



**MINUTES OF THE MEETING OF THE
POLCY AND PERFORMANCE REVIEW COMMITTEE**

**WEDNESDAY 11 OCTOBER 2017
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON**

1

Committee Members Present:

Councillor L Bruce (Convener)
Councillor J Henderson
Councillor G Mackett
Councillor B Small

Other Councillors Present:

Councillor J McMillan

Council Officials Present:

Mr A McCrorie, Depute Chief Executive (Resources and People Services)
Mr T Shearer, Head of Communities and Partnerships
Mr D Proudfoot, Head of Development
Mr R Montgomery, Head of Infrastructure
Mr P Vestri, Service Manager – Corporate Policy and Improvement
Mr J Cunningham, Service Manager – Benefits
Mr I Patterson, Homelessness Manager
Mr G Stewart, Policy Officer
Ms T Moncrieff, Welfare Development Officer
Ms A Stewart, Rent Income Team Leader

Clerk:

Ms A Smith

Apologies:

Councillor C McGinn

Declarations of Interest:

None

1. MINUTES FOR APPROVAL – PPRC, 14 JUNE 2017

The minutes of the meeting of the Policy and Performance Review Committee of 14 June 2017 were approved.

Matters Arising – Councillor Small referred to his query about the financial impact on the Council from unpaid business rates, stating that a response had yet to be provided; the clerk indicated she would forward this to the relevant officer for a response.

2. 2016/17 ANNUAL PERFORMANCE INDICATORS

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) presenting the 2016/17 Annual Performance Indicators.

Paolo Vestri, Service Manager, Policy and Improvement, presented the report. He outlined the changes in the method of reporting the Annual Public Performance Report. He drew attention to the indicators that showed significant improvement in 2016/17. He gave details of those indicators classified as red, which may require further consideration.

Councillor Small asked about the correlation between the homelessness average number of days to re-house and the average length of time to re-let properties. Douglas Proudfoot, Head of Development, reported that an update on the homelessness indicators would be coming forward to a future PPRC, the homelessness action plan was on the agenda for the November Cabinet along with a report on the Interim Allocations Policy. There was a wider context to be taken into account, including, amongst other factors, increasing need and demand and changes to priority need. There were improvements to be made. He referred to the Housing Service review. Ian Patterson, Homelessness Manager, added that the Council had improved its homelessness performance over the last few years. He advised that extended void periods did affect the ability to move people into housing. Some interim steps had been taken but there were a range of different issues to be considered including how the Council took forward homelessness prevention. Mr Proudfoot, responding to more questions, said that the Council was not optimising the turnaround on properties as it should to allow temporary accommodation to be freed up but this was being addressed.

Responding to Councillor Small's query about the trading standards indicator target, Tom Shearer, Head of Communities and Partnerships, advised that this was a national target set for all local authorities. The service always responded to an enquiry within the 14-day period but was not always able to resolve the query within that timescale, particularly if it was a more complex case.

Councillor Henderson appreciated the background information provided but raised issues around lack of quantification. She felt there was a need to get a better idea of the value of these indicators, to enable prioritisation, which could then lead to a proper review. Mr Vestri indicated he would take this on board.

Councillor McMillan agreed with Councillor Henderson. He referred to a strategic leadership event he had recently attended and the different sets of improvement tools used.

Decision

The Committee agreed to note the 2016/17 Annual Performance Indicators.

3. PERFORMANCE REPORT, Q1 2017/2018

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) regarding the performance of Council services during Quarter 1 (April to June) 2017/18.

Gary Stewart, Policy Officer, presented the report providing further information in respect of those indicators with improving performance and those with declining performance. He drew attention to Appendix 1, which contained the results of the KPIs for Q1 2017/18.

Councillor Small, referring to the rate per 1,000 children in formal kin care, queried the financial impact. He also asked if there were plans to address the figure in relation to the percentage of business gateway start-ups still trading after 12 months. Regarding the first point, Mr Vestri said that he would take this query back to Children's Services for a response as no-one from that service was present. He added that any general financial point would form part of the quarterly financial report to Cabinet. He also indicated that in future he would ask service areas to comment on any financial points. Mr Proudfoot, in response to the second point, advised that this was an indicator with a number of issues, officers were reliant on businesses providing the required data; the value of this indicator had been questioned. He added that the Business Gateway team carried out a good amount of work, reflected in the data. Councillor McMillan agreed, commenting that feedback from start-up businesses about support provided, through the entire process, was excellent.

Mr Shearer, responding to Councillor McMillan, confirmed that a questionnaire had been used to obtain the data that formed the basis for the CLD learning opportunities indicator. He would be happy to go over this in detail, out with the meeting, as requested. Responding to a further query about the Job Seekers Allowance indicator, Mr Vestri advised that this indicator needed alteration to take into account changes to the benefits system.

Ray Montgomery, Head of Infrastructure, responded to questions from Councillor Henderson in relation to the sports facilities. He advised that the current operator, Enjoy Leisure, was an arms-length organisation that had charitable status. The Council owned the facilities and had the responsibility for maintenance, with the exception of Dunbar Leisure Pool. He added that there were ongoing discussions with Enjoy Leisure regarding the Council's ability to maintain these financially.

Councillor Small, following on from the earlier Job Seekers Allowance query, asked if there were similar issues around the Housing Benefit indicators. John Cunningham, Service Manager, Benefits, advised that in terms of Housing Benefit performance the caseload was actually decreasing because of the migration to Universal Credit and given the Council's position in the vanguard of the rollout it was proving difficult to benchmark with other local authorities. He outlined a number of factors that were having an impact including time spent processing a reducing, but predominantly more complex new claims caseload and how this had been more than offset by the increasingly large number of changes of circumstances. He referred to the expectations from the Department of Work and Pensions (DWP) in respect of ongoing Housing Benefit administration and advised that discussions were ongoing with the DWP Housing Delivery Division.

Mr Vestri, in response to questions from Councillor Small regarding Community Payback Orders, indicated that the Scottish Government had only just implemented the Community Justice Implementation Plan. As regards the implications of the Government's announcement, he advised that until the proposals came forward it was too early to say.

Decision

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

4. KEY PERFORMANCE INDICATORS 2017/18

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) providing the Committee with the opportunity to review and select a new set of Council Key Performance Indicators (KPIs) for quarterly performance reporting.

Mr Stewart presented the report informing Members that Appendix 1 outlined the revised list of KPIs for 2017/18 with the latest performance information and targets. The indicators were divided into the four objectives of the Council Plan. Members had the option to further refine those KPIs. Appendix 2 contained the Local Government Benchmarking Framework (LGBF) indicators, reported separately each year.

Councillor Henderson remarked that looking at output without the perspective of input was not particularly helpful. Members were required to review policy and performance therefore the whole component was required. Mr Vestri stated there had been a move towards reporting outcome indicators over the last few years. He advised that Members could take forward any issue but to include all composite elements in the report would make it unmanageable. Councillor Henderson suggested that a particular area could be isolated. Mr Vestri, referring to Appendix 2, stated that many of these cost indicators were reported on an annual basis. He reiterated that there was an opportunity, if there were concerns about specific indicators, to request that a report be brought forward. He also referred to the quarterly financial review reported to Cabinet as mentioned earlier.

Councillor Small queried the various amber road indicators. Mr Montgomery provided some clarification on the value of the data and how it was used by the service. The key question was whether the Council was content with the figures; these may be above the Scottish average but residents may not be satisfied with the condition of the roads in their locality.

Responding to Councillor Small's query about not applicable data for some of the education indicators, Mr Vestri advised that these indicators were still at an early stage, they were experimental, based on teachers' judgements. This year's figures had gone to the Scottish Government but had not been published yet. He added that a lot of comparative benchmarking data work had been carried out through the Education Committee.

In response to Councillor McMillan's questions, Mr Vestri clarified that if a strategy changed within a particular service area due to a central government directive then these changes would be reflected in the KPIs. He added that there was considerable discussion with all service areas regarding indicators for reporting; all key indicators were included.

Councillor McMillan, referring to Growing our Economy, felt that the Council's 5 key goals for economic development should be included. Mr Vestri said he would liaise with Mr Proudfoot, he added there had been a substantial increase in the number of economic development indicators reported.

Decision

The Committee agreed to approve the revised set of Key Performance Indicators and targets for 2017/18 as detailed in Appendix 1.

5. UNIVERSAL CREDIT UPDATE

A report was submitted by the Depute Chief Executive (Resources and People Services) providing the Committee with an update on the rollout of Universal Credit, 'Full Service' (UCFS) and its impact on East Lothian Council services.

Mr Cunningham presented the report in detail. He outlined the background to the rollout of Universal Credit and East Lothian's early involvement in the rollout. He drew attention to the key impacts. He gave details of the position regarding rent arrears. He referred to the Council's relationships with partner organisations and engagement with the Scottish Government. He also drew attention to the results of the Council's recent online survey.

Mr Cunningham, responding to questions about the UK Government's steps to help solve early debt, confirmed there was a fast track to a short-term benefit advance for people waiting for their first payment; however, this was an advance therefore still part of the overall debt going forward. Councillor Small, referring to the Council's early involvement, noted the problems initially but presumed it would revert to business as normal in due course. Mr Cunningham said this was certainly the DWP's approach. He stated that this was one of the biggest changes to the benefits system in 60 years; there had been huge implications. He provided Members with further context from the Council's perspective. He outlined the changing relationship with the DWP.

In response to further questions from Councillor Small, Mr Patterson stated that a number of landlords were choosing not to take Universal Credit claimants as tenants, as the rent was no longer paid directly to the landlord. Regarding the impact on the homelessness figures, Mr Patterson confirmed that it was probably too early to say. Regarding homelessness, Mr Cunningham referred to a report from Croydon Council, which showed a clear mismatch in respect of Universal Credit and housing costs. He also gave details of categories of claimants that may end up being moved back to Housing Benefit.

Councillor McMillan, referring to the key impacts detailed in the report, asked how these points could be made clear to Audit Scotland and the Scottish Government. Mr Cunningham confirmed engagement was taking place with all relevant bodies. Regarding Audit Scotland, he advised that they were aware and interested in the impact on Housing Benefit. Councillor McMillan referred to the effect of Universal Credit as relayed by constituents; he expressed serious concerns. Tonia Moncrieff, Welfare Development Officer, outlined her role, which included dealing with appeals and backdating requests for claims. She gave details of the impact on claimants. She referred to the many issues that had been raised about the process and to the amount of work now focused on targeting help to claimants.

Responding to Councillor Mackett, Alison Stewart, Rent Income Team Leader, referred to significant administrative issues, providing some examples. She referred to the wide reach of Universal Credit and its effect on families. Mr Cunningham stated that from the Government's view of achieving its policy perspective Universal Credit was in operation; from an East Lothian Council perspective, in terms of actual working implementation, there were huge problems, still evident after 18 months. He added that Universal Credit tended to work better for transient, short-term claimants; it was the longer-term and more vulnerable claimants that were encountering difficulties.

Decision

The Committee agreed to note the growing impact of Universal Credit on Council Services as they responded to challenges associated with the UCFS rollout.

6. ANNUAL WORK PROGRAMME UPDATE 2017/18

An updated Annual Work Programme detailed the reports scheduled for the Committee for the remainder of committee session 2017/18.

The Convener requested an update report on delayed discharge.

Councillor Small requested a report on major events management covering various aspects including management of these projects, how information was disseminated, benefits to the Council and how costs were recouped. He was requesting this due to feedback from constituents regarding various recent events. After some discussion, agreement was reached that this matter would be taken offline initially and a meeting arranged between officers and members; thereafter an update would be brought to the February meeting.

Reports added to the work programme –

Performance monitoring/inspection reports:

- Local Government Benchmarking Framework (February meeting)

Additional reports/reports requested by Members:

- Major events management update (February meeting)
- Update on delayed discharge (June meeting)

DRAFT

Signed

Councillor Lachlan Bruce
Convener of the Policy and Performance Review Committee

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 21 February 2018

BY: Depute Chief Executive (Partnerships and Community Services) **2**

SUBJECT: Performance Report, Q2 & Q3 2017/18

1 PURPOSE

1.1 To provide the Committee with information regarding the performance of Council services during Q2 & Q3 (July - Dec) 2017/18.

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.

3 BACKGROUND

3.1 The Council has established a set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The indicators are updated on a quarterly basis and the results are reported to the Policy & Performance Review Committee. Appendix 1 displays the results of the Key Performance Indicators for Q2 and Q3 2017/18.

3.2 Some of the key indicators that may be of particular interest to members include:

Improving Performance

- Business rates in year collection was lower in Q2 compared to the same time last year. However, the position improved in Q3, and 84.5% of business rates were collected against a target of 84.7%.
- Number of flytipping incidences has reduced by 36% from 169 in Q2 to 108 in Q3.
- Despite the drop in Q3 performance, the number of Business Gateway start-ups for the year is now at 198 against a target of 210. Similarly, the

number of jobs created by start-ups assisted by Business Gateway is now at 227 for 2016/17.

- Number of delayed discharge patients waiting more than 2 weeks had increased from 9 to 19 in Q2. Q3 shows a reduction to 13 patients waiting over 2 weeks. This is lower compared to 22 this time last year.

Declining Performance

- Trading Standards consumer complaints and business advice requests responded to within 14 days have both declined by 26% and 27.8% respectively since the last quarter. Service capacity to resolve more complex complaints remains an issue.
- Average number of days to re-housing homelessness continues to increase. Days taken increased by 11.9% to 534.
- There were no affordable housing site starts in Q3. This is due to a delay of 60 site starts which is now planned to commence during Q4.
- Time taken in days to process new claims in housing benefits has increased from 24.9 in Q2 to 36.5 in Q3. Performance this time last year was 29.8 days.

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 1: Key Performance Indicators, Q2 & Q3 2017/18 (July to December)

AUTHOR'S NAME	Gary Stewart
DESIGNATION	Policy Officer
CONTACT INFO	gstewart1@eastlothian.gov.uk
DATE	09/02/2018

Appendix 1 - Performance Report - Qrt 3 2017/18

Fiscal_YR	2017/18
Fiscal_Qrt	Qrt 3
PPRC	yes

Key to symbols

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

- ✔ On target
- ⚠ Value above 90% of target
- ✘ Outwith target or threshold

	KPI RP / Unit	Previous Qrt Value	Value	Target	Qrt Var +/-	% Qrt Var +/-	Short Trend	Comments	YoY
Growing Our Communities									
CH01 Homelessness case-load	Qrt No.	180.0 ✔	202.0 ✔	250.0	22.0	12.2 %	↑		170.0
CH02 Homelessness - average number of days to re-housing	Qrt days	477.0 ✘	534.0 ✘	240.0	57.0	11.9 %	↑		327.0
CH03 % homelessness assessments completed in under 28 days	Qrt %	79.0 ⚠	72.0 ⚠	80.0	-7.0	-8.9 %	↓		86.0
CSCC01 % of calls within Contact Centre (excl. Switchboard) answered within 30 seconds.	Qrt %	69.2 ⚠	65.0 ⚠	70.0	-4.2	-6.1 %	↓	Absences within the contact centre has impacted on the performance of calls answered within 30 seconds in Q3. There were 53,900 calls answered, with 35,035 answered within 30 seconds.	
CSCC02 % of calls within contact centre (excluding switchboard) answered	Qrt %	92.1 ✔	90.0 ✔	90.0	-2.1	-2.2 %	↔		92.0
CSCC03 % of PNC6 (Community Response) calls answered within 1 minute	Qrt %	94.0 ⚠	93.3 ⚠	97.5	-0.7	-0.7 %	↔		95.6
EDSI_St03 - Number of affordable housing completions	Qrt	51.0 ✔	39.0 ✔	27.0	-12.0	-23.5 %	↓		
EDSI_st04 - Number of affordable housing site starts	Qrt	29.0	0.0	84.0	-29.0	-100.0 %	↓	60 site starts have been delayed until qtr 4	
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	80.0 ✔	81.0 ✔	70.0	1.0	1.3 %	↔		82.0

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	KPI RP / Unit	Previous Qrt Value	Value	Target	Qrt Var +/-	% Qrt Var +/-	Short Trend	Comments	YoY
Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days	Qrt %	67.9 ✔	52.6 ✘	67.0	-15.2	-22.4 %	↓	For Q3 there was only one late start due to a lack suitable work available. The remaining 8 were due to the clients being on an order or not turning up for the placement. In comparison to other Councils, ELC was 22nd out of 32 in getting Orders started within 7 days for 2016/17. The main issue affecting performance is late starts. Many of the late starts are for reasons beyond Criminal Justice Service's control. A client being in full-time employment, for example, has a major influence on when the Unpaid Work can start. In the same year (2016-17) East Lothian had the third highest percentage of clients in Scotland who were in employment at the time of the Order.	62.2
Proportion of Criminal Justice Social Work Reports submitted to court by due date	Qrt %	100.0	100.0		0.0	0.0 %	↔		100.0
RS01 Street lighting - repairs - average time	Qrt days	2.5 ✔	2.7 ✔	7.0	0.2	9.6 %	↑		3.8
RS02 Traffic lights - average time to repair failure (hours:mins)	Qrt hrs:mins	5.5 ✔	5.5 ✔	48.0	0.0	-0.2 %	↔		4.5
SCL_AS01 Percentage of Other Waste Recycled	Qrt %	97.0 ✔	98.0 ✔	74.0	1.0	1.0 %	↔		97.7
SCL_AS02 Percentage of Green Waste & Beach Waste Recycled	Qrt %	100.0 ✔	100.0 ✔	100.0	0.0	0.0 %	↔		100.0
SCL_AS03 Number of Flytipping incidences	Qrt No.	169.0 ✘	108.0 ✘	88.0	-61.0	-36.1 %	↓		219.0

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	KPI RP / Unit	Previous Qrt Value	Value	Target	Qrt Var +/-	% Qrt Var +/-	Short Trend	Comments	YoY
SCL_SD01 Number of attendances at indoor sports and leisure facilities	Qrt No.	169250.0 ✔	177076.0 ✔	130000.0	7826.0	4.6 %	↔		169879.0
SCL_SD02 Number of attendances at pools	Qrt No.	130837.0 ✔	109668.0 ⚠	110000.0	-21169.0	-16.2 %	↓	Figures show a 16.2% drop compared to the previous quarter. This is due to 30,000 young people free swims during the summer, which are not available in Q3.	94791.0
WS01 Number of vehicles accessing recycling centres	Qrt No.	129976.0 ✔	111561.0 ✔	100000.0	-18415.0	-14.2 %	↓	The drop in Q3 performance is down to improved regulation of access by trade waste carriers and residents from out with the County following a review of our access policy and implementation of improved procedures. Also, the centres are operating under shorter winter opening hours from Oct to Mar.	106361.0
Growing Our Economy									
DM11 Major developments: average number of weeks to decision	Qrt wks	103.1	47.1		-56.0	-54.3 %	↓		13.1
DM12 Local developments: average time in weeks	Qrt wks	10.3	9.9		-0.4	-3.9 %	↔		8.7
DM13 All Local developments: % determined within 2 months	Qrt %	87.3	77.4		-9.9	-11.3 %	↓		86.0
DM14 Householder developments: average time (weeks)	Qrt No.	8.1	8.0		-0.1	-1.2 %	↔		7.8

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	KPI RP / Unit	Previous Qrt Value	Value	Target	Qrt Var +/-	% Qrt Var +/-	Short Trend	Comments	YoY
DM18 Approval Rates: Percentage of all applications granted in period	Qrt %	95.8	92.0		-3.8	-4.0 %	↔		98.0
EDSI_B01 Number of Business Gateway-Start ups - quarterly	Qrt No.	51.0 ⚠	45.0 ✘	52.5	-6.0	-11.8 %	↓	Q3 total currently sitting at 198 of an annual target of 210	58.0
EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	Qrt %	49.0 ✘	51.0 ✘	75.0	2.0	4.1 %	↔	Q3 Measurement and data capture improving as new methodology beds in. 49 start-ups in period 32 responded (65.31%) with 25 still trading and 7 ceased. 17 businesses did not respond who may still be trading.	33.0
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	Qrt No.	59.0 ⚠	42.0 ✘	62.5	-17.0	-28.8 %	↓	Q3 total to date of 227 - last quarter requires 23 jobs created to achieve target	
EDSI_ELW02 - Percentage of the population claiming Job Seeker Allowance	Mth %	2.8 ✘	2.8 ✘	2.3	0.0	0.0 %	↔		2.2
Growing Our People									
HSCP_CS01 Average number of Placements for looked after children	Mth No.	1.7 ✘	1.7 ✘	1.7	0.0	0.0 %	↔		1.8
HSCP_CS02 Percentage of children on Child Protection Register for more than 6 Months	Mth %	21.7	27.5		5.7	26.3 %	↑	14 on register for more than 6 months = 51 on register.	35.7

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HSCP_CS03 Percentage of children who are re-registered within a 12 month period	Mth %	0.0	0.0	5.0	0.0	0.0 %	↔	This indicator is a measure of the success of the effectiveness of the care plan. Re-registrations within a 12 month period are rare and the performance in East Lothian is good. There are currently 51 children and young people on the Child Protection Register.	0.0
HSCP_CS04 Rate per 1,000 children in Formal Kin Care	Mth No./1000	2.3	2.1		-0.2	-8.7 %	↓	Formal Kinship care is when a child or young person is looked after by family or friends under a looked after statute obviating the need for Foster Care or Residential Care. The rate of 2.1 is well below the Scottish average of 4.0. The small number of children in the cohort means that fluctuations in percentages are common. We are in a fortunate position in that our early intervention means that we have a small rate of children and young people in Formal Kin Care and a small rate of Looked After children overall. There are currently 44 children and young people in Formal Kin Care. Rate per 1,000 is calculated using the 0-17 population of 21,263.	2.4
HSCP_CS05 Rate per 1,000 children in Foster Care	Mth No./1000	4.5	5.1		0.6	13.3 %	↑	Foster care numbers are at an all time high of 109 although still slightly below the national average. 16.5% of foster care placements are external.	4.2
HSCP_CS06 Rate per 1,000 children in Residential Care	Mth No./1000	1.2	1.1		-0.1	-8.3 %	↓	external placements are reviewed regularly and work is ongoing to reduce the numbers. There have been no new admissions since August 2017 re residential or secure.	1.0

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HSCP_CS07 Rate per 1,000 children on Home Supervision MNFVP38865	Mth No./1000	3.2	2.9		-0.3	-9.4 %	↓	61 children on home supervision. The rate is well below the national average.	3.1
Number of delayed discharge patients waiting over 2 weeks	Qrt No.	19.0	13.0	0.0	-6.0	-31.6 %	↓		22.0
Percentage of people aged 65+ with intensive needs receiving Care at Home	Qrt %	38.5 ✔	37.6 ✔	35.0	-0.9	-2.4 %	↔	For Q3, there were 364 clients (65+) receiving 10 or more hours Care at Home in their own homes. There were 603 clients (65+) permanent residents in Residential/Nursing Homes.	39.6
Growing the Capacity of our Council									
Average Time in working days to Issue Building Warrants	Qrt days	103.0			0.0	0.0 %	↔		92.0
BEN01 Time taken to process new claims (Housing Benefit)	Mth days	24.9 ⚠	36.5 ✘	26.0	11.6	46.4 %	↑	This indicator has been affected by the introduction of full service Universal Credit. The complex nature of some Universal Credit claims and the need for claimants to make separate claims for Council Tax Rebate have had a negative impact on the workload of the Benefits service contributing to the negative trend in this indicator	29.8
BEN02 Time taken to process change of circumstances (Housing Benefit)	Mth days	12.2 ✘	10.0 ✘	6.0	-2.2	-18.0 %	↓		7.9
CF01 Percentage of invoices paid on time	Qrt %	84.9 ⚠	86.0 ⚠	90.0	1.1	1.3 %	↔		91.9

Appendix 1 - Performance Report - Qrt 3 2017/18

Fiscal_YR	2017/18
Fiscal_Qrt	Qrt 3
PPRC	yes

Key to symbols

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

RAG Status

- ✔ On target
- ⚠ Value above 90% of target
- ✖ Outwith target or threshold

	KPI RP / Unit	Previous Qrt Value	Value	Target	Qrt Var +/-	% Qrt Var +/-	Short Trend	Comments	YoY
EH01 % Food Hygiene high risk Inspections achieved	Qrt %	0.0	0.0	100.0	0.0	0.0 %	↔	there were no high risk premises due for inspection in the third quarter	
EH02 % of Food Standards high risk Inspections achieved	Qrt %	0.0	0.0	100.0	0.0	0.0 %	↔		100.0
EH04 % food businesses broadly compliant with food hygiene law	Qrt %	94.0 ✔	94.0 ✔	93.0	0.0	0.0 %	↔		89.0
LPS01 % spend with contracted suppliers quarterly	Qrt %	76.7 ⚠	73.3 ⚠	80.0	-3.4	-4.4 %	↔		79.5
Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	Qrt %	5.0			0.0	0.0 %	↔		17.4
REV06 Business Rates in-year collection	Mth %	55.8 ✖	84.5 ⚠	84.7	28.8	51.6 %	↑	Collection at end Q2 2017/18 had been affected by a number of large organisations changing payment by lump sum to payment by instalments. Recovery action for unpaid current year Business Rates can only be enforced from September, therefore payment of unpaid Business Rates in some cases was only received in early October after debt recovery action was initiated. However, at the end of Dec, 84.5% of business rates have been collected. This is 0.16% under target compared to last year. Collection targets for 2017/18 are based on actual collection in 2016/17.	84.9

Appendix 1 - Performance Report - Qrt 3 2017/18

Fiscal_YR	2017/18
Fiscal_Qrt	Qrt 3
PPRC	yes

Key to symbols

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

RAG Status

- ✔ On target
- ⚠ Value above 90% of target
- ✘ Outwith target or threshold

	KPI RP / Unit	Previous Qrt Value	Value	Target	Qrt Var +/-	% Qrt Var +/-	Short Trend	Comments	YoY
REV07 Council Tax in-year collection	Mth %	54.5 ⚠	81.1 ⚠	83.3	26.6	48.8 %	↑	Council Tax collection targets are based on previous year collection with payments taking place prior to holiday periods. However, the timing of the Christmas holidays in 2017 meant that the 5th January Direct Debit had to be posted to Council Tax accounts AFTER the holiday period in early January, Therefore the December 2017 actual collection did not include this significant payment.	83.3
REV08 Value of current tenants rent arrears	Mth £	1746121.1 ⚠	1721245.9 ⚠	1771047.1	-24875.2	-1.4 %	↔		1503444.2
TS01 Consumer enquiries - % of same day responses	Qrt %	100.0 ✔	100.0 ✔	100.0	0.0	0.0 %	↔		100.0
TS02 % of Trading Standards consumer complaints responded to within 14 days	Qrt %	73.0 ✘	54.0 ✘	100.0	-19.0	-26.0 %	↓		84.0
TS03 % of Trading Standards Business Advice Requests responded to within 14 days	Qrt %	79.0 ✘	57.0 ✘	100.0	-22.0	-27.8 %	↓		91.0
TS04 % of trading standards inspections achieved	Qrt %	100.0 ✔	100.0 ✔	95.0	0.0	0.0 %	↔		100.0

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 21 February 2018

BY: Chief Social Work Officer

SUBJECT: East Lothian and Midlothian Public Protection
Committee Annual Report – 2016/17

3

1 PURPOSE

- 1.1 This report is to introduce the East Lothian and Midlothian Public Protection Committee Annual Report 2016/17 thereby informing PPRC members of its progress in that time.

