



NOTICE OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

THURSDAY 10 MARCH 2022, 2.00pm
VIA A DIGITAL MEETING FACILITY

Agenda of Business

Apologies

Declarations of Interest

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

1. Minutes for Approval: PPRC, 16 December 2021 **(pages 1-6)**
2. Q3 2021/22 Performance Indicators – Report by the Executive Director for Place **(pages 7-16)**
3. Local Government Benchmarking Framework 2020/21– Report by the Executive Director for Place **(pages 17-40)**
4. ELC Records Management Plan – Report by the Executive Director for Council Resources **(pages 41-48)**
5. Public Protection Annual Report 2020/21 – Report by the Chief Social Work Officer **(pages 49-70)**
6. Legacy Report – Report by the Executive Director for Place **(pages 71-73)**

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

3 March 2022

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https://www.eastlothian.gov.uk/meetings/committee/99/policy_and_performance_review_committee

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MINUTES OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

THURSDAY 16 DECEMBER 2021
VIA A DIGITAL MEETING FACILITY

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Committee Members Present:

Councillor L Bruce
Councillor J Findlay (Convener)
Councillor N Gilbert
Councillor G Mackett
Councillor T Trotter

Other Councillors Present:

None

Council Officials Present:

Ms S Fortune, Executive Director for Council Resources
Ms L Brown, Executive Director for Education and Children's Services
Mr D Proudfoot, Executive Director of Place
Mr T Reid, Head of Infrastructure
Ms M Sullivan, Head of Development
Ms S Saunders, Head of Communities
Ms W McGuire, Head of Housing
Ms N McDowell, Head of Education
Ms J Tait, Head of Children's Services
Mr C Grilli, Service Manager – Legal
Mr A Stubbs, Service Manager – Roads
Mr P Vestri, Service Manager – Corporate Policy and Improvement
Mr G Stewart, Policy Officer
Mr I Lennox, Team Manager – Assets & Regulatory, Infrastructure
Mr S Cooper, Team Manager – Communications
Ms F Currie, Committees Officer

Clerk:

Ms B Crichton

Apologies:

Councillor C Hoy
Councillor C McGinn
Councillor P McLennan

Declarations of Interest:

None

1. MINUTES FOR APPROVAL – PPRC, 9 SEPTEMBER 2021

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

2. Q2 PERFORMANCE INDICATORS 2021/22

A report was submitted by the Executive Director – Place on the performance of Council services during Quarter 2 (July to September) 2021/22.

Gary Stewart, Policy Officer, presented the report. He provided a short overview of the report and drew attention to particular indicators: homelessness, recycling and fly-tipping, housing benefit process times, council tax collection/business rates, tenant rent arrears, and sports and swimming pool attendances. Appendix 1 contained the full suite of indicators.

Councillor Trotter enquired as to the feasibility of figures being broken down to individual towns across the county. Tom Reid, Head of Infrastructure, said that Enjoy Leisure would hold this information and would respond to Councillor Trotter offline, but advised that recovery had been positive across all centres. Breaking down recycling figures further would require significant resources; this would not be feasible when the service was working under business continuity, but could be a possibility in the future.

Paolo Vestri, Service Manager – Corporate Policy and Improvement, added that the council would not be in a position to report every service in such detail, as this would put significant pressure on the system used and generate a very long report. He suggested that Councillors request a breakdown of information for specific indicators prior to meetings to allow this data to be included within the report. He noted the potential for data protection issues if reporting rent arrears in too much detail. Mr Vestri also advised that more nuanced data would be available at service level and resources were used to address specific problems. He suggested that service managers would be able to provide an explanation for actions taken to address these issues if required.

The Convener asked about the resumption of food hygiene and food standards inspections. Mr Vestri advised that inspections dropped off as resources were directed to supporting businesses in managing restrictions imposed on them. A recent increase in inspections had not yet fed through to the data, but recent restrictions imposed would again affect the number of inspections carried out. However, officers had been looking to reintroduce inspections in a proportionate way, particularly in areas of concern.

The Convener also requested information regarding legislative and associated software changes impacting on business rates collection. Douglas Proudfoot, Executive Director – Place, would take this offline and circulate a response.

Councillor Bruce asked how many community payback orders (CPOs) had been cancelled in East Lothian due to a lack of capacity in the system. Judith Tait, Head of Children's Services, advised that the Scottish Government had stood down some court-mandated community payback orders during the pandemic, but services were working to put in place meaningful interventions. Ms Tait would put together fuller answers and provide further information to Councillor Bruce offline. Mr Vestri added that the previous year had seen a significant reduction in CPOs, but that numbers were now increasing.

Responding to a question from the Convener, Mr Vestri advised that Policy and Performance Review Committee Members had previously approved the list of indicators reported upon, and the council reported on these figures requested by Members. He suggested that a full list of indicators could be provided to Members, or that a session could be organised for

officers to look through the various indicators that were currently not reported on with officers.

The Convener thanked Mr Vestri and Mr Stewart for the report. He commented that the council was still being greatly affected by the pandemic, and that similar figures were likely to continue to be seen going forward.

Decision

The Committee agreed to note the report and otherwise use the information provided to consider whether any aspect of the Council's performance was in need of further analysis.

3. COVID-19 PERFORMANCE INDICATORS

A report was submitted by the Executive Director – Place updating the Committee on the performance indicators that reflected on the council's performance in respect of COVID-19.

Mr Vestri presented the report. He advised that the Improvement Service produced a weekly dashboard of 25 indicators, which included some data that the council already reported on. Mr Vestri advised we were currently in week 85, and referred to the appended summary of performance as at week 79; this showed that East Lothian Council was generally performing better than other local authorities in a number of key indicators, and performance in line with the Scottish average in others. There were a small number of indicators where the council was performing below the Scottish average, including the number of test and protect calls being received and business start-ups. Fuller detail was contained within Appendix 2.

Responding to a question from Councillor Mackett, Mr Vestri advised that Covid-related deaths were reported through the daily Public Health dashboard. There were 100 Covid-related deaths reported in East Lothian from March 2020 – February 2021, and there had been 30-35 Covid-related deaths reported in the current year since March 2021. There had been two deaths reported in November 2021, but Mr Vestri noted that this was substantially lower than the number of deaths reported in previous months.

The Convener asked questions around the reporting of domestic abuse incidents. Ms Tait advised that feedback from people who had referred themselves to services showed that their experiences had been worse than before the pandemic. Data had shown a marked increase in the percentage of people who had been referred for specific support from services, and there was evidence that significance and severity of domestic abuse had increased. She advised that at a recent meeting of the Public Protection Committee, domestic abuse services had reported experiencing significant waiting lists. Ms Tait suggested that the accuracy of the picture overall was not being reflected in the dataset, and the picture was still building to help services understand the full impact.

Responding to a question regarding pupil attendance from the Convener, Nicola McDowell, Head of Education, advised that the service continued to monitor pupil attendance robustly. The new Omicron variant was causing absence rates to increase, but it was not possible to predict what the picture would look like when schools returned in January. Covid-related absence continued to be the foremost reason for pupils missing school. Ms McDowell could keep the Convener updated on attendance figures after Christmas and would provide Councillor Bruce with comparator figures for pupil attendance after the meeting.

Councillor Trotter commented that Covid had affected all areas and thanked everyone for their efforts throughout the pandemic. He applauded the decision of East Lothian Council to use the Haddington Corn Exchange as a vaccination centre. The Convener echoed Councillor Trotter's remarks.

Decision

The Committee agreed:

- i. to note the summary of the Council's performance across the 25 indicators included in the Improvement Service's COVID-19 Dashboard; and
- ii. to use the information provided in this report to consider whether any aspect of the Council's performance in respect of the pandemic was in need of further analysis.

4. ROADS ASSET MANAGEMENT – ANNUAL STATUS AND OPTIONS REPORT 2020/21

A report was submitted by the Executive Director of Place presenting a summary of the Council's road assets status as of financial year 2020-21.

Alan Stubbs, Service Manager – Roads, presented the report. The report dealt with six different asset groups: carriageways; footways; street lighting; traffic signals; electric vehicle (EV) charging points; and road structures. Full status and option reports were detailed in Appendix A. He took Members through the main asset groups, drawing attention to the key points, outlining the options for adoption, and advising of officer recommendations for investment levels. He noted that no investment was required in EV charging points as these were currently 100% funded.

Mr Stubbs responded to questions from Members. Responding a question relating to increasing inflation and rising labour and material costs from Councillor Bruce, Mr Stubbs advised that an increase in material costs had been seen across the industry. He would share industry documents with Councillor Bruce relating to potential cost increases going forward.

Responding to a question from Councillor Gilbert, Mr Stubbs advised that minor patching and filling in of potholes was considered to be day-to-day maintenance and therefore fell under revenue costs. Significant repairs came under capital costs and prolonged the life of the carriageway. There was a programme to patch panels of road and surface dressing, which would prolong the life of the road for up to ten years, but was less expensive than full reconstruction, which would last 20-25 years. However, the budget to reconstruct all roads in East Lothian was not available. Mr Reid added that the report highlighted investment that would be taken forward in terms of budget development discussions; this would be worked through in conjunction with the Executive Director – Council Resources to align with the capital plan to consider the affordability of options.

Councillor Trotter asked for information regarding outstanding claims against the council and money paid out in claims. Mr Reid would obtain this information from insurance colleagues and provide a response offline.

Mr Stubbs responded to a number of questions from the Convener. The Road Asset Management Plan was a live document which formed part of the suite of documents within the Local Transport Strategy. Regarding street lighting, Mr Stubbs advised that 30% of the 18,431 columns currently maintained by the council were the old-style non-galvanised columns. £9.4m of investment would be required to replace this backlog of old-style columns, but the current columns were inspected on a regular basis and rated against a traffic light system.

Regarding a question on EV charging points from Councillor Mackett, Mr Stubbs advised that the electricity used was not funded, but the council did not make a loss on this as there was a charging matrix in place for those using EV charge points.

The Convener asked about the future deterioration of the road network should the level of current investment continue. Mr Reid advised that the inspection and reporting regime identified potential imminent failures, and gave reassurance that a level of catastrophic failure would not be allowed to occur; the roads team were adept at prioritising repairs to keep the network safe.

Responding to a question from Councillor Bruce, Mr Stubbs advised that the report adopted a forecast model to enable decisions to be taken with an understanding of the long-term implications, as roads deteriorated slowly. Investment was focused on the roads requiring attention, and a Needs Assessment Policy was in place.

Councillor Bruce highlighted positive feedback from a local business in Port Seton who had appreciated the professionalism of officers carrying out road resurfacing works and the actions put in place to enable the business to continue trading through the period of disruption.

Councillor Mackett complimented the state of repair of the roads within his ward and thanked officers for their work. The Convener also thanked officers for their work on the road network.

Decision

The Committee agreed:

- i to note the report; and
- ii to note officer recommendations of investment for each of the assets covered within the report.

5. WORK PROGRAMME

An updated Work Programme detailed the reports already scheduled for the Committee for the last meeting in session 2021/22, to be held on 10 March 2022.

Reports added to the work programme for the next meeting:

Performance monitoring/inspection reports:

- Mr Vestri advised that it may be possible to add the Local Government Benchmarking Framework report from 2020/21 to the March meeting, depending on the date of publication by the Improvement Service.

Additional reports/reports requested by Members:

- No further reports were added by Members.

Councillor Trotter requested that information relating to council tax collection be provided, broken down into individual wards.

Signed

Councillor Jeremy Findlay
Convener of the Policy and Performance Review Committee

DRAFT

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 10 March 2022

BY: Executive Director for Place

SUBJECT: 2021/22 Q3 Performance Indicators

2

1 PURPOSE

- 1.1 To provide elected members with information regarding the performance of Council services during Q3 2021/22 (Oct - Dec 2021).

2 RECOMMENDATIONS

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

3 BACKGROUND

- 3.1 The Council has an established set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and East Lothian Plan. The indicators are updated on a quarterly basis and the results are reported to the Policy & Performance Review Committee. Appendix 1 provides the results of the Key Performance Indicators for Q3 2021/22.

- 3.2 The following are some of the Q3 performance measures from Appendix 1 that may be of particular interest to members:

- **Homelessness** (CH01, CH02) – The number of homelessness cases decreased from 165 in Q2 to 141 in Q3. The average number of days to re-housing has increased to 505 days due to the focus on accommodating longstanding cases from temporary to permanent accommodation.
- **Waste Recycling** (T&WS11) – the number of vehicles accessing centres reduced during the quarter from 156,497 to 134,047 although this is still above the target of 125,000.
- **Out of Work Allowance (JSA / Universal Credit)** (EDSI_ELW02) - The claimant count for East Lothian continues to reduce from 3.5% to 3.2% (2130)

claimants). This is against a Scottish average of 4.0%. The claimant count for age 18 to 21 is 4.7%.

- **Sport & Pool Attendance** (SCL_SD01 & SCL_SD02) – There has been an increase in the number of sport centre attendances from 74,832 to 103,290 in Q3. Visits to pools decreased slightly from 78,731 to 71,250 Q3. Both measures remain below pre-pandemic levels of attendance.
- **Housing Benefit Process Times** (BEN01 & BEN02) – Quarter performance has improved for both measures. On average it took 28.8 days to process a new claim for housing benefit. The year to date average is outwith the target (26 days) at 31.9 days. The time taken to process changes in circumstances has reduced from 15.7 days to 11.7 days. The year to date average is also outwith target (6 days) at 13.6 days. Recently recruited staff are currently working on Scottish Welfare Claims and SISG Claims, which has contributed to improved performance.

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: 2021/22 Q3 Performance Indicators Report

AUTHOR'S NAME	Paolo Vestri / Gary Stewart
DESIGNATION	Service Manager / Policy Officer
CONTACT INFO	pvestri@eastlothian.gov.uk gstewart1@eastlothian.gov.uk
DATE	28/2/2022







Appendix 1 - Council Plan Quarter Performance Report - Quarter 3

Dates

31/12/2021





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 Year	Previous Qrt	Actual	Target	RAG	Trend	Comments
CH01 Number of homelessness cases	Increase community and individual resilience	139	165	141	200			Homelessness cases in Q3 are lower than the previous quarter. Presentations have fluctuated throughout the pandemic and broadly, have gradually increased in parallel with easing of restrictions. It is considered likely that a slow steady increase in presentations will be maintained going forward, although this will be closely monitored.
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	Increase community and individual resilience	354	398	505	300			This figure has increased significantly from the previous quarter. This is due to a focus on accommodating longstanding cases from temporary to permanent accommodation, with appropriate housing options made available. These cases have been challenging to accommodate previously due to limited housing supply.

