31%	37%	Transport Services	Ross HS
26/11/13	Optare Alero 16 seater	31-407		No tracker fitted				Transport Services	The Cove Dunbar and Fisherow CC
26/11/13	Ford Transit minibus 17 seater	32-084		Spare vehicle				Transport Services	
26/11/13	Optare Solo 31 seater	33-078	06:59	14:52	100	54%	59%	Transport Services	North Berwick HS and Ormiston lunch club
26/11/13	Optare Solo 31 seater	33-079	07:54	16:41	103	42%	71%	Transport Services	Musselburgh GS, Ormiston lunch club and Yester PS
26/11/13	Optare Solo 25 seater	34-071	08:29	16:24	81	41%	87%	Transport Services	Tynebank RC
26/11/13	Optare Solo 25 seater	34-075						Transport Services	VPMU repairs
26/11/13	Optare Solo 25 seater	34-076	08:50	15:50	30	24%	83%	Transport Services	Prestonpans RC
26/11/13	Optare Solo 25 seater	34-080		Accident damage repair				Transport Services	
26/11/13	Optare Solo 25 seater	34-086	08:31	21:44	166	52%	92%	Transport Services	Tynebank RC and Star YC
26/11/13	Optare Solo 25 seater	34-087	08:30	16:21	88	14%	71%	Transport Services	Tynebank RC