2 RECOMMENDATIONS

- 2.1 The Committee is asked to note the contents of the attached annual report.

3 BACKGROUND

- 3.1 This report is the third annual report of the East Lothian and Midlothian Public Protection Committee. The report summarises and comments on the main themes arising in each of the areas of Public Protection during 2016/17. The annual report was signed off by the EMPPC on 12/09/17 and the East Lothian and Midlothian Critical Services Oversight Group on 19/10/17.

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 – Annual Report 2016/17

AUTHOR'S NAME	Andrew Main
DESIGNATION	Senior Business Support Administrator, EMPPO
CONTACT INFO	amain@eastlothian.gcsx.gov.uk
DATE	1 st February 2018



East Lothian and Midlothian Public Protection Committee

Annual Report 2016/17

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1) Introduction

Foreword by Anne Neilson (Chair of the East Lothian and Midlothian Public Protection Committee)

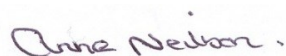
The East Lothian and Midlothian Public Protection Committee (EMPPC), has now been in existence for three years. The committee incorporates the Adult Protection Committee, Child Protection Committee, Offender Management Group and Violence Against Women Partnership, and I am pleased to present the Committee's third annual report. This report presents the achievements made during 2016-17 and sets out our priorities for 2017-18.

Public Protection includes the most high profile 'critical' services for which the key agencies of council, NHS Lothian and police have statutory responsibility. In East Lothian and Midlothian, the drive for collaborative working within Public Protection was a practical one; people do not neatly fit into one category and issues like domestic abuse and substance misuse are common themes with many of the service users with whom we work.

Recognising these significant overlaps, we promote an integrated "lifespan" approach to Public Protection covering all ages and stages of life. Collaborative leadership from East Lothian and Midlothian Critical Services Oversight Group (CSOG), which incorporates the chief executives and chief officers from all partnership agencies, has undoubtedly enabled our public protection services to develop and become more holistic, both strategically, and organisationally. I sit on this group, both in my capacity as chair of EMPPC, and as the Director for Public Protection NHS Lothian.

The EMPPC brings together all agencies involved in supporting and protection adults and children who may be at risk of harm. It meets quarterly to fulfil its scrutiny role in overseeing the Public Protection Performance framework and the four improvement plans – Adult Support and Protection, Child Protection, Offender Management and Violence Against Women and Girls. EMPPC remains committed to continuous improvement, taking an outcome focused approach to supporting and protecting adults and children who may be at risk of harm, based on an understanding of need gained from our evaluation activity. In this year, a number of Initial Case Reviews and Significant Case reviews have been undertaken, and on completion, the learning from these has been integrated into our improvement plans.

We recognise that working in partnership is at the heart of all we do in Public Protection and I would like to thank all members of EMPPC and its sub groups, as well as operational staff across both statutory and voluntary services, for their continued commitment and energy in working together to keep people who may be at risk of harm in East Lothian and Midlothian safer, and promoting the importance of shared learning across all disciplines.



Anne Neilson (EMPPC Chair)

Introduction

East Lothian and Midlothian Public Protection Office (EMPPO) in the Brunton Hall Musselburgh is the base for the Public Protection Team with officers from adult support and protection, child protection and the domestic abuse service. EMPPO is co-located with Police Scotland Public Protection Unit staff and Midlothian and East Lothian Drug and Alcohol Partnership (MELDAP). This year in EMPPO, we have seen some staff changes with Veronica Campanile joining us as the Violence Against Women Strategy Coordinator and Leigh Taylor as the Lead Officer for Child Protection. We have also welcomed Lisa Dowie, as part time Domestic Abuse Adviser to the Domestic Abuse Service.

The aim of the Public Protection Team is to support the delivery of the strategic and operational objectives of the EMPPC, and to work towards improved outcomes and safety for both service users and professional teams. A growing area of work this year has been to support Initial Case Reviews, Significant Case Reviews and Large Scale Investigations and this has both enabled the development of skills and expertise in this field, and promoted confidence in the appropriate sharing of information between partners. A significant level of trust and integrity across partnerships is evident in the pool of senior officers from all key partnerships who are nominated to chair reviews as appropriate, across either council area.

The ongoing positive relationships within the NHS Lothian Public Protection Team and the EMPPO offer many opportunities to promote and raise awareness of the NHS Lothian Public Protection team. The already established role and function of the Child Protection Advisors have also been enhanced. These key roles in NHS Lothian make a significant contribution to operational working, facilitating effective communication and liaison across the core agencies and supporting timely information sharing.

The establishment of separate Health and Social Care Partnerships in both councils has changed the operational picture significantly, and we have recognised the challenges in developing a joint approach with sufficient flexibility to satisfy the different structures as they have evolved. A number of successful initiatives towards achieving the operational presence which was originally envisaged for EMPPO were initiated, but it was not possible to sustain any of these long term, due to resource issues across all key agencies. To address this, further work is required with EMPPO Lead Officers and operational teams and partnerships to improve links between EMPPO and operational practice. This will include clarifying the role of the Lead Officers and the role of EMPPC. We are also keen to strengthen relationships between EMPPO and the third sector as this remains an area of improvement identified in EMPPC business plan.

EMPPC's financial year end 2016/17 budget report is presented at [Appendix 2](#).

There are four sub-groups which support EMPPC:

- East Lothian and Midlothian Performance and Quality Improvement sub group chaired by Joan Tranent, (Head of Children’s Services, Midlothian council) since April 2016. This sub-group meets quarterly, and scrutinises performance on behalf of the EMPPC using the revised EMPPC Performance Framework which was implemented for 2016/17. Lead Officers continue to work closely with operational teams to ensure the performance framework and improvement plans are well understood and embedded within practice;
- East Lothian and Midlothian Learning and Practice Development sub-group, chaired by Alison White (Head of Adults, Midlothian Health and Social Care Partnership) meets at least six monthly to oversee the development and delivery of the EMPPC Learning and Development Strategy. Our new strengthened Learning and Development Strategy and training plan aims to address crosscutting themes wherever possible, to avoid staff having to attend training more often than necessary; for example level 1 Adult Support and Protection Training, which now includes financial harm and prevent awareness raising, which previously were standalone courses. NHS Lothian learning and development leads actively participate in the development and delivery of a broad range of training opportunities to promote best practice and encourage learning across all agencies;
- East Lothian and Midlothian Violence Against Women Delivery Group chaired by Detective Chief Inspector John Peaston (vice chair of EMPPC) meets quarterly to support EMPPC in delivering the services and preventative activities to address Violence Against Women and Girls across East Lothian and Midlothian. The Delivery Group works according to the nationally agreed definition of gender based violence and is guided by priorities as identified in the national strategy *“Equally Safe: Scotland’s strategy for preventing and eradicating violence against women and girls”*;
- East Lothian and Midlothian Offender Management Group, chaired by Alison White (Head of Adults, Midlothian Health and Social Care Partnership), meets quarterly and is the multi-agency group established to ensure that the statutory responsibilities placed on local partner agencies for the assessment and management of risk posed by dangerous offenders are discharged effectively. The group is responsible for monitoring the implementation of risk assessment and risk management procedures and for promoting the highest standards of inter-agency practice in responding to the presentation of risk and in preventing harm.

This report presents the achievements and challenges within each area of Public Protection for the year 2016-17.

2) Adult Support and Protection

What is Adult Support and Protection?

The Adult Support and Protection (Scotland) Act 2007 was implemented in October 2008 to protect adults known or believed to be at risk of harm. This is defined in the Act as:

- Persons aged 16 years and over who are – Unable to safeguard their own well-being, property, rights or other interests;
- Are at risk of harm (physical, sexual, psychological, financial, neglect & self-neglect); and
- Because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

An adult is at risk of harm if

- Another person's conduct is causing (or is likely to cause) the adult to be harmed; or
- The adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

Where the Council knows or believes that an adult maybe at risk of harm they must make inquiries to determine if the adult is an adult at risk of harm as described, as well as consider the need to intervene to support and protect the adult from harm. Whilst Councils have the lead role in Adult Support and Protection (ASP) other agencies also have a duty to cooperate with the Councils inquiries and are required to share information, these agencies are: Police, Health including GP's, Care Inspectorate, other local authorities, Mental Welfare Commission, Office of the Public Guardian and the Scottish Fire & Rescue Service.

Furthermore, after making inquiries and where the Council considers that it may need to intervene in order to support and protect the adult at risk they can enter any place when investigating the risk of harm, this can include the following:

- Visiting the adult at home to obtain their views;
- Contact the adults bank to formally request information of the adults account;
- Requesting a medical examination to determine the cause of any injury;
- Visit care homes as part of a Large Scale investigation where the Council knows or believes that one or more adults may be at risk of harm;
- Councils can also make an application to a Sheriff Court for a protection order where they know or believe that there is a risk of serious harm to the adult these are:
 - Warrants for entry;
 - Banning Orders with a Power of Arrest;
 - Removal Orders;
 - Assessment Orders.

It is an offence to obstruct the Council when exercising their duties.

Similar to child protection we have a shared responsibility to report concerns, share information and act proportionately where it is known or believed that an adult is at risk of harm or is likely to be harmed.

Key data

The data reported is based on the Scottish Governments National Data set.

Referrals

East Lothian Health and Social Care Partnership and Midlothian Health and Social Care Partnership (HSCP) are both reporting an increase in the number of ASP referrals received in 2016/2017. East Lothian HSCP received 530 ASP referrals at the end of the reporting period in comparison to 493 in 2015/2016, an increase of 8%. Midlothian HSCP received 681 ASP referrals at the end of the reporting period in comparison to 501 in 2015/2016, an increase of 36%. Police Scotland continue to be the main referrer to both partnerships submitting 41% of the overall referrals to Midlothian and 38% to East Lothian.

There is a notable increase of 179% (44) in the number of ASP referrals submitted to Midlothian HSCP by GPs in comparison to the previous year (14). The increase of referrals is thought to be linked to training sessions delivered as part of GP Protected Learning Time delivered by NHS Lothian Public Protection Team on the Mental Welfare Commissions report of Mr JL. Similar sessions are scheduled for East Lothian.

East Lothian HSCP has also experienced a significant increase in the number of ASP referrals submitted within the category of "other". It is thought that this category will include referrals from financial institutions.

Investigations

East Lothian HSCP has experienced an increase of 114% (148) in the number of investigations undertaken in comparison to the previous year (69). This increase is linked to a recording error in the previous year, therefore this suggests that this issue is now resolved.

The main type of principal harm investigated is physical harm 37 / 148 (25%), of these 4 (11%) progressed to an Adult Support and Protection Case Conference where the Council is required to intervene to support and protect the adult from further harm. In two of these cases there were clear links with domestic abuse. These cases had also been discussed as part of a Multi-Agency Risk Assessment Conference (MARAC). Physical harm is closely followed by financial harm 34 / 148 (23%). 7 of these cases progressed to case conference.

Despite the increase in ASP referrals to Midlothian HSCP the number of Investigations have reduced by 36% (from 129 to 82).

Midlothian HSCP have undertaken 82 investigations into adults at risk of harm and are reporting financial harm as being the main type of principal harm investigated in the reporting year 26 / 82 (32%). Of these 7 have progressed to Adult Support and Protection Case Conferences.

Both HSCPs are reporting that the main place in which the harm occurred was in the adults own home.

There were a total of 6 Large Scale investigations (LSI) that had commenced between both HSCPs in 2016 / 2017. The LSIs concerned a combination of Care Homes that provide 24 hour nursing care to older people and contracted service providers, providing support and care to adults living in their own homes within the community.

East Lothian:

Measure	2014/15	2015/16	2016/17
Referrals	427	493	530
Investigations	125	69	148
Initial ASP Case Conferences	24	15	21
Protection orders	6	3	2
Number of Large Scale Investigations	3	2	2

Midlothian:

Measure	2014/15	2015/16	2016/17
Referrals	452	501	681
Investigations	94	129	82
Initial ASP Case Conferences	30	24	36
Protection orders	1	2	0
Number of Large Scale Investigations	2	2	4

Performance Framework

Both East Lothian and Midlothian have exceeded the current target of 75% of the number of inquiries undertaken within the procedural timescale of 5 days from receipt of referral. The purpose of the timescale is to ensure that adults believed to be at risk of harm are identified quickly and that consideration is given to any intervention that may be necessary therefore, ensuring the safety of adults. Where there is a significant concern / risk, immediate action will be taken and this may also involve discussion with other agencies. This performance framework indicator has since been reviewed and the target will increase to 90% for the next financial year.

Current Themes

Physical Harm

East Lothian HSCP are reporting that physical harm is the main type of principal harm that has been investigated in the reporting period with a number progressing to Adult Support and Protection Case Conference. The Adult Support and Protection (Scotland) Act 2007 is underpinned by a set of principles that inform and guide practice which must be applied when considering any intervention. These are:

- is the intervention to the benefit of the adult?
- is the intervention the least restrictive option (can support be provided to reduce the risk of harm before considering protective measures)?
- does the intervention take account of the adults views and wishes.?

In all cases of physical harm information is shared with Police colleagues to determine any criminality, assess the level of risk and plan a co-ordinated approach as to how to proceed and identify who has the lead role. Health colleagues are also consulted to obtain information in respect of any associated health issues of the adult and how this may make them more vulnerable to being harmed than those who do not experience such vulnerabilities. This process of information sharing between core agencies is known as an Inter-agency Referral Discussion (IRD).

Further scrutiny of the cases that had progressed to case conference revealed that frequently there were complex issues of deteriorating mental illness and domestic abuse.

The Lead Officer and Violence Against Women and Girls Co-ordinator are working together to raise awareness within staff groups of the crosscutting issues between domestic abuse and adult support and protection.

"The process has been conducted with sensitivity, compassion and common sense. We are very grateful to all involved"

Quote from service user

Financial Harm

Similar to the previous year financial harm features as the main type of principal harm discussed at Adult Support and Protection Case Conference in both partnership areas. Financial harm is a complex and challenging area and can range from doorstep crime such as bogus workmen, to theft / exploitation where adults feel pressurised to hand over money,

possessions, or property. Incidents of financial harm reported to the Police mainly relate to incidents of cold calling, bogus callers and theft of monies (during bogus workmen incidents or by family members). The investigations that progressed to case conference reflect the disparate range of financial harm, including where legal appointments were in place (Power of Attorney or Financial Guardian) and in such circumstances information was shared with the Office of the Public Guardian who are responsible for supervising those individuals who have been appointed to manage the financial or property affairs of adults who lack capacity.

The Office of the Public Guardian also has a duty to investigate any concerns or reports of Financial Harm against an adult who lacks capacity and depending on the circumstances, they can put in place various safeguards, including revoking/terminating powers or appointments.

East Lothian HSCP and Midlothian HSCP also have strong links with colleagues in Trading Standards, sharing information where there is concern that an adult may be at risk of harm through scams or bogus tradesmen. It is commonly thought that the majority of victims of financial harm are elderly, however from the data available, financial harm is more widespread and all age groups are targeted.

East Lothian and Midlothian Public Protection Committee (EMPPC) have raised awareness of financial harm through specific training sessions which are delivered in conjunction with Police and Trading Standards. This training has now been incorporated into EMPPC Level 1 Adult Support and Protection training, and a new Learn Pro module has been developed making this training and information readily accessible to a wider group of staff.

Large Scale Investigations

A Large Scale Investigation (LSI) occurs where it is known or believed that one or more adults may be at risk of harm or that the quality of care being delivered is not of an acceptable standard.

Historically, LSIs have been mainly associated with Care Homes, however, in the past two years there has been an increase in the number of LSIs into the care provided to adults who are being supported at home. The nature of such investigations is largely due to missed or late visits where the adult has not received the care that the agency has been contracted to provide.

An LSI involves the Care Inspectorate, HSCP staff, Police, and other local authorities who have contracted care with the relevant Care Home or Care at Home Service Provider, coming together to share information, assess risk and provide an operational and strategic response in the management of concerns.

EMPPC continue to support Care Homes and Service Providers through the provision of a Train the Trainers programme for managers.

Learning from Case Reviews

Throughout the last year a number of single agency case file audits have been undertaken and as well as areas of good practice, they have identified areas for improvement. These are subsequently included in the Adult Support and Protection improvement plan and progress is monitored by the Performance and Quality Improvement sub group on behalf of EMPPC. Improvement actions include; Chronologies, Multi-Agency Risk Assessments and Service User feedback.

Challenges and priorities

Chronologies and Multi-agency Risk Assessment

The completion of single agency chronologies and multi-agency risk assessments for adults at risk of harm continues to be a priority. This is supported with the delivery of training to Council Officers and the development of guidance documents to assist working practice. Together with operational managers, an annual quality assurance audit of single agency chronologies and multi-agency risk assessments is undertaken to measure effectiveness in the assessment and management of risk, decision making and actions taken to reduce the risk of harm. These evaluations also identify areas of practice development and training needs. EMPPC are progressing towards integrated chronologies for all adults discussed at Adult Support and Protection Case Conferences.

Service User Evaluation

East Lothian report that 54% (27 / 50) of adults attended their case conference and that 59% (29 / 50) were represented by a significant other. Midlothian report that 48% (32 / 67) attended their case conference and 25% (17 / 67) were represented by a significant other.

Whilst we would hope to improve this percentage, and acknowledge that where possible, adults should be invited to attend their case conference, it is understandable that a number of factors can impact on this, such as impaired cognitive abilities, levels of distress, or the adult may simply not wish to attend. In such circumstances they can nominate someone to attend on their behalf, such as a family member or carer, or, in cases where their decision making is impaired, their guardian or power of attorney. The adult should also be offered the option of advocacy services to present their views of their situation.

EMPPC has reviewed the process of obtaining feedback from service users. Currently, this involves the service user or their carer completing an evaluation form asking the adult to report "if they feel safer" as a result of the intervention, after the initial case conference. Responses to the questionnaires are low and disproportionate to the number handed out. Having reviewed this process it was agreed that where the adult consents, the council officer will pro-actively seek the information within two weeks of the case conference and support the adult to complete the questionnaire. In addition, Adult Support and Protection

cases that have concluded will be reported to the Lead Officer who will contact the adult to undertake an evaluation of the adult's experience of the process.

"It was a very good panel they were very nice and they explained everything clearly. Thank you.

Quote from service user

The information obtained assists HSCPs improve their responses to adults at risk of harm and can identify areas of improvement.

3) Child Protection

Key data

Inter-agency Referral Discussions (IRDs)

Authority Area	2013/14	2014/15	2015/16	2016/17
East Lothian	406	280	218	273
Midlothian	606	418	367	510

For 2016/17 the number of IRDs has increased in contrast to last year but when comparing data from the past few years an extremely spiky profile emerges and that in itself is the most consistent message identified. The number of IRDs varies often without an obvious or identifiable explanation, perhaps because of the very nature of IRDs. IRDs are only ever initiated when a child is identified at risk. Children at risk are closely linked with times of crisis. Unfortunately human behaviour and in particular crisis points can be very difficult to predict. It is arguable that periods of crisis are even more likely across the general population that encounter Child Protection Services. There are occasionally regional issues that may explain increases in the number of IRDs, however there is no evidence of this for East Lothian and Midlothian.

It is perhaps some of the associated Performance Indicators, which are most helpful in identifying children at significant risk. For example, each local authority reports on the number of children subject to more than one IRD over a 12-month period. Thankfully the numbers year on year for repeat IRDs within this timeframe are low, however when a child has been subject to three IRDs, this triggers an exploration of the circumstances to ensure everything possible has been done to ensure the safety of the identified child.

A multi-agency group (Social Work, Health, Police and Child Protection Lead Officer) reviews all IRDs on a fortnightly basis. The review group considers relevance, procedural correctness and most importantly ensuring Interim Safety Plans (ISP) meet the standards required for each child deemed at risk and progressing to Child Protection Case Conference (CPCC). Members of the IRD Overview Group recognise that Interim Safety Plans need to be Multi Agency in nature and we are continually working to improve safety plans across East Lothian and Midlothian in conjunction with frontline staff.

Child Protection Registration

Authority Area	2013/14	2014/15	2015/16	2016/17
East Lothian	59	31	30	40
Midlothian	79	21	40	54

In East Lothian and Midlothian, the number of children on the Child Protection Register for 2016/17 remains very consistent with national averages and very consistent for the past year within each authority.

It is evident from the numbers of children on the register year on year that there are consistent thresholds applied to consideration of risk factors and whether a child meets the at risk threshold for registration. Arguably, this ensures standards remain consistent and families are presented with clear thresholds around risk to children.

Current Themes

National Child Protection Improvement Plan

The Scottish Government review around policy, practice, services and structures within child protection is ongoing. The review has been focusing on Child Protection Committees, Initial / Significant Case Reviews and the Child Protection Register as well as greater scrutiny through a revised inspection programme. Addressing the impact of neglect on children is to be promoted through strengthening leadership and the impact of changes to legislation and practice within the Children's Hearing System are being explored.

The chair of the EMPPC and Lead Officer for Child Protection will continue to keep Chief Officers and members appraised of any developments and will seek to ensure practitioners are aware of the process and kept updated with relevant information. We will also ensure opportunities to be involved in the review are taken wherever possible.

Trafficking and Exploitation Strategy 2017

This year the Scottish Government announced their strategy for Trafficking and Exploitation outlining their aim to eliminate human trafficking and exploitation. It is recognised that this is ambitious, however the Scottish Government are clear that no level of trafficking and exploitation is acceptable. EMPPC fully support this vision and will work towards the key action areas identified below:

- Identify victims and support them to safety and recovery;
- Identify perpetrators and disrupt their activity;
- Address the conditions, locally, that foster trafficking and exploitation.

Children (Equal Protection from Assault Bill) (Scotland) Bill

This bill was proposed by John Finnie MSP to the Scottish Government in May 2017. The Bill proposes to give children equal protection from assault by prohibiting the physical punishment of children by parents and carers in charge of children. The EMPPC supports the bill in principle on the basis that it ends any dubiety around what constitutes justifiable punishment, each child will be afforded the same protection. This is extremely important given that each child is an individual and the effects of physical punishment can vary greatly from child to child. Children should not fear physical punishment from parents; it is the

wrong message to give children and contradicts societal messages that violence is not acceptable.

As part of the consultation the EMPPC raised some concerns such as the potential of criminalising some parents at the end of their tether. Raising children can be extremely challenging, these families require support, and we recognise that charging them is not a long-term solution. There is likely to be a surge in child protection referrals but social work and partner agencies such as police and health struggle to meet demand at present. Finally, the increased demand for parenting support was noted in a climate of austerity and declining support services. We are awaiting the outcome of this bill from the Scottish Government.

The EMPPC recognise the importance of keeping our frontline practitioners informed of national discussions and actions, and will continue to communicate via our regular newsletters and through Lead Officer attendance at Team and Management meetings and Operational Briefing Sessions.

Performance and Quality Indicators

EMPPC strive to support good practice and to ensure, high standards apply to all areas of child protection practice across East Lothian and Midlothian and are in line with national standards and relevant guidance. As part of self-evaluation and ongoing improvement, we have recently reviewed our Performance Indicators across Child Protection in order to ensure we capture relevant data that tells us about the safety of our children. We have revised and are proposing a new set of measures that are more meaningful and specifically linked to improved outcomes, particularly safety for children and their families. These indicators are to be considered by EMPPC and, if approved, implemented within the next year. In the meantime, we continue to analyse data on a quarterly basis and run a programme of evaluation and audit to identify areas of good practice and any areas for ongoing development.

Learning from Case Reviews

The recent SCR publication from Fife Child Protection Committee in respect of Child 'C' highlights a number of key learnings that many Local Authorities from across Scotland will undoubtedly reflect upon and implement. These are:

- Integrated Multi-agency Chronologies focussing on significant events would have identified emerging patterns of risk / harm;
- Professionals should maintain a focus on the needs of the child and not be distracted by demands / needs of the adults;
- Being alert to disguised / false compliance. Repeated cancellations or re-scheduling of appointments should be treated with the same degree of concern as repeated non-attendance;

- Over-reliance on social work involvement or child protection registration as indicators of serious concerns.

EMPPC has considered these findings and has incorporated learning into our existing training such as Level 1 and Level 2 Child Protection.

EMPPC are committed to undertaking Initial and Significant Case Reviews (ICR/SCR). The aim of all reviews is to promote learning across the multi-agency workforce and to ensure all learning is implemented into practice to prevent similar incidents occurring in the future. All key learning from local ICRs / SCRs is incorporated into the East Lothian and Midlothian Child Protection Improvement plans where they are progressed and implemented. The Performance and Quality Improvement sub-group and EMPPC monitor progress of all identified action points from our local reviews.

Improvement Plan

The Child Protection Improvement Plans for East Lothian and Midlothian focus on key areas of improvement that have been identified from Children's Services Inspections, local audit and evaluation and Initial / Significant Case Reviews. The plans are overseen by the Performance and Quality Improvement sub-group to ensure that actions progress and are implemented.

The improvement plans share some outcomes and others are individual to the respective Local Authority. For example, EMPPC is supporting the roll out of e-IRD (Electronic IRD) to improve multi-agency working and more effective and timely sharing of information. This is progressing and is currently at trial stage with leads identified from all key agencies.

Similarly, both East Lothian and Midlothian have outcomes aimed at improving SMART planning for children. There is a planned programme of evaluation commencing in September 2017 to identify areas of good practice and areas for further development. However SMART and effective safety planning is recognised below as an ongoing challenge within the area of child protection work.

Challenges and priorities

Neglect and domestic violence remains high on the agenda of the EMPPC as recognised areas that permeate across all sections of Public Protection and as areas that are extremely prevalent child protection issues across both East Lothian and Midlothian. The Learning and Development Strategy for 2018-2021 outlines plans for ongoing development and staff training in tackling neglect and domestic violence.

EMPPC recognise the importance of effective and SMART safety planning for children and this remains a priority for ongoing evaluation and improvement. Getting safety planning right is a challenge. There have been significant improvements made to Interim Safety Planning due to the ongoing work of the IRD Overview Group and most importantly the continual efforts of operational staff. Level 2 Child Protection Training has been revised and

encourages the multi-agency work force to think about what is effective and SMART safety planning and how each agency can contribute.

“This course has consolidated my Child Protection knowledge. I feel confident contributing to a plan to help keep children safe!”

Quote from attendee at child protection training course

There is a strong recognition across both Local Authorities and our Multi Agency Partners that we need to work alongside families to encourage them to be full participants in plans and decisions that affect them. East Lothian adopted Signs of Safety in 2014 as an approach to support partnership working with families and with an emphasis on safety for children. Development of this approach continues with a focus this year on self-evaluation of implementation progress and staff training, including partner agencies. Midlothian have undergone a complete re-structuring within Children’s Services this past year and have been developing an Outcome focussed assessment, again aimed at improving child and family partnership. To support the service transformation all staff are undertaking training in Motivational Interviewing to upskill the workforce and improve service user engagement with Children’s Services.

The Fife Child Protection Committee SCR report in respect of Child ‘C’ highlights the ongoing challenge of producing Integrated Multi-agency Chronologies in child protection cases that focuses on significant events. The Child Protection Lead Officer is undertaking joint evaluations of integrated chronologies within East Lothian and Midlothian using measures identified as good practice by the Care Inspectorate and we have incorporated an additional measure looking to identify if:

- The chronology / any-emerging patterns are analysed in the summary of the risk assessment report.