Measure	Objective	Previous Year	Previous Qrt	Actual	Target	RAG	Trend	Comments
CH03 % homelessness assessments completed in under 28 days	Increase community and individual resilience	76.0	86.0	80.0	80.0	★	↘	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 be 80% or higher, going forward.
EH01 % Food Hygiene high risk Inspections achieved	Increase community and individual resilience	100.0		100.0	100.0	★	?	
EH02 % of Food Standards high risk Inspections achieved	Increase community and individual resilience	100.0	0.0	100.0	100.0	★	↕	
EH04 % food businesses broadly compliant with food hygiene law	Increase community and individual resilience			99.0	93.0	★	?	
HSCP_CJ01 Percentage of Community Payback Orders successfully completed	Reduce crime and anti-social behaviour	85.7	62.0	78.0		!	↕	
HSCP_CJ01b Number of Community Payback Orders	Reduce crime and anti-social behaviour	46	28	36				
RS01 Street lighting - repairs - average time in days	Better public transport and active travel		2.2	4.29	7	★	↘	Although we are well within target, performance on dark lamp repairs has taken an additional 2 days on average to complete in this quarter. A small number of obsolete lanterns are still to be converted to LED and delays in the procurement chain for replacement materials have led to some repairs taking longer than expected.
RS02 Traffic lights - average time to repair failure (hours:mins)	Better public transport and active travel	17.26	13.31	28.08	48	★	↘	

Measure	Objective	Previous Year	Previous Qrt	Actual	Target	RAG	Trend	Comments
SCL_AS01 Percentage of Other Waste Recycled	Increase waste recycling	100.0	100.0	100.0	90.0	★	→	
SCL_AS02 Percentage of Green Waste & Beach Waste Recycled	Increase waste recycling	100.0	100.0	100.0	100.0	★	→	
SCL_AS03 Number of Flytipping incidences	Increase waste recycling	106	87	83	88	★	↘	
T&WS11 Number of vehicles accessing recycling centres	Increase waste recycling	146210	156497	134047	125000	★	↘	Small decrease in number of visitors from previous year's quarter 3.

Growing Our Economy

Measure	Objective	Previous Year	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	2.1			?!	?	Figures reported every 2nd quarter.
DM12 Local developments: average time in weeks	Support the growth of East Lothians economy	8.0	8.3			?!	?	Figures reported every 2nd quarter.
DM13 All Local developments: % determined within 2 months	Support the growth of East Lothians economy	90.4	79.8			?!	?	Figures reported every 2nd quarter.
DM14 Householder developments: average time (weeks)	Support the growth of East Lothians economy	6.6	8.0			?!	?	Figures reported every 2nd quarter.
DM18 Approval Rates: Percentage of all applications granted in period	Support the growth of East Lothians economy	95.9	97.3			?!	?	Figures reported every 2nd quarter.
EDSI_B01 Number of Business Gateway-Start ups	Support the growth of East Lothians economy					?!	?	

Measure	Objective	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments
EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	Support the growth of East Lothians economy					?!	?	
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	Reduce unemployment					?!	?	
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	Reduce unemployment	5.0%	3.5%	3.2%	4.0%	★	↓	The claimant count for East Lothian continues to reduce from 3.5% to 3.2% (2130 claimants). This is against a Scottish average of 4.0%. claimant count for age 18 to 21 is 4.7%.
LPS01 % spend with contracted suppliers	Support the growth of East Lothians economy	86.3	87.0	86.0	80.0	★	↔	

Growing Our People

Measure	Objective	Previous Yrs	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	1.7	1.8	1.8			↓	Placement stability is a key factor in positive outcomes for young people. The average number of placement moves continues to fall slightly. The
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	20.6	32.0	18.8			↓	48 children on the child protection register, with 9 on the register for more than 6 months at the end of December 2021. Ongoing consequences of the
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	0.3		!	n/a	Dec 2021 Re-registrations within a 12 month period are rare and the performance in East Lothian is consistently encouraging. There are currently 48 children and young people on the Child Protection Register with only 1 child having been re-registered in the previous 12 months. We are looking to

Measure	Objective	Previous Yrs	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	2.3	1.9	2.1				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
HSCP_CS05 Rate per 1,000 children in Foster Care	Improve the life chances of the most vulnerable people in our	4.1	3.6	3.6				The number of children in foster care remained roughly the same during the last 2 quarters and stands at 77. However the challenge to recruit and
HSCP_CS06 Rate per 1,000 children in Residential Care	Improve the life chances of the most vulnerable people in our	1.8	1.4	1.6				There are 34 East Lothian young people in Residential Care. East Lothian has 12 places within two 6 bedded units. External placements are subject to
HSCP_CS07 Rate per 1,000 children on Home Supervision	Improve the life chances of the most vulnerable people in our	3.2	2.9	2.8				There are 59 children/young people on a Home Supervision Order. Reviewing Officers continue to ensure plans are in place for these children at an early
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	58.2	57.6		!	↘	
HSCP_01 Number of delayed discharge patients waiting over 2 weeks	Reduce hospital admissions and delayed discharge of older people	1	2	0		★	↕	
SCL_SD01 Number of attendances at indoor sports and leisure facilities	Tackle obesity in children	56307	74832	103290	130000	▲	↕	
SCL_SD02 Number of attendances at pools	Tackle obesity in children	36367	78731	71250	110000	▲	↘	

Growing the Capacity of the Council

Measure	Object Name	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments
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Measure	Object Name	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments
BEN01 Average time in days to process new claims in housing benefit	Provide efficient services	21.43	39.04	28.88	26.00	▲	↓	There has been a significant improvement in benefit performance in this quarter, although still below target, due mainly to the significant additional pressures of administering Scottish Government grants for Self Isolation (SISG) payments and other COVID related work. The recently recruited additional staff are currently working mainly on Scottish Welfare Claims and SISG Claims. This has had a positive impact on other staff contributing to the improvement in performance in this quarter
BEN02 Average number of days to process a change of circumstances (Housing Benefit)	Provide efficient services	7.93	15.72	11.67	6.00	▲	↓	There has been a significant improvement in benefit performance in this quarter, although still below target, due mainly to the significant additional pressures of administering Scottish Government grants for Self Isolation (SISG) payments and other COVID related work. The recently recruited additional staff are currently working mainly on Scottish Welfare Claims and SISG Claims. This has had a positive impact on other staff contributing to the improvement in performance in this quarter
CF001 Percentage of invoices paid on time	Provide efficient services	82.8	84.2	83.2	90.0	●	↔	
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	Provide efficient services	85.7	88.7	90.0	95.0	●	↓	
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	Provide efficient services	88.15	92.08	91.25	90.00	★	↔	

Measure	Object Name	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments
REV06 Business Rates in-year collection	Provide efficient services	77.1	30.4			?!	?	
REV07 Council Tax in-year collection	Provide efficient services	81.1	53.6			?!	?	
REV08 Value of current tenants rent arrears	Provide efficient services	1,356,943.2	1,333,792.6			?!	?	

REPORT TO: Policy & Performance Review Committee
MEETING DATE: 10 March 2022
BY: Executive Director for Place
SUBJECT: Local Government Benchmarking Framework 2020/21

3

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 2020/21.

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 is evolving and it now includes over 100 indicators around three factors – cost, performance, and satisfaction. The 2020/21 release includes new, Economic and Financial Sustainability measures:
- ECON11: Gross Value Added (GVA) per capita
 - ECON12a: Claimant Count as % of Working Age Population
 - ECON12b: Claimant Count as % of 16-24 Population
 - FINSUS1: Total useable reserves as a % of council annual budgeted net revenue
 - FINSUS2: Uncommitted General Fund Balance as a % of council annual budgeted net revenue
 - FINSUS3: Ratio of financing costs to net revenue stream – General Fund
 - FINSUS4: Ratio of financing costs to net revenue stream – Housing Revenue Account
 - FINSUS5: Actual outturn as a percentage of budgeted expenditure
- 3.4 Other new indicators around child poverty and climate change, which are already included in East Lothian Council's Top 50 Council Plan indicators will also be added to the LGBF next year:
- % of children living in poverty (After Housing Costs)
 - CO2 emissions area wide per capita
 - CO2 emissions area wide: emissions within scope of Local Authority per capita
- 3.5 The LGBF Overview 2020/21 report, which is due to be published on 4th March 2022, provides a very detailed and comprehensive report on the national comparison and key trends over time. There will be an additional update of the LGBF dataset following completion of the Scottish Government's validation process on the finance data and to allow inclusion of the Looked After Children data in March.
- 3.6 The data for 2020/21 represent the first year of the Covid-19 pandemic. Throughout this year, there were three national lockdowns which placed legal restrictions on both the Council and the public. The Council activated Business Continuity procedures at the end of March 2020 in response. Access to face-to-face and non-essential public facilities were either closed or severely restricted. Many routine service activities had been reduced and resources re-directed to deliver the Covid emergency response. Employees were advised to work at home if possible. The ongoing impact of Covid has affected performance and cost measures through additional expenditure, reduced attendances and income loss. The LGBF result for 2020/21 will need to be interpreted against this context. This will be important to consider both for comparison with previous years, and also comparison across councils.

- 3.7 Indicators that were most affected by Covid include:
- HSN2: % of rent due in the year that was lost to due to voids
 - HSN4b: average time taken to complete non-emergency
 - C&L1: Cost per attendance at sports facilities
 - ECON5: Number of business gateway start-ups per 10,000 population.
- 3.8 Following the cancellation of the SQA examinations and external assessment of coursework in 2020, and the use of the Alternative Certification Model in 2021, the Scottish Government has advised that attainment data gathered for session 2019-20 and 2020-21 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. Any change between the attainment levels of the 2019/20 and 2020/21 cohorts and those of previous years should therefore not be seen as an indication that performance has improved or worsened without further evidence.
- 3.9 The Achievement of CfE Levels data for 2020/21 has been significantly affected by the coronavirus (COVID-19) pandemic and this should be kept in mind when interpreting the data. The closure of schools and the ongoing disruption to learning and teaching as a result of the self-isolation of pupils and teachers has had an impact on some pupils' progress and attainment as well as on the consistency of teacher judgements across Scotland. These results are therefore not directly comparable with previous years or between local authorities.
- 3.10 Satisfaction data have also not been included for 2020/21 publication of the LGBF. The publication of the Scottish Household Survey (SHS) satisfaction data is going to be later than expected due to the changed methodology. Methodological changes introduced some comparability issues.

National Overview

- 3.11 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.
- 3.12 The Report highlights total revenue funding for all councils has reduced in real terms by 6% (excluding non-recurring Covid-19 funding). Prior to Covid-19, funding for Councils had not been increasing in real terms with increasing demographic pressures, impact of living wage and pay settlements, tackling poverty, and higher public expectations. This lead to an increasing reliance on savings, charges, reserves and income to bridge the gap in funding.
- 3.13 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 2020/21, most services have seen a drop in real terms gross expenditure, including Total General Fund spending down by 1%, Culture and Leisure down by 39%, Roads down by 27% and Environmental Services down by

12%. However, spending on Education (12%) and Adult Social Care (19%) has grown in real terms since 2010/11.

Interpretation of Benchmarking Results

- 3.14 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.
- 3.15 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

- 3.16 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.
- 3.17 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.

2020/21 Performance

- 3.18 Appendix 1 provides 2020/21 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.
- 3.19 The following analysis only includes indicators which have comparative previous data. Of the 76 LGBF indicators with values for 2019/20 and 2020/21 or a most recent value for those indicators reported every 2 years, 54 indicators relate to the performance of services in delivering outputs and outcomes, and 22 indicators relate to the cost of delivering services. Satisfaction data is not available for 2020/21. All cost indicators have been adjusted for inflation to provide a real cost comparison on trend data.
- 3.20 Appendix 2, provides the LGBF Performance Report by category and measure type and includes additional commentary for each measure.
- 3.21 The following is a breakdown of the number of indicators that improved or declined by at least 4% between 2019/20 and 2020/21 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. In 2020/21, 35, just under half (46%) indicators improved and 19 (25%) remained roughly static, and 22 (29%) declined. This does not take into account the status of 11 satisfaction indicators.

3.22 Comparison of East Lothian indicators against the Scottish average shows that 41 (51%) 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) declined slightly during 2020/21. Over a quarter of the council's indicators (27.6%) are in quartile 1 in 2020/21. Overall, 51% of the council's indicators are in quartile 1 and 2 compared to 55% in 2019/20. It should be noted that previous values can be updated to take into account corrections from all councils. This will affect previous ranking and quartile positions for East Lothian Council.

Positive Indicators

3.23 The following are some of the indicators that showed marked improvement or performed comparatively well in 2020/21:

- ENV4b, 4c & 4d: The majority of Environmental Service cost and performance indicators continue to perform better than the Scottish average. The percentage of B class roads that should be considered for maintenance treatment reduced from 38.82% to 31.5%. Also, C class roads improved from 30.8% to 25.8%, now placing ELC within the first quartile.
- Corp 6a & 6b: Average days absent per Teacher has reduced from 4.92 days to 2.77 days. Absence levels for other employees reduced to 7.17 days. ELC now ranks second and third for these measures.
- SW8: Number of days people aged 75+ per 1000 spend in hospital when they are ready to be discharged reduced from 327 per 1000 to 258.
- CHN21: Participation rate of school leavers fell slightly from 94.5% to 94.1% but is above the Scottish average of 92.2% and improved compared to other areas so East Lothian moved into the 1st quartile.
- ENV6: The waste recycling rate fell from 55.3% to 52.4% due mainly to the impact of COVID, but East Lothian is still well above the Scottish average of 42% and moved from the 2nd to 1st quartile. It should be noted that these figures related to 2020/21, prior to the introduction of the new waste collection service, which has seen an increase in recycling rates.
- HSN1b: Gross rent arrears fell as a % of rent due in the year fell from 6.3% to 5.87% and is well below the Scottish average of 8.2%.

Areas for further investigation and improvement

3.24 Several indicators have declining performance or are within the 3rd or 4th quartiles and may require further investigation through benchmarking activity:

- Corp 8: Payment of invoices within 30 days remains within the fourth quartile at 83.9%; the Scottish average is 91.8%.
- ECON1: Unemployed people assisted into work from council operated/ funded Employability Programmes (as a % of unemployed adults) fell from 5.7% to 2.23% and is below the Scottish average of 6.0%.
- ENV4e: Percentage of unclassified roads that should be considered for maintenance increased from 33.2% to 36.6%, although this was still below the Scottish average of 38.3%.
- FINSUS1 – 5: East Lothian is below the Scottish average on four of the five new finance indicators and in the 4th quartile for two of them: FINSUS1: Total useable reserves as a % of annual Budgeted revenue, 13.4% compared to the Scottish average of 23.6%; and FINSUS 2: Uncommitted General Fund Balance as a % of annual budgeted net revenue, 1.9% compared to the Scottish average of 3.5%, although still within the Scottish Audit recommendation of 2% - 4%.

