



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

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

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 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