



MINUTES OF THE MEETING OF THE POLCY AND PERFORMANCE REVIEW COMMITTEE

WEDNESDAY 11 JANUARY 2017
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON

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Committee Members Present:

Councillor P MacKenzie (Convener)
Councillor J Gillies
Councillor J Goodfellow
Councillor F McAllister
Councillor P McLennan
Councillor K McLeod
Councillor J Williamson

Other Councillors Present

Councillor J McMillan

Council Officials Present:

Ms M Patterson Depute Chief Executive (Partnerships and Community Services)
Mr J Lamond, Head of Council Resources
Mr T Shearer, Head of Communities and Partnerships
Mr P Vestri, Service Manager – Corporate Policy and Improvement
Mr E John, Service Manager – Sport, Countryside and Leisure
Mrs K MacNeill, Service Manager – Licensing, Administration and Democratic Services
Mr K Christie, Service Manager – Revenues
Ms D Robertson, Team Manager – Unified Business Support
Ms H Tiffin, Customer Feedback Team Leader
Ms A Stewart, Rent Income Team Leader
Ms A McIntyre, Performance and Business Development Officer
Ms T Moncrieff, Welfare Development Officer
Ms J Lothian, Outdoor Access Officer
Mr I Reid, Roads Officer

Clerk:

Mrs F Stewart

Apologies:

Councillor D Berry

Declarations of Interest:

None

Today's meeting was chaired by the Committee's Vice Chair, Councillor Peter MacKenzie.

1. MINUTES FOR APPROVAL – PPRC 9 NOVEMBER 2016

The minutes of the meeting of the Policy and Performance Review Committee of 9 November 2016 were approved. There were no matters arising.

2. TRANSFORMATION PROGRAMME UPDATE

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) providing the Committee with an update on the Council's Transformation Programme.

Paolo Vestri, Service Manager for Corporate Policy and Improvement, presented the report. He stated that significant changes had been taking place for some time in order to achieve the Council Plan and Single Outcome Agreement at a time of reducing resources, increasing demand on services and cost pressures. The transformation process had delivered major changes to the Council structure, delivering budget savings in line with the Council's Financial Strategy. Projects in the transformation programme included Worksmart (flexible working), Buysmart and Efficient Workforce Management. Mr Vestri stated that the Council's Financial Strategy 2016-19, approved by Council on 9 February 2016, had highlighted the need for the Council to maximise its efficiency and to focus on key priorities. He also outlined a number of other projects, including a review of Council accommodation, an Electronic Data Retrieval Management System (EDRMS) and the implementation of a Digital Strategy. The Council would also seek to increase opportunities for partnership working and for generating new sources of income.

In response to questions from Members, Mr Vestri confirmed that there were now a number of shared posts with Midlothian Council. He also advised that wide ranging consultations would be carried out on the development of a new Council website.

Councillor McLennan referred to a recent news story concerning another local authority which had issued bonds on the stock exchange. He asked if this was an option which had been considered by the Council Management Team and Jim Lamond, Head of Council Resources, replied that the local Authority concerned was in a different financial position to East Lothian Council. For that reason, and due to prevailing professional advice, it was unlikely that East Lothian Council would trade on the the stock market.

In response to a question on whether savings from the transformation programme were on target, Mr Vestri replied that, as projects became defined and approved, budget savings would be identified. The savings were required as the support grant received from the Scottish Government had been reduced over the past few years, reducing the resources available to the Council.

Councillor McLeod enquired who would monitor Best Value and Mr Vestri replied that this Committee, the Audit and Governance Committee and Audit Scotland all had a role to play. Mr Lamond added that Best Value continually tested the Council's performance.

Councillor McAllister asked if merging some local services and creating cultural hubs might bring benefits and Tom Shearer, Head of Communities and Partnerships, replied that the Council would always be alert to opportunities that would bring greater efficiencies. However, he re-assured Members that any such changes would need a robust business case and not affect the quality of services.

The Chair thanked Mr Vestri for his report and other Officers for their contributions. He added that it was important members of the public had confidence in the transformation programme and stated that results should provide a leaner and more efficient delivery of services and not necessarily be detrimental.

Decision

The Committee agreed to note the update.

3. IMPACT OF UNIVERSAL CREDIT ON RENT ARREARS

A report was submitted by the Head of Council Resources informing the Committee about the impact of Universal Credit Full Service on Council house rent arrears since its introduction in East Lothian by the Department for Work and Pensions in March 2016. The report also informed Members about the work of the Revenues Service in mitigation against the impact of Universal Credit and the potential future financial impact of Universal Credit on rent collection.

Kenny Christie, the Revenues Service Manager, presented the report. He advised that there had been a rapid increase in claims across all areas of East Lothian in the 9 months since the Universal Credit (C) Full Service had begun. An assessment of the potential financial impact of UC on rent collection and it was estimated that by the time the full UC caseload was reached, Council Officers would need to collect £8.3m direct from around 2500 Council house tenants receiving UC. In most cases, this would normally have been paid direct to the Council. Rent Income staff were therefore engaging with tenants moving onto UC to ensure that they understood their obligation to pay their rent from their UC payment, particularly as UC was paid in arrears and there was a 6-week assessment period prior to payment being made. In the course of providing this support, Council Officers were discovering the vulnerability of some tenants e.g. mental health issues addictions and financial difficulties.

Mr Christie advised that the Council's Rent Income Team had been successful in reducing the current tenant arrears in each of the two financial years. However, since the introduction of UC Full Service on 23 March 2016, there had been a significant rise in rent arrears, impacting severely on mainstream Council house rent collection. Action taken by the Revenues Service to mitigate the impact of UC on rent collection included the establishment of a Welfare Development Officer to act as the Council's single point of contact for the Department of Work and Pensions, deploying previously office based staff to carry out early intervention visits to assist UC claimants and diverting more resources into supporting UC clients.

Mr Christie stated that a report to Council on 20 December 2016 had made four recommendations which could potentially have a mitigating effect in relation to the impact of UC on rent arrears, if acted upon by the S Govt and UK Govt: to ask the Scottish Government to take steps to have the housing cost element of UC paid direct to landlords; to seek financial recompense from the UK Government for the loss of Council Tax and Council house rent income as a result of UC; to ask the DWP to carry out an urgent investigation into the impact of UC in East Lothian on claimants and on the local authority and to ask the UK Government to suspend the housing cost element of UC until this investigation takes place.

Questions from Members followed. The Chair noted from the report that, of the 710 Council house tenants were known to be in arrears, 137 Alternative Payment Arrangements had been requested from the Department of Work and Pensions (DWP). Mr Christie replied that, while requesting alternative payment arrangements seemed an obvious solution, there had

been issues with the DWP and he would rather engage and negotiate with customers directly.

Councillor McLeod asked what could be done to encourage tenants to pay their rent promptly and Mr Christie replied that there were well established procedures in place which had been successful for the past two years. However, while tenants in arrears could be taken to court quickly, it could take 4 months to get a court date, making matters considerably worse. In terms of pursuit of debt, Mr Lamond stated that the Council pursued all debts.

Councillor McLennan asked Mr Christie what he would like to see in the next budget to help address rent arrears and Mr Christie replied that he hoped that a review of the discretionary housing payment budget would be considered. Additional resource to help deal with new debt would also be helpful. Councillor McLennan also asked if further legislation was due that would impact on rent arrears and Mr Christie replied that changes would be introduced in April, and the Council would work with tenants to help them understand the changes. Changes of particular note were the reduction in the benefit cap to £20,000 and benefits restricted to two children per household. Ms Moncrieff, Welfare Development Officer, advised that, in addition to discretionary housing payments, the Council had explored other sources of help for tenants suffering financial hardship.

Councillor McAllister asked, given that East Lothian was a pilot Authority for the whole of Scotland, if there was a lack of planning evident in the UC rollout. Mr Christie replied that this was a not pilot scheme, although East Lothian was the first area in Scotland to be moved to the Universal Credit Full Service on 23 March 2016. The Council was working with the DWP through local representation and COSLA (Convention of Scottish Local Authorities) and making suggestions for improvements.

Councillor McLennan asked if a representative from the DWP could be invited to a future meeting of the PPRC to hear the concerns of Members. He also requested a report with an update on UC in 6 months.

