



NOTICE OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

**WEDNESDAY 24 FEBRUARY 2021, 10.00am
VIA A DIGITAL MEETING FACILITY**

Agenda of Business

Apologies

Declarations of Interest

Members should declare any financial and non-financial interests they have in the items of business for consideration, identifying the relevant agenda item and the nature of their interest.

1. Minutes for Approval: PPRC, 7 October 2020 **(pages 1-8)**
2. Q3 2020/21 Performance Indicators – Report by the Head of Communities **(pages 9-24)**
3. Work Programme 2020/21 **(page 25)**

**Monica Patterson
Chief Executive
John Muir House
Haddington**

17 February 2021



MINUTES OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

WEDNESDAY 7 OCTOBER 2020
VIA A DIGITAL MEETING FACILITY

1

Committee Members Present:

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

Other Councillors Present:

Councillor S Akhtar
Councillor F O'Donnell

Council Officials Present:

Mr A McCrorie, Depute Chief Executive (Resources and People Services)
Mr D Proudfoot, Head of Development
Ms J Tait, Chief Operating Officer, Children's Services and CSWO
Mr P Vestri, Service Manager – Improvement, Policy and Communications
Ms K MacNeill, Service Manager – People and Governance
Mr K Dingwall, Service Manager – Planning
Ms L Kerr, Interim Business General Manager (Adult Wellbeing)
Mr G Stewart, Policy Officer
Ms R Crichton, Committees Officer

Clerk:

Ms A Smith

Apologies:

None

Declarations of Interest:

None

1. MINUTES FOR APPROVAL – PPRC, 26 FEBRUARY 2020

The minutes of the meeting of the Policy and Performance Review Committee of 26 February 2020 were approved.

2. UPDATE ON SOCIAL CARE CHARGING

Laura Kerr, Interim Business General Manager, Adult Wellbeing, gave a detailed verbal update on Social Care Charging for Non Residential Services. She informed the PPRC that the policy had been updated in line with COSLA's charging guidance. She drew attention to 3 areas; an uplift of 1.7% on all charges, a financial assessment for people accessing community supports rather than a flat rate and disability related expenditure (DRE) being considered at the financial assessment stage. She reported that there had been a significant delay in updating the policy and in applying the uplift due to Covid-19.

Ms Kerr responded to questions. Councillor McLennan, referring to the previous minute in relation to the under- and over-65s equalisation, asked for an update. Ms Kerr indicated this was to do with the financial assessment process not the charging policy and the assessment depended on someone's income, it was not therefore relevant for the Working Group or the Financial Assessment Officers; officers were following the correct process.

Councillor McLennan asked a number of other questions in relation to the financial assessment form and appeal process, Charging Group meetings, uptake in services and the Scottish Government's review of Adult Social Care. Ms Kerr advised that the financial assessment form would be altered as required, and would include disability related expenditure. The Charging Group had met in June, September and would be meeting today. The group would be looking at the terms of reference. She was not able to comment on whether there had been an uptake in services. Judith Tait, Chief Operating Officer, Children's Services, and CSWO, also responded regarding the Scottish Government's review, which had been announced and was expected to be reported in January 2021. This was hugely complex, with many issues and Social Work Scotland felt the timescale was too tight. It was not a review of all of Adult Social Care apparently but she did not have any more detail at present. It was essential that COSLA, the Integration Joint Board (IJB), the Council and Social Work Scotland were all part of the conversation. Councillor O'Donnell, Chair of the IJB, shared Ms Tait's concerns regarding the review timeframe. She also had concerns that there was not a service or carer user representative on the panel; COSLA had to take a lead role on this review.

Councillor Gilbert asked how the 1.7% uplift figure had been arrived at. Councillor O'Donnell advised this was linked to income in Universal Credit; it seemed a fairer approach, it also may be linked to the Consumer Price Index, which would make the Council in line with other local authorities. Councillor Gilbert asked what the 1.7% meant at the lower and upper end of the scale on a personal level for people. Ms Kerr gave details of the figures, advising that there was a maximum charge for services. Councillor O'Donnell added that it depended on an individual's care package; some people did not pay as they had protected income status.

