

REPORT TO: Policy & Performance Review Committee

MEETING DATE: 26 February 2020

BY: Head of Communities and Partnerships

SUBJECT: Local Government Benchmarking Framework 2018/19

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 2018/19.

2 RECOMMENDATIONS

- 2.1 The Committee is asked to:
- i. 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; and
 - ii. 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: 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 The LGBF now includes a total of 91 indicators based on areas of cost, performance outcomes and satisfaction. 80 indicators have values in the LGBF Overview 2018/19. Other indicator results are due to be 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.
- 3.4 The LGBF is evolving in the review and development of measures. The 2018/19 release includes new adult care and education measures:
- SW4c - % of adults supported at home who agree that they are supported to live as independently as possible
 - SW4d - % of adults supported at home who agree that they had a say in how their help, care or support was provided
 - SW4e - % of carers who feel supported to continue in their caring role
 - SW6 - Rate of readmission to hospital within 28 days per 1,000 discharges
 - SW7 - % Proportion of care services graded "good" or better in Care Inspectorate inspections
 - SW8 - Number of days people spend in hospital when they are ready to be discharged ,per 1,000 population (75+)
 - CHN13a - % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy
 - CHN13b - % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy
 - CHN14a - Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils
 - CHN14b - Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils
- 3.5 Several other changes has been made to the 2018/19 LGBF. The 'Cost per planning application measure' has been renamed as "Cost of Planning and Building Standards Services per planning application". The Environmental Services element of the cost indicator has be removed to improve the measure by giving it more of a focus on direct planning and building services. These changes have been applied to historic data to provide a consistent time-series.
- 3.6 LGBF data on East Lothian Council and the other 31 Scottish Councils was released by the Improvement Services on 31 January 2020 via the [My Local Council](#) online tool. This provides data for East Lothian from 2014/15 to 2018/19, and allows members of the public to compare performance between all 32 Scottish Local Authorities as well as performance within family groups.

National Overview

- 3.7 The LGBF National Overview Report was published by the Improvement Service on 31st January 2020 and provides analysis of the national trends and variations across all councils. This is available from the link provided under background papers.
- 3.8 The overall assessment of the Improvement Service was that councils have done a good job in delivering essential services in light of the increasing challenges, such as budget pressures and increased demand for services.

However the report highlights that: *'Performance improvements gained in recent years are now beginning to slow or decline. This is unsurprising given the long-term funding pressures on councils and local services.'*

- 3.9 The LGBF National Overview Report highlights that across the last eight year period (2010/11 – 2018/19) total revenue funding for councils has reduced by 9.4%% in real terms. There has been an increasing reliance on savings, charges, reserves and income to bridge the gap in funding. After years of reductions in expenditure in unprotected services such as culture and leisure, planning, roads and environmental services – the reductions seem to be levelling off in most service areas.
- 3.10 The report, which uses data from the Local Financial Returns (LFR) rather than actual budgets, shows that in East Lothian since the launch of the LGBF in 2010/11 to 2018/19, most unprotected services have seen a drop in real terms expenditure including Total General Fund spending down by 13.2%, Culture and Leisure down by 21.3%, and Environmental Services down by 14.2%. However, spending on 'protected services' has grown in real terms since 2010/11; for example, Education up by 1.7%, Adult Social Care up by 13.4% and Looked After Children up by 65.5%.

Interpretation of Benchmarking Results

- 3.11 All cost indicators are profiled as lower cost is better with a rank of 1. The majority of performance and satisfaction indicators are profiled as the highest is better with a rank of 1. Councils use ranking and quartile to determine their overall position across Scotland relative to other councils.
- 3.12 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.

Benchmarking & Family Groups

- 3.13 To provide more meaningful benchmarking comparison, similar councils are grouped into family groups (see 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.
- 3.14 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

2018/19 Performance

- 3.15 Appendix 1 provides 2018/19 LGBF summary performance results for the Council in relation to each measure. It provides a comparison to last year's performance; the Scottish average; comparison against the Family Group median value; and the overall rank position.
- 3.16 The following analysis only includes indicators which have comparative previous year's data. Of the 75 LGBF indicators with values for 2017/18 and 2018/19, 48 are indicators relating to the performance of services in delivering outputs and outcomes, 20 are indicators that relate to the cost of delivering services, and the remaining seven are satisfaction indicators. All cost indicators have been adjusted for inflation to provide a real cost comparison on trend data.
- 3.17 Appendix 2, provides the LGBF Performance Report by category and measure type and includes additional commentary for each measure. Appendix 3 charts the trend for each measure over the last four years.
- 3.18 Table 2 provides a breakdown of the number of indicators that improved or declined by at least 4% between 2017/18 and 2018/19 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 the Appendices. Overall between 2017/18 and 2018/19, whilst 14 indicators (19%) improved and 41 (55%) remained roughly static, 20 indicators (27%) declined.

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

	Improved Status	No Change Status	Declined
Cost	6	8	6
Performance	8	28	12
Satisfaction		5	2
Grand Total	14	41	20

Based on 75 measures with a previous comparable value

- 3.19 Six of the 20 cost indicators declined (increased costs) whilst six improved (lowered costs). Twelve (from a total of 48) performance indicators declined,

eight improved, and 28 showed less than a 4% change. Two satisfaction indicators declined by more than 4%.

- 3.20 Data for LGBF satisfaction rates is drawn from the Scottish Household Survey (SHS). 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. This national downward trend is particularly evidenced in satisfaction with schools, sports, and museums. Since the local authority sample size for the SHS in a single year is low the LGBF uses three years aggregate data. The SHS survey does not distinguish between users of services and non-users. So for example the respondents to the questions about satisfaction with schools or with libraries may not be parents or library users.
- 3.21 Local surveys based on service users tend to be more representative and are consistently higher. Table 3 shows the results of the council's own 2019 Residents Survey against some of the LGBF satisfaction measures. The council's survey, which is based on a large sample of residents and distinguishes between respondents with a knowledge of the services and those with no view (Don't Know), shows higher levels of satisfaction across most services than the SHS based LGBF.

Table 3: ELC Residents Survey 2019 - % Very Satisfied & Satisfied

Service	LGBF 2019	ELC 2019	ELC 2017	Var + / -
Parks, gardens and open spaces	85%	98%	94%	4
Waste	80%	94%	91%	3
Libraries	69%	93%	88%	5
Schools	72%	92%	90%	2
Council House repairs service	na	90%	75%	15
Play areas	na	89%	80%	9
Support for frail/ older people	na	87%	85%	2
Street cleaning	79%	86%	87%	-1
Roads maintenance	na	69%	68%	1

% Very Satisfied / Satisfied (Excluding don't knows)

- 3.22 Comparison of East Lothian indicators against the Scottish average shows that 38 (48%) of the indicators are performing better than the Scottish average. However, East Lothian Council's quartile performance when ranking each performance indicator from 1 (highest performance/low cost) to 32 (lowest performance/high cost) reduced slightly during 2018/19. Overall, 50% of the Council's indicators are in quartile 1 and 2 compared to 52% in 2017/18.

Table 4: Count of LGBF indicators by quartile and year

Quartile	2017/18	%	2018/19	%
Quartile 1	18	22.5 %	17	22.7 %
Quartile 2	23	28.8 %	20	26.7 %
Quartile 3	26	32.5 %	23	30.7 %
Quartile 4	13	16.3 %	15	20.0 %

Positive Indicators

3.23 The following are some of the indicators that showed marked improvement in 2018/19:

- ENV2a: Net cost per waste collection per premise reduced by 9.8% to £66.60 and is below the Scottish average of £97.30. Local satisfaction results for waste collection remain high at 94% (Residents Survey 2019)
- ENV4a: Cost of road and winter maintenance reduced by 29.1%% to £6,751 per kilometre. Whilst spending on roads maintenance increased the average cost per kilometre fell significantly. The baseline figure of kilometres of road increased from 916km to 1367km. This was due to the consolidation of historical data from various sources and records being transferred to a computerised system, increasing accuracy
- The majority of Environmental Service indicators (with the exception of street cleanliness and those reported every two years) are now performing better than the Scottish average
- CHN20a: School exclusion rate per 1000 pupils has reduced by 50.8% from 34.1 per 1000 to 16.8 in 2018/19. However, the exclusion rate per 1000 Looked After Children has increased from 111.6 to 166.7
- Corp 3c: The gender pay gap between average hourly rate of pay for male and female council employees is -3.6% compared to 2% the previous year
- Corp 4: The cost per dwelling of collecting council tax has reduced by 24.5% from £8.81 to £6.65. The reduction in the cost of the service and an increase in domestic properties have impacted on this measure
- HSN1b; Gross rent arrears reduced from 9.3% at end 2017/18 to 7.5% at end 2018/19, just above the Scottish and family group averages of 7.3%. The reduction has led to an improvement in rank position from 23 to 12 when compared against other councils
- SW8: Number of days people aged 75+ per 1000 spend in hospital when they are ready to be discharged reduced by 17.3% from 774.9 to 640.6 per 1000
- CHN5: % of Pupils Gaining 5+ Awards at Level 6 is 37% and now within the first quartile
- Corp 6a&b: Average days absent per Teacher has reduced by over 8% and is now 6.4 days. Absence levels for other employees reduced slightly to 11.7 days
- SW6: Rate of readmission to hospital within 28 days per 1000 discharges reduced by 6% to 99.3.

Areas for further investigation and improvement

3.24 Several indicators have remained in or have moved to quartiles 3 or 4 and require further investigation through benchmarking activity:

- CHN4; Pupils gaining 5+ Awards at level 5 decreased slightly from 64% to 61% and is now in quartile 3. However, it should be noted that, 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
- CHN6: % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD) declined from 31% to 27% (having fallen from 42% in the last few years. The ranking has fallen from 6th in 2015/16 to 28th in 2018/19. This this indicator is based on a very small cohort of pupils – less than 5% - so the data is susceptible to significant fluctuation over time. It should also be noted that East Lothian does not benefit from the same level of additional funding from the Scottish Government Attainment Challenge fund or Pupil Equity Fund going to authorities which are showing comparative improvements which are reflected in the Scottish average and the rankings for this and other SIMD quintile indicators
- CHN12f: Average Total Tariff score for pupils in SIMD Quintile 5 (least deprived 20% areas) – this showed a decline from 1179 to 1136, which is below the Scottish average of 1193. This is a year on year decline in this indicator and a fall in ranking from 16th to 20th. However, the rank for the 'Overall Total Tariff' indicator remained unchanged at 12
- Econ 9; Town Centre Vacancy Rates increased from 6.1% to 8.39%, although it is below the Scottish average of 10%
- HSN4b; Average number of days taken to complete non-emergency repairs increased to 8.98 days compared to 7.16 the previous year. The number of repair cases increased 8% year on year to 19,639. It is worth noting that the time taken to complete emergency repairs has improved from an average of 4.39 hours to 2.06 hours
- CORP 8: Percentage of invoices sampled that were paid within 30 days is 86%. Performance has declined gradually over the last 6 years from 91.6 in 2013/14
- SW 7 (New Measure): Proportion of care services graded "good" or better in Care Inspectorate inspections declined to 76.4% and East Lothian ranks 26th for this indicator
- ENV3c: Street Cleanliness Score has reduced to 91.8 and the ranking has dropped from 10th to 22nd.

