



MINUTES OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

WEDNESDAY 24 FEBRUARY 2021
VIA A DIGITAL MEETING FACILITY

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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

Other Councillors Present:

Councillor J McMillan

Council Officials Present:

Ms L Brown, Executive Director for Education and Children's Services
Ms S Fortune, Head of Finance
Ms L Gillingwater, Team Manager – Democratic and Licensing
Mr J Lamond, Executive Director for Council Resources
Mr A McCrorie, Depute Chief Executive (Resources and People Services)
Ms M Patterson, Chief Executive
Mr D Proudfoot, Executive Director for Place
Mr T Reid, Head of Infrastructure
Ms C Rodgers, Team Manager - Improvement
Ms S Saunders, Head of Communities and Partnerships
Mr G Stewart, Policy Officer
Ms J Tait, Chief Operating Officer, Children's Services and CSWO
Mr P Vestri, Service Manager – Improvement, Policy and Communications

Clerk:

Ms B Crichton

Apologies:

Councillor T Trotter

Declarations of Interest:

None

1. MINUTES FOR APPROVAL – PPRC, 7 OCTOBER 2020

The minutes of the meeting of the Policy and Performance Review Committee of 7 October 2020 were approved as an accurate record of the meeting.

2. 2020/21 Q3 PERFORMANCE INDICATORS

A report was submitted by the Head of Communities and Partnerships providing information regarding the performance of Council services during Q3 2020/21 (October – December 2020). The report also included information on indicators which had been most significantly impacted by Covid-19.

Paolo Vestri, Service Manager – Improvement, Policy and Communications, presented the report. He took Members through the report and drew attention to information in the appendix, and noted that the Q2 report had recently been submitted to the Members' Library Service. He advised that there had been a delayed impact of Covid-19 on homelessness across the country and there may be further pressure on community housing in time. He noted the increase in fly tipping from Q2-Q3, but advised that there had been a decrease in incidents from the previous reporting year. He described the decrease in visits to recycling centres as unsurprising given the significant increase seen in Q2, but figures were nevertheless well above target. He advised that East Lothian had consistently been one of the top performing Scottish councils in terms of delayed discharge patients. He noted that there would be almost no attendance in sports facilities in the next quarter due to closures relating to Covid-19 restrictions. He advised that staff had been working to administer Covid-19-related business grants, which explained the reduction in performance in housing benefit claims. He also advised that enforcement action had reduced in terms of rent and council tax arrears, which may explain the reported reduction in rent arrears.

Councillor Gilbert questioned whether working from home had had affected council income. Mr Vestri advised that there had been a marginal decrease in council tax collected and a reduction in rent arrears due to the rent free fortnight in December; it would take some time for the full impact of Covid-19 to come through in the figures. Ms Fortune advised that home working had not necessarily had an impact on the council's revenue streams, as many activities had been able to continue through the period of home working, but noted the effect on revenue streams of the wider impact of the pandemic.

Responding to a question from Councillor Mackett, Douglas Proudfoot, Executive Director for Place, advised that rental income and income from temporary accommodation were reported separately; temporary accommodation sat within general services in the homelessness area. Therefore, this income was not included within the housing revenue account.

Councillor McGinn asked whether the council held a current list of reputable businesses licensed to collect waste from households in East Lothian, and suggested that this could be considered to take a more local approach to the issue of fly tipping. He also asked whether figures were held on the number of individuals or firms prosecuted for fly tipping. Tom Reid, Head of Infrastructure, advised that waste carriers' licences sat entirely with SEPA and that SEPA held this information on their website as it was constantly changing. He thought the ability to renew licences and carry out checks was greatly disrupted by the cyber attacks on SEPA, which may have led to an increase in fly tipping as inappropriate contractors were used. He referenced the reduced operating hours and tighter controls on the City of Edinburgh's waste practices, which often resulted in a spike in fly tipping; it was thought that most fly tipping in East Lothian originated from outwith the county. He advised that a multiagency approach had led to a number of prosecutions for fly tipping on the Whitehill Farm land. He advised that working through the waste chain was used to try to identify

offenders, and sometimes an educational approach was taken. Ms Saunders, Head of Communities and Partnerships, added that she would share data with Councillor McGinn to give an idea of the scale of the problem and enforcement in the county. She described some of the challenges around enforcement, as it is not always possible to identify who has dumped the waste. The East Lothian Partnership Against Rural Crime (ELPARC) were working through a programme of initiatives to discourage fly tipping in the country and to develop engagement with community rural volunteers. Ms Saunders would keep Councillor McGinn and Members up to date as work progressed with ELPARC.

Councillor Hoy asked about the decrease in the number of children in foster care. He recognised the challenge to recruit and retain foster carers and questioned whether this should be a cause for concern moving forward. Judith Tait, Chief Social Work Officer and Head of Children's Services, advised that there was a service-wide drive to try to increase the number of children in kin-care placements, which was a positive development. The decrease in children in foster care also signalled that support to families to provide care for children was showing results. Recruitment was a priority and was going well, but was not currently keeping up with the rate at which foster carers were retiring from service. She advised that Covid-19 restrictions had put families under increased stress and had led to additional pressure on placements and some placement breakdowns.

Councillor McGinn asked whether there had been any presentations by unaccompanied young people seeking asylum or young people who had been trafficked into the country. Ms Tait advised that no increase had been seen in the last year; East Lothian was still responsible for five young people. The Home Office were pushing to take forward the National Transfer Scheme, currently under negotiation, which may lead to unavoidable increases. Ms Tait advised that while the service would want to play a part in helping affected young people resettle, there was a lack of appropriate accommodation to facilitate such placements, and she described some of the challenges associated with supporting young people in these circumstances.

The Convener referenced businesses who had requested business rates payments to be deferred to the following year and enquired about the policy surrounding this. Sarah Fortune, Head of Finance, advised that any revenue stream from the non-domestic rates went back into the national pool, so this would not directly impact on East Lothian's revenue stream coming from non-domestic rates. Ms Fortune would take Councillor Findlay's question regarding policy around deferral of outstanding balances offline.

The Convener also enquired about the reasons behind the increase in time taken for traffic light repairs. Mr Reid advised there had been issues getting contractors out to make repairs due to Covid-19, but advised that this was now back on track.

The Convener extended thanks to all staff for their efforts, and hoped that as we came out of the pandemic, improvements would continue to be seen to performance indicators. Councillor Mackett also echoed these sentiments and thought that assistance from staff to the public and Elected Members alike had not changed despite difficult circumstances.

Decision

The Committee agreed to note the report and 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.

6. WORK PROGRAMME

An updated work programme detailed the reports scheduled for the PPRC for the remaining meeting in session 2020/21. Due to the Covid-19 response, all council committees were currently working in Business Critical Mode, and as such, a list of reports which would be lodged in the Member's Library or presented to a subsequent PPRC meeting was also provided in the papers.

The Convener enquired when COSLA guidance would be made available and asked for an update as to when the review of social care charging report could be made to PPRC. Monica Patterson, Chief Executive, advised that the COSLA guidance had just been received, but it was not yet clear whether this could be reported to the June PPRC; the guidance would need to be reflected upon in the context of the wider review of social care. It was expected that the report would be made either to the June 2021 or the following PPRC meeting.

The Convener also referenced the closure of the coastal car parks and the effect on the planned budget report. He requested that a report be made on the Coast and Countryside Management Plan to the first PPRC after the close of the summer season. Mr Reid welcomed the opportunity to widen the report beyond only the coastal car parking budget to look at investment made and the entire Coast and Countryside Management Plan.

Councillor McLennan raised the following topics:

- the reprovisioning of care facilities, such as Belhaven and Edington;
- a review of the Economic Development Strategy and Tourism Strategy; and
- the drugs strategy in East Lothian.

Ms Tait advised that officers within health and social care were planning a Members' Briefing on the approach in East Lothian to prevention of drug-related deaths. Councillor McLennan agreed that the issue could be revisited after the Members' Briefing if PPRC Members felt the issue required further scrutiny.

Mr Proudfoot commented that the areas of economic development and tourism had been materially affected by the pandemic, and there was much going on in these spaces. He suggested that conversations could be held with the Convener and Councillor McLennan through the Connected Economy Group (CEG) to discuss how and when this could be brought together. Councillor McLennan and the Convener confirmed they were happy for these areas to be discussed firstly through the CEG and then brought back to PPRC if necessary.

The Convener agreed to discuss the reprovisioning of care facilities with Alison Macdonald, Chief Officer – East Lothian Health and Social Care Partnership, and would come back to Councillor McLennan offline.

Councillor Hoy enquired as to the best forum to discuss the pilot scheme for continued nursery funding in response to the 'Give Them Time' campaign. Pilot areas had been announced for 2021/22, and he questioned when East Lothian's policy deferrals should be reviewed and whether presenting East Lothian as a pilot authority for 2022/23 should be explored. Lesley Brown, Executive Director for Education and Children's Services, advised that this was an area of active consideration within the department. The Scottish Government had written to the Education Authority to say that there should be no update to policy or guidance at this stage, as the focus should be on planning for when the legislation comes into force in 2023. She advised that the Education Authority were very conscious of the impact of the pandemic and were looking carefully at deferral applications. She advised that implications the legislation would be considered as part of a report on 1140 Hours to Education Committee and/or as part of a Members' Briefing.

DRAFT

Signed

Councillor Jeremy Findlay
Convener of the Policy and Performance Review Committee

REPORT TO: Policy and Performance Review Committee
MEETING DATE: 9 June 2021
BY: Executive Director for Place
SUBJECT: Local Government Benchmarking Framework 2019/20

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1 PURPOSE

- 1.1 To provide the Policy and Performance Review Committee (PPRC) with a summary of East Lothian Council's performance according to the Local Government Benchmarking Framework 2019/20.

2 RECOMMENDATIONS

The Committee is asked to:

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

3 BACKGROUND

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

Social Housing Charter, the Scottish Household Survey (SHS) and Skills Development Scotland.

- 3.3 The LGBF now includes a total of 98 indicators around three factors - cost, performance, and satisfaction. 87 indicators have values in the LGBF Overview 2019/20 report that was published on 26th February 2021. Other indicators were not released until March, following completion of the Scottish Government's validation process on the finance data and to allow inclusion of the Looked After Children data so were not included in the Overview report.
- 3.4 The LGBF is evolving in the review and development of measures. The 2019/20 release includes new financial sustainability and tackling climate change measures:
- FINSUS 1: Total useable reserves as a % of council annual budgeted net revenue.
 - FINSUS 2: Uncommitted General Fund Balance as a % of council annual budgeted net revenue
 - FINSUS 3: Ratio of Financing Costs to Net Revenue Stream – General Fund
 - FINSUS 4: Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account
 - FINSUS 5: Actual outturn as a percentage of budgeted expenditure
 - CLIM1: CO2 emissions area wide per capita
 - CLIM2: CO2 emissions area wide: emissions within scope of LA per capita
- 3.5 Following the cancellation of the SQA examinations in 2020 and the awarding of grades based on teacher estimates of predicted attainment, the Scottish Government has advised that attainment data gathered for session 2019-20 is not comparable to data gathered in previous school sessions and should not be used for the purposes of comparative analysis of performance or trends in attainment over time. In order to comply with the Scottish Government position on this matter, SQA examination data has not been included in this report. Therefore, indicators CHN4 to 7 and CHN12a to 12f are not included for benchmarking. With the further cancellation of the SQA examinations in 2021, it is likely that data gathered from this diet will also be impacted.

National Overview

- 3.6 The LGBF National Overview Report provides analysis of the national trends and variations across all councils. This is available from the link provided under background papers.
- 3.7 The LGBF National Overview Report highlights that across the last 10 year period (2010/11 – 2019/20) total revenue funding for councils has reduced by 7.2%% in real terms. There has been an increasing reliance on savings, charges, reserves and income to bridge the gap in funding. After years of reductions in expenditure in unprotected services such as culture and leisure, planning, roads and environmental services – the reductions seem to be levelling off in most service areas.
- 3.8 The report, which uses data from the Local Financial Returns (LFR) rather than actual budgets, shows that in East Lothian since the launch of the LGBF in

2010/11 to 2019/20, most unprotected services have seen a drop in real terms gross expenditure including Total General Fund spending down by 1.4%, Culture and Leisure down by 26%, Roads down by 33.8% and Environmental Services down by 12.8%. However, spending on 'protected services' has grown in real terms since 2010/11; for example, Education is up by 11.2%, Adult Social Care is up by 16% and Looked After Children is up by 82.9% since 2010/11. Economic development shows an increase of 136% since 2010.

Interpretation of Benchmarking Results

- 3.9 All cost indicators are profiled as lower cost is better with a rank of 1. The majority of performance and satisfaction indicators are profiled as the highest is better with a rank of 1. Councils use ranking and quartile placements to determine their overall position across Scotland relative to other councils.
- 3.10 However, it should be noted that ranking alone is not a useful method of benchmarking council performance. Many councils will have different priorities in respect to each LGBF indicator. There will be operational differences and demographic and geographical influences that can impact on cost and performance.

Benchmarking & Family Groups

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

Table 1: Benchmarking Family Groups

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

2019/20 Performance

- 3.13 Appendix 1 provides 2019/20 LGBF summary performance results for the Council in relation to each measure. It provides a comparison with last year's performance; the Scottish average; comparison against the Family Group median value; and the overall rank position.
- 3.14 The following analysis only includes indicators which have comparative previous year's data. Of the 87 LGBF indicators with values for 2018/19 and 2019/20, 54 are indicators relating to the performance of services in delivering outputs and outcomes, 22 are indicators that relate to the cost of delivering services, and the remaining 11 are satisfaction indicators. All cost indicators have been adjusted for inflation to provide a real cost comparison on trend data.
- 3.15 Appendix 2, provides the LGBF Performance Report by category and measure type and includes additional commentary for each measure.
- 3.16 Table 2 provides a breakdown of the number of indicators that improved or declined by at least 4% between 2018/19 and 2019/20 by indicator type. Although it should be noted that crude comparisons are not altogether useful as it is important to take account of the reasons behind the data and movements as outlined in the comments section in the Appendices. Overall in 2019/20, whilst 34 (39%) indicators improved and 31 (36%) remained roughly static, 22 indicators (25%) declined.

