

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

**MEETING DATE:** 15/03/2015

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

**SUBJECT:** Local Government Benchmarking Framework

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## **1 PURPOSE**

- 1.1 To provide the PPRC with an overview of the Local Government Benchmarking Framework (LGBF) results for 2014/15
- 1.2 To inform PPRC of current and forthcoming benchmarking exercises

## **2 RECOMMENDATIONS**

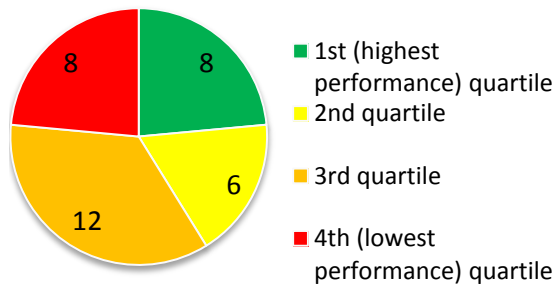
- 2.1 The Committee is asked to use the information provided in this report to consider whether any aspect of the Council's performance is in need of improvement or further investigation

## **3 BACKGROUND**

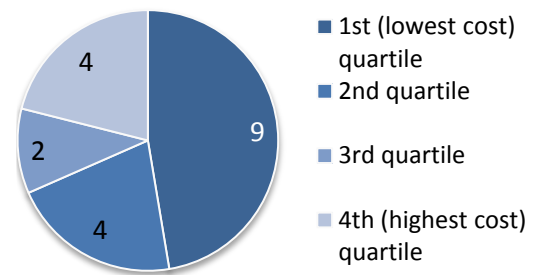
- 3.1 The Local Government Benchmarking Framework includes 53 performance indicators. 34 of these indicators relate to the performance of services in delivering outputs and outcomes; the remaining 19 indicators relate to the cost of delivering the service. The results provide a comparison between East Lothian and every council in Scotland.
- 3.2 East Lothian Council's performance was mixed during 2014/15 when ranking each performance indicator from 1 (highest performance) to 32 (lowest performance). The results of 8 indicators for East Lothian fell within the highest performing quartile of councils, while 8 results were among the lowest performing quartile (see Figure 1). Performance has worsened in comparison with 2013/14, when 14 indicators fell within the highest performing quartile and 5 within the lowest performing quartile. The difference is largely attributable to fewer satisfaction measures falling within the top quartile and the comparative worsening of the results relating to sickness absence, positive school leaver destinations and the condition of A class roads.

3.3 9 of East Lothian’s cost indicators fall within the lowest cost quartile in comparison to other Scottish councils, while 4 indicators fall within the highest cost quartile (see Figure 2). Some of the cost indicators demonstrate significant levels of variation, which is mainly due to changes in accounting practices, e.g. the re-categorisation of costs under different areas of the Local Financial Return. Significant changes to the cost indicators are explained in the comments provided against each indicator in Appendix 2.

**Figure 1. Performance indicators by quartile**



**Figure 2. Cost indicators by quartile**



3.4 Appendix 2 provides the result for each of the indicators. Appendix 2 displays the trend over the past four years, the Scottish average, explanatory comments and any planned improvement actions for each indicator.

### Highlights

- 3.5 Satisfaction with services (C&L5d, ENV7a, ENV7b) – citizens in East Lothian generally have a high level of satisfaction with Council services. However, some of the satisfaction results have fallen in comparison to previous years, although this appears to be at least in part due to methodological factors with the Scottish Household Survey from which the data is derived.
- 3.6 % of Council Tax collected (CORP7) – East Lothian collected 96.6% of the Council Tax due, compared to the Scottish average of 95.5%
- 3.7 Percentage of C class and Unclassified roads requiring maintenance (ENV4d, ENV4e) – the results for both of these categories of road are significantly below the national average.
- 3.8 Average time to attend domestic noise complaints (CORP5b2) – response times in East Lothian (30 minutes) are far lower than the national average of almost 59 hours.
- 3.9 Proportion of internal floor area of operational buildings in satisfactory condition (CORP ASSET 2) – 96% of floor area is classified as being in satisfactory condition compared with the Scottish average of 82.9%.

### **Areas for further investigation**

- 3.10 Sickness absence (CORP6a, CORP6b) – during 13/14 performance against this indicator fell within the top quartile; however, it has subsequently worsened. The Framework now divides the result into absence for teachers and absence for non-teaching staff, whereas it had previously only reported an overall result. East Lothian's level of absence increased for both categories, although the level of increase for teachers was particularly marked.
- 3.11 Rent arrears (HSN1b) – the level of arrears continues to be among the highest in Scotland. However, a number of initiatives have been established that have helped to reduce the level of arrears while the Scottish average has started to increase.
- 3.12 Scottish Housing Quality Standard (HSN3) – 81.6% of Council houses in East Lothian meet the Standard in comparison to the Scottish average of 90.4%.
- 3.13 Average length of time taken to complete non-emergency repairs (HSN4b) – East Lothian Council takes an average of 14.8 days to undertake a non-emergency repair compared to a Scottish average of 9.9 days. Performance against this measure improved from 17 days during 13/14.
- 3.14 Proportion of school leavers entering positive destinations (CHN11) – 91.9% of East Lothian school leavers entered positive destinations compared with the national average of 92.9%
- 3.15 Street cleanliness score (ENV3c) – the result for this indicator worsened, although it should be noted that the methodology used to calculate the indicator changed in 2014/15. The indicator was previously based upon 7 audits to determine the cleanliness of streets; this subsequently changed to 2 audits, which may lead to a greater degree of fluctuation in the results.
- 3.16 Percentage of A class roads requiring maintenance (ENV4b) – 31.7% of A class roads in East Lothian required maintenance in comparison to the Scottish average of 29%
- 3.17 % Unemployed People Assisted into work from Council operated / funded Employability Programmes (ECON 1) – 8.7% of clients were assisted into work in East Lothian compared to the Scottish average of 14.2%. The recording of data regarding employability programmes is set improve with the introduction of the Caselink management information system.

### **Benchmarking exercises**

- 3.18 Appendix 2 provides an overview of current and forthcoming benchmarking exercises. East Lothian is a member of a 'family group' of councils that have similar geographical or social and demographic characteristics. Each family group includes eight local authorities. Eight benchmarking exercises are currently underway for East Lothian's family group.

3.19 The Improvement Service has offered further support to assist with benchmarking. The Council is particularly interested in conducting more detailed analysis of the indicators highlighted above to better understand the underlying factors.

#### **4 POLICY IMPLICATIONS**

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

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

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

#### **6 RESOURCE IMPLICATIONS**

6.1 Financial – there are no financial implications in regard to additional resources. However, the Local Financial Return needs to be reviewed to ensure that the cost data the Council provides for use in the LGBF is comparable to that provided by other local authorities.

6.2 Personnel - none.

6.3 Other – none.

#### **7 BACKGROUND PAPERS**

7.1 Appendix 1: Overview of benchmarking exercises

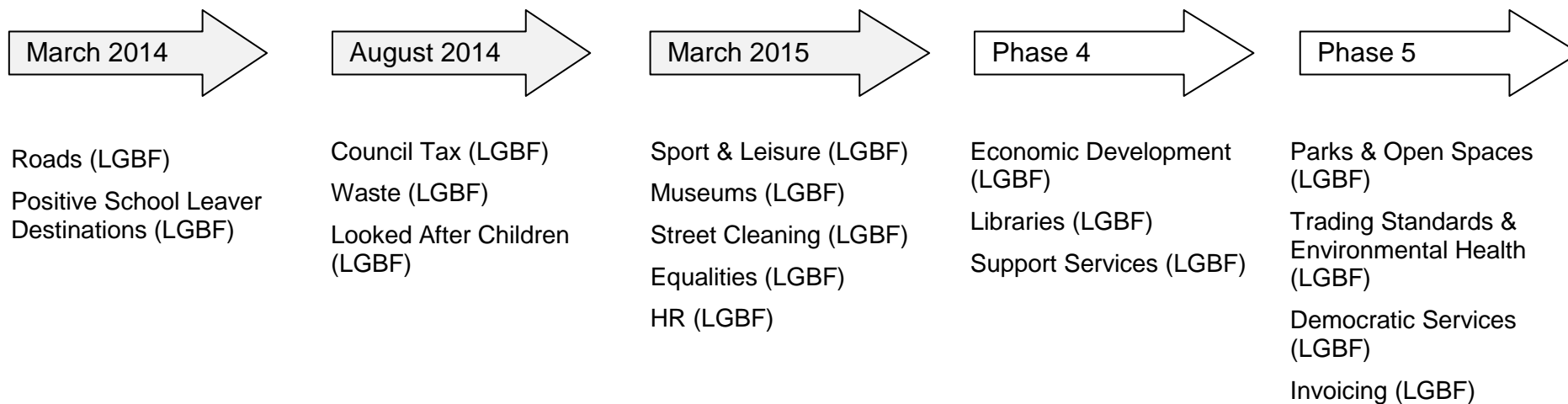
7.2 Appendix 2: Local Government Benchmarking Framework results 2014/15

7.3 National Benchmarking Overview Report 2014/15  
([http://www.improvementservice.org.uk/benchmarking/documents/2016\\_Overview\\_Report.pdf](http://www.improvementservice.org.uk/benchmarking/documents/2016_Overview_Report.pdf))

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<b>DATE</b>	01/03/2016

## Appendix 1: Overview of benchmarking exercises

Programme of benchmarking exercises:



**Current benchmarking exercises:**

<b>Subject</b>	<b>Comments</b>
Council Tax	The group has met three times. Current areas of benchmarking activity include Council Tax collection by Valuation Band and Council Tax reduction caseload.
Waste	This exercise has started; however, the Council is not participating due to workload commitments.
Looked After Children	The group has met once. Initial areas for discussion included early intervention, permanency planning, foster care provision and positive school leaver destinations.
Equalities	The Equalities group is planning to focus upon Equality Impact Assessments.
HR	The group has met four times. Current areas of benchmarking activity relate to sickness absence and methods for improving absence levels.
Museums	The group has met three times. Areas under investigation include the use of volunteers, access to services, and partnership working.
Sport	The group has met three times. Issues under investigation include improving access to services by specific target groups, improving participation and uptake for Active Schools, and, the use of a Hub model.
Street Cleaning	The group has agreed to focus upon more efficient ways of delivering street cleaning services.