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 National Benchmarking Overview Report 2018/19:
<http://www.improvementservice.org.uk/benchmarking/index.html>

Appendix 1: East Lothian LGBF Summary Report 2018/19

Appendix 2: East Lothian LGBF Performance Report 2018/19
(Service Categories /Indicator Type)

Appendix 3: East Lothian LGBF Chart Summary 2018/19

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Appendix 1 - LGBF Summary Report 2018/19

2018/19

East Lothian

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
CHN1	Cost Per Primary School Pupil	4604.7	4681.91	77.2	5250.2	2	1
CHN2	Cost per Secondary School Pupil	6360.3	6407.44	47.1	7184.9	1	1
CHN3	Cost per Pre-School Education place	3543.4	3860.15	316.8	5069.8	5	1
CHN4	% of Pupils Gaining 5+ Awards at Level 5	64.0	61.00	-3.0	63.0	19	3
CHN5	% of Pupils Gaining 5+ Awards at Level 6	36.0	37.00	1.0	35.0	6	1
CHN6	% pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	31.0	27.00	-4.0	44.0	28	4
CHN7	% pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher				18.0		
CHN8a	The Gross Cost of "Children Looked After" in Residential based services per Child per Week	1984.0					
CHN8b	The Gross Cost of "Children Looked After" in a community setting per Child per Week	269.6					
CHN9	Balance of Care for 'looked after children': % of children being looked after in the community	86.9					
CHN10	% of adults satisfied with local schools	73.7	71.87	-1.8	71.8	22	3
CHN11	Proportion of pupils entering positive destinations	95.4					
CHN12a	Overall Average Total Tariff	926.3	899.08	-27.2	892.4	12	2
CHN12b	Average Total Tariff SIMD Quintile 1	487.0	417.00	-70.0	625.0	29	4
CHN12c	Average Total Tariff SIMD Quintile 2	731.0	645.00	-86.0	740.0	26	4
CHN12d	Average Total Tariff SIMD Quintile 3	888.0	909.00	21.0	872.0	15	2
CHN12e	Average Total Tariff SIMD Quintile 4	1005.0	1015.00	10.0	1013.0	17	3
CHN12f	Average Total Tariff SIMD Quintile 5	1179.0	1136.00	-43.0	1193.0	20	3
CHN13a	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy		69.91	69.9	72.3	22	3
CHN13b	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy		76.85	76.9	79.1	22	3
CHN14a	Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils		27.07	27.1	20.7	28	4
CHN14b	Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils		23.55	23.5	16.8	26	4
CHN17	Percentage of children meeting developmental milestones	71.5					
CHN18	% of funded early years provision which is graded good/better	82.8	83.93	1.2	90.6	28	4
CHN19a	% rate of school attendance		93.06	-0.6	93.0	16	2
CHN19b	% school attendance for 'Looked After Children'		87.90	-1.5		1	1
CHN20a	school exclusion rate per 1000 pupils		16.80	-17.3		1	1
CHN20b	School exclusion rate per 1000 Looked After Children		166.70	55.1		1	1
CHN21	Participation Rates for 16-19 year olds	94.7	94.00	-0.7	91.6	8	1
CHN22	% of child protection re-registrations within 18 months	1.3					
CHN23	Percentage of looked after children with more than 1 placement in the last year (Aug-July)	14.3					
CORP 1	Support services as a % of Total Gross expenditure	5.8	5.30	-0.5	4.4	27	4
CORP 3b	The percentage of the highest paid 5% of employees who are women	53.9	54.09	0.2	55.8	17	3
CORP 3c	The gender pay gap	2.0	-3.59	-5.5	4.0	1	1
CORP 4	The cost per dwelling of collecting council tax	8.8	6.65	-2.2	6.9	14	2
CORP 6a	Sickness Absence Days per Teacher	7.0	6.40	-0.6	6.2	19	3
CORP 6b	Sickness Absence Days per Employee (non-teacher)	12.1	11.72	-0.4	11.5	18	3
CORP 7	Percentage of income due from Council Tax received by the end of the year	97.0	96.88	-0.2	96.0	9	2
CORP 8	Percentage of invoices sampled that were paid within 30 days	86.5	86.07	-0.4	92.7	27	4
CORP-ASSET1	% of operational buildings that are suitable for their current use	84.8	84.92	0.1	82.1	16	2
CORP-ASSET2	% of internal floor area of operational buildings in satisfactory condition	92.8	89.15	-3.6	87.2	16	2
SW1	Home Care Costs per Hour for people 65 or over	17.1	16.07	-1.0	24.7	4	1
SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+	3.9	4.36	0.5	7.3	20	3
SW3a	% of people aged 65 or over with long term care needs receiving personal care at home	63.9	60.04	-3.9	61.0	20	3

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
SW4b	% of adults who agree that their services had an impact in improving their quality of life	74.9					
SW4c	% of adults supported at home who agree they are supported to live as independently as possible	71.6					
SW4d	% of adults supported at home who agree they had a say in how their care/support was provided	67.9					
SW4e	% of carers who feel supported to continue in their caring role	36.0					
SW5	Residential Care Costs per week per resident for people aged 65 or over	415.8	428.63	12.8	381.0	21	◆ 3
SW6	Rate of readmission to hospital within 28 days per 1,000 discharges	105.6	99.34	-6.3	103.0	14	▲ 2
SW7	% Proportion of care services graded "good" or better in Care Inspectorate inspections	78.3	76.47	-1.9	82.2	26	◆ 4
SW8	Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	774.9	640.67	-134.2	792.7	19	◆ 3
C&L1	Cost per attendance at sports facilities	3.3	3.38	0.1	2.6	24	◆ 3
C&L2	Cost per library visit	1.9	1.85	0.0	2.1	11	▲ 2
C&L3	Cost of museums per visit	1.6	1.73	0.1	3.5	6	● 1
C&L4	Cost of parks & open spaces per 1,000 population	24628.5	27195.39	2566.9	20174.3	26	◆ 4
C&L5a	% of adults satisfied with libraries	68.0	69.17	1.2	72.4	27	◆ 4
C&L5b	% of adults satisfied with parks and open spaces	88.7	85.37	-3.3	84.8	16	▲ 2
C&L5c	% of adults satisfied with museums and galleries	61.7	60.97	-0.7	69.3	21	◆ 3
C&L5d	% of adults satisfied with leisure facilities	71.7	68.20	-3.5	71.4	27	◆ 4
ENV1a	Net cost per Waste collection per premise	57.7	57.52	-0.2	67.5	10	▲ 2
ENV2a	Net cost per waste disposal per premise	73.8	66.61	-7.2	97.3	3	● 1
ENV3a	Net cost of street cleaning per 1,000 population	12712.7	12761.13	48.4	14880.0	18	◆ 3
ENV3c	Street cleanliness score	94.5	91.80	-2.7	92.8	22	◆ 3
ENV4a	Cost of maintenance per kilometre of roads	9523.2	6751.50	-2771.7	9417.4	9	▲ 2
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	29.3					
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	40.3					
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	33.5					
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment	33.1	33.00	-0.1	38.2	10	▲ 2
ENV5	Cost of trading standards and environmental health per 1,000 population	11556.2	12250.69	694.5	20883.8	1	● 1
ENV5a	Cost of Trading Standards, Money Advice & Citizen Advice per 1000	1341.3	1304.47	-36.8	5890.1	1	● 1
ENV5b	Cost of Environmental Health per 1000 population	10214.9	10946.21	731.3	14993.7	9	▲ 2
ENV6	% of total household waste arising that is recycled	53.1	53.10	0.0	44.7	11	▲ 2
ENV7a	% of adults satisfied with refuse collection	81.0	79.77	-1.2	76.3	19	◆ 3
ENV7b	% of adults satisfied with street cleaning	82.7	78.90	-3.8	66.3	1	● 1
HSN1b	Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	9.3	7.49	-1.8	7.3	12	▲ 2
HSN2	Percentage of rent due in the year that was lost due to voids	0.8	1.19	0.4	1.0	19	◆ 3
HSN3	Percentage of dwellings meeting Scottish Housing Standards	96.6	96.69	0.1	94.3	13	▲ 2
HSN4b	Average time taken (days) to complete non-emergency repairs	7.2	8.98	1.8	7.8	19	◆ 3
HSN5	Percentage of council dwellings that are energy efficient	96.5	96.86	0.3	97.5	19	◆ 3
ECON1	Unemployed People Assisted into work from Council operated / funded Employability Programmes	3.0	5.65	2.6	12.6	26	◆ 4
ECON2	Cost of Planning & Building Standards per planning application	2584.3	2988.26	404.0	4438.8	4	● 1
ECON3	Average time per business and industry planning application (weeks)	10.7	10.85	0.1	9.1	26	◆ 4
ECON4	% of procurement spent on local enterprises	21.0	19.37	-1.6	28.7	23	◆ 3
ECON5	No of business gateway start-ups per 10,000 population	19.6	18.53	-1.0	16.7	16	▲ 2
ECON6	Cost of Economic Development & Tourism per 1,000 Population	60920.1	51044.52	-9875.5	102086.0	8	● 1
ECON7	Proportion of people earning less than the living wage	19.3	20.80	1.5	19.4	12	▲ 2
ECON8	Proportion of properties receiving superfast broadband	88.0	88.90	0.9	92.0	20	◆ 3
ECON9	Town Vacancy Rates	6.1	8.39	2.3	10.0	11	▲ 2
ECON10	Available employment land as a % of total land allocated for employment purposes in LDP		7.30	7.3	37.4	28	◆ 4

Appendix 2 - LGBF Performance Report 2018/19 (Service Categories / Measure Type)

Fiscal_YR	2018/19
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

All previous costs values are real adjusted costs



LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Cost										
Children's Services										
CHN1 Cost Per Primary School Pupil	4604.7	4681.91 ●	5250.2	77.2	1.7 %	2	4	1 ●	5167.4	Primary education gross expenditure increased in real terms from £39,324 to £40,550 (£000s). Number of pupils increased from 8540 to 8661. This has resulted in an increase in cost per pupil to £4681.9. Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
CHN2 Cost per Secondary School Pupil	6360.3	6407.44 ●	7184.9	47.1	0.7 %	1	2	1 ●	6961.1	Secondary education gross expenditure increased in real terms from £36,120 to £37,208 (£000s). Number of pupils increased from 5679 to 5807. This has resulted in an increase in cost per pupil to £6407. Overall, ELc cost per secondary pupil is the lowest when compared to other councils. The national average is £7184.
CHN3 Cost per Pre-School Education place	3543.4	3860.15 ●	5069.8	316.8	8.9 %	5	5	1 ●	4468.4	Cost per Pre-School Education place increased by 9% to £3860 in 2018/19. The number of places reduced by 33 to 1,852. Gross expenditure increased against the previous year from £6,679 to £7,149 (£000s) in real terms. Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
CHN8a The Gross Cost of "Children Looked After" in Residential based services per Child per Week	1984.0							1		Results released in March and will be reported in the next annual report
CHN8b The Gross Cost of "Children Looked After" in a community setting per Child per Week	269.6							10		Results released in March and will be reported in the next annual report

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Corporate Services										
CORP 1 Support services as a % of Total Gross expenditure	5.8	5.30	4.4	-0.5	-8.3 %	27	28	4 ◆	4.2	Unified Business Support is classed as part of the costs of Central Support Services within the LFR return. As a result, ELC rank position is now 27th.
CORP 4 The cost per dwelling of collecting council tax	8.81	6.65 ●	6.9	-2.2	-24.5 %	14	23	2 ▲	6.7	There has been a 24.5% decrease in the reported figure for 2018/19 and the reported figure is less than the Scottish average of £6.92 per dwelling. The number of dwellings has increased from 47,791 in 2017/18, however the net cost of collecting Council Tax reduced from £421,000 (inflation adjusted) in 2017/18 to £322,000 in 2018/19. The reduction in Service costs are due to a number of factors, including a reduction in the percentage split of management and support/development costs allocated to Council Tax (from 25% to 20%), due to there being more teams within the Revenues service; work undertaken on Sheriff Officer and Allpay fees to ensure an accurate split of fees across all Revenues services, leading to a reduction in the costs allocated to Council Tax; a reduction in overall debt management costs within Revenues, leading to a lower allocation of costs to Council Tax; vacancies within the Council Tax and Debt Management teams, pending the outcome of a service review.
Adult Care Services										
SW1 Home Care Costs per Hour for people 65 or over	17.1	16.07 ●	24.7	-1.0	-5.9 %	4	4	1 ●	24.7	Home care cost per hour have reduced to £16.07. The total home care cost for East Lothian reduced by 2.2% to £8,960 (£000s) for 2018/19. The number of care hours provided for the year increased from 535,640 to 557,492. Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
SW5 Residential Care Costs per week per resident for people aged 65 or over	415.8	428.63	381.0	12.8	3.1 %	21	16	3 ▲	421.1	There has been no significant change in this measure since 2013-14. East Lothian has always been slightly above the average for Scotland, but kept very similar to our Family Group. A couple of the larger authorities, Glasgow City and Aberdeen City for example, have a major effect on lowering the Scottish average.