Internal Council Fleet  
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Date	Description	Fleet No.	Start time	Finish time	Mileage	Driving Utilisation	User utilisation	Section	Notes
27/11/13	Ford Transit minibus 17 seater	32-031						Outdoor Education	
27/11/13	Ford Transit minibus 17 seater	32-032						Outdoor Education	
27/11/13	Ford Transit minibus 17 seater	32-401	10:00	15:25	14			Dunbar GS	
27/11/13	Ford Transit minibus 17 seater	32-403						Musselburgh GS	
27/11/13	Ford Transit minibus 17 seater	32-404						North Berwick HS	
27/11/13	Ford Transit minibus 17 seater	32-405	08:00	15:00	10			Preston Lodge HS	
27/11/13	Optare Alero 16 seater	31-004	08:34	15:13	63	38%	76%	Transport Services	Port Seton RC and Whitecraig lunch club
27/11/13	Optare Alero 16 seater	31-042	10:39	16:06	52	34%	59%	Transport Services	Prestonpans RC and Port Seton RC
27/11/13	Optare Alero 16 seater	31-077	07:45	16:40	45	26%	30%	Transport Services	Musselburgh GS
27/11/13	Optare Alero 16 seater	31-081	07:48	16:24	52	32%	58%	Transport Services	Sandersons Wynd The Hub
27/11/13	Optare Alero 16 seater	31-082	08:53	16:26	47	26%	88%	Transport Services	Dunbar Day Centre
27/11/13	Optare Alero 16 seater	31-083	09:08	15:51	60	36%	79%	Transport Services	Port Seton RC
27/11/13	Optare Alero 16 seater	31-407		No tracker fitted				Transport Services	The Cove Dunbar and Whitecraig lunch club
27/11/13	Ford Transit minibus 17 seater	32-084	07:30	16:06	89	37%	37%	Transport Services	Ross HS
27/11/13	Optare Solo 31 seater	33-078	09:13	21:06	82	60%	67%	Transport Services	Port Seton RC, Whitecraig lunch club and Brunton Court
27/11/13	Optare Solo 31 seater	33-079	08:55	14:08	22	14%	28%	Transport Services	Pencaitland lunch club
27/11/13	Optare Solo 25 seater	34-071	08:30	16:16	99	54%	61%	Transport Services	Tynebank RC and Ormiston lunch club
27/11/13	Optare Solo 25 seater	34-075	08:53	16:25	83	32%	90%	Transport Services	Tynebank RC and Haddington lunch club
27/11/13	Optare Solo 25 seater	34-076	08:32	16:32	120	55%	93%	Transport Services	Port Seton RC
27/11/13	Optare Solo 25 seater	34-080		Accident damage repair				Transport Services	
27/11/13	Optare Solo 25 seater	34-086		Minor service				Transport Services	
27/11/13	Optare Solo 25 seater	34-087	09:02	16:10	102	30%	91%	Transport Services	Tynebank RC
28/11/13	Ford Transit minibus 17 seater	32-031						Outdoor Education	
28/11/13	Ford Transit minibus 17 seater	32-032						Outdoor Education	
28/11/13	Ford Transit minibus 17 seater	32-401	10:00	13:00	6			Dunbar GS	
28/11/13	Ford Transit minibus 17 seater	32-403	11:30	15:00				Musselburgh GS	
28/11/13	Ford Transit minibus 17 seater	32-404	08:55	14:30	38			North Berwick HS	
28/11/13	Ford Transit minibus 17 seater	32-405						Preston Lodge HS	
28/11/13	Optare Alero 16 seater	31-004		VPMU breakdown				Transport Services	
28/11/13	Optare Alero 16 seater	31-042	08:25	16:42	145	52%	81%	Transport Services	Port Seton RC
28/11/13	Optare Alero 16 seater	31-077	07:45	16:26	84	48%	84%	Transport Services	Musselburgh GS
28/11/13	Optare Alero 16 seater	31-081	07:42	16:16	61	34%	44%	Transport Services	Sandersons Wynd The Hub
28/11/13	Optare Alero 16 seater	31-082		VPMU breakdown				Transport Services	
28/11/13	Optare Alero 16 seater	31-083	08:45	21:44	92	59%	90%	Transport Services	Dunbar Day Centre and Pheonix Club
28/11/13	Optare Alero 16 seater	31-407		No tracker fitted				Transport Services	The Cove Dunbar and Humble PS swimming
28/11/13	Ford Transit minibus 17 seater	32-084	07:31	16:11	67	35%	43%	Transport Services	Ross HS
28/11/13	Optare Solo 31 seater	33-078	07:03	15:47	128	49%	88%	Transport Services	East Linton Day Centre
28/11/13	Optare Solo 31 seater	33-079	09:25	11:20	36	14%	36%	Transport Services	Macmerry lunch club
28/11/13	Optare Solo 25 seater	34-071	08:31	16:22	102	62%	87%	Transport Services	Tynebank RC and Ormiston lunch club
28/11/13	Optare Solo 25 seater	34-075	08:30	16:25	76	33%	86%	Transport Services	Tynebank RC and Haddington lunch club
28/11/13	Optare Solo 25 seater	34-076	09:06	15:50	47	35%	75%	Transport Services	Port Seton RC
28/11/13	Optare Solo 25 seater	34-080		Accident damage repair				Transport Services	
28/11/13	Optare Solo 25 seater	34-086	08:38	16:26	90	49%	91%	Transport Services	Tynebank RC
28/11/13	Optare Solo 25 seater	34-087	09:37	13:36	30	10%	48%	Transport Services	Port Seton RC

