

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 20 June 2018

BY: Depute Chief Executive (Partnerships and Community Services)

SUBJECT: Local Government Benchmarking Framework 2016/17

1 PURPOSE

- 1.1 To provide the Policy and Performance Review Committee (PPRC) with a summary of East Lothian Council's performance of the Local Government Benchmarking Framework results for 2016/17.

2 RECOMMENDATIONS

The Committee is asked to:

- 2.1 Note that services are reviewing all indicators that are shown to have declined or remained stable and use the Improvement Service benchmarking groups to assist in developing improvement plans to improve performance.
- 2.2 Note the report and use the information provided to consider whether any aspect of the Council's performance is in need of further investigation.

3 BACKGROUND

- 3.1 The Local Government Benchmarking Framework (LGBF) was developed by the Improvement Service (IS), on behalf of SOLACE (Society of Local Authority Chief Executives). Its core purposes are to help councils to gain greater insight into their performance in order to drive improvement, deliver better outcomes and to strengthen public accountability. This is done through the process of benchmarking and allows councils that are similar to compare performance, and to learn and understand why variances occur.
- 3.2 The Framework covers seven service areas and refers to SPI3 of Audit Scotland's guidance on Statutory Performance Indicators. The service areas are: children's services; corporate services; adult social care; culture and leisure; environmental; housing and economic development. The data is gathered from a number of

sources including the Local Finance Return (LFR), Scottish Social Housing Charter, the Scottish Household Survey (SHS) and Skills Development Scotland.

- 3.3 LGBF data on East Lothian Council and all other Scottish Councils was released by the Improvement Services on 5th February 2018 via the [MyLocalCouncil](#) online tool. It provides data for East Lothian from 2010/11 to 2016/17, and allows members of the public to compare performance between all 32 Scottish Local Authorities as well as performance within family groups.
- 3.4 The National Overview Report was published by the Improvement Service on 12th February 2018 and provides analysis of the national trends and variations, both across councils and between councils. This is available from the link provided within the background papers.
- 3.5 The Framework now includes a total of 86 indicators based on areas of cost, performance outcomes and satisfaction. This is an increase due to new children's services themed measures. 71 indicators have values for 2016/17 in the March release. There are indicators based on teacher professional judgements on pupils expected levels in reading, writing, numeracy, listening and talking for P1, P4 and P7. Data for these indicators is not being released for benchmarking purposes due to issues around consistency and reliability.
- 3.6 Other indicator results were released in March following completion of the Scottish Government's validation process on the finance data and to allow inclusion of the Looked After Children data. The latest release included some updated data for some indicators to take account of changes arising from the validation process. This covering report uses the latest data.
- 3.7 The data reported on the 2016/17 LGBF is now a year old. Officers have started preparing our Annual Performance Report and the Council return for the 2017/18 LGBF report. This will be used to report on which indicators have improved or worsened over the year and longer term trends

Benchmarking & Family Groups

- 3.8 To provide more meaningful benchmarking comparison, similar councils are grouped into family groups (Table 1). People services family groups are based on the characteristics of people living in the area, with the least deprived in family group 1 and the most deprived in group 4. For other services, the family group are based on the type of area, with group 1 being the most rural and group 4 making up the larger cities and urban areas. East Lothian is in Group 2 for both family groups.
- 3.9 Benchmarking events are organised by the Improvement Service and/ or family group members throughout the year to allow councils to benchmark performance and to gain further insight and a better understanding of the variation between council services.

Table 1: Benchmarking Family Groups

People Services	Other Services
Children, social care and housing	Corp, C&L, Env, Econ and Dev
Family Group 2	Family Group 2
Angus	East Ayrshire
Argyll & Bute	East Lothian
East Lothian	Fife
Highland	Moray
Midlothian	North Ayrshire
Moray	Perth & Kinross
Scottish Borders	South Ayrshire
Stirling	Stirling

3.10 The Improvement Service do not use rank or quartile information within the National report. However, Councils use ranking to determine their overall position across Scotland. All cost indicators are profiled as lowest cost with a rank of 1. Performance and satisfaction indicators are profiled as the highest is better with a rank of 1. Ranking alone is not a useful method of benchmarking council performance. Many councils will have different priorities in respect to each LGBF indicator. There will be operational differences and geographical elements which can impact on cost and performance.

Summary of 2016/17 Performance

3.11 Appendix 1 provides a summary of the results for the Council in relation to each indicator within the seven service areas listed in para 3.2 above. It provides the result for each of the indicators within each benchmarking theme. It provides a comparison to last year's performance; the Scottish average; comparison against the Family Group Median value; and the overall rank position.

3.12 The following analysis does not include any indicators with no previous comparable data. All cost indicators have been adjusted for inflation to provide a real cost comparison on trend data.

3.13 Of the 71 LGBF indicators included in the March release, 43 are indicators relating to the performance of services in delivering outputs and outcomes; 8 are satisfaction indicators and the remaining 20 indicators relate to the cost of delivering the service. Appendix 2 shows the summary data under these three categories.

3.14 Table 2 provides a breakdown of the number of indicators that improved or declined by at least 4% between 2015/16 and 2016/17 by indicator type. Although it should be noted that crude comparisons are not altogether useful as it is important to take account of the reasons behind the data and movements as outlined in the comments section in Appendix 1. However, analysis shows that 59% (42) of the indicators are performing better than the Scottish average. However, overall between 2015/16 and 2016/17, whilst 18 indicators (25%) improved and 31 (44%) remained roughly static, 22 indicators (31%) declined.

Table 2: Number of indicators with improved / declined values (>4%) by Type

Indicator type	Improved Status	No Change Status	Declined
Cost	6	8	6
Performance	12	20	11
Satisfaction		3	5
Grand Total	18	31	22

- 3.15 Six of the 20 cost indicators declined (increased costs) whilst 6 improved (lowered costs) compared to the previous year. Eleven performance indicators declined and 11 improved, with 20 showing less than 4% change. Five satisfaction indicators declined by more than 4%.
- 3.16 Data for LGBF satisfaction rates are drawn from the Scottish Household Survey (SHS), which is based on the views of the public rather than service users. The sample rates can be very low for specific councils. Local surveys based on service users tend to be more representative and are consistently higher. Also, it should be noted that there has been a distinct national trend over the last few years in declining satisfaction levels across Scotland, as measured by the SHS in particular in relation to satisfaction with schools, sports, libraries and museums. The results of the Council's own 2017 Residents Survey shows more favourable satisfaction levels across most services.
- 3.17 East Lothian Council's quartile performance has reduced slightly during 2016/17 when ranking each performance indicator from 1 (highest performance) to 32 (lowest performance). These ranks have been grouped into quartiles. A count of LGBF indicators by quartile shows a reduction in quartile 1 and slightly more within quartiles 2 and 3. There has been a slight reduction in the number of indicators within quartile 4 (Table 3). Many indicators can improve performance, but can drop rank and quartile positions due to the fluctuating values within other councils.
- 3.18 Overall, 56% of our indicators are in quartile 1 and 2 compared to 63% in 2015/16. For 2016/17, 63% are in quartiles 2 and 3 compared to 49% in 2015/16. Only 15% of our indicators are in quartile 4.

