

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

**MEETING DATE:** 29 April 2014

**BY:** Depute Chief Executive - Partnership and Services for Communities

**SUBJECT:** Local Government Benchmarking Framework 2012/13

---

## **1 PURPOSE**

- 1.1 To report the results of the Local Government Benchmarking Framework (SOLACE benchmarking indicators) to the Policy and Performance Review Committee.

## **2 RECOMMENDATIONS**

- 2.1 Committee notes the results of the Local Government Benchmarking Framework 2012/13 and the update on various benchmarking exercises that are being undertaken by the Council.

## **3 BACKGROUND**

- 3.1 The Local Government Benchmarking Framework has been developed to help councils compare their performance using a standard set of indicators. The indicators have replaced the Accounts Commission's Statutory Performance Indicators. The results for 2012/13 were published by the Improvement Service on 27 March 2014.

- 3.2 The Improvement Service notes that:

'The core purpose of the exercise is benchmarking: making comparisons on spending and performance between similar councils so that councils can identify strengths and weaknesses, learn from councils who seem to be doing better and improve their local performance.'

- 3.3 Benchmarking – undertaking an exercise to find out the underlying reasons why performance differs – is vital to help interpret many of the indicators. In some cases it is clear what constitutes good performance. However, in the case of other indicators, particularly the cost indicators, good performance is less clear cut. For example, councils could take

decisions to maintain or increase high levels of expenditure on services for various reasons.

- 3.4 The range of results across Scotland can be large due to demographic, economic and environmental differences between councils. In order to help compare like-with-like a number of 'family groups' of similar councils have been identified. East Lothian belongs to two family groups; one that includes similar councils based on demographic and social factors, and another that is based on the distribution of the population in rural and urban areas.
- 3.5 The use of relevant family group for benchmarking performance measures should help to remove many reasons for differences in service costs that are beyond the control of the Council (e.g. large differences in population size). Benchmarking, through detailed comparative analysis, can then focus upon the processes or policies that influence the cost of service provision to identify good practice. However, in some instances, service costs will simply reflect the different priorities pursued by each council.
- 3.6 The Improvement Service is facilitating two pilot exercises to help establish a process for benchmarking. School leaver destinations and roads maintenance are the subjects of the pilot exercise. Meetings have been held for each of the pilot exercises to help understand why the results differ between councils. The final report from each pilot exercise is currently in preparation.

### **Analysis of 2012/13 results**

- 3.7 The Local Government Benchmarking Framework includes almost 60 indicators across eight areas. Details of all of the indicators can be found on the Improvement Service website at:
- <http://www.improvementservice.org.uk/benchmarking/councils/reports/eastlothian.pdf>
- 3.8 Appendix A provides an analysis of the indicator at national level and an analysis of the performance of East Lothian Council. The appendix displays the indicators of the Framework for which:
- there is a notable change over time
  - East Lothian Council differs significantly from its family group
- 3.9 The Appendix includes a graph for each indicator showing the trend in comparison to the Scottish average and a graph that shows the result for East Lothian for 2012/13 compared to each council in its family group.
- 3.10 Overall the indicators present a mixed picture of East Lothian Council in terms of performance and service costs, although it should be noted that satisfaction with services is exceptionally high.

- 3.11 When reviewing the cost indicators it is worth noting that there can be a relatively large degree of variation between years and also between councils. The cost data is derived from the Local Financial Return (LFR) that all councils report to the Scottish Government. While being adequate for its original purpose the LFR data is less well suited to benchmarking as definitions for some categories are open to a wide degree of interpretation. The Improvement Service is developing an alternative method of collecting data regarding service costs.

### **Progress on benchmarking**

#### **Local Government Benchmarking Framework pilot exercises**

- 3.12 Two benchmarking pilot exercises regarding roads maintenance and school leaver destinations are currently being undertaken under the auspices of the Improvement Service (see para 3.6). East Lothian Council is participating in both of these exercises. The final report for each exercise is in preparation.

#### **Areas highlighted in the 2011/12 Local Government Benchmarking Framework results**

- 3.13 Following the publication of the 2011/12 Local Government Benchmarking Framework results (reported to PPR Committee in April 2013) The Council Management Team identified five indicators for which East Lothian Council was well below the Scottish average and ranked in the lowest quartile. Desk based exercises have been carried out to provide further information on these indicators.
- 3.14 ***Children 6 and 7: % of pupils from deprived areas gaining 5+ awards at level 5 and level 6***

Education Committee considered a report on the 2013 SQA Performance (25 March 2014). The report did not include detail on the attainment of pupils from more deprived areas. However, the improvement actions and activities being undertaken by schools and the education service take account of the need to improve the attainment of pupils in deprived areas:

- Schools using data more effectively to provide appropriate and targeted support for pupils both in Senior Phase and in Broad General Education
- Continue to provide high quality support in line with GIRFEC (Getting It Right For Every Child) with the aim of assisting all pupils including those in the lowest 20% to achieve to their potential.

- 3.15 ***Culture and Leisure 4: Cost of parks and open spaces***

The 'cost of parks and open spaces' was highlighted as being the highest in Scotland in 2011/12 and this remains the case in 2012/13. However, the indicator is based on gross costs and does not take account of income from areas such as Garden Aid, work on capital projects or from

work recharged to Roads. Further work is required to understand whether East Lothian's reported high costs for parks and opens spaces is a result of what is included or not included in the LFR or whether there are other reasons.

3.16 ***Environment 1 & 2: Gross cost of waste collection and disposal per premise***

East Lothian Council appeared to have high gross costs for waste collection in 2011/12. The results for 2012/13 show that the cost has subsequently reduced to below the Scottish average. From next year the indicator on gross costs will be replaced by an indicator on net costs as quite a large amount of income was being excluded.

3.17 ***Housing 1: Current tenants' rent arrears as a percentage of net rent due***

The Depute Chief Executive (Partnerships and Community Services), the Head of Council Resources and the Head of Communities and Partnerships have established a working group to monitor rent arrears and review the effectiveness of action being taken to reduce rent arrears. An action plan bringing together the various actions being taken by the Community Housing and Finance services to reduce the level of rent arrears has been prepared.

3.18 ***Percentage of repairs completed within target times***

The Council reported the lowest proportion of 'repairs completed within target time' in 2011/12. The proportion of repairs within target has subsequently improved and the Council is now ranked 24<sup>th</sup> out of 26 councils for this measure. Direct comparisons using this measure are difficult as each council determines its own target times. Each council also determines how to categorise repairs, therefore they can have a different number of categories from one another, each with a different target.

**Charging for services**

3.19 Audit Scotland published a report on 31 October 2013 entitled 'Charging for services: are you getting it right?' The report suggested that East Lothian Council raises a relatively low proportion of its income from charges. Work has started on an exercise to benchmark the level of income that the Council raises via charging for services.

**4 POLICY IMPLICATIONS**

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

## **5 EQUALITIES IMPACT ASSESSMENT**

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

## **6 RESOURCE IMPLICATIONS**

- 6.1 Financial – none  
6.2 Personnel – none  
6.3 Other – none

## **7 BACKGROUND PAPERS**

- 7.1 Appendix A: Analysis of Local Government Benchmarking Framework 2012-13

<b>AUTHOR'S NAME</b>	Andrew Strickland
<b>DESIGNATION</b>	Policy Officer
<b>CONTACT INFO</b>	astrickland@eastlothian.gov.uk
<b>DATE</b>	14/04/2014

## Appendix A: Analysis of Local Government Benchmarking Framework 2012-13

### Education and Children's Wellbeing

#### Educational attainment (CHN 4, 5, 6 & 7)

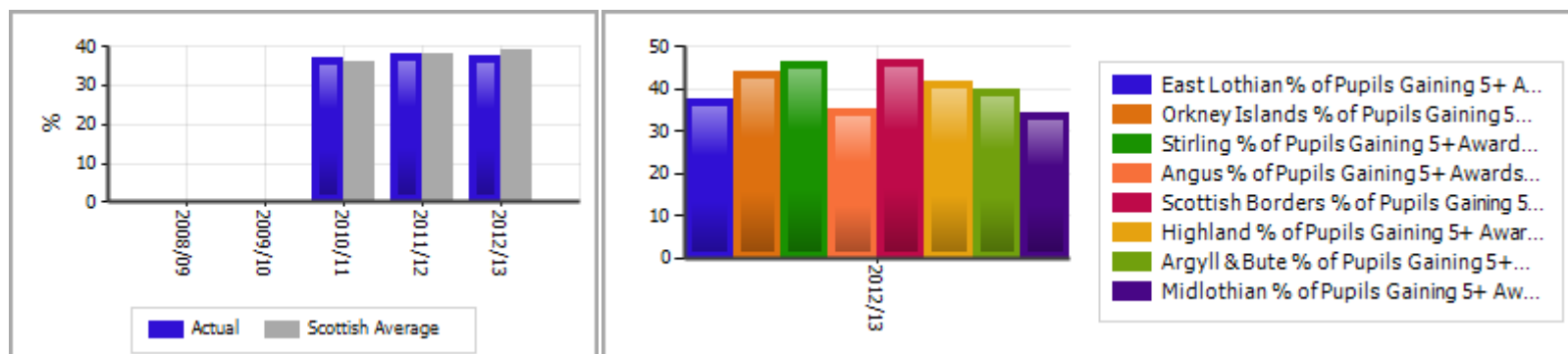
##### National overview

An improving trend can be seen in the SQA level 5 and level 6 data across the three years for which we have collated data. The total percentage of young people gaining five awards at level 5 and level 6 is increasing, and the percentage for young people from deprived areas achieving that level of award is also increasing. This trend can be tracked back across the last 10 years, with the performance of children from the most deprived backgrounds having improved by 17% across the period since 2002. The "equality gap" between the most and least disadvantaged pupils has narrowed by much less because all pupils have improved their performance across the period.

