



MINUTES OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

WEDNESDAY 26 FEBRUARY 2020
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON

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Committee Members Present:

Councillor L Bruce (Convener)
Councillor J Findlay
Councillor N Gilbert
Councillor C Hoy
Councillor G Mackett
Councillor P McLennan

Other Councillors Present:

Councillor S Akhtar
Councillor N Hampshire
Councillor F O'Donnell

Council Officials Present:

Ms M Patterson, Chief Executive
Ms L Brown, Chief Operating Officer – Education
Mr G Clark, Head Teacher – Preston Lodge High School
Mr B Davies, (Previous) Group Service Manager – Planning and Performance
Mr P Forsyth, Team Manager – Assets and Regulatory (Roads)
Ms L Kerr, Planning and Performance Manager
Ms J Mackay, Senior Communications Adviser
Ms A McDonald, Director of East Lothian Health and Social Care Partnership
Mr R Parker, Service Manager – Education (Strategy and Operations)
Ms P Pattison, Child Protection Lead Officer
Mr D Proudfoot, Head of Development
Mr T Reid, Head of Infrastructure
Mr P Reynolds, Head Teacher – Ross High School
Ms S Saunders, Head of Communities and Partnerships
Ms B Skirrow, Principal Officer – Education
Mr G Stewart, Policy Officer (Performance)
Mr A Stubbs, Service Manager – Roads
Ms J Tait, Chief Operating Officer – Children's Services and Chief Social Work Officer
Mr G Talac, Senior Roads Officer (Parking & Sustainable Travel)
Mr P Vestri, Service Manager – Corporate Policy and Improvement

Clerk:

Ms B Crichton

Apologies:

Councillor C McGinn
Councillor T Trotter

Declarations of Interest:

None

1. MINUTES FOR APPROVAL – PPRC, 9 OCTOBER 2020

The minutes of the meeting of the Policy and Performance Review Committee of 9 October 2019 were approved.

6. SOCIAL CARE CHARGING AND APPEALS

The Committee agreed to change the order in which items were heard due to having invited members of the social care charging group to attend for this item.

A report was submitted by the Director of the East Lothian Health and Social Care Partnership to update the Committee on the impact of changes made to social care charging in 2018/19 in relation to the numbers of people attending services, the numbers of appeals and their outcomes, and the income generated as a result of the changes.

Bryan Davies, previous Group Service Manager – Planning and Performance, took Members through the report in detail, highlighting the key issues, including: the timeline of changes; outcomes of appeals; the appeals review process and improvements to be made on the basis of feedback; and the largely static uptake of various services (apart from the decrease in use of community alarms, now increasing once again). He advised that a draft Non-Residential Charging Policy had been completed, and discussed reasons this was yet to be finalised.

Alan Brown, member of the social care charging group, provided Members with some information about the group. He highlighted some specific information that he insisted ought to be shared with the charging group. He provided information on various issues the group considered; he highlighted the harmony of thresholds between service users under and over 65 and stated that current practice represented direct and indirect discrimination against a protected group i.e. age. He argued that current financial assessment forms were not fit for purpose. He also raised the issue of transparency when officers who had managed and administered the services also led appeals.

Mr Davies responded to some of the issues Mr Brown had raised. He advised that the issue of the under- and over-65s threshold currently sat with COSLA; he highlighted issues regarding the Department of Work and Pensions and stated that the Health and Social Care Partnership's position on this would not change until after the 2021 COSLA guidance had been published. He advised that the financial assessment form had been improved, but indicated that the service would be prepared to look at this again. Mr Davies advised that the issue of independent management of appeals did need to be addressed and would improve the process; he agreed that the appeals panel membership probably ought to be extended.

Councillor McLennan thanked Mr Davies, who had recently left his post, for returning to present his report. He asked about the static uptake in services, as this would not represent a positive outcome if there had been an increase in demand for services that could not be matched. Mr Davies advised there was nuance in the numbers reported, and that obtaining this information was in hand.

Councillor McLennan questioned whether making a change to the issue of the under- and over-65s threshold required to go through COSLA, and whether East Lothian Council could make this decision prior to the publication of COSLA guidance. Mr Davies confirmed that COSLA provided only guidance, and therefore it would be possible to make a decision locally to equalise the threshold. Mr Davies pointed out the risk in making this decision in the absence of COSLA guidance, as a change to policy would have a significant impact on the two groups.

Councillor O'Donnell suggested that COSLA guidance be awaited to avoid having to undertake further review post-publication. She expressed that gradual equalisation would be considered between under- and over-65s, which ideally should be cost neutral given pressures on the budget. She proposed to build in consideration of Disability-Related Expenditure (DRE) right at the beginning of the process.

Councillor McLennan suggested that involvement of independent advocacy would be key to improving the appeals process. Mr Davies advised that DRE would also be considered at the appeals stage on an individual basis. He agreed that it would be good to have an independent advocate as a member of the appeals panel. He noted that policy had been developed over a number of iterations and the charging group's suggested amendments to the policy were likely to be implemented.

Councillor McLennan questioned how the process would be reviewed going forward. Councillor O'Donnell suggested that politics needed to be taken out of responses and highlighted the importance of certainty for service users. She suggested that greater certainty would be provided should a link be forged with Universal Credit.

Mr Brown remarked that there was an apparent misunderstanding of legal requirements given that age discrimination in charging persisted. Councillor O'Donnell replied that there perhaps needed to be a legal challenge given that government and local authorities had a system in place that treated people differently based on their age.

Councillor Hampshire enquired as to the practice of other local authorities. Mr Davies advised that through the national COSLA group it had been possible to gain a sense of how other local authorities levied charges. He stated that although East Lothian's system was not perfect, he was confident that it compared favourably to many other local authorities, some of whom neglected to consider DRE at all in financial assessments.

Responding to questions from Councillor Mackett regarding the frequency and range of appeals received, Mr Davies advised that there were seven appeals currently pending, and a broad range of appeals had been heard.

Councillor Findlay questioned what the personnel or financial implications would be should the Health and Social Care Partnership move to flat fees. Mr Davies advised that day care was currently a flat fee charge, as this was not linked to financial assessments; there could be a loss of income to the council should all services be linked to financial assessments.

Councillor Gilbert asked about the cost of appeals. Mr Davies advised that appeals had not been costed, but noted that they were undertaken by existing officers as part of their work duties. He informed Members that appeals were heard once a month, and various officers with detailed knowledge of particular circumstances would attend in relation to specific cases. Mr Brown pointed out that the service user had no role in the appeal process.

Councillor McLennan highlighted the significant impact this policy had on service users. He suggested that this ought to be considered by PPRC again from a financial and legal position in around in six months' time, and to consider the role of advocacy going forward.

The Convener suggested that a cross-party group consider next steps, as this ought not to be a political matter; he recommended that it be taken further offline.

Decision

The Committee agreed to note the findings contained within the report.

Sederunt: *Councillor O'Donnell left the meeting.*

2. 2019/20 Q3 PERFORMANCE INFORMATION UPDATE

A report was submitted by the Head of Communities and Partnerships to provide the Committee with the 2019/20 Q3 performance information update.

Gary Stewart, Policy Officer (Performance), spoke to the report. He provided Members with an overview of some of the performance figures quoted and summarised reasons behind changes in performance.

Officers responded to questions from Members. Councillor McLennan sought comment on the time taken to issue building warrants. Tom Reid, Head of Infrastructure, advised of considerable difficulties in recruitment of building standards officers being experienced nationally. He advised that a graduate scheme through Heriot Watt University should help redress the shortage of suitably-qualified candidates.

Councillor McLennan also requested comment on the change in performance regarding measure HSCP_CS02 (percentage of children on the Child Protection Register for more than six months). Judith Tait, Chief Social Work Officer, advised that she was pleased with the performance in this area, and noted that the size of the families involved made a significant difference to the figures.

The Convener enquired whether the low figure quoted at HSCP_01 (number of delayed discharge patients waiting over two weeks) could be sustained. Alison McDonald, Director of Health and Social Care for East Lothian, spoke of the significant journey involving changes to services undertaken over the previous four years. She advised of the trajectory target of not more than 12 delayed discharge patients waiting over two weeks; she advised that a large number of people could be referred at one time. Therefore, assurance could not be given that the figure would remain at just one, but a significant redesign of services had already taken place.

Decision

The Committee agreed to note that the indicators which showed a reduction in performance were being monitored to track whether negative trends continued and required further improvement action.

3. EAST LOTHIAN AND MIDLOTHIAN PUBLIC PROTECTION COMMITTEE ANNUAL REPORT 2018/19

Judith Tait, Chief Social Work Officer, presented the East Lothian and Midlothian Public Protection Committee Annual Report 2018/19 on behalf of Anne Neilson, Committee Chair. Ms Tait highlighted work undertaken with other agencies and efforts being made to increase police attendance at Adult Support and Protection conferences where necessary. She noted that although the number of children on the Child Protection Register remained reasonably static, East Lothian's population growth would mean that numbers would be expected to rise. She noted further points, including: the national issue of missing young people and strengthened responses; income maximisation priority for families with children on the Child Protection Register; the continued rise in demand for services which to victims of violence against women and girls, and difficulties in maintaining a service offer while awaiting funding assurances; positive comments made in a recent evaluation by the Care Inspectorate of Connect, which targets women with involvement, or who could have future involvement, in the criminal justice system; and a review taking place of social work's learning and development offer going forward.

The Convener commented that initial point of assessment until access to services seemed to take a long time. Ms Tait advised that timing of funding decisions and availability of services would be the cause of these delays.

Councillor Hoy questioned why wait times from point of initial assessment to the first long-term support session for survivors of sexual abuse was significantly shorter in Midlothian, and questioned whether national awareness could account for the increase in sexual crimes being recorded by the police. Trish Pattison, Child Protection Lead Officer, advised that there were issues around funding ending and new funding decisions being made, and understood there to be ring-fenced funding in Midlothian. Ms Tait would ask police about approaches in Midlothian.

Councillor Mackett raised the issue of violence against men and boys. Ms Tait stated that she had sent information to Councillor Mackett previously that she thought would be helpful. She advised that there was no lack of support amongst staff for male survivors of violence, but she acknowledged the challenge about whether there was enough support for men and boys to come forward in the first place. She stated that the data was very clear, but that underreporting by males may account for some of this; she suggested that the police may be happy to speak about this. She stated that support was available to all, but advised of the specific government strategy regarding violence against women and girls.

Councillor Findlay questioned whether there was a gap in there being no subgroup for child protection. Ms Tait advised that Child Protection was very well represented in other subgroups and by the main committee and felt confident that there was adequate protection and profile.

Councillor McLennan questioned whether we monitored abuse against transgender people, and whether there was an onus on local authorities to look at this due to the mental health implications for those affected. Ms Pattison advised that the principal policy around violence was MARAC, and there was guidance about not making comment about gender other than what may be presented; she advised that the Committee was aware of it but not measuring it specifically, but that it made sure that the needs of the individual were met.

Councillor Gilbert questioned whether action towards people displaying hoarding behaviour differed depending on whether they were a tenant or an owner-occupier. Ms Tait advised that this made no difference as only vulnerability was considered; social work had spent time clearing houses to guard against fire hazards, but had also considered their approach to helping people to look more at the causes of hoarding behaviour, such as earlier abuse and neglect.

Decision

The Committee agreed to note the report.

4. LOCAL GOVERNMENT BENCHMARKING FRAMEWORK 2018/19

A report was submitted by the Head of Communities and Partnerships to provide the Committee with a summary of East Lothian Council's performance of the Local Government Benchmarking Framework results for 2018/19.

Paolo Vestri, Service Manager for Corporate Policy and Improvement, spoke to the report, noting that this year's report was stark in terms of finance and expenditure. He highlighted some differences between the current report and last year's figures, but noted that Audit Scotland were of the opinion that councils were performing relatively well despite facing budget cuts. Mr Vestri provided an overview of the categories in terms of their performance. He noted that the issue of resident satisfaction, and compared data to the Scottish Household Survey. He also highlighted some of the positive indicators, including

improvements to school exclusion rates, and areas for further investigation and improvement.

Officers responded to questions from Members. The Convener questioned why the resident's survey was considered to be more representative than the figures quotes in the Local Government Benchmarking Framework (LGBF). Mr Vestri advised that only 200 people were included in the LGBF survey, but there were significantly more respondents to our own residents' survey; it was also possible to exude 'don't know' responses from our own results.

Councillor Gilbert questioned whether it would be possible to benchmark the environmental performance of councils. Mr Vestri stated that an annual report was provided by East Lothian Council and that national reports were issued. Douglas Proudfoot, Head of Development, advised that, before suggestions were made to alter the LGBF, he would keep a close eye on the Scottish Government Climate Change Management Plan and tie in with Mr Vestri.

Councillor McLennan enquired as to whether there was work going in to establish the reasons why CHN6 (% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5) had been in decline. Lesley Brown, Chief Operating Officer for Education, advised that closing the poverty-related attainment gap remained a priority, but, according to data, the gap was widening in East Lothian. She advised of target-setting and being clear as to where we were as a local authority. Ms Brown also advised that East Lothian was seeing the detrimental effect of schools not being in receipt of Scottish Attainment Challenge funding. She agreed to provide Councillor McLennan with the exact numbers of pupils involved. She advised that it was now recognised that there was an East/West divide due to the differences in funding, and there was no longer a level playing field.

Gavin Clark, Head Teacher of Preston Lodge High School, gave an account of some of the analysis, support, and initiatives being used to support pupils, and advised that there was now a much greater focus on student experience. He advised that translating inputs and interventions into attainment had been challenging. Paul Reynolds, Head Teacher at Ross High School added that his school had focused particularly on literacy and numeracy, health and wellbeing, resilience, and reducing exclusion rates. He advised that funding was allocated only to those who benefitted from free school meals, and the school was doing work with the Citizen's Advice Bureau to help parents who were eligible claim free school meals for their children.

Councillor McLennan sought comment on care services rated 'good' or better (SW 7). Ms Tait advised that a broad range of care services had been included; the figures had not been segmented to look at weaker areas, however, some recent inspections of care services had come out very positively. Ms Tait undertook to provide the Care Inspectorate's descriptors for its six-point grading system to the Convener. Mr Vestri noted that the figure included private and voluntary sector care services, and not only council-run facilities.

Councillor Findlay questioned why SW4b (% of adults who agree that their services had an impact in improving their quality of life) was reported on only every two years. Mr Vestri advised that this research was conducted at national level; East Lothian Council could undertake the research annually, but it would not be reported as part of the LGBF. Ms Tait advised that the Integration Joint Board would have a set of measures that would report more frequently than every two years.

Councillor Hoy questioned whether the figures previously discussed at CHN6 (% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5) would have a direct impact on the number of pupils going to go on to university. Ms Brown noted that East Lothian Council were not complacent regarding small cohorts, and that young people were accessing university as part of a government driver for wider access. Schools were also now looking at foundation apprenticeships, equivalent to a Higher, as other routes to further education.

In response to further questions from Councillor Hoy, Ms Brown stated that she would not anticipate a reduction of the number of young people going to university from school based on the figures quoted at CHN6. Mr Reynolds provided examples of pathways for pupils, including accessing a Sutton Trust Summer School, which was fully funded and aimed at pupils who may want to try out university if they were the first from their family to attend. He advised that numbers going to university would not decrease because it was not a viable pathway, but rather because schools helped pupils move on to a wide variety of positive and viable pathways open to them.

Decision

The Committee agreed to note that services were reviewing all indicators shown to have declined or remained stable and were using the Improvement Service benchmarking groups to assist in developing improvement plans to improve performance.

5. COASTAL CAR PARK PERFORMANCE REPORT

A report was submitted by the Head of Infrastructure to update the Committee on the income generated and performance of the coastal car park sites in East Lothian.

Peter Forsyth, Team Manager – Assets and Regulatory, spoke to the report. He highlighted income forecasts and recent trends, including a significant increase in the purchase of Ringo vouchers. He provided information about parking attendant visits and some of the trends in car park use. He highlighted future plans to upgrade bathroom facilities to encourage more people to stay longer and pay for parking.

Mr Forsyth responded to questions from Members. Responding to a question from the Convener, Mr Forsyth confirmed that Ringo was an app used by customers who wished to pay for their parking on their phones.

Councillor McLennan questioned the budget set each year for coastal car parking. Tom Reid, Head of Infrastructure, advised that this had been a corporate decision at finance level, and his team had worked tirelessly to try to close the funding gap. He noted that income was reliant to an extent on the weather, but stated that he liked to set difficult objectives that could be achieved. Mr Forsyth confirmed that the budget was a net figure.

Councillor McLennan questioned why the target income for coastal car parking had not been amended when each year there was a budget shortfall; he judged that other services would be affected by this approach to budgeting. Monica Patterson, Chief Executive, stressed that, whilst income targets were ambitious and not yet being fully realised, income from coastal car parking still generated a significant income for the council each year, which helped to relieve other financial pressures.

Responding to another question from Councillor McLennan, Mr Reid advised that all charges would be received before 31 March 2020, and increasing parking charges would be an option.

Councillor Findlay questioned whether the UK leaving the European Union would mean that it would now be possible to offer a cheaper local residents' rate; EU law had previously been cited as the reason no distinction could be made in charging. Mr Reid thought that the EU law had been adopted into UK and Scots law, and therefore East Lothian Council would still not be in a position to alter the policy on charging for local residents.

Councillor Hampshire enquired whether the investment to coastal car parking sites could have been afforded without the income from parking charges. Mr Reid advised that repayment of investment had almost been achieved, and replied that the investment to sites could not have been afforded without car parking income. He informed Members that a

capital and tourism grant that had been secured for bathroom facilities at a car parking site in Gullane.

In response to a question from Councillor Gilbert, Mr Forsyth advised that it would cost around £25,000 to replace/upgrade all ticket machines in car parks to have contactless payment capabilities; this would be done on a staged basis when machines required to be replaced. Councillor Gilbert also questioned how 25% of income being spent on maintenance compared to other services. Mr Forsyth undertook to check figures with the City of Edinburgh Council and provide a response to Councillor Gilbert.

Responding to a question from Councillor Findlay, Mr Forsyth advised that the figures for Gullane Bents were split into three due to one of the two ticket machines having to be replaced due to vandalism.

Councillor McLennan commented that charging was a political decision and he had issues with the modelling used. He urged Members that with income 43% short of target, it was unrealistic to continue to set a budget based on those figures. He proposed that the PPRC raise that the budget had been overset. Councillor Findlay agreed that the PPRC should look at this issue. The Convener suggested that he would investigate what could be done as a PPRC around budget issues raised. Councillor McLennan proposed that the PPRC request that the budget for coastal car parking be reviewed if this would be possible, and Councillor Gilbert seconded; this was agreed by the Committee.

Councillor Hoy commented that Members should be careful when using the term 'political decision-making', and highlighted that the income would not have been achieved without investment into sites; he commended officers for raising these revenues on behalf of East Lothian Council.

Decision

The Committee agreed to:

- i. note the income generated in financial years 2015/16, 2016/17, 2017/18 and 2018/19;
- ii. note the improvements made to the coastal car parks to date and that a further £450,000 had been committed to coastal car parks with additional grants in excess of £200,000 budgeted over the next two years.
- iii. note the number of penalty charge notices (PCN) issued by Parking Attendants in coastal car parks from the start of the service on 23 January 2017; and
- iv. request that the budget for coastal car parking be reviewed.

Sederunt: *Councillor Mackett left the meeting.*

7. INSTRUMENTAL MUSIC INSTRUCTION SERVICE UPDATE

A report was submitted by Depute Chief Executive (Resources and People Services) to update the Committee on the Instrumental Music Instruction (IMI) service, including the introduction of charging for the service in 2018.

Richard Parker, Education Service Manager (Strategy and Operations), spoke to the report. He provided a timeline for the introduction of charging and highlighted uptake before and after the introduction of charging. He advised that the target income was set at 50% of service delivery costs. He highlighted concessions made for pupils in particular circumstances, as well as reasons behind some money being refunded due to tutor absence

and the resultant creation of a tutor supply list. He also highlighted system developments and procedures, including the creation of a specific mailbox for the IMI service to aid communication with customers. He informed Members that an additional concert had been included this session, which was taking place at North Berwick High School the following week.

Councillor McLennan noted that the anticipated income for the full financial year 2019/20 worked out around 47% of what had been budgeted, and questioned whether there were further costs to come off the income figures quoted. Mr Parker agreed there was a shortfall in budget, but highlighted that this was a growing service and a new manager had been appointed; although the expected income was ambitious, there was still capacity to increase numbers. Mr Parker agreed to confirm the savings target and provide a response to Members. *Post meeting note: the £357k figure discussed in the meeting as target savings for each year were later established to be £240k (recurring). Therefore, anticipated income for the full financial year 2019/20 represented around 71% of what had been budgeted.*

Councillor Hoy asked whether anything more could be done regarding discretionary funds and concessions for families. Mr Parker advised that some parents had been referred to the East Lothian Education Trust for assistance. The threshold amount for applications is linked to Educational Maintenance Allowance and free school meals. He advised that the limit for concessions was set and indicated that the service would explore further ways of supporting parents.

Councillor Gilbert noted that the number of pupils taking up tuition had dropped by 5%, and questioned whether it could reasonably be expected that this shortfall would have been addressed by the end of the financial year. Mr Parker stated that staff continued to promote the service, which was leading to positive enquiries; many tutors would take on some additional pupils in that time. He advised that the service was being promoted in a range of schools to try to achieve as much equity as possible. Councillor Gilbert requested that Mr Parker provide him with the final figures at the end of the year.

Councillor Akhtar requested information on how East Lothian Council's uptake compared to that of other authorities. Mr Parker advised that the anticipated drop-out rate had been 16% when charging had first been introduced, but it had in fact been only 5%. He highlighted that a professional musician, who currently worked with the military, had been appointed to the Team Manager role and would be focusing on raising the profile of the service.

Councillor Hampshire questioned how the service was managing to achieve a spread of provision between all the schools. Mr Parker advised that the new Team Manager would look at particular areas for improvement; there was some strength needed in particular instruments and further growth in pupil numbers needed. He was confident that numbers would increase.

Councillor McLennan suggested that, as there would be a significant shortfall and unrealistic targets had been set, the Audit and Governance Committee be contacted to raise these issues with them. Ms Patterson stated that a regular report went to the Audit and Governance Committee which explained any variance between targets and income; the Committee were kept up to date with all matters financial. She highlighted that, according to Audit Scotland reports, East Lothian Council remained in a favourable position.

Councillor McLennan commented that concerns raised about budgeting should be mentioned at the following week's budget meeting. He proposed that the Audit and Governance Committee be contacted to highlight to them issues in budget setting for the IMI service. Councillor Findlay seconded this proposal, and this was agreed by the Committee.

Decision

The Committee agreed:

- i. to note the content of the report and the ongoing review of the IMI service; and
- ii. contact the Audit and Governance Committee to highlight to them issues in budget setting for the Instrumental Music Instruction Service.

8. WORK PROGRAMME

An updated Work Programme detailed the reports already scheduled for the Committee for the remaining meetings in session 2019/20.

The following reports were added to the work programme, as requested by Members:

- Review of Performance of Planning Committee (June 2020)
- Review of Impact of Immigration Policy on East Lothian (particularly hospitality/agriculture/social care sectors) (June 2020)
- Review of Social Care Charging (in light of new COSLA guidance) (October 2020)

The Convener also agreed to provide an update on the Instrumental Music Instruction Service to the Committee.

Ms Patterson requested that officers provide a response to Councillor Gilbert prior to the next PPRC meeting regarding Preston Tower and Doocot. Councillor Gilbert wished for this to remain on the agenda for the June PPRC meeting.

Signed

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Councillor Lachlan Bruce
Convener of the Policy and Performance Review Committee

REPORT TO: Policy and Performance Review Committee
MEETING DATE: 7 October 2020
BY: Head of Communities and Partnerships
SUBJECT: 2020/21 Q1 and Top 50 Performance Indicators 2019/20

3

1 PURPOSE

1.1 To provide elected members with information regarding the performance of Council services during Q1 2020/21 (April – June 2020) and Top 50 Council Plan indicators for 2019/20. The report also provides members with information on COVID-19 related performance.

2 RECOMMENDATIONS

2.1 Members are asked to note the report and otherwise use the information provided in this report to consider whether any aspect of the Council's performance is in need of further analysis.

3 BACKGROUND

3.1 The Council has an established set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and East Lothian Plan. The indicators are updated on a quarterly basis and the results are reported to the Policy & Performance Review Committee. Appendix 1 provides the results of the Key Performance Indicators for Q1 2020/21. Appendix 2 provides the results for Top 50 Council Plan measures for 2019/20.

3.2 As members are well aware the Council has been in Business Continuity mode since the end of March in response to the COVID-19 pandemic. The council's response to the pandemic along with the delivery of key services and new services that were developed at pace in response to the pandemic have been monitored closely by the council and by the Scottish Government. This additional activity has resulted in new performance measures which are highlighted in the final section of this report.

2020/21 Q1 Performance Indicators

3.3 The Covid-19 pandemic lockdown commenced from the 23rd March 2020. The shutdown of non-essential services and the wider financial impact of the lockdown has had a major impact on council services. Many services were either completely suspended or operating with reduced capacity or with alternative arrangements in place. This has impacted on many of the performance indicators for the first quarter of 2020/21.

3.4 Some of the quarter performance indicators within Appendix 1 that have been impacted most heavily by the lockdown are highlighted below.

- Homelessness – Number of cases declined sharply as lockdown restrictions were in place from 170 in Q4 to 125 for Q1.
- Sport Centres / Pools – all pools and sport centres were closed with no attendance figures for Q1
- Community Payback Orders – no Payback Orders were issued as all courts were closed during the majority of Q1 and no work was undertaken by people on Community Payback Orders.
- Recycling & Fly-tipping – Number of vehicles accessing centre dropped by more than half during the lockdown as the centres were closed during April and May. Centres re-opened at the beginning of June and recorded 54,529 vehicle visits in the month. The number of fly-tipping incidents reported fell from 101 incidents in Q4 to 76 in Q1.
- Business Start-ups / Jobs created – Number of Business Gateway assisted start-ups have been affected by the pandemic with 17 new businesses during Q1. Figures for the same quarter last year showed 49 new start-ups. Also, the number of jobs created has fallen sharply from 93 this time last year to 16 for Q1 2020/21.
- Housing Benefit / Universal Credit – As a result of the financial impact of the Covid-19 lockdown, there were increases in both new cases and changes in circumstances for both Housing Benefit and Council Tax Reduction. Benefits staff prioritised Scottish Welfare Fund applications during this period. On average it took 23.71 days to process a new claim for housing benefit and 7.18 days for changes in circumstances. The percentage of the population claiming out of work allowance such as Universal Credit increased from 2.6% to 5.6%.
- Council Tax Collection / Rent Arrears - Council Tax and rent collection has been significantly impacted during the pandemic. Debt recovery work was suspended from early April to ensure households were receiving all the financial support and assistance needed to best manage the impact. At the end of June 2020, there was a shortfall of around £800k in current year Council Tax payments. Also, the value of current rent arrears increased from £1.29M to £1.46M in Q1. Debt recovery has since recommenced in August and arrears are reducing.

Top 50 Council Plan Indicators

3.5 The annual report on the Top 50 Council Plan Indicators is being worked on and will be published later this year. Some of the indicators rely on national data which is not yet available but Appendix 2 provides the latest information on the data that is available.

3.6 The table below provides a summary comparison of the 28 indicators for which comparable data is available for 2019/20 and 2018/19. This shows that overall 20 (71.5%) of these indicators improved in performance over the last year, 4 (14.3%) remained unchanged and 4 (14.3%) declined in performance.

Table 1: Comparison of 2019/20 performance with 2018/19 or baseline

Number and proportion of indicators where between the baseline and 2018/19:		
Performance has improved or is at or above target (Green)	Performance has remained unchanged / may not reach target (Amber)	Performance has declined (Red)
Growing our Economy		
6	1	3
60%	10%	30%
Growing our People		
4	2	1
57%	28.5%	14%
Growing our Communities		
5	0	0
100%	0	0
Growing our Capacity		
5	1	0
83%	17%	0
TOTAL		
20	4	4
71.4%	14.3%	14.3%

COVID-19 related performance

3.7 From late April the council has been supplying the Scottish Government with weekly data for a COVID Data Dashboard. At one point this included over 20 indicators covering areas such as support for Shielded People, numbers of teachers, children and young attending children's hubs, number of free school meals being provided in hubs or at home, Business Support Grants and adult and child protection cases.

- 3.8 Appendix 3 provides a summary of the data for some of these indicators over May, June and July.
- 3.9 With the easing of lockdown, the return of schools and the ending of the Business Grant scheme the amount of weekly data provided by the Council has reduced significantly. However, the Improvement Service has developed a new weekly COVID-19 dashboard which uses a range of national sources of information as well as council provided data to highlight some key input, output and outcome indicators of the impact of the pandemic. This weekly dashboard now includes 25 indicators for which various comparisons are available – Scottish average, Family Group (Deprivation), Family Group (Geography), and Family Group (Vulnerability).
- 3.10 Appendix 4 is the latest weekly update for week ending 18th September. Members will be able to get an overview of how the council is performing across the 23 indicators and in comparison to the Scottish average and relevant family groups.

4 POLICY IMPLICATIONS

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

5 INTEGRATED IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

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

7 BACKGROUND PAPERS

7.1 Appendix 1: 2020/21 Q1 Performance Indicators

7.2 Appendix 2: 2019/20 Top 50 Performance Report

7.3 Appendix 3: East Lothian Council's COVID-19 Performance Overview (summary of weekly COVID-19 Data Dashboard return made to COSLA: May – July 2020)

7.4 Appendix 4: Covid-19 Weekly Dashboard published by the Improvement Service: Week 21, ending 18th September 2020

AUTHOR'S NAME	Paolo Vestri / Gary Stewart
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DATE	25/09/2020







Appendix 1 - Council Plan Quarter Performance Report - Quarter 1

Dates

30/06/2020



Key to Icons

RAG status

-  Performance within target
-  Performance within tolerance levels
-  Performance outwith target / tolerance levels
-  Missing data
-  No target
-  No data or target

Growing Our Communities

No slicers

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
CH01 Number of homelessness cases	Increase community and individual resilience	170	125	250			Q1 homeless cases are down to 125, compared with 170 the previous quarter. The figure is lower due to Covid-19. Reduced presentations were attributable to lockdown restrictions, with presentations gradually increasing as restrictions eased.
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	Increase community and individual resilience	393	398				Whilst the lockdown had an impact upon the number of homeless presentations, there has been no impact upon the number of days to rehousing, which remains similar to previous quarters.
CH03 % homelessness assessments completed in under 28 days	Increase community and individual resilience	80.0	82.0	80.0			Development work continues to further improve performance in this area.
CLD01 Extent to which CLD learning opportunities have a positive effect on all -round development	Increase community and individual resilience	83	0				There were no classes or learning opportunities available during lockdown as community centres were closed.
EH01 % Food Hygiene high	Increase community	100.0	100.0				

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
risk Inspections achieved	and individual resilience						
EH02 % of Food Standards high risk Inspections achieved	Increase community and individual resilience	100.0	100.0	0.0	★	→	
EH04 % food businesses broadly compliant with food hygiene law	Increase community and individual resilience		96.0	93.0	★	?	
HSCP_CJ01 Percentage of Community Payback Orders successfully completed	Reduce crime and anti-social behaviour	75.0	0.0		!	✗	All courts were closed during the majority of the Covid-19 lockdown in Q1. As a result, no community payback orders were issued. Also, because of Covid-19, no Unpaid Work was able to be carried out or completed due to requirements for social distancing. No Breach applications were able to be heard/considered.
HSCP_CJ01b Number of Community Payback Orders	Reduce crime and anti-social behaviour	33	0				
RS01 Street lighting - repairs - average time in days	Better public transport and active travel	2.99	2.13	7	★	↓	
RS02 Traffic lights - average time to repair failure (hours:mins)	Better public transport and active travel				?!	?	
SCL_AS01 Percentage of Other Waste Recycled	Increase waste recycling	98.0	98.0	90.0	★	→	
SCL_AS02 Percentage of Green Waste & Beach Waste Recycled	Increase waste recycling	100.0	100.0	100.0	★	→	
SCL_AS03 Number of Flytipping incidences	Increase waste recycling	101	76	88	★	↓	
T&WS11 Number of vehicles accessing recycling centres	Increase waste recycling	111624	54529	33000	★	✗	Sites were closed during lockdown from 24th March 2020 - 31st May 2020. All four sites reopened on 1st June 2020.

Growing Our Economy

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
DM11 Major developments: average number of weeks to decision	Support the growth of East Lothians economy	13.7			?!	?	Figures reported in Q2
DM12 Local developments: average time in weeks	Support the growth of East Lothians economy	7.6			?!	?	Figures reported in Q2
DM13 All Local developments: % determined within 2 months	Support the growth of East Lothians economy	89.1			?!	?	Figures reported in Q2
DM14 Householder developments: average time (weeks)	Support the growth of East Lothians economy	7.1			?!	?	Figures reported in Q2
DM18 Approval Rates: Percentage of all applications granted in period	Support the growth of East Lothians economy	95.4			?!	?	Figures reported in Q2
EDSI_B01 Number of Business Gateway-Start ups	Support the growth of East Lothians economy	40	17	10	★	↘	Still above target, but performance curtailed by the EDU COVID-19 response
EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	Support the growth of East Lothians economy	78.0	78.0	30.0	★	→	Still above target, unaffected by COVID-19, (as @ Q1)
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	Reduce unemployment	52	16	12	★	↘	No jobs were created during April and May due to Covid-19 lockdown.
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	Reduce unemployment	2.6	5.6	3.3	▲	↘	The rate at the end of March (2019/20) was 2.6%. During the first quarter of 2020/21, the rate has more than doubled to 5.6% due to the impact of the Covid-19 pandemic and lockdown. Scottish average is 6.4%. Number of claimants increased to 3675 at the end of July (2020/21). This would have been due to an increase in Universal Credit claimants.
LPS01 % spend with contracted suppliers	Support the growth of East Lothians	85.6	82.5	80.0	★	↘	

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
	economy						

Growing Our People

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
HSCP_CS01 Average number of Placements for looked after children	Improve the life chances of the most vulnerable people in our society	1.7	1.5			✓	
HSCP_CS02 Percentage of children on Child Protection Register for more than 6 Months	Improve the life chances of the most vulnerable people in our society	39.0	39.5			✗	38 children on the CPR, with 15 being registered for more than 6 months.
HSCP_CS03 Percentage of children who are re-registered within a 12 month period	Improve the life chances of the most vulnerable people in our society	0.0	1.0		!	n/a	Jun 2020 Re-registrations for East Lothian are very low. There are currently 38 children and young people on the CPR. 40% of cases on the CPR are recorded as having a domestic abuse factor.
HSCP_CS04 Rate per 1,000 children in Formal Kin Care	Improve the life chances of the most vulnerable people in our society	2.1	2.2				The number on formal kinship care (with family) continues to remain well below the Scottish average of 4.
HSCP_CS05 Rate per 1,000 children in Foster Care	Improve the life chances of the most vulnerable people in our society	4.2	4.4				The number of children in foster care is rising for both internal and external placements. The challenge to recruit and retain sufficient foster carers is ongoing. We recruited 5 emergency carers during the Covid-19 lockdown to take urgent placements.
HSCP_CS06 Rate per 1,000 children in Residential Care	Improve the life chances of the most vulnerable people in our society	1.9	1.8				The service has set up a Prevent & Return project, which is addressing the high number of external placements both in residential care and foster care.
HSCP_CS07 Rate per 1,000 children on Home Supervision	Improve the life chances of the most vulnerable people in our society	3.1	3.1				Reviewing Officers continue to ensure plans are in place for these children at an early stage with a view to ensuring they are spending less time within the Children's Hearing system.
HSCP AS01b Percentage of people aged 65+ with long term care needs receiving personal care at home	Reduce hospital admissions and delayed discharge of older people	59.1	62.1		!	✓	During Q1, the Covid-19 pandemic had the greatest impact on care homes. Scottish Government COVID Guidance and suspected or actual COVID cases

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
							amongst residents or staff impacted on placement availability. Personal care at home increased slightly during this quarter.
HSCP_01 Number of delayed discharge patients waiting over 2 weeks	Reduce hospital admissions and delayed discharge of older people	4	4		!	→	
SCL_SD01 Number of attendances at indoor sports and leisure facilities	Tackle obesity in children	136211	0		!	✘	Leisure centres and facilities were closed for Q1 due to covid-19 lockdown
SCL_SD02 Number of attendances at pools	Tackle obesity in children	94916	0		!	✘	Swimming pools were closed for Q1 due to covid-19 lockdown


Growing the Capacity of the Council

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
BEN01 Average time in days to process new claims in housing benefit	Provide efficient services	18.45	23.71	26.00	★	↗	Processing performance is within target with an improving current YTD figure of 20.10 days reflecting a huge effort by staff to keep performance a priority while facing the challenges brought on by the impact of Covid19. The team was also operating during this period with a number of vacant posts, pending service review, so this level of performance is highly commendable given the exceptional circumstances.
BEN02 Average number of days to process a change of circumstances (Housing Benefit)	Provide efficient services	1.82	7.18	6.00	●	↗	Quarter 1 fell below target but we have an improving YTD figure of 6.46 days. This is a direct consequence of the impact of the lockdown on the economy and clients income and the increase in the number of changes received. The improving figure again reflects the huge efforts of staff during these challenging times.
CF001 Percentage of invoices paid on time	Provide efficient services	86.4	86.7	90.0	●	↕	
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	Provide efficient services	91.0	89.1	95.0	●	↘	
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	Provide efficient services	83.00	89.17	90.00	●	↕	
REV06 Business Rates in-year collection	Provide efficient services	99.0	0.0	0.0	★	↘	We have no collection data for Business Rates for 2020/21. At present we are awaiting significant software changes to allow us to implement Scottish Government legislative changes. This work is planned for late September.