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 2020/21
- 7.2 Appendix 2: East Lothian LGBF Performance Report 2020/21 (Service Categories /Indicator Type)
- 7.3 National Benchmarking Overview Report 2020/21 (**available 4th March**):
<https://www.improvementservice.org.uk/benchmarking/reports>

AUTHOR'S NAME	Gary Stewart / Paolo Vestri
DESIGNATION	Policy Officer (Performance) / Service Manager Policy, Improvement & Partnerships
CONTACT INFO	gstewart1@eastlothian.gov.uk / pvestri@eastlothian.gov.uk
DATE	28 th February 2022

Appendix 1 - LGBF Summary Report 2020/21

2020/21
East Lothian

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
CHN1	Cost Per Primary School Pupil	5334.0	5275.33	-58.6	5897.2	2	1
CHN2	Cost per Secondary School Pupil	7306.8	6789.09	-517.7	7629.2	1	1
CHN3	Cost per Pre-School Education place	5935.3	7447.78	1512.4	9254.9	4	1
CHN4	% of Pupils Gaining 5+ Awards at Level 5	60.0	67.00	7.0	67.0	17	3
CHN5	% of Pupils Gaining 5+ Awards at Level 6	35.0	46.00	11.0	41.0	6	1
CHN6	% pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	32.0	38.00	6.0	49.0	26	4
CHN7	% pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher	13.0	25.00	12.0	23.0	8	1
CHN8a	The Gross Cost of "Children Looked After" in Residential based services per Child per Week	3796.5					
CHN8b	The Gross Cost of "Children Looked After" in a community setting per Child per Week	247.5					
CHN9	Balance of Care for 'looked after children': % of children being looked after in the community	84.6					
CHN11	Proportion of pupils entering positive destinations	92.5					
CHN12a	Overall Average Total Tariff	853.1	1011.12	158.0	972.4	10	2
CHN12b	Average Total Tariff SIMD Quintile 1	476.0	636.00	160.0	688.0	19	3
CHN12c	Average Total Tariff SIMD Quintile 2	626.0	791.00	165.0	817.0	21	3
CHN12d	Average Total Tariff SIMD Quintile 3	846.0	1036.00	190.0	975.0	11	2
CHN12e	Average Total Tariff SIMD Quintile 4	944.0	1064.00	120.0	1108.0	20	3
CHN12f	Average Total Tariff SIMD Quintile 5	1112.0	1269.00	157.0	1320.0	18	3
CHN13a	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy		61.00	61.0	67.0	25	4
CHN13b	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy		69.00	69.0	75.0	24	3
CHN14a	Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils		29.45	29.5	24.7	22	3
CHN14b	Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils		26.26	26.3	21.4	21	3
CHN17	Percentage of children meeting developmental milestones	86.6					
CHN18	% of funded early years provision which is graded good/better	84.2	89.40	5.2	90.9	24	3
CHN19a	% rate of school attendance		91.80	-1.3	92.0	22	3
CHN21	Participation Rates for 16-19 year olds	94.5	94.01	-0.4	92.2	5	1
CHN22	% of child protection re-registrations within 18 months	0.0					
CHN23	Percentage of looked after children with more than 1 placement in the last year (Aug-July)	16.9					
CORP 1	Support services as a % of Total Gross expenditure	5.0	4.78	-0.3	4.1	25	4
CORP 3b	The percentage of the highest paid 5% of employees who are women	56.3	52.74	-3.6	58.3	25	4
CORP 3c	The gender pay gap	2.3	3.00	0.7	3.7	15	2
CORP 4	The cost per dwelling of collecting council tax	5.5	6.56	1.1	6.6	13	2
CORP 6a	Sickness Absence Days per Teacher	4.9	2.77	-2.1	4.2	2	1
CORP 6b	Sickness Absence Days per Employee (non-teacher)	9.4	7.17	-2.3	9.7	3	1
CORP 7	Percentage of income due from Council Tax received by the end of the year	96.8	95.47	-1.3	94.8	18	3
CORP 8	Percentage of invoices sampled that were paid within 30 days	86.0	83.93	-2.1	91.8	28	4
CORP-ASSET1	% of operational buildings that are suitable for their current use	81.3	80.98	-0.3	82.3	22	3
CORP-ASSET2	% of internal floor area of operational buildings in satisfactory condition	89.3	88.25	-1.1	89.2	19	3
SW1	Home Care Costs per Hour for people 65 or over	17.1	22.13	5.1	27.7	6	1
SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+	7.2	7.67	0.5	8.2	8	1
SW3a	% of people aged 65 or over with long term care needs receiving personal care at home	59.0	58.94	0.0	61.7	22	3
SW4b	% of adults who agree that their services had an impact in improving their quality of life	70.0					
SW4c	% of adults supported at home who agree they are supported to live as independently as possible	71.6					
SW4d	% of adults supported at home who agree they had a say in how their care/support was provided	75.5					
SW4e	% of carers who feel supported to continue in their caring role	32.7					
SW5	Residential Care Costs per week per resident for people aged 65 or over	430.2	469.92	39.7	438.6	19	3
SW6	Rate of readmission to hospital within 28 days per 1,000 discharges	101.7	117.19	15.5	120.0	16	2
SW7	% Proportion of care services graded "good" or better in Care Inspectorate inspections	84.7	85.50	0.8	82.5	15	2
SW8	Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	327.0	257.79	-69.2	484.3	9	2
C&L1	Cost per attendance at sports facilities	4.0	26.19	22.2	40.4	12	2
C&L2	Cost per library visit	2.2	14.00	11.8	2.9	26	4
C&L3	Cost of museums per visit	2.0	1.73	-0.3	10.1	7	1
C&L4	Cost of parks & open spaces per 1,000 population	27401.9	24791.47	-2610.4	19112.3	24	3
C&L5a	% of adults satisfied with libraries	74.5					
C&L5b	% of adults satisfied with parks and open spaces	87.4					
C&L5c	% of adults satisfied with museums and galleries	64.3					
C&L5d	% of adults satisfied with leisure facilities	71.9					
ENV1a	Net cost per Waste collection per premise	62.1	67.62	5.5	72.3	16	2
ENV2a	Net cost per waste disposal per premise	76.0	78.95	3.0	104.5	6	1
ENV3a	Net cost of street cleaning per 1,000 population	12520.6	11177.02	-1343.6	14845.4	15	2
ENV3c	Street cleanliness score	91.4	90.18	-1.2	90.1	20	3
ENV4a	Cost of maintenance per kilometre of roads	8576.3	9720.64	1144.4	9667.3	15	2
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	30.4	28.20	-2.2	29.8	18	3
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	38.3	31.50	-6.8	34.0	17	3
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	30.8	25.80	-5.0	33.6	7	1
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment	33.2	36.60	3.4	38.3	18	3
ENV5	Cost of trading standards and environmental health per 1,000 population	15329.5	12845.23	-2484.3	18463.0	2	1
ENV5a	Cost of Trading Standards, Money Advice & Citizen Advice per 1000	3090.9	2789.62	-301.2	5857.3	3	1
ENV5b	Cost of Environmental Health per 1000 population	12032.5	10055.61	-1976.9	12605.7	9	2
ENV6	% of total household waste arising that is recycled	55.3	52.40	-2.9	42.0	6	1
ENV7a	% of adults satisfied with refuse collection	79.4					
ENV7b	% of adults satisfied with street cleaning	77.6					
HSN1b	Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	6.3	5.87	-0.4	8.2	6	1
HSN2	Percentage of rent due in the year that was lost due to voids	0.5	0.64	0.1	1.4	3	1
HSN3	Percentage of dwellings meeting Scottish Housing Standards	97.5	97.60	0.1	90.3	6	1
HSN4b	Average time taken (days) to complete non-emergency repairs	7.2	8.23	1.0	7.3	15	2
HSN5a	Percentage of council dwellings that are energy efficient	82.8	86.63	3.8	86.4	13	2
ECON1	Unemployed People Assisted into work from Council operated / funded Employability Programmes	5.7	2.23	-3.5	6.0	25	4
ECON2	Cost of Planning & Building Standards per planning application	3772.6	3006.73	-765.9	5043.9	1	1
ECON3	Average time per business and industry planning application (weeks)	10.7	11.97	1.2	11.1	23	3
ECON4	% of procurement spent on local enterprises	24.9	21.11	-3.8	29.1	24	3
ECON5	No of business gateway start-ups per 10,000 population	16.7	5.75	-11.0	11.2	28	4
ECON6	Cost of Economic Development & Tourism per 1,000 Population	52194.1	49119.56	-3074.5	87793.5	7	1
ECON7	Proportion of people earning less than the living wage	16.6	16.40	-0.2	15.2	13	2
ECON8	Proportion of properties receiving superfast broadband	93.0	93.30	0.3	93.8	20	3
ECON9	Town Vacancy Rates	9.2	8.78	-0.4	12.4	11	2
ECON10	Available employment land as a % of total land allocated for employment purposes in LDP	7.3	12.70	5.4	38.9	28	4
FINSUS1	Total useable reserves as a % of council annual budgeted net revenue	8.7	13.40	4.7	23.6	30	4
FINSUS2	Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.6	1.90	0.3	3.5	26	4

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
FINSUS3	Ratio of Financing Costs to Net Revenue Stream – General Fund	6.0	5.62	-0.4	6.2	14	▲ 2
FINSUS4	Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	31.9	28.56	-3.4	22.9	19	◆ 3
FINSUS5	Actual outturn as a percentage of budgeted expenditure	101.3	94.80	-6.5	97.4	22	◆ 3
CLIM1	CO2 emissions area wide per capita	10.5					
CLIM2	CO2 emissions area wide: emissions within scope of LA per capita	4.8					
CHN24	% of children living in poverty (After Housing Costs)	24.5					
ECON11	Gross Value Added (GVA) per capita	16892.3					
ECON12a	Claimant Count as % of Working Age Population	2.6	5.30	2.7	6.1	11	▲ 2
ECON12b	Claimant Count as % of 16-24 Population	3.4	7.38	3.9	7.2	17	◆ 3

Appendix 2 - LGBF Performance Report 2020/21 (Service Categories / Measure Type)

Fiscal_YR 2020/21

Local Authority East Lothian



Key to Icons

Values

● = Better than the Scottish Average (Profile based)

Quartile

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

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

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

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

(Profile based : Cost KPIs & specific performance KPIs: CHN20a CHN20b CHN22 CHN23 CORP 1 CORP

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

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

CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

All previous costs values are real adjusted costs



LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Cost										
Children's Services										
CHN1 Cost Per Primary School Pupil	5334.0	5275.33 ●	5897.2	-58.6	-1.1 %	2	1	1 ●	5788.0	Primary education gross expenditure decreased slightly in real terms from £46,011 to £45,141 (£000s). Number of pupils reduced from 8626 to 8557. Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
CHN2 Cost per Secondary School Pupil	7306.8	6789.09 ●	7629.2	-517.7	-7.1 %	1	3	1 ●	7604.8	Secondary education gross expenditure decreased in real terms from £44,031 to £42,941 (£000s). Number of pupils increased from 6026 to 6325. Overall, ELC cost per secondary pupil is the lowest when compared to other councils. The national average is £7,629.
CHN3 Cost per Pre-School Education place	5935.3	7447.78 ●	9254.9	1512.4	25.5 %	4	5	1 ●	9904.5	Cost per Pre-School Education place increased by 25.5% to £7448 in 2020/21. The number of places decreased slightly during the year from 1992 to 1896 . There has been a significant increase in gross expenditure against the previous year from £11,823 to £14,121 (£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	3796.5									Data will be made available in the spring of 2022
CHN8b The Gross Cost of "Children Looked After" in a community setting per Child per Week	247.5									Data will be made available in the spring of 2022

Fiscal_YR	2020/21
Local Authority	East Lothian



Values
 ● = Better than the Scottish Average (Profile based)

Quartile
 ● = Quartile 1 within top 8 (25%) of Councils
 ▲ = Quartile 2 within top 16 (50%) of Councils
 △ = Quartile 3 within the lower 16 (50%) of Councils
 ◆ = Quartile 4 within the lower 8 (25%) of Councils

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



LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Corporate Services										
CORP 1 Support services as a % of Total Gross expenditure	5.0	4.78	4.1	-0.3	-5.0 %	25	25	4 ◆	4.0	
CORP 4 The cost per dwelling of collecting council tax	5.46	6.56 ●	6.6	1.1	20.0 %	13	7	2 ▲	5.0	There has been a 20% increase in the reported figure for 2020/21 to £6.56 per dwelling, which is less than the Scottish average of £6.60. Both the number of dwellings and net cost has increased during 2020/21. The number of dwellings increased from 49,470 to 50,115 and the net cost of collecting Council Tax increased from £270,311 (inflation adjusted) to £328,610. 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.
Adult Care Services										
SW1 Home Care Costs per Hour for people 65 or over	17.1	22.13 ●	27.7	5.1	29.6 %	6	3	1 ●	26.6	Homecare costs increased in real terms from £17.07 to £22.13 per hour. Total number of hours provided for the whole year reduced from 530,988 to 494,208.
SW5 Residential Care Costs per week per resident for people aged 65 or over	430.2	469.92	438.6	39.7	9.2 %	19	15	3 ▲	466.6	Residential care costs per week for people aged 65 and over increased from £430 to £470 for 2020/21. Number of long stay residents aged 65+ reduced from 625 to 588.

