

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 23 September 2014

BY: Depute Chief Executive (Partnership and Services for Communities)

SUBJECT: Key Performance Indicators

1 PURPOSE

- 1.1 To provide the Committee with information regarding the performance of Council services during Q1 (April – June) 2014/15
- 1.2 To consult the Committee on the proposed annual performance indicators for 2014/15

2 RECOMMENDATIONS

- 2.1 The Committee is asked to review and approve the Key Performance Indicators detailed in Appendix 1 and 2
- 2.2 The Committee is asked to use the Q1 2014/15 performance results provided in Appendix 2 to consider whether any aspect of the Council's performance is in need of improvement or further investigation.

3 BACKGROUND

- 3.1 Key Performance Indicators (KPIs) are those indicators that are reported publically, via the Council performance website, and to the Policy & Performance Review Committee. Services have recently reviewed their KPIs to ensure that they reflect the Council's ambitions and obligations.
- 3.2 Audit Scotland published the 'Statutory Performance Indicators: Direction 2013' in December 2013. The Direction outlines a range of broad areas relating to corporate management and service performance against which councils need to define and report their own indicators.
- 3.3 The intention of Audit Scotland's guidance is to allow a degree of local distinctiveness and prioritisation by councils. In practice many indicators are common to all councils as they are drawn from other frameworks, for example the Social Housing Charter. The Direction also requires councils

to report their performance against the Local Government Benchmarking Framework.

- 3.4 Each service has been asked to review their indicators in relation to:
- how well they measure the impact of actions from the Council Plan
 - the extent to which they reflect the outcomes of the Single Outcome Agreement
 - the extent to which they address the criteria outlined by Audit Scotland's SPI Direction
- 3.5 Appendix 1 shows the full list of KPIs broken down by service, including the annual measures that are will not be reported until the end of the year. Appendix 1 also includes a summary of the distribution of measures in relation to Council services and the criteria of the SPI Direction.
- 3.6 Most of the KPIs have been reported previously; therefore, the results are available to report from Q1 2014/15 onwards. However, some of the KPIs are new indicators that need to be developed and will be reported from Q2 onwards. Some of these indicators address gaps in the performance information that the Council is required to report to address the criteria of the SPI Direction.
- 3.7 Several of the revised KPIs will be reported on a monthly rather than quarterly basis. Trend data for these indicators will not become available until Q2 when they will have been reported for several months.
- 3.8 Appendix 2 displays the quarterly and monthly results for the KPIs for Q1 2014/15. Members reviewed the indicators included in the Appendix prior to the publication of the report. Additional information to address any enquiries made by Members has been included in the Comments column of Appendix 2.

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 1: Full list of proposed Key Performance Indicators, 2014/15
7.2 Appendix 2: Quarterly and monthly Key Performance Indicators – Q1 2014/15

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Appendix 1

Key Performance Indicators by service area

Service	Number of KPIs
Adult Wellbeing	13
Benefits	5
Finance	2
Children's Wellbeing	14
Community Housing & Homelessness	11*
Community Partnerships	4
Corporate Policy & Improvement	6
Customer Services	4
Economic Development & Strategic Investment	15
Education	15
Engineering Services & Building Standards	0
Environmental Health	3
Facilities	7
HR & Payroll	3
IT	3
Legal & Procurement	3
Licensing, Administration & Democratic Services	1
Planning	9
Property Maintenance	*
Revenues	7
Sport, Countryside and Leisure	13
Strategic Asset and Capital Plan Management	2
Trading Standards	6
Transport & Roads	7
Waste	6

* Some measures included within the Community Housing & Homelessness section are also applicable to Property Maintenance – e.g. repairs indicators

Key Performance Indicators by SPI Direction criteria

SPI Direction criteria	Number of KPIs
Responsiveness to Communities	3
Revenues and Service Costs*	31
Employees	3
Assets	2
Procurement	3
Sustainable Development	1
Equalities and Diversity	2
Benefits	2
Community Care	11
Criminal Justice	3
Cultural & Community Services	8
Planning	9
Education	15
Child Protection	14
Housing	13
Protective Services	6
Roads	7
Waste	5

* All indicators of service costs have been allocated to the Revenues and Service Costs category rather than to individual services in the table above

NB. Economic Development is not among the criteria of the SPI Direction

List of proposed KPIs – 2014/15

Source:

