



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

**TUESDAY 28 JANUARY 2014  
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

**Council Officials Present:**

Ms M Patterson, Depute Chief Executive, Partnerships and Community Services  
Mr R Montgomery, Head of Infrastructure  
Mr I Patterson, Homelessness Manager  
Ms C McCorry, Service Manager – Community Housing  
Mr S Gibb, Contact Centre Manager  
Ms E Morrison, Service Manager – Customer Service  
Mr I Dalgleish, Service Manager – Transport  
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 26 NOVEMBER 2013**

The Minute of the PPRC meeting on 26 November 2013 was agreed to be a true record of the meeting.

## **2. IMPACT OF HOMELESSNESS**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to update members on the impact of the changes in the homelessness legislation which were implemented on 31 December 2012.

Ian Patterson, Homelessness Manager, presented the report. He advised that the 4 stage homeless assessment had been reduced to 3 stages, with the removal of priority need. Younger single people who had previously been assessed as homeless but not in priority need, were now therefore assessed on the same basis as all other applicants. He reported that the demand for homelessness services had remained constant since 2008, with approximately 1600 applicants per year seeking assistance from the three services his team provides; Homeless Prevention, Response/Housing Options and Accommodation Services. Over the past 2 years, 90% of applicants had had previous accommodation in East Lothian. In April 2010, as part of the Council's strategy to react to the change in legislation in 2012, a Housing Options Service had been introduced. Mr Patterson outlined the Outcomes of this service and stressed that it was not mandatory for applicants to access this service but was operated on an 'opt in' basis. During 2011-12, the Homelessness Unit had accepted a housing responsibility for 550 applicants and, without the positive impact of the Options approach, it would have expected to accept a full re-housing responsibility for around 860 applicants per year.

Mr Patterson also outlined the future challenges for the Council as a result of the 2012 legislative changes and advised that the main financial implications of this legislation were the additional costs in relation to an increased use of B & B accommodation and an extended use of temporary accommodation.

Councillor Berry thanked Mr Patterson for his report and acknowledged that the Homelessness Team had a difficult job to do.

In response to a number of questions from Councillors, Mr Patterson clarified the role of each of the 3 services provided by the Homeless Team and advised that the Council was using more accommodation accessed through Registered Social Housing Landlords (RSLs). Mr Patterson also outlined the criteria for 'local connection' and advised that applications from those considered to be 'intentionally homeless' had increased to 15% at 31 December 2013. In relation to the completion of new houses, Mr Patterson advised that new homes had come on stream in North Berwick this year and others were due to be completed at Pinkie Braes in Musselburgh. Those would not, however, meet the demand for houses. Currently, there were 4,500 people on the waiting list.

The Chair enquired how many housing allocations failed after one year and Mr Patterson advised that the figure was less than 10%. His Team did not allocate homes outside the requested area and the East Lothian figure for sustained tenancies was well above the Scottish average.

### **Decision**

The PPRC agreed to note the details of this report.

### **3. TRANSPORT/BUS SERVICES REVIEW**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to provide the Committee with an opportunity to assess the utilisation of passenger carrying vehicles within the Council fleet. It also provided information on current supported public bus services within East Lothian and the hire of buses and taxis via the Transport Services Contract. Appendices 1 and 2 showed a breakdown of the transport services provided during the weeks beginning 18 November and 25 November 2013 respectively.

Ian Dalglish presented the report, giving a breakdown of the current subsidised bus service provision and advising that First Bus had returned all fully supported routes in April 2012. Internal transport provision, primarily to Adult Wellbeing and Education, was provided with a driver and escort (if required) via the Council's own fleet of 17 buses. Taxis were also used for transport between home and school for children with special needs and the Council was in discussion with NHS Lothian on providing non medical transfers. It had been calculated that, based on 7¼ hour days, utilisation over the complete fleet of Transport vehicles was mid 60%.'

Councillor Williamson enquired if there were figures available on the number of passengers using the subsidised bus services and Mr Dalglish advised that monthly passenger figures were available. However, as the Council supported only the evening services, statistics could be requested for the number of passengers per vehicle per hour to provide this specific information.

Councillor Goodfellow advised that many of his constituents were disappointed at the lack of integration between bus services and rail services. Ray Montgomery, Head of Infrastructure, replied that the Council could design a route with a specific number of stops at set times and invite quotations from bus companies. For over 20 years, the Council had carried out research on which routes were the most in demand, but the Council lacked information on what new services the public wanted. Mr Dalglish also provided further information to Councillor Goodfellow on the use of mini buses by Day Centres and Mr Montgomery explained to him the operation of school buses.

The Chair asked if vehicles could not carry out transfers to and from schools before and after Day Centre commitments and was advised by Mr Montgomery that this arrangement was already in place, where possible. The Chair also enquired if there were some hires, for example, play schemes, where buses were sitting idle for 3 hours. Mr Dalglish replied that, as fewer taxis were able to take wheelchairs, minibuses often had seats removed and were adapted to carry 10 passengers and 2 wheelchairs, limiting the service they could carry out elsewhere. He advised that, in future, more resource would be required to transfer these children.

Councillor Gillies considered that the subsidised bus service to and from Elphinstone could be improved and Mr Dalglish offered to meet with Councillor Gillies to discuss the matter further.

In response to a question by Councillor MacKenzie, the Chair advised that the Council had a 3% share holding in Lothian Buses as did Midlothian and West Lothian Councils. Monica Patterson, Depute Chief Executive, advised that the minority shareholders had Observer status on the Board of Lothian Buses and also had representation on a minority shareholder group.

Councillor Caldwell enquired what happened to buses between hires when they were used perhaps only 35% of the time. Mr Dalglish replied that vehicles were most in

demand between 8-10am, 12-1pm and 3-4 pm and it could be difficult to schedule additional journeys between those time slots.

The Chair stated the report had been very helpful, adding that the aim must be to minimise the waste by buses being underused. It was also important to have evidence that the service the Transportation unit was providing represented good value for money.

**ACTION POINT:** The Chair requested a report on the business case for a supported bus programme, including the needs of Education.

### **Decision**

The Committee agreed to note the content of this report which formed a basis for discussion with regard to future utilisation of the Council passenger carrying fleet and external transport provision.

## **4. REVIEW OF VOICE RECOGNITION TELEPHONE SYSTEM**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to advise of the performance of the Automated Telephony System used by East Lothian Council.

The report was presented by Eileen Morrison. She advised that the automated system, which was widely used by many other public sector organisations, had been implemented in January 2013 following a trial period. An important advantage of using this system was that it integrated with the Council's Customer Relationship Management (CRM) System which manages customer contact across the Council. Part of the new solution was the Netcall ContactPortal® which allows a caller to say the name of a person or service they wish to contact and the system connects them automatically. It was estimated that the ContactPortal® would handle approximately 80% of all switchboard traffic. The remainder of calls would be routed to the Contact Centre where a member of staff would provide assistance. For Quarter 3, October to December 2013, 86% of all calls to the Contact Centre were answered within 20 seconds. The response rate had improved as all members of staff in the Contact Centre were now trained to deal with switchboard calls and were able to log into calls which had not been possible with the previous system. Ms Morrison advised that the feedback had generally been positive and she had received very few complaints in relation to the service. The main benefit of the new system was that callers are getting through to staff directly without going through the switchboard. Staff and members of the public therefore needed to remember only one telephone number, 01620 827827.

Councillor Caldwell enquired if the new system would return a call to the switchboard if there was no response on the extension you had requested and therefore avoiding the need to redial. Stuart Gibb, Contact Centre Manager, advised that this was not technically possible but a caller can cancel the call or just say 'Operator' to be directed to the Contact Centre where a member of staff there can also assist with trying alternative extensions.

Councillor Berry noted that there was an Indicator for the number of calls answered within 20 seconds and asked if this was an acceptable target. Ms Morrison replied that 20 seconds was the national standard and the benchmarking figure was also 20

seconds. Councillor Berry was disappointed that 20 seconds was considered adequate as, in his view, callers expected business standards (3 rings).

Councillor Goodfellow reported that he had been happy with the new service.

Councillor McAllister advised that he had requested this report as he had had little success with the automated system. He also referred to the high level of sickness absence and the loss of three members of staff reported in the Performance Indicators for the Contact Centre and enquired as to whether these staff members were off with stress. Ms Morrison advised that the long term absences were related to chronic conditions which were not related to stress and two staff had retired and one had left the service. Over the past year, there had been a number of significant changes in the services provided by the Contact Centre and new staff had been recruited for each of the new services. These staff then needed to be trained and staff recruited to replace those who had been on long term absence and then retired/left.