Councillor Goodfellow asked if the delays with court proceedings had become greater since Haddington Court had closed and Mr Christie replied that there had been a significant difference since the court closure.

Councillor McLeod commented that Mr Christie and his team were doing an excellent job. Councillor McLennan stated that it was clear the Revenues Team faced a considerable challenge in the wake of the UC legislation which was having a big impact on people's lives. Both the Revenues Team and tenants had his full support. Councillor McAllister was critical of legislation which left people without benefits for 6 weeks while their claim was being assessed. Councillor Goodfellow stated that the Administration and Revenues Team were doing their best to mitigate against the adverse effects of the legislation. He was disappointed that the Scottish Government, which had had the power to act on this legislation, had done nothing.

The Chair stated that, while the Committee wanted to support the Revenues Team in the work they do, it was also important that the concerns expressed today were communicated to the UK Government. The terms of a fourth recommendation to the report was discussed and agreed.

Decision

The Committee agreed:

- i. to note the social impact of Universal Credit on Council tenants affected and the operational and financial impact on the Council as a landlord;
- ii. to recognise and support the mitigation work of the Revenues service; and
- iii. to note and consider the potential, future financial impact of Universal Credit on the Housing Revenue Account income.
- iv. that, in considering responses from the Scottish Government and the UK Government following two letters which had been sent, the Chief Executive includes a request for both parties to attend a future meeting of the PPRC to learn from the Committee the serious concerns experienced in East Lothian following the roll-out of UC.

4. DELIVERING CORE PATHS AND ACTIVE TRAVEL ROUTES

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) updating the Committee on recent and proposed work to improve East Lothian's core path network and cycle routes for the benefit of all users, and how this had been delivered.

Eamon John, Service Manager for Sport, Countryside and Leisure, presented the report. Iain Reid, Roads Officer for Sustainable Travel, and Jennifer Lothian, Outdoor Access Officer, were also present. Mr John stated that the report summarised the path development, active travel and awareness-raising work that had been undertaken in East Lothian to date and detailed the future work proposed. Partners in this work included East Lothian's Area Partnerships and community groups. Mr John advised that, building on a strong tradition of pathmaking, East Lothian Council had developed a connected network of core paths and active travel routes for walking, cycling and horse riding, for people of all ages and abilities, around the county. He also outlined the significant benefits of a well managed path network which included promoting health and wellbeing, promoting sustainable transport and connecting communities.

Ian Reid, formerly the Council's School Travel Co-ordinator, stated that two new pieces of legislation had been introduced in 2003; Travel to School – An Action Plan and Lets Make Scotland More Active. The Council had responded to this by engaging with all schools to find ways to support safe and healthy travel to school and to encourage children to be more active. Investment in safer routes to school, Walk to School Week campaigns and promoting the benefits of active travel around schools had resulted in East Lothian being in the top performing local Authority in Scotland for the past 8 years, with almost 90% of school pupils using active travel modes compared to the national average of 49.7% (source: Sustrans National HUS Survey Report, May 2016).

Jennifer Lothian, Outdoor Access Officer, stated that the Council was currently developing an Active Travel Improvement Plan which would promote walking and cycling as part of everyday journeys. There was also an 'East Lothian on the Move' project working with Area Partnerships which would deliver improvements local people wish to see in their communities. Ms Lothian outlined a number of current and future projects, highlighting in particular the Elphinstone to Ormiston Core Paths Improvement Project funded by the Council with match funding from Sustrans Community Links. A further £250,000 had been awarded by Sustrans to upgrade a section of the Pencaitland Railway Walk. Ms Lothian added that a recent visitor survey had also highlighted the importance to East Lothian's economy of walking tourism as walks and scenery were key attractions for visitors. A Powerpoint presentation showed examples of some paths which had recently been upgraded.

The Chair thanked Mr John and his team for their report. He stated that a leaflet was going to be produced on paths in his ward (Preston, Seton and Gosford) and he had been asked by local people if the paths would be clearly marked. Ms Lothian replied that the leaflets were intended to encourage more people to use the pathways and signage was important. There was a core paths plan online and her team would be pleased to receive any feedback on signage. There were also apps which could be downloaded and volunteer path wardens.

Councillor McLellan referred to the economic benefits of walking and asked if the amount spent by walkers in East Lothian could be quantified. Mr John replied that there was not yet accurate data, but feedback from local businesses suggested that walkers had increased their sales.

Councillor McAllister stated that the Land Reform (Scotland) Act 2003 outlined the duty of landowners to make access available to all and be free from obstructions, however unintentional. This was particularly important for path users using mobility vehicles.

Councillor Goodfellow stated that the report presented a good example of partnership working and Councillor Gillies welcomed the report, remarking that he had found the improvement to his local paths outstanding. Councillor McAllister stated that East Lothian had a heritage to be proud of and that the report was aspirational.

Decision

The Committee agreed:

- i. to note and consider the content of the report;
- ii. to note stakeholder involvement in identifying and helping to take forward path improvement initiatives and the benefits these could bring to local communities; and
- iii. to continue to support the development of the walking and cycling network, and take opportunities to assist with the enhancement of the path and active travel network for the future.

5. CUSTOMER COMPLAINTS AND FEEDBACK – Q1 AND Q2 2016/17

A report was submitted by the Depute Chief Executive (Resources and People Services) regarding the use of the Council's Complaints Handling Procedure for Quarter 1 and Quarter 2 (1 April to 30 September 2016) and also to bring awareness to implemented and planned improved processes.

Hannah Tiffin, recently appointed Customer Feedback Manager, presented the report. She advised that the Council complied with the complaints handling procedure for local authorities introduced by the Scottish Public Services Ombudsman (SPSO). In this model, Stage 1 complaints (Frontline Resolution) were dealt with at the point of service and Stage 2 complaints (Investigation) needed to be acknowledged within 3 working days and a response provided within 20 working days.

Ms Tiffin reported that the Council had received 626 feedback cases during Q1 and Q2 and outlined the numbers of complaints, compliments and comments. She also advised the response times to complaints, stating that an improved performance was expected for Q3 and Q4. She was working with Heads of Service and Managers with a view to better understanding the customers' experience of making a complaint and to identify any trends at

an early stage. She proposed that in future an annual report would be brought to the Committee.

Councillor McLeod asked if customers would always receive a response to their complaint in writing and Ms Tiffin replied that this was not necessary for stage 1 complaints. Customers with more complex complaints could expect to receive information by email.

Councillor Williamson referred to complaints which were upheld or partially upheld and asked if any common themes would be identified and addressed. Ms Tiffin replied that her team were committed to doing that.

The Chair thanked Ms Tiffin for her report and wished her well in her new role.

Decision

The Committee agreed to note the report.

6. ANNUAL WORK PROGRAMME UPDATE 2016/17

An updated Annual Work Programme detailed the reports already scheduled for the Committee for the remainder of session 2016/17.

Councillor McLennan requested update reports on Universal Credit in 6 months and Homelessness in September 2017. He also requested an annual update on the transformation programme.

Signed

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Councillor P MacKenzie
Depute Convener of the Policy and Performance Review Committee

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

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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)

AUTHOR'S NAME	Gary Stewart
DESIGNATION	Policy Officer (Performance)
CONTACT INFO	gstewart1@eastlothian.gov.uk
DATE	23/02/2017



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.