The Convener asked, in relation to DRE and appeals, if this process had been affected by Covid-19. Ms Kerr confirmed it had in that 1 appeal meeting had been cancelled but 2 appeal meetings had taken place. She indicated that there should however be fewer appeals coming forward in future as DRE was being considered at the financial assessment stage.

Councillor McLennan stated that he would still like to continue this issue and have updates on future implications coming forward to the PPRC. He noted that the remit allowed for the appointment of ad hoc (short life) sub-committees and he would like agreement for a cross party group to take this issue forward. Councillor Bruce stated that the Conservative Group

would be happy to have any discussions, informally or formally through a cross party group. The Convener suggested this be taken offline initially. Councillor McLennan proposed having discussions, offline, with Councillors Bruce and O'Donnell; this was agreed. The Convener added that this should be actioned this week, if possible.

Sederunt – Councillor Hoy joined the meeting

3. 2020/21 Q1 AND TOP 50 PERFORMANCE INDICATORS 2019/20

A report was submitted by the Head of Communities and Partnerships providing 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 provided information on Covid-19 related performance.

Paolo Vestri, Service Manager – Improvement, Policy and Communications, presented the report. He took Members through the report and drew attention to the various appendices. The shutdown of non-essential services and the wider financial impact of the Covid-19 lockdown had had a major impact on Council services. He highlighted some of the quarter performance indicators within Appendix 1 that had been impacted most heavily by the lockdown. Referring to Appendix 2, Council Plan Top 50 Scorecard, he provided further details on several of the indicators. Appendices 3 and 4 gave details of the work done in relation to Covid-19. The Council, since late April, had been supplying the Scottish Government with weekly data for a Covid-19 Data Dashboard.

Councillor O'Donnell, referring to Appendix 1, CLD01 (*extent to which CLD learning opportunities have a positive effect on all round development*) asked what was in place now and whether there were any lessons learned from the schools experience of remote learning. Mr Vestri said that he was not aware of the detail of CLD although he did know that many of the classes had not restarted; he would pass the query on to Caitlin McCorry (*relevant Service Manager*) to respond offline. He was aware that virtual community centres were being looked at. Ms Tait added that in relation to CLD the Council had a bid in for the Scottish Government's Youth Work Education Recovery Fund. She also referred to ongoing partnership working targeting young people most affected.

Councillor Bruce, referring to Appendix 3, current tenant arrears, asked for further details and whether current financial challenges for people had made this more difficult. Mr Vestri replied that he did not have the details but would ask Kenny Christie (*relevant Service Manager*) to provide this offline. He was aware that officers had started the process of trying to reclaim rent arrears and that all tenants were provided with information about advice services available from a Citizen Advice Bureau (CAB) or the Welfare Rights Service.

Councillor McLennan asked, in relation to welfare advice services, how the CABx were coping. He also asked about management of business debt and how this was measured. Mr Vestri stated that the Council had good links with the CABx in Musselburgh and Haddington. Quarterly reports were received from the East Lothian Advice Consortium and a meeting was scheduled in November to go over the data. The impact of Covid-19 on their services was being monitored. On management of business debt Douglas Proudfoot, Head of Development, advised that a lot of work was being done under recovery and renewal. Officers were providing business debt advice and mentoring, they had been very successful in bringing all agencies together. The Connected Economy Group was also looking at various areas including business debt advice.

Responding to questions from Councillor Akhtar about improving life chances for young people (Appendix 2, CP17 T4) and whether the latest figure of 94% could be sustained, Mr Vestri stated that as a result of the pandemic the Scottish Government had given a Youth

Guarantee Initiative as regards positive destinations for young people. Ms Tait reported that care leavers had been significantly impacted on with Covid-19 and the reliance on her team for support had increased. There had been changes to care legislation; support was now required to be given up to the age of 26, which also had an impact on service provision.