LGBF = Local Government Benchmarking Framework SHC = Social Housing Charter PPF = Planning Performance Framework SOCITM = Society of Information Technology Management SOA = Single Outcome Agreement

Service	Indicator	Frequency	Source
Adult Wellbeing	% of care at home clients (aged 65+) receiving personal care	Quarterly	
	% of care at home clients (aged 65+) receiving evening / overnight service	Quarterly	
	% of care at home clients (aged 65+) receiving a service at weekends	Quarterly	
	Number of delayed discharge patients waiting over 4 weeks	Quarterly	
	A&E attendances for East Lothian residents aged 75+ (per 1,000)	Quarterly	
	% of new clients aged 65+ for whom target for service delivery was met	Quarterly	
	Proportion of Community Payback Orders starting placement within 7 days	Quarterly	
	Proportion of Criminal Justice Social Work Reports submitted to court by the due date	Quarterly	
	% of people aged 65+ with intensive needs receiving care at home	Annual	LGBF, SOA
	% of adults satisfied with social care or social work services	Annual	LGBF
	Self-Directed Support spend on adults aged 18+ as a % of the total social work spend on adults aged 18+	Annual	LGBF
	Older persons (aged 65+) home care costs per hour	Annual	LGBF
	Residential Care Costs per adult per week	Annual	LGBF
Benefits	Reconviction rate (% of people re-convicted within 2 years)	Annual	
	Average time to process New Claims	Monthly	
	Average time to process changes in circumstances	Monthly	
	Percentage of Crisis Grants processed within 2 days	Quarterly	
	Percentage of Applications for SWF Community Care Grants decided within 15 days	Quarterly	
	The gross cost per case for benefits administration	Annual	

Service	Indicator	Frequency	Source
Children's Wellbeing	Percentage of children who are re-registered within a 12 month period	Monthly	
	Percentage of children on CP Register for more than 6 Months	Monthly	
	Percentage of looked after young people in external residential placements	Monthly	
	Average number of placement moves for looked after and accommodated children	Monthly	
	Number of Formal Kin Carers	Monthly	
	Number of Informal Kin Carers	Monthly	
	Informal Kin Carers as percentage of all Looked after and accommodated children	Monthly	
	Rate per 1,000 children on Home Supervision	Monthly	
	Rate per 1,000 children in Foster Care	Monthly	
	Rate per 1,000 children in Formal Kin Care	Monthly	
	Rate per 1,000 children in Residential Care	Monthly	
	Balance of care for looked after children: % of children looked after in the community	Annual	LGBF
	The gross cost of children looked after in a community setting, per child, per week	Annual	LGBF
	The gross cost of children looked after in residential based services, per child, per week	Annual	LGBF
Community Housing	Average length of time taken to complete emergency repairs	Monthly	SHC
	Average length of time taken to complete non emergency repairs	Monthly	SHC
	% of properties that require a gas safety record which had a safety check and record completed by the anniversary date	Monthly	SHC
	Average length of time to relet properties	Monthly	SHC
	Percentage of council dwellings that meet the Scottish Housing Quality Standard	Annual	LGBF, SHC
	Percentage of reactive repairs carried out in the last year completed right first time	Annual	SHC
	Average length of time in temp or emergency accommodation by type	Annual	SHC
	Of those households homeless in the last 12 months, the % satisfied with the quality of temporary or emergency accommodation	Annual	SHC
	% of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31st March each year	Annual, Monthly	LGBF, SHC
	% of rent due lost through properties being empty during the last year (SHR34)	Annual	LGBF
Average length of time taken to complete non-emergency repairs (SHR12)	Annual	LGBF	