##### East Lothian analysis

CHN 4: % of pupils gaining 5+ awards at level 5

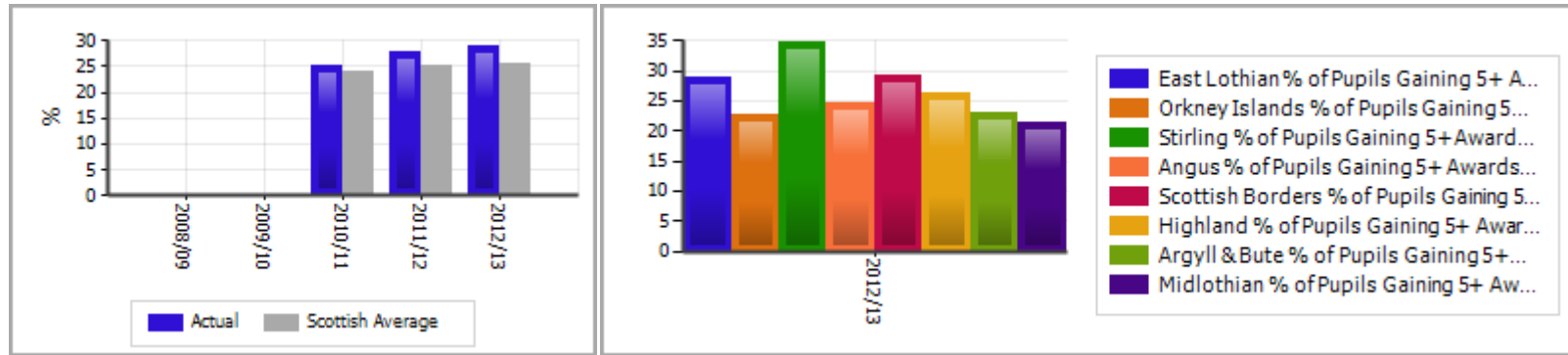
East Lothian recorded a slight fall between 2011/12 and 2012/13. The results for East Lothian over the period between 2010/11 and 2012/13 have been relatively static when compared to the Scottish average, which has increased from being lower than East Lothian in 2010/11 to higher in 2012/13. East Lothian records the 6<sup>th</sup> highest result out of the 8 councils in its family group.



Year	East Lothian	Scotland
2012/13	37.66	39.30
2011/12	38.00	38.00
2010/11	37.00	36.00

CHN 5: % of pupils gaining 5+ awards at level 6

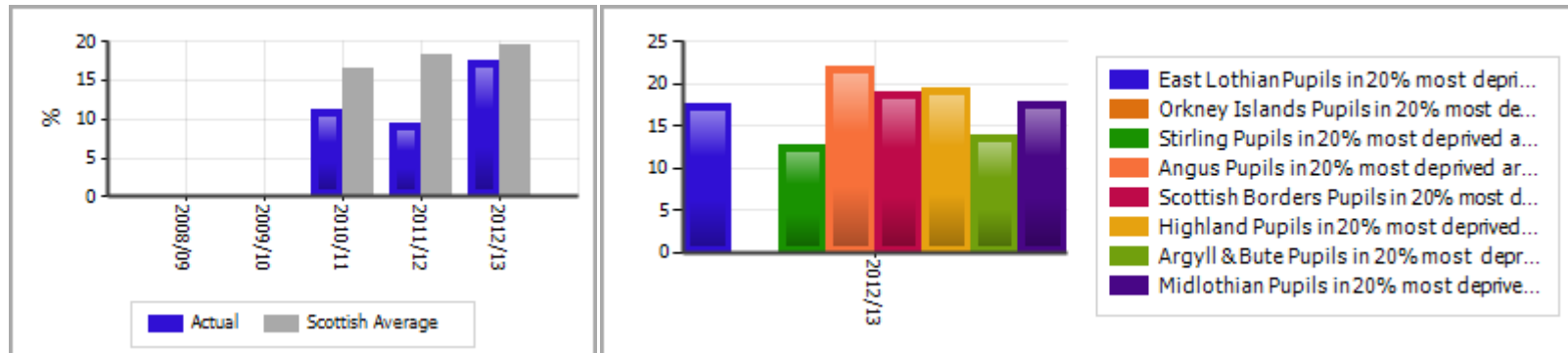
East Lothian has improved more strongly than the Scottish average for this measure. East Lothian records the 3<sup>rd</sup> highest result in its family group.



Year	East Lothian	Scotland
2012/13	28.94	25.70
2011/12	28.00	25.00
2010/11	25.00	24.00

CHN 6: % of pupils from deprived areas gaining 5+ awards at level 5 & CHN 7: % of pupils from deprived areas gaining 5+ awards at level 6

Relatively small numbers of pupils in East Lothian live within the 20% most deprived areas in Scotland. The results for these indicators will fluctuate due to the small cohort. CHN 6 has improved by 8 percentage points between 2011/12 and 2012/13 while CHN 7 has declined by 6 percentage points over the same period. The results for East Lothian are similar to those of comparator authorities.



Year	East Lothian	Scotland
2012/13	17.85	19.50
2011/12	9.52	18.30
2010/11	11.32	16.50

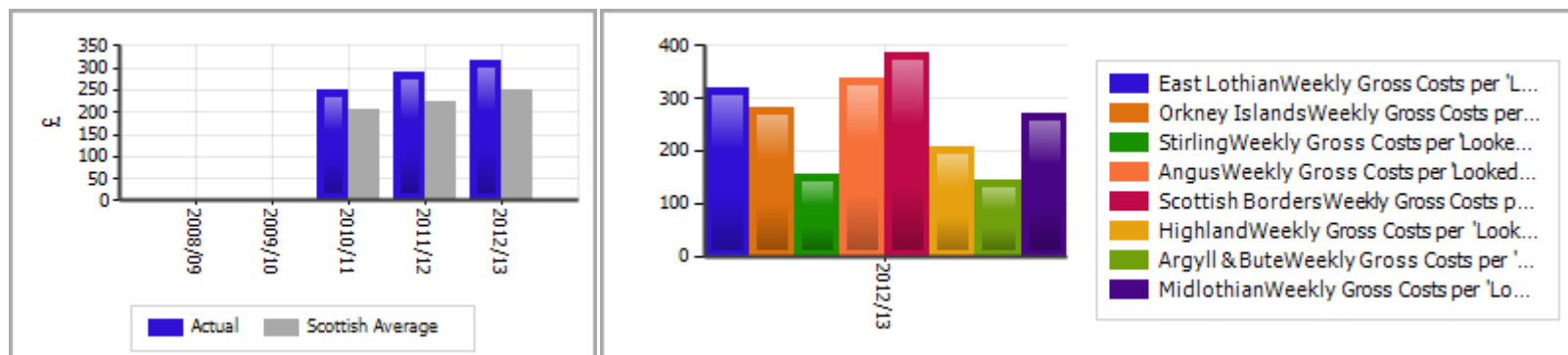
## CHN 8b: The gross cost of “children looked after” in a community setting per child per week

### National overview

The average cost per looked after child in a community setting in 2012/13 was £249 per week, which represented a 17.1% increase in real terms since 2010/11, with the rate of increase accelerating in the last 12 months. This change reflects an increase in gross spending in this area whilst the numbers of children being looked after has remained relatively constant.

### East Lothian analysis

East Lothian’s costs appear to be relatively high, both in relation to the Scottish average and the family group. Costs have risen steadily in East Lothian over the past three years from £250.22 in 2010/11 to £317.59 in 2012/13.



Year	East Lothian	Scotland
2012/13	317.59	249.70
2011/12	288.35	221.20
2010/11	250.22	204.80



## Corporate Services

### CORP 1: Support services as a % of total gross expenditure & CORP 2: Cost of democratic core per 1,000 population

#### National overview

Corporate support services within councils cover a wide range of functions including finance, human resources, corporate management, payroll, legal services and a number of other corporate functions.

In 2012/13 the Scottish average among councils for the cost of support services as a percentage of the total revenue budget of a council was 4.7%. This was a slight increase from 2010/11 when the figure was 4.6%. In 2012/13 the range across councils is from 2.2% to 7.9% with a significant difference between urban, rural and semi-rural councils. In general terms, rural authorities displayed a higher percentage than urban and semi-rural area councils; the rates were 6.1% on average for rural councils, 3.9% for urban councils and 4.0% for semi-rural councils.

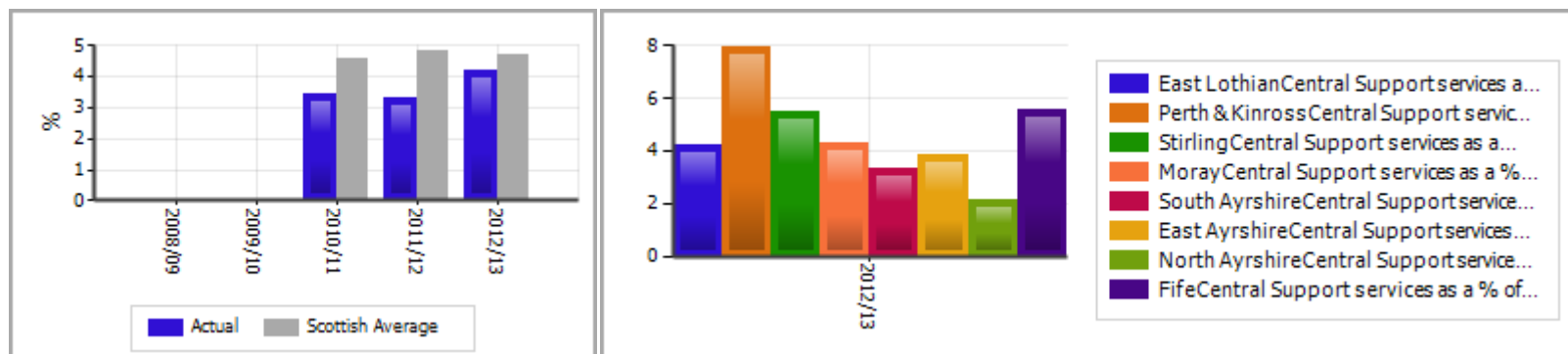
The democratic core service of local authorities covers all the services, including committees, that are necessary to support the council in discharging its democratic functions on behalf of the community.

