



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

**TUESDAY 28 APRIL 2015  
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON**

**1**

---

**Committee Members Present:**

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

**Other Councillors Present:**

Councillor J McMillan

**Council Officials Present:**

Mrs A Leitch, Chief Executive  
Ms M Patterson, Depute Chief Executive – Partnerships and Community Services  
Mr D Small, Director of Health and Social Care Partnership  
Mr R Montgomery, Head of Infrastructure  
Mr T Shearer, Head of Communities and Partnerships  
Mr D Proudfoot, Head of Development (Interim)  
Ms E Wilson, Economic Development and Strategic Investment  
Mr A Stubbs, Service Manager for Roads  
Mr P Forsyth, Team Manager - Assets and Regulatory  
Ms S Bogunovic, Team Manager, Communications and Customer Relations  
Mr P Vestri, Service Manager – Corporate Policy and Improvement  
Mr A Strickland, Policy Officer

**Clerk:**

Mrs F Stewart, Committee Assistant

**Apologies:**

None

**Declarations of Interest:**

None

## **1. MINUTE OF PPRC MEETING ON 24 MARCH 2015**

The Minute of the PPRC meeting on 24 March 2015 was agreed to be a true record of the meeting. There were no matters arising.

## **2. TOURIST/VISITOR INFORMATION SERVICES**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to provide the Committee with information on the provision of Visitor Information Centres (VICs) in East Lothian.

Esther Wilson, Economic Development and Strategic Investment, presented the report. She advised that Tourist or Visitor Information Centres (VICs) were operated by Visit Scotland and were normally staffed bases which provide a range of services including tourist leaflets and a means of booking accommodation. However, as visitors increasingly relied upon social media and the internet for information and booking accommodation, VICs had experienced a lower footfall. As a result, Visit Scotland had reviewed its VIC provision in 2007. At that time there were 3 Centres in East Lothian; Old Craighall (seasonal), Dunbar and North Berwick (both all-year). Old Craighall had been closed by VisitScotland in 2007 and the information service at the Brunton Hall enhanced. The Dunbar High Street presence became a seasonal offering in 2009 and was later closed with an alternative Council funded provision put in place at Dunbar Townhouse Museum. In April 2011, the North Berwick Centre became seasonal and there was now an agreement with VisitScotland that the Centre would be staffed during key events and at busy times. Outwith the VisitScotland provision, the Community Council in Haddington had voluntarily provided tourist information within the doo'cot and this had since been transferred to the John Gray Centre. In response to the shift in visitor behaviour, the Council had developed a website [www.visiteastlothian.org](http://www.visiteastlothian.org) and an extensive social media presence complemented by marketing material.

Councillor Williamson acknowledged that more people sourced information using the internet, and he was aware that the Brunton Hall offered a wide range of leaflets. However, he suggested that the range of leaflets offered there could highlight East Lothian attractions more. Ms Wilson replied that the Council provided grants for local businesses to promote their services and the Council was also promoting its website for easy access to all tourism information.

Councillor Caldwell stated that Musselburgh was the largest town and had much to offer as well as being the gateway to East Lothian. He asked how effectively the Brunton Hall was providing tourist information since the closure of the Visitor Centre in Newcraighall. Tom Shearer, Head of Communities and Partnerships, advised that staff on the desk at the Brunton Hall, as well as box office staff, received training on tourist information and can signpost visitors to the services they require. Further information was also available at Musselburgh Museum.

Councillor McLennan referred to statistics the Council had compiled on footfall for many of the main visitor attractions and asked whether this information could be used to inform how visitor information services could be co-ordinated and improved. Ms Wilson offered to provide a statistical overview for Members.

The Chair advised that a report on tourism strategy was due to come to the Committee later in the year and invited Members to provide further input on the scope of the report.

Councillor McLennan suggested that a report on tourism strategy could include feedback on festivals and indicate whether investment was succeeding in significantly increasing the numbers of visitors to the county.

Councillor Goodfellow stated that visitor information could be displayed in the windows of libraries so that it was available at all times and Ms Wilson stated that interactive display apps which could be downloaded to phones, were planned for next year.

Councillor MacKenzie suggested highlighting that East Lothian has something special to offer visitors, including castles, beaches and the ash lagoons at Levenhall Links which attract a wide variety of birdlife.

Councillor McMillan, Cabinet Spokesperson on Economic Development and Tourism, briefly outlined the major events coming to East Lothian soon, including the first Scottish Big Nature Festival at the Ash Lagoons in May and two golf championships in July and August. The county would also be attracting many visitors to music festivals and food and drink events. He also invited anyone with ideas to contribute on how to promote East Lothian to contact him.

The Chair expressed concern that people in East Lothian, a county that is a tourist destination, did not have access to a Visitor Centre and he considered that a further report on this matter, would help to review if it was necessary for the county to have a dedicated Visitor Centre. Councillor McMillan suggested that this report could be based upon the first four Strategic objectives of the Economic Development Framework.

The Chief Executive advised that benchmarking with other Scottish Local Authorities on economic development had been introduced and would provide helpful data for the report.

## **Decision**

The Committee agreed to note the contents of this report.

### **3. DELAYED DISCHARGES**

The Director of Health and Social Care Partnership had submitted a report to update members of the Committee on delayed discharge performance in East Lothian.

David Small, Director, presented the report. He advised that the national target for delayed discharge performance is that there should be no one waiting more than 2 weeks for discharge from hospital. Until April 2015, the target had been 4 weeks and this was reflected in the East Lothian Single Outcome Agreement. He explained that delayed discharge was essentially where an individual's need for healthcare in their current location was completed and they were waiting for provision of care in another location or in another type of service. He described how discharge patients were monitored and explained the circumstances under which some patients were excluded from the validated data. Appendix 1 to the report showed that East Lothian's performance on the validated census data in March 2015 had improved on the December 2014 figures; 24 compared to 31 validated delays. The number of validated delays to date for April was 27. The biggest single reason for delay was access to nursing home places and the improvement in performance was a result of lifting restrictions on access at two care homes. The key issues currently contributing

to the problem are the vulnerability of the care home market and the Council's capacity to speedily assess people in hospitals outside East Lothian. A delayed discharge task group had been established and was currently developing a set of priorities for investment in the service, including payment of a living wage in care homes and care at home services, the opening of 20 step down beds in Crookston Care Home and the establishment of the Hospital to Home service. Mr Small stated that the Government would be providing funding for the next 3 years and there would be assistance from the Integrated Care Fund to help Local Authorities to meet the new targets, but the Council still faced a considerable financial challenge.

The Chief Executive advised that work still needed to be done around the allocation of the Government funds. The Council would incur additional costs in relation to the establishment of the Integrated Joint Board and she therefore proposed that an element of the budget is protected for delayed discharges. It was not yet clear what the level of Government funding would be, but the Council would be required to match it.

Councillor McLennan, Member for Dunbar and East Linton, enquired what the average assessment time was and requested a geographical breakdown of the delayed discharges. Mr Small did not have this information but a report was due this week which would provide some clarification. Councillor McLennan also asked if East Lothian would have pupils attending the Social Care Academy run jointly with Queen Margaret University and Edinburgh College. The Chief Executive replied that pupils from East Lothian would begin attending courses at the Academy in August 2015, with the possibility of progressing towards a nursing qualification.

Councillor McAllister referred to the issue of the turnover and retention of care staff and stated that it was imperative that care staff were paid a living wage.

Councillor MacKenzie commented on the impressive suite of measures to address the number of delayed discharges and was pleased to note the high priority being placed on the care of older people.

The Committee agreed that a standing item on delayed discharges would not be necessary.

## **Decision**

The Committee agreed to note the report.

## **4. ROAD ASSET PLAN – APSE/SCOTS PERFORMANCE INDICATORS ANNUAL REPORT**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report to advise the committee of East Lothian Council's performance in the Association for Public Service Excellence (APSE) – Performance Networks for 2013/14 for Highways and winter maintenance and SCOTS Performance Indicator Report 2013/14.

Peter Forsyth, Roads Team Manager, presented the report. He advised that Road Services had participated in the APSE Performance Networks for the past 16 years by providing performance information for a wide range of indicators. Over the past 8 years, the Council, in conjunction with the Society for Chief Officers in Transportation

Scotland (SCOTS) had been developing a framework for Roads asset management planning, reporting and performance monitoring. Safety, serviceability and sustainability were the key areas in terms of measuring performance in road maintenance. Key points highlighted in the report included the significant improvement in response to Category 1 carriageway defects, the high standard of safety inspection and the improvement in the overall condition of the local road network through investment. A full list of indicators was shown in Appendix B to the report, together with a table showing the Council's performance in comparison to other Local Authorities in the APSE family group.

In response to a question from Council Williamson, Mr Forsyth advised that the Council was investing £5.5 million in carriageway maintenance, which equated to £5,500 per kilometre over the 916 kilometres of road network. The total asset value of the roads network was £1.4 billion. Alan Stubbs, Service Manager for Roads, explained how the costs of salting the roads in adverse weather were calculated.

In respect of street lighting, Ray Montgomery, Head of Infrastructure, advised that, around November when there is a greater reliance on street lighting, inspectors checked the street lighting, but added that the best inspectors were the general public. Councillor Williamson suggested that Council leaflets could advise the public to report any malfunctioning street lamps on line. He also recommended that all street lamps had numbers for ease of reference.

Councillor McLennan noted from the report that some surface areas of carriageways had been patched leaving other areas untreated. Mr Forsyth advised that treatments now were more preventative than corrective to stop potholes appearing and maintain standards. Councillor McLennan had noticed that large areas had received this treatment lately and complimented the service on this work.

Mr Forsyth also explained for Members, the approach the Council takes with developers concerning wear and tear on the roads leading to new developments and the efficacy of the Urban Traffic Control (UTC) system.

The Chair suggested that, due to the level of detail in the report, it would be helpful if future reports could highlight the most relevant performance indicators.

## **Decision**

The Committee agreed to note the content of the report.

## **5. STREET LIGHTING UPDATE 2015**

The Depute Chief Executive, Partnerships and Community Services, submitted a report to provide the Committee with an opportunity to assess East Lothian Council's Street lighting replacement strategy and provide an update on the new technologies and design solutions currently being rolled out throughout the Council's lighting network such as white light LED's (Light Emitting Diode).

Alan Stubbs, Roads Service Manager, presented the report. He advised that there was no statutory requirement on local authorities to provide street lighting but the Roads (Scotland) Act 1984 empowers a local roads authority to provide lighting for roads which will be maintained by them. He advised that the Council had 17,793 road lighting units, and, with an average replacement cost of £1,500, the asset value of the

lighting stock was in excess of £26.5 million. In 2011, 3.3% of the lighting inventory was still concrete columns up to 30 years old. These will all have been replaced by aluminium columns by May 2015. The first steel columns had been installed in the 1970s and would be replaced by aluminium columns at the end of their natural lifespan. It is estimated that within the next 5-10 years at least 4000 steel columns would need to be replaced. Mr Stubbs explained that the older types of sodium lighting still in use had little optical control of the light produced ('spill light'), although some residents had welcomed this form of lighting near their properties. However, there was now increasing pressure on local authorities to reduce the spiralling electricity costs (currently over £0.5 million per annum in East Lothian). To achieve savings and reduce light pollution and CO2 emissions, one of the strategies is the gradual replacement of existing forms of 'orange light' with new white light LED (light emitting diode) technology. This method of lighting can be independently focussed, making it more efficient and improving safety, while returning energy savings of 50-70%.

Councillor Goodfellow was concerned at the cost of replacing the streetlamps within the next 5-10 years and Mr Stubbs explained that the budget would not replace all of the 400 lamps needing to be replaced and the work would be carried out based on the age profile of the lamps.

Mr Stubbs also advised Members that salt was expected to have less of an impact on the bases of the aluminium columns and that differences in light from lamps was more likely to be the angle of the LED than the wattage of the lamp.

Councillor Williamson, who had requested the report, advised that he had received complaints about a specific area in Musselburgh where some residents were unhappy with the new street lighting and Mr Stubbs replied that street lighting officers could respond to residents' concerns and adjustments can be made to the lighting if anomalies were identified. Councillor Williamson asked if the Council had received many complaints about the new street lamps and Mr Stubbs replied that it had not. Councillor Williamson suggested that it might be helpful if residents had more information on the new lighting, perhaps through the Council's Living newspaper.

The Chair referred to the high energy costs of the street lighting and enquired if lamps could be switched off between midnight and 5 am to reduce costs. Mr Montgomery replied that measures such as limiting the hours of operation of street lamps was a matter that was being debated by local authorities.

Councillor Williamson thanked Mr Stubbs for the report and was pleased to have more information for residents in his Ward. Councillor McAllister suggested that residents could be informed of the reasons for street lighting being changed in residential areas and considered that people might be persuaded by the economic savings of the new lighting. Councillor Gillies commented that the street lighting team had always provided a first class service in East Lothian.

The Chair advised that he had received favourable comments when areas of North Berwick had had the new LED lighting installed a few years ago. The Chair also recalled that the new LED street lighting installed in Dumfries and Galloway had been regarded as particularly successful for the absence of light pollution.

### **Decision**

The Committee agreed to note the content of this report which formed the basis for discussion with regard to the future provision of street lighting in East Lothian.

## **6. CUSTOMER COMPLAINTS AND FEEDBACK**

The Depute Chief Executive, Partnerships and Community Services, had submitted a report on the use of the Council's complaints handling procedure and provide analysis on customer feedback received for Q2 and Q3 of 2014/2015: 1 July 2014 to 30 September 2014 and 1 October 2014 to 31 December 2014.

Sarah Bogunovic, Team Manager, Communications and Customer Relations, presented the report. She advised that, during this period, 220 Stage 1 complaints had been received (119 in Q2 and 101 in Q3) and explained that these complaints were dealt with within 5 working days at service level. Stage 2 complaints, which require further investigation and response within 20 working days, totalled 611 (114 in Q2 and 497 in Q3). However, of those, 421 complaints (69%) had related specifically to the proposals for the Cockenzie Energy Park. If these complaints had been recorded as a single issue, complaint numbers would have dropped in Q3 (34% compared to same quarter last year). Ms Bogunovic stated that no discernible pattern in complaints had been found.

Ms Bogunovic reported that currently there was around a 50/50 split between Stage 1 and Stage 2 complaints (excluding Cockenzie), but the aim was to have two thirds of complaints resolved at service level within 5 working days. Appendices to the report showed the breakdown of customer complaints, comments and compliments received per service area per quarter. The service areas with the highest number of complaints included Housing Maintenance and Waste Services at Stage 1 and Housing Maintenance and Education & Schools at Stage 2. Acknowledgement and response performance was also shown and benchmarked against the 2013/14 average. In terms of future developments, a log would be kept of improvement actions taken following complaints and the results of the Council's complainants' survey would also be reported. Also, complaints relating to schools had now been added to the Council's reporting system. Finally, Ms Bogunovic was pleased to report that 154 people had contacted the Council to compliment its services, in particular, Adult Wellbeing.

Councillor McAllister enquired if complaints had been received concerning access to Wallyford Library and Ms Bogunovic replied that a very small number of general complaints on library opening hours had been received but she could not recall any specific complaint relating to Wallyford.

The Chair referred to the high number of complaints received with regard to the proposals for the Cockenzie Energy Park, but explained that it had been a difficult complaint for the Council to process as the planning proposals had been competent but unpopular with local people. The Chair also referred to the complaints received regarding housing maintenance and asked if there was evidence of any matter which needed further investigation by the Committee. In his view, performance by the Housing Team had greatly improved over the past few years as a result of new communications technology and procedures.

The Chair considered that Council staff in general appeared to be delivering a good quality service.

### **Decision**

The Committee agreed to note the report.

**7. ANNUAL WORK PROGRAMME UPDATE 2015/16**

An updated Annual Work Programme showed the reports already scheduled for 2015/16. One additional report on Tourism Strategy was added the schedule for January 2016.

Signed .....

Councillor David Berry  
Convener of the Policy and Performance Review Committee



**REPORT TO:** Policy and Performance Review Committee  
**MEETING DATE:** 16 June 2015  
**BY:** Depute Chief Executive - Resources and People Services  
**SUBJECT:** Literacy Levels in East Lothian Schools

---

**2**

**1 PURPOSE**

- 1.1 To inform the Committee of current literacy levels in East Lothian schools based on the most recent PIPs, InCAS & Insight National Benchmarking data.

**2 RECOMMENDATIONS**

- 2.1 The Committee is asked to note the content of the report.

**3 BACKGROUND**

- 3.1 There are four main assessments in East Lothian that are used by schools and the Education authority to track and monitor Literacy levels across the stages in East Lothian:

- PIPS Baseline assessments (P1)
- InCAS assessments (P3, P5 & P7)
- SOSCA assessments (S2)
- Insight National Benchmarking: Improving Attainment in Literacy Measure (S4 to S6)

- 3.2 PIPS (Performance Indicators in Primary Schools), InCAS (Interactive Computerised Assessment System) & SOSCA (Secondary On-Screen Curriculum Assessment) form part of the suite of CEM (Centre for Evaluation & Monitoring) standardised assessments for primary and secondary schools.

- 3.3 InCAS and SOSCA standardised assessments were carried out for the first time in East Lothian schools during the 2014/15 academic session, replacing ePIPS and MiDYIS, and will provide a baseline in 2014/15 for P3, P5, P7 and S2 levels going forward. *Note: the S2 SOSCA*

*assessments have just been completed in schools and results are not available at the time of this report being prepared.*

- 3.4 The P7 cohort was the first group of pupils to undertake the InCAS assessments and a number of technical issues were experienced during this first assessment period which may have prevented some P7 pupils across East Lothian from completing the assessments properly. Therefore the P7 results may not be fully reflective of the actual ability of the 2014/15 P7 cohort.
- 3.5 “Insight” is a new online senior phase benchmarking tool developed by the Scottish Government, in line with CfE, focusing on performance in the senior phase (S4 to S6). The Literacy measure is one of four nationally agreed benchmarking measures published in February 2015, focusing on the total achievements of young people recorded at the point at which they leave school.
- 3.6 Education Authorities are no longer benchmarked against a set of comparator schools or authorities. Instead, Insight creates a Virtual Comparator for each school and Education Authority made up of pupils from schools in other local authorities around Scotland who have similar background characteristics to the pupils in the school or Education Authority in question offering a fairer comparison. The Virtual comparator is, therefore, considered to be the key benchmark rather than the National Establishment (i.e. national average) for helping schools and Education Authorities understand their strengths and areas of improvement in the senior phase.
- 3.7 More information on Insight is available on the Scottish Government website at <http://www.gov.scot/Topics/Education/Schools/curriculum/seniorphasebenchmarking>
- 3.8 Schools and the Education Authority use the data from PIPS, InCAS, SOSCA & Insight to identify areas of strength and development and support the raising attainment agenda at school, cluster and authority level, through attainment meetings and improvement plans.

### **Current National Literacy Levels**

- 3.9 In May 2014 the second Scottish Survey of Literacy and Numeracy (SSLN) literacy survey was undertaken in Scottish schools with a sample of pupils at stages P4, P7 and S2 across Scotland. The 2014 literacy survey assessed all three literacy organisers (reading, writing and listening & talking). Headline reading results are based on pupils performing well or very well at the level. Headline writing and listening and talking results are based on pupils performing well, very well or beyond the level. Table 1 over summarises the main points from the results:

**Table 1: National Results from P4, P7 & S2 SSLN (Literacy) Survey, 2014**

Reading	Writing	Listening & Talking
<ul style="list-style-type: none"> <li>• Reading performance was highest at the P7 stage with 88% of pupils performing well or very well.</li> <li>• 78% and 80% of P4 and S2 pupils performed well or very well, respectively.</li> <li>• Girls outperformed boys at the P4 and S2 stages.</li> <li>• Pupils from the least deprived areas had higher performance than other pupils, particularly at S2.</li> </ul>	<ul style="list-style-type: none"> <li>• Writing performance was highest in P7, with 68% of scripts demonstrating pupils were performing well, very well or beyond the level, compared to 64% and 55% for P4 and S2 respectively.</li> <li>• Girls outperformed boys at all stages.</li> <li>• In all stages, a higher proportion of scripts from the least deprived category performed well, very well or beyond the level than from the most deprived category.</li> <li>• Over two thirds of pupils thought they were good or very good at writing.</li> </ul>	<ul style="list-style-type: none"> <li>• P7 pupils in 2014 achieved the highest percentage of pupils performing well, very well or beyond the level at 66%. 59% and 52% of P4 and S2 pupils performed well, very well or beyond the level, respectively.</li> <li>• There was no difference between genders for each of the stages for pupils performing well, very well or beyond the level.</li> <li>• In all stages pupils from the least deprived category did better than pupils from the most deprived category for performing well, very well or beyond the level.</li> <li>• More than 70% of all pupils thought they were very good or good at listening and talking in 2014.</li> </ul>

3.10 The full report from the SSLN Literacy survey, published in April 2015 can be viewed on the Scottish Government website at <http://www.gov.scot/Publications/2015/04/7639>

3.11 In the senior phase, the National Benchmarking Measure for Attainment in Literacy, published on Insight in February 2015 shows an improving trend in the percentage of school leavers attaining literacy across each of SCQF Levels 3 to 6 with its highest performance to date in 2014/15:

- 95% leavers attaining at SCQF Level 3
- 92% leavers attaining at SCQF Level 4
- 70% leavers attaining at SCQF Level 5
- 47% leavers attaining at SCQF Level 6

- 3.12 Girls perform consistently higher than boys across the SCQF Levels with the gap increasing at the higher levels. Pupils from the least deprived areas also performed consistently higher across the Levels year on year, particularly at SCQF Levels 5 and 6 or better.

## **CURRENT EAST LoTHIAN LITERACY LEVELS**

### **Highlights**

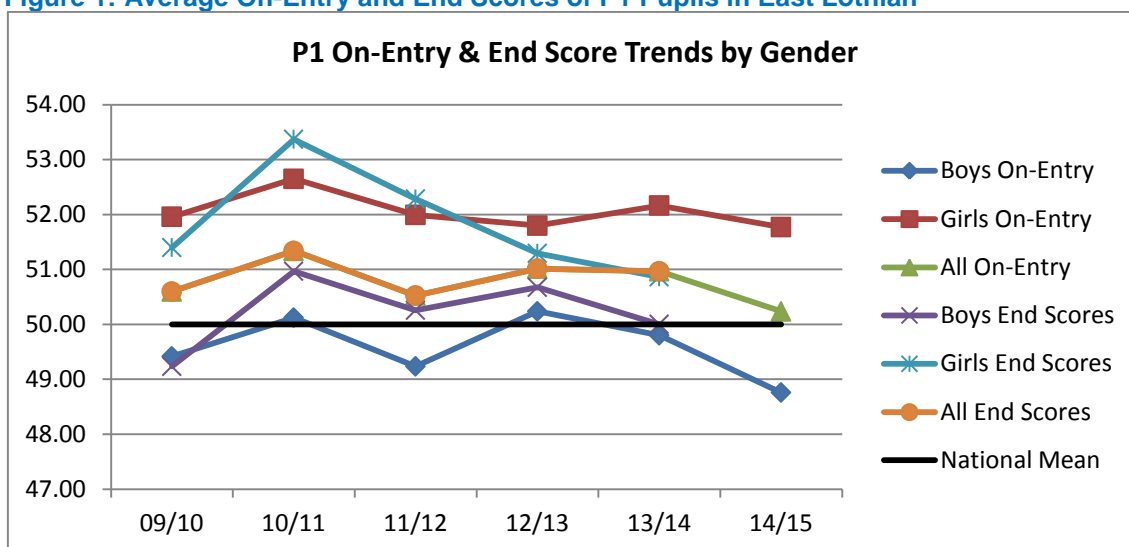
- 3.13 P1 Pupils score consistently higher average scores than the national mean in their baseline assessments although there has been a slight drop in the trend and overall net decrease since 2009/10 in the on-entry scores. Further improvements still need to be made in Literacy in P1 to bring the percentage of pupils making progress as expected or quicker in P1 closer to the national norm.
- 3.14 Across the P3, P5 & P7 stages East Lothian pupils have a higher average standardised score for their InCAS Reading assessments than the national mean in 2014/15 with the combined percentage of P3 to P7 pupils who are performing in line with or above average for reading being higher than the national norm.
- 3.15 East Lothian's InCAS performance at the individual stages varies more, with P3 and P5 pupils performing above the mean and P7 pupils below the national mean.
- 3.16 In the senior phase, East Lothian's performance shows an improved trend across the SCQF Levels 3 to 6, with its highest performance to date at SCQF Levels 3 to 5. While the % attaining Literacy at SCQF Levels 3 and 4 in East Lothian was higher than its Virtual Comparator, East Lothian's percentage at SCQF Levels 5 and 6 is lower than its comparator.
- 3.17 As with the national picture, girls typically outperform boys at all stages and pupils from the least deprived areas had higher performance than other pupils, particularly in the senior phase.
- 3.18 The following charts (Figures 1 to 7), tables (2 to 8) and commentary detail the progress made by East Lothian schools at each stage.
- 3.19 For each measure, three year averages and a 'Trend' are presented along with the annual performance to provide an indication of an overall declining or improving trend by East Lothian schools in relation to the Virtual Comparator and/or the National Average. This approach to presenting trend data has been adopted from Education Scotland.
- 3.20 The 'Trend' is the average annual percentage point change over the number of years given. A positive value indicates an improving trend on average over the period and a negative value indicates a declining trend.

## P1 Literacy Levels

3.21 There are two baseline assessments carried out by P1 Pupils: an on-entry assessment during the first six weeks of the new academic session on-entry to P1 and a follow-up assessment carried out during the final six weeks (May to June) that they are in P1.

3.22 Figure 1 and Table 2 below detail the average on-entry and end scores of P1 pupils in East Lothian by gender since 2009/10. As the on-entry and end raw scores are standardised to provide a comparison with the national average at each point in time, a direct comparison should not be made between the standardised on-entry and end scores.