The above challenges and priorities are reported on via Quarterly reporting to the Performance and Quality Improvement sub-group and EMPPC who monitor progress and ensure improvements are achieved through clear structures and multi-agency working.

4) Violence Against Women and Girls

EMPPC has adopted the national definition of Violence Against Women and Girls (VAWG) from “Equally Safe: Scotland’s strategy for preventing and eradicating violence against women and girls”, which is:

“Gender Based Violence is a function of gender inequality, and abuse of male power and privilege. It takes the forms of actions that result in physical, sexual and psychological harm or suffering to women and children, or affront to their human dignity, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life. It is men who predominantly or exclusively carry out such violence, and women who are predominantly the victims of such violence”

VAWG encompasses but is not limited to the following:

- Physical, sexual and psychological violence occurring in the family (including children and young people);
- Sexual harassment, bullying and intimidation in any public or private space, including work;
- Commercial sexual exploitation, including prostitution, pornography and trafficking;
- Child sexual abuse, including familial sexual abuse, child sexual exploitation and online abuse;
- So called ‘honour based’ violence, including dowry related violence, female genital mutilation, forced and child marriages, ‘honour’ crimes.

Key data

Measure		2014/ 15	2015/ 16	2016/ 17
Number of incidents of Domestic Abuse recorded by the Police	East	1,000	903	932
	Mid	1,103	1,116	1,031
Number of victims referred to Domestic Abuse Service Pathway	East	-	69	106
	Mid	-	127	113
Number of victims referred to MARAC	East	173	202	85
	Mid			111
Number of actions to increase safety offered at MARAC	East	539	793	343
	Mid			324

Current Themes

Performance Framework

The Violence Against Women National Network is developing a national Performance Framework covering all aspects of VAWG as set out in Equally Safe, which will be completed in the autumn. Our VAWG Delivery Group participated in the second stage pilot, which has helped to contribute to the national discussion and also to build knowledge of new

performance requirements, as a result we have already changed the way we evaluate the impact of training to include attitudinal change as well as knowledge and skills. This will be the basis for reviewing our local Performance Framework.

Taking forward the National Guidelines for VAWG Partnerships, we carried out a self-evaluation whose findings have informed the review of the VAWG Delivery Group Terms of Reference and the Membership and the updating of the Improvement Plan.

VAWG Services Review

The VAWG Services Review has been a major project for our partnership and engaged a significant amount of resource. It was initiated in April 2016 in recognition of the expansion of VAWG obligations over the last three years which included development of the MARAC function, the Domestic Abuse Referral Pathway and Domestic Abuse Advocacy Service (DAS). Whilst external funding is in place for the majority of DAS, these arrangements are time limited and require 'in kind' contributions.

In response to the lack of sustainability around funding, and the resulting impact on services, a decision was taken by CSOG to initiate a whole systems review of the Violence Against Women and Girls service provision with a view to establishing both co-ordinator roles into the total funding in future.

Of particular value in the review was the wide variety of focus groups from across all agencies, and particularly from service user groups.

A number of improvements were made including the establishment of both the VAWG coordinator post and the MARAC coordinator posts, and a streamlined contract for housing and support services for women and children affected by domestic abuse was awarded to Women's Aid, East and Midlothian, following a successful tender process. This new contract commenced on 1st July 2017. Gaps which were not addressed in the review were identified around prevention work, taking forward a trauma informed approach to services, the significantly increased demand for services, and working with perpetrators.

The outcome of this review was timely in terms of national developments, and puts both East Lothian council and Midlothian council in a strong position to deliver their responsibilities under the Scottish Government strategy, Equally Safe (COSLA 2016), the Violence Against Women and Girls Partnership Guidance, and any future statutory requirements.

Taking forward the recommendations:

- Recruitment is underway for the VAWG and the MARAC Coordinator posts;
- We have begun to address the gaps identified through additional actions in the VAWG and the Learning and Development Improvement Plans, which are mapped to actions in the Community Justice Local Outcome Improvement Plans in both areas.

Gender Based Violence in the Workplace Policy


A major new project had been the development of a Gender Based Violence in the Workplace Policy for Midlothian Council and East Lothian Council by a team of staff from both Councils and led by EMPPPO. The policy is about to go through the Integrated Impact Assessment prior to consultation.

VAWG Prevention – first steps

We are developing an overall approach to the prevention of VAWG. In the short term we have worked with East Lothian Council Education Service in the development of the Relationships strand of the Health and Wellbeing Curriculum for Primary schools launched in August 2017; there is a commitment for work to begin on this in Midlothian. We have also integrated questions in the Citizen’s Panels in both areas to establish a baseline of knowledge of and attitudes to VAWG.

Working with Perpetrators to change behaviour

We have identified a key gap in working with perpetrators of VAWG as currently the only service is the Caledonian Programme which is court mandated. Partner service providers within the VAWG Delivery Group and the VAWG Services Review have identified the pressing need to work with Perpetrators in order to sustainably improve the safety of women and girls and will also offer men and young men the opportunity to change their behaviour. As a first step we have completed the groundwork and secured funding to introduce the “Safe and Together – with the non-offending parent – Model” across children’s services and involving relevant agencies, which we hope to launch early 2018.



“I just like to thank you and the whole team ...You have been diamonds. Domestic Abuse Service should never be stopped. There are guys out there who need help too and you are the people who can do it.”
Service user, Domestic Abuse Service

Domestic Abuse Service Pathway following a Police Incident / MARAC

In relation to partnership working to improve the safety of victims of Domestic Abuse we have consolidated the “Domestic Abuse Service Pathway following a Police Incident” (now in

its third year) which includes the Multi-Agency Risk Assessment Conference (MARAC) for very high risk victims.

Referrals to the Pathway are increasing as are the numbers of women being supported for Substance Misuse which is often co-occurring with domestic violence and the numbers of women moving on to Routes to Independence (personal development, life skills and employability skills, training, volunteering and employment).

The Pathway's specialist services: domestic abuse advisors, substance misuse and routes to independence are funded mainly through the five-year Big Lottery SMILE Project (Support for Maintain Independent Living Effectively) and the Scottish Government Equally Safe Fund.

*"I am armed with more knowledge now as agencies were involved – Police, EDDACS and DAS. This lessened feelings of isolation and allowed me to recognise that his behaviour was not my fault.... Realised avenues to deal with this which I didn't know before."
Service user, Domestic Abuse Service*

Safe Lives observed both MARACs in spring 2017; the report was generally very positive and highlights areas of good practice, for example:

- Meetings were busy which is a positive reflection of the commitment of the agencies to address domestic abuse and increase victim/survivor safety through multi-agency working;
- Representative demonstrated a very good understanding of the dynamics of domestic abuse and there is clearly a strong working relationship between the IDAA and specialist services and other agencies outwith the MARAC;
- There is a national issue with health professionals non-attendance so it was good to see health professionals at East Lothian MARAC.

The report highlights a number of areas for improvement, which are consistent with the national trend. The improvement points will inform the work of the MARAC Steering Group.

Supporting survivors of Rape and Sexual Assault

Edinburgh Rape Crisis Centre operates two small-scale outreach support services for women and members of the transgender community who have experienced any form of sexual violence, whether recent or historic, including rape, sexual assault, childhood sexual abuse and commercial sexual violence (East Lothian 25 hrs/week and Midlothian 15 hrs/week). Support is provided across a network of locations across East Lothian and Midlothian in collaboration with WAEML, Police Scotland and Mayfield and Easthouses Development Trust. The services supported 52 survivors in East Lothian and 33 survivors in Midlothian and both have a 16 week waiting list. Funding is provided by NHS Lothian and both Councils, the Women's Fund for Scotland and ERCC donations.

"I appreciate all the support you have given me... I feel like I've turned a page, I am moving on and I feel much better about myself."

"S" service user, East Lothian & Midlothian Sexual Abuse Services

ERCC provides separate services for young people aged 12-18 affected by sexual abuse and exploitation through the STAR Project and also a specialist criminal justice advocacy project to support survivors who report to the police or engage with the justice process.

Improvement Plan

The Violence Against Women and Girls Improvement Plan 2015-18 is based on the priorities within the national Equally Safe Strategy and local action identified. The Improvement Plan has recently been updated significantly to take account of completed actions as well as new actions arising from national and local developments, for example:

- The developmental aspect of all the training actions has been completed so these have been transferred to the Learning and Development Action Plan; the active involvement of service users in service development and evaluation has been established;
- New actions were introduced to deliver the national guidelines for VAWG Partnerships e.g. development of the evidence base, introduction of self-assessment, performance framework development;
- New actions were introduced arising from the conclusions of the VAWG Services Review and the self-assessment.

Challenges and priorities

- 1)** Action the learning and recommendations from the VAWG Services Review;
- 2)** Establish the Safe and Together – with the non-offending parent – Model within children’s and criminal justice services;
- 3)** Set out the evidence base and demand for local essential services which support survivors of VAWG (and their children) from a trauma informed model, including Domestic Abuse and Rape and Sexual Assault and achieve sustainable resourcing;
- 4)** Increase referral rates to the Domestic Abuse Referral Pathway / MARAC following a Police Incident through awareness raising and training;
- 5)** Develop and deliver the VAWG Prevention Plan working in partnership with universal public services and third sector services;
- 6)** Develop and deliver a local approach for working with Perpetrators of VAWG;
- 7)** Develop and deliver a local approach to Commercial Sexual Exploitation focussed on prevention and supporting survivors;
- 8)** Develop and deliver a local approach to delivering the Edinburgh and Lothian inter-agency procedures to protect women and girls from Female Genital Mutilation and to preventing Forced Marriage.

5) Offender Management

Key data

As at 31st March 2017 there were 54 registered sex offenders (RSO) being managed under MAPPA in East Lothian and 52 in Midlothian – numbers are not changing significantly year on year. Of these 16 were subject to statutory supervision in East Lothian and 11 in Midlothian – again this is a snapshot from 31st March. In Midlothian there was one person charged with a further offence in each quarter in 2016/17 with the exception of quarter 3. These three charges resulted in the three Initial Case Review's mentioned below (please refer to *Learning from Case Reviews*). One individual was charged with a registration offence in quarter 3 in Midlothian and 2 people over the year were charged with other non-sexual offences.

Current Themes

Multi-agency Public Protection Arrangements (MAPPA) Extension

The MAPPA process was extended to violent offenders in March 2016. Within East Lothian, there have been no violent offenders managed under MAPPA in the community during 2016/17. However, in Midlothian there were several level 3 meetings in late 2016 and early 2017 about an individual who will be managed under the MAPPA extension in the event of release.

Women's Group Work Service – Midlothian Spring Service

The Spring service is relevant to Public Protection due to the number of women attending the service who have experience of childhood abuse and domestic violence. Many of these women are themselves seen as problematic by the Police and other services due to their challenging and sometimes intractable behaviour, often as a result of personality disorder.

The Spring service continues to develop in Midlothian. The Spring Social Worker is full time and over the past year women referred to Spring have had the benefit of a one to one with the worker if required. This often takes place before the woman comes along to Spring but can continue during her attendance.

The Spring service has worked with a one woman theatre company, Breeze Productions, in 2016/17 and Naomi Breeze carried out a number of drama sessions with the Spring women, aimed at building confidence and encouraging self-expression.

In order to support the stability of the service, the Spring Team Leader and Social Worker are shortly to move on to two year contracts.

Women's Group Work Service – East Lothian Connect Service

The Connect Group is based in Prestonpans. Referrals come from a variety of sources including Criminal Justice, Adult Services, Children's Services, Substance Misuse Services,

Midlothian and East Lothian Drugs (MELD), STRiVE and Venture Trust. Workers use the Steeping Stones group work which is cognitive behavioural therapy based, and looks at topics such as understanding our emotions, the impact of offending, solving problems, assertiveness and communication. Afternoon sessions have developed during this year with successful links being made with a variety of community resources. Initially, the majority of referrals came from Criminal Justice workers. However, this has now been surpassed by referrals from other agencies. Consequently, addressing vulnerabilities and improving self-confidence are now major goals within the group.

With regard to the closure of Cornton Vale Prison and subsequent redesign of the custodial estate for female prisoners, the Scottish Government has announced that none of the planned small custodial units will be located in East Lothian or Midlothian.

Learning from Case Reviews

MAPPA Operational Group (MOG)

The MOG meets quarterly and considers all Initial and Significant Case Reviews across the Lothian and Borders area. The Lothian and Borders Strategic Oversight Group then have the final sign off for recommendations resulting from these reviews. There has been an increase in the number of Initial Case Reviews (ICR) as the 2016 MAPPA Guidance changed the parameters for ICRs to include convictions for any sexual offence, whereas previously offences had to be of a certain level of seriousness.

Improvement Plan

Joint Thematic Review

The Improvement Plan for Offender Management was reviewed in 2016/17. The measures in the plan are also being reported to the Public Protection Performance and Quality Improvement sub-group. The MAPPA Co-ordination Unit developed an action plan relating to the areas for development identified in the Joint Thematic Review. This action plan has also now been reviewed and signed off by the Lothian and Borders Strategic Officers Group.

One action in the plan is to ensure that all relevant Criminal Justice Social Workers attend the RMA Risk Practice course. This has been a challenge as there have been long gaps between courses in this national training. However, four members of staff have been booked into upcoming training and this will result in all relevant staff being training in Midlothian. Within East Lothian, there are 2 relatively new qualified workers who have yet to be put forward for this training. It is expected that they will be able to access training either later this year or early 2018.

ViSOR

Access to ViSOR for Criminal Justice Social Work remains an ongoing issue. There have been numerous meetings about this, locally and nationally. In Midlothian all Criminal Justice

Social Workers and team leaders previously trained to use ViSOR are still using it, although at some point they will be 'locked out' as they have not undergone the vetting. There is no date for this happening yet. There is consideration being given to employing a business support worker across East Lothian and Midlothian to input ViSOR data. In Midlothian new adverts for Criminal Justice Social Workers include the requirement for vetting. Meetings have taken place with Human Resources and the Unions but affected workers remain unhappy about the perceived intrusiveness of the vetting process.

The picture in East Lothian is mixed. Half of the team are able to access Visor due to being previously trained in its use. However, the newer members of the team have not been able to access any training. East Lothian CJS have met with HR and the Unions and we have agreed not to proceed with any requirement to be vetted at the enhanced level at this time.

Challenges and priorities

New Structure for Community Justice in Scotland

The new structure for Community Justice came out of the shadow year and was fully established in April 2017. Each local authority was required to submit its first Community Justice Outcomes Improvement Plan to Community Justice Scotland by the end of March 2017. The plans were also made public at this time.

The Chief Executive of Community Justice Scotland attended the Midlothian Community Safety and Justice partnership meeting in March 2017 and an interesting discussion took place about the future of Community Justice in Scotland and the close ties between Community Justice and social justice issues. Karyn McCluskey, Chief Executive visited East Lothian in July 2017 where there was a mix of EL staff and statutory partners round the table. This meeting allowed Karyn to update us on Community Justice Scotland and the vision/challenges we will face as we go forward with the Community Justice agenda. One challenge is to maintain the focus on Community Justice, particularly within services that have not traditionally seen themselves as having a role in this arena. The issue of how to communicate with the public about Community Justice and include local communities in decisions about the priorities for reducing offending and reoffending in their areas is also important. The Communications Plans in both East Lothian and Midlothian are being revised to reflect this better and various options are being progressed, such as meetings with tenants' groups.

MAPPA Operations

The MAPPA Operational Group continues to meet quarterly at Fettes Police Station. This group reviews all ICRs as does the Offender Management Group. There were three MAPPA ICRs in Midlothian in 2016/17. One related to an RSO on a Community Payback Order charged with a further sexual offence, which did not lead to a conviction. The other two were Police only cases and did lead to conviction. One individual was sentenced to three years imprisonment and the other was made the subject of a Community Payback Order. It

was not felt that any of the three cases needed to progress to a Significant Case Review (SCR). This decision was ratified by the Lothian and Borders Strategic Oversight Group.

There have been no ICRs in East Lothian during this time.

A file audit of East Lothian and Midlothian MAPPA cases was carried out on 19th January 2017. The findings from the audit were then discussed at the Offender Management Group.

At the time of writing the first individual to be managed under the MAPPA extension has just been released from prison.

6) Learning and Development

Measure		Q1 2016/ 17	Q2 2016/ 17	Q3 2016/ 17	Q4 2016/ 17
Adult Support and Protection	Number of courses held	7	6	9	7
	Number of attendees	205	169	147	68
Child Protection	Number of courses held	6	3	4	5
	Number of attendees	102	100	76	58
Violence Against Women and Girls	Number of courses held	-	1	1	5
	Number of attendees	-	24	20	76
Public Protection	Number of courses held	-	-	-	1
	Number of attendees	-	-	-	117

For the year 2016/17 the East Lothian and Midlothian Public Protection Office (EMPPO) has organised / co-delivered a total of 62 training events (please refer to [appendix 3](#)) across child protection, violence against women and girls and adult support and protection to ensure the aims of the learning and development strategy are implemented. This is a 43% increase in the number of training courses delivered from last year (2015/16).

The strategy aims to promote:

- A range and variety of approaches: recognising the need to be inclusive and to recognise different systems, styles and staffing requirements;
- A pragmatic approach where the required knowledge is accessed via learning that is relevant, meaningful and accessible, and the content is proportionate to the requirements of the workforce;
- Empowerment: participants will be provided with information,
- guidance and support to meet their own identified learning and development needs;
- To encourage sharing good practice and establishing a common language;
- Quality assurance processes to identify the impact of learning and development and the overall effectiveness of the learning on outcomes for children, adults and their families.

Update from previous annual report (2015/16)

The EMPPC hosted a one-day multi-agency conference to share and explore local learning from Initial and Significant Case Reviews across child protection and adult support and protection. Over 95 professionals from a variety of agencies attended. Shakti was commissioned to deliver 4 cohorts of harmful practices which included female genital mutilation (FGM), forced marriage and honour based violence. A pilot of the sexual exploitation risk assessment framework (SERAF) tool which equips frontline practitioners with the skills and knowledge required has been delivered.

“A very well structured and paced course. Highlighted key areas for consideration. Support material relevant and useful”
Course participant (May 2017)

There has been training on the interaction of the three acts (adult support and protection act, adults with incapacity act and the mental health care and treatment act) and training on assessing the risk of harm and management of risk for adult support and protection. From May 2016 the Public Protection Office has asked training attendees to indicate their knowledge before and after training events via evaluation sheets.

Current Themes

- Training for all public protection sectors will continue to be delivered widely across agencies and revised as necessary giving due consideration to participant feedback and national developments;
- As of 2017 the EMPPC has asked training attendees to indicate the impact from attending training events via evaluation sheets. From 2017/18 the annual report will include data on the level of knowledge prior to attending training and after along with the impact from attending the training;
- A policy paper is in development to explore how the EMPPC can deliver public protection awareness raising for all Council employees across the two local authority areas. There are numerous delivery methods to consider including staff induction, e-learning modules or training for trainers to allow individual departments to co-ordinate and deliver the material. EMPPC will collate the details of those who have completed the training to ensure it is being accessed widely, to seek relevant feedback and to identify any gaps in provision.

National and Local Initiatives

- The Public Protection Learning and Development Co-ordinator and Violence Against Women and Girls Co-ordinator have been supporting

“Enjoyed the input. Good narration and use of examples to illustrate the learning points”
Course participant (December 2016)

the development of the health and wellbeing curriculum for pupils (primary 4 to senior 4);

- Child sexual exploitation awareness sessions have been conducted across East Lothian and Midlothian schools for Head Teachers and Chairs of parent councils;
- The development of the EMPPO Learning and Development Strategy 2018-2021 is underway with the 'golden thread' of trauma informed practice running throughout the training we offer. Our strategy will have one overall strategic goal and six sub goals.

Challenges and priorities

- Streamlining of the training courses we offer due to increased workloads for operational staff;
- Refresher training at various levels for identified staff groups;
- Agreement and dissemination of the EMPPO Learning and Development Strategy 2018-2021, including the overall strategic goal and six sub goals and outcomes;
- Public protection awareness raising for all employees across the two local authority areas;
- Re-establish the online safety working group across both local authorities and include adults at risk of harm as well as children and young people.

Appendix 1

East Lothian and Midlothian Public Protection Committee membership

- Anne Neilson (**Chair**) – Director of Public Protection, NHS Lothian;
- John Peaston (vice-chair) – Detective Chief Inspector, ‘J’ Division, Police Scotland;
- Alison Macdonald – Head of Older People and Access, East Lothian Health and Social Care Partnership;
- Alison White – Head of Adults, Midlothian Health and Social Care Partnership / Midlothian Chief Social Work Officer;
- Allister Short – Head of Primary Care and Older People’s Services, Midlothian Health and Social Care Partnership;
- Andrew Sheridan – Schools Group Manager (ASN), Education, Midlothian Council;
- Charlotte Kirk – Consultant Paediatrician, NHS Lothian;
- Douglas Proudfoot – Head of Service (Development), East Lothian Council;
- Fiona Duncan – Group Service Manager (Statutory Services – Adults), ELHSCP / East Lothian Chief Social Work Officer;
- Fiona Robertson – Head of Education, East Lothian Council;
- Joan Tranent – Head of Children’s Services, Midlothian Council;
- Julie Watson – Operations Manager, Women’s Aid East and Midlothian;
- Kevin Anderson – Head of Customer and Housing Services, Midlothian Council;
- Lesley Siewert – Locality Reporter Manager (Midlothian), Scottish Children’s Reporter Administration;
- Lindsay Logie – Consultant and Lead Paediatrician for Child Protection, NHS Lothian;
- Paul Mulvanny – Locality Reporter Manager (East Lothian), Scottish Children’s Reporter Administration;

- Sharon Saunders – Head of Children and Adult Services, East Lothian Health and Social Care Partnership;
- Steve Gourlay – Group Manager, Scottish Fire and Rescue Service;
- Trish Leddy – Group Service Manager (Rehabilitation and Access), Adult Services, East Lothian Health and Social Care Partnership;
- Anne Thompson – Team Manager, East Lothian and Midlothian Public Protection Office;
- Denice Lilley – Adult Support and Protection Lead Officer, East Lothian and Midlothian Public Protection Office (ex-officio);
- Leigh Taylor – Child Protection Lead Officer, East Lothian and Midlothian Public Protection Office (ex-officio);
- Veronica Campanile – Violence Against Women and Girls Co-ordinator, East Lothian and Midlothian Public Protection Office (ex-officio).

Appendix 2

Financial Year End Budget Report 2016/2017

Staff costs	Projected 2016/17	Actual 2016/17	Projected 2017/18	Projected 2018/19
Public Protection Team Manager	£61,320.00	£64,016.98	£63,832.00	£66,338.00
Child Protection Lead Officer	£59,187.00	£43,982.20	£61,008.00	£61,593.00
Adult Support and Protection Lead Officer	£57,794.00	£59,066.64	£58,365.00	£58,941.00
Training Officer	£46,089.00	£45,050.14	£47,916.00	£49,932.00
Senior Business Support Administrator	£31,705.00	£31,154.63	£32,668.00	£32,794.00
Business Support Administrator	£30,636.00	£31,092.26	£30,943.00	£31,252.00
SWITCH Admin Cover	-	£5,732.45	-	-
Violence Against Women and Girls Co-ordinator	-	-	£47,262.00	£49,329.00
MARAC Co-ordinator	-	-	£21,944.33	£22,757.00
Shortfall in funding for MARAC Co-ordinator	-	-	£3,872.67	£4,279.00
Shortfall in funding for Domestic Abuse Advisor	-	-	£1,947.00	£2,527.00
Total	£286,731.00	£280,095.30	£369,758.00	£379,742.00

Training

Public Protection events & training	£10,000.00	£7,135.36	£6,480.00	£5,744.00
Catering	£250.00	£127.83	£250.00	£250.00
Total	£10,250.00	£7,263.19	£6,730.00	£5,994.00

Office running costs

Stationery (including printing costs)	£1,500.00	£455.49	£700.00	£700.00
Public Protection website	£250.00	£0.00	£250.00	£0.00
Communications (Blackberries)	£1,000.00	£1,148.13	£1,000.00	£1,000.00
Shred-It (Confidential waste)	£400.00	£425.94	£400.00	£400.00
IT equipment and running costs	£2,000.00	£1,021.61	£1,000.00	£1,000.00
Publications (journals, leaflets etc)	£1,000.00	£134.79	£500.00	£500.00
Central support	£3,000.00	-	-	-
Total	£9,150.00	£3,185.96	£3,850.00	£3,600.00

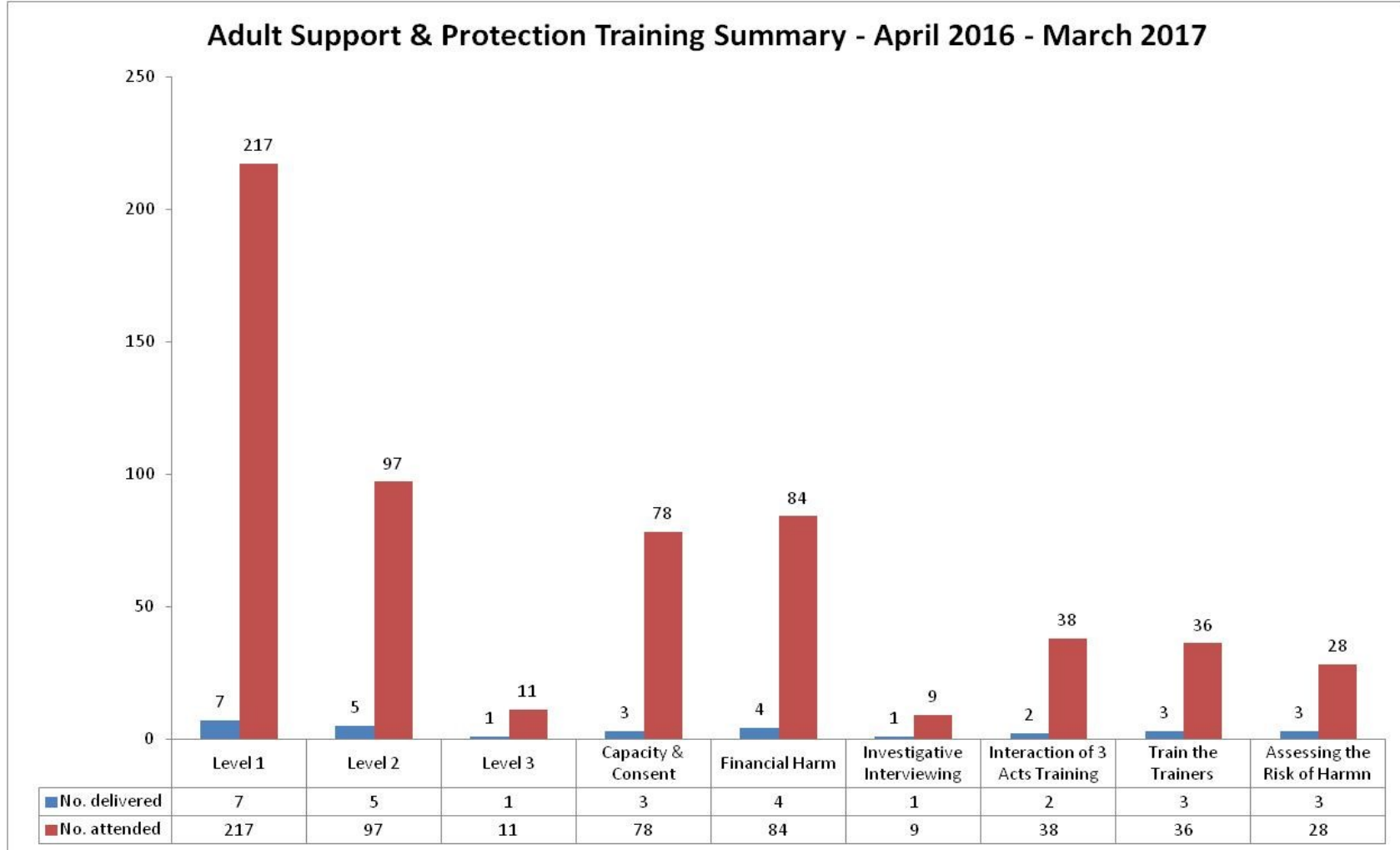
Accommodation and central support

Shared accommodation costs	-	£28,744.00	£17,110.00	£17,110.00
Total	£0.00	£28,744.00	£17,110.00	£17,110.00