In 2012/13 the Scottish average for the cost of the democratic core per 1000 of population was £31,778. The range across councils was from £15,610 to £241,447, with rural councils having significantly higher costs than urban/semi-rural equivalents. If the island councils are removed from this range it reduces from £13,610 to £48,448. These figures indicate the higher costs rural and island councils face associated with the distances elected members have to travel to attend meetings plus accommodation and other expenses incurred as a consequence of this. Over the three year period 2010/11 to 2012/13 the cost reduced by -8.8% in real terms. The rate of reduction has slowed in recent years from -8.1% in real terms from 2010/11 to 2011/12 to -0.8% in real terms from 2011/12 to 2012/13.

#### East Lothian analysis

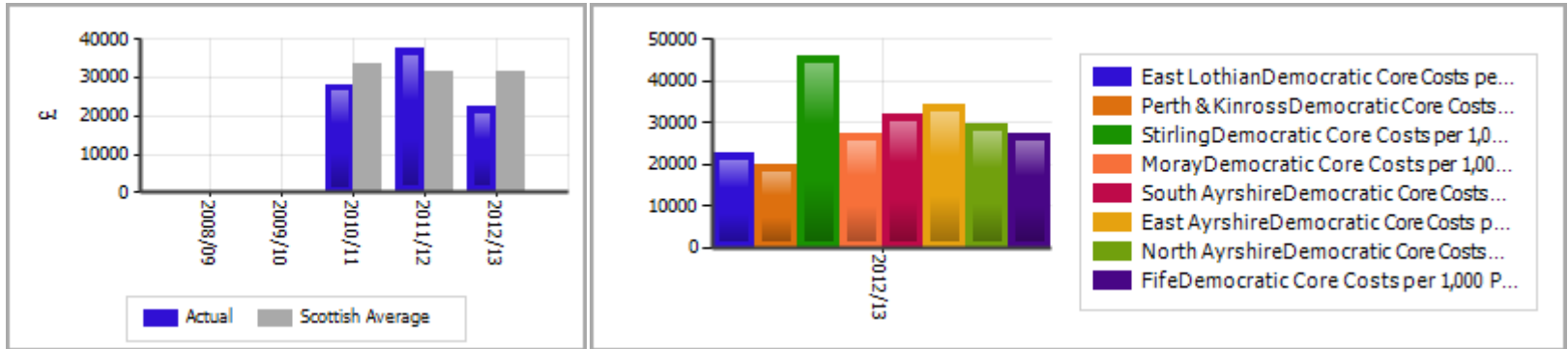
CORP 1 has increased significantly between 2011/12 and 2012/13, although there has been a significant decrease in CORP 2 over the same period. The change in these indicators may, to some extent, reflect the way in which these central support services are accounted for. The results for both indicators are lower than the Scottish average.

#### CORP 1



Year	East Lothian	Scotland
2012/13	4.20	4.70
2011/12	3.30	4.80
2010/11	3.46	4.60

**CORP 2**



Year	East Lothian	Scotland
2012/13	22478	31778
2011/12	37577	31469
2010/11	28225	33475

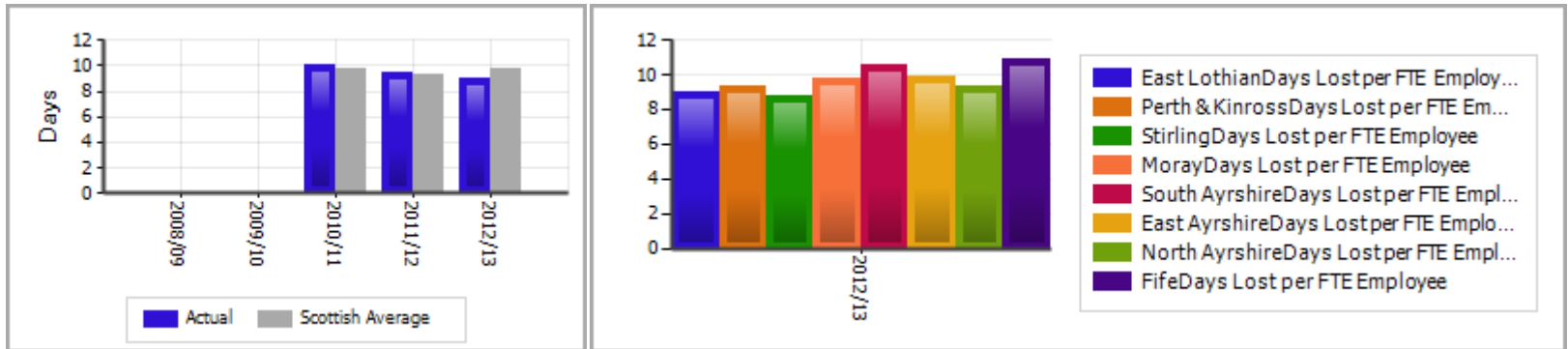
**CORP 6: Sickness absence days per employee**

**National overview**

The management of sickness absence is a major priority for councils in their efforts to manage their costs. The rate has remained flat at 10 days average from 2010/11 to 2012/13. There is little variation based on the urban rural nature of a council or size.

**East Lothian analysis**

Sickness absence levels in East Lothian have declined from being above the Scottish average in 2010/11 to below average in 2012/13. East Lothian has the second lowest level of sickness absence amongst the 8 councils in its family group.



Year	East Lothian	Scotland
2012/13	9.06	9.80
2011/12	9.40	9.30
2010/11	10.10	9.80

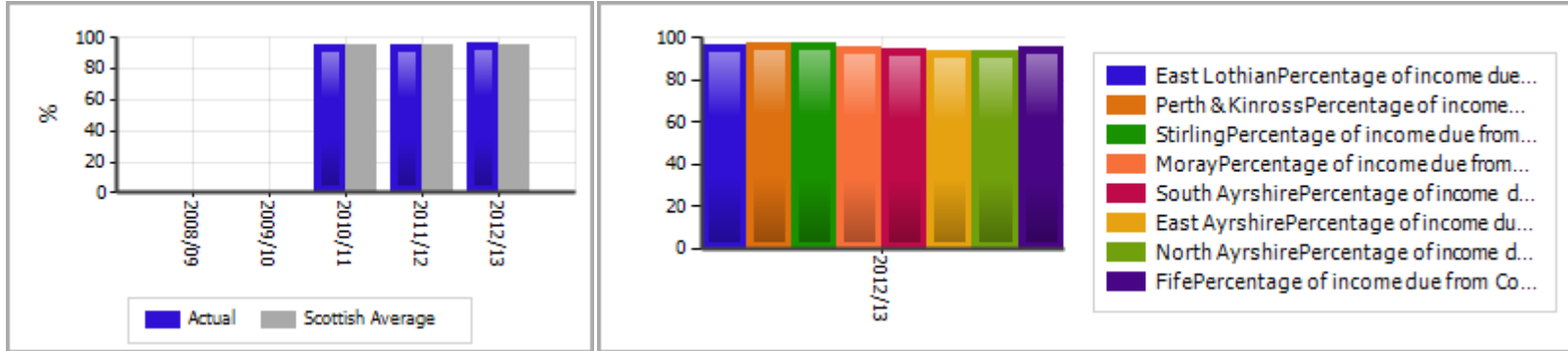
**CORP 7: Percentage of income due from Council Tax received by the end of the year**

**National overview**

The Scottish average overall rate of in-year collection for council tax was 95.2% in 2012/13; a figure that has remained steady since 2010/11. To achieve this level of collection during a period of significant economic pressure is testimony to the hard work of councils and their finance staff.

**East Lothian analysis**

The percentage of Council Tax collected in East Lothian has increased more rapidly than the Scottish average. East Lothian collected the third highest proportion of Council Tax out of the 8 councils in its family group during 2012/13.



Year	East Lothian	Scotland
2012/13	96.45	95.20
2011/12	95.82	95.10
2010/11	95.34	94.70

## Adult Wellbeing

### SW 1: Older persons (Over 65) home care costs per hour

#### National overview

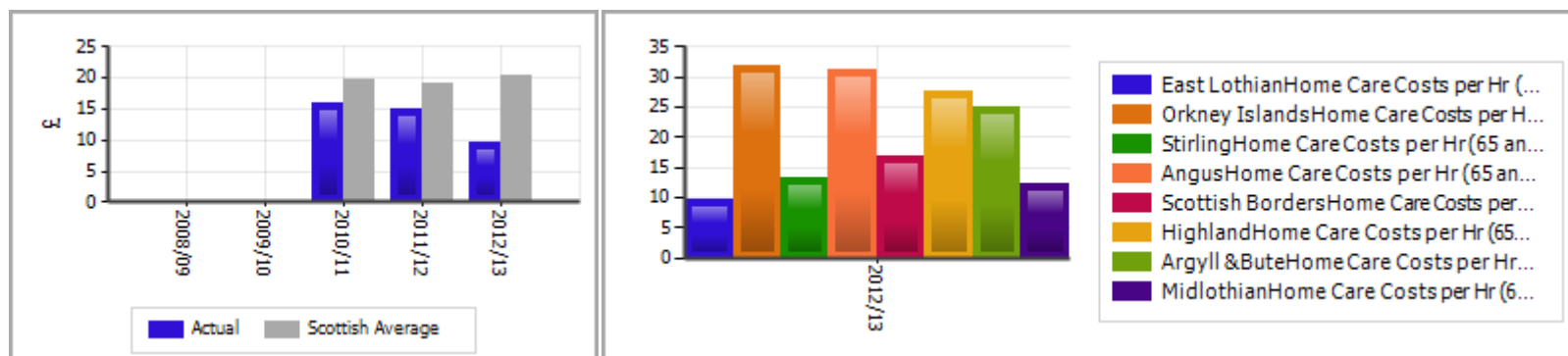
Council spend on home care services has been standardised around home care costs per hour for each council. The average spend per hour in 2012/13 was £20.48 per hour with the range in spending per hour going from £9.70 per hour to £43.11.