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

	Improved Status	No Change Status	Declined
Cost	8	2	12
Performance	23	22	9
Satisfaction	3	7	1
Grand Total	34	31	22

Based on 87 measures with a previous comparable value

- 3.17 Twelve of the 22 cost indicators declined (increased costs) whilst 8 improved (lowered costs). Nine of the 54 performance indicators declined, 23 improved, and 22 showed less than a 4% change (no change). One satisfaction indicator declined by more than 4%, 3 improved and 7 showed no change.
- 3.18 Data for LGBF satisfaction rates is drawn from the Scottish Household Survey (SHS). It should be noted that there has been a distinct national trend over the last few years in declining satisfaction levels across Scotland, as measured by the SHS. This national downward trend is particularly evident in satisfaction with schools, sports and museums. Since the local authority sample size for the SHS in a single year is low the LGBF uses three years aggregate data. The SHS survey does not distinguish between users of services and non-users. So for example the respondents to the questions about satisfaction with schools or with libraries may not be parents or library users.
- 3.19 Local surveys based on service users tend to be more representative and are consistently higher. Table 3 shows the results of the council's own 2019 Residents

Survey against some of the LGBF satisfaction measures. The council's survey, which is based on a large sample of residents and distinguishes between respondents with a knowledge of the services and those with no view (Don't Know), shows higher levels of satisfaction across most services than the SHS based LGBF.

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

Service	LGBF 2019/20	ELC 2019	ELC 2017	Var + / -
Parks, gardens and open spaces	85%	98%	94%	4
Waste	79%	94%	91%	3
Libraries	75%	93%	88%	5
Schools	69%	92%	90%	2
Council House repairs service	na	90%	75%	15
Play areas	na	89%	80%	9
Support for frail/ older people	na	87%	85%	2
Street cleaning	78%	86%	87%	-1
Roads maintenance	na	69%	68%	1

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

3.20 Comparison of East Lothian indicators against the Scottish average shows that 46 (58%) of the indicators are performing better than the Scottish average. East Lothian Council's quartile performance when ranking each performance indicator from 1 (highest performance/low cost) to 32 (lowest performance/high cost) improved slightly during 2019/20. Over a quarter of the council's indicators (26.4%) are in quartile 1 in 2019/20 compared to just 15% in 2018/19. Overall, 54% of the council's indicators are in quartile 1 and 2 compared to 45.6% in 2018/19. It should be noted that previous values can be updated to take into account corrections from all councils. This will affect ranking and quartile position for East Lothian Council.

Table 4: Count of LGBF indicators by quartile and year

Quartile	2018/19	%	2019/20	%
Quartile 1	14	15.2 %	23	26.4 %
Quartile 2	28	30.4 %	24	27.6 %
Quartile 3	30	32.6 %	24	27.6 %
Quartile 4	20	21.7 %	16	18.4 %

Positive Indicators

3.21 The following are some of the indicators that showed marked improvement in 2019/20:

- ENV2a: Net cost per waste collection per premise increased slightly to £71.20. Costs remain below the Scottish average of £98.70. Local satisfaction results for waste collection remain high at 94% (Residents Survey 2019)
- ENV5a: Cost of Trading Standards, Money Advice & Citizen Advice per 1000 now includes £180,000 for money advice. This has increased gross

expenditure to £331,000. However, costs remain lower than the Scottish average and within the top 25% when compared to other councils.

- ENV4c: The majority of Environmental Service indicators are now performing better than the Scottish average. The percentage of B class roads that should be considered for maintenance treatment is 38.82%, which is an improvement from 18/19 where it was 42.7%. This is a positive improvement. The Scottish average is 35% so going in the right direction. The continued increased capital investment is bearing fruit, but this is predicated on the blend between preventative and renewals. The roads indicators can take a significant period of time to register the improvement or the level of defect. For example, 100% of A roads are measured annually, 50% of B, 25% of C and 10% of U and this can skew the figures. An important point to note is that the level of cost /investment is inversely proportionate to the condition.
- Corp 4: The cost per dwelling of collecting council tax has reduced from £6.81 (inflation adjusted) to £5.12. Rank position improved from 14th to 7th. The reduction in the cost of the service and an increase in domestic properties have impacted on this measure. The reduction in Service costs are due to a number of factors, including a reduction in the percentage split of management and support/development costs allocated to Council Tax (from 25% to 20%), due to there being more teams within the Revenues service; work undertaken on Sheriff Officer and Allpay fees to ensure an accurate split of fees across all Revenues services, leading to a reduction in the costs allocated to Council Tax; a reduction in overall debt management costs within Revenues, leading to a lower allocation of costs to Council Tax; vacancies within the Council Tax and Debt Management teams, pending the outcome of a service review.
- Corp 6a & 6b: Average days absent per Teacher has reduced from 6.4 days to 4.92 days. Absence levels for other employees reduced to 9.46 days. ELC now ranks second for both of these measures compared to 19th for teachers and 18th for other employees the previous year.
- HSN1b; Gross rent arrears reduced from 7.5% at end 2018/19 to 6.29% at end 2019/20. Performance is now within the first quartile.
- HSN2: Percentage of rent due in the year that was lost due to voids has reduced by over 55% from 1.2% to 0.53% for 2019/20. ELC now ranks 3rd when compared with other councils. A significant improvement from 19th place the previous year.
- HSN5a: % of council buildings that are energy efficient increased from 58.5% to 82.8% and now ranks 15th compared to 24th due to investment in energy measures as part of the council's capital housing modernisation programme.
- SW2: SDS spend on adults 18 years and over as a percent of social work spend has increased from 4.4% to 7.17% for 2019/20. Rank position has improved when compared with other councils from 19th to 8th, which places ELC within the first quartile.

- SW8: Number of days people aged 75+ per 1000 spend in hospital when they are ready to be discharged reduced from 640.6 per 1000 to 326.9, with ranking now in the first quartile.
- C&L5a; 5b; 5c; & 5d: Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. Satisfaction with libraries increased from 69% to 74.5%. Satisfaction of leisure facilities also improved from 68.2% to 71.8%.
- CHN22: % of child protection re-registrations within 18 months fell from 4.6% to 0 and East Lothian's ranking improved from 9th to 1st.
- CHN23: % of Looked After Children with more than 1 placement in the last 12 months fell from 26.4% to 16.9% and East Lothian's ranking improved from 24th to 10th.

Areas for further investigation and improvement

3.22 Several indicators have declining performance or are within quartiles 3 or 4 and require further investigation through benchmarking activity:

- ENV4a: Cost per Km of road increased from £6775.6 to £8323. This is due to an increase in gross expenditure of 22.8% in road and winter maintenance. Km of roads remained the same at 1,367. The LGBF dataset comprises both revenue and capital spend. Revenue spend was £2.412m. Capital spend increased from £6.559 million to £8.969 million and included the purchase of land for the A1/QMU junction upgrade and an increase in externally funded spend.

One of the main changes in recent years is the length of KM of Roads that we maintain. It has gone from 920km which was the same for over 10 years up to 2017/18 to 1367km from 18/19. This resulted from a major piece of work undertaken in 2018/19, which involved consolidating historic data from various sources and records being transferred to a computerised system, which was much more accurate. In addition, all new roads that had been constructed and adopted during the past 10 years were also added.

- ECON1: Unemployed People Assisted into work from Council operated / funded Employability Programmes remains within the fourth quartile at 5.71%. The Scottish average is 12.7%. This indicator is a measure of the total number of registered unemployed people in a year having received support from a Council funded / operated employability programme and who go on to access employment.
- C&L1: Cost per attendance at sports facilities increased from £3.5 to £3.7. Rank position declined to 27th. The Scottish average for this measure is £2.7. Net expenditure reduced from £3,947 to £3,678 (£000s) and number of attendances also reduced from 1,138,913 to 991,442 in 2019/20.

- Corp 8: Payment of invoices within 30 days remains within the fourth quartile at 86%; the Scottish average is 91.7%.
- Corp-Asset1: Percentage of operational buildings that are suitable for their current use has declined slightly from 84.9% to 81.3%. Performance is under the Scottish average of 82.5%. Rank position has moved from 16th to 22 (quartile 3). There were recent changes to the suitability survey format, which may have had some impact on the performance results. Further analysis is taking place to determine what factors have led to the slight decline and what actions we can be taken to address any issues raised within the budget.

4 POLICY IMPLICATIONS

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

5 INTEGRATED IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

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

7 BACKGROUND PAPERS

- 7.1 Appendix 1: East Lothian LGBF Summary Report 2019/20
- 7.2 Appendix 2: East Lothian LGBF Performance Report 2019/20 (Service Categories /Indicator Type)
- 7.3 National Benchmarking Overview Report 2019/20:
<https://www.improvementservice.org.uk/benchmarking/reports>

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Appendix 1 - LGBF Summary Report 2019/20

2019/20

East Lothian

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
CHN1	Cost Per Primary School Pupil	4796.3	5000.46	204.2	5598.9	1	1
CHN2	Cost per Secondary School Pupil	6564.0	6849.98	286.0	7537.7	3	1
CHN3	Cost per Pre-School Education place	3954.5	5564.26	1609.8	6786.8	5	1
CHN8a	The Gross Cost of "Children Looked After" in Residential based services per Child per Week	2712.7	3559.13	846.4	3852.7	13	2
CHN8b	The Gross Cost of "Children Looked After" in a community setting per Child per Week	284.5	231.99	-52.5	349.7	5	1
CHN9	Balance of Care for 'looked after children': % of children being looked after in the community	82.5	84.62	2.1	90.1	26	4
CHN10	% of adults satisfied with local schools	71.9	69.20	-2.7	71.8	26	4
CHN11	Proportion of pupils entering positive destinations	95.8	92.49	-3.3	93.3	19	3
CHN17	Percentage of children meeting developmental milestones	85.8	86.60	0.8	85.7	12	2
CHN18	% of funded early years provision which is graded good/better	83.9	84.20	0.3	90.2	28	4
CHN19a	% rate of school attendance	93.1					
CHN19b	% school attendance for 'Looked After Children'	86.0					
CHN20a	school exclusion rate per 1000 pupils	16.8					
CHN20b	School exclusion rate per 1000 Looked After Children	206.9					
CHN21	Participation Rates for 16-19 year olds	94.0	94.46	0.5	92.1	8	1
CHN22	% of child protection re-registrations within 18 months	4.8	0.00	-4.8	6.9	1	1
CHN23	Percentage of looked after children with more than 1 placement in the last year (Aug-July)	26.4	16.92	-9.5	16.7	10	2
CORP 1	Support services as a % of Total Gross expenditure	5.3	5.03	-0.2	4.0	24	3
CORP 3b	The percentage of the highest paid 5% of employees who are women	54.1	56.30	2.2	56.7	16	2
CORP 3c	The gender pay gap	3.3	2.30	-1.0	3.4	13	2
CORP 4	The cost per dwelling of collecting council tax	6.8	5.12	-1.7	6.6	7	1
CORP 6a	Sickness Absence Days per Teacher	6.4	4.92	-1.5	6.3	2	1
CORP 6b	Sickness Absence Days per Employee (non-teacher)	11.7	9.46	-2.3	11.9	2	1
CORP 7	Percentage of income due from Council Tax received by the end of the year	96.9	96.75	-0.1	95.8	10	2
CORP 8	Percentage of invoices sampled that were paid within 30 days	86.1	86.00	-0.1	91.7	26	4
CORP-ASSET1	% of operational buildings that are suitable for their current use	84.9	81.31	-3.6	82.5	22	3
CORP-ASSET2	% of internal floor area of operational buildings in satisfactory condition	89.1	89.30	0.2	88.6	18	3
SW1	Home Care Costs per Hour for people 65 or over	16.5	15.21	-1.3	26.0	3	1
SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+	4.4	7.17	2.8	7.8	8	1
SW3a	% of people aged 65 or over with long term care needs receiving personal care at home	60.0	60.97	0.9	61.7	21	3
SW4b	% of adults who agree that their services had an impact in improving their quality of life		70.02	-4.9	80.0	31	4
SW4c	% of adults supported at home who agree they are supported to live as independently as possible		71.63	71.6	80.8	31	4
SW4d	% of adults supported at home who agree they had a say in how their care/support was provided		75.49	75.5	75.4	15	2
SW4e	% of carers who feel supported to continue in their caring role		32.67	32.7	34.3	24	3
SW5	Residential Care Costs per week per resident for people aged 65 or over	439.1	406.58	-32.5	401.5	17	3
SW6	Rate of readmission to hospital within 28 days per 1,000 discharges	99.3	101.70	2.4	104.7	14	2
SW7	% Proportion of care services graded "good" or better in Care Inspectorate inspections	76.5	80.00	3.5	81.8	18	3
SW8	Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	640.7	326.98	-313.7	773.8	7	1
C&L1	Cost per attendance at sports facilities	3.5	3.71	0.2	2.7	27	4
C&L2	Cost per library visit	1.9	2.03	0.1	2.0	12	2
C&L3	Cost of museums per visit	1.8	1.87	0.1	3.3	7	1
C&L4	Cost of parks & open spaces per 1,000 population	27859.8	25688.67	-2171.1	20111.9	28	4
C&L5a	% of adults satisfied with libraries	69.2	74.50	5.3	72.4	16	2
C&L5b	% of adults satisfied with parks and open spaces	85.4	87.37	2.0	83.5	10	2
C&L5c	% of adults satisfied with museums and galleries	61.0	64.30	3.3	69.3	16	2
C&L5d	% of adults satisfied with leisure facilities	68.2	71.87	3.7	70.1	15	2
ENV1a	Net cost per Waste collection per premise	58.9	58.24	-0.7	68.8	15	2
ENV2a	Net cost per waste disposal per premise	68.2	71.20	3.0	98.8	4	1
ENV3a	Net cost of street cleaning per 1,000 population	13072.9	11737.79	-1335.1	15230.1	17	3
ENV3c	Street cleanliness score	91.8	91.40	-0.4	92.2	20	3
ENV4a	Cost of maintenance per kilometre of roads	6775.6	8040.08	1264.5	9707.4	11	2
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	31.8	30.45	-1.3	30.6	22	3
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	42.7	38.32	-4.4	35.0	29	4
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	34.3	30.85	-3.4	35.1	12	2
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment	33.0	33.24	0.2	37.8	9	2
ENV5	Cost of trading standards and environmental health per 1,000 population	12550.0	14371.09	1821.1	19938.4	5	1
ENV5a	Cost of Trading Standards, Money Advice & Citizen Advice per 1000	1336.3	3090.86	1754.5	6162.3	4	1
ENV5b	Cost of Environmental Health per 1000 population	11213.6	11280.23	66.6	13776.2	13	2
ENV6	% of total household waste arising that is recycled	53.1	55.31	2.2	44.9	9	2
ENV7a	% of adults satisfied with refuse collection	79.8	79.43	-0.3	74.3	17	3
ENV7b	% of adults satisfied with street cleaning	78.9	77.57	-1.3	62.6	1	1
HSN1b	Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	7.5	6.29	-1.2	7.3	7	1
HSN2	Percentage of rent due in the year that was lost due to voids	1.2	0.53	-0.7	1.1	3	1
HSN3	Percentage of dwellings meeting Scottish Housing Standards	96.7	97.45	0.8	94.9	8	1
HSN4b	Average time taken (days) to complete non-emergency repairs	9.0	7.23	-1.7	7.3	15	2
HSN5a	Percentage of council dwellings that are energy efficient	58.5	82.81	24.3	84.1	15	2
ECON1	Unemployed People Assisted into work from Council operated / funded Employability Programmes	5.7	5.71	0.1	12.7	27	4
ECON2	Cost of Planning & Building Standards per planning application	3061.3	3536.72	475.4	4440.2	6	1