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Environmental Services										
ENV1a Net cost per Waste collection per premise	57.7	57.52 ●	67.5	-0.2	-0.3 %	10	12	2 ▲	58.8	Slight year on year reduction in net cost in waste collection per premise. The combined net cost of collection and disposal has also decreased. This measure has continued to improve in rank from 29 in 2015/16 to 10 for 2018/19.
ENV2a Net cost per waste disposal per premise	73.8	66.61 ●	97.3	-7.2	-9.8 %	3	3	1 ●	90.9	Year on year reduction of 9.8% in net cost in waste disposal per premise at £66.61. Cost are well below the Scottish average. There has been further refinements in the split of income between waste collection and disposal in recent years. This has helped to increase the validity of the Local Financial Return and more accurate net costs.
ENV3a Net cost of street cleaning per 1,000 population	12712.7	12761.13 ●	14880.0	48.4	0.4 %	18	17	3 ▲	11916.5	Since 2016/17, the net cost of street cleaning in real terms is increasing - from £1293 to £1350 per 1000 population.
ENV4a Cost of maintenance per kilometre of roads	9523.2	6751.50 ●	9417.4	-2771.7	-29.1 %	9	14	2 ▲	10892.5	Cost of road and winter maintenance reduced by 29.1% to £6,751 per kilometre. This is due to the kilometres of road increasing by 49.3% from 916km to 1367km in 2018/19. Gross expenditure increased by 5.84%. Costs are under the Scottish average and family group median. Rank position improved from 14 to 9, but still within the 2nd quartile. A major piece of work was undertaken in 2018/19, which involved consolidating historic data from various sources and records being transferred to a computerised system, which was much more accurate. In addition, all new roads that had been constructed and adopted during the past eight years were added.
ENV5 Cost of trading standards and environmental health per 1,000 population	11556.2	12250.69 ●	20883.8	694.5	6.0 %	1	2	1 ●	18411.0	
ENV5a Cost of Trading Standards, Money Advice & Citizen Advice per 1000	1341.3	1304.47 ●	5890.1	-36.8	-2.7 %	1	1	1 ●	4720.5	The ELC figure for this measure does not include funding for Citizens Advice
ENV5b Cost of Environmental Health per 1000 population	10214.9	10946.21 ●	14993.7	731.3	7.2 %	9	4	2 ▲	13117.8	

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Economic development										
ECON2 Cost of Planning & Building Standards per planning application	2584.3	2988.26 ●	4438.8	404.0	15.6 %	4	1	1 ●	4720.5	
ECON6 Cost of Economic Development & Tourism per 1,000 Population	60920.1	51044.52 ●	102086.0	-9875.5	-16.2 %	8	19	1 ●	55018.0	
Culture & leisure Services										
C&L1 Cost per attendance at sports facilities	3.3	3.38	2.6	0.1	3.9 %	24	24	3 ▲	2.2	Cost per attendance at sports facilities has increased slightly to £3.38. Net expenditure has reduced to £3,853 (£000s). Number of attendances has also reduced to 1,138,913 for 2018/19. Costs are above the Scottish average and family group median. Rank position of 24 is unchanged.
C&L2 Cost per library visit	1.9	1.85 ●	2.1	0.0	-2.6 %	11	10	2 ▲	2.3	Net expenditure of libraries reduced by 3.32% to £1,456 (£000s). Number of library visits reduced slightly to 785,930
C&L3 Cost of museums per visit	1.6	1.73 ●	3.5	0.1	8.6 %	6	5	1 ●	2.2	Cost per museum visit increased to £1.73 for 2018/19. Net expenditure of museums and galleries increased to £335,000. Number of museum visits reduced by 2.68% to 193,837. Cost per museum visit remains low as the Museum Service has maximised the use of volunteers and 2 Libraries – Musselburgh and the Coastal Communities Museum, North Berwick are volunteer led.
C&L4 Cost of parks & open spaces per 1,000 population	24628.5	27195.39	20174.3	2566.9	10.4 %	26	24	4 ◆	21771.9	Over the last 5 years costs have decreased from £43,098 in 2013/14 to £27,195 in real terms.

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Performance										
Children's Services										
CHN4 % of Pupils Gaining 5+ Awards at Level 5	64.0	61.00	63.0	-3.0	-4.7 %	19	13	3 ▲	61.5	The % of pupils gaining 5+ Awards at Level 5 decreased by 4.7% in 2018/19 from 64% to 61%. 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 % of Pupils Gaining 5+ Awards at Level 6	36.0	37.00 ●	35.0	1.0	2.8 %	6	9	1 ●	33.0	Over the last 5 years the ELC rate has gradually increased from 30% in 2013/14 to 37%. When compared to other councils, performance is now within the first quartile
CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	31.0	27.00	44.0	-4.0	-12.9 %	28	25	4 ◆	44.0	The % of pupils achieving decreased by 4% from 31% to 27% in 2018/19. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (less than 5% of the total cohort). This SIMD group population is significantly smaller than any other SIMD Quintile group population in East Lothian. Due to the size of this population, the percentage achieving is susceptible to more fluctuation over time. 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.
CHN7 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher			18.0							Low sample numbers which could identify an individual create a null value for this measure. There are no values for 2017/18 and 2018/19.
CHN9 Balance of Care for 'looked after children': % of children being looked after in the community	86.9						21			Results released in March and will be reported in the next annual report
CHN11 Proportion of pupils entering positive destinations	95.4						12			Results released in March and will be reported in the next annual report
CHN12a Overall Average Total Tariff	926.3	899.08 ●	892.4	-27.2	-2.9 %	12	12	2 ▲	826.1	The Overall Average Total Tariff score for East Lothian in 2018/19 shows a slight drop on the previous year from 926 to 899, remaining above the Scottish average.

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CHN12b Average Total Tariff SIMD Quintile 1	487.0	417.00	625.0	-70.0	-14.4 %	29	26	4 ◆	584.5	The average total tariff for East Lothian pupils in SIMD 1 dropped from 487 to 417, below the Scottish average. 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. All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12c Average Total Tariff SIMD Quintile 2	731.0	645.00	740.0	-86.0	-11.8 %	26	19	4 ◆	658.0	The average total tariff for East Lothian pupils in SIMD 2 dropped from 731 to 645, below the Scottish average. All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12d Average Total Tariff SIMD Quintile 3	888.0	909.00 ●	872.0	21.0	2.4 %	15	17	2 ▲	798.5	The average total tariff for East Lothian pupils in SIMD 3 increased slightly from 888 to 909 resulting in an increase in rank by 2 places to 15th (quartile 2), above the Scottish average. All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12e Average Total Tariff SIMD Quintile 4	1005.0	1015.00 ●	1013.0	10.0	1.0 %	17	18	3 ▲	951.0	The average total tariff for East Lothian pupils in SIMD 4 increased slightly from 1005 to 1015 resulting in an increase in rank by 1 place to 17th (quartile 3), above the Scottish average. All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN12f Average Total Tariff SIMD Quintile 5	1179.0	1136.00	1193.0	-43.0	-3.6 %	20	16	3 ▲	1120.5	In SIMD Quintile 5 (least deprived 20% areas) the average total tariff score dropped from 1179 to 1136 with East Lothian being placed the 20th highest score in Scotland in 2018/19, below the Scottish average. All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy		69.91	72.3	69.9	0.0 %	22		3 ▲	72.3	69.9% of pupils achieved the expected CFE Level for their stage in all three literacy organisers (Reading, Writing & Listening & Talking) across the combined reported primary stages in 2018/19, below the Scottish average.

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CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy		76.85	79.1	76.9	0.0 %	22		3 ▲	78.7	77% of pupils achieved the expected CFE Level for their stage in Numeracy across the combined reported primary stages in 2018/19, below the Scottish average.
CHN14a Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils		27.07	20.7	27.1	0.0 %	28		4 ◆	25.9	The percentage point gap in East Lothian in 2018/19 is 27 points. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (less than 5% of the combined P1, P4 & P7 cohort). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 21% of the combined cohort in SIMD Quintile 5. All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN14b Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils		23.55	16.8	23.5	0.0 %	26		4 ◆	23.3	The percentage point gap in East Lothian in 2018/19 is 24 points. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (less than 5% of the combined P1, P4 & P7 cohort). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 21% of the combined cohort in SIMD Quintile 5. All schools have put in place improvement plans to improve attainment and reduce the attainment gap.
CHN17 Percentage of children meeting developmental milestones	71.5						21			Results released in March and will be reported in the next annual report
CHN18 % of funded early years provision which is graded good/better	82.8	83.93	90.6	1.2	1.4 %	28	29	4 ◆	90.0	East Lothian's rating increased slightly by 1.2% to 83.9% in 2018/19 resulting in an increase in rank by 1 place. 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 2018/19, four 'over 3s' and 10 'under 3s' 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 2018/19 or not. 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.

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CHN19a % rate of school attendance	93.7	93.06 ●	93.0	-0.6	-0.7 %	16		2 ▲	93.4	The overall average attendance rate in East Lothian schools dropped slightly from 93.7% in 2016/17 to 93.1% in 2018/19, above the Scottish average. Strategies to improve attendance and manage absence are in place across all our schools. During 2019/20 the East Lothian exclusion and attendance monitoring group will be developing a new attendance policy and updated guidance will be issued to schools in light of this.
CHN19b % school attendance for 'Looked After Children'	89.4	87.90 ●		-1.5	-1.7 %			●	87.9	Figures are subject to change until the official release in June
CHN20a school exclusion rate per 1000 pupils	34.1	16.80		-17.3	-50.8 %			●	16.8	Figures are subject to change until the official release in January
CHN20b School exclusion rate per 1000 Looked After Children	111.6	166.70		55.1	49.4 %			●	166.7	Figures are subject to change until the official release in June
CHN21 Participation Rates for 16-19 year olds	94.7	94.00 ●	91.6	-0.7	-0.7 %	8	6	1 ●	92.5	Participation rates dropped slightly in 2018/19 from 94.7% to 94% with East Lothian's rank decreasing by 2 places to 8th place. East Lothian's participation rate is within the top 25% of the Benchmarking Group, above the Scottish average.
CHN22 % of child protection re-registrations within 18 months	1.3								2	Results released in March and will be reported in the next annual report
CHN23 Percentage of looked after children with more than 1 placement in the last year (Aug-July)	14.3								5	Results released in March and will be reported in the next annual report

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Corporate Services										
CORP 3b The percentage of the highest paid 5% of employees who are women	53.9	54.09	55.8	0.2	0.4 %	17	16	3 ▲	55.6	
CORP 3c The gender pay gap	1.95	-3.59 ●	4.0	-5.5	-284.2 %	1	12	1 ●	2.4	ELC have moved to a new HR/Payroll system and the information relating to multiple posts is held differently. This provides better representation of our workforce. Teachers hourly rates have increased as a result of the recent pay award and hourly rates for these colleagues have risen.
CORP 6a Sickness Absence Days per Teacher	6.98	6.40	6.2	-0.6	-8.3 %	19	24	3 ▲	6.0	Average number of days for sickness absence for teachers has reduced from 6.98 to 6.40 days
CORP 6b Sickness Absence Days per Employee (non-teacher)	12.11	11.72	11.5	-0.4	-3.2 %	18	24	3 ▲	11.0	Average number of days for all other employees has also reduced from 12.11 to 11.72. ELC is slightly above the Scottish average for these measures.
										In the UK mental health has not historically been recognised to the extent that it now is, as having an impact on individual's health, wellbeing and fitness to work. East Lothian Council are tackling this, and transforming it from being a hidden illness, to one that is discussed and supported through our Minds Aye Campaign, Mental Health Training and awareness raising through our Listening Ears Network.
										As a result the most frequent causes of reported absence from work are changing and, while absences due to mental ill health have risen, absences reported as being due to infections, gastrointestinal problem and colds have reduced, with an overall reduction in total absence figures. The provision of flu jags in 2018/2019 may also have contributed to a reduction in absence due to flu.
										It is hoped that in the long term, the additional provisions put in place to support individuals with their mental health and wellbeing will result in less absences from work due to mental ill health.