From 2010/11 there has been, in real terms, a -0.6% reduction in spending per hour on home care for people over 65. The rate of change has gone from a reduction of -5.1% between 2010/11 and 2011/12 to a real growth of 4.7% from 2011/12/ to 2012/13.

When the data is examined, there is no strong connection between costs per hour and sparsity, deprivation levels or size of the council. It is important to note that the age structure of the local population does not drive cost in this area. It is often assumed that the older a population group is, the higher the costs for service providers, although this is not borne out by the data. Of more significance is the needs profile of the local population which is not simply determined by its age structure. The level of vulnerability across the population is a key factor in driving demand pressures.

#### East Lothian analysis

Home care costs decreased sharply in East Lothian from 2011/12 to 2012/13. The costs reported for East Lothian are less than half the level of the Scottish average and are also lower than all of the councils in the family group. The change in costs raises a question over the accuracy of the data.



Year	East Lothian	Scotland
2012/13	9.70	20.48
2011/12	14.92	19.22
2010/11	15.97	19.79

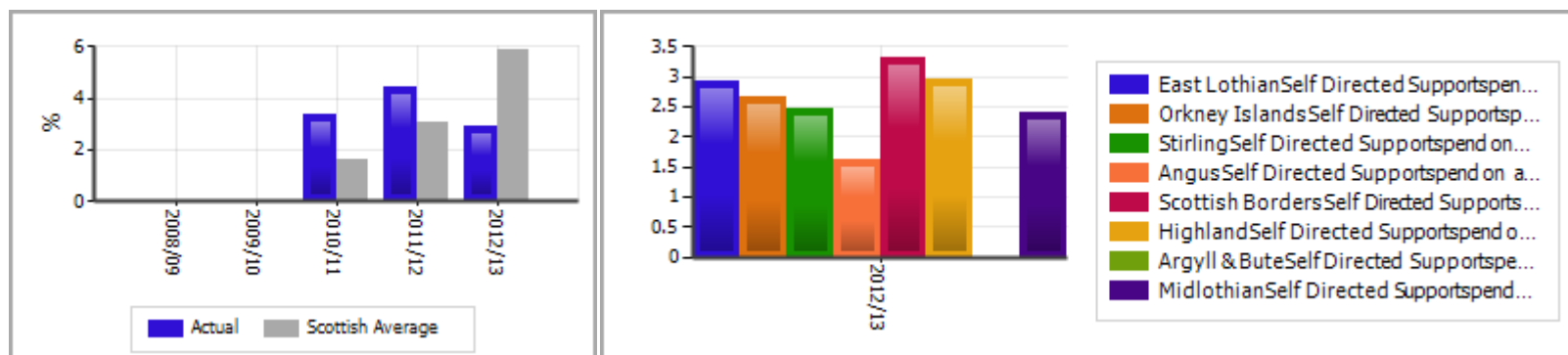
## SW 2: SDS spend on adults 18+ as a % of total social work spend on adults aged 18+

### National overview

In 2012/13 the range in the percentage of social work spend on adults (18+ ) via direct payments as a percentage of total social work spend on adults 18+ was 0.8% to 29.8%. The Scottish average in 2012/13 was 5.9%. Between 2010/11 and 2012/13 there was an increase in the number of clients making use of self-directed spend opportunities, the rate of improvement was 4.3%. The majority of this growth occurred in Glasgow where there has been a growth of 28.5%. Glasgow City Council was part of a national project to drive increases in direct payments and we will work with the council to better understand how they have achieved growth in this area and share that practice with other councils. The range between the highest and lowest performance on this measure is such that we will work with all 32 councils and ADSW to better understand its robustness and to identify service practices that are driving some councils forward at a faster rate than others.

### East Lothian analysis

SDS spend in East Lothian decreased in East Lothian between 2011/12 and 2012/13. The Scottish average increased significantly, although it should be noted that this is to some extent due to an outlier in Glasgow, which records a result of almost 30%. East Lothian's result is broadly similar to those of the authorities in its family group.



Year	East Lothian	Scotland
2012/13	2.93	5.90
2011/12	4.40	3.10
2010/11	3.40	1.60

### SW 3: % of people aged 65+ with intensive care needs receiving care at home

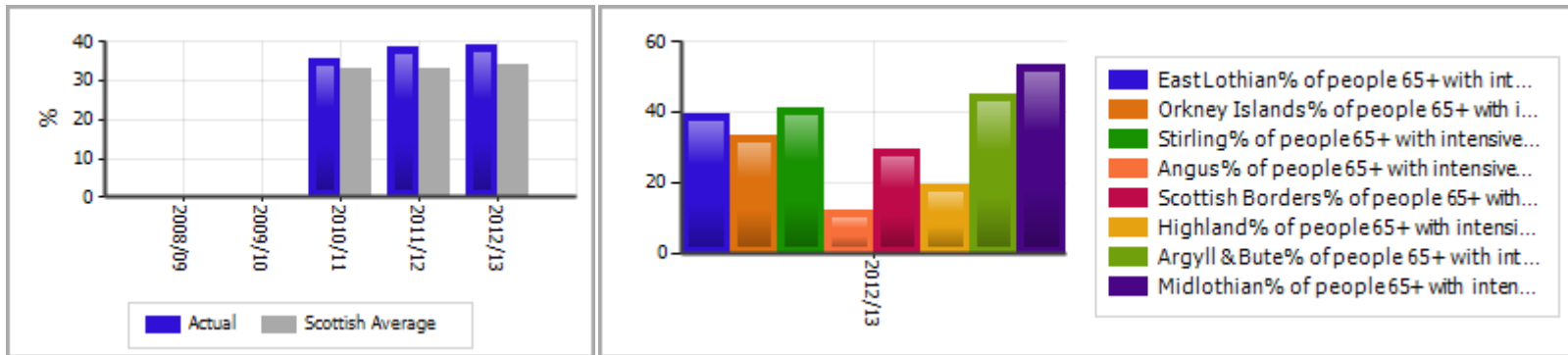
#### National overview

As part of the effort to care for more people in their own home rather than in institutional settings such as hospitals, this is an area of growing importance. In 2012/13 the range was 12.3% to 53.6%, with the Scottish average being 34%. In comparison the equivalent Scottish average in 2010/11 was 33%

The range of figures appears to be related to council size with smaller councils on average achieving higher levels of intensive home care provision. However, there are no systematic connections between balance of care levels and population sparsity or deprivation.

#### East Lothian analysis

The proportion in East Lothian has increased more rapidly between 2010/11 and 2012/13 than the Scottish average. The result for East Lothian is higher than the Scottish average and the 4<sup>th</sup> highest in the family group.



Year	East Lothian	Scotland
2012/13	39.37	34.10
2011/12	38.42	33.30
2010/11	35.47	33.10

## SW 5: average weekly cost per resident

### National overview

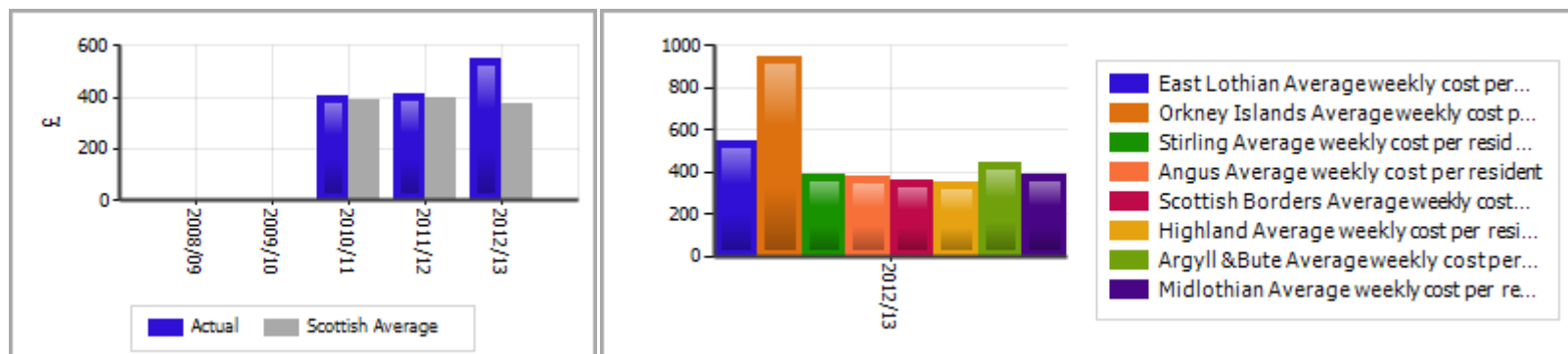
The measure has been standardised by looking at residential costs per week for people over the age of 65. In 2012/13, the average cost across Scotland was £373 per week per resident. Analysis of the data reveals considerable levels of variation across councils with island councils in particular reporting significantly higher costs. When island councils are excluded, costs ranged from £182 to £546, with island councils each reporting costs above £900 per resident. There are no systematic patterns in costs in relation to population sparsity, size of council or level of deprivation when island councils are excluded from the analysis. In real terms the weekly cost has reduced since 2010/11. In 2010/11 the weekly cost in real terms was £404 and in 2012/13 it was £373. In percentage terms this represents a -7.9% change. The rate of change has moved from a 0.2% growth from 2010/11 to 2011/12 to a reduction of -8.1% in 2011/12 to 2012/13. However it is important to note that the figures for 2012/13 have, in agreement with the local government Directors of Finance, excluded a support cost component which was included in previous years, and therefore the costs across the years are not directly comparable.