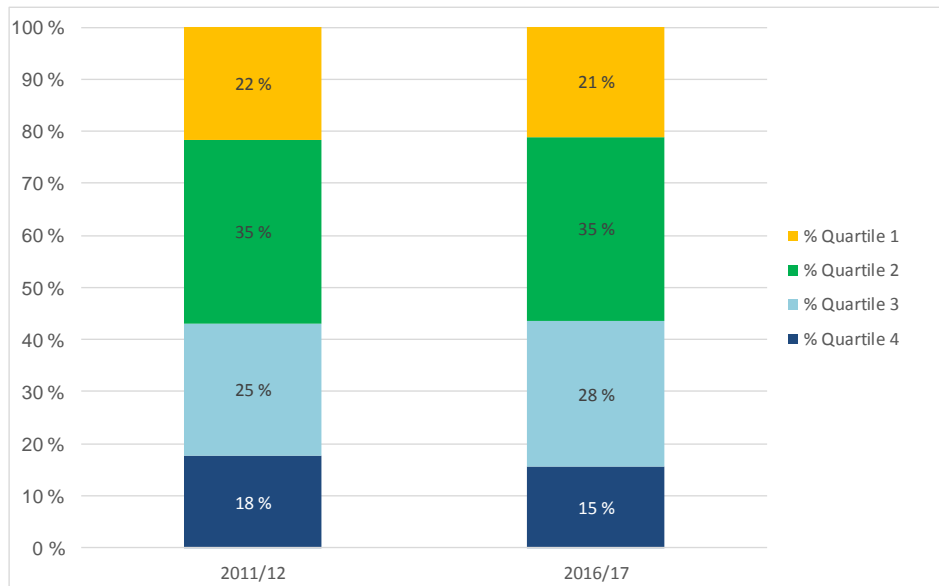
Table 3: Count of LGBF indicators by quartile and year

Quartile	2015/16	%	2016/17	%
Quartile 1	26	35 %	15	21 %
Quartile 2	21	28 %	25	35 %
Quartile 3	16	21 %	20	28 %
Quartile 4	12	16 %	11	15 %

Longer term trends

3.19 In the latest Best Value Assurance Reviews Audit Scotland has been comparing LGBF data and rankings over the longer term – from 2011/12 to 2016/17. Using these years for comparative purposes, the percentage of East Lothian Council's indicators in the top two quartiles remained more or less the same at 57% and 56% for 2011/12 and 2016/17. However, the number of indicators within the fourth quartile reduced from 18% to 15% in 2016/17. (see Chart 1 below)

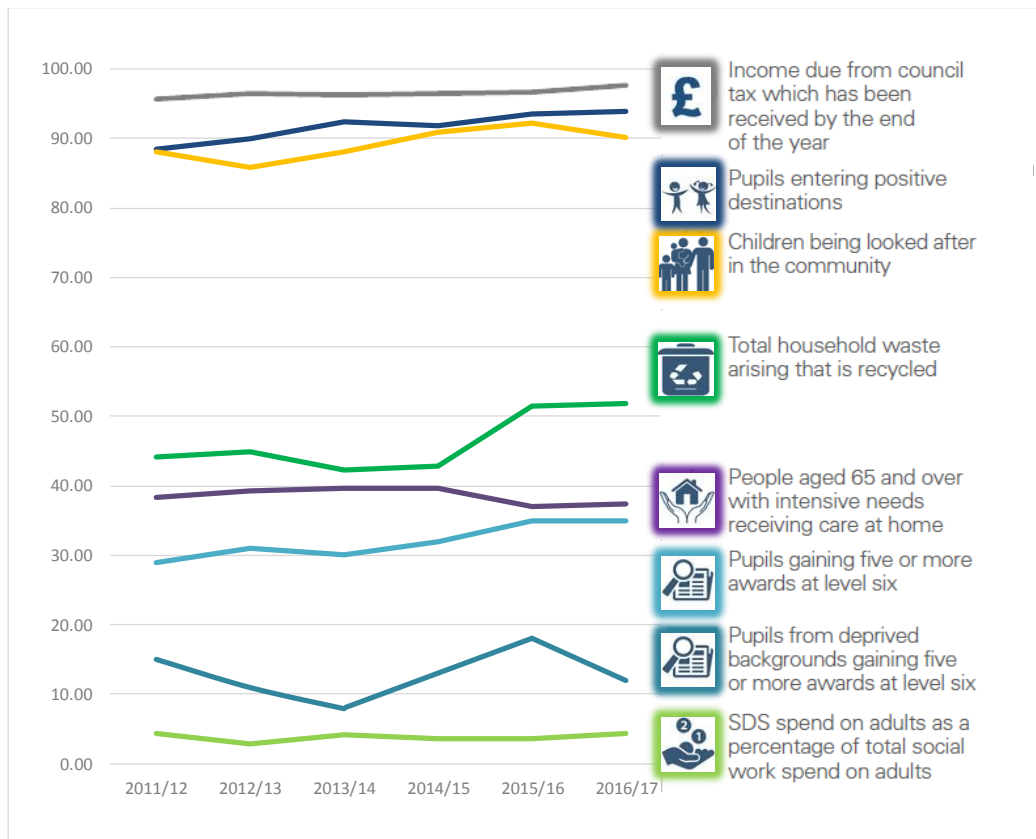
Chart 1: Comparing East Lothian Council's quartile performance over time



Note: Includes all indicators for each year

3.20 Chart 2 shows performance trends on selected indicators that are used for comparative purposes by Audit Scotland. This shows that East Lothian Council's performance has improved in the majority of these indicators over the last five years.

Chart 2: East Lothian Council's performance against selected indicators, 2011/12 to 2016/17



Positive Indicators

3.21 The following are some of the improving trends from the 2016/17 LGBF:

- Econ5: No of business gateway start-ups per 10,000 population – improved over 50%, from 14.4 to 21.7. Performance is above the Scottish average of 16.6 and the family group median of 18.4. Overall rank position also improved from 24th to 7th.
- Econ2: Cost of Planning per Application – although this indicator increased from £2560 to £2823, East Lothian Council ranks second for this indicator in 2016/17.
- Env5a: Cost of Trading Standards per 1,000 Population – at £2046 is second lowest when compared to other councils and substantially lower than the Scottish average of £5494.
- Env3c: Street Cleanliness Score – improved from 85.8% to 91.1%, although it remains within the fourth quartile. However, East Lothian Council continues to have the highest street cleaning satisfaction rate (ENV7b) at 84.7% compared to the Scottish average of only 72.3%.

- Corp 7: Percentage of income due from Council Tax collected – East Lothian collected 97.6% of the Council Tax due, compared to the Scottish figure of 95.8%.
- CORP 6b: Sickness Absence Days per Employee (non-teacher) reduced slightly to 10.75%. The rate is now below the Scottish average (10.9%) and the rank position also improved from 20th in 2015/16 to 13th in 2016/17.
- HSN3: Compliance with dwellings meeting SHQS – has improved from 92% to 96% and is now above the Scottish average; the rank position has improved from 18th to 13th.
- CHN21: Percentage participation for 16-19 year olds – increased from 90.6% to 93.1% and is above the Scottish average of 91.1%. The rank position improved from 17th to 9th.

Areas for further investigation

3.22 Several indicators have moved to or remain within quartiles 3 or 4 and require further investigation through benchmarking activity.

- Corp6a: Sickness Absence Days per Teacher – has increased slightly from 7% to 7.4% and above the Scottish average of 6.1%. The rank has declined from 26th to 28th.
- C&L5a: Percentage of Adults Satisfied with Libraries – has declined by 8.5% to 71.67%. The rank position moved from 18th in 2015/16 to 26th in 2016/17. However, it should be noted that East Lothian satisfaction rates from the Scottish Household Survey (SHS) are based on a very low sample size. In 2016, there were only 100 actual respondents for libraries. The Council's 2017 Residents Survey showed satisfaction with libraries at 86% from a base of almost 1,300 respondents who expressed an opinion.
- Econ3: Average time per planning application – has increased from 10.4 weeks to 12.43 weeks and overall rank position has declined from 20th to 28th.
- CHN4: Percentage of Secondary Pupils in S4 achieving 5 or more Awards at level 5 has remained the same at 60%. However, overall rank has declined from 11th to 18th in 2016/17. In line with the principles of Curriculum for Excellence, East Lothian's secondary schools plan flexible S4-S6 senior phase pathways, which include studying for qualifications over S4/S5. This measure does not reflect the different curriculum and presentation models operating in our schools. It should also be noted that East Lothian has not benefitted from additional Scottish Government funding that has been targeted at local authorities and schools with the highest levels of deprivation
- CHN6: % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD) declined from 42% to 35%. Rank position declined from 6th to 24th. It should be noted that this data is based on a very small cohort of pupils.