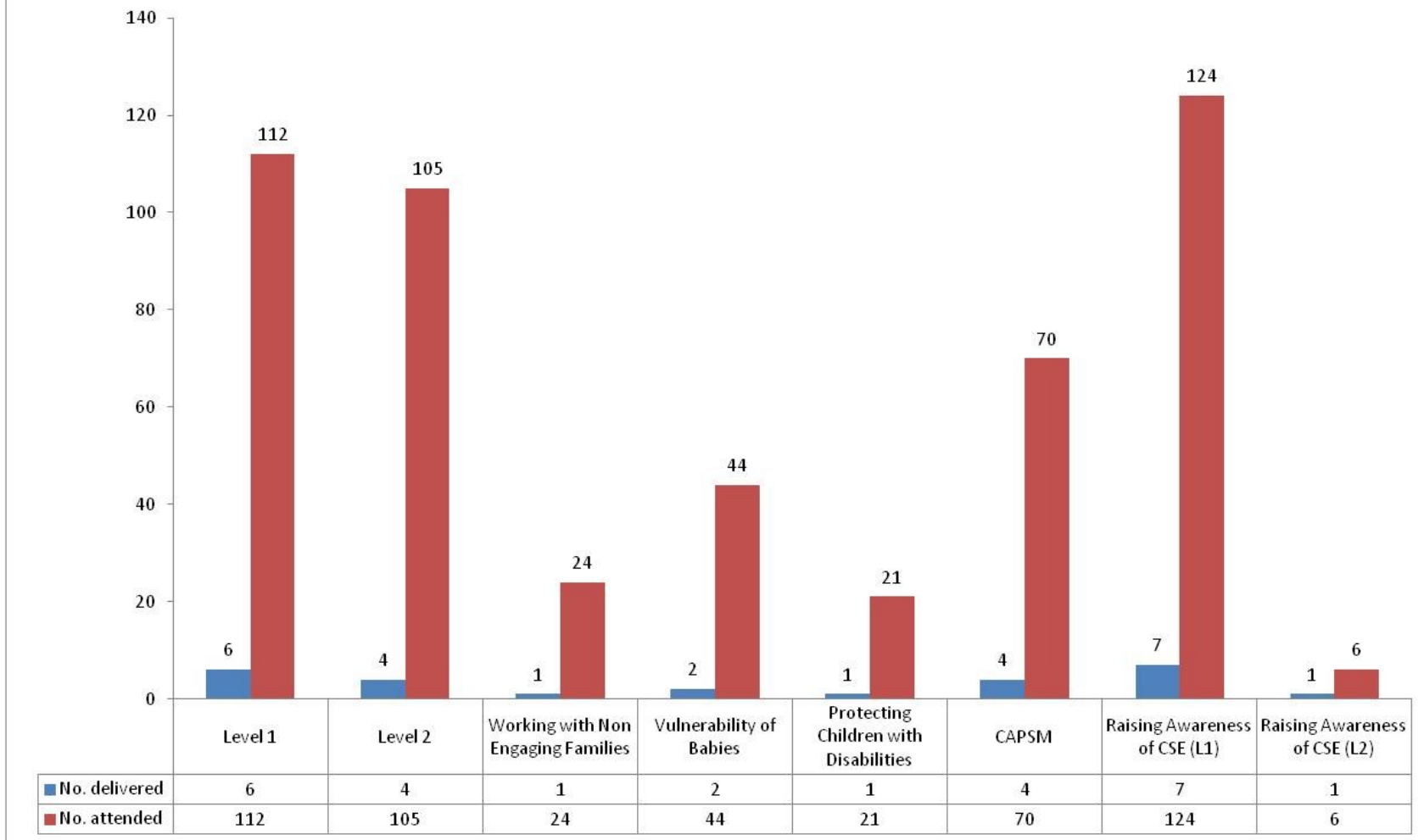
Grand Total £306,131.00 £319,288.45 £397,448.00 £406,446.00

Appendix 3

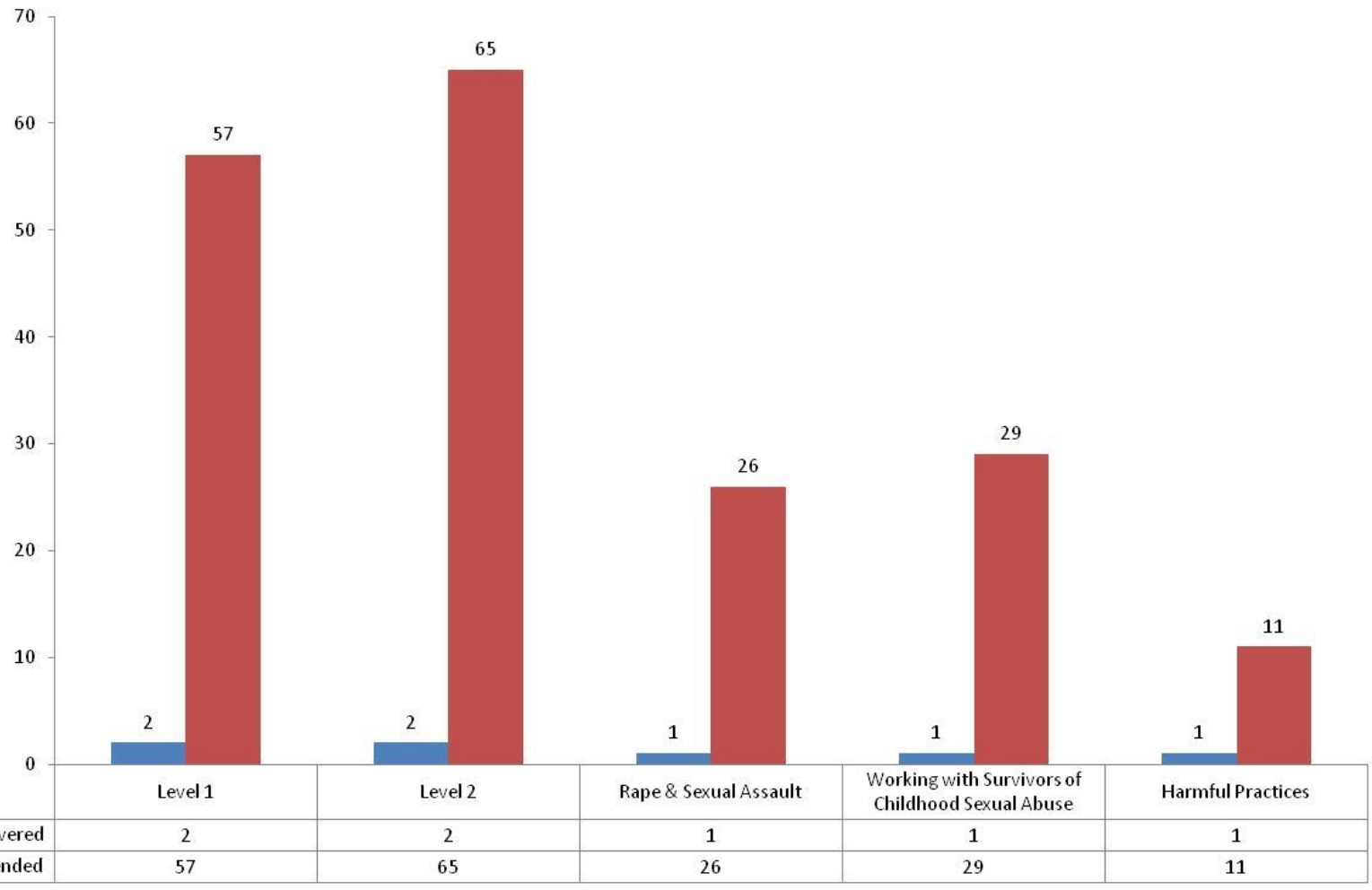
Public Protection Training



Child Protection Training Summary - April 2016 - March 2017



Violence Against Women and Girls Training Summary - April 2016 - March 2017



Appendix 4

East Lothian and Midlothian Public Protection Team Contact Details

- Anne Thompson – Team Manager – athompson2@eastlothian.gcsx.gov.uk / 0131 653 5151;
- Leigh Taylor – Child Protection Lead Officer – ltaylor@eastlothian.gcsx.gov.uk / 0131 653 5155;
- Denice Lilley – Adult Support and Protection Lead Officer – dlilley@eastlothian.gcsx.gov.uk / 0131 653 5158;
- Veronica Campanile – Violence Against Women and Girls Co-ordinator – vcampanile@eastlothian.gcsx.gov.uk / 01620 827 475;
- Alison Porter – Domestic Abuse Advisor – aporter@eastlothian.gcsx.gov.uk / 0131 653 5153;
- Caroline Hall – Domestic Abuse Advisor – chall3@eastlothian.gcsx.gov.uk / 0131 653 5159;
- Lisa Dowie – Domestic Abuse Adviser – ldowie@eastlothian.gcsx.gov.uk / 0131 653 5164
- Mandy Rudden – MARAC Coordinator – arudden@eastlothian.gcsx.gov.uk / 0131 653 5156
- Neil Whettam – Public Protection Learning and Development Co-ordinator – nwhettam1@eastlothian.gcsx.gov.uk / 0131 653 5154;
- Andrew Main – Senior Business Support Administrator – amain@eastlothian.gcsx.gov.uk / 01875 824 093;
- Bernadette Stein – Business Support Administrator – bstein@eastlothian.gcsx.gov.uk / 0131 653 5152;

East Lothian and Midlothian Public Protection Office
F28 Brunton Hall
Ladywell Way
Musselburgh
EH21 6AF
Tel: 0131 653 5150
E-mail: emppo@eastlothian.gov.uk
Website: www.emppc.org.uk

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 21 February 2018

BY: Depute Chief Executive (Partnerships and Community Services)

SUBJECT: Roads Asset Management - Annual Status and Options

4

1. PURPOSE

- 1.1 This report presents a summary of the council's road assets as of 1 April 2017. It:
- Describes the status of the asset, its current condition, and performance;
 - Defines the value of the assets;
 - Details the service that the asset and current budgets are able to provide;
 - Presents the options available for the future.
- 1.2 In accordance with the Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice on Transport Infrastructure Assets, road assets are split in to 6 distinct Asset Groups: Carriageways; Footways and Cycleway; Street Lighting Status; Structures; Traffic Management Status and Street Furniture.
- 1.3 This report advises on carriageways, footways, street lighting and Traffic Management Systems which are referenced in Appendix A - Status and Options Report 2018. No data is available for Structures and Street Furniture presently.

2. RECOMMENDATIONS

- 2.1 To note the content of the report and operational proposals.

3. BACKGROUND

- 3.1 East Lothian Council in conjunction with the Society of Chief Officers for Transportation Scotland (SCOTS) have commissioned Atkins to assist in the development of an Asset Management Framework to deliver a structured approach to Roads Asset Management Planning, in line with Central Governments financial reporting requirements being compliant with International Financial Reporting Standards (IFRS) and meets the needs of Whole of Government Accounts (WGA).
- 3.2 This report complements the Road Asset Management Plan (RAMP). It provides information to assist with budget setting for the roads infrastructure asset groups.
- 3.3 The status of the asset group is provided in terms of current condition, investment options, outputs that are deliverable and the standards being achieved.
- 3.4 The report considers the following options:
- No investment
 - A continuance of current funding levels
 - The predicted cost of maintaining current standards
 - A 5-year increase in investment (Carriageways Only)
 - A 10-year increase in investment (Carriageways Only)
- 3.5 The report adopts the ethos of Long Term Forecasts as Road assets deteriorate slowly. The impact of a level of investment cannot be shown by looking at the next couple of years. The report includes 20 yr. forecasts to enable decisions to be taken with an understanding of their long term implications.
- 3.6 To reflect continuing budgetary pressures the report contains an assessment of the impact for each option presented. In some instances, however the level of detail of assessment is currently hindered by an absence of data. Commentary on data accuracy is provided in Appendix A.

3.7 Carriageways

- 3.7.1 The carriageway long term condition trend suggests a 'steady state' picture however, the network condition has marginally deteriorated over the years. (Fig 1.2)
- 3.7.2 The cost of Planned Maintenance – corrective treatments in particular carriageway reconstruction costs are prohibitive. A preventative treatment approach should mitigate the need to invest significantly, if interventions are timed appropriately. Short term under-investment could result in major long-term expenditure necessary to rectify major defects which could have been addressed earlier.
- 3.7.3 This is borne out by the fact that current investment in the asset is decreasing, however, through prudent management of resources and an adoption of a preventative maintenance strategy, a slower deterioration of the asset is achieved.
- 3.7.4 The annualised depreciation of the asset is calculated to be £10,102,436 (Table 1.1). Current investment is £3,200,000 a shortfall of 315%. As highlighted in 3.7.3 a lower financial commitment is maintaining the condition. Effectively, the Councils investment is achieving a higher return than anticipated.
- 3.7.5 East Lothian steady state figure calculated through the SCOTS Scottish Road Maintenance Condition Survey (SRMCS) SCANNER outputs and is £2,857,000. This is the value predicted to maintain the condition of the carriageway at its current level. This value is less than current investment so infers a less optimised outturn. This value is calculated every 4 years using Road Condition Indicator (RCI) data. However due to the frequency of the survey there is a high risk of inaccuracies considering the classification of East Lothian's roads.
- 3.7.6 An analytical assessment of Carriageway Options provides a review of potential treatment strategies. It is proposed to Adopt Option 2 – Current Level of Investment.
- 3.7.7 This Option proposes that the council provides the same investment as the previous year and maintain the preventative maintenance strategy in order to best utilise the monies available.
- 3.7.8 Although this will mean an increase in the use of surface dressing and slurry treatments, negative feedback from residents is likely to be low and short lived due to the advances in materials currently used and the limited seasonal duration of the works.

3.8 Footways

- 3.8.1 Footway survey data is over 5 years old and needs to be updated. A more regular assessment of the footway network condition is required to understand and monitor deterioration over the longer term. A review of our current procedures is ongoing to address this backlog of data collection.
- 3.8.2 Only 3% of footways are regarded to be Condition 4 – Major deterioration (Figure 2.2).
- 3.8.3 Investment in 2015/16 is above the steady state figure but this includes cycle / footpath improvements that have been invested on existing infrastructure. The annualised depreciation of the footway asset is calculated to be £2,302,743. (Table 2.1)
- 3.8.4 An analytical assessment of Footway Options (Section 2.1) provides a review of potential treatment strategies. It is proposed to Adopt Option 2 – Current Level of Investment.
- 3.8.5 This Option proposes that the council maintains the current level of investment and maintains the current strategy. This approach does not have the same level of long term benefits but meets current budgetary constraints. This approach will be reviewed annually and adjusted if there is acceleration in deterioration. This strategy best utilise the monies available.

3.9 Street Lighting

- 3.9.1 There is currently a high growth in the street lighting asset base due to the upturn in housing land development. Approximately 2000 assets are currently in the adoption pipeline, with more to follow every year.
- 3.9.2 A significant amount of street lighting columns (36%) have exceeded their expected service life (ESL).
- 3.9.3 The majority of street lighting luminaires have either exceeded their ESL (56%) or have been made obsolescent by advancements in technologies and the industry / manufacturers move to promote low cost LED components.
- 3.9.4 Investment in the street lighting stock has increased but is well below the annualised depreciation value (ADC), leaving an annual maintenance backlog of column and luminaire renewal.
- 3.9.5 Energy costs are expected to increase despite mitigation by procurement arrangements and the installation of LED luminaires. Whole sale energy prices are determined by the marketplace, which is

influenced by the mix of power generating options, renewables, energy security, network growth, investment and regulations make the energy landscape difficult to predict. Consequently, a pessimistic bias should be catered for.

- 3.9.6 An assessment of Street Lighting Columns and Luminaire renewal options provides an overview of potential treatments and strategies. It is proposed to adopt Option 4 for Column renewal and Option 2 for Luminaire renewal.

3.10 Traffic Management Systems

- 3.10.1. The Traffic Management System asset base has increased by 10% in the last 5 years.
- 3.10.2. The majority of traffic signal equipment (94%) is within their expected service life. The ones that have exceeded their expected service life have been inspected and its working condition is considered to be satisfactory.
- 3.10.3 The annualised depreciation of the traffic management system asset is calculated to be £108,800 (Table 4.1).
- 3.10.4 An assessment of Traffic Management Systems Options and provides an overview of potential strategies. It is proposed to Adopt Option 1- Current Level of Investment for Traffic Management Systems.

4 POLICY IMPLICATIONS

- 4.1 None

5 EQUALITIES IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

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

7 BACKGROUND PAPERS

7.1 None

AUTHOR'S NAME	Peter Forsyth
DESIGNATION	Asset and Regulatory Manager
CONTACT INFO	Eleni Gigourtaki – Ext. 7540
DATE	January 2018



ROADS INFRASTRUCTURE

Appendix A

Status and Options Report 2018

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1.0 CARRIAGEWAY STATUS

Road Length

A Class Roads	95.2 km
B Class Roads	169.4 km
C Class Roads	222.9 km
Unclassified Roads	428.7 km

Road Condition

The condition of the Roads is measured by the Scottish Road Maintenance Condition Survey (SRMCS) that assesses parameters such as, ride quality, rut depth, intensity of cracking, texture depth and edge condition. This provides an indication of the residual life of the road structure.

The Road Condition Index (RCI) is a measure of the percentage of our roads that require attention.

Green - an RCI score <40 - where the carriageway is generally in a good state of repair;

Amber - an RCI score ≥40 and <100 - where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment;

Red - an RCI score ≥ 100 - where the carriageway is in poor overall condition which is likely to require planned maintenance soon (ie within a year or so).

The RCI graph to the top left shows the trend over the last years, overall condition in Blue and poor RCI in Red.

Historically investments in Roads across the UK has been low, which has impacted on the overall condition of the Road Network.

Road Valuation

The Gross Replacement Cost and Depreciation Values for the carriageway can be seen on the table on the right. The annualised depreciation of £10.102m represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset.



Figure 1.1

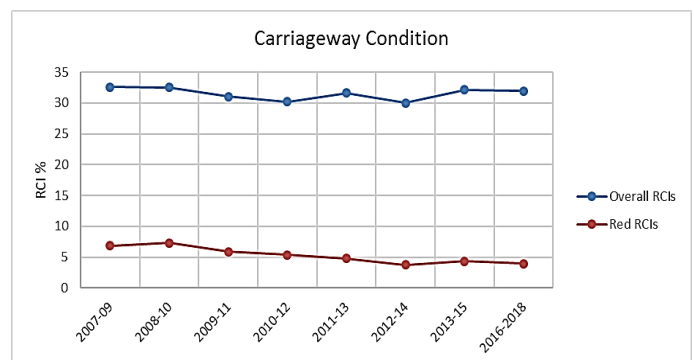


Figure 1.2

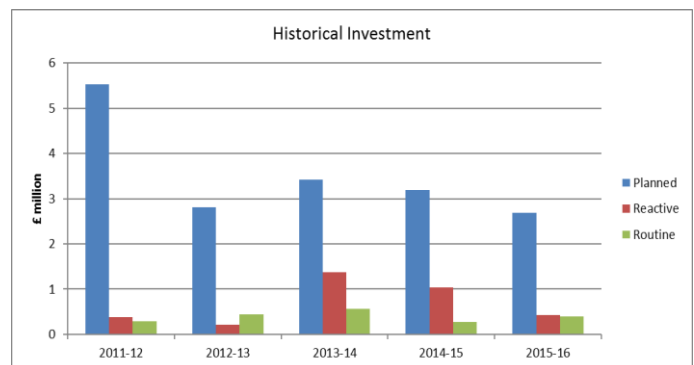


Figure 1.3

Table 1.1

Carriageway Valuation			
Road Classification	Gross Replacement Cost	Depreciated Replacement Cost	Annualised Depreciation Cost
Principal (A) Roads (Urban)	£47,582,711	£43,667,737	£385,978
Principal (A) Roads (Rural)	£85,028,613	£75,009,945	£1,000,167
Classified (B) Roads (Urban)	£43,337,801	£40,012,034	£351,933
Classified (B) Roads (Rural)	£126,400,657	£107,739,750	£1,752,692
Classified (C) Roads (Urban)	£16,570,510	£14,953,041	£163,529
Classified (C) Roads (Rural)	£124,702,810	£104,343,120	£1,893,572
Unclassified Roads (Urban)	£204,654,245	£176,106,891	£3,348,270
Unclassified Roads (Rural)	£88,458,751	£75,362,012	£1,206,294
Total	£736,736,098	£637,194,530	£10,102,436

1.1 CARRIAGEWAY INVESTMENT OPTIONS

OPTION 1 – NO INVESTMENT

Zero investment would lead to severe deterioration, with 78% of our roads requiring attention after 20-years. The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. Customer satisfaction levels can be expected to decrease significantly.

OPTION 2 – CURRENT LEVEL OF INVESTMENT

An annual capital investment of £3.2m would lead to sustained deterioration, with 51% of our roads requiring attention after 20-years. The volume of reactive temporary repairs would steadily rise, year on year, as would public liability claims. Customer satisfaction levels can be expected to steadily decrease.

OPTION 3 – STEADY STATE

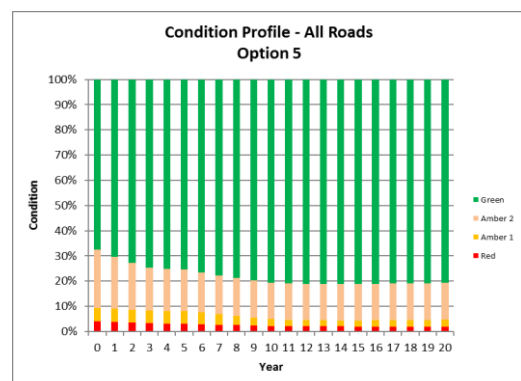
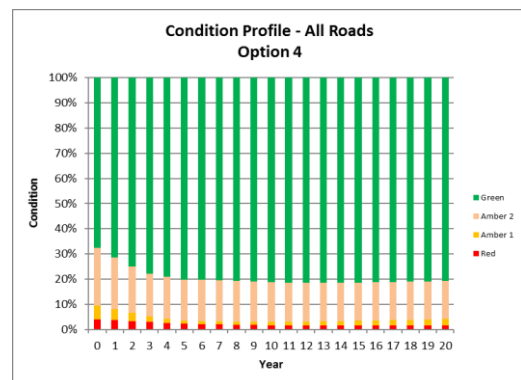
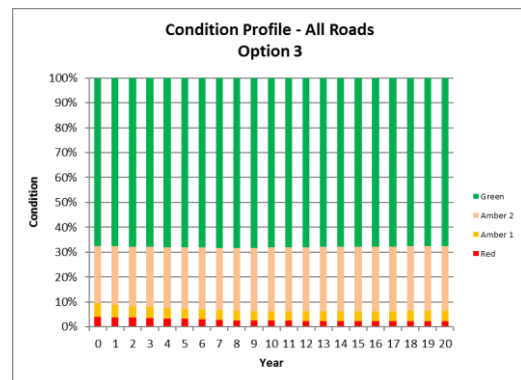
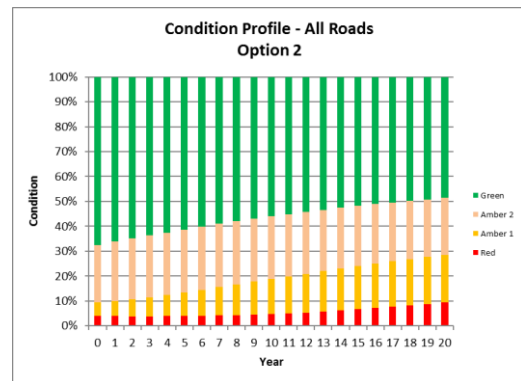
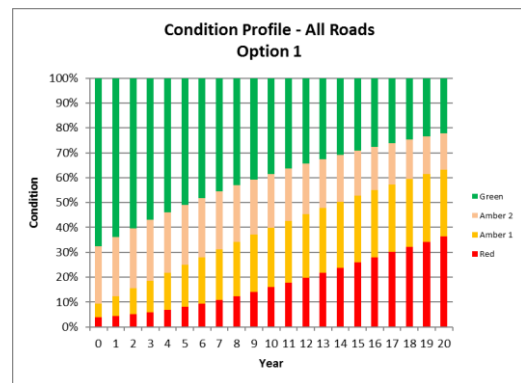
An annual £4.3m capital investment would maintain existing Road Condition of 32%. The volume of reactive temporary repairs, public liability claims and levels of customer satisfaction can also be expected to be maintained. The road will still be vulnerable to significant deterioration in the event of a severe winter.

OPTION 4 – £33.6 INVESTMENT OVER 5 Yrs

An annual capital investment of £6.7m would lead to significant improvement, with only 19.2% of our roads requiring attention after 5 years. The volume of reactive temporary repairs would significantly reduce, as would public liability claims. Customer satisfaction levels would improve significantly.

OPTION 5 – £49.1 INVESTMENT OVER 10 Yrs

An annual capital investment of £4.9m would lead to significant improvement, with only 19.3% of our roads requiring attention after 10 years. The volume of reactive temporary repairs would significantly reduce, as would public liability claims. Customer satisfaction levels would improve significantly.



1.2 CARRIAGEWAY KEY ASSET ISSUES

Structural Vulnerability

The survey indicates that 23.6 km of the rural public roads in East Lothian are of a poor condition and require immediate investigation and possible treatment. Additionally, severe winter weather conditions (impairment) would significantly accelerate damage to the carriageway network

Level of Investment

The level of investment on public roads in East Lothian has not been sufficient to limit the decline in the overall condition of the network. Appropriate investment can achieve a well-managed road network (Figure 1.1).

2.0 FOOTWAY STATUS

Footway Length

Bituminous	438.9 km
Slabs / Flags	15.7 km
Natural Stone	6.8 km
Concrete	20.0 km
Blocks	0 km

Total Footway Length = 481.3 km

Footway Condition

The condition of the footway asset is obtained using the East Lothian Footway Condition Assessment Process. This is an aging asset which will have longer term investment requirement (Figure 2.1).

The condition referred to is the 2013/14 assessment. There has been no change between financial years.

The level of condition is considered good with only 3% of footways with major deterioration (Condition 4).

Condition Band Descriptions

- Condition 1 – As New
- Condition 2 – Aesthetically Impaired
- Condition 3 – Minor Deterioration
- Condition 4 – Major Deterioration

Footway Valuation

The Gross Replacement Cost and Depreciation Values for the footway can be seen on the table on the right. The annualised depreciation of £2.3m represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset.