Councillor McGinn asked how many young people had applied for a continuing care placement. Ms Tait indicated she would need to check and get back with that information. He also asked about the Scottish Welfare Fund crisis applications, noting that the figures were lower than last year. Mr Vestri stated that there had not been as many Scottish Welfare Fund crisis grant applications as expected although the average grant given out was higher than normal. Further spikes were anticipated given the large number of people furloughed. He mentioned the new Scottish Government scheme to give £500 to self-isolators who were on benefit and would lose income. The Benefits Service was working on putting the application process in place to go live on 12 October 2020.

The Convener, referring to Appendix 1, CH02 (*average number of days to re-house from temporary to permanent accommodation*) queried why there was no target under Q1. Mr Vestri clarified the target was 240 and he would ensure this was included in future reports. The Convener also queried SCL_AS03 (*fly tipping incidences*) asking if this measure was understated as rural land owners were not perhaps reporting all instances. Mr Vestri remarked that this may be the case. However, the figures related to the Council's performance in relation to reported incidences of fly tipping on public land. Kirstie MacNeill, Service Manager, People and Governance, thought that the Council had no right to enforce a policy on other landowners but the Legal Team would be able to clarify this offline.

The Convener asked how often the various measures were reviewed for relevance and if there was an opportunity to insert new measures, referring particularly to the Council's declaration of a Climate Emergency. Mr Vestri replied that the PPRC could choose which indicators they wished reported, adding that some indicators may only be able to be reported annually not quarterly. Mr Proudfoot added that following the declaration of a Climate Emergency, Cabinet had approved the Council's Climate Change Strategy; this would be refreshed annually and an Action Plan had been prepared which took cognisance of review and progress against carbon emission indicators. Covid-19 had impacted on the Scottish Government's Action Plan, but the Council's own annual update would be going to Cabinet in January 2021. Mr Vestri, responding to further queries from the Convener referred to Appendix 2, CP39; advising that carbon emissions were now being reported on annually. Mr Proudfoot referred to relevant information within a Members' Library report, stating he would circulate the link.

The Convener stated that the last 6 months had been very difficult for everyone and he recognised how hard officers had been working; he hoped when the Council moved in to the recovery phase that improvements in many of the measures in place would continue.

Councillor McLennan agreed; this had been a very extensive and helpful report. He felt it would be particularly helpful to look at key indicators in relation to the response to Covid-19, perhaps a suite of around 10 indicators; this would give an overarching view of where the policy focus should be. He would bring this up at the work programme agenda item.

Decision

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

4. CUSTOMER FEEDBACK REPORTING 2019/20

A report was submitted by the Depute Chief Executive (Resources and People Services) regarding a) the use of the Council's Complaints Handling Procedure for 2019/2020 (1 April 2019 to 31 March 2020) and b) to raise awareness of implemented and planned improved processes as result of trends seen in the reporting.

Kirstie MacNeill, Service Manager – People and Governance presented the report. She outlined the complaints handling procedure for local authorities introduced by the Scottish Public Services Ombudsman (SPSO). She drew attention to the key areas of the report. The overview as regards the number of complaints and response times remained stable. She gave details of complaint outcomes highlighting those service areas with the highest volume of complaints at stages 1 and 2. Appendices 1 and 2 provided a more detailed breakdown. Ms MacNeill drew attention also to compliments and comments received during the period. She highlighted improvement actions taken as a result of feedback. She informed Members that only 18 cases had been escalated to the SPSO and gave details of their status.

Responding to a question from Councillor Bruce, Ms MacNeill said that compliments were fed back to staff either through the appropriate Service Manager or sometimes to the individual directly if someone had been particularly mentioned.

Councillor Hoy asked, in relation to Road Services, if complaint numbers relating to new developments where the infrastructure was not yet adopted by the Council were available. Ms MacNeill advised that if a complaint did not relate to the Council then the complainant would be so informed. She would however ask the Feedback Team to check. Mr Proudfoot stated there was regular engagement with the Council's developer base; as regards the question he would consult with colleagues in the Infrastructure Service but was not sure that the details requested would be available. He added that as the Council moved forward with the Developers' Forum it was important to eradicate these issues at source rather than dealing with them in response mode; more collaboration with developers was needed. Keith Dingwall, Service Manager – Planning informed the PPRC that the Council's Enforcement Officer attended the Developers' Forum. He added that as Mr Proudfoot indicated an issue for all services was how the Council could intervene early. One step being taken was the imminent employment of a new staff member whose sole role would be to investigate conditions of compliance as regards planning applications.