Local authorities purchase most care home places for older people from private and voluntary care home providers. Local authorities which have retained their own council-owned, "in-house" care home capacity, may have higher net costs, as staff salaries and pension costs are generally lower in the private and voluntary sectors. In the absence of reliable indicators regarding the outcomes for this service, it is not possible to comment on the relative merits of the two service delivery models.

Net expenditure on residential care is defined as gross expenditure minus income. Up to and including 2014/15, the National Care Home Contract for residential care for older people will, to a large extent, have standardised the gross cost per resident per week, apart from enhancements that some councils may pay for specialist dementia care or respite as required by local market conditions. Net expenditure is affected by income, and therefore by the ability of residents to contribute to the costs of their care, and the extent to which other sources of income, such as NHS Resource Transfers, are counted as a contribution to the local authority's costs for providing or funding care home placements. Variations in net expenditure between local authorities will also be affected by variations in the numbers of eligible wealthier older people in care homes for whom the council is paying free personal and nursing care.

### East Lothian analysis

The cost for East Lothian increased significantly between 2011/12 and 2012/13, which the Scottish average remained consistent. East Lothian now has the highest costs in the family group (with the exception of Orkney). The sharp increase in costs raises a question over the accuracy of the data.



Year	East Lothian	Scotland
2012/13	546.49	372.63
2011/12	409.74	398.31
2010/11	402.02	388.60

## Culture & Leisure

### C&L 1: Cost per attendance at sports facilities

#### National overview

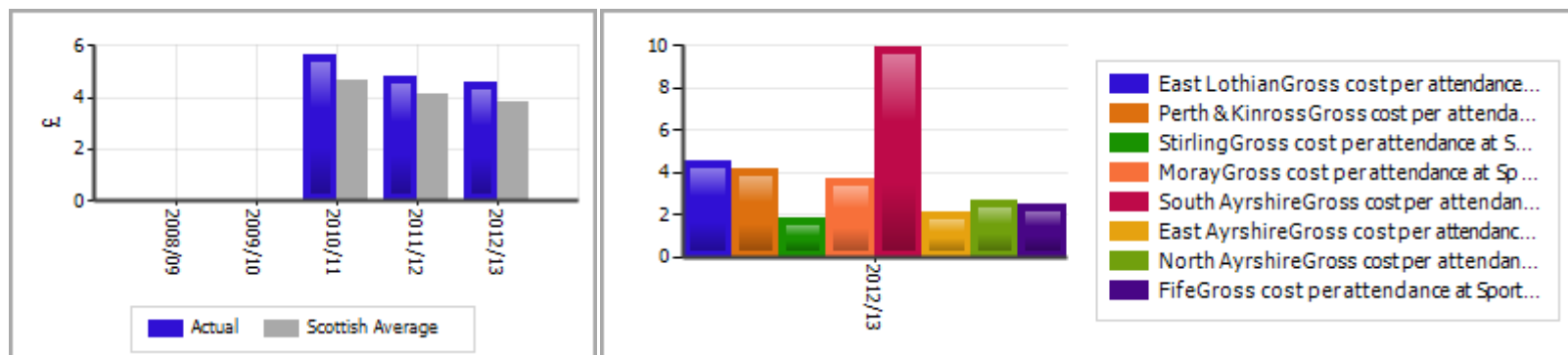
With respect to the cost to each council of an attendance at a sports facility, in 2012/13 the range in cost per visit was £1.82 to £9.92. The average cost per visit across Scotland was £3.82. Over the three year period from 2010/11 to 2012/13 the average cost fell from £4.82 to £3.82 in real terms. In percentage terms this represents a -20.8% reduction in real terms. The rate of reduction slowed from -12.3% in real terms in 2010/11 to 2011/12 to -9.8% between 2011/12 to 2012/13.

The cost per attendance figures on their own do not give a complete picture of what has been happening in sports services over the last three years. While the cost to the council per attendance has been declining the number of people using council provided sports services has risen significantly. The increased numbers of users means that the cost per attendance figure has declined by -20.8%. The average total spend across Scotland over the three years by councils on sports services has not reduced as sharply; this has fallen by -6.4%.

Visitor numbers have increased by 13.5% over the three years covered by the LGBF while the unit cost of sports attendances has fallen. This indicates that leisure and recreation services have managed to attract more people into using their facilities and to do so while managing significant financial pressures. It is also worth noting that this increase in the productive use of council provided community assets has been achieved against a backdrop of a major economic recession and significant pressure on household spending.

#### East Lothian analysis

The cost for East Lothian has decreased at a faster rate than the Scottish average over the period between 2010/11 and 2012/13. However, the result for 2012/13 remains higher than the Scottish average and is the second highest in the family group. According to the figures provided for the previous Statutory Performance Indicators, the number of attendances at sports facilities increased in East Lothian between 2010/11 and 2011/12, but declined between 2011/12 and 2012/13.



Year	East Lothian	Scotland
2012/13	4.56	3.82
2011/12	4.84	4.15
2010/11	5.67	4.63



## C&L 2: Cost per library visit

### National overview

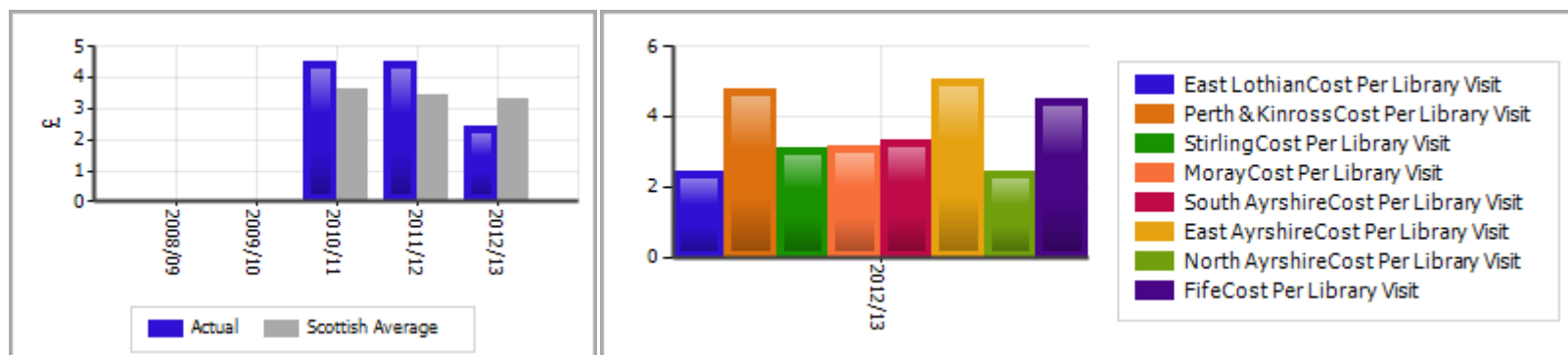
With respect to library services there is a clear effect of population density, with urban councils typically having lower cost per visit than rural equivalents. In rural areas the costs involved in providing the service to smaller populations dispersed over larger areas pushes costs up in comparison to densely populated parts of the country.

The average cost per library visit in 2012/13 in Scotland was £3.31. The range in cost per visit in 2012/13 was from £2.00 to £6.42. In 2010/11 the Scottish average cost per visit was £3.75 in real terms. Over the three year period this represents a reduction of -11.7%. As in other service areas the rate of reduction has slowed over the three year period moving from a reduction between 2010/11 to 2011/12 of -6.9% to -5.1% from 2011/12 to 2012/13.

Over the three year period covered by the LGBF, gross spending on library services across Scotland fell by -4.5%, whereas the unit cost per visit fell by -11.7%. At the same time visitor numbers increased across the country by 3.8%. Again this indicates that against a difficult financial backdrop council services have achieved a growth in people using the service and, as a consequence, reduced the unit cost per visit to the council by a substantial margin.

### East Lothian analysis

The cost per library visit dropped significantly in East Lothian between 2011/12 and 2012/13. The main factor influencing this change relates to the methodology used to record visits, rather than a significant change in performance.



Year	East Lothian	Scotland
2012/13	2.44	3.31
2011/12	4.52	3.43
2010/11	4.54	3.61

### C&L 3: Cost of museums per visit

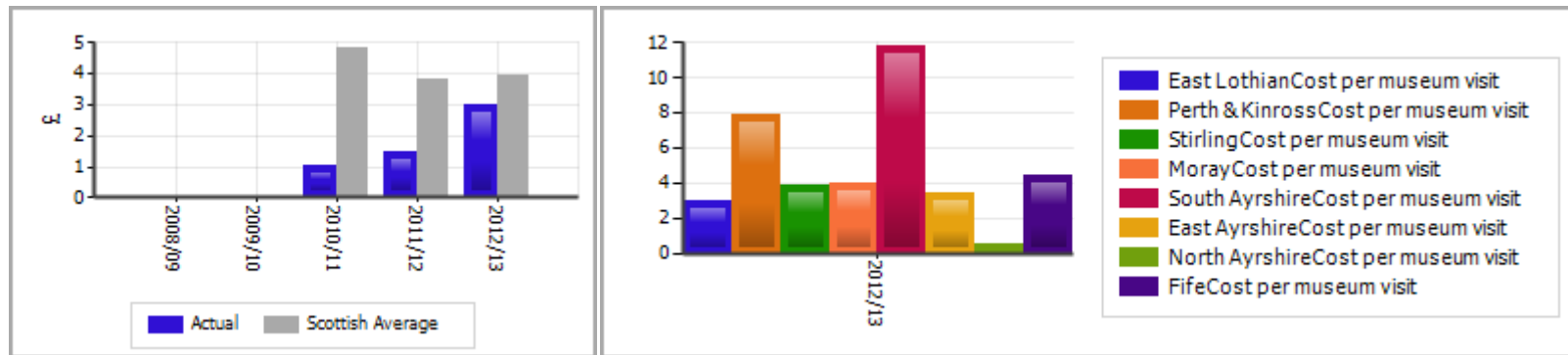
#### National overview

With respect to museum services similar patterns occur as with library services. In 2012/13 the range in cost per visit was from £0.34 to £18.92 and the Scottish average cost per visit in 2012/13 was £3.94. Over the three year period this represents a reduction of -21.9% in real terms. As with libraries and sports services the trend has been for a lower reduction in 2012/13 than in previous years. The reduction between 2010/11 and 2011/12 was -23.2% in real terms whereas between 2011/12 and 2012/13 it was a growth of 1.8% in real terms.