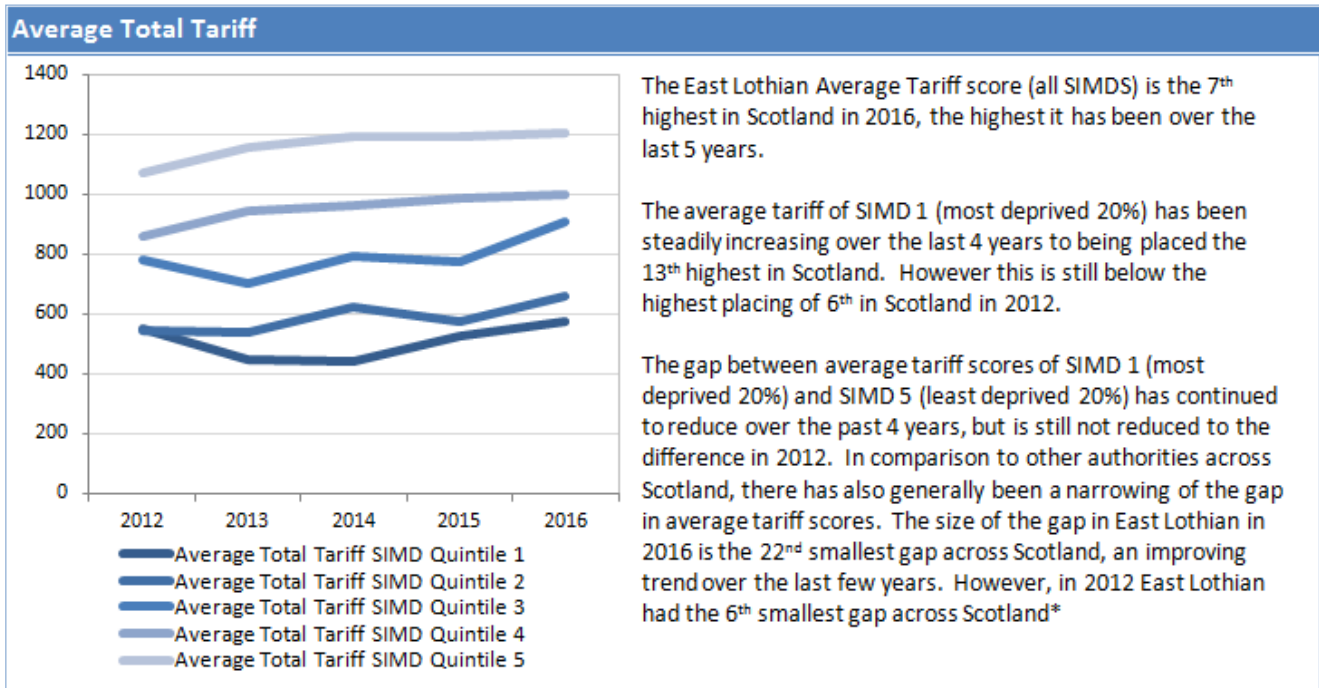
CHN3 - Cost per Pre-School Education Registration	2016 Values	Status
	<p>East Lothian rate £ 3,046.69 Last year 3245.74</p> <p>Scottish rate £ 3,853.7 3,324.2</p> <p>Family group median £ 3,595.77 2,903.29</p> <p>Rank 5 16</p> <p>Change in performance (2011/12) -4.34%</p>	<ul style="list-style-type: 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.



*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
	East Lothian rate 90.0 <small>Last year 89.4</small>	✔ Performance has improved compared to the previous year by 0.7%
	Scottish rate 92.8 <small>92.5</small>	⚠ Performance has declined against the Scottish rate
	Family group median 90.5 <small>91.7</small>	⚠ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 23 <small>24</small>	⚠ Ranking is outwith the 1st and 2nd Quartile of all Councils
	Change in performance (2011/12) 1.02%	✔ 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
	East Lothian rate 84.77 <small>Last year 84.77</small>	✔ Performance has improved compared to the previous year by 0.0%
	Scottish rate 79.36 <small>79.01</small>	✔ Performance better than the Scottish rate
	Family group median 84.90 <small>87.6</small>	⚠ Performance outwith the top 50% Family Benchmarking Group Median
	Rank 14 <small>14</small>	✔ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) 5.83%	✔ 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
	East Lothian rate 95.65 <small>Last year 96.03</small>	⚠ Performance has declined against the previous year by -0.4%
	Scottish rate 81.49 <small>82.92</small>	✔ Performance better than the Scottish rate
	Family group median 82.51 <small>85.0</small>	✔ Performance within the top 50% of the Family Benchmarking Group
	Rank 7 <small>6</small>	✔ Ranking is within 1st or 2nd Quartile of all Councils
	Change in performance (2011/12) -0.86%	⚠ 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.

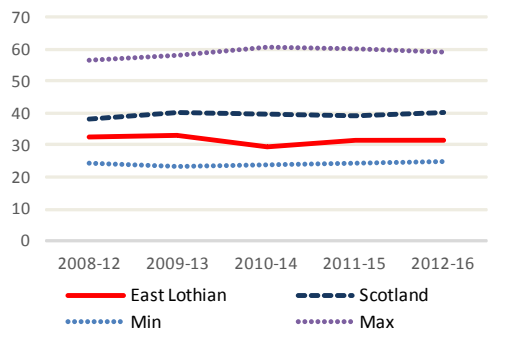
ENV3c - Cleanliness Score (%age Acceptable)	2016 Values	Status
	East Lothian rate 85.80 <small>Last year 87.18</small>	⚠️ Performance has declined against the previous year by -1.6%
	Scottish rate 93.40 <small>93.90</small>	⚠️ Performance has declined against the Scottish rate
	Family group median 93.10 <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.

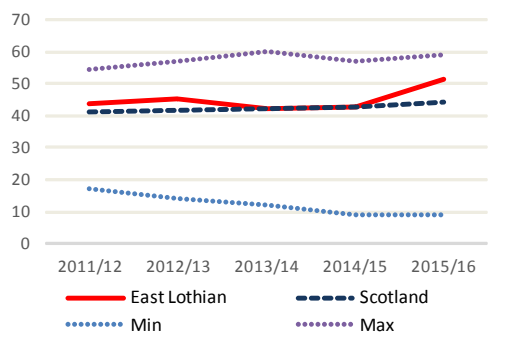
ENV4a - Cost of maintenance per kilometre of roads	2016 Values	Status
	East Lothian rate £ 15,720.06 <small>Last year 19428.01</small>	✓ Performance has improved compared to the previous year by -19.1%
	Scottish rate £ 10,791.2 <small>10,352.2</small>	⚠ Performance has declined against the Scottish rate
	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
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																				

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 8 March 2017

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

SUBJECT: Performance Report, Q3 2016/17

3

1 PURPOSE

- 1.1 To provide the Committee with information regarding the performance of Council services during Q3 (October - December) 2016/17.

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 further analysis or review.

3 BACKGROUND

- 3.1 The Council has established a set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The indicators that are collected monthly or quarterly are reported to the Policy & Performance Review Committee. Appendix A displays the results of the Key Performance Indicators for Q3 2016/17. Trend graphs are provided for some indicators that are below target.
- 3.2 Some of the key indicators that may be of particular interest to members include:
- Delayed discharge patients waiting over 2 weeks fell from 38 in quarter 2 to 22 in quarter 3. This is subject of a report to committee.
 - There has been an improvement in the proportion of community pay back orders starting placement within 7 working days from 37% in quarter 2 to 62% in quarter 3.

- Average no of days to re-housing (homelessness) fell from 420 in quarter 2 to 327 in quarter 3. Although this is still above the target of 240.
- Current rent arrears rose again in the third quarter from £1.45m to £1.50m.
- Number of unemployed people participating in East Lothian Works programmes increased from 175 to 366 and the number progressing into work also rose from 34 to 48 in the third quarter.
- Number of fly-tipping incidents rose from 168 in quarter 2 to 219 in quarter 3.

4 POLICY IMPLICATIONS

- 4.1 Reporting performance helps the Council demonstrate that it is achieving Best Value in regard to 'Commitment and Leadership', 'Sound Governance at a strategic, financial and operational level' and 'Accountability'.
- 4.2 The scrutiny of performance by Elected Members is part of 'Commitment and Leadership'. The Best Value Guidance explains that the scrutiny of performance means 'That members are involved in setting the strategic direction for Best Value and there is a mechanism for internal scrutiny by members of performance and service outcomes.' Reporting the performance indicators for each service every quarter is intended to aid this process.