## Appendix 2: Local Government Benchmarking Framework results 2014/15

### Key:

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions
CHN 1 Cost Per Primary School Pupil	4,216.98  Rank: 4	4,653		Expenditure increased by £1.1m. The main movements are due to changes in categorisation in expenditure in line with guidance and include: <ul style="list-style-type: none"> <li>£415k relating to Music instrumentalists (previously Community Learning)</li> </ul>	

Title of indicator

Result and ranking from 1-32, where 1 equals the highest performance or lowest cost. Where another figure is stated in brackets e.g. (26), the ranking would be out of, in this example, 26 rather than 32.

Results are also colour coded according to their quartile relative to other councils, i.e.

- 1<sup>st</sup> quartile (highest performers)
- 2<sup>nd</sup> quartile
- 3<sup>rd</sup> quartile
- 4<sup>th</sup> quartile (lowest performers)



The cost indicators are not colour coded as a high or low cost is not unequivocally better or worse.

The mean average for all Scottish councils

Graph showing the trend over the past four years for East Lothian (blue) and the Scottish mean (grey)

Explanatory comments

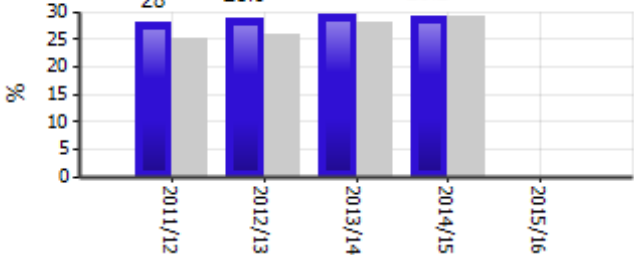
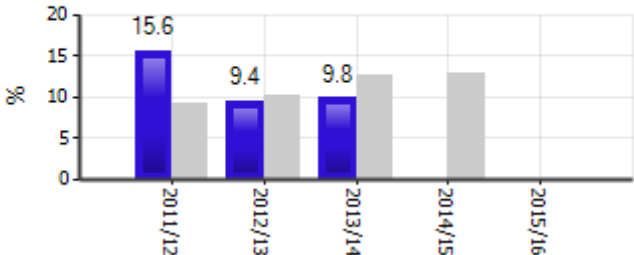
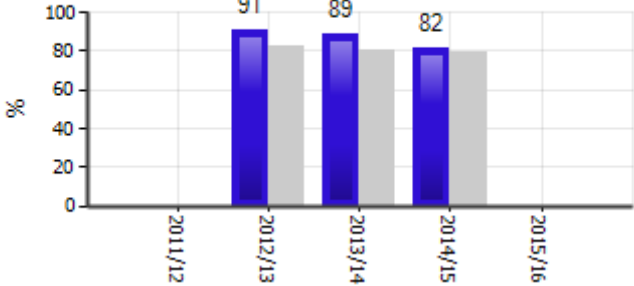
Any planned or ongoing improvement actions that relate to the indicator

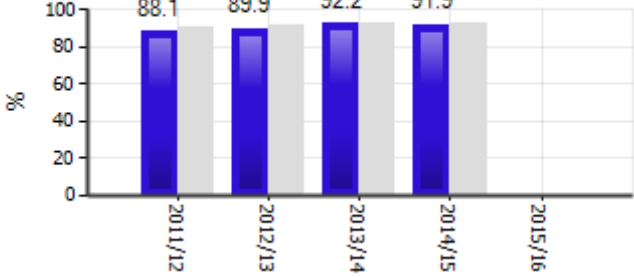
The Council's performance web pages provide further analysis of each of the LGBF indicators, including a breakdown of performance in comparison to other members of East Lothian's family group of similar councils: [http://www.eastlothian.gov.uk/info/200453/performance\\_reporting](http://www.eastlothian.gov.uk/info/200453/performance_reporting)