Internal Council Fleet  
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Date	Description	Fleet No.	Start time	Finish time	Mileage	Driving Utilisation	User utilisation	Section	Notes
29/11/13	Ford Transit minibus 17 seater	32-031						Outdoor Education	
29/11/13	Ford Transit minibus 17 seater	32-032						Outdoor Education	
29/11/13	Ford Transit minibus 17 seater	32-401	12:00	14:00	60			Dunbar GS	
29/11/13	Ford Transit minibus 17 seater	32-403	09:30	15:30				Musselburgh GS	
29/11/13	Ford Transit minibus 17 seater	32-404	08:00	15:00	35			North Berwick HS	
29/11/13	Ford Transit minibus 17 seater	32-405						Preston Lodge HS	
29/11/13	Optare Alero 16 seater	31-004	VPMU breakdown					Transport Services	
29/11/13	Optare Alero 16 seater	31-042	Spare vehicle					0% Transport Services	
29/11/13	Optare Alero 16 seater	31-077	07:52	12:58	48	26%	37%	Transport Services	Musselburgh GS
29/11/13	Optare Alero 16 seater	31-081	07:46	13:07	54	33%	70%	Transport Services	Sandersons Wynd The Hub
29/11/13	Optare Alero 16 seater	31-082	VPMU breakdown					Transport Services	
29/11/13	Optare Alero 16 seater	31-083	08:31	15:15	52	29%	79%	Transport Services	Dunbar Day Centre
29/11/13	Optare Alero 16 seater	31-407	No tracker fitted					Transport Services	The Cove Dunbar
29/11/13	Ford Transit minibus 17 seater	32-084	07:30	12:45	64	31%	32%	Transport Services	Ross HS
29/11/13	Optare Solo 31 seater	33-078	11:32	15:15	50	26%	38%	Transport Services	Musselburgh GS and Preston Lodge HS
29/11/13	Optare Solo 31 seater	33-079	12:02	16:59	40	21%	48%	Transport Services	Preston Lodge HS
29/11/13	Optare Solo 25 seater	34-071	08:28	15:40	99	52%	72%	Transport Services	Tynebank RC and Ormiston lunch club
29/11/13	Optare Solo 25 seater	34-075	08:58	15:43	61	19%	52%	Transport Services	Tynebank RC
29/11/13	Optare Solo 25 seater	34-076	10:32	14:23	26	21%	39%	Transport Services	Prestonpans RC
29/11/13	Optare Solo 25 seater	34-080	Accident damage repair					Transport Services	
29/11/13	Optare Solo 25 seater	34-086	08:33	15:29	63	36%	79%	Transport Services	Tynebank RC
29/11/13	Optare Solo 25 seater	34-087	12:45	16:34	42	21%	42%	Transport Services	Preston Lodge HS



**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 28 January 2014

**BY:** Depute Chief Executive, Partnerships and Community Services

**SUBJECT:** Review of Voice Recognition Telephone System - ELC

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**4**

**1 PURPOSE**

- 1.1 The purpose of the report is to advise of the performance of the Automated Telephony System used by East Lothian Council.

**2 RECOMMENDATIONS**

- 2.1 The Committee is asked to note the report.

**3 BACKGROUND**

- 3.1 At the end of October 2012 the automated call distribution system (ACD) that manages telephone calls, including switchboard, in the Council's Contact Centre was replaced with the Netcall Contact Centre 59R solution.
- 3.2 This solution is widely used by many other public sector organisations across the UK and was well established as a market leader in its field. Furthermore, and crucially, this system also integrated with our Customer Relationship Management (CRM) system – the system that helps us to manage our customer contact not only in the Contact Centre but across the Council.
- 3.3 Part of the new solution was the Netcall ContactPortal® which provides a virtual switchboard operator facility to supplement the existing “human” one. This allows a caller to say the name of the person or service that they wish to contact and the system then connects them automatically.
- 3.4 The aim is to improve the effectiveness of the switchboard service that we provide to callers, both internally and externally, by ensuring they are put through directly to the right person/department without having to go via the Contact Centre. In normal operation, Netcall estimated that the

ContactPortal® would automatically handle approximately 80% of all switchboard traffic which, based on our call activity during 2012, would be approximately 103,000 calls, creating an efficiency in the region of 0.75 FTE (at grade 4).

The remaining 20% of calls – those where the system is unable to recognise the caller's request – would then be routed to the Contact Centre where a member of staff will be able to provide further assistance.

