



MINUTES OF THE MEETING OF THE POLCY AND PERFORMANCE REVIEW COMMITTEE

**WEDNESDAY 8 MARCH 2017
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON**

Committee Members Present:

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

Other Councillors Present:

Councillor N Hampshire

Council Officials Present:

Ms A Leitch, Chief Executive
Ms M Patterson Depute Chief Executive (Partnerships and Community Services)
Mr D Small, Director, Health and Social Care Partnership
Mr T Shearer, Head of Communities and Partnerships
Mr R Montgomery, Head of Infrastructure
Mr D Proudfoot, Head of Development
Ms S Saunders, Head of Children and Adult Services
Ms F Robertson, Head of Education
Ms F Duncan, Chief Social Work Officer
Mr P Forsyth, Road Asset and Regulatory Manager
Mr P Vestri, Service Manager - Corporate Policy and Improvement
Ms S Fortune, Service Manager - Business Finance
Mr A Stubbs, Service Manager – Roads
Mr G Stewart, Policy Officer

Clerk:

Ms S Birrell

Apologies:

Councillor D Berry

Declarations of Interest: There were no Declarations of Interest.

VALEDICTORY

Prior to the commencement of the main business of the meeting, Councillor McKenzie paid tribute to Councillor Berry, who would be standing down as a Councillor in May. He asked the Committee to note their thanks to Councillor Berry, who had held the position of Chair for

the last five years, and for all of his help and guidance during that time. He added that he was held in high esteem by his colleagues on the Committee, and extended his best wishes on behalf of the Committee for his retirement. Councillor Goodfellow echoed these sentiments.

1. MINUTES FOR APPROVAL – PPRC, 11 JANUARY 2017

The minutes of the meeting of the Policy and Performance Review Committee of 11 January 2017 were approved.

Matters Arising

Councillor McLennan asked whether a member of the Department of Work and Pensions (DWP) had been invited to attend a future meeting of the PPRC. Angela Leitch, Chief Executive responded that the Convention of Scottish Local Authorities (COSLA) had extended an invite to the DWP and that representatives from East Lothian would be involved in that meeting. Councillor McLennan acknowledged this, but asked if East Lothian's particular concerns could be brought to a representative from the DWP at a future meeting of the PPRC.

Councillor Goodfellow asked whether the Scottish Court Service had been contacted about making a response to the inclusion in the minute of the last meeting of comments relating to increased waiting times. Angela Leitch confirmed that there had been no direct correspondence with the Scottish Court Service on this matter.

2. LOCAL GOVERNMENT BENCHMARKING FRAMEWORK

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) to ask the Committee to use the information provided to consider whether any aspect of the Council's performance was in need of improvement or further investigation.

Paolo Vestri, the Service Manager - Corporate Policy and Improvement informed Members that this benchmarking report referred to the financial year 2015-2016. He advised that of the 67 indicators outlined, 15 referred to Education and 4 were concerned with Economic Development. 48 of the indicators related to performance and 19 were cost-based.

He drew the Committee's attention to the performance summary contained with the report, commenting that 64.4% of the indicators were in the first two quartiles of performance. He outlined Council performance highlights, and areas for further investigation. Gary Stewart, Policy Officer, added further detail, outlining that questions had been raised over the methodology for collecting data regarding the Street Cleanliness Score, particularly as the percentage of adults satisfied with Street Cleaning had been given a top ranking of 85.7%.

In response to a question from Councillor Williamson, Mr Stewart explained that an improvement in performance on a particular indicator would not necessarily lead to a higher ranking, if other Scottish Councils had also improved their performances.

Councillor McLeod asked for further information regarding the indicator SW5 - Older persons Residential Care Costs per week per resident. David Small, the Director of East Lothian's Health and Social Care Partnership, confirmed that the information had been taken from the Local Financial Return (LFR) which assumed consistency across all Councils in terms of reporting. He noted that the cost had remained at £50-£60 per place above the national average, but assured the Committee that the cost had been steadily improving since the financial year 2012/13.