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CORP 7 Percentage of income due from Council Tax received by the end of the year	97.03	96.88 ●	96.0	-0.2	-0.2 %	9	7	2 ▲	96.3	ELC Council tax collection performance of 96.88% is above the Scottish average and the family group median. The best performance across all councils is 98%. The 0.2% change against the previous year has resulted in the council moving to the second quartile (top 50%) for this measure. The figure is derived by calculating the income received from council tax for the year of £51,055,485 and dividing this by the income due from council tax for the year, excluding reliefs and rebates of £52,701,795. These figures relate to council tax charges and payments only and exclude water and sewerage. A 4.79% increase was applied to council tax charges in 2018/19 and an additional 646 new properties added to the valuation list. More intervention work is being carried out by the council tax team to ensure those affected by welfare reform are able to maintain payments. We are seeing a higher number of repayment arrangements which can extend beyond the current financial year.
CORP 8 Percentage of invoices sampled that were paid within 30 days	86.5	86.07	92.7	-0.4	-0.4 %	27	27	4 ◆	94.1	The percentage of invoices sampled that were paid within 30 days is 86%. Performance has declined gradually over the last 6 years from 91.6 in 2013/14. Both the Scottish average and family group median have improved over the same time period. ELC is taking steps through the P2P program to improve invoice payment times. The service is currently awaiting the results of an external review.
CORP-ASSET1 % of operational buildings that are suitable for their current use	84.8	84.92 ●	82.1	0.1	0.1 %	16	16	2 ▲	89.5	As part of government guidance ELC has attempted to improve the Condition of its Estate by using the Condition Surveys as a basis/benchmark to provide information to assist in prioritising and targeting improvement works across its Estate. Proportion of operational buildings that are suitable for their current use is 84.9% for ELC. The national average is 87.2%. Rank position is unchanged.

Fiscal_YR	2018/19
Local Authority	East Lothian



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3c CORP 6a CORP 6b SW1 ENV4b ENV4c ENV4d ENV4e HSN1b HSN2 HSN4b Econ3= **lower is better**;

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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-ASSET2 % of internal floor area of operational buildings in satisfactory condition	92.8	89.15 ●	87.2	-3.6	-3.9 %	16	12	2 ▲	89.8	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 reduced by 3.9% in 2018/19. Condition surveys of ELC estate continue as part of a rolling programme. 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.
Adult Care Services										
SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+	3.9	4.36	7.3	0.5	12.4 %	20	21	3 ▲	4.7	Self Directed Support (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a % of total social work spend on adults 18+ has increased by over 12% from 3.88% to 4.36%. Both underlying costs of gross social work spend and SDS spend has increased.
SW3a % of people aged 65 or over with long term care needs receiving personal care at home	63.9	60.04	61.0	-3.9	-6.1 %	20	19	3 ▲	61.9	There is no significant change in this measure. East Lothian figure has dropped between 2017-18 and 2018-19, which broadly reflects the trend across all of Scotland and our Family Group.
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges	105.6	99.34 ●	103.0	-6.3	-6.0 %	14	20	2 ▲	104.0	This is a new Adult Social Care measure for 2018/19. The readmission rate reflects several aspects of integrated health and care services – including discharge arrangements and co-ordination of follow up care underpinned by good communication between partners. East Lothian have seen a reduction in the rate of readmissions within 28 days compared to the previous year, the first reduction since 2013/14 and at a similar rate as in 2015/16.
SW7 % Proportion of care services graded "good" or better in Care Inspectorate inspections	78.3	76.47	82.2	-1.9	-2.4 %	26	27	4 ◆	78.3	This is a new Adult Social Care measure for 2018/19.
SW8 Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	774.9	640.67 ●	792.7	-134.2	-17.3 %	19	19	3 ▲	700.7	This is a new Adult Social Care measure for 2018/19. Number of bed days people spend in hospital when they are ready to be discharged reduced from 7231 to 6046 (-16.4%). East Lothian population estimate of 75+ increased slightly from 9332 to 9437.

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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										
ENV3c Street cleanliness score	94.5	91.80	92.8	-2.7	-2.8 %	22	10	3 ▲	94.5	Street Cleanliness Score has reduced to 91.8. Rank position has seen the biggest drop from 10th to 22nd in 2018/19.
ENV4b Percentage of A class roads that should be considered for maintenance treatment	29.3						22			All A Class roads are surveyed every 2 years
ENV4c Percentage of B class roads that should be considered for maintenance treatment	40.3						27			50% of B Class roads are surveyed every 2 years
ENV4d Percentage of C class roads that should be considered for maintenance treatment	33.5						16			50% of C Class roads are surveyed every 4 years
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	33.1	33.00 ●	38.2	-0.1	-0.3 %	10	9	2 ▲	35.2	
ENV6 % of total household waste arising that is recycled	53.1	53.10 ●	44.7	0.0	-0.0 %	11	13	2 ▲	52.9	East Lothian's Recycling Rate remained static at 53.1% and above the Scottish household waste recycling rate of 44.7%. The Scottish average saw an overall decrease of 0.9 percentage points from the 45.6% rate achieved nationally in 2017/18. This is the first year on year decrease in the household waste recycling rate since the start of reporting under the current definition of household waste in 2011.

Fiscal_YR	2018/19
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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Housing Services										
HSN1b Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	9.3	7.49	7.3	-1.8	-19.3 %	12	23	2 ▲	7.3	Gross rent arrears reduced from 9.3% at end 2017/18 to 7.49% at end 2018/19. The combined current and former tenant rent arrears reduced from £2,556,491 to £2,152,638, a net reduction of £403,853 (15.79%). The reduction has led to an improvement in rank position from 23 to 12 when compared against other councils. ELC values are slightly above both the Scottish average (7.3%) and family group median (7.3%).
HSN2 Percentage of rent due in the year that was lost due to voids	0.8	1.19	0.95	0.4	45.8 %	19	11	3 ▲	0.86	The total amount of rent due was £28,733,696. The amount of rent lost due to properties being empty was £341,581 - an increase of 52.1%. Void rent loss has a strong correlation with the number of re-let days, which rose from 28.1 days in 2017/18 to 39.92 days in 2018/19. Community Housing and Property Maintenance teams have been reviewing the Voids Policy and associated procedures as well as taking measures to reduce the number of long-term voids that had built up. There were a significant number of long-term voids at start of the 2018/19 financial year and this together, with increased re-let times has negatively impacted on void rent loss performance. The addressing of a significant number of long-term voids, the full implementation of the development work and closer scrutiny of voids will see improvements in re-let times and associated rent loss going forward. The new Voids Policy was approved by Cabinet in November 2019 with a full implementation date of 1 April 2020, so whilst some improvement is expected in 2019/20, more significant improvement can be expected in 2020/21.
HSN3 Percentage of dwellings meeting Scottish Housing Standards	96.6	96.69 ●	94.3	0.1	0.1 %	13	12	2 ▲	95.8	Percentage of dwellings meeting Scottish Housing Standards improved very slightly to 96.7%. Performance is higher than both the Scottish average and family group median. The vast majority of the remaining 3.3% of noncompliant stock relates to door entry systems in mixed tenure blocks. These upgrades require the consent of all owners, and ELC is continuing to engage with owners.

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HSN4b Average time taken (days) to complete non-emergency repairs	7.2	8.98	7.8	1.8	25.4 %	19	10	3 ▲	7.7	<p>Average number of days taken to complete non-emergency repairs increased to 8.98 days compared to 7.16 the previous year. The number of repair cases increased 8% year on year to 19,639. Total number of working days taken increased to 176,273 for 2018/19.</p> <p>Performance will also have been adversely impacted by frontline and back office shortages arising from a higher than average rate of employee absence during the performance year. The last quarters of 2018/19 saw significant improvements and it is expected that all trade turnaround will revert back to an underlying norm below the Scottish Local Authority average during the course of 2019/20.</p>
HSN5 Percentage of council dwellings that are energy efficient	96.5	96.86	97.5	0.3	0.3 %	19	19	3 ▲	96.8	<p>Percentage of council dwellings that are energy efficient has improved to 96.86%, with the Scottish average at 97.5%. The remaining 3.1% of ELC stock not meeting the energy efficiency predominantly comprise "harder to treat" properties where the main source of heating is either sold fuel of electric. It is envisaged that these properties will be brought within the energy efficiency threshold through the ongoing effort to meet the Energy Efficiency Standard for Social Housing (EESHS).</p>

Fiscal_YR	2018/19
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Economic development										
ECON1 Unemployed People Assisted into work from Council operated / funded Employability Programmes	3.0	5.65	12.6	2.6	85.5 %	26	30	4 ◆	12.3	There were 113 unemployed people assisted into work from a council funded / operated employability programme. This represents 5.65% of the claimant count.
ECON3 Average time per business and industry planning application (weeks)	10.7	10.85	9.1	0.1	1.3 %	26	25	4 ◆	8.5	ELC slightly above the Scottish average of 9.1 and within the 4th quartile. Performance over the last 5 years has averaged at 10.7 weeks.
ECON4 % of procurement spent on local enterprises	21.0	19.37	28.7	-1.6	-7.6 %	23	22	3 ▲	19.9	% of procurement spend spent on local enterprises has continued to reduce from 31.8% in 2012/13 to 19.3% in 2018/19.
ECON5 No of business gateway start-ups per 10,000 population	19.6	18.53 ●	16.7	-1.0	-5.2 %	16	12	2 ▲	18.9	ELC slightly down on the previous year with 196 BG start-ups in 2018/19 (target 210). Performance better than the Scottish average.
ECON7 Proportion of people earning less than the living wage	19.3	20.80	19.4	1.5	7.8 %	12	12	2 ▲	22.1	
ECON8 Proportion of properties receiving superfast broadband	88.0	88.90	92.0	0.9	1.1 %	20	20	3 ▲	90.9	% of properties receiving superfast broadband has increased from 57% in 2014/15 to 88.9% in 2018/19. The rate of increase has slowed over the last few years.
ECON9 Town Vacancy Rates	6.1	8.39 ●	10.0	2.3	37.4 %	11	2	2 ▲	9.2	Vacancy rates have increased from 6.1% to 8.39%. Rank position has declined from 2 to 11. The rate is below the Scottish average of 10%.
ECON10 Available employment land as a % of total land allocated for employment purposes in LDP		7.30	37.4	7.3	0.0 %	28		4 ◆	31.5	No previous figure available

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Satisfaction										
Children's Services										
CHN10 % of adults satisfied with local schools	73.7	71.87 ●	71.8	-1.8	-2.4 %	22	21	3 ▲	74.6	The LGBF satisfaction measure has declined slightly to 71.8%, but remains above the Scottish average. Local satisfaction rate for schools is 92%. This is a slight improvement in the 90% achieved in the 2017 Residents Survey.
Adult Care Services										
SW4b % of adults who agree that their services had an impact in improving their quality of life	74.9						29			Measure reported every 2 years
SW4c % of adults supported at home who agree they are supported to live as independently as possible	71.6						32			This is a new Adult Social Care measure for 2018/19. Previous values are the latest figure. The next update will be in 2019/20.
SW4d % of adults supported at home who agree they had a say in how their care/support was provided	67.9						30			This is a new Adult Social Care measure for 2018/19. Previous values are the latest figure. The next update will be in 2019/20.
SW4e % of carers who feel supported to continue in their caring role	36.0						22			This is a new Adult Social Care measure for 2018/19. Previous values are the latest figure. The next update will be in 2019/20.
Environmental Services										
ENV7a % of adults satisfied with refuse collection	81.0	79.77 ●	76.3	-1.2	-1.5 %	19	20	3 ▲	81.1	% of adults satisfied with refuse collection continuing downward trend reflective of falling levels of satisfaction nationally 79.77% 2016-19 down from high of 93.67% 2012-15 (Scottish average 76.3% 2016-19 down from high of 83.33% 2012-15). East Lothian Residents Survey 2018 showed an improvement with 89% being very or fairly satisfied with Waste and Recycling Services.
ENV7b % of adults satisfied with street cleaning	82.7	78.90 ●	66.3	-3.8	-4.6 %	1	1	1 ●	68.2	ELC satisfaction with street cleaning continues to be the highest in Scotland at 78.9% and has remained this position for over 5 years. Local satisfaction rates for this measure is 86% (Residents Survey 2019). The national outlook shows a gradual decline in satisfaction rates reducing the Scottish average (66.3%). ELC rate also showing a downward trend and declined by 4.5% against the previous year.
Culture & Leisure Services										
C&L5a % of adults satisfied with libraries	68.0	69.17 ●	72.4	1.2	1.7 %	27	28	4 ◆	77.9	This indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.
C&L5b % of adults satisfied with parks and open spaces	88.7	85.37 ●	84.8	-3.3	-3.7 %	16	8	2 ▲	86.0	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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C&L5c % of adults satisfied with museums and galleries	61.7	60.97	69.3	-0.7	-1.1 %	21	20	3 ▲	66.3	This indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.
C&L5d % of adults satisfied with leisure facilities	71.7	68.20	71.4	-3.5	-4.8 %	27	22	4 ◆	71.2	This indicator is taken from the Scottish Household Survey, which has a small sample size and low confidence levels for East Lothian.