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
ECON3	Average time per business and industry planning application (weeks)	10.8	10.74	-0.1	10.5	22	◆ 3
ECON4	% of procurement spent on local enterprises	19.4	24.90	5.5	28.5	18	◆ 3
ECON5	No of business gateway start-ups per 10,000 population	18.5	16.71	-1.8	16.4	18	◆ 3
ECON6	Cost of Economic Development & Tourism per 1,000 Population	53811.9	48930.81	-4881.1	102811.1	8	● 1
ECON7	Proportion of people earning less than the living wage	20.8	16.60	-4.2	16.9	10	▲ 2
ECON8	Proportion of properties receiving superfast broadband	88.9	92.80	3.9	93.3	20	◆ 3
ECON9	Town Vacancy Rates	8.4	9.18	0.8	11.7	12	▲ 2
ECON10	Available employment land as a % of total land allocated for employment purposes in LDP	7.3	7.29	0.0	36.2	30	◆ 4
FINSUS1	Total useable reserves as a % of council annual budgeted net revenue	11.2	8.69	-2.5	16.9	29	◆ 4
FINSUS2	Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.7	1.62	0.0	3.8	26	◆ 4
FINSUS3	Ratio of Financing Costs to Net Revenue Stream – General Fund	6.9	6.03	-0.9	7.2	10	▲ 2
FINSUS4	Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	29.8	31.92	2.1	22.6	21	◆ 3
FINSUS5	Actual outturn as a percentage of budgeted expenditure	98.8	101.31	2.5	99.4	1	● 1
CLIM1	CO2 emissions area wide per capita	10.8					
CLIM2	CO2 emissions area wide: emissions within scope of LA per capita	5.1					

Appendix 2 - LGBF Performance Report 2019/20 (Service Categories / Measure Type)

Fiscal_YR	2019/20
Local Authority	East Lothian



Key to Icons

Values

● = Better than the Scottish Average (Profile based)

Quartile

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

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

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

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

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

CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

All previous costs values are real adjusted costs



LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Cost										
Children's Services										
CHN1 Cost Per Primary School Pupil	4796.3	5000.46 ●	5598.9	204.2	4.3 %	1	2	1 ●	5481.1	Primary education gross expenditure increased in real terms from £41,541 to £43,134 (£000s). Number of pupils is 8626. Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
CHN2 Cost per Secondary School Pupil	6564.0	6849.98 ●	7537.7	286.0	4.4 %	3	1	1 ●	7186.3	Secondary education gross expenditure increased in real terms from £38,117 to £41,278 (£000s). Number of pupils increased from 5,807 to 6,026. Overall, ELC cost per secondary pupil is the lowest when compared to other councils. The national average is £7531.
CHN3 Cost per Pre-School Education place	3954.5	5564.26 ●	6786.8	1609.8	40.7 %	5	5	1 ●	6093.4	Cost per Pre-School Education place increased by 8.5% to £5564 in 2019/20. The number of places increased by 140 to 1,992. Gross expenditure increased against the previous year from £7,324 to £11,084 (£000s) in real terms. Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
CHN8a The Gross Cost of "Children Looked After" in Residential based services per Child per Week	2712.7	3559.13 ●	3852.7	846.4	31.2 %	13	5	2 ▲	3803.9	The Gross cost of residential care has increased by 31.2% to £3559.13 per week in 2019/20.
CHN8b The Gross Cost of "Children Looked After" in a community setting per Child per Week	284.5	231.99 ●	349.7	-52.5	-18.5 %	5	10	1 ●	306.3	The Gross cost has reduced by 18.5% to £231.99 per week.
Corporate Services										
CORP 1 Support services as a % of Total Gross expenditure	5.3	5.03	4.0	-0.2	-4.5 %	24	27	3 ▲	4.0	
CORP 4 The cost per dwelling of collecting council tax	6.81	5.12 ●	6.6	-1.7	-24.8 %	7	14	1 ●	6.0	There has been a 24.8% decrease in the reported figure for 2019/20 to £5.21 per dwelling, which is less than the Scottish average of £6.6. The number of dwellings has increased from 48,437 to 49,470 in 2019/20. The net cost of collecting Council Tax reduced from £329,943 (inflation adjusted) to £253,411 in 2019/20.

Fiscal_YR 2019/20
Local Authority East Lothian



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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years
All previous costs values are real adjusted costs



LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Adult Care Services										
SW1 Home Care Costs per Hour for people 65 or over	16.5	15.21 ●	26.0	-1.3	-7.6 %	3	4	1 ●	26.7	Home care cost per hour have reduced to £15.21. The total home care cost for East Lothian reduced from £9,179 to £8,498 (£000s). The number of care hours provided for the year increased from 557,492 to 558,695 . Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
SW5 Residential Care Costs per week per resident for people aged 65 or over	439.1	406.58 ●	401.5	-32.5	-7.4 %	17	19	3 ▲	432.1	Residential care costs per week for people aged 65 and over reduced from £439 to £406.58 for 2019/20. This is just above the Scottish average and lower than the family group median.
Environmental Services										
ENV1a Net cost per Waste collection per premise	58.9	58.24 ●	68.8	-0.7	-1.2 %	15	10	2 ▲	58.0	
ENV2a Net cost per waste disposal per premise	68.2	71.20 ●	98.8	3.0	4.3 %	4	3	1 ●	84.3	
ENV3a Net cost of street cleaning per 1,000 population	13072.9	11737.79 ●	15230.1	-1335.1	-10.2 %	17	19	3 ▲	10946.3	Net cost of street cleaning per 1000 population reduced by 10.2% to £11,737.7 in 2019/20. This is below the Scottish average of £15,230. Net expenditure on street cleaning has reduced in real terms from £1,383 to £1,257 (£000s).
ENV4a Cost of maintenance per kilometre of roads	6775.6	8040.08 ●	9707.4	1264.5	18.7 %	11	7	2 ▲	9555.8	Cost of roads per Km increased by 18.7% from £6,776 to £8,040 in 2019/20. This is due to an increase in gross expenditure in road and winter maintenance. Km of roads remained the same at 1,367
ENV5 Cost of trading standards and environmental health per 1,000 population	12550.0	14371.09 ●	19938.4	1821.1	14.5 %	5	1	1 ●	15639.6	
ENV5a Cost of Trading Standards, Money Advice & Citizen Advice per 1000	1336.3	3090.86 ●	6162.3	1754.5	131.3 %	4	1	1 ●	4610.0	The ELC figure for this measure includes £180,000 for money advice. This has increased gross expenditure to £331,000. Costs remain lower than the Scottish average and within the top 25% when compared to other councils.
ENV5b Cost of Environmental Health per 1000 population	11213.6	11280.23 ●	13776.2	66.6	0.6 %	13	9	2 ▲	11546.7	

Fiscal_YR	2019/20
Local Authority	East Lothian



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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Economic development										
ECON2 Cost of Planning & Building Standards per planning application	3061.3	3536.72 ●	4440.2	475.4	15.5 %	6	4	1 ●	4851.9	
ECON6 Cost of Economic Development & Tourism per 1,000 Population	53811.9	48930.81 ●	102811.1	-4881.1	-9.1 %	8	12	1 ●	60278.4	
Culture & leisure Services										
C&L1 Cost per attendance at sports facilities	3.5	3.71	2.7	0.2	7.0 %	27	24	4 ◆	2.4	Cost per attendance at sports facilities has increased to £3.71. Net expenditure has reduced from £3,947 to £3,678 (£000s). Number of attendances has also reduced from 1,138,913 to 991,442 for 2019/20. Costs are above the Scottish average and family group median. Rank position remains within the lower quartile when compared with other councils.
C&L2 Cost per library visit	1.9	2.03	2.0	0.1	6.9 %	12	11	2 ▲	2.1	
C&L3 Cost of museums per visit	1.8	1.87 ●	3.3	0.1	5.4 %	7	6	1 ●	2.3	Cost per museum visit increased to £1.87 for 2019/20. Net expenditure of museums and galleries increased to £337,000. Number of museum visits reduced by 6.8% to 180641. Cost per museum visit remains low as the Museum Service has maximised the use of volunteers and 2 Museums – Musselburgh and the Coastal Communities Museum, North Berwick are volunteer led and others receive significant volunteer support.
C&L4 Cost of parks & open spaces per 1,000 population	27859.8	25688.67	20111.9	-2171.1	-7.8 %	28	26	4 ◆	22480.4	

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Performance										
Children's Services										
CHN9 Balance of Care for 'looked after children': % of children being looked after in the community	82.5	84.62	90.1	2.1	2.5 %	26	27	4 ◆	84.9	
CHN11 Proportion of pupils entering positive destinations	95.8	92.49	93.3	-3.3	-3.4 %	19	9	3 ▲	93.2	
CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	69.9						22			Data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication
CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	76.9						22			Data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication
CHN14a Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	27.1						28			Data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication
CHN14b Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	23.5						26			Data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication
CHN17 Percentage of children meeting developmental milestones	85.8	86.60 ●	85.7	0.8	0.9 %	12	16	2 ▲	87.4	
CHN18 % of funded early years provision which is graded good/better	83.9	84.20	90.2	0.3	0.3 %	28	28	4 ◆	89.8	
CHN19a % rate of school attendance	93.1						16			Values are updated every 2 years for this indicator. Previous figure is the latest value
CHN19b % school attendance for 'Looked After Children'	86.0						20			Values are updated every 2 years for this indicator. Previous figure is the latest value
CHN20a school exclusion rate per 1000 pupils	16.8						11			Values are updated every 2 years for this indicator. Previous figure is the latest value

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CHN20b School exclusion rate per 1000 Looked After Children	206.9						22			Values are updated every 2 years for this indicator. Previous figure is the latest value
CHN21 Participation Rates for 16-19 year olds	94.0	94.46 ●	92.1	0.5	0.5 %	8	8	1 ●	93.8	
CHN22 % of child protection re-registrations within 18 months	4.8	0.00 ●	6.9	-4.8	-100.0 %	1	9	1 ●	7.5	
CHN23 Percentage of looked after children with more than 1 placement in the last year (Aug-July)	26.4	16.92	16.7	-9.5	-36.0 %	10	24	2 ▲	17.8	
Corporate Services										
CORP 3b The percentage of the highest paid 5% of employees who are women	54.1	56.30	56.7	2.2	4.1 %	16	17	2 ▲	57.0	
CORP 3c The gender pay gap	3.30	2.30 ●	3.4	-1.0	-30.3 %	13	14	2 ▲	1.6	
CORP 6a Sickness Absence Days per Teacher	6.40	4.92 ●	6.3	-1.5	-23.1 %	2	19	1 ●	5.9	ELC introduced a new Human Resources Payroll System in April 2019 and the information relating to absence is coming directly from the system as opposed to being extracted, merged with data from other software and manipulated within another system. We consider therefore that this extracted data is reliable and, as the new system is embedded, we anticipate improved recording.
CORP 6b Sickness Absence Days per Employee (non-teacher)	11.72	9.46 ●	11.9	-2.3	-19.3 %	2	18	1 ●	10.4	We continue to revise the Managing Attendance Policy and provide manger training and assistance through our OD team, HR adviser network and working closely with our OH provider. A programme of flu jabs was offered to all staff and absence, as a result of flu, declined. Our Healthy Working Lives (HWL) programme delivered sessions and information on a monthly basis. Mental Wellbeing was a focus for the HWL team and developing a network of Mental Health First Aiders (MHFA) - Listening Ears as well as promoting the new Employee Assistance Programme Service was a priority. We now have MHFA trainers within East Lothian Council to enable delivery when required. As well as Mental Health First Aid training, we provided Resilience training, Mentally Healthy Workplaces training and Mental Health Awareness as well as offering Mental Wellbeing modules via E-learning