## Education

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions																		
CHN 1 Cost Per Primary School Pupil	4,216.98  Rank: 4	4,653	<p>Cost per primary pupil</p> <table border="1"> <caption>Cost per primary pupil</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Scottish Average</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>4,774</td> <td>~4,800</td> </tr> <tr> <td>2012/13</td> <td>4,522</td> <td>~4,800</td> </tr> <tr> <td>2013/14</td> <td>4,185</td> <td>~4,800</td> </tr> <tr> <td>2014/15</td> <td>4,217</td> <td>~4,800</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Actual	Scottish Average	2011/12	4,774	~4,800	2012/13	4,522	~4,800	2013/14	4,185	~4,800	2014/15	4,217	~4,800	2015/16	-	-	<p>Expenditure increased by £1.1m. The main movements are due to changes in categorisation in expenditure in line with guidance and include:</p> <ul style="list-style-type: none"> <li>• £415k relating to Music instrumentalists (previously Community Learning)</li> <li>• £300k relating to increased school roll (8 more classes in 2014/15)</li> <li>• £300k – increase in salary costs due to 1% pay award in 14/15</li> </ul>	
Year	Actual	Scottish Average																					
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CHN 2 Cost per Secondary School Pupil	6,193.43  Rank: 6	6,593	<p>Secondary education gross expenditure per pupil</p> <table border="1"> <caption>Secondary education gross expenditure per pupil</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Scottish Average</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>6,035</td> <td>~6,500</td> </tr> <tr> <td>2012/13</td> <td>6,161</td> <td>~6,500</td> </tr> <tr> <td>2013/14</td> <td>5,869</td> <td>~6,500</td> </tr> <tr> <td>2014/15</td> <td>6,193</td> <td>~6,500</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Actual	Scottish Average	2011/12	6,035	~6,500	2012/13	6,161	~6,500	2013/14	5,869	~6,500	2014/15	6,193	~6,500	2015/16	-	-	<p>Expenditure increased by £968k. The main movements are due to:</p> <ul style="list-style-type: none"> <li>• £289k – re-categorisation of expenditure relating to Music Instrumentalists per Primary above</li> <li>• £300k – relating to pay awards and increments</li> <li>• £286k increase in transport costs – which had been miscoded all to primary in 2013/14</li> </ul>	
Year	Actual	Scottish Average																					
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CHN 3 Cost per Pre-School Education Registration	3,231.49  Rank: 16	3,306	<p>Cost per Pre-School Place</p> <table border="1"> <caption>Cost per Pre-School Place</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Scottish Average</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>3,011</td> <td>~3,300</td> </tr> <tr> <td>2012/13</td> <td>2,664</td> <td>~3,300</td> </tr> <tr> <td>2013/14</td> <td>2,800</td> <td>~3,300</td> </tr> <tr> <td>2014/15</td> <td>3,231</td> <td>~3,300</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Actual	Scottish Average	2011/12	3,011	~3,300	2012/13	2,664	~3,300	2013/14	2,800	~3,300	2014/15	3,231	~3,300	2015/16	-	-	<p>Expenditure increased by £428k due to the new provision to increase nursery hours, which was in place from August 2014.</p>	
Year	Actual	Scottish Average																					
2011/12	3,011	~3,300																					
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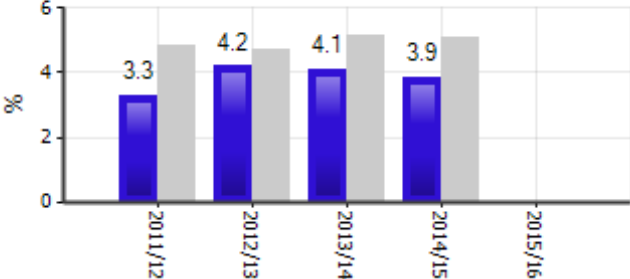
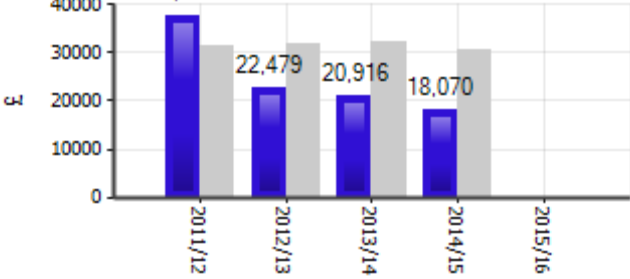
Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions																		
CHN 5 % of Pupils Gaining 5+ Awards at Level 6	29.3 Rank: 13	29.29	<p data-bbox="658 188 1227 245">% of Pupils Gaining 5+ Awards at Level 6 for Higher Grade by S6 (Pre-Appeal)</p>  <table border="1" data-bbox="636 268 1267 523"> <thead> <tr> <th>Year</th> <th>East Lothian (%)</th> <th>Scotland Mean (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>28</td> <td>29.29</td> </tr> <tr> <td>2012/13</td> <td>28.9</td> <td>29.29</td> </tr> <tr> <td>2013/14</td> <td>29.7</td> <td>29.29</td> </tr> <tr> <td>2014/15</td> <td>29.2</td> <td>29.29</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>29.29</td> </tr> </tbody> </table>	Year	East Lothian (%)	Scotland Mean (%)	2011/12	28	29.29	2012/13	28.9	29.29	2013/14	29.7	29.29	2014/15	29.2	29.29	2015/16	-	29.29		<p data-bbox="1899 177 2107 456">Funding is being devolved to the Local Area Partnerships to spend on local initiatives to help improve attainment.</p> <p data-bbox="1899 501 2130 852">The attainment measures used within the Framework are being reviewed to include measures that are part of the National Improvement Framework.</p>
Year	East Lothian (%)	Scotland Mean (%)																					
2011/12	28	29.29																					
2012/13	28.9	29.29																					
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CHN 7 % Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	N/A	12.75	<p data-bbox="645 552 1240 609">Pupils in 20% most deprived areas getting %+ awards level 6</p>  <table border="1" data-bbox="636 632 1267 887"> <thead> <tr> <th>Year</th> <th>East Lothian (%)</th> <th>Scotland Mean (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>15.6</td> <td>12.75</td> </tr> <tr> <td>2012/13</td> <td>9.4</td> <td>12.75</td> </tr> <tr> <td>2013/14</td> <td>9.8</td> <td>12.75</td> </tr> <tr> <td>2014/15</td> <td>-</td> <td>12.75</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>12.75</td> </tr> </tbody> </table>	Year	East Lothian (%)	Scotland Mean (%)	2011/12	15.6	12.75	2012/13	9.4	12.75	2013/14	9.8	12.75	2014/15	-	12.75	2015/16	-	12.75	<p data-bbox="1317 544 1832 679">There were too few pupils living in East Lothian from the most deprived 20% of Scotland for a figure to be provided for this measure.</p>	
Year	East Lothian (%)	Scotland Mean (%)																					
2011/12	15.6	12.75																					
2012/13	9.4	12.75																					
2013/14	9.8	12.75																					
2014/15	-	12.75																					
2015/16	-	12.75																					
CHN 10 % of Adults Satisfied with Local Schools	82.0 Rank: 19	79.0	<p data-bbox="725 916 1160 948">% of adults satisfied with local schools</p>  <table border="1" data-bbox="636 970 1267 1257"> <thead> <tr> <th>Year</th> <th>East Lothian (%)</th> <th>Scotland Mean (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>-</td> <td>79.0</td> </tr> <tr> <td>2012/13</td> <td>91</td> <td>79.0</td> </tr> <tr> <td>2013/14</td> <td>89</td> <td>79.0</td> </tr> <tr> <td>2014/15</td> <td>82</td> <td>79.0</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>79.0</td> </tr> </tbody> </table>	Year	East Lothian (%)	Scotland Mean (%)	2011/12	-	79.0	2012/13	91	79.0	2013/14	89	79.0	2014/15	82	79.0	2015/16	-	79.0	<p data-bbox="1317 911 1861 1222">The Citizen's Panel also asked how satisfied citizens are with primary and secondary schools. The Summer 2015 survey found that 90.9% were very / fairly satisfied with primary schools and 87.7% were very / fairly satisfied with secondary schools. These results are based on 330 responses, which is larger than the Scottish Household Survey for East Lothian.</p>	
Year	East Lothian (%)	Scotland Mean (%)																					
2011/12	-	79.0																					
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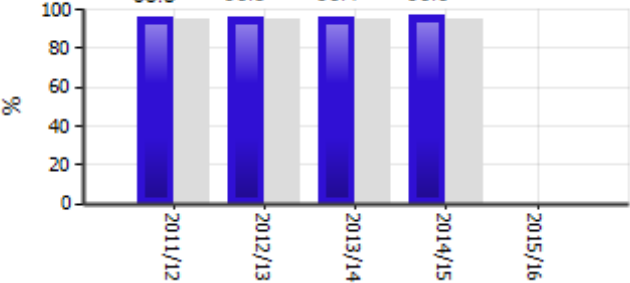
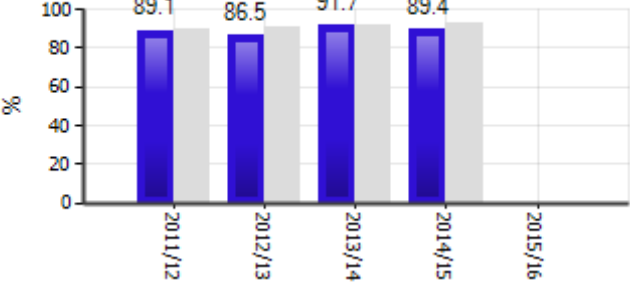
Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
CHN 11 Proportion of Pupils Entering Positive Destinations	91.9 Rank: 25	92.9	<p data-bbox="667 256 1223 284">Proportion of pupils entering positive destinations</p>  <table border="1" data-bbox="636 309 1267 587"> <caption>Proportion of pupils entering positive destinations</caption> <thead> <tr> <th>Year</th> <th>Proportion (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>88.1</td> </tr> <tr> <td>2012/13</td> <td>89.9</td> </tr> <tr> <td>2013/14</td> <td>92.2</td> </tr> <tr> <td>2014/15</td> <td>91.9</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Proportion (%)	2011/12	88.1	2012/13	89.9	2013/14	92.2	2014/15	91.9	2015/16	-		East Lothian Works and the Education Service provide a number of activities to support school pupils and recent school leavers into positive destinations.
Year	Proportion (%)																
2011/12	88.1																
2012/13	89.9																
2013/14	92.2																
2014/15	91.9																
2015/16	-																

## Children's Wellbeing

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
CHN 8a The Gross Cost of "Children Looked After" in Residential Based Services per Child per week	2503.08 Rank: 9 (2013/14)	3,098 (2013/14)	<p>Weekly Gross Costs per 'Looked After' Child in a residential setting</p> <table border="1"> <caption>Weekly Gross Costs per 'Looked After' Child in a residential setting</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>2,247</td> </tr> <tr> <td>2012/13</td> <td>2,213</td> </tr> <tr> <td>2013/14</td> <td>2,503</td> </tr> <tr> <td>2014/15</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Cost (£)	2011/12	2,247	2012/13	2,213	2013/14	2,503	2014/15	-	2015/16	-	<p>* Note: these results are for 2013/14 rather than 2014/15</p> <p>East Lothian has a low percentage of Home Supervision which is a fixed cost. More children on Home Supervision, i.e. statutory measures, would lower the unit cost Our practice is to work with families on a voluntary basis whenever possible i.e. early intervention.</p>	<p>The Council is participating in a benchmarking exercise to identify and learn from good practice. The exercise will focus upon early intervention, capacity for residential provision, permanency planning, emergency admissions, foster care provision and positive destinations.</p> <p>East Lothian Partnership is developing a new Children &amp; Young People's Services Plan.</p>
Year	Cost (£)																
2011/12	2,247																
2012/13	2,213																
2013/14	2,503																
2014/15	-																
2015/16	-																
CHN 8b The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	310.91 Rank: 24 (2013/14)	265 (2013/14)	<p>Weekly Gross Costs per 'Looked After' Child in the Community</p> <table border="1"> <caption>Weekly Gross Costs per 'Looked After' Child in the Community</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>288</td> </tr> <tr> <td>2012/13</td> <td>318</td> </tr> <tr> <td>2013/14</td> <td>311</td> </tr> <tr> <td>2014/15</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Cost (£)	2011/12	288	2012/13	318	2013/14	311	2014/15	-	2015/16	-	<p>East Lothian also has 53 Informal Kin Care young people counted in the cost reported but not in denominator (i.e. as being a Child Looked After in the community).</p> <p>East Lothian has 9.6 Looked After Children per 1,000 children compared with the national average of 15.1. If East Lothian was an "average authority", we would have an extra 116 children and young people Looked After which would equate to an additional c£1.7 m</p>	
Year	Cost (£)																
2011/12	288																
2012/13	318																
2013/14	311																
2014/15	-																
2015/16	-																
CHN 9 Balance of Care for looked after children: % of children being looked after in the Community	88.0 Rank: 19 (2013/14)	91 (2013/14)	<p>Percentage of Looked After Children cared for in the Community</p> <table border="1"> <caption>Percentage of Looked After Children cared for in the Community</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>88</td> </tr> <tr> <td>2012/13</td> <td>86</td> </tr> <tr> <td>2013/14</td> <td>88</td> </tr> <tr> <td>2014/15</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	88	2012/13	86	2013/14	88	2014/15	-	2015/16	-	<p>per year, along with all the statutory processes/workload associated. The 53 informal kin care placements make us look like we have higher spending but is a key early intervention / capacity building prevention of escalation to Looked After status/volumes and costs.</p>	
Year	Percentage (%)																
2011/12	88																
2012/13	86																
2013/14	88																
2014/15	-																
2015/16	-																