**Figure 1: Average On-Entry and End Scores of P1 Pupils in East Lothian**



**Table 2: Average On-Entry and End Scores of P1 Pupils in East Lothian**

P1 Ave Scores	09/10	10/11	11/12	12/13	13/14	14/15	3 Yr Ave	5 Yr Trend
Boys On-Entry	49.42	50.12	49.24	50.24	49.80	48.76	49.60	-0.34
Girls On-Entry	51.96	52.65	51.99	51.80	52.16	51.77	51.91	-0.22
All On-Entry	50.60	51.34	50.53	51.02	50.97	50.24	50.74	-0.28
Boys End Scores	49.23	50.97	50.26	50.67	50.00		50.31	0.19
Girls End Scores	51.40	53.37	52.28	51.29	50.86		51.48	-0.13
All End Scores	50.60	51.34	50.53	51.02	50.97		50.84	0.09

*n/a\* P1 follow-up assessments for 2014/15 are currently in progress. Results will be available at the start of the new academic session.*

3.23 Figure 1 and Table 2 above show that East Lothian pupils overall score consistently higher scores on average than the national mean for Reading although the average score for both assessments shows a slight negative trend overall in their on-entry and a slight positive in the end scores since 2009/10.

3.24 Girls consistently score above the national mean in their on-entry and their follow-up assessments. Boys' scores fluctuate more and are typically below the mean on-entry but above the mean in their follow-up

assessments. Similar to the East Lothian average, both the girls and boys scores show a slight negative trend in the on-entry scores.

- 3.25 Girls scores are consistently higher than boys on average by 2.5 points on-entry and 1.7 points in their follow-up assessments. Table 3 below shows the percentage of pupils making progress as expected or quicker than expected by P1 boys and girls in East Lothian. Percentages shaded in green are greater than the national norm of 75%.

**Table 3: P1 Pupils Making Progress As Expected or Quicker Than Expected by Gender**

<b>P1 Rate of Progress</b>	<b>09/10</b>	<b>10/11</b>	<b>11/12</b>	<b>12/13</b>	<b>13/14</b>	<b>3 Yr Ave</b>	<b>5 Yr Trend</b>
Boys	73.4%	64.9%	75.7%	69.6%	72.0%	72.4%	-0.4%
Girls	75.6%	76.0%	80.6%	76.5%	73.7%	76.9%	-0.5%
<b>All Pupils</b>	74.4%	70.2%	78.9%	74.9%	72.8%	75.5%	-0.4%

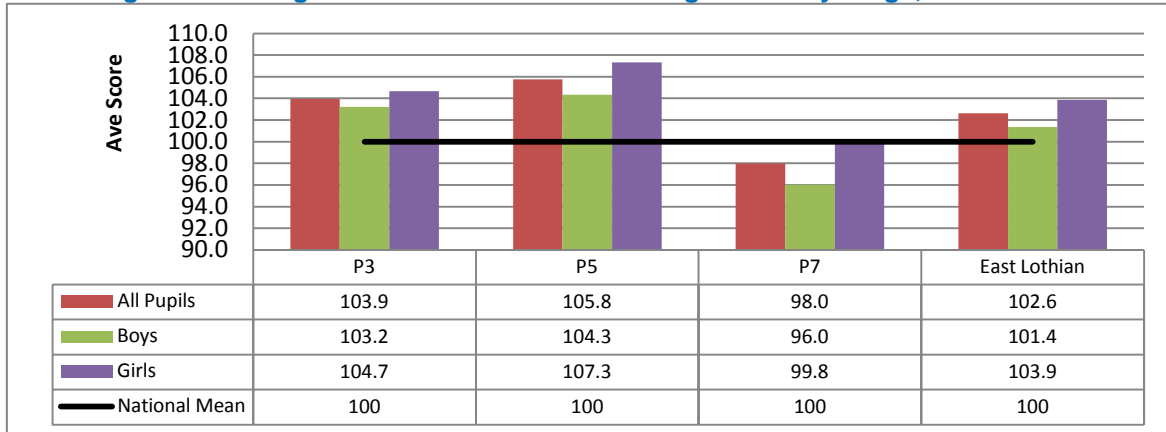
- 3.26 Table 3 above shows that more girls in East Lothian make progress as expected or quicker in Reading through P1 than boys with more girls typically performing above the norm. Overall in East Lothian, the percentage of P1 pupils making progress as expected, or quicker than expected, in Reading has fluctuated year on year and has been typically below the national norm since 2009/10 with the exception of 2011/12.

### **P3 to P7 Literacy Levels**

- 3.27 InCAS Reading assessments are undertaken by each pupil in P3, P5 and P7 in schools across East Lothian at the following times: P7 pupils in November, P5 pupils in February and P3 pupils in March.
- 3.28 As previously mentioned in paragraph 3.3, the InCAS assessments were carried out by schools in East Lothian for the first time in 2014/15 and replaced the previous P3, P5 and P7 ePIPS assessments. Scores from the ePIPS assessments are standardised on a different scale to InCAS and it is not possible to provide comparative historical trends at this time. The 2014/15 InCAS results will provide a baseline going forward for monitoring literacy levels across the P3 to P7 stages.
- 3.29 As also previously mentioned in paragraph 3.4, the 2014/15 P7 cohort was the first group of pupils to undertake the InCAS assessments and a number of technical issues were experienced during this first assessment period which may have prevented some of these P7 pupils from completing the assessments properly. The P7 results may not be fully reflective of the actual ability of the 2014/15 P7 cohort and this will also have an impact on the overall combined stage results.
- 3.30 Figure 3 overleaf details the average Reading scores achieved by gender across the P3, P5 and P7 stages in 2014/15.

Figure 3.../

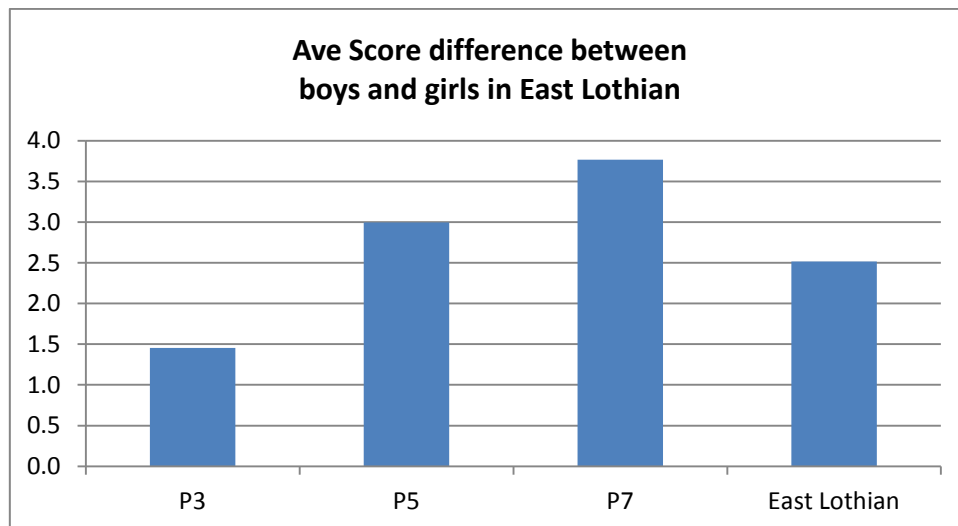
**Figure 3: Average Standardised InCAS Reading Scores by Stage, 2014/15**



3.31 Figure 3 above shows that East Lothian pupils overall scored higher on average than the national mean for Reading by 2.6 points. At the individual stages, P3 and P5 pupils scored between approximately 4 and 6 points higher than the mean while at P7 the score was lower by 2 points.

3.32 Both Boys and Girls scores were above the national mean at the P3 and P5 by between 3 and 5 points at P3 and 4 and 7 points at P5. In P7 both the boys and girls average scores were below the mean, with the boys average 4 points lower and the girls just slightly below by 0.2 points. Girls scores were higher than boys on average across the stages with the gap increasing through the stages (see Figure 4 below).

**Figure 4: Average Standardised InCAS Reading Score Difference between boys & girls by stage, 2014/15**



3.33 Table 4 overleaf shows the percentage of P3 to P7 pupils at each stage and combined in East Lothian who are performing in line with or above average in relation to the normal distribution of scores (84%).

Table 4.../

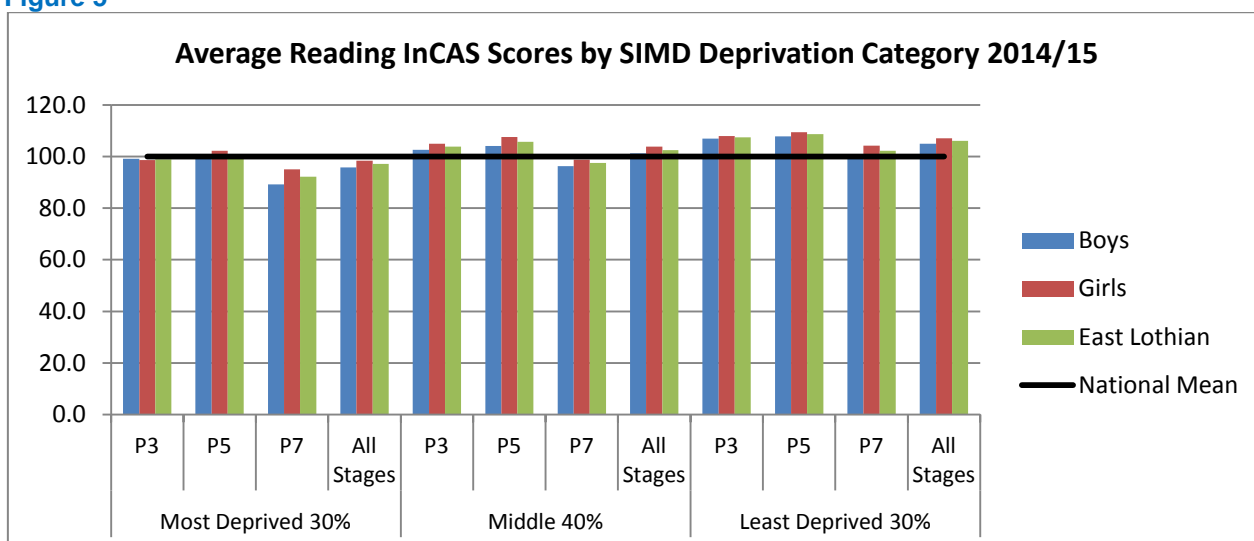
**Table 4: Percentage of pupils performing in line with or above average in their InCAS Reading Scores by stage & gender, 2014/15**

Gender	P3	P5	P7	All
Boys	83.71%	86.92%	75.83%	82.36%
Girls	87.37%	93.39%	83.76%	88.05%
<b>East Lothian</b>	<b>85.57%</b>	<b>90.02%</b>	<b>79.94%</b>	<b>85.21%</b>

3.34 On average 85.2% of East Lothian pupils perform in line with or above the average, higher than the national norm by 1.2% points. Across the stages, more pupils perform in line with or above average at P3 and P5 than the national norm and less pupils at P7. More girls perform in line with or above average in Reading than boys across the stages.

3.35 Figure 5 and Table 5 below detail the average Reading Score in 2014/15 by SIMD (Scottish Index of Multiple Deprivation) Category. Pupils are grouped into 3 categories according to their home postcode: pupils living in the most deprived 30% areas in Scotland, least deprived 30% areas in Scotland and in the middle 40% grouping. In East Lothian, 15% of primary aged pupils live in the most deprived 30% areas and 27% in the least deprived 30% areas.

**Figure 5**



**Table 5: Average Standardised InCAS Reading Scores by SIMD Deprivation, 2014/15**

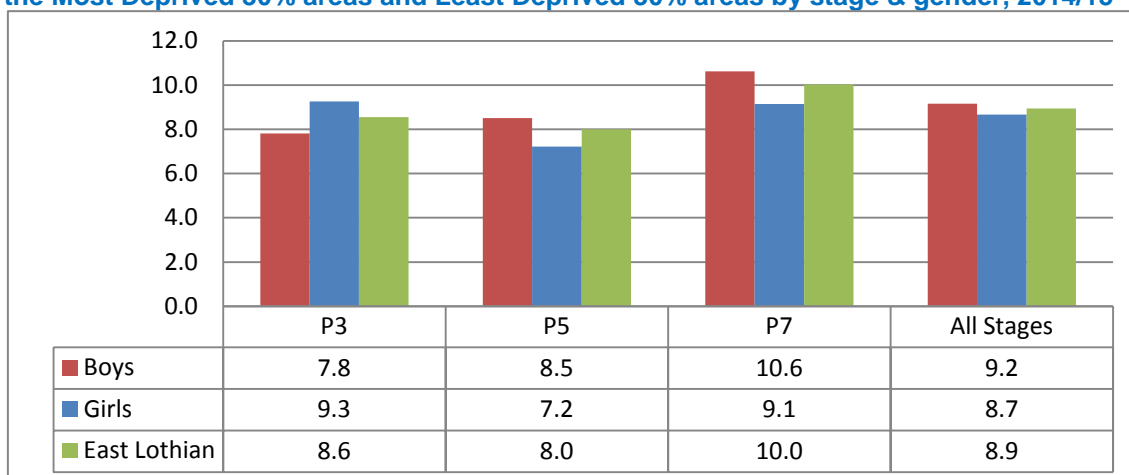
Gender	Most Deprived 30%				Middle 40%				Least Deprived 30%			
	P3	P5	P7	All Stages	P3	P5	P7	All Stages	P3	P5	P7	All Stages
Boys	99.1	99.3	89.2	95.7	102.6	104.1	96.2	101.2	106.9	107.8	99.8	104.9
Girls	98.6	102.2	95.1	98.4	104.9	107.5	98.7	103.8	107.9	109.4	104.2	107.0
<b>East Lothian</b>	<b>98.8</b>	<b>100.6</b>	<b>92.2</b>	<b>97.1</b>	<b>103.8</b>	<b>105.7</b>	97.5	<b>102.5</b>	<b>107.4</b>	<b>108.6</b>	<b>102.2</b>	<b>106.0</b>

3.36 Pupils living in the 30% most deprived areas have typically lower scores on average than the national mean with the exception of P5 while those living in the 30% least deprived areas have typically higher scores with



the exception of P7 boys, which are just slightly below. Pupils living in the least deprived areas score on average between 8 and 9 points higher than those living in the most deprived areas. Figure 6 below shows the average Reading score difference between pupils living in the most deprived 30% and least deprived 30% areas at each stage.

**Figure 6: Average Standardised InCAS Reading Score Difference between pupils living in the Most Deprived 30% areas and Least Deprived 30% areas by stage & gender, 2014/15**

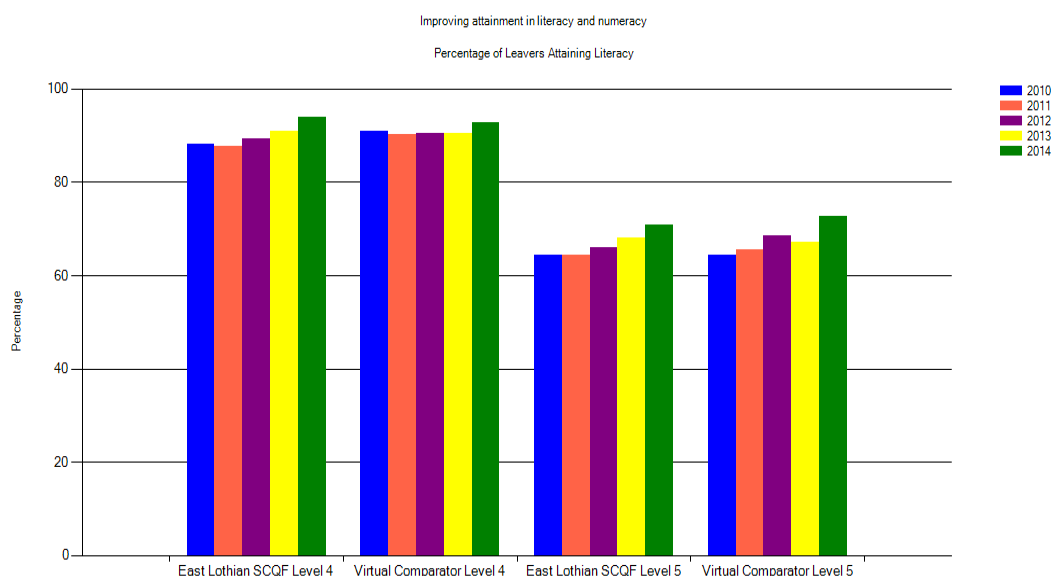


### Senior Phase Literacy Levels

3.37 Figure 7 below details the progress made by East Lothian against its Virtual Comparator in relation to the percentage of the pupils who left in each year who had achieved literacy at SCQF level 4 or better or SCQF level 5 or better (as being the agreed national benchmarks).

3.38 To achieve the given level of literacy a pupil needs to achieve the literacy unit at that level, or English or Gaidhlig course at that level.

**Figure 7: Percentage of all school leavers attaining Literacy to at least SCQF Level 4 or SCQF Level 5 since 2009/10**



3.39 East Lothian's five-year trend indicates an improving trend at both SCQF Level 4 and SCQF Level 5 or better. East Lothian's performance at SCQF Level 4 has been typically lower than the Virtual Comparator for the first three years but has been above the comparator for the last two years. At SCQF Level 5 East Lothian's performance has also been typically lower than the Virtual Comparator with the exception of 2012/13 although the gap with the Virtual Comparator has reduced slightly over the five years.

3.40 The gap between East Lothian's performance and the Virtual Comparator at SCQF Levels 4 and 5 is not considered to be statistically significant by the Scottish Government.

3.41 Table 6 below further breaks the data down to those who achieved Literacy over the same five-year period to at least SCQF Levels 3 to Level 6. Figures are provided for both the Virtual Comparator and the National Establishment but the Virtual Comparator is seen as the key benchmark. Figures shaded in pink in the difference column, indicate that East Lothian's percentage is lower than the Virtual Comparator (VC) and figures shaded in green indicate that East Lothian's percentage is higher. The shading does not necessarily mean, however, that the difference is statistically significant. Where there is a statistical significance, the figure has a **bold border** around it.

**Table 6: Literacy achievement for all pupils that left the school in each year since 2009/10**

	Year	All Leavers (S4 to S6)				Difference between ELC & VC and ELC & NA			
		3+	4+	5+	6+	3+	4+	5+	6+
<b>East Lothian</b>	2009/10	90.54	88.06	64.37	44.32				
	2010/11	90.84	87.64	64.47	41.12				
	2011/12	93.49	89.30	66.00	46.27				
	2012/13	93.15	90.93	68.15	44.69				
	2013/14	96.52	94.00	70.79	45.07				
	3yr ave	94.39	91.41	68.31	45.34				
5yr trend <sup>1</sup>	1.50	1.49	1.61	0.19					
<b>Virtual Comparator</b>	2009/10	93.63	90.85	64.32	43.79	-3.09	-2.79	0.05	0.53
	2010/11	93.63	90.32	65.42	43.96	-2.79	-2.68	-0.95	-2.84
	2011/12	93.60	90.51	68.50	47.56	-0.11	-1.21	-2.50	-1.29
	2012/13	93.95	90.47	67.08	46.45	-0.80	0.46	1.07	-1.76
	2013/14	95.46	92.90	72.76	50.96	1.06	1.10	-1.97	<b>-5.89</b>
	3yr ave	94.34	91.29	69.45	48.32	0.05	0.12	-1.13	-2.98
5yr trend <sup>1</sup>	0.46	0.51	2.11	1.79	1.04	0.97	-0.51	-1.61	
<b>National</b>	2009/10	92.73	88.93	60.58	39.59	-2.19	-0.87	3.79	4.73
	2010/11	93.27	89.47	62.60	41.21	-2.43	-1.83	1.87	-0.09
	2011/12	94.32	90.75	66.09	44.19	-0.83	-1.45	-0.09	2.08
	2012/13	94.96	91.70	66.90	44.29	-1.81	-0.77	1.25	0.40
	2013/14	95.54	92.33	70.33	47.19	0.98	1.67	0.46	-2.12
	3yr ave	94.94	91.59	67.77	45.22	-0.55	-0.18	0.54	0.12
5yr trend <sup>1</sup>	0.70	0.85	2.44	1.90	0.79	0.64	-0.83	-1.71	

<sup>1</sup> 'Trend' is the average annual percentage point change over the number of years given.

- 3.42 Performance in Literacy in East Lothian at SCQF Level 3 or better also shows an improved trend and while the percentage is typically lower than the Virtual Comparator over the five years, the gap has reduced during that time and East Lothian's performance in 2013/14 was higher than the Virtual Comparator for the first time.
- 3.43 At SCQF Level 6 or better, while East Lothian shows a very slight improvement in its percentage performance over the five years, in relation to the Virtual Comparator, East Lothian has been consistently below the comparator since 2009/10 and in 2013/14, East Lothian's performance is statistically seen as being significantly lower than the Virtual Comparator.
- 3.44 Table 7 below details the performance of boys and girls in Literacy at the point of leaving school. Figures are provided for both the Virtual Comparator and the National Establishment but the Virtual Comparator is seen as the key benchmark. The difference between the East Lothian percentage and the Virtual Comparator is represented by pink and green shading. Figures shaded in pink indicate that East Lothian's percentage is lower than the Virtual Comparator (VC) and figures shaded in green indicate that East Lothian's percentage is higher. Again, where the difference is seen as being statistically significant, the figure will have a **bold border** around it.

**Table 7: Literacy achievement for all pupils that left the school in each year since 2009/10 by Gender**

Year	Boys				Girls			
	3+	4+	5+	6+	3+	4+	5+	6+
<b>East Lothian</b> 2009/10	90.33	86.80	60.22	35.32	90.77	89.39	68.76	53.83
2010/11	90.39	86.62	61.41	36.02	91.36	88.80	67.98	46.95
2011/12	93.68	89.05	58.11	34.74	93.31	89.54	73.85	57.74
2012/13	92.91	89.66	62.07	36.02	93.39	92.22	74.32	53.50
2013/14	94.89	90.72	63.26	36.36	98.22	97.43	78.66	54.15
3yr ave	93.83	89.81	61.15	35.71	94.97	93.06	75.61	55.13
5yr trend <sup>1</sup>	1.14	0.98	0.76	0.26	1.86	2.01	2.48	0.08
<b>Virtual Comparator</b> 2009/10	93.55	90.13	60.48	37.58	93.71	91.61	68.37	50.35
2010/11	93.29	89.06	61.68	39.33	94.01	91.77	69.71	49.25
2011/12	92.23	88.32	61.33	38.04	94.96	92.70	75.63	57.01
2012/13	93.30	88.72	61.61	38.49	94.61	92.26	72.65	54.53
2013/14	94.30	90.97	67.05	43.16	96.68	94.92	78.72	59.09
3yr ave	93.28	89.34	63.33	39.90	95.42	93.29	75.67	56.88
5yr trend <sup>1</sup>	0.19	0.21	1.64	1.40	0.74	0.83	2.59	2.19
<b>National</b> 2009/10	91.86	86.76	53.96	32.21	93.62	91.15	67.33	47.11
2010/11	92.49	87.55	56.30	33.86	94.07	91.43	69.04	48.73
2011/12	93.42	88.73	59.41	36.11	95.23	92.81	72.91	52.43
2012/13	94.12	89.86	60.65	36.24	95.82	93.62	73.39	52.64
2013/14	94.69	90.49	64.00	38.39	96.40	94.21	76.78	56.14
3yr ave	94.08	89.69	61.35	36.91	95.82	93.55	74.36	53.74
5yr trend <sup>1</sup>	0.71	0.93	2.51	1.55	0.70	0.76	2.36	2.26

- 3.45 Both the boys and the girls show a fluctuating but improved trend overall across the SCQF Levels with the girls improving at a slightly higher rate across Levels 3 to 5.
- 3.46 The boys' percentage performance is typically below the Virtual Comparator although the gap has reduced at SCQF Levels 3 and 4 from 3% to 0.5% or less over the last 3 years bringing the performance in line with the Virtual Comparator. At SCQF Levels 5 and 6 or better, while the boys performance has improved slightly overall, the gap between East Lothian and the Virtual Comparator has increased as the Virtual Comparator has improved at a higher rate and the boys performance in 2013/14 was significantly lower.
- 3.47 Again, the girls' percentage performance is typically below the Virtual Comparator. At SCQF Levels 3 and 4, the girls in East Lothian have improved at a higher rate to the Virtual Comparator and in 2013/14 the percentage performance was above the comparator for the first time and at Level 4 the performance was significantly greater. At SCQF Level 5 the girls' performance has also improved reducing the gap with the Virtual Comparator and for the last two years the performance has been in line with or above the Virtual Comparator. At SCQF Level 6 the girls' performance has fluctuated more and the gap increased to 5 percentage points in 2013/14.
- 3.48 As with the national picture and the virtual comparator the percentage of girls attaining literacy at each SCQF Level or better in East Lothian is consistently higher than boys with the exception of Level 3 in 2011/12 which was slightly below.
- 3.49 The gap on average between the boys and girls performance at SCQF Levels 3 and 4 in East Lothian is typically lower than the Virtual Comparator and National Average with the exception of 2013/14 where the girls' performance was 5% higher than previous years. At SCQF Levels 5 and 6, the gap between boys and girls in East Lothian is typically greater than the Virtual Comparator and National Average.
- 3.50 Table 8 overleaf details the % of school leavers attaining Literacy in relation to deprivation. Figures are provided for both the Virtual Comparator and the National Establishment but the Virtual Comparator is seen as the key benchmark. The difference between the East Lothian percentage and the Virtual Comparator is represented by pink and green shading. Figures shaded in pink indicate that East Lothian's percentage is lower than the Virtual Comparator (VC) and figures shaded in green indicate that East Lothian's percentage is higher. Where the difference is seen as being statistically significant, the figure will have a **bold border** around it.
- 3.51 The pupils are grouped into three categories of deprivation according to the Scottish Index of Multiple Deprivation (SMID) rank of their home area: most deprived 30% areas in Scotland, the middle 40% of areas, and the least deprived 30% areas in Scotland. In East Lothian, 16% of school

leavers on average live in the most deprived 30% areas and 29% in the least deprived 30% areas.