The Chair noted that there had been a drop in the performance of the Contact Centre and enquired if it was a question of insufficient staff resource or inadequate training. Mr Gibb replied that there had been a substantial increase in the volume of calls, particularly for free uplifts, and that new members of staff had undergone training. However, it can take up to a year to train a Contact Centre assistant and recruitment was almost a continuous process as some staff moved on to other posts, mainly within the Contact Centre.

In response to further questions from Councillor McAllister, Ms Morrison outlined the cost of the new system and the expected savings for the Council.

The Chair enquired what the cost of the Contact Centre was and how many staff were employed there. Ms Morrison advised there was 34.5 equivalent staff, not including the systems and development team that supports it. The operating cost of the Contact Centre was just over £1 million but much of the cost was recharged to services on whose behalf call services were provided. The Centre accounted for 39% of the total Customer Services budget and included the 24 hour/365 Community response service.

Ms Patterson urged Members to speak to Mr Gibb if they experienced any difficulties with the automated system so that any problems could be resolved. Ms Morrison also invited any Members who had not yet visited the Contact Centre, to arrange a visit through Mr Gibb.

## **Decision**

The Committee agreed to note the contents of the report.

## **5. Q2 PERFORMANCE INDICATORS**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to provide information regarding the performance of Council services during Q2 (July – September) 2013/14. The Indicators, shown by exception, were detailed in Appendix A.

Andrew Strickland, Policy Officer, presented the report. He advised that Members had reviewed the performance of the Council and raised several questions, including attendances at leisure centres, homelessness assessments and pupils' examination results. The responses to those questions were detailed in the report.

Councillor Goodfellow enquired if the figures for *enjoyleisure* were available on the Council's website and was advised by Andrew Strickland that they were.

The Chair referred to the Indicator for Housing Completions and asked if he could be informed of the 2012/13 target. He noted that the number of Council completions had decreased and was likely to fall further, and stated that it was for the Committee to establish the impact of that. Ms Patterson advised that, as with any new build development, it was difficult to anticipate a completion date. She added that, with a mixture of private sector, Council and RSLs, the number of completions had begun to rise.

Councillor MacKenzie was pleased to note the low number of child casualties. The Chair commented that the Council had appeared on the television news the previous night for closing roads around Haddington schools at peak times. He fully supported the idea to make the roads safer for children and had been pleased to hear the positive comments from local parents.

Finally, the Chair thanked Mr Strickland for his detailed and concise report.

**Decision**

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

**6. ANNUAL WORK PROGRAMME 2014 UPDATE**

Members referred to the Annual Work Programme update and Ms Patterson advised that it was not yet clear if the information would be available for the report entitled 'Review of Effectiveness of Council Investment in Police and Community Wardens' due to come to the March meeting.

The Chair advised that the next KPI Review for Councillors would take place at 2 pm in the Provost's Boardroom on Tuesday 25 February. This would be followed by the agenda setting meeting at 3pm.

*(Post meeting note: The meetings above have since been rescheduled for 3pm and 4pm respectively.)*

Signed .....

Councillor David Berry  
Convener of the Policy and Performance Review Committee

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

**MEETING DATE:** 25 March 2014

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

**SUBJECT:** Electric Vehicle Evaluation

**2**

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**1 PURPOSE**

- 1.1 This report provides the Committee with an opportunity to assess the use of electric vehicles within East Lothian Council fleet.

**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 provision of electric vehicles.

**3 BACKGROUND**

- 3.1 At the meeting on 26 November 2013 the committee asked for a report providing information to evaluate the use of the existing electric vehicles within the Council fleet.
- 3.2 The Council have leased three Nissan Leaf cars and purchased one Ford Azure Connect van between May 2011 and March 2012.
- 3.3 These vehicles were leased or purchased with the assistance of funds made available to local authorities by Transport Scotland. This money was allocated to bridge the gap between internal combustion engine vehicles and the electric version if a direct comparison was available.
- 3.4 The Nissan Leaf was not a direct match but Transport Scotland compared this with a Ford Focus 1.6 Style and Ford Azure Connect was a direct comparison with a Ford Connect. Leasing three Nissan Leaf electric vehicles would have had an annual leasing costs of £15431.28 due to the relatively high capital cost of the vehicles. Three Ford Focus cars would have had a total lease cost of £8036 per annum.

Transport Scotland offered additional funding of £7395.28 to cover the difference and offer incentives to promote the use of electric vehicles within the public sector including partnerships.

- 3.5 The Ford Azure Connect was purchased by East Lothian Council at a cost of £39005 and was part funded by Transport Scotland who funded the additional £28437 compared to the cost of a Ford Connect.
- 3.6 To date the vehicles have covered the mileage indicated in the table below and assuming that the vehicles were charged fully on each occasion the number of charges taken and the cost per charge is also shown.

<b>Vehicle</b>	<b>Reg. No.</b>	<b>Mileage</b>	<b>Miles/full charge</b>	<b>No. of charges</b>	<b>Cost per charge (18.56kw /charge) £</b>	<b>Total Cost £</b>
Nissan Leaf	SL11YBG	8956	103	87	2.04	177.48
Nissan Leaf	SL12LFZ	5254	103	51	2.04	104.04
Nissan Leaf	SL12LGO	5703	103	55	2.04	112.20
Ford Azure Connect	SN61CFJ	20931	85	246	2.04	501.84

- 3.7 Based on industry figures the equivalent diesel fuel cost for the four vehicles in the fleet would be:

<b>Vehicle</b>	<b>Reg. No.</b>	<b>Mileage</b>	<b>MPG</b>	<b>Gallons</b>	<b>Price/gallon £</b>	<b>Total Cost £</b>
Nissan Leaf	SL11YBG	8956	45	199	5.03	1000.97
Nissan Leaf	SL12LFZ	5254	45	117	5.03	588.51
Nissan Leaf	SL12LGO	5703	45	127	5.03	638.81
Ford Azure Connect	SN61CFG	20931	40	523	5.03	2630.69



- 3.8 The above figures clearly show the difference in fuel costs is greatly reduced for the electric vehicles. This could be further reduced if timers could be fitted to the charging units and this is being investigated currently.
- 3.9 For a member of the public a relative comparison based on assumed local mileage of 20,000 miles per year would be, at current prices;

<b>Vehicle</b>	<b>Capital Cost £</b>	<b>Straight line depreciation – 5 years £</b>	<b>Running cost/annum £</b>	<b>Annual vehicle cost £</b>
Nissan Leaf	25,000	5,000	396.12	5396.11
Ford Focus	16,095	3,219	2235.56	5454.56

- 3.10 East Lothian Council is in partnership with Edinburgh College who are carrying out an in depth study of the use of electric vehicles. This study includes Midlothian, Scottish Qualifications Authority and Edinburgh College who all operate electric vehicles. Edinburgh College also have access to the same information for a diesel powered car within East Lothian's fleet so a direct comparison can be made between the two types of vehicles. This report, when completed, can be made available to the Committee to provide further information.

#### **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

<b>AUTHOR'S NAME</b>	Ian Dalglish
<b>DESIGNATION</b>	Transport Services Manager
<b>CONTACT INFO</b>	Ext 7932
<b>DATE</b>	13 February 2014

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

**MEETING DATE:** 25 March 2014

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

**SUBJECT:** Performance Report, Q3 2013/14

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**3**

**1 PURPOSE**

- 1.1 To provide the Committee with information regarding the performance of Council services during Q3 (October – December) 2013/14

**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 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 & 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 Q3 2013/14 on 25 February 2014. Appendix A displays the quarterly Key Performance Indicators for Q3 that are below target.
- 3.3 Members reviewed the performance of the Council and raised questions regarding the indicators. Responses to the questions are provided in the following paragraphs.

### **Number of fly-tipping incidents**

- 3.4 Members asked for further information regarding the location of fly-tipping incidents and the nature of waste that is being dumped. It has been agreed that a report on fly-tipping will be provided to a future meeting of the Committee.

### **The number of patients delayed discharge for more than 4 weeks**

- 3.5 Members asked for a further explanation of the reasons why some patients are being delayed discharge from hospital for more than 4 weeks. The Adult Wellbeing service has subsequently provided a response which highlights the following issues as being the main reasons for delayed discharge in East Lothian:

- Adults with Incapacity issues – some patients are not able to look after their own affairs upon discharge from hospital. In these circumstances a guardian is appointed to look after the patient's financial or welfare needs, which can cause delays.
- Lack of care package availability
- Lack of care home placement availability

## **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 – Q3 2013/14, by exception

<b>AUTHOR'S NAME</b>	Andrew Strickland
<b>DESIGNATION</b>	Policy Officer
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<b>DATE</b>	14/03/2014

## Appendix A: Indicators that are below target Q3 (October – December) 2013/14

### Growing our Economy

#### Quarterly measures

	Q2 2013/14 result	Q3 2013/14 result	Q3 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
No. of jobs created in businesses supported by East Lothian Council grants and loans	36	4	11	Red	4 – 37	Q3 Slowed up grants being drawn down due to Christmas holiday period. The average over the previous 4 quarters is 26 jobs created per quarter. In future this indicator will be reported as a rolling average for the previous 4 quarters.