Figure 2.1

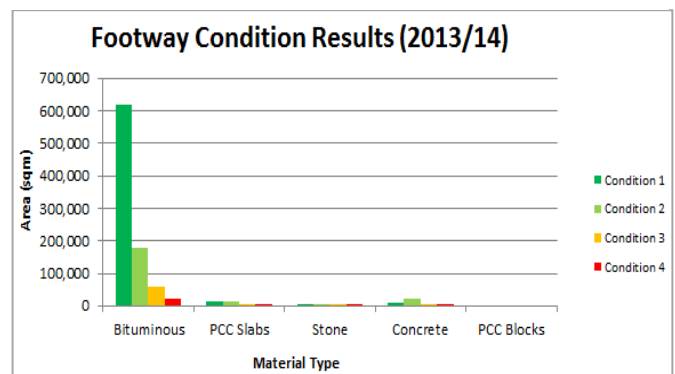


Figure 2.2

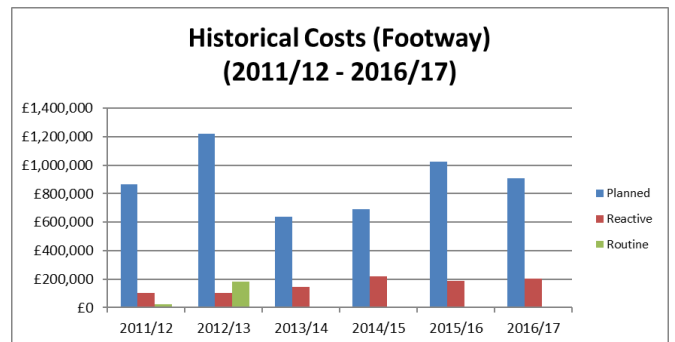


Figure 2.3

Table 2.1

Road Classification	Gross Replacement Cost	Depreciated Replacement Cost	Annualised Depreciation Cost
Bituminous	£119,017,747	£79,707,710	£2,207,226
Slabs	£2,564,944	£1,757,407	£30,253
Stone	£4,831,852	£3,279,765	£46,339
Concrete	£3,364,368	£2,232,468	£18,925
Blocks	£0	£0	£0
Total	£129,778,911	£86,977,350	£2,302,743

2.1 FOOTWAY INVESTMENT OPTIONS

OPTION 1 – NO INVESTMENT

Zero investment would lead to severe deterioration, with 23% of our footways requiring attention after 20-years. The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. Customer satisfaction levels can be expected to decrease significantly.

OPTION 2 – CURRENT LEVEL OF INVESTMENT

An annual capital investment of £600k would lead to sustained deterioration, with 27% of our footways requiring attention after 20-years. The overall level of condition four reduces to 0% which is the main target of this option. The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. Customer satisfaction levels can be expected to decrease significantly.

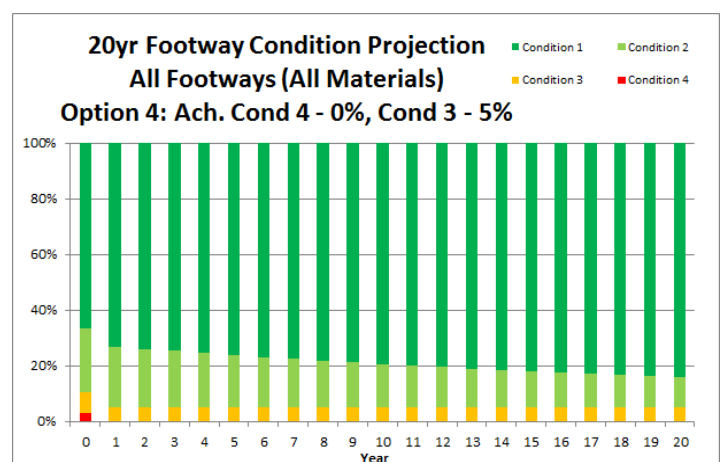
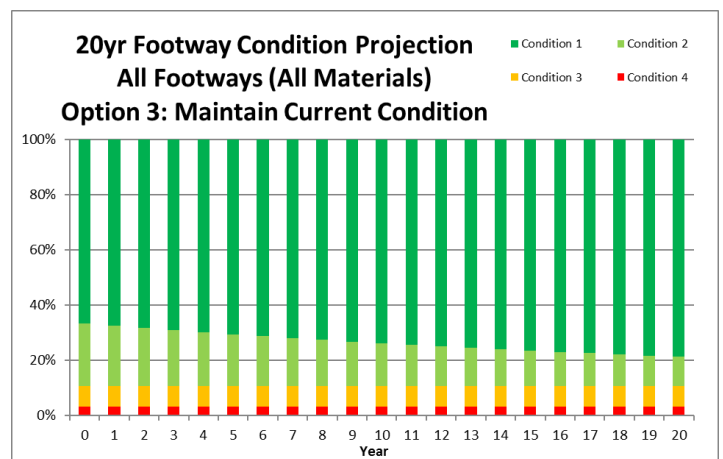
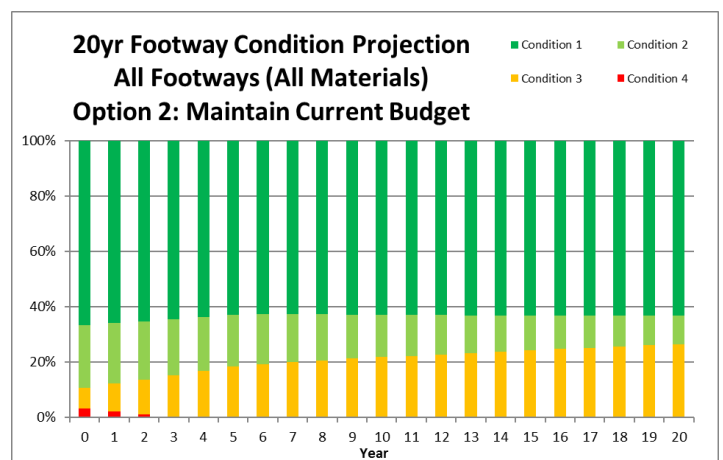
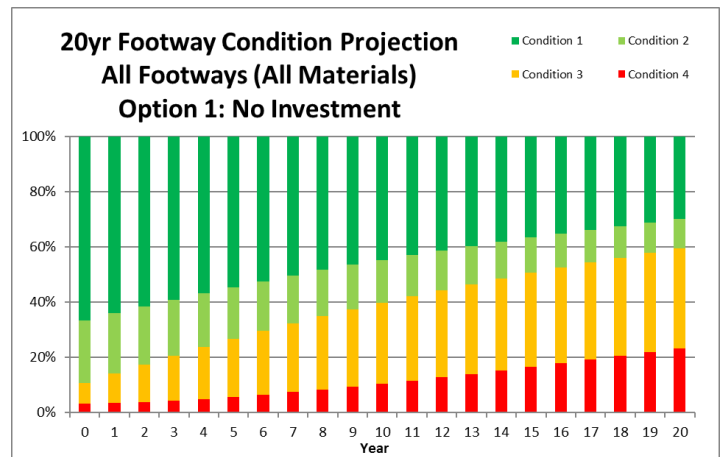
OPTION 3 – STEADY STATE

An annual £815k capital investment would maintain existing Road Condition of 11%. The level of minor and major deteriorated (condition three and four) footways remaining the same over time. The volume of reactive temporary repairs, public liability claims and levels of customer satisfaction can also be expected to be maintained.

OPTION 4 – MINIMISING DETERIORATION

An annual capital investment of £1.1m would reduce minor deteriorated (condition three) footways to 5% and remove all major deteriorated (condition four) footways in year one and then maintain steady state for year 20.

The volume of reactive temporary repairs would significantly reduce, as would public liability claims. Customer satisfaction levels would improve significantly.



2.2 FOOTWAY KEY ASSET ISSUES

Investment

The need for improvements in footways and cycleways will be necessary to enable the success of Sustainable Transport Strategies. An important aspect is to ensure the condition of the footways is acceptable and in rural areas there is a need to investigate joining up isolated sections of footway which will encourage more use of the footways.

Data Reliability & Priorities

The reliability of the condition information is questionable as it is several years old and needs to be updated. The cycle of data collection needs to be formalised and rigorously followed. Accordingly, long term condition analysis is difficult and the accurate prediction models is problematic. Resourcing of the inspection regime is challenging due to conflicting service area priorities but will need to be demonstrable to ensure reliability of data.

3.0 LIGHTING STATUS

Lighting Assets

Lighting Columns	17,956
Cable Length	409 km

Condition

A structural testing programme is ongoing to identify columns in poor condition for replacement. An electrical test and inspection programme is also in place, which includes cable and cabinet test details and cable schematic diagrams. Cyclic inspections are carried out over a 6- to 8-year cycle.

Over 36% of our lighting columns have exceeded their service life, compared to the Scottish average of 29.4%.

Approximately 56% of lanterns exceed their expected service life.

A programme to replace or upgrade all 10,000 non-LED lanterns with LEDs over a four-year period is ongoing.

Figure 3.1 highlights a typical deterioration at the base of a lighting column.

Customer Satisfaction

Customer satisfaction levels are relatively high when compared to roads and footways, reaching a high of 86% in 2017.

Gross Replacement Cost - £45.5m

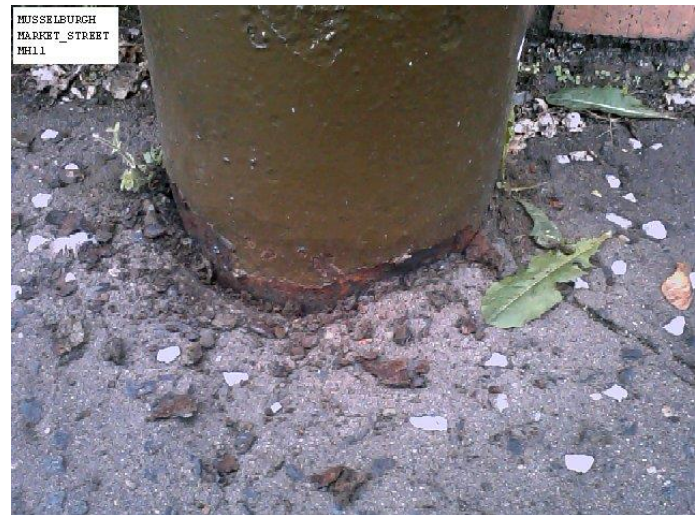


Figure 3.1

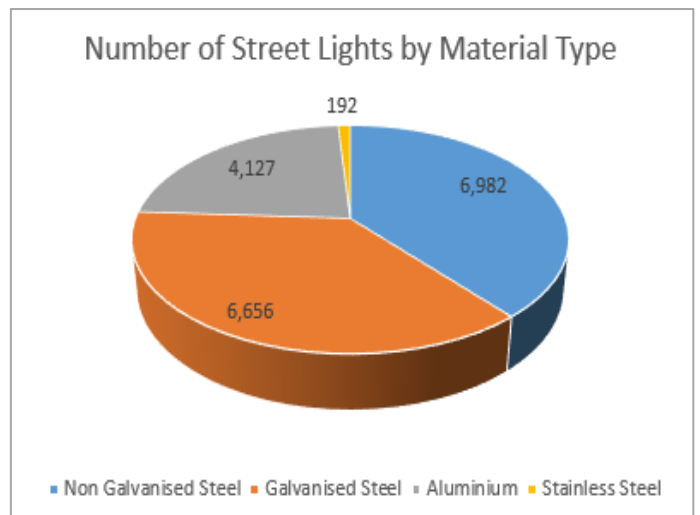


Figure 3.2

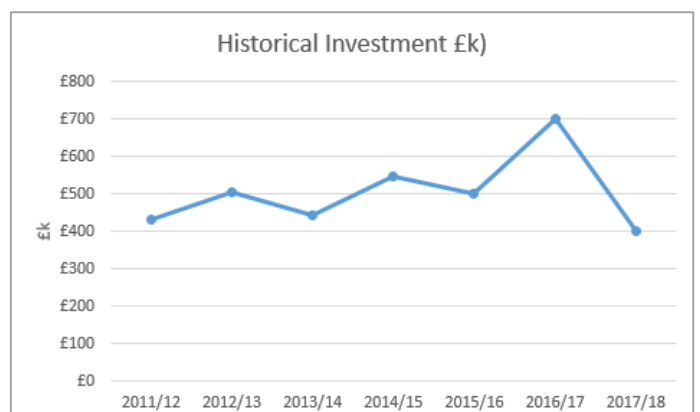


Figure 3.3

3.1 COLUMN OPTIONS

COLUMN OPTION 1 – CURRENT LEVEL OF INVESTMENT - £150k per annum

Continuing current investment would mean significant risk of structural failure (column collapse) and a substantial increase in reactive repairs, with 61% of columns exceeding the expected service life after 20 years. Customer satisfaction levels can be expected to decrease significantly.

COLUMN OPTION 2 – MAINTAINING CURRENT % OF COLUMNS EXCEEDING ESL - £450k per annum

Condition continues to fall until new low of 46% ESL reached in 6-7 years' time. Only gradual return to mid-30% ESL in 30 years. Will significantly reduce the risk of structural column failure in short term.

COLUMN OPTION 3 – REPLACEMENT OF BACKLOG

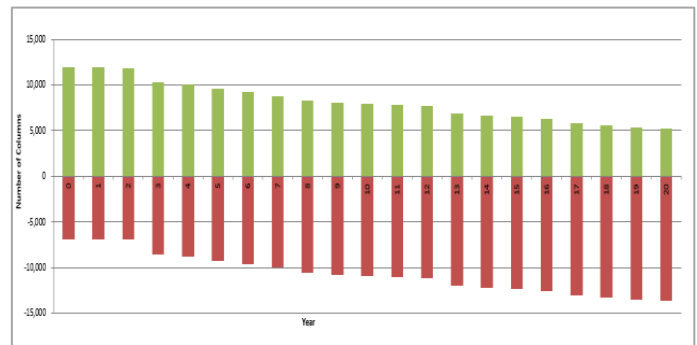
Replacement of backlog then as galvanised steel as required - £4.1m per annum for 2 years then £240k per annum for the next 30 years.

All un-galvanised steel columns replaced ASAP. Galvanised steel as ESL reached. Will significantly reduce the risk of structural column failure and maintain risk at low level.

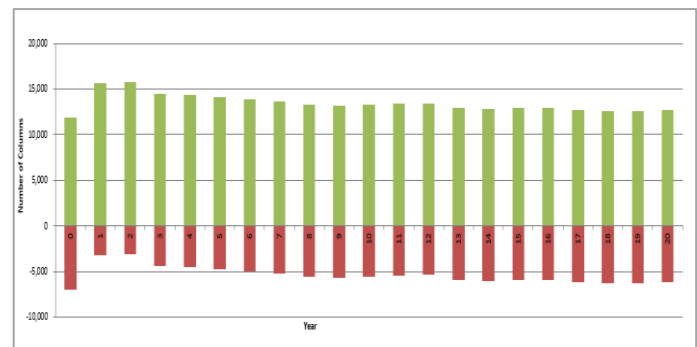
COLUMN OPTION 4 – REPLACEMENT OF ALL STEEL COLUMNS

Replacement of all steel columns - £4.1m per annum for 2 years then £900k per annum for the next 8 years.

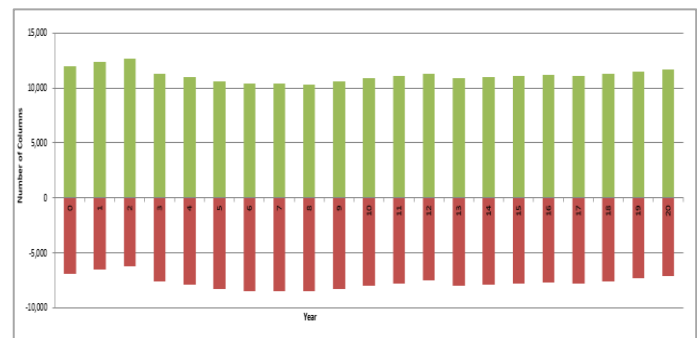
All steel columns replaced in 10 years. Will significantly reduce the risk of structural column failure. Replacement Aluminium columns expected service lives of 50 years so condition of columns should remain good until well after scope of RAMP analysis.



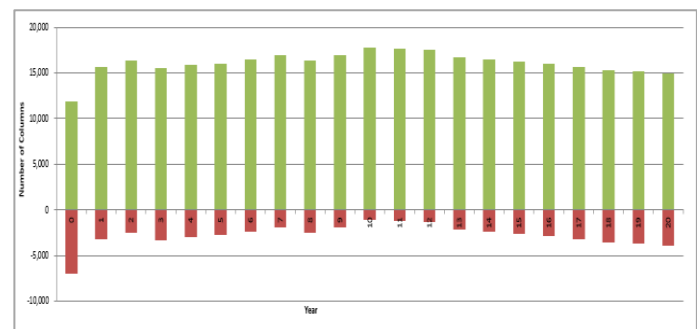
Column Option 1 – Current Level of Investment



Column Option 2 – Maintain Current % of Columns Exceeding ESL



Column Option 3 – Replacement of Backlog



Column Option 4 – Replacement of All Steel Columns

Any investment in column replacement will result in the luminaire age profile improving too, as the lanterns are renewed at the same time. Investment targeted at the oldest columns and the most energy inefficient or problematic luminaires.

3.2 LUMINAIRE OPTIONS

Luminaire Option 1

Continue Current Balanced Strategy - £358k per annum for 4 years

Continue our strategy of LED upgrade using a retrofits and replacement lanterns; a balance between capital and quality. Existing luminaires in unacceptable condition will be replaced with new LED luminaires. Existing luminaires in acceptable condition will be retrofitted. 100% LED achieved. Potential energy savings are not optimised due to the inefficiencies of LED retrofits. Light quality may be an issue.

Luminaire Option 2

Highest Capital Cost, Quality & Energy Efficiency - £558k per annum for 4 years

Improvement over our current programme of LED upgrade by replacing all Non-LED lanterns to achieve the best quality. All non-LED luminaires will be replaced. Potential energy savings are optimised due to the efficiencies of new LED lanterns. Highest light quality.

Luminaire Option 3

Lowest Capital Cost, Quality and Energy Efficiency - £171k per annum for 4 years. £193k cost to replace remaining lamps every 5 years.

This option is a contingency should our current programme of LED upgrades be considered too expensive. Existing luminaires in unacceptable condition will be replaced with new LED luminaires.

Existing SOX and SON lamps replaced with LED (Figure 3.4). Existing White lamps will be left and replaced like for like when they fail, every 5 years on average. 100% White Light at end of programme but only 79% LED. Light quality may be an issue. Potential energy savings are not optimised due to the inefficiencies of majority of existing LED retrofits and non-LED White lamps whose cyclical replacement costs are considerable



Figure 3.4

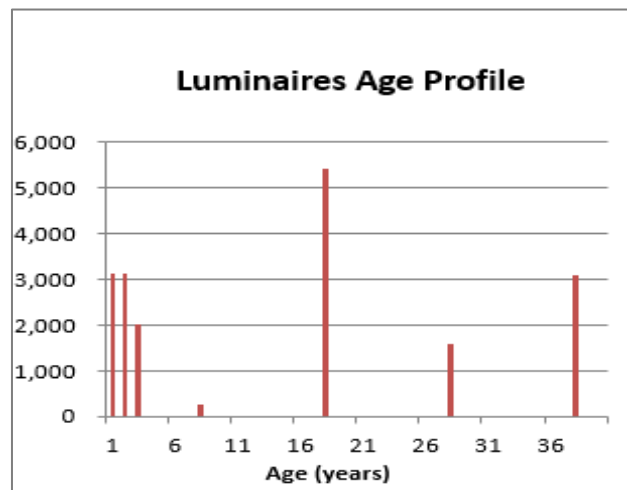


Figure 3.5

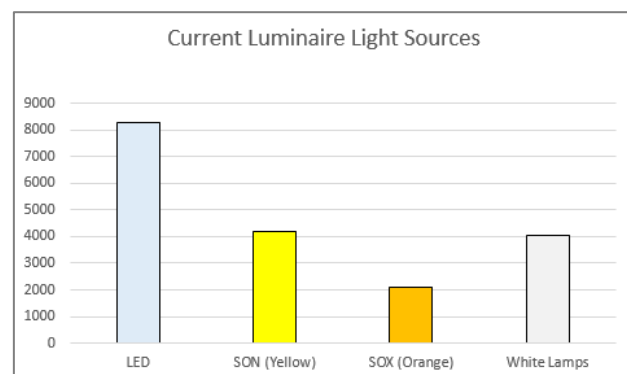


Figure 3.6

If there is an increase in spend on column replacement then luminaires will be renewed at the same time, reducing the cost of the above options. Most significant cost saving will be if column replacement were carried out over a sort period of time as any luminaires fitted to columns that are soon to be replaced can be transferred over. We would endeavour to undertake an approach where strategies of replacing Columns and Luminaires align.

3.3 LIGHTING - KEY ASSET ISSUES

Energy Prices

The biggest factor influencing street lighting is the price of electricity. Over the last decade the cost of electricity has increased significantly. It is likely that electricity prices will rise significantly in the coming years. If the recent trend is to continue, the additional cost to the street lighting service is significant.

The table opposite shows the pay back periods for luminaire options.

Option	Description	Pay-Back
Luminaire Option A	Continue Current Balanced Strategy	6 Years
Luminaire Option B	Highest Capital Cost, Quality & Energy Efficiency	9 Years
Luminaire Option C	Lowest Capital Cost, Quality and Energy Efficiency	4 Years

Energy Efficiency

The principal manufacturer of (orange) SOX lamps has announced they will cease production in 2020. This will reduce the availability and affordability of SOX lamps and control gear massively, making the maintenance of these luminaires prohibitively expensive. A similar situation will arise in due course with other lamp types as LED comes to increasingly dominate the market.

Manufacturers have developed LED "lamps" and LED "gear trays" (which combine an LED light source and tray in one component) for fitting to suitable high quality shells. The reliability, energy efficiency and quality of light produced (distribution and glare) will however be inferior to that achievable with a totally new LED lantern.

The whole life cost of maintaining luminaires fitted with any kind of traditional lamp are high versus those retrofitting with LEDs. Some luminaires will still require total replacement as their shells are of too poor a quality to retrofit.

44% of all luminaires have been replaced or retrofitted with LEDs already.

4.0 TRAFFIC MANAGEMENT STATUS

Traffic Signals

Junctions

Minor	1
Medium	24
Major	3

Pedestrian Crossings

Single Carriageway	51
Double Carriageway	0

Traffic Signals Condition

The condition of Traffic Signals assets is determined by periodic electrical and structural inspections carried out on an annual basis.

Modelling based on a 20 year Expected Service Life results in 6% of our locations being flagged for replacement.

The decision on whether to replace assets that have exceeded the ESL is only made after annual inspection results are reviewed. Some assets are therefore not replaced at the end of their ESL, resulting in a misleading “maintenance backlog”.

The majority of traffic signal equipment (94%) is within their expected service life (Figure 4.2).

Traffic Signals Valuation

The Gross Replacement Cost and Depreciation Values for the footway can be seen on the table on the right.

The annualised depreciation of £347,000 represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset.

Traffic Signal Assets by Type

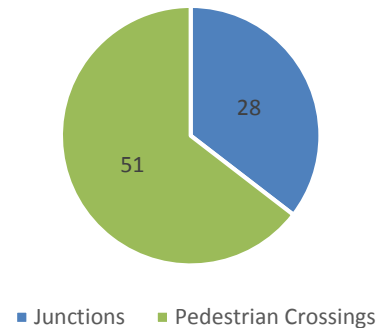


Figure 4.1



Figure 4.2

Table 4.1

Traffic Management System Assets	Gross Replacement Cost	Depreciated Replacement Cost	Annualised Depreciation Cost
Traffic Signal (Junction) Subtypes			
Minor Junction	£126,000	£93,550	£4,425
Medium Junction	£1,100,000	£683,500	£38,500
Major Junction	£60,000	£47,250	£2,125
Complex Junction	£0	£0	£0
Traffic Signal (Pedestrian Crossing) Subtypes			
Single Carriageway	£1,785,000	£1,095,000	£63,750
Double Carriageway	£0	£0	£0

4.1 TRAFFIC MANAGEMENT OPTIONS

OPTION 1 – CONTINUE CURRENT LEVEL OF INVESTMENT

An annual capital investment of £60,000 would lead to sustained deterioration, with 21% of our assets requiring attention after 20-years.

The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. Customer satisfaction levels can be expected to decrease significantly.

OPTION 2 – STEADY STATE

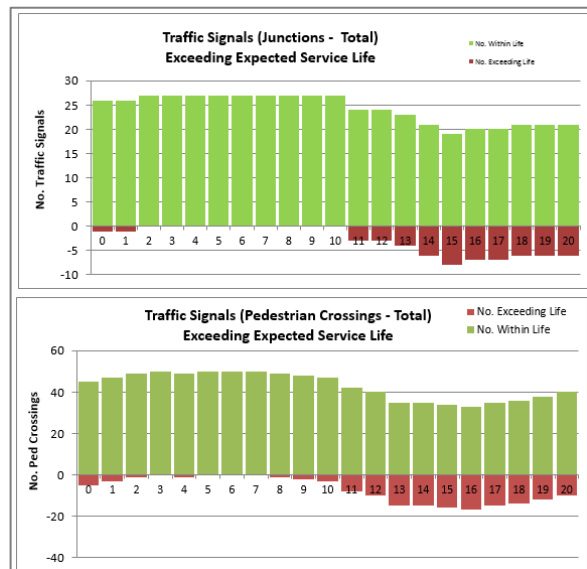
After an initial investment of £100,000 to address the slight maintenance backlog a steady state would be achieved with an annual £50,000 capital investment.

The volume of reactive temporary repairs, public liability claims and levels of customer satisfaction can also be expected to be maintained.

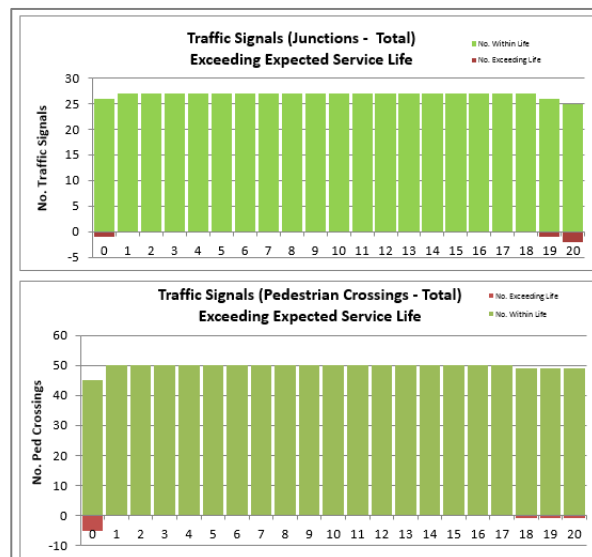
OPTION 3 – NO REPLACEMENT UNTIL NECESSARY

An average annual capital investment of £51,000 over 20 years (total cost £1.02m).

