

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

**MEETING DATE:** 15 March 2016

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

**SUBJECT:** Performance Report, Q3 2015/16

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## **1 PURPOSE**

- 1.1 To provide the Committee with information regarding the performance of Council services during Q3 (October – December) 2015/16

## **2 RECOMMENDATIONS**

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

## **3 BACKGROUND**

- 3.1 The Council has established a set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The indicators are updated on a quarterly basis and the results are reported to the Policy & Performance Review Committee. Members of the Committee also attend a briefing prior to the Committee meeting itself. Members use the briefing to develop lines of enquiry, which enable officers to provide more detailed reports explaining performance issues to the Committee meeting.
- 3.2 Members of the Committee attended the performance briefing for Q3 2015/16 on the 16<sup>th</sup> February 2016. Appendix 1 displays the results of the quarterly Key Performance Indicators for Q3 2015/16.
- 3.3 Members reviewed the performance of the Council and raised questions regarding the indicators. Responses to the questions are provided in the following paragraphs.

### **Number of delayed discharge patients waiting over 2 weeks**

- 3.4 10 incidents of delayed discharge from hospital of longer than 2 weeks were reported for Q3. Members of the Committee asked for an explanation of the main causes of delayed discharge during Q3. Members also asked for an indication of the costs incurred for health and social care services due to people being delayed in hospital.
- 3.5 The number of delayed discharges of more than 2 weeks has been steadily improving in East Lothian since the beginning of 2015. During this period the reasons for delay have changed significantly. In early 2015 the main reason was access to nursing homes. This has changed to access to care at home.
- 3.6 Having significantly improved the position with care homes and the assessment process through the use of the delayed discharge fund, the Health & Social Care Partnership now needs to take steps to tackle the root cause of most remaining delays which is access to care at home. The current Help to Live at Home framework is currently unable to provide around 1,460 hours of care each week; however, a range of actions have been established to address this shortfall. Nonetheless, there remains the core problem of around 300 hours of demand for people delayed in hospital that is not being met by the current framework.
- 3.7 East Lothian Council agreed its three year budget for 2016/17 to 2018/19 on 9 February 2016. The budget includes a net increase for Adult Wellbeing of £1.995m for 2016/17. The funding will be used for investment in service pressures that will support the care at home sector (such as the living wage and payment of travel time) and address demographic pressures.
- 3.8 The exact costs incurred for health & social care services as a result of delayed discharge are difficult to determine. However, the average cost of a standard delay per bed day in hospital is approximately 40% higher than the average care home cost per day in East Lothian (using 2013/14 costs). The total cost of caring for people in hospital due to delayed discharge in East Lothian during 2013/14 was just short of £3 million. All figures (including the performance indicator) exclude 'Code 9' cases in which the patient cannot be discharged for reasons including, for example, a lack of capacity under incapacity legislation.

### **Percentage of calls to the Contact Centre answered within 20 seconds**

- 3.9 Members of the Committee noted that the target for answering calls within 20 seconds had not been achieved for several consecutive quarters and asked for an explanation of the reasons why this is the case. Members also indicated that they would like to discuss the appropriateness of the target of 70% for this indicator.

- 3.10 The performance of the Contact Centre was last discussed at the PPRC in September 2015. The main reasons why the target had not been reached at this point related to an increase in the volume and complexity of calls received by the Contact Centre. During Q3 the Contact Centre has experienced a very high level of long-term sickness absence. From April – December 2015 14.4% of days were lost to absence in the Contact Team in comparison to the Council average of 4.89%