### Growing our Communities

#### Quarterly measures

	Q2 2013/14 result	Q3 2013/14 result	Q3 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
Number of Fly-tipping incidents	179	186	88	Red	179 - 238	
Trading Standards Consumer complaints - % response within 14 days	92.00%	91.00%	100.00%	Amber	91 - 93	Dealing with complaints with a more complex nature that took a greater amount of time to complete.
Current tenants rent arrears as a proportion of the net rent due	11.94%	12.47%	11.00%	Red	11.00 – 12.47	Revenues anticipate that the level of arrears will continue to rise as a result of under occupancy changes.
Average void time for temporary accommodation	15 days	19 days	16 days	Red	14 - 19	Decline in performance in Quarter 3 due to dealing with some major voids within temporary stock. Overall performance for financial year to date 16 days.
Percentage of homelessness assessments completed within 28 days	75.00%	79.00%	80.00%	Amber	75 - 79	Improved performance but staffing issues still impacting on the team's ability to fully meet targets.

### Growing our People

#### Quarterly measures

	Q2 2013/14 result	Q3 2013/14 result	Q3 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
Number of delayed discharge patients waiting over 4 weeks	3.00	4.00	0.00	Red	3 - 8	The four week target came into effect from April 2013. The target was six weeks prior to that date. The main reasons for delayed discharge in East Lothian are adults with incapacity issues; lack of care package availability; and, lack of care home place availability.

### Changed measures and new measures:

	Q2 2013/14 result	Q3 2013/14 result	Q3 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
% of new businesses supported by East Lothian Council grants and loans surviving after 24 months	-	<b>76.00%</b>	85.00%	Amber	N/A	This measure replaces the previous indicator, which measured the business survival rate after 12 months rather than 24 months. The results for the last 4 quarters of the 12 month measure ranged from 75.3% to 80.5%

### Indicators for which the results have been revised:

	Q2 2013/14 result	Q3 2013/14 result	Q3 2013/14 target	RAG status	Range (over previous 4 quarters)	Notes
Number of attendances at pools	93,728	<b>83,246</b>	110,000	Red	76,418 – 93,728	These indicators were highlighted as being below target in the previous quarter. However, it subsequently transpired that the figures had been entered incorrectly into Aspireview. Although the number of attendances at pools remains below target, it no longer displays a declining trend as a result of the revised figures being entered.
Number of attendances at indoor sports and leisure facilities	130,411	<b>142,906</b>	130,000	Green	125,431 – 153,671	





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

**MEETING DATE:** 25 March 2014

**BY:** Chief Social Work Officer

**SUBJECT:** Child and Adult Protection Reporting to Elected members  
Chief Executive and Board of Directors

**4**

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**1 PURPOSE**

This report gives an overview of the statistical information for Child and Adult Protection for Quarter 2 and Quarter 3 (2013 / 2014).

**2 RECOMMENDATIONS**

- 2.1 The Committee is asked to:
- a) Note the contents of this report

**3 EAST LOTHIAN CHILD PROTECTION SUMMARY**

- 3.1 At the time of writing, East Lothian is awaiting publication of the findings from the recent care inspectorate's joint inspection of children's services. These findings will inform the necessary amendments to East Lothian's Child Protection Committee (CPC) Improvement Plan and will also inform the child protection priorities within the future joint Public Protection Committee Business plan.
- 3.2 From January 2013 to January 2014 there has been a reduction of children on the child protection register from 64 to 43. This is a decrease of 30%.
- 3.3 The majority of children on the register are aged under 4 and in utero.
- 3.4 Signs of Safety has now been applied to all cases going to child protection case conference in East Lothian since November 2013. Since this time the number of children placed on the East Lothian child protection register has decreased. This statistic is beginning to reflect better outcomes in respect of children's safety. The use of the Signs of Safety approach was supported within the recent joint inspection.

- 3.5 The main geographical spread of registrations remains clustered in the Tranent, Prestonpans and Musselburgh areas. The geographical spread of registrations across areas within East Lothian has changed over the last two quarters with higher numbers now currently in the Tranent and Prestonpans area. Health Visitor cause for concern cases have also increased in line with the above trend.
- 3.6 The predominant issue for children and young people on the child protection register is parental substance misuse, mainly drug misuse (61%, 27 children). This sits closely alongside domestic abuse (45%, 20 children).
- 3.7 The new Children Affected by Problem Substance Misuse (CAPSM) Guidance has been signed off and disseminated and beginning to be used in practice. Multi agency training is now being delivered.
- 3.8 In January 2014 there were 206 referrals to Children's Wellbeing, a 30% decrease from January 2013.

#### **4. EAST LOTHIAN ADULT PROTECTION SUMMARY**

- 4.1 At the end of Quarter 3 the number of cases currently being managed under Adult Protection is 46 which reflect a slight decrease in the long term trend from 2012/13. In terms of Adult Protection activity, although the number of referrals remains broadly in line with last year, the percentage of referrals progressing to inquiry has decreased by 41% from 2012/13. The percentage of inquiries progressing to investigation is 37% showing a decrease from the overall trend in 2012/13 of 64%. The number of Professionals meetings/Case Conferences has significantly reduced in Quarters 2 and 3 from the long term trend in 2012/13.
- 4.2 Police referrals remain high; 249 in Quarter 2 and 241 in Quarter 3. A significant number of these are about "other vulnerable" or "mental health" clients who often are young people with alcohol/substance misuse issues with the main type of harm being self-harm, although physical harm and psychological harm are also present. In both quarters only 9% of these were progressed through Adult Protection.
- 4.3 The geographical spread of the majority of referrals in both quarters are fairly evenly spread around the main areas of population in Musselburgh, Tranent, Prestonpans, Haddington and North Berwick.
- 4.4 Whilst acknowledging that people are usually subject to more than one type of harm, the main source of harm for which inquiries are made in both quarters remains as self harm (including self neglect) and financial harm.
- 4.5 In Quarter 2 East Lothian had one Protection Order, a Banning Order without power of arrest, running. The adult was a woman under 65 with mental health problems, at risk of sexual and physical harm in the

context of domestic abuse. This order lapsed within Quarter 2. No protection orders were in force in Quarter 3.

4.6 In Quarter 2 a Large Scale Investigation for a care at home agency was concluded and in Quarter 3 a multi-agency strategy meeting was held in relation to another care at home agency which was satisfied that the steps taken by the organisation were sufficient and a Large Scale Investigation was not initiated in this case. A multi-agency strategy meeting was also held in relation to a care home where there were significant concerns about staffing levels and quality of care to residents. A large Scale Investigation was initiated and at the time of writing that is ongoing. Multi-agency staff are working closely with the provider to proactively support the required improvements to ensure residents safety and wellbeing.

**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 N/A

6.2 Personnel N/A

6.3 Other N/A

**7 BACKGROUND PAPERS**

7.1 Performance figures Quarter 2 and Quarter 3 as reported in Public Protection Report to Critical Services Oversight Group

<b>AUTHOR'S NAME</b>	Anne Thompson / Lesley Watson
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<b>DATE</b>	11 March 2014



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# **East & Midlothian Public Protection Lead Officer Observations report**

**Quarter 2  
2013 / 2014**

**July to September**

## 1) Child Protection East Lothian

### 1.1) Trends & patterns

Measure	Short term trend	Long term trend	2010/11	2011/12	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Annual (average)
No of children on CPR in East Lothian	▬	↓	53	66	53	47	48	-	-	47
No of children on CPR in Midlothian	↑	↓	112	95	49	54	72	-	-	63

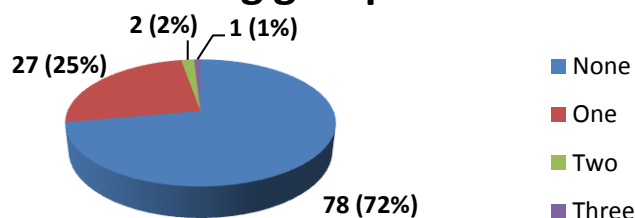
Comparison with similar sized authority areas – as at 31<sup>st</sup> July 2012:

Authority Area	Rate per 1,000 (0-15 pop)	Authority Area	Rate per 1,000 (0-15 pop)
West Dunbartonshire	2.2	East Renfrewshire	1.9
East Lothian	2.5 (as at 30/09/13)	Inverclyde	2.4
National average	3.0	Stirling	2.5
Moray	3.0	National average	3.0
Argyll & Bute	3.4	Midlothian	4.5 (as at 30/09/13)