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CORP 7 Percentage of income due from Council Tax received by the end of the year	96.88	96.75 ●	95.8	-0.1	-0.1 %	10	9	2 ▲	96.0	ELC Council tax collection performance of 96.75% is above the Scottish average and the family group median. The figure is derived by calculating the income received from council tax for the year of £54,905,707 and dividing this by the income due from council tax for the year, excluding reliefs and rebates of £56,747,868. These figures relate to council tax charges and payments only and exclude water and sewerage. A 4.79% increase was applied to council tax charges in 2019/20 and an additional 1,033 new properties added to the valuation list. More intervention work is being carried out by the council tax team to ensure those affected by welfare reform are able to maintain payments. We are seeing a higher number of repayment arrangements which can extend beyond the current financial year.
CORP 8 Percentage of invoices sampled that were paid within 30 days	86.1	86.00	91.7	-0.1	-0.1 %	26	27	4 ◆	92.2	
CORP-ASSET1 % of operational buildings that are suitable for their current use	84.9	81.31	82.5	-3.6	-4.3 %	22	16	3 ▲	90.3	Target for annual improvement for Suitability is currently set at 0.5% in order to reach a realistic target which is achievable based on budgetary constraints, corporate objectives and other factors. Reasons and explanation of why performance may change for 2019-2020, compared with previous years, may be the result of factors including: New build works; Refurbishment works, of existing buildings, which have improved Suitability; Changes to Estate (e.g. properties acquired/disposed properties changing from Non; Operational to Operational) which could inadvertently affect overall percentage of Suitability of the Estate; and Recent Condition Surveys have been carried out.
CORP-ASSET2 % of internal floor area of operational buildings in satisfactory condition	89.1	89.30 ●	88.6	0.2	0.2 %	18	16	3 ▲	90.4	Reasons and explanation why performance may change for 2019-2020 compared with previous years may be the result of a number of factors including: New build works; Refurbishment works, of existing buildings, which have improved Condition; Changes to Estate (e.g. properties acquired/disposed, properties changing from NonOperational to Operational) which could inadvertently affect overall percentage of Condition of Estate; and Recent Condition Surveys have been carried out.

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



LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Adult Care Services										
SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+	4.4	7.17	7.8	2.8	64.5 %	8	19	1 ●	5.8	
SW3a % of people aged 65 or over with long term care needs receiving personal care at home	60.0	60.97	61.7	0.9	1.6 %	21	20	3 ▲	61.9	
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges	99.3	101.70 ●	104.7	2.4	2.4 %	14	14	2 ▲	106.7	Due to data availability issues, this year the data is presented as Calendar year, rather than Financial year.
SW7 % Proportion of care services graded "good" or better in Care Inspectorate inspections	76.5	80.00	81.8	3.5	4.6 %	18	26	3 ▲	80.9	
SW8 Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	640.7	326.98 ●	773.8	-313.7	-49.0 %	7	19	1 ●	711.6	
Environmental Services										
ENV3c Street cleanliness score	91.8	91.40	92.2	-0.4	-0.4 %	20	22	3 ▲	91.6	
ENV4b Percentage of A class roads that should be considered for maintenance treatment	31.8	30.45 ●	30.6	-1.3	-4.2 %	22	25	3 ▲	31.8	All A Class roads are surveyed every 2 years
ENV4c Percentage of B class roads that should be considered for maintenance treatment	42.7	38.32	35.0	-4.4	-10.3 %	29	30	4 ◆	36.0	50% of B Class roads are surveyed every 2 years
ENV4d Percentage of C class roads that should be considered for maintenance treatment	34.3	30.85 ●	35.1	-3.4	-10.0 %	12	16	2 ▲	37.3	50% of C Class roads are surveyed every 4 years
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	33.0	33.24 ●	37.8	0.2	0.7 %	9	10	2 ▲	36.4	
ENV6 % of total household waste arising that is recycled	53.1	55.31 ●	44.9	2.2	4.2 %	9	11	2 ▲	55.1	Two percent increase in our recycling rate, non recyclable waste and food waste remained static, with a small increase to kerbside recycling capture and increased garden waste due to a relatively wetter summer and milder winter.

Fiscal_YR	2019/20
Local Authority	East Lothian



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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Housing Services										
HSN1b Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	7.5	6.29 ●	7.3	-1.2	-16.1 %	7	12	1 ●	7.1	There has been a 1.21% reduction in the reported figure for 2019/20 to 6.29%, which is less than the Scottish average of 7.3%. Current tenant rent arrears reduced by £157,326.94 in-year, a continuation of the downward trend reported in 2017/18 and again in 2018/19 following the introduction of Universal Credit Full Service in 2016. An increase of £45,411.26 in former tenant debt in-year meant that we reported a net in-year reduction in the combined debt of £111,915.68.
HSN2 Percentage of rent due in the year that was lost due to voids	1.2	0.53 ●	1.07	-0.7	-55.7 %	3	19	1 ●	0.78	Percentage of rent due in the year that was lost due to voids has reduced by over 55% from 1.2% to 0.53% for 2019/20. ELC now ranks 3rd when compared with other councils. A significant improvement from 19th place the previous year. There were multiple factors that led to the reduction in the Void Rent Loss figure from the previous year, including a reduction in the number of voids, a reduction in void turnaround time and changes to the guidance as well as refinement of the East Lothian data to exclude prior year void charges (that were previously included), which resulted in a reduction of the base figure as well as the overall percentage rent loss.
HSN3 Percentage of dwellings meeting Scottish Housing Standards	96.7	97.45 ●	94.9	0.8	0.8 %	8	13	1 ●	94.9	Compliance with the standard remains high; nevertheless the Council continues to provide additional support to those tenants who have previously refused the upgrade work that would allow full compliance as well as exploring options around mixed tenure shared door entry systems. These are classed as exemptions rather than fails.
HSN4b Average time taken (days) to complete non-emergency repairs	9.0	7.23 ●	7.3	-1.7	-19.4 %	15	19	2 ▲	7.1	Performance sits at just under the Scottish average with corresponding tenant satisfaction also sitting above the Scottish average. Notwithstanding this, development work around new technology and mobile working continues with an aim of bringing in further improvements and increased tenant satisfaction.

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HSN5a Percentage of council dwellings that are energy efficient	58.5	82.81	84.1	24.3	41.5 %	15	24	2 ▲	78.7	The service has continued to invest heavily in energy measures as part of our capital housing modernisation programmes. In addition, we have also invested time, resource and finance into the energy module within our asset management system (Keystone), which allows us to monitor and assess energy performance in line with the EESSH technical guidance. As part of these works, we quickly identified that a number of properties, subject to previous significant energy works, had not been assessed accordingly and actually met the standard.

Fiscal_YR	2019/20
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Economic development										
ECON1 Unemployed People Assisted into work from Council operated / funded Employability Programmes	5.7	5.71	12.7	0.1	1.1 %	27	26	4 ◆	18.8	% of unemployed people assisted into work remains within the fourth quartile at 5.71%. The Scottish average is 12.7%. This indicator is a measure of the total number of registered unemployed people in a year having received support from a Council funded / operated employability programme and who go on to access employment.
ECON3 Average time per business and industry planning application (weeks)	10.8	10.74	10.5	-0.1	-1.0 %	22	26	3 ▲	8.3	
ECON4 % of procurement spent on local enterprises	19.4	24.90	28.5	5.5	28.5 %	18	23	3 ▲	22.0	
ECON5 No of business gateway start-ups per 10,000 population	18.5	16.71 ●	16.4	-1.8	-9.8 %	18	16	3 ▲	19.0	
ECON7 Proportion of people earning less than the living wage	20.8	16.60 ●	16.9	-4.2	-20.2 %	10	12	2 ▲	20.1	
ECON8 Proportion of properties receiving superfast broadband	88.9	92.80	93.3	3.9	4.4 %	20	20	3 ▲	93.5	
ECON9 Town Vacancy Rates	8.4	9.18 ●	11.7	0.8	9.4 %	12	11	2 ▲	10.5	
ECON10 Available employment land as a % of total land allocated for employment purposes in LDP	7.3	7.29	36.2	0.0	-0.1 %	30	29	4 ◆	20.5	

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Financial Sustainability										
FINSUS1 Total useable reserves as a % of council annual budgeted net revenue	11.2	8.69	16.9	-2.5	-22.3 %	29	24	4 ◆		A new addition to the LGBF for 2019/20. This has been incorporated to provide an indication on the level of reserves (both committed and uncommitted). A low level of reserves may be a sign that a council could struggle if any unknown financial surprises were to occur. If too much money is held in reserves then it could be construed that funds are not being maximised. ELC ranks 29th for this measure.
FINSUS2 Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.7	1.62	3.8	0.0	-3.0 %	26	27	4 ◆		A new addition to the LGBF for 2019/20. This measure has been incorporated to provide an indication on the level of uncommitted reserves. A low level of uncommitted reserves may be a sign that a council could struggle if any unknown financial surprises were to occur. This is in line with Audit Scotland guidance that such balances should be in the range 2-4%. Local Authorities outwith these parameters either has too little uncommitted reserves, or too much in uncommitted reserves which could be put to better use.
FINSUS3 Ratio of Financing Costs to Net Revenue Stream – General Fund	6.9	6.03 ●	7.2	-0.9	-13.1 %	10	13	2 ▲		A new addition to the LGBF for 2019/20. This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure by identifying the proportion of the revenue budget required to meet financing costs, net of investment income
FINSUS4 Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	29.8	31.92	22.6	2.1	7.0 %	21	20	3 ▲		A new addition to the LGBF for 2019/20. This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure for the HRA, by identifying the proportion of the revenue budget required to meet financing costs, net of investment income

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
FINSUS5 Actual outturn as a percentage of budgeted expenditure	98.8	101.31 ●	99.4	2.5	2.6 %	1	21	1 ●		<p>A new addition to the LGBF for 2019/20. The need for budgets and forecasts to reflect actual spending becomes increasingly important for councils with decreasing or low levels of usable reserves to draw on. Councils cannot continue to rely on underspends in certain services offsetting overspending elsewhere. Where services have been found to consistently overspend, budgets should be revised to reflect true spending levels and patterns. This requires good financial management to ensure spending is accurately forecast and monitored within the year.</p> <p>This measure looks at how well the Council has adhered to their financial plans, i.e. good financial management. The budget is set at the beginning of the year and measured against the actual expenditure occurred. The indicator is not however measuring if you are making savings or overspending, it is measuring how good is the Council's financial management to ensure spending is accurately forecast and monitored within the year.</p>
Tackling Climate Change										
CLIM1 CO2 emissions area wide per	10.8						31			A new addition to the LGBF for 2019/20
CLIM2 CO2 emissions area wide: emissions within scope of LA per capita	5.1						17			A new addition to the LGBF for 2019/20

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Satisfaction										
Children's Services										
CHN10 % of adults satisfied with local schools	71.9	69.20	71.8	-2.7	-3.7 %	26	22	4 ◆	73.8	
Adult Care Services										
SW4b % of adults who agree that their services had an impact in improving their quality of life	74.9	70.02	80.0	-4.9	-6.5 %	31		4 ◆	77.7	
SW4c % of adults supported at home who agree they are supported to live as independently as possible		71.63	80.8	71.6	0.0 %	31		4 ◆	80.6	
SW4d % of adults supported at home who agree they had a say in how their care/support was provided		75.49 ●	75.4	75.5	0.0 %	15		2 ▲	74.6	
SW4e % of carers who feel supported to continue in their caring role		32.67	34.3	32.7	0.0 %	24		3 ▲	32.4	
Environmental Services										
ENV7a % of adults satisfied with refuse collection	79.8	79.43 ●	74.3	-0.3	-0.4 %	17	19	3 ▲	77.9	% of adults satisfied with refuse collection continuing downward trend reflective of falling levels of satisfaction nationally 79.43% 2017-20 down from high of 93.67% 2012-15 (Scottish average 74.3% 2017-20 down from high of 83.33% 2012-15).
ENV7b % of adults satisfied with street cleaning	78.9	77.57 ●	62.6	-1.3	-1.7 %	1	1	1 ●	62.2	

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Culture & leisure Services										
C&L5a % of adults satisfied with libraries	69.2	74.50 ●	72.4	5.3	7.7 %	16	27	2 ▲	77.7	Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. This indicator is taken from the Scottish Household Survey. Samples sizes for East Lothian are small and respondents are not necessarily service users.
C&L5b % of adults satisfied with parks and open spaces	85.4	87.37 ●	83.5	2.0	2.3 %	10	16	2 ▲	86.7	Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. This indicator is taken from the Scottish Household Survey. Samples sizes for East Lothian are small and respondents are not necessarily service users.
C&L5c % of adults satisfied with museums and galleries	61.0	64.30	69.3	3.3	5.5 %	16	21	2 ▲	67.7	Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. This indicator is taken from the Scottish Household Survey. Samples sizes for East Lothian are small and respondents are not necessarily service users.
C&L5d % of adults satisfied with leisure facilities	68.2	71.87 ●	70.1	3.7	5.4 %	15	27	2 ▲	72.6	Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. This indicator is taken from the Scottish Household Survey. Samples sizes for East Lothian are small and respondents are not necessarily service users.

REPORT TO: Policy and Performance Review Committee
MEETING DATE: 9 June 2021
BY: Executive Director for Place
SUBJECT: 2020/21 Q4 and Annual Performance Report

3

1 PURPOSE

1.1 To provide the Committee with information regarding the performance of council services during Q4 2020/21 (Jan – Mar 2021) and Annual Performance Indicators for 2020/21.