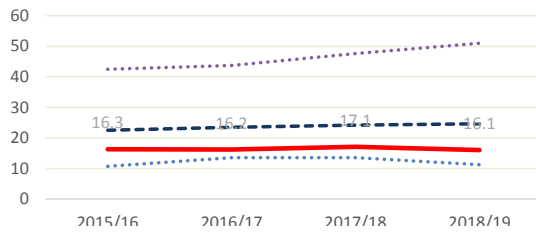
Appendix 3 - LGBF Chart Summary



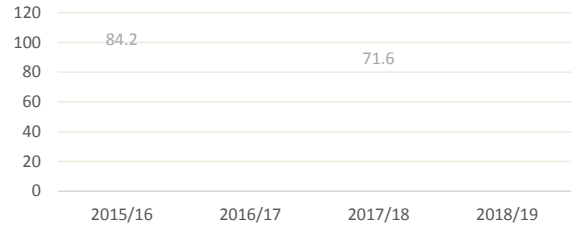
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Adult Care Services

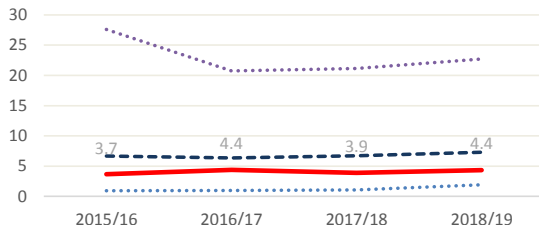
SW1 Home Care Costs per Hour for people 65 or over



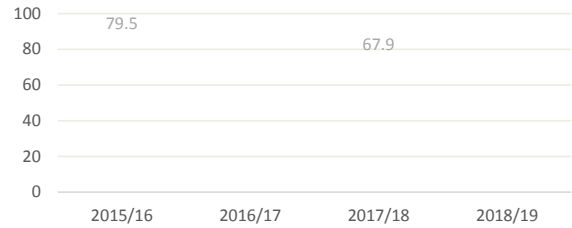
SW4c % of adults supported at home who agree they are supported to live as independently as possible



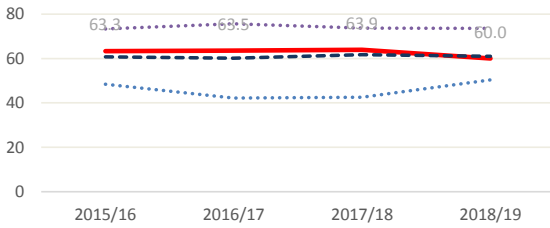
SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+



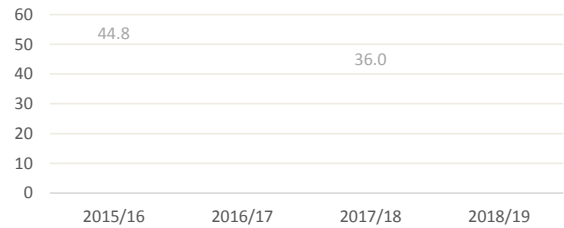
SW4d % of adults supported at home who agree they had a say in how their care/support was provided



SW3a % of people aged 65 or over with long term care needs receiving personal care at home



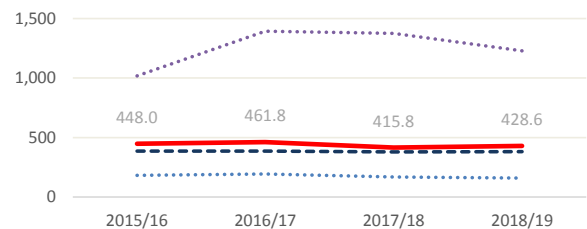
SW4e % of carers who feel supported to continue in their caring role



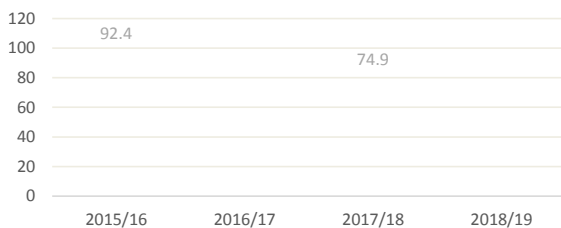
SW4a Percentage of adults receiving any care or support who rate it as excellent or good



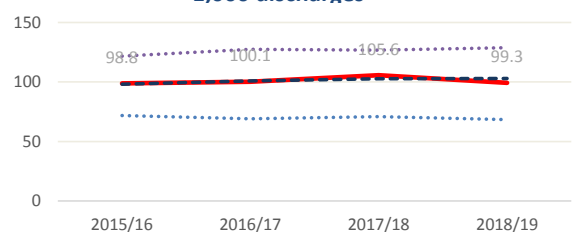
SW5 Residential Care Costs per week per resident for people aged 65 or over



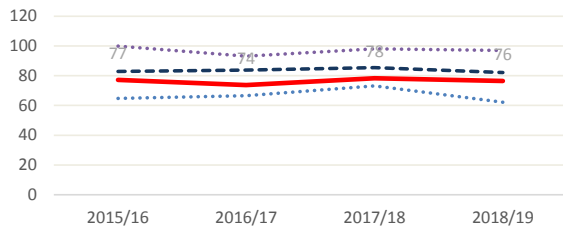
SW4b % of adults who agree that their services had an impact in improving their quality of life



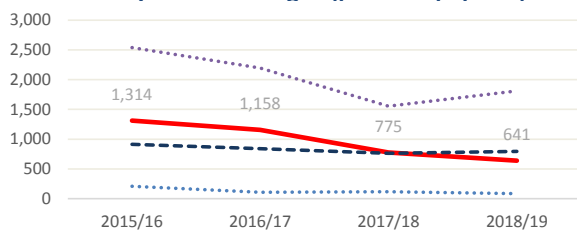
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges



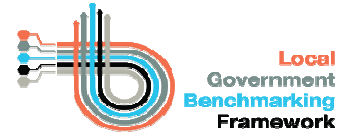
SW7 % Proportion of care services graded "good" or better in Care Inspectorate inspections



SW8 Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)



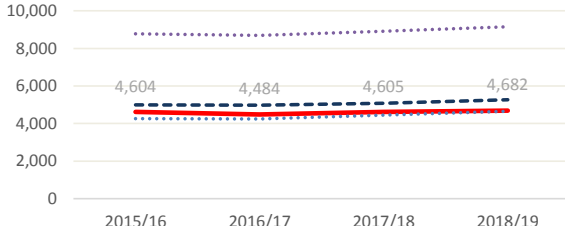
Appendix 3 - LGBF Chart Summary



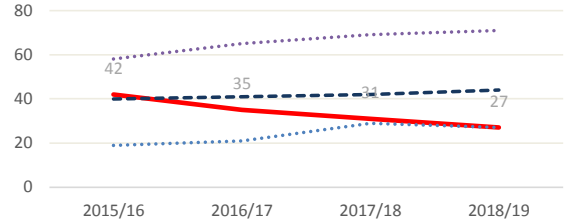
— East Lothian - - - Scottish Average
 Min Max

Children's Services

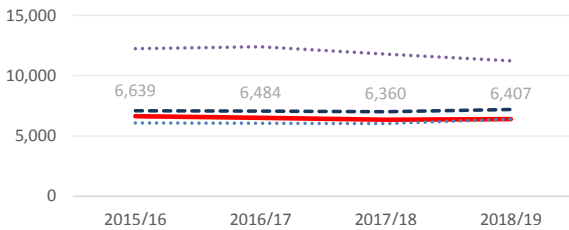
CHN1 Cost Per Primary School Pupil



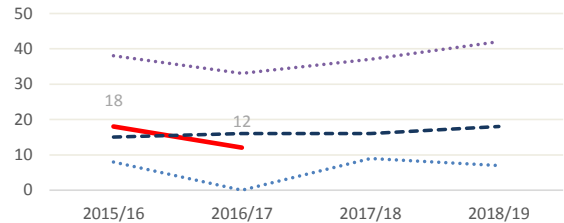
CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher



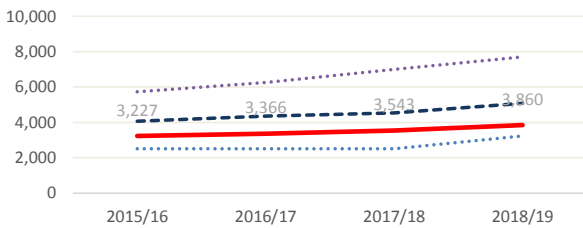
CHN2 Cost per Secondary School Pupil



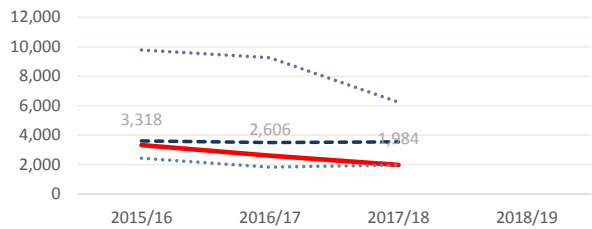
CHN7 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher



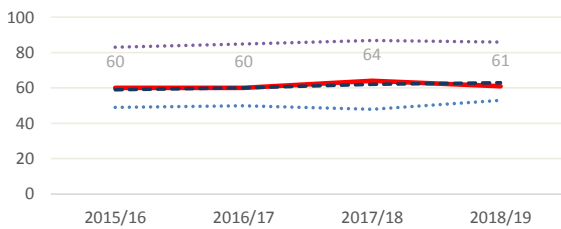
CHN3 Cost per Pre-School Education place



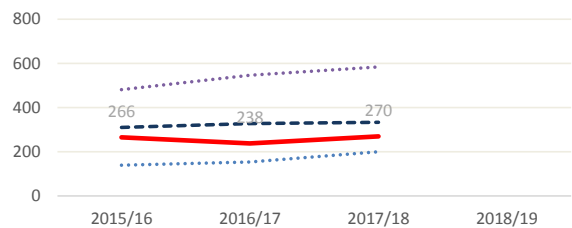
CHN8a The Gross Cost of "Children Looked After" in Residential based services per Child per Week



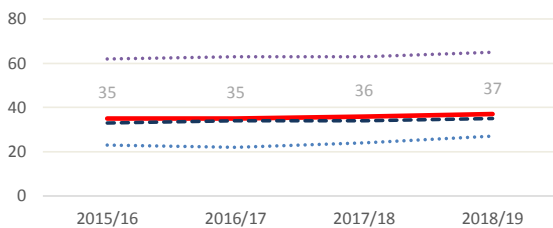
CHN4 % of Pupils Gaining 5+ Awards at Level 5



