

REPORT TO: Policy & Performance Review Committee

MEETING DATE: 8 March 2017

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

SUBJECT: Local Government Benchmarking Framework

1 PURPOSE

- 1.1 To provide the PPRC with an overview of the Local Government Benchmarking Framework (LGBF) results for 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 Local Government Benchmarking Framework's core purpose is to help councils to gain greater insight into their own performance in order to drive improvement, deliver better outcomes and to strengthen public accountability. This is done through the process of benchmarking and allows councils that are similar to compare performance, and to learn and understand why variances occur.
- 3.2 The National Overview Report was published by the Improvement Service on 24 February 2017 and provides analysis of the national trends and variations, both across councils and between councils. This is available from the link provided within the background papers.
- 3.3 The Framework includes a total of 67 indicators based on areas of cost, performance outcomes and satisfaction. This is an increase of 14 indicators compared to the previous year as a result of additional corporate, children's services (education) and economic development themed measures.
- 3.4 Average Total Tariff Scores have been added to the LGBF for 2015/16. The average total tariff score is the sum of the tariff points SCQF credit points accredited to each pupil during S4-S6 only for the 'latest and best

achievement' in each subject and does not take into account the fact that different schools/local authorities will be offering different curricular/presentation models.

- 3.5 The Insight Project Team have introduced a new complementary tariff score this year to be used alongside the total tariff score to support equity of measurement regardless of curricular approach. The complementary measure also has a ceiling of a maximum of 120 SCQF credit points set. The subjects contributing to this are those in which the learner has achieved the highest tariff points relative to the amount of learning in that subject (subject tariff points / SCQF credit points for that subject).
- 3.6 Of the 67 LGBF indicators - 48 are indicators relating 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.

Summary of Performance

- 3.7 The following analysis does not include any indicators with no previous comparable data and those indicators which have a March release date for the 2015/16 results. This includes Looked After Children's Data and Positive Destinations Data.
- 3.8 East Lothian Council's performance has improved slightly during 2015/16 when ranking each performance indicator from 1 (highest performance) to 32 (lowest performance). These ranks have been grouped into quartiles. A count of LGBF indicators by quartile shows an improvement compared to last year with slightly fewer indicators in quartile 4 and slightly more within the first quartile (see table 1).
- 3.9 Overall, 64.4% of our indicators can be found within the first two quartiles. When compared to the previous year, 14 indicators improved their quartile position, 37 remained the same and 8 worsened during 2015/16.

Table 1. Count of LGBF Indicators by Quartile and Year

LGBF Quartile	2014/15	2015/16
1	20	23
2	15	15
3	13	13
4	11	8
Grand Total	59	59

Note: excludes all indicators with no comparable data or March release date

- 3.10 A count of LGBF indicators by type shows an improvement in quartile for both cost and performance indicators (see table 2). Cost indicators have improved the most when compared to last year with fewer in the fourth quartile. This is partly due to revisions in methodology and adjustments to net values (adjusted for inflation). For example, cost indicators *C&L1 - Cost per*

attendance at Sports facilities and ENV4a and Cost of maintenance per kilometre of roads have moved from quartile 4 to 3.

Table 2. Count of Indicator Type & by Quartile and Year

LGBF Quartile	2014/15		2015/16	
	Cost	Performance	Cost	Performance
1	8	12	10	13
2	3	12	1	14
3	2	11	5	8
4	4	7	1	7
Grand Total	17	42	17	42

- 3.11 There has also been an improvement in performance type indicators. For example, CHN4 - % of Pupils Gaining 5+ Awards at Level 5 and CHN12d - Average Total Tariff SIMD Quintile 3 have moved from quartile 4 to 2. HSN2 - Percentage of rent due in the year that was lost due to voids has moved from quartile 3 to 1.
- 3.12 Performance based on last year's value shows that 27 out of the 59 LGBF indicators have improved greater than 1%, 23 have declined and 9 have less than a 1% variation.
- 3.13 The summary report (attached) provides the result for each of the indicators within each benchmarking theme. It displays the trend over the past five years and determines performance based on five elements: a comparison to last year's performance; the Scottish rate; comparison against the Family Group Median value; the overall rank position; and, any change in performance since 2011/12.

Highlights

- 3.14 The following are some of the more positive highlights from the 2015/16 LGBF:
- Percentage of Adults Satisfied with Street Cleaning (EN7b) has remained within the top rank at 85.7%.
 - Cost of Planning per Application (Econ 2) - East Lothian Council ranks first for this indicator with the result for 2015/16 at £2504.5.
 - Cost of Trading Standards per 1,000 Population (ENV5a) is the lowest at £1999 for 2015/16 when compared to other councils. We rank first for this measure and are well below the Scottish rate of £5873.
 - New corporate indicator for 2015/16, - Gender Pay Gap (CORP 3c) is the second lowest in Scotland at -1.2.
 - Net Cost per Waste Disposal per Premise (ENV2a) has reduced by 8.4% to £55.71 per premise and ranks in third position compared to other councils.
 - Percentage of Rent Due in the Year that was Lost Due to Voids (HSN2) reduced from 1.11% last year to 0.55% in 2015/16. East Lothian now ranks in 4th place for this measure compared to 17th previously.

- Cost per Pre-School Education Registration (CHN3) has improved in rank position from 16th to 5th with performance now at £3,046.69 for 2015/16.
- Percentage of Total Household Waste Arising that is Recycled (ENV6) has increased by 20% to 51.4%. East Lothian Councils performs above the Scottish rate of 44.3% and now ranks 12th compared to other councils.
- Percentage of income due from Council Tax collected (CORP 7) – East Lothian collected 96.8% of the Council Tax due, compared to the Scottish figure of 95.7%.
- Compliance with dwellings meeting SHQS (HSN3) has improved to 92%. We rank 18th against other councils compared to 24th last year. Only 59 units failed the SHQS criteria in 2015/16.

Areas for further investigation

3.15 Several indicators show performance below where the Council would want it to be and will require further investigation through benchmarking activity.

- Street cleanliness score (ENV3c) – performance has declined slightly to 85.8% and rank position at 30th remains the same. It should be noted that the methodology used to calculate the indicator changed in 2014/15. The number and scope of the audits to determine the cleanliness of streets has changed. This may lead to a greater degree of fluctuation in the results. It is also worth noting that the Council ranks very highly in public satisfaction with street cleanliness, which is at odds with the relatively poor cleanliness score.
- Sickness Absence Days per Teacher (CORP6a) has reduced from 8.3 to 7.0 for 2015/16, although it still remains higher compared to other councils at rank 26.
- Gross Rent Arrears (all tenants) as at March Each Year as a Percentage of Rent Due (HSN1b) – has dropped by 5.2% to 8.62% and now ranks 23rd.
- Net Cost of Waste Collection per Premise (ENV1a) has increased to £81.83. We now rank 29th and well above the Scottish rate of £63.4.
- Average Time Taken to Complete Non-emergency Repairs (HSN4b) – East Lothian Council takes an average of 13.75 days to undertake a non-emergency repair compared to a Scottish rate of 9.38 days. Our rank position remains unchanged at 25.
- Percentage of A class roads requiring maintenance (ENV4b) – 33.95% of A class roads in East Lothian requiring maintenance in comparison to the Scottish average of 28.9%.
- Percentage of Unemployed People Assisted into Work from Council Operated / Funded Employability Programmes (ECON1) has reduced to 2.92%. Our rank is in 29th place and well below the Scottish rate of 13.91%.