#### **Number of new business starts**

- 3.11 The Committee has previously received an explanation citing staff vacancies as being the main reason for the declining number of new business starts. Members noted that some progress had been made in filling the vacancies and asked for an indication of when the team is likely to be back to its full complement of staff.
- 3.12 The Economic Development & Strategic Investment Service responded that one of the two Business Gateway Adviser positions became vacant in June 2015. The staff member in the other Advisor position was on leave from July 2015 and this position became vacant in January 2016. Temporary cover was arranged during July and August 2015 for two days per week from Midlothian and Edinburgh's Business Gateway services. One new Business Adviser was subsequently appointed in September 2015 and is now performing very well.
- 3.13 Interviews for the second Business Adviser post took place at the beginning of March. It is hoped the successful candidate will start in April. It is anticipated that targets will be met for 16/17 once this post has been filled and the new appointee has built a client portfolio.
- 3.14 Also of note is a drop in Business Gateway start-up figures across Scotland (e.g. Glasgow City had only 2 starts in December 2015). This is partly explained by the buoyant job market and low unemployment levels. Additionally, loan funding is not available from East Lothian Investments Ltd (ELI) to start ups as the company is now required to have Financial Conduct Authority (FCA) accreditation to do this. ELI is currently going through this process and once complete (if successful) will be able to offer loans to sole traders and partnerships again.

#### **Rent arrears**

- 3.15 Members noted that the level of rent arrears fell sharply between November and December 2015 and asked for an explanation for the sudden improvement in the value of arrears.
- 3.16 The Revenues Services has responded that East Lothian Council charges rent on a fortnightly basis over 24 fortnights. There are two rent charge breaks each financial year, one fortnight in June and another in December.

- 3.17 At the start of the rent charge break, no charge is applied to rent accounts for the forthcoming fortnight, therefore any payments received during that time, from tenants whose accounts are in arrears, contribute to a reduction in the outstanding debt. The Rent Income team carries out a lot of working in the lead up to and during the rent charge break, to ensure that tenants with arrears know that they are not entitled to take the payment break and must use this period to catch up with their payments.
- 3.18 Arrears reduced by £139,272.35 at the end of December 2015, which was an improvement against the reported reduction of £120,787.54 at the end of December 2014. Similarly, at the end of the summer rent charge break in June 2015, arrears reduced by £152,418.60, which again was an improvement against the reduction in the previous year of £119,889.74.

#### **Average time in working days to issue building warrants**

- 3.19 Members of the Committee noted that the average time to issue building warrants had been steadily increasing over the past two years and asked for an explanation of the cause for this trend.
- 3.20 The increasing trend in average number of days is predominantly a staffing issue due to a reducing number of staff and an inability to recruit new staff members. The service has advertised to recruit for a position on three occasions without receiving a single application from anybody with relevant Building Standards experience. Benchmarking has helped to identify alternative staffing structures, which are being pursued to help address this issue. The situation has been further aggravated by the significant changes in the regulations implemented in October last year which resulted in more warrants being received in a one month period than would normally be received over the course of a year.
- 3.21 It is also worth noting that the overall time taken to issue a warrant is not wholly within the control of the local authority. The indicator also includes the time taken for the applicant or agent to respond to the initial report and to fully provide all information requested in order to complete the warrant process. Warrant applications are monitored to try and ensure an initial response within 20 days, which has been consistently achieved. The service also aims to deal with final returned information when fully compliant within 10 days of receipt. This was achieved for 83% of applications during 2015.
- 3.22 In order to improve the situation and work towards the national average of approximately 58 days, the Engineering Services & Building Standards service intends to implement the following actions:
- restructure the service in order to reinstate a full complement of staff whilst moving towards a more integrated electronic service with the introduction of e-building standards later this year

- benchmark with our Consortia group and other Local Authorities to develop best practice
- record and report the number of days each application sits with East Lothian Council and with the Applicant / Agent
- consider new ways of working such as issuing reminders after a specified period has elapsed with no response from the Applicant / Agent and the provision of Agent Forums, although both of these require significant resource to be put in place to monitor and ensure the necessary improvements are achieved