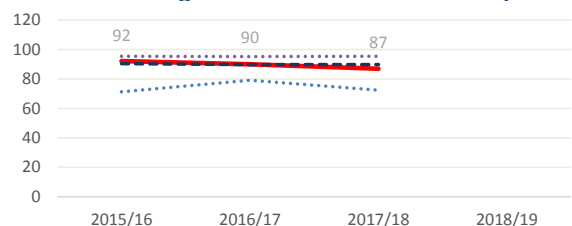
CHN8b The Gross Cost of "Children Looked After" in a community setting per Child per Week



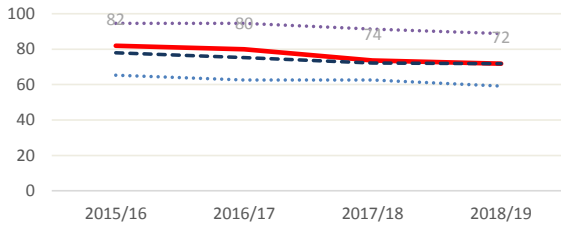
CHN5 % of Pupils Gaining 5+ Awards at Level 6



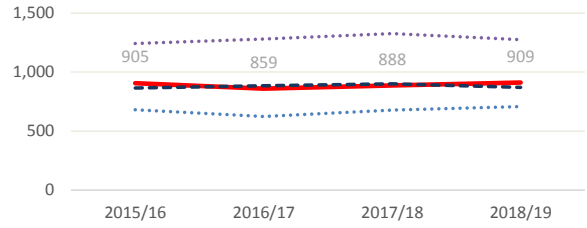
CHN9 Balance of Care for 'looked after children': % of children being looked after in the community



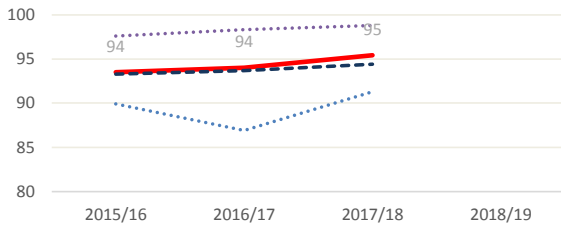
CHN10 % of adults satisfied with local schools



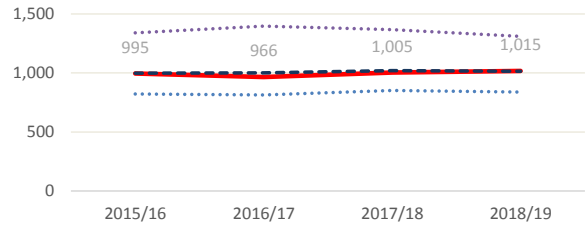
CHN12d Average Total Tariff SIMD Quintile 3



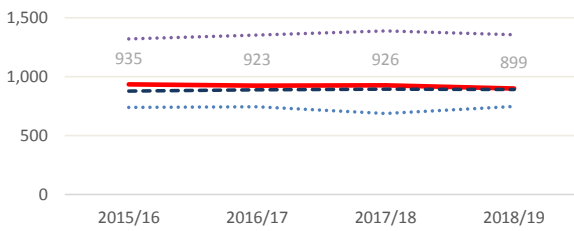
CHN11 Proportion of pupils entering positive destinations



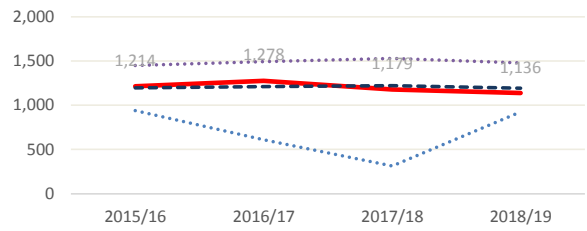
CHN12e Average Total Tariff SIMD Quintile 4



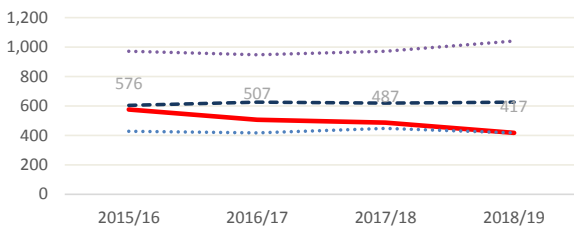
CHN12a Overall Average Total Tariff



CHN12f Average Total Tariff SIMD Quintile 5



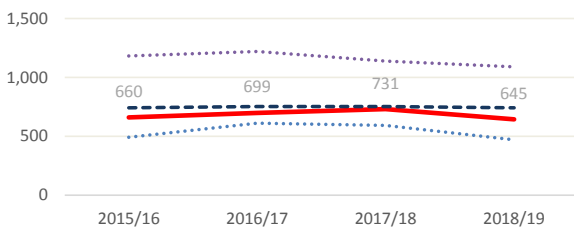
CHN12b Average Total Tariff SIMD Quintile 1



CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy



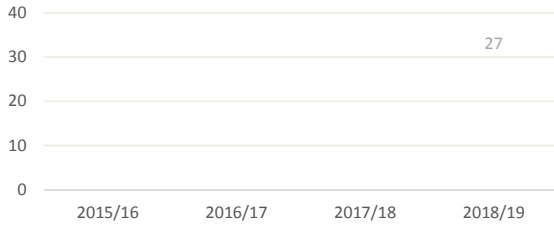
CHN12c Average Total Tariff SIMD Quintile 2



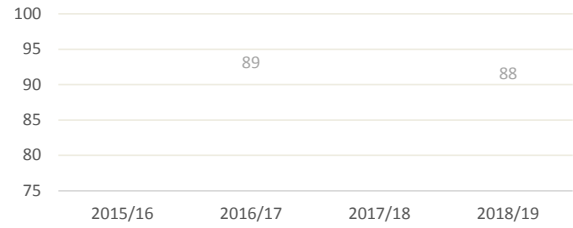
CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy



CHN14a Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils



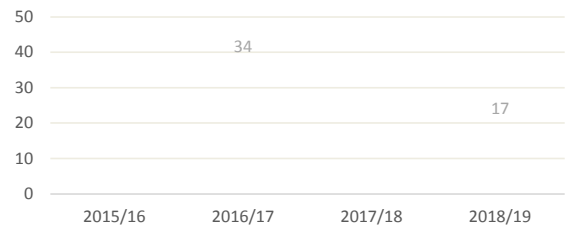
CHN19b % school attendance for 'Looked After Children'



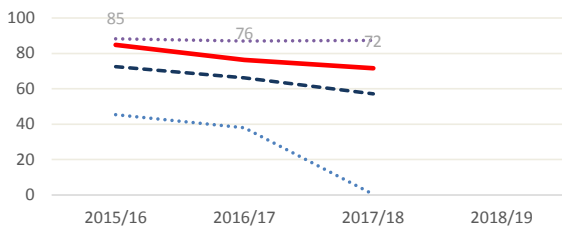
CHN14b Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils



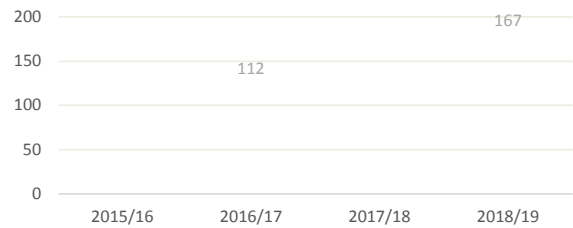
CHN20a school exclusion rate per 1000 pupils



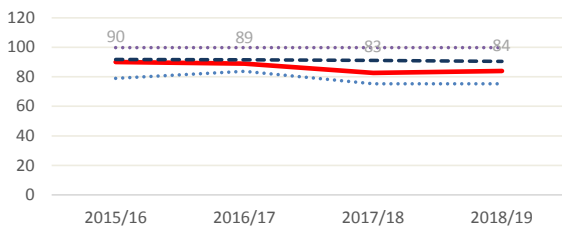
CHN17 Percentage of children meeting developmental milestones



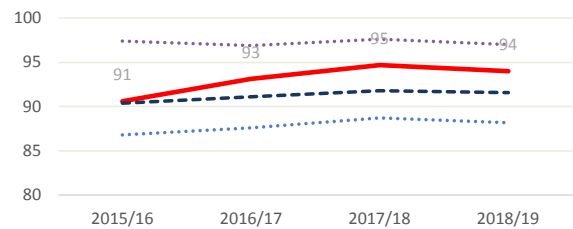
CHN20b School exclusion rate per 1000 Looked After Children



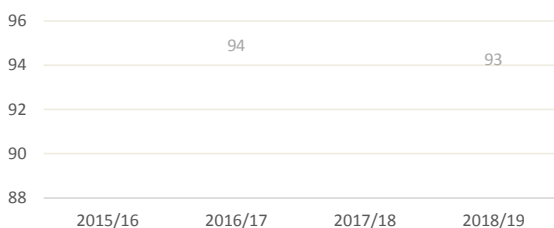
CHN18 % of funded early years provision which is graded good/better



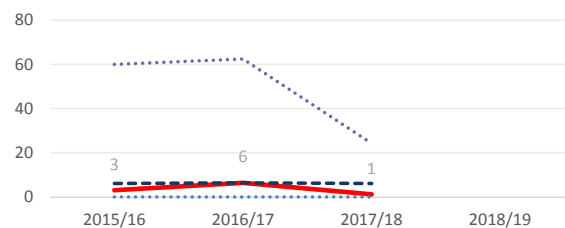
CHN21 Participation Rates for 16-19 year olds



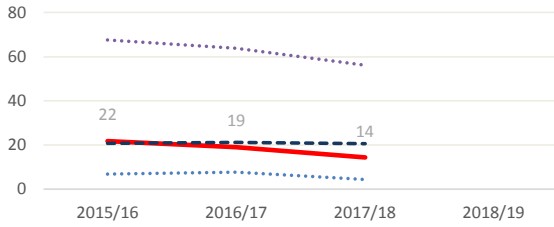
CHN19a % rate of school attendance



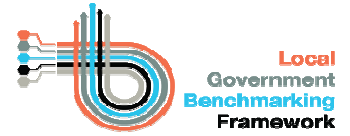
CHN22 % of child protection re-registrations within 18 months



CHN23 Percentage of looked after children with more than 1 placement in the last year (Aug-July)



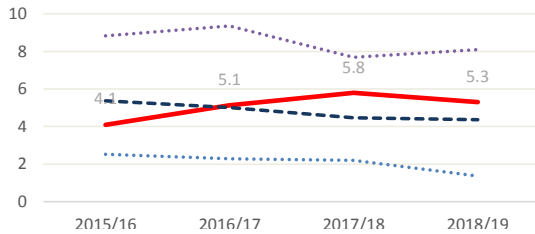
Appendix 3 - LGBF Chart Summary



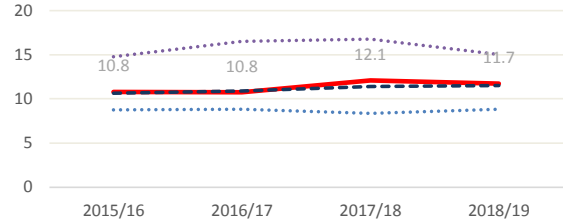
— East Lothian - - - Scottish Average
 Min Max

Corporate Services

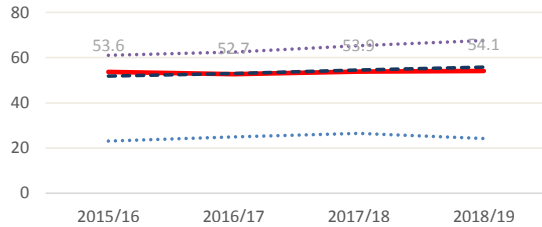
CORP 1 Support services as a % of Total Gross expenditure