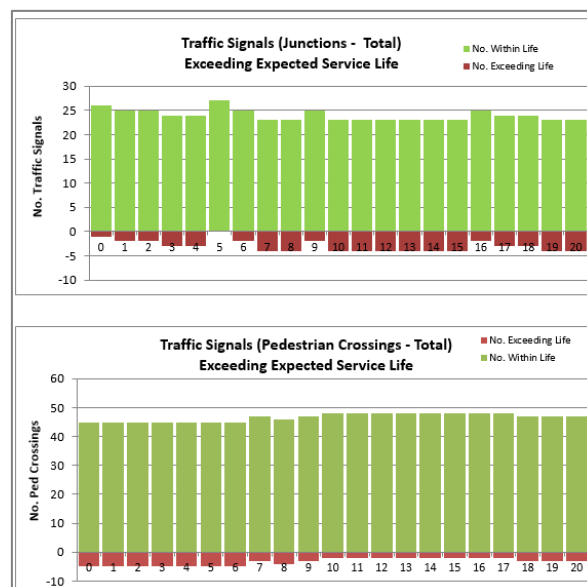
The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. Customer satisfaction levels can be expected to decrease significantly.



Option 1 – Current Level of Investment



Option 2 – Steady State



Option 3 – No Replacement Until Necessary

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 21 February 2018

BY: Depute Chief Executive (Resources and People Services)

5

SUBJECT: Council House Rent Arrears

1 PURPOSE

- 1.1 To inform the Committee about current levels of mainstream Council House rent arrears (excluding temporary accommodation).
- 1.2 To inform the Committee about the impact of Universal Credit Full Service (UCFS) on mainstream Council house rent arrears since its introduction in East Lothian by the Department for Work and Pensions (DWP) in March 2016.

2 RECOMMENDATIONS

- 2.1 The Committee is asked to note the current levels of mainstream Council House rent arrears.
- 2.2 The Committee is asked to note the operational and financial impact of UC on the Council as a landlord.



3 BACKGROUND

Rent Collection Prior to Universal Credit Full Service

- 3.1 The Revenues & Welfare Support service has provided a number of update reports to Elected Members covering rent arrears and the impact of UC on rent collection. Section 7 of this report highlights the relevant background papers.
- 3.2 The Council's Rent Income team was successful in significantly reducing current tenant rent arrears in both 2014/15 and 2015/16. The service delivery and performance improvements made during this time were commended both locally and nationally and shared with colleagues from other Councils and Housing Associations who were keen to understand more about the progress made during this period.

In 2014/15, current tenant rent arrears reduced from
£1,558,310.26 to £1,404,650.42.

An in-year reduction of **£153,659.84 - 9.86%**

In 2015/16, current tenant rent arrears reduced from
£1,404,650.42 to £1,295,782.60.

An in-year reduction of **£108,867.82 - 7.75%**

- 3.3 UC 'Live' Service was introduced in East Lothian by the DWP on 27 April 2015. Under Live Service, volumes of new claims were relatively small with only limited numbers of single claimants moving onto UC. Although an increase in rent debt was reported for tenants claiming UC under Live Service, this did not impact in significantly on overall collection.

Rent Collection Since Universal Credit Full Service

- 3.4 East Lothian was the first area in Scotland to be introduced to Universal Credit Full 'Digital' Service (UCFS) by DWP on 23rd March 2016. The gateway conditions within UCFS were extended to include not only single claimants but all claimant groups from the start, for example couples and families. As well as new claims being in scope, certain changes in circumstances for those already in receipt of DWP benefit could also trigger a move to UC.

- 3.5 Since the introduction UCFS in March 2016, there has been a significant rise in rent arrears.

In 2016/17, one year after the introduction of UCFS, current tenant rent arrears increased from £1,295,782.60 to £1,676,047.09.

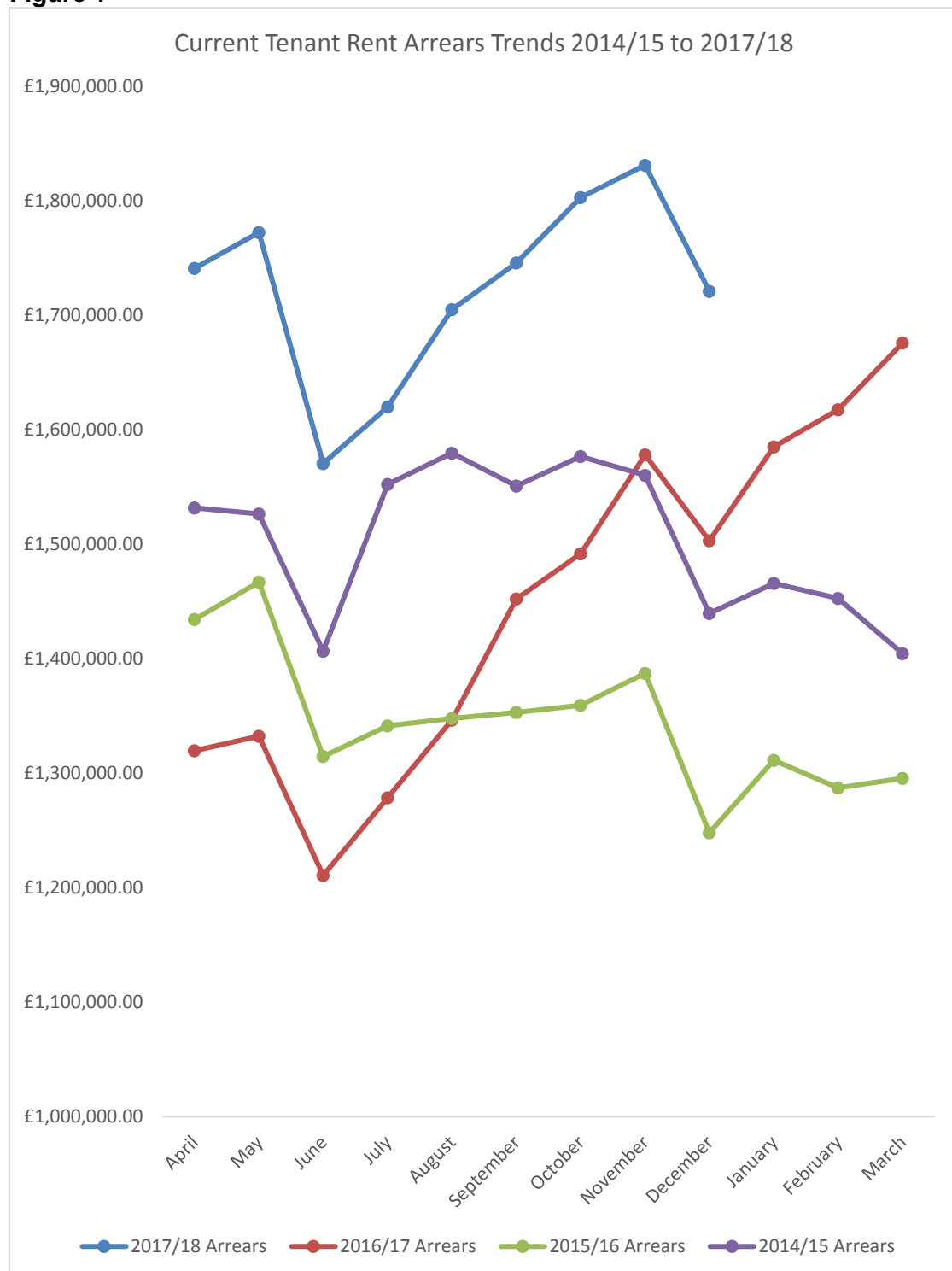
An in-year increase of **£380,264.49 - 29.35%**

In 2017/18, up to end Q3, current tenant rent arrears increased from
£1,676,047.09 to £1,721,245.80.

An in-year increase of **£45,198.71 - 2.70%**

3.6 Figure 1 shows the stark contrast between the arrears trends reported in 2014/15 and 2015/16 when compared to the trend since UCFS was introduced. Rent collection has been affected severely by UCFS and it has been difficult for Rent Income staff to provide the level of support needed for UC claimants on an ongoing basis, whilst at the same time ensuring all tenants in need of financial assistance are given the attention required. The last two years on UCFS have been extremely challenging.

Figure 1



3.7 When comparing in-year performance at end December 2017 to the same period in 2016/17, an improvement has been evidenced, with the rate of increase having slowed down significantly.

Current tenant rent arrears increased by **£207,661.58**
between April **2016** and December **2016**

Current tenant rent arrears increased by **£45,198.71**
between April **2017** and December **2017**

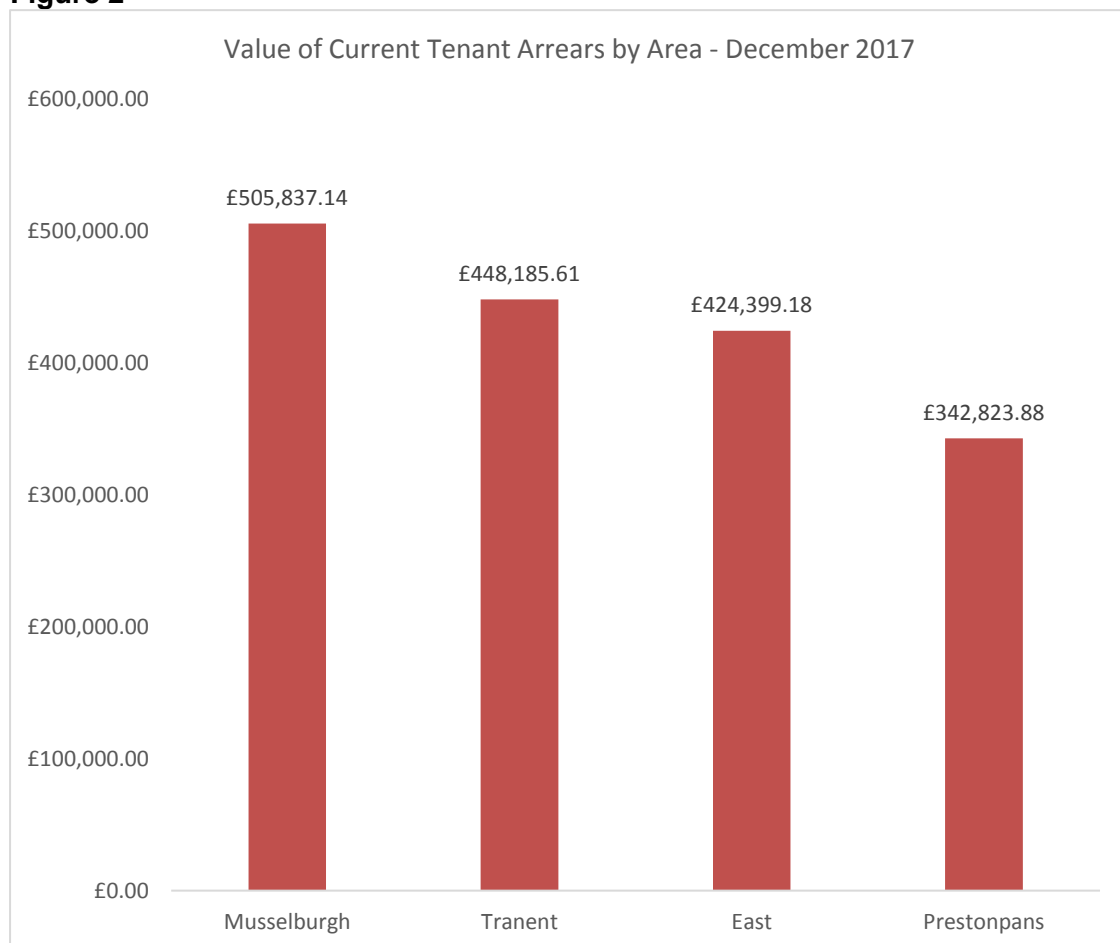
3.8 Of the £45,198.71 increase reported in 2017/18, there is evidence to show that UC related debt has increased and non UC related debt has reduced.

Debt owed by tenants claiming UC has increased by **£166,896.95**

Debt owed by tenants NOT claiming UC has reduced by **£121,698.24**

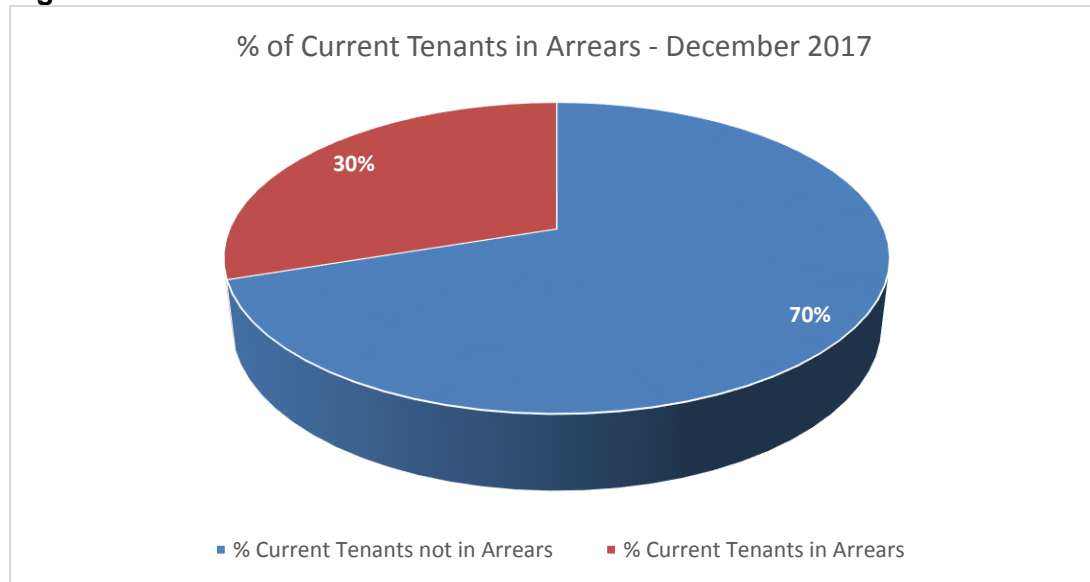
3.9 Figure 2 shows the value of current tenant rent arrears, at end December 2017, split by the four main geographical areas within East Lothian.

Figure 2



3.10 In addition to recovering rent arrears, the Rent Income team manages rent collection and provides payment and welfare advice to all Council house tenants. Figure 3 shows the % of all current tenants, at end December 2017, who have a clear rent account and the % who have rent arrears.

Figure 3



3.11 Figures 4a and 4b show the number of current tenants who have rent arrears, at end December 2017.

The significant reduction in the number of tenants with rent arrears reported in June 2017 and December 2017 is as a result of the bi-annual rent charge breaks. No rent is charged during these periods, which are historically aligned to the traditional holiday periods. Tenants in arrears are asked to ensure their repayment arrangements continue during these periods, therefore any monies collected are offset directly against arrears.

Figure 4a

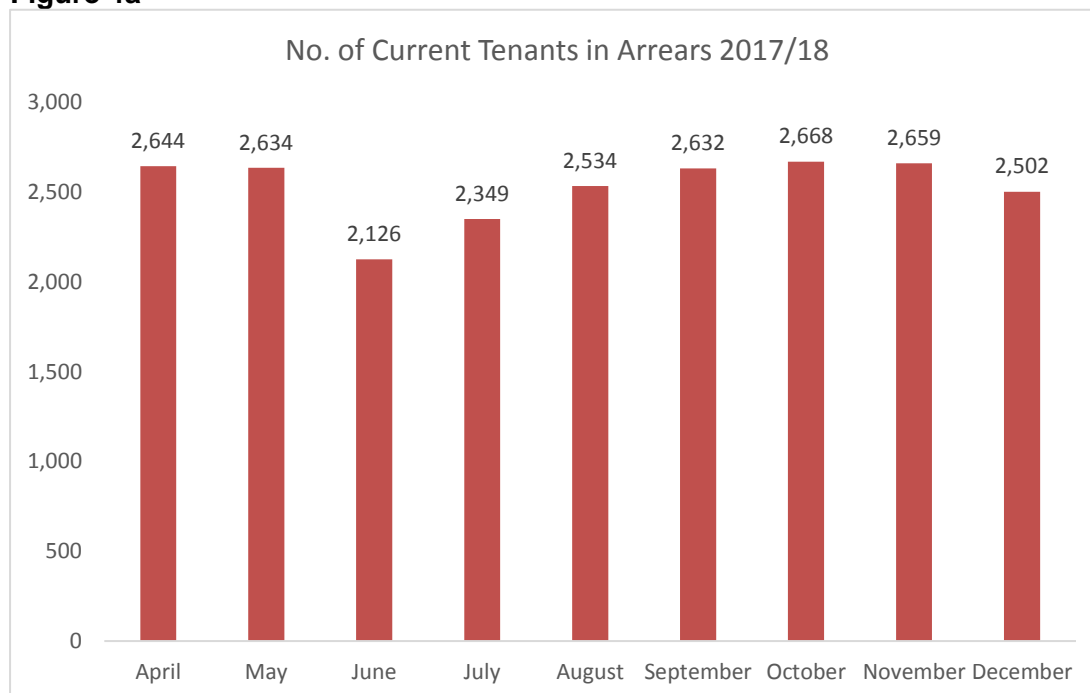
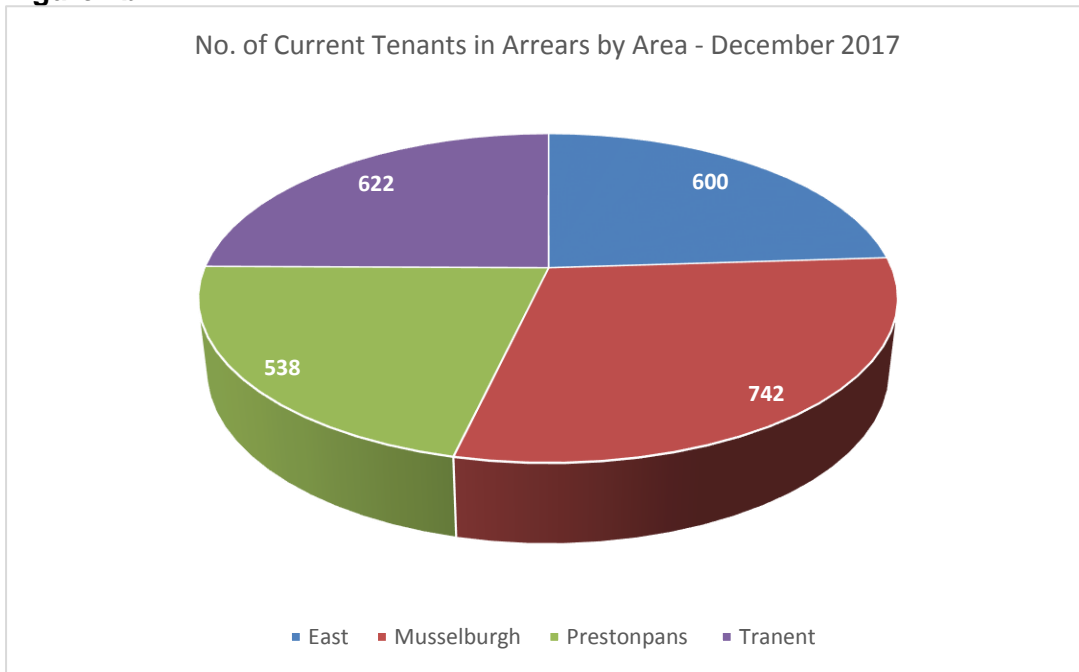
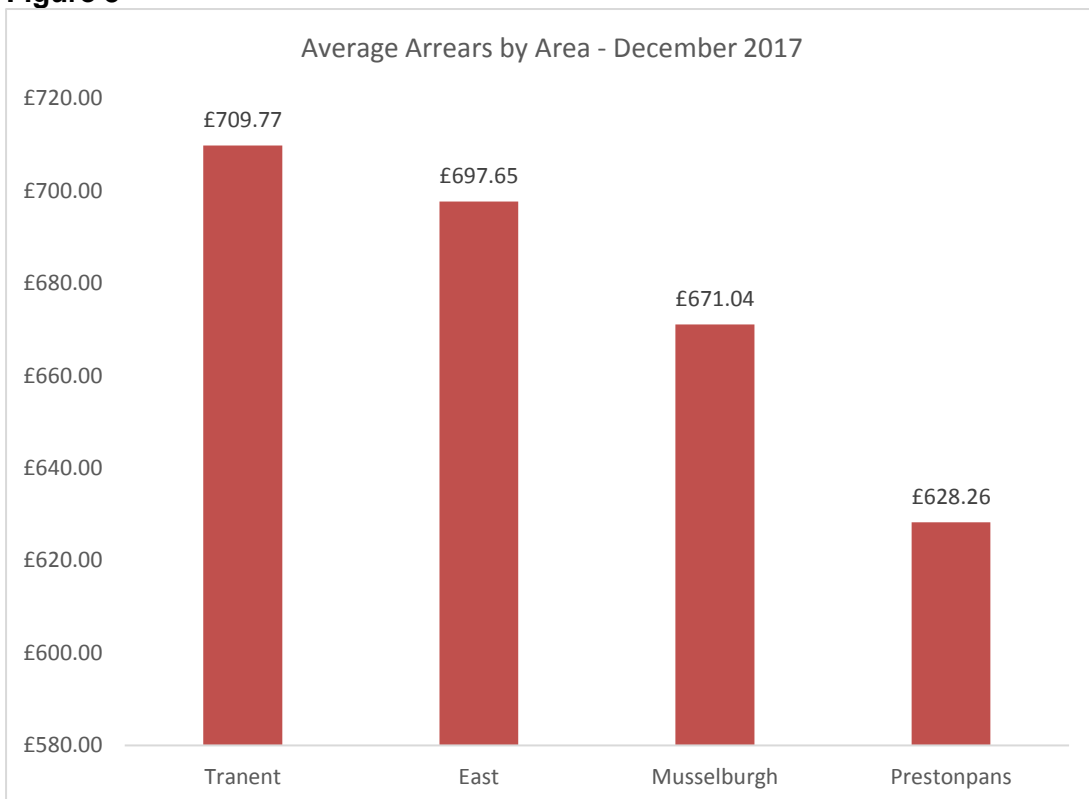


Figure 4b



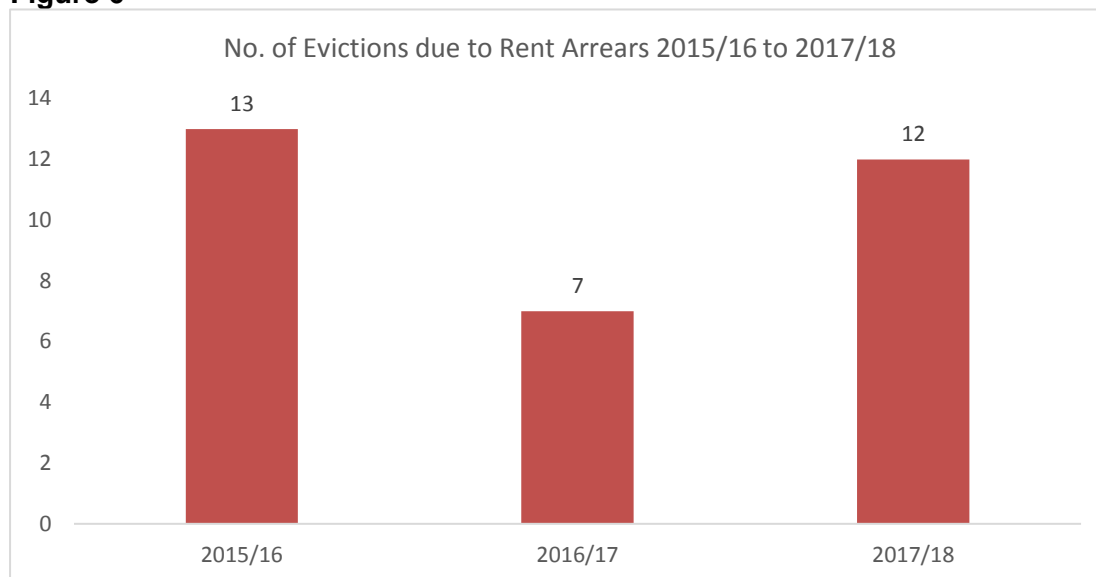
3.12 Figure 5 shows the average debt owed by current tenants, at end December 2017, split by geographical area.

Figure 5



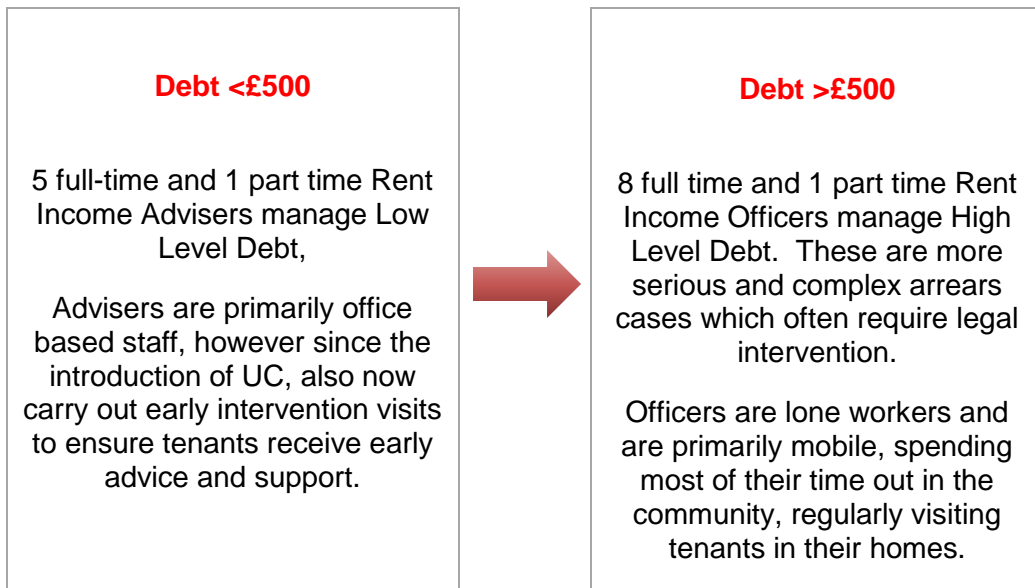
3.13 Figure 6 shows the number of mainstream Council house tenants who have been evicted for rent arrears from 2015/16 to December 2017.

Figure 6



Rent Income Team and Mitigating Action

- 3.14 An extensive range of service improvements, system developments and process and procedural changes have been implemented by the Revenues & Welfare Support service to help mitigate the impact of UC on rent collection. However, the additional work generated by UCFS has been unprecedented and has really tested the resolve of those working to address the impact.
- 3.15 Approximately one half of the projected numbers of tenants who may move onto UCFS have done so, up to end December 2017. The Service needs to ensure that the team is fully equipped to meet future demands and expectations as UC claimant numbers continue to grow and the DWP managed migration of the remainder of housing benefit claimants approaches (no fixed date at this time).
- 3.16 In response to this changing and challenging environment, as part of the Council's 2017/18 budget setting process, £100k additional investment, from the Housing Revenue Account was made available to support the rent collection service, in mitigation of the impact of UC on rent arrears. Three new members of staff were recruited to the Rent Income team.
- 3.17 The Rent Income team has a two-tier structure in place to support a prevention and early intervention approach.