**Table 8: Literacy achievement for all pupils that left the school in each year since 2009/10 by SIMD Deprivation Category**

Year	Most Deprived 30% areas				Middle 40%				Least Deprived 30% areas			
	3+	4+	5+	6+	3+	4+	5+	6+	3+	4+	5+	6+
<b>East Lothian</b> 2009/10	77.97	73.45	41.81	25.99	92.33	89.37	63.59	42.86	94.59	94.26	79.39	58.11
2010/11	82.10	74.69	43.83	20.99	89.59	86.18	60.00	36.42	97.78	97.14	83.81	60.63
2011/12	90.67	79.33	41.33	22.00	93.01	89.22	64.27	43.86	95.99	94.89	82.85	64.23
2012/13	86.75	83.73	50.60	19.88	92.03	89.43	65.16	40.55	98.98	97.95	83.96	66.89
2013/14	95.12	89.63	56.71	27.44	96.57	94.04	68.23	40.97	97.15	96.20	82.59	61.39
3yr ave	90.85	84.23	49.55	23.11	93.87	90.90	65.89	41.79	97.37	96.35	83.13	64.17
5yr trend <sup>1</sup>	4.29	4.05	3.73	0.36	1.06	1.17	1.16	-0.47	0.64	0.48	0.80	0.82
<b>Virtual Comparator</b> 2009/10	86.61	80.45	40.56	22.82	94.23	91.66	63.34	40.89	96.66	95.51	80.41	61.96
2010/11	88.64	80.19	41.60	21.91	93.06	89.90	62.20	39.51	97.30	96.35	83.97	63.97
2011/12	86.60	77.73	42.27	23.53	93.76	91.34	68.22	45.33	97.12	95.91	83.39	65.00
2012/13	88.80	80.60	47.59	25.12	93.38	89.74	63.05	42.53	97.99	97.51	86.08	66.25
2013/14	93.29	86.83	55.18	32.80	95.43	93.23	71.03	47.89	96.65	95.47	84.91	65.76
3yr ave	89.56	81.72	48.35	27.15	94.19	91.44	67.43	45.25	97.25	96.30	84.79	65.67
5yr trend <sup>1</sup>	1.67	1.60	3.66	2.50	0.30	0.39	1.92	1.75	0.00	-0.01	1.13	0.95
<b>National</b> 2009/10	87.85	80.80	41.53	21.74	93.49	90.31	61.70	39.34	96.67	95.32	78.47	58.14
2010/11	89.21	81.68	44.40	23.62	93.63	90.59	62.91	40.20	96.82	95.72	80.29	60.09
2011/12	90.70	83.59	48.12	25.90	94.59	91.71	66.54	43.70	97.4	96.31	82.65	62.29
2012/13	92.09	85.63	50.19	26.65	95.21	92.62	67.58	44.12	97.48	96.53	82.69	62.17
2013/14	93.35	87.17	55.11	30.71	95.60	93.08	71.12	46.75	97.66	96.48	84.49	64.27
3yr ave	92.05	85.46	51.14	27.75	95.13	94.11	68.41	44.86	97.51	96.44	83.28	62.91
5yr trend <sup>1</sup>	1.38	1.59	3.40	2.24	0.53	0.69	2.36	1.85	0.25	0.29	1.51	1.53

3.52 As with the national picture and the virtual comparator the percentage of leavers living in areas of deprivation attaining literacy at each SCQF Level or better in East Lothian is consistently lower than those from the least deprived areas.

3.53 There are typically more school leavers in East Lothian from the most deprived 30% areas attaining Literacy at SCQF Levels 3 to 5 than the Virtual Comparator but less at SCQF Level 6 with a positive trend showing across the levels, particularly at SCQF Levels 3 to 5.

3.54 Leavers in the middle 40% grouping also show an improved trend across SCQF Levels 3 to 5 in East Lothian and while there have been typically less pupils than the Virtual Comparator attaining Literacy across the SCQF Levels, at Levels 3 and 4 the gap has reduced and in 2013/14 there were more pupils attaining at these levels than the Virtual Comparator.

3.55 The percentage of leavers in the least deprived 30% category in East Lothian has fluctuated more at SCQF Levels 3 and 4 and in the last couple of years has been typically in line with or higher than the Virtual Comparator. At SCQF Levels 5 and 6, however, while showing a slight improved trend, there have typically been less pupils attaining Literacy than the Virtual Comparator and in 2013/14 East Lothian had 4% less attaining at SCQF Level 6 or better.

#### **4 POLICY IMPLICATIONS**

4.1 There are no policy implications in this report.

#### **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 Scottish Government Insight Tool  
<http://www.gov.scot/Topics/Education/Schools/curriculum/seniorphasebenchmarking>

7.2 Scottish Survey of Literacy and Numeracy 2014 (Literacy)  
<http://www.gov.scot/Publications/2015/04/7639>

<b>AUTHOR'S NAME</b>	Pauline Smith
<b>DESIGNATION</b>	Principal Officer – Information & Research
<b>CONTACT INFO</b>	Tel: 01620 827957 Email: <a href="mailto:psmith@eastlothian.gov.uk">psmith@eastlothian.gov.uk</a>
<b>DATE</b>	4 <sup>th</sup> June 2015

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

**MEETING DATE:** 16 June 2015

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

**SUBJECT:** East Lothian Council Customer Contact Centre

**3**

---

**1 PURPOSE**

1.1 The purpose of the Report is to advise the PPRC on the performance of the Council's Contact Centre.

**2 RECOMMENDATIONS**

2.1 PPRC to note the performance of the Council's Contact Centre.

**3 BACKGROUND**

3.1 The Council's Contact Centre was established at Penston House, Macmerry in October 2005. At that time, there were only 2 teams within the Contact Centre: the Housing Repairs Contact Team and East Lothian's Community Alarm Service.

3.2 The Contact Centre in 2015 is now made up of 4 teams:

- the Contact team where the staff answer all calls related to property maintenance, environment (roads, waste services, landscape and countryside services), public sector housing enquiries, payments, Council Tax calls and switchboard
- the Community Access team where the staff answer calls related to adult and children wellbeing services
- the Community Response team where the staff provide: the 24/7/365 call service for community alarm/telecare customers for East and Midlothian residents; the out of hours emergency call service for both Council areas; the call service for antisocial behaviour, town centre cctv monitoring and the locum supply teacher call service.

- the Systems and Development team which provides the IT and development support to the Customer Services team as a whole.

3.3 Each team has a dedicated staffing establishment (see Appendix 1).

- The Contact Team has a current establishment of:

**11.32 FTE** which comprises 1 Supervisor and 10.32 FTE staff.

The original establishment was 5 FTE (1 Supervisor and 4 staff) when the team was only dealing with Community Housing repairs calls and has increased when new services have been brought in.

- The Community Access Team has a current establishment of:

**7.00 FTE** which comprises of 1 Supervisor and 6 FTE staff.

The Team was established in August 2010 with 5 FTE but was increased when Children's Social work calls and additional Adult Social work calls were transferred into the team

- The Community Response team has a current establishment of:

**14.43 FTE**

The team's establishment was increased in 2010 when the service took on the community alarm and telecare calls and out-of-hours calls for Midlothian Council.

- The Systems and Development team has an establishment of:

**6 FTE** which comprises 1 Supervisor and 5 FTE staff.

The team was originally established in 2007 with 1 Systems Officer post when a vacant post was transferred from the Area offices following the Service Review – Area Offices in 2007.

Further posts have been added through an additional resource request being approved in 2008 and moving resource from the Area Office – Face to Face Team.

This team provides the support to all the systems which the Customer Services Team uses and also does the work on scripting for all the services within CRM.

3.4 Service calls and services now being provided through the Contact Centre are:

- Property maintenance calls related to Council Housing repairs (2007)
- Payments calls (2007)
- Transportation calls related to road repairs, street lighting faults, pavement repairs (2008)



- Waste service calls related to special uplift requests (2008)
- Property maintenance calls related to repairs in Council buildings (2009)
- Landscape and countryside calls related to grass cutting and ground maintenance, dog fouling and stray dogs (2009)
- Waste service calls related to recycling box requests, refuse bins requests and missed collections of waste (2010)
- Feedback on CRM (2010)
- Adult social care calls related to all calls for social work/occupational therapy assistance related to adults (2010)
- Community Alarm and Telecare calls for Midlothian Council (2010)
- Emergency out-of-hours calls for Midlothian Council (2010)
- Childrens Wellbeing Calls and other Adult Social Care Calls(2011)
- Council Tax Calls (2013)
- Council House Property Maintenance Appointments (2013)
- Special uplift calls – free special uplift service reintroduced (2013)
- Locum supply teacher requests (2013)
- Community care calls out-of-hours (2015)

In addition, calls for HR were taken on during 2013. However, it was clear that this service was a specialised service and so calls have been given back to HR, along with funding for a part-time post which had been transferred to the Contact Centre.

The Contact Centre also deals with all Switchboard calls. The implementation of a new automated switchboard in 2013 has reduced calls coming into the Contact Centre by 72%. (see appendix 2)

- 3.5 An Election Line has been established in recent years to deal with many Election/Referendum calls on the run up to an Election.

Calls are also taken for major events such as the Edinburgh Marathon, the Open Golf etc.

- 3.6 Routinely systems are upgraded which means additional work for the systems and development team and some or all of the contact centre teams and changes in Service systems or Services may also mean new scripting and changes in procedure for staff. Major work which has been ongoing for some months has been the changes in Waste Service uplifts which has involved significant workload for the Contact Centre staff.

### 3.7 Funding

The cost of the Contact Centre operation is approximately **£1.3 m.**

### 3.8 Workload

Attached as Appendix 2 are call comparisons for calls between 2009 and 2014/15

In 2009, **225,483 calls** were coming through the Contact Centre (excluding calls through the PNC community alarm/telecare system). In 2014/15, this had reduced to **207,712 calls**.

However, the change in the nature of calls coming into the Contact Centre since 2009 has been significant.

**In 2009, 64% of all calls were switchboard calls.** At that time, the Contact Centre was not dealing with any Social Work calls, Council Tax calls and was not providing any services on behalf of Midlothian Council.

**In 2014/15, only 22% of all calls are switchboard calls.** Following the implementation of the automated switchboard in 2013, over 72% of all calls are dealt with through the automated switchboard.

Including all the PNC calls coming into the Community Response service, the staff within the Contact Centre dealt with **397,707 calls** in 2014/15.

As we understand it from a survey undertaken by Police Scotland in the past 2 years, East Lothian Council's Contact Centre is unique in providing an integrated Community Response, Emergency out-of-hours calls and CCTV monitoring service and the benefits to the customer which this provides.

### 3.9 Workload is generally steady and predictable though we have seen call volumes rise over the past few years.

In **2011/12, there were 20,271 Adult Social Care calls** offered. By **2014/15**, this call volume had increased by 48% to **29,955**. This increase has been dealt with without any extra staffing resource.

### 3.10 Community Housing Property Maintenance calls have been increasing over time but the most significant change is the depth of the service being provided.

In early 2013, the Contact team started making appointments at first point of contact. This has increased call times from 2 mins 54 secs to 3 mins 44 secs per call or a 29% increase in call length. There has been no additional staffing resource transfer to deal with this increased demand and additional service. However, there is now the added value of making an appointment at first point of contact for the customer.

### 3.11 In 2013, changes were made to the Special Uplift Service where charges were withdrawn and a free service was provided. Call traffic increased significantly but no additional staffing resource was given to the Contact

Centre to deal with this increase in call traffic. The total call volume on the Environment line (including special uplift calls) is now around 7% less than it was in 2009 although the changes in bin collections from 1.4.15 has seen a significant increase in call traffic and therefore, call statistics will see an increase in 2015/16.

- 3.12 Since 1 April 2015, changes have been made to bin collections. Calls for that service over the past two months has increased around 2.5 times which means that all other services are also affected as no additional staffing resource has been made to deal with this increase in call traffic. It is hoped that call demand will reduce to more normal levels in future months as customers become used to the new service being provided. See appendix 3 for the changes in call volume for April and May 2015 compared with April and May 2014.
- 3.13 Response rates to calls have improved in the last year. A review of the Council Tax calls has allowed improved efficiency in how these calls are handled and has decreased call handling time by about 1 min from 4 mins 47 secs to around 3 mins 51 seconds.
- 3.14 The target of answering 90% of all calls (excluding switchboard) has been met as the 2014/15 response rate is just under 92%. Please note that the average talk time for calls related to Adult Social Care are the longest at around 4 mins 27 secs and so to meet the 90% answering of call target is significant.

97.5% of switchboard calls were answered last year.

The response rate to answering all calls within 20 seconds in the last quarter was 68% which is just below the 70% target. However, overall in 2014/15, the response rate was 58%. Changes in improving efficiency of calls has improved the response rate but demand from waste service calls will decrease performance in the first quarter of 2015/16.

- 3.15 We benchmark our performance against a number of Local Authorities throughout the UK. These show us to perform on a par or better than most with regards to calls answered, speed of answer, average wait time, average talk time and call handling time.

In the last quarter comparison – October to December 2014, the stats are as follows:

- the average no. of calls answered is 87%, ELC – 92%
- answered within 20 secs – 65%, ELC – 68%
- average wait for call to be answered – 72 secs, ELC – 31 secs.

Of the 30 Councils we benchmark with, only 4 deal with Social Care calls.

- 3.16 In 2014, there was a CIPFA benchmarking exercise of 50 local authorities in relation to phone and face to face contact. Analysis of services provided within Contact Centres showed that only a very few Councils

provided anything other than an information/signposting service for Adult Social Care Services and, therefore, it should be recognised the important role the Contact Centre plays in freeing up Social worker time in both Adult Social Care and Children's Services to concentrate on their case work.

ELC will be involved in the CIPFA benchmarking exercise for 2014/15 stats.

**3.17 Customer Satisfaction is measured in a number of ways.**

An Annual Survey of the Community Alarm/Telecare Service is conducted and there is a consistent 95%+ satisfaction responses from customers about how their calls have been handled. The most recent survey held in February 2015 as attached where there was a 96% satisfaction (128 responses).

**3.18 The ELC residents survey in the Summer of 2014**, asked questions about calling the Council (this was in relation to all calls to the Council, not just the Contact Centre).

The results were as follows:

**87% (345) advised that they were very satisfied or satisfied** with the time it took to answer their call

**87% (343) advised that they were very satisfied or satisfied** with the way the person dealt with their call

**74% (297) advised that they were very satisfied or satisfied** with the response to their enquiry

Residents were also asked about their experience of the automated switchboard service.

**Only 22% (180) said that they had used the automated switchboard service.** Of these, **55% (99) advised they were satisfied with the service and 42% (76) advised that they were not.**

**8% of respondents (63) said that they had called the Council's emergency telephone number out-of-hours.**

**79% (47) said that we had resolved their problem satisfactorily.**

Discussion took place with the East Lothian Tenants and Residents Panel (ELTRP) about the automated switchboard following a mystery shopper survey that they had also conducted last year. An article was placed in Home Front this year advising residents how to use the automated switchboard system. Some other improvements have also been made to the system following consultation with ELTRP.

In addition, customers can make compliments and complaints through the Customer Feedback system. There have been few complaints about the Contact Centre operation over the years.

### 3.19 **Qualifications**

All new staff within the Customer Services Team are expected to study for a Customer Service Professional Qualification (CSPQ). There are now 16 staff with either a CSPQ at Award or Certificate level and there are currently 7 staff actively studying for a qualification.

A number of members of the management/supervisory team have management qualifications at CMI 3 or SVQ level 4.

### 3.20 **Developments**

#### **Community Response Rota changes**

There has recently been an agreement with the Community Response Team with regards to changing their rota. The new rota will simplify a complicated setup as well as help to address holiday and sickness cover issues within the team.

#### **Upgrading systems for PSN compliance**

A number of our systems require to be upgraded due to not being PSN compliant. These include our two main call handling systems – Netcall and PNC6.

The Netcall system is being replaced for a nominal sum under the terms of the existing contract.

The PNC6 upgrade is going out to tender shortly and it is hoped to have a joint procurement with another Council.

### 3.21 **Summary**

In summary, the Contact Centre has operated for nearly 10 years and in that time, there has been consistent development of the call service provided to the residents of East Lothian on behalf of Service areas.

There is close working with all service areas where the Contact Centre provides the main call service on their behalf. The Contact Centre management/supervisory staff are also in regular contact with Midlothian Council regarding the services which the Centre provides to them.

There is very close working with the IT service and meetings are held every month with IT; one month the focus is on Face to Face and Library services and the next month the focus is on the Contact Centre.

The Contact Centre staff provide a professional and dedicated call service to the residents of East Lothian and regular checks are made by supervisory staff on the quality of calls and information taken.

The Contact Centre also accommodates the Rapid Response Team, the Community Wardens and Night Noise Team in the evenings.

Recently, the Contact Centre Manager, Stuart Gibb, was seconded to an Area Manager position for 2 years. Raymond McGill and Kath Boyd have taken on acting up duties and we've put some additional resource into the Systems team to free up some manager time.

In the future there is, however, a need to reduce calls made to the contact centre and this could happen if there was improved self-service and information through the Council website which is part of a development project currently. Phone contact will be the main means of customers contacting the Council for many years to come.

In Autumn 2015, there will be a service review of the Contact Centre carried out to identify future developments for the Contact Centre. We want to look at the possibility of taking more of the calls being dealt with by Service areas to a greater depth but we would require additional staffing resource and we would require to review staff gradings.

The Customer Services Team has taken significant cuts to budget in recent years which has generally come from the Face to Face/Library team. However, the Contact Centre cannot continue to cope with more demand without additional staffing as this would compromise on the high standard of service currently being provided.

A further detailed report on the Community Response service will follow at a later date.

#### **4 POLICY IMPLICATIONS**

4.1 None

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

5.1 Not applicable

#### **6 RESOURCE IMPLICATIONS**

6.1 Financial – None

6.2 Personnel - None

6.3 Other – None

#### **7 BACKGROUND PAPERS**

7.1 Appendix 1 – Contact Team Structure

7.2 Appendix 2 – Contact Centre calls – 2009 – 2014/15

7.3 Appendix 3 – Waste Service Calls – April/May 2014 and April/May 2015

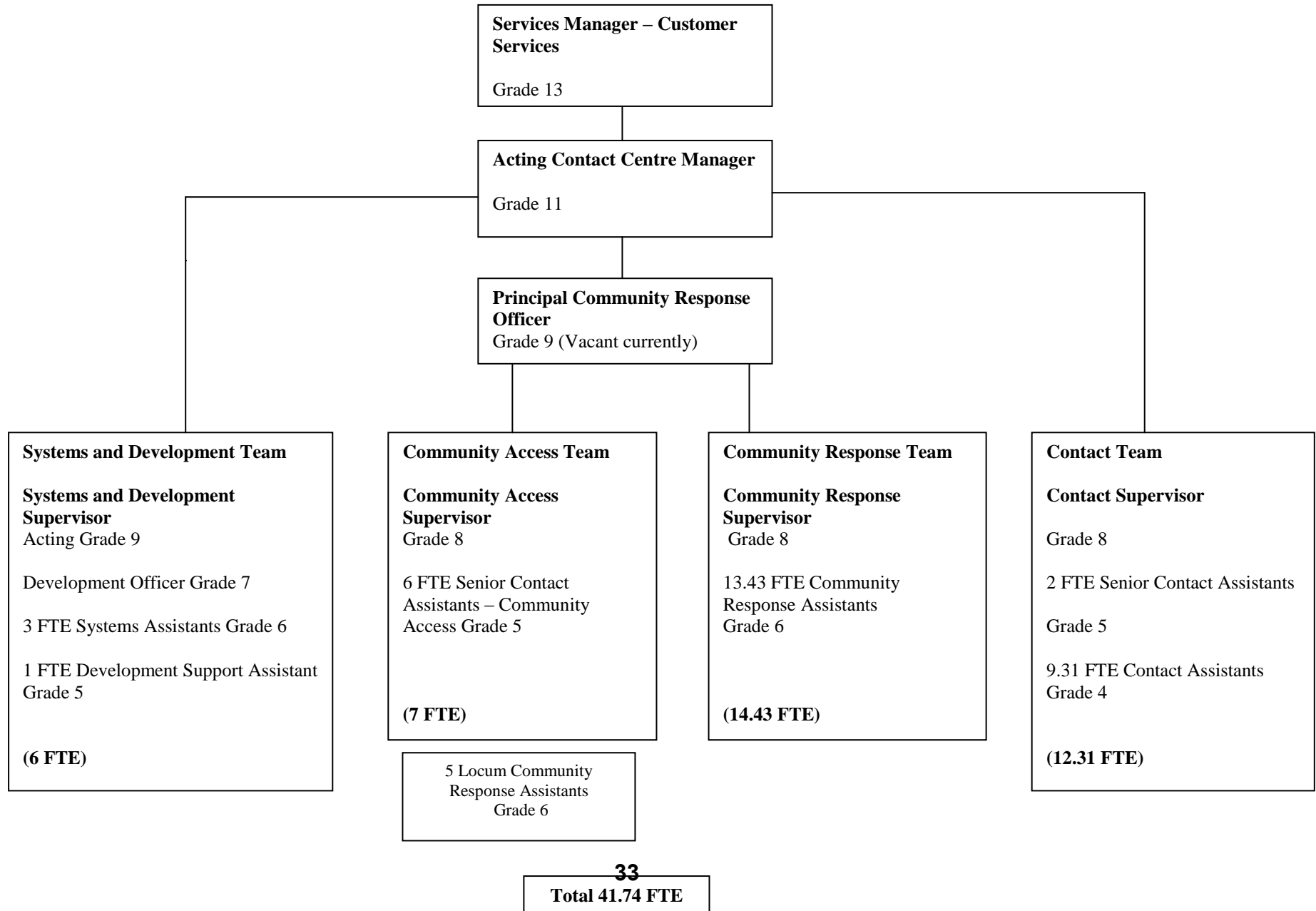
7.4 Appendix 4 – Community Alarm/Telecare Survey – 2015

<b>AUTHOR'S NAME</b>	Eileen Morrison
<b>DESIGNATION</b>	Service Manager – Customer Services
<b>CONTACT INFO</b>	Ext. 7211
<b>DATE</b>	26 May 2015

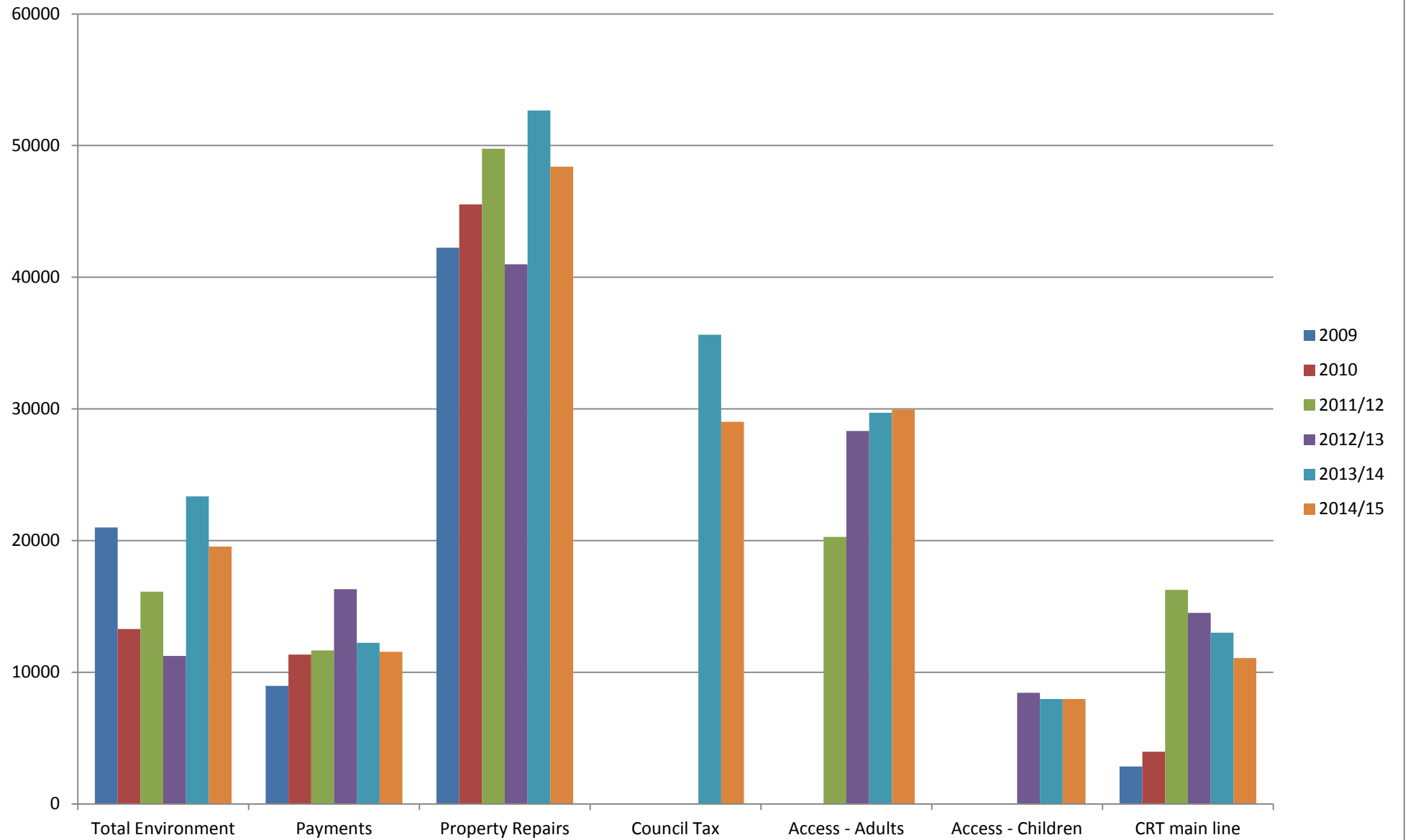




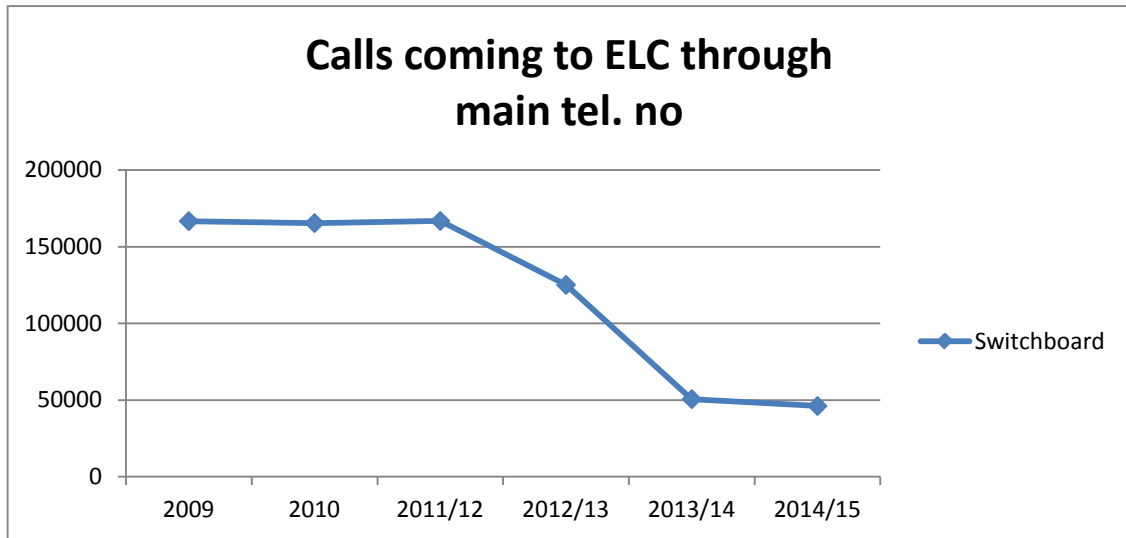
## Contact Centre Structure – April 2015