3.5 The new Netcall ACD was implemented on 30 October 2012. To ensure that the virtual switchboard worked effectively the implementation process took just under 3 months to complete. The process was:

- Once all the names on the Council's directory had been recorded a pilot was run internally for about 5 weeks. This started on 19 November 2012 and involved staff from Customer Services, IT, Legal and HR. During this period those issues identified were reported back to Netcall for correction.
- Following the successful conclusion of the pilot, the Contact Portal was implemented on 24 January 2013 for all staff and elected members. Once again issues identified were corrected to help optimise the system for the full "go-live".
- On 31 January 2013 the Contact Portal was implemented externally for all customers contacting us on 01620 827827.

3.6 Following the completion of this implementation it was decided to operate the virtual Switchboard during normal office hours only – this was to ensure that any callers who experienced difficulty using the new system could be directed immediately to a member of staff in the Contact Centre for assistance.

However, following a review of the system during late 2013 it was decided that as the system had become firmly established and was being used successfully by the majority of callers that the virtual switchboard operator would be opened to operate 24 hours a day, every day. This was to further improve our service and was of particular benefit for those staff and customers who need to contact Council Services that operate outwith normal office hours such as Libraries, Sports Centres and Community Centres. This went live with effect from 25 November 2013.

3.7 At each stage in the implementation process we communicated advice to users to help them make best use of the system and the following advice was included on both the Council's Internet and Intranet sites during the recent 24 hour implementation.

*“With this system we have also found that it is very sensitive when trying to recognise a caller’s request and in this respect we have drawn up some simple guidelines to help callers and which I have noted below for your information:*

- *Dial 01620 827827 for the Council Switchboard. You will be connected to the automated switchboard.*
- *If you wish to use the automated switchboard, when prompted, say the person's name or service you wish to call. Speak clearly and at a normal pace.*
- *If you do not wish to use this please say “operator” and you will be redirected to Contact Centre staff during normal office hours.*
- *If the system recognises your request it will repeat the name to confirm before it starts to dial. If the name repeated is not what you asked say 'cancel' to stop the connection.*
- *If the system does not recognise your request you are then given the option to speak to an operator or try again. After 3 such failures, it will automatically route you to the Contact Centre. At any time however, or if you do not know the name of the person you wish to speak to, you can just say "operator" to be connected to the Contact Centre.*
- *The system is very sensitive and may detect background noise which could cause confusion so, where possible, try to call from a quiet place. Similarly, using a hands free connection can also cause the system to misunderstand your request. “*

3.8 Between April and December 2013 a total of 135,386 switchboard calls were received. The virtual Switchboard operator successfully transferred an average of 65% of all calls automatically with an additional 21% of callers requesting the operator. This gives a total successful transfer rate of 86% for the period.

You can see from the appendix, the information for each quarter from 1 April 2013 – 31 December 2013.

As customers get used to the system, more calls are going through automatically to service areas or individuals and the number of callers requesting the operator is slowly decreasing.

3.9 Of the callers who speak with a Contact Centre member of staff, either because they have requested an operator, or the system has automatically transferred them to an operator, 79% of all calls are being answered within 20 secs or 7 rings. We set a standard of 70% for calls to be answered within 20 seconds.

For Quarter 3, October to December 2013, 86% of all calls were answered within 20 secs. The response rate has improved because all members of staff within the Contact Centre are now able to deal with switchboard calls. This was not possible with the previous telephony system.

- 3.10 As the average talk time for those callers speaking with an operator is approximately one minute, the caller has clearly needed to speak with someone.
- 3.11 As part of the upgrade of the telephony system, we added a survey module on so that we could gain feedback from our customers who had just called us for any service.

The feedback has been generally positive and we have received very few complaints in relation to the switchboard service,

Prior to 2013, the switchboard abandon rate was 17%. In the last quarter, approx 7% hung up at the automated stage and a further 3% hung up before speaking with an operator with an average wait time of 15 secs which is approximately 5 rings of the telephone so the overall abandon rate is 10% and decreasing.