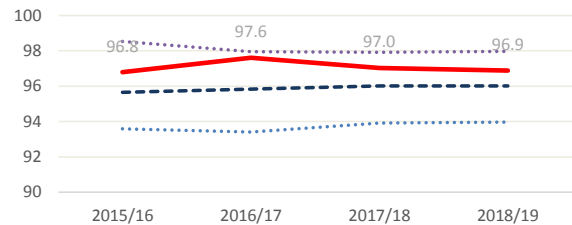
CORP 6b Sickness Absence Days per Employee (non-teacher)



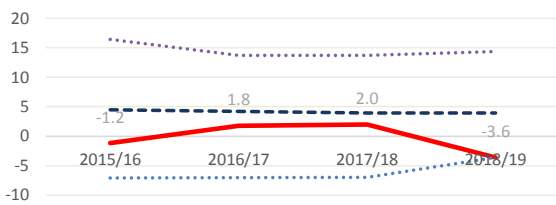
CORP 3b The percentage of the highest paid 5% of employees who are women



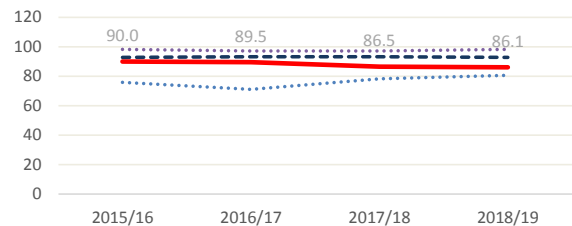
CORP 7 Percentage of income due from Council Tax received by the end of the year



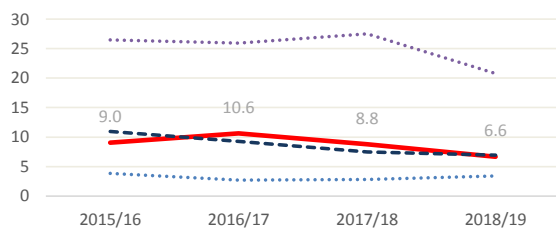
CORP 3c The gender pay gap



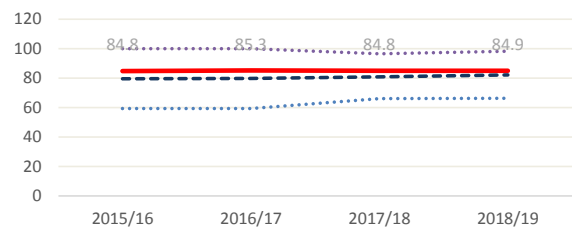
CORP 8 Percentage of invoices sampled that were paid within 30 days



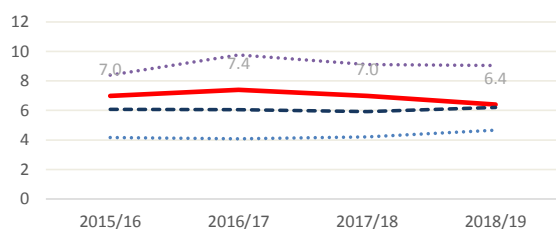
CORP 4 The cost per dwelling of collecting council tax



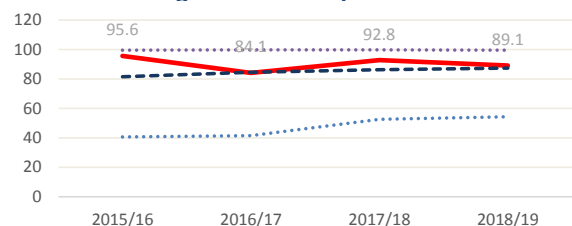
CORP-ASSET1 % of operational buildings that are suitable for their current use



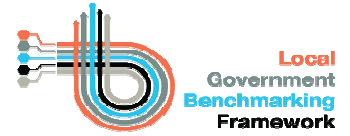
CORP 6a Sickness Absence Days per Teacher



CORP-ASSET2 % of internal floor area of operational buildings in satisfactory condition



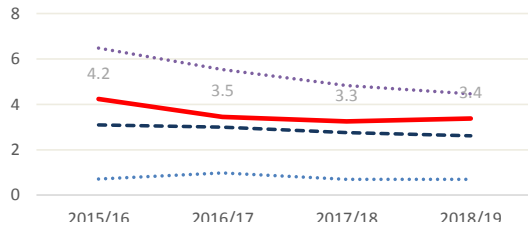
Appendix 3 - LGBF Chart Summary



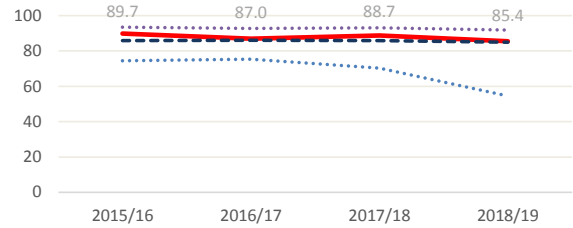
— East Lothian - - - Scottish Average
 Min Max

Culture & leisure Services

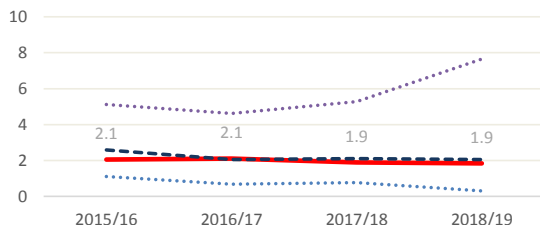
C&L1 Cost per attendance at sports facilities



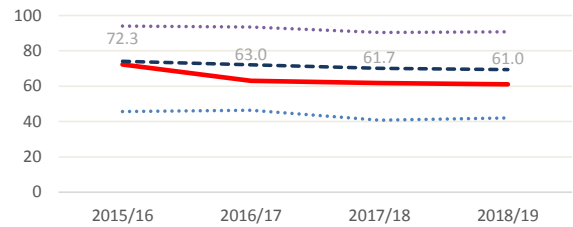
C&L5b % of adults satisfied with parks and open spaces



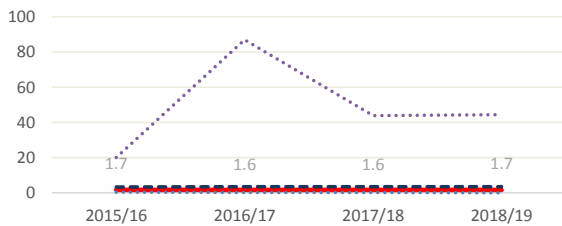
C&L2 Cost per library visit



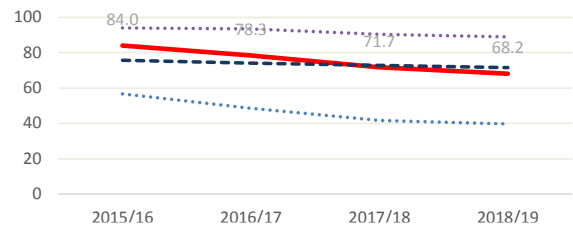
C&L5c % of adults satisfied with museums and galleries



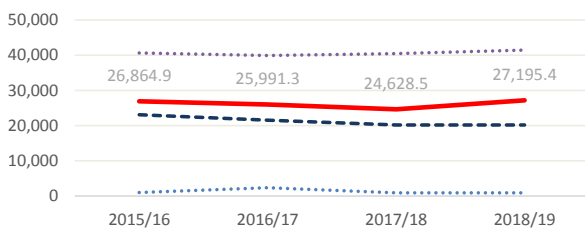
C&L3 Cost of museums per visit



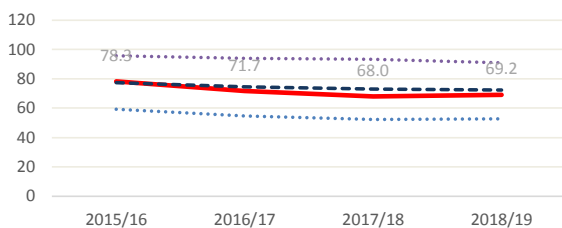
C&L5d % of adults satisfied with leisure facilities



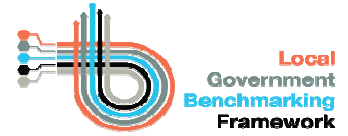
C&L4 Cost of parks & open spaces per 1,000 population



C&L5a % of adults satisfied with libraries



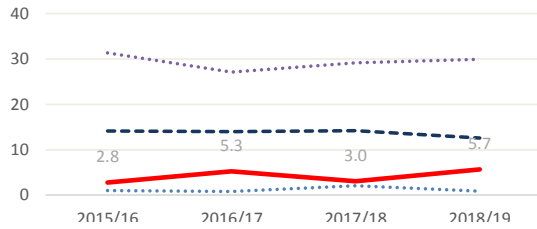
Appendix 3 - LGBF Chart Summary



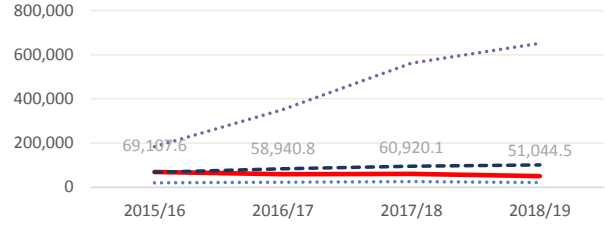
— East Lothian - - - Scottish Average
 Min Max

Economic development

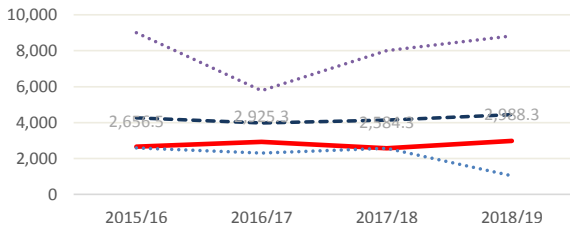
ECON1 Unemployed People Assisted into work from Council operated / funded Employability Programmes



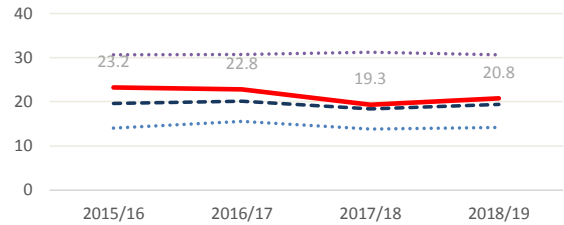
ECON6 Cost of Economic Development & Tourism per 1,000 Population



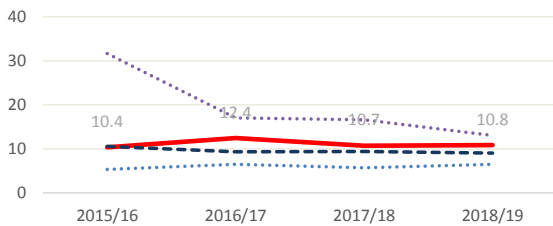
ECON2 Cost of Planning & Building Standards per planning application



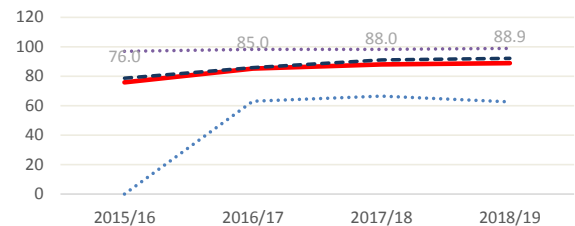
ECON7 Proportion of people earning less than the living wage



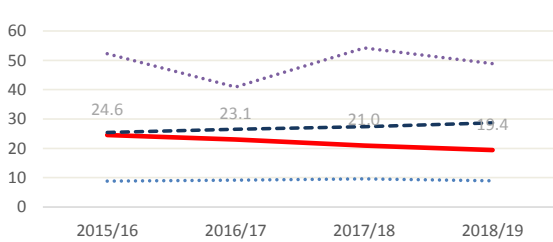
ECON3 Average time per business and industry planning application (weeks)