5 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 Appendix A: Key Performance Indicators, Q3 (Oct - Dec) 2016

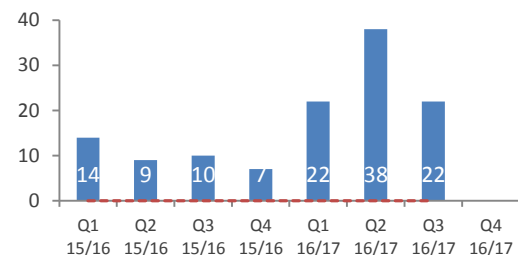
AUTHOR'S NAME	Gary Stewart
DESIGNATION	Policy Officer
CONTACT INFO	gstewart1@eastlothian.gov.uk
DATE	23/2/2017

Appendix A: Key Performance Indicators, Q3 2016/17 (October - December 2016)

Key to symbols

- ↔ Little or no change (less than 4% variation)
- ↓ Improving performance (Indicator aim: LOW)
- ↓ Worsening performance (Indicator aim: HIGH)
- ↑ Improving performance (Indicator aim: HIGH)
- ↑ Worsening performance (Indicator aim: LOW)

Adult Wellbeing

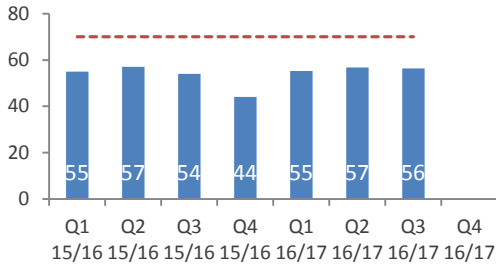
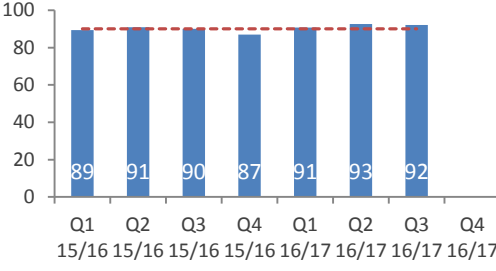
Measure	RP / Unit	Q2 16/17	Previous RAG	Q3 16/17	Target	RAG	Short Trend	Comment
Number of delayed discharge patients waiting over 2 weeks	Qrt No.	38	red	22	0	red	↓	 <p>Census figure at the end of December was a total of 22 patients waiting over 2 weeks. 14 of the 22 were awaiting a Package of Care in order for them to return to their own home. The remaining 8 were waiting for a Care Home placement.</p>
Percentage of people aged 65+ with intensive needs receiving Care at Home	Qrt %	40.4	green	39.6	35	green	↔	
Proportion of care at home clients (65+) receiving a service at weekends	Qrt %	88.9	-	89.1	-		↔	

Proportion of care at home clients (65+) receiving evening/overnight service	Qrt %	53.9	-	52.77	-		↔	
Proportion of care at home clients (age 65+) receiving Personal Care	Qrt %	96.6	-	96.75	-		↔	
Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days	Qrt %	37.11	red	62.16	67	amber	↑	
Proportion of Criminal Justice Social Work Reports submitted to court by due date	Qrt %	100	green	100	100	green	↔	

Children's Wellbeing

Measure	RP / Unit	Q2 16/17	Previous RAG	Q3 16/17	Target	RAG	Short Trend	Comment
Average number of Placements for looked after children	Mth No.	1.8	green	1.8	-	green	↔	
Percentage of children on Child Protection Register for more than 6 Months	Mth %	22.6	red	NA	0		↔	
Percentage of children who are re-registered within a 12 month period	Mth %	0	green	NA	0		↔	
Rate per 1,000 children in Formal Kin Care	Mth No./1000	2	green	2.4	-	green	↑	Formal (i.e. Looked After children) Kinship care numbers have increased again this month and now stands at 50. This is a 16% increase on 12 months ago and combined with the number of children in Informal (non Looked After children) Kinship care brings those in total kinship care to 122.
Rate per 1,000 children in Foster Care	Mth No./1000	4.4	green	4.2	-	green	↓	Foster care recruitment by the Council has been adversely affected by private agencies and other local authority fostering services targeting East Lothian. The result has been a dramatic reduction in enquiries and applications to foster with East Lothian Council. We are working to raise our profile and let people know that fostering for East Lothian Council is a positive choice.
Rate per 1,000 children in Residential Care	Mth No./1000	0.9	green	1	-	green	↑	
Rate per 1,000 children on Home Supervision	Mth No./1000	3.2	green	3.1	-	green	↔	

Communities & Partnerships

Measure	RP / Unit	Q2 16/17	Previous RAG	Q3 16/17	Target	RAG	Short Trend	Comment
% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)	Qrt %	56.7	red	56.4	70	red	↔	 <p>The Service has implemented a Queuebuster system which gave callers the option of being called back. The first quarter of full implementation is Q3. There are still some system issues which need to be resolved to achieve the 20 second target. However, at 30 seconds all callers are asked whether they wish to be called back. This means that we are less likely to lose calls as customers either wait in the queue or ask to be called back.</p>
% of calls within contact centre (excluding switchboard) answered	Qrt %	92.71	green	92.04	90	green	↔	
% of Community Response calls answered within 1 minute	Qrt %	95.67	amber	95.64	97.5	amber	↔	

Accuracy rate in Registration Service	Qrt No.	98.07	green	98.65	97	green	↔																
Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth & adult learners (based on an average evaluation rating on a scale from 1 to 100 where 0 is lowest and 100 is highest)	Qrt Score	79	green	82	70	green	↔																
% homelessness assessments completed in under 28 days	Qrt %	88	green	86	80	green	↔	<table border="1"> <caption>Homelessness assessments completed in under 28 days (%)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>89</td> <td>85</td> <td>84</td> <td>85</td> </tr> <tr> <td>16/17</td> <td>86</td> <td>88</td> <td>86</td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	15/16	89	85	84	85	16/17	86	88	86	
Year	Q1	Q2	Q3	Q4																			
15/16	89	85	84	85																			
16/17	86	88	86																				
Homelessness - average number of days to re-housing	Qrt days	420	red	327	240	red	↓	The days to re-housing has dropped because there have been a number of allocations in the Dunbar area where waiting times are significantly shorter than for the remainder of the district which has brought the average down .Overall excluding Dunbar the time continues to increase as a result of the relatively low level of homeless allocations.															
Homelessness case-load	Qrt No.	196	amber	170	250	green	↓	In previous years, the number of homelessness cases reduce in the third quarter. Although Qrt3 this year has seen a similar drop, the reduction was less than in previous years. Normally, the figure would be around 150 applicants in the quarter, but this year the service dealt with 170 cases.															

Council Resources

Measure	RP / Unit	Q2 16/17	Previous RAG	Q3 16/17	Target	RAG	Short Trend	Comment
Business Rates in-year collection	Mth %	64.95	amber	84.86	86.17	amber	↔	Previous like for like value in Dec 2015 was 86.16
Council Tax in-year collection	Mth %	54.84	green	83.28	81.97	green	↑	
Time taken to process change of circumstances	Mth days	9.58	red	7.9	6	red	↓	Time taken has reduced in the quarter but still over target.
Time taken to process new claims	Mth days	30.61	red	29.84	26	red	↔	
Value of current tenants rent arrears	Mth £	1452515.37	red	1503444.18	1020782.6	red	↔	Value of arrears has increased during the quarter
% of invoices paid on time	Qrt %	86.74	amber	91.91	90	green	↑	
% spend with contracted suppliers quarterly	Qrt %	74.79	amber	79.49	80	amber	↑	
Cost of HR function per employee	Qrt £	63.16	green	64.87	80	green	↔	

Development

Measure	RP / Unit	Q2 16/17	Previous RAG	Q3 16/17	Target	RAG	Short Trend	Comment
Percentage of the population claiming Job Seekers Allowance	Mth %	1.8	green	2.2	2.2	red	↑	1395 claimants this month. East Lothian rate steadily rising for claimants aged 16+ and now matches the Scottish rate.
Proportion of 18- 24 yr olds claiming Job Seekers Allowance	Mth %	3.2	green	3.3	3.3	red	↔	Revisions were made to the data source (NOMIS) to include all claimants moving to the out of work element of universal credit. NOMIS had been providing only the number of claimants from the DWP live legacy system. Previous data did not include those moving onto the full UC digital service. NOMIS have revised historical figures to now include both systems. 275 claimants this month aged 18-24. Figure matches the Scottish rate.
% food businesses broadly compliant with food hygiene law	Qrt %	88	amber	89	93	amber	↔	
% Food Hygiene Inspections achieved - medium risk	Qrt %	100	green	100	90	green	↔	
% Food Hygiene Inspections achieved - high risk	Qrt %	NA	-	NA	100	-	↔	No high risk food inspections carried out in the last 2 quarters.
% of Trading Standards Business Advice Requests responded to within 14 days	Qrt %	83	red	91	100	amber	↑	
% of Trading Standards consumer complaints responded to within 14 days	Qrt %	76	red	84	100	red	↑	
% of trading standards inspections achieved	Qrt %	100	green	100	95	green	↔	
Average Time in working days to Issue Building Warrants	Qrt days	88.01		92	-		↑	
Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	Qrt %	6.25		17.41	-		↑	
Consumer enquiries - % of same day responses	Qrt %	100	green	100	100	green	↔	