### **Number of vehicles using recycling centres**

- 3.23 The number of vehicles using recycling centres in East Lothian has increased significantly from Q1 2015/16 onwards. Members of the Committee asked for an explanation of the causes for (and implications of) this trend.
- 3.24 The Waste Service responded that the move from weekly waste to fortnightly collections has increased public awareness regarding recycling. The change to fortnightly collections has resulted in a dramatic surge in residents separating materials for recycling through the recycling centres rather than via a wheeled bin or box service. The new arrangements have also restricted the disposal space available for residents and on certain occasions when excess waste is produced this should be disposed of at the recycling centres.
- 3.25 Restricted availability on the Bulky Uplift service means that a number of residents choose to dispose of their bulky waste themselves rather than wait for an uplift slot.
- 3.26 East Lothian's recycling centres are also experiencing an overflow from Edinburgh and Midlothian who have restricted their opening hours and restricted access from vans and traders. East Lothian's recycling centres are consequently experiencing increased usage which is neither legal nor acceptable. The Council has produced a revised access guide to counter unacceptable use of the recycling centres, which is under consultation with senior management. Additional entrance checks have already been introduced when staffing permits, which will impact on inappropriate site access.

## **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 Equality Impact Assessment is not required.

## **6 RESOURCE IMPLICATIONS**

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

## **7 BACKGROUND PAPERS**

- 7.1 Appendix 1: Quarterly and monthly KPIs – Q3 2015/16

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<b>DATE</b>	02/03/2016

Quarterly and monthly KPIs – Q3 2015/16

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

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Adult Wellbeing	% of care at home clients (aged 65+) receiving personal care	Quarterly	<b>96.9%</b> (Q3 15/16)		96.0 – 97.1%	↓		November 2015 - Domiciliary Care Inspection Report - Homecare Service
	% of care at home clients (aged 65+) receiving evening / overnight service	Quarterly	<b>52.4%</b> (Q3 15/16)		52.0 – 53.4%	↑		
	% of care at home clients (aged 65+) receiving a service at weekends	Quarterly	<b>90.1%</b> (Q3 15/16)		88.6 – 90.1%	↑		
	Number of delayed discharge patients waiting over 2 weeks	Quarterly	<b>10</b> (Q3 15/16)	<b>0</b>	Number of delayed discharge patients waiting over 2 weeks 		The target for delayed discharge reduced from 4 weeks to 2 weeks in April 2015	April 2015 – Delayed Discharge

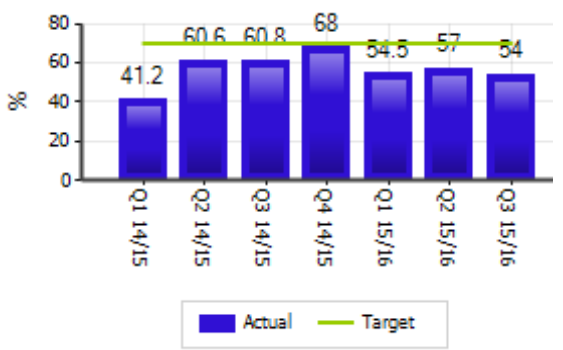
Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Adult Wellbeing	Proportion of Community Payback Orders starting placement within 7 days	Quarterly	<b>73%</b> (Q3 15/16)	<b>67%</b>	56 – 80%	↑		
	Proportion of Criminal Justice Social Work Reports submitted to court by the due date	Quarterly	<b>100%</b> (Q3 15/16)		99 – 100%	↔		
Benefits	Average time to process New Claims	Monthly	<b>22.7 days</b> (Jan 16)	<b>25 days</b>	20.9 – 25.7 days	↓		
	Average time to process changes in circumstances	Monthly	<b>9.5 days</b> (Jan 16)	<b>6 days</b>	5.1 – 9.5 days	↑		



Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report
Children's Wellbeing	Percentage of children on Child Protection Register for more than 6 Months	Monthly	<b>10%</b> (Dec 15)		10 – 25%	↓	2 children have been on the child protection register for longer than 6 months out of a total of 20 children on the register	
	Average number of placement moves for looked after and accommodated children	Monthly	<b>1.9</b> (Dec 15)		1.9 – 1.9	↔		
	Number of Formal Kin Carers	Monthly	<b>42</b> (Dec 15)		40 - 44	↑	Formal Kin Care in East Lothian is just below half the rate of the national average at 1.9 per 1,000 (0-17) but Informal Kin Care accounts for another 2.5 per 1,000. Not all Scottish local authorities have an Informal Kin Care service which East Lothian uses as a preventative measure for children on the cusp of care.	
	Number of Informal Kin Carers	Monthly	<b>53</b> (Dec 15)		53 - 53	↔		
	Rate per 1,000 children in Formal Kin Care	Monthly	<b>2.0</b> (Dec 15)	Scottish av. 4.0	1.9 – 2.1	↑		
	Rate per 1,000 children in Residential Care	Monthly	<b>1.0</b> (Dec 15)	Scottish av. 1.4	0.9 – 1.0	↑		