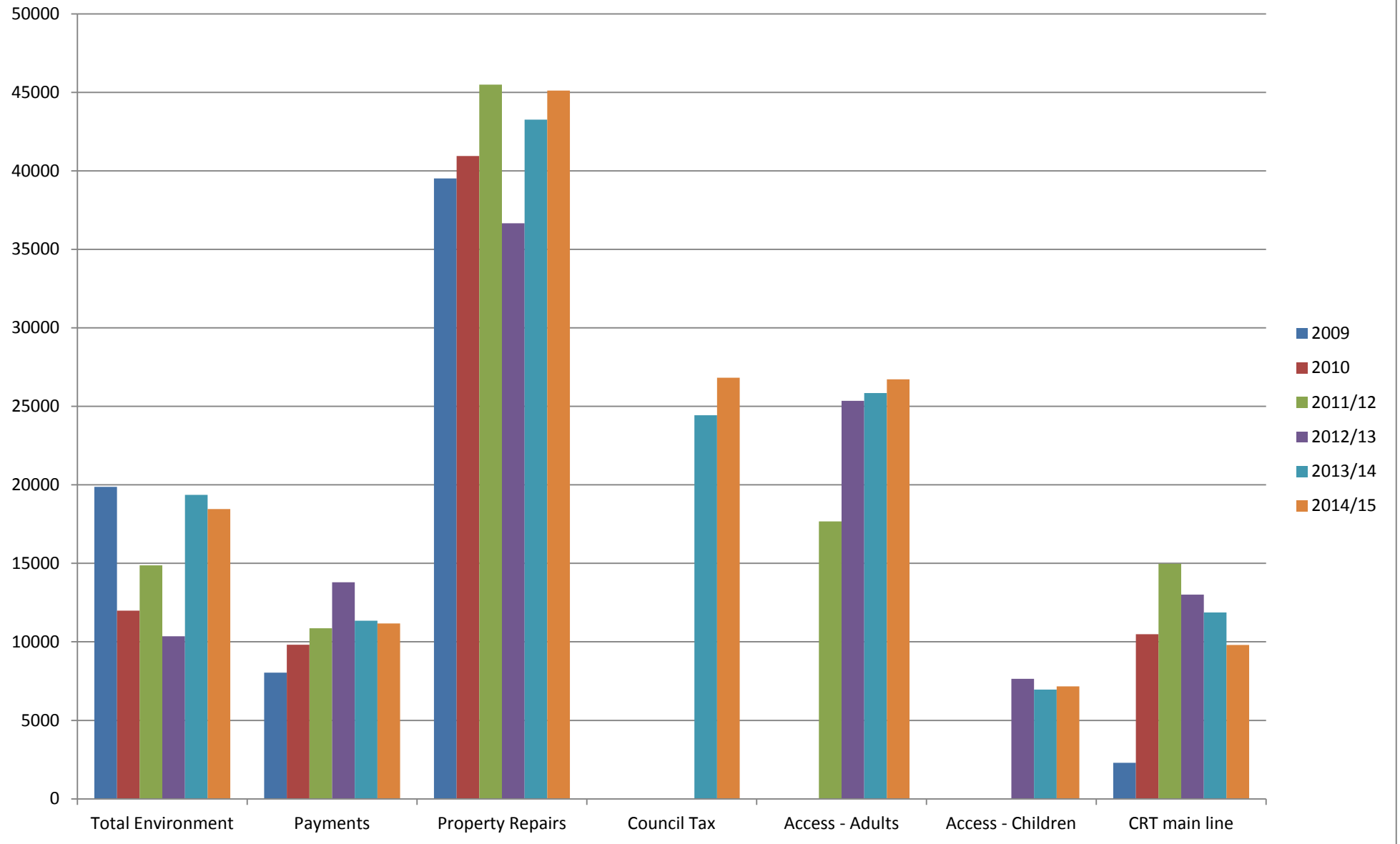
## Calls offered within Contact Centre



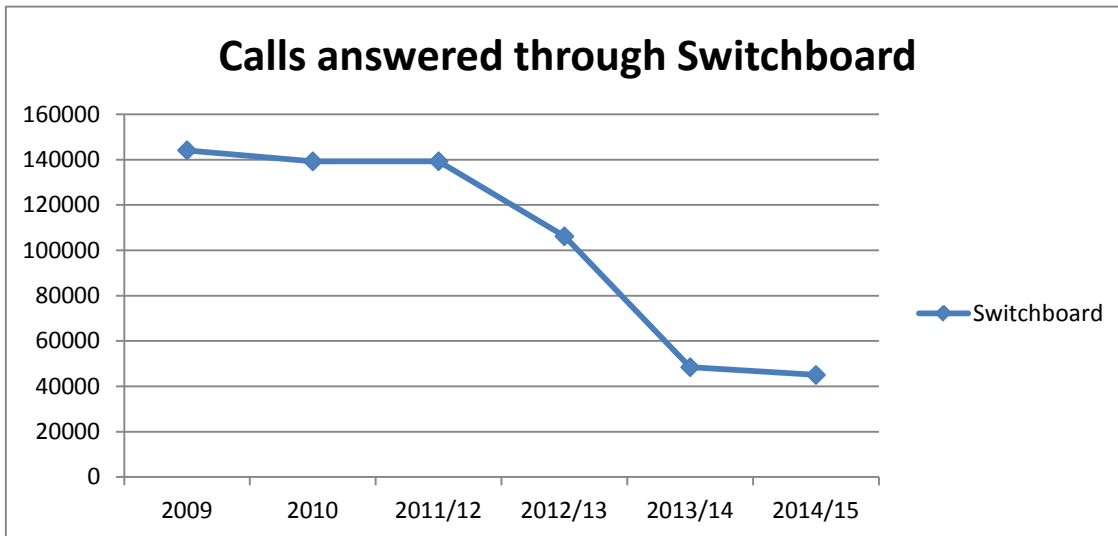
Contact Centre	Calls offered					
	2009	2010	2011/12	2012/13	2013/14	2014/15
Environment	20998	13283	16121	11231	15355	12335
Special Uplift	0	0	0	0	8010	7205
	2009	2010	2011/12	2012/13	2013/14	2014/15
Total Environment	20998	13283	16121	11231	23365	19540
Payments	8964	11351	11656	16307	12231	11559
Property Repairs	42245	45538	49765	40986	52668	48404
Council Tax	0	0	0	0	35637	29020
Access - Adults	0	0	20,271	28316	29697	29955
Access - Children	0	0	0	8444	7961	7966
CRT main line	2840	3968	16263	14515	13005	11077
ELC out-of-hours	7780	12548	10064	8995	7848	6794
MLC out-of-hours	0	2793	7394	6483	6667	6738
	2009	2010	2011/12	2012/13	2013/14	2014/15
Switchboard	166699	165440	166824	125132	50654	46171
	2009	2010	2011/12	2012/13	2013/14	2014/15
Total calls	245056	267185	300320	262805	245275	222990

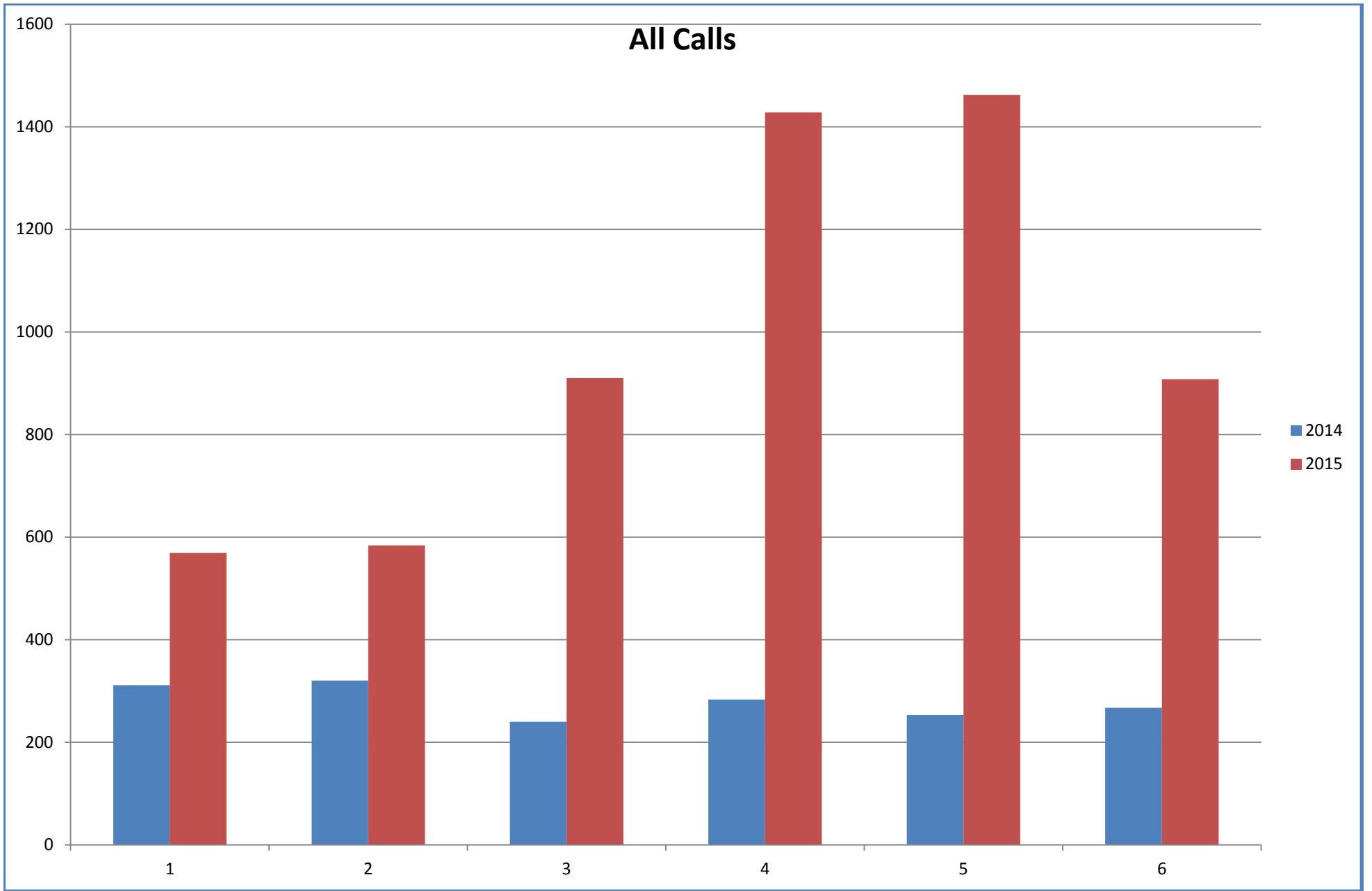


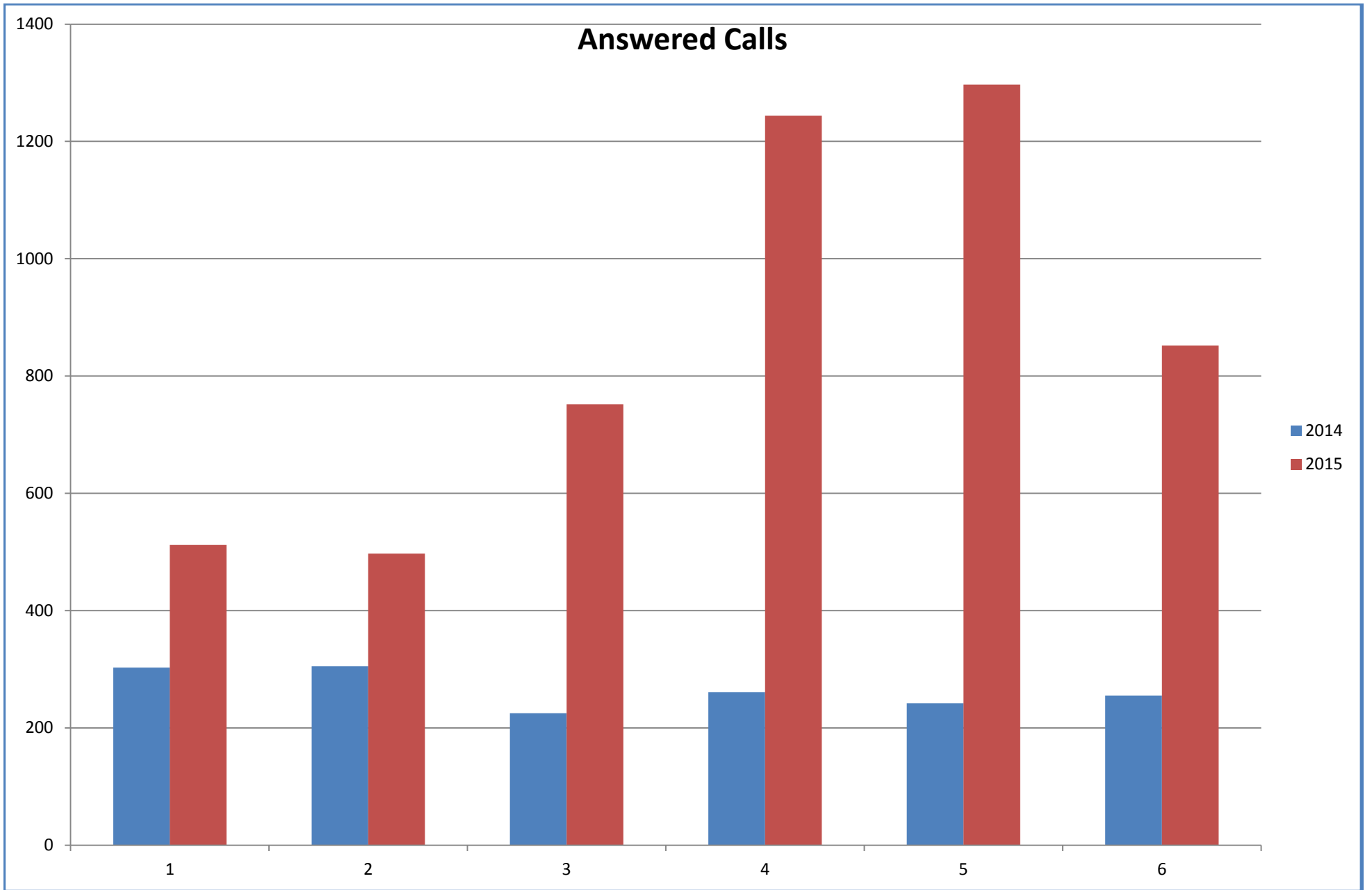
## Calls answered by Contact Centre



Contact Centre	Calls answered					
	2009	2010	2011/12	2012/13	2013/14	2014/15
Environment	19865	11995	14876	10357	12642	11733
Special Uplift	0	0	0	0	6722	6731
	2009	2010	2011/12	2012/13	2013/14	2014/15
Total Environment	19865	11995	14876	10357	19364	18464
Payments	8032	9812	10861	13794	11351	11179
Property Repairs	39511	40944	45490	36663	43266	45114
Council Tax	0	0	0	0	24434	26818
Access - Adults	0	0	17675	25346	25842	26727
Access - Children	0	0	0	7644	6967	7162
CRT main line	2298	10488	14978	13004	11868	9807
ELC out-of-hours	7765	10443	8901	8232	7283	6294
MLC out-of-hours	0	1866	6725	5880	5960	6037
	2009	2010	2011/12	2012/13	2013/14	2014/15
Switchboard	144136	139260	139297	106188	48455	45024
	2009	2010	2011/12	2012/13	2013/14	2014/15
Total calls	225483	228923	260436	229110	209472	207712



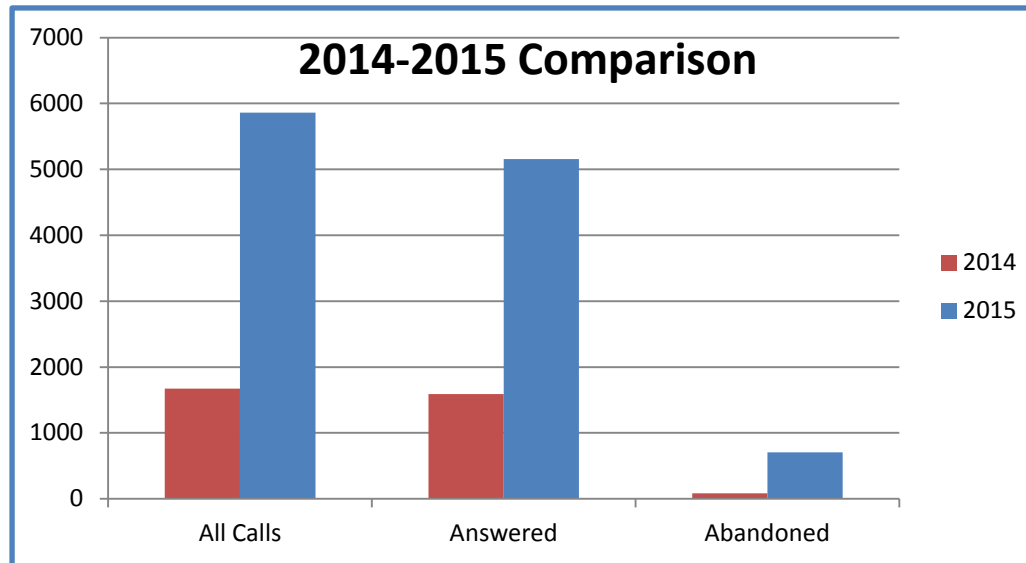




## Environment/Waste Services Line

### Call Comparison April 2014/2015

2014				2015					
Week beginning	All Calls	Answered	Abandoned	Week beginning	All Calls	Answered	Abandoned		
1	31/03/2014	311	303	8	1	30/03/2015	569	512	57
2	07/04/2014	320	305	15	2	06/04/2015	584	497	87
3	14/04/2014	240	225	15	3	13/04/2015	910	752	158
4	21/04/2014	283	261	22	4	20/04/2015	1428	1244	184
5	28/04/2014	253	242	11	5	27/04/2015	1462	1297	165
6	05/05/2014	267	255	12	6	04/05/2015	908	852	56
Total		1674	1591	83			5861	5154	707





## **Telecare Questionnaire 2015 - Results**

250 Questionnaires were sent out. 125 to East and 125 to Mid clients. There were 61 East returned (49%) and 67 Mid returned (54%), giving a total return of 51%.

### **Section 1: About the Standard Community Alarm service**

#### **1. Was it easy to apply for a Community Alarm?**

	East Lothian	Midlothian
Yes	79%	91%
No	2%	-
Don't know/can't remember	19%	9%

### **Section 2: The Telecare side of the service.**

**The Community Alarm Service can have additional "Telecare" equipment attached to it.**

**Telecare includes a range of sensors and detectors such as smoke detectors and bed occupancy sensors (to detect possible over-night falls).**

#### **2. Have you received any Telecare equipment?**

	East Lothian	Midlothian
Yes	25%	50%
No	72%	45%
Don't know/not sure	3%	5%

#### **3. If you do not have any Telecare equipment, are you aware that this side of the service is available?**

	East Lothian	Midlothian
Yes	35%	58%
No	65%	42%

### **Section 3: Having the Community Alarm and/or Telecare Equipment Installed**

**(Please place X in boxes that apply)**

**4. When the engineer came to install the alarm and/or Telecare equipment, were they polite and courteous to you?**

	East Lothian	Midlothian
Yes	83%	100%
No	-	-
Don't know/can't remember	17%	-

**5. Did they show you an ID badge?**

	East Lothian	Midlothian
Yes	64%	83%
No	4%	3%
Don't know/can't remember	32%	14%

**6. Were you shown how to use the system as soon as it was set up?**

	East Lothian	Midlothian
Yes	97%	93%
No	-	2%
Don't know/can't remember	3%	5%

#### Section 4: Contacting the Alarm Service

##### **7. Thinking about the last time you contacted the Community Alarm / Telecare Service, was the person you spoke to supportive?**

	East Lothian	Midlothian	Combined
Yes	100%	98%	99%
No	-	2	1%

##### **8. Was your call answered quickly enough?**

	East Lothian	Midlothian	Combined
Yes	98%	98%	98%
No	2%	2%	2%

##### **9. Did they do the right things to help you?**

	East Lothian	Midlothian	Combined
Yes	98%	100%	99%
No	2%	-	1%

##### **10. How satisfied were you with the way your call was handled? (Please circle)**

	East Lothian	Midlothian	Combined
Very satisfied	86%	89%	87.5%
Fairly satisfied	10%	8%	9%
Fairly dissatisfied	-	1.5%	0.75%
Very dissatisfied	4%	1.5%	2.75%

#### Section 5: The Responder Service

##### **11. Were you aware that there was now a response service in your area?**

	East Lothian	Midlothian
Yes	55%	63%
No	45%	37%

##### **12. Have you ever had to use the Response service?**

	East Lothian	Midlothian
Yes	26%	33%
No	74%	67%

##### **13. If so, did they do the right things to help you?**

	East Lothian	Midlothian
Yes	94%	95%
No	6%	5%

## **Section 6: Your Community Alarm**

**(Please place X in boxes that apply)**

**14. During the last year, how many times have you tested your own pendant?**

	East Lothian	Midlothian
Never	20%	18%
Once	2%	12%
2 to 3 times	37%	28%
More than 3 times	39%	42%
Don't have a pendant	2%	-

**15. Do you feel confident that you know how to use the system if you need to?**

	East Lothian	Midlothian
Yes	96%	95%
No	4%	5%

**16. On balance, do you think that the Community Alarm / Telecare Service offers value for money?**

	East Lothian	Midlothian
Very good	83%	85%
Fairly good	17%	10%
Fairly poor	-	1.5%
Very poor	-	3.5%

**17. What improvements, if any, would you make to the Community Alarm /Telecare Service? (Also includes any feedback about calls not handled to the customer's satisfaction).**

East Lothian:

- None (x3):
- Can't think of anything, I think the service is brilliant:
- Freephone number (for contacting the service):
- Sometimes unclear what is being said on the machine:
- I am very satisfied with the service:
- Make more people aware of other parts to the service. My son works in a similar environment in England and the people there can have a wrist band of sorts which detects someone falling. He works in the Yorkshire area”:
- Making the people that answer the alarm know what is wrong with the person that presses it as sometimes they can't ask or tell who or what they need and keep asking what they want putting off time when they could be getting the help for them (anon).
- The smoke alarm was fitted by the fire service people. Then tell me why it doesn't go to the police service. You have to call 101 (anon).

Midlothian

- I feel that (the service for) people that are elderly (or) vulnerable with mental health problems should be free.
- It's a pity you have to charge, it was free at one point.
- Cost of System: When you are on benefits it's hard for another bill to pay which means less heating or food.
- Nil.
- Happy with service, no issues.
- None as it's alright.
- I can't think of any, as I am satisfied with the service as it is.
- Make it free of charge
- Very satisfied with present arrangement.
- Should be free.
- That they contact people weekly.
- It is perfectly adequate.
- I didn't need a smoke detector; there is one in the house which is 2 or 3 years old and working well. Getting charged for one I did not need, and being told that it would cost £26.65 a quarter and that leaves me to find another £100 plus a year which will go up just like the alarm which went up last year.
- “I told the person the reason for my call which was to check my dad's catheter. They said just to call the doctor myself. I thought that they should have contacted them as it was after hours and needed to contact NHS24”



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

**MEETING DATE:** 16 June 2015

**BY:** Acting Chief Social Work Officer

**SUBJECT:** Adult Protection and Child Protection Annual Monitoring  
Reporting to Elected Members  
April 2014 to March 2015

---

**4**

## **1 PURPOSE**

This report gives an overview of the statistical performance information from the Public Protection Committee for Child and Adult Protection for the year 1 April 2014 to 31 March 2015.

## **2 RECOMMENDATIONS**

2.1 The Committee is asked to:

- a) Note the contents of the attached East and Midlothian Public Protection Annual Report 2014/2015

## **3 INTRODUCTION**

3.1 This report is the first full annual report of the East and Midlothian Public Protection Committee and includes statistics for the reporting year 2014/15. The report summarises and comments on the main themes arising in each of the areas of Public Protection over this time period. The data is also set within a historical context showing annual trends since 2010/11.

Data is presented using previously existing formats and it should be noted that from 01 April 2015 reports will be based on the newly developed Public Protection Performance Framework which aims to have a more consistent approach.

### **3.2 Child Protection**

East Lothian Child Protection data is presented on page 5 of this report, with commentary on pages 6 -8.

- 3.3 Adult Protection  
East Lothian Adult Protection data is available on pages 9 -12 of this report with commentary on pages 14-15
- 3.4 Violence Against Women and Girls  
East Lothian data is presented on pages 16 &18 of this report.
- 3.5 Offender Management Group  
Information from the offender management group is presented on page 19 of this report.

#### **4 POLICY IMPLICATIONS**

- 4.1 There are no policy implications arising from this report.