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV07 Council Tax in-year collection	Provide efficient services	96.8	26.8	28.2	●	✘	Council Tax current year collection has seen a significant impact from COVID-19 in early 2020/21. Debt recovery work was suspended from early April and the focus diverted to making sure households were receiving all financial support and assistance needed to best manage the impact. At end June 2020, we reported a shortfall of around £800k in current year Council Tax payments. Debt recovery work has since recommenced with the issue of a 'gentle' reminder notice to those with arrears in July, followed by the issue of statutory notices mid-August. Although I have provided a target figure for Q1, this is purely the actual Council Tax collected in 2019/20 as a gauge of where we would expect to be at this point in the financial year.
REV08 Value of current tenants rent arrears	Provide efficient services	1,289,976.7	1,460,445.4	1,373,780.9	▲	✘	Council house tenants have been impacted financially by the outbreak and we have reported a significant increase in Council house rent debt in Q1 2020/21. Although low level debt recovery work has been carried out, all advanced debt recovery work was suspended until August. The focus has been around engagement to make sure households are receiving any financial support they may be entitled to. We are continuing to liaise with the Council's Legal Services team around plans for recovery and follow national guidance for landlords.

Appendix 2 - Council Plan Top 50 Scorecard

Dates

31/03/2020 

Objective	ID	Measure	2017/18	2018/19	Latest	Target	Comments
Reduce unemployment	CP1 T1	Proportion of people of working age (16-64) in employment in East Lothian (including self employed)	0.6	0.6	0.6	0.6	This indicator measures job density. Total jobs recorded at 38,000. Scottish average is 0.82
Reduce unemployment	CP2	EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	3.1	2.9	2.6	3.3	Mar 2020 The rate at the end of March (2019/20) was 2.6% (1715 claimants). During the first quarter, of 2020/21, the rate has more than doubled to 5.6% due to the impact of the Covid-19 pandemic and lockdown. Scottish average is 6.4%. Number of claimants increased to 3675 at the end of July. This would have been due to an increase in Universal Credit claimants.
Reduce unemployment	CP3	No of businesses accessing support services; including Business Gateway, East Lothian Works & others	350	522	429	400	
Improve the employability of East Lothians Workforce	CP4	EDU03 Number of people participating in EL Works operated or funded employability programmes	384	463	554	400	SLEAD indicator
Improve the employability of East Lothians Workforce	CP5	EDU01 % of people involved in Council operated employability programmes progressed into employment	19.0	22.7	14.4	19.0	80 participants progressed into employment during 2019/20
Support the growth of East Lothians economy	CP6 T2	Business base – number of businesses	3135	3180	3800	3300	Figures from NOMIS 2019
Support the growth of East Lothians economy	CP7	> Econ5 No of business gateway start-ups per 10,000 population	19.55	18.53	24.00	20.00	
Support the growth of East Lothians economy	CP8	> ECON4 % of procurement spent on local enterprises	20.96	19.37	25.00	22.00	
Support the growth of East Lothians economy	CP9	> ECON9 Town Vacancy Rates	6.11	8.39	9.20	5.00	SLEAD indicator
Maximise the use of land identified for business growth	CP10	Land supply immediately available for business growth (sqmt as identified in LDP)	55000	103000	1412000	155000	
Support the faster roll out of Superfast Broadband	CP11	> ECON8 Proportion of properties receiving superfast broadband	87.97	88.90			2019/20 figures available in December
Reduce the attainment gap	CP12	> CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	31.00	27.00			2019/20 figures available via LGBF in December
Raise the attainment of	CP13	% of school leavers attaining	61.3	63.5			2019/20 figures not available until

Objective	ID	Measure	2017/18	2018/19	Latest	Target	Comments
our children and young people		literacy and numeracy at SCQF Level 5 or above					March 2021
Raise the attainment of our children and young people	CP14 T3	% of school leavers attaining 3 or more SCQF at Level six	50.4	54.0			2019/20 figures not available until March 2021
Raise the attainment of our children and young people	CP15	> CHN20a school exclusion rate per 1000 pupils		16.8			Only published by the Scottish Government and LGBF every second year. Estimates can be provided.
Improve the life chances of the most vulnerable people in our society	CP16	> CHN21 Participation rates for 16-19 year olds	94.70	94.00	94.50		
Improve the life chances of the most vulnerable people in our society	CP17 T4	The % of young people receiving After Care who are in a positive destination	49.0	37.0	84.0	53.0	The Youth Guarantee Initiative announced by the Scottish Government will guarantee a positive destination for all young people aged 16-22
Improve the life chances of the most vulnerable people in our society	CP18	% of Looked After Children who feel settled where they live (8-17yr olds)	72.0	92.0	93.0	85.0	
Improve the life chances of the most vulnerable people in our society	CP19 T5b	% of under 65 with long-term care needs receiving personal care at home	78.0	74.6	78.9		
Improve the life chances of the most vulnerable people in our society	CP20	% of all under 65 non-residential service users receiving care under SDS Options 1, 2 and 3	65.0	68.6	72.3		
Improve the life chances of the most vulnerable people in our society	CP21 T5a	> % of 65+ with long-term care needs receiving personal care at home	63.9	60.9	59.1		
Improve the life chances of the most vulnerable people in our society	CP22	% of all 65+ non-residential service users receiving care under SDS Options 1, 2 and 3	21.0	18.5	21.8		
Enable provision of 1140 hours of early learning and childcare	CP23	% of eligible 3 & 4 yr olds accessing 600 hours of early learning & childcare (1140 hours from 2020)	99.0	98.0			Difficult to calculate a figure for 2019-20 given lockdown from end of March which impacted our final intake term.
Tackle obesity in children	CP24	% of children in Primary 1 who are At Risk of being overweight or obese	21.8	21.8			
		% of children in Primary 1 who are Critical of being overweight or obese	14.10	14.80			
Tackle obesity in children	CP25a	% of primary school pupils benefitting from at least 2 hours per week of physical education	100.0	100.0	100.0		
	CP25b	% of secondary school pupils (S1 to S4) benefitting from two periods of P. E. per week	100.0	100.0	100.0		
Reduce hospital admissions and delayed discharge of older people	CP26	Number of days people spend in hospital when they are ready to be discharged	14,762.0	10,688.0			
Reduce hospital admissions and delayed discharge of older people	CP27	Emergency (or preventable) hospital admission rate	7,648	8,235			
Reduce poverty & inequality	CP28	% of children in families with limited resources	5.0	5.0			

Objective	ID	Measure	2017/18	2018/19	Latest	Target	Comments
Reduce poverty & inequality	CP29	% of children living in households with less than 60% of average income after housing costs	18.9	16.9			
Extend community engagement	CP30	% of citizens who agree the Council is good at listening to peoples views before it makes decisions	47.0	60.0			2018 residents survey is the latest available. The next survey is planned to be carried out in 2021.
Increase community and individual resilience	CP31 T7	% of citizens who say their neighbourhood is a good place to live	98.0	98.0			2018 residents survey is the latest available. The next survey is planned to be carried out in 2021.
Increase community and individual resilience	CP32	Proportion of Community Councils with local Community Resilience Plans	25.0	30.0	60.0		
Increase community and individual resilience	CP33	% of citizens who say they can rely on a friend or neighbour to help	91.0	95.0			2018 residents survey is the latest available. The next survey is planned to be carried out in 2021.
Maximise opportunities to increase the supply of affordable housing	CP34 T8	EDSI03 Number of affordable house completions and Open Market Acquisitions	296	137	279	297	East Lothian's Affordable Housing Programme achieved a total of 279 completions against a target of 297. The main reason for this shortfall was a due to the impact of Covid-19 and the closure of construction sites prior to the end of March 2020
Maximise opportunities to increase the supply of affordable housing	CP35	Average number of days taken to re-let properties	28.1	39.9	30.8	42.0	Performance has improved in 2019/20 due to the revision of some elements of the voids process together with closer scrutiny of voids. Development work continues on the remaining elements of the new Voids Policy in 2020/21.
Improve the condition, energy efficiency and management of housing stock	CP36	HSN4b CH Average time in days taken to complete non-emergency repairs	7.2	9.0	7.2	20.0	Performance has largely improved in 2019/20 due to staffing levels returning to normal.
Better public transport and active travel	CP37a	T&WS01 Number of bus service routes	36	36			
	CP37b	T&WS02 Number of timetabled journeys	2949	2949			
Increase waste recycling	CP38	ENV6 T&WS % of total household waste arising that is recycled	53.1	53.1	55.3	53.0	
Work closely with partners to meet our commitment to Climate Change targets	CP39	ELC EDSI02 Corporate annual carbon emissions (tonnes CO2e)	17204	15007			2019/20 figure not available until November 2020
Reduce crime and anti-social behaviour	CP40	% of citizens who feel very safe walking alone in their local area after dark	51.0	64.0			2018 residents survey is the latest available. The next survey is planned to be carried out in 2021.
Reduce crime and anti-social behaviour	CP41	Number of anti-social behaviour complaints reported to Police Scotland and the Council	6,850	6,711			
Deliver transformational change	CP42 T9	Proportion of non-Direct Debit payments, including school payments, undertaken online	34.7	51.5	69.8		An increase of online payments by 18.3% for 2019/20
Harness technology in	CP43	Number of on-line form transactions			9400		

Objective	ID	Measure	2017/18	2018/19	Latest	Target	Comments
the provision of services		completed on Council website					
Harness technology in the provision of services	CP44	Number of care at home clients with Community Alarm, telecare and stand alone telecare devices		2715			
Improve attendance management and reduce staff absence	CP45	% of employees agreeing that the Council is a great place of work	77.7	76.7	81.0		
Improve attendance management and reduce staff absence	CP46	ELC Corp06 Average number of sickness absence days per local government employee including teachers	10.63	10.20	8.16		
Provide efficient services	CP47	ELC Corp7 Percentage of income due from Council Tax received by the end of the year	97.0	96.9	96.8	96.3	
maximise rent collection and minimise arrears to deliver quality housing services to tenants	CP48	HSN1b RWS Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	9.3	7.5	6.2		
Continue rigorous approach to controlling expenditure and operating as efficiently as possible	CP49 T10	% of citizens agreeing that My Council does the best it can with the money available	83.0	84.0			2018 residents survey is the latest available. The next survey is planned to be carried out in 2021.
Continue rigorous approach to controlling expenditure and operating as efficiently as possible	CP50	Budget out-turn within 1% of budget (0.2% underspend in 2017/18)	0.2	1.4	0.4		

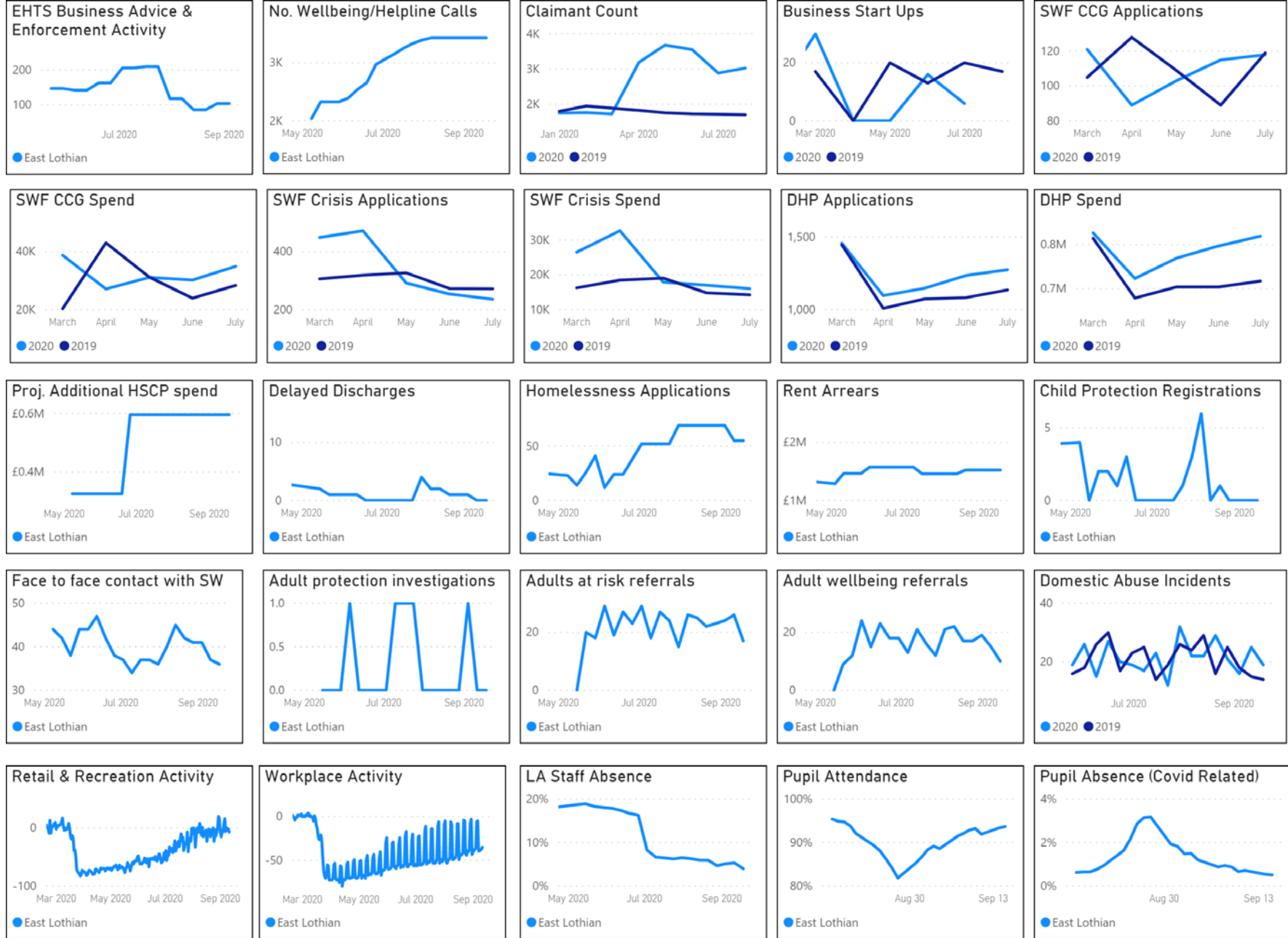
Appendix 3: East Lothian Council's COVID-19 Performance Overview (summary of weekly COVID-19 Data Dashboard return made to COSLA: May – July 2020)

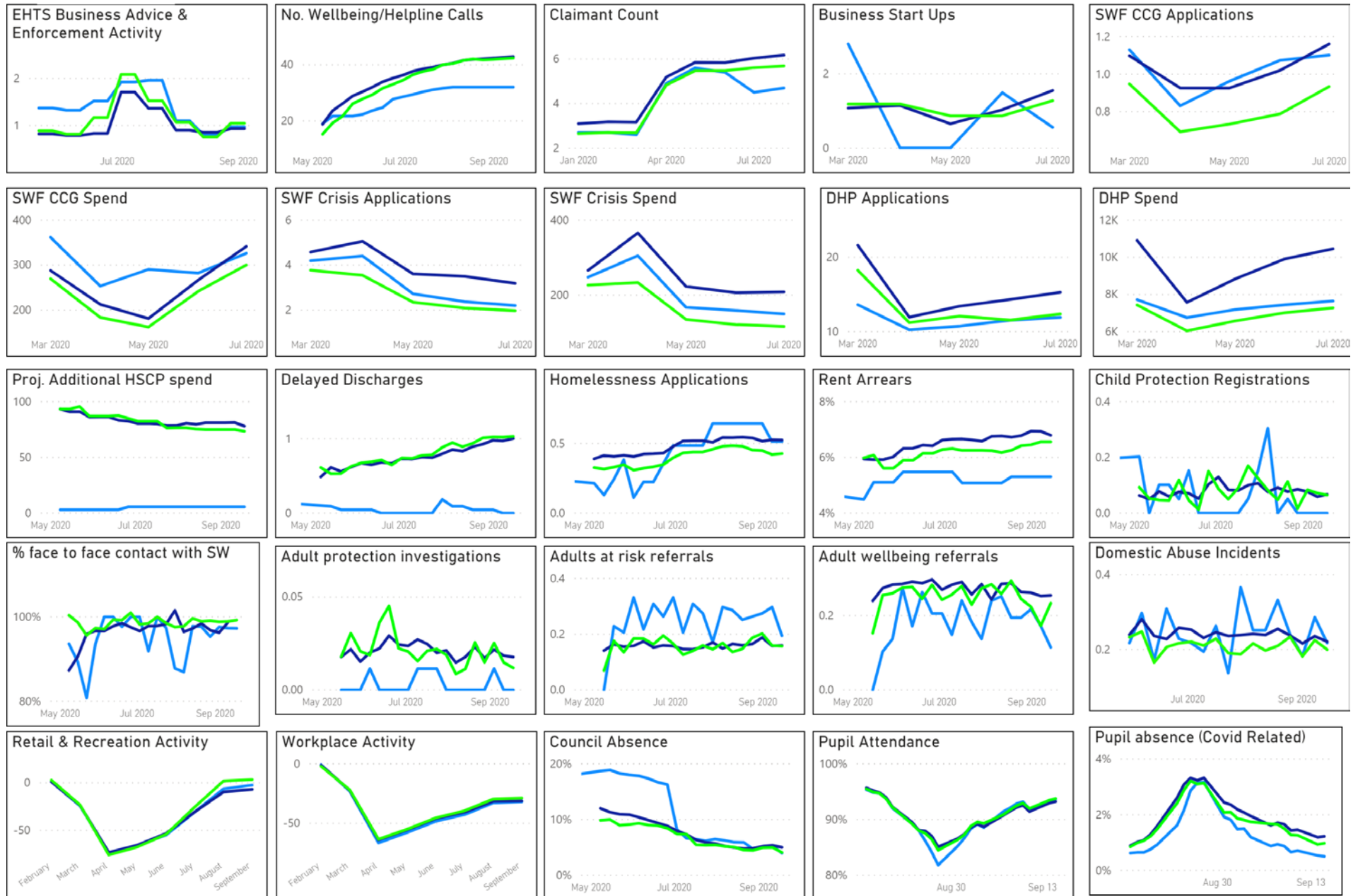
	1 May	29 May	26 June	24 July
Total number of individuals on shielding list in contact with ELS	1885	2997	3429	3444
Total number of individuals calling helpline	100	2329	2970	3333
Number of teaching staff physically working in schools/hubs today	47	68	238	31
Total number of children who physically attended today (excluding those that only attended for a free school meal)	207	286	418	71
Total number of children and young people for whom free school meals/ lunch packs have been provided for in school or at home	n/a	1193	1381	1151
Numbers of Corona virus Business Support Fund grant applications	1021	1420	1576	1716
Number of Corona virus Business Support Fund grants awarded	997	1283	1432	1562
Total value of Corona virus Business Support Fund grants made	£11.725m	£14,537m	£16.139m	£17.524m
Total - Number of Homeless applications received in the month	46	41	38	52
Current tenant arrears - end of period	£1,289,977	£1,467,062	£1,575,490	£1,460,445
Total - all categories delayed discharges	6	1	0	0
Number of Adult at Risk / Adult Protection Referrals over the last week	n/a	18	23	24
How many children (including unborn babies) were added to the child protection register in the last week?	0	2	1	1
How many children with child protection plans were seen face to face by a professional (education/health/social work) in the last two weeks?	39	44	38	37

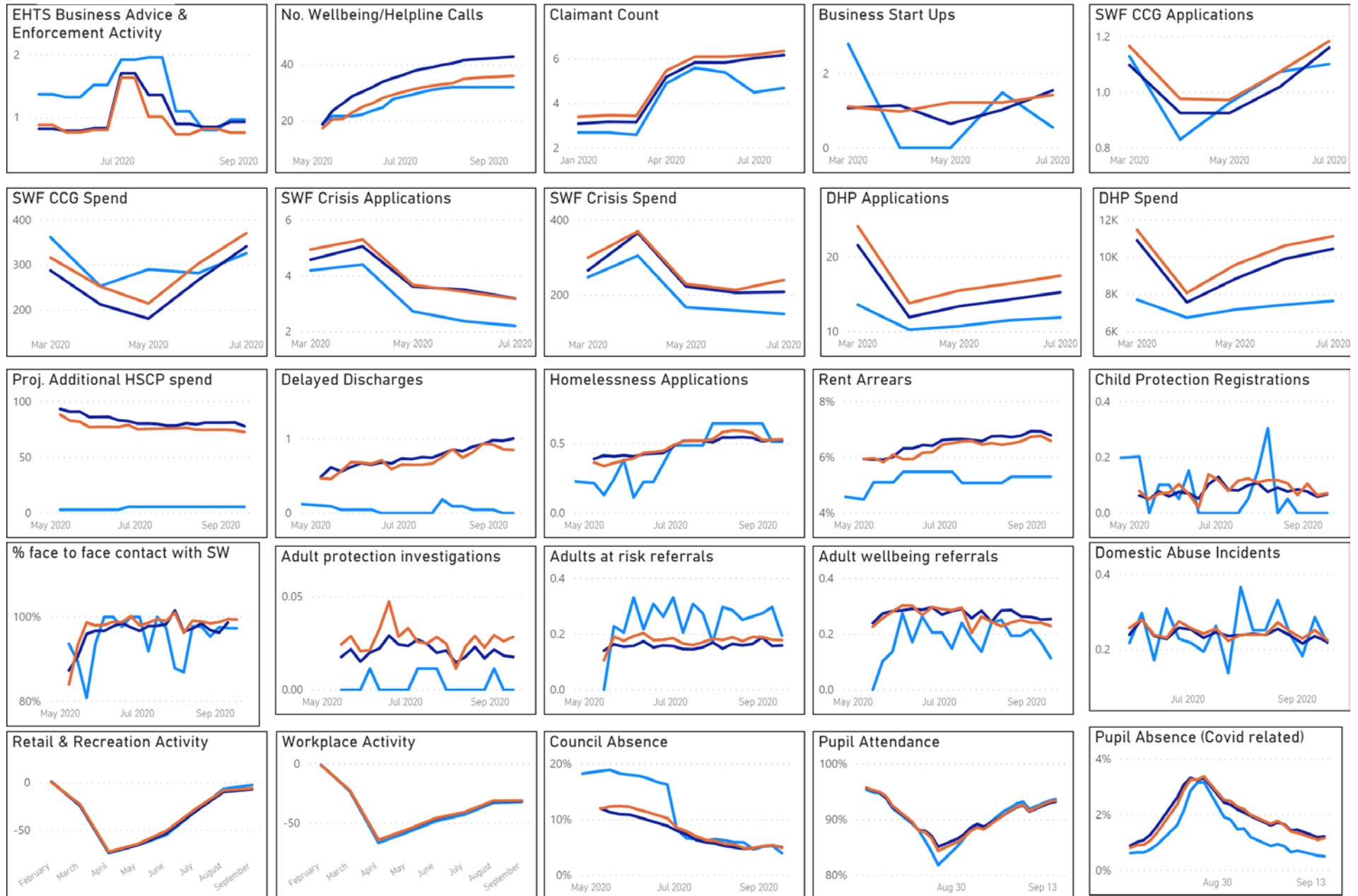
LG Covid-19 Dashboard East Lothian Week 21 – week ending 18th September

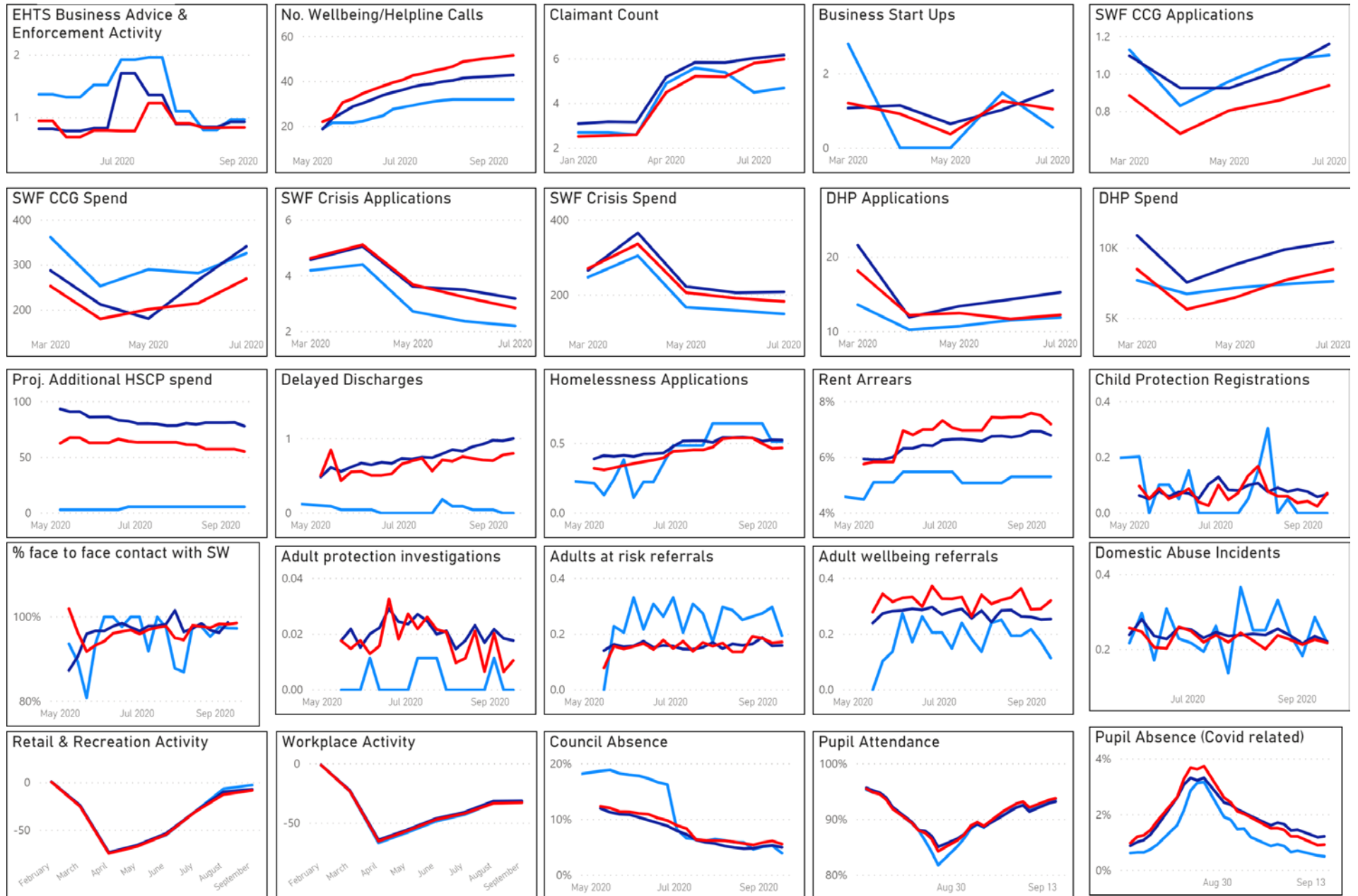
[View in Power BI](#) ↗

Last data refresh:
9/23/2020 10:43:52 AM GMT Standard
Time
Downloaded at:
9/23/2020 12:59:57 PM GMT Standard
Time









Wellbeing Line & Helpline Call statistics - 18th September data return captures data from w/c 7th

September

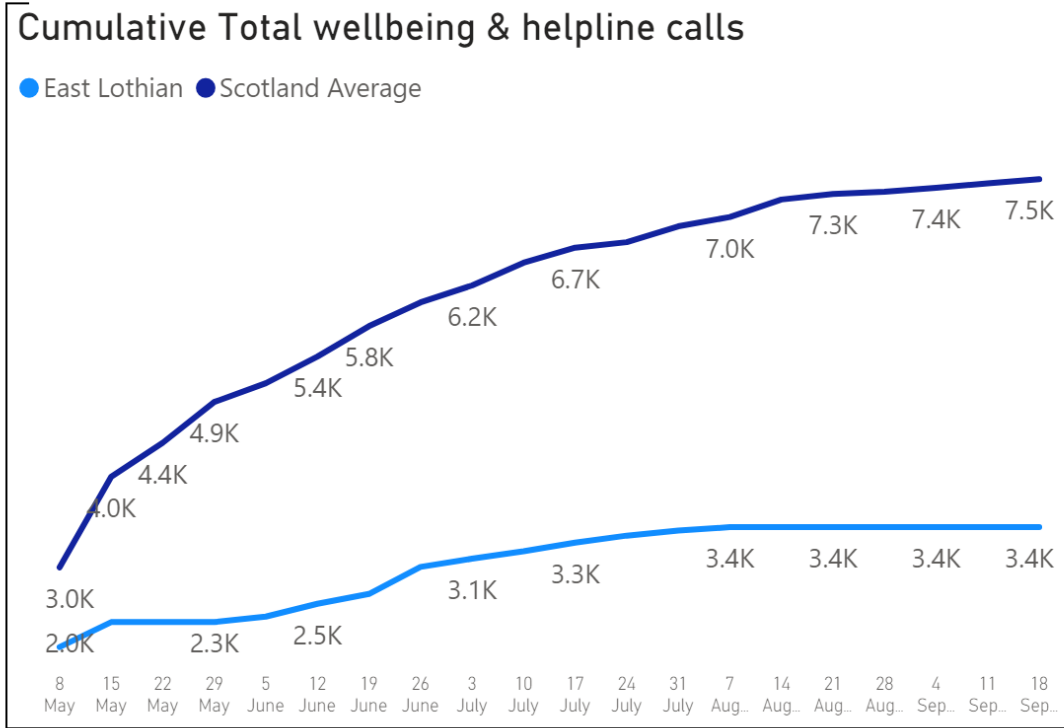
SELECT Council for comparison with Family Group
East Lothian

Total Number of wellbeing/helpline calls

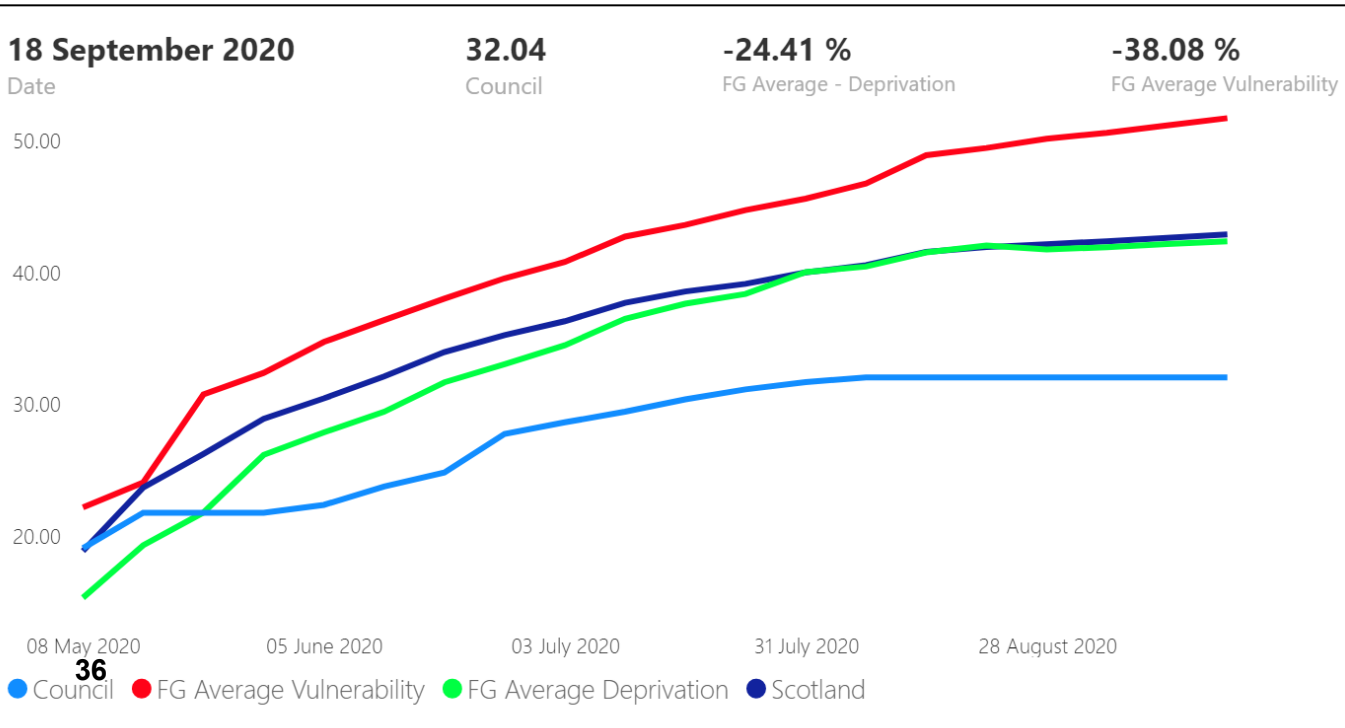
Scotland	Council Average	East Lothian
239K	7470	3431

Council Range	
335	29908
Min	Max
10.42	122.51
Min per 1000 pop	Max per 1000 pop

Cumulative Total Wellbeing/Helpline calls



Family Group Comparison (per 1000 pop)



SELECT Council for comparison with Family Group
 Fast Lothian

Number of callers calling the Helpline in the past week because they have been contacted by Test and Protect team

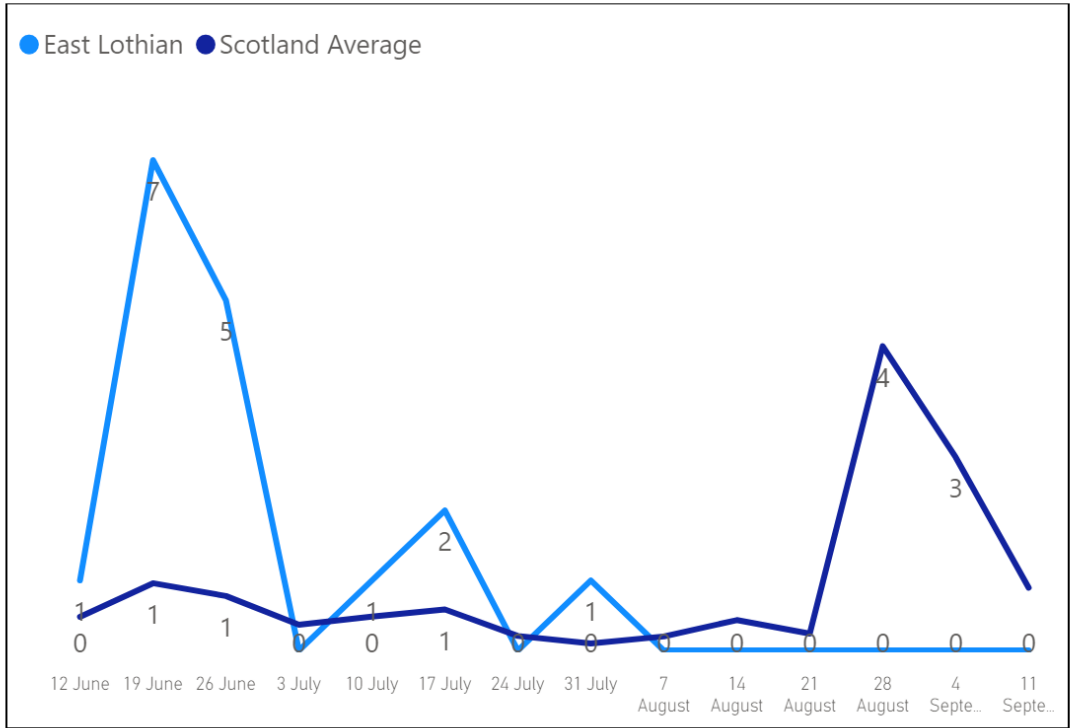
Scotland
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Council Average
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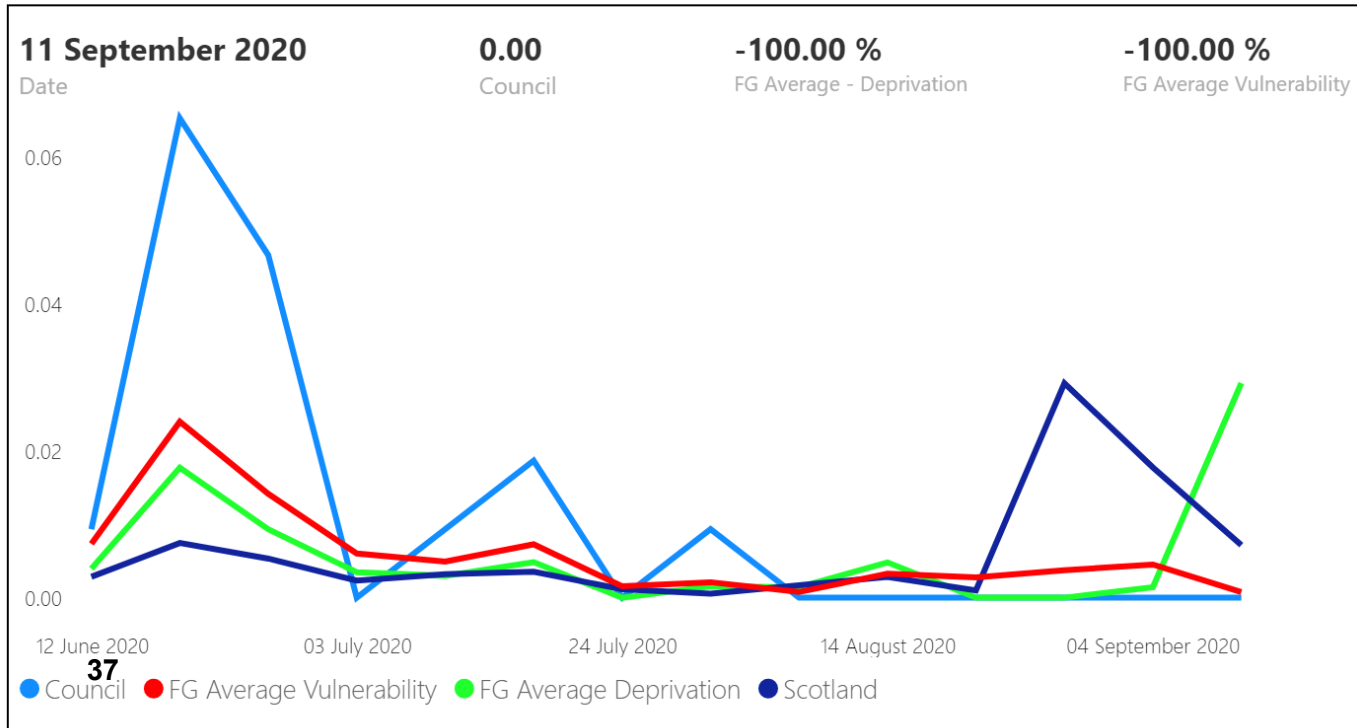
East Lothian
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Council Range
 (Blank) (Blank)
 Min of No. Test &... Max of No. Test & P...
 (Blank) (Blank)
 Min of Test & Pro... Max of Test & Prote...