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report
	Rate per 1,000 children on Home Supervision	Monthly	<b>2.3</b> (Dec 15)	Scottish av. 4.0	2.3 – 2.6	↓	49 children are looked after at home on Home Supervision orders which is 15 (23%) fewer than five years ago. Children will be subject to supervision requirements at home in two main instances. For one group supervision at home is a starting point for planned intervention where the balance of risks indicates that it is not essential to remove the child from the care of their parents, but compulsory supervision measures are required. The second group consists of children who are returning home after being looked after away from home where some risks remain and home supervision is used as part of the care plan to reunite families.	
	Rate per 1,000 children in Foster Care	Monthly	<b>4.4</b> (Dec 15)	Scottish av. 5.6	4.2 – 4.4	↑	93 children are in foster care. Despite the fact that this is well below the national average, it remains high for East Lothian. 5 years ago the foster care total was 68. 15 children and young people are placed in external foster placements due to lack of appropriate places with our own carers, especially in regard to sibling placements. Good practice dictates the need for siblings to be kept together wherever possible to maintain some sort of attachment. The need for recruitment of more foster carers is growing increasingly important if we are to maintain children in their own communities.	

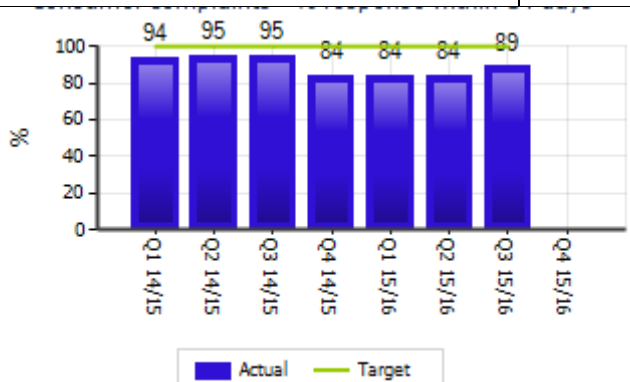
Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Community Housing	Average length of time taken to complete emergency repairs	Quarterly	<b>6.1 hours</b> (Q3 15/16)	<b>24 hours</b>	6.1 – 6.6	↓		September 2015 – Council House Repairs Update
	Average length of time taken to complete non-emergency repairs	Quarterly	<b>13.9 days</b> (Q3 15/16)	<b>23 days</b>	10 – 13.9	↑		January 2016 - 2014/15 Landlord Report
	Average length of time to re-let properties	Quarterly	<b>17.6 days</b> (Q3 15/16)	<b>24 days</b>	17.6 – 18.6	↓		
	Percentage of rent lost due to voids	Quarterly	<b>0.4%</b> (Q3 15/16)	<b>1.5%</b>	0.4 – 0.77	↓		
Community Partnerships	Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth & adult learners	Quarterly	<b>78</b> (Q3 15/16)	<b>70</b>	78 – 81	↓	The indicator is based upon an average evaluation scale from 0-100 where 0 is the lowest rating and 100 the highest.	