### Repeat Inter-agency Referral Discussion's (East Lothian):

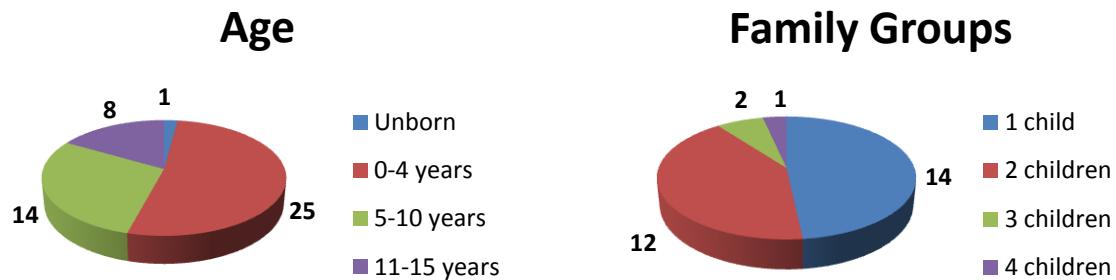
Between 1<sup>st</sup> July 2013 and 30<sup>th</sup> September 2013 there were a total of 75 sibling groups subject to an IRD within East Lothian. When an IRD is undertaken the Team Leader is asked to record how many IRD's the child has been subject to in the previous 15 months. The pie chart below is a breakdown of this data over quarter 2:

### East Lothian - repeat IRD's by sibling group



## 1.2) Profile:

East Lothian Child Protection profile as at 30<sup>th</sup> September 2013 (quarter 2)



- For 44% of children (21) on the Child Protection Register domestic violence was an area of concern.
- For 58% of children (28) on the Child Protection Register parental drug misuse was an area of concern.
- For 23% of children (11) on the Child Protection Register parental alcohol misuse was an area of concern.
- For 42% of children (20) on the Child Protection Register neglect was an area of concern.
- For 19% of children (9) on the Child Protection Register parental mental health problems were an area of concern.

## 1.3) Closing Remarks

- The number of children on the Child Protection Register has remained static from quarter 1 to quarter 2 and is currently sitting at 48.
- East Lothian's rate per '000 of population of children is 2.5 compared to the national average of 3.0 in relation to registration. This compares favourably with other similarly sized local authority areas.
- The majority of children on the register are 0-4 years of age or in utero (54%).
- The repeat IRD's over the past 15 months demonstrates a decrease of 'no repeats IRD's' from 81% in quarter 1 to 72% in quarter 2. The number of 'one repeat IRD's' has increased from 14% in quarter 1 to 25% in quarter 2 while 'two repeat IRD's' has decreased from 5% to 2%. There was one instance of 'three repeat IRD's' in quarter 2.
- The predominant areas for concern remain parental drug misuse, domestic violence and neglect. The number of children on the Child Protection Register where parental mental health is an area of concern has increased from 35% in quarter 1 to 44% in quarter 2.
- Child Protection Registrations remain concentrated in the Tranent, Musselburgh and Prestonpans areas.
- The spread and number of Health Visitor Cause for Concern cases in the East Lothian area remain broadly similar.
- East Lothian has 198 looked after children. This is the first time it has dropped below 200 in 18 months (April 2012). A fall in the number of children in formal kin care to 25 and a drop of one in Foster Care and one in Residential Care means we now have three quarters of all Looked After Children (75.2%) placed away from home compared with a national picture of 68.2%.

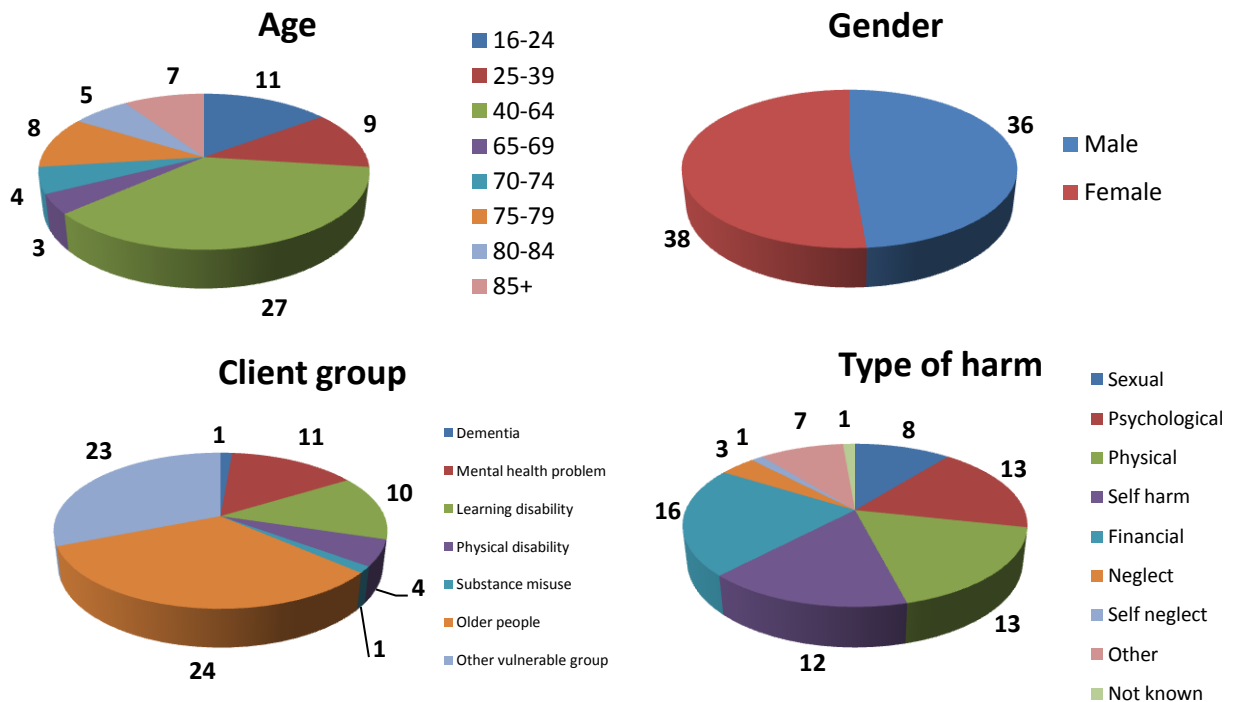
## 2) Adult Protection – East Lothian

### 2.1) Trends and Patterns

Measure	Short term trend	Long term trend	2010/11	2011/12	2012/13	Q1 2013 / 14	Q2 2013 / 14	Q3 2013 / 14	Q4 2013 / 14	Annual
Referrals	↑	↑	835	941	1065	293	311	-	-	604
Duty to Inquire	↓	↔	143	307	363	78	74	-	-	152
IRD	↑	↓	58	145	132	27	40	-	-	67
Case Conferences*	↓	↓	36	95	141	20	16	-	-	36
Professionals meetings	↑	↔	-	-	40	4	5	-	-	9
No of open cases	↑	↓		56	48	34	39	-	-	Average 36
Protection Orders	↓	↓	8	5	11	3	1	-	-	4
No of Large Scale Investigations	↔	↓	2	7	6	1	0	-	-	1

\* 2010/11 & 2011/12 figures include Professionals Meetings.

### 2.2) Profile





### **2.3) Closing Remarks**

In quarter 2 the referral rate in East Lothian rose by 6% 293 to 311 (249 of these were police Adult Concern Forms, of which 23 (9%) required Inquiries to be made under Adult Support and Protection). In quarter 2, 74 (30%) of all Adult Support and Protection referrals were progressed through Duty to Inquire and in this quarter the percentage of those which progressed through IRD to Investigation increased from 33% in quarter 1 to 54% in quarter 2. This represents a slight increase in the long term trend 2012-13. The actual number of cases being managed under Adult Protection has increased from 34 in quarter 1 to 39 in quarter 2 which, consistent with the trend, still remains lower than the average for 2012-13 which was 48.

In quarter 2 the profile of Adult Protection inquiries shows slightly more in relation to females (38) than males (36). The number of Adult Protection Inquiries in relation to the under 65 age group was 64%, with 36% in relation to over 65s. In terms of client group, 38% of inquiries were in relation to older people (including dementia), with 31% in the "other vulnerable" category which includes people with complex issues, who do not neatly fall into other categories. This figure continues to reflect the large number of police referrals received, a large proportion of which do not meet the criteria of an Adult at Risk of Harm. Steps are therefore being taken to change the screening process, acknowledging that the majority of these referrals are not, in fact, Adult Support and Protection, and it is hoped this will have a positive impact on operational demand.