Food Standards Inspection - medium risk	Qrt %	86	red	100	100	green	↑	
Food Standards Inspections - high risk	Qrt %	100	green	100	100	green	↔	
Number of unemployed people participating in East Lothian Works programmes	Qrt No.	175	red	366	240	green	↑	
Number of unemployed people participating in East Lothian Works programmes progressing into work	Qrt No.	34	red	48	45	green	↑	
Total no. of new business starts	Qrt No.	68	green	58	50	green	↓	
Percentage of new businesses surviving after 12 months	Qrt %	13	red	33	80	red	↑	New way to measure to give more robust figure is still being developed
Application approval rate	Qrt %	96.3	green	98	94.6	green	↔	
Householder developments: average time	Qrt No.	7.4	amber	7.8	7.3	amber	↑	
Local developments: % determined within 2 months	Qrt %	85.8	green	86	76.3	green	↔	193 applications determined within 2 months
Local developments: average time in weeks	Qrt wks	8.6	green	8.7	9.1	green	↔	
Major developments: average number of weeks to decision	Qrt wks	47.9	red	13.1	44.8	green	↓	

*Planning Indicators are reported for the previous quarter to enable comparison with the Scottish figures.

Infrastructure

Measure	RP / Unit	Q2 16/17	Previous RAG	Q3 16/17	Target	RAG	Short Trend	Comment
Green Waste & Beach Waste Recycled	Qrt %	100	green	100	100	green	↔	
Number of attendances at indoor sports and leisure facilities	Qrt No.	178191	green	169879	130000	green	↓	
Number of attendances at pools	Qrt No.	141262	green	94791	110000	red	↓	Historically there is a drop in attendance during this time of year after the peak in use during the summer holidays.
Number of Fly-tipping incidents	Qrt No.	168	red	219	80	red	↑	 <p>The first time to reach over 200 incidents since Q4 12/13.</p>
Number of vehicles accessing recycling centres	Qrt No.	125620	green	106361	100000	green	↓	
Other Waste Recycled	Qrt %	97.7	green	NA	NA	NA	↔	
Street lighting - repairs - average time	Qrt days	2.67	green	3.79	7	green	↑	
Traffic lights - average time to repair failure	Qrt hrs:mins	6.28	green	4.49	48	green	↓	

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 8 March 2017

BY: Chief Social Work Officer

SUBJECT: East Lothian Public Protection Update Report
1 April 2016 – 30 September 2016

4

1 PURPOSE

This report gives an overview of the statistical information for Public Protection (Child Protection, Adult Support and Protection, Violence Against Women and Girls and Offender Management) in Quarter 1 and Quarter 2 of 2016/2017.

2 RECOMMENDATIONS

2.1 PPRC is asked to:

a) Note the contents of this report

3 BACKGROUND

3.1 This report is the East Lothian extract of the East Lothian and Midlothian Quarter 2 Lead Officer Observation report which was presented to East Lothian and Midlothian Public Protection Committee on 6 December 2016. It gives an update on statistical information for the first six months of the reporting year 2016/17 and comments on the data for each of the areas of Public Protection over this time period;

3.2 Adult Protection – East Lothian Adult Protection data is available on pages 2 & 3 of the report.

3.3 Child Protection – East Lothian Child Protection data is presented on pages 4 & 5 of the report.

3.4 Violence Against Women and Girls – East Lothian data is presented on pages 6 & 7 of the report.

3.5 Offender Management Group – Information from the offender management group is presented on page 8 of the report

4 POLICY IMPLICATIONS

4.1 N/A

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 – N/A

6.2 Personnel – N/A

6.3 Other – N/A

7 BACKGROUND PAPERS

7.1 East Lothian and Midlothian Public Protection Committee Lead Officer Observations Report Quarter 2 (July - September) 2016/17 East Lothian extract

AUTHOR'S NAME	Anne Thompson
DESIGNATION	Public Protection Team Manager
CONTACT INFO	athompson2@eastlothian.gcsx.gov.uk
DATE	24 February 2017



East Lothian and Midlothian Public Protection Committee

Lead Officer Observations Report Quarter 2 (July - September) 2016/17

East Lothian extract

Adult Support and Protection

East Lothian

Performance Framework Indicators

Measure	2014/ 15	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	Q4 2016/ 17
ASP01 – Total number of cases with a live Adult Support and Protection Plan	24	6	10	14	-	-
ASP02 – Number of repeat Duty to Inquires within a 12 month period following Adult Support and Protection Case Conference	-	6	0	0	-	-
ASP03 – Percentage of Duty to Inquires that have been completed within procedural timescales	-	65% (146 / 226)	87% (47 / 54)	100% (21 / 21)	-	-
ASP04 – Number of Adult Support and Protection IRD's undertaken	93	57	18	14	-	-
ASP05 – Number of adults with a repeat IRD within a 12 month period	-	15 (26%)	1	0	-	-
ASP06 – Percentage of Adult Support and Protection initial case conferences held within procedural timescale	-	47% (9 / 19)	50% (3 / 6)	83% (5 / 6)	-	-
ASP07 – Percentage of Adult Support and Protection review case conferences held within procedural timescales	-	75% (18 / 24)	88% (7 / 8)	100% (5 / 5)	-	-
ASP08 – Percentage of Adult Support and Protection initial case conferences where council officer reports were completed within procedural timescale	-	72% (13 / 18)	67% (4 / 6)	67% (4 / 6)	-	-
ASP09 – Percentage of adults, at Adult Support and Protection initial / review case conference, that have a chronology in place	-	72% (26 / 36)	33% (2 / 6)	81% (9 / 11)	-	-
ASP10 – Percentage of adults where a comprehensive multi-agency risk assessment has been completed within 28 days of the case conference	-	85% (22 / 26)	85% (12 / 14)	64% (7 / 11)	-	-
ASP11a – Percentage of Adult Support and Protection case conferences where the adult attended	-	68% (28 / 41)	50% (7 / 14)	55% (6 / 11)	-	-
ASP11b – Percentage of Adult Support and Protection case conferences where an advocate / guardian / power of attorney attended	-	-	50% (7 / 14)	90% (10 / 11)	-	-
ASP12 – Number of adults reporting that they feel safer as a result of intervention (following Initial Case Conference)	-	-	2 / 6	1 / 4	-	-

Other relevant indicators

Measure	2014/ 15	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	Q4 2016/ 17
Referrals	427	493	110	134	-	-
Investigations	125	69	33	40	-	-
Protection orders	3	3	0	1	-	-
Number of Large Scale Investigations	3	2	1	0	-	-

National Data Set

East Lothian Council received 134 adult support and protection referrals in quarter 2 which is an increase of 22% in comparison to quarter 1. Within this quarter there were 40 investigations undertaken (where a visit to the adult was necessary) into the risk of harm, which is an increase of 21% in comparison to quarter 1. Despite the increase in the number of adult support and protection referrals the percentage of investigations (30%) undertaken was consistent in both quarters.

East Lothian Council were granted a Temporary Banning Order on the 8th September 2016 which has now progressed to a full Banning Order with Powers of Arrest for an adult male with a severe brain injury and learning disability who was subject to financial harm and serious risk of physical harm. The court is pursuing a charge of attempted murder.

Performance Framework Indicators

East Lothian Council are reporting that they had 14 live adult support and protection cases in quarter 2 which is an increase of 40% from quarter 1, despite the increase, the number of live open adult support and protection plans remains low.