In relation to response times Councillor McLennan asked about benchmarking, he also noted the variation across service areas. He asked if the figures in Appendix 2 could be broken down further by ward. Ms MacNeill agreed there was variation, this was being looked at; awareness raising and staff training were being undertaken. Benchmarking information was not currently available, neither was a breakdown by ward but she would, for the next report, ask for further exploration to bring other information forward.

The Convener, querying the education figures within Appendix 1, asked if the numbers were due to 1140 hours or perhaps Covid-19. Ms MacNeill replied it would not be due to Covid-19 as the report period pre-dated this; as regards 1140 hours she did not have the information on how many related to this but would ask the Feedback Team to check. Councillor Akhtar stated it would be helpful to get a more detailed breakdown, covering primary, secondary, early learning and childcare settings. Ms MacNeill said she would also ask the Feedback Team to further investigate to see if this was possible.

The Convener thanked Ms MacNeill for this very useful report.

Decision

The Committee agreed to note the report.

Sederunt – Councillor McGinn left the meeting

5. REVIEW OF PERFORMANCE OF THE PLANNING SERVICE – PLANNING APPLICATION DETERMINATION

A report was submitted by the Head of Development updating the PPRC on the performance of the Planning Service in terms of the speed of determination of planning applications.

Keith Dingwall, Service Manager – Planning presented the report. He referred to the previous report to PPRC in February 2019. He reported that there was now an uplift in application numbers. Two major applications had been determined in May, under the Covid-19 emergency recess procedures, for Old Craighall and Windygoul South, which would lead to a number of further applications coming forward. He took Members through the report, highlighting the average time for determination of major planning applications and the average processing time for local planning applications. He drew attention to the charts showing the Council's position as regards local and major developments against other planning authorities. He reported that the Council's Planning Service compared favourably against comparator authorities. The Planning Performance Framework 9 for 2019-20 was attached as Appendix 1.

Councillor McLennan queried in Appendix 1, Key Markers, the only red indicator which was against stalled sites/legacy cases. Mr Dingwall stated that legacy cases had been a problem for a number of years; there were legacy cases over a year old and various reasons why it had not been possible to determine these. He added that some of the best performing local authorities simply refused applications if any part of it could not be determined within the appropriate timescale. This Council did not do this; officers would engage with developers to try to resolve matters rather than simply refusing an application.

Councillor Gilbert asked if staff working mostly from home had impacted on the statistics. Mr Dingwall stated it had not; performance for the first quarter of this year was slightly better than the same period last year. However he added that there were inevitable downsides, training new staff members for example was more difficult when working remotely.

The Convener, referring to the Appendix, Workforce Information, asked if one Enforcement Officer was sufficient. Mr Dingwall indicated it was, at present; he anticipated that the new Compliance Conditions Officer would be able to take on some of the workload of that post.

Councillor Trotter asked how staff numbers in the Planning Service compared to other local authorities. Mr Dingwall said the numbers were not dissimilar to Midlothian Council and also quite similar to Perth and Kinross Council. Mr Proudfoot added that this Council's Planning Service was the second lowest local authority as regards its cost base. There had been significant growth and development in East Lothian over a number of years and it had been possible to enhance the team. He stressed that this was one of the most efficient local authorities in keeping costs down.

Responding to Councillor Akhtar's points, Mr Dingwall stated that staff were well supported; it was of course different working remotely but managers were trying to support their staff as best they could. Councillor Akhtar, referring to appeals to Scottish Ministers, asked if this was a continuing trend, remarking that this did not seem a positive way forward as the Planning Committee had already made their decision. Mr Dingwall confirmed there had been an increase, but said that a fundamental part of the planning process was allowing for these appeals, so the Planning Committee could determine and refuse an application but the applicant was then entitled to appeal that decision. It was difficult to say if this trend would continue. Mr Proudfoot referred to regular updates to Council regarding its response to Covid-19, these updates highlighted any concerns around capacity and resilience of staff.