Whilst acknowledging that people are usually subject to more than one type of harm, in quarter 2, 18% of Inquiries were in relation to self harm including self neglect, 22% financial harm; 18% physical harm; 18%, psychological harm, 10% sexual harm, 4% neglect and 10% other / not known as the primary harm reported.

The number of professionals meetings has increased slightly to 5 in quarter 2 from 4 in quarter 1, and the number of case conferences has reduced to 16 in quarter 2 from 20 in quarter 1 which is comparable with the overall trend. A record of attendance at case conferences is being considered by the Quality Assurance sub-committee and there is ongoing discussion about appropriate engagement with GPs.

In quarter 2 there was one banning order in force in East Lothian, without powers of arrest. The adult was a woman under 65 with mental health problems, at risk of sexual and physical harm in the context of domestic abuse. The subject of the order is her partner.

One Large Scale Investigation for a care at home agency is ongoing, and in quarter two no new Large Scale investigations were initiated.



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# **East & Midlothian Public Protection Lead Officer Observations report**

**Quarter 3  
2013 / 2014**

**October to December**

## 1) Child Protection – East Lothian

### 1.1) Trends & patterns

Measure	Short term trend	Long term trend	2010/11	2011/12	2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Annual (average)
No of children on CPR in East Lothian	↓	↓	53	66	53	47	48	44	-	46
No of children on CPR in Midlothian	↓	↓	112	95	49	54	72	66	-	64

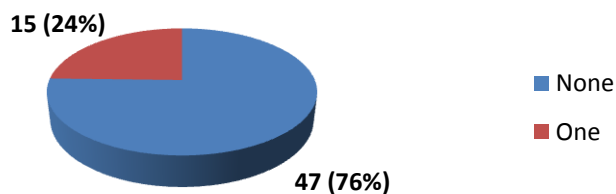
Comparison with similar sized authority areas – as at 31<sup>st</sup> July 2012:

Authority Area	Rate per 1,000 (0-15 pop)	Authority Area	Rate per 1,000 (0-15 pop)
West Dunbartonshire	2.2	East Renfrewshire	1.9
East Lothian	2.3 (as at 31/12/13)	Inverclyde	2.4
National average	3.0	Stirling	2.5
Moray	3.0	National average	3.0
Argyll & Bute	3.4	Midlothian	3.9 (as at 31/12/13)

### Repeat Inter-agency Referral Discussion's (East Lothian):

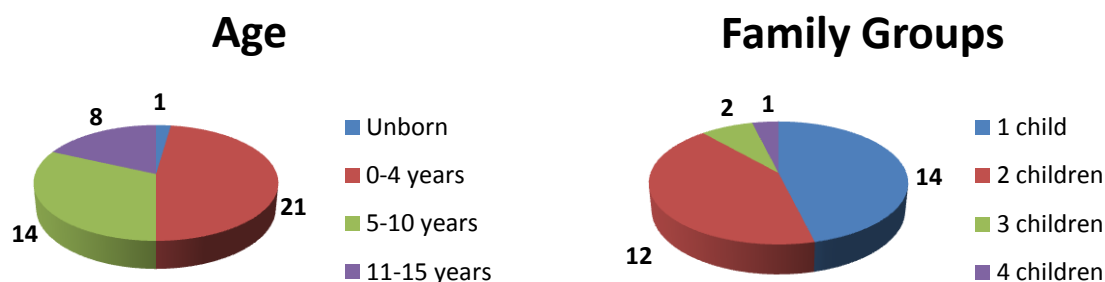
Between 1<sup>st</sup> October 2013 and 31<sup>st</sup> December 2013 there were a total of 62 sibling groups subject to an IRD within East Lothian. When an IRD is undertaken the Team Leader is asked to record how many IRD's the child has been subject to in the previous 15 months. The pie chart below is a breakdown of this data over quarter 3:

### East Lothian - repeat IRD's by sibling group



## 1.2) Profile

East Lothian Child Protection profile as at 31<sup>st</sup> December 2013 (quarter 3)



- For 45% of children (20) on the Child Protection Register domestic violence was an area of concern.
- For 61% of children (27) on the Child Protection Register parental drug misuse was an area of concern.
- For 23% of children (10) on the Child Protection Register parental alcohol misuse was an area of concern.
- For 34% of children (15) on the Child Protection Register neglect was an area of concern.
- For 25% of children (11) on the Child Protection Register parental mental health problems were an area of concern.

## 1.3) Closing Remarks

At the time of writing this report, the number of children on the child protection register over the last quarter has fallen from 48 to 44 with the majority of children registered remaining under the age of 4 years. East Lothian's rate of children registered per 1,000 of the population is 2.3 compared to the national average of 3.0. 14 of the children on the child protection register in East Lothian are repeat registrations.

The number of one repeat Inter-agency Referral Discussions (IRD's) has risen from 14% to 24% and the number of no repeat IRD's has in turn fallen from 81% to 76%. There have been no two repeat IRD's over the period.

The predominant area of concern in respect of children currently on the child protection register within East Lothian is parental drug misuse (61% equating to 27 children) followed by domestic abuse (45%, 20 children), then neglect (34%, 15 children), parental alcohol misuse (23%, 10 children) and parental mental health problems (25%, 11 children). These statistics show an increase in the combination of concern's impacting on children and young people in all areas apart from parental alcohol misuse which remains static.

The majority of children currently on the child protection register in East Lothian reside in the Tranent and Prestonpans area of the authority which is an increase from the previous quarter. In turn the number of children on the register residing in the Musselburgh and surrounding areas has decreased.

The above statistics do not correspond with the number of Children's Wellbeing referrals for the same areas with Musselburgh seeing a significant increase and Tranent and Prestonpans / Port Seton seeing a decrease. Health Visitor cause for concern cases have also increased in the Musselburgh, Tranent and Port Seton areas.

As of December 2013, the number of looked after children in foster care was 94 (increase of 1), kinship care 28 (increase of 4), residential care 29 (increase of 2) and looked after at home 54 (increase of 1). 7 looked after children are also currently subject to child protection registrations in East Lothian.

At the time of writing this report, East Lothian is awaiting publication of the findings from the recent care inspectorate's joint inspection of children's services. These findings will inform the necessary amendments to East Lothian's CPC Improvement Plan and will also inform the child protection priorities within the future joint Public Protection Committee action plan.

Signs of Safety has now been applied to all cases going to child protection case conference in East Lothian since April 2013. Since this time the number of children placed on the East Lothian child protection register has decreased. This statistic is beginning to reflect better outcomes in respect of children's safety. The use of the Signs of Safety approach was supported within the recent joint inspection. The inspection recommended that children's protection plans need to be SMART and that the views of children, their parents and extended family members need to be evidenced and represented. Further evaluation in these areas will now be undertaken.