In quarter 2 East Lothian Council are reporting 100% completion of inquiries within the procedural timescale of 5 working days, however the number of inquiries undertaken in quarter 2 has reduced by 61% in comparison to quarter 1. Initial thinking is that this is due to a change in operational process, however further exploration of the possible reason for this change is required to determine the decrease in the number of inquiries undertaken. This suggests that 16% of adult support and protection referrals have progressed to inquiry.

There were 6 initial adult support and protection case conferences, 5 of which were completed within the procedural timescale (within 20 days of the Inter-agency Referral Discussion). One initial case conference was delayed due to gathering more information and discussing attendance with adult. Of the six initial case conferences 2 Council officer reports were out with the timescales. There were 5 review case conferences within this quarter, all of which met the procedural timescale.

In total there were 11 adult support and protection case conferences in quarter 2 where a multi-agency risk assessment was required. East Lothian has reported that 64% (7/11) of risk assessments were completed within 28 days of the timescale. One was delayed as the allocated worker had left their post, consideration to be given to ensure that all necessary uncompleted work is completed prior to workers leaving or moving on to new posts.

All adults who had initial case conferences were contacted and asked if they felt safer as a result of the intervention. Only one adult out of the four contacted responded and confirmed that they did feel safer as a result. There was no response from the other 3 who attended the initial case conference.

Child Protection

East Lothian

Performance Framework Indicators

Measure	2014/ 15	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	Q4 2016/ 17	
CP01 – Number of children on the Child Protection Register (as at end of quarter / year)	31	30	42	53	-	-	
CP02a – Number of repeat Child Protection Register registrations within a 12 month period	0 / 64 (0%)	0 / 45 (0%)	0 / 30 (0%)	0 / 15 (0%)	-	-	
CP02b – Number of repeat Child Protection Register registrations within a 24 month period	-	-	4 / 30 (13%)	5 / 15 (33%)			
CP03 – Number of Child Protection IRD's	280	218	56	63	-	-	
CP04a – Number of children with a repeat IRD within a 12 month period	69 / 280 (25%)	38 / 218 (17%)	3 / 56 (5.4%)	13 / 63 (21%)	-	-	
CP04b – Number of repeat IRD's per child within a 12 month period	None	213	178	53	50	-	-
	One	58	36	3	13	-	-
	Two	11	2	-	-	-	-
	Three	-	-	-	-	-	-
	N/K	-	-	-	-	-	-
CP05 – Percentage of Child Protection initial and pre-birth case conferences held within agreed timescale (28 calendar days)	49% (22 / 43)	59% (20 / 34)	36% (4 / 11)	100% (12 / 12)	-	-	
CP06 – Percentage of Child Protection review case conferences held within agreed timescales (6 months / 183 days)	73% (48 / 66)	67% (28 / 42)	100% (13 / 13)	100% (6 / 6)	-	-	
CP07 – Percentage of Child Protection core groups held within agreed timescales (within 15 calendar days of ICPC and every 8 weeks thereafter)	-	87% (141 / 162)	91% (10 / 11)	90% (57 / 63)	-	-	
CP08 – Percentage of cases going to initial Child Protection case conference where the interim safety plan meets the standards required as per the <i>Child Protection Interim Safety Plan Guidance</i>	-	100% (61 / 61)	-	100% (12 / 12)	-	-	
CP09 – Percentage of children on the Child Protection Register that have a multi-agency integrated chronology	-	69% (55 / 80)	100%	100%	-	-	
CP10 – Percentage of review Child Protection case conferences where a comprehensive risk assessment has been completed	Performance indicator under review						
CP11 – Percentage of children on the Child Protection register that have a SMART plan	-	97% (93 / 96)	100%	100%	-	-	
CP12 – Percentage of Child Protection case conference minutes that note the active participation of children in the child protection process (aged 5 years and over)	Performance indicator under review						

East Lothian have reported extremely positive figures for the majority of Quality Indicators which includes 100% of Initial, Pre-birth and Review Case Conferences taking place within procedural timescales. 100% of Interim Safety Plans were assessed as meeting the standards within the Interim Safety Plan Guidance and 100% of children on the Child Protection Register are recorded as having a SMART Plan in place.

The number of children on the Child Protection Register has risen by 26% since quarter one which also reflects the 12% increase in the number of IRDs being conducted. I await to hear if there is any context to surround this increase.

I await context about the repeat IRDs in Quarter two and the correct figures regarding core groups from quarter one.

Violence Against Women and Girls

Performance Framework Indicators

Measure		2014/ 15	2015/ 16	Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	Q4 2016/ 17
VAW01 – Number of women referred to SMILE substance misuse worker		-	49	22	28	-	-
VAW02 – Percentage of women that access the Domestic Abuse Advocacy Service that report an improvement in self confidence and self esteem during exit interview		-	-	47% (7 / 15)	55% (5 / 9)	-	-
VAW03 – Number of women referred to SMILE Routes to Independence worker		-	41	26	28	-	-
VAW04 – Number of children supported by EMWA Children’s Service		289	363	172	143	-	-
VAW05 – Number of Domestic Abuse incidents reported to the Police	East	Performance indicator under review ¹					
	Mid						
VAW06 - % of incidents resulting in crime reports*	East	Performance indicator under review ²					
	Mid						
VAW07 – Number of victims referred to Domestic Abuse Service Pathway	East	-	69	21	11	-	-
	Mid	-	127	24	19	-	-
VAW08 – Number of victims responded to by SMILE weekend service	East	Performance indicator under review ³					
	Mid						
VAW09 – Number of victims referred to MARAC	East	173	202	21	20	-	-
	Mid			24	32	-	-
VAW10 – Number of actions to increase safety offered at MARAC	East	539	793	90	88	-	-
	Mid			102	90	-	-
VAW11 – Percentage of victims reporting an improvement in their safety when exiting the domestic abuse service		-	90% (27 / 30)	80% (12 / 15)	67% (6 / 9)	-	-
VAW12 – Number of new Caledonian orders being issued at Court	East	9	7	0	4	-	-
	Mid	12	4	0	3	-	-

Violence Against Women and Girls Services Review

The VAWG Services review (initiated in April 2016) is close to completing the first ‘Check’ stage with extensive engagement with key stakeholders across East Lothian and Midlothian and analysis of the data is taking place in December. The review has taken longer than anticipated due to the complexity of working across the partnership and an extension has been granted to allow sufficient time to complete the redesign of services.. The extension would entail an extension of funding for both co-ordinator posts. It is hoped to complete the review by June 2017.

¹ The VAWG Performance Framework will be reviewed for 2017/18 to take account of our VAWG Services Review as well as the National Guidance for Violence Against Women Partnerships and accompanying Equally Safe National Performance Framework.

² Police Scotland will no longer provide this information quarterly, however it is available annually.

³ The weekend service is no longer provided due to limited demand.

Domestic Abuse Service and MARAC

Highlights from Quarter 2 data:

- A significant reduction in East Lothian referrals (from Police) to the Domestic Abuse Service Pathway (48% - 21 to 11); a 39% reduction on Q2 in 2015/16 (18). Similarly, there was a significant reduction in Midlothian referrals (21% - 24 to 19); a slight reduction on Q2 in 2015/16 (21). As mentioned in the Q1 report the trend in referrals is being monitored and this has now returned to higher referrals from Midlothian compared to East Lothian. Work is ongoing with frontline police officers so that they can offer appropriate support at the time of an incident. This may increase the number of referrals in both areas;
- The number of Midlothian MARAC referrals (from various agencies) significantly increased (33% - 24 to 32). It is not possible to compare data with Q2 in 2015/16 as MARAC referrals were not disaggregated by locality, however, overall referrals were similar (50 - 2016/17 and 52 - 2015/16);
- The number of new Caledonian Orders issued at Court increased significantly for both localities from Q1 (0 - 4 East / 0 - 3 Mid), which is also an upward trend from Q2 of 2015/16 (2 East and 1 Mid);
- A notable increase in the number of women referred to SMILE substance misuse worker (27% - 22 – 28); compared to 7 in Q2, 2015/16. There is also a small upward trend in the number of women referred to the SMILE Routes to Independence worker and a significant increase on Q2 2015/16 (28 -18). This demonstrates increasing uptake of specialist support services for women survivors of domestic abuse towards recovery and rebuilding their lives.