Service	Indicator	Frequency	Source
Community Partnerships	Number of people using museums	Annual	
	Number of website visits	Annual	
	Cost of museums per visit	Annual	LGBF
	% of adults satisfied with museums and galleries	Annual	LGBF
Corporate Policy & Improvement	% of stage 2 complaints completed within 20 working days	Quarterly	
	Number of hate crimes (from Police)	Quarterly	
	Reports of Injuries, Diseases and Dangerous Occurrences (RIDDORS) per 1,000 employees	Quarterly	
	% of residents agreeing that they can influence decisions affecting their local area	Annual	SOA
	'% of adult residents stating their neighbourhood is a good place to live	Annual	
	% of people that agree 'People from different backgrounds get on well in my community' (from Citizen's Panel)	Annual	
Customer Services	% of calls to the contact centre answered	Quarterly	
	% of abandoned vehicles uplifted within 14 days	Quarterly	
	Cost Per Library Visit	Annual	LGBF
	% of adults satisfied with libraries	Annual	LGBF
Economic Development & Strategic Investment	Overall % of the population claiming Job Seekers Allowance	Quarterly	SOA
	Proportion of 16- 24 yr olds claiming Job Seekers Allowance	Quarterly	SOA
	Number of new business starts supported by East Lothian Council	Quarterly	
	Percentage of new businesses supported by East Lothian Council surviving after 24 months	Quarterly	
	Number of affordable homes completed	Annual	SOA
	Number of new build homes	Annual	SOA
	Number of businesses per 10,000 adults / VAT registrations per 10,000 population	Annual	SOA
	Number of jobs per 10,000 adults	Annual	SOA
	% Unemployed People Assisted into work from Council operated / funded Employability Programmes	Annual	LGBF
	Total number of visitors days (annual) STEAM	Annual	
	Total number of staying visitors (annual) STEAM	Annual	
	Pedestrian flow count	Annual	
	Retail vacancy rates	Annual	
	Effective housing land supply (from Housing Land Audit)	Annual	
	Per capita CO2 emissions (within the scope of local authorities) in East Lothian	Annual	SOA

Service	Indicator	Frequency	Source
Education	Number of exclusions (rate / 1,000 pupils)	Annual	
	Percentage attendance	Annual	
	Cost per Primary school Pupil	Annual	LGBF
	Cost per Secondary School Pupil	Annual	LGBF
	Cost per Pre-School Education Registration	Annual	LGBF
	% of Adults Satisfied with Local Schools	Annual	LGBF
	% of pupils entering positive destinations	Annual	LGBF
	Attainment in literacy and numeracy (LGBF)	Annual	LGBF
	Attainment of the top-performing 20% of leavers, the middle 60% and the lowest-performing 20% of leavers (LGBF)	Annual	LGBF
	The attainment of leavers by SIMD decile (LGBF)	Annual	LGBF
	% of looked after children in positive post-school destinations	Annual	SOA
	% of places filled at authority and partnership nurseries	Annual	
	% of pupils offered at 1st choice authority nursery	Annual	
	% of pupils not offered any place due to space	Annual	
No. of nursery place options available	Annual		
Facilities	Food Cost Per School Meal Primary Schools	Monthly	
	Food Cost per School Meal Secondary Schools	Monthly	
	Labour Per Hour in Primary School Meals Service	Monthly	
	Labour Per Hour in Secondary School Meals Service	Monthly	
	Uptake of Free School Meals in Primary Schools	Monthly	
	Uptake of Free School Meals in Secondary Schools	Monthly	
	Uptake of Free School Meals from P1-P3 after January 2015	Monthly	
Environmental Health	(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	Annual	LGBF
	Cost of environmental health per 1,000 population	Annual	LGBF
	No. of below Tolerable Standard (BTS) dwellings closed, demolished or brought up to standard	Annual	SOA
Finance	Percentage of invoices paid with 30 days of receipt	Quarterly, Annual	LGBF
	Support services as a % of total gross expenditure	Annual	LGBF

Service	Indicator	Frequency	Source
HR	Cost of HR function per employee	Quarterly	
	Days lost per FTE employee	Annual	LGBF
	% of the highest earning 5% of employees that are women	Annual	LGBF
IT	Percentage Service Desk Incidents Resolved within Service Level Standard	Quarterly	
	Percentage Service Desk Requests Resolved within Service Level Standard	Quarterly	
	Socitm User Satisfaction Score - only reported every 2 years	Biennial	SOCITM
Licensing, Administration and Democratic Services	Cost of Democratic Core per 1,000 population	Annual	LGBF
Planning	% of local business and industry developments determined within 2 months	Quarterly	PPF
	Local Developments (non-householder): average number of weeks to decision	Quarterly	PPF
	Householder developments: average number of weeks to decision	Quarterly	PPF
	Major developments: average number of weeks to decision	Quarterly	PPF
	Planning application approval rate	Quarterly	PPF
	Effective employment land supply	Annual	PPF
	Effective commercial floorspace supply	Annual	PPF
	Effective employment land take-up	Annual	PPF
Procurement	Amount of commercial floorspace delivered	Annual	PPF
	Spend with contracted suppliers (on contract)	Quarterly	
	% spend with SMEs	Quarterly	
Revenues	Average Spend per contracted supplier	Quarterly	
	Non-domestic rates collection rate	Monthly	
	% of Council Tax collected	Monthly	
	Total amount of money owed in rent arrears	Monthly	
	Rent collected as % of total rent due in the reporting year	Annual	
	The percentage of income due from Council Tax that was received by the end of the year	Annual	LGBF
	Cost per dwelling of collecting Council Tax	Annual	LGBF
Gross rent arrears (all tenants) as at 31st March each year as a percentage of rent due for reporting year (SHR31)	Annual	LGBF, SHC	