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 INTEGRATED IMPACT ASSESSMENT

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

6 RESOURCE IMPLICATIONS

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

7 BACKGROUND PAPERS

- 7.1 East Lothian LGBF Summary Results 2015/16
7.2 National Benchmarking Overview Report 2015/16
(http://www.improvementservice.org.uk/benchmarking/documents/2017_Overview_Report.pdf)

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East Lothian Council

Local Government Benchmarking Framework

Summary Results 2015/16

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LGBF Summary

Introduction

This report provides information on the publication released by the Improvement Service on the Scottish Local Government Benchmarking Framework (LGBF) data covering the last six years. The data allows local authorities to compare their own performance on a standard set of indicators based on costs, satisfaction and performance measures. The Framework aims to help councils understand variations in performance and to share good practice covering a wide range of local government services.

2015/16 Local Government Benchmarking Framework

The National Benchmarking Overview Report for 2015/16 is available at the Local Government Benchmarking website.

Alongside this report, the [My Local Council](#) website provides full detail on all indicators published as part of the Local Government Benchmarking Framework. This tool provides information and a visual comparison against all councils in Scotland.

Comparable LGBF data helps to identify variations in council performance across a number of themes. The benchmarking framework is split into seven themes and these are:

- Children's Services
- Corporate Services
- Adult Social Care Services
- Culture & Leisure
- Environmental Services
- Housing Services
- Economic Development

Comparisons are made against Scotland, Rank and Family Group median to allow comparison against councils who are 'similar' to East Lothian (see Appendix 1 for full list of indicators and Appendix 2 for notes on Family Groupings). Using this comparative data, this report highlights the key East Lothian trends up to 2015/16.

Overview of Results

Count of Indicators by Quartile / Year

LGBF Quartile	2014/15	2015/16
1	20	23
2	15	15
3	13	13
4	11	8
Grand Total	59	59

Note: excludes all indicators with no comparable data or March release date

Indicator Performance by Benchmarking Theme

Benchmarking Theme	Declined	Improved	<1% Change	Grand Total
Children's Services	2	9	2	13
Corporate Services	1	6	4	11
Culture & leisure Services	5	2	1	8
Economic development	5			5
Environmental Services	7	5	1	13
Housing Services	1	4		5
Adult Care Services	2	1	1	4
Grand Total	23	27	9	59

Indicators with Improved Quartile Position

LGBF Indicator - Quartile Position by Year	2014/15	2015/16
C&L1 - Cost per attendance at Sports facilities	4	3
CHN3 - Cost per Pre-School Education Registration	2	1
CORP 3b - The percentage of the highest paid 5% of employees who are women	2	1
CORP 4 - The cost per dwelling of collecting Council Tax	3	2
ENV4a - Cost of maintenance per kilometre of roads	4	3
ENV5a - Cost of trading standards per 1,000 population	2	1
ENV6 - The % of total household waste arising that is recycled	3	2
HSN2 - Percentage of rent due in the year that was lost due to voids	3	1
SW5 - Older persons (over 65's) Residential Care Costs per week per resident	4	3
CHN4 - % of Pupils Gaining 5+ Awards at Level 5	4	2
CHN6 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	3	1
CHN12a - Overall Average Total Tariff	2	1
CHN12b - Average Total Tariff SIMD Quintile 1	3	2
CHN12d - Average Total Tariff SIMD Quintile 3	4	2

Top Ranking Indicators

Indicator	Rank	2015/16
ENV5a - Cost of trading standards perr 1,000 population	1	1999.0
ENV7b - % of adults satisfied with street cleaning	1	85.7
Econ 2 - Cost of Planning Per Application	1	2504.5
SW1 - Older Persons (Over65) Home Care Costs per Hour	2	15.4
CORP 2 - Cost of Democratic Core per 1,000 population	2	19476.0
ENV2a - Net cost per Waste disposal per premises	3	55.7
CORP 5b2 - Average time (hours) between time of Domestic Noise complaint and attendance on si	3	0.5
CHN2 - Cost per Secondary School Pupil	4	6260.5
HSN2 - Percentage of rent due in the year that was lost due to voids	4	0.6
CHN1 - Cost Per Primary School Pupil	5	4344.0
C&L3 - Cost of Museums per Visit	5	1.6
CHN6 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	5	42.0
CHN3 - Cost per Pre-School Education Registration	5	3046.7
CORP 1 - Support services as a % of Total Gross expenditure	5	3.7
ENV4e - Percentage of unclassified roads that should be considered for maintenance treatment	6	31.6
C&L5d - % of adults satisfied with leisure facilities	6	84.0
CORP-ASSET2 - Proportion of internal floor area of operational buildings in satisfactory condition	7	95.6
CORP 7 - Percentage of income due from Council Tax received by the end of the year	7	96.8
CHN12a - Overall Average Total Tariff	7	933.7
ENV5b - Cost of environmental health per 1,000 population	8	12003.9
CORP 3b - The percentage of the highest paid 5% of employees who are women	8	53.6
C&L2 - Cost Per Library Visit	8	1.9
C&L5b - % of adults satisfied with parks and open spaces	8	89.7

Bottom Ranking Indicators

Indicator	Rank	2015/16
HSN4b - Average time taken to complete non-emergency repairs	25	13.8
CORP 6a - Sickness Absence Days per Teacher	26	7.0
ENV4b - Percentage of A class roads that should be considered for maintenance treatment	27	33.9
ENV4c - Percentage of B class roads that should be considered for maintenance treatment	27	37.0
CHN12c - Average Total Tariff SIMD Quintile 2	28	659.0
ENV1a - Net cost of Waste collection per premises	29	81.8
ECON1 - Percenage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	29	2.9
ENV3c - Cleanliness Score (%age Acceptable)	30	85.8

Benchmarking Theme Overview

Children's Services - Education Cost Indicators

CHN1 - Cost Per Primary School Pupil	2016 Values	Status
	<p>East Lothian rate £ 4,343.98 Last year 4235.57</p> <p>Scottish rate £ 4,733.1 4,683.7</p> <p>Family group median £ 4,760.50 4,734.83</p> <p>Rank 5 4</p> <p>Change in performance (2011/12) -13.98%</p>	<ul style="list-style-type: none"> ⚠️ Cost have increased against the previous year by 2.6% ✅ Performance better than the Scottish rate ✅ Performance within the top 50% of the Family Benchmarking Group ✅ Ranking is within 1st or 2nd Quartile of all Councils ✅ Performance has improved since 2011/12. Rank in 2011/12 was 17.