The average spending on museum services across Scotland has fallen by around -2.6% since 2010/11 but in the same period visitor numbers have increased by 19.6%. The combined effect of this increase in the productive use of the service has been to reduce significantly the unit cost as measured by the cost per visit indicator.

#### East Lothian analysis

The cost of museums per visit increased in East Lothian between 2011/12 and 2012/13. However, it remains below the Scottish average and below all but one of the councils in the family group. According to the previous Statutory Performance Indicator for museums the number of attendances made in person to museums in East Lothian increased significantly between 2011/12 (32,366) and 2012/13 (52,840).



Year	East Lothian	Scotland
2012/13	2.98	3.94
2011/12	1.47	3.81
2010/11	1.05	4.85

## C&L 4: Cost of parks and open spaces

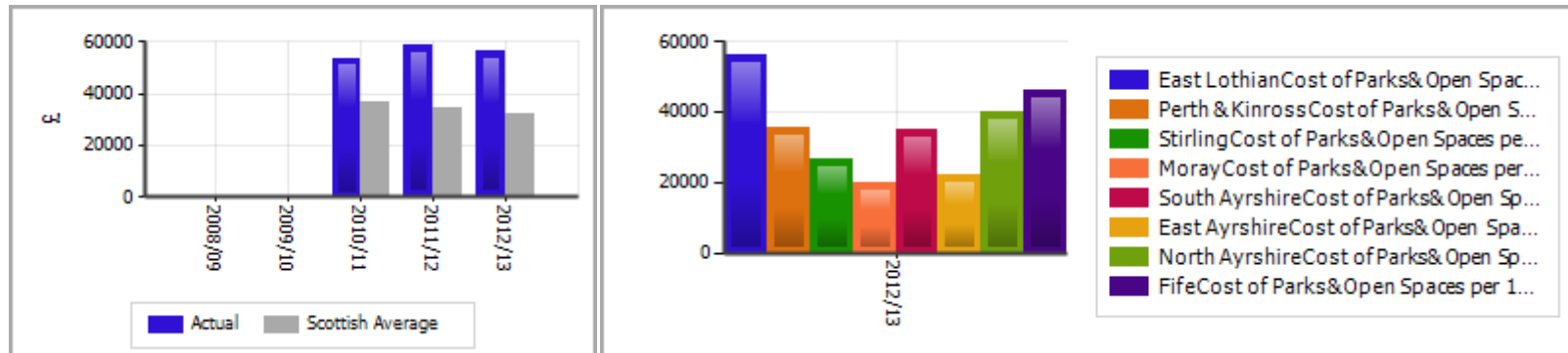
### National overview

In terms of parks and open spaces the information suggests that the geographical nature of the area a council covers is the most important point in shaping the cost of providing the service. In 2012/13 the Scottish average of the service measured on a per 1000 population basis was £32,256, the range in cost was from £1851 to £56,440. Over the three year period from 2010/11 to 2012/13 the change in real terms was -15%. The rate of change has remained consistent across the 3 year period, with a -8.2% real terms reduction in 2010/11 to 2011/12 and a 7.4% reduction between 2011/12 and 2012/13.

In examining the data, rural councils typically have lower costs but councils covering a semi-rural area have typically the highest costs. This is largely down to the concentration of open space in more urban areas meaning that the cost to maintain those spaces is reduced as a result and in rural areas there is less publically maintained open space. In semi-rural areas though there are urban communities requiring access to open space but these facilities will be dispersed across a much wider geography than in a purely urban council area and so higher costs to semi-rural councils are evident.

### East Lothian analysis

East Lothian records the highest cost for this indicator. The results are significantly higher than the Scottish average and the councils in the family group.



Year	East Lothian	Scotland
2012/13	56440	32256
2011/12	58724	34237
2010/11	53220	36448

## Environmental Services

### ENV 1: Gross cost of waste collection per premise & ENV 2: Gross cost of waste disposal per premise

#### National overview

In 2012/13 the Scottish average cost (gross) of waste collection per premise was £77.78 but in net terms the average cost per premise was £59.12. The range in 2012/13 across Scotland on a gross basis was from £45.45 to £176.72. This range is however distorted by the impact of factors such as rural sparsity and the tenemental structure of local housing on the service. Across rural councils the average gross cost per premise was £84.18, in urban councils it was £59.95 and in semi-rural councils it was £76.83.

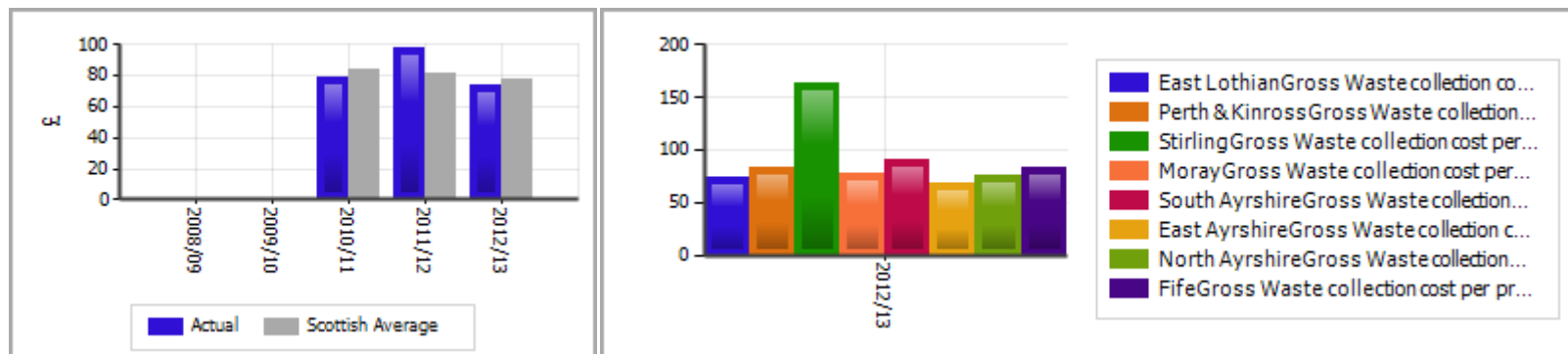
When the figures are examined on a net basis the same broad trend occurs with urban councils delivering the service at a lower cost. The average among urban councils was £46.20, among rural councils £65.24 and in semi-rural council areas £63.54. Over the three year period from 2010/11 to 2012/13, the Scottish average cost per premise for waste collection (on a gross basis only) reduced by -11.4% in real terms. The rate of annual improvement in cost has been relatively steady over the three period at around -6% per annum in real terms.

In 2012/13 the Scottish average gross cost of waste disposal per premise was £108.65; in net terms the cost was £92.28. The range across councils was from £66.29 to £325.69. The average gross cost for urban councils was £110.56, for rural councils it was £120.90 but in semi-rural council areas it was £91.57. On a net basis, the figures for 2012/13 were an average of £105.45 for urban councils, £97.87 for rural councils and £77.25 for semi-rural council areas. In both cases the island councils typically face higher costs due to the nature of the island communities and the associated costs of supporting the local populations within the islands. Over the three year period from 2010/11 to 2012/13, the Scottish average gross cost of waste disposal has increased in real terms by 3.7%, from £104.80 in 2010/11 to £108.65 in 2012/13. The rate of increase has slowed in recent years from a 2.3% increase in real terms from 2010/11 to 2011/12 and an increase of 1.3% from 2011/12 to 2012/13. In future years we will replace the gross cost per premise data with the net cost data.

#### East Lothian analysis

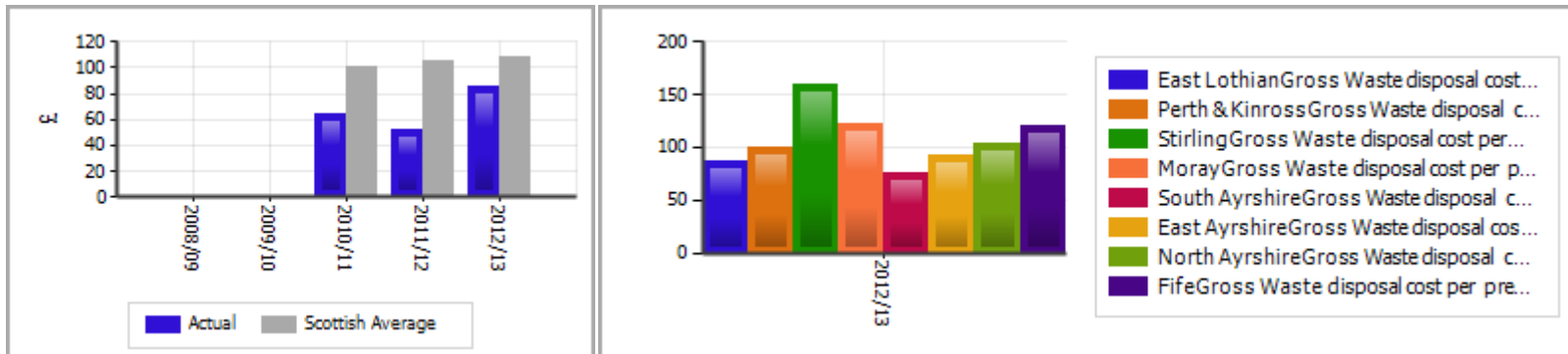
The decrease in ENV 1 appears to be in direct proportion to the increase in ENV 2. These indicators are closely related and it may be that much of the change reflects accounting practices rather than performance. In both cases the results for East Lothian are lower than the majority of councils in the family group.