Fiscal_YR 2020/21

Local Authority East Lothian



Values

● = Better than the Scottish Average (Profile based)

Quartile

- = Quartile 1 within top 8 (25%) of Councils
- ▲ = Quartile 2 within top 16 (50%) of Councils
- ▲ = Quartile 3 within the lower 16 (50%) of Councils
- ◆ = Quartile 4 within the lower 8 (25%) of Councils

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



LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Environmental Services										
ENV1a Net cost per Waste collection per premise	62.1	67.62 ●	72.3	5.5	8.9 %	16	15	2 ▲	68.1	Net cost of waste collection per premise increased by 8.9% from £62.1 to £67.6. Costs remain below the Scottish average of £72.3. Net expenditure increased to £3,762,000 and the number of properties increased by 1477 to 55,631.
ENV2a Net cost per waste disposal per premise	76.0	78.95 ●	104.5	3.0	3.9 %	6	4	1 ●	89.7	Net cost in waste disposal per premise is £78.9. Cost are well below the Scottish average of £104.5 and within the top 25% when compared with other councils.
ENV3a Net cost of street cleaning per 1,000 population	12520.6	11177.02 ●	14845.4	-1343.6	-10.7 %	15	17	2 ▲	11868.7	Net cost of street cleaning per 1000 population reduced by 10.7% to £11,177 (£000s) in real terms. This is below the Scottish average of £14,845 (£000s). Net expenditure on street cleaning also reduced in real terms from £1,341 to £1,206 (£000s).
ENV4a Cost of maintenance per kilometre of roads	8576.3	9720.64	9667.3	1144.4	13.3 %	15	11	2 ▲	9205.3	Cost of roads per Km increased by 13.3% from £8,576 to £9,721 in 2020/21. 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	15329.5	12845.23 ●	18463.0	-2484.3	-16.2 %	2	5	1 ●	14911.1	
ENV5a Cost of Trading Standards, Money Advice & Citizen Advice per 1000	3090.9	2789.62 ●	5857.3	-301.2	-9.7 %	3	5	1 ●	4404.5	Gross expenditure decreased from £353,000 to £331,000.
ENV5b Cost of Environmental Health per 1000 population	12032.5	10055.61 ●	12605.7	-1976.9	-16.4 %	9	13	2 ▲	10767.4	

Fiscal_YR	2020/21
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Economic development										
ECON2 Cost of Planning & Building Standards per planning application	3772.6	3006.73	5043.9	-765.9	-20.3 %	1	6	1	5253.2	
ECON6 Cost of Economic Development & Tourism per 1,000 Population	52194.1	49119.56	87793.5	-3074.5	-5.9 %	7	8	1	62640.4	
Culture & leisure Services										
C&L1 Cost per attendance at sports facilities	4.0	26.19	40.4	22.2	561.8 %	12	27	2	43.4	Cost per attendance at sports facilities has increased from £3.96 to £26.1. Net expenditure has reduced from £3,923 to £3,814 (£000s). Number of attendances has also reduced from 991,442 for 2019/20 to 145,637. Overall, when comparing costs per attendance against other councils during the pandemic, ELC has improved rank position from 27th to 12th for this cost measure.
C&L2 Cost per library visit	2.2	14.00	2.9	11.8	546.7 %	26	13	4	3.7	Cost of library per visit increased during the pandemic from £2.16 to £14.00. Net expenditure reduced from £1,729 to £1,558 (£000s). Number of visits dropped by 86% compared to the previous year to 111,316.
C&L3 Cost of museums per visit	2.0	1.73	10.1	-0.3	-12.9 %	7	7	1	1.7	During 2020/21 there was a real terms reduction in cost per museum visit from £2 to £1.73. Net expenditure of museums and galleries reduced to £299,000. Also, the number of museum visits reduced to 172,418.
C&L4 Cost of parks & open spaces per 1,000 population	27401.9	24791.47	19112.3	-2610.4	-9.5 %	24	28	3	18180.6	

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Performance										
Children's Services										
CHN4 % of Pupils Gaining 5+ Awards at Level 5	60.0	67.00	67.0	7.0	11.7 %	17	23	3	65.5	The absence of external assessment information in 2020 and 2021 led to grades awarded being based on teacher estimates. These results are therefore not directly comparable with previous years. Any change between the attainment levels of the 2019/20 and 2020/21 cohorts and those of previous years should therefore not be seen as an indication that performance has improved or worsened without further evidence.
CHN5 % of Pupils Gaining 5+ Awards at Level 6	35.0	46.00	41.0	11.0	31.4 %	6	19	1	38.0	The absence of external assessment information in 2020 and 2021 led to grades awarded being based on teacher estimates. These results are therefore not directly comparable with previous years. Any change between the attainment levels of the 2019/20 and 2020/21 cohorts and those of previous years should therefore not be seen as an indication that performance has improved or worsened without further evidence.
CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	32.0	38.00	49.0	6.0	18.8 %	26	27	4	42.5	The absence of external assessment information in 2020 and 2021 led to grades awarded being based on teacher estimates. These results are therefore not directly comparable with previous years. Any change between the attainment levels of the 2019/20 and 2020/21 cohorts and those of previous years should therefore not be seen as an indication that performance has improved or worsened without further evidence.
CHN7 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher	13.0	25.00	23.0	12.0	92.3 %	8	23	1	19.0	The absence of external assessment information in 2020 and 2021 led to grades awarded being based on teacher estimates. These results are therefore not directly comparable with previous years. Any change between the attainment levels of the 2019/20 and 2020/21 cohorts and those of previous years should therefore not be seen as an indication that performance has improved or worsened without further evidence.
CHN9 Balance of Care for 'looked after children': % of children being looked after in the community	84.6						26			Data will be made available in the spring of 2022
CHN11 Proportion of pupils entering positive destinations	92.5						20			

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CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy		61.00	67.0	61.0	0.0 %	25		4 ◆	65.0	The 2020/21 results have been significantly affected by the coronavirus (COVID-19) pandemic and this should be kept in mind when interpreting the data. The closure of schools and the ongoing disruption to learning and teaching as a result of the self-isolation of pupils and teachers has had an impact on some pupils' progress and attainment as well as on the consistency of teacher judgements across Scotland. These results are therefore not directly comparable with previous years or between local authorities.
CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy		69.00	75.0	69.0	0.0 %	24		3 ▲	71.0	The 2020/21 results have been significantly affected by the coronavirus (COVID-19) pandemic and this should be kept in mind when interpreting the data. The closure of schools and the ongoing disruption to learning and teaching as a result of the self-isolation of pupils and teachers has had an impact on some pupils' progress and attainment as well as on the consistency of teacher judgements across Scotland. These results are therefore not directly comparable with previous years or between local authorities.
CHN14a Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils		29.45	24.7	29.5	0.0 %	22		3 ▲	31.7	The 2020/21 results have been significantly affected by the coronavirus (COVID-19) pandemic and this should be kept in mind when interpreting the data. The closure of schools and the ongoing disruption to learning and teaching as a result of the self-isolation of pupils and teachers has had an impact on some pupils' progress and attainment as well as on the consistency of teacher judgements across Scotland. These results are therefore not directly comparable with previous years or between local authorities.
CHN14b Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils		26.26	21.4	26.3	0.0 %	21		3 ▲	27.7	The 2020/21 results have been significantly affected by the coronavirus (COVID-19) pandemic and this should be kept in mind when interpreting the data. The closure of schools and the ongoing disruption to learning and teaching as a result of the self-isolation of pupils and teachers has had an impact on some pupils' progress and attainment as well as on the consistency of teacher judgements across Scotland. These results are therefore not directly comparable with previous years or between local authorities.
CHN17 Percentage of children meeting developmental milestones	86.6						12			

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CHN18 % of funded early years provision which is graded good/better	84.2	89.40	90.9	5.2	6.2 %	24	28	3 ▲	90.7	The original figure of 87.5 has been recalculated based on an update on the underlying data. This increases the figure to 89.4
CHN19a % rate of school attendance	93.1	91.80	92.0	-1.3	-1.4 %	22		3 ▲	93.1	The attendance rate in 2020/21 includes attendance or absence only for the occasions when schools were open to pupils. When an individual pupil could not attend due to their personal circumstances (including COVID-19 related reasons) but participated in remote learning, this absence is also included. While this provides a more comparable rate to previous reporting years, local authority rates will be impacted by the COVID-19 pandemic and variations in the use of the new COVID codes introduced during the pandemic as well as pupils' attendance behaviour. Care should be taken therefore when making comparisons between the attendance rates of local authorities.
CHN19b % school attendance for 'Looked After Children'	86.0									Data to be made available in March 2022
CHN20a school exclusion rate per 1000 pupils	16.8									ELC exclusion rate is 9.7. Official release of benchmarking data for this measure to be made available in March 2022.
CHN20b School exclusion rate per 1000 Looked After Children	206.9									Data to be made available in March 2022
CHN21 Participation Rates for 16-19 year olds	94.5	94.01 ●	92.2	-0.4	-0.5 %	5	8	1 ●	93.6	
CHN22 % of child protection re-registrations within 18 months	0.0								1	Data to be made available in March 2022
CHN23 Percentage of looked after children with more than 1 placement in the last year (Aug-July)	16.9								10	Data to be made available in March 2022
CHN24 % of children living in poverty (After Housing Costs)	24.5								20	A new measure within LGBF for 2020/21. This shows the percentage of children who are in households with incomes net of housing costs that are below 60% of the median. Data is published 2 years in arrears i.e. 2019/20 figures published in 2021. The data is published by End Child Poverty. Other data sources are from Scottish Government: Children in Low-income Families: Local area statistics and the Mid Year Population Estimates published by the National Records of Scotland (NRS).

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Corporate Services										
CORP 3b The percentage of the highest paid 5% of employees who are women	56.3	52.74	58.3	-3.6	-6.3 %	25	16	4 ◆	60.1	
CORP 3c The gender pay gap	2.25	3.00 ●	3.7	0.7	33.3 %	15	13	2 ▲	1.9	A positive figure indicates male employees are, on average, paid more per hour than female employees. With an average hourly rate for male and female for 20/21 of £17.98 and £17.44, male employees are paid 3% more (54p) on average.
CORP 6a Sickness Absence Days per Teacher	4.92	2.77 ●	4.2	-2.1	-43.7 %	2	2	1 ●	4.0	Teacher and employee sickness absence reduced further in 2020/21, with absence days per teacher reducing to 2.77 and other local government employees to 7.17 days. Both measures remain below the Scottish average of 4.2 (teachers) and 9.7 (non-teaching).
CORP 6b Sickness Absence Days per Employee (non-teacher)	9.43	7.17 ●	9.7	-2.3	-24.0 %	3	2	1 ●	8.7	Teaching and office based staff were working from home for a proportion of 2020/2021 due to Covid 19 lockdown restrictions. This has reduced the chances of contracting any community acquired infections and colds, which would be typical within an office or school environment. The ongoing suite of support available through Health Working Lives, Employee Assistance Programme, Occupational Health, Listening Ears, HR and Organisational Development continues and includes the introduction of initiatives such as Wellness Action plans and the launch of Able Futures to support staff.
CORP 7 Percentage of income due from Council Tax received by the end of the year	96.75	95.47 ●	94.8	-1.3	-1.3 %	18	10	3 ▲	94.8	ELC Council tax collection performance of 95.47% 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 £57,777,932 and dividing this by the income due from council tax for the year, excluding reliefs and rebates of £60,520,340. These figures relate to council tax charges and payments only and exclude water and sewerage. A 4.84% increase was applied to council tax charges in 2020/21 and an additional 645 new properties added to the valuation list.

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CORP 8 Percentage of invoices sampled that were paid within 30 days	86.0	83.93	91.8	-2.1	-2.4 %	28	26	4 ◆	91.8	
CORP-ASSET1 % of operational buildings that are suitable for their current use	81.3	80.98	82.3	-0.3	-0.4 %	22	22	3 ▲	89.7	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 2020/21, 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	89.3	88.25	89.2	-1.1	-1.2 %	19	18	3 ▲	88.6	Reasons and explanation why performance may change for 2020/21 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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Adult Care Services										
SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+	7.2	7.67	8.2	0.5	6.9 %	8	8	1	5.6	
SW3a % of people aged 65 or over with long term care needs receiving personal care at home	59.0	58.94	61.7	0.0	-0.1 %	22	21	3	60.5	
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges	101.7	117.19	120.0	15.5	15.2 %	16	14	2	118.3	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	84.7	85.50	82.5	0.8	0.9 %	15	16	2	84.9	
SW8 Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	327.0	257.79	484.3	-69.2	-21.2 %	9	7	2	433.9	
Environmental Services										
ENV3c Street cleanliness score	91.4	90.18	90.1	-1.2	-1.3 %	20	20	3	92.6	
ENV4b Percentage of A class roads that should be considered for maintenance treatment	30.4	28.20	29.8	-2.2	-7.4 %	18	22	3	31.6	All A Class roads are surveyed every 2 years
ENV4c Percentage of B class roads that should be considered for maintenance treatment	38.3	31.50	34.0	-6.8	-17.8 %	17	29	3	33.0	50% of B Class roads are surveyed every 2 years
ENV4d Percentage of C class roads that should be considered for maintenance treatment	30.8	25.80	33.6	-5.0	-16.4 %	7	12	1	33.5	50% of C Class roads are surveyed every 4 years
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	33.2	36.60	38.3	3.4	10.1 %	18	9	3	36.1	
ENV6 % of total household waste arising that is recycled	55.3	52.40	42.0	-2.9	-5.3 %	6	9	1	50.8	Increase in all household waste captured at the kerbside, except garden waste (-14.36%) due to service suspension. Non recyclable waste increased by 8.85% dry mixed recyclable waste by 16.15% and food waste by 13.35%

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Housing Services										
HSN1b Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	6.3	5.87 ●	8.2	-0.4	-6.7 %	6	7	1 ●	7.1	There has been a 6.7% reduction in the reported figure for 2020/21 to 5.87%, which is less than the Scottish average of 8.19%. Gross rent arrears reduced by £153,513 during the year.
HSN2 Percentage of rent due in the year that was lost due to voids	0.5	0.64 ●	1.38	0.1	22.5 %	3	3	1 ●	0.83	Percentage of rent due in the year that was lost due to voids has increased during the Covid-19 pandemic from 0.53% to 0.64% for 2020/21. Rent loss is below the Scottish average of 1.38%. ELC ranks 3rd when compared with other councils. 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 Percentage of dwellings meeting Scottish Housing Standards	97.5	97.60 ●	90.3	0.1	0.2 %	6	8	1 ●	95.9	
HSN4b Average time taken (days) to complete non-emergency repairs	7.2	8.23	7.3	1.0	13.8 %	15	15	2 ▲	8.1	There were 18,619 non-emergency repairs carried out over 153,246 working days in 2020/21. Average days taken per repair is 8.23. The small increase in the number of days to complete non-emergency repairs are in 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. No access rates to properties were notably higher due to customers self-isolating and their general cautiousness around transmission of the virus.
HSN5a Percentage of council dwellings that are energy efficient	82.8	86.63 ●	86.4	3.8	4.6 %	13	15	2 ▲	82.3	% of Council properties that are energy efficient has increased from 82.8% to 86.6%

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Economic development										
ECON1 Unemployed People Assisted into work from Council operated / funded Employability Programmes	5.7	2.23	6.0	-3.5	-61.0 %	25	27	4	7.9	During the year there were 49 people assisted into work against an unemployment count of 2,200. This measure remains within the fourth quartile at 2.23%. The Scottish average was less than half at 5.98% for 2020/21. 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)	10.7	11.97	11.1	1.2	11.4 %	23	22	3	9.1	
ECON4 % of procurement spent on local enterprises	24.9	21.11	29.1	-3.8	-15.2 %	24	18	3	22.9	
ECON5 No of business gateway start-ups per 10,000 population	16.7	5.75	11.2	-11.0	-65.6 %	28	18	4	10.7	
ECON7 Proportion of people earning less than the living wage	16.6	16.40	15.2	-0.2	-1.2 %	13	10	2	16.3	
ECON8 Proportion of properties receiving superfast broadband	93.0	93.30	93.8	0.3	0.3 %	20	20	3	93.7	
ECON9 Town Vacancy Rates	9.2	8.78	12.4	-0.4	-4.4 %	11	12	2	11.9	
ECON10 Available employment land as a % of total land allocated for employment purposes in LDP	7.3	12.70	38.9	5.4	74.1 %	28	30	4	26.4	
ECON11 Gross Value Added (GVA) per capita	16892.3						27			A new measure within LGBF for 2020/21. Gross Value Added (GVA) per capita measures change in total economic output at the local level per head of population. GVA is a strong tool in comparing the strength and productivity of a local economy. This will be useful in monitoring the economic recovery.
ECON12a Claimant Count as % of Working Age Population	2.6	5.30	6.1	2.7	103.8 %	11	10	2	5.9	A new measure within LGBF for 2020/21. Total claimant count is 3,485 within a working age population of 65,755.
ECON12b Claimant Count as % of 16-24 Population	3.4	7.38	7.2	3.9	114.2 %	17	13	3	7.5	A new measure within LGBF for 2020/21. Total claimant count is 705 within a working age population (16 to 24) of 9,559