- CORP-Asset2 - Proportion of internal floor area of operational buildings in satisfactory condition declined by 11.6% in 2016/17. Overall rank position has dropped from 7th to 20th. ELC is currently undertaking Condition Surveys of our Estate, which has resulted in a marked impact on Condition Ratings. This will help inform decisions on the shape of our estate.

4 POLICY IMPLICATIONS

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

5 INTEGRATED IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

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

7 BACKGROUND PAPERS

- 7.1 Appendix 1: East Lothian LGBF Summary Results 2016/17 **(Service Categories)**
 7.2 Appendix 2: East Lothian LGBF Summary Results 2016/17 **(Indicator Type)**
 7.3 National Benchmarking Overview Report 2016/17 –
<http://www.improvementservice.org.uk/benchmarking/reports.html>

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DATE	8 th June 2018

Appendix 1 - LGBF Summary Report (Service Categories)

Fiscal_YR	2016/17
Local Authority	East Lothian


Key to Icons


Values


 = Better than the Scottish Average (Profile based)

Quartile

 = Quartile 1 within top 8 (25%) of Councils

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(Profile based : Cost KPIs & specific performance KPIs: CHN20a CHN20b CHN22 CHN23 CORP 1 CORP 3c COF 6a CORP 6b SW1 ENV4b ENV4c ENV4d ENV4e HSN1b HSN2 HSN4b Econ3= **lower is better**;

All other Performance & Satisfaction KPIs = **Higher is better**)

CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Children's Services										
CHN1 Cost per Primary school Pupil	4438.8	4327.00 	4788.3	-111.8	-2.5 %	4	6	1 	4877.3	Number of primary pupils has increased by 227 to 8492. As a result, costs (adjusted for inflation) have decreased compared to the previous year by 2.5% per pupil. Costs are within the top 50% of the Family Benchmarking Group and below the Scottish average.
CHN2 Cost per Secondary School Pupil	6400.7	6257.48 	6805.8	-143.2	-2.2 %	3	3	1 	6777.4	Number of secondary pupils has increased by 12 to 5612. As a result, costs have decreased compared to the previous year by 2.2% per pupil.
CHN3 Cost per Pre-School Education Place	3110.8	3249.00 	4246.4	138.2	4.4 %	4	5	1 	3809.7	Number of places have reduced by 24 to 1968 for 2016/17. Cost have increased against the previous year by 4.4% to £3248.9 per registration place.
CHN4 Percentage of Secondary Pupils in S4 achieving 5 or more Awards at Level 5	60.0	60.00 	60.0	0.0	0.0 %	18	11	3 	60.0	No change in performance at 60%. We continue to match the Scottish average. Overall rank compared to all other councils has increased by 7 places to 18th (quartile 3). In line with the principles of Curriculum for Excellence, East Lothian's secondary schools plan flexible S4-S6 senior phase pathways, which include studying for qualifications over S4/S5. This measure does not reflect the different curriculum and presentation models operating in our schools. In particular Preston Lodge High School.
CHN5 Percentage of Secondary Pupils in S6 achieving 5 or more Awards at Level 6	35.0	35.00 	34.0	0.0	0.0 %	11	9	2 	33.5	No change in performance at 35%. Slight increase in rank, but remain within the 2nd quartile. Performance has increased by 12.9% since 2012/13.
CHN8a The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	3198.8	2515.22 	3404.4	-683.5	-21.4 %	5	16	1 	2898.2	The gross cost has reduced by 21.4%. This is a consequence of Lothian Villa Ravensheugh and Meadowmill being fully occupied. Our own two residential units have fixed costs, so the unit cost is lower when full to capacity.

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
CHN8b The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	256.6	229.27 ●	312.7	-27.3	-10.6 %	11	10	2 ▲	278.2	ELC average weekly cost continues to fall for looked after children in a community setting. East Lothian expenditure is £82 per child per week less than the Scottish average (26%).
CHN9 Balance of Care for 'Looked After Children': % of Children being Looked After in the Community	92.1	90.08 ●	89.9	-2.1	-2.2 %	11	7	2 ▲	88.0	As at 31 March 2017 there were 222 East Lothian Looked After children – there were 202 in the Community and 20 in residential care. A small increase in the number of those in residential care can make the difference in the % in the community especially when you have a low rate of looked after children within East Lothian.
CHN10 Percentage of Adults Satisfied with Local Schools	82.0	80.00 ●	75.3	-2.0	-2.4 %	15	16	2 ▲	79.0	A slight drop in values from 82% last year to 80% in 2016/17. ELC is higher than the Scottish average and family group median. Please note, this indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.
CHN11 Proportion of Pupils Entering Positive Destinations	93.5	94.00 ●	93.7	0.5	0.5 %	17	17	3 ▲	94.7	Performance is now above the Scottish average
CHN12a Overall Average Total Tariff	935.0	922.30 ●	886.2	-12.7	-1.4 %	9	7	2 ▲	863.3	The Overall Average Total Tariff score for East Lothian in 2017 is 922.3
CHN12b Average Total Tariff SIMD Quintile 1	576.0	507.00	624.0	-69.0	-12.0 %	25	14	4 ◆	598.0	The average tariff of SIMD Quintile 1 (most deprived 20% areas) has fluctuated but increased overall over the last 5 years. In 2017, the average total tariff for East Lothian pupils in SIMD 1 dropped on the previous year with the authority placing the 25th highest in Scotland. It is important to note that the number of pupils in SIMD Quintile 1 in East Lothian is typically very small (less than 5% of the cohort). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 24% of the cohort in SIMD Quintile 5. Due to the size of this population, the average tariff score in SIMD Quintile 1 and the gap between those in SIMD Quintile 5 is susceptible to more fluctuation over time.
CHN12c Average Total Tariff SIMD Quintile 2	660.0	698.00	750.0	38.0	5.8 %	23	28	3 ▲	700.0	All schools have put in place improvement plans to improve attainment and reduce the attainment gap.

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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
CHN12d Average Total Tariff SIMD Quintile 3	905.0	859.00	880.0	-46.0	-5.1 %	22	13	3 ▲	854.0	All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12e Average Total Tariff SIMD Quintile 4	995.0	965.00	999.0	-30.0	-3.0 %	19	16	3 ▲	956.5	All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12f Average Total Tariff SIMD Quintile 5	1214.0	1278.00 ●	1207.0	64.0	5.3 %	6	9	1 ●	1099.0	In contrast in SIMD Quintile 5 (least deprived 20% areas) the average total tariff score has increased each year since 2013 with East Lothian being placed the 6th highest score in Scotland in 2017 and the authority's highest score and placing to date.
CHN18 Quality Ratings for Childrens Provision	90.0	88.89	91.7	-1.1	-1.2 %	25	24	4 ◆	90.7	The number of funded East Lothian establishments, local authority and partner providers included in this measure influences the percentage evaluated as good or better year on year. In 2016, six establishments did not meet the criteria to be considered as good or better across all four quality indicator themes. The measure takes into account the lowest quality theme evaluation regardless of whether that theme was inspected in 2016. As a result, establishments may have improved since a previous inspection evaluation or change in inspection framework but the measure does not take this into account.
CHN19a School Attendance Rate	93.9	93.70 ●	93.3	-0.2	-0.2 %	12		2 ▲	93.7	The attendance data is published every second year by the Scottish Government

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CHN20a School exclusion rates per 1,000 pupils	35.9	34.14	26.8	-1.8	-4.9 %	25		4 ◆	22.6	School exclusion rates per 1000 pupils is above the Scottish average at 34.1 and rank 25th compared to other councils. The authority recognises the higher than national average exclusion rate. A multi-agency, cross-service working group has been established to co-ordinate early intervention and prevention strategies. The implementation of new approaches highlighted within the new Included Engaged and Involved policy will also support a reduction in exclusions which are being rigorously tracked and monitored
CHN21 % participation for 16-19 year olds	90.6	93.10 ●	91.1	2.5	2.8 %	9	17	2 ▲	93.0	Showing a positive trend and above the Scottish average
CHN22 % of child protection re-registrations within 18 months	3.1	6.45 ●	6.5	3.4	109.7 %	14	4	2 ▲	5.8	During 2016/17, only two children were re-registered on the Child Protection Register within 18 months. The low numbers behind this KPI explain the high variation compared to last year. The rate is just under the Scottish average. East Lothian only has around 60 children and young people on the Child Protection Register. In 2017/18, there were no re-registrations within a 12 month period.
CHN23 % LAC with more than 1 placement in the last year (Aug-July)	21.8	19.01 ●	21.2	-2.8	-12.9 %	11	15	2 ▲	25.4	The % of Looked Afer Children with more than 1 placement in the year reduced by 12.9%. This brings East Lothian below the Scottish average. The average rate of Looked After and accommodated children in East Lothian is 1.7 placements.