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

- 5.1 An Equalities Impact Assessment is not required on the performance reporting aspect of this report.

#### **6 RESOURCE IMPLICATIONS**

- 6.1 Financial N/A
- 6.2 Personnel N/A
- 6.3 Other N/A

#### **7 BACKGROUND PAPERS**

- 7.1 East and Midlothian Public Protection Committee – Annual Report 2014-15

<b>AUTHOR'S NAME</b>	Anne Thompson
<b>DESIGNATION</b>	Public Protection Team Manager
<b>CONTACT INFO</b>	<a href="mailto:athompson2@eastlothian.gcsx.gov.uk">athompson2@eastlothian.gcsx.gov.uk</a> <b>0131 654 5151</b>
<b>DATE</b>	16 June 2015





# **East and Midlothian Public Protection Committee**

## **Annual Report 2014/2015**

**INDEX**

- 1) Introduction Page 3
- 2) Child Protection Page 5 – 8
- 3) Adult Support and Protection Page 9 – 15
- 4) Violence Against Women and Girls Page 16 – 18
- 5) Offender Management Group Page 19

## 1) Introduction

This report marks the end of the first year of the East and Midlothian Public Protection Committee.

In East Lothian and Midlothian, in recognition that while structures in Public Protection have evolved separately, the reality for most service users is that their needs often span more than one area. East and Midlothian Critical Services Oversight Group (CSOG) agreed to streamline its Committee structures and establish a single Public Protection Committee to address the significant overlaps. To our knowledge this is the first such committee in Scotland.

East and Midlothian Public Protection Committee (EMPPC) was therefore established in July 2014 incorporating the duties and functions of the Adult Protection Committee, Child Protection Committee, Offender Management Committee and Violence Against Women Partnership and to ensure robust links with Midlothian and East Lothian Drug and Alcohol Partnership (MELDAP).

EMPPC has met six times in its first year, and has implemented improvement plans in each of the areas. These can be accessed through the following links:

- East Lothian Inter-agency Child Protection Improvement Plan 2015-18:  
[http://emppc.org.uk/file/East\\_Lothian\\_Inter-agency\\_Child\\_Protection\\_Improvement\\_Plan\\_2015-18\\_-\\_30-04-15\\_Ver\\_2.3.pdf](http://emppc.org.uk/file/East_Lothian_Inter-agency_Child_Protection_Improvement_Plan_2015-18_-_30-04-15_Ver_2.3.pdf);
- Midlothian Inter-agency Child Protection Improvement Plan 2015-18:  
[http://emppc.org.uk/file/Midlothian\\_Inter-agency\\_Child\\_Protection\\_Improvement\\_Plan\\_2015-18\\_-\\_28-04-15\\_Ver\\_1.8.pdf](http://emppc.org.uk/file/Midlothian_Inter-agency_Child_Protection_Improvement_Plan_2015-18_-_28-04-15_Ver_1.8.pdf);
- East Lothian and Midlothian Adult Support and Protection Improvement Plan 2015-18:  
[http://emppc.org.uk/file/Adult\\_Support\\_Protection\\_Improvement\\_Plan\\_2015-18-05-2015\\_ver\\_2.4.pdf](http://emppc.org.uk/file/Adult_Support_Protection_Improvement_Plan_2015-18-05-2015_ver_2.4.pdf);
- East Lothian and Midlothian Violence Against Women and Girls Improvement Plan 2015-18:  
[http://emppc.org.uk/file/VAWG\\_Improvement\\_Plan\\_Version\\_-\\_1-04-15\\_v5.pdf](http://emppc.org.uk/file/VAWG_Improvement_Plan_Version_-_1-04-15_v5.pdf).

There are two sub-groups, one which focuses on Performance and Quality across all areas and is chaired by Sharon Saunders (Head of Children's Wellbeing, East Lothian Council). This sub group has led the development of a Performance Framework which was implemented from 1<sup>st</sup> April 2015, providing a framework for self evaluation, audit and scrutiny. This will include co-ordinating and managing the governance of all levels of case reviews and ensuring that learning is incorporated into practice across all Public Protection areas. The Learning and Practice Development sub-group, chaired by Alison White (Head of Adults and Social Care in Midlothian) continues to meet quarterly to oversee the development and delivery of the East and Midlothian Public Protection Committee Learning and Development Strategy.

We have also established a Public Protection Team which works in a more integrated way to strengthen public protection practice, sharing skills and resources and giving innovative opportunities for a more joined-up response, which will improve outcomes for our most vulnerable service users. Members of the Public Protection Team take lead responsibility for specific crosscutting work streams, co-opting relevant people and establishing short life groups to progress the work of the Public Protection Committee as required.

The Public Protection Team aims to support operational staff across partner agencies, by providing a level of expert advice and promoting consistency of practice. The team includes Adult Support and

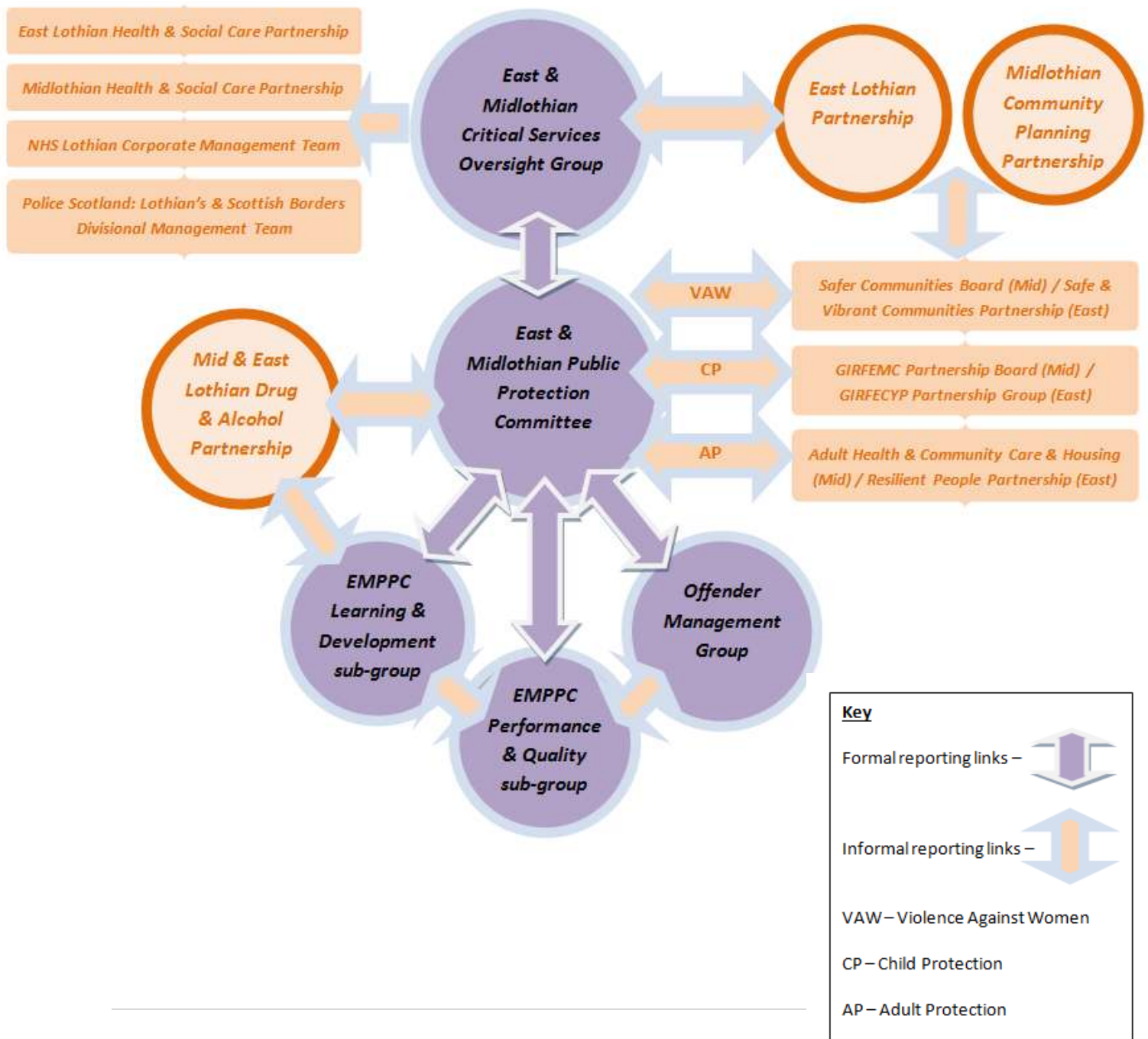
## ITEM 4 - APPENDIX 1

Protection, Child Protection and Violence Against Women and Girls staff co-located with police Public Protection Unit colleagues in the Public Protection Office, at the Brunton Hall, Musselburgh, working across East Lothian and Midlothian.

We are excited about this final phase in the creation of an operational “hub” with a staff presence from social work police and health, which will take forward our vision of an integrated approach to all aspects of Public Protection “across the lifespan” and will promote the understanding of the impact of trauma at all ages and stages of life.

This approach is strongly endorsed by East and Midlothian Critical Services Oversight Group (CSOG) comprising chief officers of all our partner agencies, who have led its evolution and will continue to provide governance and scrutiny of this critical area of work across both local authority areas.

### East & Midlothian Public Protection Governance



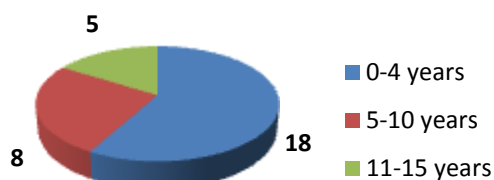
## 2) Child Protection

Profile – East Lothian

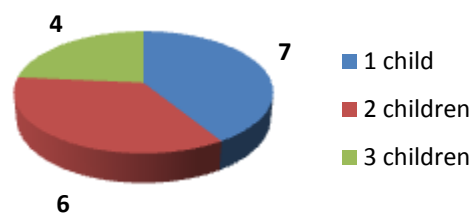
Measure	Short term trend	Long term trend	2010/11	2011/12	2012/13	2013/14	2014/15	Annual (average)
No of children on CPR in East Lothian	↓	↓	53	66	53	59	31	52

	2013/14 (as at 31/3/14)	Quarter 1 (Apr-Jun 14)	Quarter 2 (Jul-Sep 14)	Quarter 3 (Oct-Dec 14)	Quarter 4 (Jan-Mar 15)	
No of children on CPR	59	65	63	39	31	
No of families on the CPR	35	35	33	22	17	
Rate per 1,000 on CPR (0-15 pop)	3.1	3.5	3.4	2.1	1.7	
No of IRD's within quarter	113	86	67	57	66	
No of children with repeat IRD's (within 15 months)	34 (38%)	31 (36%)	12 (18%)	9 (16%)	18 (27%)	
% Repeat registrations on CPR in quarter (within 12 months)	3%	2%	1%	1%	0%	
% of ICPC registered within quarter	77%	90%	100%	62%	67%	
Length of time on the CPR	0-3 months	27	27	18	13	6
	4-6 months	13	21	25	12	12
	7-12 months	14	12	14	9	9
	12+ months	5	5	6	5	4

**Age**



**Family Groups**

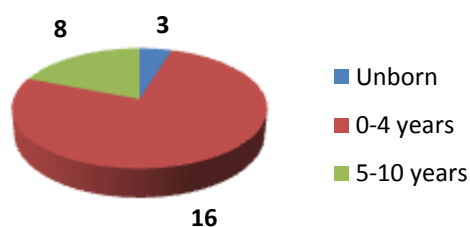


Profile – Midlothian

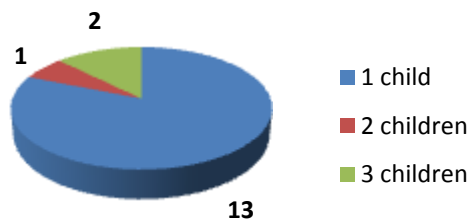
Measure	Short term trend	Long term trend	2010/11	2011/12	2012/13	2013/14	2014/15	Annual (average)
No of children on CPR in Midlothian	↓	↓	112	95	49	79	21	71

	2013/14 (as at 31/3/14)	Quarter 1 (Apr-Jun 14)	Quarter 2 (Jul-Sep 14)	Quarter 3 (Oct-Dec 14)	Quarter 4 (Jan-Mar 15)	
No of children on CPR	79	76	38	33	21	
No of families on the CPR	45	44	24	19	16	
Rate per 1,000 on CPR (0-15 pop)	5.0	4.8	2.4	2.1	1.3	
No of IRD's within quarter	138	110	97	117	94	
No of children with repeat IRD's (within 15 months)	43 (32%)	32 (30%)	29 (30%)	27 (23%)	19 (21%)	
% Repeat registrations on CPR in quarter (within 12 months)	14%	12%	9%	6%	5%	
% of ICPC registered within quarter	62%	88%	41%	73%	72%	
Length of time on the CPR	0-3 months	42	39	17	17	14
	4-6 months	17	25	10	3	6
	7-12 months	16	5	8	10	1
	12+ months	4	7	3	3	0

Age



Family Groups



Over the past year, Midlothian has seen a significant decrease in the number of children on its child protection register. This decrease comes as a result of focused work in relation to thresholds for Inter Agency Referral Discussions (IRD) and case conference intervention, a focus on early and effective intervention and a strengthening of stage 2 and 3 interventions. IRD's have remained fairly consistent over the past year with Midlothian figures sitting higher than its partner local authority areas, however, ongoing evaluation as part of the IRD overview group has evidenced appropriate decision making and intervention at this level. Midlothian continues to have a higher number of repeat registrations on its child protection register within a twelve month period. An evaluation of these cases has been undertaken and the findings and recommendations considered by the operational management team.

In East Lothian, the number of children on its child protection register has remained fairly consistent. Over quarter 3 there was a decrease noted and this decrease has remained consistent over the quarter 4 reporting period. East Lothian's IRD's have steadily decreased over the past year. East Lothian has a lower number of repeat child protection registrations over a twelve month period. An

evaluation of these cases has also been undertaken in this area and the findings and recommendations considered by the senior management team.

In April 2013, East Lothian introduced the Signs of Safety model approach to its child protection intervention and assessment process. The Signs of Safety approach is a solution focused, safety oriented model of intervention. It aims to have a greater focus on planning, enable families to present their views, ensure that all views are grounded in evidence, place strong emphasis on relationships, reduce power inequalities and build on existing strengths. The Signs of Safety approach was initially adopted in relation to initial child protection case conferences and following a positive evaluation of this approach was subsequently adopted in relation to all case conferences and core group meetings.

Both Midlothian and East Lothian underwent Children's Services Inspections by the care inspectorate towards the end of 2013. The findings of these inspections were published in early 2014. These have in turn informed the Midlothian and the East Lothian child protection improvement plans. The improvement plans have strong links to the East Lothian Plan (Single Outcome Agreement) 2013-23, East Lothian Integrated Children's Services Plan 2013-17 and reflects the priorities in the Single Midlothian Plan, Midlothian's Integrated Children's Services Plan and the East and Midlothian Public Protection Committee Business Plan.

The improvement plans are aimed at frontline service provision with a clear focus on providing better outcomes for vulnerable children, young people and their families across East Lothian and Midlothian.

The child protection improvement plans focus on key areas for improvement as identified from the Children's Services Inspections. The key identified areas focus on providing help and support at an early stage through improving the quality of inter agency recording and information sharing within the child protection process, by assessing and responding to risk and needs through improving practice relating to risk assessment and the effective management of children and young people who are placing themselves or others at risk and through planning for individual children and young people by ensuring that all child protection plans are SMART (specific, measurable, achievable, realistic and time managed) and result in improved outcomes for children, young people and their families. Work in relation to these plans is ongoing in both areas.

The East Lothian and Midlothian Public Protection Committee's Performance and Quality Improvement sub-group has a key role in reviewing these plans and ensuring that their actions are implemented. In turn the improvement plans will inform the priorities for joint self-evaluation. The evaluation of all identified areas within the improvement plans is also an ongoing process of work. The evaluation of Child Protection work is detailed within the Public Protection Performance Framework evaluation calendar and evaluation summary. The main areas of evaluation to date have been in relation to IRD and case conference intervention, integrated chronologies, SMART planning and cases re-registered on the child protection register within a twelve month period. This has led to focused intervention in each area including, a reviewed IRD episode and a stage 3 consultation episode determining thresholds for intervention in each area, the introduction of integrated chronologies for all children on the child protection register, focused work in relation to SMART planning in Child protection and recommendations for improved practice in relation to stage 3 intervention.

As well as focused intervention a number of guidance and protocol documents have also been developed. These include a Child Protection Dispute Resolution Protocol, Integrated chronology Guidance, Minimum Requirements for an Agency Child Protection Policy, Safer Internet, Responsible Use Guidance, Mandatory Training Guidance, East Lothian and Midlothian Procedure for Responding

## ITEM 4 - APPENDIX 1

to the Sexual Exploitation of Children and Adults and SMART outcomes in Child Protection Guidance. Work is currently ongoing in relation to developing a vulnerable young person's protocol. In January 2014 an East Lothian and Midlothian E Safety working group was established and an associated action plan identified. This in turn has led to the establishment of an East Lothian and Midlothian E Safety forum. This forum aims to meet on a quarterly basis to ensure that there is agreed and consistent delivery of practice and training in this area.

East Lothian and Midlothian are also in the process of establishing a local Child Protection Disability Forum which will aim to ensure that the work of the National Child Protection Disability Network is shared and rolled out across both areas.

Child Protection training has been delivered on an ongoing basis over the past year with a number of child protection courses being reviewed and in turn delivered as joint training across both areas. We are continuing to deliver regular Child Protection Training and Awareness Raising and Response (Level 1) and Inter Agency Child Protection Risk Assessment and Processes Training (Level 2). In addition to this we have delivered targeted Vulnerability of Babies, Working with Non Engaging Families, Getting it Right for Children and Families affected by Parental problem alcohol and drug misuse and Protecting Children and Young People with Disabilities training. Joint investigative interview training has also continued to be offered to staff across both areas.



### 3) Adult Support and Protection

















#### Introduction

The annual report reflects the implementation of the Scottish Governments National Data Set introduced on 1<sup>st</sup> April 2014 as one of the Five National Priorities. The National Data Set provides a template and a collection table and guidance was created to support Local Authorities in this regard. A consultation process confirmed that Local Authorities were able to report on the required data.

In previous years all police referrals received to Adult Services across East Lothian and Midlothian were included in reported data, which grossly exaggerated the number of Adult Support and Protection Concern referrals received. Following the implementation of the National Data Set we are required to report on all referrals known or believed to be “Adults at Risk of Harm” including where indicated those received from the police. The implementation of the National Data Set has seen a dramatic decrease in the overall number of Adult Protection Concern referrals received to both East Lothian and Midlothian councils in 2014/2015.

We are now no longer required to report on the activity of “Duty to Inquires” but are required to report on the number of Investigations undertaken where an Adult is at Risk of Harm. As we did not previously collect this information there is no comparison to previous years. The number of Investigations undertaken in 2014/15 will therefore provide the base line moving forward for future years. The implementation of the National Data Set on 1<sup>st</sup> April 2014 suggests that it has enabled more consistency in trends and patterns across East Lothian and Midlothian.

#### Trends and Patterns – East Lothian:

Measure	Short term trend	Long term trend	2011/12	2012/13	2013/14	Q1 2014 / 15	Q2 2014 / 15	Q3 2014 / 15	Q4 2014 / 15	Annual
Referrals*			941	1065	1144	65	103	151	108	427
Investigations						40	26	38	21	125
Duty to Inquire	N/A	N/A	307	363	271	For comparison only				
IRD			145	132	102	30	21	31	11	93
Case Conferences**			95	141	64	15	14	18	12	59
Professionals meetings			-	40	21	5	1	4	3	13
No of open cases			56	48	47	35	39	32	24	33 (average)
Protection Orders			5	11	4	3	0	0	0	3
No of Large Scale Investigations			7	6	2	1	1	1	0	3

\* Please refer to introduction above table for further information on recent data set changes.

\*\* 2011/12 figures include Professionals Meetings. 2014/15 figure includes reviews.

National Data Set

East Lothian Council received 427 Adult Support and Protection Concern referrals in 2014/15, a reduction of 63% (1144) from the previous year. Police Scotland remains the highest referrer to East Lothian Council having submitted 198 referrals in 2014/15. This is followed by other organisations which are thought to be made up of the Voluntary and Private Sector who submitted 90 referrals across the year.

Of the 427 referrals received, 125 (29%) had progressed to Investigation where it was indicated that a visit to the adult had taken place, there were also 93 (22%) Inter-agency Referral Discussions. Applications for 3 Temporary Banning Orders with Powers of Arrest were extended to Full Banning Orders with Powers of Arrest in respect of a female with Diagnosed Mental Illness were granted and fully implemented in 2014/15, all three orders were granted in respect of the one adult.

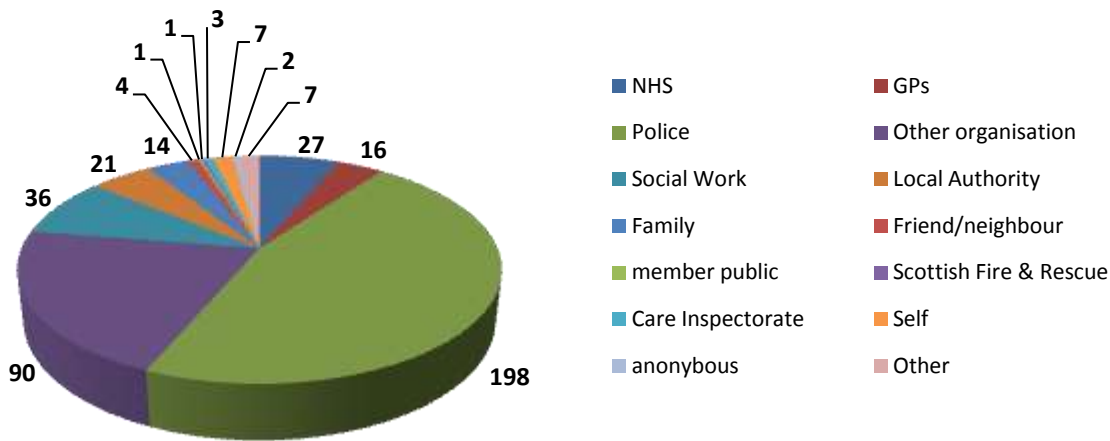
There were 3 Large Scale Investigations undertaken in East Lothian, one was a Care Home, one a Care at Home Service and the other a Care Home that provides a combination of medical / nursing and care home service. The average number of cases being managed under Adult Support and Protection Procedures in 2014/15 was 33.

Of the 125 investigations undertaken in East Lothian in 2014 the majority (88) were in relation to females across the lifespan; within that the largest group (31) were women aged 40 – 46 years; the second largest group (25) were females aged 85+. In comparison there were 37 investigations for males of which the largest age group was 40-46yrs (15).

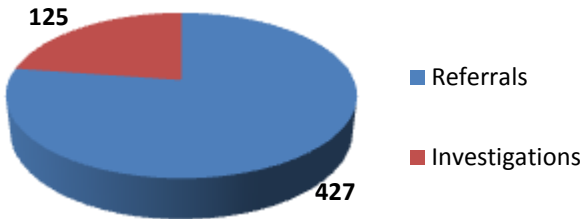
The biggest client group was mental health (31) followed by “other” (25), it is thought that the main category of this group is an “older” person who does not have a diagnosis of dementia and is not considered to be infirm due to age. The main type of principal harm reported was financial harm (33) and psychological harm (20).

Profile – East Lothian:

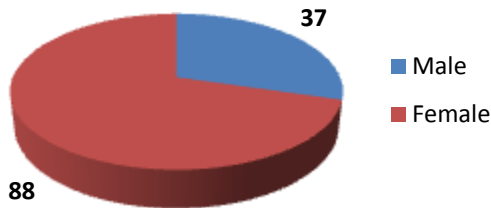
Referral Source



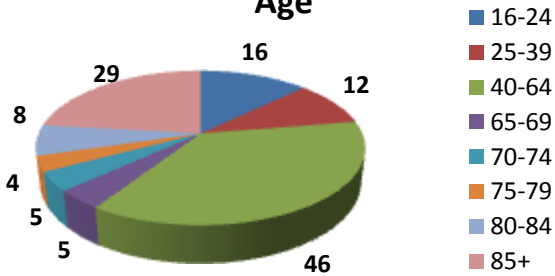
Referrals/Investigations



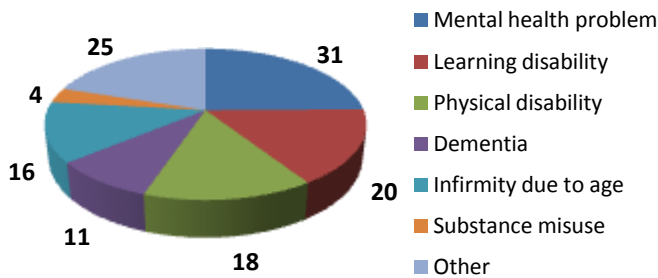
Gender



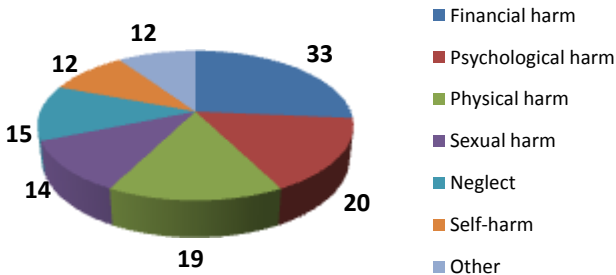
Age



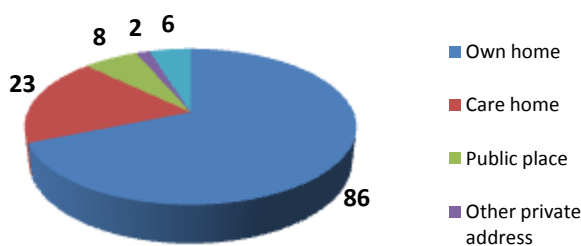
Client group



Type of harm



Place of harm



Trends and Patterns – Midlothian:

Measure	Short term trend	Long term trend	2011/12	2012/13	2013/14	Q1 2014 / 15	Q2 2014 / 15	Q3 2014 / 15	Q4 2014 / 15	Annual
Referrals*	↓	↓	802	1657	1534	57	105	148	142	452
Investigations	↓	→				32	23	23	16	94
Duty to Inquire	N/A	N/A	126	137	118	For comparison only				
IRD	↑	↓	76	51	25	7	6	17	16	46
Case Conferences**	↑	↑	64	52	21	15	9	9	12	45
Professionals meetings	↑	→	-	35	19	6	5	9	18	38
No of open cases	↑	↑	34	40	37	39	41	55	77	53 (average)
Protection Orders	↑	→	1	2	0	0	0	0	1	1
No of Large Scale Investigations	↓	↓	5	0	3	0	0	2	0	2

\* Please refer to introduction above table for further information on recent data set changes.