Councillor McLeod asked how improvements could be made to indicator C&L1 - Cost per attendance at Sports Facilities. Mr Stewart pointed out that costs had been adjusted for inflation and that performance had improved since 2011/12, despite the drop in rank.

Councillor McLennan asked about the indicator SW2 - SDS spend on Adults 18+ as a percentage of total Social Work Spend on Adults 18+, which had dropped by over 15% since 2011/12. Mr Small informed the Committee that the Scottish average was skewed by Glasgow Council's results, and that East Lothian compared more favourably with the rest of Scottish Councils. There had been a continuing effort to improve this indicator and better spread the SDS options. Data had been improving based on more recent weekly and monthly reports.

Councillor McLennan drew the Committee's attention to the results for indicator CHN10 - percentage of Adults Satisfied with Local Schools. Mr Vestri outlined the limitations of this data, which was collected once every three years via the Scottish Household Survey. Only 200 East Lothian residents were included in this survey. His team would continue to raise this issue. Councillor McLennan asked whether parents could be surveyed within schools. Fiona Robertson, Head of Education, responded that the National Improvement Framework and Improvement Plan included the development of a Parental Involvement and Engagement Strategy. Parental groups had already been consulted on this work, which would form the basis of how the Education Service engaged with the community in the future. In response to a further question from Councillor McLennan, Ms Robertson clarified that the questionnaires circulated by Education Scotland to parents, as part of the inspection process, were regularly returned at a rate of only 25%.

Councillor McLennan asked about indicator number ECON1 - percentage of Unemployed People Assisted into Work from Council Operated/Funded Employability Programmes, suggesting that he could bring this up as part of item 3 and the Future Work Plan at item 7. Douglas Proudfoot responded that they had been disappointed with the results recorded on this measure, and that he was not sure that all available outcomes had been measured which could have impacted on East Lothian's comparison with other Local Authorities. He expected improvements to this indicator in the near future. In response to further comments from Councillor McLennan, Mr Vestri explained that the East Lothian Works programme focussed mainly on getting young unemployed people into work or education, and the indicator only captured data on those entering the workforce and took all unemployed people into account. Mr Proudfoot agreed, stating that changes would be made via the new regional approach, coupled with a focus on all unemployed people, not just young people, would be prioritised.

Councillor McLeod asked a further question on indicator ENV4a - Cost of Maintenance per kilometre of Roads. Alan Stubbs, Service Manager, Roads, responded that there were intrinsic difficulties in the way this particular indicator was calculated.

Councillor McAllister asked whether the indicator CHN2 - Cost per Secondary School Pupil included the cost for services provided by FES for facilities management services, and if so, whether there were any ways to ameliorate this cost. Ms Robertson responded that the cost was included, and Ms Leitch stated that the LFR tried to maintain consistency across Local Authorities and over the last five years of bench-marking.

In response to a further question from Councillor McAllister regarding Sickness Absence of Teaching Staff, Ms Robertson outlined that there were a number of reasons why this had been an area of concern, including the average age of teaching staff in the area. A new sickness absence policy had been in use since 1 January 2017, and Human Resources had been working closely with Head Teachers regarding sickness absence management.

Councillor McAllister asked whether the results for the indicator C&L2 - Cost per Library Visit, had been impacted by a lack of investment in libraries. Tom Shearer, Head of Communities and Partnerships, refuted this statement, listing several library buildings that had been invested in during the past ten years, including the John Grey Centre in Haddington and the George Johnstone Centre in Tranent. He stated that cost efficiencies had been successfully gained by the transformation activity which had aligned libraries with local contact centres and their staff. Sarah Fortune, Service Manager - Business Finance, confirmed that there had been no disinvestment in libraries reported as part of the LFR for the last two years.

In response to a further question from Councillor Goodfellow, Ms Fortune confirmed that, where libraries were co-located with Area Offices, the cost of the office space was proportioned accordingly.