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Corporate Services										
CORP 1 Support Services as a % of Total Gross Expenditure	4.1	5.13	5.0	1.0	25.3 %	20	6	3 ▲	4.4	Unified Business Support is now classed as part of the costs of Central Support Services within the LFR return. As a result, ELC rank position is now 20th compared to 6th last year.
CORP 3b The Percentage of the Highest Paid 5% Employees Who are	53.6	52.70 ●	52.0	-0.9	-1.7 %	14	8	2 ▲	52.3	
CORP 3c The gender pay gap	-1.2	1.79 ●	4.1	2.9	-254.4 %	10	2	2 ▲	2.3	ELC gender pay gap is now 1.79. There is also a decline in rank and quartile position from 2nd last year to 10th (quartile 2). Overall, ELC is lower than the Scottish average rate of 4.1 and under the family group median of 2.3. The New regulations set out by the Equality and Human rights Commission means that Councils must now carry out gender pay reporting in an entirely different way and therefore no comparisons can be made with previous years. As a general rule any differences of 5% or more requires exploration and explanation. The Councils pay gap for 2017/18 falls within the set tolerance levels.
CORP 4 The Cost per Dwelling of Collecting Council Tax	8.7	10.25	9.0	1.5	17.6 %	23	10	3 ▲	8.3	Over the last year, there has been further refinement in how this indicator is calculated. The main changes relate to how internal and Central Support re-charges had been apportioned, in particular, how the salaries and associated expenditure of support staff and management were calculated. Some costs related to electronic payment processing are now being charged to the HRA account. These corrections in the calculation mean the figure for 2015/16 is not comparable to other years and should have been higher. As a result of the introduction of Universal Credit Full Service in 2016/17, additional intervention work has been carried out by the Council Tax team to help prevent surcharges being applied to customer accounts, whilst they were awaiting their first UC payment. This resulted in less money associated with these fees being allocated to the Council Tax budget.

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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
CORP 6a Sickness Absence Days per Teacher	7.0	7.41	6.1	0.4	6.2 %	28	26	4 ◆	5.9	Teacher absence continues to be above the Scottish average at 7.41%. Compared to other councils, our rank position has increased to 28th (+2).
CORP 6b Sickness Absence Days per Employee (non-teacher)	10.8	10.75 ●	10.9	0.0	-0.4 %	13	20	2 ▲	10.5	The rate is now below the Scottish average. Rank position also improved from 20th last year to 13th in 2016/17.
CORP 7 Percentage of Income due from Council Tax Received by the End of the Year	96.8	97.59 ●	95.8	0.8	0.8 %	6	7	1 ●	95.8	Performance improved to 97.59% and above the Scottish average of 95.8.
CORP 8 Percentage of Invoices Sampled that were Paid Within 30	90.0	89.52	93.1	-0.5	-0.6 %	23	23	3 ▲	92.6	
CORP-ASSET1 Proportion of operational buildings that are suitable for their current use	84.8	85.28 ●	79.8	0.5	0.6 %	13	14	2 ▲	86.1	


Fiscal_YR	2016/17
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CORP-ASSET2 Proportion of internal floor area of operational buildings in satisfactory condition	95.6	84.09	84.5	-11.6	-12.1 %	20	7	3 	88.1	<p>East Lothian has a high number of public buildings in relation to the size of the population. Proportion of internal floor area of operational buildings in satisfactory condition declined by 11.6% in 2016/17. Overall rank position has increased from 7th to 20th. ELC is currently undertaking Condition Surveys of our Estate. The has resulted in a marked impact on Condition Ratings. In future there will be a rolling programme of Condition Surveys and therefore any variation is likely to be gradual from year to year.</p> <p>New Build and Refurbishment will improve the condition of our Building Stock. However, ELC has over 200 Public Buildings to maintain. A greater percentage of our budget is being used for work required as part of statutory maintenance. For example, health and safety and statutory compliance work includes (but is not restricted to) structural works, external fabric works, legionella remedial works, asbestos works, mechanical and electrical safety works, fire risk assessment works and DDA compliance works.</p> <p>The new Asset Management Strategy sets out a long term plan for the Council's assets.</p>

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Adult Care Services										
SW1 Home Care Costs per Hour for people Aged 65 or over	15.8	15.63	22.6	-0.1	-0.8 %	2	4	1 ●	22.2	
SW2 SDS spend on adults 18+ as a % of total social work spend on adults	3.7	4.38	6.5	0.7	19.5 %	15	15	2 ▲	5.3	The percentage spend on SDS has increased against the previous year by 19.5% to 4.38%.
SW3 Percentage of people aged 65 or Over with Intensive Needs Receiving Care at Home	37.0	37.37	35.3	0.3	0.9 %	13	12	2 ▲	38.4	
SW4 % of Adults satisfied with social care or social work services	66.3	59.67	50.7	-6.7	-10.1 %	10	8	2 ▲	51.8	A slight reduction in 2016/17 but remains above the Scottish average.
SW5 Residential costs per week per resident for people aged 65 or over	422.3	445.69	372.4	23.4	5.5 %	25	25	4 ◆	437.0	Number of long-stay residents aged 65+ reduced by 10 to 580 for 2016/17. Residential costs per week have increased against the previous year by 5.5% to £445.69.

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Culture & leisure Services										
C&L1 Cost per attendance at Sports facilities	4.1	3.33	2.8	-0.8	-18.4 %	23	25	3 ▲	2.8	Number of visits to sports centres has increased by 76828 to 1242447. Net expenditure has reduced. This has reduced the cost per attendance by 18.4%. Since 2012/13, cost per attendance have reduced by 25%.
C&L2 Cost Per Library Visit	2.0	1.97	2.0	0.0	-0.8 %	12	8	2 ▲	1.9	
C&L3 Cost of Museums per Visit	1.6	1.55 ●	3.1	-0.1	-3.3 %	5	5	1 ●	2.1	
C&L4 Cost of Parks & Open Spaces per 1,000 Population	25898.8	25084.00	20431.7	-814.8	-3.1 %	26	22	4 ◆	21652.3	Underlying LFR finance figures and calculations were reviewed. The revised figure released after the validation period is now £25084. However, costs are down 44.8% since 2012/13. Rank position relative to other councils has also improved from 31 in 2013/14 to 26 in 2016/17.
C&L5a Percentage of Adults Satisfied with Libraries	78.3	71.67	74.7	-6.7	-8.5 %	26	18	4 ◆	79.2	Figures on library satisfaction are from the Scottish Household Survey. Over the years, the numbers satisfied has only changed + or – 5%. What changes is the number of people neither satisfied or dissatisfied or having no opinion. The results are very similar to EL Residents survey. So this will include those who don't use or visit a library. In general the dissatisfaction is very low – over the past 3 years, the dissatisfaction has been less than 2%. Surveys with library users tend to have far higher satisfaction rates. Please note, this indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.
C&L5b Percentage of Adults Satisfied with Parks and Open Spaces	89.7	87.00 ●	86.0	-2.7	-3.0 %	17	8	3 ▲	87.3	A slight reduction in 2016/17 but remains above the Scottish average.
C&L5c Percentage of Adults Satisfied with Museums and Galleries	72.3	63.00	72.0	-9.3	-12.9 %	22	15	3 ▲	73.3	Similar to libraries. In the past 2 years, satisfaction rates have improved but more people neither satisfied or dissatisfied and less people with no opinion. Please note, this indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.
C&L5d Percentage of Adults Satisfied with Leisure Facilities	84.0	78.33 ●	74.0	-5.7	-6.7 %	12	6	2 ▲	77.2	A slight reduction in 2016/17 but remains above the Scottish average.