CHN2 - Cost per Secondary School Pupil	2016 Values	Status
	<p>East Lothian rate £ 6,260.54 Last year 6220.34</p> <p>Scottish rate £ 6,736.8 6,618.1</p> <p>Family group median £ 6,605.52 6,518.79</p> <p>Rank 4 6</p> <p>Change in performance (2011/12) -1.95%</p>	<ul style="list-style-type: none"> ⚠️ Cost have increased against the previous year by 0.6% ✅ Performance better than the Scottish rate ✅ Performance within the top 50% of the Family Benchmarking Group ✅ Ranking is within 1st or 2nd Quartile of all Councils ✅ Performance has improved since 2011/12. Rank in 2011/12 was 9.

CHN3 - Cost per Pre-School Education Registration	2016 Values	Status
	<p>East Lothian rate £ 3,046.69 Last year 3245.74</p> <p>Scottish rate £ 3,853.7 3,324.2</p> <p>Family group median £ 3,595.77 2,903.29</p> <p>Rank 5 16</p> <p>Change in performance (2011/12) -4.34%</p>	<ul style="list-style-type: none"> ✅ Costs have decreased compared to the previous year by -6.1% ✅ Performance better than the Scottish rate ✅ Performance within the top 50% of the Family Benchmarking Group ✅ Ranking is within 1st or 2nd Quartile of all Councils ✅ Performance has improved since 2011/12. Rank in 2011/12 was 19.

Title	Year	Actual	Rank	Change in Value (Previous Yr)
CHN10 - % of Adults Satisfied with Local Schools	2010-14	89.3	5.0	
	2012-15	87.3	10.0	-2.17%
	2013-16	82.0	16.0	-6.11% ⚠️

Children’s Services - Education Attainment Indicators

CHN4 - % of Pupils Gaining 5+ Awards at Level 5	2016 Values	Status
	East Lothian rate 60.0 <small>Last year 53</small>	✔ Performance has improved compared to the previous year by 13.2%
	Scottish rate 59.0 <small>57.0</small>	✔ Performance better than the Scottish rate
	Family group median 58.5 <small>57.5</small>	✔ Performance within the top 50% of the Family Benchmarking Group
	Rank 11 <small>27</small>	✔ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) 11.11%	✔ Performance has improved since 2011/12. Rank in 2011/12 was 12.

CHN5 - % of Pupils Gaining 5+ Awards at Level 6	2016 Values	Status
	East Lothian rate 35.0 <small>Last year 32</small>	✔ Performance has improved compared to the previous year by 9.4%
	Scottish rate 33.0 <small>31.0</small>	✔ Performance better than the Scottish rate
	Family group median 32.5 <small>30.0</small>	✔ Performance within the top 50% of the Family Benchmarking Group
	Rank 9 <small>10</small>	✔ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) 20.69%	✔ Performance has improved since 2011/12. Rank in 2011/12 was 6.

Average Total Tariff

The East Lothian Average Tariff score (all SIMDS) is the 7th highest in Scotland in 2016, the highest it has been over the last 5 years.

The average tariff of SIMD 1 (most deprived 20%) has been steadily increasing over the last 4 years to being placed the 13th highest in Scotland. However this is still below the highest placing of 6th in Scotland in 2012.

The gap between average tariff scores of SIMD 1 (most deprived 20%) and SIMD 5 (least deprived 20%) has continued to reduce over the past 4 years, but is still not reduced to the difference in 2012. In comparison to other authorities across Scotland, there has also generally been a narrowing of the gap in average tariff scores. The size of the gap in East Lothian in 2016 is the 22nd smallest gap across Scotland, an improving trend over the last few years. However, in 2012 East Lothian had the 6th smallest gap across Scotland*

*The number of pupils in SIMD in East Lothian is typically very small (between 4% and 6% of the cohort). This SIMD group population is significantly smaller than any other SIMD group population. Due to the size of this population, the average tariff score is susceptible to more fluctuation over time.

Children's Services - Cost & Care Indicators

CHN8a - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	2014/15	Status
	East Lothian rate £ 3,349.73 <small>Last year 2551.58</small>	⚠️ Cost have increased against the previous year by 31.3%
	Scottish rate £ 3,184.9 <small>3,164.8</small>	⚠️ Performance has declined against the Scottish rate
	Family group median £ 2,903.16 <small>2,550.67</small>	⚠️ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 27 <small>9</small>	⚠️ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) 40.92%	⚠️ Performance has declined since 2011/12. Rank in 2011/12 position 11.

NOTE: 2105/16 figures are not available for comparison until March 2017. Table reports the previous year's value.

CHN8b - The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	2014/15	Status
	East Lothian rate £ 276.38 <small>Last year 318.66</small>	✅ Costs have decreased compared to the previous year by -13.3%
	Scottish rate £ 279.5 <small>269.4</small>	✅ Performance better than the Scottish rate
	Family group median £ 349.45 <small>250.32</small>	✅ Performance within the top 50% of the Family Benchmarking Group
	Rank 12 <small>7</small>	✅ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) -9.40%	✅ Performance has improved since 2011/12. Rank in 2011/12 was 9.

NOTE: 2105/16 figures are not available for comparison until March 2017. Table reports the previous year's value.

CHN9 - Balance of Care for looked after children: % of children being looked after in the Community	2014/15	Status
	East Lothian rate 90.95 <small>Last year 88.04</small>	✅ Performance has improved compared to the previous year by 3.3%
	Scottish rate 90.07 <small>90.60</small>	✅ Performance better than the Scottish rate
	Family group median 86.48 <small>86.8</small>	✅ Performance within the top 50% of the Family Benchmarking Group
	Rank 9 <small>17</small>	✅ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) 3.35%	✅ Performance has improved since 2011/12. Rank in 2011/12 was 15.

NOTE: 2105/16 figures are not available for comparison until March 2017. Table reports the previous year's value.