Fiscal_YR	2020/21
Local Authority	East Lothian



Values
 ● = Better than the Scottish Average (Profile based)

Quartile
 ● = Quartile 1 within top 8 (25%) of Councils
 ▲ = Quartile 2 within top 16 (50%) of Councils
 ▲ = Quartile 3 within the lower 16 (50%) of Councils
 ◆ = Quartile 4 within the lower 8 (25%) of Councils

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



LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Financial Sustainability										
FINSUS1 Total useable reserves as a % of council annual budgeted net revenue	8.7	13.40	23.6	4.7	54.2 %	30	29	4 ◆		A new financial indicator introduced to the LGBF in 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.
FINSUS2 Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.6	1.90	3.5	0.3	17.3 %	26	26	4 ◆		A new financial indicator introduced to the LGBF in 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	6.0	5.62 ●	6.2	-0.4	-6.8 %	14	10	2 ▲		A new financial indicator introduced to the LGBF in 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	31.9	28.56	22.9	-3.4	-10.5 %	19	21	3 ▲		A new indicator now included in the LGBF since 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

Fiscal_YR	2020/21
Local Authority	East Lothian



Values
 ● = Better than the Scottish Average (Profile based)

Quartile
 ● = Quartile 1 within top 8 (25%) of Councils
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(Profile based : Cost KPIs & specific performance KPIs: CHN20a CHN20b CHN22 CHN23 CORP 1 CORP 3c 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
FINSUS5 Actual outturn as a percentage of budgeted expenditure	101.3	94.80	97.4	-6.5	-6.4 %	22	1	3 ▲		<p>A new financial indicator introduced to the LGBF in 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.</p> <p>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 capita	10.5						28			A new indicator now included in the LGBF since 2019/20.
CLIM2 CO2 emissions area wide: emissions within scope of LA per capita	4.8						17			A new indicator now included in the LGBF since 2019/20.

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 10 March 2022

BY: Executive Director – Council Resources

SUBJECT: Records Management Plan

4

1 PURPOSE

- 1.1 To report on the delivery and ongoing implementation of East Lothian Council's Records Management Plan, under the terms of the Public Records (Scotland) Act 2011.

2 RECOMMENDATIONS

- 2.1 To note the Council's intention to re-submit an updated Records Management Plan to the Keeper of the Records of Scotland for approval, at a time to be mutually agreed between the Council and the Keeper.
- 2.2 To note the contents of the report and where appropriate highlight areas for further action or consideration.

3 BACKGROUND

- 3.1 The Public Records (Scotland) Act 2011 ('the Act') requires public authorities to develop and maintain a Records Management Plan ('RMP') subject to approval by the Keeper of the Records of Scotland ('the Keeper'). The Council's first RMP was approved by the Keeper on 5 January 2015.
- 3.2 In order to support compliance with the Act, the Keeper publishes and maintains a Model Plan for authorities to use as guidance in developing their own RMPs. In 2019, the Keeper published a revised Model Plan including updated guidance and an additional Element regarding the monitoring of records management compliance of third parties such as contractors.
- 3.3 Like many other public authorities, the Council's RMP was approved on an 'improvement plan' basis, meaning that while many areas of good practice have been demonstrated, certain elements require ongoing improvement in line with an agreed Action Plan. The Keeper has indicated that the ongoing development of these provisions will likely be a focus of any future formal re-assessment.

- 3.4 Under the terms of the Act, the Keeper can require an authority to re-submit its RMP after a period of five years following the authority's last submission. It has been recognised, however, that it is beneficial both to authorities and the Keeper to maintain ongoing communication to discuss progress, short of formal re-submission under the terms of the Act. Accordingly, a voluntary scheme (the Progress Update Review or 'PUR' process) has been established to allow authorities to provide updates regarding their RMPs and receive feedback from the Keeper's Assessment Team. The Council has participated actively in the PUR process, first as the pilot organisation for the scheme as a whole, and subsequently on an annual basis.
- 3.5 In February 2020, the Council's Internal Audit service produced a report regarding Records Management compliance across the organisation with reference to the Keeper's Assessment Report. While there were a number of areas where expected controls were met, there were also several areas with scope for improvement. It was recognised that the Council has participated actively in the PUR process with positive results, however a number of improvements identified in the 2015 RMP Action Plan have either stalled, or requirements have changed in recent years. One of the actions identified in the Audit report is to resume annual reporting to this Committee on the progression of actions in line with the RMP.
- 3.6 In line with the activation of the Council's Business Continuity measures in March 2020, Information Governance services have since limited activities to business-critical operations only; these measures continue to remain in place. Accordingly, and in agreement with senior managers, the timescale for resuming formal reporting to this Committee was extended, although operational improvements have continued as far as possible. It is now anticipated that formal reporting on the progress of the RMP shall resume on an annual basis. As part of their COVID-19 response, the Keeper's Assessment team also put a hold on all new RMP submissions until December 2021; it is anticipated that they will now be in a better position to resume discussion of an appropriate submission date.
- 3.7 As a result of the Council's ongoing response to the COVID-19 crisis, ways of working are undergoing significant transformation with a sharp increase in digital service delivery, both internally and on the front line. Innovative and agile approaches to the management of records and information are absolutely essential to ensuring that the Council can continue to maintain compliance while delivering timely and effective services.
- 3.8 In light of these changed circumstances – a revised Model Plan, the completion of the Internal Audit report on Records Management, and the changing needs of the Council in light of its COVID-19 response – the Council is presented with a timely opportunity to make the most of its information assets and proactively refresh its commitment to best practice by seeking re-submission of the Council's RMP.

4 POLICY IMPLICATIONS

- 4.1 Re-submission of the Council's RMP will involve a detailed review of all existing records management policies and procedures. The following is not an exhaustive list of the provisions to be reviewed, but they represent the areas identified for further monitoring and improvement by both the Keeper in his 2015 Assessment Report and by the Council's Internal Audit Report in February 2020.

Information Asset Register

- 4.2 A key element of the Council's compliance is the development of a comprehensive record of its body of information. An Information Asset Register ('IAR') groups information into units that can be managed, shared and exploited effectively, thereby acting both as a business tool and as a means of monitoring and maintaining compliance with information legislation. While originally developed as a tool for maintaining compliance with Data Protection legislation, the IAR is equally useful for compliance with the Act, as it links the policies and procedures set out in the Council's RMP to the actual records used by Council staff.
- 4.3 The population of the IAR is managed via a series of workshops with Council Services, in which staff track the journey of a given information asset from creation to disposal and highlight risk points where additional data protection and/or records management controls may be required. Staff are then encouraged to continue to replicate this exercise in relation to the remainder of their information assets. It is important to note that population and maintenance of the IAR is an ongoing process; the aim is not to 'finish' the IAR but rather to make continuous improvements to reflect and support the Council's evolving business activities.
- 4.4 Ongoing development of the IAR has been highlighted as a key action by the Council's Internal Audit report in relation to a number of recommendations.

Current state of progress:	Workshops have been held for two Council service areas, with another currently scheduled for March 2022.
Next actions: Audit recommendations 3.2.1; 3.3.1; 3.4.1, 3.5.1	Continue to hold IAR workshops with the aim of completing 4 workshops per annum; Explore appropriate platforms for making the IAR more accessible to staff in consultation with colleagues in IT, Business Transformation and other Services.

Retention Schedule / Business Classification Scheme

4.5 The Council’s first corporate Retention Schedule and Business Classification Scheme was established in June 2014 to serve as a structure and guide for retention of all record types generated across service areas. It has undergone a process of continuous review over the last six years, however it has not yet been formally revised or re-issued. Feedback from service areas over recent years has noted that the Schedule’s format is not user-friendly, and could be improved; similar feedback has also been echoed in other Scottish local authorities who use the same models upon which the Council’s Schedule is based. Updates to these national models are currently in progress, and so this provides a timely opportunity to simplify and improve the Council’s local policy.

<p>Current state of progress:</p>	<p>Updates have been drafted for several functional areas, and we continue to consult with other local authorities regarding updates to the national model via the professional industry group ASLAWG (Archivists of Scottish Local Authorities Working Group), of which the Council’s Team Manager-Information Governance is currently the sitting Chair.</p>
<p>Next actions:</p> <p>Audit recommendations 3.2.1; 3.3.1; 3.4.1</p>	<p>Identify a user-friendly format for dissemination of the Retention Schedule to all Council staff in consultation with colleagues in IT and the Web Team;</p> <p>Integrate all updates to individual Council function areas and release version 2.0 of the Retention Schedule;</p> <p>Continue development of the Council’s Information Asset Register, which links the Retention Schedule to specific record assets held by individual Services.</p>

Destruction of records

4.6 A key item for improvement highlighted in both the Keeper and by the Council’s Internal Audit report is to standardise approaches to destruction of digital records across Council services (a challenge noted by the Keeper as one that faces many public authorities). Record destructions, and particularly the registration and audit trail of record destructions, pose particular challenges to implementation, as in the absence of a specialist recordkeeping system (EDRMS) record destructions must be manually recorded. While EDRMS controls are in place in select Service areas, work remains to implement similar controls more widely. Further review of the Council’s existing provisions for the secure shredding of confidential

paper waste is also required in light of the changing use of the Council estate and introduction of the Home Working Policy.

- 4.7 In addition to compliance with the Act, consistency in procedures and practice regarding record destructions impacts the Council’s compliance with other information legislation including the Data Protection Act 2018, which requires the Council to keep personal data no longer than is necessary. Compliance with the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 is also affected, as consistency in recordkeeping practice with reference to the Council’s Retention Schedule supports the timely production of all relevant data in response to requests.
- 4.8 The implementation of sustainable changes to current practice regarding record destruction will require a flexible and diverse approach, as the Council’s information environment will always include elements of paper records, EDRMS, digital records controlled via business applications, and digital records held on file network or similar systems.

<p>Current state of progress:</p>	<p>Records disposal modules have been introduced in systems used by Revenues/Benefits, HR/Payroll and Housing. Disposal rules have not yet been fully applied with reference to the Retention Schedule.</p>
<p>Next actions:</p> <p>Audit recommendations 3.2.1; 3.3.1; 3.4.1; 3.5.1</p>	<p>Review and update existing record destruction guidance and procedures for both paper and digital records;</p> <p>Explore EDRMS implementation in Council Services;</p> <p>Continue development of the Council’s Information Asset Register, which logs destruction information.</p>

Staff training

- 4.9 As part of the Council’s initial RMP preparation, an optional Records Management e-learning module was produced to support all staff in applying fundamental controls to their records. The Council’s Internal Auditors have recommended that this module be designated as a mandatory module for all staff, to be refreshed every two years.

Current state of progress:	The existing module has been reviewed and a re-drafted version is currently under development with an estimated release date of May 2022, along with other updated information-related modules regarding Data Protection, Information Security and Freedom of Information.
Next actions: Audit recommendation 3.6.1	Finalise module re-design; Submit to the Council Management Team (CMT) for adoption as a mandatory module; Release to all staff c.May 2020.

Paper records management

- 4.10 It has been highlighted on the Council's Corporate Risk Register that the Council's current arrangements for the off-site storage of paper records are in need of improvement with regard to security, records management controls and environmental controls. With the implementation of home working and changes to the Council estate as part of the Asset Realisation programme, pressure on off-site storage of records is high and will continue to increase in the near future, even although in the longer term it is likely to decrease as part of the digitisation of records and Council activities.

Current state of progress:	An Options Paper is currently under development regarding potential solutions to paper record storage demand across the Council. It is anticipated that this will be included as an action under Council's Information Transformation Strategy, which is currently in draft.
Next actions: Audit recommendation 3.2.1	Finalise Options Paper for consideration at CMT; Continue to develop draft Information Transformation Strategy.

Digital Preservation

- 4.11 As the Council's information environment becomes increasingly digital, the need to ensure the continuing accessibility of our records of enduring value becomes increasingly pressing. According to industry standards, the guaranteed accessibility of current digital records lasts around ten years, i.e. well within the retention period of a significant proportion of Council information. In order to ensure that these records can be accessed and used over time, and to meet our obligations regarding Element 7 (Archiving

and Transfer Arrangements) of the Council's Records Management Plan, implementation of an active Digital Preservation programme is required.

Current state of progress:	Council Archives staff currently have arrangements in place with a limited number of Council Services to transfer their digital records to a dedicated network area. The majority of digital records of long-term or permanent value are currently held by the creating Service areas on the Council file network or within business applications.
Next actions: Audit recommendation 3.2.1	Audit and identify current digital preservation requirements and projected growth; Explore procurement of a specialist Digital Preservation system; Initiate development a Digital Preservation Plan in line with the draft Information Transformation Strategy.

Public records created by third parties

- 4.12 Since the approval of the Council's RMP, the Keeper has introduced a new Element to his Model Plan addressing records created and held by third parties in the course of carrying out any functions of the named Authority. This provision extends to records created by or on behalf of Council contractors and sub-contractors, insofar as those records relate to the performance of a Council function, and it requires the Authority to satisfy itself that its public records are managed to a sufficient and similar standard to that of the Authority itself. The Council's re-submission of its RMP will therefore need to address this additional Element.

Current state of progress:	Contractual clauses regarding records management and compliance with the Act are already included in the Council's standard Terms and Conditions. These are currently under review along with other wording regarding Data Protection, Information Security and Freedom of Information.
Next actions: Audit recommendation 3.2.1	Complete amendments to standard Terms and Conditions; Amend Data Sharing Agreement templates to address management of public records by third parties.

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 Internal Audit Report on Records Management – 10 February 2020

AUTHOR'S NAME	Zarya Rathe
DESIGNATION	Team Manager – Information Governance
CONTACT INFO	zrathe@eastlothian.gov.uk
DATE	22 February 2022



East Lothian and Midlothian Public Protection Committee

Annual Report 2020 - 21

Foreward

I am pleased to present the East Lothian and Midlothian Public Protection Committee's (EMPPC) seventh annual report which outlines key achievements and areas for improvement for the year ahead. The EMPPC was established in 2014 and operates within the context of public protection national guidance and legislation.