\*\* 2011/12 figures include Professionals Meetings. 2014/15 figure includes reviews.

National Data Set

Midlothian Adults and Community Care received 452 referrals for adults known or believed to be Adults at Risk of Harm in 2014/15 a reduction of 71% (1534) from the previous year. Police Scotland remain the highest referrer to Midlothian Council having submitted 223 referrals, this is followed by 75 referrals from social work and 70 referrals received from other organisations which is thought to be made up of private and voluntary sector agencies.

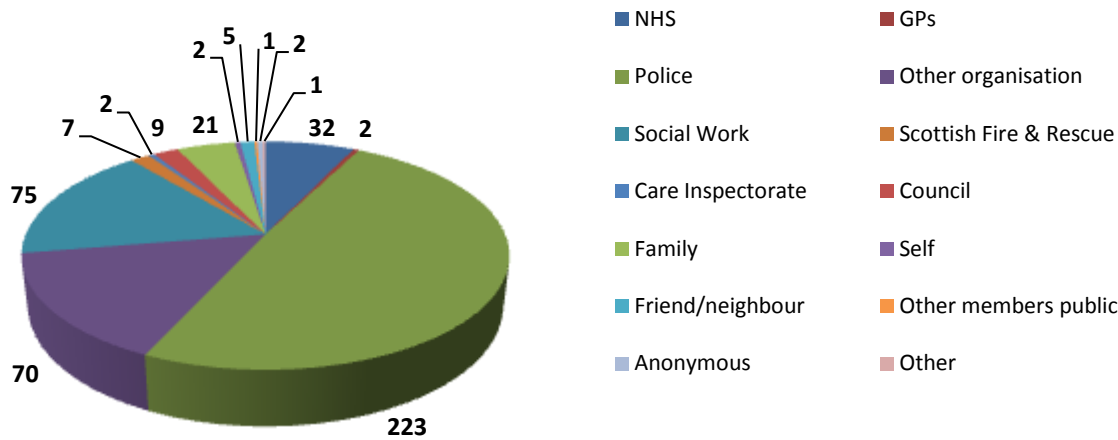
Of the 452 referrals received 94 (21%) progressed to Investigation where the adult was considered to be at Risk of Harm and it was indicated that a visit to the adult had taken place. From the total number of investigations there were 46 (49%) Inter Agency Referral Discussions undertaken. An application for a Temporary Banning Order with Powers of Arrest was applied for in quarter 4 and this has now extended to a Full Banning Order with Power of Arrest in respect of a female considered to be experiencing mental infirmity. There were 2 Large Scale Investigations undertaken in Midlothian, both care homes for older people. The average numbers of cases managed under Adult Support and Protection Procedures in 2014/15 was 53.

Of the total number of investigations undertaken in Midlothian in 2014/15 (94) the majority (67) were for females across the lifespan, within that the largest group (22) were women aged 40 – 46 years the second largest group (13) were females aged 70-74). In comparison there were 27 investigations for males the largest age group (7) within which was 40-46 years.

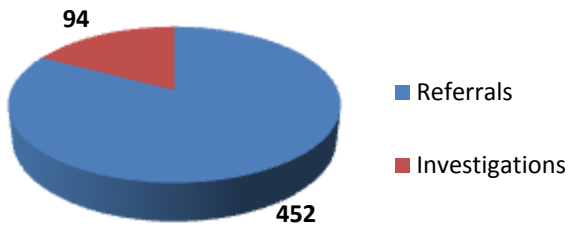
The biggest client group was mental health (24) followed by “Infirmity due to age” (21). The main type of principal harm investigated was financial harm (29) and physical harm (18). From the 94 investigations there were 93 Inter-agency Referral Discussions undertaken.

Profile – Midlothian:

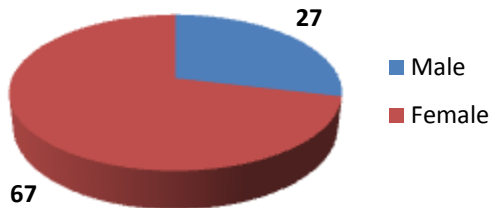
Referral Source



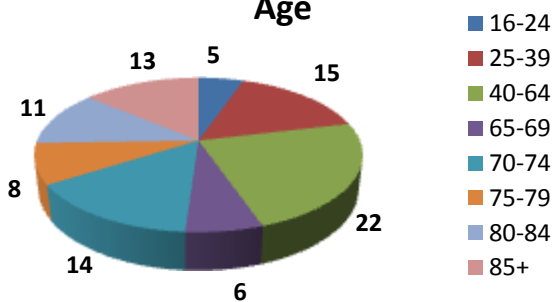
Referrals / Investigations



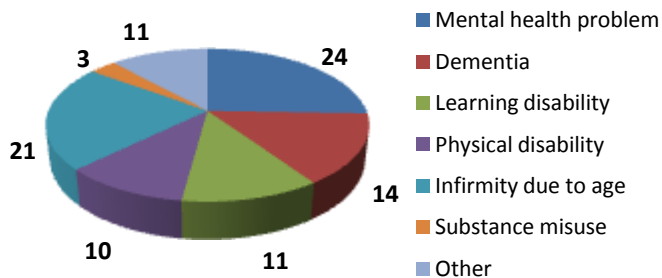
Gender



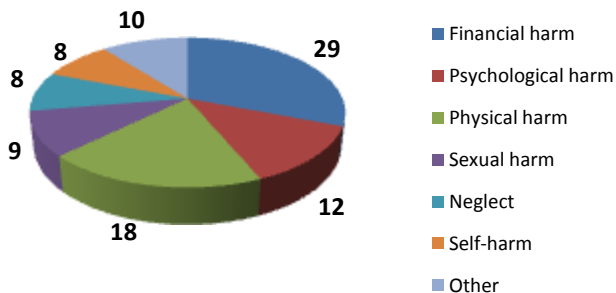
Age



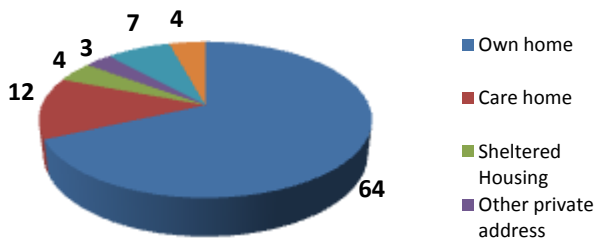
Client group



Type of harm



Place of harm



### Financial Harm

Financial Harm is the most commonly reported type of harm across East Lothian and Midlothian in relation to Adult Support and Protection. Paul Comley (National Co-ordinator for Adult Support and Protection across Scotland) co-ordinates a National Group tackling Financial Harm, consisting of public and private sector agencies.

In response to this, East and Midlothian Public Protection Committee have reviewed our Financial Harm training which covers all aspects of Financial Harm including scam mail. A working group has been established across East Lothian and Midlothian Council which include a partnership response with colleagues from Trading Standards, Police Scotland, Operational Staff East and Midlothian, Housing and Welfare Rights.

A multi-agency team which will include the private sector is being established to provide a consistent response to Financial Harm across neighbouring authorities, City of Edinburgh and West Lothian as the Banks and Building Societies operate on a regional basis. This group will also be guided and influenced by the National Group and the Lead Officer will act as the link to East Lothian and Midlothian Councils.

### Case File Audits

In quarter 1 the Lead Officer's observational report reflected a significant downward trend in Inter-agency Referral Discussions and Adult Support and Protection Case Conferences across East Lothian and Midlothian Council in 2013/14 and as a result a number of single agency case file audits were undertaken within both councils.

At the end of this audit we concluded that a further audit of the IRD process was necessary as well as ongoing development sessions with council officers

### Inter- Agency Referral Discussion

A further case file audit was therefore undertaken with a focus on the Inter- Agency Referral discussion. Again a sample number of cases were identified, and it was found that the majority of IRDs were conducted between police and social work. Issues were identified around recorded agreement as to whether the adults met the criteria or not and whether a decision had been reached to progress to Adult Support and Protection Case Conference.

### Focus Groups

An outcome of this audit was to undertake focus groups in each authority with Senior Practitioners and Team leaders who are responsible for conducting Inter-agency referral discussions. The purpose of this was to obtain raw data regarding the process and understanding of Inter-agency Referral Discussions. A technique named "Brain Writing" was used where participants are not provided with information on the topic but given a series of questions that are required to be answered from a knowledge base, with a specific focus on the subject.

This exercise identified a professional confidence amongst participants of their understanding of the purpose of an IRD. However this became less clear when identifying what agencies should be involved, what should the IRD identify and where in the Adult Support and Protection process should an IRD occur as there were varying responses. In the main, both groups recognised that the IRD should be tri-partite with Police, Health and Social Work, however there was recognition that health are not always involved in this process.

## ITEM 4 - APPENDIX 1

It is evident from the audits that people understand the main responsibility within the IRD process to be between Police and Social Work. Further information from health at the IRD stage may be relevant to the adult's vulnerability and assessment of risk as part of the tri-partite discussion and this would suggest that there is a need for clarity around the role that health play as part of the IRD process. Most participants identified Police and Social Work as having the lead role in investigations, although in some cases it may be relevant for health to have a lead role for example where someone has a severe and enduring mental illness and have a care and treatment plan and/or a support plan.

Issues around the availability of Police when undertaking an IRD were noted, as this has resulted in delays at times. There will be an opportunity to address this issue now that Police colleagues are co-located in the Public Protection Office. Additionally barriers to sharing information were identified where there has been some experience of GPs who were unwilling to share information in regard to the Adult at Risk.

What was clear from the audit is that practitioners involved with this exercise were of the view that they would benefit from clarification and review of the IRD process as well as a forum in which they could share practice experiences and learn and develop from each other buddying / support/ mentoring of colleagues who are new in post and/or who do not carry out IRDs' as part of their day to day work. The following recommendations were therefore made:

- Consideration to be given to a mentoring systems to less experienced staff when undertaking IRD's;
- Development sessions for Senior Practitioners of the IRD Process with partner agencies;
- Clarity of health role within the IRD process;
- Co-location of operational staff would enable easier access to the availability of information sharing between police, health and social work with minimal delays;
- Share Information with partner agencies – Health & Police;
- Implement open discussion sessions for Senior Practitioners to enable sharing of experiences and practice issues.

### East Lothian and Midlothian Adult Support and Protection Policy and Procedures

Briefing meetings have taken place for all staff across East Lothian and Midlothian to assist with the joint implementation of the above procedures on the 1<sup>st</sup> April 2015. These meetings have focused on the importance of recording, evidence based decision making, timescales, accountability and responsibility of the role of the Council officers. Performance Indicators have been identified through the Performance Framework and Improvement plans and will be reported to the Performance and Quality Improvement sub-group. It is anticipated the implementation has laid the foundation for staff on which further development sessions can be built.

### Framework i / Recording

In line with the implementation of the procedures, changes and refinements have been made to Framework i (the social work recording system common to both councils) which will facilitate both recording and the collection of data in line with the National Dataset.

## 4) Violence Against Women and Girls

This year has seen significant changes within the Violence Against Women sector for East Lothian and Midlothian. With the introduction of Equally Safe, Scotland's strategy to eradicate violence against women and girls, we have introduced a strategic three year improvement plan which is monitored by the Violence Against Women Delivery group. We have also started reviewing how we deliver training to maximise opportunities to offer sessions that cover different areas of public protection.

The Domestic Abuse Service for East and Midlothian (DAS) has had an exciting year of development. Following a successful application to the Big Lottery Fund we have recruited a second full time Domestic Abuse Advisor who began in September 2014. The position of the Domestic Abuse Service Manager was also filled in October 2014 which saw the beginning of a service redesign to incorporate the functions of the SMILE Project.

Support to Maintain Independent Living Effectively (SMILE) is our Big Lottery funded project that has allowed us to expand and improve local services for victims of domestic abuse. With this grant, in the last year we have:

- Recruited a full time Domestic Abuse Advisor to be based within DAS;
- Recruited a Substance Misuse worker, based at Women's Aid East and Midlothian (WAEML), who works with women experiencing substance and domestic;
- Recruited a Routes to Independence worker, based at WAEML who supports women to increase their opportunities to manage independently;
- Created a new referral pathway for Police Scotland to access support for victims of domestic abuse – we now have one referral form and one email address where all referrals can be sent for screening to ensure they reach the most suitable service;
- Designed and introduced a weekend response system so that victims who consent can be contacted within 24 hours of a domestic incident. This service is delivered by DAS and WAEML;
- Lowered the threshold for referrals to DAS so that we now support victims who score 10 and above on the Risk Indicator Checklist.

The Multi-agency Risk Assessment Conference (MARAC) for East Lothian and Midlothian is a four weekly meeting to share information and creatively increase safety for very high risk victims of domestic abuse. Those discussed at MARAC have scored 14 or above on the Risk Indicator checklist, have been referred on professional judgement or there has been an escalation in reported incidents. They are at high risk of domestic homicide or significant harm and we rely upon partner agencies to offer creative actions to reduce the risk or increase safety. MARAC referrals have been increasing throughout the year and Midlothian meetings have been over capacity since January 2015. This has resulted in us extending the meeting times and we are closely monitoring the workloads within DAS to ensure we are working effectively with a reasonable number of people.

We have continued to form positive effective relationships with WAEML and the Edinburgh Domestic Abuse Court Service (EDDACS) who are both key partners in the new pathway. We are delighted that EDDACS are soon to allocate East Lothian and Midlothian a dedicated worker who will work closely with DAS to further reduce duplication for those wishing to access support.

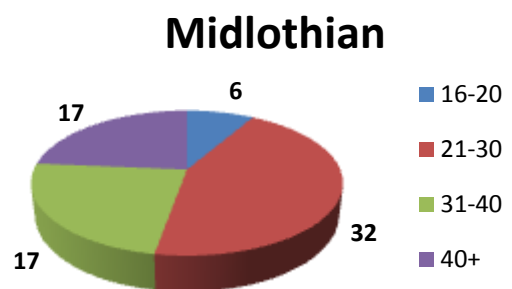
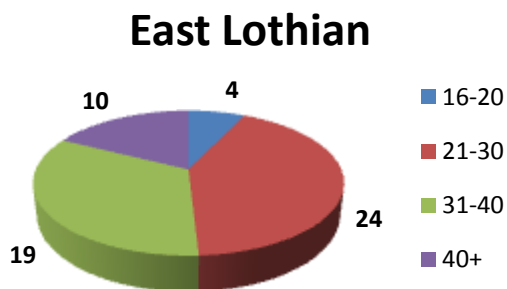
DAS are also benefiting from working directly next door to the Domestic Abuse Risk Assessors within Police Scotland. Police Officers from the Public Protection Unit moved into the co-located office in April 2015 and we feel positive about the increased opportunity to work more closely with key colleagues to increase communication and to streamline processes.



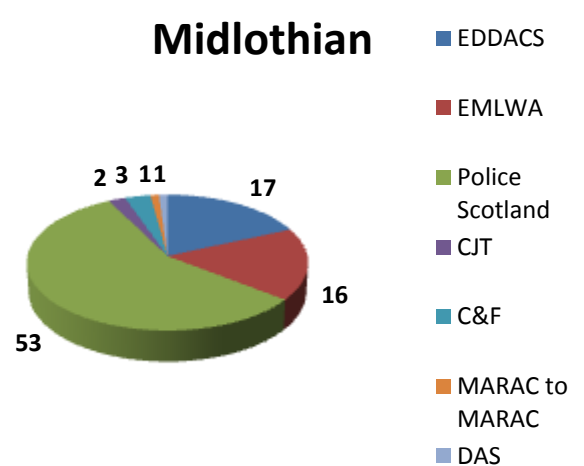
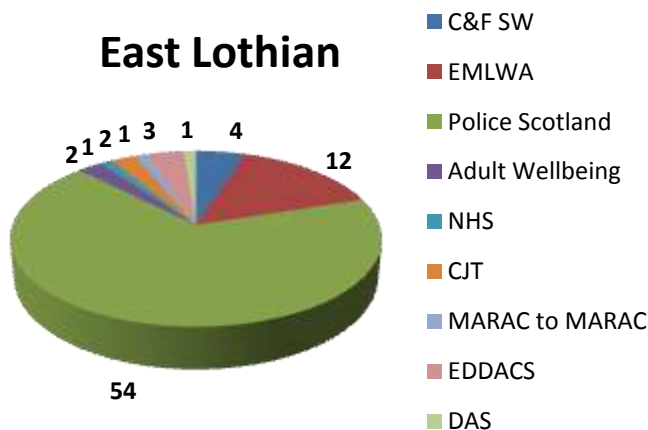
Annual MARAC Statistics

MARAC Statistics						
Measure	2013/14 (as at 31/03/14)	Q1 2014 / 15	Q2 2014 / 15	Q3 2014 / 15	Q4 2014 / 15	Annual
Women discussed at MARAC	108	40	32	57	44	173
% women engaged with service	79%	79%	69%	76%	64%	72%
Alarms installed	23	6	5	1	4	16
Actions offered by agencies	343	149	116	138	136	539
Number of children (16 and under) within referred families	-	46	56	82	50	234
Total no. of completed RICs	115	20	24	38	25	82
Average RIC Score at intake*	11.9	14.1	16.7	14.6	13.28	14.11
Average RIC Score at exit	5.9					
Percentage of women reporting improvement in safety	82%					
Percentage of women reporting improvement in overall situation	91%					

Referrals to MARAC by age of victim:

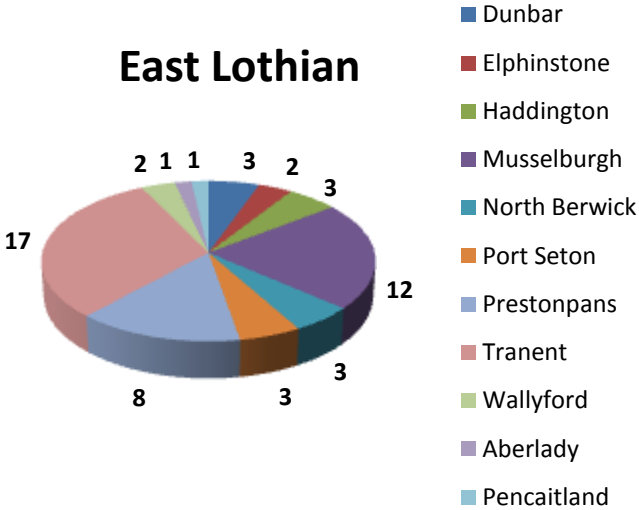


Referrals to MARAC by agency:

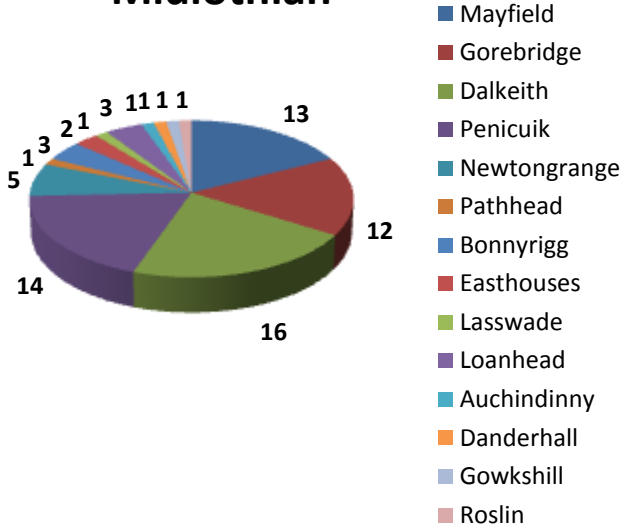


Referrals to MARAC by area:

**East Lothian**



**Midlothian**



## 5) Offender Management Group

### Spring Service

As agreed the East and Midlothian Spring service ran until the end of March 2015. At this time East Lothian withdrew from the service in order to assess the progress of the pilot and plan for introducing a service based in East Lothian.

The Spring service continues to operate in Midlothian but accommodation is an issue at present. The sustainability of the Spring service in both areas is constrained by a lack of funding and the service needs to be staffed and funded across health and social care and not just from Criminal Justice funding. However in Midlothian funding has been agreed for a 12 month, part-time Spring Team Leader post.

The Scottish Government has announced that they plan to use the funding previously earmarked for the new Inverclyde prison for smaller, more local custodial units for women rather than community alternatives. A consultation is underway on this proposal.

### New Structure for Community Justice in Scotland

The Scottish Government published a response to the second consultation exercise on the new structure for Community Justice just before Christmas. Timescales are now clarified and there is an expectation that shadow partnerships will be in place by April 2016 with the Community Justice Authorities (CJAs) being abolished and the new structure officially established in April 2017. The Scottish Government has announced that each local authority will receive £50,000 to support the transition to the new structure. The Scottish Government has advised that this funding will be available each year for the next three years, subject to budget review.

### Multi-agency Public Protection Arrangements (MAPPA) Extension

The MAPPA process was due to be extended to violent offenders. However the MAPPA Extension has now been deferred due to issues relating to ViSOR inputting and the fact that training relating to assessing violent offenders who pose a significant risk of harm is about to be rolled out by the Risk Management Authority. The Extension is now highly unlikely to take place during 2015.

### MAPPA Thematic Review

The examination of ViSOR records as part of the review has now been completed and all MAPPA Serious Case Reviews are being scrutinised. The review team will be visiting Lothian and Borders the week beginning 4<sup>th</sup> May and a number of focus groups have been arranged during this week.

<b>Author's name</b>	Anne Thompson
<b>Designation</b>	East and Midlothian Public Protection Team Manager
<b>Date</b>	02 June 2015



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

**MEETING DATE:** 16 June 2015

**BY:** Depute Chief Executive – Partnerships and Services for Communities

**SUBJECT:** The Monitoring of Roadworks – January 2013 to March 2015

**5**

---

## **1 PURPOSE**

- 1.1 To provide details of the performance of Public Utilities / Statutory Undertakers (SU) and their contractors working within East Lothian during Quarter 4 of 2012/13 to Quarter 4 of 2014/15 and to monitor trends / progress by comparing performance throughout this period.
- 1.2 To advise the Committee of the results of the ongoing Customer Satisfaction Feedback for road works sites and other projects carried out by in-house and external contractors
- 1.3 To report on the content of the 2013 and 2014 Annual performance Review for East Lothian Council as issued by the Scottish Roadworks Commissioner.

## **2 RECOMMENDATIONS**

- 2.1 To note the content of the report and the action points in response to the Scottish Road Works Commissioner's Performance reviews

## **3 BACKGROUND**

### **3.1 Public Utilities/Statutory Undertakers (SU) Performance – Site Inspections**

- 3.1.1 The relevant information obtained on the performance of the Public Utilities based on site inspections carried out by council staff during the period January 2013 to January 2015 as extracted from the Scottish Road Works Register is contained in **Appendix 1**.

- 3.1.2 Site inspections are carried out by suitably trained and (NRSWA) accredited Roads Service Officers using an approved Inspection Report attached (Appendix 2)
- 3.1.3 Roads officers involved in this process are reporting that concerns raised directly with the SU contacts are being promptly rectified particularly in relation to signing, lighting and guarding specifically the mandatory use of information boards at works.
- 3.1.4 In accordance with the current regulatory Code of Practice the intervention level is 80% so with the majority achieving between 90 & 100% and the lowest at 80% (Scottish Power Qtr 4 2013/14 – P3 of Appendix 1) performance is satisfactory and no further action is required.
- 3.1.5 The performance results are discussed at local (LRAUC) and regional (SERAUC) meetings between the Roads Authority(s) and SU's and this is further reported to the Roads Authorities & Utilities Committee (Scotland) (RAUC(S)) and this is also attended by the Road Works Commissioner.

### **3.2 Monitoring of Internal / External Road Contractors**

- 3.2.1 The performance of both internal and external contractors carrying out site works on behalf of Roads Service continues to be monitored.
- 3.2.2 The main part of this process is the ongoing issue of letters to householders and others directly affected by planned works. This notification process advises of the nature and anticipated duration of the works and includes the name and contact details of the engineer responsible for the works whereby any aspect of the works may be discussed.
- 3.2.3 During the period January 13 to January 15 feedback on some 208 projects was received from this process on a diverse range of projects including carriageway resurfacing, footway resurfacing, installation of new traffic signals, drainage improvements, road safety improvements and the refurbishment and installation of new street lighting.
- 3.2.4 The analysis of the responses received indicated that 93 % of the respondents were either very satisfied or satisfied with the standard of works undertaken – Roads Service achieved 2 star awards for recent projects and only 7% were either dissatisfied or very dissatisfied.

### **3.3 2013 National Coring Programme – Road reinstatements by Statutory Undertakers**

- 3.3.1 The most recent Scotland wide coring programme was carried out in 2013 undertaken jointly by all 32 councils and in collaboration with the SU organisations and with the support and involvement of the Scottish Road Works Commissioner (SRWC).

- 3.3.2 24 core samples were taken in East Lothian. The locations were selected at random from SU trench and other reinstatements that became permanent between 1 January and 31 December 2013. 150mm diameter cores are extracted by an approved testing contractor and the top layers are measured, assessed and analysed.
- 3.3.3 Of the 24 cores extracted and checked 17 complied with the required standards for material type(s) used and specified material layer thickness, therefore a 71% pass rate overall. The 2010 pass rate was 88%.
- 3.3.4 The 2013 results are contained in Appendix 3 to this report.
- 3.3.5 In June 2014 the Road Works Commissioner issued penalties to 6 utility companies for non compliance to the specification (Appendix 4 to this report). All East Lothian reinstatement locations where failed cores were identified have been replaced and identified as conforming to the required specification.