- 3.12 We will be undertaking a Mystery Shopper survey in Spring 2014, and so it will be interesting to see how the system performs through this analysis as the main Council telephone number will be tested as part of the survey.
- 3.13 The benefits of the system are that callers are getting through to staff directly without going through the switchboard and there is no need for a member of the public to remember any number other than the main Council tel. no. 01620 827827 where they can either ask for a name or service and be put straight through.

This is also of significant benefit to staff who are working outwith their main base and wish to call a colleague and don't know their number.

#### **4 POLICY IMPLICATIONS**

- 4.1 There are no policy implications

#### **5 EQUALITIES IMPACT ASSESSMENT**

- 5.1 There is no impact on equality groups.

#### **6 RESOURCE IMPLICATIONS**

- 6.1 Financial - The telephony system was purchased within the Customer Services budget of 2012/13 and was necessary to ensure PSI compliance.

Ongoing revenue costs per annum are budgeted for within the customer services budget and replaced the existing revenue costs for the previous system.

6.2 Personnel - Freeing up of staff time to answer other more complex calls.

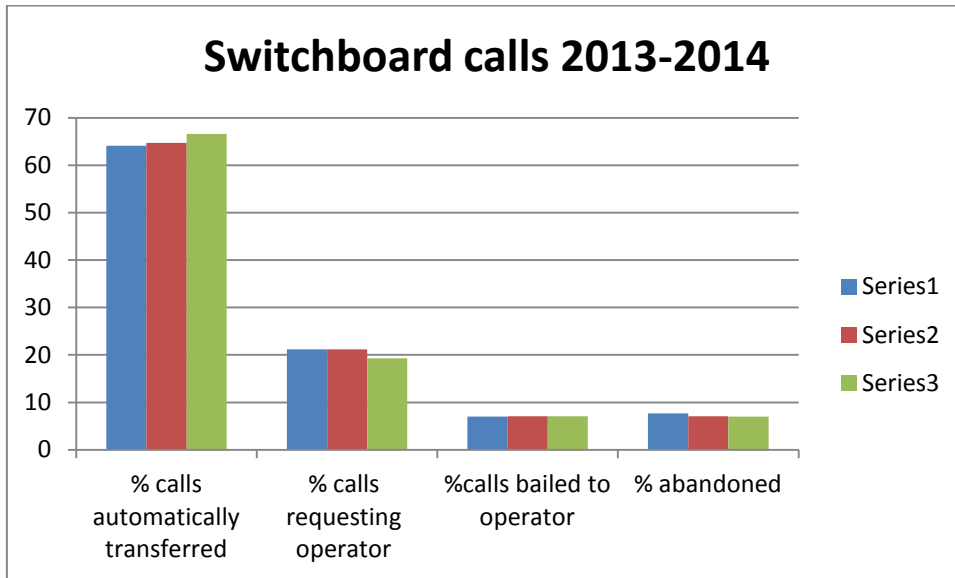
6.3 Other - None

## **7 BACKGROUND PAPERS**

7.1 None

<b>AUTHOR'S NAME</b>	Eileen Morrison
<b>DESIGNATION</b>	Service Manager – Customer Services
<b>CONTACT INFO</b>	Ext. 7211
<b>DATE</b>	15.1.14

## Appendix 1



### East Lothian Council Netcall Contact Portal (Switchboard)

2013/2014

Quarter	1	2	3
% calls automatically transferred	64.1	64.69	66.59
% calls requesting operator	21.21	21.16	19.29
% calls bailed to operator	6.98	7.08	7.08
% abandoned	7.68	7.07	7.04

**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 28 January 2014

**BY:** Depute Chief Executive – Partnerships and Community Services

**SUBJECT:** Performance Report, Q2 2013/14

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**5**

**1 PURPOSE**

- 1.1 To provide PPRC with information regarding the performance of Council services during Q2 (July – September) 2013/14.