Corporate Services – Cost & Efficiency Indicators

CORP 1 - Support services as a % of Total Gross expenditure	2016 Values	Status
	<p>East Lothian rate 3.7 Last year 3.9</p> <p>Scottish rate 5.4 5.1</p> <p>Family group median 5.7 5.9</p> <p>Rank 5 7</p> <p>Change in performance (2011/12) 2.96%</p>	<ul style="list-style-type: none"> ✔ Performance has improved compared to the previous year by -5.5% ✔ Performance better than the Scottish rate ✔ Performance within the top 50% of the Family Benchmarking Group ✔ Ranking is within 1st or 2nd Quartile of all Councils ⚠ Performance has declined since 2011/12. Rank in 2011/12 position 4.
<p>CORP 2 - Cost of Democratic Core per 1,000 population</p>	<p>East Lothian rate £ 19,476.0 Last year 18149.3</p> <p>Scottish rate £ 29,980.6 30,828.5</p> <p>Family group median £ 31,804.1 34,619.7</p> <p>Rank 2 2</p> <p>Change in performance (2011/12) -51.01%</p>	<ul style="list-style-type: none"> ⚠ Performance has declined against the previous year by 7.3% ✔ Performance better than the Scottish rate ✔ Performance within the top 50% of the Family Benchmarking Group ✔ Ranking is within 1st or 2nd Quartile of all Councils ✔ Performance has improved since 2011/12. Rank in 2011/12 was 24.
<p>CORP 4 - The cost per dwelling of collecting Council Tax</p>	<p>East Lothian rate £ 8.5 Last year 11</p> <p>Scottish rate £ 10.3 11.0</p> <p>Family group median £ 8.5 10.6</p> <p>Rank 10 18</p> <p>Change in performance (2011/12) -33.47%</p>	<ul style="list-style-type: none"> ✔ Performance has improved compared to the previous year by -22.1% ✔ Performance better than the Scottish rate ⚠ Performance outwith the top 50% Family Benchmarking Group Median ✔ Ranking is within 1st or 2nd Quartile of all Councils ✔ Performance has improved since 2011/12. Rank in 2011/12 was 16.

CORP 3b - The percentage of the highest paid 5% of employees who are women	2016 Values	Status
	East Lothian rate 53.6 <small>Last year 52</small>	✔ Performance has improved compared to the previous year by 3.3%
	Scottish rate 51.9 <small>51.7</small>	✔ Performance better than the Scottish rate
	Family group median 48.9 <small>48.0</small>	✔ Performance within the top 50% of the Family Benchmarking Group
	Rank 8 <small>12</small>	✔ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) 12.92%	✔ Performance has improved since 2011/12. Rank in 2011/12 was 15.

CORP 6a - Sickness Absence Days per Teacher	2016 Values	Status
	East Lothian rate 6.98 <small>Last year 8.27</small>	✔ Performance has improved compared to the previous year by -15.6%
	Scottish rate 6.12 <small>6.28</small>	⚠ Performance is below average compared to the Scottish rate by 0.9
	Family group median 5.98 <small>6.1</small>	⚠ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 26 <small>29</small>	⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) 23.00%	⚠ Performance has declined since 2011/12. Rank in 2011/12 position 9

CORP 6b - Sickness Absence Days per Employee (non-teacher)	2016 Values	Status
	East Lothian rate 10.79 <small>Last year 11.11</small>	✔ Performance has improved compared to the previous year by -2.9%
	Scottish rate 10.63 <small>10.80</small>	⚠ Performance is moving closer to the Scottish rate
	Family group median 10.48 <small>10.6</small>	⚠ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 20 <small>18</small>	⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) -1.69%	✔ Performance has improved since 2011/12. Rank in 2011/12 was 24.

CORP 7 - Percentage of income due from Council Tax received by the end of the year	2016 Values	Status
	East Lothian rate 96.78 <small>Last year 96.63</small>	✔ Performance has improved compared to the previous year by 0.2%
	Scottish rate 95.66 <small>95.46</small>	✔ Performance better than the Scottish rate
	Family group median 96.23 <small>96.0</small>	✔ Performance within the top 50% of the Family Benchmarking Group
	Rank 7 <small>7</small>	✔ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) 1.00%	✔ Performance has improved since 2011/12. Rank in 2011/12 was 13.

CORP 8 - Percentage of invoices sampled that were paid within 30 days	2016 Values	Status
	<p>East Lothian rate 90.0 Last year 89.4</p> <p>Scottish rate 92.8 92.5</p> <p>Family group median 90.5 91.7</p> <p>Rank 23 24</p> <p>Change in performance (2011/12) 1.02%</p>	<ul style="list-style-type: none"> ✔ Performance has improved compared to the previous year by 0.7% ⚠ Performance has declined against the Scottish rate ⚠ Performance outwith the top 50% Family Benchmarking Group Median ⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils ✔ Performance has improved since 2011/12. Rank in 2011/12 was 16.

CORP-ASSET1 - Proportion of operational buildings that are suitable for their current use	2016 Values	Status
	<p>East Lothian rate 84.77 Last year 84.77</p> <p>Scottish rate 79.36 79.01</p> <p>Family group median 84.90 87.6</p> <p>Rank 14 14</p> <p>Change in performance (2011/12) 5.83%</p>	<ul style="list-style-type: none"> ✔ Performance has improved compared to the previous year by 0.0% ✔ Performance better than the Scottish rate ⚠ Performance outwith the top 50% Family Benchmarking Group Median ✔ Ranking is within 1st or 2nd Quartile of all Councils ✔ Performance has improved since 2011/12. Rank in 2011/12 was 19.

CORP-ASSET2 - Proportion of internal floor area of operational buildings in satisfactory condition	2016 Values	Status
	<p>East Lothian rate 95.65 Last year 96.03</p> <p>Scottish rate 81.49 82.92</p> <p>Family group median 82.51 85.0</p> <p>Rank 7 6</p> <p>Change in performance (2011/12) -0.86%</p>	<ul style="list-style-type: none"> ⚠ Performance has declined against the previous year by -0.4% ✔ Performance better than the Scottish rate ✔ Performance within the top 50% of the Family Benchmarking Group ✔ Ranking is within 1st or 2nd Quartile of all Councils ⚠ Performance has declined since 2011/12. Rank in 2011/12 position 3.

Adult Social Care Services – Care & Cost Indicators

SW1 - Older Persons (Over65) Home Care Costs per Hour	2016 Values	Status
	East Lothian rate £ 15.41 <small>Last year 14.32</small>	⚠️ Cost have increased against the previous year by 7.6%
	Scottish rate £ 21.6 <small>20.3</small>	✅ Performance better than the Scottish rate
	Family group median £ 24.04 <small>20.74</small>	✅ Performance within the top 50% of the Family Benchmarking Group
	Rank 2 <small>4</small>	✅ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) -2.41%	✅ Performance has improved since 2011/12. Rank in 2011/12 was 4.

SW2 - SDS spend on adults 18+ as a % of total social work spend on adults 18+	2016 Values	Status
	East Lothian rate 3.66 <small>Last year 3.65</small>	✅ Performance has improved compared to the previous year by 0.3%
	Scottish rate 6.65 <small>6.85</small>	⚠️ Performance has declined against the Scottish rate
	Family group median 3.92 <small>3.8</small>	⚠️ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 16 <small>11</small>	✅ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) -16.71%	⚠️ Performance has declined since 2011/12. Rank in 2011/12 position 3.

SW3 - % of people 65+ with intensive needs receiving care at home	2016 Values	Status
	East Lothian rate 37.36 <small>Last year 39.59</small>	⚠️ Performance has declined against the previous year by -5.6%
	Scottish rate 34.78 <small>35.56</small>	✅ Performance better than the Scottish rate
	Family group median 37.14 <small>37.3</small>	✅ Performance within the top 50% of the Family Benchmarking Group
	Rank 10 <small>12</small>	✅ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) -2.39%	⚠️ Performance has declined since 2011/12. Rank in 2011/12 position 12.