Going forward there would be other significant impacts to consider, rising infection rates may also have an impact and a constant review had to be kept on all of this.

Councillor McLennan, also referring to these appeals, asked about benchmarking and what this looked like against other local authorities; Mr Dingwall confirmed this would be checked and the information provided following this meeting.

The Convener, referring particularly to the large number of planning applications within his ward, North Berwick Coastal, complimented Mr Dingwall and his team on their work.

Decision

The Committee agreed to note the improvements made in the speed of determination of planning applications over the last year.

6. WORK PROGRAMME

An updated work programme detailed the reports scheduled for the PPRC for the remaining two meetings in session 2020/21.

Mr Vestri advised that the Local Government Benchmarking Framework 2019/20 may be delayed and not able to be reported to the February meeting.

Councillor McLennan requested a report on key indicators in relation to the Covid-19 response as he had mentioned earlier. Mr Vestri advised that this information was included in the Top 50 Indicators; there may also be some relevant information in the Improvement Service dashboard. He asked Members to have a look at this and get back to him with any suggestions for indicators that could be added to the Council's quarterly or annual Performance Indicator reports.

The Convener remarked that as performance reports were quarterly he felt it would be more logical for the PPRC to meet 4 times a year; he suggested this change going forward. Councillors McLennan and Bruce expressed support for this. The clerk advised that the schedule of meetings went to Council for approval, usually in February, for the next committee session commencing in August. A report therefore would go to Council in February 2021 for the committee session (2021/22) commencing in August 2021. She would take this request forward.

Signed

Councillor Jeremy Findlay
Convener of the Policy and Performance Review Committee

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 24 February 2021

BY: Head of Communities

SUBJECT: 2020/21 Q3 Performance Indicators

2

1 PURPOSE

- 1.1 To provide elected members with information regarding the performance of Council services during Q3 2020/21 (Oct - Dec 2020).

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 Q3 2020/21.
- 3.2 The following are some of the Q3 performance measures of note from Appendix 1, including some which have been significantly impacted by COVID-19.
- Homelessness (CH01, CH02 & CH03) – Covid-19 restrictions during the quarter has had an impact on housing indicators. The number of homelessness cases decreased from 146 in Q2 to 105 in Q3. The average number of days to re-housing has shown improvement in Q3 at 354 days. The % of homelessness assessment completed in under 28 days has improved from 72% in Q2 to 76%.
 - Fly-tipping (SCL AS03) – the number of reported fly-tipping incidences increased from 55 in Q2 to 106 in Q3. However, it should be noted that the

total number of fly-tipping incidences reported in the first three quarters of 2020/21 is significantly lower than in 2019/20 – 237 compared to 362.

- Waste Recycling (T&WS11) – the number of vehicles accessing centres reduced during the quarter fell from 161,946 to 146,210 although this is still well above the target of 125,000.
- Number of delayed discharge patients waiting over 2 weeks (HSCP_01) – has fallen to 1. East Lothian has been the top performing mainland H&SCP for this indicator in 2020/21.
- Sport & Pool Attendance (SCL_SD01 & SCL_SD02) – As a result of some lifting of Covid-19 restrictions, there has been an increase in the number of sport centre attendances to 56,307 and visits to pools increased from 5,801 to 36,367 Q3. However, both these indicators are well below the usual quarterly totals.
- Housing Benefit (BEN01 & BEN02) – On average it took 21.4 days to process a new claim for housing benefit, which is a slight decline on the 15.8 days in Q2. The year to date average is within target at 20.6 days. The time taken to process changes in circumstances has increased to 7.93 days. The year to date average (6.83) is higher than the 6 day target. The impact of Covid19 on the economy and household incomes has led to an increase in the number of changes received.
- Council Tax collection and Rent Arrears (REV07 & REV08) – In year Council Tax and rent collection has been impacted during the pandemic. Council Tax in-year collection is slightly under target at 81.1% (target is 82%). The value of current rent arrears decreased from £1.52M to £1.35M in Q3, although this was mainly due to the rent free fortnight in December. Statutory legal enforcement of debt recovery has been suspended, whilst continuing to offer support to residents with outstanding Council Tax or rent arrears and debt.