Callers calling who have been contacted by Test and Protect Team



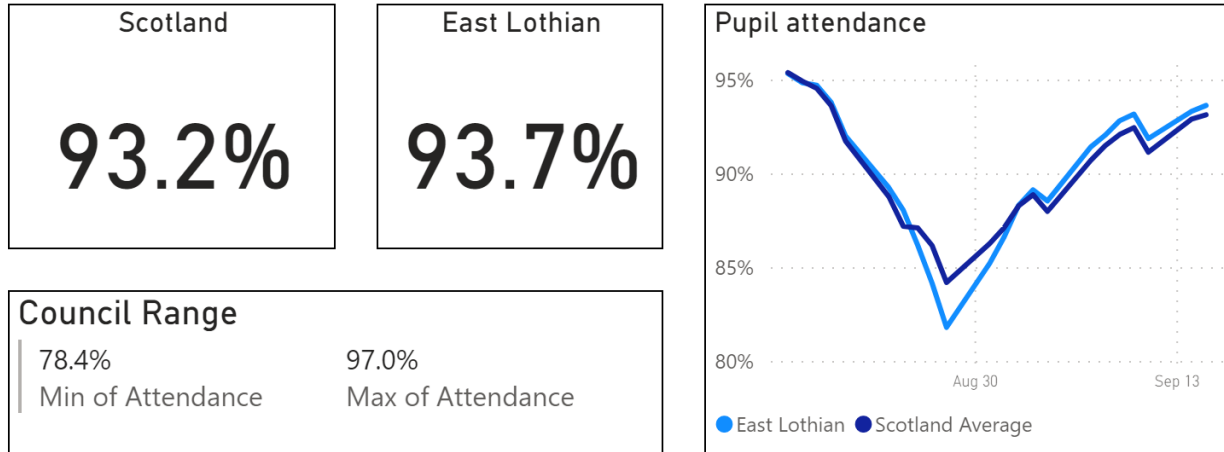
Family Group Comparison (per 1000 pop)



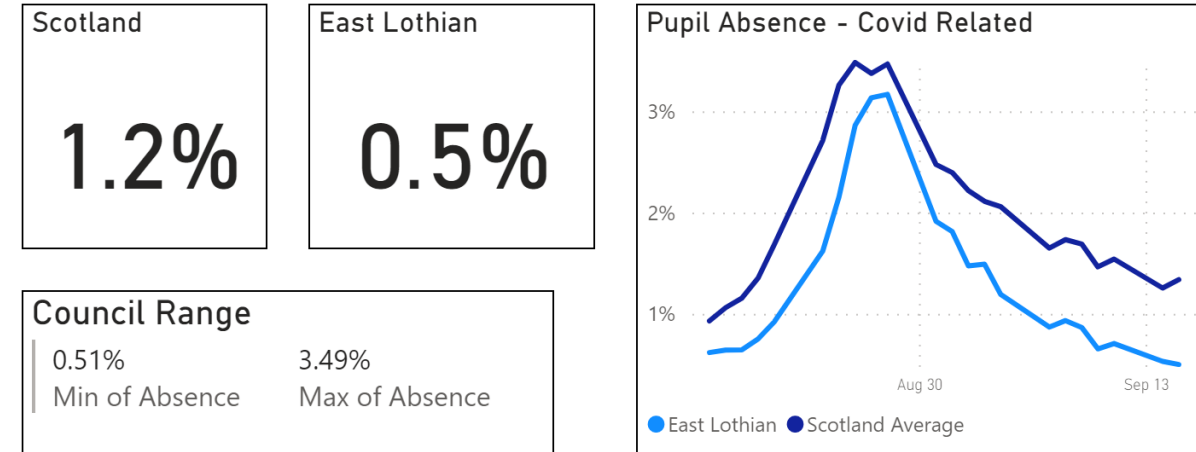
Education Pupil Attendance & Absence Statistics- 18th September data return captures period commencing 10th September

SELECT Council
East Lothian

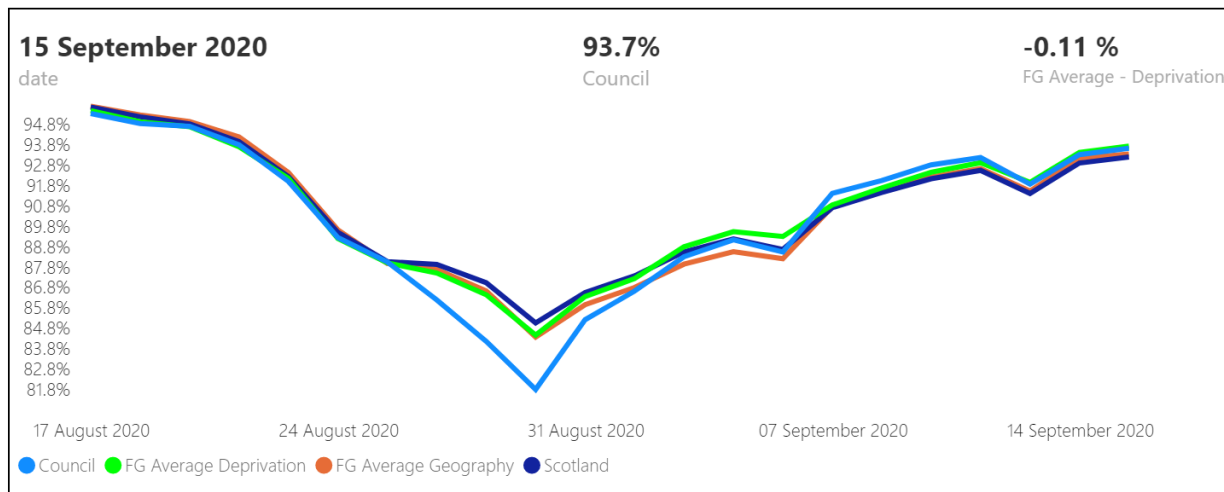
Latest Daily Pupil attendance



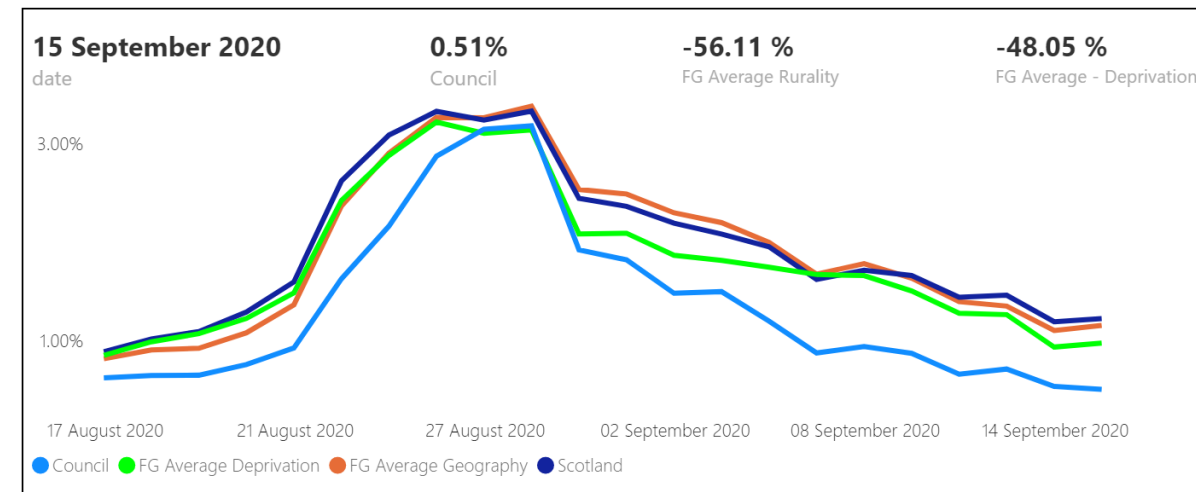
Latest Daily Pupil absence - Covid related



Family Group Comparison - Pupil Attendance



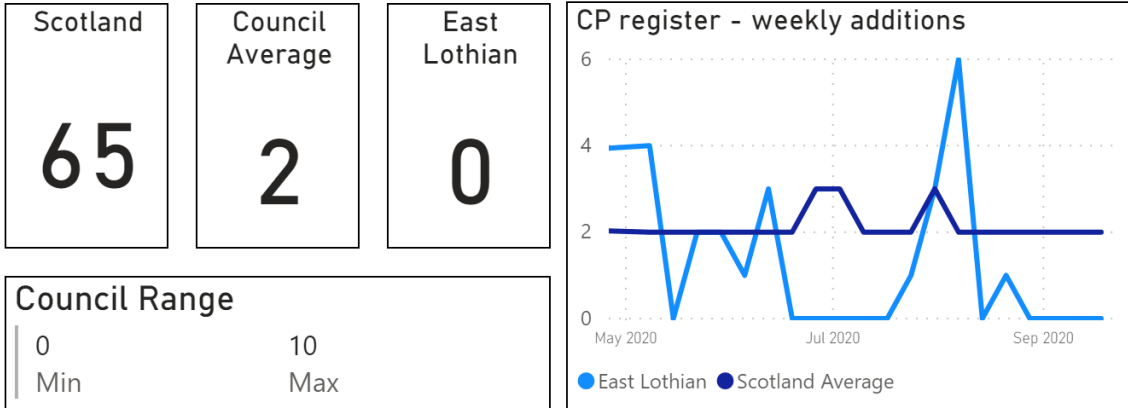
Family Group Comparison - Pupil Absence Covid Related



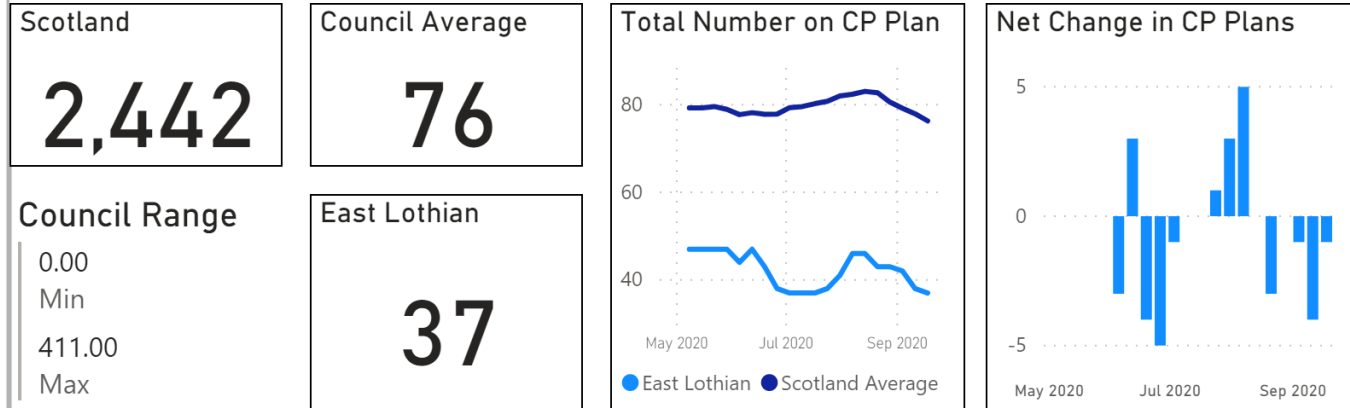
Child Protection Statistics - Total Registrations and New Additions- 18th September data return captures period commencing 10th September

SELECT Council
East Lothian

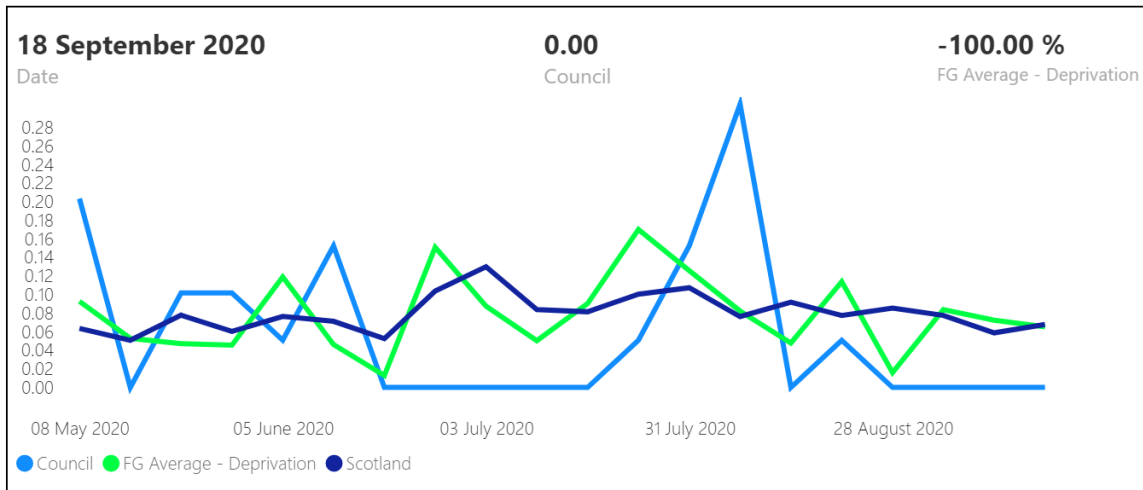
No of CP register additions in the last week



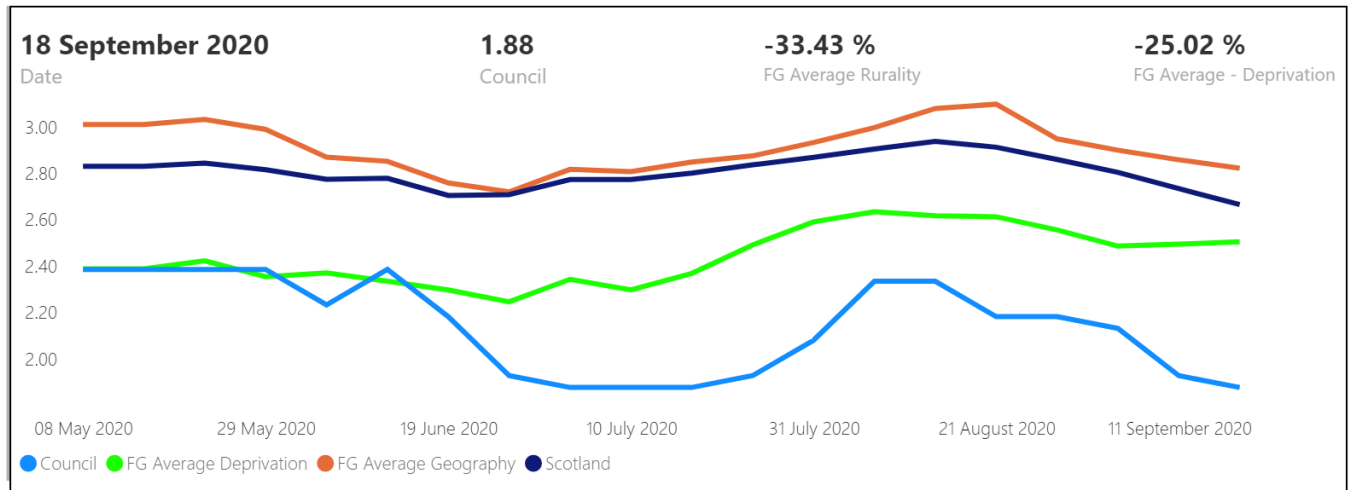
Total number of children with a Child Protection Plan



Family Group Comparison - CP Register Additions per 1000 pop



Family Group Comparison - Total No. of Children with a Child Protection Plan



Child Protection - Face to Face Contact with Social Worker Statistics - 18th September data return

captures period commencing 10th September

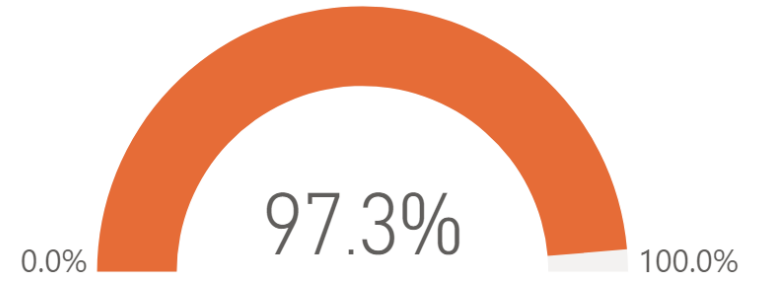
SELECT Council
East Lothian

No of children who had face to face contact with a social worker in the last 2 weeks

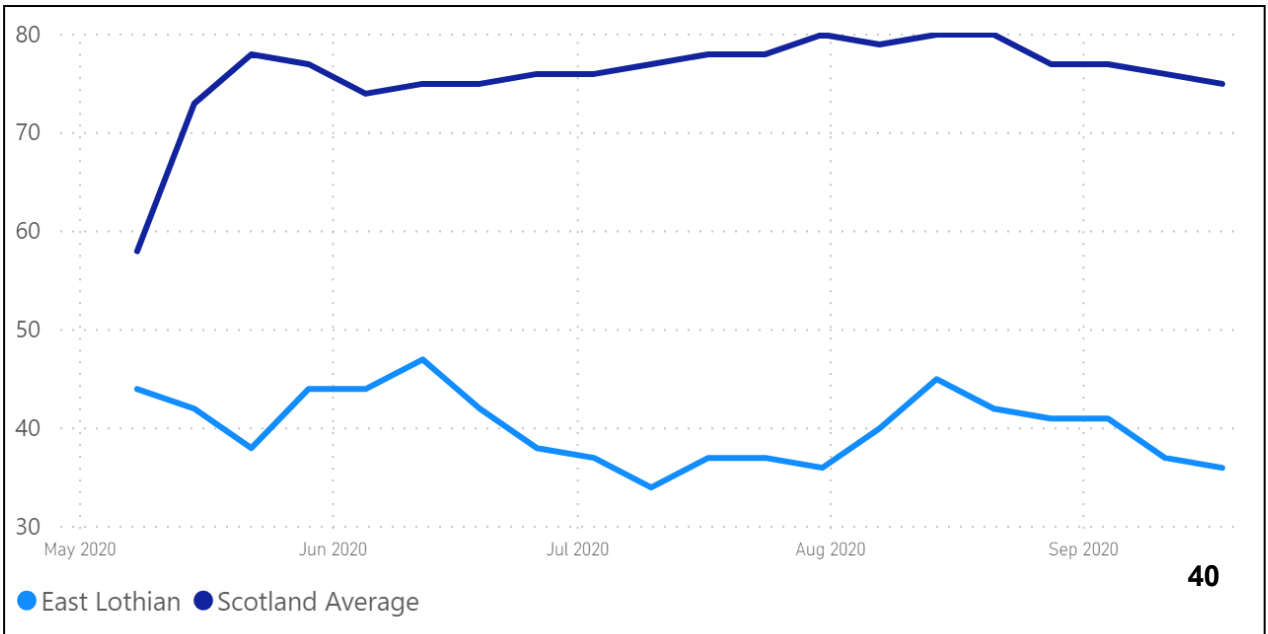
Scotland	Council Average	East Lothian
2391	75	36

Council Range
86% Min % 103% Max %

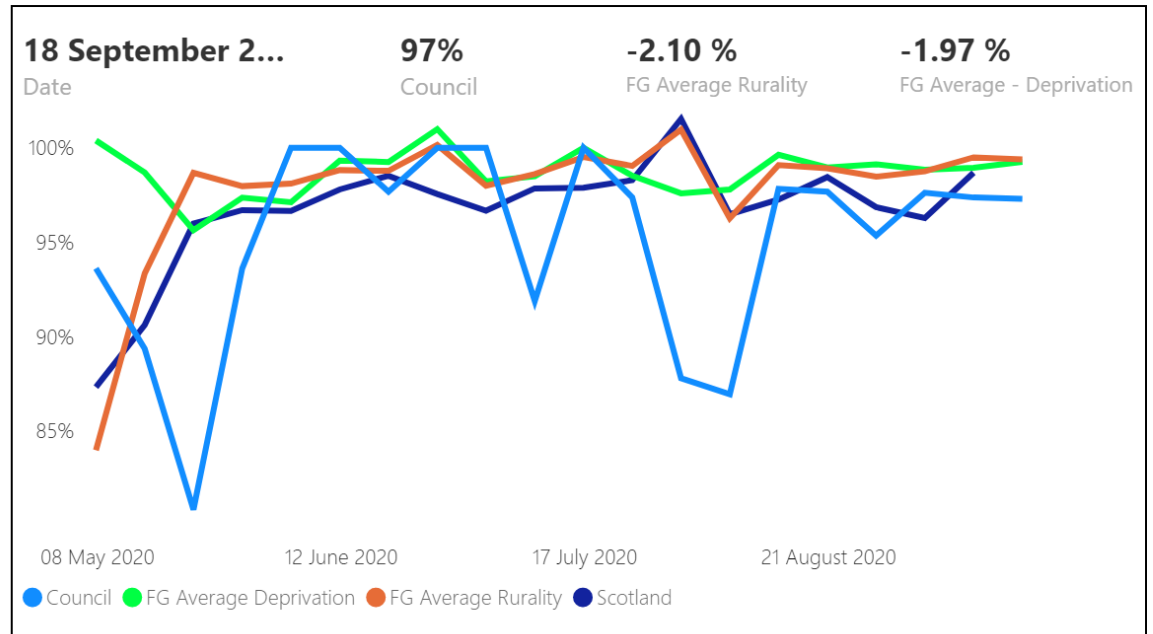
% of CP Plans Face to Face



Number of Children who had Face to Face contact - Comparison with Scotland Average



Family Group Comparison - Face to Face contact as a % of children on CP Register





Homelessness statistics - 18th September data return captures latest available monthly data

SELECT Council
East Lothian

Current Average monthly Homeless Applications

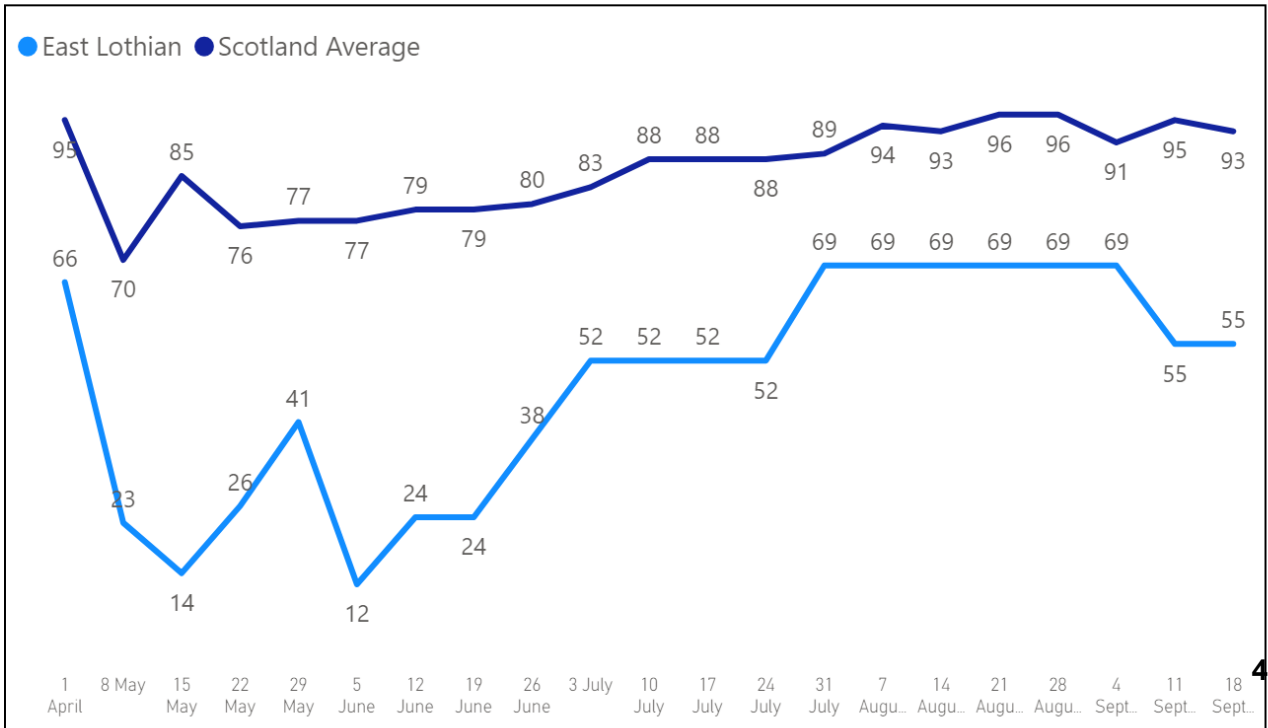
Scotland
2983

Council Average
93

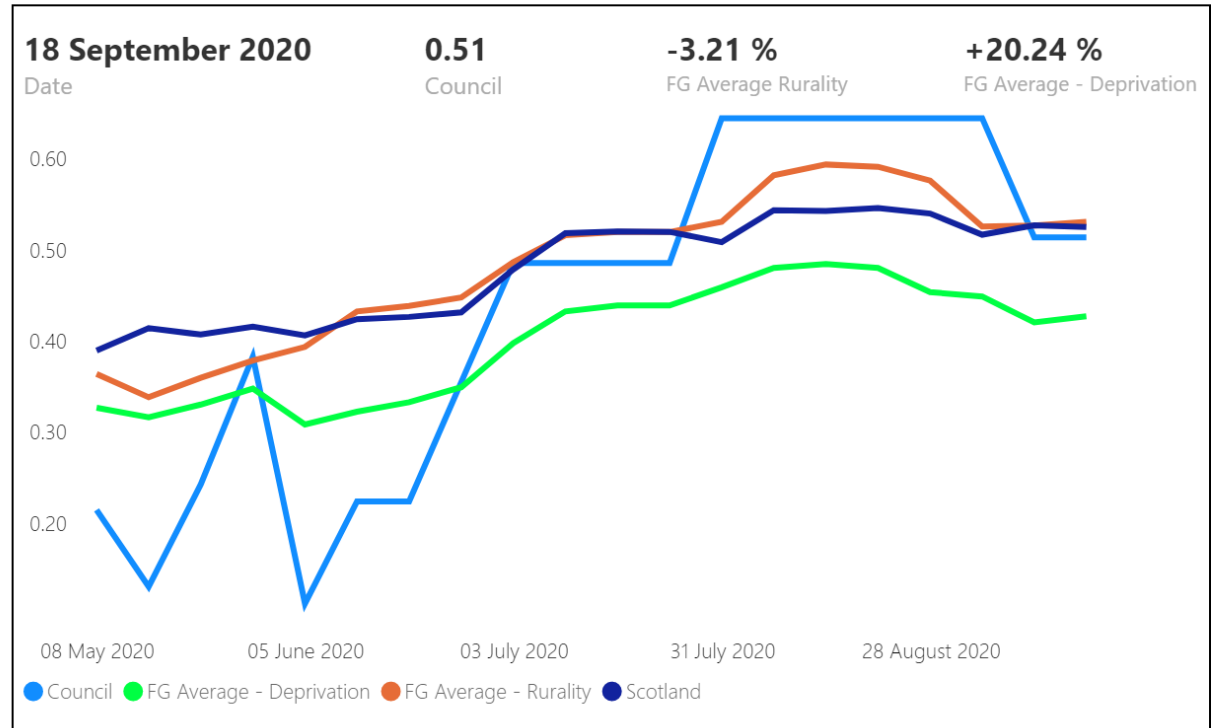
East Lothian
55

Council Range	
7	547
Min	Max
0.21	1.14
Min per 1000 p...	Max per 1000 pop

Average monthly Homeless Applications

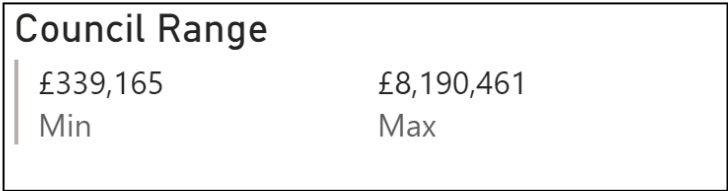
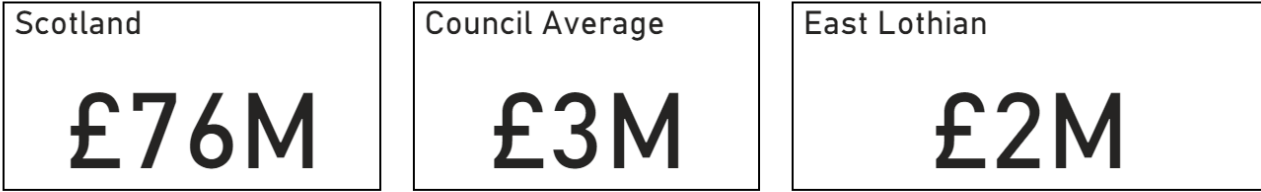


Family Group Comparison (Applications per 1000 pop)

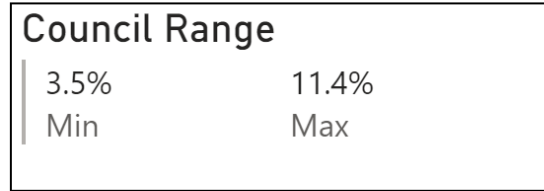
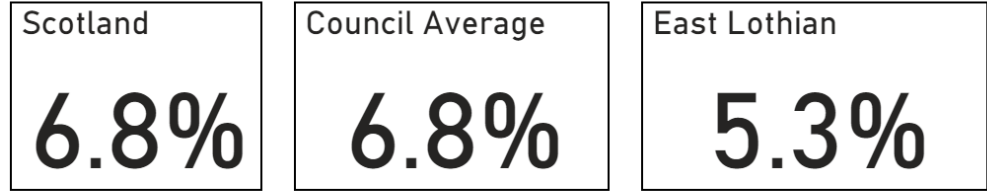


Rent Arrears statistics - 18th September data return captures latest available monthly data