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Environmental Services										
ENV1a Net Cost of Waste Collection per Premise	83.7	67.29	64.5	-16.4	-19.6 %	22	29	3 ▲	63.5	Net cost has reduced by 19.6% to £67.29 per premise in 2016/17. ELC is closer to the Scottish average and improved quartile position. Some cost have moved between collection and disposal resulting in a variation.
ENV2a Net cost of Waste Disposal per Premise	57.0	65.27 ●	98.8	8.3	14.6 %	1	3	1 ●	82.1	Net cost has increased by 14.6% for 2016/17 to £65.2 per premise. Rank position has improved from 3rd to 1st.
ENV3a Net Cost of Street Cleaning per 1,000 Population	13306.6	11989.00 ●	14430.8	-1317.6	-9.9 %	13	17	2 ▲	12276.2	Underlying LFR finance figures and calculations were reviewed. The revised figure released after the validation period is £11,989.
ENV3c Street Cleanliness Score	85.8	91.11	93.9	5.3	6.2 %	27	30	4 ◆	95.7	The LEAMS system was subject to a significant change in methodology in 14/15. The key change was the number of surveys to be undertaken dropping from 7 per year to 3. The sample size was also lowered. ELC is a small local authority with a sample size of 77 per audit. This increases the risk of higher variation in performance. ELC has consistently applied the new methodology resulting in lower scores compared to external audits by keep Scotland Beautiful. It is planned to review of the Code of Practice on Litter and Refuse (COPLAR) and a further review of the methodology for auditing standards of cleanliness.
ENV4a Cost of Maintenance per Kilometre of Roads	11544.1	11217.38	10307.6	-326.7	-2.8 %	17	17	3 ▲	10829.7	
ENV4b Percentage of A Class roads that should be considered for maintenance treatment	33.9	29.42 ●	29.5	-4.5	-13.3 %	22	27	3 ▲	30.3	
ENV4c Percentage of B Class roads that should be considered for maintenance treatment	37.0	35.68	34.8	-1.3	-3.4 %	22	27	3 ▲	36.3	
ENV4d Percentage of C Class roads that should be considered for maintenance treatment	31.2	30.58 ●	34.6	-0.6	-1.9 %	15	14	2 ▲	38.2	

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	31.6	31.66 ●	39.5	0.1	0.2 %	6	6	1 ●	34.7	
ENV5a Cost of trading standards per 1000 population	2044.1	2046.31 ●	5494.3	2.2	0.1 %	2	1	1 ●	4335.5	
ENV5b Cost of environmental health per 1000 population	11570.1	10327.60 ●	15883.0	-1242.5	-10.7 %	6	6	1 ●	14208.8	
ENV6 Percentage of total household waste arising that is recycled	51.4	51.77 ●	45.2	0.4	0.7 %	13	12	2 ▲	54.7	
ENV7a Percentage of adults satisfied with refuse collection	89.7	85.67 ●	81.7	-4.0	-4.5 %	13	8	2 ▲	85.7	A slight reduction in 2016/17 but remains above the Scottish average.
ENV7b Percentage of adults satisfied with street cleaning	85.7	84.67 ●	72.3	-1.0	-1.2 %	1	1	1 ●	74.5	ELC maintains the highest satisfaction rate for street cleaning. Please note, this indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.

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Housing Services										
HSN1b Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	8.6	9.36	6.5	0.7	8.6 %	22	23	3 ▲	7.1	<p>East Lothian was the first area in Scotland to be moved to the Universal Credit Full Digital Service (UCFS) on 23 March 2016. Universal Credit is paid in arrears and involves a six week assessment period prior to payment being made. This placed significant financial pressure on tenants. Many tenants required ongoing support and quite intensive intervention to help them make the transition to a monthly budget under UC and to ensure that they understood their obligation to pay their rent from their UC payment.</p> <p>In previous years, The Council's Rent Income Team had been successful in reducing current tenant rent arrears in 2014/15 by £153,659.84 (9.86% reduction) and in 2015/16 by £108,867.82 (7.75% reduction).</p> <p>After one year on UCFS, current tenant rent arrears increased by £380,264.49 (29.35% increase). An extensive range of service improvements, system developments and process and procedural changes have been implemented by the Revenues and Welfare Support service to help mitigate the impact of UC on rent collection.</p>
HSN2 Percentage of rent due in the year that was lost due to voids	0.6	0.74 ●	0.9	0.2	33.5 %	10	4	2 ▲	0.7	<p>Void rent loss moved from 0.55% (2015/16) to 0.74% (2016/17) as a result of an increase in void periods. The average relet period increased from 19.62 days (2015/16) to 34.88 days (2016/17). During void periods we carry out repairs and capital works to ensure compliance with SHQS and EESSH.</p>

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
HSN3 Percentage of council dwellings meeting Scottish Housing Standards	92.0	95.98 ●	93.6	4.0	4.4 %	13	18	2 ▲	96.0	Percentage of dwellings meeting the standard has increased by 4.4%. Rank position has also improved from 18th to 13th place. ELC is now above the Scottish average.
HSN4b Average length of time (days) taken to complete non-emergency repairs	13.8	12.75	8.7	-1.0	-7.3 %	22	25	3 ▲	6.8	Average time taken to complete an non-emergency repairs took 12.7 days in 2016/17. Rank position improved slightly to 22 from 25th last year. In early 2017, a review of our repairs priorities was conducted in conjunction with our tenant representative partners. This resulted in the introduction of two classes of non-emergency repairs and a stricter definition and application of emergency repairs. Performance to end Q3 17/18 shows significant improvement bringing ELC into line with Scottish average.
HSN5 Percentage of council dwellings that are energy efficient	93.8	94.32	96.6	0.5	0.5 %	23	21	3 ▲	96.4	The new Local Housing Strategy will set out plans for reducing fuel poverty, including increasing the number of properties that are energy efficient.

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Economic development										
Econ1 % Unemployed People Assisted into work from Council operated / funded Employability Programmes	2.9	4.83	14.0	1.9	65.3 %	26	29	4 ◆	13.9	During the year, there were 59 (unique count) people assisted into work through the East Lothian Works employability programmes. This indicator has shown a year on year improvement. The annual target of 50 has been achieved.
Econ2 Cost of Planning Per Application	2560.9	2823.15 ●	4564.9	262.2	10.2 %	2	1	1 ●	3964.3	There were 769 applications. The cost per planning applications has increased by 10.2% to £2823. ELC remains below the Scottish average and ranks 2nd compared to other councils for 2016/17.
Econ3 Average Time Per Planning Application	10.4	12.43	9.3	2.1	19.8 %	28	20	4 ◆	8.8	Average time per planning application increased to 12.43 weeks. This indicator can fluctuate depending on the complexity of the applications. Other factors can impact on performance such as the extent of consultee involvement and the applicant's response time to any further information required by the case officer and/or consultees.
Econ4 % of procurement spent on local small/medium enterprises	24.5	22.96 ●	20.3	-1.5	-6.2 %	11	10	2 ▲	18.8	A slight increase for 2016/17 and above the Scottish average
Econ5 No of business gateway start-ups per 10,000 population	14.4	21.71 ●	16.6	7.4	51.2 %	7	24	1 ●	18.4	Number of start-ups per 10,000 has increased by 51.2% to 21.7. ELC rank has also improved from 24th to 7th in 2016/17.
										Business Gateway Start Up Team is fully staffed and deliver a highly regarded service for East Lothian. With increased active social media and networking events, more than 70% of enquiries are coming from word of mouth recommendations.