Service	Indicator	Frequency	Source
Roads	Traffic lights average time to repair failure	Quarterly	
	Street lights average time to repair failure	Quarterly	
	Cost of maintenance per kilometre of roads	Annual	LGBF
	Percentage of A class roads that should be considered for maintenance treatment	Annual	LGBF
	Percentage of B class roads that should be considered for maintenance treatment	Annual	LGBF
	Percentage of C class roads that should be considered for maintenance treatment	Annual	LGBF
	Percentage of U class roads that should be considered for maintenance treatment	Annual	LGBF
Sport, Countryside & Leisure	Number of attendances at indoor sports and leisure facilities	Quarterly	
	Number of attendances at pools	Quarterly	
	Number of fly-tipping incidents	Quarterly	
	% of 'other' waste recycled	Quarterly	
	% of green waste recycled	Quarterly	
	Cost per attendance at Sports facilities	Annual	LGBF
	Cost of Parks & Open Spaces per 1,000 Population	Annual	LGBF
	% of adults satisfied with parks and open spaces	Annual	LGBF
	% of adults satisfied with leisure facilities	Annual	LGBF
	Net cost of street cleaning per 1,000 population	Annual	LGBF
	Street Cleanliness Score	Annual	LGBF
	% of adults satisfied with street cleaning	Annual	LGBF
Trading Standards	Length of paths improved	Annual	
	% of trading standards inspections achieved	Quarterly	
	% of consumer enquiries responded to on the same day	Quarterly	
	% of consumer complaints responded to within 14 days	Quarterly	
	% of business advice requests responded to within 14 days	Quarterly	
	% of intelligence logs placed on memex with 5 days of the 5x5x5 being created	Quarterly	
Strategic Asset & Capital Plan Management	Cost of trading standards per 1,000 population	Annual	LGBF
	Proportion of operational buildings that are suitable for their current use	Annual	LGBF
	Proportion of internal floor area of operational buildings in satisfactory condition	Annual	LGBF

Service	Indicator	Frequency	Source
Waste	Number of people using civic amenity sites	Quarterly	
	% of total household waste that is recycled	Annual	LGBF
	Total household waste collected per household (from which waste growth rates are also calculated)	Annual	
	% of adults satisfied with refuse collection	Annual	LGBF
	Net waste collection cost per premise	Annual	LGBF
	Net waste disposal cost per premise	Annual	LGBF

Appendix 2

Quarterly and monthly KPIs baseline – Q1 2014/15

↑	Improving (high is good)	↑	Worsening (low is good)
↓	Improving (low is good)	↓	Worsening (high is good)
↔	No change or little change		

Service	Indicator	Frequency	Most recent result	Range (over previous 4 periods)	Trend	Comment
Adult Wellbeing	% of care at home clients (aged 65+) receiving personal care	Quarterly	97.1% (Q1 14/15)	94.7 – 97.1%	↑	
	% of care at home clients (aged 65+) receiving evening / overnight service	Quarterly	50.7% (Q1 14/15)	49.6 – 50.7%	↑	
	% of care at home clients (aged 65+) receiving a service at weekends	Quarterly	86.6% (Q1 14/15)	86.6 – 88.6%	↓	
	Number of delayed discharge patients waiting over 4 weeks	Quarterly	18 (Q1 14/15)	3 - 18	↑	
	A&E attendances for East Lothian residents aged 75+ (per 1,000)	Quarterly	112.1 (Q3 13/14)	105.9 - 115	↔	Data for this indicator is provided by the NHS and tends to lag by a couple of quarters.
	% of new clients aged 65+ for whom target for service delivery was met	Quarterly	96% (Q1 14/15)	96 – 97.7%	↓	The chief reason for a delay in service start is clients being admitted to hospital between the end of assessment and the start of service.
	Proportion of Community Payback Orders starting placement within 7 days	Quarterly	81% (Q1 14/15)	76.2 – 81%	↑	
	Proportion of Criminal Justice Social Work Reports submitted to court by the due date	Quarterly	96.5% (Q1 14/15)	96.5 – 98.9%	↓	