There have been a number of changes in the last year both within the Public Protection Office and in the membership of the Committee. Alison White, Head of Adult Services in Midlothian, who has been a member of the Committee since its inception has recently taken up post as Director of Health and Social Care in West Lothian. Alison chaired a number of sub-Committees included the Learning and Practice Development Subgroup and the Offender Management Subgroup. I would like to thank Alison for her significant contribution to the work of the EMPPC. I would also like to thank Trish Pattison, Lead Officer for Child Protection, Sean Byrne, Public Protection Team Manager and Denice Lilley, Adult Protection Lead Officer who has also been part of the EMPPC since its inception. All three colleagues have moved to new positions during the reporting period and I would like to wish them well for the future. I would also like to take the opportunity to welcome Kirsty MacDiarmid who joined the team in the role of Public Protection Team Manager in September 2020, Alan Laughland, Lead Officer Adult Support and Protection in March 2021, and Eileen Marnoch who was recruited into the post of Lead Officer Child Protection during the reporting period.

The EMPPC continues to address the cross cutting issues incorporating all aspects of Public Protection including Adult Support and Protection, Child Protection, Violence against Women and Girls and the Multiagency Public Protection Arrangements (MAPPA) for service users in East Lothian and Midlothian with one of its key strengths being the wide range of multiagency senior representatives across services and key agencies. The EMPPC is committed to working in partnership to improve services to support and protect all people who may be at risk of harm within our communities. The past year has been unprecedented for the EMPPC and partner agencies who have continued to deliver strong public protection arrangements throughout the Covid-19 pandemic. The report will outline we have adapted our services in response to the pandemic to ensure the protection of children and adults at risk. I would like to thank colleagues across agencies who have responded to the challenges presented. This annual report covers the year 1 April 2020 to 31 March 2021 and will highlight the impact of Covid-19 and the excellent work undertaken as a result to mitigate risk.

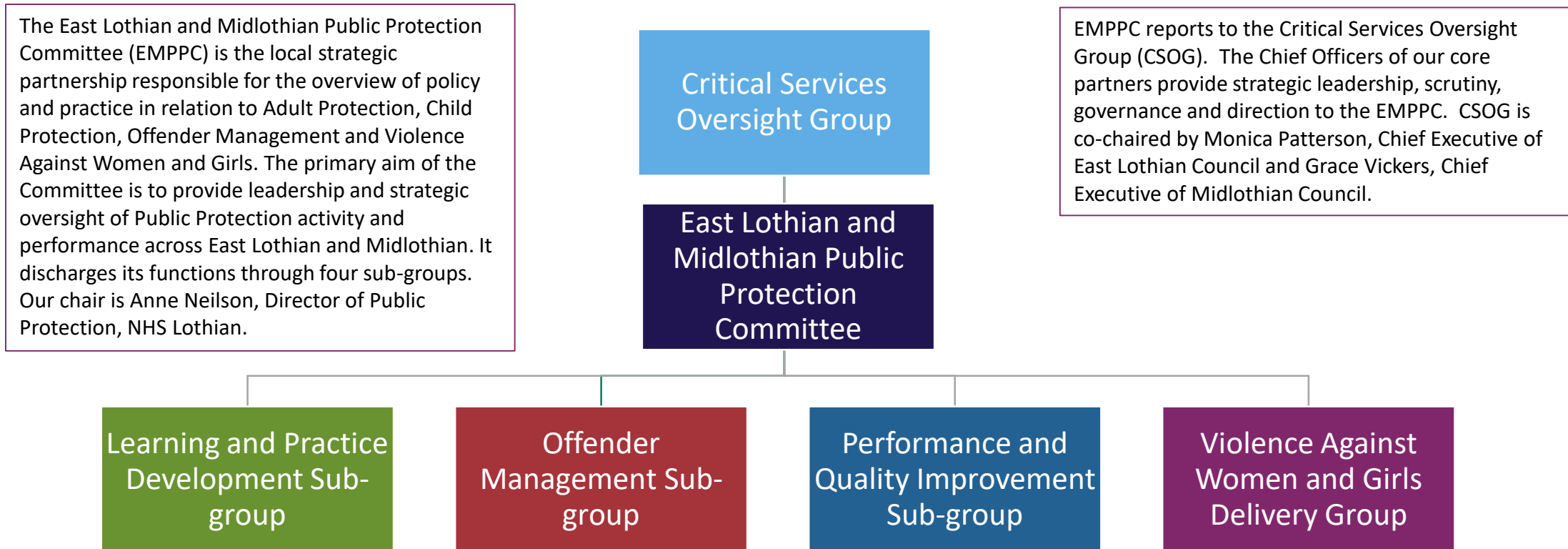
I am confident that over the next year partner agencies will continue to work together to strengthen our Public Protection arrangements and address the new challenges and opportunities presenting to support those individuals who are most at risk within our communities and continue to improve services across East Lothian and Midlothian.



Anne Neilson, Director of Public Protection, NHS Lothian
Chair of East Lothian and Midlothian Public Protection Committee

“It’s everyone’s responsibility to support and protect people at risk of harm”

Our Strategic Structure for Public Protection in East Lothian and Midlothian



“It’s everyone’s responsibility to support and protect people at risk of harm”

Our **Learning and Practice Development Sub-group** oversees the development and delivery of the Learning and Development strategy. Our Chair is Trish Carlyle, Group Service Manager, East Lothian Health and Social Care Partnership

Our **Offender Management Sub-group** ensures that the statutory responsibilities placed on local partner agencies for the assessment and management of risk posed by dangerous offenders are discharged effectively. Our Chair is Judith Tait, Chief Social Work Officer/ Chief Operating Officer, Children's Services, East Lothian Council

Our **Performance and Quality Improvement Sub-group** is responsible for the oversight and governance of the performance framework and improvement plan. Our Chair is Joan Tranent, Chief Social Work Officer/ Chief Operating Officer Children's Services, Communities and Partnerships, Midlothian Council

Our **Violence Against Women and Girls Delivery Group** works to support the delivery of Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls in line with the local context and priorities. Our Chair is Keith Mackay, Detective Chief Inspector, J Division, Police Scotland

We also have a responsibility to work with our Partners to deliver Communications on behalf of the EMPPC

The East Lothian and Midlothian Public Protection Committee and its sub-groups are supported by the East Lothian and Midlothian Public Protection Office (EMPPPO). The Office is situated in the Brunton Hall, Musselburgh, with a Public Protection Team comprising of a Team Manager, Business Support Staff, Lead Officer for Child Protection, Lead Officer for Adult Support and Protection, Violence Against Women and Girls Co-ordinator, Marac Co-ordinator and Domestic Abuse Support Workers. The Domestic Abuse Service is the operational component of the team, providing support and guidance to high-risk victims of gender-based violence.

East Lothian and Midlothian Public Protection Committee business during the COVID pandemic

- During the year, we continued to hold our regular quarterly meetings for our CSOG, EMPPC, Performance and Quality Improvement Group and Violence Against Women and Girls Delivery Group. We suspended the meetings of our Learning and Development Sub-group and Offender Management Sub-group for a period during the year.
- In the year, CSOG met on a further seven occasions to maintain a strategic overview, and provide leadership and direction in relation to our response to the COVID pandemic. We also held an additional two EMPPC meetings in the earlier part of the year, and an additional two VAWG Delivery Group meetings, in light of the increased risks and impact on victims affected by gender based violence.
- We established a senior managers' partnership meeting on a weekly, then fortnightly basis. This provided the opportunity for additional information sharing about the impact of the COVID pandemic restrictions on service delivery, staffing and the operational delivery of the work of the East Lothian and Midlothian Public Protection Office (EMPPO) in its support of the work of the EMPPC and associated sub-groups. This arrangement enabled us to have a dynamic and early response to emerging issues and risks and in line with phases of lockdown and restrictions and issuing of National Guidance.
- Our Police partners produced a weekly Partnership report, detailing the number of reports of Child Concerns, Young People offending, Adult Protection referrals, Domestic Abuse referrals, IRDs for adults and children (family count) across each of the local authority areas in 'J' division. Comparison to the same period in the previous year was made to enable assessment of the impact of the COVID pandemic on referral patterns. This report was considered by senior managers within the EMPPC partnership and by CSOG, and enabled regular oversight of any patterns and trends.
- The weekly SOLACE reporting provided to the Scottish Government was reviewed by our senior managers group and CSOG to maintain oversight of local activity and comparison to other local authority areas.
- A risk assessment and position statement in relation to risk management was developed for the general work of the EMPPC, a detailed risk register was developed by our Violence Against Women and Girls Delivery Sub-group and a Business Continuity Plan was developed for the EMPPO.
- All our EMPPC and its associated sub-group meetings moved to Microsoft Teams – notwithstanding this proved to be a challenge for the EMPPO to deliver due to the lack of a single shared virtual platform that all partners could access on an equal footing, we continued to hold meetings for CSOG, EMPPC, P&QI and VAWG Delivery Group on a regular, and increased basis for some.
- Maracs (Multi-agency Risk Assessment Conferences for victims at very high risk of domestic abuse) continued to take place on a four weekly basis in both East Lothian and Midlothian, with our usual 26 meetings in the year. We held an additional seven Maracs, due to increased demands on service delivery.
- Some of the work identified in our EMPPC Improvement Plan and the associated EMPPC sub-groups was not able to be progressed during the COVID pandemic. We quickly moved to business critical activities, recognising the impact of lockdown and restrictions of staff in our partner agencies to engage in some of our medium to longer term improvement priorities and training delivery. Oversight of the plans to stop some of our activities and of the delayed timescales in delivering actions in our work and improvement plans was provided by EMPPC and CSOG.
- The work on our first Joint Strategic Needs Assessment for Public Protection which had been commissioned by CSOG prior to the year was halted due to other priorities and personnel changes. This work will be brought to a conclusion during 2021 -22.

Adult Support and Protection

- In response to lockdown in March 2020, Midlothian Health and Social Care Partnership (HSCP) produced 'Practice Guidance for Adult Support and Protection' and East Lothian HSCP produced 'Managing risk during the Covid-19 epidemic' Guidance. We quickly supplemented these with EMPPC 'COVID-19 Practice Guidance for Adult Support and Protection 2020-2021'. The guidance agreed that Inter-agency Referral Discussions, as an interim measure, could replace Adult Protection Case Conferences with a three-month review period. We did not make any changes to our arrangements for conducting activities around Duty to Inquire, and for Investigations these continued with modifications to reflect the restrictions posed by lockdown, including use of PPE and COVID risk assessments and mitigation. Inter-agency Referral discussions for Adult Support and Protection continued unchanged as these already took place via telephone and using the online eIRD system hosted by NHS Lothian. Our IRD overview group met on a virtual basis to review IRDs commenced in the previous month. We adapted our practice to ensure that we could continue to undertake Adult Support and Protection activities and fulfil our statutory obligations to keep vulnerable adults safe.
- For review Case Conferences, it was agreed that reports would be considered by the Team Leader as Chair, conferring with relevant staff and advocacy workers as required, and deciding on the need for continuation of ASP measures. The EMPPC Guidance was later revised in line with impact assessments and revisions to Government guidance.
- In East Lothian and Midlothian, in common with other geographical areas and other services, staff adjusted to a mix of working at home and office based work if necessary, with a move to digital technology for meetings. Working from home was initially more challenging in East Lothian due to the need for laptop access and implementation of Skype for Business after lockdown commenced. Staffing levels were maintained for business critical activities.
- Guidance also specified arrangements for maintaining contact with the adult where safe and appropriate, using PPE. As communication methods progressed to electronic methods such as MS Teams/Skype for Business, Adult Support and Protection Case Conferences were convened digitally, enabling the adult and their carer to participate in the process.
- A move to virtual Case Conferences had a positive impact on the attendance of a wider group of professionals at Case Conferences in Midlothian, and staff were flexible in their approach to supporting adults and their carers to participate in Case Conferences. Some adults were able to participate in meetings and contacts with staff on a virtual basis, whereby they previously may have had difficulty attending in person due to frailty or disability. In East Lothian, Case Conferences were trialled on line but quickly moved to face-to-face whenever possible.
- Overall, lockdown does not appear to have had a significant effect on the progression of ASP work or on the ability of adults to participate in the process.
- In partnership with East Lothian HSCP Communications and Engagement Manager, EMPPC produced a short video called [Protecting adults from harm during lockdown](#). East Lothian HSCP and Midlothian HSCP promoted this via their social media feeds. We also shared this via the national ASP network and adapted this for use by several other Adult Protection Committees.
- February 20th is Adult Protection Awareness Day. This year we ran a campaign to raise awareness of sexual harm and our partner agencies promoted a video via their social media feeds. To watch the video, click here: [sexual-abuse-are-you-at-risk.mp4 on Vimeo](#).