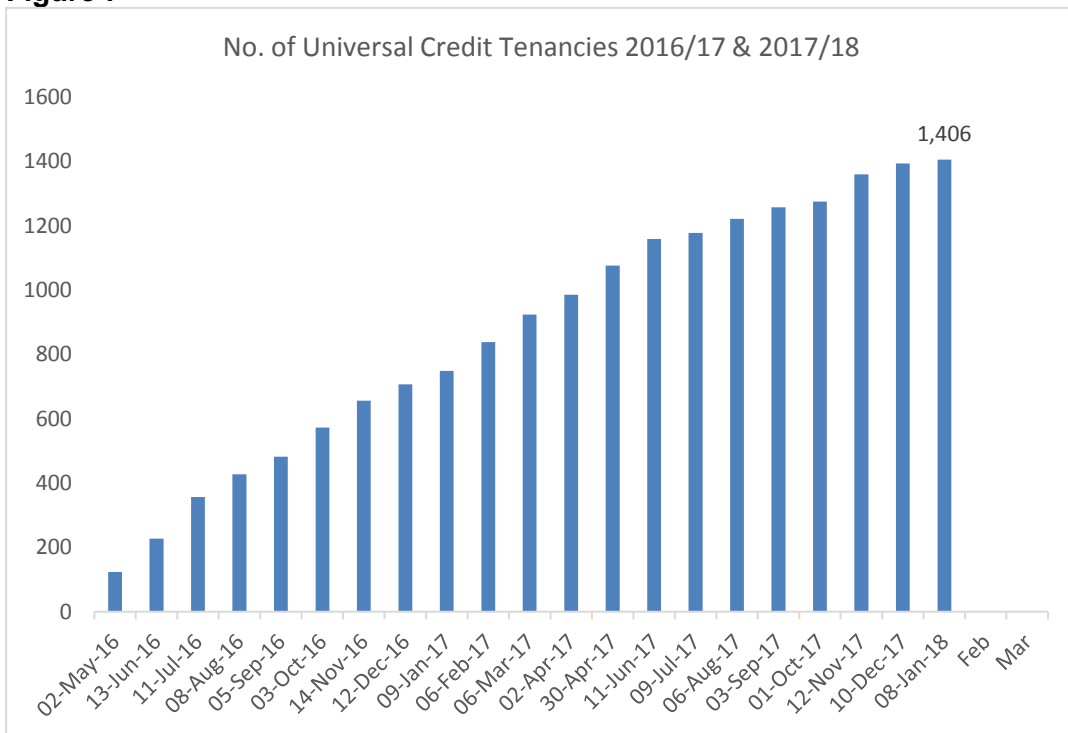


3.18 This established approach has worked very well in recent years. By deploying additional resource to bolster the team's early intervention approach, Council tenants are receiving much needed help and support throughout the early stages of their UC claim and during any subsequent periods of change where UC payments may fluctuate or tenants' financial circumstances change.

Impact of Universal Credit Full Service

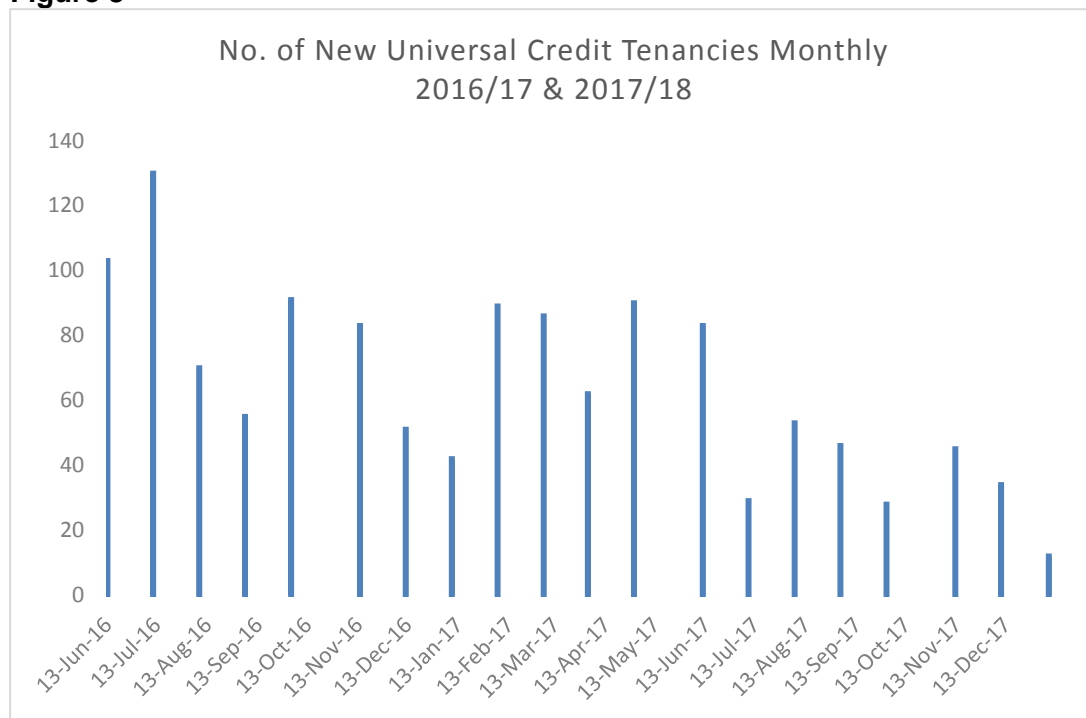
3.19 There was a rapid acceleration in new UC claims for Council house tenants during 2016/17, which continued into early 2017/18. The total number of UC claimants, by month, is shown in Figure 7 below.

Figure 7



3.20 Since July 2017, the acceleration has slowed down and the volume of new UC claimants has dropped considerably. This could be attributed to two factors. Firstly, those tenants with a greater propensity to have changes in circumstances which trigger a move to UC will have made the transition. Also, from April 2017, a restriction was made for claimants with more than two children which meant that they would claim or remain on Housing Benefit, rather than move onto UC. This slowdown in new claims is demonstrated in Figure 8 below.

Figure 8



3.21 Managing this rapid monthly increase in new UC claims was extremely challenging for the Rent Income service and other Council services but the recent slowdown of new UC claimants has helped provide the Rent Income team with some much needed time to recover from the initial acceleration. However, the team is still managing constant changes in circumstances and income for existing UC claimants and the cycle of intervention and information gathering remains a prominent feature of the team's work.

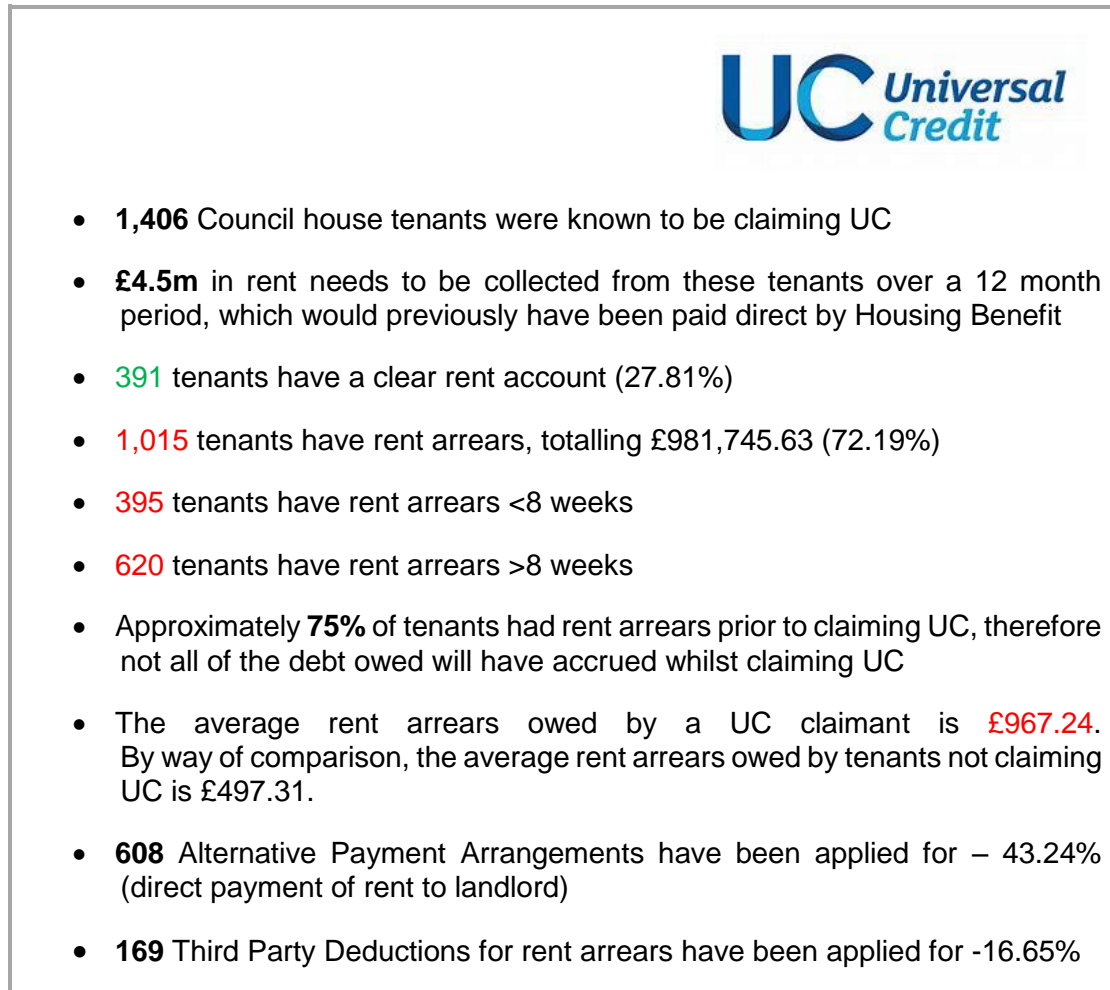
3.22 It has been important to establish early engagement with tenants moving onto UC to ensure that they understand their obligation to pay their rent from their UC payment and to verify that adequate provision has been made to do so.

3.23 As UC is paid in arrears with a five week assessment period prior to payment being made, significant financial pressure is placed upon tenants at this time. Council Officers are ensuring that all forms of financial assistance have been applied for while tenants wait for their first payment but in most cases, rent arrears are accruing during this period.

3.24 Rent Income staff are continuing to discover the vulnerability of some tenants and residents, as many previously received maximum Housing Benefit and there was not always a full awareness of their circumstances e.g. mental health issues, addictions, literacy, numeracy and financial difficulties. Many of these tenants require additional support from other Council Officers to help them make the transition to UC.

- 3.25 Although the Revenues & Welfare Support service has learned from the experience of the last two years of UCFS and has worked with DWP and others to develop and improve the UC service, there are still significant problems which remain unresolved. The Council's Single Point of Contact, working within the Revenues & Welfare Support service, is responsible for co-ordinating issues and feedback and for escalating unresolved cases.
- 3.26 Some statistical information is shown below at Figure 9, based on the claimant volumes at end December 2017/18:

Figure 9



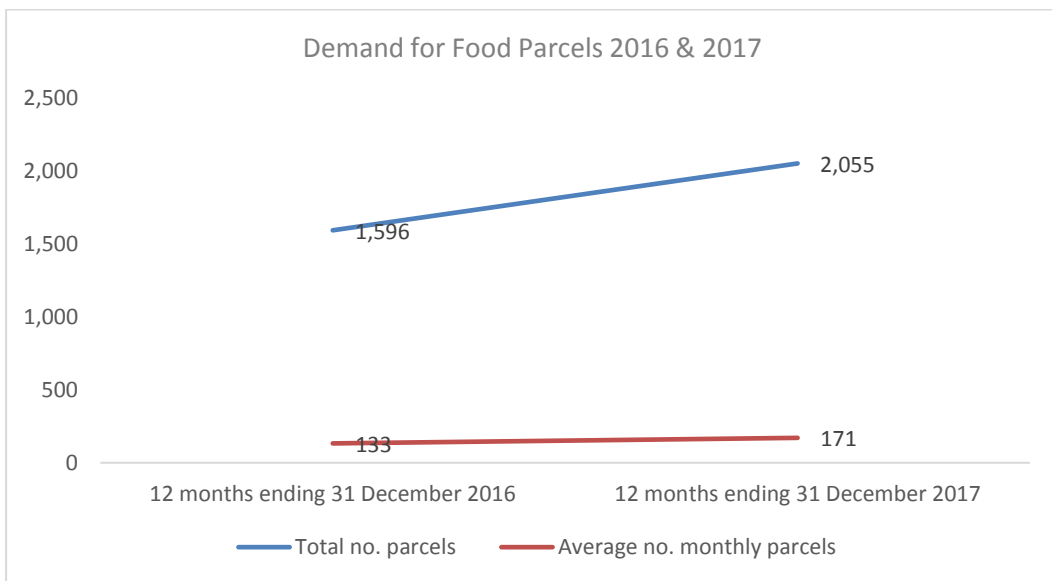
East Lothian Foodbank

3.27 Committee members have previously expressed interest in the work of the East Lothian Foodbank following the introduction of UC and an update was provided at the equivalent meeting last year (11 January 2017).



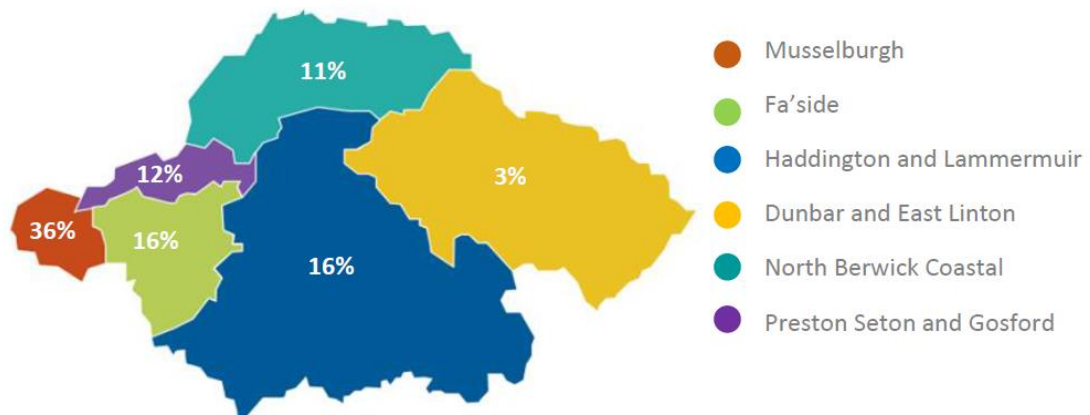
3.28 East Lothian Foodbank has provided information which shows that the number of referrals made are continuing to increase. Although this cannot be fully attributed to the rollout of UC, there is a considerable rise in referrals when compared to the same periods in previous years. The Foodbank Manager has reported that problems with UC have contributed significantly to the rise in referrals since April 2016. Figure 10 shows the demand for food parcels in 2016 and 2017.

Figure 10



3.29 Figure 11 shows food parcel referrals by Area Partnership.

Figure 11



Scottish Payment Choices

- 3.30 With effect from 4 October 2017, the Scottish Government was granted devolved powers to:
- Allow UC claimants to have rent payments made direct to landlords
 - Allow UC to be paid twice monthly to the tenant (not landlord)
- 3.31 Council staff are actively encouraging tenants to request direct payment of rent costs by the DWP following the introduction of these new Scottish UC payment choices and have also planned a media campaign to promote the new choices. Although the Scottish Government has reported that around 2,500 UC claimants have so far opted to request some element of payment flexibility, DWP has advised the Council that take up data is not available at a local level.

DWP Landlord Portal and Trusted Partner Status

- 3.32 The DWP has recently developed an online Landlord Portal. Local Authorities who are now migrating to UCFS are automatically granted Trusted Partner status and are given access to the Portal. This means that from the outset of a UCFS claim, these Authorities can verify tenants' housing costs online so that DWP can pay them their UC entitlement as quickly as possible.
- 3.33 Local Authorities with Trusted Partner Status can also request an Alternative Payment Arrangement (an APA is a direct payment of rent to landlord) via the Portal and this will automatically be approved by DWP, greatly speeding up the process by removing the need for a DWP decision maker to assess the application.
- 3.34 Up to this point, East Lothian Council has not been granted access to the Portal or Trusted Partner Status, therefore has been at a disadvantage. Staff have been working with a more cumbersome process, which has contributed to delays in payment of housing costs and confusion around the status of any APA application.
- 3.35 East Lothian Council has been invited to join the rollout of the Landlord Portal and the Trusted Partner Status and implement this new way of working from the end of February 2018. Other landlords who have experienced early adoption of the Portal have reported a far quicker turnaround in rent cost verification and the ability to apply for rent to be paid direct earlier in the application process without further verification is viewed as a positive development which has the potential to help with rent collection.

UK Government UC Changes to be implemented in 2018

- 3.36 As part of the UK Government's Autumn Budget, changes were announced, which are viewed as having potentially positive impacts on rent collection.
- 3.37 From February 2018, the seven-day waiting period will be removed for new UC claimants, reducing the length of time claimants wait to receive their first full payment. Subject to satisfying the conditions of entitlement, all new claimants will be eligible for UC from the first day they claim it.
- 3.38 At present, claimants are entitled to an advance of up to 50% of their estimated entitlement, which can be repaid over a period of up to six months. A claimant's UC payments will be adjusted to account for this. With the first payment, this means that claimants in need could receive nearly double the money they would usually get, helping them to make the transition on to UC. Repayment of advances will become recoverable over a period up to 12 months, regardless of the level of the advance

claimed, making it easier for claimants to manage their money. In addition, from spring 2018, it will be possible to apply for an advance online; further increasing accessibility for those who need it.

- 3.39 From April 2018, claimants who were previously receiving Housing Benefit (HB) and are transitioning on to UC will receive a transitional payment; an extra two weeks support. This will be unrecoverable, automatic and received early in the first assessment period. This payment will be made by Local Authorities and will not require any additional intervention from the claimant, unless they have a change of circumstance such as moving address, in which case they will need to inform their Local Authority.
- 3.40 Overall the changes being introduced by both the Scottish and UK Governments are viewed as positive steps in the development of the UC service. As well as helping UC claimants, these developments should help landlords safeguard rental income.

4 POLICY IMPLICATIONS

- 4.1 No policy implications at present.

5 INTEGRATED IMPACT ASSESSMENT

- 5.1 This report is not applicable to the wellbeing of equalities groups and an Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – rising rent arrears as a result of the rollout of UC in East Lothian are continuing to have a significant detrimental impact on the Council's Housing Revenue Account and bad debt provision is under review.
- 6.2 Personnel – no further implications at present.
- 6.3 Other – None.

7 BACKGROUND PAPERS

- 7.1 Rent Arrears report to PPRC dated 25 November 2014
- 7.2 Update on Universal Credit and Welfare Reform report to East Lothian Council dated 20 December 2016
- 7.3 Impact of Universal Credit on Council House Rent Arrears report to PPRC dated 11 January 2017.
- 7.4 Impact of Universal Credit on Revenues & Welfare Support Services Q4 2016/17 (Members' Library – September 2017)
- 7.5 Universal Credit Update report to PPRC dated 11 October 2017.

AUTHOR'S NAME	Kenny Christie
DESIGNATION	Service Manager – Revenues & Welfare Support
CONTACT INFO	kchristie@eastlothian.gov.uk
DATE	9 th February 2018

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 21 February 2018

BY: Depute Chief Executive (Partnerships and Community Services) **6**

SUBJECT: Homelessness Action Plan Update

1 PURPOSE

- 1.1 To update the Committee on the performance of the Council in delivering the objectives within the Homeless Action Plan which was agreed by Cabinet in November 2017.
- 1.2 Appendix 2 of this report is an update on the objectives within the Homeless Action Plan. Where action has been taken on an objective the progress is noted in bold type.

2 RECOMMENDATIONS

- 2.1 The Committee is asked to note the contents of this report.

3 BACKGROUND

- 3.1 The Council has faced a significant challenge in meeting its homeless responsibilities for a number of years and has taken various actions to ensure that it meets its legal responsibilities and improves the services it provides to homeless applicants.
- 3.2 At its meeting in November 2017 the Cabinet approved the Homelessness Action Plan which is intended to meet both the immediate challenges the council faces in meeting its statutory responsibilities and also a number of objectives of a medium or long term nature to ensure that the Council can continue to do so .
- 3.3 The Council has a wide range of duties within the Homeless Legislation, but in simple terms the Council has an absolute legal requirement to assess the circumstances of anyone who approaches advising of homelessness of being threatened with homelessness, or where the Council believes someone to be homeless or threatened with homelessness.

- 3.4 This responsibility includes the provision of temporary accommodation, if required, both during any assessment process and until any statutory duties are delivered to the individual concerned.
- 3.5 Appendix 1 provides an overview of the Council's legal responsibilities in relation to homelessness and housing allocations.

4 POLICY IMPLICATIONS

- 4.1 The operational elements of the action plan may require some changes to existing policies and will be the subject of a separate reports to Cabinet.

5 INTEGRATED IMPACT ASSESSMENT

- 5.1 A full integrated impact assessment will be undertaken as part of the development of the action plan.

6 RESOURCE IMPLICATIONS

- 6.1 Financial – The Homelessness Service costs £1.5 million and is funded within the general services budget. The costs of the provision of temporary furnished accommodation are met by rent payments for the houses in question. However, the implementation of Universal Credit has seen an increase in rent arrears within these temporary accommodation tenancies, similar to the increase in rent arrears for mainstream tenancies in properties on the Housing Revenue Account.
- 6.2 Personnel – none
- 6.3 Other – none

7 BACKGROUND PAPERS

- 7.1 Homelessness Update and Action Plan – East Lothian Council Cabinet 14th November 2017
http://www.eastlothian.gov.uk/download/meetings/id/19261/03_homelessness_update_and_action_plan
- 7.2 Council House Allocation Targets for 2018/19 - East Lothian Council Cabinet 16th January 2018
http://www.eastlothian.gov.uk/download/meetings/id/19400/04_council_house_allocation_targets_for_2018-19
- 7.3 Review of Housing Allocations Policy - East Lothian Council Cabinet 16th January 2018
http://www.eastlothian.gov.uk/download/meetings/id/19399/03_review_of_housing_allocations_policy

AUTHOR'S NAME	James Coutts
DESIGNATION	Service Manager, Community Housing
CONTACT INFO	Ian Patterson Ext. 7544
DATE	12 th February 2018

Appendix 1 – Homeless/ Housing Legislation – Key Issues

Housing Scotland Act 1987, as subsequently amended

28 Inquiry into cases of possible homelessness or threatened homelessness.

(1) If a person (“an applicant”) applies to a local authority for accommodation, or for assistance in obtaining accommodation, and the authority have reason to believe that he may be homeless or threatened with homelessness, they shall make such inquiries as are necessary to satisfy themselves as to whether he is homeless or threatened with homelessness.

Interim Duty to Accommodate

9.5 If an authority has reason to believe an applicant is homeless it has an interim duty to secure accommodation until it has reached a final decision on their application. This duty continues during the process of review if one is requested.

9.6 Where the authority's decision is that it has a duty to provide accommodation under section 31 the interim duty continues **until the section 31 duty is discharged.**

The Homeless Persons (Unsuitable Accommodation) (Scotland) Order 2004

9.9 Under this Order (which came into force in December 2004) and was amended in 2014.

Local authorities cannot put households with children and pregnant women into "unsuitable" temporary accommodation unless exceptional circumstances apply. Exceptional circumstances are intended to give flexibility to councils when meeting their new duty, as well as giving families the ability to exercise choice in whether to stay in unsuitable accommodation beyond 14 days.

The most recent change October 2017 reduced the 14 day target to 7 days

Temporary Accommodation with advice and assistance (section 31(3))

9.30 Where the applicant is assessed as being intentionally homeless, the duty is to secure that accommodation is made available for such a period as will give the applicant a reasonable opportunity to find alternative accommodation for him or herself.

Guidance on Temporary and interim accommodation

*Homeless people should not be placed in temporary accommodation unnecessarily, and their time there **should be as short as possible**. Care should also be taken to avoid moves between temporary placements particularly for households with children. Moves are disruptive, and can exacerbate existing social or health problems including mental illness, hinder continuity of education and employment, can lead to repeat homelessness and in the worst cases can cause families to split up. Temporary accommodation will also tend to be more*

expensive than permanent accommodation, particularly if there are moves from one temporary accommodation to another.

Housing Allocations

Persons to have priority on housing list and allocation of housing.

(1) A local authority and a registered social landlord shall, in relation to all houses held by them for housing purposes, secure that in the selection of their tenants a reasonable preference is given—

(a) to persons who—

(i) are occupying houses which do not meet the tolerable standard; or

(ii) are occupying overcrowded houses; or

(iii) have large families; or

(iv) are living under unsatisfactory housing conditions; and

(b) to homeless persons and persons threatened with homelessness (within the meaning of Part II).

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 21 February 2018

BY: Depute Chief Executive (Partnerships and Community Services)

SUBJECT: Major Events

1 PURPOSE

- 1.1 To outline to PPRC members council arrangements for major events.

2 RECOMMENDATIONS

- 2.1 To note the contents of this report.

3 BACKGROUND

- 3.1 The Economic Development and Strategic Investment Service (EDSI) of East Lothian Council provides financial and advisory support for cultural and sporting events that attract or have the potential to attract visitors and therefore generate a positive economic impact to East Lothian. The support from East Lothian Council is caveated for the promotion and marketing of East Lothian and the return of economic benefit to the area; Event Organisers must provide details of event outcomes. Examples of such events are the Aberdeen Standard Investments' Scottish Open and Ladies Scottish Open, The Lammermuir Festival, Fringe by the Sea, the National Museum of Flight Airshow and the Edinburgh Marathon Festival.
- 3.2 As context, please find under Appendix 1 details of events that have received Council funding support, visitor numbers and economic impact for such events taking place during 2016/17.
- 3.3 In line with Scottish Government and COSLA guidance to local authorities on event safety, East Lothian Council introduced the Safety Advisory Group (SAG) process in late 2016 and the process and guidance to event organisers has since been evolving to ensure it has been practically tested and reviewed accordingly. The Safety Advisory Group Policy has now been finalised and will be presented to Cabinet in March 2018 and to the East Lothian Partnership thereafter. By way of context, the total number

of notified events considered by the SAG process and that took place in East Lothian in 2017 was 337.

- 3.4 In planning an event, Event Organisers must complete an online notification form providing full details of the occasion. Safety plans, risk assessments and other pertinent documentation must be submitted, including applications for various licences and road closures. These submissions are shared with relevant Council services, predominantly Protective Services (Environmental Health and Emergency Planning & Risk), Road Services, Licensing and Landscape & Countryside, as well as with the SAG agency partners of Police Scotland, Scottish Fire and Rescue Service and Scottish Ambulance Service. This provides a single interface for Event Organisers and enables ongoing liaison with relevant bodies and services. Events supported by EDSI and funded by East Lothian Council must comply with the SAG process as a condition of grant award.
- 3.5 Events which require closure of an adopted public road must obtain the required permissions from East Lothian Council – this does not apply to all events and organisers will be advised accordingly by the Roads Authority through the SAG. Traffic Regulation Orders (TROs), whether Temporary (TTRO) or Permanent (PTRO) are legislated under the Road Traffic Regulation Act 1984 to either restrict or prohibit traffic for a number of reasons, including safety. There is no other legal means by which the Council can support closure of a road. Road closures without the appropriate TRO are open to legal action by any objector which may also impact event insurances.
- 3.6 TTROs cannot be produced for the same section of road more than once per year without the express consent of the Scottish Ministers. This significantly increases the cost and time associated with producing an Order.
- 3.7 There is no legal obligation on the Council as Roads Authority to provide traffic management for events. It is therefore incumbent on the event organiser to arrange for appropriate traffic management to be in place. This requires to be discussed with the SAG at the earliest opportunity which may result in the requirement for a Traffic Management Plan.
- 3.8 All events which require a road closure must be entered onto the Scottish Road Works Register (SRWR) by East Lothian Council in undertaking its statutory obligation. This facilitates co-ordination of works undertaken in the public road and it is therefore important to give the required statutory notice to other interested parties (utilities etc.). Entering the event into the Register does not guarantee that the road will be free of any works. It allows the Roads Authority and utility companies to plan their works around the event wherever possible. Event Organisers should note that when an application for an event is received, a check will be made to see if the road space has already been 'booked' and the Event Organisers informed. If this occurs, the Event Organiser will then need to discuss this

with the Roads Authority and a decision made if the dates for the event require to be changed.