We are pleased to welcome Lisa Dowie as the new member of EMPPO Domestic Abuse Service. There are now three members in the team covering 2 Full Time Equivalent (FTE) posts; as of November Alison Porter moved to half time and Lisa was recruited to the other half time post. Please note that this development does not increase the capacity of the team, which is estimated to require three FTEs to meet the needs of the population.

Women's Aid East and Midlothian (WAEML) services

WAEML have recently reviewed their structure and reorganised by locality with Lead Officers for each area: Susan Hunter for Midlothian and Fiona McCabe for East Lothian. In addition they have launched services for deaf and hard of hearing women including: installation of loop systems with a portable loop for outreach (available for partner agencies to access); access to a BSL interpreter and all staff trained in deaf and hard of hearing awareness and BSL. WAEML are also establishing a new confidence building programme for services users to access after the Freedom Programme with new funding from Foundation Scotland.

Caledonian System

The Caledonian System, an integrated approach to address men's domestic abuse and to improve the lives of women, children and men, was recently evaluated positively. The publication can be downloaded at: <https://www.ipsos-mori.com/researchpublications/publications/1882/Evaluation-of-the-Caledonian-System-domestic-abuse-intervention-2016.aspx> .

Offender Management

Improvement Plan

The Offender Management Improvement Plan was approved at the East Lothian and Midlothian Public Protection Committee in November 2015. There have been some minor amendments to the plan. In Midlothian the Criminal Justice Risk Assessment and Management Procedure has been updated to reflect the MAPPA extension and changes to MAPPA templates. The new templates are now being used in all MAPPA Level 2 and 3 cases.

East Lothian update

Multi-agency Public Protection Arrangements (MAPPA)

Numbers remain constant with no level 3 cases during this period.

Discussion has centred on the communication strategy and how this can be driven forward within East Lothian. We are aware that the Scottish Government are looking at drafting a national MAPPA engagement strategy. This is a direct result of the MAPPA Thematic Review in which there was a clear recommendation for this to be designed. We await detail on this.

We continue to have no high risk violent offenders subject to MAPPA extension.

Throughcare

Numbers remain constant with no areas of concern at this time.

New Structure for Community Justice in Scotland

Progress has been limited with regard to the Reducing Re-offending Board. Further dates have been arranged for the next quarter with emphasis on agreeing the Board's remit and responsibilities. We plan to make a presentation to the Integrated Joint Board in December as they are an interested party in the community justice arena due to being a statutory partner.

The national launch is taking place on the 24th November 2016.

Author's name	Denice Lilley / Lindsey Byrne / Veronica Campanile / Fiona Duncan / Margaret Brewer
Designation	Adult Support & Protection Lead Officer / Child Protection Lead Officer / Interim Violence Against Women and Girls Strategy Co-ordinator / Service Manager, Criminal Justice & CSWO / Service Manager, Statutory Services, Midlothian Council
Date	10/11/16

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 8 March 2017

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

SUBJECT: Update on Parking Charges at Coastal Car Parks

5

1 PURPOSE

- 1.1 The purpose of this report is to update the Policy and Performance Review Committee on the income generated and performance of the 10 Coastal car park sites in East Lothian.

2 RECOMMENDATIONS

- 2.1 To note the income generated in financial year 2015/16 and 2016/17 to date.
- 2.2 To note the improvements made to the coastal car parks to date and that a further £450,000 is budgeted over the next 3 years to upgrade coastal car parks and toilets along the coast.
- 2.3 To note the number of penalty charge notices (PCN) issued by Parking Attendants in coastal car parks from the start of the service on 23 January 2017.

3 BACKGROUND

- 3.1 On 18 December 2012 Council approved the introduction of car parking charges at 10 coastal parks within East Lothian. Charging commenced initially at Gullane Bents and Yellowcraigs in July 2015 with charging at sites in Longniddry Bents. 1, 2 and 3; Tynninghame Links; John Muir Country Park – Linkfield; Shore road; White Sands and Barns Ness commencing charging in August 2015.

A charge of £2.00 is levied to park at any of the coastal car parks throughout East Lothian on the same day and an annual season pass costs £40.00. As of 23 February 2017, 1387 season passes had been issued, an increase of 287 since the Update on the introduction of Decriminalised Parking Enforcement and on the Introduction of Parking Charges at Coastal Car Parks report to Council on 25 October 2016.

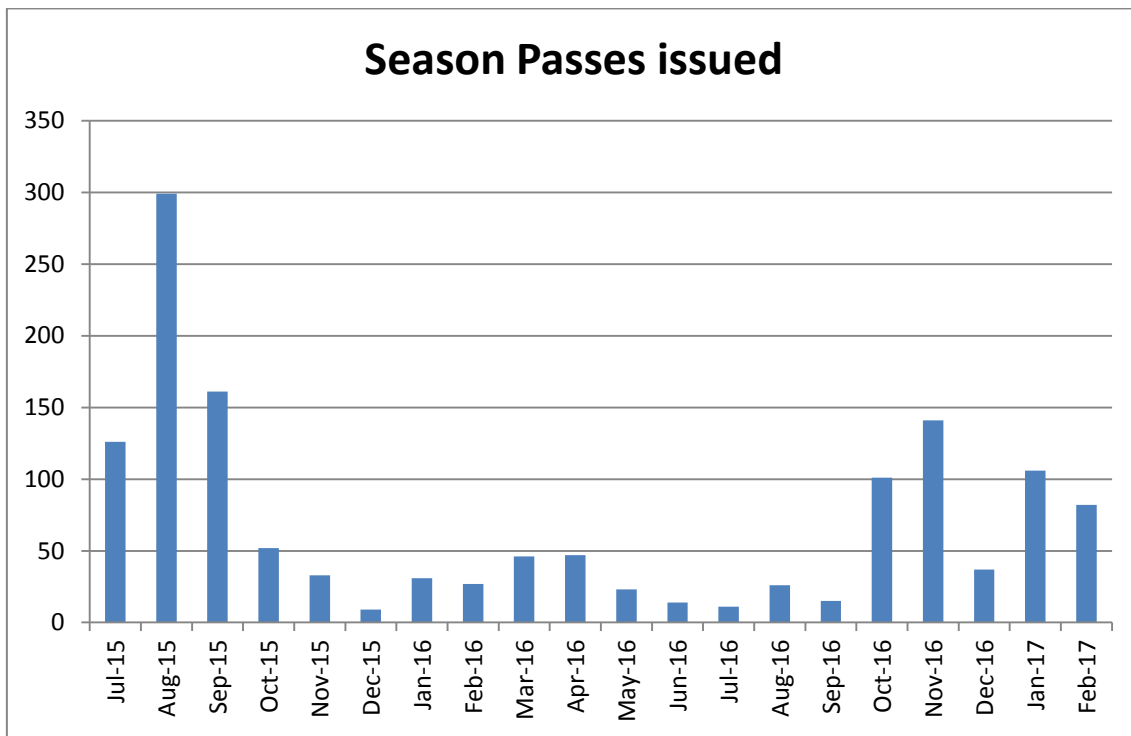


Table 1 – Season tickets issued by Month

- 3.2 An analysis of income collected from the Ticket Issuing Machines (TIM's) on a monthly basis is provided in **Appendix A**. An analysis of income received from individual sites from July 2015 until February 2017 is contained in **Appendix B**
- 3.3 In agreement with Council policy and the approved business case £899,347 has been invested in the upgrade and improvements of coastal car park facilities.
- 3.4 As a consequence of the removal of the traffic warden service in 2014 the financial targets projected in the original business case have not been achieved in financial year 2015/16 and are unlikely to meet the target for 2016/17. However, following the introduction of DPE, which took considerably longer than anticipated, there has been a significant rise in the number of season tickets sold (comparing month on month) and income generated.
- 3.5 To date the total number of PCN's issued for non compliance of the coastal parking regulations is 184.