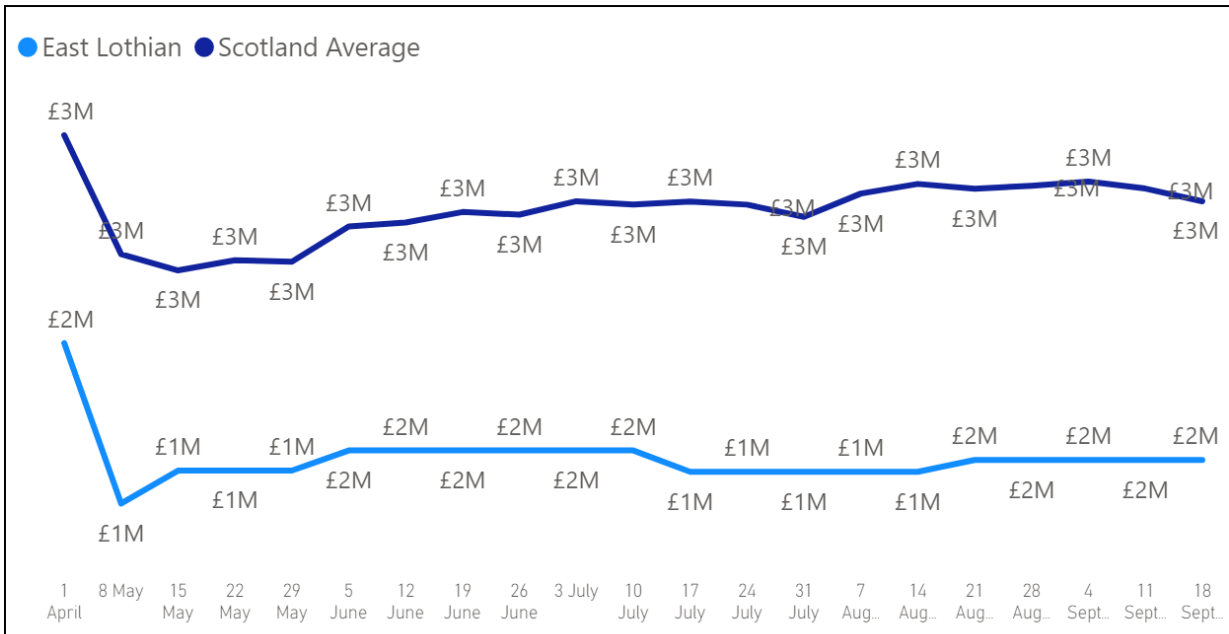
Current Monthly Rent Arrears



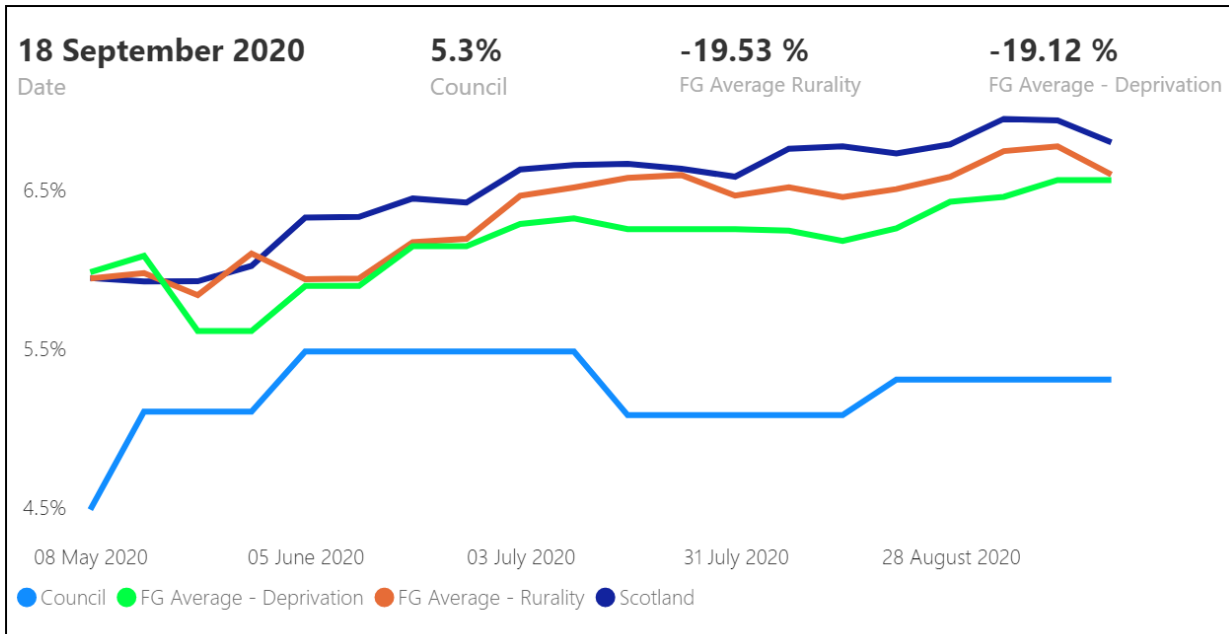
Current Rent Arrears as % of Rent Due



Average Rent Arrears



Family Group Comparison - Arrears as % of Rent Due





SELECT Council for Family Group Comparison
East Lothian

Current Projected Additional HSCP Spend

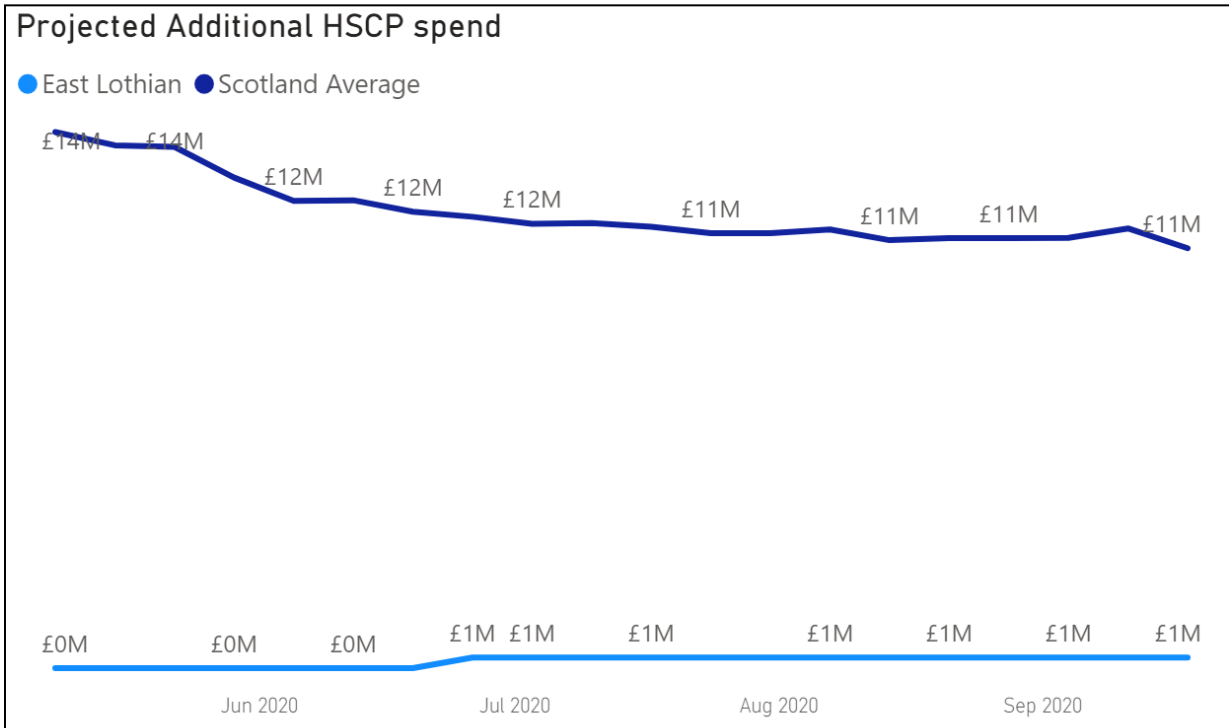
Scotland
£319M

Council Average
£11M

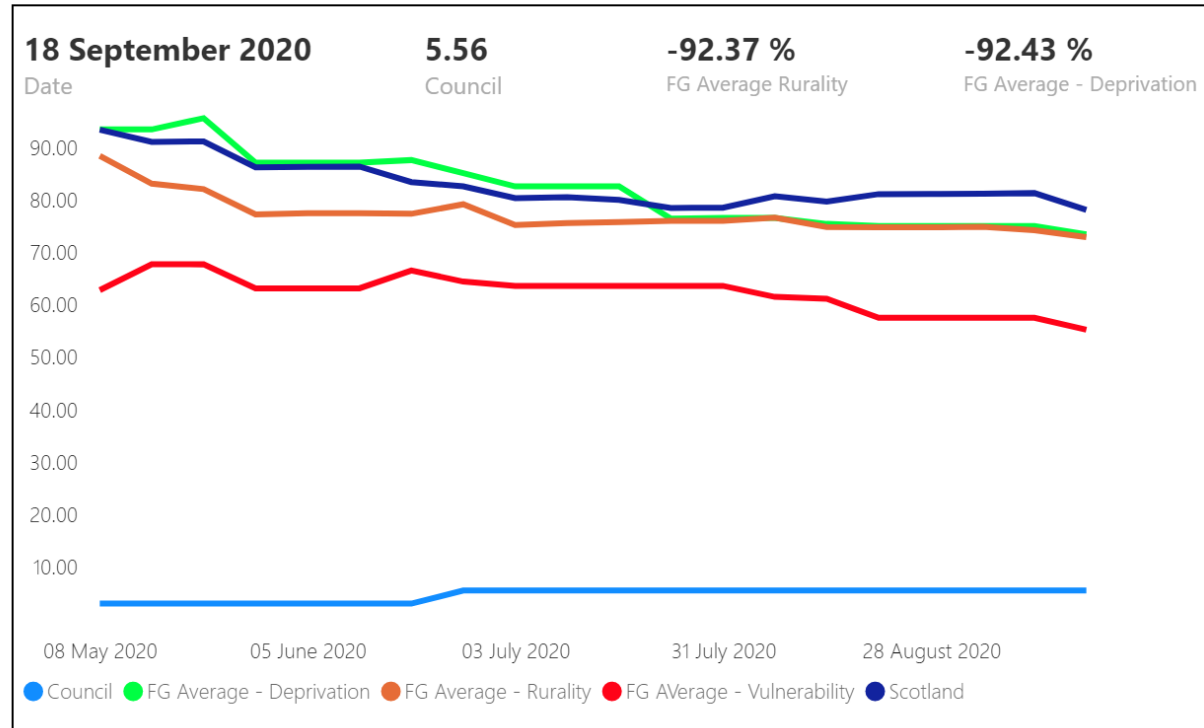
East Lothian
£59...

Council Range
£595,325 Min £79,000,000 Max

Projected Additional HSCP Spend



Family Group Comparison - Projected Additional Spend per 1000 population





Delayed Discharge Statistics - 18th September data return captures latest daily delayed discharge figure w/c 7th September

SELECT Council
East Lothian

Scotland
1109

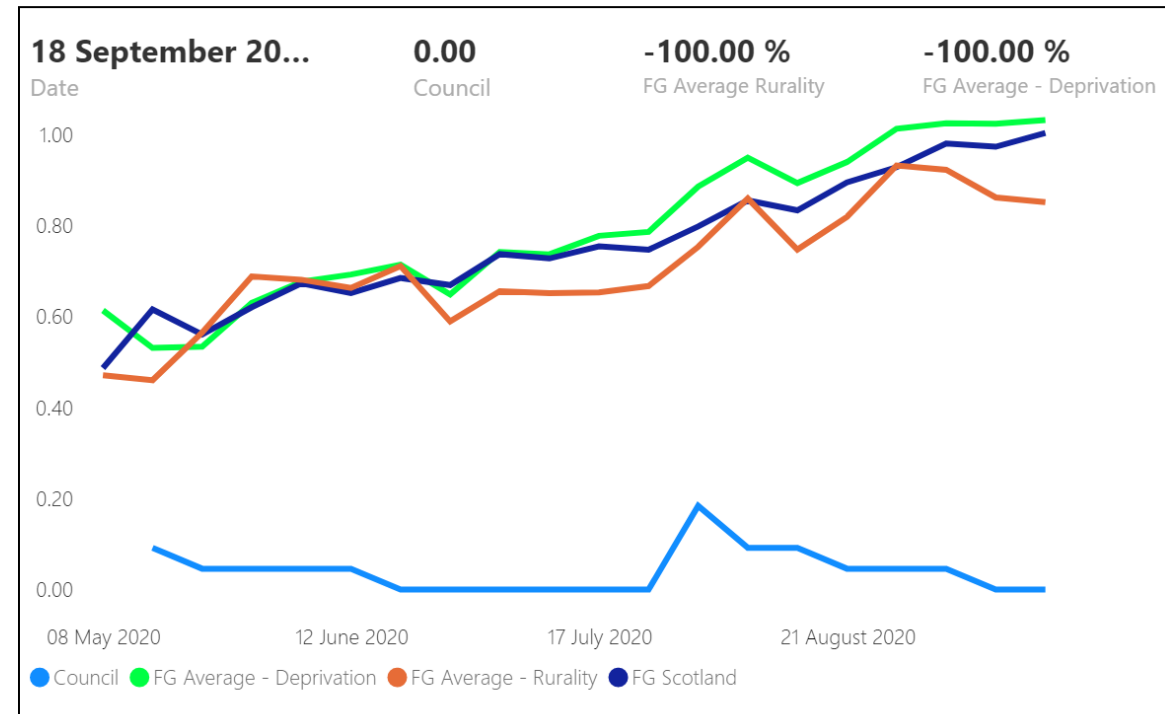
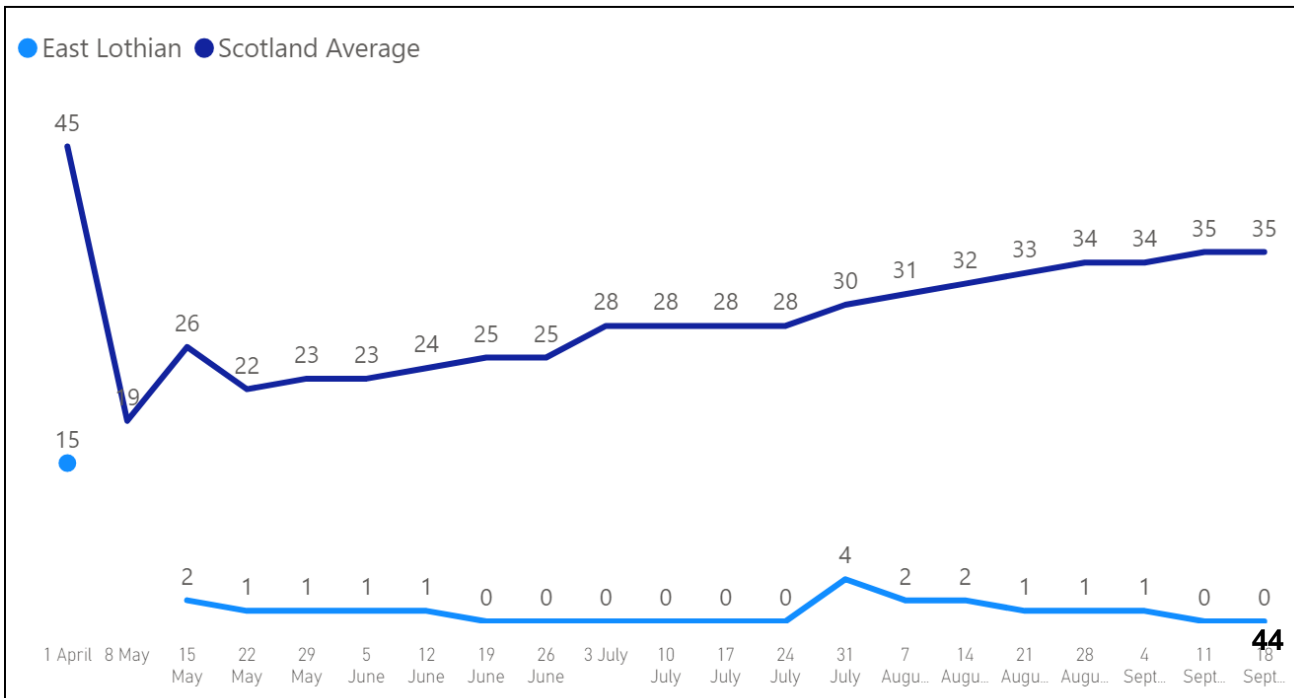
Council Average
35

East Lothian
0

Council Range
0 Min 144 Max

Delayed Discharge (latest daily figure)

Family Group Comparison - Delayed Discharges per 1000 65+ population





Absence statistics - 18th September data return captures data from w/c 7th September

SELECT Council for Family Group Comparison
East Lothian

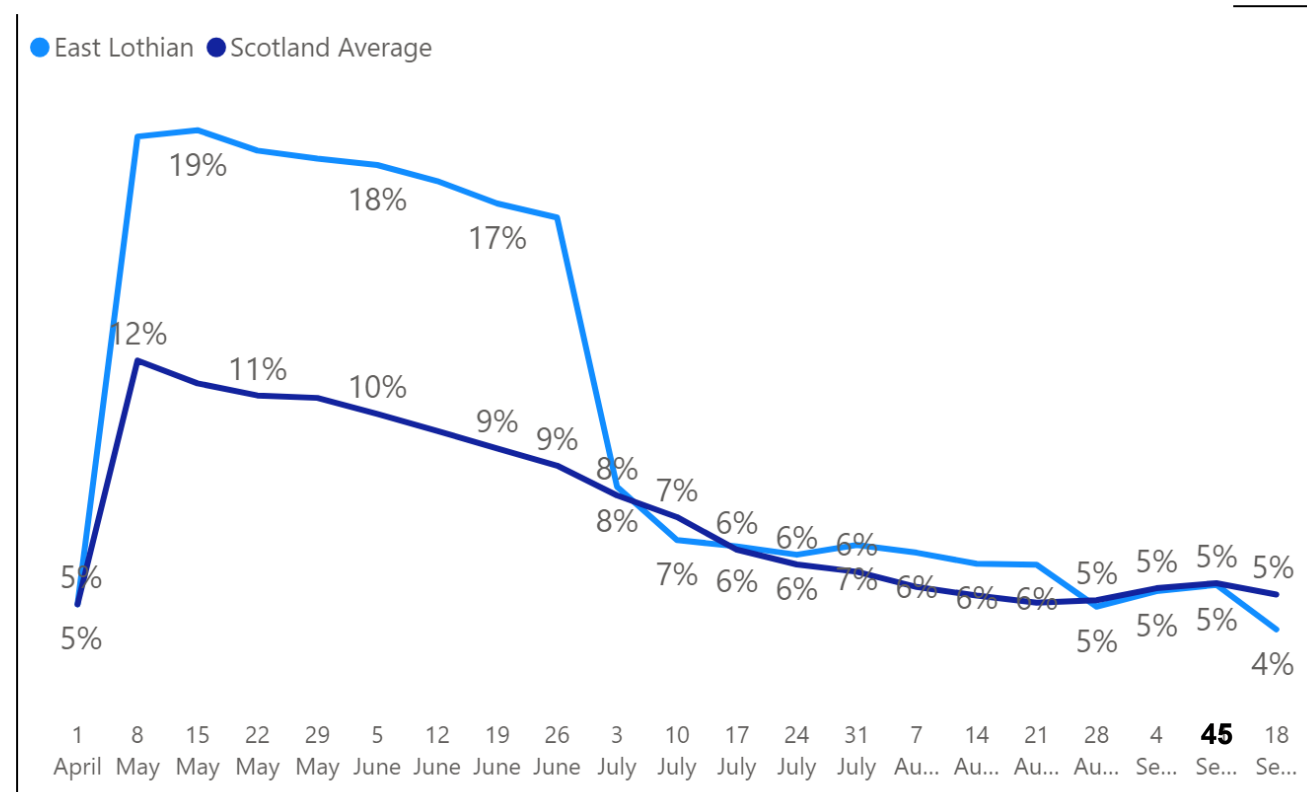
Scotland
5.0%

Council Average
5.0%

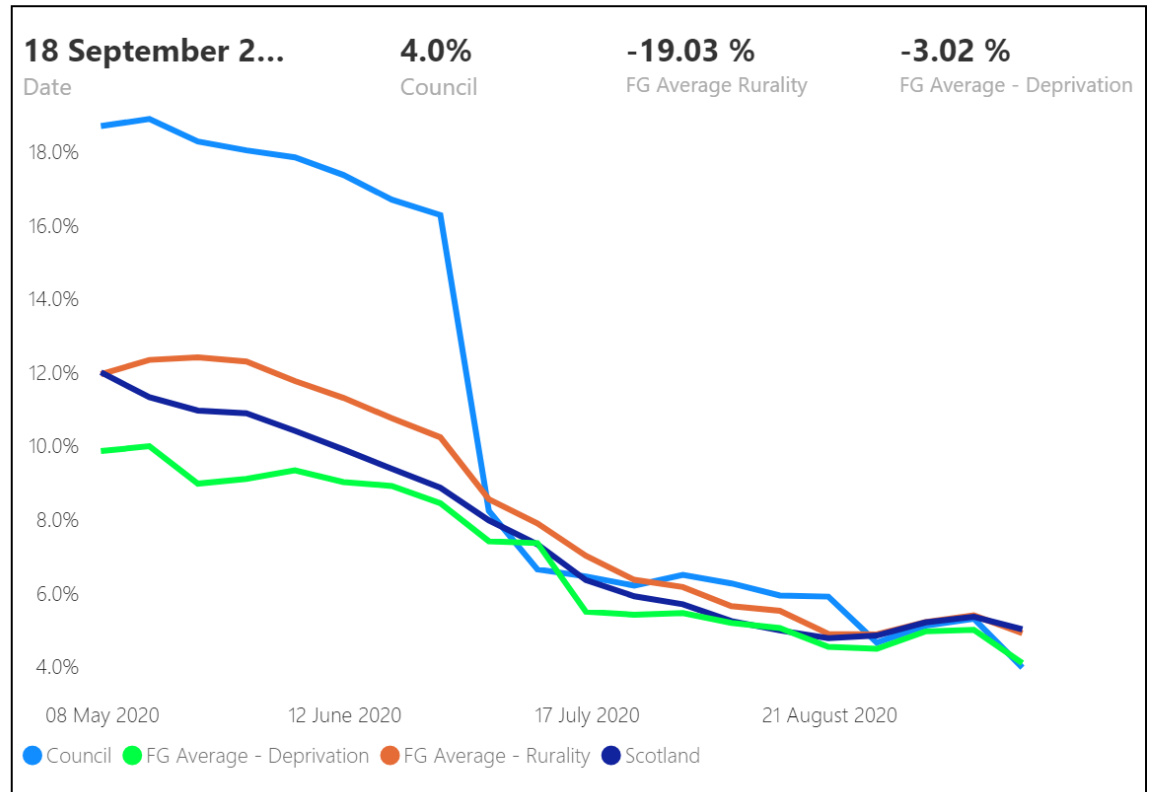
East Lothian
4.0%

Council Range
0.5% Min 11.8% Max

% Absence - current & pre-Covid-19



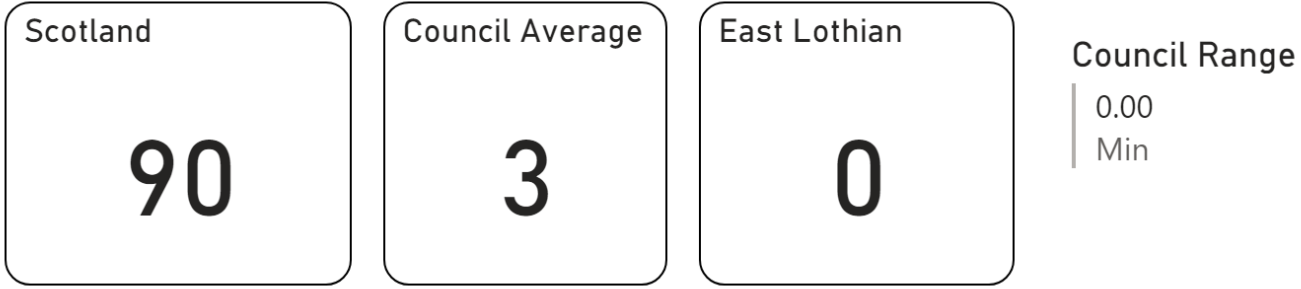
Family Group Comparison



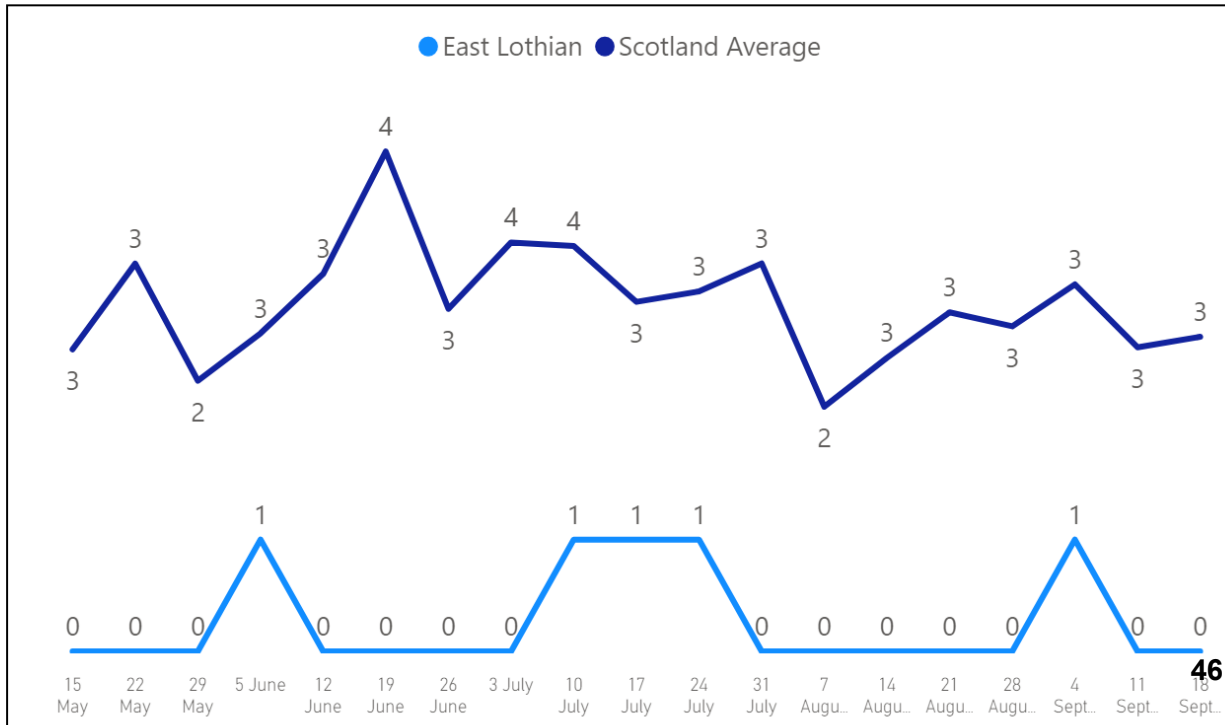
Adult Protection Statistics - 18th September data return captures latest data from period commencing 31st August

SELECT Council
 East Lothian

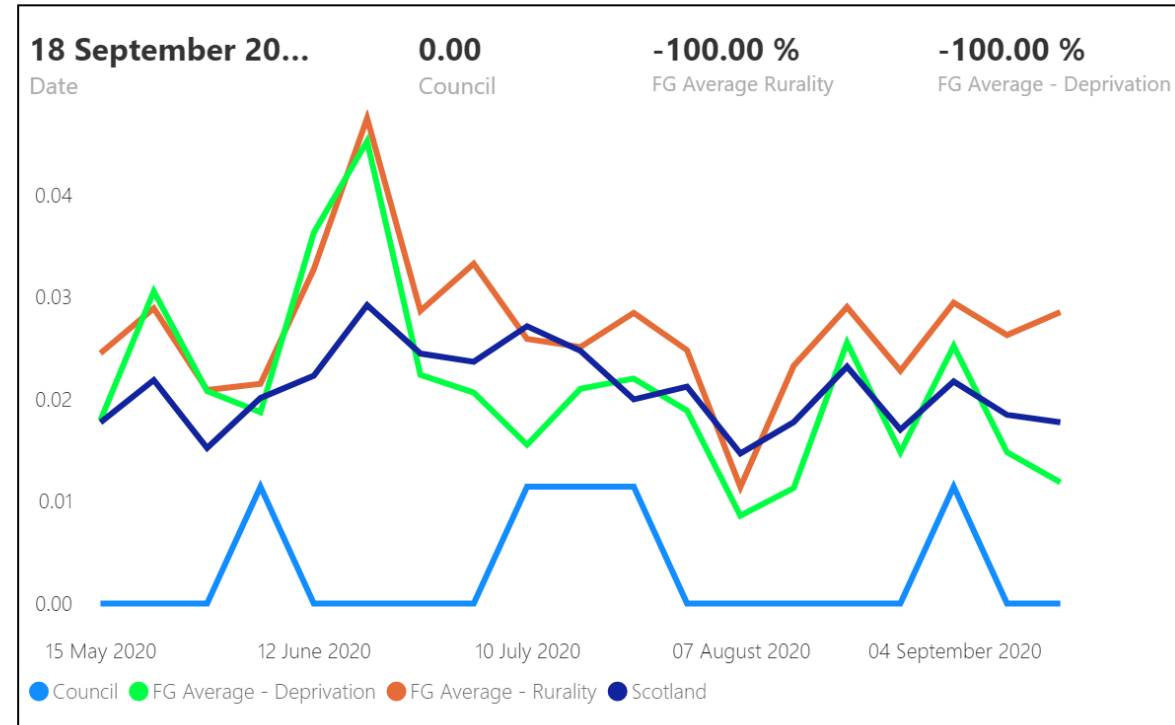
Adult Support & Protection Investigations started in the last week



Adult support & protection investigations started in the last week



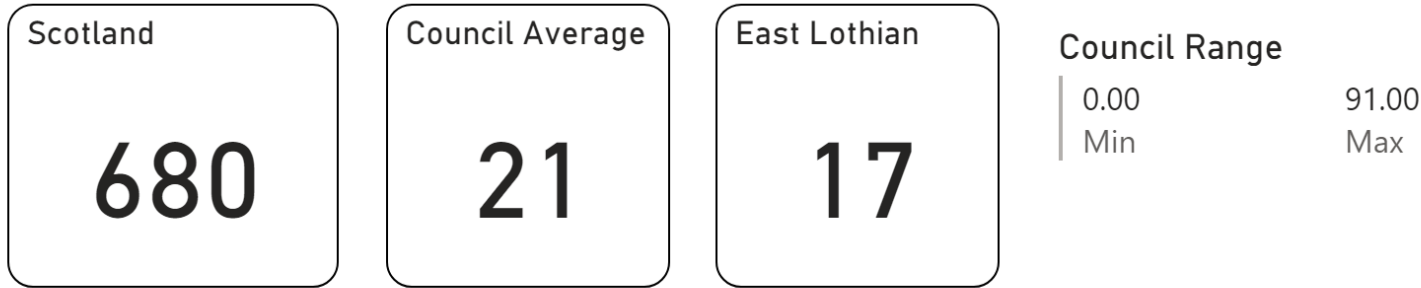
Family Group Comparisons - Investigations per 1000 16+ pop



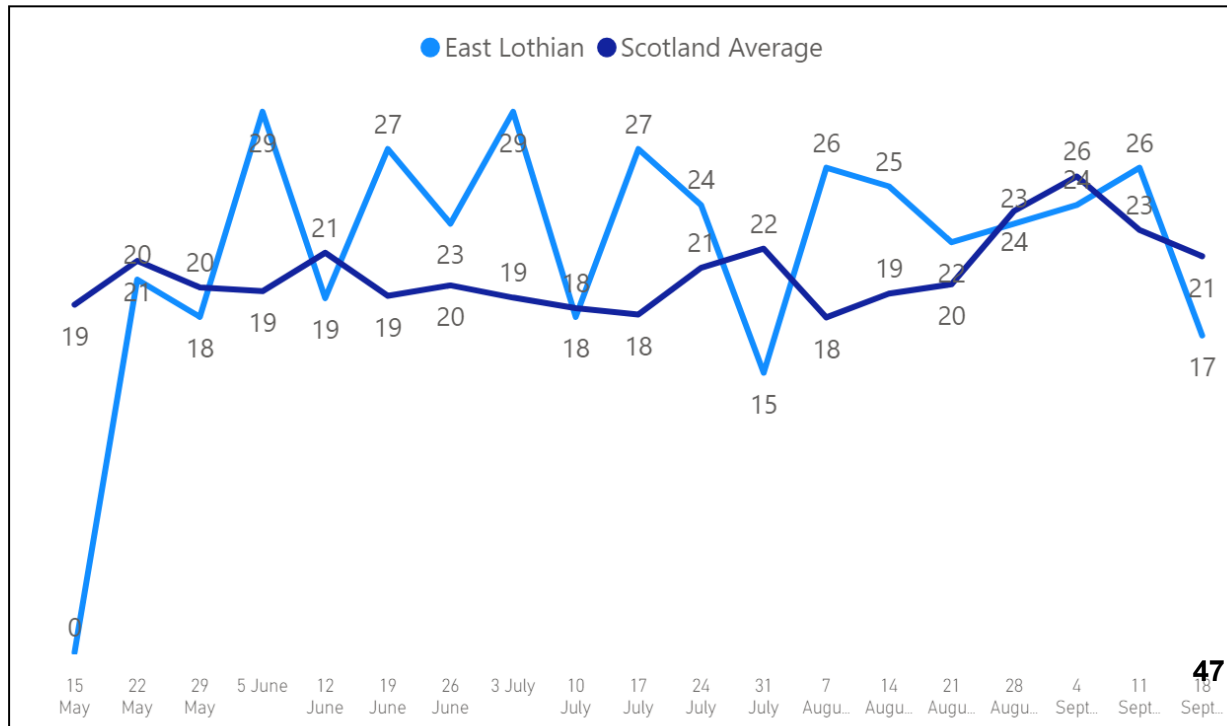
Adult Protection Statistics - 18th September data return captures latest data from period commencing 31st August

SELECT Council
 East Lothian

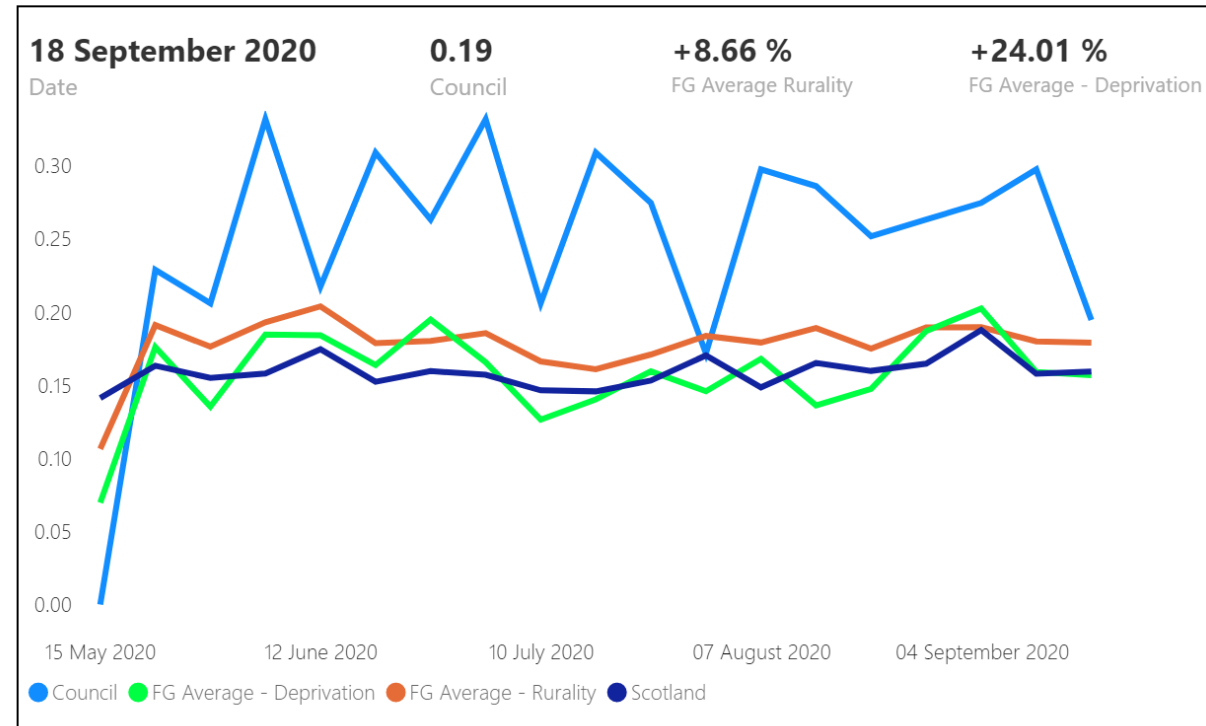
Adult Risk Referrals in the last week



Adult Risk Referrals



Family Group Comparisons - Investigations per 1000 16+ pop



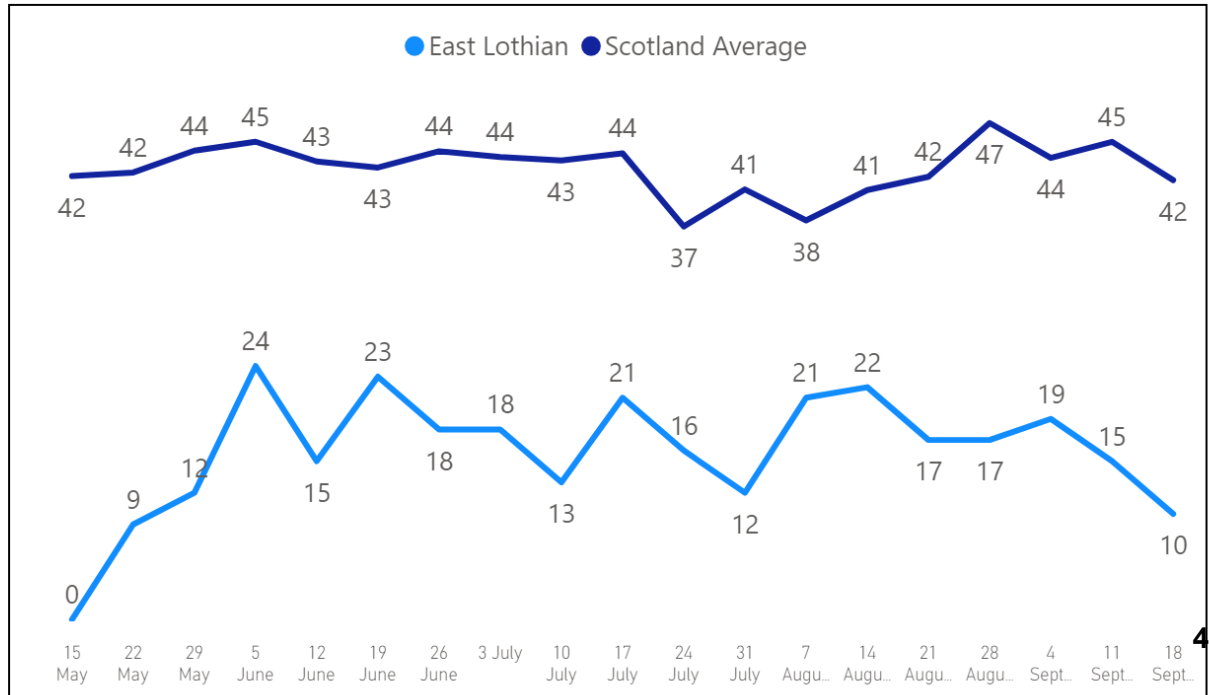
Adult Protection Statistics - 18th September data return captures latest data from period commencing 31st August