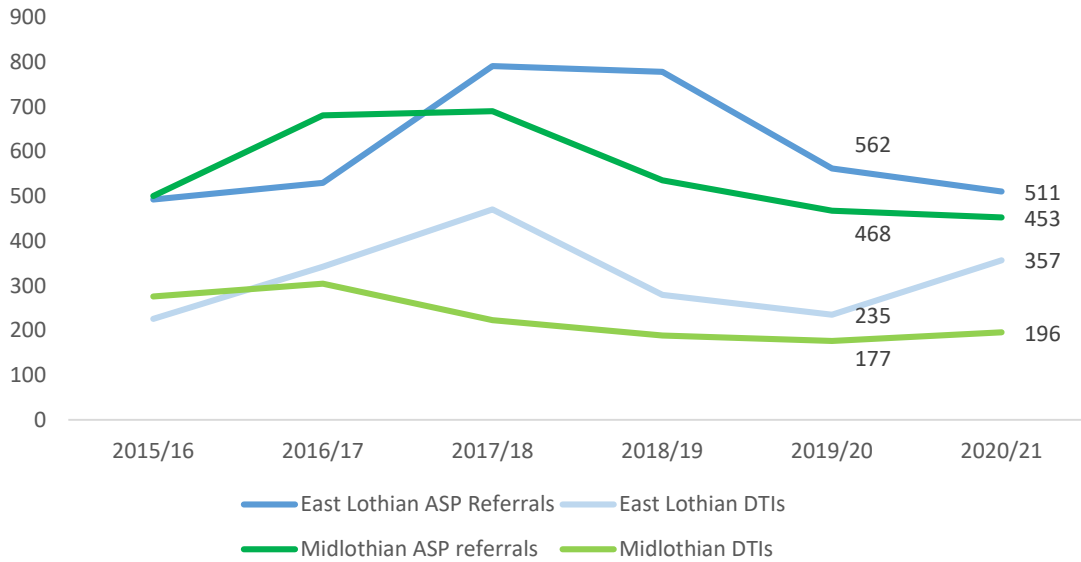
Adult Support and Protection

- The Adult Protection Lead Officer and General Manager, East Lothian Health and Social Care Partnership completed an audit of the quality of chronologies and multi-agency risk assessments in East Lothian, reporting to the P&QI in February 2021. Identification of risk and recording of risk assessments were assessed as very good, with some improvements in SMART planning identified. We will take forward this area for improvement over the coming year through our Learning and Development programme.
- The Adult Protection Lead Officer and Service Manager, Midlothian Health and Social Care Partnership reported to the P&QI in February 2021 on an audit of conversion of Adult Support and Protection referrals to Duty to Inquire. This involved assessing referrals that had not progressed to DTI, to ascertain the reasons for this. Actions were assessed as appropriate, with some improvements in recording identified.
- Our Adult and Child Protection Lead Officers have also been part of the Pan-Lothian Multi-Agency Chronology Working Group, the work of which is now reaching conclusion and moving onto a template design and implementation phase. We will continue to be involved in this work to progress implementation via our L&PD Sub-group.
- We completed our biennial report on ASP in September 2020.
- We produced various guidance documents during the year in relation to ASP and published these on our website:
 - [Dispute Resolution Protocol for Child Protection and Adult Support and Protection](#): this sets out the processes to be followed when agreement cannot be reached in the decision making within Child Protection and Adult Support and Protection Case Conferences.
 - [Pan-Lothian Large Scale Investigation Protocol](#): this protocol provides a standardised, systematic and transparent approach to the process of LSIs across adult services within Edinburgh and the Lothians.
 - [Herbert Protocol](#): the Herbert Protocol is a nationally recognised scheme, supported by Police Scotland, involving the use of an information-gathering tool to assist Police to find a person living with dementia who has been reported missing, as quickly as possible. We have now established a working group to take forward its promotion.
 - [Practitioners Guidance on Financial Harm](#): we revised this to include the banking protocol and updated with information in relation to domestic abuse.
 - Minor revision to our [Adult Support and Protection Policy and Procedures](#).
- We continued to undertake Initial Case Reviews on a multi-agency basis, moving these to a virtual platform. In the year, we undertook four Initial Case Reviews in relation to critical incidents whereby adults considered to be at risk of harm had died. We have taken a number of learning points from these and will progress the learning from this via our Learning and Practice Development Sub-Group and Performance and Quality Improvement Sub-Group. We also undertook two Large Scale Investigations during the year in relation to services for adults. All reports and action plans were reviewed by our EMPPC and CSOG.

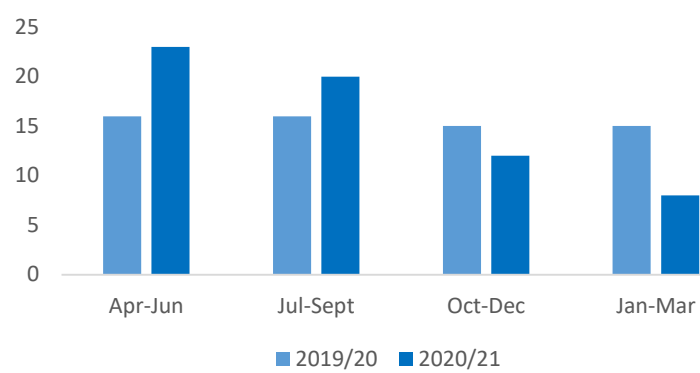


Adult Support and Protection

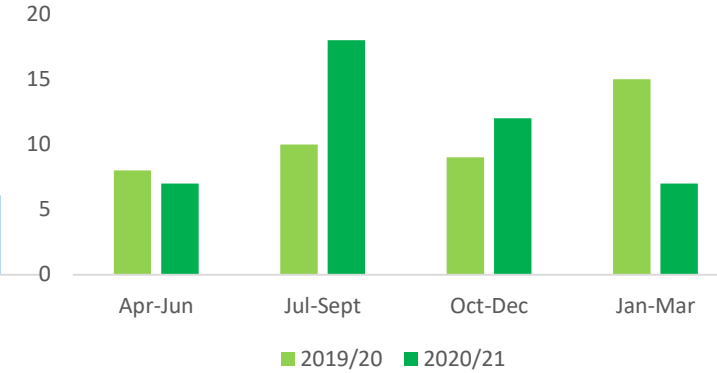
Number of ASP Referrals and Duty to Inquires



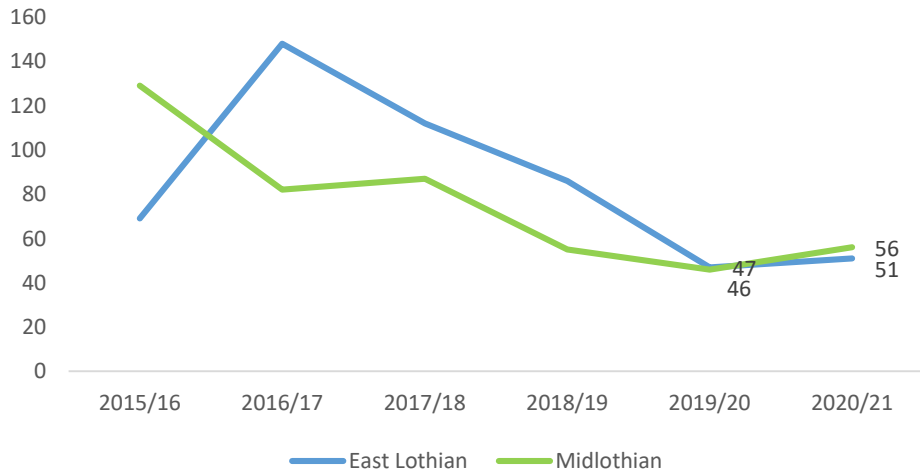
East Lothian Adult IRDs



Midlothian Adult IRDs



ASP Investigations

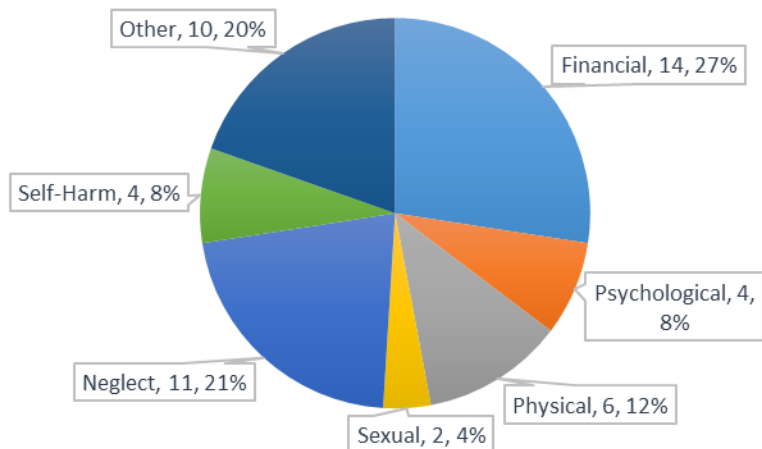


East Lothian received 511 ASP referrals in the year, a 9.1% reduction from the previous year. Midlothian received 453 referrals, a 3.25% reduction from the previous year. Police, followed by Health, were the largest single referrer in each area, making 33% of referrals in East Lothian and 29% of referrals in Midlothian. In East Lothian, 69.9% of referrals progressed to a Duty to Inquire, and 14.3% of Duty to Inquires progressed to an ASP Investigation. In comparison to 2019/20, the conversion rate of referrals to DTI increased by 28%, and DTIs to Investigation decreased by 5.7%. In Midlothian, 43.3% of referrals progressed to a Duty to Inquire, and 28.6% of Duty to Inquires progressed to an ASP Investigation. In comparison to 2019/20, the conversion rate of referrals to DTI increased by 5.4%, and DTIs to Investigation increased by 2.6%. Quarter on quarter in the year, in East Lothian, the number of Inter-agency Referral Discussions (IRD) for adults reduced, with a total of 63 IRDs in the year. No pattern was identified in Midlothian, with a total of 43 IRDs in the year. Not all IRDs will result in an ASP Investigation and not all ASP Investigations will result in an IRD. Our IRD overview group continued to review all IRDs in the year to provide quality assurance and scrutiny over IRD decision making processes.



Adult Support and Protection

East Lothian principal type of harm investigated 2020/21



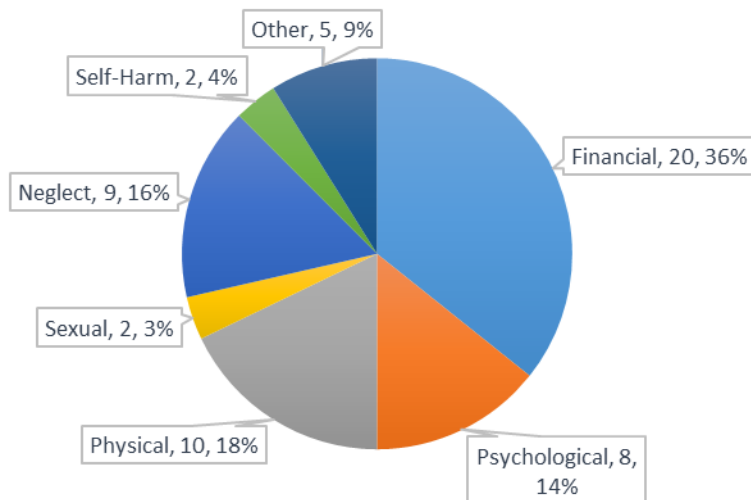
Principal type of harm

In both East Lothian and Midlothian in 2020/21, the most common type of harm investigated under ASP was financial harm. Over the last five years in both areas this has been the most common type of harm investigated in four out of five years (except for 2018/19 in East Lothian, and for 2017/18 in Midlothian when physical was the most common type). During the year, we started to report to the EMPPC on the principal type of harm.

ASP Investigations

- In both East Lothian and Midlothian, the most common category of client group with an ASP Investigation was 'infirmity due to age': 39% (20 of 51) in East Lothian and 45% (25 of 56) in Midlothian.
- In East Lothian, for 77% of adults with an ASP Investigation, home was the location of the principal type of harm. In Midlothian, for 61% of adults with an ASP Investigation, home was the location of the principal type of harm, and for 21% it was within a care home.

Midlothian principal type of harm investigated 2020/21



Performance

During the year, we continued to monitor our performance in relation to ASP processes via our P&QI Sub-group, and review reasons why we may have fallen short of a standard. Key highlights include:

- In East Lothian, 82% (291 of 357) of DTIs were completed within the standard of 7 days, and in Midlothian this was 90% (179 of 196).
- In East Lothian, 88% (28 of 32) of ASP Case Conferences were held within the standard of 28 days, and in Midlothian this was 50% (9 of 18). Ensuring we have the right people at the meeting was a key priority for us, which sometimes led to a slight delay in holding a meeting, but our performance measures in relation to Police and Health attendance at Case Conferences indicate a very good level of multi-agency attendance at meetings.
- In 94% (16 of 17) of ASP Case Conferences in East Lothian the Council Officer had completed their report within the standard of 3 days before the meeting, and in Midlothian this was 59% (7 of 12).

Child Protection

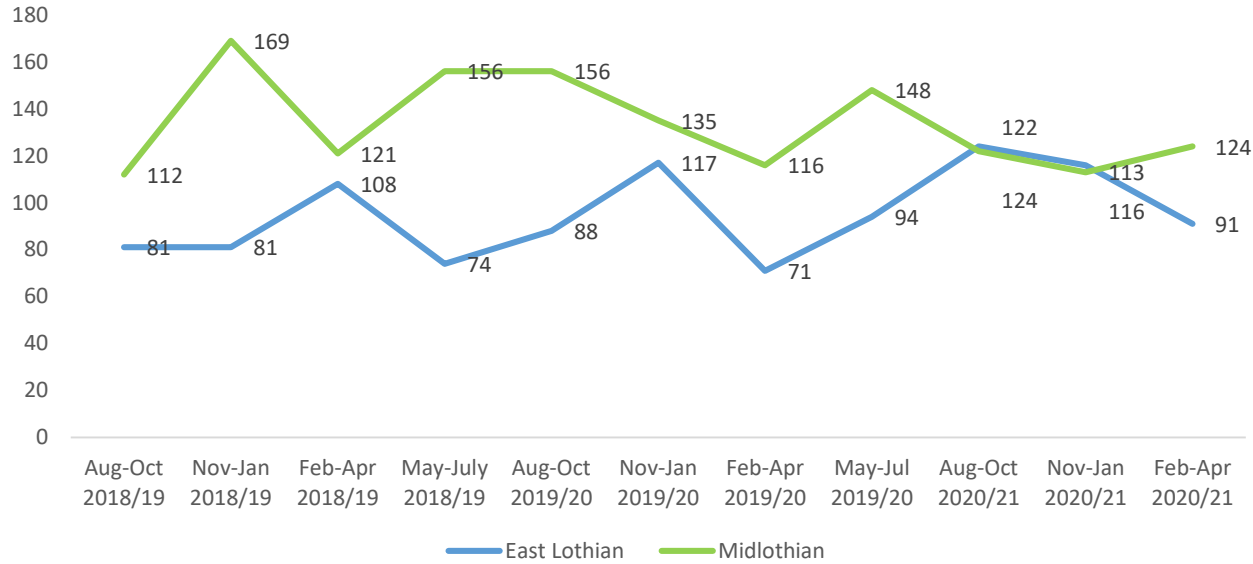
- EMPCC reviewed its Child Protection Procedures in light of national lockdown in March 2020 and the issuing of the Coronavirus (Covid-19) Supplementary National Child Protection Guidance. We produced local Interim Guidance to supplement this and reflect our own procedures; this included levels of priority of the circumstances that would result in a Child Protection Interagency Referral Discussion (IRD), Child Protection Registration (Initial and Review Case Conferences and De-registration) and criteria for home visiting. This complemented detailed guidance developed by East Lothian and Midlothian Councils for operational staff in Children's Social Work and Education. We continued to provide essential services and undertake core Child Protection activities by adopting revised Guidance and adapting accordingly in line with Government and local Guidance.
- There was no change required to IRD processes as IRDs already took place by telephone and eIRD was already well embedded in both areas as a shared tool for recording risks and decisions of IRDs. It was agreed that the IRD, as an interim measure, could replace Pre-Birth and Initial Child Protection Case Conferences, and agree Registration for a period of 3 months. Midlothian took a decision to continue with Initial CPCCs initially via teleconferencing before quickly moving to Microsoft Teams. Consequently, no Child Protection Registrations were made as part of any IRD discussion. East Lothian applied the Interim Guidance to consider Registration for approximately two months until Skype for Business and laptops were made available for Social Work staff. This was only used for a small number of children and enabled protection plans to be put in place for those most at risk.
- The incompatibility of shared platforms for virtual meetings affected East Lothian processes for Child Protection Case Conferences and therefore telephone calls were more frequently used for Case Conferences.
- Our interim guidance stated that home visits should continue to take place if there were specific Child Protection issues and/or where children were on the Child Protection Register. In both areas, face-to-face visits with children who were on the Child Protection Register were undertaken, with a detailed risk assessment being carried out in advance of any home visit. In common with other areas, staff had to carefully manage a balance between assessing children's circumstances, seeing families safely (which included seeing them outside or at the doorstep) whilst maintaining confidentiality. For a small number of families where someone was shielding or isolating, contact took place over video-phone calls.
- Hubs were established in East Lothian and Midlothian for children who required to be in school, with services referring the most vulnerable children for a place. In East Lothian, a critical response team was established to provide a duty service response to highest risk families, and all families were RAG rated, with a work plan in place for those at high risk. In Midlothian, Hub placements were offered to all vulnerable children identified by both Children's Services and Schools. These children included all children on the Child Protection Register or who were looked after away from home.
- While operating the Interim Guidance there was no opportunity for formal dispute resolution and therefore a small number of children remained on the Child Protection Register for slightly longer in East Lothian early on during lockdown, when under usual procedures, this may not have happened. Similarly, restrictions on face-to-face meetings impacted on performance in two quarter periods in relation to the sharing of Interim Safety and Child Protection Plans with children in East Lothian. With increased oversight by Team Leaders we have seen improvement in the sharing of Initial Safety Plans over the two quarters since November 2020. We will continue to monitor progress in this via our P&QI sub-group.