SW5 - Older persons (over 65's) Residential Care Costs per week per resident	2016 Values	Status
	East Lothian rate £ 422.33 <small>Last year 434.57</small>	✅ Costs have decreased compared to the previous year by -2.8%
	Scottish rate £ 368.8 <small>374.3</small>	⚠️ Performance has declined against the Scottish rate
	Family group median £ 414.53 <small>405.22</small>	⚠️ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 24 <small>27</small>	⚠️ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) -2.57%	✅ Performance has improved since 2011/12. Rank in 2011/12 was 21.

Cultural & Leisure Services – Cost Indicators

C&L1 - Cost per attendance at Sports facilities	2016 Values	Status
	East Lothian rate £ 3.99 <small>Last year 4.02</small>	✓ Performance has improved compared to the previous year by -0.7%
	Scottish rate £ 2.9 <small>3.0</small>	⚠ Performance has declined against the Scottish rate
	Family group median £ 2.49 <small>2.43</small>	⚠ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 24 <small>25</small>	⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) -16.87%	✓ Performance has improved since 2011/12. Rank in 2011/12 was 28.

C&L2 - Cost Per Library Visit	2016 Values	Status
	East Lothian rate £ 1.94 <small>Last year 2</small>	✓ Performance has improved compared to the previous year by -2.8%
	Scottish rate £ 2.4 <small>2.5</small>	✓ Performance better than the Scottish rate
	Family group median £ 2.54 <small>2.57</small>	✓ Performance within the top 50% of the Family Benchmarking Group
	Rank 8 <small>5</small>	✓ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) -57.92%	✓ Performance has improved since 2011/12. Rank in 2011/12 was 26.

C&L3 - Cost of Museums per Visit	2016 Values	Status
	East Lothian rate £ 1.56 <small>Last year 1.19</small>	⚠ Performance has declined against the previous year by 31.1%
	Scottish rate £ 3.1 <small>3.2</small>	✓ Performance better than the Scottish rate
	Family group median £ 2.22 <small>2.08</small>	✓ Performance within the top 50% of the Family Benchmarking Group
	Rank 5 <small>4</small>	✓ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) 14.20%	⚠ Performance has declined since 2011/12. Rank in 2011/12 position 5.

C&L4 - Cost of Parks & Open Spaces per 1,000 Population	2016 Values	Status
	East Lothian rate £ 25,327.51 <small>Last year 26534.91</small>	Performance has improved compared to the previous year by -4.6%
	Scottish rate £ 22,231.5 <small>23,508.8</small>	Performance has declined against the Scottish rate
	Family group median £ 17,301.26 <small>18,506.94</small>	Performance outwith the top 50% Family Benchmarking Group Median
	Rank 22 <small>22</small>	Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) -42.27%	Performance has improved since 2011/12. Rank in 2011/12 was 31.

Cultural & Leisure Services – Satisfaction Indicators

Title	Year	Actual	Rank	Change in Value (Previous Yr)
<input type="checkbox"/> C&L5a - % of adults satisfied with libraries	2010-14	89.0	6.0	
	2012-15	87.3	5.0	-1.87%
	2013-16	78.3	18.0	-10.31%
<input type="checkbox"/> C&L5b - % of adults satisfied with parks and open spaces	2010-14	93.1	2.0	
	2012-15	91.3	6.0	-1.93%
	2013-16	89.7	8.0	-1.82%
<input type="checkbox"/> C&L5c - % of adults satisfied with museums and galleries	2010-14	77.9	12.0	
	2012-15	80.7	10.0	3.59%
	2013-16	72.3	15.0	-10.33%
<input type="checkbox"/> C&L5d - % of adults satisfied with leisure facilities	2010-14	87.3	5.0	
	2012-15	89.0	4.0	1.99%
	2013-16	84.0	6.0	-5.62%

Environmental Services – Net Cost Indicators

ENV1a - Net cost of Waste collection per premises	2016 Values	Status
	East Lothian rate £ 81.83 <small>Last year 76.66</small>	⚠️ Cost have increased against the previous year by 6.7%
	Scottish rate £ 63.4 <small>65.4</small>	⚠️ Costs are £18 from the Scottish rate
	Family group median £ 69.52 <small>69.14</small>	⚠️ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 29 <small>26</small>	⚠️ Ranking is outwith the 1st and 2nd Quartile of all Councils

ENV2a - Net cost per Waste disposal per premises	2016 Values	Status
	East Lothian rate £ 55.71 <small>Last year 60.82</small>	✅ Costs have decreased compared to the previous year by -8.4%
	Scottish rate £ 97.0 <small>91.5</small>	✅ Performance better than the Scottish rate
	Family group median £ 81.58 <small>77.68</small>	✅ Performance within the top 50% of the Family Benchmarking Group
	Rank 3 <small>3</small>	✅ Ranking is within 1st or 2nd Quartile of all Councils

ENV3a - Net cost of street cleaning per 1,000 population	2016 Values	Status
	East Lothian rate £ 13,013.10 <small>Last year 12804.87</small>	⚠️ Performance has declined against the previous year by 1.6%
	Scottish rate £ 15,479.8 <small>15,886.2</small>	✅ Performance better than the Scottish rate
	Family group median £ 11,516.16 <small>11,503.25</small>	⚠️ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 17 <small>12</small>	⚠️ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) -10.82%	✅ Performance has improved since 2011/12. Rank in 2011/12 was 10.

ENV3c - Cleanliness Score (%age Acceptable)	2016 Values	Status
	East Lothian rate 85.80 <small>Last year 87.18</small>	⚠️ Performance has declined against the previous year by -1.6%
	Scottish rate 93.40 <small>93.90</small>	⚠️ Performance has declined against the Scottish rate
	Family group median 93.10 <small>95.0</small>	⚠️ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 30 <small>30</small>	⚠️ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) -8.43%	⚠️ Performance has declined since 2011/12. Rank in 2011/12 position 26.

ENV4a - Cost of maintenance per kilometre of roads	2016 Values	Status
	East Lothian rate £ 15,720.06 <small>Last year 19428.01</small>	Performance has improved compared to the previous year by -19.1%
	Scottish rate £ 10,791.2 <small>10,352.2</small>	Performance has declined against the Scottish rate
	Family group median £ 8,734.94 <small>9,084.81</small>	Performance outwith the top 50% Family Benchmarking Group Median
	Rank 24 <small>27</small>	Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) -36.41%	Performance has improved since 2011/12. Rank in 2011/12 was 27.