SELECT Council
 ▼
 East Lothian

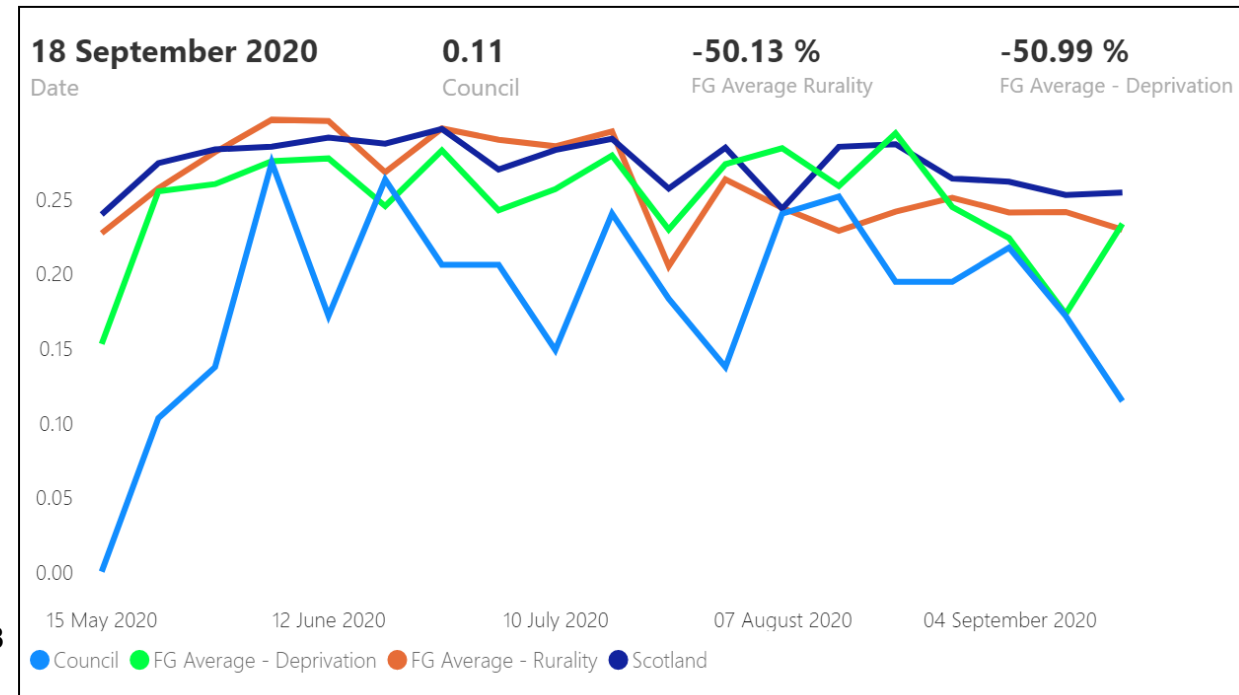
Adult Wellbeing Referrals in the last week

Scotland	Council Average	East Lothian	Council Range 3.00 Min 310.00 Max
1,332	42	10	

Adult Wellbeing Referrals



Family Group Comparisons - Wellbeing Referrals per 1000 16+ pop

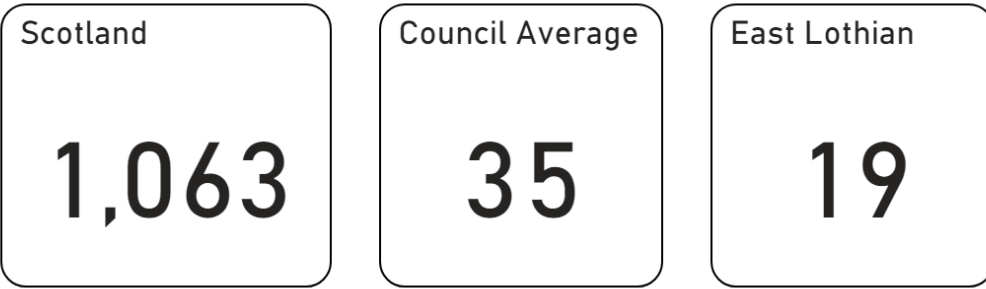


Domestic Abuse Incidents - 18th September return captures period commencing 10th September

SELECT Council

East Lothian

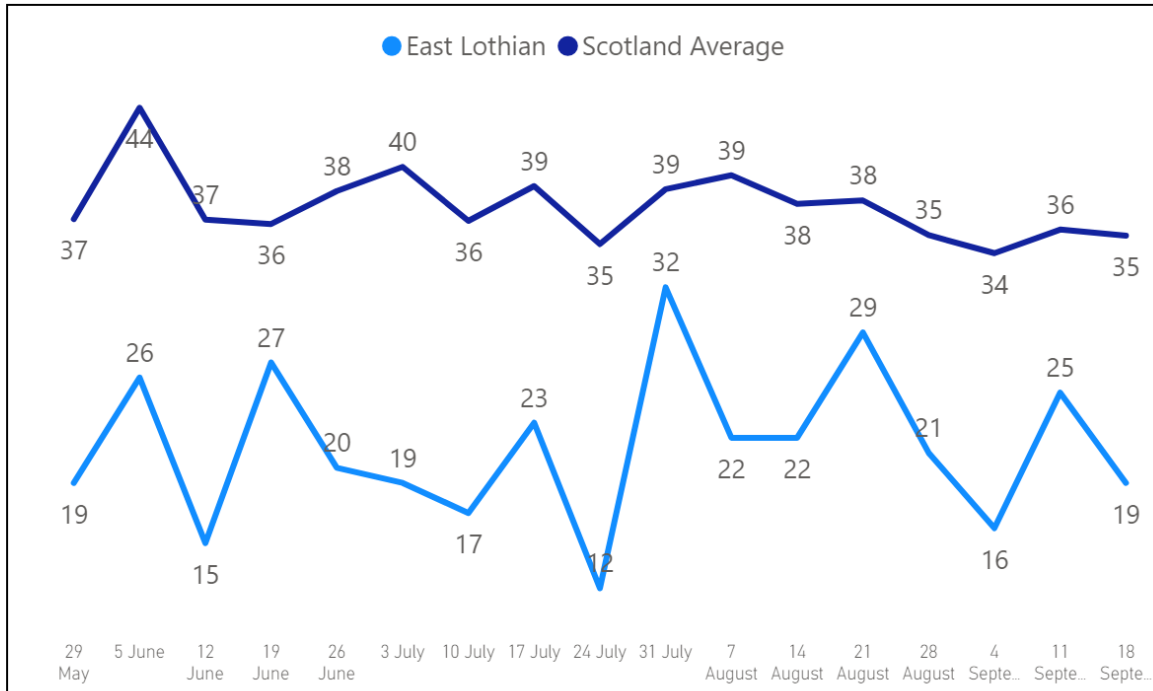
Domestic Abuse Incidents reported in the last week



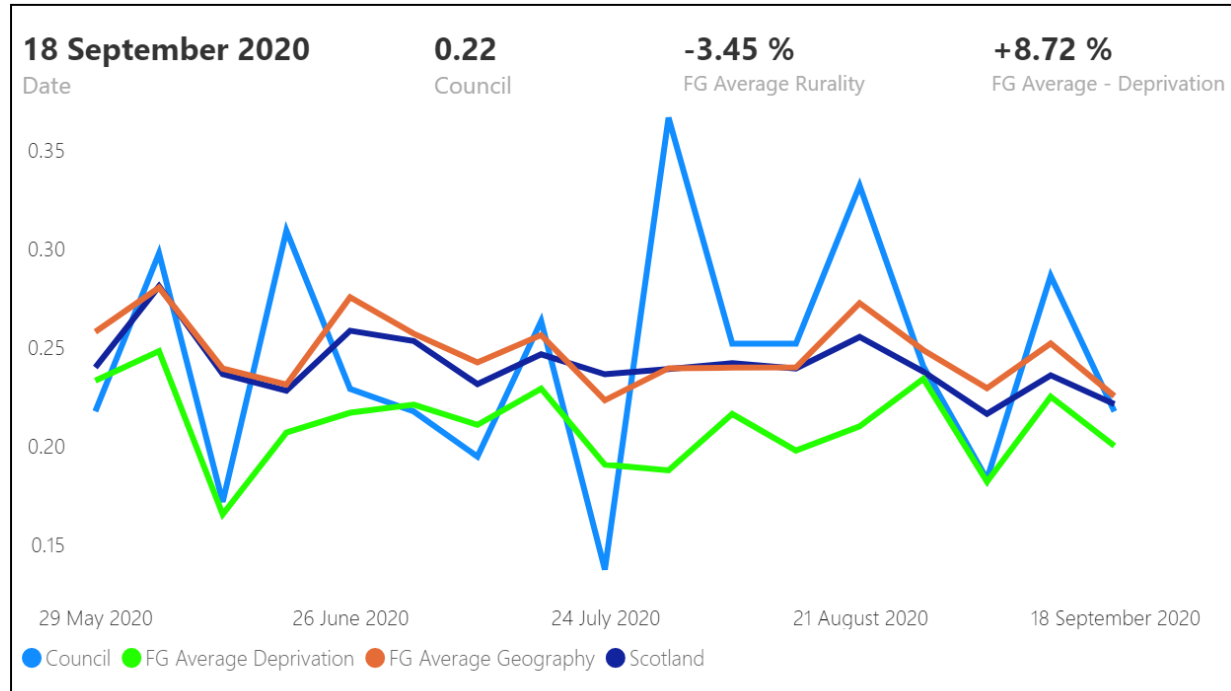
Council Range

0.00	160.00
Min	Max
0.00	0.40
Min per 100...	Max per 1000 ...

Comparison with Scotland Average



Family Group Comparisons - DA Incidents per 1000 16+ pop

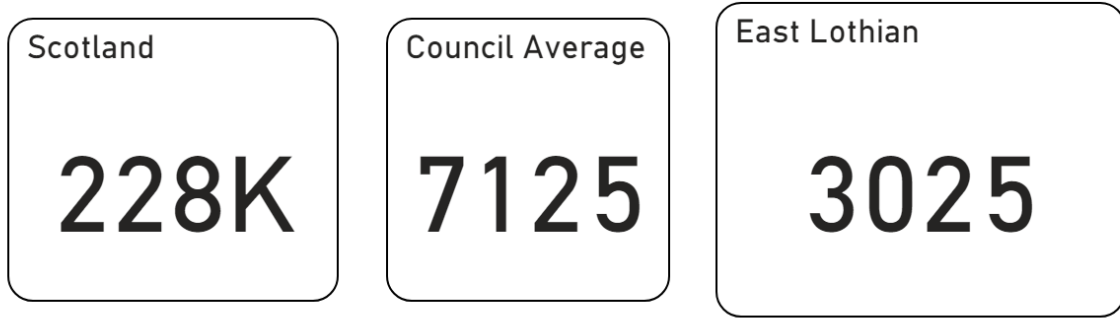


Claimant Count - 18th September data return captures latest available monthly data

SELECT Council

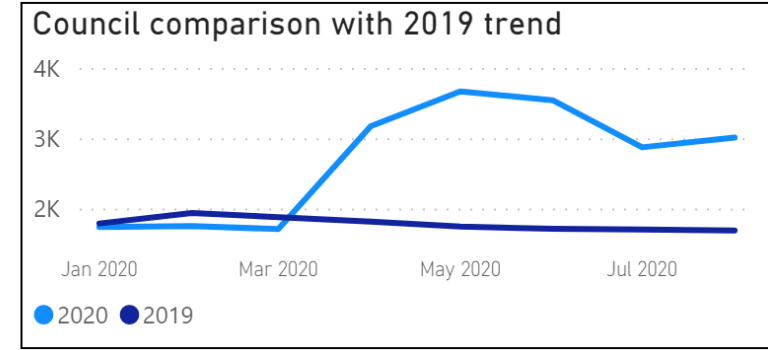
East Lothian

Current monthly Claimant Count figures

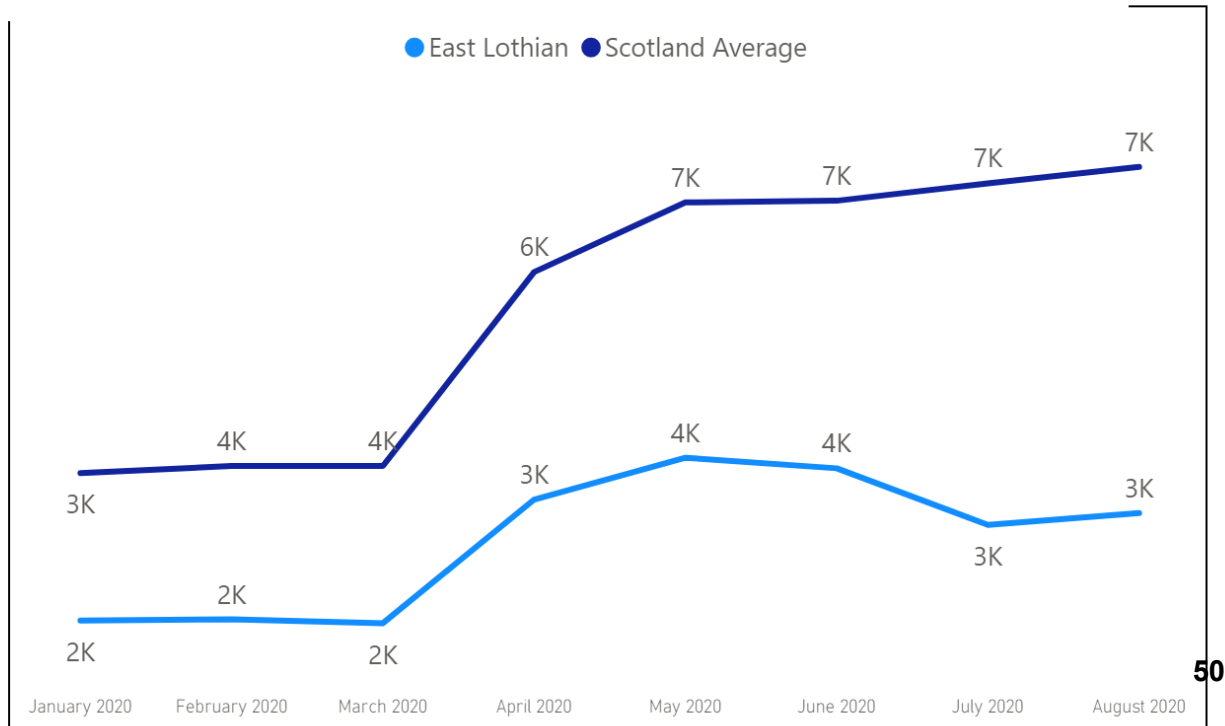


Council Range

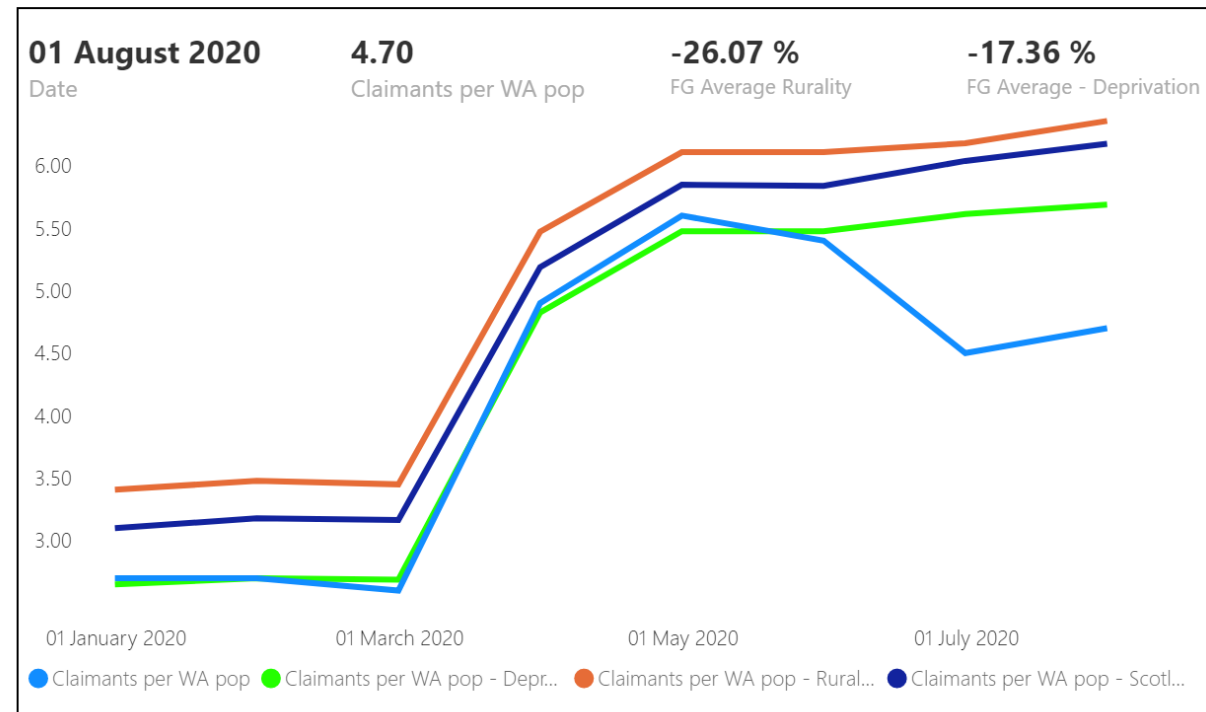
425	38720
Min	Max
3.20	9.00
Min per WA p...	Max per WA pop



Comparison with Scotland Average



Family Group Comparisons - Claimant Count per Working Age pop

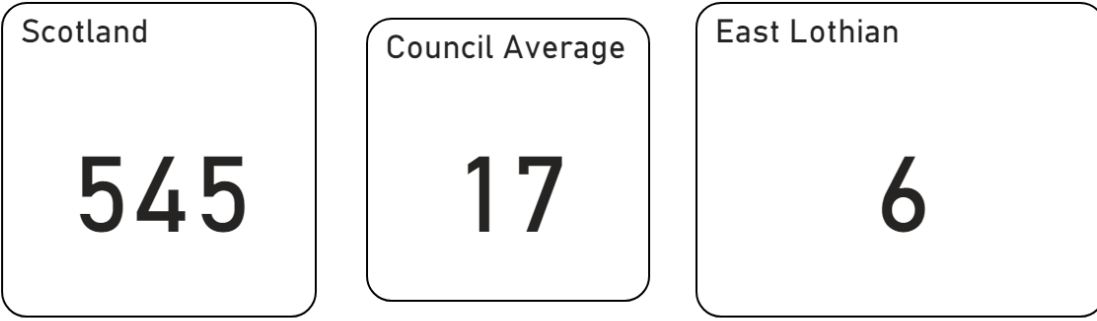


Business Start Ups - 18th September data return captures latest available monthly data

SELECT Council

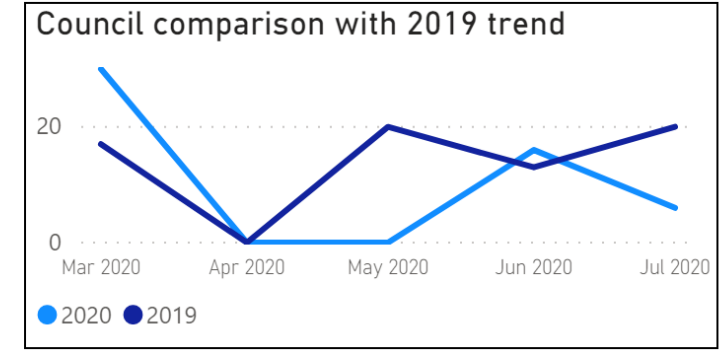
East Lothian

Business Start Ups in most current month

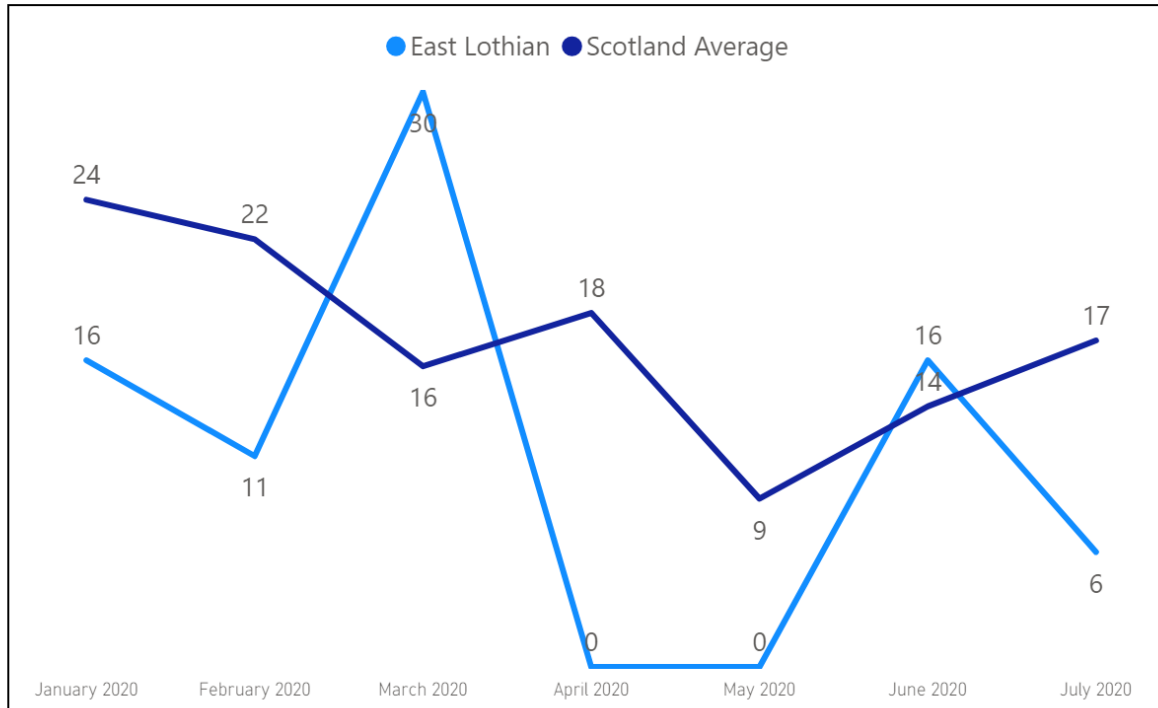


Council Range

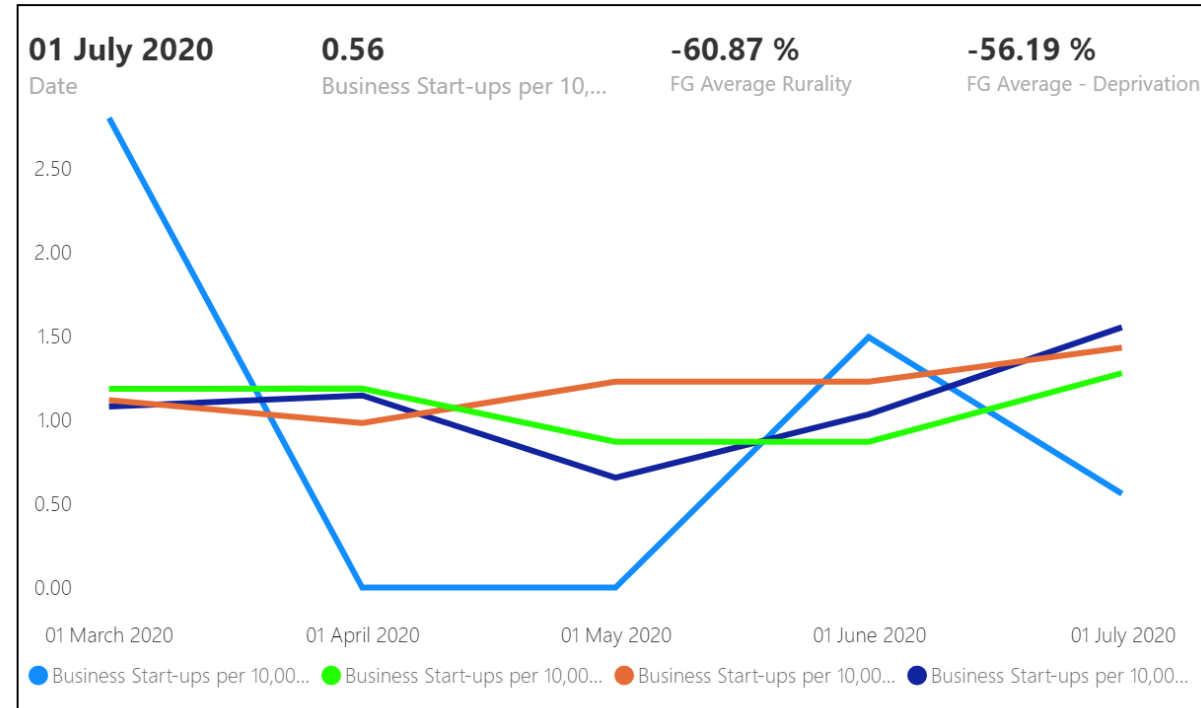
545	545
Business Start...	Business Start-ups
49.68	49.68
Business Start...	Business Start-u...



Comparison with Scotland Average



Family Group Comparisons - Start Ups per 10,000 pop



Retail & Recreation Activity - % change in visitors to (or time spent in)

Retail/Recreation places compared to baseline). 18th September data return captures period commencing 5th September

SELECT Council
 East Lothian

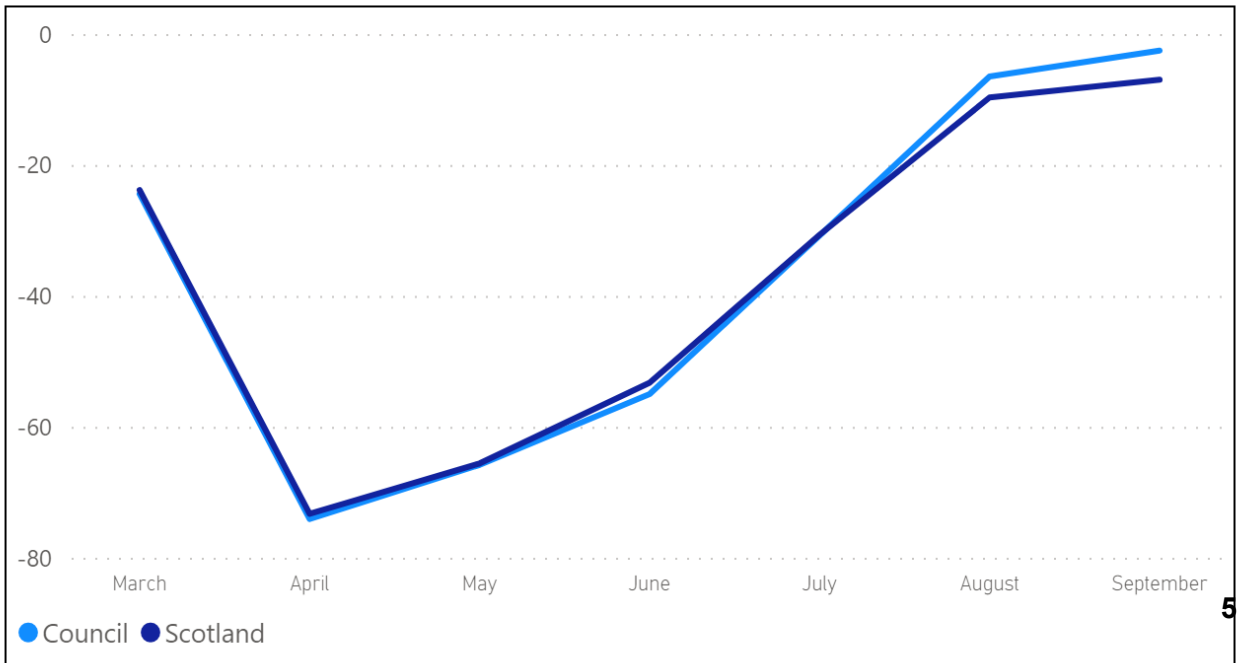
CURRENT Retail & Recreation Activity - % Change from February baseline

Scotland
-7

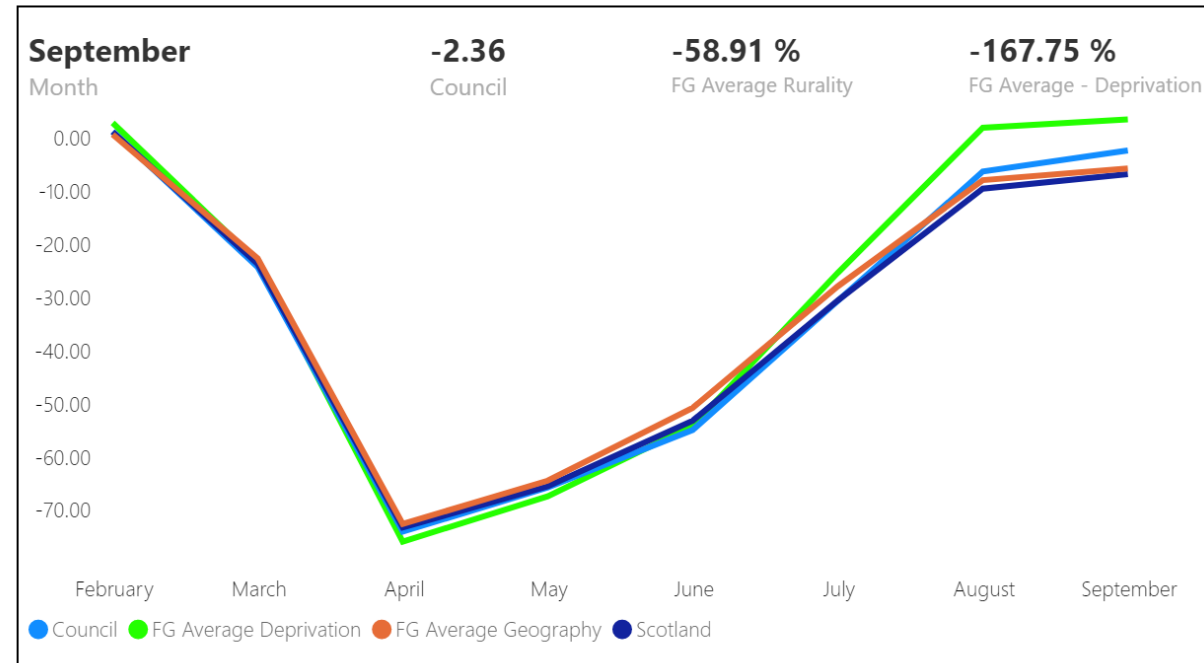
East Lothian
-2

Council Range
 -43 Min 53 Max

Comparison with Scotland Average



Family Group Comparisons - % Change from Baseline



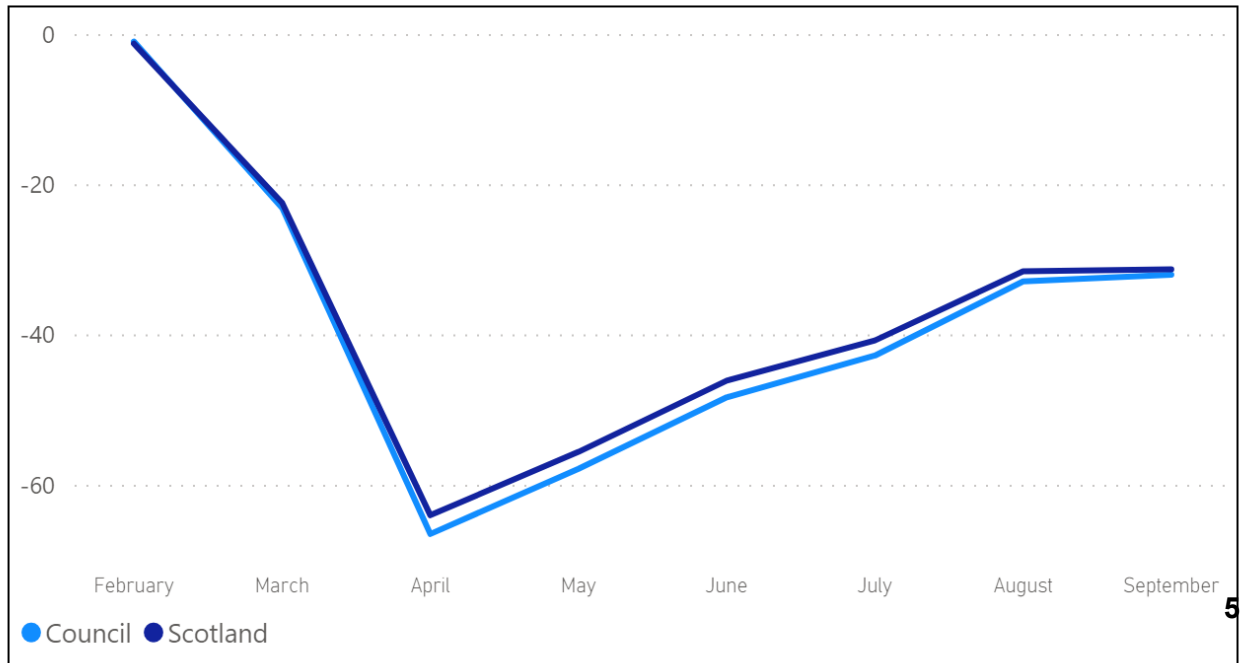
Workplace Activity - % change in visitors to (or time spent in) Workplace places compared to baseline. 18th September data return captures period commencing 5th September

SELECT Council
 East Lothian

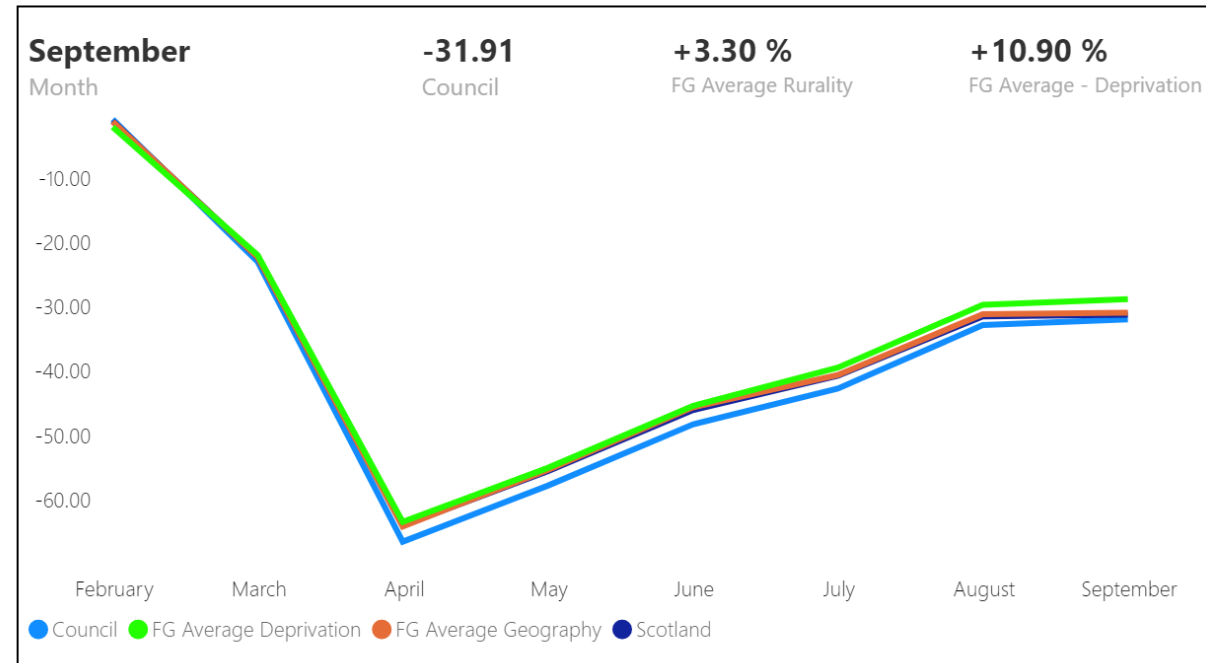
CURRENT Workplace Activity - % Change from February baseline