**Corporate Services**

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions																		
<p>CORP 1</p> <p>Support services as a % of Total Gross expenditure</p>	<p>3.9</p> <p>Rank: 7</p>	<p>5.07</p>	<p>Central Support services as a % of Total Gross expend</p>  <table border="1"> <caption>Central Support services as a % of Total Gross expend</caption> <thead> <tr> <th>Year</th> <th>East Lothian (%)</th> <th>Scotland Mean (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>3.3</td> <td>~5.0</td> </tr> <tr> <td>2012/13</td> <td>4.2</td> <td>~5.0</td> </tr> <tr> <td>2013/14</td> <td>4.1</td> <td>~5.0</td> </tr> <tr> <td>2014/15</td> <td>3.9</td> <td>~5.0</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	East Lothian (%)	Scotland Mean (%)	2011/12	3.3	~5.0	2012/13	4.2	~5.0	2013/14	4.1	~5.0	2014/15	3.9	~5.0	2015/16	-	-		
Year	East Lothian (%)	Scotland Mean (%)																					
2011/12	3.3	~5.0																					
2012/13	4.2	~5.0																					
2013/14	4.1	~5.0																					
2014/15	3.9	~5.0																					
2015/16	-	-																					
<p>CORP 2</p> <p>Cost of Democratic Core per 1,000 population</p>	<p>18,069.57</p> <p>Rank: 2</p>	<p>30,688</p>	<p>Democratic Core Costs per 1,000 Population</p>  <table border="1"> <caption>Democratic Core Costs per 1,000 Population</caption> <thead> <tr> <th>Year</th> <th>East Lothian (£)</th> <th>Scotland Mean (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>37,578</td> <td>~30,000</td> </tr> <tr> <td>2012/13</td> <td>22,479</td> <td>~30,000</td> </tr> <tr> <td>2013/14</td> <td>20,916</td> <td>~30,000</td> </tr> <tr> <td>2014/15</td> <td>18,070</td> <td>~30,000</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	East Lothian (£)	Scotland Mean (£)	2011/12	37,578	~30,000	2012/13	22,479	~30,000	2013/14	20,916	~30,000	2014/15	18,070	~30,000	2015/16	-	-		
Year	East Lothian (£)	Scotland Mean (£)																					
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2015/16	-	-																					

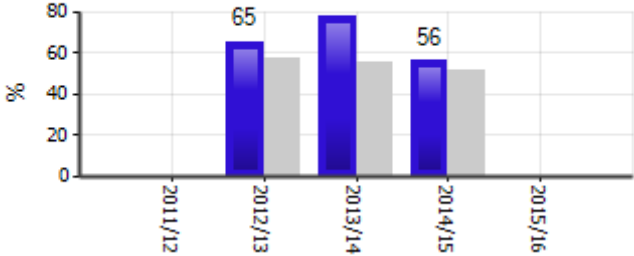
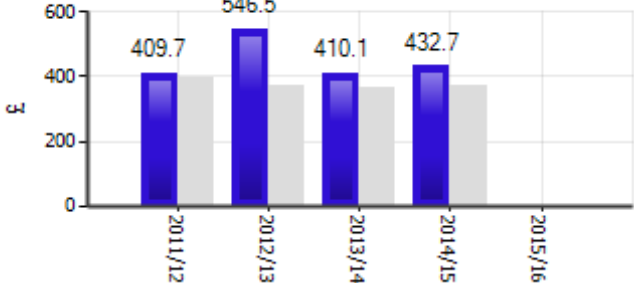
Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
CORP 7 Percentage of income due from Council Tax received by the end of the year	96.63  Rank: 7	95.46	<p data-bbox="689 256 1200 284">Percentage of Council Tax collected (annually)</p>  <table border="1" data-bbox="640 309 1267 592"> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>95.8</td> </tr> <tr> <td>2012/13</td> <td>96.5</td> </tr> <tr> <td>2013/14</td> <td>96.4</td> </tr> <tr> <td>2014/15</td> <td>96.6</td> </tr> <tr> <td>2015/16</td> <td>96.6</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	95.8	2012/13	96.5	2013/14	96.4	2014/15	96.6	2015/16	96.6		The Council is participating in a benchmarking exercise to identify good practice in Council Tax collection
Year	Percentage (%)																
2011/12	95.8																
2012/13	96.5																
2013/14	96.4																
2014/15	96.6																
2015/16	96.6																
CORP 8 Percentage of invoices sampled that were paid within 30 days	89.39  Rank: 24	92.52	<p data-bbox="689 624 1200 651">Percentage of all invoices paid within 30 days</p>  <table border="1" data-bbox="640 676 1267 959"> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>89.1</td> </tr> <tr> <td>2012/13</td> <td>86.5</td> </tr> <tr> <td>2013/14</td> <td>91.7</td> </tr> <tr> <td>2014/15</td> <td>89.4</td> </tr> <tr> <td>2015/16</td> <td>89.4</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	89.1	2012/13	86.5	2013/14	91.7	2014/15	89.4	2015/16	89.4		
Year	Percentage (%)																
2011/12	89.1																
2012/13	86.5																
2013/14	91.7																
2014/15	89.4																
2015/16	89.4																

HR

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
CORP 3b The percentage of the highest paid 5% of employees who are women	51.9 Rank: 12	51.66	<p>Percentage of employees in the highest 5% of earners that are female</p> <table border="1"> <caption>Percentage of employees in the highest 5% of earners that are female</caption> <thead> <tr> <th>Fiscal Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>47.5</td> </tr> <tr> <td>2012/13</td> <td>52.4</td> </tr> <tr> <td>2013/14</td> <td>51.4</td> </tr> <tr> <td>2014/15</td> <td>51.9</td> </tr> <tr> <td>2015/16</td> <td>51.9</td> </tr> </tbody> </table>	Fiscal Year	Percentage (%)	2011/12	47.5	2012/13	52.4	2013/14	51.4	2014/15	51.9	2015/16	51.9		
Fiscal Year	Percentage (%)																
2011/12	47.5																
2012/13	52.4																
2013/14	51.4																
2014/15	51.9																
2015/16	51.9																
CORP 6a Sickness Absence Days per Teacher	8.3 Rank: 29	6.28	<table border="1"> <caption>Sickness Absence Days per Teacher</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>0</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> <tr> <td>2014/15</td> <td>8</td> </tr> <tr> <td>2015/16</td> <td>6</td> </tr> </tbody> </table>	Fiscal Year	Number	2011/12	0	2012/13	0	2013/14	0	2014/15	8	2015/16	6	<p>There were 4 significant reasons for increased absence in 2014/2015. These were;</p> <ul style="list-style-type: none"> <li>• Psychological reasons, which increased by 1704 days Council wide compared to the previous year.</li> <li>• Respiratory absence increased by 1220 days across Resources and People and East Lothian Health &amp; Social Care - areas where staff are in regular contact with vulnerable groups i.e. children and adults;</li> <li>• Musculoskeletal absences increased in East Lothian Health &amp; Social Care – an area where manual handling is part of the job</li> <li>• ‘Other’ absences (which includes for example headaches, head injuries, concussion) increased by 1640 days across all depts.</li> </ul>	<p>The Council is participating in a benchmarking exercise to identify and learn from good practice in absence management.</p>
Fiscal Year	Number																
2011/12	0																
2012/13	0																
2013/14	0																
2014/15	8																
2015/16	6																
CORP 6b Sickness Absence Days per Employee (non-teacher)	11.1 Rank: 18	10.8	<table border="1"> <caption>Sickness Absence Days per Employee (non-teacher)</caption> <thead> <tr> <th>Fiscal Year</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>0</td> </tr> <tr> <td>2013/14</td> <td>0</td> </tr> <tr> <td>2014/15</td> <td>11</td> </tr> <tr> <td>2015/16</td> <td>10</td> </tr> </tbody> </table>	Fiscal Year	Number	2011/12	0	2012/13	0	2013/14	0	2014/15	11	2015/16	10	<p>Absence levels have subsequently declined due to the introduction of a new Managing Attendance Policy. The average number of days lost per FTE from April 2015 – January 2016 was 7.58.</p>	<p>The new absence policy and procedures will be reviewed to ascertain whether there could be further improvements to support managers and staff at work and to return to work more quickly.</p>
Fiscal Year	Number																
2011/12	0																
2012/13	0																
2013/14	0																
2014/15	11																
2015/16	10																