The Convenor asked about indicator CHN8a - the Gross Cost of 'Children Looked After' in Residential Based Services per Child per week. Sharon Saunders, Head of Children and Adult Services, clarified that these costs related to children who were looked after in accommodation both within East Lothian, and beyond, where the needs of the child in question were highly specialised. Often placements came about after a Children's Hearing. Her team were aiming for early intervention in cases where behaviour could be assessed as potentially harmful or particularly challenging.

Councillor Hampshire cautioned using all of the reported indicators as an accurate picture of performance. Drawing the Committee's attention to the indicators under Waste Management, he illustrated his point by referring to the increased cost of waste collection per household, which, when contrasted with the high levels of recycling, represented good value.

The Convenor closed the debate, highlighting East Lothian Council's 'family group' comparator Authorities outlined within the Appendix to the report.

Decision

The Committee agreed that they had used the information provided to consider whether any aspect of the Council's performance was in need of improvement or further investigation.

3. PERFORMANCE REPORT, Q3 2016/17

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) regarding the performance of Council services during Quarter 3 (October to December) 2016/17.

Gary Stewart, Policy Officer, took Members through the report in detail, providing further information in respect of those performance indicators queried, and drawing the Committee's attention to the quarterly and monthly KPIs, which were contained in Appendix 1.

In response to questions from Councillor McAllister, Mr Small advised that the number of delayed discharges had been improving over the past six months. There was only one delayed discharge individual in East Lothian at the present time waiting for residential care, which would not make the use of the spare capacity at Esk Green facility cost effective. Mr Small added that the facility was in need of upgrading and en-suite bathrooms would be required for each bed, all of which would require significant additional funding and would reduce total bed numbers. He clarified that some respite in nursing homes had been provided in Berwick upon Tweed during recent difficulties with access to nursing homes in East Lothian, but no residential care home respite had been provided in Berwick on Tweed.

Councillor McLennan asked about issues of substantial care packages and the geographical location of care provided to individuals in their homes. Mr Small agreed that these, and the requirement for two carers to attend per visit, were three key challenges but that East Lothian were hoping to attract new providers with positive reputations to provide home care in the area. He added that new contracts, which set a budget cap, but allowed home care providers to make their own arrangements in providing a high level of service, could also improve this performance.

The Convenor asked about the improvement to the average number of days to re-housing for homeless people. Mr Shearer confirmed that the improvement had been due to the unique situation of several applications from the Dunbar area. He added that there was more housing available there than in the west of East Lothian, where housing stock was at a 4% turnover. The Committee discussed ways to improve the amount of social housing in the area, including the use of the Private Rented Sector, inclusion of social and affordable housing within new builds, and shared ownership.

Councillor McLeod asked why the target for number of calls answered in the Contact Centre was not 100%. Mr Vestri clarified that as some people terminated their calls before they were answered, it would be impossible to achieve a 100% success rate.

Councillor Williamson asked about the call back system for the contact centre, specifically whether a time frame for the call back was provided. Mr Shearer explained that each caller was asked to leave a message, and told they would be called back 'as soon as possible,' as some enquiries were more complex than others.

Councillor Williamson asked a further question regarding the increase in fly tipping. Ray Montgomery, Head of Infrastructure, responded that there was currently no information available regarding the source of fly tipping but that evidence could be collected regarding whether tipping was commercial or individual in its origin. Councillor Goodfellow asked whether a recent clamp down by City of Edinburgh Council on the use of their recycling and waste facilities could have impacted on the number of fly tipping incidents. Mr Montgomery commented that East Lothian Council had updated their procedures in a similar. In response to a further question from Councillor Hampshire, Mr Montgomery agreed that there had not been any evidence that commercial waste removal firms were leaving waste in the East Lothian countryside.

Councillor Hampshire advised that the delivery of 2500 affordable houses as part of the Local Plan would be one of the biggest challenges facing East Lothian Council in the next five years.

Councillor McAllister recorded his concerns regarding the increase in fly tipping, and recommended that CCTV, IT and forensic measures were used to secure a prosecution. He stated that this could be a key way to deter people from fly-tipping, by prosecuting a habitual despoiler, either an individual or a commercial business.