ENV4b - Percentage of A class roads that should be considered for maintenance treatment	2016 Values	Status
	East Lothian rate 33.95 <small>Last year 31.66</small>	Performance has declined against the previous year by 7.2%
	Scottish rate 28.95 <small>29.03</small>	Performance has declined against the Scottish rate
	Family group median 28.98 <small>27.7</small>	Performance outwith the top 50% Family Benchmarking Group Median
	Rank 27 <small>25</small>	Ranking is outwith the 1st and 2nd Quartile of all Councils

ENV4c - Percentage of B class roads that should be considered for maintenance treatment	2016 Values	Status
	East Lothian rate 36.95 <small>Last year 36.45</small>	Performance has declined against the previous year by 1.4%
	Scottish rate 34.80 <small>36.10</small>	Performance has declined against the Scottish rate
	Family group median 35.85 <small>36.0</small>	Performance outwith the top 50% Family Benchmarking Group Median
	Rank 27 <small>22</small>	Ranking is outwith the 1st and 2nd Quartile of all Councils

ENV4d - Percentage of C class roads that should be considered for maintenance treatment	2016 Values	Status
	East Lothian rate 31.17 <small>Last year 30.67</small>	Performance has declined against the previous year by 1.6%
	Scottish rate 34.74 <small>37.35</small>	Performance better than the Scottish rate
	Family group median 35.08 <small>36.9</small>	Performance within the top 50% of the Family Benchmarking Group
	Rank 14 <small>8</small>	Ranking is within 1st or 2nd Quartile of all Councils

ENV4e - Percentage of unclassified roads that should be considered for maintenance	2016 Values	Status
	<p>East Lothian rate 31.60 Last year 31.28</p> <p>Scottish rate 40.14 39.31</p> <p>Family group median 40.85 36.6</p> <p>Rank 6 6</p>	<ul style="list-style-type: none"> ⚠ Performance has declined against the previous year by 1.0% ✔ Performance better than the Scottish rate ✔ Performance within the top 50% of the Family Benchmarking Group ✔ Ranking is within 1st or 2nd Quartile of all Councils

ENV6 - The % of total household waste arising that is recycled	2016 Values	Status
	<p>East Lothian rate 51.39 Last year 42.8</p> <p>Scottish rate 44.26 42.80</p> <p>Family group median 49.62 46.5</p> <p>Rank 12 20</p> <p>Change in performance (2011/12) 17.55%</p>	<ul style="list-style-type: none"> ✔ Performance has improved compared to the previous year by 20.1% ✔ Performance better than the Scottish rate ✔ Performance within the top 50% of the Family Benchmarking Group ✔ Ranking is within 1st or 2nd Quartile of all Councils ✔ Performance has improved since 2011/12. Rank in 2011/12 was 15.

Housing Services – Performance Indicators

HSN1b - Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	2016 Values	Status
	<p>East Lothian rate 8.62 Last year 9.1</p> <p>Scottish rate 6.25 5.95</p> <p>Family group median 6.73 6.2</p> <p>Rank 23 22</p>	<ul style="list-style-type: none"> ✔ Performance has improved compared to the previous year by -5.2% ⚠ Performance is below average by 2.4% ⚠ Performance outwith the top 50% Family Benchmarking Group Median ⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils
	<p>East Lothian rate 0.55 Last year 1.11</p> <p>Scottish rate 1.05 1.16</p> <p>Family group median 0.70 0.9</p> <p>Rank 4 17</p> <p>Change in performance (2011/12) -46.37%</p>	<ul style="list-style-type: none"> ✔ Performance has improved compared to the previous year by -50.0% ✔ Performance better than the Scottish rate ✔ Performance within the top 50% of the Family Benchmarking Group ✔ Ranking is within 1st or 2nd Quartile of all Councils ✔ Performance has improved since 2011/12. Rank in 2011/12 was 14.
	<p>East Lothian rate 91.97 Last year 81.6</p> <p>Scottish rate 92.50 90.38</p> <p>Family group median 92.64 89.1</p> <p>Rank 18 24</p> <p>Change in performance (2011/12) 47.29%</p>	<ul style="list-style-type: none"> ✔ Performance has improved compared to the previous year by 12.7% ⚠ Performance is just under the Scottish rate ⚠ Performance outwith the top 50% Family Benchmarking Group Median ⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils ✔ Performance has improved since 2011/12. Rank in 2011/12 was 17.

Key Points

- The Council’s arrears performance has improved each year.
- Rent loss due to empty homes has reduced and is well below the Scottish average.
- Our timescale for non-emergency repairs has improved each year. However it continues to be a priority for improvement.
- Our compliance with SHQS has improved each year. Only 59 units failed the SHQS criteria as at 2015/16. An additional 634 units were exempt or in abeyance and measures have been put in place to address these.

HSN4b - Average time taken to complete non-emergency repairs	2016 Values	Status
	East Lothian rate 13.75 <small>Last year 14.81</small>	✔ Performance has improved compared to the previous year by -7.1%
	Scottish rate 9.38 <small>9.88</small>	⚠ Performance has declined against the Scottish rate
	Family group median 6.84 <small>7.0</small>	⚠ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 25 <small>25</small>	⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils

HSN5 - Percentage of council dwellings that are energy efficient	2016 Values	Status
	East Lothian rate 93.81 <small>Last year 96.95</small>	⚠ Performance has declined against the previous year by -3.2%
	Scottish rate 96.16 <small>96.55</small>	⚠ Performance is just under the Scottish rate
	Family group median 95.88 <small>96.7</small>	⚠ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 21 <small>15</small>	⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) 23.63%	✔ Performance has improved since 2011/12. Rank in 2011/12 was 19.

Areas for improvement

The East Lothian Plan identified an outcome/objective as “Housing is more energy efficient and in better condition”. The Actions identified to assist with this include: the development of an Asset Management Strategy; delivery of SHQS; delivery of Energy Efficiency Standards and improve the conditions of voids.

We are developing our asset management information base and planned improvement programmes, which will allow us to provide robust information on stock condition compliance with SHQS/ESSH. Investment continues with annual programmes of planned works such as kitchens, bathrooms, heating systems and rewires along with other energy efficiency measures. Our target for SHQS compliance in 2016/17 is no failed criteria and only 309 in abeyance.

We note our comparative performance with non-emergency repairs. Procedural and system development work is ongoing to achieve further improvements.

Performance and tenant satisfaction across these areas is monitored regularly and reported to working groups and ELTRP on a quarterly basis.

Rent collection and arrears monitoring are subject to ongoing reviews. The service has been further enhanced by the introduction of software to assist with targeted monitoring and earlier intervention. The introduction of Universal Credit Full Digital Service and the loss of direct income to the Housing Revenue Account associated with housing benefit, has had a significant impact on rent collection. The impact of the staggered introduction of this welfare reform is that there will be no direct comparison of arrears levels with other councils for some time.

The Council benchmarks its performance using the ARC indicators. We are also a member of Scotland’s Housing Network which provides us with access to benchmarking information and performance review and best practice forums.