Appendix 2 - LGBF Summary Report (Indicator Type)


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








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Cost										
CHN1 Cost per Primary school Pupil	4438.8	4327.00 	4788.3	-111.8	-2.5 %	4	6	1 	4877.3	Number of primary pupils has increased by 227 to 8492. As a result, costs (adjusted for inflation) have decreased compared to the previous year by 2.5% per pupil. Costs are within the top 50% of the Family Benchmarking Group and below the Scottish average.
CHN2 Cost per Secondary School Pupil	6400.7	6257.48 	6805.8	-143.2	-2.2 %	3	3	1 	6777.4	Number of secondary pupils has increased by 12 to 5612. As a result, costs have decreased compared to the previous year by 2.2% per pupil.
CHN3 Cost per Pre-School Education Place	3110.8	3249.00 	4246.4	138.2	4.4 %	4	5	1 	3809.7	Number of places have reduced by 24 to 1968 for 2016/17. Cost have increased against the previous year by 4.4% to £3248.9 per registration place.
CHN8a The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	3198.8	2515.22 	3404.4	-683.5	-21.4 %	5	16	1 	2898.2	The gross cost has reduced by 21.4%. This is a consequence of Lothian Villa Ravensheugh and Meadowmill being fully occupied. Our own two residential units have fixed costs, so the unit cost is lower when full to capacity.
CHN8b The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	256.6	229.27 	312.7	-27.3	-10.6 %	11	10	2 	278.2	ELC average weekly cost continues to fall for looked after children in a community setting. East Lothian expenditure is £82 per child per week less than the Scottish average (26%).

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
CORP 1 Support Services as a % of Total Gross Expenditure	4.1	5.13	5.0	1.0	25.3 %	20	6	3 ▲	4.4	Unified Business Support is now classed as part of the costs of Central Support Services within the LFR return. As a result, ELC rank position is now 20th compared to 6th last year.
CORP 4 The Cost per Dwelling of Collecting Council Tax	8.7	10.25	9.0	1.5	17.6 %	23	10	3 ▲	8.3	Over the last year, there has been further refinement in how this indicator is calculated. The main changes relate to how internal and Central Support re-charges had been apportioned, in particular, how the salaries and associated expenditure of support staff and management were calculated. Some costs related to electronic payment processing are now being charged to the HRA account. These corrections in the calculation mean the figure for 2015/16 is not comparable to other years and should have been higher. As a result of the introduction of Universal Credit Full Service in 2016/17, additional intervention work has been carried out by the Council Tax team to help prevent surcharges being applied to customer accounts, whilst they were awaiting their first UC payment. This resulted in less money associated with these fees being allocated to the Council Tax budget.
SW1 Home Care Costs per Hour for people Aged 65 or over	15.8	15.63 ●	22.6	-0.1	-0.8 %	2	4	1 ●	22.2	
SW5 Residential costs per week per resident for people aged 65 or over	422.3	445.69	372.4	23.4	5.5 %	25	25	4 ◆	437.0	Number of long-stay residents aged 65+ reduced by 10 to 580 for 2016/17. Residential costs per week have increased against the previous year by 5.5% to £445.69.
C&L1 Cost per attendance at Sports facilities	4.1	3.33	2.8	-0.8	-18.4 %	23	25	3 ▲	2.8	Number of visits to sports centres has increased by 76828 to 1242447. Net expenditure has reduced. This has reduced the cost per attendance by 18.4%. Since 2012/13, cost per attendance have reduced by 25%.


Fiscal_YR	2016/17
Local Authority	East Lothian

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Quartile

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







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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
C&L2 Cost Per Library Visit	2.0	1.97	2.0	0.0	-0.8 %	12	8	2 	1.9	
C&L3 Cost of Museums per Visit	1.6	1.55 	3.1	-0.1	-3.3 %	5	5	1 	2.1	
C&L4 Cost of Parks & Open Spaces per 1,000 Population	25898.8	25084.00	20431.7	-814.8	-3.1 %	26	22	4 	21652.3	Underlying LFR finance figures and calculations were reviewed. The revised figure released after the validation period is now £25084. However, costs are down 44.8% since 2012/13. Rank position relative to other councils has also improved from 31 in 2013/14 to 26 in 2016/17.
ENV1a Net Cost of Waste Collection per Premise	83.7	67.29	64.5	-16.4	-19.6 %	22	29	3 	63.5	Net cost has reduced by 19.6% to £67.29 per premise in 2016/17. ELC is closer to the Scottish average and improved quartile position. Some cost have moved between collection and disposal resulting in a variation.
ENV2a Net cost of Wast Disposal per Premise	57.0	65.27 	98.8	8.3	14.6 %	1	3	1 	82.1	Net cost has increased by 14.6% for 2016/17 to £65.2 per premise. Rank position has improved from 3rd to 1st.
ENV3a Net Cost of Street Cleaning per 1,000 Population	13306.6	11989.00 	14430.8	-1317.6	-9.9 %	13	17	2 	12276.2	Underlying LFR finance figures and calculations were reviewed. The revised figure released after the validation period is £11,989.
ENV4a Cost of Maintenance per Kilometre of Roads	11544.1	11217.38	10307.6	-326.7	-2.8 %	17	17	3 	10829.7	
ENV5a Cost of trading standards per 1000 population	2044.1	2046.31 	5494.3	2.2	0.1 %	2	1	1 	4335.5	
ENV5b Cost of environmental health per 1000 population	11570.1	10327.60 	15883.0	-1242.5	-10.7 %	6	6	1 	14208.8	
Econ2 Cost of Planning Per Application	2560.9	2823.15 	4564.9	262.2	10.2 %	2	1	1 	3964.3	There were 769 applications. The cost per planning applications has increased by 10.2% to £2823. ELC remains below the Scottish average and ranks 2nd compared to other councils for 2016/17.


Fiscal_YR	2016/17
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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Performance										
CHN4 Percentage of Secondary Pupils in S4 achieving 5 or more Awards at Level 5	60.0	60.00 	60.0	0.0	0.0%	18	11	3 	60.0	No change in performance at 60%. We continue to match the Scottish average. Overall rank compared to all other councils has increased by 7 places to 18th (quartile 3). In line with the principles of Curriculum for Excellence, East Lothian's secondary schools plan flexible S4-S6 senior phase pathways, which include studying for qualifications over S4/S5. This measure does not reflect the different curriculum and presentation models operating in our schools. In particular Preston Lodge High School.
CHN5 Percentage of Secondary Pupils in S6 achieving 5 or more Awards at Level 6	35.0	35.00 	34.0	0.0	0.0%	11	9	2 	33.5	No change in performance at 35%. Slight increase in rank, but remain within the 2nd quartile. Performance has increased by 12.9% since 2012/13.
CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	42.0	35.00	41.0	-7.0	-16.7%	24	6	4 	42.0	Performance has declined against the previous year to 35%. In 2016/17 there was a smaller cohort living in the 20% most deprived areas than in the previous year. Just over a quarter (26%) had additional support needs and the data includes pupils within East Lothian Council's integrated specialist provisions.
CHN7 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher	18.0	12.00	16.0	-6.0	-33.3%	20	5	3 	12.0	Performance has declined against the previous year to 12%. Overall rank position has increased 15 places to 20th (quartile 3).
CHN9 Balance of Care for 'Looked After Children': % of Children being Looked After in the Community	92.1	90.08 	89.9	-2.1	-2.2%	11	7	2 	88.0	As at 31 March 2017 there were 222 East Lothian Looked After children – there were 202 in the Community and 20 in residential care. A small increase in the number of those in residential care can make the difference in the % in the community especially when you have a low rate of looked after children within East Lothian.
CHN11 Proportion of Pupils Entering Positive Destinations	93.5	94.00 	93.7	0.5	0.5%	17	17	3 	94.7	Performance is now above the Scottish average
CHN12a Overall Average Total Tariff	935.0	922.30 	886.2	-12.7	-1.4%	9	7	2 	863.3	The Overall Average Total Tariff score for East Lothian in 2017 is 922.3