Scotland Average	East Lothian	Council Range	
-32	-32	-58 Min	-1 Max

Comparison with Scotland Average



Family Group Comparisons - % Change from Baseline



Environmental Health/Trading Standards Business Advice and Enforcement

Activity - No. of enquiries, complaints and interventions carried out

18th September data return captures data from two week period commencing 28th August

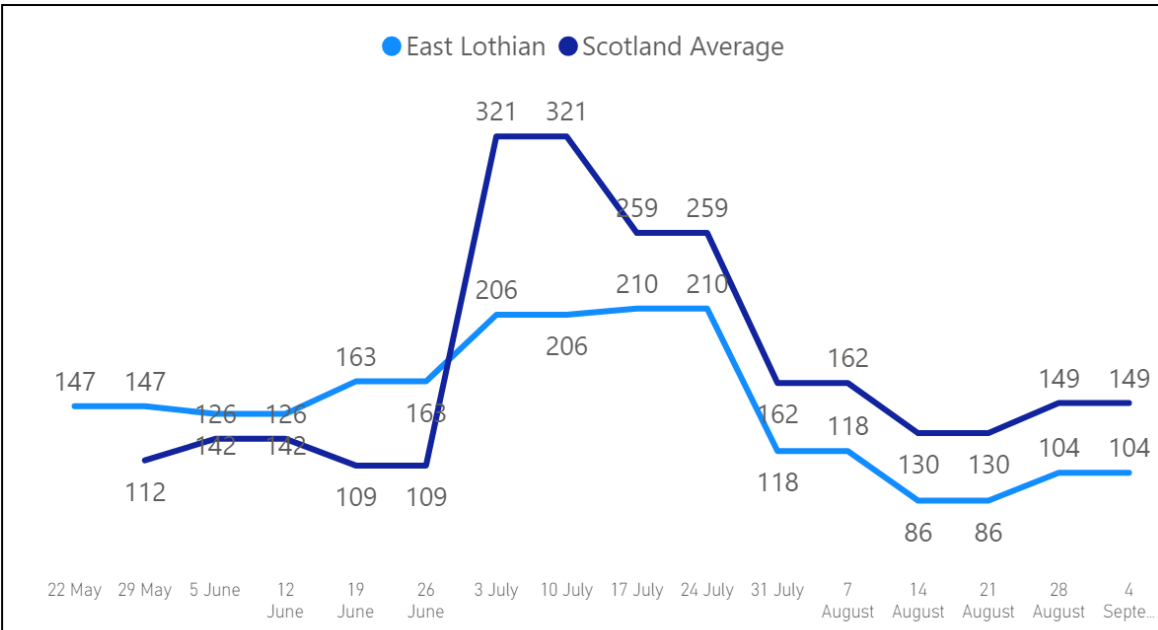
SELECT Council

East Lothian

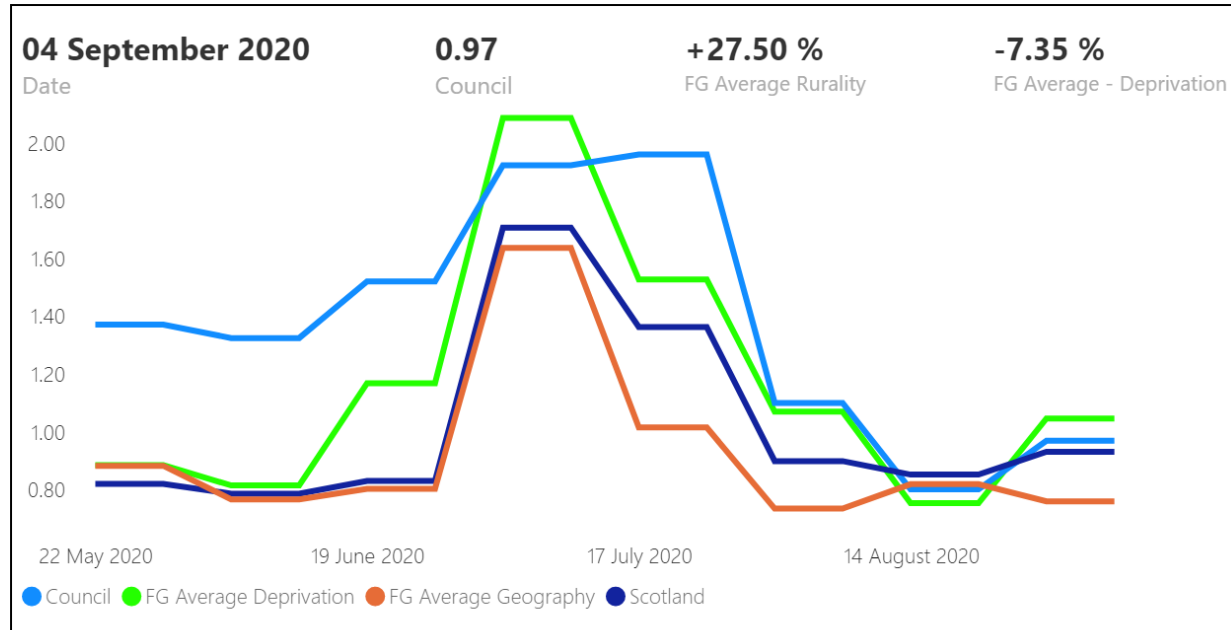
Compliance Enforcement activity in the most recent fortnight

Scotland	Council Average	East Lothian	Council Range	
4,768	149	104	7.00	524.00
			Min	Max
			0.07	3.76
			Min per 100...	Max per 1000 p...

Comparison with Scotland Average



Family Group Comparisons - Compliance Enforcement activity per 1000 16+pop



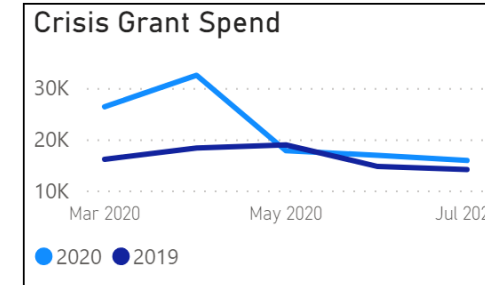
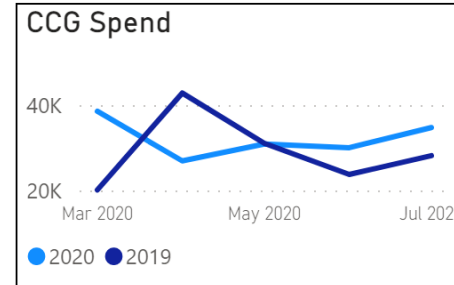
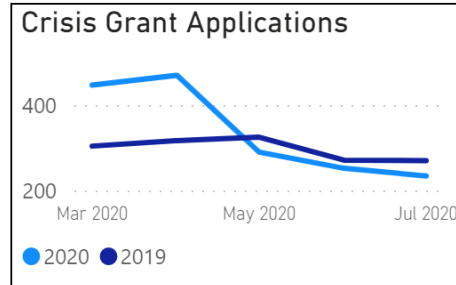
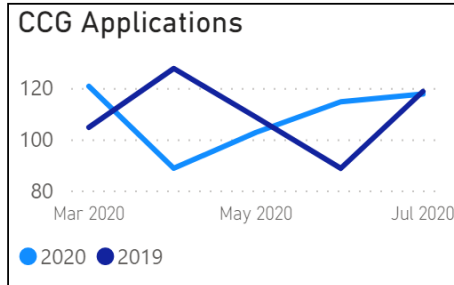
Scottish Welfare Fund - Community Care & Crisis Grants - 18th September data return

captures latest available monthly data

SELECT Council

East Lothian

Council comparison with 2019 Trend



Council Range

10	774
Min	Max
0.37	3.29
Min per 100...	Max per 1000 ...

Council Range

32	3383
Min	Max
0.51	8.03
Min per 100...	Max per 1000 p...

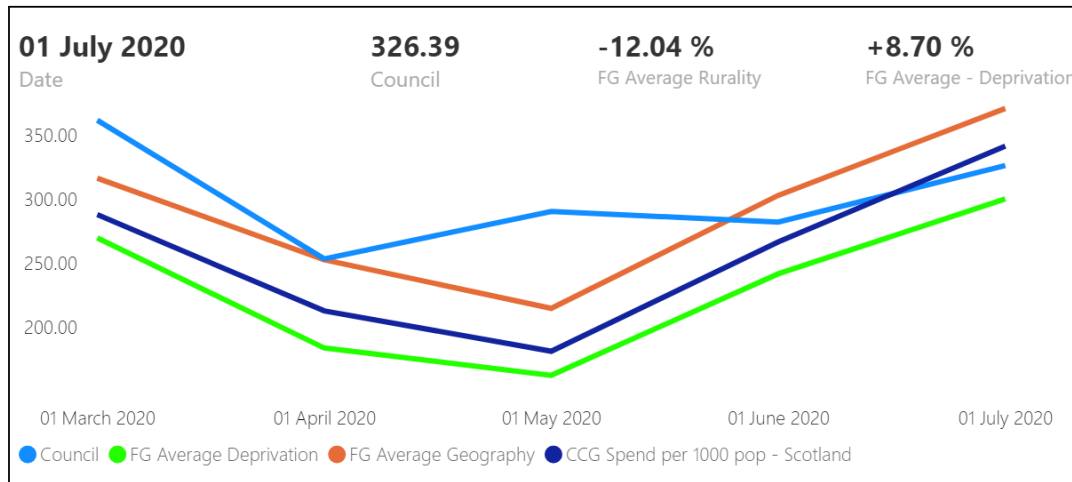
Council Range

1,326.30	165,090.70
Min	Max
30.76	794.66
Min per 100...	Max per 1000 ...

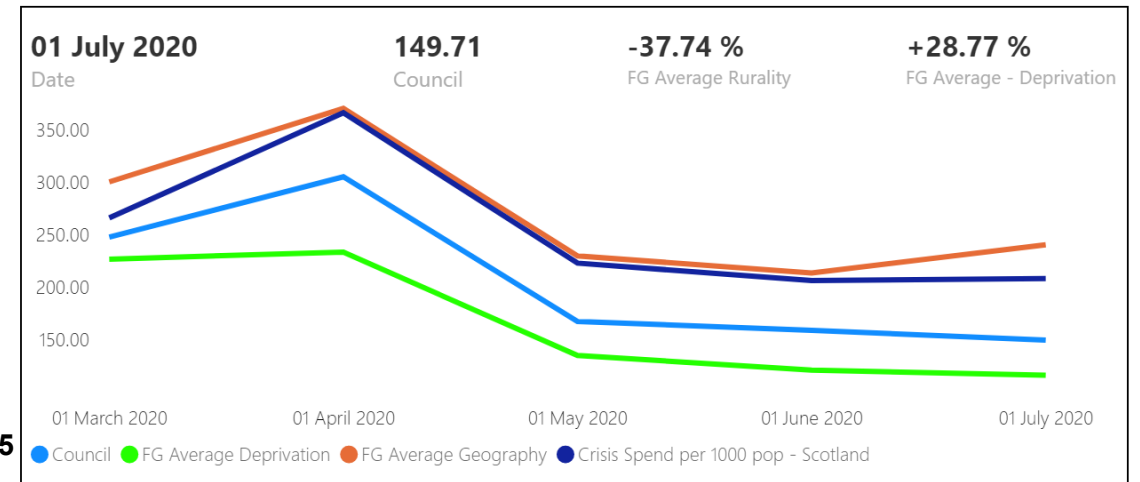
Council Range

30.00	201,033.00
Min	Max
1.31	1,048.36
Min per 100...	Max per 1000 p...

Family Group Comparisons - Community Care Grant Spend per 1000



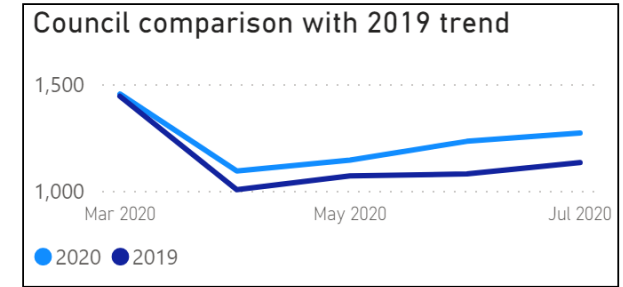
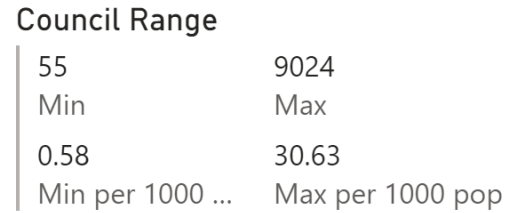
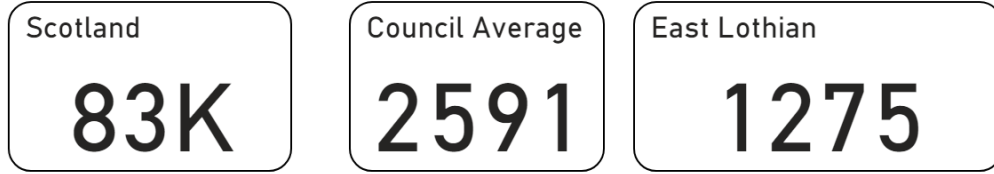
Family Group Comparisons - Crisis Grant Spend per 1000 pop



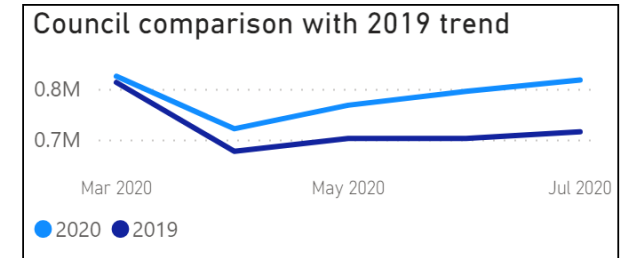
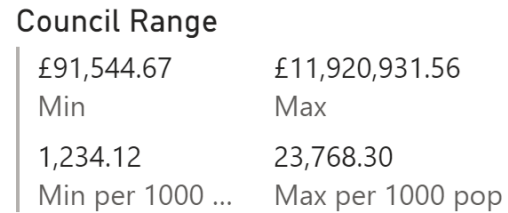
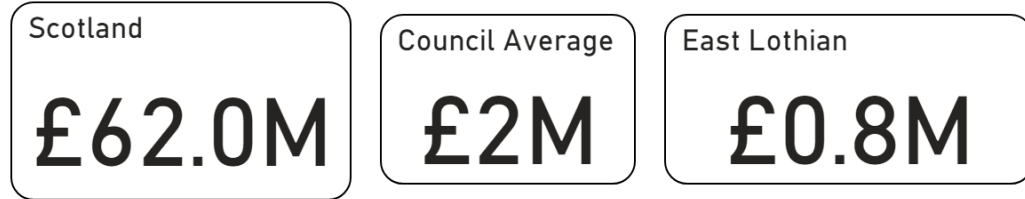
Discretionary Housing Payment - 18th September data return captures latest available monthly data

SELECT Council
East Lothian

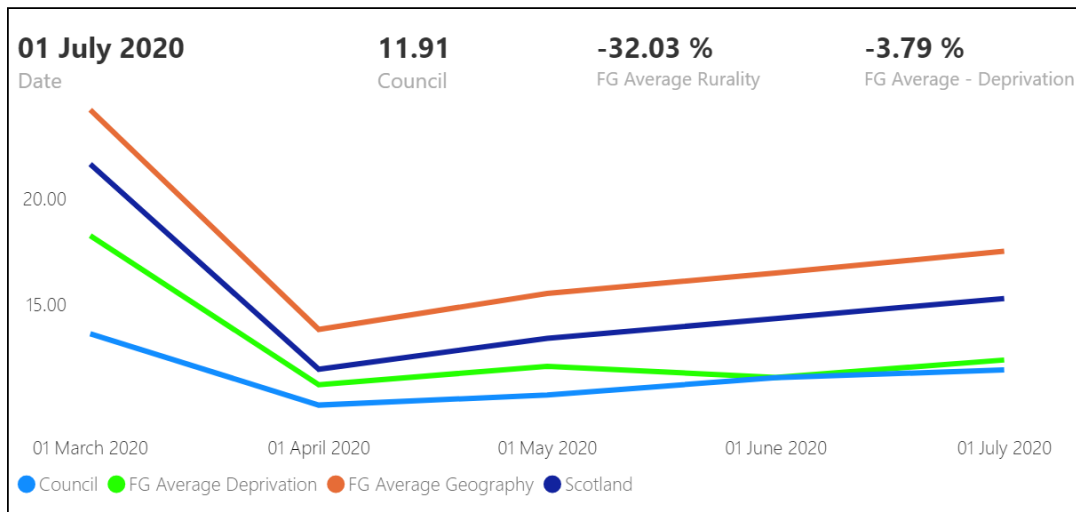
DHP Applications in most recent month



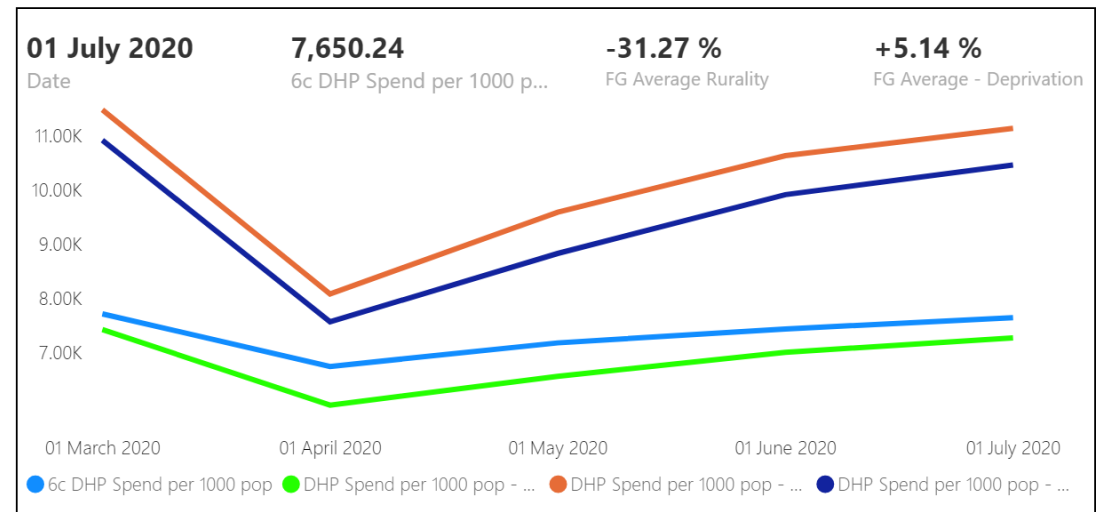
DHP Spend in most recent month



Family Group Comparisons - DHP applications per 1000 pop



Family Group Comparisons - DHP spend per 1000 pop



REPORT TO: Policy Performance and Review Committee
MEETING DATE: 7 October 2020
BY: Depute Chief Executive (Resources and People Services)
SUBJECT: Customer Feedback Reporting 2019/2020

4

1. PURPOSE

- 1.1 To report on the use of the Council's Complaints Handling Procedure for 2019/2020 (1 April 2019 to 31 March 2020).
- 1.2 To raise awareness of implemented and planned improved processes as result of trends seen in the reporting.

2. RECOMMENDATIONS

- 2.1 To note the report and where appropriate highlight areas for further consideration.

3. BACKGROUND

- 3.1 East Lothian Council complies with the model complaints handling procedure (CHP) for local authorities introduced by the Scottish Public Services Ombudsman (SPSO):

Stage 1 (Frontline Resolution) - Complaint dealt with at point of service within 5 working days

Stage 2 (Investigation) – Complaint investigated; acknowledged within 3 working days and response provided within 20 working days. If complainants remain dissatisfied after completing this process they have a legal right of appeal to the SPSO.

- 3.2. Complaints handled at Stage 1 where customers are not satisfied with the response, escalate to Stage 2. Such complaints continue to be recorded separately. This ensures that the reporting of complaints “escalated to Stage 2” are more accurate.
- 3.3 The Customer Feedback and FOI team have grown in experience over the last year. Staff training has been a priority reducing key man dependency, strengthening knowledge not only regarding complaints but also within the wider FOI team. This has built capacity within both teams making all areas compliant within the required regulations.
- 3.4 The SPSO have included a new category within the complaint structure of “Upheld”, “Not Upheld”, “Partially Upheld”; going forward this will also include “Resolved.” The definition of this *“is when both the organisation and the customer agree what actions (if any) will be taken to provide full and final resolution for the customer”*, without making a decision about whether the complaint is upheld or not upheld. In all cases where the category ‘Resolved’ has been applied to a complaint there must be a clear record of how the complaint was resolved, what action was agreed and the customer’s agreement to this as a final outcome.

With the introduction of ‘Resolved’ as an outcome to a complaint and to foster the idea that complaints are also learning opportunities, we are now asking that, at the closure of every Stage 1 complaint, all service areas involved complete a Complaint Handling Completion Form. This form will not only capture frequent points of complaint, but also will demonstrate what resolutions are rectifying the issues that our customers are facing. To this effect we will be able to proactively develop new practices, policies and procedures to improve the services we offer, engage constructively with customers and foster positive customer experiences.

- 3.5 The Feedback Team continue to support service areas and there has been increased focus over the year on training, communication and making the most of Feedback data to inform service improvements. Training has been delivered to Head Teachers regarding the Complaint Handling Procedure to strengthen their understanding when completing Stage 2 complaints.

Customer Service staff have also been made aware of the Complaints process, including what is undertaken when dealing with complaints and how these are progressed. Discussions have also been held to aid further understanding of how complaints can be used as a learning opportunity for the Council to improve their services.

- 3.6 The Council continues to record and report on complaints received by the Contact Centre, Local Area Offices and the Customer Feedback Team. Service areas are encouraged to report complaints they receive through these channels to ensure recording is as accurate as possible.

3.7 In previous reports it was highlighted that CRM (Customer Relationship Management software – case handling) is being replaced with the new OCP (On-line Customer Portal) to improve processes and generate efficiencies. The Feedback Team continues to liaise with the OCP Project Team regarding build requirements. It had been hoped that the migration would take place by Summer 2020; due to COVID-19, however, this will be delayed until normal services have fully resumed.

3.8 This report covers all Council services.

3.9 CUSTOMER FEEDBACK OVERVIEW 2019/2020

3.9.1 During 2019/2020, East Lothian Council received **899** complaints, compared with **717** in 2018/2019. Whilst there has been an increase, overall 2019/2020 was a positive year in relation to the continued decrease in Stage 2 complaints and the number of complaints not upheld.

2019/2020

Stage	Complaints	Compliments	Comments
1	840	237	172
2	59		

2018/2019

Stage	Complaints	Compliments	Comments
1	634	244	109
2	83		

3.9.2 Complaint **response times** were as follows:

Stage 1: 55% (462 of 840) responded to within 5 working days.

Stage 2: 56% (33 of 59) responded to within 20 working days.

3.9.3 Response times have remained stable since 2018/2019 at 55% for Stage 1 and increased from 54% to 56% for Stage 2. Greater complexity around the Stage 2 requests has required lengthy investigations by ELC service areas extending the 20 working day timescale in some instances. Whilst the response time is longer than the SPSO guidelines, customers are advised if their Stage 2 complaint is going to take more than 20 days and provided with regular updates, where required.

3.10 COMPLAINT ANALYSIS 2019/2020

3.10.1 Complaint **outcomes** were as follows:

Stage 1: 840 complaints received

Not Upheld 58% (492)

Partially Upheld 22% (191)

Upheld 19% (157)

Escalated to Stage 5.2% (44)

Please note: Totals will not match as not all complaints are closed in the same quarter as in which they are received.

The service areas receiving the highest volume of **Stage 1** complaints in **2019/2020** were:

Property Maintenance 27% (228)

Road Services 10% (85)

Community Housing 9% (80)

Stage 2: 59 complaints received

Not Upheld 53% (31)

Partially Upheld 27% (16)

Upheld 12% (7)

Please note: Totals will not match as not all complaints are closed in the same quarter as in which they are received.

The service areas receiving the highest volume of **Stage 2** complaints in **2019/2020** were:

Education 50% (30)

Planning 22% (13)

Adult Wellbeing 20% (12)

Road Services received 10% (85) of all Stage 1 complaints received in 2019/2020 (840). Of the complaints received, over 50% were not upheld.

Community Housing received 9% (80) of all Stage 1 complaints (840) and has seen an increase from 53 in 2018/2019. Of the complaints received, over 50% were not upheld.

Property Maintenance received 27% (228) of all Stage 1 complaints received in 2019/2020 (840). Stage 1 complaints have risen from 171 in 2018-2019 to 228 this year. However, Stage 2 complaints have seen a positive decrease from 10 to 5. Of the complaints received, over 40% were not upheld.

3.10.2 A table of all Service Area Complaints in 2019/2020 is shown in Appendix 1. Service Area Response Timescales are shown in Appendix 2.

3.11 COMPLIMENTS OVERVIEW 2019/2020

3.11.1 **237** compliments were received in **2019/2020**.

The following Service Areas received a high percentage of compliments:

Adult Wellbeing 14% (33)

Customer Services 20% (48)

Property Maintenance 14% (34)

This follows the trend seen in previous years as these Service Areas have a high volume of customer facing interactions and as such have more opportunity to receive more feedback, both compliments and complaints.

3.12 COMMENTS OVERVIEW 2019/2020

3.12.1 **171** comments were received in 2019/2020.

The following Service Areas received a high percentage of comments:

Roads 29% (49)

Sports Countryside & Leisure 28% (48)

Waste 19% (34)

This follows the trend seen in previous years as these Service Areas have a high volume of customer facing interactions and as such have more opportunity to receive more feedback; both compliments and comments.

3.13 SERVICE IMPROVEMENTS AS A RESULT OF FEEDBACK

3.13.1 As a result of feedback received the following improvements and actions have been carried out:

Roads

The overall level of complaints have increased in comparison to last year. 2018-2019 58 complaints received, whilst 2019-2020 attracted 85 complaints.

Road and footway maintenance is a theme that has been prominent this year, as have the continued complaints regarding street lighting.

The service area has proactively taken the opportunity to update information on the website on how to report faults and worked with Community Councils to promote a preferred method for reporting road-related defects within East Lothian Council.

The main focus has been on encouraging customers to use the online system via the website both as the first method and to obtain updates on reported defects. This approach ensures that all defects are recorded, giving a more accurate picture when assessing the condition of the road network for future planned works. All of these measures support the larger aim of improving the customer experience and reducing complaints.

Community Housing

The overall themes of Community Housing complaints were service delivery and neighbour disputes. This is also reflected in the number of upheld/partially upheld complaints, which the service area acknowledges occurred mainly in these areas. The total number of Community Housing complaints has increased from 53 in 2018/2019 to 80 in 2019/2020.

The service area continues to work hard to deliver the Scottish Social Housing Charter outcomes. Information received from the recent independent comprehensive tenant's satisfaction survey indicates that with five out of the six customer satisfaction measures, East Lothian Council continues to perform above the local authority average as per the Council's landlord report. A link has been provided to the landlord report in section 7.1.

Nevertheless the service area continues to improve performance and customer satisfaction further through a range of activities including analysis of customer feedback, pro-active transactional customer surveys and tenant scrutiny activity with East Lothian Tenants and Residents Panel, which can lead to service improvement work where required. These feedback loops allow the service to highlight areas for improvement and continuously review performance and customer satisfaction.

Property Maintenance

The overall the level of Property Maintenance complaints has increased in 2019/2020 to 228 from 181 in 2018/2019, with the main theme being service delivery. Of these complaints, 50% were not upheld.

The service area has been working with the Feedback Team to identify individual trends in sub-standard performance and have used these as a basis for staff development where required, for example through performance review with line managers. Additionally, the ongoing Property Maintenance service review is currently in the final stages of phase 4, which will ensure an enhanced and more agile customer interface across our void and day-to-day repairs functions.

4. POLICY IMPLICATIONS

4.1 None

5. RESOURCE IMPLICATIONS

5.1 Financial - None

5.2 Personnel - None

5.3 Other – None

6. INTEGRATED IMPACT ASSESSMENT

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

7. BACKGROUND PAPERS

7.1

https://www.eastlothian.gov.uk/download/meetings/id/21407/2720_landlord_report_to_tenants_201819

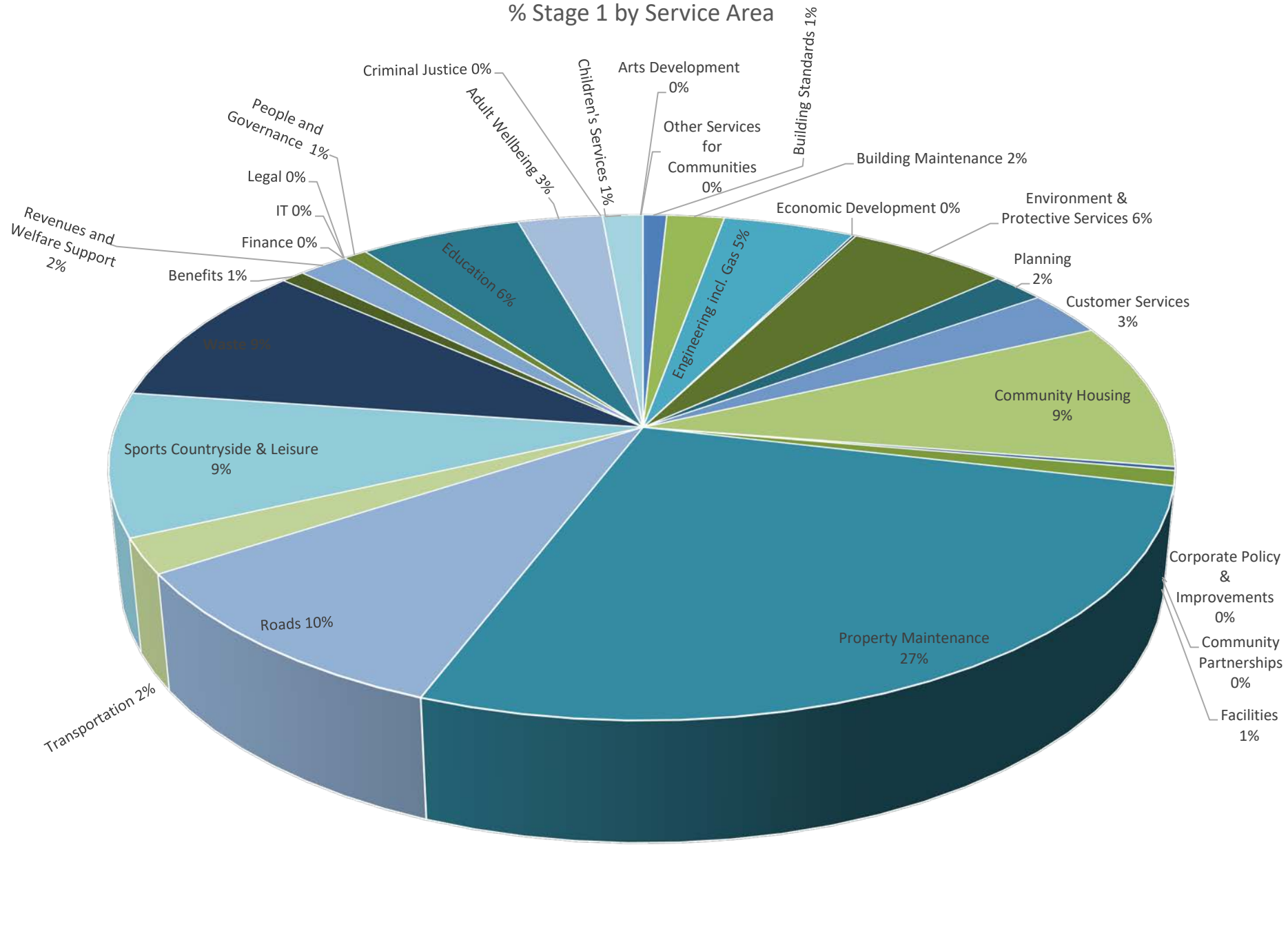
AUTHOR'S NAME	Susan Farrow
DESIGNATION	Team Leader – Customer Feedback and FOI
CONTACT INFO	sfarrow@eastlothian.gov.uk x7742
DATE	07/09/2020

Appendix 1 Customer Feedback Breakdown by Service 2019/2020

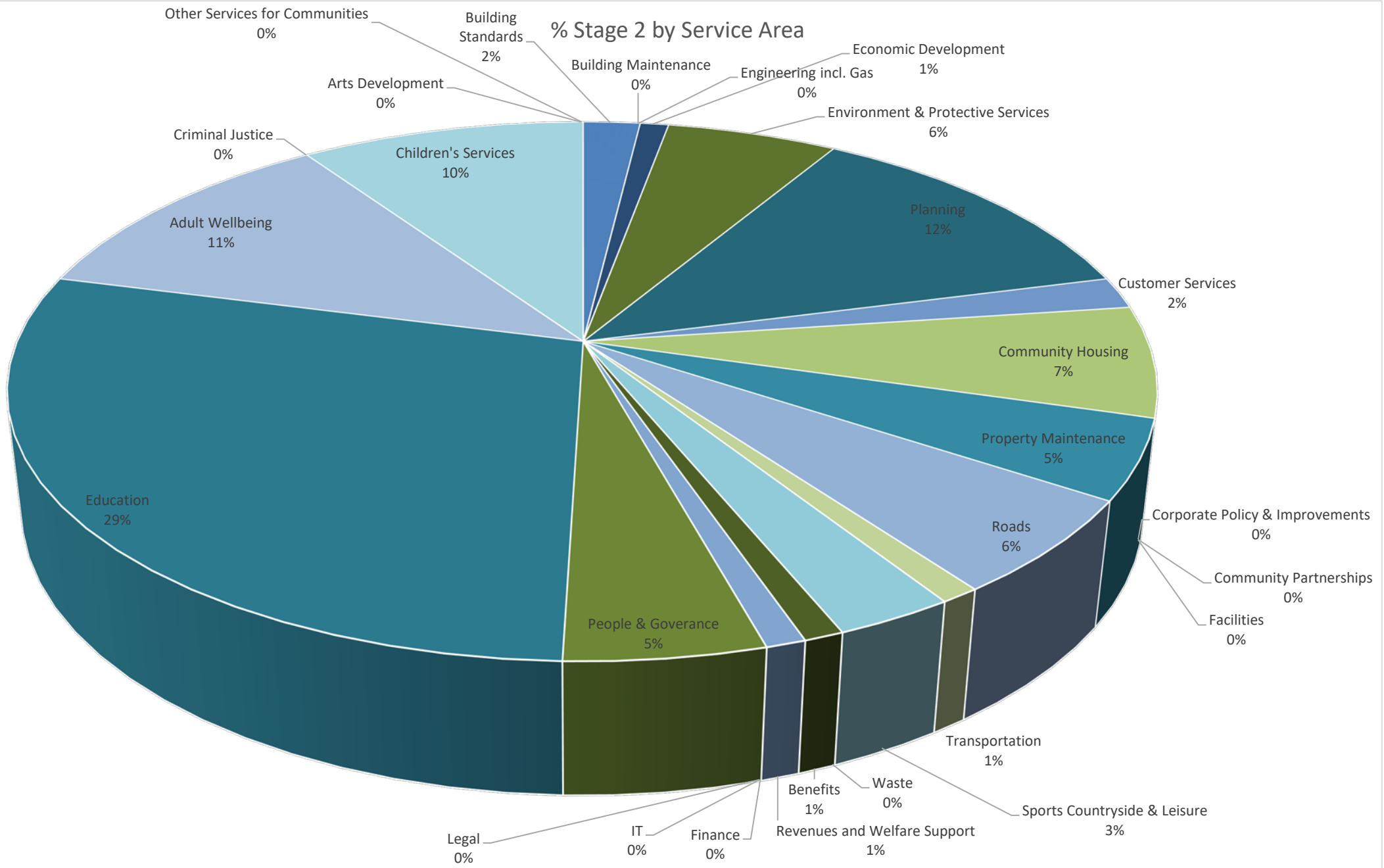
Service Area	Stage 1 Received	Not Upheld	Partially Upheld	Upheld	Escalated to stage 2	Stage 2 Received	Not Upheld	Partially Upheld	Upheld	Compliments	Comments
Adult Wellbeing											
Total	25	15	4	8	2	10	5	6	1	0	0
Building Maintenance											
Total	17	10	6	1	0	0	0	0	0	1	0
Building Standards											
Total	7	6	1	0	0	2	1	1	0	0	0
Children's Services											
Total	12	10	2	0	1	8	6	3	0	0	1
Community Housing											
Total	80	40	20	20	5	3	7	1	0	10	10
Community Partnerships											
Total	2	2	0	0	0	0	0	0	0	4	2
Corporate Policy & Improvements											
Total	0	0	0	0	0	0	0	0	0	0	4
Customer Services											
Total	23	16	2	5	2	0	0	1	0	48	4
Economic Development and Strategic Investment											
Total	3	2	0	1	1	0	1	0	0	0	0
Education											
Total	50	33	12	5	8	20	16	10	2	3	3
Engineering incl. Gas											
Total	35	12	10	13	0	0	0	0	0	2	1

Service Area	Stage 1 Received	Not Upheld	Partially Upheld	Upheld	Escalated to stage 2	Stage 2 Received	Not Upheld	Partially Upheld	Upheld	Compliments	Comments
Environment & Protective Services											
Total	46	31	7	8	4	0	4	0	0	4	7
Facilities Management											
Total	8	3	3	2	0	0	0	0	0	3	4
People and Governance											
Total	5	3	1	1	2	2	2	1	1	22	2
Other Services for Communities											
Total	0	0	0	0	0	0	0	0	0	0	0
Planning											
Total	14	8	3	3	6	3	6	3	0	2	1
Property Maintenance											
Total	228	125	69	34	2	4	2	2	2	23	10
Revenues and Welfare Support Services											
Total	14	9	3	2	1	0	1	0	0	17	4
Roads											
Total	85	47	21	17	5	5	0	0	0	13	49
Sports Countryside & Leisure											
Total	77	48	11	18	3	1	1	1	0	26	48
Transportation											
Total	18	8	8	2	1	0	1	0	0	0	2
Waste											
Total	77	53	12	12	0	0	0	0	0	27	34
Benefits											
Total	4	2	0	2	1	0	1	0	0	3	0

% Stage 1 by Service Area



% Stage 2 by Service Area



Appendix 2 Customer Feedback Response Times by Service 2019/2020

Service Area	Stage 1 % responded to within 5 Working days	Stage 2 % responded to within 20 Working days
Adult Wellbeing	48%	50%
Building Maintenance	47%	**
Building Standards	29%	0%
Children's Services	33%	38%
Community Housing	44%	100%
Community Partnerships	100%	**
Corporate Policy & Improvements	**	**
Criminal Justice	**	**
Customer Services	71%	0%
Economic Development and Strategic Investment	67%	100%
Education	56%	86%
Engineering incl. Gas	33%	**
Environment & Protective Services	44%	100%
Facilities	100%	**
Finance	**	**
IT	**	**
Legal	**	**
People and Governance	29%	50%
Other Services for Communities	**	**
Planning	44%	0%
Property Maintenance	51%	67%
Benefits	60%	**
Revenues and Welfare Support	80%	**
Roads	68%	100%
Sports Countryside & Leisure	61%	**
Transportation	58%	0%
Waste	83%	**
** no complaints recorded		

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 7 October 2020

BY: Head of Development

SUBJECT: Review of Performance of the Planning Service –
Planning Application Determination

5

1 PURPOSE

- 1.1 The purpose of this report is to update the Policy and Performance Review Committee on the performance of the Planning Service in terms of the speed of determination of planning applications.