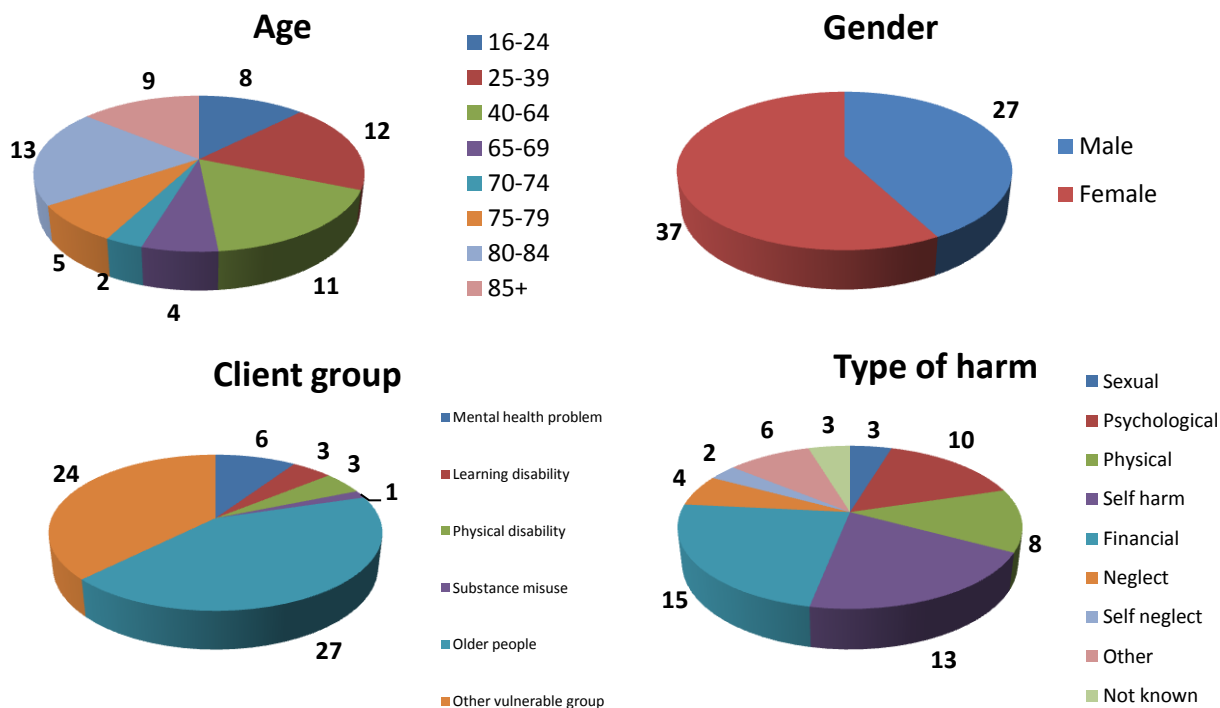
## 2) Adult Protection – East Lothian

### 2.1) Trends and Patterns

Measure	Short term trend	Long term trend	2010/11	2011/12	2012/13	Q1 2013 / 14	Q2 2013 / 14	Q3 2013 / 14	Q4 2013 / 14	Annual
Referrals	↓	↑	835	941	1065	293	311	283	-	887
Duty to Inquire	↓	↓	143	307	363	78	74	64	-	216
IRD	↓	↓	58	145	132	27	40	16	-	83
Case Conferences*	→	↓	36	95	141	20	16	16	-	52
Professionals meetings	↓	↓	-	-	40	4	5	4	-	13
No of open cases	↑	↓		56	48	34	39	46	-	Average 40
Protection Orders	↓	↓	8	5	11	3	1	0	-	4
No of Large Scale Investigations	→	↓	2	7	6	1	0	0	-	1

\* 2010/11 & 2011/12 figures include Professionals Meetings.

### 2.2) Profile



### **2.3) Closing Remarks**

In quarter 3 the referral rate in East Lothian fell by 9% (311 in quarter 2 to 283 in quarter 3); 241 of these referrals were Police Adult Concern Forms, and from these Adult Concern Forms 21 (9%) required Inquiries to be made under Adult Support and Protection. In quarter 3, 64 (22%) of all Adult Support and Protection referrals were progressed through Duty to Inquire which is 8% less than in quarter 2. In this quarter the percentage of those which progressed through IRD to Investigation decreased from 54% (40) in quarter 2 to 25% (25) in quarter 3. This represents a significant decrease in the long term trend for 2012-13. The actual number of cases being managed under Adult Protection has increased from 39 in quarter 2 to 46 in quarter 3 which is close to the average for 2012-13 which was 48.

In quarter 3 the profile of Adult Protection inquiries shows 58% (37) in relation to females (38) and 42% (27) in relation to males. The number of Adult Protection Inquiries in relation to the under 65 age group was 48% (31) with 52% (33) in relation to over 65s. In terms of client group, 42% of inquiries were in relation to older people (including dementia), 9% (6) were in relation to people with mental health problems, 5% (3) people with a learning disability, 5% (3) people with a physical disability, and 2% (1) with substance misuse issues. A significant 37% (24) are in the "other vulnerable" category which includes people with complex issues, who do not neatly fall into other categories. This figure continues to reflect the large number of police referrals received, a large proportion of which do not meet the criteria of an Adult at Risk of Harm. Steps are therefore being taken to change the screening process, acknowledging that the majority of these referrals are not, in fact, Adult Support and Protection, and it is hoped this will have a positive impact on operational demand. Whilst acknowledging that people are usually subject to more than one type of harm, in quarter 3, the primary source of harm for which inquiries were made was 24% (15) in relation to self harm including self neglect, 24% (15) financial harm; 13% (8) physical harm, 16% (10) psychological harm, 5% (3) sexual harm, 6% (4) neglect and 9% (6) other / not known as the primary harm reported.

The number of professionals meetings has decreased from 5 last quarter, to 4 in quarter 3, which is comparable with the overall trend. There were 16 case conferences in quarter 3 which is the same as quarter 2 and remains comparable with the overall trend. A record of attendance at case conferences is being considered by the Quality Assurance sub-committee and there is ongoing discussion about appropriate engagement with GPs.

In quarter 3 there were no protection orders in force in East Lothian.

In quarter 3 a multi-agency strategy meeting was held in relation to a care at home agency regarding issues around management and coordination of the service which may have caused harm to service users. The meeting was satisfied that the steps taken by the organisation were sufficient and a Large Scale Investigation was not initiated in this case.

A multi-agency strategy meeting was also held in relation to a care home where there were significant concerns about staffing levels and quality of care to residents. It was agreed to initiate a Large Scale Investigation, and at the time of writing that is ongoing. Multi-agency staff are working closely with the provider to proactively support the required improvements to ensure residents safety and wellbeing.



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

**MEETING DATE:** 25 March 2014

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

**SUBJECT:** Customer Complaints and Feedback

**5**

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**1 PURPOSE**

- 1.1 To give a report on the use of the Council's complaints handling procedure for the following 6 month period; Q2: 1 July 2013 to 30 September 2013 and Q3: 1 October 2013 to 31 December 2013

**2 RECOMMENDATIONS**

- 2.1 To note the report.

**3 BACKGROUND**

- 3.1 East Lothian Council complies with the model complaints handling procedure for local authorities introduced by the Scottish Public Services Ombudsman (SPSO):

**Stage 1 (Frontline Resolution)** - Complaint dealt with at point of service within 5 working days

**Stage 2 (Investigation)** – Investigation of points raised, acknowledged within 3 working days and response provided within 20 working days

If complainants remained dissatisfied after completing this process then they have a legal right of appeal to the SPSO. Those complaining about social work issues have the option of asking for their complaint to be referred to a Complaints Review Committee (CRC).

- 3.2 Complaints, comments and compliments are recorded on the Council's Customer Relationship Management system (CRM), which provides data on the types of complaints customers make about Council services, as well as complaint handling performance. This system also records comments and compliments from customers.

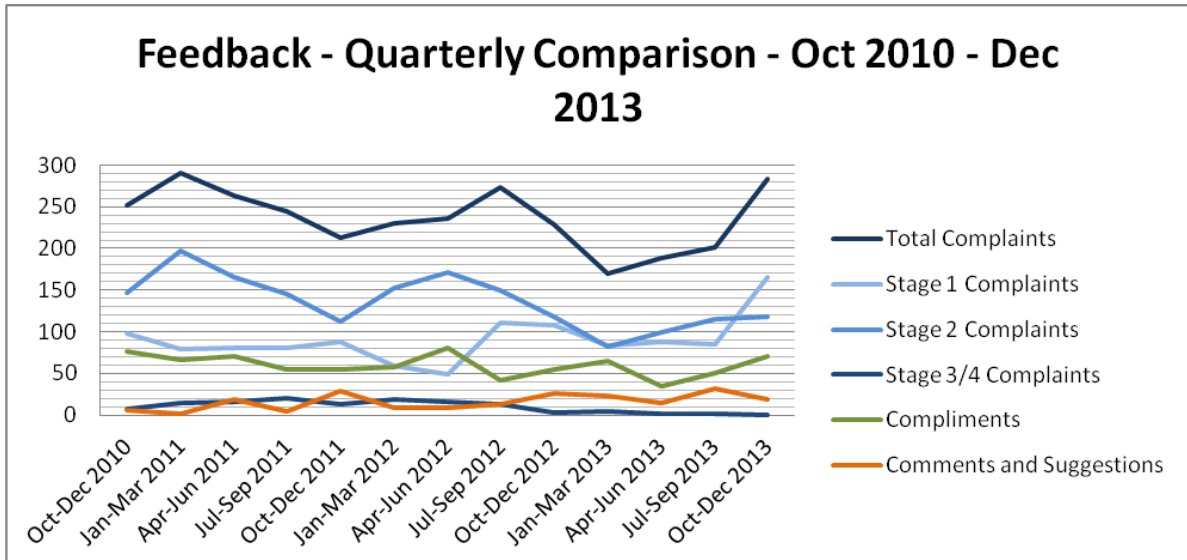
- 3.3 The Council records and reports on complaints received by the Contact Centre, Customer Feedback Team or Coordinators appointed for individual service areas. Service areas are encouraged to report complaints they receive through these channels, to ensure recording is as accurate as possible.
- 3.4 The total number of complaints, comments and compliments received for each quarter were as follows:

<b>Type of customer feedback</b>	<b>Q2 (July – Sept '13)</b>	<b>Q3 (Oct – Dec '13)</b>
Stage 1 complaints:	85	166
Stage 2 complaints:	115	118
Total no of complaints:	<b><u>200</u></b>	<b><u>284</u></b>
Comments:	31	18
Compliments:	50	71