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CHN12b Average Total Tariff SIMD Quintile 1	576.0	507.00	624.0	-69.0	-12.0 %	25	14	4 	598.0	The average tariff of SIMD Quintile 1 (most deprived 20% areas) has fluctuated but increased overall over the last 5 years. In 2017, the average total tariff for East Lothian pupils in SIMD 1 dropped on the previous year with the authority placing the 25th highest in Scotland. It is important to note that the number of pupils in SIMD Quintile 1 in East Lothian is typically very small (less than 5% of the cohort). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 24% of the cohort in SIMD Quintile 5. Due to the size of this population, the average tariff score in SIMD Quintile 1 and the gap between those in SIMD Quintile 5 is susceptible to more fluctuation over time.
CHN12c Average Total Tariff SIMD Quintile 2	660.0	698.00	750.0	38.0	5.8 %	23	28	3 	700.0	All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12d Average Total Tariff SIMD Quintile 3	905.0	859.00	880.0	-46.0	-5.1 %	22	13	3 	854.0	All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12e Average Total Tariff SIMD Quintile 4	995.0	965.00	999.0	-30.0	-3.0 %	19	16	3 	956.5	All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12f Average Total Tariff SIMD Quintile 5	1214.0	1278.00 	1207.0	64.0	5.3 %	6	9	1 	1099.0	In contrast in SIMD Quintile 5 (least deprived 20% areas) the average total tariff score has increased each year since 2013 with East Lothian being placed the 6th highest score in Scotland in 2017 and the authority's highest score and placing to date.
CHN18 Quality Ratings for Childrens Provision	90.0	88.89	91.7	-1.1	-1.2 %	25	24	4 	90.7	The number of funded East Lothian establishments, local authority and partner providers included in this measure influences the percentage evaluated as good or better year on year. In 2016, six establishments did not meet the criteria to be considered as good or better across all four quality indicator themes. The measure takes into account the lowest quality theme evaluation regardless of whether that theme was inspected in 2016. As a result, establishments may have improved since a previous inspection evaluation or change in inspection framework but the measure does not take this into account.
CHN19a School Attendance Rate	93.9	93.70 	93.3	-0.2	-0.2 %	12		2 	93.7	The attendance data is published every second year by the Scottish Government


Fiscal_YR	2016/17
Local Authority	East Lothian


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CHN20a School exclusion rates per 1,000 pupils	35.9	34.14	26.8	-1.8	-4.9 %	25		4 	22.6	School exclusion rates per 1000 pupils is above the Scottish average at 34.1 and rank 25th compared to other councils. The authority recognises the higher than national average exclusion rate. A multi-agency, cross-service working group has been established to co-ordinate early intervention and prevention strategies. The implementation of new approaches highlighted within the new Included Engaged and Involved policy will also support a reduction in exclusions which are being rigorously tracked and monitored
CHN21 % participation for 16-19 year olds	90.6	93.10 	91.1	2.5	2.8 %	9	17	2 	93.0	Showing a positive trend and above the Scottish average
CHN22 % of child protection re-registrations within 18 months	3.1	6.45 	6.5	3.4	109.7 %	14	4	2 	5.8	During 2016/17, only two children were re-registered on the Child Protection Register within 18 months. The low numbers behind this KPI explain the high variation compared to last year. The rate is just under the Scottish average. East Lothian only has around 60 children and young people on the Child Protection Register. In 2017/18, there were no re-registrations within a 12 month period.
CHN23 % LAC with more than 1 placement in the last year (Aug-July)	21.8	19.01 	21.2	-2.8	-12.9 %	11	15	2 	25.4	The % of Looked Afer Children with more than 1 placement in the year reduced by 12.9%. This brings East Lothian below the Scottish average. The average rate of Looked After and accommodated children in East Lothian is 1 .7 placements.
CORP 3b The Percentage of the Highest Paid 5% Employees Who are Women	53.6	52.70 	52.0	-0.9	-1.7 %	14	8	2 	52.3	
CORP 3c The gender pay gap	-1.2	1.79 	4.1	2.9	-254.4 %	10	2	2 	2.3	ELC gender pay gap is now 1.79. There is also a decline in rank and quartile position from 2nd last year to 10th (quartile 2). Overall, ELC is lower than the Scottish average rate of 4.1 and under the family group median of 2.3. The New regulations set out by the Equality and Human rights Commission means that Councils must now carry out gender pay reporting in an entirely different way and therefore no comparisons can be made with previous years. As a general rule any differences of 5% or more requires exploration and explanation. The Councils pay gap for 2017/18 falls within the set tolerance levels.

Fiscal_YR	2016/17
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CORP 6a Sickness Absence Days per Teacher	7.0	7.41	6.1	0.4	6.2 %	28	26	4 ◆	5.9	Teacher absence continues to be above the Scottish average at 7.41%. Compared to other councils, our rank position has increased to 28th (+2).
CORP 6b Sickness Absence Days per Employee (non-teacher)	10.8	10.75 ●	10.9	0.0	-0.4 %	13	20	2 ▲	10.5	The rate is now below the Scottish average. Rank position also improved from 20th last year to 13th in 2016/17.
CORP 7 Percentage of Income due from Council Tax Received by the End of the Year	96.8	97.59 ●	95.8	0.8	0.8 %	6	7	1 ●	95.8	Performance improved to 97.59% and above the Scottish average of 95.8.
CORP 8 Percentage of Invoices Sampled that were Paid Within 30 days	90.0	89.52	93.1	-0.5	-0.6 %	23	23	3 ▲	92.6	
CORP-ASSET1 Proportion of operational buildings that are suitable for their current use	84.8	85.28 ●	79.8	0.5	0.6 %	13	14	2 ▲	86.1	
CORP-ASSET2 Proportion of internal floor area of operational buildings in satisfactory condition	95.6	84.09	84.5	-11.6	-12.1 %	20	7	3 ▲	88.1	East Lothian has a high number of public buildings in relation to the size of the population. Proportion of internal floor area of operational buildings in satisfactory condition declined by 11.6% in 2016/17. Overall rank position has increased from 7th to 20th. ELC is currently undertaking Condition Surveys of our Estate. The has resulted in a marked impact on Condition Ratings. In future there will be a rolling programme of Condition Surveys and therefore any variation is likely to be gradual from year to year. New Build and Refurbishment will improve the condition of our Building Stock. However, ELC has over 200 Public Buildings to maintain. A greater percentage of our budget is being used for work required as part of statutory maintenance. For example, health and safety and statutory compliance work includes (but is not restricted to) structural works, external fabric works, legionella remedial works, asbestos works, mechanical and electrical safety works, fire risk assessment works and DDA compliance works. The new Asset Management Strategy sets out a long term plan for the Council's assets.