**2 RECOMMENDATIONS**

- 2.1 PPRC 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 has established a set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The indicators are updated on a quarterly basis and the results are reported to the Policy and Performance Review Committee. Members of the Committee also attend a briefing prior to the Committee meeting itself. Members use the briefing to develop lines of enquiry, which enable officers to provide more detailed reports explaining performance issues to the Committee meeting.
- 3.2 Members of the Committee attended the performance briefing for Q2 2013/14 on 3 December 2013. Appendix A displays the quarterly Key Performance Indicators for Q2 that are below target. The Appendix also includes any annual indicators that have recently been updated.
- 3.3 Members reviewed the performance of the Council and raised several questions regarding the indicators. Responses to the questions are provided in the following paragraphs.

### **Number of attendances at pool and the number of attendances at indoor sports and leisure facilities**

- 3.4 Members questioned why the attendance levels at pools and indoor sports and leisure facilities appeared to have fallen sharply over the past 12 months. Officers at Enjoy Leisure were asked to provide an explanation and it transpired that the data had been calculated incorrectly. The results for the past three quarters have been re-calculated and are now broadly consistent with the results that have been reported for previous periods.

### **% of homelessness assessments completed in under 28 days**

- 3.5 Members asked for a further explanation of why this indicator is gradually declining in performance, especially as the number of homelessness assessments has fallen in recent years. The impact of homelessness legislation is an item on the agenda for this meeting.

### **% of calls within contact centre (excluding switchboard) answered**

- 3.6 Eileen Morrison, Service Manager - Customer Service, has provided a further explanation of the reasons why performance on this measure has declined.

- 3.7 During 2013 the Contact Team took on the handling of calls relating to:

- Council Tax,
- Property Maintenance,
- free special uplifts; and
- Human Resources

- 3.8 The volume of calls for each of these services (with the exception of Human Resources) has increased since being transferred to the Contact Centre. Employees were transferred to the Contact Centre to deal with some of these services; however, staff numbers have proven to be insufficient to deal with the increased call volumes. The Contact Centre received no additional resources to deal with free special uplifts, for which the volume of calls has increased significantly since the decision was taken not to charge for the service.

- 3.9 Council Tax calls and Property Maintenance calls have taken longer than anticipated to deal with. There is also a backlog of work within the Council Tax team, which means that it is difficult to transfer calls to the back office leading to an increase in repeat calls. No additional resources were transferred to the Contact Team to deal with Property Maintenance calls as it was anticipated that the number of follow-up calls would decrease. However, there has been little reduction in calls and the length of each call has increased by 25%. In both instances employees have required additional training on how to deal with the calls.



- 3.10 The Contact Centre has also experienced a high degree of long-term sickness absence over the course of the last year. 3 employees (or approximately 20% of the staff establishment) were on long term sickness absence for many months. The outcome of these long term sickness absences was that one member of staff was dismissed on ill health capability, one member of staff retired and one member of staff retired through ill health.
- 3.11 Despite the increase in calls to the Contact Centre, the overall volume of calls to the switchboard has fallen by 70% since the implementation of the automated switchboard. The reduction in calls allowed the service to give up an agency member of staff that was being used for the switchboard (above establishment) and all staff within the Contact Centre can now pick up switchboard calls.
- 3.12 Over the past year there have been a number of recruitment campaigns to fill existing vacancies and to fill new posts where funding has been transferred from services. Seven staff out of a total team complement of 12 call handlers are relatively new recruits. Employing so many new staff means that more training needs to be provided, leading to less time answering calls not only for those new staff but also the staff conducting the training. It takes between 9 months and one year for a member of staff to become proficient in dealing with all call enquiries.
- 3.13 In December 2012 a SOCITM Channel benchmarking survey identified that the number of calls dealt with by the Contact Centre was far higher than most other Councils – the 3rd highest out of 11 Councils. Call volumes have subsequently increased to the extent that the service estimates that it has four fewer staff than required for the call volume which the Contact Centre is dealing with. In addition, when employees are trying to transfer calls to service areas, they get voicemail or the member of staff has left. This issue has recently been highlighted from the stress assessment recently undertaken.