#### ENV 1: Gross cost of waste collection per premise



Year	East Lothian	Scotland
2012/13	73.32	77.78
2011/12	97.53	81.06
2010/11	78.73	84.34

## ENV 2: Gross cost of waste disposal per premise



Year	East Lothian	Scotland
2012/13	86.26	108.65
2011/12	51.71	105.40
2010/11	64.92	100.64

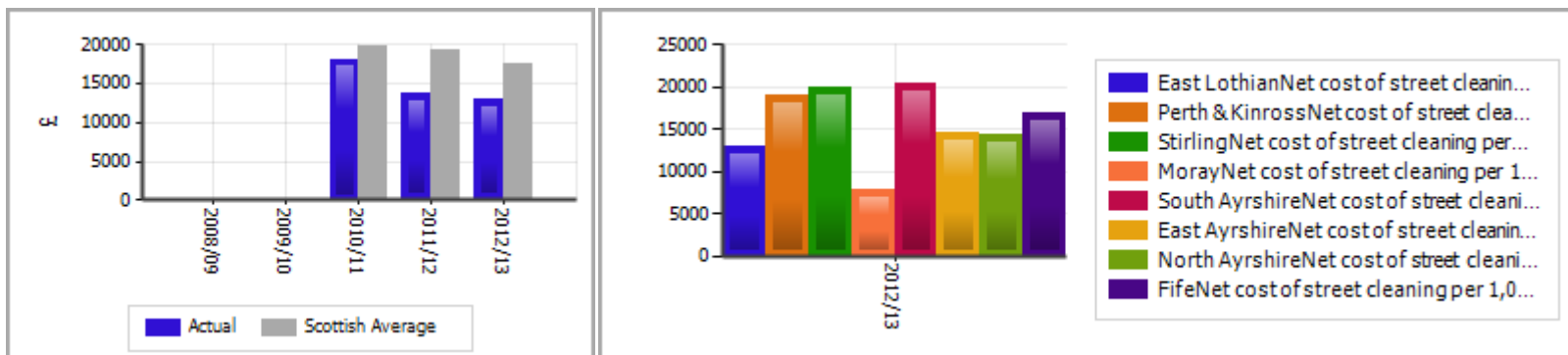
## ENV 3a: Net cost of street cleaning per 1,000 population

### National overview

Over the past three years, the Scottish average for net cost of street cleaning has reduced in real terms by -15.2%. This rate of reduction has increased in recent years from -4.6% in real terms from 2010/11 to 2011/12 to -11.1% from 2011/12 to 2012/13. The range across councils varies significantly (from £7327 to £29,621, with the Scottish average at £17,534) with significantly higher costs in urban areas.

### East Lothian analysis

The cost for East Lothian has decreased more rapidly than the Scottish average. East Lothian's costs are the 2nd lowest in the family group of 8 similar councils.



Year	East Lothian	Scotland
2012/13	13009	17534
2011/12	13792	19380
2010/11	17948	19852

## ENV 4a: Cost of maintenance per kilometre of roads

### National overview

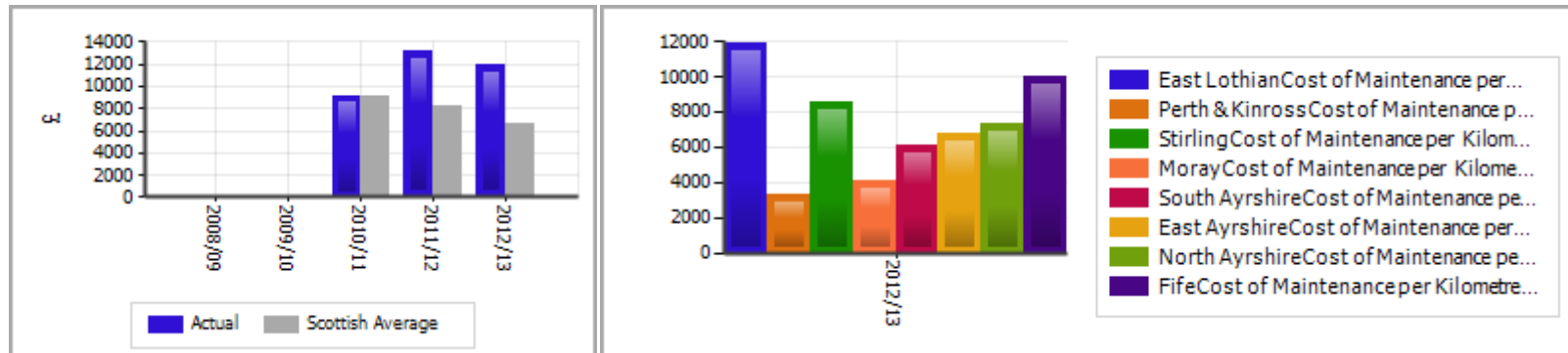
In terms of the cost of road maintenance per kilometre of road, the Scottish average was £6655. The range of cost per kilometre in 2012/13 was from £2619 to £25,598. There is a significant difference in costs between urban, rural and semi-rural councils. The average in 2012/13 for urban councils was £10,278 per kilometre, for rural councils it was £3414 and for semi-rural area councils it was £9641. The higher traffic volumes experienced in urban and semi-rural areas, where some large towns are located, is a key factor behind the variations in spending.

For the three years for which we have data, the Scottish average cost per kilometre fell in real terms by -12.3%. The rate of reduction has altered significantly over the three years as in 2010/11 to 2011/12 there was a real terms reduction of -16.7% whereas in 2011/12 to 2012/13 there was a growth in real terms of 5.3%.

### East Lothian analysis

ENV 4a should be treated with a large degree of caution. It has become apparent through the pilot benchmarking exercise that councils account for roads expenditure in a variety of different ways. The cost data for this indicator is drawn from the Local Financial Return (LFR) which accounts for revenue expenditure. However, some councils classify a large proportion of their expenditure on roads as capital expenditure.

East Lothian's costs are significantly higher than the Scottish average and are the highest in the family group by some margin. The Scottish average showed a steady decrease between 2010/11 and 2012/13. East Lothian showed a slight decrease in costs between 2011/12 and 2012/13, although it remains substantially higher than the position in 2010/11.



Year	East Lothian	Scotland
2012/13	11911	6655
2011/12	13163	8265
2010/11	9044	9029

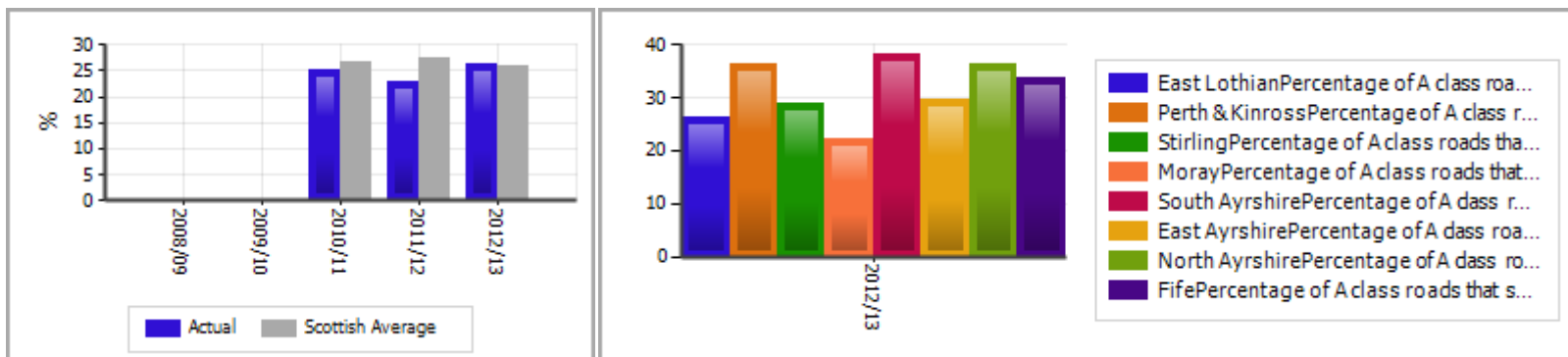
**ENV 4b: Percentage of A class roads that should be considered for maintenance treatment & ENV 4c: Percentage of B class roads that should be considered for maintenance treatment**

**National overview**

For class A roads in urban areas, the percentage needing repair in 2012/13 was 25%, in semi-rural area councils it was 26.1% and in rural areas it was 28.9%. Similar patterns prevailed across B and C class roads too. Over the three year period covered by this report the overall percentage of A,B and C class roads in need of repair has remained at similar levels. For A class roads it has remained around 30% on average across Scotland, 36% for B class roads and 35% for C class roads. So despite the overall reductions in spending, the condition of the roads network has remained at broadly the same level over the three year period; a trend highlighted by the Accounts Commission in its 2013 review of roads maintenance.

**East Lothian analysis**

The proportion of A and B class roads requiring maintenance in East Lothian has increased from being below the Scottish average in 2011/12 to being above it in 2012/13. However, East Lothian still fares relatively well in comparison to the other councils in the family group. East Lothian had the 2nd lowest proportion of A roads in need of maintenance and the 3rd lowest proportion of B roads in need of maintenance in 2012/13.