2 RECOMMENDATIONS

2.1 The Committee is asked to use the information provided in this report to consider whether any aspect of the Council's performance is in need of further analysis.

3 BACKGROUND

3.1 The Council has 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 Q4 2020/21. Appendix 2 provides the results for annual measures.

3.2 The Covid-19 Coronavirus pandemic and lockdown commenced from the 23rd March 2020. The shutdown of non-essential services and the wider economic impact of lockdown restrictions are evident in the Q4 and annual performance results for 2020/21.

3.3 Some of the indicators that may be of particular interest to members (from the quarterly report – Appendix 1) include:

- **Homelessness** - The number of cases has fluctuated throughout the year due to Covid-19, and increased slightly to 169 in Q4.. Average number of days to re-housing from temporary accommodation has improved during Q4 to 321. Homelessness assessments completed in under 28 days is above target at 90% as a result of a new framework being implemented.
- **Recycling & Fly-tipping** – The number of vehicles accessing recycling centres has remained consistent and above the annual target despite being closed during most of the first quarter of 2020/21. Last year saw 508,309 vehicles compared to 498,881 vehicles accessing the centres in 2020/21. Flytipping incidents have decreased in recent years. There was also a drop in incidents during the first lockdown, with a low of 55 in the Q2. Since then, figures have increased to expected levels to 120 in Q4. The annual rate is at 357 compared to 352 in the previous year.
- **Business Start-ups / Jobs** – Due to the Covid-19 pandemic restrictions, many business were closed and unable to be contacted to determine the % of Business Gateway start-ups trading after 12 months or number of new businesses. The Council has been operating under business continuity plans and has diverted resources to processing Business Support Grants.
- **Housing Benefit Claims** – The impact of Covid-19 on the economy and household incomes has led to an increase in the number of changes in Housing Benefit. The council has maintained a high level of performance during the pandemic in ensuring average time in days to process new claims and changes in Housing Benefit circumstances are processed quickly. New claims performance processing remained consistent at 21.5 days in Q4, with an annual average of 20.84 (target 26 days). Performance is within targets for processing changes in circumstances at 4.1 days in Q4 against a target of 6 days. Average for the previous year was 3.19 days and is now 5.51 days for 2020/21, although still within target processing times.
- **Invoices Paid on Time** – 81.3% of invoices were paid on time for Q4. Annual performance is under target (90%) at 83.9%. The total number of invoices paid in the year was 76,513 and the number paid on time was 64,221.
- **Attendance at sports and leisure facilities** – Attendances have been significantly impacted by the pandemic with the centres and pools being closed during both Covid-19 lockdowns in Q1 and Q4. Centres reopened from September to December but with no indoor activities due to restrictions. Outdoor activities such as golf were open from May onwards. Total attendances for the year were 70,747. The majority of these were virtual classes. Figures for indoor attendances are usually over 600,000.
- **Business Rates & Council Tax Collection (REV06 & REV07)** - The impact of the pandemic on local business was felt immediately and measures to mitigate this impact were put in place with the introduction of the Business Support Grants which our Business Rates team were heavily involved in. Software changes, which were introduced in response to COVID-related legislative changes were subject to significant delays and proved to be

challenging and created significant work for Business Rates, Systems and IT colleagues.

The focus for much of the year was primarily to support and advise anyone in need of help and the £9.3m in relief awarded to the Retail Hospitality & Leisure sectors was a significant body of work. Following the reissue of annual bills in December 2020, efforts to maximise collection over the last Quarter were admirable. A further lockdown situation in January presented further challenges. The decision not to issue recovery notices in 2020/21 also impacted on collection levels. To have achieved a collection rate of 98.16% in any normal year would be a significant achievement, therefore to have attained such a high collection rate under the circumstances is exceptional.

- **Council Tax Collection (REV06)** - East Lothian Council has maintained a high level of Council Tax collection at 95.5% by the end of 2020/21. Council services have overcome significant challenges over the last year, striking an appropriate and considered approach between supporting local residents whilst maximising Council income. The impact of the pandemic has been severe and many local residents have relied on significant and ongoing financial and welfare related guidance and support. The approach to instigating statutory debt recovery work has changed throughout the year, putting temporary suspensions in place during periods of national lockdown to provide additional support and much needed breathing space for many. However, the restarting of this debt recovery work has created a significant increase in incoming enquiries from taxpayers concerned about paying. In recent years we have seen significant property growth in East Lothian and although this growth slowed in early 2020/21, 645 new properties were added to our property base in 2020/21, all of which creates significant workload pressures for the services involved.
- **Tenant Rent Arrears** – Current rent arrears stands at £1.308M. Similar to other collections and debt recovery work, the impact of the pandemic has been severe and it has been a challenge to support Council tenants whilst maximising rental income and keeping arrears levels as low as possible. The restrictions around more advanced debt recovery work, including an eviction ban and a suspension of actions through the heritable Court have also impacted on arrears levels. The Council's Rent Income team has responded admirably to these challenges and their approach has remained fair, whilst developing working practices to ensure tenants remain engaged and supported. Joint working with Benefits colleagues to ensure Council tenants were further supported with Discretionary Housing Payments where necessary impacted extremely positively on our overall arrears levels. Although we are reporting an in-year increase at end 2020/21, the impact on rent arrears could have been far more severe.
- **Staff Absence** – levels of staff absence due to sickness continued to fall during 2020/21. The average number of sickness absence days per teacher fell from 4.92 in 2019/20 to 2.90 in 2020/21 and for non-teaching staff fell from 9.46 to 7.07.

4 POLICY IMPLICATIONS

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

5 INTEGRATED IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

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

7 BACKGROUND PAPERS

- 7.1 Appendix 1: Key Performance Indicators, Q4
- 7.2 Appendix 2: Annual Performance Indicators Report 2020/21

AUTHOR'S NAME	Paolo Vestri / Gary Stewart
DESIGNATION	Service Manager / Policy Officer
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DATE	29 th May 2021







Appendix 1 - Council Plan Quarter Performance Report - Quarter 4

Dates

31/03/2021 





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	139	169	200			Homeless cases have increased compared with the previous quarter, although are similar to Q4 of 2019/20. Presentations have fluctuated throughout the pandemic.
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	Increase community and individual resilience	354	321	300			Whilst lockdown had an impact upon the number of homeless presentations, there has been no negative impact upon the number of days to rehousing, which shows marked improvement compared with previous quarters.

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
CH03 % homelessness assessments completed in under 28 days	Increase community and individual resilience	76.0	90.0	80.0	★	↕	This figure has typically remained around the target figure of 80% with limited divergence from this in recent quarters. A new framework was put in place February 2021 to ensure more efficient and effective working practices and new staff are in place, reducing pressures within the team. It is anticipated this figure will continue to show improvement from previous quarters.
CLD01 Extent to which CLD learning opportunities have a positive effect on all -round development	Increase community and individual resilience				?!	?	
EH01 % Food Hygiene high risk Inspections achieved	Increase community and individual resilience				?!	?	Food related inspections have been suspended due to Covid-19. It is likely to be September until they are re-instated
EH02 % of Food Standards high risk Inspections achieved	Increase community and individual resilience	0.0	0.0	0.0	★	→	
EH04 % food businesses broadly compliant with food hygiene law	Increase community and individual resilience				?!	?	
HSCP_CJ01 Percentage of Community Payback Orders successfully completed	Reduce crime and anti-social behaviour	85.7	78.8		!	✗	
HSCP_CJ01b Number of Community Payback Orders	Reduce crime and anti-social behaviour	46	29				
RS01 Street lighting - repairs - average time in days	Better public transport and active travel				?!	?	
RS02 Traffic lights - average time to repair failure (hours:mins)	Better public transport and active travel	17.26	9.59	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	106	120	88	▲	↗	
T&WS11 Number of vehicles accessing recycling centres	Increase waste recycling	146210	136196	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	0.0	10.9			↗✗	
DM12 Local developments: average time in weeks	Support the growth of East Lothians economy	8.0	9.2			↗✗	
DM13 All Local developments: % determined within 2 months	Support the growth of East Lothians economy	90.4	82.8			↗✗	
DM14 Householder developments: average time (weeks)	Support the growth of East Lothians economy	6.6	7.5			↗✗	
DM18 Approval Rates: Percentage of all applications granted in period	Support the growth of East Lothians economy	95.9	96.3			↕✓	
EDSI_B01 Number of Business Gateway-Start ups	Support the growth of East Lothians economy				10 ?	?	figures unavailable due to covid-19
EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	Support the growth of East Lothians economy				15.0 ?	?	figures unavailable due to covid-19
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	Reduce unemployment				10 ?	?	figures unavailable due to covid-19
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	Reduce unemployment	5.0%	5.4%	6.1%	★	↗✗	3520 claimants at the end of March. The Scottish average is 6.1%. The 18 - 24 year age group is at 9.1%, whilst those 18 to 21 yrs is at 9.8%
LPS01 % spend with contracted suppliers	Support the growth of East Lothians economy	86.3			?!	?	

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	1.8			✖	Placement stability is a key factor in positive outcomes for young people. The average number of placement moves has remained relatively stable over the year however we were unable to move placements during the first lockdown in 2020 which explains the slight dip.
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	20.6	10.8			✔	37 children on the child protection register, with 4 on the register for more than 6 months at the end of March 2021. There has been a significant decrease in % of children on the register for more than 6 months due to a number of large sibling groups being removed from the child protection register.
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	0.3	0.0		!	n/a	

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	2.4				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 52 children/young people, continues to remain 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. We are investing more resources in kinship care in line with The Promise.
HSCP_CS05 Rate per 1,000 children in Foster Care	Improve the life chances of the most vulnerable people in our society	4.1	3.8				The number of children in foster care fell during the last quarter and now stands at 81. 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	1.8	1.7				There are 37 East Lothian young people in Residential Care. East Lothian has 12 places within two 6 bedded units. 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	2.9				There are 61 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. During the early part of the pandemic the response was to extend home supervision orders for a period of 6 months. The Scottish Children's Reporters Association (SCRA) is beginning the process to resume hearings at a pre COVID levels. 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	59.1	58.6		!	✘	
HSCP_01 Number of delayed discharge patients waiting over 2 weeks	Reduce hospital admissions and delayed discharge of older people	1	0	0	★	✔	
SCL_SD01 Number of attendances at indoor sports and leisure facilities	Tackle obesity in children	56307	4620	130000	▲	✘	There were no attendances during both Covid-19 lockdowns in Q1 and Q4. Total figures for the year are 70,747. Attendances are usually over 600,000. It should be noted that this number is virtual classes that have been held. COVID restrictions are still in place.
SCL_SD02 Number of attendances at pools	Tackle obesity in children	36367	0	110000	▲	✘	Swimming pools closed due to COVID restrictions.

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	21.43	21.50	26.00	★	↔✗	New claims performance remained consistent at 21.5 days in Q4, with an annual performance of 20.84 (target 26 days).
BEN02 Average number of days to process a change of circumstances (Housing Benefit)	Provide efficient services	7.93	4.10	6.00	★	↕✓	The impact of Covid-19 on the economy and household incomes has led to an increase in the number of changes in Housing Benefit. The council has maintained a high level of performance during the pandemic in ensuring average time in days to process new claims and changes in Housing Benefit circumstances are processed quickly. New claims performance processing remained consistent at 21.5 days in Q4, with an annual average of 20.84 (target 26 days). Performance is within targets for processing changes in circumstances at 4.1 days in Q4 against a target of 6 days. Average for the previous year was 3.19 days and is now 5.51 days for 2020/21, although still within target processing times.
CF001 Percentage of invoices paid on time	Provide efficient services	82.8	81.3	90.0	●	↔✗	81.3% of invoices paid on time for the quarter. Annual figure is under target (90%) at 83.9%. Number of invoices paid for the year is 76,513 and the number paid on time 64,221.
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	Provide efficient services	85.7	93.8	95.0	●	↕✓	
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	Provide efficient services	88.15	87.00	90.00	●	↔✗	

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV06 Business Rates in-year collection	Provide efficient services	77.1	98.2	99.0	●	↕	<p>The impact of the pandemic on local business was felt immediately and measures to mitigate this impact were put in place with the introduction of the Business Support Grants which our Business Rates team were heavily involved in. Software changes which were introduced in response to Covid-related legislative changes were subject to significant delays and proved to be challenging and created significant work for Business Rates, Systems and IT colleagues. The focus for much of the year was primarily to support and advise anyone in need of help and the £9.3m in relief awarded to the Retail Hospitality & Leisure sectors was a significant body of work. Following the reissue of annual bills in December 2020, efforts to maximise collection over the last Quarter were admirable. We faced a further lockdown situation in January which again presented further challenges. The decision not to issue recovery notices in 2020/21 also impacted on collection levels. To have achieved a collection rate of 98.16% in any normal year would be a significant achievement, therefore to have attained such a high collection rate under the circumstances is exceptional.</p>

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV07 Council Tax in-year collection	Provide efficient services	81.1	95.5	96.8	●	↕	We are pleased to be able to report such a high collection rate at end 2020/21. We have overcome significant challenges over the last year and striking an appropriate and considered approach between supporting local residents whilst maximising Council income has been a difficult balance to get right. The impact of the pandemic has been severe and many local residents have relied on significant and ongoing financial and welfare related guidance and support. The approach to instigating statutory debt recovery work has changed throughout the year, putting temporary suspensions in place during periods of national lockdown to provide additional support and much needed breathing space for many, however the restarting of this debt recovery work has created a significant increase in incoming enquiries from taxpayers concerned about paying. In recent years we have seen significant property growth in East Lothian and although this growth slowed in early 2020/21, 645 new properties were added to our property base in 2020/21, all of which creates significant work for the team.