- 3.5 Compared to the same period last year there was a 23% decrease in the total number of complaints for Q2 (260) and a 20% increase in the total number of complaints recorded during Q3 (226).
- 3.6 This pattern is the reverse of the same period last year, which saw a decrease in complaints received during Q3. No single particular cause has been identified but it is not unusual to see complaint figures rise during the winter months if, for example, there has been a prolonged period of bad weather which has affected services.
- 3.7 It is encouraging to see the significant rise in the proportion of complaints now being dealt with at Stage 1 of the complaints procedure, which means they are being dealt with directly at service level. This follows on from progress last year and is in line with best practice, as well as being better for both the complainant and the Council, as issues are being resolved quickly by the service concerned. This demonstrates a more responsive attitude towards dealing with complaints at the front line.
- 3.8 Interestingly, there was also a rise in the number of compliments received over this period, with 50 received in Q2 and 71 received in Q3. It is pleasing to see that members of the public are also taking the time to contact the council when they receive a good service.
- 3.9 A quarterly comparison graph of top line figures for all customer feedback received since October 2010 (Figure 1) shows that complaint numbers are on the rise from a low in Q4 of last year (Jan – March 2013). Again, there is no single identifiable cause. This could be a result of changes being made to how some services are delivered in light of the financial challenges being faced by local authorities. Alternatively, work carried out

to publicise the complaints procedure and advise people, particularly more vulnerable groups, of their right to complain may have had an impact.

Figure 1



3.10 In Q2 93% of Stage 1 complaints were responded to within the 5 working day timescale. This rose to 99% in Q3.

3.11 Performance against agreed targets for acknowledging and responding to complaints at Stage 2 was as follows:

	<b>Q2 July – Sept ‘13</b>	<b>Q3 Oct – Dec ‘13</b>
Acknowledgement within 3 working days	<b>97%</b>	<b>96%</b>
Response within 20 working days (28 days for social work)	<b>94%</b>	<b>86%</b>
Extension agreed and notification provided within timescale	<b>4%</b>	<b>9%</b>

3.12 Acknowledgement rates remained consistently high continuing the good performance from last year. There was a marked improvement in response rates within timescale, which is pleasing to note as the average response rate for 2012/13 was 76.5%, leaving room for improvement. There was a drop in response rates for Q3 this year but this has to be put in context with the rise in the overall number of complaints received during that quarter.

3.13 Performance by each service area per quarter is detailed in Appendices 1a and 1b (attached).

3.14 The service areas with the highest number of complaints each quarter were as follows:

**Q2 – 1 July 2013 to 30 September 2013**

<b>Service Area</b>	<b>Stage 1 complaints</b>	<b>Stage 2 complaints</b>	<b>Total</b>
Property Maintenance	23	22	<b>45</b>
Landscape & Countryside	13	14	<b>27</b>
Transportation	9	18	<b>27</b>
Adult Wellbeing	3	7	<b>10</b>
Community Housing	5	5	<b>10</b>
Waste Services	10	0	<b>10</b>

**Q3 – 1 October 2013 to 31 December 2013**

<b>Service Area</b>	<b>Stage 1 complaints</b>	<b>Stage 2 complaints</b>	<b>Total</b>
Property Maintenance	73	33	<b>106</b>
Community Housing	13	12	<b>25</b>
Transportation	9	14	<b>23</b>
Waste Services	17	0	<b>17</b>
Education	5	8	<b>13</b>
Landscape & Countryside	5	8	<b>13</b>

3.15 A breakdown of complaints, comments and compliments received by service area per quarter is attached at Appendices 2a and 2b.

3.16 Property Maintenance consistently receives the highest number of complaints, which is not surprising considering the nature of the service and the high level of interaction with tenants. Although there was a significant increase in the number of complaints received about this service over the winter period, it is important to note that 69% of these complaints were dealt with within 5 working days. Last year a much higher proportion of complaints were progressing to Stage 2.

- 3.17 Landscape & Countryside saw a rise in the number of complaints received in Q2. These mainly related to cemetery and park maintenance.
- 3.18 Transportation was in the top three service areas for complaints in both quarters and received more complaints than over the same period last year. These mainly related to maintenance of roads and pathways and delays in carrying out road repairs.
- 3.19 Community Housing saw a rise in complaints in Q3, as did Education. Complaint subjects varied.
- 3.20 No social work complaints progressed to a Complaints Review Committee (CRC) during this period.
- 3.21 Examples of Stage 1 complaints received during this period included:
- Outstanding repairs to council homes
  - Lack of response to enquiries (various)
  - Bin / recycling box not uplifted
  - Internet connection problems in libraries
  - Road repairs e.g. potholes
  - Automated switchboard
  - Dog fouling / litter issues
  - Neighbour problems
  - Public toilet closure times over festive period
  - Content of school assembly
  - Incorrect invoices
- 3.22 Resolutions included providing apologies, information and / or explanations and undertaking to provide the requested service.
- 3.23 Notable issues complained about at Stage 2 included:
- Administration of planning applications (including neighbour notification)
  - Charge for not arranging access for annual gas safety check
  - Condensation / damp issues in council owned properties
  - Condition of new tenancy
  - Delay in Occupational Therapy assessment

- Capital improvement works to council homes (rewiring / kitchen & bathroom upgrades)
- Shared cost repairs – delays etc
- Antisocial behaviour investigations
- Change to Home to School transport route (Waughton / Newbyth area)
- Closure of gates at Linkfield Road / Pinkie Park during school hours
- Staff conduct
- Housing allocations policy
- Lack of communication about care decisions for relatives
- Financial assessment process to determine care contributions / if self-funding for residential care
- Information contained in social work reports
- Council Tax administration

3.24 The number of complaints recorded about staff attitude / conduct dropped from 14 in Q2 to 11 in Q3. The overall total was 25% less than received about this subject during the same period last year. This is positive and perhaps reflects the emphasis put on good customer service within the Council; for example encouraging front line staff to take up the Customer Service Professional Qualification (CSPQ).

3.25 Complaint outcomes for Q2 and Q3 were as follows:

<b>Outcome</b>	<b>Q2 (Jul – Sept '13)</b>	<b>Q3 (Oct - Dec '13)</b>
Upheld	12%	29%
Partially Upheld	43%	20%
Not Upheld	45%	47%
Outcome not selected		4%

3.26 The numbers of complaints not upheld remained fairly consistent but the numbers of complaints upheld increased over the period while the number of complaints partially upheld dropped. This in contrast to the same period last year where the number of complaints upheld dropped and the number of complaints partially upheld increased. This appears to

demonstrate that each complaint is looked at individually and that outcomes are evidence based.

3.27 The most common actions in response to complaints were to provide an appropriate explanation / additional information, provide the requested service or offer an appropriate apology. An apology was always provided wherever failings were identified and action taken to remedy the situation. Meeting directly with complainants is also being actively encouraged to try and resolve complaints.

3.28 It is important that lessons are learned where evidence of maladministration and / or service failure is identified. Below are some examples of recommendations for service improvements following complaints investigations:

- Review information in Repairs and Maintenance policy and Tenant's Handbook in relation to the provision of additional locks on windows and doors to clarify responsibilities of both council and tenant
- Reminder to social workers to inform clients and / or carers when closing a case and the reasons why
- Review administrative procedures relating to home to school transport (Taxi requests)
- Reminders of Customer Care Charter and the standards of behaviour expected of employees in their dealings with members of the public
- In addition, complaints information has fed into various service reviews

## **CUSTOMER FEEDBACK DEVELOPMENTS**

3.29 New information specifically for children on the complaints handling procedure is now in circulation. Updated information for adults with learning disabilities will be designed next.

3.30 An online learning module on complaint handling is being developed for council staff.

3.31 As of 1 April 2014, surveys will be sent out with complaint responses (electronic and post card versions, depending on method of contact) to gather information on people's experience of making a complaint to East Lothian Council so that customer views can be taken into account as part of the continuous improvement of the complaint handling service.

3.32 The Customer Feedback Team will be examining ways to better record and share information on service improvements resulting from complaints.