- 3.9 The time required for noticing the event on the SRWR varies depending on the size and disruption to the road network. For large scale events such as a road or cycle race, a minimum of five months' notice must be given. Event Organisers should contact East Lothian Council at the earliest opportunity.
- 3.10 It is not feasible for East Lothian Council to provide traffic management staff or equipment for the majority of events. However, it is proposed, where possible, to consider the lending of signs and cones to small, local gala/ community events, if available. It should be noted that this is not always possible and can only be organised at no cost to the Council.
- 3.11 The Council are not event organisers. With regard to community engagement, awareness and information, the onus is placed on Event Organisers to communicate with the public, where there is public impact, but also as a means of ensuring and raising awareness within the community. The Organiser will respond to any concerns and complaints received by the Council in relation to the management of the event for which the Council is not responsible. This is examined and emphasised during the SAG process.
- 3.12 East Lothian Council recharges the majority of event organisers for costs incurred to facilitate the event such as implementation of Traffic Orders, Parking Restrictions and enforcement and licensing fees. A costing matrix is currently being scoped and is anticipated to be presented to Cabinet later this year so ensuring a consistent approach to charging.
- 3.12 If the Event Organisers do not comply with the SAG process, the event will not be supported. In addition, if the proposed event clashes with another event which may have a significant impact on public safety, the ongoing dialogue with SAG members will ensure Event Organisers consider other locations, venues, days and dates. Therefore it is vital that all Event Organisers contact East Lothian Council at the earliest opportunity to determine this and to start liaison with the SAG.

4 POLICY IMPLICATIONS

In line with the implementation of the East Lothian Community Planning Economic Development Strategy and Tourism Action Plan and with the National Tourism Framework for Change and Scotland the Perfect Stage, with the proposed SAG Policy.

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 – the budget for event support is part of the Tourism budget allocation (£370,000 total).
- 6.2 Personnel - none.
- 6.3 Other – none.

7 BACKGROUND PAPERS

- 7.1.1 East Lothian Community Planning Economic Development Strategy – http://www.eastlothian.gov.uk/downloads/download/1831/east_lothian_economic_development_strategy_2012_-2022
- 7.1.2 East Lothian Tourism Action Plan - http://www.eastlothian.gov.uk/downloads/download/2299/east_lothian_tourism_action_plan_2016-2018
- 7.1.3 ASI Scottish Open and Ladies Scottish Open 2018 support from East Lothian Council - http://www.eastlothian.gov.uk/meetings/meeting/6175/members_library_service

AUTHOR'S NAME	Susan Smith
DESIGNATION	Team Manager, Economic Development
CONTACT INFO	Tel 01620 827174, e-mail ssmith@eastlothian.gov.uk
DATE	8 February 2018

2016/17 Event Support			
Event	Grant awarded	Visitor Nos.	Economic Impact
Industry Pro Wakeboard Tour	£5,000	1,000 (as part of Foxlake Outdoor Festival)	£150,000 (as part of Foxlake Outdoor Festival)
Foxlake Outdoor Festival	£20,000	As above	As above
US Kids European Golf Championship	£16,000	2,000	£1,000,000
NMS National Airshow	£10,000	15,700	£220,000
Scottish Seniors Open	£25,000	4,000	£150,000
Fringe By the Sea	£37,000	8,900	£1,302,000
Lammermuir Music Festival	£27,000	3,850	£460,000
Foxlake Winter Running Series	£5,000	500	£80,000
The Saltire Festival	£25,000	6,400	£305,000
Total	£170,000	42,350	£3,667,000

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 21 February 2018

BY: Depute Chief Executive (Partnerships and Community Services)

SUBJECT: Council Arrangements with enjoyleisure Arm's Length External Organisation (ALEO)

8

1 PURPOSE

- 1.1 To update members on the Council's governance arrangements with its Arm's Length External Organisation (ALEO) enjoyleisure and highlight areas of work that enjoyleisure is contributing to wider Council objectives.

2 RECOMMENDATIONS

- 2.1 Members are asked to note, consider and discuss the contents of the report.

3 BACKGROUND

- 3.1 In 2011 The Accounts Commission published "Arms – Length Organisations: Are you getting it right?" This report was linked to the requirement of "Following the public pound" the code that was produced by the Audit Commission along with COSLA in 1996.
- 3.2 Within that Audit Scotland report was a toolkit to assist Council's and ALEOs who were either being formed or building improvements to their existing governance arrangements.
- 3.3 There has been over the last decade and longer, a significant increase in the use of ALEO's across Scotland. ALEO's are now playing a role in the delivery of key services.
- 3.4 The Council in 2009 upon the creation of enjoyleisure as an ALEO was clear in its purpose and captured this in respective documents in particular the Funding Agreement and Leisure Specification. These two documents set out the expectation and clarity of roles on the council and enjoyleisure at the outset.

- 3.5 The Council ensures that its prepared governance arrangements are applied accordingly in the following ways :
1. Company governance - The structure allows 4 councillors to be on the board and no decisions can be made without at least one councillor being present. The Council also have 2 observers who attend the board meetings. These are the Council's Head of Infrastructure and Service Manager for Sport, Countryside & Leisure.
 2. Funding Agreement – This agreement details the arrangements for agreeing what services are to be provided and the mechanism for agreeing the annual committed funding by the council. It also contain mechanism for reporting, requests for further information performance management and requests for further funding or changes to the service specification.
 3. There are quarterly contract meetings between senior officers of the council and enjoyleisure. The contract meetings allow for performance discussions that would typically include but not be limited to finance, operational performance, SLA's, Health and safety, facility maintenance and capital spend.
 4. Annual reporting of enjoyleisure finance and operational performance to the Council's Audit & Governance Committee.
- 3.6 It is important to note that while ALEO's are responsible for services they provide, councils remain responsible for the public money they give to ALEO's.
- 3.7 The quarterly meetings between senior officers of the council and enjoyleisure has enabled both parties to present and monitor the ALEO's performance .Quarterly finance reports , Health and safety reports and the development of key performance measures and reporting has provided a greater focus on agreed areas. These have included but not been limited to:
- Number of visits per annum
 - Number of dry visits per annum
 - Number of wet visits per annum
 - Health and Fitness membership numbers
 - Number of fitness classes offered
 - Number of low intensity classes offered
 - % of Council subsidy against income and expenditure
 - Golf club visits and rounds played
 - Swimming lessons – number of participants
- 3.8 It is important to note that whilst we have formal governance arrangements as described above it is important to highlight wider benefits of the ALEO's work in East Lothian. Enjoyleisure continues to play its part in supporting the council in achieving its stated objectives within the Council Plan and East Lothian Plan. Enjoy is represented and active on a number of strategic

and operational groups that are in place to enhance the quality of services for the people of East Lothian.

3.9 Enjoy are supporting the council in a number of areas, particularly in increasing physical activity within the county. Supporting our communities grow and become more resilient, providing inclusive opportunities for a range of hard to reach groups. Supporting the council in the delivery of its Physical Education, Physical Activity and School Sport agenda (PEPASS)

3.9.1 There is and has been a concern that ALEO's in Scotland have become or are at threat of becoming purely financial vehicles and focussed purely on commercial gain. The strong evidence in East Lothian would push back against that particular concern. There is without doubt alignment with council policies and objectives as set out in initial documentation in enjoy delivering and supporting the delivery of council objectives. A sample of enjoy performance highlights are shown in Appendix 1.

3.10 In addition to Enjoy supporting the council in its wider objectives, Value For Money (VFM) is an important focus for ALEO's. The evidence has been that the council has been able to reduce the level of subsidy to Enjoy year on year ranging from mid 50% subsidy at formation to low 30% subsidy right now. This has been achieved at the same time as record levels of users have been recorded by Enjoy.

3.11 Audit Scotland wrote to all Council Chief Executives in July this year 2017. Advising that they are carrying out a performance audit of Scottish councils' use of ALEOs. The aim is to support councils by identifying good practice and also lessons learned, and give assurance to the public over this means of service delivery. The audit is planned to be reported in spring next year 2018 and we look forward to the contents of the report and any continuous improvements identified within it.

3.12 Internal Audit provided a report to Audit and Governance Committee in November 2017. This report supports the continuous improvement of our ALEO arrangements and the recommendations within that report have been agreed and are being actioned.

4 POLICY IMPLICATIONS

4.1 This report is aligned with good governance practice as identified in Audit Scotland report – ALEOs are you getting it right?

5 INTEGRATED IMPACT ASSESSMENT

5.1 An equalities impact assessment is not required for this report.

6 RESOURCE IMPLICATIONS

6.1 Financial – None

6.2 Personnel – None

6.3 Other – None

7 BACKGROUND PAPERS

7.1 Appendix 1

AUTHOR'S NAME	Eamon John
DESIGNATION	Service Manager, Sport Countryside & Leisure
CONTACT INFO	Extn 1400
DATE	29 January 2018

Appendix 1

enjoyleisure Performance

COUNCIL OBJECTIVE: INCLUSION/SOCIAL BENEFIT

Across East Lothian, **enjoyleisure** actively supports and encourages the participation of all ages and abilities within our Sports facilities. Through specialist websites: www.disabledgo.com and www.euansguide.com enjoy provide detailed descriptions of the access and facilities available within our Sports Centres for disabled users.

The disability coached activity programme provided by **enjoyleisure** and local clubs, offers customers access to athletics, badminton, archery, bowling, multi-sports, fitness classes, swimming lessons (for both infants and children) and a dedicated swimming club which has members that compete at a national level.

enjoy is a regular provider of Vocational Volunteer opportunities within our communities and currently have a significant number placed in each of the Sports Centres.

Administering the Access to Leisure Scheme

enjoyleisure manages all of the Access to Leisure Applications on behalf of East Lothian Council.

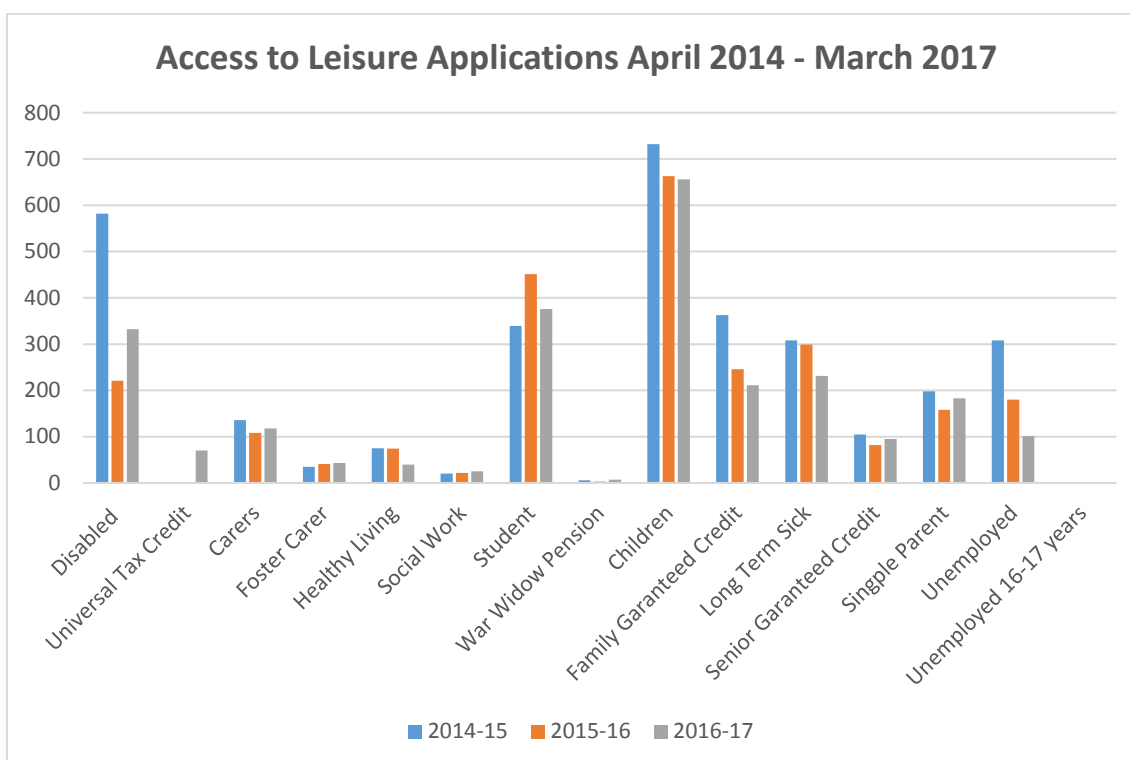
The Access to Leisure Scheme provides entry to **enjoyleisure** facilities for **£1** per activity between 9:30am – 4:30pm Monday - Friday and discounted entry at all other times for individuals who qualify for the scheme.

Applications for the last 3 years are as follows:

Applications to date	2014-2015	2015-16	2016-17
Total	3208	2548	2488

In October 2013, the “Access to Leisure” Scheme, replaced the previous Leisure Pass Plus initiative. The new scheme amended the validity of the ‘Disabled Criteria’ from 1 year to 3 years. This subsequently is reflected in the number of applications received for this category fluctuating year on year depending on the time of renewal for each applicant.

We have additionally seen an impact in the number of applications due to the introduction of Universal Credit in East Lothian. Since this introduction, we have identified a decrease in the number of applications across the categories of Guaranteed Credit, Long Term Sick and Unemployment, as these benefits are now awarded collectively under the Universal Credit banner.



Access to Leisure Admissions

		2015-2016	2016-17
Access to Leisure		49,638	48,191
Single Admissions	Bodyworks Gym	9805	9328
	Free Weights Room	891	811
	Swimming	14847	13946
	Health Suite	3838	3634
	Racket Sports	2742	2168
	Crèche	1457	1400
	NB Trampolines	649	631
Classes	ASN Activities	823	582
	Fitness Classes	6302	6622
Booked Activities	Gymnastics	2239	2140
	Climbing Wall	20	44
	Swimming Lessons	5721	6597
	Summer Activities	304	288

Adult Only Sessions

The number of female only swimming sessions has decreased over the years, as more focus has been made to provide evening swim sessions to accommodate both our male and female customer base. This change has been welcomed by our customers and with increased pressure to provide access to swimming pools for clubs; adult only sessions appeal to both our male and female customers.

Senior Activities

Working in partnership between East Lothian Council, enjoy and NHS Scotland, the **enjoy**leisure fitness class timetable actively highlights and promotes the “Low Impact” fitness classes available within our sports centres across the county. Indicated with a  these low-impact classes have been identified as being suitable for those individuals who are looking to improve their health or activity levels.

These classes include: Aqua Circuits | AquaFit | Ballet Stretches | BodyBalance | Fitness for All | Funky Fitness | Fitness Fun | Fitness Pilates | Functional Fitness | Pilates | Power Stretch | Seats & Beats | Stretch & Strength | Swimming | Yoga | Zumba Gold.

In April 2017 there were 79 ‘Low Impact’ Classes on the Fitness Class Programme: over 25% of the classes on offer.

COUNCIL OBJECTIVE: HEALTH & WELLBEING

Free Swims

enjoyleisure has continued to support an initiative to award Free Child Swim sessions to under 18s throughout the 6 week summer holiday period.

Total Free Swim Attendances

	2013	2014	2015	2016	2017
Aubigny Sports Centre	3,675	3,035	3,679	7,733	4,809
Dunbar Leisure Pool	15,625	15,252	14,628	13,003	14,151
Loch Centre	1,587	2,161	1,583	1,842	1,963
Musselburgh Sports Centre	4,711	5,375	3,820	4,054	4,286
North Berwick S C	2,478	1,882	1,642	2,099	1,914
Grand Total	28,076	27,705	25,352	28,731	27,123

Sports Centre User Numbers

Total visitor numbers, including school use, clubs, spectators and café visitors in 2016-17 totalled **1,359,570** across all Sports Centres, Seasonal Facilities and both Golf Courses.

When comparing ‘transactional customers’ – those customers who physically interact with reception (listed below) Enjoy benefitted from an overall increase of 5% (over 39k visitors).

Areas of increase worth noting include the Climbing Wall which saw an increase of 114%, largely due to the increase of children’ coached classes as well as a successful link up with Active Schools who are also running classes at the facility on a weekly basis. The arrival of two new golf professionals at Winterfield has significantly boosted the Golf Visitor numbers, and their memberships, which saw an overall increase of 25% year on year – approx. 10k. Fitness Classes continue to be a massive draw, which is highlighted in the 15% annual increase. Likewise Swimming Lessons also saw an increase of 15% year on year.

Membership Schemes

Fitness Memberships

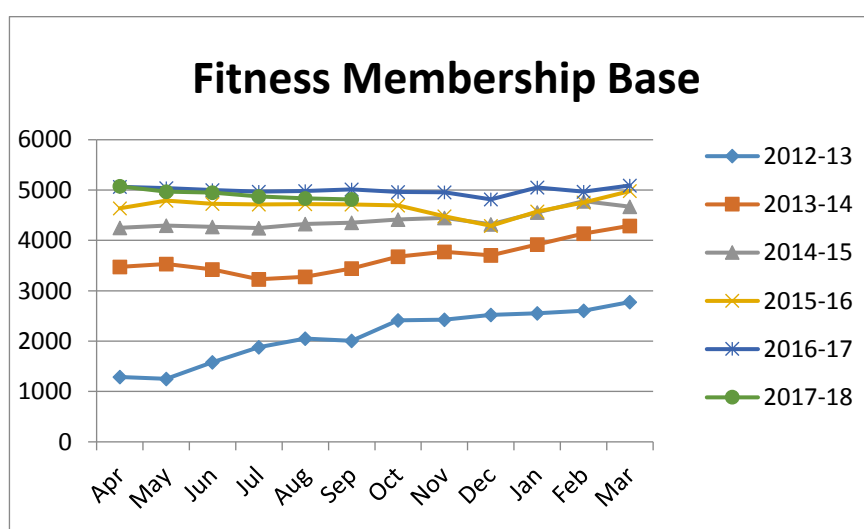
In April 2012, **enjoyleisure** revised its membership scheme, introducing an all-inclusive membership package offering access to the Gyms, Swimming Pools, Fitness Classes and Health Suites at all 7 East Lothian Sports Centres.

Since its initial launch, the membership scheme has grown from strength to strength.

Monthly income from membership payments across 2016-17 on average was £130,910 compared to £29,461 on April 2012.

The total number of direct debit paying members:

	April 2012	October 2017
Fitness Memberships	1289	4880



The above graph above indicates a levelling-off of the membership base circa the 5000 mark.

Many of the Sports Centres are close to approaching their membership base capacity and as such the focus for the fitness memberships is retention. To increase further in these centres would actually be a detriment to the business as members become unable to gain access to the facilities.

Enjoy are continuously looking at their product offering in terms of fitness class provision, scheduling of public swim sessions, quality and maintenance of gym equipment and identifying ways in which to better engage and communicate with their membership base.

Swimming Lessons Membership Scheme

In order to generate additional income, enjoy continuously look at all areas of the business to identify opportunities which could be exploited further. Behind fitness memberships, the second largest income stream is swimming lessons.

Over the past 18 months enjoy have been working closing with Scottish Swimming and other Leisure Trusts across the county to share best practice and identify areas of improvement. The output from this was the creation of an Aquatic Strategy for East Lothian, which included the introduction of Scottish Swimming's new National Learn to Swim Framework, moving to a rolling 48 week lesson schedule and with that a direct debit membership scheme for participants.

enjoy officially launched the new “Get in the Swim” membership package in September 2017, which provides members with a weekly group swimming lesson and unlimited casual free swims across each of East Lothian’s pool. The monthly fee for this membership is £17.50, with a 50% discount (£8.75) offered to Access to Leisure Card Holders.

There were approx. 1800 children attended swimming lessons between April – June 2017 (the last “block” of lessons. By the first week of the new lesson programme we had **1957** members enrolled in the scheme, with occupancy at 85%.

The lesson programme continues to grow as enjoy introduce additional lessons to the programme to meet demand. enjoy are also recruiting for additional Leisure Assistants so they can add further lessons to the programme.

Fitness Classes

Fitness classes continue to be the biggest draw for fitness membership applications. It is therefore not surprising to see that consistently more than 86% of fitness class attendees come from our membership base.

Keep Fit Classes	2016-17	%
Access to Leisure	6622	5%
Casual Customers	10362	7%
Discounted Customers	508	0.4%
Leisure Pass	2337	1.6%
Membership Inclusive	126,892	86%
Grand Total	146,721	100%

With a focus on driving membership sales over the last few years, enjoy made a conscious effort to improve the membership offering both in response to customer demand and to ensure customer retention, which is reflected in the increase in fitness classes offered:

	April 2012	April 2013	April 2014	April 2015	April 2016	April 2017
Total Number of classes	158	229	261	288	303	309

The fitness class programme is reviewed quarterly. At these points enjoy revise the class timetable, introducing new classes in response to fitness trends and customer interest and popularity. At all times, enjoy strive for a balance between cardio, endurance, low impact and strength and conditioning classes to appeal to as large a customer base as possible.

Online Booking

The ever-growing increase of fitness class and class attendances, although extremely positive for overall visitor numbers, was starting to apply more and more pressure on reception staff, as all bookings were made either at the centre or over the phone. **enjoyleisure** subsequently made the decision to invest in an online booking portal offered by Gladstone which linked directly to the existing EPOS system so customers could book themselves into fitness classes.

The online booking portal launched in September 2016 and have proven to be invaluable to the organisation ever since. In the first month alone 7850 online transactions (both bookings and cancellations) were carried out online, 47% of the total transactions that month. A year later in September 2017 there were 11,829 online transactions equating to 70% of all fitness class transactions for the month.

enjoy customers are enjoying the flexibility of being able to search, view, book and cancel classes online. As the booking portal is available 24 hours a day, customers can book classes at a time that is convenient to them without the confines of centre opening hours.

Furthermore, since the immediate introduction of the online bookings system, enjoy reception staff identified a significant drop in the number of telephone calls coming into the centre. Thus enabling reception teams to provide an enhanced level of customer service to customers, and reducing the number of complaints about getting through to reception via telephone.

	Sep 16	Sept 17
Online Booking Transactions	7,850	11,829
As % of all Booking Transactions	47%	70%

Health and Safety

The Health & Safety Policy is reviewed annually each year and submitted to the Board for approval. A summarised version of the report has been developed in A5 form, which is issued to all employees as part of their induction welcome pack, to ensure that they are fully aware of their roles and responsibilities when it comes to Health and Safety.

Health & Safety reports are submitted to the Board quarterly. Since Sept 15, there has only been one major incident where a customer went into respiratory distress and members of staff were required to provide CRP while an ambulance was called. Ambulance crews applauded members of staff for their immediate actions and training indicating that they had significantly enhanced the customer's chance of survival.

NPLQ Courses

Enjoy has maintained the Institute of Qualified Lifeguard Approved Training Centre Status, which allows staff to maintain their professional qualifications through in-house training.

It also allows Enjoy to offer National Pool Lifeguard Qualifications to the general public and through this the opportunity to explore additional income streams. In 2016-17 enjoy offered 3 x NPLQ courses to the public which resulted in 27 people (75% occupancy) attending the course. These courses generated £4692 worth of income for the business.

Continuing on this success, enjoy have developed a training calendar for NPLQ courses for 2017-18, and have already delivered 4 courses in 2017 with 98% occupancy – with new courses planned for 2018-19.

Community Economic Investment

Between Oct 2015 – Feb 2016 Enjoy invested £1.6 million in to the upgrade of Dunbar Leisure Pool. Fully funded by Enjoy, the works ensured that enjoy could extend the existence of one of East Lothian's most visited attractions and thus securing the contribution that Dunbar Leisure Pool makes to the local economy is sustained for years to come.

The major works included the replacement of the air handling units which regulate the air temperature through the centre; electrical rewiring throughout and the installation of a new switch board.

Refurbishments to the flume; including relining of the flume itself and structural repairs to the supporting staircase and a drain down of the pool to allow a deep clean and re-grouting were also carried out.

This work was completed and supported by East Lothian Council property colleagues.

The above works have been acknowledged by the community of Dunbar as being of significance to the economic prosperity of Dunbar.

Enjoy is proud that Dunbar Leisure Pool is consistently identified as one of the leading tourist attractions in the whole of East Lothian, which has a noteworthy benefit for secondary spend in the town centre and beyond.

Bodyworks Gym Refurbishments

As part of Enjoy's and East Lothian Council's ongoing commitment to provide state-of-the-art Gym equipment the Bodyworks facilities at Aubigny, Loch Centre and Musselburgh all received brand new Pulse equipment as well as a room refit, including new flooring and interior paint refresh. This total an investment of £171.5k, from the Council Capital Plan. A staged approach was taken with the timing of the refurbishment, which was carried out between Thurs 3rd Nov – Thurs 1st December.

Spin-Bikes

Alongside this refurbishment, customers were able to benefit from the purchase of 106 new spin bikes which were distributed across the county to each of the Sports Centres; an investment totalling £55k. These were delivered in two stages initially in April and the remainder in June 2017.

Loch Centre Dry-side Changing Refurbishment

Enjoy is currently working alongside East Lothian Council to refurbish the 'dry side' changing facilities at the Loch Centre in Tranent which includes a complete refit of the existing Male & Female changing areas, with toilet and showering provisions. It will also include the construction of a new accessible changing facilities with toilet and shower, which has not previously been available on the ground floor of the building. The water tank which services the dry area of the building is also being replaced. Unfortunately this will result in one of the dance studios being taking out of commission for the duration of the works, however alternative arrangements to accommodate the spin classes in other areas of the building are being considered.

Maintenance on 2G Synthetic Pitch Facilities

The 2G Synthetic Pitch facility at Forester Park, Tranent was previously split into two in order of offer 2 x 5-aside football pitches. As the surface gets replaced, enjoy will be restructuring this provision to offer a full 2G pitch facility at this site, which has the capability of being sectioned off for multiple use.

The water based 2G synthetic facility at Meadowmill Sports Centre, which is primarily used for hockey has also benefitted from an upgrade, as a replacement carpet was fitted earlier in January 2016.

Policy and Performance Review Committee: Annual Work Programme: Update for February 2018 PPRC

Date	Performance Monitoring/ Inspection Reports	Other Reports / Reports Requested by Members
20 June 2018	Performance Indicators Q4 2017/18 Customer Feedback Annual Report 2017/18	Delayed Discharge update
October 2018 <i>*Date tbc</i>	Annual Performance Indicators 2017/18 Performance Indicators Q1 2018/19 Key Performance Indicators 2018/19	
February 2019 <i>*Date tbc</i>	Performance Indicators Q2/Q3 2018/19	
June 2019 <i>*Date tbc</i>	Performance Indicators Q4 2018/19	

** Committee schedule for 2018/19 going to Council on 27/2/18*