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV08 Value of current tenants rent arrears	Provide efficient services	1,356,943.2	1,308,294.1	1,289,976.7	●	↓	Similar to other collections and debt recovery teams, the impact of the pandemic has been severe and it has been a challenge to support Council tenants whilst maximising rental income and keeping arrears levels as low as possible. The restrictions around more advanced debt recovery work, including an eviction ban and a suspension of actions through the heritable Court have also impacted on arrears levels. The Council's Rent Income team has responded admirably to these challenges and their approach has remained fair, whilst developing working practices to ensure tenants remain engaged and supported. Joint working with Benefits colleagues to ensure Council tenants were further supported with Discretionary Housing Payments where necessary impacted extremely positively on our overall arrears levels. Although we are reporting an in-year increase at end 2020/21, we are delighted with the mitigating work of the team as rent arrears levels had the potential to be far more severe.

Appendix 2 - Council Plan Annual Performance Report

2020/21

Measure		Previous Year	Latest	Target	Comments
Improve the condition, energy efficiency and management of housing stock	CH_PM01 Average number of days taken to re-let properties in the last year	30.8	51.8		
	CH06 % reactive repairs carried out in the last year completed right first time	92.1	94.2		
	CH07 % properties that require a gas safety record which had a safety check by anniversary date	100.0	97.4	100.0	For the first six months of 2020/21 full compliance has not been achieved in the area of gas safety checks. The legal requirement is that the landlord must conduct a gas safety check within 12 months of the previous one. Due to a combination of tenants self-isolating and shielding due to Covid-19, out of time cases totalled 212 at its peak in June 2020. With easing of lockdown constraints and the suspension of shielding, and targeting of the out of time cases, all properties unable to be accessed were re-booked in accordance with HSE and Gas Safe advice.
	HSN2 CH Percentage of rent due in the year that was lost due to voids	0.5	0.6		The increased number of days council properties remained empty and associated rent loss (from previous year) are in no small part due to the impacts of Covid-19. There were various points in the year when work had to be suspended completely and other points where new standard operating practices had to be put in place that constrained how quickly tradespersons could carry out work and remain safe. The workforce was also adversely impacted by staff absences through Covid-19 related illnesses or periods of self-isolation.
	HSN3 CH Percentage of dwellings meeting the Scottish Housing Quality Standard	100.0	97.6	100.0	
	HSN5 CH Percentage of council dwellings that are energy efficient	99.1	99.3	100.0	
PM02 Average length of time (hrs) taken to complete emergency repairs	4.0	4.3	4.0		

	Measure	Previous Year	Latest	Target	Comments
Prevent homelessness, with appropriate support for positive health outcomes and tenancy sustainment	CH04 Average length of time (days) in temp or emergency accommodation by type (all types)				The Scottish Government is experiencing delays in analysis of data due to Covid-19 and this information will not be available until June 2021.
	CH05 % satisfied with the quality of temp or emergency accommodation (homeless in previous 12mths)				There has been no survey collection / analysis carried out due to Covid-19; home working and associated requirement to analyse results via a package which requires to be completed in the office. Plans are underway to work with Shelter in 2021/22 re a revised approach to service user engagement as part of a national project.
Equal Opportunities	> Corp3b HR Percentage of the highest paid 5% of employees who are women	56.3			
	> Corp3c HR The gender pay gap	2.3			
Provide efficient services	> Corp4 RWS Cost per dwelling of collecting Council Tax	£5.12	£6.56		There are two reasons for the increase in cost for 20/21, when compared to 19/20. Firstly, we mentioned in the 19/20 commentary that the cost of collection was low as we had staff vacancies, pending a service review. These vacancies were filled in late 20/21, resulting in an increase in staffing costs. Secondly, as result of the temporary suspension of statutory debt recovery work on two occasions during 20/21 due to COVID-19, the 10% statutory fees, which come into the Council Tax service budget to help support administration, were lower.
	> ELC Asset1 Proportion of operational buildings that are suitable for their current use	81.3	81.0	80.8	
	> ELC Asset2 Proportion of internal floor area of operational buildings in satisfactory condition	89.3	88.3	88.8	
Be the best connected place in Scotland to set up and grow an innovative business	EDSI B05 Number of jobs protected through grant and loan awards	203		17	

	Measure	Previous Year	Latest	Target	Comments
Reduce unemployment	> EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	271	16	46	<ul style="list-style-type: none"> • Mar 2021 figures unavailable due to covid-19 • Dec 2020 The service is currently prioritising the business grants scheme - No data is available • Jun 2020 No jobs were created during April and May due to Covid-19 lockdown.
Maximise opportunities to increase the supply of affordable housing	EDSI03 Number of affordable house completions and Open Market Acquisitions	279	157	261	Affordable house completions has been lower in 2020/21 due to the impact of Covid-19 on sites opening fully and then going back into lockdown.
	EDSI04 Number of affordable housing site starts	216.0	94.0	259.0	
Improve the employability of East Lothians Workforce	EDU01 % of people involved in Council operated employability programmes progressed into employment	14.4			
	EDU02 Number of people assisted into work from ELC employability programmes	68			
	EDU03 Number of people participating in EL Works operated or funded employability programmes	554			
Improve attendance management and reduce staff absence	> ELC Corp6a Average number of sickness absence days per teacher	4.92	2.90		
	> ELC Corp6b Average number of sickness absence days per local government employee	9.46	7.07		
Reduce crime and anti-social behaviour	PS01 % of cases being promoted from the anti-social behaviour case monitoring group to court		2.0		Courts have been closed during the pandemic

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 9 June 2021

BY: Executive Director for Place

SUBJECT: COVID-19 Performance Indicators

4

1 PURPOSE

1.1 To provide elected members with information on the range of performance indicators that reflect on the council's performance in respect of COVID-19.

2 RECOMMENDATIONS

Members are asked to:

2.1 Note that the Improvement Service's COVID-19 Dashboard, the Quarterly Performance Indicators report and the Council Plan Top 50 Scorecard provide elected members with a large number and range of indicators that show how the council and council services have been impacted by the pandemic. These indicators provide members with information on how the council has responded to the challenges posed by COVID-19 as well as baselines from which recovery from the pandemic can be measured.

2.2 Note that this year's Annual Performance Report will provide members with a detailed update on the impact of COVID-19 on council performance using the indicators that are already reported to members and the Improvement Service's COVID-19 dashboard.

2.3 Indicate whether there are any particular measures of performance or impact of COVID-19 that are not included in the Improvement Service's COVID-19 Dashboard, the Quarterly Performance Indicators report and the Council Plan Top 50 Scorecard.

3 BACKGROUND

3.1 From late April 2020 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 people 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.

3.2 With the easing of lockdown, the return of schools and the ending of the Business Grant scheme in August 2020 the amount of weekly data provided by the Council to the Scottish Government reduced significantly. However, the Improvement Service developed a weekly COVID-19 dashboard using national and publicly available data sources as well as council provided data to highlight some key input, output and outcome indicators of the impact of the pandemic. This weekly dashboard includes 25 indicators for which various comparisons are available – Scottish average, Family Group (Deprivation), Family Group (Geography), and Family Group (Vulnerability).

3.3 The 25 indicators reported via the Improvement Service dashboard are:

- Environmental Health and Trading Standards Business Advice and Enforcement Activity
- Number of Test and Protect inbound and proactive outbound calls
- Claimant Count
- Business Start Ups
- Scottish Welfare Fund Community Care Grant Applications
- Scottish Welfare Fund Community Care Grant Spend
- Scottish Welfare Fund Crisis Applications
- Scottish Welfare Fund Crisis Spend
- Discretionary Housing Payment Applications
- Discretionary housing Payment Spend
- Projected Additional Health & Social Care Partnership Spend
- Delayed Discharges
- Homelessness Applications
- Rent Arrears
- Child Protection Registrations
- Face-to-face contact with Social Work
- Adult Protection Investigations
- Adults at Risk Referrals
- Adult Wellbeing Referrals
- Domestic Abuse Incidents
- Retail and Recreation Activity
- Workplace Activity
- Local Authority Staff Absence
- Pupil Attendance during lockdown
- COVID related deaths

3.4 Appendix 1 provides a summary of the Council's performance across these indicators.

3.5 The Quarterly Performance Indicator reports that have been presented to members at PPR Committee and in Members Library over the last year have highlighted the negative impact that the pandemic has had on some council

services. Some services have had to stop due to the lockdown; staff have been diverted to undertake business critical activity or new activity in response to the pandemic (such as administering over £30m of business grants); and the lockdown has had significant negative financial impact on citizens and businesses.

3.6 As the latest report on the pandemic that was presented to Council on 27th April 2021 showed the pandemic has had a significant impact on all council services: front-line services such as, protective services, education and social services; 'back office' services that had to develop new processes and systems to distribute Business Support Grants and bank payments to families eligible for Free School Meals and set up a new COVID-19 helpline; and, services working in partnership with community and third sector groups to provide support and assistance to the over 3,600 people who were 'shielding' and thousands more who required help through lockdown.

3.7 Appendix 2 provides an extract from the 27th April report on just one aspect of the resource intensive impact of responding to COVID-19 which has involved significant input from several services – administering Business Support Grants.

3.8 The quarterly and annual performance indicators that have been most impacted by the pandemic include:

- Number of homelessness cases
- Community Payback Orders
- Number of vehicles accessing recycling centres
- All the economic development indicators
- Attendance at sports centres and pools
- Time taken to process new Housing Benefit claims
- In-year Business rate and Council Tax collections rates.

3.9 A third source of information on council performance are the Council Plan Top 50 indicators that are reported annually. (see Appendix 3) Many of these indicators will provide members with information on the impact of COVID on East Lothian, council services and council performance. They provide a benchmark on the position before the pandemic, on the current 'state of play' and on recovery from the pandemic. Of particular interest to members will be:

- CP1 – CP11: Economic indicators
- CP12 – CP16: Educational attainment
- CP17 – CP27: Indicators relating to the life chances of the most vulnerable`
in society
- CP34: Number of affordable house completions
- CP39: Corporate annual carbon emissions
- CP42 – CP44: indicators relating to digital transformation of services
- CP45 – CP46: Staff absence
- CP47 – CP50: Financial performance

3.10 The 2021 update on the Top 50 Council Plan Indicators is being prepared and will be presented to PPR Committee later this year. It should be noted that most of the Top 50 scorecard indicators are only collected/ reported on annually and

that several use data from the Residents' Survey which was last carried out in spring 2019 and is not due to be carried out again until autumn 2021.

- 3.11 The Improvement Service's COVID-19 Weekly Dashboard, the council's Quarterly and Annual Performance Indicators, and the Council Plan Top 50 Scorecard provide a large number of indicators that show how the council and council services have been impacted by the pandemic. These indicators provide elected members with information on how the council has responded to the challenges posed by COVID-19 as well as baselines from which recovery from the pandemic can be measured.
- 3.12 It is proposed that this year's Annual Performance Report will provide members with a detailed update on the impact of COVID-19 on council performance using the indicators that are already reported to members and the Improvement Service's COVID-19 dashboard.

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: Summary of the Council's Performance Across the 25 Indicators reported via the Improvement Service COVID-19 Dashboard

7.2 Appendix 2: Details of COVID-19 Business Support Provided by East Lothian Council

7.3 Appendix 3: Council Plan Top 50 Performance Indicators

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DATE	28 th May 2021

Appendix 1: Summary of the Council's Performance Across the 25 Indicators Reported via the Improvement Service COVID-19 Dashboard

Indicator	Summary of Council's Performance
Number of Test and Protect calls	<p>East Lothian has had lower than the Scottish average number of calls from people who have been asked to self-isolate through Test and Protect and very few requests for support in recent months</p> <p>Numbers of COVID cases across East Lothian currently are very low and of those few positive people coming forward, very few require assistance – c. 1 or 2 people per week who are self-isolating ask for assistance.</p>
Environmental Health & Trading Standards Business Advice and Enforcement Activity	Significant levels of EH&TS business advice and enforcement activity throughout the last year – peaking at 263 per week in December – and higher than the Scottish average per 1000 population for most of the year
Business Start Ups	The number of business start-ups has been affected by the pandemic and economic downturn and fell from 30 in March 2020 to 0 in April and May 2020 and 0 in the first three months of 2021
Retail and recreation activity	East Lothian has followed the national trend – a massive fall in activity in February, March and April 2020 followed by some recovery through to November, before another significant fall in December and a slow recovery from January 2021. Overall East Lothian has seen a fall in retail and recreation activity of 44% from February 2020 to March 2021, compared to a 45% fall across the whole of Scotland
Claimant Count	<p>The number of people claiming Jobseeker's Allowance plus those who claim Universal Credit and are required to seek work and be available for work has almost doubled from c.1800 in March 2020 to c.3600 in February 2021. This mirrors the increase in claimant count across Scotland so East Lothian's claimant count per working age population (5.32%) has remained below the Scottish average (6.1%)</p> <p>National data shows that on 31 July 2020 there were 8,200 people on furlough in East Lothian, this fell to 3,800 by 31 October but rose again to 7,900 on 21 January 2021 before falling slightly to 7,800 on 28 February 2021. We expect the next set of data to show further falls as shops and hospitality re-open.</p>
Scottish Welfare Fund – Community Care Grants	Spend on Community Care Grants per head of population has been at or above the Scottish average and above the average of Councils in the deprivation family group. Total spend has been c.50% higher than in previous years as funding from the Scottish Government increased