Decision

The Committee agreed that they had used the information provided in the report to consider whether any aspect of the Council's performance was in need of further analysis and review.

Sederunt: Angela Leitch, David Small, and Douglas Proudfoot left the meeting.

4. EAST LOTHIAN PUBLIC PROTECTION UPDATE REPORT

A report was submitted by the Chief Social Work Officer to give 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 2016/17.

Fiona Duncan, the Chief Social Work Officer, presented the report. She advised the Committee that it provided an update for the first six months of the financial year 2016/17. Regarding Adult Protection, she briefed the Committee on work that had been done to encourage GPs to refer directly to her team, as opposed to referring individuals through the Contact Centre. Community Justice were now integrating with the Offender Management group. She informed the Committee that the Public Protection Group had been in operation and collecting robust data for two years, and she felt that this information, and more detail which would be collected in the next six months, should be used to ascertain the impact on the lives of the people they supported.

In response to questions from the Convenor, Ms Duncan reported that there had been a low number of referrals from the Health Service and GPs in particular. It was likely that the limited time GPs had available for reporting was impacting on these referrals. The team would be returning to the GP Forum and were keen to find ways to assist GPs with referrals.

Councillor Goodfellow asked whether there was help available for male victims of domestic violence. Ms Duncan stated that there was help available for all victims of domestic violence, and part of the role of her team was to signpost people to the appropriate agency.

In response to a question from Councillor Gilles, Ms Duncan confirmed that all East Lothian offenders were offered voluntary throughcare via the Criminal Justice Team, and that the team were persistent even if offenders were initially reluctant to accept this support.

The Convenor congratulated Ms Duncan, citing the volume of quality work that had been carried out by Fiona Duncan's team, and which was reflected in the high percentages achieved for a range of indicators throughout the Appendix to the Report.

Decision

The Committee agreed to note the contents of the report.

5. UPDATE ON PARKING CHARGES AT COASTAL CAR PARKS

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) to update the Policy and Performance Review Committee on the income generated and performance of the ten Coastal Car Park sites in East Lothian.

Mr Montgomery, Head of Infrastructure, spoke to the report, highlighting the number of season passes issued since October 2016, the impact on predicted income of the withdrawal of the Traffic Warden Service in East Lothian, and the steady increase of season tickets issued since Decriminalised Parking Enforcement (DPE) had been applied. He updated the Committee on the number of non compliance Parking Charge Notices (PCNs) issued to date, which was 305.

Councillor McLennan asked whether there had been a drop off in the number of visitors to East Lothian coastal car parks as a result of the commencement of charges. Peter Forsyth, Road Asset and Regulatory Manager, responded that this information was difficult to gather, as counters previously situated in coastal car parks were no longer operational. Councillor McLennan asked whether there was a direct correlation between the expected number of visitors and the number of visitors who had purchased a season ticket or a day pass. Mr

Forsyth argued that the 2000 season ticket holders could account for up to 30% of all visits to coastal car parks. In response to further questions from Councillor McLennan, Mr Forsyth added that the business case was monitored carefully on a monthly basis, in addition to monitoring of the effectiveness of wardens, who were currently setting up their beats based on where contravention was most in need of control. 40% of parking contraventions to date had been from cars parking on double yellow lines.

Responding to final questions from Councillor McLennan, Mr Montgomery clarified that the business case had been based on counters in coastal car parks that had collected data for fourteen years. The withdrawal of traffic wardens had impacted on projected income from the car parks, and it was his opinion that the initiative should run another full year with the traffic warden service in place before conclusions could be drawn. The anticipated income for coastal car parks this year was £300,000. Ms Fortune confirmed that this target would not be met.

Councillor Hampshire asked whether there had been an increase in the number of visitors to coastal areas in East Lothian, and if a survey could be carried out of visitors to ask what encouraged them to visit these places. Mr Montgomery agreed that a survey could be carried out if required.