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC																						
Corporate Policy & Improvement	Reports of Injuries, Diseases and Dangerous Occurrences (RIDDORS) per 1,000 employees	Quarterly	<b>0.56</b> (Q3 15/16)	<b>5</b>	0.42 – 0.67	↑																								
Customer Services	% of calls to the contact centre answered	Quarterly	<b>90%</b> (Q3 15/16)	<b>90%</b>	89.3 – 95%	↓		June 2015 – East Lothian Council Contact Centre																						
	% of calls to the contact centre answered within 7 rings (20 seconds)	Quarterly	<b>54%</b> (Q3 15/16)	<b>70%</b>	 <table border="1"> <caption>Bar Chart Data: % of calls answered within 7 rings</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 14/15</td> <td>41.2</td> <td>68</td> </tr> <tr> <td>Q2 14/15</td> <td>60.6</td> <td>68</td> </tr> <tr> <td>Q3 14/15</td> <td>60.8</td> <td>68</td> </tr> <tr> <td>Q4 14/15</td> <td>68</td> <td>68</td> </tr> <tr> <td>Q1 15/16</td> <td>54.5</td> <td>68</td> </tr> <tr> <td>Q2 15/16</td> <td>57</td> <td>68</td> </tr> <tr> <td>Q3 15/16</td> <td>54</td> <td>68</td> </tr> </tbody> </table>	Quarter	Actual (%)		Target (%)	Q1 14/15	41.2	68	Q2 14/15	60.6	68	Q3 14/15	60.8	68	Q4 14/15	68	68	Q1 15/16	54.5	68	Q2 15/16	57	68	Q3 15/16	54	68
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% of PNC6 (Community Response) calls answered within 1 minute	Quarterly	<b>97.2%</b> (Q3 15/16)	<b>97.5%</b>	95.9 – 97.7	↑																									
% of abandoned vehicles uplifted within 14 days	Quarterly	<b>100%</b> (Q3 15/16)	<b>100%</b>	100 – 100%	↔																									

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming ) report to PPRC																										
Economic Development & Strategic Investment	Overall % of the population claiming Job Seekers Allowance	Quarterly	1.1% (Dec 15)	1.7%	1.1 – 1.3%	↓	The target is to be lower than the Scottish average.																											
	Proportion of 18-24 year olds claiming Job Seekers Allowance	Quarterly	1.3% (Dec 15)	2.0%	1.3 – 1.8%	↓	The target is to be lower than the Scottish average.																											
	Number of participants in East Lothian Works programmes	Quarterly	172 (Q3 15/16)	240		<table border="1"> <caption>Number of participants in East Lothian Works programmes</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 14/15</td> <td>222</td> <td>240</td> </tr> <tr> <td>Q2 14/15</td> <td>236</td> <td>240</td> </tr> <tr> <td>Q3 14/15</td> <td>349</td> <td>240</td> </tr> <tr> <td>Q4 14/15</td> <td>281</td> <td>240</td> </tr> <tr> <td>Q1 15/16</td> <td>253</td> <td>240</td> </tr> <tr> <td>Q2 15/16</td> <td>187</td> <td>240</td> </tr> <tr> <td>Q3 15/16</td> <td>172</td> <td>240</td> </tr> <tr> <td>Q4 15/16</td> <td>-</td> <td>240</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q1 14/15	222	240	Q2 14/15	236	240	Q3 14/15	349	240	Q4 14/15	281	240	Q1 15/16	253	240	Q2 15/16	187	240	Q3 15/16	172	240	Q4 15/16	-	240	<p>Several different databases have been replaced with a system called Caselink, which has resulted in the elimination of some duplication in the number of recorded participants. Numbers have also fallen due to the end of the Youth Employment Scotland Fund.</p>
Quarter	Actual	Target																																
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Economic Development & Strategic Investment	Number of participants in East Lothian Works programmes progressing into employment	Quarterly	42 (Q3 15/16)	45	42 – 100	↓		March 2015 – East Lothian Works  * May 2016 - Update on East Lothian Works																											
	Number of new business starts supported by East Lothian Council	Quarterly	32 (Q3 15/16)	50	<table border="1"> <caption>Quarterly Actual vs Target for New Business Starts</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 14/15</td> <td>56</td> <td>50</td> </tr> <tr> <td>Q2 14/15</td> <td>45</td> <td>50</td> </tr> <tr> <td>Q3 14/15</td> <td>41</td> <td>50</td> </tr> <tr> <td>Q4 14/15</td> <td>54</td> <td>50</td> </tr> <tr> <td>Q1 15/16</td> <td>42</td> <td>50</td> </tr> <tr> <td>Q2 15/16</td> <td>25</td> <td>50</td> </tr> <tr> <td>Q3 15/16</td> <td>32</td> <td>50</td> </tr> <tr> <td>Q4 15/16</td> <td>-</td> <td>50</td> </tr> </tbody> </table>	Quarter	Actual	Target	Q1 14/15	56	50	Q2 14/15	45	50	Q3 14/15	41	50	Q4 14/15	54	50	Q1 15/16	42	50	Q2 15/16	25	50	Q3 15/16	32	50	Q4 15/16	-	50	Quarterly (4 quarter average)	New adviser in post although the second adviser post is currently vacant. The second post has been filled but the new adviser will not be in position until April 2016 - target will not be met.	November 2015 - Report on Economic Development Strategy  January 2016 - Report on Tourism Strategy
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Q4 15/16	-	50																																	
Quarterly (4 quarter average)	38.25 (Q3 15/16)	50																																	
	Percentage of new businesses supported by East Lothian Council surviving after 24 months	Quarterly	64.5% (Q3 15/16)	80%	64.5 – 80.5%	↓	New adviser in post although the second adviser post is currently vacant. New system to be implemented for the coming financial year based around a 12 month monitoring.	November 2015 - Report on Economic Development Strategy																											