#### **4 POLICY IMPLICATIONS**

4.1 None

#### **5 EQUALITY 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 1a and 1b - breakdown of complaints, comments and compliments received per service area

7.2 Appendix 2a and 2b - breakdown of performance per service area in relation to acknowledgement and response times

<b>AUTHOR'S NAME</b>	Sarah E.M Bogunovic
<b>DESIGNATION</b>	Customer Feedback Manager
<b>CONTACT INFO</b>	X 7497 email: sbogunovic@eastlothian.gov.uk
<b>DATE</b>	13 March 2014



### Appendix 1a: Acknowledgement and response performance by service in Q2 (June – Sept '13)

Service Area	Number of Stage 2 Complaints	Acknowledged Within 3 Working Days	% Acknowledged Within 3 Working Days	Update Needed and Sent On Time	Responded To Within 20 Working Days	% Responded To Within 20 Working Days
Antisocial Behaviour	2	2	100.00%	0	2	100.00%
Community Housing	5	5	100.00%	0	5	100.00%
Homelessness	3	2	66.67%	0	3	100.00%
Housing	9	9	100.00%	0	9	100.00%
Landscape and Countryside	14	14	100.00%	0	13	92.86%
Planning and Building Control	5	5	100.00%	1	4	80.00%
Property Maintenance	22	22	100.00%	2	20	90.91%
Transportation	18	18	100.00%	0	18	100.00%
Environment	4	4	100.00%	0	4	100.00%
Other - Communities	4	4	100.00%	0	4	100.00%
Adult Wellbeing	7	7	100.00%	2	5	71.43%
Children's Wellbeing	2	2	100.00%	0	2	100.00%
Education and Schools	5	5	100.00%	0	5	100.00%
Other - People	2	2	100.00%	0	2	100.00%
Community Care Finance	1	1	100.00%	0	0	0.00%
Council Tax	2	1	50.00%	0	2	100.00%
Customer Services	0	0	0.00%	0	0	0.00%
Finance	5	5	100.00%	0	5	100.00%
Human Resources	0	0	0.00%	0	0	0.00%
Legal Services	0	0	0.00%	0	0	0.00%
Revenues and Benefits	1	0	0.00%	0	1	100.00%

<b>Service Area</b>	<b>Number of Stage 2 Complaints</b>	<b>Acknowledged Within 3 Working Days</b>	<b>% Acknowledged Within 3 Working Days</b>	<b>Update Needed and Sent On Time</b>	<b>Responded To Within 20 Working Days</b>	<b>% Responded To Within 20 Working Days</b>
Other - Resources	2	2	100.00%	0	2	100.00%
Other	2	2	100.00%	0	2	100.00%
<b>Total</b>	<b>115</b>	<b>112</b>	<b>97.39%</b>	<b>5</b>	<b>108</b>	<b>93.91%</b>

## Appendix 1b: Acknowledgement and response performance by service in Q3 (Oct – Dec'13)

Service Area	Number of Complaints	Acknowledged Within 3 Working Days	% Acknowledged Within 3 Working Days	Update Needed and Sent On Time	Responded To Within 20 Working Days	% Responded To Within 20 Working Days
Antisocial Behaviour	3	2	66.67%	0	2	66.67%
Community Housing	12	10	83.33%	1	10	83.33%
Homelessness	0	0	0.00%	0	0	0.00%
Housing	1	1	100.00%	0	1	100.00%
Landscape and Countryside	8	8	100.00%	0	7	87.50%
Planning and Building Control	3	3	100.00%	0	3	100.00%
Property Maintenance	33	33	100.00%	2	30	90.91%
Property Services	1	1	100.00%	0	1	100.00%
Trading Standards	1	1	100.00%	0	1	100.00%
Transportation	14	14	100.00%	3	11	78.57%
Environment	5	5	100.00%	0	5	100.00%
Other - Communities	2	2	100.00%	0	2	100.00%
Adult Wellbeing	7	6	85.71%	2	4	57.14%
Children's Wellbeing	4	3	75.00%	2	2	50.00%
Education and Schools	8	8	100.00%	0	8	100.00%
Other - People	2	2	100.00%	0	2	100.00%
Community Care Finance	0	0	0.00%	0	0	0.00%
Council Tax	4	4	100.00%	1	3	75.00%
Customer Services	2	2	100.00%	0	2	100.00%
Finance	2	2	100.00%	0	2	100.00%
Human Resources	0	0	0.00%	0	0	0.00%

Service Area	Number of Complaints	Acknowledged Within 3 Working Days	% Acknowledged Within 3 Working Days	Update Needed and Sent On Time	Responded To Within 20 Working Days	% Responded To Within 20 Working Days
Legal Services	1	1	100.00%	0	1	100.00%
Revenues and Benefits	0	0	0.00%	0	0	0.00%
Other - Resources	1	1	100.00%	0	1	100.00%
Other	3	3	100.00%	0	3	100.00%
Unknown	1	1	100.00%	0	1	100.00%
<b>Total</b>	<b>118</b>	<b>113</b>	<b>95.76%</b>	<b>11</b>	<b>102</b>	<b>86.44%</b>

## Appendix 2a: Customer Feedback breakdown by service Q2 (July – Sept '13)

Service Area	Comment	Compliment	Stage 1 Complaint	Stage 2 complaint	Total
Antisocial Behaviour	0	0	2	2	4
Community Housing	3	1	5	5	14
Environment	0	0	0	4	4
Facilities Management	0	0	1	0	1
Homelessness	0	0	0	3	3
Housing	0	0	0	9	9
Landscape and Countryside	4	13	13	14	44
Licensing	0	0	0	0	0
Planning and Building Control	0	1	1	5	7
Property Maintenance	2	5	23	22	52
Property Services	0	1	0	0	1
Trading Standards	0	0	0	0	0
Transportation	7	2	9	18	36
Waste Services	5	0	10	0	15
Adult Wellbeing	1	14	3	7	25
Children's Wellbeing	0	1	2	2	5
Criminal Justice	0	0	0	0	0
Education and Schools	0	0	0	5	5
Community Care Finance	0	0	0	1	1
Council Tax	0	1	0	2	3
Cultural Services	0	0	0	0	0
Customer Services	0	5	4	0	9
Democratic Services	0	0	0	0	0
Economic Development	0	0	0	0	0
Finance	0	1	0	5	6
Human Resources	1	0	0	0	1
IT	0	0	0	0	0
Legal Services	0	0	1	0	1
Libraries	7	3	4	0	14
Print Unit	0	0	0	0	0
Revenues and Benefits	0	0	2	1	3
Other/Unknown	1	2	5	10	18
<b>TOTALS</b>	<b>31</b>	<b>50</b>	<b>85</b>	<b>115</b>	<b>281</b>

**Appendix 2a: Customer Feedback breakdown by service area Q3 (Oct – Dec '13)**

Service Area	Comment	Compliment	Stage 1 Complaint	Stage 2 Complaint	Total
Antisocial Behaviour	0	0	1	3	4
Community Housing	0	4	13	12	29
Environment	1	1	0	5	7
Facilities Management	0	1	0	0	1
Homelessness	0	0	2	0	2
Housing	0	0	0	1	1
Landscape and Countryside	5	6	5	8	24
Licensing	0	0	0	0	0
Planning and Building Control	0	2	1	3	6
Property Maintenance	2	11	73	33	119
Property Services	0	1	2	1	4
Trading Standards	0	0	0	1	1
Transportation	4	3	9	14	30
Waste Services	4	2	17	0	23
Adult Wellbeing	0	19	3	7	29
Children's Wellbeing	0	1	4	4	9
Criminal Justice	0	0	0	0	0
Education and Schools	0	2	5	8	15
Community Care Finance	0	0	0	0	0
Council Tax	0	0	4	4	8
Cultural Services	0	0	0	0	0
Customer Services	0	7	6	2	15
Democratic Services	0	0	0	0	0
Economic Development	0	0	0	0	0
Finance	0	0	1	2	3
Human Resources	0	0	0	0	0
IT	0	0	0	0	0
Legal Services	0	0	0	1	1
Libraries	1	7	9	0	17
Print Unit	0	0	0	0	0
Revenues and Benefits	0	0	1	0	1
Other/Unknown	1	4	10	9	
<b>TOTALS</b>	<b>18</b>	<b>71</b>	<b>166</b>	<b>118</b>	<b>373</b>

**Policy and Performance Review Committee: Annual Work Programme 2014 Update (March 2014)**

Date	Performance Monitoring/ Inspection Reports	Reports requested by members/ Other Reports
25 <sup>th</sup> Mar 2014	Q3 Performance Indicators Adult and Child Protection performance monitoring report Customer Feedback – six monthly report	Evaluation of Electronic Vehicles
29 <sup>th</sup> Apr 2014	Follow up to Housing Benefit performance report SOLACE / Improvement Service Performance Indicators	Review of Effectiveness of Council Investment in Police and Community Wardens Impact of Welfare Reform Report on dog fouling (Cllr McAllister) Report on Winter Roads Maintenance (Cllr McAllister) Report on Literacy Levels in East Lothian schools (Cllr McKenzie)
17 <sup>th</sup> June 2014	Q4 Performance Indicators	Report on Fly-tipping Report on the impact of the Voluntary Early Retirement Scheme / Efficient Workforce Management
Sept 2014		Report on provision of outdoor learning to schools (Cllr Williamson) Report on Use of Council Bus Fleet