Scottish Welfare Fund – Crisis Grants	Spend on Crisis Grants per head of population has been below the Scottish average but above the average of councils in the deprivation family group. Total spend has been c.50% higher than in previous years as funding from the Scottish Government increased
Discretionary Housing Payments	Both applications for, and spend on, Discretionary Housing Payments has been lower than the Scottish and Family Group averages
Rent arrears	<p>Rent arrears has increase marginally since May 2020 from £1.3m to £1.35m. Current rent arrears as a % of rent due in East Lothian is currently 4.7% (up from 4.5% in May 2020) compared to the Scottish average of 6.9% (up from 5.9%)</p> <p>As reported to PPR Co in February – <i>“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”</i>. The measures put in place over the last year or so to reduce rent arrears, is continuing to have a positive impact at a difficult time, this and additional financial support through Discretionary Housing Payment is helping to keep rent arrears down.</p>
Homelessness applications	The number of homelessness applications per month has almost tripled from 23 in May 2020 to 63 in March 2021, and the average per 1000 population has increased from 0.2 (half the Scottish average) to 0.58 (just above the Scottish average)
Delayed Discharges	The number of delayed discharges has been between 0 and 2 for almost the whole of the last year (only once rising to 4). During this time the Scottish average per 1000 population aged 65+ has more than doubled from 0.45 to c.1
Local Authority staff absence	<p>Staff absence levels have fallen consistently since the start of the pandemic. East Lothian’s Council’s staff absence (% of days staff absent on sick or special leave) fell below the Scottish average in September 2020 and is now 4.7% compared to the Scottish average of 5.3%</p> <p>Since July 2020 (from when we have comparable data and very few staff having to self isolate due to having the virus) East Lothian’s absence rate fell from 6.65% to 4.7%.</p>
Pupil Attendance	Pupil attendance has been at around (just below or just above) the Scottish average for most of the pandemic
Domestic abuse incidents	The number of domestic abuse incidents reported to the police has been as high as 32 in one week to a low of 10

	and has averaged around 20 per week. It has not increased over the period of the pandemic
Child protection registrations and face to face contact with Social Worker	The number of new registrations of children in the Child Protection Register has been below the Scottish average for most of the pandemic. An average of around 35 children on the Child Protection Register have face-to-face contact with a social worker each week
Adult protection investigations	The number of adult support and protection investigations started each week per 1000 people aged 65+ (which averaged about 2 per week) has been below the Scottish and family group averages apart from three brief periods
Adults at risk and adult wellbeing referrals	Adults at risk referrals has been above the Scottish and family group averages whereas Adult wellbeing referrals have been below the Scottish and family group averages
COVID related deaths	Apart from a brief period in April 2020 the number of COVID related deaths in East Lothian per head of population has been slightly lower than the Scottish average

Appendix 2: Details of COVID-19 Business Support Provided by East Lothian Council

As at 31 March 2021, the following Scottish Government funded, Business Support Grant activity has been undertaken providing much needed financial support to the East Lothian business community.

Payment	Type	Amount	Comments
Business Support Grants (April to 10 July 2020)	Grant	17,636,250	1,573 organisations supported, funding provided by Scottish Government
Newly Self Employed Hardship	Grant	216,000	108 Sole Traders supported by funding provided by Scottish Government
Hospitality (Scottish Enterprise) (CTHEHF) Hardship & Pivotal (PERF)	Grant	431,995	159 organisations supported, funding provided by Scottish Government
Soft play (One-of award, November 2020)	Grant	45,000	3 organisations supported, funding provided by Scottish Government
Scottish Government – Furlough Support Grant		107,250	65 Organisations supported with one-off £1,650 grants
(Brake period) Business Closure Grants (9 Oct - 3 Nov 2020)	Grant	375,150	123 organisations supported, funding provided by Scottish Government
(Brake period) Business Hardship Grants (9 Oct - 3 Nov 2020)	Grant	56,845	36 organisations supported, funding provided by Scottish Government
Strategic Framework (Closure & Restrictions & sector Top Ups combined) 3 Nov 2020 to date.	Grant	8,593,000	922 applications received 711 organisations currently being supported, funding provided by Scottish Government (Ongoing)
Taxi and Private Hire Driver Grants	Grant	210,000	140 Drivers supported with one-off £1,500 grants
East Lothian Discretionary Support Grant	Grant	618,000	Total 309 x £2k grants paid, (from 2 tranches). Further 70+ to be considered from final Tranche 3.
Contingency Fund Plus (Breweries/Travel Agents & Indoor Football Centres)	Grant	60,000	Self-Declaration applications issued to 5 Breweries and 3 Travel Agents. (Thus far 3 Travel Agents and 4 Breweries paid).
Accommodation Support Grant (Large Self-Accommodation/Exclusive Use/Bed and Breakfast Businesses)	Grant	216,000	17x Small Accommodation (Wave 1,2 & 3) supported with £6k grants 25x Large Self Catering Accommodation supported with £2k grants 6x Exclusive Use Businesses supported with £10k grants, (1x £4k)
TOTAL		£28,565,490	

The introduction of the Level 4 protective measures on 26 December 2020 drove a major increase in demand for the Strategic Framework Business Fund (SFBF) which up until then had been supporting a smaller number of businesses that had been required to either close or operate under restrictions.

A subsequent expansion in Business Support schemes being delivered by local authorities and the Enterprise Agencies to a wider range of business sectors during the following months saw additional temporary staffing resource deployed and existing staff temporarily re-assigned to administer a total of 18 separate grants assigned for Local Government delivery.

As at 31 March 2021 over £28.5M of Business Support has been delivered into the East Lothian economy. Following the First Minister's announcement of the planned easing of COVID-19 restrictions the Economic Development Service is prepared to complete the assessment of the third and final tranche of claims for East Lothian Council's Discretionary Business Support Fund and conclude the administration of the (SFBF) by making a combined final 'Supplementary' and 'Restart Grant' payments on 19 April 2021.

Once completed, the Discretionary Grant will have disbursed a total of over £1.96M in grant awards to small and medium enterprises and whilst the SFBF has been closed to new applications since 22 March 2021, the final Supplementary and Restart payments due in April are expected to provide a further £6.4M in business support to the retail, hospitality and leisure sectors. The final Business Support Grants total paid to East Lothian Businesses since the start of the pandemic is likely to exceed £36.3M.

The Scottish Government initially provided support that would provide the Retail, Hospitality and Leisure sectors with 100% relief from Business Rates for the full financial year 2020/21 and the first 3 months of 2021/22. More recently, Scottish Government have confirmed that this relief will be extended for the duration of 2021/22. These relief schemes have been deployed and administered through the Council's Revenues Team.

As the protective measures are progressively relaxed over the coming weeks, our multi-agency Connected Economy Group, from a multi-agency and partnering perspective and supported by Protective Services, Economic Development Services and Finance Services, will continue to ensure that local businesses have timely and accurate information and advice in compliance with the COVID-19 restrictions and Public Health operating requirements.

Active promotion of 'Stay Safe, Support Local, Love East Lothian' will continue to encourage local people to remain within East Lothian for all their retail and leisure needs, actively promoting good behaviours, helping businesses deliver safely – and in so doing supporting our local economy.

Appendix 3: Top 50 Council Plan Performance Indicators

Growing our Economy						
Strategic Goal/ Outcome	Indicator		Baseline 2016/17	2017/18	March 2020 (or 18/19 latest data)	Target 2022
Reduce Unemployment (SG1)	1.	Job density – proportion of people of working age (16-64) in employment in East Lothian (including employed and self- employed) (2016 – 35,000 / 65,000)	0.55 (2016)	N/A	0.56	0.60
	2.	Claimants in receipt of out of work benefits (% of pop aged 16-64)	N/A	2.9% (Mar 2018) (S. av: 2.5%)	2.6% (S. av: 3.1%)	0.5% below Scottish average
	3.	Number of businesses accessing (assisted by) support services; including Business Gateway, East Lothian Works, SDI, and SDP	237	350	429	400
Improve the employability of East Lothian’s Workforce (SG2)	4.	Number of people participating in EL Works operated or funded employability programmes	520	384	554	400
	5.	% of people that have participated in Council operated/ funded employability programmes who have progressed into employment	21.3%	19%	14.4%	19%
	6.	Business base – number of businesses	3,135 (2016)	N/A	3,800	3,300

Support the growth of East Lothian's economy	7.	Business Gateway start-ups per 10,000 pop	21.7	19.55	24	210
	8.	% of procurement spent on local small/ medium enterprises	23.1%	21%	25%	22%
	9.	Town Centre vacancy rate	5.6%	6.1%	9.2%	5%
Maximise use of land identified for business growth	10.	Land supply immediately available for business growth (sqmt)	55,000	55,000	141,200	155,000 as identified in LDP
Support the faster roll out of Superfast Broadband	11.	% of East Lothian properties with Superfast Broadband (30Mbps - National target)	85%	88%	91%	100%
Growing our People						
Reduce the attainment gap (SG3)	12	% of pupils from deprived areas gaining 5+ awards at level 5	35%	31%	27% (18/19)	S. Average (42%)
Raise the attainment of our children and young people (SG4)	13.	% of school leavers attaining literacy and numeracy at SCQF Level 5 or above	63.2%	61.3%	63.5% (18/19)	S. Average (67.1%)
	14.	% of school leavers attaining 3 or more SCQF at Level six	50.4%	50.4%	54% (18/19)	S. Average (50.3%)
	15.	School exclusion rate per 1,000 pupils – Secondary and Primary	35.9	34.14	16.8 (18/19)	S. Average (26.8)
Meet stretching positive destination targets	16.	% participation rate for 16-19yr olds	93.1%	94.7%	94.5%	95%
Improve the life chances of the most	17. (T.4)	The % of young people receiving After Care, for whom a destination is	N/A	49%	84%	53% (2020)

vulnerable people in our society – vulnerable children (SG5)		known, who are in a positive destination (i.e. Employment, Training or Education)				
	18.	% of Looked After Children who feel settled where they live (8-17yr olds)	N/A	72%	93%	85% (2020)
Improve the life chances of the most vulnerable people in our society – vulnerable adults (SG5)	19.	% of under 65 with long-term care needs receiving personal care at home	N/A	78%	78.9%	Target to be agreed by IJB
	20.	% of all under 65 non-residential service users receiving care under SDS Options 1, 2 and 3	N/A	65%	72.3%	Target to be agreed by IJB
Improve the life chances of the most vulnerable people in our society – older people (SG5)	21. (T.5)	% of 65+ with long-term care needs receiving personal care at home	63.5%	63.9%	59.1%	Target to be agreed by IJB
	22.	% of all 65+ non-residential service users receiving care under SDS Options 1, 2 and 3	N/A	21%	21.8%	Target to be agreed by IJB
Enable provision of 1140 hours of early learning and childcare for all 3 & 4 yr olds	23.	% of eligible 3 & 4 yr olds accessing 600 hours of early learning and childcare (1140 hours from 2020)	N/A	99%	98% (18/19)	99%
Take concerted action to tackle obesity in children	24.	% of children in Primary 1 who are overweight or obese using epidemiological ('at risk') and clinical ('critical') measurements	At risk: 21.9% Critical: 15.7%	At risk: 21.8% Critical: 14.1%	At risk: 21.8% Critical: 14.8%	At risk: 18% Critical: 13% (2020)
	25.	% of primary school pupils benefitting from at least 2 hours per week of physical education and	100%	100%	100%	100%

		% of secondary school pupils (S1 to S4) benefitting from two periods of P. E. per week				
Continue to develop services that aim to reduce hospital admissions and delayed discharge of older people	26.	Number of days people spend in hospital when they are ready to be discharged (18+) The published information by ISD for 2018/19 is provisional as a result of information not being fully verified. As the information is verified, this information will be updated in due course	14,762	10,688 (Target: 9,677)	7,839 (18/19)	7,381 (Proposed 2019/20)
	27.	Emergency/ Unplanned hospital admissions (18+)	7,650	8,242 (Target: 7,268)	6,640 (18/19)	7,268 (Proposed 2019/20)
Reduce Inequality/ Poverty	28.	% of children in families with limited resources 'living in a household whose income is less than 70% of median net household income and experiences material deprivation'	N/A	8% (2014-16)	5% (2014-17)	6.5% (2023) National targets – 8% by 2023; 5% by 2030
	29.	% of children living in households with less than 60% of median net household income after housing costs	N/A	18.9% (Sept 2017)	17% (March 2018)	16% (2023) National targets – less than 18% by 2023; less than 10% by 2030
Growing our Communities						
Extend community engagement and	30. (T.6)	% of citizens who 'Strongly Agree' / 'Tend to Agree' My Council is good at listening to people's views before it	47% (Feb 2017)	N/A	60% (June 2019)	50% (2021)

decision making (SG6)		makes decisions (excluding Don't Knows)				
Increase community and individual resilience (SG7)	31. (T.7)	% of citizens who say their neighbourhood is a 'Very Good' / 'Good' place to live	98% {VG: 74.3% G: 23.6%} (Feb 2017)	N/A	98% {VG: 73.3% G: 24.6%} (June 2019)	Maintain levels
	32.	Proportion of Community Councils with local Community Resilience Plans	10%	25%	60%	75%
	33.	% of citizens who 'Strongly Agree' and 'Tend to Agree' they can rely on a friend/ neighbour to help	91% (Feb 2017)	N/A	95% (June 2017)	Maintain levels
Maximise opportunities to increase the supply of affordable housing	34. (T.8)	Number of affordable house completions and Open Market Acquisitions	628 (2012-2017)	294 (2017/18)	279	945 (2018-2023)
	35.	Average number of days taken to re-let properties	N/A	28.1	30.8	24
	36.	Average time taken to complete non-emergency repairs	12.8	7.2 days	7.2	7.2 days (2018/19)
Better and more effective public transport	37.	Number of bus service routes and timetabled journeys	N/A	36 routes and 2,949 timetabled journeys	36 routes and 2,949 timetabled journeys	Maintain number of routes and journeys
Increase waste recycling to meet the 2025 target	38.	% of total household waste that is recycled (national targets)	51.8%	53.1%	53.3%	70% (2025)
Work closely with partners to meet our commitment to	39	East Lothian Council's corporate annual carbon emissions (tonnes CO2e)	17.610 tonnes CO2e	17,204 tonnes CO2e	15,007 tonnes CO2e (including	To be confirmed in the Climate