Economic Development – Performance Indicators

ECON1 - Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	2016 Values	Status
	<p>East Lothian rate 2.92 Last year 8.69</p> <p>Scottish rate 13.91 14.14</p> <p>Family group median 2.94 7.5</p> <p>Rank 29 24</p>	<ul style="list-style-type: none"> ⚠ Performance has declined against the previous year by -66.4% ⚠ Performance has declined against the Scottish rate ⚠ Performance outwith the top 50% Family Benchmarking Group Median ⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils

Econ 2 - Cost of Planning Per Application	2016 Values	Status
	<p>East Lothian rate £ 2,504.46 Last year 2423.23</p> <p>Scottish rate £ 4,533.8 4,251.1</p> <p>Family group median £ 3,944.36 3,513.98</p> <p>Rank 1 2</p> <p>Change in performance (2011/12) -38.08%</p>	<ul style="list-style-type: none"> ⚠ Cost have increased against the previous year by 3.4% ✅ Performance better than the Scottish rate ✅ Performance within the top 50% of the Family Benchmarking Group ✅ Ranking is within 1st or 2nd Quartile of all Councils ✅ Performance has improved since 2011/12. Rank in 2011/12 was 14.

Econ 3 - Average Time Per Planning Application	2016 Values	Status
	<p>East Lothian rate 10.38 Last year 8.94</p> <p>Scottish rate 11.19 10.95</p> <p>Family group median 9.85 9.9</p> <p>Rank 20 9</p>	<ul style="list-style-type: none"> ⚠ Performance has declined against the previous year by 16.1% ✅ Performance better than the Scottish rate ⚠ Performance outwith the top 50% Family Benchmarking Group Median ⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils

Econ 4 - % of procurement spent on local small/medium enterprises	2016 Values	Status
	<p>East Lothian rate 22.27 <small>Last year 23.64</small></p> <p>Scottish rate 20.10 <small>19.29</small></p> <p>Family group median 22.27 <small>21.9</small></p> <p>Rank 12 <small>7</small></p> <p>Change in performance (2011/12) -2.34%</p>	<ul style="list-style-type: none"> ⚠ Performance has declined against the previous year by -5.8% ✔ Performance better than the Scottish rate ✔ Performance within the top 50% of the Family Benchmarking Group ✔ Ranking is within 1st or 2nd Quartile of all Councils ⚠ Performance has declined since 2011/12. Rank in 2011/12 position 12.

Econ 5 - No of business gateway start-ups per 10,000 population	2016 Values	Status
	<p>East Lothian rate 14.36 <small>Last year 18.71</small></p> <p>Scottish rate 16.91 <small>18.89</small></p> <p>Family group median 16.92 <small>19.0</small></p> <p>Rank 24 <small>22</small></p>	<ul style="list-style-type: none"> ⚠ Performance has declined against the previous year by -23.2% ⚠ Performance has declined against the Scottish rate ⚠ Performance outwith the top 50% Family Benchmarking Group Median ⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils

Appendix 1 - Full List of LGBF Indicators

SPI 3 Theme	Indicator	Description
Children's Services	<u>CHN1</u>	Cost Per Primary School Pupil
	PRMEXP	Primary education - Gross expenditure (£000s)
	NOUPILSPRM	No of Pupils Primary
	<u>CHN2</u>	Cost per Secondary School Pupil
	SCNDEXP	Secondary education - Gross expenditure (£000s)
	NOUPILSSCND	No of Pupils Secondary
	<u>CHN3</u>	Cost per Pre-School Education Registration
	PRE-SCHEXP	Pre-Primary education - Gross expenditure (£000s)
	NOPLACES	No of Places
	<u>CHN4</u>	% of Pupils Gaining 5+ Awards at Level 5
	<u>CHN5</u>	% of Pupils Gaining 5+ Awards at Level 6
	<u>CHN6</u>	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)
	<u>CHN7</u>	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)
	<u>CHN8a</u>	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week
	GROSSCOST(RES)	Gross Costs (Looked After Children in Residential) (£000s)
	NOCHILDLOOKEDAFTER(RES)	No. Of Children (residential)
	<u>CHN8b</u>	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week
	GROSSCOST(COM)	Gross Costs (Looked After Children in Community Setting) (£000s)
	NOCHILDLOOKEDAFTER(COM)	No. Of Children (community)
	<u>CHN9</u>	Balance of Care for looked after children: % of children being looked after in the Community
	<u>CHN10</u>	% of Adults Satisfied with Local Schools
	<u>CHN11</u>	Proportion of Pupils Entering Positive Destinations
	<u>CHN12a</u>	Overall Average Total Tariff
	<u>CHN12b</u>	Average Total Tariff SIMD Quintile 1
	<u>CHN12c</u>	Average Total Tariff SIMD Quintile 2
	<u>CHN12d</u>	Average Total Tariff SIMD Quintile 3
<u>CHN12e</u>	Average Total Tariff SIMD Quintile 4	
<u>CHN12f</u>	Average Total Tariff SIMD Quintile 5	
Corporate Services	<u>CORP 1</u>	Support services as a % of Total Gross expenditure
	CENT SUPPORT SERV - GENFUND	Central Support services - total General Fund (£000s)
	GROSS EXP GENFUND	Gross expenditure - total General Fund (£000s)
	<u>CORP 2</u>	Cost of Democratic Core per 1,000 population
	GROSSDEM COSTS	Corporate & democratic core - gross exp (£000s)
	MYEPOP	MYE Population
	<u>CORP 3b</u>	The percentage of the highest paid 5% of employees who are women
	<u>CORP 3c</u>	The gender pay gap
	<u>CORP 4</u>	The cost per dwelling of collecting Council Tax
	<u>CORP 5b2</u>	Average time (hours) between time of Domestic Noise complaint and attendance on site

	<u>CORP 6a</u>	Sickness Absence Days per Teacher
	<u>CORP 6b</u>	Sickness Absence Days per Employee (non-teacher)
	<u>CORP 7</u>	Percentage of income due from Council Tax received by the end of the year
	<u>CORP 8</u>	Percentage of invoices sampled that were paid within 30 days
Social Work Services	<u>SW1</u>	Older Persons (Over65) Home Care Costs per Hour
	TOTHOME CARE	Total Homecare (£000s)
	NOHRSHOME CARE	Care Hrs per Yr
	<u>SW2</u>	SDS spend on adults 18+ as a % of total social work spend on adults 18+
	SDS-SPEND18+	SDS Spend on over 18s (£000s)
	GROSS-SWSPEND18+	Gross SW Spend on over 18s (£000s)
	<u>SW3</u>	% of people 65+ with intensive needs receiving care at home
	<u>SW4a</u>	Percentage of adults receiving any care or support who rate it as excellent or good.
	<u>SW4b</u>	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life
	<u>SW5</u>	Older persons (over 65's) Residential Care Costs per week per resident
	NETEXP-WASTEDISP	Net Expenditure on Care Homes for Older People (£000s)
	NO-LONGSTAY	Number of long-stay residents aged 65+ supported in Care Homes
Culture & Leisure Services	<u>C&L1</u>	Cost per attendance at Sports facilities
	GROSSEXP-SPORTSFAC	Sports facilities including swimming pools - gross expenditure (£000s)
	NOATTEND	No. Of Attendances
	<u>C&L2</u>	Cost Per Library Visit
	LIB-GROSSEXP	Libraries - gross expenditure (£000s)
	NOLIBVISITS	No of Library Vists
	<u>C&L3</u>	Cost of Museums per Visit
	GROSSEXP-MUSE	Museums & Galleries - gross expenditure (£000s)
	NOMUSEVISITS	No of museum visits
	<u>C&L4</u>	Cost of Parks& Open Spaces per 1,000 Population
	GROSSEXP-PARKS	Community Parks and Open Spaces - gross expenditure (£000s)
	MYEPOP	MYE Population
	<u>C&L5a</u>	% of adults satisfied with libraries
	<u>C&L5b</u>	% of adults satisfied with parks and open spaces
	<u>C&L5c</u>	% of adults satisfied with museums and galleries
	<u>C&L5d</u>	% of adults satisfied with leisure facilities
	Environmental Services	<u>ENV1a</u>
NETEXP-WASTECOLL		Waste collection - Net expenditure (£000s)
NO-REFUSE-COL		Number of Premises for Refuse Collection
<u>ENV2a</u>		Net cost per Waste disposal per premises
NETEXP-WASTEDISP		Waste disposal - Net expenditure (£000s)
NOPREMISES		Number of Premises
<u>ENV3a</u>		Net cost of street cleaning per 1,000 population
EXP-STREETCLEAN		Street cleaning -net expenditure (£000s)