#### **3.4 The Scottish Road Works Commissioner (SRWC)**

- 3.4.1 Since the appointment of the Roadworks Commissioner in 2007 a suite of performance indicators have been developed in consultation with the Roads Authorities and statutory undertakers to measure various aspects of both roads authorities and statutory undertakers in relation to how works information is entered onto the Scottish Road Works Register
- 3.4.2 The Commissioner has issued 2 reviews in the period of this report (refer to appendices 5 & 6) with roads authorities' performance monitored in four main areas:

- 1. Noticing Failures
- 2. Noticing Management Information
- 3. Management and Timing of Works
- 4. Misuse of "Traffic Management Not Yet Known" Category
- 5. Frequency of Gazetteer Submissions

#### **3.4.3 Commissioners Comments**

- 1. Noticing Failures
  - a. 2013 – An improved performance over previous year 2012
  - b. 2014 –. There were areas of improvement identified in regards to notice failures.

- c. Measures to Improve – Road Services Managers hold weekly review meetings and were aware we were not performing as well in this areas. Measures have been put in place within the last six months to improve our performance particularly on notice failures. We now have a number of additional staff undertaking the new Road Works Administration course to SVQ level, our procedures have been reviewed and a more robust system has been put in place to ensure an improvement. Having more people trained and additional staff members using the system regularly, will build up this pool of experience and allow more people to be involved in the process and support the team when required.
- 2. Notice Management Information &
- 3. Management and Timing of Works
  - a. We currently have a high number of early starts and works extensions. These are planning tools available within the system to assist with the programming and co-ordination of works. We hold weekly review meetings and were aware we were not performing as well in this area.
  - a. Measures to Improve – We are working hard to address this and filling vacant posts, building up experience and having more staff trained on the SRW system is key to this. It is anticipated this will help improve our performance and reduce the number of extension. When we do fall below the standard expected we will ensure an explanation is provided on the system that will alert the Road Commissioner as to why this has happened.
- 4. Misuse of “Traffic Management Not yet Known” Category
  - a. There were no instances of the misuse of the “Traffic Management Not Yet Know” category in 2014. This category of traffic management was widely chosen for works being entered in advance on the SRWR by both roads authorities and utilities alike and was not amended by them when works moved to the in progress stage when the traffic management to be used for that project would obviously be known.
- 5. Frequency of Gazetteer Submissions
  - a. In early 2013 there were improvement required in regards to gazetteer, however this was rectified and our performance improved for the remainder of that year.
  - b. The 2014 result clearly show that submissions have been successfully uploaded and validated onto the SRWR when required to do so.



While we are aware of areas of improvement, a lot of good work has been done in regards to the co-ordination of major Roads projects in the last 12 months in ELC. For example the large scale Scottish Power projects. Road Services, Scottish Power, their contractors and many other utilities companies spent a great deal of time discussing, planning and overseeing this project. The route for the Cockenzie to Haddington for example was revised to relocate it away from busy commuter routes onto rural unclassified roads eg Redcoll, Coates and Bagley. The route from Tranent to Cockenzie was revised away from Bridge Street, Church Street and Bankton onto the Heugh Cycleway. The Musselburgh Route was also revised away from Newhailes Road and Clayknowes Roads to route through the Industrial Estate and make use of the public remote footpath along the western edge of the Clayknowes and Mucketts Estates. At Monktonhall Terrace, we agreed a 3 week closure of this road from the roundabout at Old Craighall to Mayfield Crescent and this facilitated work from 7 different contractors during this period.

We are not complacent and will continue to seek improvement in our performance and are confident that the measures outlined above that are now in place will improve our overall performance in this area.

#### **4. POLICY IMPLICATIONS**

4.1 None

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

5.1 This report is not applicable to the wellbeing 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 Reports to the former Environment PPRP on 3 May 2005, 20 September 2005, 28 February 2008, 29 September 2009, 16 February 2010 and the PPRC of 29 May 2012

<b>AUTHOR'S NAME</b>	William Laird
<b>DESIGNATION</b>	Senior Roads Officer
<b>CONTACT INFO</b>	Ext 7663
<b>DATE</b>	03 June 2015

Quarter 4 – 2012 / 13 (Jan to Mar 13)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports
Open Reach (BT)	0	10 Pass / 1 Fail - 11 = 91% pass rate	12
Energetics	2	5 Pass / 1 Fail – 6 = 83% pass rate	0
Roads Service	0	23 Pass / 0 Fail = 100%	4
SGN	4	26 Pass / 0 Fail = 100%	0
Scottish Power	10	10 Pass / 0 Fail = 100%	0
Scottish Water	12	27 Pass / 0 Fail = 100%	78

Income generated from Inspections for this period:-

Sample Inspections = £3090      Defect Inspections =      £1140

75

Quarter 1 - 2013 / 14 (Apr to Jun 13)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports
Open Reach (BT)	0	13 Pass / 0 Fail = 100%	18
Roads Service	0	9 Pass / 0 Fail = 100%	2
SGN	6	23 Pass / 0 Fail = 100%	1
Scottish Power	3	16 Pass / 0 Fail = 100%	0
Scottish Water	11	20 Pass / 2 Fail = 91%	95

Income generated from this period:-

Sample Inspections = £2490      Defect Inspections =      £600

Quarter 2 – 2013 / 14 (July to Sept 13)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports
Open Reach (BT)	3	21 Pass / 2 Fail = 91% pass rate	23
Energetics	0	11 Pass / 0 Fail = 100% pass rate	0
Roads Service	0	15 Pass / 0 Fail = 100%	5
SGN	1	29 Pass / 1 Fail = 97%	1
Scottish Power	2	11 Pass / 2 Fail = 85%	2
Scottish Water	4	35 Pass / 0 Fail = 100%	119
Income generated from Inspections for this period:- Sample Inspections = £3810			Defect Inspections = £300

Quarter 3 - 2013 / 14 (Oct to Dec 13)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports	National Coring Results
Open Reach (BT)	6	18 Pass / 1 Fail = 95%	17	2 Pass - 1 Fail/replace
Energetics	0	2 Pass / 0 Fail = 100%	0	1 pass – 2 fail/replace
Roads Service	0	18 Pass / 0 Fail = 100%	1	
SGN	2	21 Pass / 0 Fail = 100%	7	12 pass – 4 fail / replace
Scottish Power	0	16 Pass / 0 Fail = 100%	0	4 pass – 0 fail / replace
Scottish Water	4	18 Pass / 2 Fail = 90%	121	5 pass – 0 fail/replace
Income generated from this period:- Sample Inspections = £2340			Defect Inspections = £360	

Quarter 4 - 2013 / 14 (Jan to Mar 14)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports	National Coring Results
Open Reach (BT)	8	10 pass / 2 Fail = 83%	25	2 pass – 1 fail/replace
Energetics	1	1 pass / 1 fail = 50%	0	4 pass – 0 fail/replace
Road Services	0	8 pass / 0 fail = 100%	5	
SGN	9	17 pass / 3 fail = 100%	1	1 pass – 4 fail/replace
Scottish Power	3	8 pass / 2 fail = 80%	0	
Scottish Water	14	22 pass / 0 fail = 100%	113	
Income generated from this period:- Sample Inspections = £1980 Defect Inspections = £1050				

Quarter 1 - 2014 / 15 (Apr to Jun 14)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports	National Coring Result
Open Reach (BT)	6	17 pass / 1 fail = 94%	30	
Energetics	4			
Roads Service	0	4 pass / 0 Fail = 100%	3	
SGN	14	27 pass / 2 fail = 93%	3	1 pass – 1 fail/replace
Scottish Power	0	16 pass / 0 fail = 100%	3	
Scottish Water	9	21 pass / 2 fail = 91%	136	
Income generated from this period:- Sample Inspections = £2580 Defect Inspections = £990				

Quarter 2 - 2014 / 15 (July to Sept 14)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports	National Coring Result
Open Reach (BT)	2	18 pass / 2 fail = 90%	33	
Energetics	4	6 pass / 0 fail = 100%	4	
Roads Service		6 pass / 0 fail = 100%	4	
SGN	6	25 pass / 1 fail = 96%		
Scottish Power	0	19 pass / 0 fail = 100%		
Scottish Water	7	24 pass / 2 fail = 92%	144	
Income generated from this period:- Sample Inspections = £2910 Defect Inspections = £570				

78

Quarter 3 - 2014 / 15 (Oct to Dec 14)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports	National Coring Result
Open Reach (BT)	11	12 pass / 0 Fail = 100%	25	
Energetics	4	1 pass / 0 fail = 100%		
Roads Service	0	6 pass / 0 fail = 100%	8	
SGN	4	17 pass / 0 fail = 100%	1	
Scottish Power	0	14 pass / 0 fail = 100%		
Scottish Water	8	19 pass / 0 fail = 100%	147	
Income generated from this period:- Sample Inspections = £1890 Defect Inspections = £810				

Quarter 4 - 2014 / 15 (Jan to Mar 15)

Operator	Defect Inspections	Sample Inspections	Defective Apparatus Reports	National Coring Result
Open Reach (BT)	4	10 pass / 0 fail = 100%	7	
Energetics	4	1 pass / 1 fail = 50%		
Roads Service	0	5 pass / 1 fail = 83%	18	
SGN	5	16 pass / 0 fail = 100%	3	
Scottish Power	0	11 pass / 0 fail = 100%	0	
Scottish Water	7	29 pass / 4 fail = 88%	220	

Income generated from this period:-

Sample Inspections = £2160 Defect Inspections = £600

# WORKS INSPECTION REPORT



Undertaker:

Location:

SRWR LA Ref:

Routine Inspection       Third Party Inspection   
 Investigatory Works   
 Dangerous       Non Dangerous

<b>Cause for Failure</b>	<b>Incorrect Equipment</b>	<b>Acceptable</b>	<b>Not Acceptable</b>	<b>Not seen / Not applicable</b>
<b>Signing/Guarding/Lighting</b>				
Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety Zone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Barriers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pedestrian Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Excavation</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Backfill &amp; Reinstatement</b>				
Apparatus Surround		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Material		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compaction		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sub-base		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Base		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Binder Course		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surface Course		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Profile &amp; Structure</b>				
Edge Depressions		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edge Cracking		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surface Depressions		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crowning		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Texture Depth		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Surface Regularity		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Structure		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
As Laid Profile		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Further Comments

Name:

Signature:

Date:

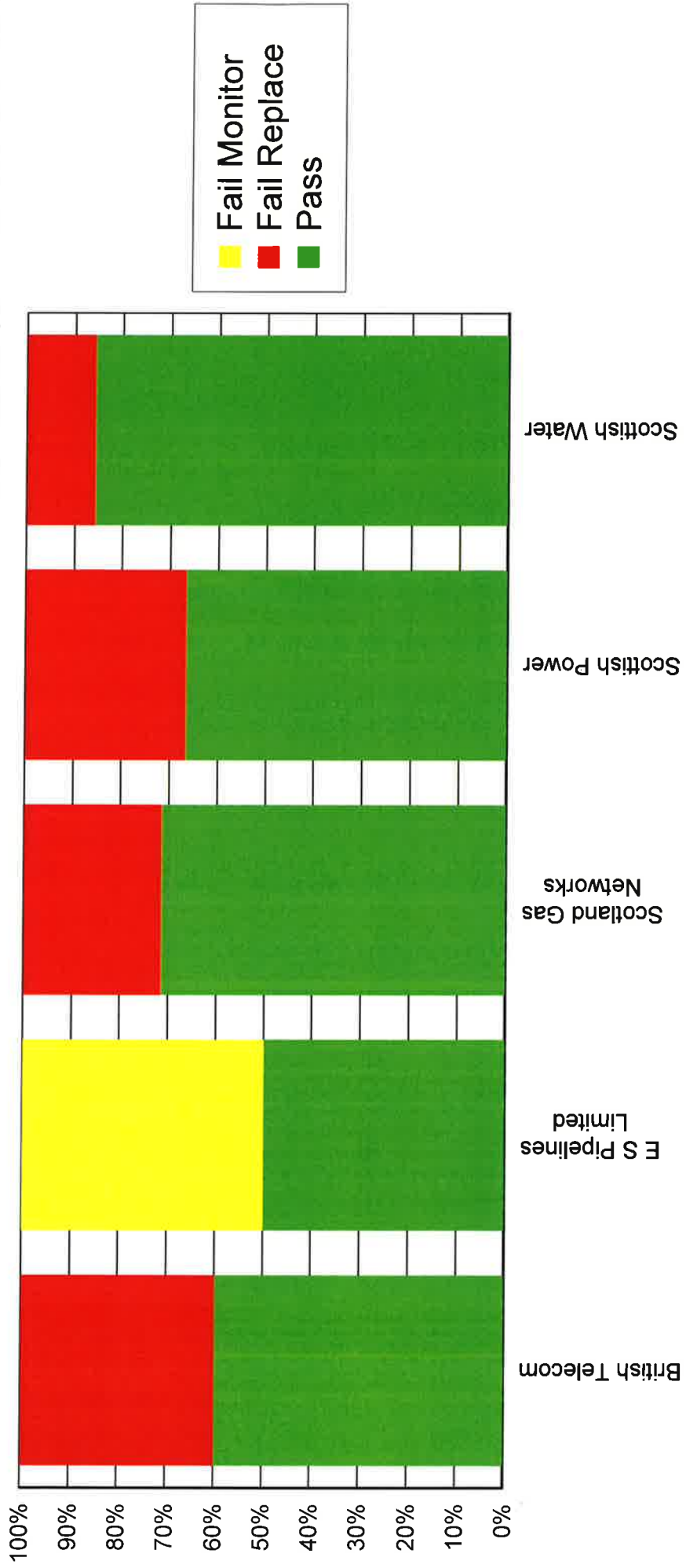
Time:



# South-East RAUC

Roads Authority East Lothian Council	CORE	PASS	No / %	FAIL-MONITOR					FAIL-REPLACE							
				Compaction	Layers	Materials	Other	TOTAL No / %	Compaction	Layers	Materials	Other	TOTAL No / %			
British Telecom	5	3	60.0%	0	0	0	0	0	0	0	1	2	0	2	40.0%	
E S Pipelines Limited	2	1	50.0%	0	0	0	1	1	50.0%	0	0	0	0	0	0	0.0%
Scotland Gas Networks	7	5	71.4%	0	0	0	0	0	0.0%	0	2	0	0	2	28.6%	
Scottish Power	3	2	66.7%	0	0	0	0	0	0.0%	0	1	0	0	1	33.3%	
Scottish Water	7	6	85.7%	0	0	0	0	0	0.0%	0	1	0	0	1	14.3%	
<b>TOTALS</b> East Lothian Council	24	17	70.8%	0	0	0	1	1	4.2%	0	5	2	0	6	25.0%	

# South-East RAUC



# SCOTTISH ROAD WORKS COMMISSIONER

## Media Release

23 June 2014

### SCOTTISH ROAD WORKS COMMISSIONER ISSUES PENALTIES

The Scottish Road Works Commissioner has today issued penalties totalling £57,500 to six utility companies for failing to comply with legal requirements when placing their cables and pipes in roads. These failings were identified by the latest biennial Scottish National Coring Programme in which road cores are taken to establish whether the correct materials, layer depths and compaction have been used to refill the bituminous layers of excavations. Openreach has been fined £30,000; SP Energy Networks £20,000; Vodafone £3,000; ES Pipelines £1,500; Energetics £1,500; and Fulcrum £1,500.

The latest results showed that only two companies, SSE (94%) and Scottish Water (92%), achieved in excess of the 90% target pass rate set by the Scottish utility companies themselves after poor results in the previous Coring Programme.

Elsbeth King, the Scottish Road Works Commissioner said:

*"Although I am pleased to see that the overall pass rate has increased to 83% from 74% previously, this is just not good enough. There is a legal duty to meet the required standard for all materials and workmanship when carrying out excavations and I expect all utility companies to endeavour to achieve as close to 100% compliance as possible. This will entail a significant increase in levels of supervision and quality control.*

*I am disappointed that the results do not show the step change in performance which has been required. These failed reinstatements will have a detrimental effect on the serviceable life of the road, leading to further road works to replace the failed sections and the potential of disruption and inconvenience to road users."*

All of the companies involved have now assured the Commissioner that they have introduced procedures to improve future compliance rates.

### NOTES FOR NEWS EDITORS

The post of Commissioner was established under the Transport (Scotland) Act 2005 to oversee improvements to the planning, co-ordination and quality of road works throughout Scotland. The Commissioner monitors performance and promotes good practice across both utility companies and roads authorities. She also has the power to impose financial penalties of up to £50,000 on organisations who have systemic failures in compliance with road works legislation.

**Contact:** Raymond Elliot (Policy Manager) on 0131 244 9938 or [raymond.elliott@srwc.gsi.gov.uk](mailto:raymond.elliott@srwc.gsi.gov.uk).

SCOTTISH ROAD WORKS COMMISSIONER

Organisation: East Lothian Council

Scottish Road Works Register Performance Data - January to December 2013

Noticing Activity and FPNs		2012						2013			
		Year	Jan - Mar	Apr - June	Jul - Sep	Oct - Dec	Year	Jan - Mar	Apr - June	Jul - Sep	Oct - Dec
<b>Noticing Failures</b> The Commissioner wishes to measure the accuracy of the information held on notices and that the appropriate timescales are being met. This report measures the number of error messages generated by the Scottish Road Works Register (SRWR) which would flag a potential Fixed Penalty Notice offence were the same error made by a utility company. The failure rate is based on a comparison with the number of Actual Start Notices which are issued.	<b>Indicator Report 2a</b> <b>Indicator Report 2a</b>	59	9	6	7	10	52	9	6	7	10
		0.16 [0.14] [0.10]	0.19 [0.09] [0.08]	0.06 [0.09] [0.08]	0.04 [0.09] [0.06]	0.13 [0.09] [0.07]	0.08 [0.09] [0.07]				
<b>Noticing Management Information</b> The Commissioner wishes to determine if roads authorities are meeting their duty to enter notices for all of their works on the SRWR. She also wishes to keep under review the designations given to works.	<b>Indicator Report 9a</b> <b>Indicator Report 9b</b> <b>Indicator Report 4a</b> <b>Indicator Report 4b</b>	363	47	97	177	76	387	47	97	177	76
		369	50	98	171	82	401	2	10	4	0
<b>Works Started</b> Works Completed Emergency, Urgent or Remedial Dangerous Works Minor, Standard, Major Works <b>Fixed Penalty Notices</b> The Commissioner is monitoring the number of roads authorities which are issuing Fixed Penalty Notices. This is included for information only as the issuing of FPNs is at the discretion of the roads authority.	<b>Indicator Report 1</b> <b>Indicator Report 1</b> <b>Indicator Report 3</b>	336	44	87	172	76	379	0	0	0	0
		0	0	0	0	0	0	0	0	0	0



## Management and Timing of Works

### Timing of Works

The Commissioner wishes to review the use of RAUC(S) agreed procedures relating to Early Starts, Late Starts, Overtaking Works and Works Extensions. Early Starts, Late Starts and Work Extensions are presented as a percentage of all works. Overtaking works are presented as a percentage of Minor/Standard/Major Works.

	2012					2013					2013 Total	
	Year	Jan - Mar	Apr - June	Jul - Sep	Oct - Dec	Year	Jan - Mar	Apr - June	Jul - Sep	Oct - Dec		
<b>Number of Early Starts</b> <b>Percentage of Early Starts</b> Roads Authority Early Starts Average	124 34% (19%)	13 28% (21%)	13 13% (20%)	21 12% (16%)	12 18% (17%)	59 15% (18%)	0 0% (0%)	0 0% (0%)	0 0% (0%)	1 1% (1%)	1 0% (2%)	21 6% (2%)
<b>Number of Late Starts</b> <b>Percentage of Late Starts</b> Roads Authority Late Starts Average	0 0% (4%)	0 0% (3%)	0 0% (2%)	0 0% (3%)	1 1% (1%)	1 0% (0%)	1 5% (2%)	9 11% (2%)	6 8% (3%)	6 8% (3%)	21 6% (2%)	122 31% (19%)
<b>Number of Overtaking Works</b> <b>Percentage of Overtaking Works</b> Roads Authority Overtakes Average	18 5% (2%)	6 11% (2%)	1 1% (2%)	9 5% (2%)	6 8% (3%)	22 23% (25%)	32 69% (23%)	37 21% (18%)	31 41% (15%)	7 9% (3%)	122 31% (19%)	7 outstanding
<b>Number of Work Extensions</b> <b>Percentage of Work Extensions</b> Roads Authority Work Extensions Average Works Awaiting Closure (Cumulative)	131 36% (21%)	6 11% (2%)	1 1% (2%)	9 5% (2%)	6 8% (3%)	22 23% (25%)	32 69% (23%)	37 21% (18%)	31 41% (15%)	7 9% (3%)	122 31% (19%)	7 outstanding

### Traffic Management Not Yet Known

#### Misuse of "Not Yet Known" Traffic Management Type

The Commissioner wishes to monitor the misuse of this category. The SRWR triggers a warning if Traffic Management "Not Yet Known" is still selected at the follow-up notice stage (7 days before the start of the works). Data presented as a percentage of Minor/Standard/Major Works.

	2012					2013					2013 Total	
	Year	Jan - Mar	Apr - June	Jul - Sep	Oct - Dec	Year	Jan - Mar	Apr - June	Jul - Sep	Oct - Dec		
<b>Number of works input as "Traffic Management not yet known"</b> <b>Percentage of all works input under this category</b>	13 4%	1 2%	1 1%	0 0%	0 0%	2 1%	1 2%	1 1%	0 0%	0 0%	2 1%	2 1%

### Gazetteer Updates

The Commissioner wishes to monitor the frequency of submission of Gazetteer updates made to the SRWR. These submissions should be made every quarter, but on the rare occasions there are no new roads in the council area the submitter can report that there is no update required.

	2012					2013					2013 Total	
	Year	Jan - Mar	Apr - June	Jul - Sep	Oct - Dec	Year	Jan - Mar	Apr - June	Jul - Sep	Oct - Dec		
<b>Submissions made</b>	1 Successful Submission	No Submission	No Submission	Update Submitted	Update Submitted	2 Successful Submissions	No Submission	No Submission	Update Submitted	Update Submitted	2 Successful Submissions	2 Successful Submissions

## SCOTTISH ROAD WORKS COMMISSIONER

## Organisation: East Lothian Council

## Scottish Road Works Register Performance Data - January to December 2014

Noticing Activity and FPNs		2012 Year	2013 Year	2014				2014 Year
				Jan - Mar	Apr - June	Jul - Sep	Oct - Dec	
<b>Noticing Failures</b> The Commissioner wishes to measure the accuracy of the information held on notices and that the appropriate timescales are being met. This report measures the number of error messages generated by the Scottish Road Works Register (SRWR) which would flag a potential Fixed Penalty Notice offence were the same error made by a utility company. The failure rate is based on a comparison with the number of Actual Start Notices which are issued.		59	32	8	20	12	16	56
<b>Number of Noticing Failures</b> <b>Noticing Failures per Actual Start Notices</b> <b>Roads Authority Average</b> <b>Utility Average</b>		0.16 [0.13] [0.10]	0.08 [0.09] [0.07]	0.10 [0.07] [0.07]	0.13 [0.07] [0.07]	0.15 [0.07] [0.09]	0.22 [0.10] [0.08]	0.15 [0.08] [0.07]
<b>Noticing Management Information</b> The Commissioner wishes to determine if roads authorities are meeting their duty to enter notices for all of their works on the SRWR. This is done by measuring the number of Actual Start Notices and Completion Notices entered on to the SRWR. She also wishes to keep under review the designations given to works.								
<b>Works Started</b> <b>Works Completed</b> <b>Emergency, Urgent or Remedial Dangerous Works</b> <b>Minor, Standard, Major Works (and Road Restrictions)</b>		363 401 21 336	397 401 16 379	77 75 2 75	154 160 6 148	79 70 3 76	72 82 4 68	382 387 15 367
<b>Fixed Penalty Notices</b> The Commissioner is monitoring the number of roads authorities which are issuing Fixed Penalty Notices. This is included for information only as the issuing of FPNs is at the discretion of the roads authority.								
<b>Potential Undertaker FPNs in this authority area</b> <b>Actual FPNs given</b> <b>FPNs given for Road (Scotland) Act Offences</b>		118 13 0	59 0 0	21 0 0	22 0 0	25 0 0	27 0 0	95 0 0
<b>Indicator Report 2a</b> <b>Indicator Report 2a</b>								
<b>Indicator Report 9a</b> <b>Indicator Report 9b</b> <b>Indicator Report 4a</b> <b>Indicator Report 4b</b>								
<b>Indicator Report 1</b> <b>Indicator Report 1</b> <b>Indicator Report 3</b>								

## Management and Timing of Works

### Timing of Works

The Commissioner wishes to review the use of RAUC(S) agreed procedures relating to Early Starts, Late Starts, Overrunning Works and Works Extensions. Early Starts, Late Starts and Work Extensions are presented as a percentage of all works. Overrunning works are presented as a percentage of Minor/Standard/Major Works.

	2012 Year	2013 Total	2014				2014 Total
			Jan - Mar	Apr - June	Jul - Sep	Oct - Dec	
Indicator Report 10	124 34% [19%]	59 15% [18%]	20 26% [19%]	27 18% [19%]	16 20% [20%]	13 18% [20%]	76 20% [20%]
Indicator Report 10	0 0% [4%]	1 0% [2%]	0 0% [2%]	1 1% [1%]	0 0% [2%]	0 0% [3%]	1 0% [2%]
Indicator Report 6	18 5% [2%]	21 6% [2%]	2 3% [2%]	13 9% [2%]	3 4% [2%]	4 6% [2%]	22 6% [2%]
Indicator Report 12	131 36% [21%]	122 31% [19%]	66 86% [18%]	35 23% [15%]	29 37% [17%]	45 63% [23%]	175 46% [18%]
Works Awaiting Closure (Cumulative)	3 outstanding	7 outstanding	2	1	2	1	1 outstanding

### Traffic Management Not Yet Known

#### Misuse of "Not Yet Known" Traffic Management Type

The Commissioner wishes to monitor the misuse of this category. The SRWR triggers a warning if Traffic Management "Not Yet Known" is still selected at the follow-up notice stage (7 days before the start of the works). Data presented as a percentage of Minor/Standard/Major Works.