2 RECOMMENDATIONS

- 2.1 The Committee is asked to note the improvements made in the speed of determination of planning applications over the last year.

3 BACKGROUND

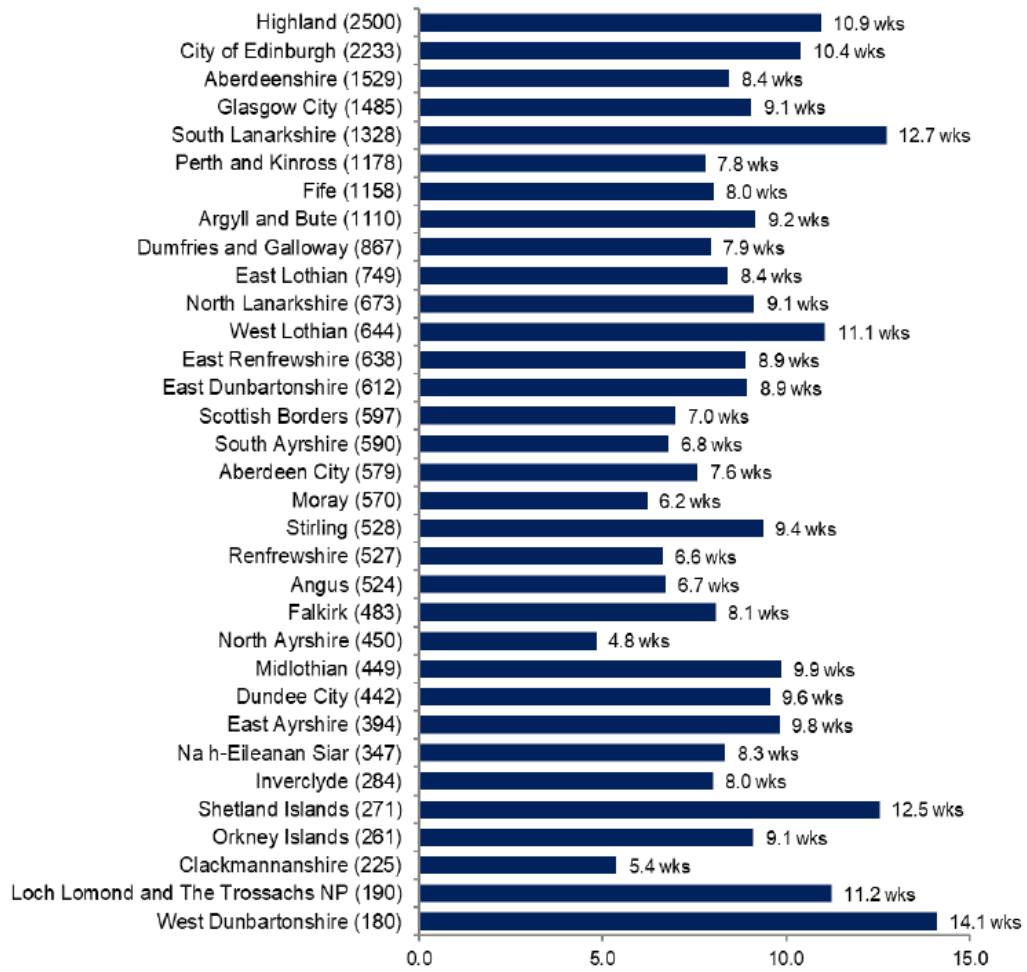
- 3.1 Every year, the planning departments of all Scotland's Councils report on their work as part of a process called the Planning Performance Framework (PPF). This provides Scottish Government Ministers, other Councils and the public a better understanding of how the planning authority is performing. The latest Report is for the financial year 2019-2020. The contents of the PPF have been used to inform this report and it is appended as a background paper to this report.
- 3.2 In the financial year 2019-2020 the Council registered 1118 planning and other related applications, which is a slight reduction from 1188 applications that the Council registered the previous year.
- 3.3 In the financial year 2019-2020 the Council determined 761 planning applications and 219 applications for other consents. The other consents were primarily listed building, conservation area and advertisements. This compares to 864 planning applications and 226 other consents determined during the previous financial year of 2018-2019.

- 3.4 The main reason that there is a difference between the number of applications registered and determined is that a number of applications are withdrawn prior to them being determined. Also there will be some applications that won't be determined within the same financial year and some applications where the applicant and Council will agree as a form of processing agreement to extend the target determination date beyond the original target date, some of which will require a Section 75 Agreement.
- 3.5 For the purposes of planning applications, developments are put into one of three categories: local, major or national. The different types allow councils to treat developments in a way which is suited to their size, complexity and the issues they are likely to raise. Local developments include changes to individual houses and, for example, smaller developments for new housing and retail. Most applications for planning permission are for local developments. Major developments include developments of 50 or more homes, certain waste, water, transport and energy-related developments, and larger retail developments. National developments are mainly large public works (for example, the replacement Forth crossing) and are identified in National Planning Framework 3. East Lothian Council did not determine any national developments in the last financial year. Of the 761 planning applications determined, 749 were local developments and 12 were major developments.
- 3.6 The period within which the Planning Authority must give notice to an applicant of their decision is—
- (a) in the case of an application for planning permission for development within the category of national developments or major developments, four months after the validation date; and
- (b) in any other case, two months after the validation date.
- Where it is not possible to determine the application within the target determination date, it is open to the applicant and Planning Authority to agree a new target determination date as a form of processing agreement.
- 3.7 In the last financial year, 5 of the 12 major planning applications were determined within their four month target date. A processing agreement was entered into in respect of the other 7 major applications, and all 7 were determined within the extended target determination date agreed with the applicant. The average time for the determination of the 5 major planning applications without a processing agreement was 13.8 weeks.
- 3.8 During the last financial year, 86.1% of local development applications were determined within their target two month period. Of these, 94.7% of householder development types were determined within two months, whilst 72.6% of local, non-householder developments were determined within their target two month period. The average time for the processing of local planning applications was 8.4 weeks, with householder developments taking an average of 7.2 weeks to determine and local non-householder developments taking an average of 10.3 weeks to determine.

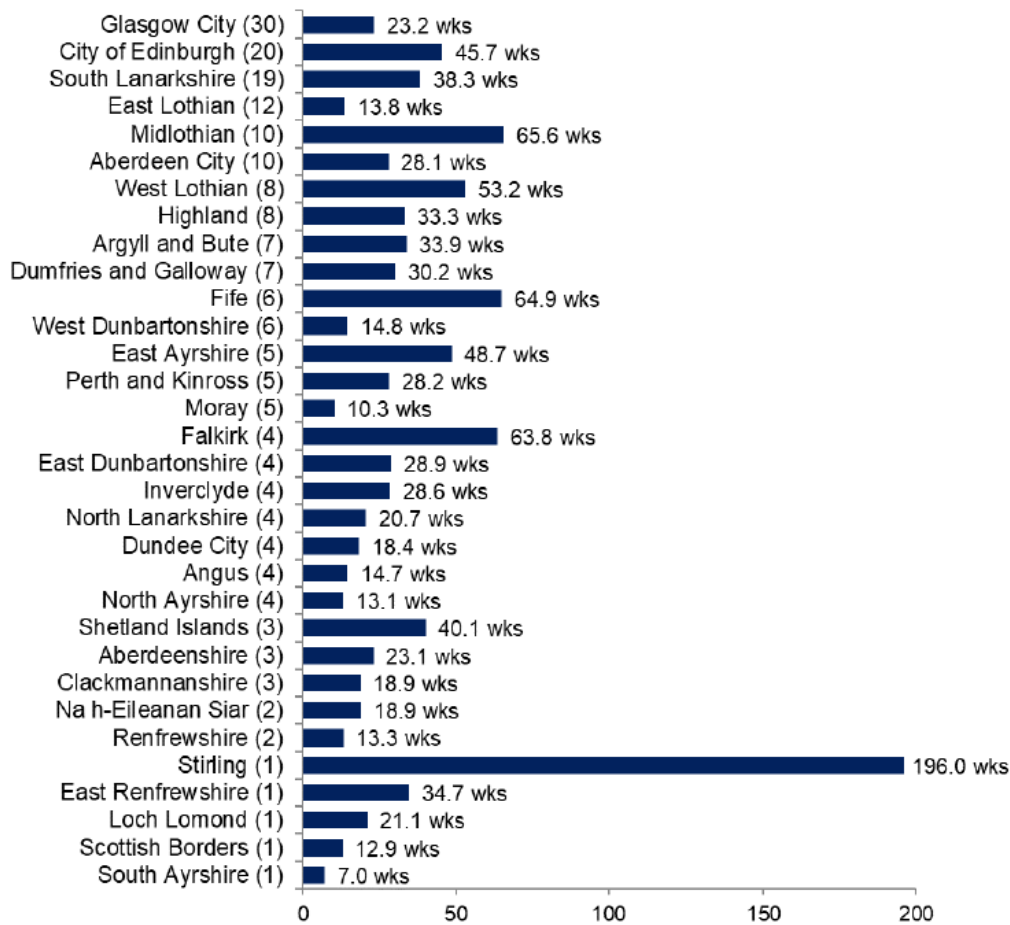
Applications with processing agreements are not included in the calculation of average decision times.

- 3.9 The findings of the PPF are that the Planning Service performed well compared to the previous financial year, with a significant improvement in average decision timescales for major developments (13.8 weeks compared to an average of 47.1 weeks the previous financial year) and a slight improvement for both local householder developments (7.2 weeks compared to an average of 7.6 weeks the previous financial year) and local non-householder developments (10.3 weeks compared to an average of 10.5 weeks the previous financial year).
- 3.10 Our speed of determination also compares favourably when considered with other Planning Authorities. Our averages for both local householder developments (7.2 weeks compared to 7.3 weeks) and local non-householder developments (10.3 weeks compared to 10.9 weeks) is slightly better the national average. Our average speed of determination for major developments is significantly better than the national average (13.8 weeks compared to an average of 33.5 weeks).
- 3.11 The average decision time by each Planning Authority for local developments and major developments are shown in the following charts (the number in brackets gives the total number of local development decisions not subject to processing agreements by planning authority):

LocalDevelopments:



Major Developments:



4 POLICY IMPLICATIONS

4.1 None.

5 INTEGRATED IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

6.1 Financial – Not applicable.

6.2 Personnel - Not applicable.

6.3 Other – None.

7 BACKGROUND PAPERS

- 7.1 East Lothian Planning Performance Framework 2019 – 2020 – Appendix 1
- 7.2 PPRC Report 27 February 2019 – 07 Planning Service
https://www.eastlothian.gov.uk/download/meetings/id/20471/07_planning_service

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DATE	11 September 2020

PLANNING PERFORMANCE FRAMEWORK 9

2019-2020



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Introduction

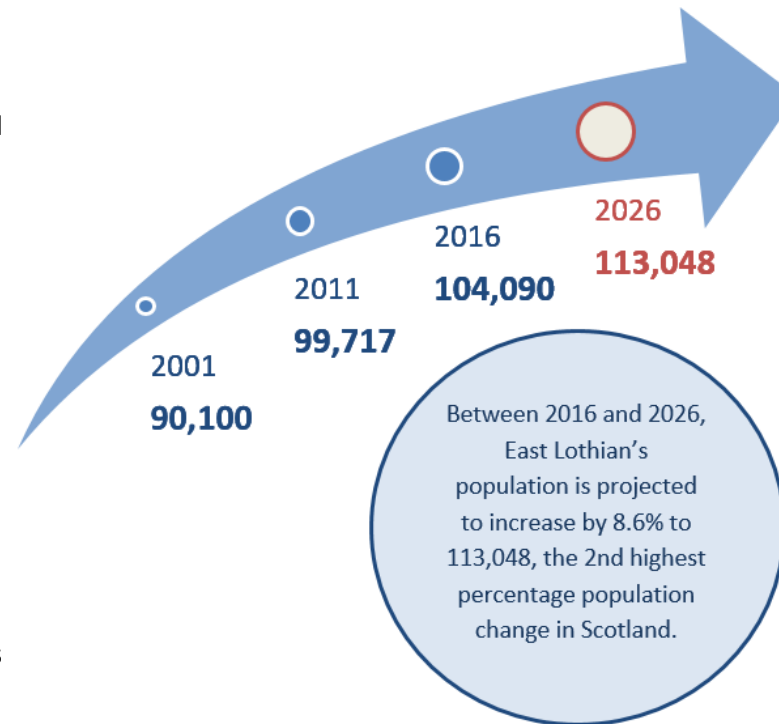
East Lothian Council is pleased to present its Planning Performance Framework report for 2019 to 2020. This PPF sets out how East Lothian Council as a planning authority is achieving a high-quality planning service.

East Lothian is one of the fastest growing areas in Scotland and this is reflected in the provision of record numbers of homes in the County. The last two years saw record numbers of housing completions. Alongside that there has been increased provision of infrastructure that is required to achieve balanced and sustainable communities.

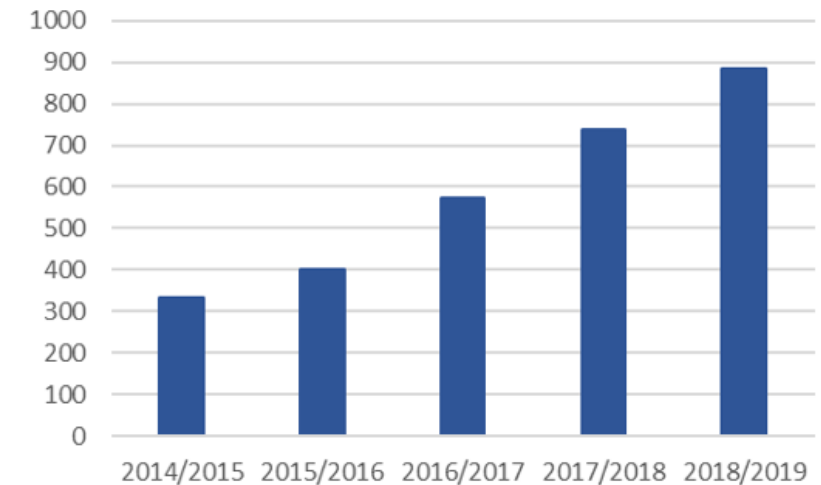
East Lothian has a varied and attractive landscape character and is rich in cultural heritage with a significant number of listed buildings, conservation areas, scheduled and unscheduled archaeology, designed landscapes and historic battlefields. The Council seeks to protect these key heritage assets whilst balancing the need to meet the demand for new homes, business and infrastructure.

As recommended by the Scottish Government this PPF has undergone a peer review process with Perth & Kinross Council, our partner authority. East Lothian Council wishes to thank Perth & Kinross Council for their help in this process.

Population change



Housing Completions 2014 - 2019



Scottish Government Feedback

East Lothian Council's eighth Planning Performance Framework Report, covering the period April 2018 to March 2019, was submitted to Scottish Ministers in July 2019. Earlier this year the Scottish Government provided feedback on the report based around the 15 performance markers agreed by the High-Level Group on Planning Performance. Red, Amber or Green ratings were awarded based on the evidence provided, giving an indication of performance and the priority areas for improvement action.

The table *Performance against Key Markers* illustrates that, for 2018 - 2019, the Scottish Government rated us **green** against 11 performance markers out of 13 that were applicable during the monitoring year. This represents an improvement over the previous year.

EAST LOTHIAN COUNCIL Performance against Key Markers

Marker		2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
1	Decision making timescales	Red	Amber	Green	Amber	Amber	Amber	Green
2	Processing agreements	Red	Green	Green	Green	Green	Green	Green
3	Early collaboration	Amber	Amber	Green	Green	Green	Amber	Green
4	Legal agreements	Amber	Green	Green	Green	Amber	Red	Green
5	Enforcement charter	Green	Red	Green	Green	Green	Green	Green
6	Continuous improvement	Red	Red	Amber	Amber	Amber	Amber	Amber
7	Local development plan	Green	Red	Red	Red	Red	Red	Green
8	Development plan scheme	Red	Red	Red	Amber	Amber	Amber	Green
9	Elected members engaged early (pre-MIR)	Amber	Red	Red	N/A	N/A	N/A	N/A
10	Stakeholders engaged early (pre-MIR)	Amber	Red	Amber	N/A	N/A	N/A	N/A
11	Regular and proportionate advice to support applications	Red	Amber	Amber	Green	Green	Green	Green
12	Corporate working across services	Red	Amber	Amber	Amber	Green	Green	Green
13	Sharing good practice, skills and knowledge	Amber	Amber	Green	Amber	Green	Green	Green
14	Stalled sites/legacy cases	Amber	Red	Red	Green	Amber	Red	Red
15	Developer contributions	Red	Amber	Amber	Amber	Amber	Green	Green

Part 1 Qualitative Narrative and Case Studies

In September 2018, The Council's Local Development Plan (LDP) was adopted, following this the Developer Contributions Framework Supplementary Guidance and the Town Centre Strategies Supplementary Guidance were also adopted. Within the last 18 months the Planning Service completed all non-statutory guidance identified in the 2018 LDP. This includes the Design Standards for New Housing Developments SPG and Development Briefs SPG which provide guidelines for individual sites and complement national policy and guidance on masterplanning, site layouts and street design. Together these and other SPGs provide developers with clear expectations and guidance for place making and design quality, particularly around the relationship of buildings to spaces, reducing vehicle dominance and promoting active travel opportunities.

The case studies included in Part 1 of our Planning Performance Framework seek to document the qualitative story of the past year's performance and demonstrate how the Local Development Plan and its supplementary guidance have been implemented to deliver high quality development and place making.



CASE STUDIES

Quality of Outcomes – demonstrating the added value delivered by planning

Case Study 1 - East Lothian Community Hospital

Location and Dates: Haddington, East Lothian from 2015 (pre-application) to 2020 (completion of the hospital)

Elements of a High Quality Planning Service this study relates to:

- Quality of outcomes – pre-application work, planning policies and guidance have delivered high quality development on the ground;
- Quality of service and engagement – early pre-application discussions and good working relationships with applicant and their architects;
- Governance – strong collaboration between local authority services.

Key Performance Markers:

- 3. Early collaboration with applicants and consultees on planning applications: availability and promotion of pre-application discussions for all prospective applications; clear and proportionate request for supporting information.
- 12. Corporate working across services to improve outputs and services for customer benefit

Key Areas of Work:

- Collaborative Working
- Design

Stakeholders Involved:

- Authority Planning and Other Staff
- The applicants and their architects, Keppie Design





Overview:

Completed in 2020, the new East Lothian Community Hospital is located within the town of Haddington in the heart of East Lothian in a sustainable location close to the town centre and to active travel routes. It brings together the services of two former Haddington hospitals as well as wider repatriation of services from across NHS Lothian within the existing Roodlands hospital campus in Haddington.

The applicants, NHS Lothian, recognised that the clinical services based at the current premises in Haddington (Roodlands and Herdmanflat) were housed in poor, cramped and old buildings, which were not adequate to meet the needs of their patients or of a growing East Lothian population.

Early collaborative and positive discussions between NHS Lothian, their architects Keppie Design, Council planning, landscaping and roads officers helped shaped the form and layout of the development and assisted all stakeholders in understanding and planning the project better, particularly as the project necessitated a complex phasing strategy to ensure continuation of existing clinical services from the existing hospital buildings on the site throughout the construction of the new hospital building. The project was also strongly supported by Architecture and Design Scotland through the planning process.

Goals:

Planning, Landscape and Transport Officers of the Council worked collaboratively with the NHS and the project architects Keppie Design, to ensure the design, height and positioning of the new hospital met the needs of the NHS whilst respecting the mixed, but predominantly residential, uses around the site. Design discussions led to a building with a strong presence and character well connected to cycle and pedestrian routes to the town centre and bus routes and with sufficient levels of parking provision as well as landscaped grounds preserving the protected trees within the site. The Planning Service worked closely with all stakeholders to ensure determination timescales were met without compromising the quality of the project and that close working relationship has continued through the dealing with planning conditions as the project progresses through different phases of construction towards its conclusion.

Outcomes:

The new hospital opened some areas in November 2019 but has continued to expand its services to the stage where it is now largely complete with only the last of the work on the final phase of the overall project to be completed, which will include the installation of public art within the hospital grounds (this is a requirement of a condition of the planning permission). It has been a finalist in [the Scottish Property Awards 2020 Healthcare Development of the Year](#) and has won a silver award at the Partnership Awards 2017 Best Healthcare Building Project.

The Planning Service continues to work collaboratively with the applicant and their design team in post-determination work to deal with any remaining planning conditions or non-material design changes to the scheme of development through the last phase of site works.

Name of key officer:

For the Planning Service of East Lothian Council: Linda Ritchie

Quotes

“The East Lothian Community Hospital is going to transform NHS services for people in East Lothian. Having been around the new Outpatients Department, I can already see the benefits it’s going to bring. For patients in East Lothian, this can be the difference between being treated locally or having to travel into Edinburgh or further afield. And obviously because it’s a brand new facility, it means state of the art equipment and facilities.”

Nicola Sturgeon, First Minister of Scotland

Source: <https://www.keppiedesign.co.uk/project/east-lothian-community-hospital/>

“It is a real asset to the community, with public rooms available to local groups, local radio providing hospital broadcasting and the hospital’s grounds open to all. I would really like to take this opportunity to thank our project team, our staff, our local artists and the community round about for their collaboration and support for the new East Lothian Community Hospital. They have done a fantastic job.”

Alison MacDonald, Chief Officer, East Lothian Integration Joint Board

Source: <https://www.keppiedesign.co.uk/project/east-lothian-community-hospital/>



Quality of Service and Engagement

Case Study 2 – Local Development Plan Supporting Policy and Guidance

Coast and Countryside SPG

Design Standards for New Housing Areas SPG

Location and Dates: East Lothian, 2018-2020
Elements of a High Quality Planning Service this study relates to:
<ul style="list-style-type: none"> • Quality of outcomes • Quality of service and engagement • Culture of continuous improvement
Key Performance Markers:
<ul style="list-style-type: none"> • 7. LDP (or LP) less than 5 years since adoption - Development Plan Scheme on course • 10. Cross-sector stakeholders, including industry, agencies and Scottish Government • 11. Production of regular and proportionate policy advice, for example through supplementary guidance, on information required to support applications • 12. Corporate working across services to improve outputs and services for customer benefit
Key Areas of Work:
<ul style="list-style-type: none"> • Placemaking • Environment
Stakeholders Involved:
<ul style="list-style-type: none"> • General Public • Key Agencies



Overview:

Following the adoption of the Local Development Plan in September 2018, the Planning Service has continued to work collaboratively across the Council and with wider stakeholders in order to develop a suite of guidance documents required to support the LDP. In 2019, the Developer Contributions Framework Supplementary Guidance, Town Centre Supplementary Guidance and the majority of non-statutory supplementary guidance were adopted by the Council. Within the current monitoring period of 2019/2020 we finalised the Coast and Countryside Supplementary Planning Guidance and the Design Standards for New Housing Areas Supplementary Planning Guidance and as such completed a whole suite of planning guidance listed in the LDP.

Coast and Countryside SPG

Goals:

As part of the LDP several countryside policies were added that provide additional protection for the setting of East Lothian settlements, the character of the landscape and protection for the characteristics of the coastal areas.

In preparing this SPG our main priority was to identify in more detail what would be required from development proposals to meet the requirements of the LDP. Through the consultation process we identified that the majority of respondents agreed with the purpose of the document and the value in having additional guidance on the key attributes of the countryside and coast and need to protect them from unnecessary or unsympathetic development.



Forth Island

Outcomes:

The adopted SPG provides comprehensive and clear guidance to applicants and the general public on Policy DC8: Countryside Around Towns and also provides additional guidance on some of the other Countryside policies, including Policy DC1: Rural Diversification, Policy DC3: Replacement Dwellings in the Countryside, Policy DC4: New Build Housing in the Countryside, Policy DC5: Housing as Enabling Development and Policy DC6: Development in the Coastal Area.

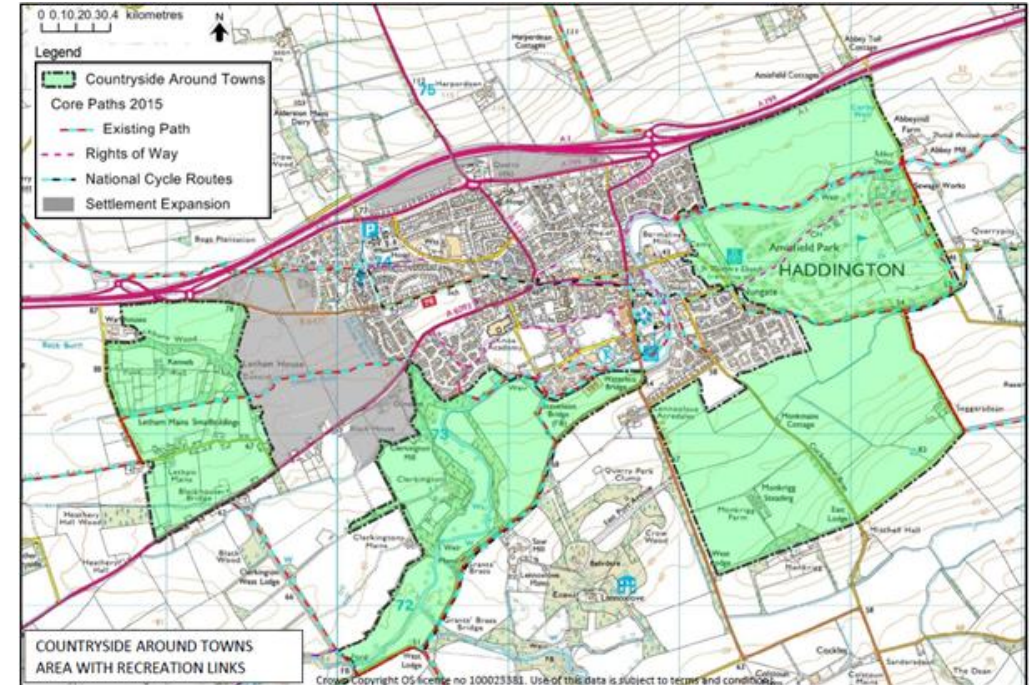
Name of key officer:

For the Planning Service of East Lothian Council: Sarah Cheyne, Jean Squires, Paul Zochowski

Quotes:

“Close liaison between the plan maker and agencies like SNH means that the plan and its supplementary guidance are prepared using all relevant environmental information. In the case of the Countryside and Coast Supplementary Planning Guidance, this work followed on from a close and successful collaborative approach to preparation of the Local Development Plan. This meant we had a good understanding of plan content and what East Lothian Council hoped to achieve in the Countryside and Coast SPG. We were able to work with them during its preparation and gave feedback on several aspects of the SPG ahead of formal consultation. This allowed us to focus our resources and meant that we had relatively few further comments to make when we were consulted formally. This is an approach that we consider to be good practice and would recommend to all planning authorities.”

Vivienne Gray, Planning Advisor Scottish Natural Heritage



Design Standards for New Housing Areas SPG

Goals:

Prior to the LDP being prepared the Council had approved Supplementary Guidance dating from 2008 on design in new housing development. A proposal to update this guidance was set out in the LDP. This intention to update the guidance was recognised by the reporter during the Examination to the LDP as a positive step that would help to ensure a high standard of design in future development in East Lothian. In addition, the original guidance required to be updated to reflect the growing realisation of a need for action on climate change and how this can be addressed through development layout and individual building design. In preparing this new guidance our key priority was to work collaboratively with the teams outside the Planning Service and with key stakeholders to identify most pertinent issues to the design process and construction of new residential developments in East Lothian.

Outcomes:

To help inform the new SPG the Policy and Projects team together with a number of colleagues from other services undertook a design assessment to evaluate the quality of new residential developments completed in the previous years. The assessment identified that generally new residential developments provide a sense of identity and include layouts that allow pedestrians and cyclists to move freely therefore supporting the residents wellbeing and sustainable forms of transport. However, we also found that some developments could have been improved with focal points or feature buildings and that the impact of parked cars on some of the streetscapes could have been lessened by improved screening in the form of boundary treatment or landscaping. Overall, this exercise was very useful as it initiated discussions within the multidisciplinary teams of site auditors on the design qualities of completed housing schemes. These discussions helped identify aspects of the SPG that required strengthening and additional input from other specialist areas such as transportation or landscaping. The SPG's preparation was also informed by a number of meetings and discussions with the Planning Delivery team

who were instrumental in ensuring the draft guidance appropriately reflected current development management processes and was ambitious yet implementable. The *Design Standards for New Housing Areas Supplementary Planning Guidance* was adopted in 2020 following a public consultation engagement and further input from members of the public, Key Agencies, as well as other organisations including Homes for Scotland and housing developers.



The adopted SPG seeks to raise awareness of the unique characteristics and attributes of East Lothian, how these can be used positively to create new places both small scale and large, and the technical aspects of design that are required to deliver great new places.

Name of key officer:

For the Planning Service of East Lothian Council: Leigh Taylor and Marek Mackowiak

Quotes:

“These new standards represent an update to existing guidance, with more of a focus on the growing realisation of a need for action on climate change and how this can be addressed through development layout and individual building design. It is absolutely right that this guidance should be updated to tie in with the latest LDP. Having this new guidance will ensure that all new residential developments in East Lothian meet the very highest standards.”

Councillor Norman Hampshire, *Convenor of East Lothian Council Planning Committee*

“We welcome the approach of the guidance, which focuses on good place-making and the contribution this can make to well-being and inclusivity.”

Ruth Cameron, *Senior Casework Officer Historic Environment Scotland*



Kings Court (Station Road) Dunbar. Source: ELC

Quality of Service and Engagement

Case Study 3 - Black Bull Close Dunbar sensitive restoration and conversion of historic building

Location and Dates: Land to the rear of 72-74 High Street, Dunbar, East Lothian from 2015 to present

Elements of a High Quality Planning Service this study relates to:

- Quality of outcomes – pre-application work, planning policies and guidance are delivering high quality development on the ground with positive social outcomes;
- Quality of service and engagement – early work to save these buildings, support to community applicant, early pre-application discussions and good working relationships with applicant and their architects;
- Governance – strong collaboration between local authority services and national agencies

Key Performance Markers:

- 2. Project Management
- 3. Early Collaboration with Applicants and Consultees on Planning Applications

Key Areas of Work:

- Collaborative Working
- Design

Stakeholders Involved:

- Authority Planning and Other Staff
- The applicants and their architects



72 & 74 High Street, Dunbar

Overview:

Located in the backlands off Dunbar High Street, Black Bull Close, 72 –74 High Street consisted of two derelict riggs and four linked ruinous partially listed buildings, which were also included on Scotland’s Buildings at Risk Register. This historic backland site within Dunbar Conservation Area dates from at least the early 17th Century and is a rare survivor of an early medieval close, full of historic character with tightly packed old buildings and enclosed garden ground bounded by high stone walls. Council planners were instrumental in the Council acquiring the buildings to prevent their loss a number of years ago, and assisted the community group to undertake the necessary archaeological and feasibility studies to establish their significance and potential. Historic Environment Scotland assisted the group financially to repair and restore the old rig walls using a hot lime mortar process. The riggs and buildings had a very high potential for archaeological remains to survive, as evidenced by significant discoveries being made nearby.

The site had been overgrown and was largely inaccessible for many years. [The Ridge](#) , a social enterprise, applied to revitalise this whole area starting with opening up the garden ground in the riggs and a community garden growing and training project that continues today. In 2018 an application was made to convert the ruinous listed buildings into a community facility.

Due to the sensitive nature of the historic site the architects, Simpson and Brown, and the applicants worked closely with East Lothian Council and Historic Environment Scotland to ensure that the designs and impacts of the proposals were appropriate for the structures and location. Through the considered advice of East Lothian Planning and Conservation officers the proposal was revised in response to the sensitive nature of the site. The Ridge also acquired weathered pantiles from the Planning Service Architectural Salvage Store.

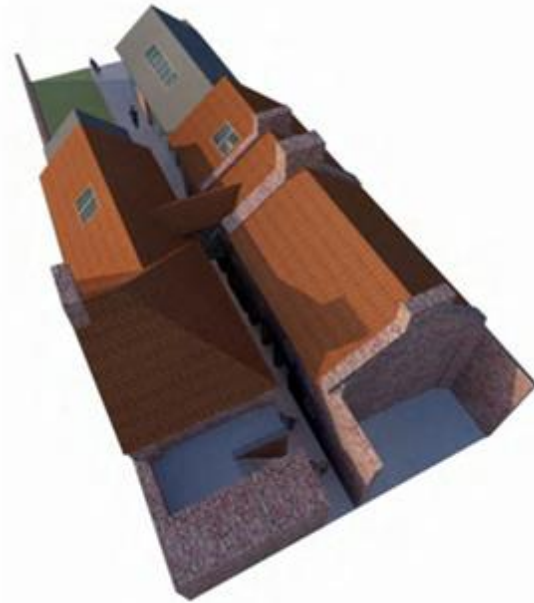
A programme of archaeological investigation and historical analysis was undertaken to help inform the designs and to give the buildings context. As the whole ethos of the project is one of community enterprise, all the historic analysis and archaeological investigations (excavations and historic building recording) were undertaken with community involvement which helped engender a sense of ownership for the site and project. Ownership of the site has now passed to The Ridge under Community Asset Transfer.