Service	Indicator	Frequency	Most recent result	Range (over previous 4 periods)	Trend	Comment
Benefits	Average time to process New Claims	Monthly	24.6 days (July 14)	24.6 – 31.8 days	↓	These are new indicators which are currently being developed.
	Average time to process changes in circumstances	Monthly	7.1 days (July 14)	7.1 – 11 days	↓	
	Percentage of Crisis Grants processed within 2 days	Quarterly	N/A	N/A	-	
	Percentage of Applications for SWF Community Care Grants decided within 15 days	Quarterly	N/A	N/A	-	
Children's Wellbeing	Percentage of children who are re-registered within a 12 month period	Monthly	1.5% (July 14)	-	-	Many of the Children's Wellbeing measures are new; therefore, trend data is not available
	Percentage of children on CP Register for more than 6 Months	Monthly	22% (July 14)	-	-	
	Percentage of looked after young people in external residential placements	Monthly	50% (July 14)	-	-	
	Average number of placement moves for looked after and accommodated children	Monthly	2.1 (July 14)	2.1 – 2.1	↔	
	Number of Formal Kin Carers	Monthly	31 (July 14)	31 - 34	↓	
	Number of Informal Kin Carers	Monthly	53 (July 14)	-	-	
	Informal Kin Carers as percentage of all Looked after and accommodated children	Monthly	24.5% (July 14)	-	-	
	Rate per 1,000 children on Home Supervision	Monthly	2.63 (July 14)	-	-	
	Rate per 1,000 children in Foster Care	Monthly	4.46 (July 14)	-	-	
	Rate per 1,000 children in Formal Kin Care	Monthly	1.38 (July 14)	-	-	
	Rate per 1,000 children in Residential Care	Monthly	1.16 (July 14)	-	-	

Service	Indicator	Frequency	Most recent result	Range (over previous 4 periods)	Trend	Comment
Community Housing	Average length of time taken to complete emergency repairs	Monthly	-	-	-	Some difficulties have been encountered in calculating a result for Q1 due to staff changes and the quality of external contractor data
	Average length of time taken to complete non emergency repairs	Monthly	-	-	-	
	% of properties that require a gas safety record which had a safety check and record completed by the anniversary date	Monthly	100% (Q1 14/15)	-	-	
	Average length of time to re-let properties	Monthly	18.5 days (Q1 14/15)	-	-	
	% of rent due lost through properties being empty during the last year (SHR34)	Monthly	-	-	-	Monthly data for this measure is not currently available; however, a method of monthly reporting is being developed
Corporate Policy & Improvement	% of stage 2 complaints completed within 20 working days	Quarterly	74% (Q1 14/15)	74 – 93.1%	↓	
	Number of hate crimes (from Police)	Quarterly	-	-	-	
	Reports of Injuries, Diseases and Dangerous Occurrences (RIDORS) per 1,000 employees	Quarterly	1 (Q1 14/15)	0 – 4	↔	

Service	Indicator	Frequency	Most recent result	Range (over previous 4 periods)	Trend	Comment
Customer Services	% of calls to the contact centre answered	Quarterly	90.4% (Q1 14/15)	83 – 90.4%	↑	
	% of abandoned vehicles uplifted within 14 days	Quarterly	100% (Q4 13/14)	100 – 100%	↔	
Economic Development & Strategic Investment	Overall % of the population claiming Job Seekers Allowance	Quarterly	2.2% (July 14)	2.2 – 2.5%	↓	
	Proportion of 16- 24 yr olds claiming Job Seekers Allowance	Quarterly	4.8% (July 14)	4.5 – 4.9%	↔	
	Number of new business starts supported by East Lothian Council	Quarterly	56 (Q1 14/15)	42 – 61	↓	
	Percentage of new businesses supported by East Lothian Council surviving after 24 months	Quarterly	71.1% (Q1 14/15)	71.1 – 76%	↓	Q1 Sample of 115 - 19.3% no response which needs to be chased 3.5 ceased trading and 6.1% found work