	2012 Year	2013 Total	2014				2014 Total
			Jan - Mar	Apr - June	Jul - Sep	Oct - Dec	
Number of works input as "Traffic Management not yet known" Percentage of all works input under this category	N/A N/A	N/A N/A	0 0%	0 0%	0 0%	0 0%	0 0%

### Gazetteer Updates

The Commissioner wishes to monitor the frequency of submission of Gazetteer updates made to the SRWR. These submissions should be made every quarter, but on the rare occasions there are no new roads in the council area the submitter can report that there is no update required.

	2012 Year	2013 Total	2014				2014 Total
			Jan - Mar	Apr - June	Jul - Sep	Oct - Dec	
Submissions made	1 Successful Submission	2 Successful Submissions	Update Submitted	Update Submitted	No Update Required	Update Submitted	4 Successful Submissions





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

**MEETING DATE:** 16/06/2015

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

**SUBJECT:** Performance Report, Q4 2014/15

---

**6**

**1 PURPOSE**

- 1.1 To provide the Committee with information regarding the performance of Council services during Q4 (January – March) 2014/15

**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. Appendix A displays the results of the Key Performance Indicators for Q4 2014/15.
- 3.2 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.
- 3.3 Members of the Committee attended the performance briefing for Q4 2014/15 on the 25<sup>th</sup> May 2015. Members reviewed the performance of the Council and raised questions regarding the indicators. Responses to the questions are provided in the following paragraphs.

### **% of Trading Standards consumer complaints responded to within 14 days**

- 3.4 Members noted that the performance of the Council had declined in relation to the proportion of consumer complaints that had been responded to within 14 days. 84% of complaints were responded to within 14 days in Q4 compared to previous quarters in which performance had typically reached 94 or 95%. The Trading Standards service reported that dealing with complaints of a more complex nature had impacted upon performance.
- 3.5 Trading Standards works with the Citizens Advice Consumer Helpline (CACH) to help consumers who have encountered problems with goods and services they have purchased from traders. When a consumer contacts Trading Standards CACH they are given first tier advice e.g. write to the trader, go back to the shop etc. The consumer will be given basic consumer advice regarding the item they have purchased. Where the consumer complaint is not resolved, they are then referred to Trading Standards for further advice. It is at this point that Trading Standards will advise the consumer as to the next course of action that they may consider. Further action may range from advising the consumer to go to the appropriate Ombudsman to taking a Small Claims action against the trader.
- 3.6 Consumers undertaking further action will need to gather evidence of the problem and may look to Trading Standards to help prepare their case. The extent to which Trading Standards is involved in these cases depends upon the needs of the consumer. Trading Standards can be heavily involved in cases where the consumer is classed as being vulnerable. For example, Trading Standards had to contact a consumer's Doctor (with the consumer's agreement) to ascertain whether they had the capacity to contract. The Trading Standards service will also contact the company on the consumer's behalf to try to reach an amicable agreement. Such actions take time as a trader will have to investigate the complaint themselves and report back.
- 3.7 In cases where there may be a criminal aspect to the complaint, Trading Standards will also contact outside bodies as part of the investigation such as DVLA, Trade Associations or other Local Authorities. Each of these bodies will have its own timescales and reporting mechanisms. Complaints in which the safety of an item is questioned will also lead to the item being tested by the Public Analyst. The turnaround for such items is well outside the 14 days requirement as this can involve physical and/or chemical analysis.
- 3.8 It should also be brought to the committee's attention that 2 members of staff are on maternity leave, one from September and the other from December which has added to the workload of the remaining staff members.

#### **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, Q4 2014/15 (January – March 2015)

<b>AUTHOR'S NAME</b>	Andrew Strickland
<b>DESIGNATION</b>	Policy Officer
<b>CONTACT INFO</b>	astrickland@eastlothian.gov.uk
<b>DATE</b>	03/06/2015



**Appendix A: Key Performance Indicators, Q4 2014/15 (January – March 2015)**

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

**Adult Wellbeing**

Quarterly

Measure	Unit	Previous Period Quarter 3 2014/15		Current Period Quarter 4 2014/15				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
Number of delayed discharge patients waiting over 4 weeks	Number	18.00	Red	<b>5.00</b>	0.00	Red	↓	 <p>See report to PPRC 28<sup>th</sup> April 2015 for further analysis.</p>	SOA
Percentage of people aged 65+ with intensive needs receiving Care at Home	%	42.10	Green	<b>42.42</b>	35.00	Green	↑		SOA
Proportion of care at home clients (65+) receiving a service at weekends	%	88.69	-	<b>88.63</b>	-	-	↓		
Proportion of care at home clients (65+) receiving evening/overnight service	%	51.65	-	<b>52.28</b>	-	-	↑		
Proportion of care at home clients (age 65+) receiving Personal Care	%	95.85	-	<b>95.95</b>	-	-	↑		
Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days	%	79.41	Green	<b>77.55</b>	67.00	Green	↓		
Proportion of Criminal Justice Social Work Reports submitted to court by due date	%	98.11	-	<b>99.00</b>	-	-	↑		

## Children's Wellbeing

### Monthly

Measure	Unit	Previous Period February 2015		Current Period March 2015					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Average number of Placements for looked after children	Average	2.00	-	<b>2.00</b>	-	-	Static		
Percentage of children on Child Protection Register for more than 6 Months	%	34.20	-	<b>41.90</b>	-	-	Increase	The number of children registered in Scotland in 2014 is the highest in the period between 2000-2014 and a 9 per cent rise from 2013. The number of East Lothian children on the Register has fluctuated considerably over the same period, but now stands at one of the lowest totals during that period, 31. 31 registrations equates to a rate per 1,000 (0-15) of 1.7 compared with a national rate of 3.2.	SOA
Percentage of children who are re-registered within a 12 month period	%		-	<b>1.00</b>	5.00	Green	-		
Rate per 1,000 children in Formal Kin Care	Rate / 1000	2.10	-	<b>2.20</b> (47 children)	-	-	Increase	At the end of March there were 219 East Lothian Looked After children, a rate of 10.3 per 1,000 (0-17 population) compared with a national rate of 15.1. There has been an increase of 14 in the number of LAC (6.8%), the vast majority of the increase occurring in Formal Kin Care (nationally, the Formal Kin Care total fell slightly). The number of children in some kind of Kin Care (both formal and informal) has now reached the 100 mark. There are no young people in Secure Accommodation this month.	
Rate per 1,000 children in Foster Care	Rate / 1000	4.30	-	<b>4.30</b> (91 children)	-	-	Static		
Rate per 1,000 children in Residential Care	Rate / 1000	1.20	-	<b>1.30</b> (27 children)	-	-	Increase		
Rate per 1,000 children on Home Supervision	Rate / 1000	2.60	-	<b>2.50</b> (54 children)	-	-	Decrease		

## Communities and Partnerships

### Quarterly

Measure	Unit	Previous Period Quarter 3 2014/15		Current Period Quarter 4 2014/15				Source																			
		Actual	RAG	Actual	Target	RAG	Trend		Comment																		
% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)	%	60.79	Red	<b>68.00</b>	70.00	Amber	↑	<table border="1"> <caption>Percentage of calls answered within 20 seconds</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Q2 13/14</td><td>37.7</td></tr> <tr><td>Q3 13/14</td><td>44.7</td></tr> <tr><td>Q4 13/14</td><td>48.2</td></tr> <tr><td>Q1 14/15</td><td>41.2</td></tr> <tr><td>Q2 14/15</td><td>60.6</td></tr> <tr><td>Q3 14/15</td><td>60.8</td></tr> <tr><td>Q4 14/15</td><td>68</td></tr> <tr><td>Q1 15/16</td><td>-</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q2 13/14	37.7	Q3 13/14	44.7	Q4 13/14	48.2	Q1 14/15	41.2	Q2 14/15	60.6	Q3 14/15	60.8	Q4 14/15	68	Q1 15/16	-	
Quarter	Percentage (%)																										
Q2 13/14	37.7																										
Q3 13/14	44.7																										
Q4 13/14	48.2																										
Q1 14/15	41.2																										
Q2 14/15	60.6																										
Q3 14/15	60.8																										
Q4 14/15	68																										
Q1 15/16	-																										
% of calls within contact centre (excluding switchboard) answered	%	93.27	Green	<b>95.00</b>	90.00	Green	↑																				
% of Community Response calls answered within 1 minute	%	96.23	Amber	<b>97.38</b>	97.50	Amber	↑	<table border="1"> <caption>Default Unit Of Measure</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 13/14</td><td>95.5</td></tr> <tr><td>Q3 13/14</td><td>95.3</td></tr> <tr><td>Q4 13/14</td><td>97.6</td></tr> <tr><td>Q1 14/15</td><td>98.0</td></tr> <tr><td>Q2 14/15</td><td>97.8</td></tr> <tr><td>Q3 14/15</td><td>96.2</td></tr> <tr><td>Q4 14/15</td><td>97.4</td></tr> <tr><td>Q1 15/16</td><td>-</td></tr> </tbody> </table>	Quarter	Value	Q2 13/14	95.5	Q3 13/14	95.3	Q4 13/14	97.6	Q1 14/15	98.0	Q2 14/15	97.8	Q3 14/15	96.2	Q4 14/15	97.4	Q1 15/16	-	
Quarter	Value																										
Q2 13/14	95.5																										
Q3 13/14	95.3																										
Q4 13/14	97.6																										
Q1 14/15	98.0																										
Q2 14/15	97.8																										
Q3 14/15	96.2																										
Q4 14/15	97.4																										
Q1 15/16	-																										
Accuracy rate in Registration Service	%	-	-	<b>97.78</b>	97.00	Green		NRO examination of 2014 records identifies accuracy of 97.78%.																			
Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth & adult learners (based on an average evaluation rating on a scale from 1 to 100 where 0 is lowest and 100 is highest)	Score	88.00	Green	<b>81.00</b>	72.00	Green	↓																				
% homelessness assessments completed in under 28 days	%	85.00	Green					No update provided for Q4.																			
Homelessness - average number of days to re-housing	Days	245.00	Amber					No update provided for Q4.	SOA																		
Homelessness case-load	Number	154.00	Amber					No update provided for Q4.	SOA																		

## Annual

Measure	Unit	Previous Period March 2014		Current Period March 2015					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
% of residents reporting that they feel well informed by the Council about the services and benefits it provides	%			<b>61.00</b>	61.00	Green	-	The indicator is drawn from the Citizen's Panel. 4% of respondents strongly agreed, 57% agreed.	SOA
% of respondents who have given time over the past 12 months to help in clubs, community centres / village halls, charities, campaigns or other organisations	%			<b>58.00</b>	58.00	Green	-	The indicator is drawn from the Citizen's Panel.	SOA
% of respondents who strongly agree/agree their local area is a place where people from different backgrounds get on well together	%			<b>91.00</b>	91.00	Green	-	The indicator is drawn from the Citizen's Panel. 21% of respondents strongly agreed, 70% agreed.	SOA
% of respondents who strongly agree/agree they can influence decisions affecting their local area	%			<b>22.00</b>	22.00	Green	-	The indicator is drawn from the Citizen's Panel. 3% of respondents strongly agreed, 19% agreed.	SOA
% of respondents who strongly agree/agree they can make use of the learning/training resources they want (libraries, adult education, interest groups)	%			<b>95.00</b>	95.00	Green	-	The indicator is drawn from the Citizen's Panel. 24% of respondents strongly agreed, 71% agreed.	SOA
% of respondents who strongly agree/agree they have confidence in their ability to do things well	%			<b>97.00</b>	97.00	Green	-	The indicator is drawn from the Citizen's Panel. 36% of respondents strongly agreed, 61% agreed.	SOA
Average length of time in temporary or emergency accommodation (all types)	Days	143.73		<b>136.70</b>	-	-	↓		SHC
Average length of time taken to re-let properties in the last year.	Days	16.34	Green	<b>19.90</b>	24.00	Green	↑		SHC
Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation	%	77.23		<b>82.70</b>	-	-	↑		SHC
Percentage of rent due lost through properties being empty during the last year.	%	1.06	Green	<b>1.10</b>	1.50	Green	↑		SHC



## Council Resources

### Monthly

Measure	Unit	Previous Period February 2015		Current Period March 2015					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Business Rates in-year collection	%	98.50	Green	<b>99.00</b>	98.00	Green	↑	Performance has improved from 97.8% at the end of 2013/14.	
Council Tax in-year collection	%	94.10	Amber	<b>96.52</b>	96.39	Green	↑	Performance has improved from 96.4% at the end of 2013/14.	
Time taken to process change of circumstances	Days	1.74	Green	<b>3.24</b>	6.00	Green	↑		
Time taken to process new claims	Days	20.52	Green	<b>20.72</b>	25.00	Green	↑		
Value of current tenants rent arrears	£	1,452,881	Red	<b>1,404,650</b>	1,225,000	Red	↓		

### Quarterly

Measure	Unit	Previous Period Quarter 3 2014/15		Current Period Quarter 4 2014/15					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
% of invoices paid on time	%	90.03	Green	<b>85.50</b>	85.00	Green	↓		
% spend with contracted suppliers quarterly	%	86.00	Green					No update provided for Q4.	
Cost of HR function per FTE employee	£	88.08	Green	<b>70.02</b>	125.00	Green	↓		

### Annual

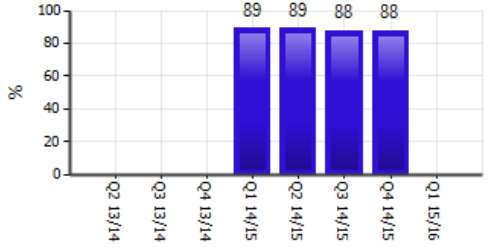
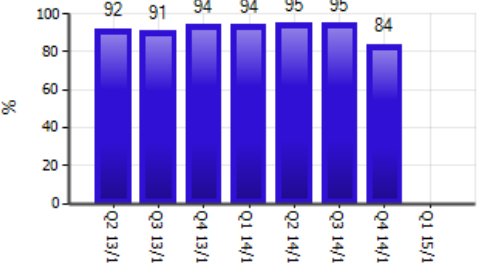
Measure	Unit	Previous Period March 2014		Current Period March 2015					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Rent collected as percentage of total rent due in the reporting year.	%	98.32	Green	<b>99.57</b>	98.20	Green	↑		

## Development

### Monthly

Measure	Unit	Previous Period February 2015		Current Period March 2015				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
Percentage of the population claiming Job Seekers Allowance	%	2.00	Green	<b>1.90</b>	2.40	Green	↓		SOA
Proportion of 18- 24 yr olds claiming Job Seekers Allowance	%	3.90	Green	<b>3.70</b>	3.80	Green	↓		SOA

### Quarterly

Measure	Unit	Previous Period Quarter 3 2014/15		Current Period Quarter 4 2014/15				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
% food businesses broadly compliant with food hygiene law	%	88.00	Amber	<b>88.00</b>	93.00	Amber	↑		
% Food Hygiene Inspections achieved - medium risk	%	73.00	Red	<b>93.00</b>	90.00	Green	↑		
% Food Hygiene Inspections achieved - high risk	%	100.00	Green	<b>100.00</b>	100.00	Green	↔		
% of Trading Standards Business Advice Requests responded to within 14 days	%	97.00	Amber	<b>100.00</b>	100.00	Green	↑		
% of Trading Standards consumer complaints responded to within 14 days	%	95.00	Amber	<b>84.00</b>	100.00	Red	↓	 <p>Dealing with complaints of a more complex nature that took a greater amount of time. Further commentary is included in the Committee report.</p>	

% of trading standards inspections achieved	%	95.00		<b>100.00</b>	95.00	Green	↑																				
Average Time in working days to Issue Building Warrants	Number	71.15	-	<b>67.51</b>		-	↓																				
Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	%	19.19	-	<b>23.48</b>		-	↑																				
Consumer enquiries - % of same day responses	%	100.00	Green	<b>100.00</b>	100.00	Green	↔																				
Food Standards Inspection - medium risk	%	94.00	Amber	<b>98.00</b>	100.00	Amber	↑	<table border="1"> <caption>Trading Standards Inspections Achieved (%)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 13/14</td> <td>77</td> </tr> <tr> <td>Q2 13/14</td> <td>85</td> </tr> <tr> <td>Q3 13/14</td> <td>91</td> </tr> <tr> <td>Q4 13/14</td> <td>92</td> </tr> <tr> <td>Q1 14/15</td> <td>75</td> </tr> <tr> <td>Q2 14/15</td> <td>62.5</td> </tr> <tr> <td>Q3 14/15</td> <td>94</td> </tr> <tr> <td>Q4 14/15</td> <td>98</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 13/14	77	Q2 13/14	85	Q3 13/14	91	Q4 13/14	92	Q1 14/15	75	Q2 14/15	62.5	Q3 14/15	94	Q4 14/15	98	
Quarter	Percentage																										
Q1 13/14	77																										
Q2 13/14	85																										
Q3 13/14	91																										
Q4 13/14	92																										
Q1 14/15	75																										
Q2 14/15	62.5																										
Q3 14/15	94																										
Q4 14/15	98																										
Food Standards Inspections - high risk	%	100.00	Green	<b>100.00</b>	100.00	Green	↔																				
Number of unemployed people participating in East Lothian Works programmes	Number	349.00	Green	<b>281.00</b>	240.00	Green	↓		SOA																		
Number of unemployed people participating in East Lothian Works programmes progressing into work	Number	184.00	Green	<b>100.00</b>	45.00	Green	↓		SOA																		
Total no. of new business starts	Number	41.00	Red	<b>54.00</b>	50.00	Green	↑	Q4 good upturn in new starts due to New Year																			
Percentage of new businesses surviving after 24 months	%	77.10	Amber	<b>80.50</b>	80.00	Green	↑	Q4 Sample of 155 - 13% no response 1.9% ceased trading and 4.5% found work. note increased sample size																			

\* The following planning indicators are reported for Q3 to enable a comparison with the Scottish average

Measure	Unit	Previous Period Quarter 2 2014/15		Current Period Quarter 3 2014/15					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Application approval rate	%	98.00	Green	<b>94.10</b>	93.1	Green	↓	The target for these indicators is set to the Scottish average.	
Householder developments: average time	Weeks	7.10	Green	<b>8.80</b>	7.6	Red	↑		
Local developments: % determined within 2 months	%	88.50	Green	<b>86.80</b>	70.3	Green	↓		
Local developments: average time in weeks	Weeks	9.60	Green	<b>9.20</b>	10.2	Green	↓		
Major developments: average number of weeks to decision	Weeks	18.3	Green	<b>26.6</b>	44.5	Green	↑		

#### Annual

Measure	Unit	Previous Period March 2014		Current Period March 2015					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Count of business births and new enterprises per 10,000 population aged 16 to 75 supported by the Business Gateway	Rate / 10,000			<b>27.00</b>	28.00	Amber		Annual figure calculated as follows BG starts for year divided by population 16 to 75 as 10,000 - hence 73967 so divided by 7.397.	SOA

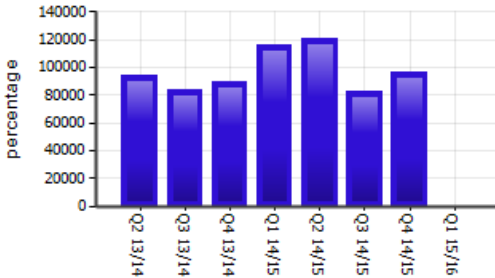
## Education

### Annual

Measure	Unit	Previous Period March 2014		Current Period March 2015				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
% of P6 and S2 pupils agreeing that 'my school recognises my achievements in school'	%	85.30	Green	<b>84.00</b>	86.0	Amber	↓	The indicators are derived from the Student Evaluation of Experience (SEE) survey. 93% of P6 pupils agreed with this statement, in comparison to 74.9% in S2.	SOA
% of P6 and S2 pupils agreeing that 'my school recognises my achievements out of school'	%	60.80	Amber	<b>61.90</b>	61.0	Green	↑	79.6% of P6 pupils agreed with this statement, in comparison to 44.2% in S2.	SOA
% of S2 and P6 pupils agreeing that they feel safe and secure in school	%	89.10		<b>94.6</b>	-	-	↑	96.1% of P6 pupils agreed with this statement, in comparison to 93% in S2.	SOA
% of S2 and P6 pupils agreeing that their knowledge has increased in school	%	85.10		<b>96.4</b>	-	-	↑	96.8% of P6 pupils agreed with this statement, in comparison to 96% in S2.	
% of S2 and P6 pupils agreeing that they have opportunities to contribute to the life of the school	%	89.60		<b>88.50</b>	-	-	↓	92.5% of P6 pupils agreed with this statement, in comparison to 84.4% in S2.	
% of S2 and P6 pupils agreeing that they contribute to decisions made in their school	%	77.70		<b>79.20</b>	-	-	↑	89.3% of P6 pupils agreed with this statement, in comparison to 69% in S2.	
% of S2 and P6 pupils agreeing that most pupils behave well in school	%	72.50		<b>71.20</b>	-	-	↓	81% of P6 pupils agreed with this statement, in comparison to 61.3% in S2.	
% of S2 and P6 pupils agreeing that they live a healthy life	%	96.00		<b>96.00</b>	-	-	↔	97% of P6 pupils agreed with this statement, in comparison to 95% in S2.	
% S2 and P6 pupils agreeing that they take part in physical activities outside the school day	%	84.50		<b>83.90</b>	-	-	↓	87.4% of P6 pupils agreed with this statement, in comparison to 80.4% in S2.	
Proportion of primary school children eligible for free school meals	%	14.60	-	<b>11.29</b>	14.00	Green	↓	Free school meal eligibility is a proxy for deprivation. Pupils are entitled to free school meals if their parents are in receipt of:	SOA
Proportion of secondary school children eligible for free school meals	%	10.90	-	<b>8.60</b>	10.50	Green	↓	<ul style="list-style-type: none"> <li>Income Support (IS)</li> <li>Income-based Job Seeker's Allowance (JSA)</li> <li>Any income related element of Employment and Support Allowance</li> <li>Child Tax Credit (CTC), but not Working Tax Credit, and your income is less than £16,105</li> <li>Both maximum CTC and maximum Working Tax Credit and your income is under £6,420</li> <li>Support under Part VI of the Immigration and Asylum Act 1999</li> <li>Universal Credit</li> </ul>	SOA

## Infrastructure

### Quarterly

Measure	Unit	Previous Period Quarter 3 2014/15		Current Period Quarter 4 2014/15				Source
		Actual	RAG	Actual	Target	RAG	Trend	
Green Waste & Beach Waste Recycled	%	100.00	Green					No update provided for Q4.
Number of attendances at indoor sports and leisure facilities	Number	143252.00	Green	<b>190629</b>	130000.00	Green	↑	
Number of attendances at pools	%	82286.00	Red	<b>96687</b>	110000.00	Amber	↑	 <p>Attendances tend to increase during the summer months as a result of the provision of free swims for 16's. Attendances at Dunbar Leisure Pool also increase during this period due to the type of facility and visitors/tourists to the area. Attendances fall during the third quarter (October - December); however, by quarter 4 (start of New Year) users start to build up again due to New Year resolutions etc.</p>
Number of Flytipping incidents	Number	131.00	Red					No update provided for Q4.
Number of people using Civic Amenity Sites	Number	78607.00	Green	<b>77941.00</b>	55000.00	Green	↓	
Other Waste Recycled	%	78.00	Green					No update provided for Q4.
Street lighting - repairs - average time	days	3.04	Green	<b>2.84</b>	7.00	Green		
Traffic lights - average time to repair failure	hours:mins	6.54	Green					No update provided for Q4.

Annual

Measure	Unit	Previous Period March 2014		Current Period March 2015				Source													
		Actual	RAG	Actual	Target	RAG	Trend		Comment												
% properties that require a gas safety record which had a safety check by anniversary date	%	100.00	Green	<b>100.00</b>	99.00	Green	↔		SHC												
% reactive repairs carried out in the last year completed right first time.	%	82.50	Amber	<b>82.00</b>	85.00	Amber	↔	<table border="1"> <caption>Default Unit Of Mea...</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>0</td> </tr> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>87</td> </tr> <tr> <td>2013/14</td> <td>82.5</td> </tr> <tr> <td>2014/15</td> <td>82</td> </tr> </tbody> </table>	Year	Value	2010/11	0	2011/12	0	2012/13	87	2013/14	82.5	2014/15	82	SHC
Year	Value																				
2010/11	0																				
2011/12	0																				
2012/13	87																				
2013/14	82.5																				
2014/15	82																				
Average length of time taken to complete emergency repairs.	Hours	6.37	Green	<b>5.60</b>	24.00	Green	↓	Actual 5.4 hrs but system uses decimalised figures.	SHC												
Average length of time taken to complete non-emergency repairs.	Days	17.40	Green	<b>14.80</b>	23.00	Green	↓		SHC												

Key:

SOA = Single Outcome Agreement

SHC = Social Housing Charter





## Policy and Performance Review Committee: Annual Work Programme 2015/16 (June 2015)

Date	Performance Monitoring/ Inspection Reports	Other Reports / Reports Requested by Members
16 <sup>th</sup> June 2015	Q4 Performance Indicators Adult and Child Protection Annual Monitoring Report	Report on Literacy Levels in East Lothian schools Report on Monitoring of Roadworks Update on Contact Centre
29 <sup>th</sup> September 2015	Q1 Performance Indicators Draft Annual Performance Report Social Work Complaints and Feedback Annual Report Customer Feedback Annual Report Customer Feedback Q1 report	Report on Property Maintenance
24 <sup>th</sup> November 2015	Q2 Performance Indicators	Roads Annual Status and Options report Report on Economic Development Strategy Report on School Bus Operation
26 <sup>th</sup> January 2016	Adult and Child Protection – six-month monitoring report Local Government benchmarking Framework	Report on Supported Bus Services Report on Tourism Strategy
15 <sup>th</sup> March 2016	Q3 Performance Indicators Customer Feedback – six-month monitoring report	
10 <sup>th</sup> May 2016		
21 <sup>st</sup> June 2016	Q4 Performance Indicators Adult and Child Protection Annual Monitoring Report	Report on Fly-tipping