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 None.

Appendix 1: 2020/21 Q3 Performance Indicators

AUTHOR'S NAME	Paolo Vestri / Gary Stewart
DESIGNATION	Service Manager / Policy Officer
CONTACT INFO	pvestri@eastlothian.gov.uk gstewart1@eastlothian.gov.uk
DATE	15/02/2021







Appendix 1 - Council Plan Quarter Performance Report - Quarter 3

Dates

31/12/2020 




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	146	105	250			Presentations are considered to have reduced from the previous quarter for two reasons – December is typically a quieter month and further Covid-19 restrictions were also likely to be a factor.
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	Increase community and individual resilience	396	354	240			This quarter shows a significant improvement in average no. days to rehousing. Temporary accommodation demand is currently very high and this brings associated pressures on temporary and emergency accommodation, while lockdown restrictions continue. In an effort to relieve some of the pressure, it was agreed to focus allocations on households in temporary accommodation for a period. This is considered to be having a positive impact upon flow through the system and the key reason for improvement in performance.

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
CH03 % homelessness assessments completed in under 28 days	Increase community and individual resilience	72.0	76.0	80.0	●	↕	As indicated in Q2, this % figure is beginning to increase in accordance with increased staffing levels. Notwithstanding ongoing issues with regard to obtaining timeous information to inform investigations, given many other agencies are working from home and / or service provision is challenging in some respects, it is anticipated that this figure will increase to circa 80% by Q4.
CLD01 Extent to which CLD learning opportunities have a positive effect on all -round development	Increase community and individual resilience	0			?!	?	
EH01 % Food Hygiene high risk Inspections achieved	Increase community and individual resilience	100.0			?!	?	
EH02 % of Food Standards high risk Inspections achieved	Increase community and individual resilience	100.0	0.0	0.0	★	↘	
EH04 % food businesses broadly compliant with food hygiene law	Increase community and individual resilience	97.0		93.0	?	?	
HSCP_CJ01 Percentage of Community Payback Orders successfully completed	Reduce crime and anti-social behaviour	75.0	85.7		!	↕	
HSCP_CJ01b Number of Community Payback Orders	Reduce crime and anti-social behaviour	15	46				
RS01 Street lighting - repairs - average time in days	Better public transport and active travel	2.88		7	?	?	
RS02 Traffic lights - average time to repair failure (hours:mins)	Better public transport and active travel	9.29	17.26	48	★	↘	
SCL_AS01 Percentage of Other Waste Recycled	Increase waste recycling	100.0	100.0	90.0	★	→	

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
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	55	106	88	●	↗	
T&WS11 Number of vehicles accessing recycling centres	Increase waste recycling	161946	146210	125000	★	↘	

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	21.9			?!	?	Figure reported bi-annually
DM12 Local developments: average time in weeks	Support the growth of East Lothians economy	9.9			?!	?	Figure reported bi-annually
DM13 All Local developments: % determined within 2 months	Support the growth of East Lothians economy	76.3			?!	?	Figure reported bi-annually
DM14 Householder developments: average time (weeks)	Support the growth of East Lothians economy	6.9			?!	?	Figure reported bi-annually
DM18 Approval Rates: Percentage of all applications granted in period	Support the growth of East Lothians economy	94.7			?!	?	Figure reported bi-annually
EDSI_B01 Number of Business Gateway-Start ups	Support the growth of East Lothians economy			10	?	?	The service is currently prioritising the business grants scheme - No data is available
EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	Support the growth of East Lothians economy			20.0	?	?	The service is currently prioritising the business grants scheme - No data is available
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	Reduce unemployment			12	?	?	The service is currently prioritising the business grants scheme - No data is available
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	Reduce unemployment	5.0%	5.0%		!	➔	3250 claimants at the end of December. The Scottish average is 5.9%. The 18 - 24 year age group is at 8%, whilst those 18 to 21 yrs is at 8.5%
LPS01 % spend with contracted suppliers	Support the growth of East Lothians economy	89.0			?!	?	