Rear of 72 & 74 High Street before clearance
Source: ELC



Building 4 after clearance prior to redevelopment
© Addyman Archaeology



3D rendering of refurbished buildings
© Simpson and Brown Architect

The developers also ensured that during the redevelopment, opportunities were in place for community learning and apprenticeships in traditional building methods. East Lothian Council and national agencies provided support and consultation for this element of the project too.

Outcomes:

Although the work on the buildings and riggs is extensive, it was undertaken sympathetically and with full consultation of both East Lothian Council and Historic Environment Scotland and has transformed the area into a positive addition to the conservation area as well as giving the listed and at risk structures a new lease of life.

The developers continue to liaise with the Council as the work on the buildings continues and the project has received national attention for its positive social outcomes which have been driven and informed by the historic environment.

Name of key officer:

For the Planning Service of East Lothian Council: Paul Zochowski, Neil Millar
East Lothian Council Archaeology Service: Stephanie Leith, Andrew Robertson

Quotes:

“Visiting The Ridge gave me an insight into the wide range of projects and support they provide, including the Backlands Site, the Hungry Hatch Café and the exciting restoration work at Black Bull Close. These projects provide great food, green spaces to enjoy and improve Dunbar as a place to live and visit. This innovative enterprise also provides local people with opportunities for training, employment and volunteering and helps improve health and wellbeing. The success of The Ridge is a testament to the dedication of staff and volunteers, transforming people’s lives and physically regenerating the heart of Dunbar.”

Aileen Campbell, Cabinet Secretary for Communities and Local Government. Sept 2019

Source: <https://the-ridge.org.uk/ministerial-visits/>

Governance – Ensuring that our structures and processes were proportionate, effective and fit for purpose

Case Study 4 – East Lothian Planning Service Response to COVID-19

Location and Dates: From March 2020 to present
Elements of a High Quality Planning Service this study relates to: <ul style="list-style-type: none">• Quality of service and engagement – positive actions to support sustainable economic growth and initiatives to work consistently with stakeholders and deliver a positive customer experience; and• Governance – how structures and processes are proportionate, effective and fit for purpose
Key Performance Markers: <ul style="list-style-type: none">• 12. Corporate working across services to improve outputs and services for customer benefit;• 13. Sharing good practice, skills and knowledge between authorities
Key Areas of Work: <ul style="list-style-type: none">• Process improvement• Development Management Processes
Stakeholders Involved: <ul style="list-style-type: none">• Authority Planning Staff• Planning Committee



Wash your hands.



Use a tissue for coughs and sneezes.



Avoid touching your face.

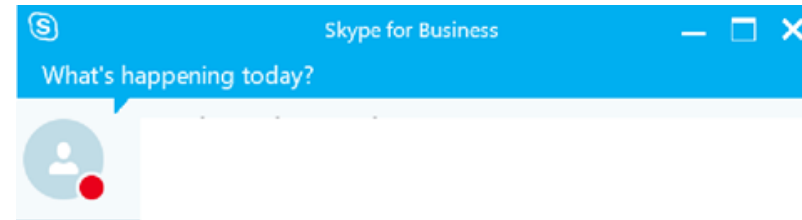
www.nhsinform.scot/coronavirus

Overview:

The COVID-19 pandemic has turned life upside down for everyone and has forced an urgent rethink for Planning Authorities across Scotland. Like other Authorities, East Lothian has had to amend our working practices and procedures to ensure that our critical activities can continue to be undertaken.

Back in March, our first priority was ensuring the safety of our staff and customers. At the start of the pandemic, we took a precautionary approach by quickly moving to reduce the number of staff working within our office. Whilst still retaining a public interface in our office, this reduced the risk of the virus being passed between staff members. As time passed we further reduced the number of staff within the office to the point of having only a skeleton staff present. At the same time, we were still able to service both the Planning Committee and Local Review Body meetings that were held in March.

Our second priority was ensuring that staff were able to work satisfactorily from home. Early investment in Skype for Business allowed for good communication between staff and with external stakeholders. It has also been crucial to keep all staff updated with regular updates on legislative changes, as well as Council updates and changes to procedure. Whilst officers were already set up to work from home, an early difficulty was ensuring that our support staff were also able to work remotely. Having assisted them in securing sufficient laptops, we then worked closely with them to help them adjust to working from home and to make sure they knew the critical tasks that we required them to undertake. Business staff worked proactively to overcome the various challenges that the pandemic brought them, for example organising a rota system for accessing their office to make sure that paper applications could be picked up and any hard copy objections logged on the system and acknowledged. This was all crucial to the Service, as the continuation of these administrative tasks allowed us to continue to undertake our critical activities.



Another important step was in taking steps to ensure that officers could continue to undertake essential site visits. Visiting sites is a crucial part of our application determination process, and this ensured there was no delays in applications being processed. It further allowed our planning enforcement and landscape officers to continue to investigate alleged breaches, therefore maintaining confidence in our planning service. It was essential that we drew up a procedure that ensures the safety of staff on site. This procedure enabled us to secure the support of both senior management and Police Scotland to continue to undertake essential site visits.

For many reasons, not least ensuring that planning permissions for major developments were in place to aid economic recovery, it was crucial that we found a way to ensure that our Planning Committee could continue to operate. This took some time to finalise, as Members and other stakeholders had strong views on how our new process should operate. Our new procedure consists of a virtual Planning Committee using Skype for Business. Staff have adjusted well to the process, with 11 applications being determined during our first two virtual Committees. Staff also adjusted well to a new virtual process for the Local Review Body. The establishment of this has been welcomed by both applicants and objectors and has reduced the risk to the Council of complaints and appeals to the DPEA against non-determination.

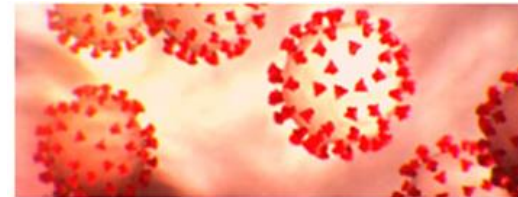


As we move towards the recovery phase, our focus is now on supporting local businesses to reopen their businesses at the earliest opportunity. Staff have been taking a positive attitude with local proposals, whilst ensuring that new developments do not bring with them unacceptable impacts. Staff have worked closely with a number of stakeholders, including consultees, Members and local traders.

In all of this, we have adopted new approaches to keep plans and proposals moving through the system; measuring risk and taking a pragmatic view of how we can best continue to plan and make the decisions vital to the recovery of our communities and businesses. In all of this, the Heads of Planning has been a rich resource for us in both identifying and sharing good practice through benchmarking with partners.

Goals:

Some aspects of our planning system, including a number of processes and requirements, have been affected by the impacts of the Coronavirus (COVID-19) outbreak and the various measures put in place to curtail it. Working with a number of stakeholders our goal has been to overcome the obstacles and find the temporary solutions needed to get us through this period and ensure the continued functioning of the critical activities of our Planning Service. The hard work of all staff and the innovative, pragmatic, practical and flexible approaches we have taken has helped to ensure that business has continued as near to normal as possible.



Outcomes:

Planning performance in the determination of planning applications during the first quarter of 2020/21 has been strong, with speed of determination exceeding the Council's targets. Planning enforcement has also continued to deal with enforcement complaints in accordance with the standards set out in our Planning Enforcement Charter. Planning policy have been able to continue their work with minimal delay, ensuring that a response was made to the NPF4 Call for Ideas whilst ensuring that we remain on target with our timescales for both the Regional Strategies and our preparatory work for LDP2. Feedback has been positive, with various stakeholders appreciating the procedures we have taken to ensure that critical activities continue to be undertaken in order that we can play an important role in societal and economic recovery.

Name of key officer:

For the Planning Service of East Lothian Council: Keith Dingwall

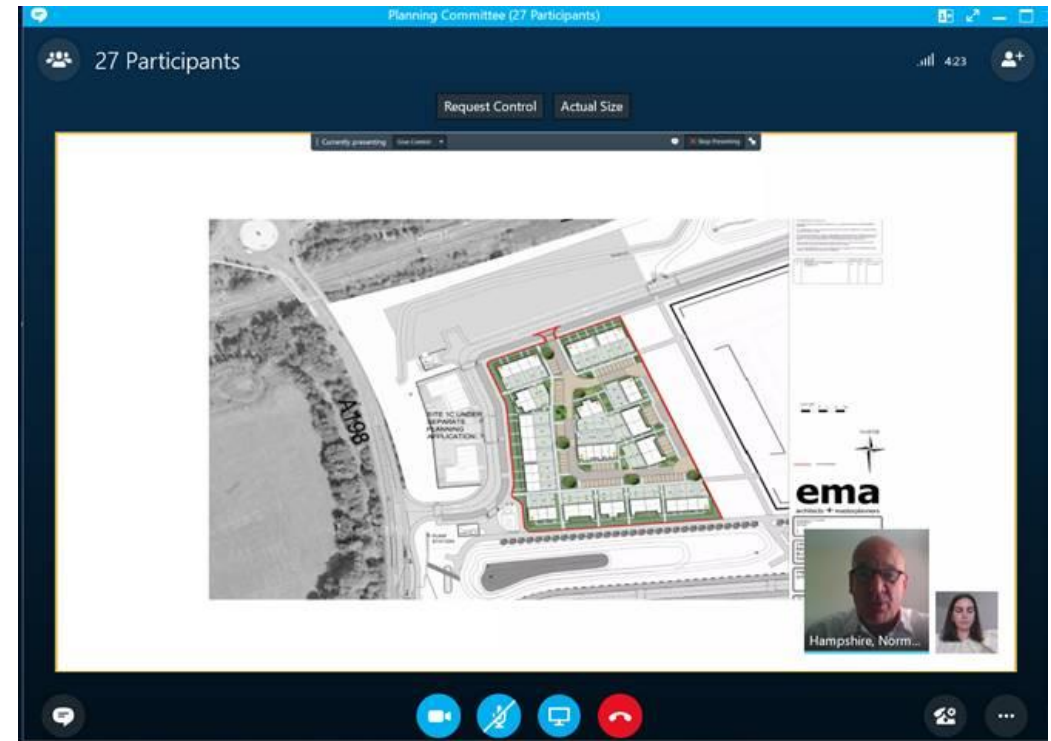
Quotes:

"Hargreaves have been impressed with how the East Lothian Planning Service have responded to the pandemic. They have implemented all of the measures necessary to ensure a continuity of service, which is clearly essential to aid societal and economic recovery. We were particularly pleased with how quickly they were able to set up a virtual Planning Committee to ensure that delays to major development projects were kept to a minimum".

Iain Slater, Development and Estates Director, Hargreaves Services plc

"I've been really pleased with how our Planning Service have adapted to the various challenges thrown up by COVID-19. All staff have worked hard to ensure that all of our critical activities continue to be undertaken. This helps to ensure that we are well placed to play an important role in East Lothian's recovery from the pandemic".

Councillor Norman Hampshire, Convenor of East Lothian Council Planning Committee



Culture of Continuous Improvement

Case Study 5 – Information sharing, ongoing training of staff, managers and members

Location and Dates: From April 2019 to March 2020
Elements of a High Quality Planning Service this study relates to: <ul style="list-style-type: none">• Quality of outcomes• Culture of continuous improvement
Key Performance Markers: <ul style="list-style-type: none">• 12. Corporate working across services• 13. Sharing good practice, skills and knowledge
Key Areas of Work: <ul style="list-style-type: none">• Skills Sharing• Staff Training
Stakeholders Involved: <ul style="list-style-type: none">• Authority Planning Staff• Authority Other Staff• Key Agencies• Elected Members

Building Capacity - Improving Performance



The Planning Delivery Service operates alongside and has direct and indirect relationships with a number of other services within ELC as well as with agencies operating outside of ELC. In the interests of information sharing representatives from the following services were each invited to attend one of the Planning Delivery team meetings in November and December 2019. The objective of their attendance at the meeting was to update and inform the Planning Delivery team of their current work streams and in particular identify areas where there were overlaps of work.

Planning Policy team of ELC – the team were updated by the Manager of the Policy team on ELLDP 2 and its timescales.

Sustainable Development Officer – The declaration by ELC of the Climate Emergency in September 2019 has implications on the operation of the Planning Delivery team. The Council’s Sustainable Development informed the team of the aspirations of the ELC and how through the determination of planning applications those aspirations can be achieved.

Project Manager Blindwells – the larger Blindwells new town is potentially one of the largest developments in Scotland. The project manager informed the team of the aspirations of ELC for the new town and how this will influence the growth of East Lothian and SE Scotland. The ramifications of this development will be felt well beyond the boundaries of the area of land safeguarded for this new town. This will require a co-ordinated approach in the determination of planning applications that could potentially influence and should not prejudice the development of this new town.

- **Project Manager Craighall** - As a major development in part funded by City Deal this is a complex development with potentially competing demands of each of the partners of this project (ELC, Scottish Govt, Westminster, QMU and Persimmon Homes). These competing demands need to be reconciled to deliver the employment opportunities and economic growth required by City Deal alongside the delivery of 1200 new homes.
- **SNH** – in an environment of diminishing resources and ever increasing demands representatives of SNH informed of their current working environment and their expectation of Planning Authorities in delivering the ELLDP 2018 and in the determination of applications that require HRA/Appropriate Assessment.

Examples of information sharing, training and capacity building undertaken in the last 12 months include:

- Habitats Regulations Appraisal and Appropriate Assessment – in-house training for staff members delivered by external biodiversity consultant
- Presentation delivered by a member of the Service to Scottish Parliament Cross Party Group on Rural Policy: Demographic change in rural Scotland and place based responses
- Local Authority Urban Design Forum events on Active Travel and Market-led Housing – organised by A&DS
- Scotland’s Towns Conference in Aberdeen – organised by Scotland’s Towns Partnership
- Planning Act Masterclass – organised by RTPi and attended by two members of the Service
- Creating Better Places for Scotland’s Gypsy/Traveller – PAS event
- HOPS full attendance
- Meeting with key agencies to discuss LDP2
- Service Manager attended Association of East Lothian Community Councils

The Service organised briefings for Elected Members on key issues and stages for LDP2, regional planning post SDP2 rejection and Regional Spatial Strategies and other significant requirements of the Planning (Scotland) Act 2019. The Service organised briefings for Elected Members on key issues and stages for LDP2, regional planning post SDP2 rejection and Regional Spatial Strategies and other significant requirements of the Planning (Scotland) Act 2019.



LAUDF 14 – Market-led Housing, Glasgow January 2019

PART 2 Supporting Evidence

- [Housing Land Audit 2019](#)
- [Development Plan information](#)
- [East Lothian Council Web Site: Planning Pages](#)
- [Planning Enforcement Charter 2020](#)
- [Council Internal Audit Report 2020](#)
- [ELC Planning Committee meetings](#)
- [ELC Full Council meetings](#)
- [East Lothian Community Hospital \(Keppie Design\)](#)
- [Development Plan Scheme 11](#)
- [East Lothian Council's 2019 Annual Performance and 'State of the Council' Report](#)
- [East Lothian Council Plan](#)
- [Update and Progress Report on the 2017-2027 East Lothian Plan](#)
- [Local Outcome Improvement Plan](#)
- [East Lothian Customer Service Charter](#)

- [East Lothian Feedback Team](#)
- [East Lothian Council Policy and Performance Review Committee report 07 and Minute](#)
- [LTS Active Travel Improvement Plan](#)

Case Study Topics	Issue Covered	Case Study Topics	Issue Covered
Design	Case study 2	Interdisciplinary Working	Case study 3
Conservation	Case study 3	Collaborative Working	Case study 1
Regeneration	Case study 3	Community Engagement	Case study 3
Environment	Case study 2	Placemaking	Case study 2
Greenspace		Charrettes	
Town Centres	Case study 3	Place Standard	
Masterplanning	Case study 1	Performance Monitoring	Case study 4
LDP & Supplementary Guidance	Case study 2	Process Improvement	Case study 4
Housing Supply		Project Management	Case study 1
Affordable Housing		Skills Sharing	Case study 5
Economic Development	Case study 3	Staff Training	Case study 5
Enforcement		Online Systems	Case study 4
Development Management Processes	Case study 4	Transport	
Planning Applications	Case study 4	Active Travel	Case study 2
		Other: please note	

Part 3: Service improvements

In the coming year we will:

- continue discussions with communities and elected members on next stages in LDP2 process within the context of the planning review including NPF4 and an indicative Regional Spatial Strategy (iRSS)
- start the preparation of the Evidence Report to set out the context within which the draft LDP2 will be framed
- seek the views of stakeholders on what they see are the issues in their area in order to prepare the Evidence Report. This engagement and information gathering will have a particular focus on the usually harder to reach groups such as the elderly, disabled people, young people and gypsy travellers
- prepare and adopt a new procedure note for our tree preservation order process
- establish an annual forum for developers and planning agents to discuss existing planning issues, to review practice and to identify any measures that need to be taken to improve the Planning Service in East Lothian
- continue to reduce the number of legacy planning applications
- review working practices adopted during the Covid-19 pandemic to increase the Planning Service resilience, improve efficiency and effectiveness



Delivery of our service improvement actions in 2018-19:

Committed and outstanding improvements and actions	Complete?
<ul style="list-style-type: none"> Adopt LDP1 and all related statutory and non-statutory supplementary guidance - Service Manager and Team Manager Policy and Strategy responsibility 	<p>Yes - with the approval of the Design Standards for New Housing Areas SPG all the guidance attached to the LDP has now been approved and the LDP1 process is complete.</p>
<ul style="list-style-type: none"> Continue internal officer and Member discussions on LDP2 in the context of NPF4 and iRSS 	<p>Yes – further briefings given to all political groups and to Council Management Team.</p>
<ul style="list-style-type: none"> Complete progress to 100% default electronic handling of planning and related applications - Service Manager, Team Manager Planning Delivery, Management Systems and Administration Officer and Unified Business Support responsibility 	<p>100% default electronic handling of planning and related applications achieved.</p>
<ul style="list-style-type: none"> Undertake further workshops with Agents engaged in the submission of planning applications and other statutory consents – Team Manager Planning Delivery, Planning Technician, Management Systems and Administration Officer and Unified Business Support responsibility 	<p>Partly - Individual meetings held with agents/developers on registration/validation issues. Annual Forum to be set up with applicants and agents to review our Planning Service and to establish whether any improvement need to be made.</p>
<ul style="list-style-type: none"> Review LDP1 Action Programme as part of evidence base for LDP2 	<p>Partly; Action Programme updated and currently consulted with Key Agencies.</p>
<ul style="list-style-type: none"> Further promote and enhance the use of processing agreements for planning applications to back up project management work 	<p>The uptake of processing agreements proves challenging and there appears to be limited interest from developers .</p>
<ul style="list-style-type: none"> Remove remaining legacy applications by withdrawal or determination, facilitated by part us of resource from additional planning fees – Service Manager and Planning Delivery Team Manager responsibility 	<p>Partly; Out of 137 legacy cases identified in our previous PPF we have cleared 74 cases during the reporting period (63 applications withdrawn and 11 applications with a decision). However, we now have 194 legacy applications, of which 66 have a validation date between 3 August 2009 and 31 March 2018. This is due to a miscalculation in previous reports.</p> <p>Progress on removing legacy applications has been significant, with 226 cases taken out of the system during the last two years. However, there still remains a need to continue with this targeted action to achieve further improvement on this.</p>

KEY PERFORMANCE MARKERS 2019-2020

No.	Performance Marker	Evidence
1	Decision-making: continuous reduction of average timescales for all development categories [Q1 - Q4]	No need to provide statistics.
2	Processing agreements: <ul style="list-style-type: none"> offer to all prospective applicants for major development planning applications; and availability publicised on website 	Processing agreements are consistently offered for major and complex applications through both the Council's website and pre-application discussions, however, there remains a limited uptake of this opportunity, with developers being content to work with the Council in terms of application project management and, where required, agreed extensions of time. Project management approaches help to monitor progress and to ensure that major planning applications are determined within agreed timescales including simple project planning, keeping a spreadsheet for consultation responses, and, where necessary, meeting on a regular basis with applicants and agents.
3	Early collaboration with applicants and consultees <ul style="list-style-type: none"> availability and promotion of pre-application discussions for all prospective applications; and clear and proportionate requests for supporting information 	We provide a pre-application advice service which is promoted through staff engaging with prospective applicants. Advice is provided free of charge to written and telephone enquires and we also operate a duty officer system twice a week. Any information we seek is clear and proportionate to their needs. The Planning Service has established and on-going collaborative working arrangements with internal consultees and key agencies.
4	Legal agreements: conclude (or reconsider) applications after resolving to grant permission reducing number of live applications more than 6 months after resolution to grant (from last reporting period)	No need to provide statistics. Our average timescales (18.9 weeks) for determining major applications with legal agreements is significantly better than last year (41.3 weeks) and also better than the Scottish average (43.6 weeks). Local applications with legal agreements are determined significantly faster (4.1 weeks) than last year (58.8 weeks) and the Scottish average (25.4). As noted below this improvement is partially due to our pre-application discussions that address developer contributions and the role of the Planning Obligations Officer who is a key contact for developers in understanding the implications of their development in the context of the Developer Contributions Framework.
5	Enforcement charter updated / re-published within last 2 years	Our updated Enforcement Charter was approved in March 2020.

No.	Performance Marker	Evidence
6	Continuous improvement: <ul style="list-style-type: none"> • progress/improvement in relation to PPF National Headline Indicators; and • progress ambitious and relevant service improvement commitments identified through PPF report 	Bullet point 1 - Nothing required for. The service improvements we identified in our previous PPF have largely been achieved. Of the four identified, we have completed three and are on target for achieving the remaining one (LDP Action Programme update). We note that some of the improvements identified in previous years remain outstanding (Out of four outstanding improvements identified as outstanding in 2018/19 PPF one was attained and three remain outstanding).
7	Local development plan less than 5 years since adoption	Yes, LDP adopted in September 2018
8	Development plan scheme – next LDP: <ul style="list-style-type: none"> • on course for adoption within 5 years of current plan(s) adoption; and • project planned and expected to be delivered to planned timescale 	Our DPS11 sets out a broad timescale for the LDP2. It is projected that LDP2 will be adopted by 2023 ie within 5 years of the current LDP adoption. Project plan for LDP2 work is in place.
9	Elected members engaged early (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i>	N/A as no MIR stage. However, Elected Members have already been engaged early in the preparation of the LDP2.
10	Cross sector stakeholders* engaged early (pre-MIR) in development plan preparation – <i>if plan has been at pre-MIR stage during reporting year</i> <i>*including industry, agencies and Scottish Government</i>	N/A as no MIR stage. However, stakeholders have already been engaged early in the preparation of the LDP2.
11	Regular and proportionate policy advice produced on information required to support applications.	All SGs and SPGs listed in the current LDP have now been finalised and adopted.

No.	Performance Marker	Evidence
12	Corporate working across services to improve outputs and services for customer benefit (for example: protocols; joined-up services; single contact arrangements; joint pre-application advice)	Both pre-application enquiries and applications are appraised in weekly team meetings to highlight potential issues, assess opportunities for design improvements and give greater consistency on outcomes. Internal consultees including Roads, Education, Environmental Health, Landscape, Countryside and Legal services are available for fortnightly pre-application slots with developers. The team of Transport Planners who are consulted on proposals are also responsible for the Roads Construction Consents for the same proposals so as to ensure that RCCs and planning applications are subject to consistent processes and are twin tracked.
13	Sharing good practice, skills and knowledge between authorities	We continue our engagement through HOPS, COSLA and with relevant stakeholders including Key Agencies to improve service delivery and share good practice, skills and knowledge (eg our participation in KAG LDP (Environmental Evidence)).
14	Stalled sites / legacy cases: conclusion or withdrawal of old planning applications and reducing number of live applications more than one year old	Out of 137 legacy cases identified in our previous PPF we have cleared 74 cases during the reporting period (63 applications withdrawn and 11 applications with a decision). However, we now have 194 legacy applications, of which 66 have a validation date between 3 August 2009 and 31 March 2018. This is due to a miscalculation in previous reports.
15	Developer contributions: clear and proportionate expectations <ul style="list-style-type: none"> • set out in development plan (and/or emerging plan); and • in pre-application discussions 	Our LDP, supported by the Developer Contributions Framework SG sets out expectations for developer contributions. Pre-application discussions address developer contributions and are part of a protocol for application processing. The role of the Planning Obligations Officer is critical in that respect. It helps to reduce negotiation periods and agree/register Section 75 agreements within shorter timescales.

Part 4 National Headline Indicators (NHI)

A: NHI Key outcomes - Development Planning:

Development Planning	2019-20	2018-19
Local and Strategic Development Planning:		
Age of local/strategic development plan(s) at end of reporting period <i>Requirement: less than 5 years</i>	LDP - 22 months SDP - 7yr 2months	LDP - 9 months SDP - 6yr 2months
Will the local/strategic development plan(s) be replaced by their 5 th anniversary according to the current development plan scheme? SDP to be resolved following Ministerial rejection and legislative change to strategic planning and through NPF4	LDP -yes SDP - no, see note	LDP Yes. SDP - no
Has the expected date of submission of the plan to Scottish Ministers in the development plan scheme changed over the past year?	Y	N
Were development plan scheme engagement/consultation commitments met during the year?	Y	Y
	Agreed 2019 HLA	April 2019
Effective Land Supply and Delivery of Outputs		
Established housing land supply	11,765 units	11,818 units
5-year effective housing land supply programming	6,644 units	6,896 units
5-year effective land supply total capacity	13,435 units	11,657 units
5-year housing supply target	5,308 units	5,308 units
5-year effective housing land supply (to one decimal place)	6.61 years	6.61 years
Housing approvals	1,559 units	2,475 units
Housing completions over the last 5 years	2,984 units	3,038
Marketable employment land supply	81.1 ha of which 10.3 ha are immediately available	6.45 ha
Employment land take-up during reporting year	0 ha	0.45 ha

Context and Commentary – Development Planning

The 2019 Housing Land Audit has been agreed with HfS. The previous reporting year saw record numbers of housing completions at 885 demonstrating the level of delivery enabled by the housing land supply set out in the LDP. The previous record was some 739 in 2018, and some 730 just prior to the recession. The provision of record numbers of homes and affordable homes (over 600 completed between 2014/15-2018/19) underpins the value of a constructive, positive and well thought through LDP in enabling the housing industry to maximise delivery from its capacity, as does maintaining an effective housing land supply of over 6 years.

The LDP [Action Programme](#) has been updated and is currently consulted with Key Agencies. The Action Programme provides a detailed account of the actions that will be required to deliver the LDP, as well as those responsible for those actions and the timescales within which the actions should be delivered.

Previous Planning Performance Frameworks explained and evidenced the arrangements for extensive collaborative and corporate working which informed the preparation for and projected implementation phase of LDP1. These same established processes have been carried through the early development of LDP2. Normally, and as was the case with the first LDP, our review would be set within the context of the approved Strategic Development Plan. However, in this instance SESplan2 was rejected by the Scottish Government and the SDP is not being pursued further. This has left a gap in strategic planning coverage for the SESplan area which affects all of the 6 SESplan local authorities. Due to the timescales of introducing the new Planning Act and the lack of strategic context caused by the rejection of SESplan2 it was decided, after the rejection of SESplan, to pursue a preparation of LDP2 under the new Planning Act.

The NPF is a vital document for all other parts of the development plan as it provides the context for the LDP allocations and policy. The Scottish Government has already started the review of the NPF and the Council responded to the first issues gathering stage and is currently jointly preparing an indicative Regional Spatial Strategy which will also guide the NPF. Due to the Covid crisis the production of the NPF has been delayed and the draft will not come out until the autumn of 2021 with the final version planned for a year later, autumn 2022. We have started a review of the current LDP with the aim of getting LDP2 adopted before October 2023. The Evidence Report for LDP2 (formerly known as the Main Issues Report stage) is being programmed for late 2021. Under the chosen timescale we should be able to review our LDP within a 5 year period since its adoption in October 2018.

[The Development Plan Scheme no11](#) sets out the next stages for the LDP and its associated guidance. The DPS will be updated in 2020 and this update will be done in the context of the National Planning Framework timescales.



Context and Commentary – Development Management

The National Headline Indicators show a significant improvement in average decision timescales for major developments from 47.1 weeks in 2018-2019, to 13.8 weeks this year.

Householder applications and other local development applications also show a slight improvement in average decision timescales.

The previous appointment of a Planning Obligations Officer continuous to help us improve performance, with an increased focus on the timely conclusion of legal agreements.

It is encouraging that a total of 226 legacy applications have been removed from our system within the last two years. However, there remains a considerable number of legacy applications still to be dealt with, and this could have a negative impact on our performance figures.

B: NHI Key outcomes – Development Management

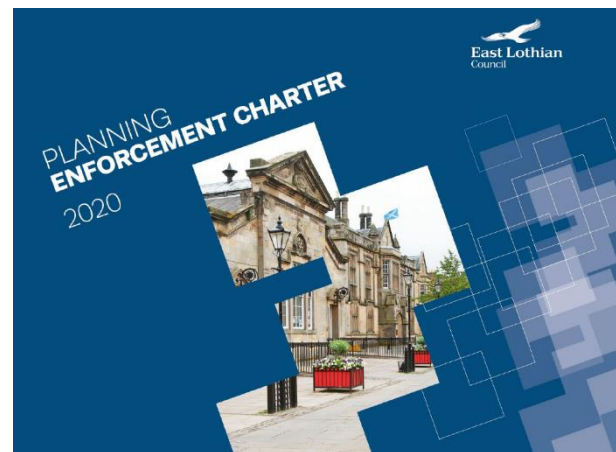
Development Management:	2019-20	2018-19
Project Planning		
Percentage and number of applications subject to pre-application advice	47%/358	65.8%/706
Percentage and number of major applications subject to processing agreement	16.6%/2	1.9%/21
Decision Making		
Application approval rate	96.0%	96.1%
Delegation rate	96.7%	98.0%
Validation	38%	34%
Decision-making Timescales		
Major Developments	13.8 weeks	47.1 weeks
Local developments (non-householder)	10.3 weeks	10.5 weeks
Householder developments	7.2 weeks	7.6 weeks
Legacy Cases		
Number cleared during reporting period	74	152
Number remaining	194	137

C: Enforcement activity

	2019-20	2018-19
Time since enforcement charter published / reviewed	Published in March 2020	17 months since review/16 months since published
Complaints lodged and investigated	325	250
Breaches identified – no further action taken	260	175
Cases closed	216	229
Notices served	65	38
Direct Action	0	22
Reports to Procurator Fiscal	0	0
Prosecutions	0	0

Context and Commentary – Enforcement

The [Enforcement Charter](#) has been reviewed and updated and importantly, rewritten to simplify the language used and break up the text with illustrations to make it a more customer friendly document and more accessible. Within this PPF's monitoring period there was an increase in the number of complaints lodged and investigated as well as identified breaches that required no further action. Also, when compared to the previous year there was an increased number of resolved and closed cases reflecting increased activity levels.



PART 5: Scottish Government Official Statistics

A: Decision-making timescales (based on 'all applications' timescales)

Timescales	2019-20	2018-19
Overall		
Major developments	12 (13.8)	12 (47.1 weeks)
Local developments (non-householder)	292 (10.3)	320 (10.5 weeks)
• Local: less than 2 months	212 (72.6%)	76.3%
• Local: more than 2 months	80 (27.4%)	23.8%
Householder developments	457 (7.2 weeks)	532 (7.6 weeks)
• Local: less than 2 months	433 (94.7%)	90.4 %
• Local: more than 2 months	24 (5.3%)	9.6 %
Housing Developments		
Major	5 (17.5 weeks)	6 (45.1 weeks)
Local housing developments	50 (13.2 weeks)	80 (14.9 weeks)
• Local: less than 2 months	28 (56.0%)	52.5%
• Local: more than 2 months	22 (44.0%)	47.5%
Business and Industry		
Major	0	0
Local business and industry developments	24 (10.7 weeks)	29 (10.8 weeks)
• Local: less than 2 months	16 (66.7%)	79.3%
• Local: more than 2 months	8 (33.3%)	20.7%
EIA Developments	0	0
Other Consents		
• <i>As listed in the guidance(right)</i>	219 (7.6 weeks)	226 (7.7 weeks)
Planning/legal agreements		
• Major: average time	4 (18.9 weeks)	8 (41.3 weeks)
• Local: average time	3 (4.1 weeks)	4 (58.8 weeks)



B: Decision-making: local reviews and appeals

Type	Total number of decisions No.	Original decision upheld			
		2019-20		2018-19	
		No.	%	No.	%
Local reviews	16	14	87.5%	5	33%
Appeals to Scottish Ministers	7	4	57.1%	1	25%

PART 6: Workforce Information

Workforce information should be a snapshot of the authorities planning staff in position on the 31st of March. The information requested in this section is an integral part of providing the context for the information in parts 1-5. The template below allows the information to be recorded in a consistent format, additional guidance on what to include is within the template itself.

	Tier 1 Chief Executive	Tier 2 Director	Tier 3 Head of Service	Tier 4 Manager
Head of Planning Service				1

RTPI Qualified Staff	Headcount	FTE
Development Management	10	8.6
Development Planning	8	7.1
Enforcement	1	1
Specialists	0	0
Other (including staff not RTPI eligible) (10.1 FTE technicians, information systems, landscape and archaeology staff)	11	8.6

Staff Age Profile	Headcount
Under 30	5
30-39	11
40-49	11
50 and over	3

In addition to planning responsibilities (Development Management -Planning Delivery, Development Planning -Strategy and Policy), the Service delivers the Council's statutory responsibilities for Landscape and Tree Protection, Corporate Address Gazetteer and Archaeology/Heritage Management under the Service Manager, Planning role. There are two Team Managers with responsibility for the two major business streams of the service, Planning Delivery and Strategy and Policy, delegating responsibility from the Service Manager to allow a clear line of responsibility and reporting for those workstreams. Landscape Officers, the Corporate Address Gazetteer, Archaeology Officers and the Management Systems and Administration Officer all report directly to the Service Manager. Planners' responsibilities are subject to generic job description with enhanced responsibilities to support the Senior and Principal Planners and Team Managers and allow for flexibility across the two main workstreams of the service. This service structure balances responsibilities and provides appropriate tiers of delegation to support the Service Manager.

PART 7: Planning Committee Information

Committee & Site Visits	Number per year
Full council meetings	8 (LDP, SG/SPG and SESplan decisions, ratification of report on called in application)
Planning committees	10
Area committees	n/a
Committee site visits	33
Local Review Body	8 (total of 16 cases)
LRB site visits	16
Audit & Governance Committee	1
Policy & Performance Review Committee	1

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Policy and Performance Review Committee: DRAFT Work Programme - Session 2020/21

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Date	Performance Monitoring / Inspection Reports	Other Reports / Reports Requested by Members
7 October 2020	Q1 2020/21 Performance Key Performance Indicators Customer Feedback Annual Report 2019/20	Review of Performance of Planning Committee Verbal update on Social Care Charging
24 February 2021	<i>Usual February reports:</i> Q2/Q3 2020/21 Performance Public Protection Annual Report 2019/20 Local Government Benchmarking Framework 2019/20 <i>c/f from October</i> Road Asset Management Progress Against ELC Records Management Plan	Review of Policy for Community Group Charging (TTROs, Licences, etc.) Tourism Strategy Council Plan for Preston Tower and Dovecot (maintenance carried out since late 70s/early 80s and since Tower in ELC guardianship) Review of Impact of Immigration Policy on East Lothian (particularly hospitality/agriculture/social care sectors) Review of Social Care Charging (in light of new COSLA guidance) Review of budget for Coastal Car Parking (referred to in the February 2020 minute)
9 June 2021	<i>Usual June reports:</i> Q4 2020/21 Performance/Annual Performance Customer Feedback Annual Report 2020/21	