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





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SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+	3.7	4.38	6.5	0.7	19.5 %	15	15	2 	5.3	The percentage spend on SDS has increased against the previous year by 19.5% to 4.38%.
SW3 Percentage of people aged 65 or Over with Intensive Needs Receiving Care at Home	37.0	37.37 	35.3	0.3	0.9 %	13	12	2 	38.4	
ENV3c Street Cleanliness Score	85.8	91.11	93.9	5.3	6.2 %	27	30	4 	95.7	The LEAMS system was subject to a significant change in methodology in 14/15. The key change was the number of surveys to be undertaken dropping from 7 per year to 3. The sample size was also lowered. ELC is a small local authority with a sample size of 77 per audit. This increases the risk of higher variation in performance. ELC has consistently applied the new methodology resulting in lower scores compared to external audits by keep Scotland Beautiful. It is planned to review of the Code of Practice on Litter and Refuse (COPLAR) and a further review of the methodology for auditing standards of cleanliness.
ENV4b Percentage of A Class roads that should be considered for maintenance treatment	33.9	29.42 	29.5	-4.5	-13.3 %	22	27	3 	30.3	
ENV4c Percentage of B Class roads that should be considered for maintenance treatment	37.0	35.68	34.8	-1.3	-3.4 %	22	27	3 	36.3	
ENV4d Percentage of C Class roads that should be considered for maintenance treatment	31.2	30.58 	34.6	-0.6	-1.9 %	15	14	2 	38.2	
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	31.6	31.66 	39.5	0.1	0.2 %	6	6	1 	34.7	
ENV6 Percentage of total household waste arising that is recycled	51.4	51.77 	45.2	0.4	0.7 %	13	12	2 	54.7	


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HSN1b Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	8.6	9.36	6.5	0.7	8.6 %	22	23	3 	7.1	<p>East Lothian was the first area in Scotland to be moved to the Universal Credit Full Digital Service (UCFS) on 23 March 2016. Universal Credit is paid in arrears and involves a six week assessment period prior to payment being made. This placed significant financial pressure on tenants. Many tenants required ongoing support and quite intensive intervention to help them make the transition to a monthly budget under UC and to ensure that they understood their obligation to pay their rent from their UC payment.</p> <p>In previous years, The Council's Rent Income Team had been successful in reducing current tenant rent arrears in 2014/15 by £153,659.84 (9.86% reduction) and in 2015/16 by £108,867.82 (7.75% reduction).</p> <p>After one year on UCFS, current tenant rent arrears increased by £380,264.49 (29.35% increase). An extensive range of service improvements, system developments and process and procedural changes have been implemented by the Revenues and Welfare Support service to help mitigate the impact of UC on rent collection.</p>
HSN2 Percentage of rent due in the year that was lost due to voids	0.6	0.74 	0.9	0.2	33.5 %	10	4	2 	0.7	<p>Void rent loss moved from 0.55% (2015/16) to 0.74% (2016/17) as a result of an increase in void periods. The average relet period increased from 19.62 days (2015/16) to 34.88 days (2016/17). During void periods we carry out repairs and capital works to ensure compliance with SHQS and EESSH.</p>
HSN3 Percentage of council dwellings meeting Scottish Housing Standards	92.0	95.98 	93.6	4.0	4.4 %	13	18	2 	96.0	<p>Percentage of dwellings meeting the standard has increased by 4.4%. Rank position has also improved from 18th to 13th place. ELC is now above the Scottish average.</p>

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HSN4b Average length of time (days) taken to complete non-emergency repairs	13.8	12.75	8.7	-1.0	-7.3 %	22	25	3 ▲	6.8	<p>Average time taken to complete a non-emergency repairs took 12.7 days in 2016/17. Rank position improved slightly to 22 from 25th last year.</p> <p>In early 2017, a review of our repairs priorities was conducted in conjunction with our tenant representative partners. This resulted in the introduction of two classes of non-emergency repairs and a stricter definition and application of emergency repairs.</p> <p>Performance to end Q3 17/18 shows significant improvement bringing ELC into line with Scottish average.</p>
HSN5 Percentage of council dwellings that are energy efficient	93.8	94.32	96.6	0.5	0.5 %	23	21	3 ▲	96.4	The new Local Housing Strategy will set out plans for reducing fuel poverty, including increasing the number of properties that are energy efficient.
Econ1 % Unemployed People Assisted into work from Council operated / funded Employability Programmes	2.9	4.83	14.0	1.9	65.3 %	26	29	4 ◆	13.9	During the year, there were 59 (unique count) people assisted into work through the East Lothian Works employability programmes. This indicator has shown a year on year improvement. The annual target of 50 has been achieved.
Econ3 Average Time Per Planning Application	10.4	12.43	9.3	2.1	19.8 %	28	20	4 ◆	8.8	Average time per planning application increased to 12.43 weeks. This indicator can fluctuate depending on the complexity of the applications. Other factors can impact on performance such as the extent of consultee involvement and the applicant's response time to any further information required by the case officer and/or consultees.
Econ4 % of procurement spent on local small/medium enterprises	24.5	22.96 ●	20.3	-1.5	-6.2 %	11	10	2 ▲	18.8	A slight increase for 2016/17 and above the Scottish average
Econ5 No of business gateway start-ups per 10,000 population	14.4	21.71 ●	16.6	7.4	51.2 %	7	24	1 ●	18.4	<p>Number of start-ups per 10,000 has increased by 51.2% to 21.7. ELC rank has also improved from 24th to 7th in 2016/17.</p> <p>Business Gateway Start Up Team is fully staffed and deliver a highly regarded service for East Lothian. With increased active social media and networking events, more than 70% of enquiries are coming from word of mouth recommendations.</p>

Fiscal_YR	2016/17
Local Authority	East Lothian

Key to Icons

Values

● = Better than the Scottish Average (Profile based)

Quartile

● = Quartile 1 within top 8 (25%) of Councils

▲ = Quartile 2 within top 16 (50%) of Councils

▲ = Quartile 3 within the lower 16 (50%) of Councils

◆ = Quartile 4 within the lower 8 (25%) of Councils

(Profile based : Cost KPIs & specific performance KPIs: CHN20a CHN20b CHN22 CHN23 CORP 1 CORP 3c CORP 6a CORP 6b SW1 ENV4b ENV4c ENV4d ENV4e HSN1b HSN2 HSN4b Econ3= **lower is better**;
All other Performance & Satisfaction KPIs = **Higher is better**)
CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Satisfaction										
CHN10 Percentage of Adults Satisfied with Local Schools	82.0	80.00 ●	75.3	-2.0	-2.4 %	15	16	2 ▲	79.0	A slight drop in values from 82% last year to 80% in 2016/17. ELC is higher than the Scottish average and family group median. Please note, this indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.
SW4 % of Adults satisfied with social care or social work services	66.3	59.67 ●	50.7	-6.7	-10.1 %	10	8	2 ▲	51.8	A slight reduction in 2016/17 but remains above the Scottish average.
C&L5a Percentage of Adults Satisfied with Libraries	78.3	71.67	74.7	-6.7	-8.5 %	26	18	4 ◆	79.2	Figures on library satisfaction are from the Scottish Household Survey. Over the years, the numbers satisfied has only changed + or – 5%. What changes is the number. of people neither satisfied or dissatisfied or having no opinion. The results are very similar to EL Residents survey. So this will include those who don't use or visit a library. In general the dissatisfaction is very low – over the past 3 years, the dissatisfaction has been less than 2%. Surveys with library users tend to have far higher satisfaction rates. Please note, this indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.
C&L5b Percentage of Adults Satisfied with Parks and Open Spaces	89.7	87.00 ●	86.0	-2.7	-3.0 %	17	8	3 ▲	87.3	A slight reduction in 2016/17 but remains above the Scottish average.
C&L5c Percentage of Adults Satisfied with Museums and Galleries	72.3	63.00	72.0	-9.3	-12.9 %	22	15	3 ▲	73.3	Similar to libraries. In the past 2 years, satisfaction rates have improved but more people neither satisfied or dissatisfied and less people with no opinion. Please note, this indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.
C&L5d Percentage of Adults Satisfied with Leisure Facilities	84.0	78.33 ●	74.0	-5.7	-6.7 %	12	6	2 ▲	77.2	A slight reduction in 2016/17 but remains above the Scottish average.
ENV7a Percentage of adults satisfied with refuse collection	89.7	85.67 ●	81.7	-4.0	-4.5 %	13	8	2 ▲	85.7	A slight reduction in 2016/17 but remains above the Scottish average.
ENV7b Percentage of adults satisfied with street cleaning	85.7	84.67 ●	72.3	-1.0	-1.2 %	1	1	1 ●	74.5	ELC maintains the highest satisfaction rate for street cleaning. Please note, this indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.