Climate Change targets		Note this dataset does not include Fleet data which will be added in future years	(Does not include Fleet data)	(Does not include Fleet data)	fleet data) (18/19)	Change Strategy
Support initiatives to reduce crime and anti-social behaviour	40.	% of citizens who feel 'Very Safe' and 'Fairly Safe' walking alone in their local area after dark	85% {VS: 51% FS: 34%} (Feb 2017)	N/A	94% {VS: 64% FS: 30%} (June 2019)	Maintain levels
	41.	Number of anti-social behaviour complaints reported to Police Scotland and the Council	N/A	6,850	6,711 (18/19)	7,625 (2018/19) 2% reduction each year
Growing our Capacity						
Deliver transformational change (SG8)	42. (T.9)	Proportion of non-Direct Debit payments, including school payments, undertaken online (at 31 st March) Target to be determined following introduction of new Online Customer Portal	27.2%	34.73%	69.8%	To be determined
Harness the opportunities technology offers in the provision of services (SG9)	43.	Number of on-line form transactions completed on Council website Target to be determined following introduction of new Online Customer Portal	N/A	6798 (Apr-Dec 2018)	9,400	To be determined
	44.	Number of care at home clients with Community Alarm, telecare or stand alone telecare devises	N/A	N/A	2,715 (Jan 2019)	Target to be agreed by IJB
Adopt a Workforce Plan / improve attendance	45.	% of employees agreeing that the Council is a great place of work	77.6% (Feb 2017)	76.7% (Oct 2018)	81% (Nov 2019)	80%

management (reduce staff absence)	46.	Days lost due to absence (FTE)	9.74	10.57	8.16	9.5
Maintain the current rigorous approach to controlling expenditure, ensuring that it continues to 'live within its means' by operating as efficiently as possible	47.	% of income due from Council Tax received by the end of the year	97.6%	97%	96.8%	97%
	48.	Gross rent arrears (<i>all tenants</i>) as at 31 March each year as a percentage of rent due for the reporting year	9.4%	9.3%	6.2%	9%
	49. (T.10)	% of citizens who 'Strongly Agree and 'Tend to Agree' that My Council does the best it can with the money available (excluding Don't Knows)	84% (Feb 2017)	N/A	84% (June 2019)	Maintain level (2021)
	50.	Budget out-turn within 1% of budget	N/A	0.2% underspend	0.4% underspend	1%

REPORT TO: Policy and Performance Review Committee
MEETING DATE: 9 June 2021
BY: Executive Director for Council Resources
SUBJECT: Customer Feedback Reporting 2020/2021

5

1. PURPOSE

- 1.1 To report on the use of the Council's Complaints Handling Procedure for 2020/2021 (1 April 2020 to 31 March 2021).
- 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 continued to grow in experience and knowledge over the past year. Cross skilling has allowed for movement when required between FOI and Feedback. This provides continued stabilisation within both teams. Covid had an impact initially, however having a team member already working remotely allowed the team to remain stable, while getting other team members access to online tools. This allowed the team to comply with the regulatory requests in accordance with legislation.
- 3.4 With the implementation of the new category “Resolved” on the 1st April 2021, the Feedback team have created a Complaint Handling Completion Form. All Stage 1 complaints investigated by Service areas will be requested to complete this form before closure of these individual complaints. This will allow the Feedback team to capture all required data, including resolutions, learnings and help develop new practices. Service Improvement logs for all Service areas have been created to capture all improvements to services and processes as a result of feedback. This will be shared with Service areas quarterly. This will be a valuable tool for supporting Services in making continuous improvements and maintaining a Customer First approach.
- 3.5 Two new KPI’s were introduced from 1st April 2021. The first new KPI relating to “*Customer Satisfaction Survey in relation to the complaint handling*”. To capture the required reporting information a new Satisfaction Survey was created through ELC’s consultation hub . An email containing a link is sent to complainants on the completion of Stage 1 complaints. This encourages participation and feedback on the complaint handling process. All emails sent to complainants are recorded and retained to allow an audit trail and a weekly report is produced through the consultation hub of recorded responses.

The second new KPI in relation to “*Training Upskilling of Staff as a result of complaint findings*”. New training material was produced by the Feedback team to enable Service Managers/Team Managers to deliver complaints training to all staff. The training material will allow staff to efficiently deal with complaints while supporting frontline resolution. The training acted as a refresher to all key changes within the new Complaint Handling Procedure, supporting the new KPI around upskilling of staff as a result of complaints findings.

- 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) was being replaced with the new OCP (On-line Customer Portal). This has continued to progress, with the Feedback Team liaising with the Project Team to ensure that all build requirements have been included. Improved processes and on-line capability will further improve efficiencies. Due to COVID-19 this will be delayed until normal services have resumed.

3.8 This report covers all Council Services.

3.9 CUSTOMER FEEDBACK OVERVIEW 2020/2021

3.9.1 During 2020/2021, East Lothian Council received **622** complaints, compared with **899** in 2019/2020. Overall 2020/2021 was a positive year in terms of Customer Feedback in relation to the continued decrease in Stage 2 complaints and the number of complaints not upheld remained stable. This is detailed further below. There has been a significant increase in compliments received, particularly in relation to the number of communications (22% to 43%)

2020/2021

Stage	Complaints	Compliments	Comments
1	570	386	673
2	52		

2019/2020

Stage	Complaints	Compliments	Comments
1	840	237	172
2	59		

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

Stage 1: 45% (259 of 570) responded to within 5 working days.

Stage 2: 38% (20 of 52) responded to within 20 working days.

3.9.3 Response times have increased since 2019/2020 at 45% for Stage 1 and decreased from 56% to 38% for Stage 2. Greater complexity around the stage 2 requests have 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 2020/2021

3.10.1 Complaint **outcomes** were as follows:

Stage 1: 570 complaints received

Not Upheld 58% (295)

Partially Upheld 27% (139)

Upheld 15% (79)

Escalated to Stage 2 5% (25)

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 **2020/2021** were:

Property Maintenance 26% (146)

Community Housing 13% (75)

Road Services 12% (63)

Stage 2: 52 complaints received

Not Upheld 58% (22)

Partially Upheld 37% (14)

Upheld 5% (2)

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 **2020/2021** were:

Education 44% (23)

Planning 17% (9)

Community Housing 11% (6)

Road Services received 11% (63) of all Stage 1 complaints received in 2020/2021 (570). Of the complaints received, over 49% were not upheld.

Community Housing received 13% (75) of all Stage 1 complaints (570) and has seen a decrease from 80 in 2019/2020. Of the complaints received, over 48% were not upheld.

Property Maintenance received 26% (146) of all Stage 1 complaints received in 2020/2021 (570). Stage 1 complaints have seen a significant decrease from 228 in 2019/2020 to 146 this year. Stage 2 complaints have seen a continued positive decrease from (5) 2019/2020 to (4) 2020/2021. Of the complaints received, over 50% were not upheld.

3.10.2 A table of all Service Area Complaints in 2020/2021 are shown in Appendix 1. Service Area Response Timescales are shown in Appendix 2.

3.11 COMPLIMENTS OVERVIEW 2020/2021

3.11.1 386 compliments were received in **2020/2021**.

The following Service Areas received a high percentage of compliments:

Adult Wellbeing 13% (49)

Customer Services 15% (59)

Revenues 23% (88)

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 2020/2021

3.12.1 **673** comments were received in 2020/2021.

The following Service Areas received a high percentage of comments:

Roads 35% (237)

Sports Countryside & Leisure 15% (101)

Waste 13% (90)

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 and comment from the individual services is contained in Appendix 2

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 - None

6.2 Personnel - None

6.3 Other – None

7. BACKGROUND PAPERS

7.1 None

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DATE	27/05/2021

Appendix 1 Customer Feedback Breakdown by Service 2020/2021

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	22	12	5	3	2	3	9	8	1	49	6
Building Maintenance											
Total	4	0	4	0	1	0	0	0	0	0	0
Building Standards											
Total	4	0	4	0	0	0	0	0	0	0	1
Children's Services											
Total	17	14	0	0	0	3	1	1	0	2	3
Community Housing											
Total	75	36	23	12	4	6	3	2	0	4	57
Community Partnerships											
Total	0	0	0	0	0	0	0	0	0	11	4
Corporate Policy & Improvements											
Total	0	0	0	0	0	0	0	0	0	2	3
Customer Services											
Total	18	5	4	9	0	1	0	0	0	59	9
Economic Development and Strategic Investment											
Total	3	1	1	0	1	0	0	0	0	4	1
Education											
Total	37	20	8	5	5	23	9	8	1	9	17
Engineering incl. Gas											
Total	31	12	11	7	1	0	0	0	0	2	6

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	16	8	4	3	4	2	4	0	1	24	18
Facilities Management											
Total	5	2	3	0	0	0	0	0	0	3	23
People and Governance											
Total	5	4	0	0	1	2	1	0	0	10	2
Other Services for Communities											
Total	0	0	0	0	0	0	0	0	0	0	0
Planning											
Total	19	10	1	2	8	9	6	1	0	3	17
Property Maintenance											
Total	146	77	35	20	3	1	0	0	0	36	58
Revenues and Welfare Support Services											
Total	22	13	2	7	1	0	0	0	0	88	10
Roads											
Total	63	31	15	9	4	2	2	0	0	21	237
Sports Countryside & Leisure											
Total	31	14	8	7	3	1	1	1	0	28	101
Transportation											
Total	2	1	0	1	1	0	1	0	0	0	5
Waste											
Total	57	38	13	5	0	0	0	0	0	31	90

Appendix 2 Customer Feedback Response Times by Service 2020/2021

Service Area	Stage 1 % responded to within 5 Working days	Stage 2 % responded to within 20 Working days
Adult Wellbeing	90%	75%
Building Maintenance	66%	**
Building Standards	67%	0%
Children's Services	75%	0%
Community Housing	40%	66%
Community Partnerships	**	**
Corporate Policy & Improvements	**	**
Criminal Justice	**	**
Customer Services	66%	0%
Economic Development and Strategic Investment	50%	0%
Education	39%	56%
Engineering incl. Gas	46%	**
Environment & Protective Services	62%	50%
Facilities	100%	**
Finance	**	**
IT	**	**
Legal	**	**
People and Governance	60%	0%
Other Services for Communities	**	**
Planning	47%	67%
Property Maintenance	26%	67%
Benefits	**	**
Revenues and Welfare Support	81%	**
Roads	33%	100%
Sports Countryside & Leisure	64%	**
Transportation	0%	0%
Waste	70%	**
** no complaints recorded		

SERVICE IMPROVEMENTS AS A RESULT OF FEEDBACK

Road Services

It's been a very challenging year for Road Services . While there were a number of restrictions in place we have continue to deliver the service. The focus and priorities have been our response to COVID and essential road related works including our winter maintenance. We will now start to see the relaxing of some restrictions over the coming weeks and we will review.

In regards to the complaints for 20/21 the Service Area has proactively taken the opportunity to updated information on the website and social media to help inform and reduce complaints. We have done further work to promote the reporting of faults and worked with our corporate communications colleagues and key stakeholders such as the Area Partnership and community councils to promote a preferred method for reporting road related defects within East Lothian Council.

The main focus continues to have people use the online system via the website as the first method. We want people to know they can also use this system to obtain an update on a reported defect. By using this system it ensures that all defects are recorded, giving a more accurate picture when assessing the condition of the road network for future planned works. All this is to help improve the customer experience and reduce complaints.

Complaints received 2020/2021 – Stage 1 complaints received 63, we have seen a positive decrease from (85) in 2019/2020 to (63) in 2020/2021. With a number of staff working remotely there have been some challenges, but the processes in place to deal with complaints have worked well. Ongoing training and development is key to ensure improve customer experience.

Community Housing

The Community Housing service continues to carefully consider customer feedback, through both complaints and positive comments, as well as satisfaction survey data to continuously review its processes. Customer satisfaction remains relatively high but complaints analysis, especially around upheld complaints is being factored into ongoing service development activity.

Property Maintenance

The service continues to sit above the Scottish LA peer average for tenant satisfaction. Notwithstanding this, development work around new technology and mobile working continues with an aim of bringing in further service improvements and increased tenant satisfaction.

Transport & Waste Services

Feedback information has enabled the services to identify areas where action may be required and respond to customer/citizen needs. The process also helps provide a record to support service actions taken or comments made which is presumed to be what the customer/citizen wants.

This allows more reinforcement of service commitments. An example of this is when we get complaints around pupil numbers on buses and overcrowding. Actions taken by team to reinforce bus checks with contractors resolves these issues. The feedback helps to identify areas of non-compliance and informs ELC when contractors fail to follow correct processes.

Sports Countryside & Leisure

2020 / 21 has certainly been a year like no other. We have really tried to listen to our communities in respect of the role and importance our open spaces make to our communities.

We prioritised service delivery in respect of having presentable parks, open spaces and countryside sites for the public to take their recommended daily exercise and for when lockdown was eased.

We were delighted to receive a range of positive feedback from across our communities in the work that had taken place and the look and feel within and across towns and villages as the public spent more time outdoors.

The focus on continuous improvement for our open spaces will continue as we know through community feedback the important role they play in people's, families and communities lives.

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Date	Performance Monitoring / Inspection Reports	Other Reports / Reports Requested by Members
9 September 2021	Q1 2021/22 Performance	Public Protection Annual Report 2020/21 Review of Social Care Charging/new COSLA guidance Progress against ELC Records Management Plan (<i>September or later?</i>) Review of Impact of Immigration Policy on East Lothian (particularly hospitality/agriculture/social care sectors) (<i>September or later?</i>) Review of Coast and Countryside Management Plan (<i>September or later?</i>)
16 December 2021	Q2 2021/22 Performance	
10 March 2022	Q3 2021/22 Performance	