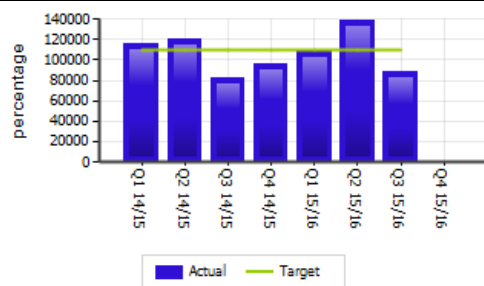
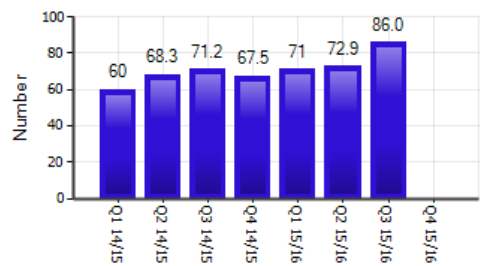
Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Finance	Percentage of invoices paid with 30 days of receipt	Quarterly, Annual	<b>90.4%</b> (Q3 15/16)	<b>90%</b>	85.5 – 91.6%	↑		
Planning	Local business and industry developments: average number of weeks to decision	Quarterly	<b>8 weeks</b> (Q2 15/16)	Scottish av. 10	8 – 9.3 weeks	↓	The planning indicators lag by one quarter to allow for a comparison with the Scottish average.  Performance in relation to major developments tends to fluctuate due to the small number of developments that this indicator relates to. There were only 3 major development in East Lothian during Q2 15/16.	November 2013 – Planning Performance Framework
	Local Developments (non-householder): average number of weeks to decision	Quarterly	<b>8.9 weeks</b> (Q2 15/16)	Scottish av. 9.8	8.0 – 9.2 weeks	↑		
	Householder developments: average number of weeks to decision	Quarterly	<b>7.4 weeks</b> (Q2 15/16)	Scottish av. 7.2	6.9 – 8.8 weeks	↑		
	Major developments: average number of weeks to decision	Quarterly	<b>26 weeks</b> (Q2 15/16)	Scottish av. 34.3	26.6 – 41.0 weeks	↓		
	Planning application approval rate	Quarterly	<b>98.7%</b> (Q2 15/16)	Scottish av. 93.7	93.9 – 98.7%	↑		
Roads	Traffic lights average time to repair failure	Quarterly	<b>4.09 hours</b> (Q3 15/16)	<b>48 hours</b>	4.09 – 7.26 hours	↓		November 2015 - Roads Annual Status and Options Report
	Street lighting – average time to repair failure	Quarterly	<b>2.77 days</b> (Q3 15/16)	<b>7 days</b>	2.48 – 2.84 days	↑		