4 POLICY IMPLICATIONS

- 4.1 The introduction of Decriminalised Parking Management will contribute towards providing a Safer Environment - a key priority for East Lothian Council.
- 4.2 The introduction of Decriminalised Parking Management will also contribute towards East Lothian's Single Outcome Agreement Outcome 9 – *East Lothian's homes and roads are safer.*

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 - Not applicable
- 6.2 Personnel - Not applicable
- 6.3 Other - None

7 BACKGROUND PAPERS

- 7.1 Report to Council on 25 October 2016 entitled Update on the Introduction of Decriminalised Parking Enforcement and on the Introduction of Parking Charges at Coastal Car Parks

AUTHOR'S NAME	Ray Montgomery/ Peter Forsyth
DESIGNATION	Head of Infrastructure
CONTACT INFO	Peter Forsyth
DATE	23/02/17

Appendix A – Income Collected Monthly (July 2015 – February 2017)

	Transaction Count Vouchers	Revenue Voucher(Gross)	Revenue Voucher(Net)	Season Tickets (Gross)	Season Tickets (Net)	Total (Net)	Expenditure
July 2015 (ELC) collection		£1,746.70	£1,397.36			£1,397.36	
Jul-15	2151	£4,311.10	£3,448.88	£5,040.00	£4,032.00	£7,480.88	
Aug-15	7592	£15,220.05	£12,176.04	£11,960.00	£9,568.00	£21,744.04	
Sep-15	5930	£11,886.30	£9,509.04	£6,440.00	£5,152.00	£14,661.04	
Oct-15	3486	£6,988.75	£5,591.00	£2,080.00	£1,664.00	£7,255.00	
Nov-15	1643	£3,292.00	£2,633.60	£1,320.00	£1,056.00	£3,689.60	
Dec-15	2461	£4,934.25	£3,947.40	£360.00	£288.00	£4,235.40	
CY Total	23328	£48,379.15	£38,703.32	£27,200.00	£21,760.00	£60,463.32	
Jan-16	2802	£5,626.20	£4,500.96	£1,240.00	£992.00	£5,492.96	
Feb-16	3144	£6,302.80	£5,042.24	£1,080.00	£864.00	£5,906.24	
Mar-16	3823	£7,666.85	£6,133.48	£1,840.00	£1,472.00	£7,605.48	
FY Total	33032	£67,975.00	£54,380.00			£79,468.00	
Income recorded against ledger						£80,920.81	£4,977.11
Apr-16	5257	£10,540.20	£8,432.16	£1,880.00	£1,504.00	£9,936.16	
May-16	6790	£13,609.70	£10,887.76	£920.00	£736.00	£11,623.76	
Jun-16	4844	£9,712.10	£7,769.68	£560.00	£448.00	£8,217.68	£852.65
Jul-16	9152	£18,363.90	£14,691.12	£440.00	£352.00	£15,043.12	£2,173.38
Aug-16	8862	£17,759.00	£14,207.20	£1,040.00	£832.00	£15,039.20	
Sep-16	5675	£11,370.70	£9,096.56	£4,040.00	£480.00	£9,576.56	
Oct-16	4793	£9,621.95	£7,697.56	£5,640.00	£4,512.00	£10,152.00	
Nov-16	2265	£4539.35	£3631.48	£1,480.00	£1,184.00	£2,664.00	
Dec-16	3124	£6264.95	£5011.96	£4,240.00	£3,392.00	£7,632.00	
Jan-17	4730	£9478.05	£7582.44	£3,280.00	£2,624.00	£5,904.00	
Renewals-2016							
Total to date		£179,234.90	£143,387.92	£54,880.00	£41,152.00	£184,539.92	£8,003.14

CY – calendar Year, FY – Financial year

Appendix B – Income Collected Per Site (July 2015 – Feb 2017)

Tariffs	2015-17	
Machines		
	Tickets	Cash (Gross)
ELCPD1 - Gullane Bents 1	7889	£19,863.30
ELCPD2 - Yellowcraigs 2	24180	£49,719.05
ELPD03 - Longniddry Bents no.1 (E)	1132	£2,891.55
ELPD04 - Longniddry Bents no.1 (W)	2685	£5,419.20
ELPD05 - Longniddry Bents no.2	753	£1,855.75
ELPD06 - Longniddry Bents no.3 (S)	1870	£3,799.30
ELPD07 - Longniddry Bents no.3	3882	£7,848.95
ELPD08 - Longniddry Bents no.3 (N)	11446	£23,680.45
ELPD09 - Tynninghame Links	11441	£22,974.90
ELPD10 - John Muir Country Park	12747	£25,957.65
ELPD11 - Shore Road	4280	£8,692.30
ELPD12 - Whitesands	1771	£3,597.30
ELPD13 - Barn Ness	1214	£2,447.65
Total	85290	£178,747.35

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 8 March 2017

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

SUBJECT: Legacy Report

6

1 PURPOSE

- 1.1 To provide Policy and Performance Committee with a report on 'legacy' matters to be passed on to the new Committee that will be appointed following the May 2017 Council elections.

2 RECOMMENDATIONS

- 2.1 Committee is asked to provide further comments on the legacy matters outlined in this report and approve the report to be passed on to the new Committee in June 2017.

3 BACKGROUND

- 3.1 The Policy and Performance Review Committee (PPRC) considers two types of reports:
- regular reports on performance including quarterly reports and an annual report on the Council's key performance indicators, an annual report on the Improvement Service's Local Government Benchmarking Framework, and an annual report on Customer Feedback statistics
 - reports requested by members of the committee seeking further information on issues of interest that have arisen out of the performance reports or are otherwise of particular interest to one or more elected member.
- 3.2 Over the last year (since January 2016) PPRC has received reports requested by members on the following subjects:
- Tourism performance
 - Supported bus services
 - East Lothian Works
 - Fly Tipping
 - Delayed Discharge

- Community Payback Orders
 - The Transformation Programme
 - Impact of Universal Credit on Rent Arrears
 - Delivery of Core Paths and Active Travel Route
 - Coastal Car Parking
- 3.3 In scrutinising the quarterly performance indicator reports members have asked for explanations and further information on a wide range of indicators including:
- Delayed discharge
 - Rent arrears
 - Fly tipping
 - Call centre contact handling
 - Business start ups
 - Time taken to issue building warrants
 - Number of vehicles using recycling centres
- 3.4 PPRC has an annual work programme, which is updated following each Committee meeting. The work programme lists the regular performance reports to be received by Committee and any other reports that have been requested by members.
- 3.5 There are two outstanding reports on the Annual Work Programme that have been requested by members:
- A report on the homelessness indicators – the performance against two homelessness indicators, caseload and average number of letting days have been consistently above target and members will be looking for information on the factors contributing to these trends and the actions that have been taken by the Council to improve performance
 - A report on the impact of Universal Credit on rent arrears – providing members with an update the level of rent arrears that can be attributed to the problems caused by the introduction of Universal Credit in East Lothian.
- 3.6 Committee is asked to consider whether further guidance on the issues to be dealt with in these reports is required and/ whether or issues should be put on the Committee’s future work programme.

4 POLICY IMPLICATIONS

- 4.1 Reporting performance helps the Council demonstrate that it is achieving Best Value in regard to ‘Commitment and Leadership’, ‘Sound Governance at a strategic, financial and operational level’ and ‘Accountability’.
- 4.2 The scrutiny of performance by Elected Members is part of ‘Commitment and Leadership’. The Best Value Guidance explains that the scrutiny of

performance means 'That members are involved in setting the strategic direction for Best Value and there is a mechanism for internal scrutiny by members of performance and service outcomes.' Reporting the performance indicators for each service every quarter is intended to aid this process.

5 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 None

AUTHOR'S NAME	Paolo Vestri
DESIGNATION	Service Manager Corporate Policy & Improvement
CONTACT INFO	pvestr@eastlothian.gov.uk
DATE	23 February 2017

Policy and Performance Review Committee: Annual Work Programme 2016/17 Update

Date	Performance Monitoring/ Inspection Reports	Other Reports / Reports Requested by Members
8 March 2017	Local Government Benchmarking Framework Q3 Performance Indicators Public Protection – six-month monitoring report	Coastal Car Parking Delayed Discharges Update Legacy Report
14 June 2017	Performance Indicators Q4	
September 2017	Performance Indicators Q1 Social Work Complaints and Feedback Annual Report	Homelessness Update on Universal Credit
November 2017		