## Adult Wellbeing

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
SW 1 Older Persons (Over 65) Home Care Costs per Hour	14.25 Rank: 5	20.01	<p>Home Care Costs per Hr (65 and over)</p> <table border="1"> <caption>Home Care Costs per Hr (65 and over)</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>14.9</td> </tr> <tr> <td>2012/13</td> <td>9.7</td> </tr> <tr> <td>2013/14</td> <td>13.0</td> </tr> <tr> <td>2014/15</td> <td>14.3</td> </tr> <tr> <td>Scotland Mean</td> <td>20.01</td> </tr> </tbody> </table>	Year	Cost (£)	2011/12	14.9	2012/13	9.7	2013/14	13.0	2014/15	14.3	Scotland Mean	20.01		
Year	Cost (£)																
2011/12	14.9																
2012/13	9.7																
2013/14	13.0																
2014/15	14.3																
Scotland Mean	20.01																
SW 2 SDS spend on adults over 18 as a % of total social work spend on adults over 18	3.65 Rank: 11	6.86	<p>Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+</p> <table border="1"> <caption>Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+</caption> <thead> <tr> <th>Year</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>4.4</td> </tr> <tr> <td>2012/13</td> <td>2.9</td> </tr> <tr> <td>2013/14</td> <td>4.1</td> </tr> <tr> <td>2014/15</td> <td>3.7</td> </tr> <tr> <td>Scotland Mean</td> <td>6.86</td> </tr> </tbody> </table>	Year	%	2011/12	4.4	2012/13	2.9	2013/14	4.1	2014/15	3.7	Scotland Mean	6.86	The Median position for this indicator among Scotland's councils is 2.7%; however, the Mean is 6.86%, which is largely due to Glasgow (the largest council area) recording a figure of 32.3% for this indicator.	
Year	%																
2011/12	4.4																
2012/13	2.9																
2013/14	4.1																
2014/15	3.7																
Scotland Mean	6.86																
SW 3 % of people over 65 with intensive needs receiving care at home	39.6 Rank: 13	35.6	<p>% of people 65+ with intensive needs receiving care at home</p> <table border="1"> <caption>% of people 65+ with intensive needs receiving care at home</caption> <thead> <tr> <th>Year</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>38.4</td> </tr> <tr> <td>2012/13</td> <td>39.4</td> </tr> <tr> <td>2013/14</td> <td>39.7</td> </tr> <tr> <td>2014/15</td> <td>39.6</td> </tr> <tr> <td>Scotland Mean</td> <td>35.6</td> </tr> </tbody> </table>	Year	%	2011/12	38.4	2012/13	39.4	2013/14	39.7	2014/15	39.6	Scotland Mean	35.6		
Year	%																
2011/12	38.4																
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Scotland Mean	35.6																

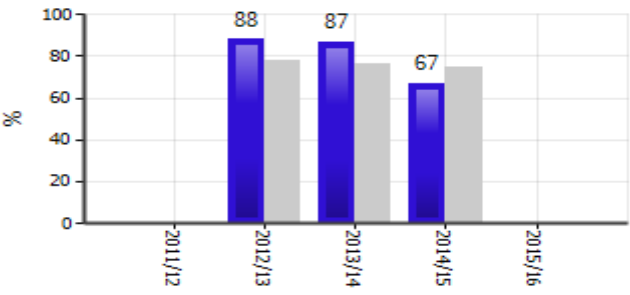
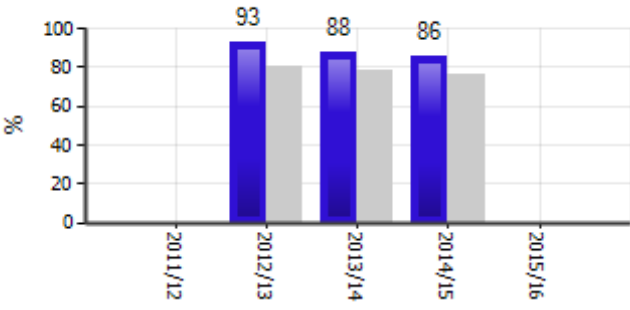
Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
SW 4 % of Adults satisfied with social care or social work services	56.0 Rank: 13	51	<p data-bbox="667 256 1227 312">% of adults satisfied with social care or social work services</p>  <table border="1" data-bbox="636 336 1267 592"> <caption>% of adults satisfied with social care or social work services</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>65</td> </tr> <tr> <td>2013/14</td> <td>78</td> </tr> <tr> <td>2014/15</td> <td>56</td> </tr> <tr> <td>2015/16</td> <td>0</td> </tr> </tbody> </table>	Year	Value (%)	2011/12	0	2012/13	65	2013/14	78	2014/15	56	2015/16	0	<p data-bbox="1312 245 1872 488">The Citizen's Panel also asked how satisfied citizens are with social care and social work services. The Summer 2015 survey found that 72.9% were very / fairly satisfied. This result is based on 321 responses, which is larger than the Scottish Household Survey for East Lothian.</p>	
Year	Value (%)																
2011/12	0																
2012/13	65																
2013/14	78																
2014/15	56																
2015/16	0																
SW 5 Residential Care Costs per adult per week	432.66 Rank: 27	372.07	<p data-bbox="719 628 1178 652">Residential care costs per adult per week</p>  <table border="1" data-bbox="636 676 1267 959"> <caption>Residential care costs per adult per week</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>409.7</td> </tr> <tr> <td>2012/13</td> <td>546.5</td> </tr> <tr> <td>2013/14</td> <td>410.1</td> </tr> <tr> <td>2014/15</td> <td>432.7</td> </tr> <tr> <td>2015/16</td> <td>0</td> </tr> </tbody> </table>	Year	Value (£)	2011/12	409.7	2012/13	546.5	2013/14	410.1	2014/15	432.7	2015/16	0		
Year	Value (£)																
2011/12	409.7																
2012/13	546.5																
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2014/15	432.7																
2015/16	0																



Cultural and community services (i.e. Sport, Countryside & Leisure / Community Partnerships / Customer Services)

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
C&L 1 Cost per attendance at Sports facilities	4.35 Rank: 20	3.68	<p>Gross cost per attendance at Sports facilities</p> <table border="1"> <caption>Gross cost per attendance at Sports facilities</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>4.84</td> </tr> <tr> <td>2012/13</td> <td>4.56</td> </tr> <tr> <td>2013/14</td> <td>4.15</td> </tr> <tr> <td>2014/15</td> <td>4.34</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Cost (£)	2011/12	4.84	2012/13	4.56	2013/14	4.15	2014/15	4.34	2015/16	-		The Council is participating in a benchmarking exercise to identify and learn from good practice in relation to income generation and increasing participation in sport.
Year	Cost (£)																
2011/12	4.84																
2012/13	4.56																
2013/14	4.15																
2014/15	4.34																
2015/16	-																
C&L 2 Cost Per Library Visit	2.09 Rank: 6	2.57	<p>Cost Per Library Visit</p> <table border="1"> <caption>Cost Per Library Visit</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>4.52</td> </tr> <tr> <td>2012/13</td> <td>2.44</td> </tr> <tr> <td>2013/14</td> <td>2.48</td> </tr> <tr> <td>2014/15</td> <td>2.09</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Cost (£)	2011/12	4.52	2012/13	2.44	2013/14	2.48	2014/15	2.09	2015/16	-	The figures for the previous year included severance payments of £230k, which is no longer reflected. The mobile library service has also been withdrawn	
Year	Cost (£)																
2011/12	4.52																
2012/13	2.44																
2013/14	2.48																
2014/15	2.09																
2015/16	-																
C&L 3 Cost of Museums per Visit	1.55 Rank: 4	3.53	<p>Cost per museum visit</p> <table border="1"> <caption>Cost per museum visit</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>1.47</td> </tr> <tr> <td>2012/13</td> <td>2.98</td> </tr> <tr> <td>2013/14</td> <td>2.74</td> </tr> <tr> <td>2014/15</td> <td>1.55</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Cost (£)	2011/12	1.47	2012/13	2.98	2013/14	2.74	2014/15	1.55	2015/16	-	The definition of museum visits includes 'virtual visits' (i.e. visits to websites relating to museum collections). The museums service has established a new Flickr site, thus increasing the number of virtual visits considerably.	The Council is participating in a benchmarking exercise to identify and learn from good practice in relation to museums.
Year	Cost (£)																
2011/12	1.47																
2012/13	2.98																
2013/14	2.74																
2014/15	1.55																
2015/16	-																