**% of pupils achieving 5+ awards at SCQF Level 4 or better at the end of S4 and the % of pupils achieving 5+ awards at SCQF Level 5 or better by the end of S4**

- 3.14 Members agreed that a joint session should be held involving members of the Education Committee and the Policy & Performance Review Committee.

#### **4 POLICY IMPLICATIONS**

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

4.2 The scrutiny of performance by Elected Members is part of 'Commitment and Leadership'. The Best Value Guidance explains that the scrutiny of performance means 'That members are involved in setting the strategic direction for Best Value and there is a mechanism for internal scrutiny by members of performance and service outcomes.' Reporting the performance indicators for each service every quarter is intended to aid this process.

## **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: Key Performance Indicators – Q2 2013/14, by exception

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## Appendix A: Key Performance Indicators – Q2 2013/14, by exception

### Growing the Capacity of the Council – annual measures

	2011/12 result	2012/13 result	2012/13 target	RAG status	Range (over past 5 years)	Notes
Percentage of adults agreeing with the statement 'I can influence decisions affecting my local area'	16%	24%	23%	Green	16 – 32.6	<p>The most recent result is drawn from the Scottish Household Survey 2012. The results of the Survey are published some time after the survey is undertaken and have only recently become available for East Lothian. The Scottish average for this question was 21%.</p> <p>The same question was asked in the East Lothian Resident's Survey 2011, in which 16% of resident's agreed with the statement. However, comparisons between the Scottish Household Survey and East Lothian Resident's Survey should be treated with caution as the methodology and sample size of the surveys are different.</p>

### Growing the Capacity of the Council – quarterly

	Q1 2013/14 result	Q2 2013/14 result	Q2 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
% of calls within contact centre (excluding switchboard) answered	82.66%	83.05%	90.00%	Red	82.66 – 90.22	<p>Moving more calls into the Contact Centre during 2013 has come at a time when there is more demand on certain services i.e. Council Tax, Property Maintenance and Waste Services. The consequence has been more abandoned calls and call performance reducing. However, calls continue to be answered and complaints about the Contact Centre are few. The main complaint coming through the call survey module is the length of wait for a Special uplift appointment.</p>
% of calls answered in contact centre within 7 rings	45.00%	44.31%	70.00%	Red	44.31 – 73.33	
Average number of days to fill a vacancy	85.00 days	109.00 days	98.00 days	Amber	85 - 124	

## Growing our Communities – annual measures

	2011/12 result	2012/13 result	2012/13 target	RAG status	Range (over past 5 years)	Notes
% of adult residents stating their neighbourhood is a “very good” or “fairly good” place to live	99%	<b>95%</b>	97%	Amber	95% - 99%	<p>The most recent result is drawn from the Scottish Household Survey 2012. The Scottish average for this question was 94%.</p> <p>The same question was asked in the East Lothian Resident’s Survey 2011, in which 99% of resident’s agreed with the statement. However, comparisons between the Scottish Household Survey and East Lothian Resident’s Survey should be treated with caution as the methodology and sample size of the surveys are different.</p>
Housing completions – all sectors	410	<b>243</b>			243 - 464	<p>Of the 243 houses completed in East Lothian during 2012/13 210 were private sector completions, 24 houses were completed by the Council and 9 were completed by Housing Associations.</p> <p>The number of private sector completions actually increased by 40 from the previous year; however, the number of Council completions decreased by 163. Private sector completions remain at a relatively low level despite the increase.</p>
Number of killed & serious injury (KSI) casualties in road accidents	30	<b>23</b>	See note	Green	23 - 55	Figure for the calendar year 2012. The results are provisional at 24 August 2013. All the 2015 national road casualty targets have been met however, in the cases of the Child KSI figures and Slight Casualty rates the 2020 national road casualty targets have already been exceeded. East Lothian’s roads have never been safer.
Number of slight injury casualties	205	<b>195</b>	See note	Green	186 - 220	Figure for calendar year 2012. All the 2015 national road casualty targets have been met however, in the cases of the Child KSI figures and Slight Casualty rates the 2020 national road casualty targets have already been exceeded. Nationally slight casualty reduction performance is now measured by comparing the annual casualty rate (slight casualty number/ million vehicle km) against the 2004/08 average.