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC																									
Revenues	Non-domestic rates collection rate	Monthly	<b>86.17%</b> (Dec 15)	<b>85.86%</b>	Comparison with same period last year - Dec 2014 88.07%	↓																											
	% of Council Tax collected	Monthly	<b>83.21%</b> (Dec 15)	<b>83.05%</b>	Comparison with same period last year - Dec 2014 83.05%	↑																											
	Total amount of money owed in rent arrears	Monthly	<b>£1,248,125</b> (Dec 15)	<b>£1,073,650</b>	£1,248,125 - £1,387,397	↓	The total fell by £140k between November and December.	November 2014 – Rent Arrears  * June 2016 - Impact of Universal Credit on Rent Arrears																									
Trading Standards	% of trading standards inspections achieved on time	Quarterly	<b>100%</b> (Q3 15/16)	<b>95%</b>	100 – 100%	↔																											
	% of consumer complaints completed within 14 days	Quarterly	<b>89%</b> (Q3 15/16)	<b>100%</b>	 <table border="1"> <caption>% of consumer complaints completed within 14 days</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 14/15</td> <td>94</td> <td>100</td> </tr> <tr> <td>Q2 14/15</td> <td>95</td> <td>100</td> </tr> <tr> <td>Q3 14/15</td> <td>95</td> <td>100</td> </tr> <tr> <td>Q4 14/15</td> <td>84</td> <td>100</td> </tr> <tr> <td>Q1 15/16</td> <td>84</td> <td>100</td> </tr> <tr> <td>Q2 15/16</td> <td>84</td> <td>100</td> </tr> <tr> <td>Q3 15/16</td> <td>89</td> <td>100</td> </tr> <tr> <td>Q4 15/16</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 14/15	94	100	Q2 14/15	95	100	Q3 14/15	95	100	Q4 14/15	84	100	Q1 15/16	84	100	Q2 15/16	84	100	Q3 15/16	89	100	Q4 15/16	-	100	
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Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Trading Standards	% of business advice requests responded to within 14 days	Quarterly	<b>100%</b> (Q3 15/16)	<b>100%</b>	89 – 100%	↑		
	Percentage of consumer enquiries responded to on the same day	Quarterly	<b>100%</b> (Q3 15/16)	<b>100%</b>	100 – 100%	↔		
Environmental Health	% of food hygiene inspections achieved – high risk	Quarterly	<b>N/A</b> (Q3 15/16)	<b>100%</b>	100 – 100%		There were no high risk premises due for inspection in the third quarter	
	% of food hygiene inspections achieved – medium risk	Quarterly	<b>90%</b> (Q3 15/16)	<b>90%</b>	90 – 100%	↓		
	% food businesses broadly compliant with food hygiene law	Quarterly	<b>93%</b> (Q3 15/16)	<b>93%</b>	88-93%	↑		

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Engineering Services & Building Standards	Average time in working days to issue building warrants	Quarterly	<b>86%</b> (Q3 15/16)	-				
	Percentage of Construction Compliance and Notification Plans (CCNPs) fully achieved	Quarterly	<b>28.4%</b> (Q3 15/16)	-	21.2 – 32.3%	↑		
Sport, Countryside & Leisure	Number of attendances at indoor sports and leisure facilities	Quarterly	<b>178,076</b> (Q3 15/16)	<b>130,000</b>	159,131 – 190,629	↑		November 2015 – Council arrangements with enjoyleisure ALEO
		Quarterly (4 quarter average)	<b>175,874</b> (Q3 15/16)	<b>130,000</b>	143,252 – 190,629	↑	Average for previous 4 quarters = 175,874	
	Number of attendances at pools	Quarterly	<b>88,683</b> (Q3 15/16)	<b>110,000</b>				
		Quarterly (4 quarter average)	<b>108,226</b> (Q3 15/16)	<b>110,000</b>		↑	Average for previous 4 quarters = 108,226	



Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)		Trend	Comment
Waste	Number of vehicles accessing the Recycling Centres	Quarterly	105,768 (Q3 15/16)	55,000	77,951 – 119,921		↓	Fair use and acceptance agreement has been produced in line with National guidance and is awaiting implementation. Surveys are being carried out to make sure only East Lothian residents are making use of the sites. Site use has increased significantly since service changes in April 2015.