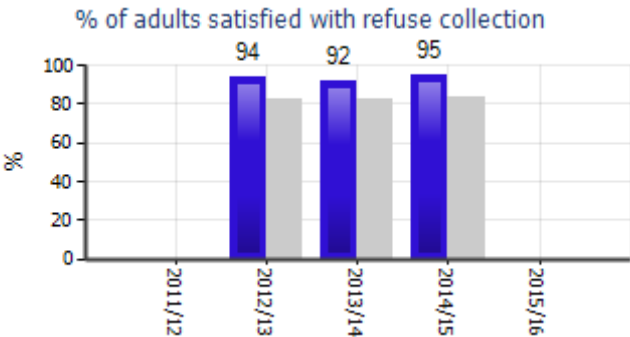
Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions																		
C&L 4 Cost of Parks & Open Spaces per 1,000 Population	41,420.87 Rank: 27	31,340	<p>Cost of Parks &amp; Open Spaces per 1,000 Populations</p> <table border="1"> <caption>Cost of Parks &amp; Open Spaces per 1,000 Populations</caption> <thead> <tr> <th>Year</th> <th>East Lothian (£)</th> <th>Scotland (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>58,725</td> <td>~35,000</td> </tr> <tr> <td>2012/13</td> <td>56,440</td> <td>~35,000</td> </tr> <tr> <td>2013/14</td> <td>52,486</td> <td>~35,000</td> </tr> <tr> <td>2014/15</td> <td>41,421</td> <td>~35,000</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	East Lothian (£)	Scotland (£)	2011/12	58,725	~35,000	2012/13	56,440	~35,000	2013/14	52,486	~35,000	2014/15	41,421	~35,000	2015/16	-	-	Expenditure reduced by £1.09m. This was due to a change in how expenditure was categorised relating to Community Partnership Grants – which has now been categorised under Economic Development. In 13/14 Partnership grants had been split between Sports, Culture and the largest proportion in Community - which in 13/14 equated to around £1.344m.	
Year	East Lothian (£)	Scotland (£)																					
2011/12	58,725	~35,000																					
2012/13	56,440	~35,000																					
2013/14	52,486	~35,000																					
2014/15	41,421	~35,000																					
2015/16	-	-																					
C&L 5a % of adults satisfied with libraries	78.0 Rank: 20	77	<p>% of adults satisfied with libraries</p> <table border="1"> <caption>% of adults satisfied with libraries</caption> <thead> <tr> <th>Year</th> <th>East Lothian (%)</th> <th>Scotland (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>-</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>94</td> <td>~85</td> </tr> <tr> <td>2013/14</td> <td>90</td> <td>~80</td> </tr> <tr> <td>2014/15</td> <td>78</td> <td>~78</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	East Lothian (%)	Scotland (%)	2011/12	-	-	2012/13	94	~85	2013/14	90	~80	2014/15	78	~78	2015/16	-	-	<p>The result is based upon the Scottish Household Survey. There appears to be a significant shift from people responding they are 'fairly / very satisfied' to 'neither satisfied nor dissatisfied'.</p> <p>87.7% of respondents to the Summer 2015 Citizen's Panel were very / fairly satisfied with libraries.</p>	
Year	East Lothian (%)	Scotland (%)																					
2011/12	-	-																					
2012/13	94	~85																					
2013/14	90	~80																					
2014/15	78	~78																					
2015/16	-	-																					
C&L 5b % of adults satisfied with parks and open spaces	85.0 Rank: 21	86	<p>% of adults satisfied with parks and open spaces</p> <table border="1"> <caption>% of adults satisfied with parks and open spaces</caption> <thead> <tr> <th>Year</th> <th>East Lothian (%)</th> <th>Scotland (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>-</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>96</td> <td>~85</td> </tr> <tr> <td>2013/14</td> <td>93</td> <td>~85</td> </tr> <tr> <td>2014/15</td> <td>85</td> <td>~85</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	East Lothian (%)	Scotland (%)	2011/12	-	-	2012/13	96	~85	2013/14	93	~85	2014/15	85	~85	2015/16	-	-	The Council has recently conducted a Resident's Review exercise to involve local people identifying how the service could be improved.	The Resident's Review generated a number of actions that the service has agreed to take forward, including the development of a Parks Strategy.
Year	East Lothian (%)	Scotland (%)																					
2011/12	-	-																					
2012/13	96	~85																					
2013/14	93	~85																					
2014/15	85	~85																					
2015/16	-	-																					

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions																		
C&L 5c % of adults satisfied with museums and galleries	67.0 Rank: 22	75	<p data-bbox="638 183 1265 215">% of adults satisfied with museums and galleries</p>  <table border="1" data-bbox="638 223 1265 518"> <caption>% of adults satisfied with museums and galleries</caption> <thead> <tr> <th>Year</th> <th>East Lothian (%)</th> <th>Scotland (Mean) (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>-</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>88</td> <td>78</td> </tr> <tr> <td>2013/14</td> <td>87</td> <td>78</td> </tr> <tr> <td>2014/15</td> <td>67</td> <td>78</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	East Lothian (%)	Scotland (Mean) (%)	2011/12	-	-	2012/13	88	78	2013/14	87	78	2014/15	67	78	2015/16	-	-	<p data-bbox="1310 175 1870 391">Although the trend indicates a decline in satisfaction for both measures, the actual number of respondents agreeing they are 'fairly / very satisfied' stayed the same in regard to museums and increased in relation to leisure facilities.</p> <p data-bbox="1310 430 1870 710">The indicator is calculated excluding respondents that answered 'no opinion', but including those that answer 'neither satisfied nor dissatisfied'. It appears that there has been a shift from 'no opinion' into the 'neither...' category compared to previous years, which has led to a lower proportion of 'fairly / very satisfied' responses.</p>	
Year	East Lothian (%)	Scotland (Mean) (%)																					
2011/12	-	-																					
2012/13	88	78																					
2013/14	87	78																					
2014/15	67	78																					
2015/16	-	-																					
C&L 5d % of adults satisfied with leisure facilities	86.0 Rank 7	76	<p data-bbox="638 550 1265 582">% of adults satisfied with leisure facilities</p>  <table border="1" data-bbox="638 590 1265 901"> <caption>% of adults satisfied with leisure facilities</caption> <thead> <tr> <th>Year</th> <th>East Lothian (%)</th> <th>Scotland (Mean) (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>-</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>93</td> <td>80</td> </tr> <tr> <td>2013/14</td> <td>88</td> <td>80</td> </tr> <tr> <td>2014/15</td> <td>86</td> <td>80</td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	East Lothian (%)	Scotland (Mean) (%)	2011/12	-	-	2012/13	93	80	2013/14	88	80	2014/15	86	80	2015/16	-	-	<p data-bbox="1310 758 1870 1181">The proportion of respondents in each category for Scotland as a whole has remained relatively consistent, which indicates that there is a specific issue with the results for East Lothian. It may be that more people genuinely have an opinion that may not have done so previously. This could be the result of, for example, new facilities being provided. However, it may also be the result of the methodology or conduct of the survey (e.g. field work for the survey being conducted differently than in the past).</p> <p data-bbox="1310 1220 1870 1388">87.7% of respondents to the Summer 2015 Citizen's Panel were very / fairly satisfied with museums and galleries. 90.9% were satisfied with swimming pools, sports and leisure facilities.</p>	
Year	East Lothian (%)	Scotland (Mean) (%)																					
2011/12	-	-																					
2012/13	93	80																					
2013/14	88	80																					
2014/15	86	80																					
2015/16	-	-																					

**Waste (Waste / Amenity Services)**

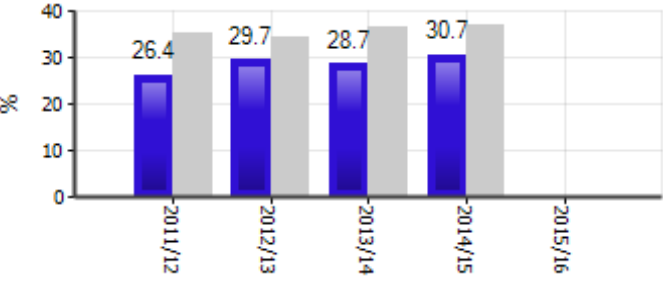
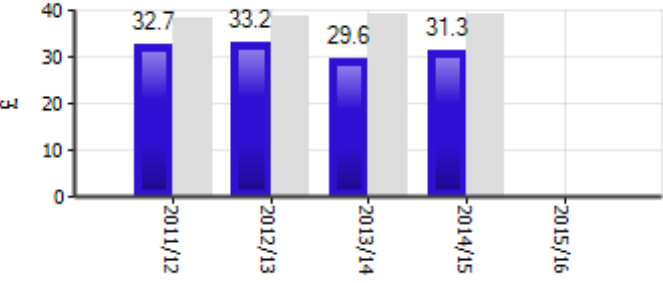
Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
ENV 1a Net cost of Waste collection per premises	76.32  Rank: 25	65.17	<p>Net cost per premise for refuse collection</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>63.24</td> </tr> <tr> <td>2013/14</td> <td>70.68</td> </tr> <tr> <td>2014/15</td> <td>76.32</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Value (£)	2011/12	-	2012/13	63.24	2013/14	70.68	2014/15	76.32	2015/16	-		
Year	Value (£)																
2011/12	-																
2012/13	63.24																
2013/14	70.68																
2014/15	76.32																
2015/16	-																
ENV 2a Net cost per Waste disposal per premises	60.56  Rank: 2	91.46	<p>Net cost per premise for refuse disposal</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>-</td> </tr> <tr> <td>2012/13</td> <td>76.65</td> </tr> <tr> <td>2013/14</td> <td>56.75</td> </tr> <tr> <td>2014/15</td> <td>60.55</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Value (£)	2011/12	-	2012/13	76.65	2013/14	56.75	2014/15	60.55	2015/16	-		
Year	Value (£)																
2011/12	-																
2012/13	76.65																
2013/14	56.75																
2014/15	60.55																
2015/16	-																
ENV 3a Net cost of street cleaning per 1,000 population	12,748.65  Rank: 12	15,818	<p>Net cost of street cleaning per 1,000 population</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>13,792</td> </tr> <tr> <td>2012/13</td> <td>13,009</td> </tr> <tr> <td>2013/14</td> <td>16,693</td> </tr> <tr> <td>2014/15</td> <td>12,749</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Value (£)	2011/12	13,792	2012/13	13,009	2013/14	16,693	2014/15	12,749	2015/16	-	The cost has reduced due to significant staff savings and a reduction in recharges from Roads due to vehicle usage.	
Year	Value (£)																
2011/12	13,792																
2012/13	13,009																
2013/14	16,693																
2014/15	12,749																
2015/16	-																