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	1.8	1.7			↓	Placement stability is a key factor in positive outcomes for young people. The average number of placement moves has remained static. The increase in placement moves during the last quarter was due to COVID
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	43.8	20.6			↓	34 children on the child protection register, with 7 on the register for more than 6 months at the end of December 2020. There has been a significant decrease in % of children on the register for more than 6 months in this quarter due to a number of large sibling groups being removed from the child protection register during this quarter.
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	0.3		!	n/a	Oct 2020 This indicator is a measure of the success of the effectiveness of signs of safety. Re-registrations within a 12 month period are rare and the performance in East Lothian is good. There are currently 32 children and young people on the Child Protection Register.

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
HSCP_CS04 Rate per 1,000 children in Formal Kin Care	Improve the life chances of the most vulnerable people in our society	2.3	2.3				Formal Kinship care is when a child or young person is looked after by family or friends under a looked after statute negating the need for Foster Care or Residential Care. The total in formal kin care of 50 children/young people, continues to remain well below the Scottish national average of 4.0. However we have a further 80 children and young people who we support under an informal kin care arrangement. Of those 80, there are 55 children and young people whose families have been supported to take on a residence order (section 11) to take them out of the hearing system. If these children were combined with those in formal kin care the rate per 1,000 would be more in line with the Scottish average.
HSCP_CS05 Rate per 1,000 children in Foster Care	Improve the life chances of the most vulnerable people in our society	4.6	4.1				The number of children in foster care fell during the last quarter and now stands at 88. However the challenge to recruit and retain sufficient foster carers is ongoing as the service is reliant on external placements which are more expensive. The East Lothian rate is below the Scottish average of 5.3.
HSCP_CS06 Rate per 1,000 children in Residential Care	Improve the life chances of the most vulnerable people in our society	1.7	1.8				There are 38 East Lothian young people in Residential Care. East Lothian has 13 places with two 6 bedded units and 1 specialist facility. External placements are subject to regular review and scrutiny under the Prevent and Return project which is having a positive impact on the numbers and the life chances of young people. The rate per 1,000 remains above the Scottish average of 1.5.

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
HSCP_CS07 Rate per 1,000 children on Home Supervision	Improve the life chances of the most vulnerable people in our society	3.2	3.2				There are 68 children/young people on a Home Supervision Order. 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. The rate per 1,000 is below the Scottish average of 3.7.
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	60.6	59.1		!	✘	
HSCP_01 Number of delayed discharge patients waiting over 2 weeks	Reduce hospital admissions and delayed discharge of older people	3	1	0	▲	✔	
SCL_SD01 Number of attendances at indoor sports and leisure facilities	Tackle obesity in children	9820	56307	130000	▲	✔	Slight upward trend due to some lifting of restrictions in Q3.
SCL_SD02 Number of attendances at pools	Tackle obesity in children	5801	36367	110000	▲	✔	Slight upward trend due to some lifting of restrictions in Q3.

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	15.87	21.43	26.00	★	↗	Processing performance is within target with a current YTD figure of 20.63 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 has been 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	4.99	7.93	6.00	●	↗	Processing performance is outwith target with a current YTD figure of 6.83 days. The impact of Covid19 on the economy and household incomes has led to an increase in the number of changes received. Current performance again reflects the huge efforts of staff in dealing with increasing workload and new priorities during these challenging times. High volumes of work with short turnaround times are generally received within the last quarter of the year e.g. annual rent increases and uprating of benefits, so this should see our overall annual performance target being met
CF001 Percentage of invoices paid on time	Provide efficient services	85.4	82.8	90.0	●	↘	Total number of invoices paid is 21,964 between Oct & Dec with 18,195 being paid on time.
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	Provide efficient services	92.5	85.7		!	↘	