Service	Indicator	Frequency	Most recent result	Range (over previous 4 periods)	Trend	Comment
Facilities	Uptake of Free School Meals in Primary Schools	Monthly	-	-	-	These are new indicators which are currently being developed.
	Uptake of Free School Meals in Secondary Schools	Monthly	-	-	-	
	Uptake of Free School Meals from P1-P3 (after January 2015)	Monthly	-	-	-	
Finance	Percentage of invoices paid with 30 days of receipt	Quarterly, Annual	89.6% (Q4 14/15)	89.6 – 93.8%	↓	
HR	Cost of HR function per employee	Quarterly	£60.31 (Q4 14/15)	£60.31 - £79.81	↓	Figure for Q1 being re-calculated as the HR service now includes Payroll.
IT	Percentage Service Desk Incidents Resolved within Service Level Standard	Quarterly	-		-	These are new indicators which are currently being developed.
	Percentage Service Desk Requests Resolved within Service Level Standard	Quarterly	-		-	
Planning	Local business and industry developments: average number of weeks to decision	Quarterly	9.1 weeks (Q4 13/14)	9.1 – 49.2 weeks	↓	The planning indicators lag by one quarter.
	Local Developments (non-householder): average number of weeks to decision	Quarterly	10.1 weeks (Q4 13/14)	10.1 – 15.6 weeks	↓	
	Householder developments: average number of weeks to decision	Quarterly	7.7 weeks (Q4 13/14)	6.8 – 8.6 weeks	↑	
	Major developments: average number of weeks to decision	Quarterly	53.4 weeks (Q3 13/14)	16 – 53.4 weeks	N/A	There were no major developments in East Lothian in Q4 13/14.
	Planning application approval rate	Quarterly	97.9% (Q4 13/14)	94.5 – 97.9%	↑	

Service	Indicator	Frequency	Most recent result	Range (over previous 4 periods)	Trend	Comment
Procurement	Spend with contracted suppliers (on contract)	Quarterly	71% (Q4 13/14)	71 – 80%	↓	These are new indicators which are currently being developed.
	% spend with SMEs	Quarterly	-		-	
	Average Spend per contracted supplier	Quarterly	-		-	
Revenues	Non-domestic rates collection rate	Monthly	22.3% (July 14)	-	-	
	% of Council Tax collected	Monthly	37.9% (July 14)		-	
	Total amount of money owed in rent arrears	Monthly	£1,406,854 (June 14)	£1,406,854 - £1,532,071	↓	
Roads	Street lights average time to repair failure	Quarterly	1.9 days (Q1 14/15)	1.9 – 2.7 days	↓	
Trading Standards	% of trading standards inspections achieved	Quarterly	95% (Q1 14/15)	-	-	This is a new measure. The measure was previously reported
	% of consumer enquiries responded to on the same day	Quarterly	100% (Q1 14/15)	100 – 100%	↔	
	% of consumer complaints responded to within 14 days	Quarterly	94% (Q1 14/15)	91 – 94%	↔	
	% of business advice requests responded to within 14 days	Quarterly	96% (Q1 14/15)	93 – 100%	↓	

Service	Indicator	Frequency	Most recent result	Range (over previous 4 periods)	Trend	Comment
Sport, Countryside & Leisure	Number of attendances at indoor sports and leisure facilities	Quarterly	180,461 (Q1 14/15)	130,411 – 180,461	↑	
	Number of attendances at pools	Quarterly	115,688 (Q1 14/15)	83,246 – 115,688	↑	
	Number of fly-tipping incidents	Quarterly	-	-	-	The process for collecting data regarding fly-tipping is being revised.
	% of 'other' waste recycled	Quarterly	79% (Q1 14/15)	70 – 79%	↑	
	% of green waste recycled	Quarterly	100% (Q1 14/15)	100 – 100%	↔	
Waste	Number of people using civic amenity sites	Quarterly	80,681 (Q1 14/15)	52,657 – 80,861	↑	<p>Use has increased beyond expected capacity. Customers from outside East Lothian are increasingly using the sites, especially since Midlothian altered their opening hours. The sites also being used for an increasing amount of suspected trade waste.</p> <p>Waste services are preparing a Recycling Centre acceptable use policy to ensure the sites are being used appropriately. The Policy might include measures to restrict the use of sites by non-East Lothian residents and restrict the dumping of trade waste.</p>