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
ENV 3c Street Cleanliness Score	87.2 Rank: 30	93.9	<table border="1"> <caption>Cleanliness Score</caption> <thead> <tr> <th>Year</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>93.7</td> </tr> <tr> <td>2012/13</td> <td>93.5</td> </tr> <tr> <td>2013/14</td> <td>96.3</td> </tr> <tr> <td>2014/15</td> <td>87.2</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Score	2011/12	93.7	2012/13	93.5	2013/14	96.3	2014/15	87.2	2015/16	-	The methodology for this indicator changed in 2014/15. Previously the score was based upon 7 audits, whereas now it is based upon 2. The results are, therefore, vulnerable to a larger degree of fluctuation. Should the audits be undertaken on refuse collection days in adverse weather, for example, the overall score is likely to suffer.	The Council is participating in a benchmarking exercise to identify and learn from good practice in the prevention of litter and improving the cleanliness of town centres.
Year	Score																
2011/12	93.7																
2012/13	93.5																
2013/14	96.3																
2014/15	87.2																
2015/16	-																
ENV 7b % of adults satisfied with street cleaning	86 Rank: 2	74	<table border="1"> <caption>% of adults satisfied with street cleaning</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>87</td> </tr> <tr> <td>2012/13</td> <td>84</td> </tr> <tr> <td>2013/14</td> <td>86</td> </tr> <tr> <td>2014/15</td> <td>-</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Percentage	2011/12	87	2012/13	84	2013/14	86	2014/15	-	2015/16	-		
Year	Percentage																
2011/12	87																
2012/13	84																
2013/14	86																
2014/15	-																
2015/16	-																
ENV 6 The % of total waste arising that is recycled	42.8 Rank: 20	42.8	<table border="1"> <caption>% of Total Waste arising that is recycled</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>43.7</td> </tr> <tr> <td>2012/13</td> <td>45.1</td> </tr> <tr> <td>2013/14</td> <td>42.3</td> </tr> <tr> <td>2014/15</td> <td>42.8</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Percentage	2011/12	43.7	2012/13	45.1	2013/14	42.3	2014/15	42.8	2015/16	-	New waste collection services introduced in 2015 will significantly increase the proportion of waste that is recycled. Indications suggest that approx. 58% is currently being recycled.	
Year	Percentage																
2011/12	43.7																
2012/13	45.1																
2013/14	42.3																
2014/15	42.8																
2015/16	-																

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
ENV 7a % of adults satisfied with refuse collection	95.0  Rank: 1	84	 <table border="1" data-bbox="638 252 1265 590"> <caption>% of adults satisfied with refuse collection</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>94</td> </tr> <tr> <td>2013/14</td> <td>92</td> </tr> <tr> <td>2014/15</td> <td>95</td> </tr> <tr> <td>2015/16</td> <td>0</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	0	2012/13	94	2013/14	92	2014/15	95	2015/16	0	<p>The Summer 2015 Citizen's Panel asked a similar question regarding satisfaction with waste and recycling collection. 84% responded that they found it to be very good / good while only 2% felt it was very poor / poor. The remaining 14% believed it to be average.</p>	
Year	Percentage (%)																
2011/12	0																
2012/13	94																
2013/14	92																
2014/15	95																
2015/16	0																

## Roads

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions										
ENV 4a Cost of maintenance per kilometre of roads	12,267.71 Rank: 28	5,618	<p>Cost of Maintenance per Kilometre of Roads</p> <table border="1"> <caption>Cost of Maintenance per Kilometre of Roads</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>13,163.3</td> </tr> <tr> <td>2012/13</td> <td>11,911.3</td> </tr> <tr> <td>2013/14</td> <td>11,632.3</td> </tr> <tr> <td>2014/15</td> <td>12,267.7</td> </tr> </tbody> </table>	Year	Cost (£)	2011/12	13,163.3	2012/13	11,911.3	2013/14	11,632.3	2014/15	12,267.7	The methodology for calculated this result is currently being investigated to assess whether expenditure from Roads Services is being accounted for twice via the inclusion of expenditure via the Roads DLO.	
Year	Cost (£)														
2011/12	13,163.3														
2012/13	11,911.3														
2013/14	11,632.3														
2014/15	12,267.7														
ENV 4b Percentage of A class roads that should be considered for maintenance treatment	31.7 Rank: 25	29	<p>East Lothian Percentage of A class roads that should be considered for maintenance treatment</p> <table border="1"> <caption>East Lothian Percentage of A class roads that should be considered for maintenance treatment</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>23.0</td> </tr> <tr> <td>2012/13</td> <td>26.2</td> </tr> <tr> <td>2013/14</td> <td>28</td> </tr> <tr> <td>2014/15</td> <td>31.7</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	23.0	2012/13	26.2	2013/14	28	2014/15	31.7	100% of A roads are measured annually for this indicator.	Identify more practical hierarchical groups and create condition targets to reflect the needs of these road types. Examples of hierarchical groups include bus routes, school routes, cycle routes etc.
Year	Percentage (%)														
2011/12	23.0														
2012/13	26.2														
2013/14	28														
2014/15	31.7														
ENV 4c Percentage of B class roads that should be considered for maintenance treatment	36.5 Rank: 22	36.1	<p>Percentage of B class roads that should be considered for maintenance treatment</p> <table border="1"> <caption>Percentage of B class roads that should be considered for maintenance treatment</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>26.6</td> </tr> <tr> <td>2012/13</td> <td>33.3</td> </tr> <tr> <td>2013/14</td> <td>34.1</td> </tr> <tr> <td>2014/15</td> <td>36.5</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	26.6	2012/13	33.3	2013/14	34.1	2014/15	36.5	50% of B roads are measured annually for this indicator.	
Year	Percentage (%)														
2011/12	26.6														
2012/13	33.3														
2013/14	34.1														
2014/15	36.5														

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
ENV 4d Percentage of C class roads that should be considered for maintenance treatment	30.7 Rank: 8	37.3	<p data-bbox="645 256 1279 316">Percentage of C class roads that should be considered for maintenance treatment</p>  <table border="1" data-bbox="645 336 1305 619"> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>26.4</td> </tr> <tr> <td>2012/13</td> <td>29.7</td> </tr> <tr> <td>2013/14</td> <td>28.7</td> </tr> <tr> <td>2014/15</td> <td>30.7</td> </tr> <tr> <td>2015/16</td> <td>0</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	26.4	2012/13	29.7	2013/14	28.7	2014/15	30.7	2015/16	0	25% of C roads are measured annually for this indicator.	
Year	Percentage (%)																
2011/12	26.4																
2012/13	29.7																
2013/14	28.7																
2014/15	30.7																
2015/16	0																
ENV 4e Percentage of U class roads that should be considered for maintenance treatment	31.3 Rank: 6	39.3	<p data-bbox="645 660 1279 719">Percentage of unclassified roads that should be considered for maintenance treatment</p>  <table border="1" data-bbox="645 740 1305 1023"> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>32.7</td> </tr> <tr> <td>2012/13</td> <td>33.2</td> </tr> <tr> <td>2013/14</td> <td>29.6</td> </tr> <tr> <td>2014/15</td> <td>31.3</td> </tr> <tr> <td>2015/16</td> <td>0</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	32.7	2012/13	33.2	2013/14	29.6	2014/15	31.3	2015/16	0	10% of unclassified roads are measured annually for this indicator.	
Year	Percentage (%)																
2011/12	32.7																
2012/13	33.2																
2013/14	29.6																
2014/15	31.3																
2015/16	0																

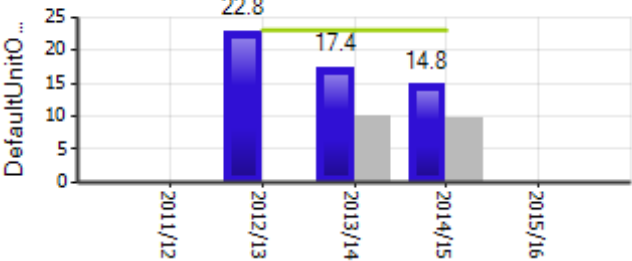
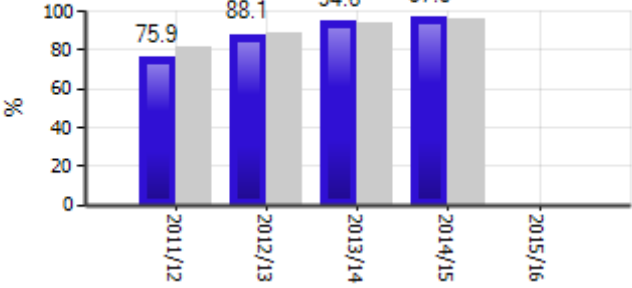


Protective Services (Trading Standards / Environmental Health)