Year	East Lothian	Scotland
2012/13	26.20	26.00
2011/12	23.01	27.30
2010/11	25.17	26.80

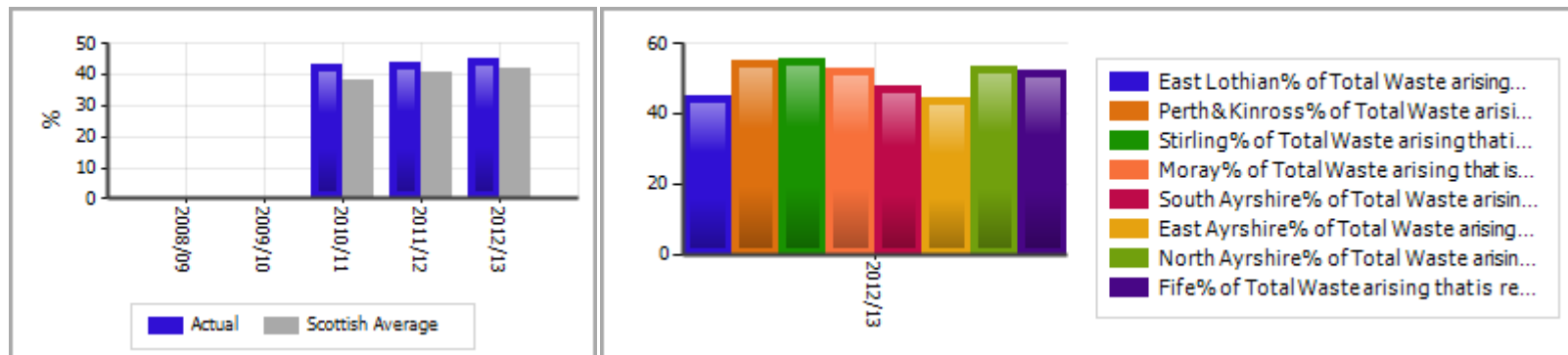
## ENV 6: The % of total waste arising that is recycled

### National overview

Over recent years councils have put greater emphasis on the recycling of waste in compliance with the National Zero Waste Plan. For the two years for which we have consistent data, councils have achieved a Scottish average recycling rate of 41% in 2011/12 and 41.7% in 2012/13. The range in recycling rates achieved is significant, ranging from 14.1% to 57% in 2012/13. Rural councils achieved on average a rate of 33.5%, with urban councils achieving an average of 40.1% rate and semi-rural area councils achieving an average of 50.1%. Within these groups it would seem that, in general, medium-sized, mixed area councils achieve the highest rates of recycling.

### East Lothian analysis

The proportion of waste recycled in East Lothian is increasing and is higher than the Scottish average. However, rates of recycling are relatively low when compared to the other councils in the family group (East Lothian has the lowest level among the 8 councils).



Year	East Lothian	Scotland
2012/13	45.10	41.70
2011/12	43.70	41.00
2010/11	43.40	38.20



## Housing

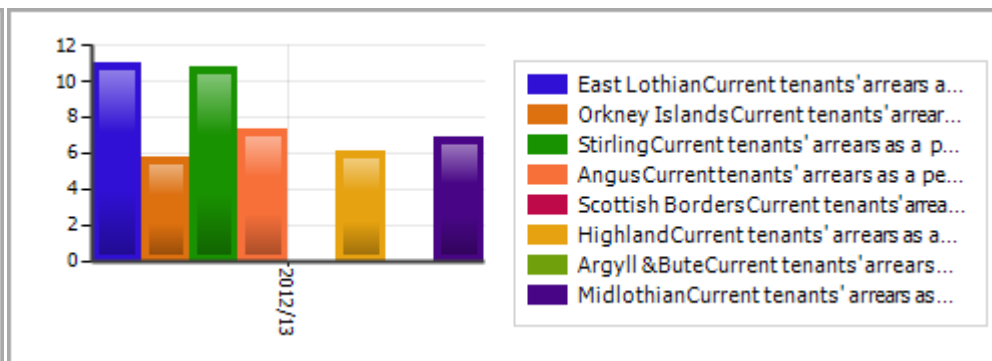
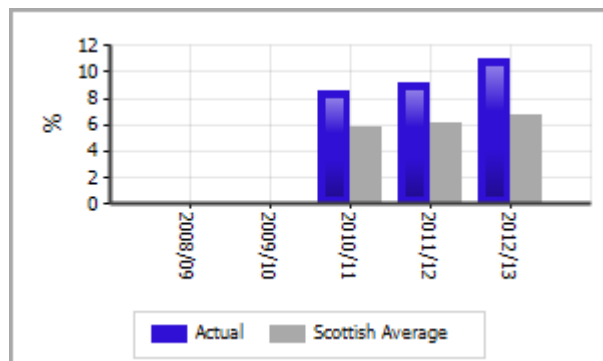
### HSN 1: Current tenant's rent arrears as a percentage of the net rent due

#### National overview

A likely effect of welfare reform can be seen in the increase in tenants' arrears as a percentage of net rent due since 2010/11, with the rate of this increase accelerating in the past year. The range across authorities in 2012/13 was 3.34% to 11%, with urban authorities reporting the highest arrears.

#### East Lothian analysis

Arrears have been rising in East Lothian at a faster rate than the Scottish average. East Lothian recorded the highest level of rent arrears in Scotland in 2012/13.



Year	East Lothian	Scotland
2012/13	11.00	6.80
2011/12	9.20	6.10
2010/11	8.58	5.90

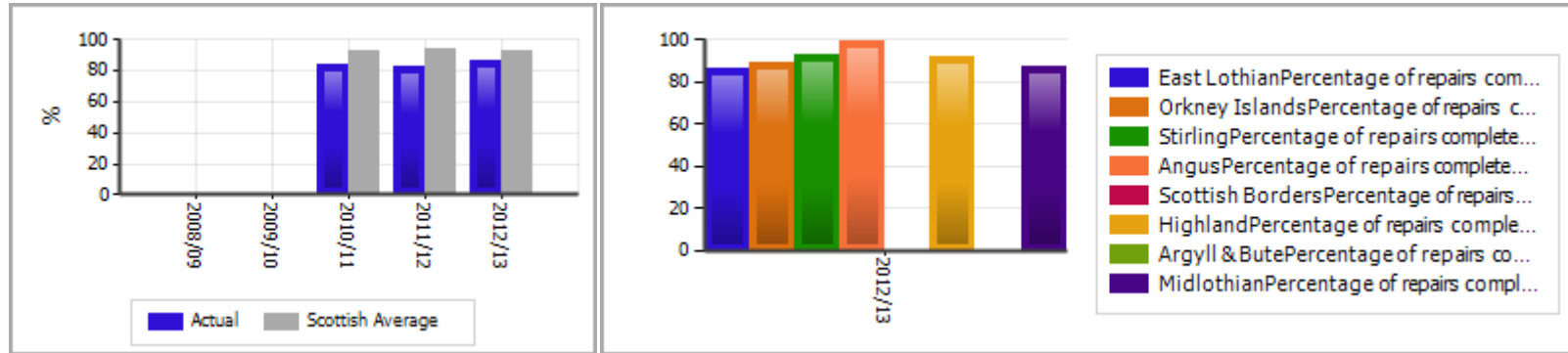
## HSN 4: Percentage of repairs completed within target times

### National overview

The percentage of repairs completed within target times has been consistently averaging 93% for the past three years, and is highest in areas of low deprivation.

### East Lothian analysis

The percentage remains lower in East Lothian than the Scottish average; however, it has improved more quickly than average, meaning that the gap has narrowed. East Lothian reported the lowest percentage of the councils in its family group.



Year	East Lothian	Scotland
2012/13	86.60	93.10
2011/12	82.30	93.60
2010/11	83.70	93.30

## Economic Development

### ECON 1: % unemployed people assisted into work from Council operated / funded employability programmes

#### National overview

This year, for the first time, the framework includes an economic development. Most councils participate in employment-related support – either via direct provision or via funding delivery by third parties. Employability support is often delivered in partnership and this measure seeks to capture data on employability services where the council has either directly delivered and/or funded the intervention. The measure is an indication of the proportion of unemployed people in a council area that are participating in employability responses led or supported by the council. Currently this measure utilises part of the data submitted by councils as part of their annual Scottish Local Authorities Economic Development group (SLAED) return. In 2012/13, the Scotland average for 'percentage of unemployed people assisted into work from council funded/operated employability programmes' was 9.6% of total unemployed. There is a considerable range across councils, from 0.6% to 18%, with a tendency for higher rates being achieved in areas with higher levels of deprivation. Most rural councils tend to have lower rates. Some of the variation is likely to be due to differing priorities and approaches to employability across councils.

#### East Lothian analysis

East Lothian did not provide a result for this indicator.

## Satisfaction questions

The questions regarding satisfaction with services are drawn from the Scottish Household Survey. Results for the Survey are provided for every Council area once every two years. The sample varies widely between areas. East Lothian's results are based on a sample of 270 people, although the sample for individual questions can be even smaller (due to the fact that not all people have experience of using a service). Due to the small sample size the true result could vary by up to 7% either way for the satisfaction figures (there is a 95% chance that the result lies within 7% of the estimate).

East Lothian records relatively high levels of satisfaction across a range of services. Indeed, for some services the level of satisfaction in East Lothian is the highest in Scotland.

<b>Service</b>	<b>East Lothian Result (2012/13)</b>	<b>Ranking in Scotland (out of 32 where 1 is the highest level of satisfaction)</b>
Local schools	91%	6
Social care or social work	65%	10
Libraries	94%	3
Parks & open spaces	96%	1
Museums & galleries	88%	6
Leisure facilities	93%	2
Waste collection	94%	2
Street cleaning	87%	2