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	Provide efficient services	86.53	88.15		!	↕	
REV06 Business Rates in-year collection	Provide efficient services	30.7	77.1	86.3	▲	↕	Our outstanding software changes were applied to our Live system in early December and updated bills were issued to all local businesses. No statutory debt recovery work has been carried out in 2020/21 and this remains suspended temporarily with future activity being considered/reviewed on a regular basis, in line with future lockdown/restriction reviews. The temporary suspension of debt recovery work in 2020/21 has significantly impacted on our ability to collect outstanding rates due, however it is felt that this is the right decision given the circumstances. Our Business Rates team are working closely with many local business owners and encouraging those who can pay to do so. However, many ratepayers are simply unable to pay and Officers are providing advice and support where needed. Officers are also now seeing requests for balances outstanding this financial year to be deferred for payment into 2021/22. The situation remains under close scrutiny.

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV07 Council Tax in-year collection	Provide efficient services	52.8	81.1	82.3	●	↕	Council Tax collection rates continue to be impacted adversely by COVID-19. The Christmas period is typically difficult for all collections teams, and this year has brought about additional challenges. Statutory debt recovery work has been suspended temporarily in 2020/21 in line with national restrictions/lockdown. This work restarted in August 2020, however this generated significant volumes of incoming work for the Council Tax team. We are pleased to report that although the outstanding volumes remain high, we are continuing to report reductions in the outstanding workload week to week, as a result of the tremendous efforts of the team. Work also continues to provide help and advice for the many households in need of financial support. It is worth mentioning, that we are also approaching our annual billing period, which is a particularly busy time for all Revenues teams.

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV08 Value of current tenants rent arrears	Provide efficient services	1,529,248.7	1,356,943.1	1,263,398.3	▲	↓	Our end Q3 position is always impacted positively by the Winter rent free fortnight which takes place in December. I am pleased to report that as a result of this, we have seen a significant reduction in outstanding debt in December 2020. This means that our in-year increase in debt is now £66,966.50 (5.19%). Although this is an excellent result, when comparing to previous year, the impact of COVID-19 is more evident. By way of comparison, at end December 2019, we were reporting an in-year reduction in debt of £183,905.35 (12.71%), therefore, we are reporting higher levels of debt than we would expect in a normal year. The situation in Rent Income is very similar to that mentioned for Council Tax, whereby legal related debt recovery work has been temporarily suspended in 2020/21. Rent Income staff continue to work with tenants who have accrued debt in order to manage down rent arrears and signpost tenants to other forms of financial support available if in needed of further help.

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

Date	Performance Monitoring / Inspection Reports	Other Reports / Reports Requested by Members
9 June 2021	<p><i>Usual June reports:</i></p> <p>Q4 2020/21 Performance/Annual Performance Customer Feedback Annual Report 2020/21</p> <p><i>c/f as did not go to February PPRC:</i></p> <p>Public Protection Interim Update 2020/21</p>	<p><i>See information below</i></p>

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To be discussed at subsequent PPRC meeting:

- Review of Social Care Charging in Light of New COSLA Guidance (postponed from February meeting as COSLA guidance still awaited)

To be lodged in the Members' Library Service (MLS):

- Q2 2020/21 Performance
- Public Protection Annual Report 2019/20
- Local Government Benchmarking Framework 2019/20
- Road Asset Management
- Tourism Strategy
- Update on Preston Tower and Doocot (to be lodged once sufficient progress has been made or sooner if any grant issues arise)

Reports postponed, to be lodged in MLS or discussed at subsequent PPRC, TBC

- Review of budget for Coastal Car Parking (service not in a position to bring this report due to current pandemic)

Action to be confirmed:

- Progress against ELC Records Management Plan
- Review of Policy for Community Group Charging (TTROs, Licences, etc.)
- Review of Impact of Immigration Policy on East Lothian (particularly hospitality/agriculture/social care sectors) (No progress due to COVID priorities taking precedence.)