### Growing our Communities - quarterly

	Q1 2013/14 result	Q2 2013/14 result	Q2 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
Trading Standards Business Advice Requests - % response within 14 days	96.00%	93.00%	100.00%	Amber	89 - 100	Dealing with advice on more in depth issues that took longer to close
Trading Standards Consumer complaints - % response within 14 days	91.00%	92.00%	100.00%	Amber	85 - 93	Dealing with complaints with a more complex nature that took a greater amount of time to complete
% Food Standards Inspections on time - medium risk	77.00%	85.00%	100.00%	Red	77 - 97	Although the indicator is below target, the result only reflects one inspection that was completed outwith the time period.
% of homelessness assessments completed in under 28 days	75.00%	74.00%	80.00%	Red	74 - 80	Performance affected by staffing difficulties in the quarter
% of current tenants owing more than 13 weeks rent excluding those that owe less than £250	9.44%	10.55%	9.47%	Red	8.96 – 10.55	

### Growing our Economy - quarterly

	Q1 2013/14 result	Q2 2013/14 result	Q2 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
% of new businesses supported by East Lothian Council grants and loans surviving after 12 months	75.80%	75.30%	85.00%	Amber	75.3 – 80.5	Sample of 89 but 18% no response, 3.4% found work and 3.4% have ceased trading.

### Growing our People – annual measures

	2011/12 result	2012/13 result	2012/13 target	RAG status	Range (over past 5 years)	Notes
5+ awards at SCQF Level 4 or better at the end of S4	82%	<b>81%</b>	83%	Amber	81 - 84	The percentage of pupils who gained 5+ Level 4 awards in 2013 dropped to 1% below the national average and a further NCD placing on the previous year to the 6th decile for the first time in 5 years
5+ awards at SCQF Level 5 or better by the end of S4	38%	<b>37%</b>	41%	Red	37 - 39	The percentage of pupils who gained 5+ Level 5 awards in 2013 dropped to 1% below the national average and a further NCD placing on the previous year to the 6th decile for the first time in 5 years

### Growing our People - quarterly

	Q1 2013/14 result	Q2 2013/14 result	Q2 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
Number of delayed discharge patients waiting over 4 weeks	8.00	<b>3.00</b>	0.00	Red	3 - 8	The four week target came into effect from April 2013. The target was six weeks prior to that date.

## Policy and Performance Review Committee: Annual Work Programme 2013 Update (January 2014)

Date	Performance Monitoring/ Inspection Reports	Reports requested by members/ Other Reports
28 <sup>th</sup> Jan 2014	Q2 Performance Indicators	Report on impact of Homelessness legislation Transport/ Bus Services Review Review of Voice Recognition Telephone system (Cllr McAllister)
25 <sup>th</sup> Mar 2014	Q3 Performance Indicators Adult and Child Protection performance monitoring report SOLACE / Improvement Service Performance Indicators	Evaluation of Electronic Vehicles Review of Effectiveness of Council Investment in Police and Community Wardens Report on Literacy Levels in East Lothian schools (Cllr McKenzie) Report on the impact of the Voluntary Early Retirement Scheme
29 <sup>th</sup> Apr 2014	Customer Feedback – annual/ six monthly report Follow up to Housing Benefit performance report	Impact of Welfare Reform Report on dog fouling (Cllr McAllister) Report on Winter Roads Maintenance (Cllr McAllister)
17 <sup>th</sup> June 2014	Q4 Performance Indicators	
Sept 2015		Provision of outdoor education to schools (Cllr Williamson)