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions										
ENV 5a Cost of trading standards per 1,000 population	4879.96 Rank: 12	5,736	<p>Cost of trading standards per 1,000 population</p> <table border="1"> <caption>Cost of trading standards per 1,000 population</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>5,919.7</td> </tr> <tr> <td>2013/14</td> <td>6,018.2</td> </tr> <tr> <td>2014/15</td> <td>4,880.0</td> </tr> </tbody> </table>	Year	Cost (£)	2012/13	5,919.7	2013/14	6,018.2	2014/15	4,880.0				
Year	Cost (£)														
2012/13	5,919.7														
2013/14	6,018.2														
2014/15	4,880.0														
ENV 5b Cost of environmental health per 1,000 population	12,709.46 Rank: 8	17,698	<p>Cost of environmental health per 1,000 population</p> <table border="1"> <caption>Cost of environmental health per 1,000 population</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>16,678.2</td> </tr> <tr> <td>2013/14</td> <td>13,802.3</td> </tr> <tr> <td>2014/15</td> <td>12,709.5</td> </tr> </tbody> </table>	Year	Cost (£)	2012/13	16,678.2	2013/14	13,802.3	2014/15	12,709.5	The agreement with Midlothian to share the service manager position led to a reduction in costs.			
Year	Cost (£)														
2012/13	16,678.2														
2013/14	13,802.3														
2014/15	12,709.5														
CORP 5b2 Average time (hours) between time of noise complaint and attendance on site, for those requiring attendance on site	0.5 Rank: 3	58.9	<p>The average time between the time of domestic noise complaint and attendance on site</p> <table border="1"> <caption>The average time between the time of domestic noise complaint and attendance on site</caption> <thead> <tr> <th>Year</th> <th>Average Time (Hours)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>4</td> </tr> <tr> <td>2012/13</td> <td>1.7</td> </tr> <tr> <td>2013/14</td> <td>1</td> </tr> <tr> <td>2014/15</td> <td>0.5</td> </tr> </tbody> </table>	Year	Average Time (Hours)	2011/12	4	2012/13	1.7	2013/14	1	2014/15	0.5	The average time to attend domestic noise complaints in East Lothian is 0.5 hours compared to the Scottish average of 58.9 hours.	
Year	Average Time (Hours)														
2011/12	4														
2012/13	1.7														
2013/14	1														
2014/15	0.5														

## Housing

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
<b>HSN 1b</b> Gross rent arrears (all tenants) as at 31st March each year as a percentage of rent due for reporting year (SHR31)	9.1  Rank: 22 (26)	5.9	<b>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year</b> <table border="1"> <caption>Gross rent arrears (all tenants) as a percentage of rent due for the reporting year</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td></td> </tr> <tr> <td>2012/13</td> <td></td> </tr> <tr> <td>2013/14</td> <td>9.3</td> </tr> <tr> <td>2014/15</td> <td>9.1</td> </tr> <tr> <td>2015/16</td> <td></td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12		2012/13		2013/14	9.3	2014/15	9.1	2015/16		Although still comparatively high, the level of arrears in East Lothian has started to fall due to a number of improvement activities that have been implemented in recent years. During this period the Scottish average has started to rise.  The range of actions undertaken to help address the issue of rent arrears is explained in a <a href="#">report on the subject</a> to the Policy & Performance Committee meeting of the 25 <sup>th</sup> November 2014.	
Year	Percentage (%)																
2011/12																	
2012/13																	
2013/14	9.3																
2014/15	9.1																
2015/16																	
<b>HSN 2</b> % of rent due lost through properties being empty during the last year (SHR34)	1.1  Rank: 17 (26)	1.2	<b>Percentage of rent due in the year that was lost due to voids</b> <table border="1"> <caption>Percentage of rent due in the year that was lost due to voids</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>1.0</td> </tr> <tr> <td>2012/13</td> <td>1.0</td> </tr> <tr> <td>2013/14</td> <td>1.1</td> </tr> <tr> <td>2014/15</td> <td>1.1</td> </tr> <tr> <td>2015/16</td> <td></td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	1.0	2012/13	1.0	2013/14	1.1	2014/15	1.1	2015/16			
Year	Percentage (%)																
2011/12	1.0																
2012/13	1.0																
2013/14	1.1																
2014/15	1.1																
2015/16																	
<b>HSN 3</b> % of stock meeting the Scottish Housing Quality Standard (SHR7)	81.6  Rank: 24 (26)	90.4	<b>Percentage of dwellings meeting SHQS</b> <table border="1"> <caption>Percentage of dwellings meeting SHQS</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>62.4</td> </tr> <tr> <td>2012/13</td> <td>76.7</td> </tr> <tr> <td>2013/14</td> <td>71.4</td> </tr> <tr> <td>2014/15</td> <td>81.6</td> </tr> <tr> <td>2015/16</td> <td></td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	62.4	2012/13	76.7	2013/14	71.4	2014/15	81.6	2015/16		The Council is investing £10,150,000 in modernisation work in 15/16. 10.9% of properties have either an exemption or an abeyance. This might be because work cannot be carried out as it is not financially viable to do so or in some cases tenants refuse upgrade work for personal reasons	
Year	Percentage (%)																
2011/12	62.4																
2012/13	76.7																
2013/14	71.4																
2014/15	81.6																
2015/16																	

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions										
HSN 4b Average length of time taken to complete non-emergency repairs (SHR12)	14.8  Rank: 25 (26)	9.9	<p data-bbox="712 256 1218 312">Average length of time taken to complete non-emergency repairs</p>  <table border="1" data-bbox="656 331 1285 592"> <caption>Average length of time taken to complete non-emergency repairs</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>22.8</td> </tr> <tr> <td>2013/14</td> <td>17.4</td> </tr> <tr> <td>2014/15</td> <td>14.8</td> </tr> </tbody> </table>	Year	Value	2012/13	22.8	2013/14	17.4	2014/15	14.8		Phase 2 of the mobile working project is being introduced. Working practices are also being modernised with the introduction of a new performance model.		
Year	Value														
2012/13	22.8														
2013/14	17.4														
2014/15	14.8														
HSN 5 % of properties at or above the appropriate NHER or SAP ratings specified in element 35 of the SHQS, as at 31st March each year (SHR 8)	97.0  Rank: 15 (26)	96.5	<p data-bbox="656 624 1279 647">Percentage of council dwellings that are energy efficient</p>  <table border="1" data-bbox="656 671 1285 959"> <caption>Percentage of council dwellings that are energy efficient</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>75.9</td> </tr> <tr> <td>2012/13</td> <td>88.1</td> </tr> <tr> <td>2013/14</td> <td>94.6</td> </tr> <tr> <td>2014/15</td> <td>97.0</td> </tr> </tbody> </table>	Year	Value (%)	2011/12	75.9	2012/13	88.1	2013/14	94.6	2014/15	97.0		
Year	Value (%)														
2011/12	75.9														
2012/13	88.1														
2013/14	94.6														
2014/15	97.0														

## Assets

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
CORP_ASSET 1 Proportion of operational buildings that are suitable for their current use	84.8 Rank: 14	79	<p>Proportion of operational accommodation that is suitable for its current use</p> <table border="1"> <caption>Proportion of operational accommodation that is suitable for its current use</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>80.1</td> </tr> <tr> <td>2012/13</td> <td>83.3</td> </tr> <tr> <td>2013/14</td> <td>83.8</td> </tr> <tr> <td>2014/15</td> <td>84.8</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	80.1	2012/13	83.3	2013/14	83.8	2014/15	84.8	2015/16	-		
Year	Percentage (%)																
2011/12	80.1																
2012/13	83.3																
2013/14	83.8																
2014/15	84.8																
2015/16	-																
CORP_ASSET 2 Proportion of internal floor area of operational buildings in satisfactory condition	96.0 Rank: 6	82.9	<p>Proportion of operational accommodation that is in a satisfactory condition</p> <table border="1"> <caption>Proportion of operational accommodation that is in a satisfactory condition</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>96.5</td> </tr> <tr> <td>2012/13</td> <td>96.1</td> </tr> <tr> <td>2013/14</td> <td>96.0</td> </tr> <tr> <td>2014/15</td> <td>96.0</td> </tr> <tr> <td>2015/16</td> <td>-</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	96.5	2012/13	96.1	2013/14	96.0	2014/15	96.0	2015/16	-		
Year	Percentage (%)																
2011/12	96.5																
2012/13	96.1																
2013/14	96.0																
2014/15	96.0																
2015/16	-																

## Economic Development

Indicator	East Lothian	Scotland (Mean)	Trend	Comments	Actions												
ECON 1 % unemployed people assisted into work from Council operated / funded Employability Programmes	8.7 Rank: 24 (30)	14.2	<p>% Unemployed People Assisted into work from Council operated / funded Employability Programmes (LGBF)</p> <table border="1"> <caption>% Unemployed People Assisted into work from Council operated / funded Employability Programmes (LGBF)</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>0</td> </tr> <tr> <td>2012/13</td> <td>10</td> </tr> <tr> <td>2013/14</td> <td>2.3</td> </tr> <tr> <td>2014/15</td> <td>8.7</td> </tr> <tr> <td>2015/16</td> <td>14</td> </tr> </tbody> </table>	Year	Percentage (%)	2011/12	0	2012/13	10	2013/14	2.3	2014/15	8.7	2015/16	14		New Management Information System (Caselink) to be implemented to improve the recording of information
Year	Percentage (%)																
2011/12	0																
2012/13	10																
2013/14	2.3																
2014/15	8.7																
2015/16	14																