Councillor Goodfellow pointed out that the counters in place in car parks had been operational 24 hours per day, whereas coastal charges only applied at certain times. Mr Forsyth summarised that charges applied from 1 May to 21 September between 8am and 4:30pm.

Councillor Gilles asked if there had been problems with cars parking on streets nearby to coastal car parks. The Committee discussed the possibility of utilising the overflow car park at Gullane Bents.

Councillor Williamson asked whether there was evidence to suggest cars were parking in other areas and not using the coastal car parks. Mr Forsyth reported that an area of hardstanding ground for buses and coaches outside one of the car parks had been used for parking: a new machine would be placed in this area to ensure those parking knew they were expected to pay.

Councillor McLennan expressed disappointment that charges had been introduced for coastal car parks. He questioned the initiative, which he believed represented a 'tax on tourism' and had not raised as much capital as anticipated. When in discussion with his own constituents, he reported that 95% of people he had surveyed were against these charges.

Councillor Hampshire responded that the recent budget setting had been difficult due to cuts in funding, and that anything that could be done to reduce the impact of these cuts should be attempted. Investment was required for coastal areas given that visitor numbers were increasing and that the Ranger Service was stretched, due to increasing demand. He added that visitors that he had canvassed were happy to pay for an improvement to services.

Councillor McLeod queried Councillor Hampshire's statement that cuts had been made to East Lothian Council's overall budget.

Councillor Goodfellow questioned Councillor McLennan's interpretation of the figures that had been presented to the Committee, remarking that visitors to coastal areas had often confirmed to him that they viewed the £2/day cost as a bargain, particularly as this included several improvements to the areas, such as toilet facilities and the continuation of Ranger Services, and that the daily charge could be applied to other car parks in the area. The Convenor referred to a recent placing of Longniddry Bents as one of the top visitor destinations in the County, and agreed that investment into East Lothian's coastal areas

should continue. He added that there had been incidences of cars parking outside the car parks and that some individuals were reticent to pay a fee to park.

Councillor McAllister reminded the Committee that income from the Coastal Car Parks could not be spent on other services.

Decision

The Committee agreed: -

- i) to note the income generated in financial year 2015/16 and 2016/17 to date.
- ii) 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.
- iii) 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.

Sederunt: Councillor Hampshire, Sarah Fortune, Alan Stubbs, and Peter Forsyth left the meeting

6. LEGACY REPORT

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) regarding 'legacy' matters to be passed onto the new Committee that would be appointed following the May 2017 Council Elections.

Mr Vestri presented the report, highlighting the types of reports that were brought to the Committee outlined in paragraph 3, the subjects of reports recently considered by the Committee, and some recent requests for further reports that had been requested as a result of scrutiny of particular indicators. Outstanding issues from the Annual Work Programme were:-

- i) a report on homelessness indicators; and
- ii) a report on the impact of Universal Credit on Rent Arrears.

Councillor McLennan thanked Paolo Vestri for his report, recommending the addition of a report on the Employability Indicators discussed earlier in meeting.

Ms Saunders advised that, other than the CSWO Annual Report to Council and all Elected Members, the PPRC was the only place within the Council's current Committees structure where information from the Public Protection Framework was scrutinised by a formal body, and asked if reports could continue to be brought to future meetings of the Committee.

Councillor McAllister recommended that Councillors elected in May 2017 were proactive in using the PPRC, even if they were not members of the Committee. Councillors should be encouraged to call for reports. He added that Councillors should approach and discuss the report with the relevant Council Officer.

Councillor Goodfellow advised that the remit of the PPRC and the Audit & Governance Committees should be made clear to incoming Councillors as part of their induction.

Decision

The Committee agreed that they had provided further comments on the legacy matters outlined in the report and approved the report to be passed on to the new Committee in June 2017.

7. ANNUAL WORK PROGRAMME UPDATE 2016/17

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

Additional reports requested were:

- Employability Indicators and East Lothian Works
- Annual Public Protection Report (recurring)

Signed

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