	MYEPOP	MYE Population
	ENV3c	Cleanliness Score (%age Acceptable)
	ENV4a	Cost of maintenance per kilometre of roads
	GROSSEX-MAIN	Road and winter maintenance - gross expenditure
	KMRD	KM of Road
	ENV4b	Percentage of A class roads that should be considered for maintenance treatment
	ENV4c	Percentage of B class roads that should be considered for maintenance treatment
	ENV4d	Percentage of C class roads that should be considered for maintenance treatment
	ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment
	ENV5a	Cost of trading standards per 1,000 population
	EXP-TRADING	Trading Standards Gross Expend (£000s)
	MYEPOP	MYE Population
	ENV5b	Cost of environmental health per 1,000 population
	EXP-HEALTH	Env. Health Gross Expend (£000s)
	MYEPOP	MYE Population
	ENV6	The % of total household waste arising that is recycled
	ENV7a	% of adults satisfied with refuse collection
	ENV7b	% of adults satisfied with street cleaning
Housing Services	HSN1b	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year
	HSN2	Percentage of rent due in the year that was lost due to voids
	HSN3	Percentage of dwellings meeting SHQS
	HSN4b	Average time taken to complete non-emergency repairs
	HSN5	Percentage of council dwellings that are energy efficient
Corporate Asset	CORP-ASSET1	Proportion of operational buildings that are suitable for their current use
	CORP-ASSET2	Proportion of internal floor area of operational buildings in satisfactory condition
Economic development	ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes
	NUMERATOR	Total Number of Unemployed people assted into work from council funded/operated employability programmes
	DENOMINATOR	Unemployment count - model based
	ECON2	Cost per application
	ECON3	Average Time Per Commercial Planning Application
	ECON4	% of procurement spent on local small/medium enterprises
	ECON5	No of business gateway start-ups per 10,000 population

Appendix 2 - Changes to LGBF Indicators

Education	
CHN4 & CHN6 - Attainment at Level 5	Senior phase attainment data from Scottish Government now included. The data is based on Leavers (rather than stage based as previously).
Customer Satisfaction	
All Customer Satisfaction measures	<p>The satisfaction data drawn from the Scottish Household Survey is now presented in 3 year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures are within 5.5%.</p> <p>We have rolled the data as follows: 2010/11-2013/14 Displayed as (2010-14) 2012/13-2014/15 Displayed as (2012-15) 2013/14-2015/16 Displayed as (2013-16)</p>
Social Care Satisfaction	For the first time, the LGBF data now includes satisfaction measures from the Care & Experience Survey in recognition that these provide more robust and reliable data in relation to service user experience of social care.
Adult Social Care	
SW 3: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home	Due to a change in the 15/16 guidance for the collection of Continuing Care data, this will affect comparability with previous figures.
Culture & Leisure	
All C&L Measures	All Culture and Leisure cost measures are now presented as Net Cost rather than Gross Cost.
Corporate Services	
Gender Pay Gap	For the first time, we have included the Gender Pay Gap as an additional Corporate measure.
Economic Development	
Economic Development	A number of new measures have been included this year to strengthen the framework coverage of Economic Development and Planning. These measures are Cost per planning application; average time per commercial planning application; % procurement spend on SME's; Business Gateway Start up rate.
Roads	
Cost per KM	Improvement Service is working with SCOTS/APSE to replace this measure with their data. In the meantime until this is available, we have worked with the DoF subgroup to amend the current measure to include capital and revenue to provide a more meaningful measure of expenditure on roads.

Other notes																					
Scotland figure	The Scotland figure is calculated by dividing the sum of the numerators of all Local Authorities by the sum of the denominators of all Local Authorities and is the national figure. The exception to this is indicator CORP5b2 – “Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site” where the Scotland figure is the average of all 32 Local Authorities.																				
Real costs	This report uses the real values as presented in the LGBF Tool workbook. Real costs have been calculated using the latest deflator figures from the Treasury - source: https://www.gov.uk/government/statistics/gdp-deflators-at-market-prices-and-money-gdp-september-2016-quarterly-national-accounts																				
All Measures	Where councils have presented updated values for previous years, we have refreshed the data to reflect this. This may mean historical data presented in the 15/16 framework differs slightly from data presented in previous years																				
Rank/Min/Max	Rank, Min and Max is taken from the LGBF Final v3 workbook.																				
Family Groupings	<p>The following are the family groupings for East Lothian Council:</p> <table border="1"> <thead> <tr> <th>Children, Social Care, Housing</th> <th>Corporate, C & L, Environmental, Econ Dev</th> </tr> </thead> <tbody> <tr> <td>Family group 2</td> <td>Family group 2</td> </tr> <tr> <td>Angus</td> <td>Perth & Kinross</td> </tr> <tr> <td>Argyll & Bute</td> <td>East Lothian</td> </tr> <tr> <td>East Lothian</td> <td>Moray</td> </tr> <tr> <td>Highland</td> <td>Stirling</td> </tr> <tr> <td>Midlothian</td> <td>Fife</td> </tr> <tr> <td>Moray</td> <td>South Ayrshire</td> </tr> <tr> <td>Scottish Borders</td> <td>East Ayrshire</td> </tr> <tr> <td>Stirling</td> <td>North Ayrshire</td> </tr> </tbody> </table>	Children, Social Care, Housing	Corporate, C & L, Environmental, Econ Dev	Family group 2	Family group 2	Angus	Perth & Kinross	Argyll & Bute	East Lothian	East Lothian	Moray	Highland	Stirling	Midlothian	Fife	Moray	South Ayrshire	Scottish Borders	East Ayrshire	Stirling	North Ayrshire
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