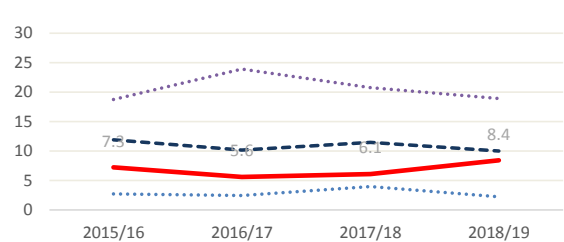
ECON8 Proportion of properties receiving superfast broadband



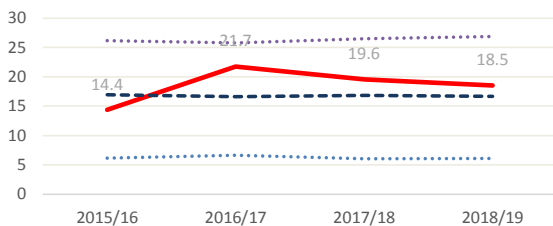
ECON4 % of procurement spent on local enterprises



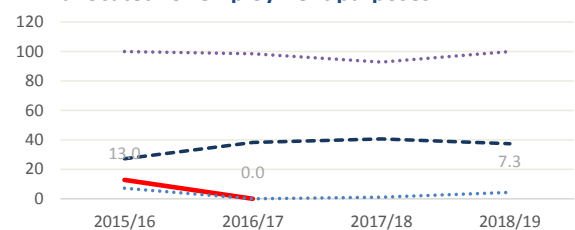
ECON9 Town Vacancy Rates



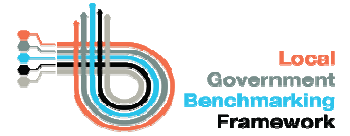
ECON5 No of business gateway start-ups per 10,000 population



ECON10 Available employment land as a % of total land allocated for employment purposes in LDP



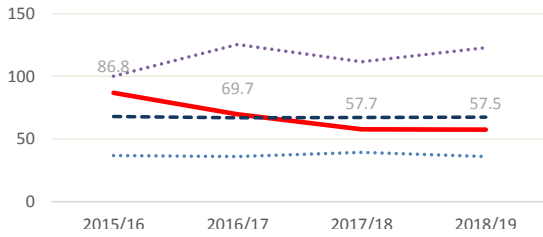
Appendix 3 - LGBF Chart Summary



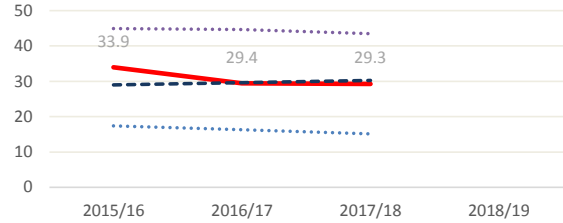
— East Lothian - - - Scottish Average
 Min Max

Environmental Services

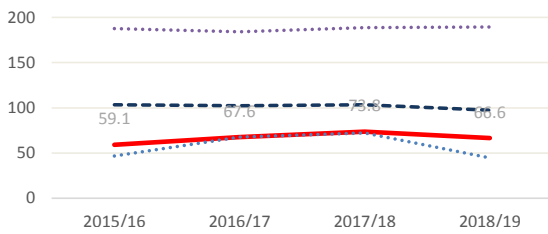
ENV1a Net cost per Waste collection per premise



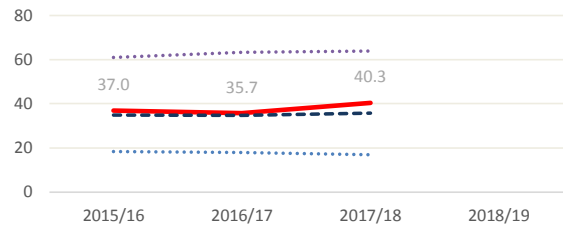
ENV4b Percentage of A class roads that should be considered for maintenance treatment



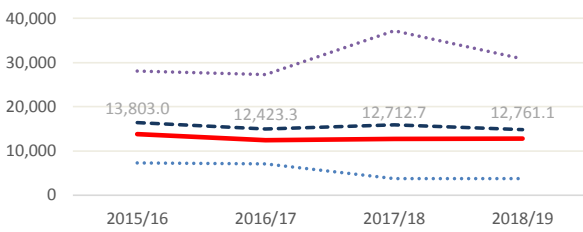
ENV2a Net cost per waste disposal per premise



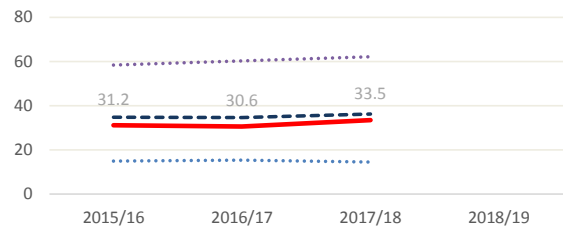
ENV4c Percentage of B class roads that should be considered for maintenance treatment



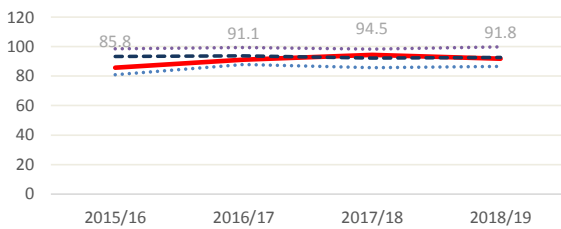
ENV3a Net cost of street cleaning per 1,000 population



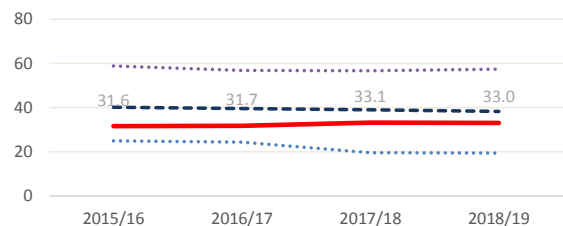
ENV4d Percentage of C class roads that should be considered for maintenance treatment



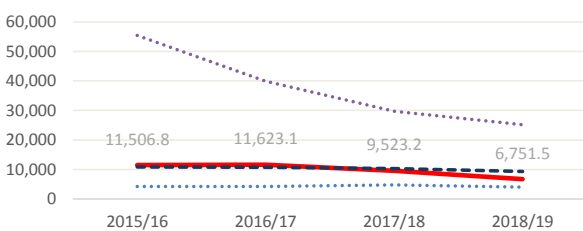
ENV3c Street cleanliness score



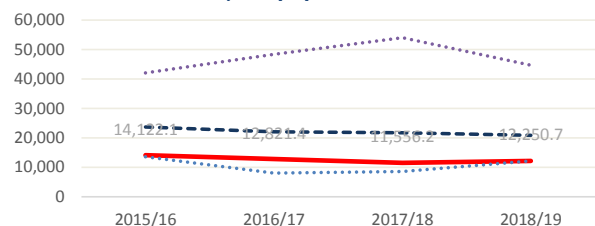
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment



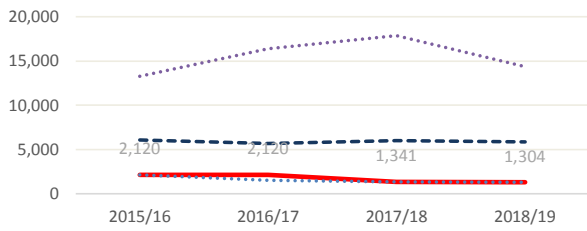
ENV4a Cost of maintenance per kilometre of roads



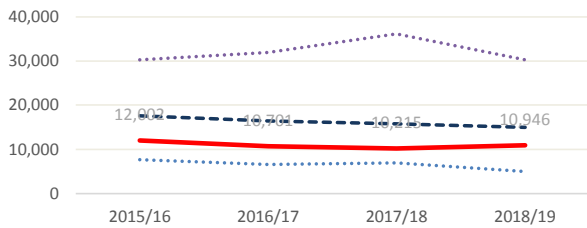
ENV5 Cost of trading standards and environmental health per 1,000 population



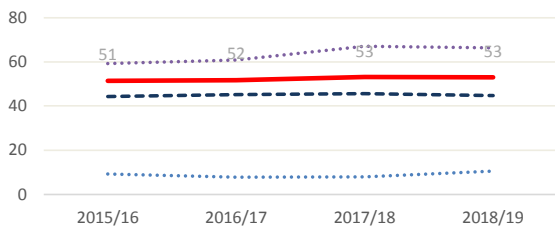
ENV5a Cost of Trading Standards, Money Advice & Citizen Advice per 1000



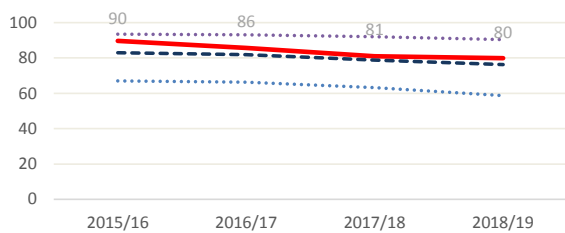
ENV5b Cost of Environmental Health per 1000 population



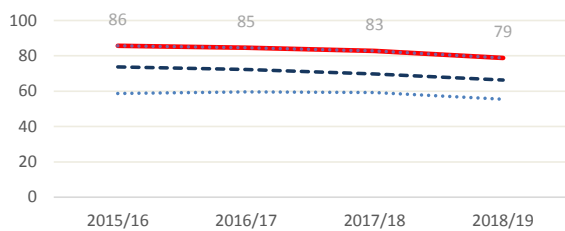
ENV6 % of total household waste arising that is recycled



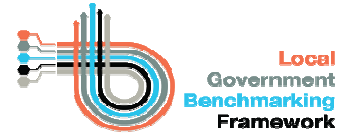
ENV7a % of adults satisfied with refuse collection



ENV7b % of adults satisfied with street cleaning



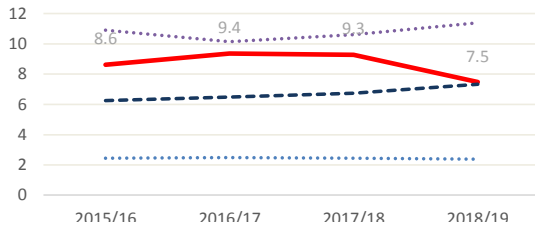
Appendix 3 - LGBF Chart Summary



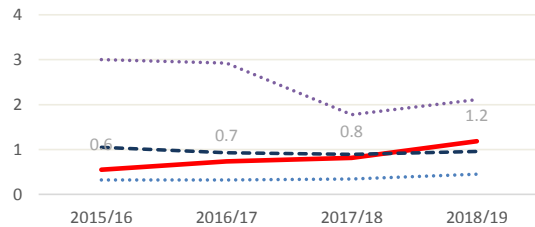
— East Lothian - - - Scottish Average
 Min Max

Housing Services

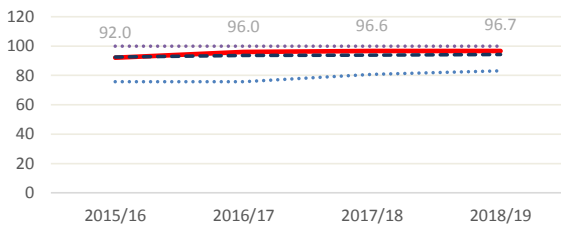
HSN1b Gross rent arrears as at 31 March each year as a % of rent due for the reporting year



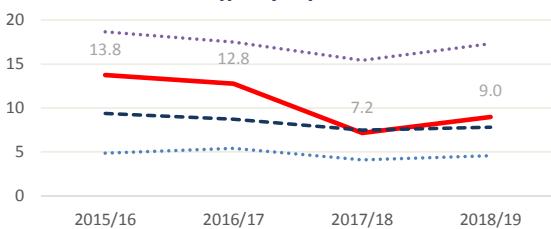
HSN2 Percentage of rent due in the year that was lost due to voids



HSN3 Percentage of dwellings meeting Scottish Housing Standards



HSN4b Average time taken (days) to complete non-emergency repairs



HSN5 Percentage of council dwellings that are energy efficient