Child Protection

- In May 2020, our Performance and Quality Improvement Sub-group reviewed a report of an audit carried out in Midlothian by the Child Protection Lead Officer and Service Manager. One audit focused on a random sample of children who had had more than 1 IRD in Q3 in 2019/20. The audit sought to explore whether there were any common factors which would allow the identification of areas for enhanced practice and development, to improve the lived experience of children who present as repeat IRDs. Key conclusions were that referrals were appropriate and met thresholds for referral to IRD, and staff within all agencies were clearly identifying risk. However, for a small number of children, despite resources being deployed to ascertain risk and concern, in the context of repeat interventions, this had not resulted in sustained improvement in the child's circumstances. It was agreed that the Lead Officer would progress the development and use of the Glasgow Neglect toolkit in East Lothian and Midlothian, to help staff understand cumulative neglect, identify and respond at an early stage. This action is now part of the Joint Inspection Action Plan for Midlothian.
- In May 2020, the P&QI also considered the findings of an audit to assess the extent to which staff were following local guidance for children whose names had been removed from the Child Protection Register. The audit highlighted that there was some need for improvement in ensuring updates to all care plans and chronologies, and that two post-registration meetings take place, following de-registration. Independent Reviewing Officers are now reviewing compliance on a routine basis.
- In September 2020, the Care Inspectorate published their Inspection into our services for children and young people in need of care and protection in Midlothian. There was a high level of confidence in the partnership in Midlothian, with key highlights including:
 - evidence of strong partnership working at all levels and a confident and competent workforce committed to improving outcomes and experiences for children, young people and families;
 - the effective Champions board structure and the continued effort from staff across the partnership to enable children and young people to influence service design and improvement;
 - the strength of scrutiny and oversight of Child Protection practice and the drive for continuous improvement; and
 - the partnership's record of improvement to date in relation to the impact of services on care experienced children and young people.
- The key priority for improvement was for partners to continue to develop its systematic use of data, quality assurance and joint self-evaluation to help understand what differences services are making and what needs to change.
- During the year, we commenced but did not conclude one Initial Case Review for a young person, and had one Significant Case Review in process, reaching a conclusion with an interim report, which has been reviewed with CSOG. We have now progressed into the second phase of this, which will involve workshops with practitioners and front line managers to further our review and learning.

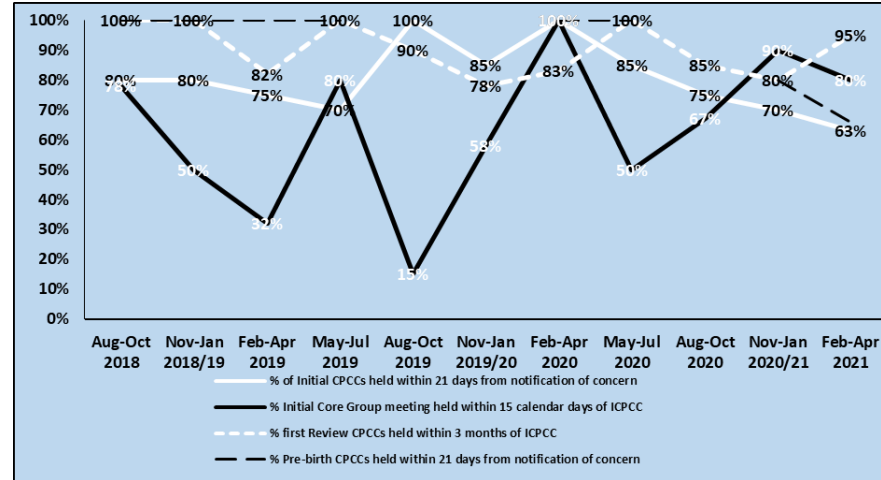
Child Protection

Number of Children subject to Inter-agency Referral Discussions

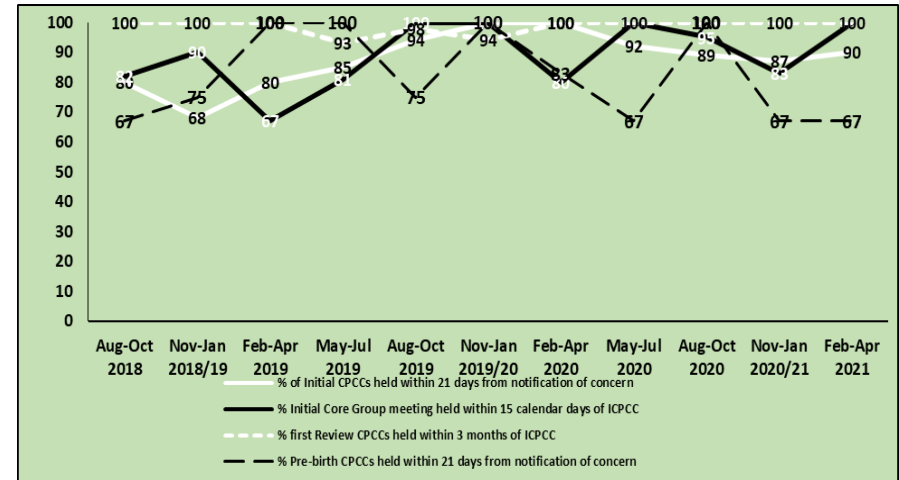


We saw a mixed picture in the number of IRDs in each area over the year, with no identifiable trend quarter on quarter over the past three years. A low point in the year was reached just at the start of lockdown in March 2020, in common with elsewhere across Scotland. East Lothian saw a significant increase when schools returned after the school summer holiday period, with a reduction again after the December restrictions period. In Midlothian we similarly saw a dip following the December restrictions. Our Child Protection IRD Overview Group provides scrutiny, quality assurance and reviews any recurring themes and patterns that would have implications for practice and learning and development.

Through scrutiny of our data, we have continued to review our performance in holding Case Conferences and Core Groups within the timescales laid out in our Child Protection Guidance in both East Lothian and Midlothian. The reasons for any exceptions are explored and explained at our quarterly multi-agency Child Protection meeting of the P&QI Sub-group. East Lothian has adopted Signs of Safety as a key approach in Child Protection and timescales around Case Conferences vary slightly.



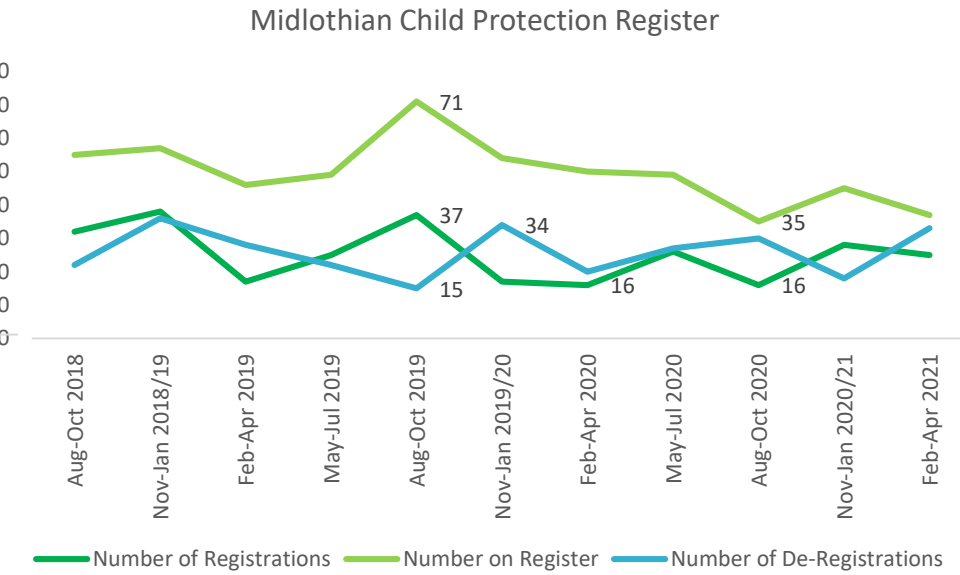
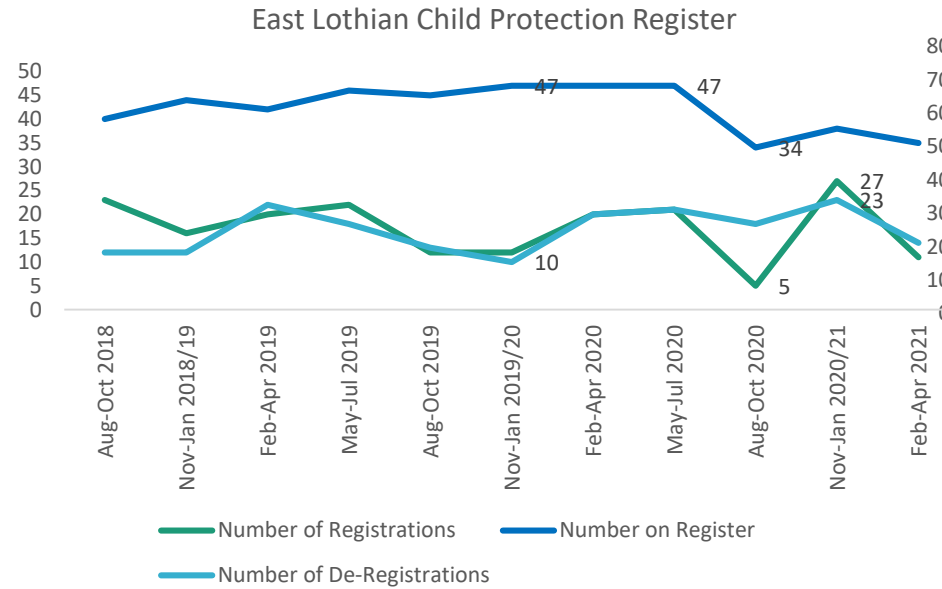
East Lothian



Midlothian

Child Protection

During the year, we implemented our use of the national Child Protection minimum dataset to review our Performance data on an academic quarterly basis, with a small number of additional local measures. We established a separate sub-group of our Performance and Quality Improvement group to undertake this work. Quarterly reviewing of our Child Protection registrations noted that they reached their lowest point in twelve quarters in both East Lothian (34) and Midlothian (35) in October 2020. Feedback from our IRD overview groups continued to evidence that IRD thresholds and decision making are consistent and balanced. This decline reflected what we saw elsewhere in Scotland, most likely as a result of many professionals not seeing children below that threshold of referral for IRD or for a service. Domestic abuse was within the top three most common concerns when a child's name was placed on the Child Protection Register in all three quarters in East Lothian and in two of three quarters in Midlothian. The three most common concerns in each area are highlighted in the table alongside.



Concerns at Registration

Concern	East Lothian Midlothian Scotland			East Lothian Midlothian		East Lothian Midlothian		East Lothian Midlothian	
	Aug 2018-Jul 2019			Aug-Oct 2020		Nov 2020-Jan 2021		Feb-Apr 2021	
Child Placing Themselves at Risk	0%	2%	5%	0%	0%	4%	0%	9%	0%
Child Sexual Exploitation	0%	0%	0%	0%	0%	0%	0%	0%	0%
Domestic Abuse	70%	55%	41%	60%	38%	33%	57%	27%	24%
Emotional Abuse	82%	44%	40%	60%	25%	26%	29%	9%	12%
Neglect	27%	35%	41%	0%	25%	7%	0%	36%	28%
Non-Engaging Family	17%	27%	27%	0%	13%	11%	43%	18%	48%
Parental Alcohol Misuse	17%	15%	18%	0%	13%	7%	39%	0%	20%
Parental Drug Misuse	47%	29%	23%	20%	13%	37%	25%	36%	32%
Parental Mental Health Problems	16%	39%	34%	80%	63%	33%	14%	0%	48%
Physical Abuse	46%	18%	24%	0%	44%	30%	21%	0%	36%
Sexual Abuse	1%	12%	4%	0%	19%	15%	29%	18%	0%
Other (including Trafficking)	5%	0%	17%	0%	31%	11%	14%	18%	16%
Total Number of Registrations	81	112	2,599	5	16	27	28	11	25

Violence Against Women and Girls

In East Lothian, there were 1163 incidents of domestic abuse recorded by the Police, and in Midlothian, 1181. In comparison to the previous year this was a reduction of 8.%(n101) in East Lothian, and a decrease of 1.1%(n13) in Midlothian.

In East Lothian, there were 344 referrals to the Domestic Abuse Referral Pathway, and in Midlothian 314 referrals. Across both areas, this was an increase of 20.5% from the previous year.

We held 16 Maracs for 111 victims in East Lothian and in Midlothian, we held 15 Maracs for 115 victims. Across both areas, this was an increase of 20.7% from the previous year, with five additional Maracs in the year.

In 64.9% of cases referred to Marac in East Lothian, and in 76.5% of cases referred to Marac in Midlothian, there were children involved.

Our Domestic Abuse Referral Pathway is a partnership initiative involving EMPPO Domestic Abuse Service (DAS), Women’s Aid East and Midlothian and Police Scotland J Division, providing a single referral point for victims of domestic abuse following a Police incident, thereby streamlining support for victims. Other services also support the work of the Pathway.

A Marac is a multi-agency meeting where information is shared about the victims who are at the highest risk of serious harm or murder due to domestic abuse. The primary focus of the Marac is to safeguard the adult victim and their children. The Marac will also make links with other fora in relation to child protection, adult support and protection, justice and the disruption of perpetrator behaviour. After sharing relevant information in relation to risk, agency representatives develop multi-agency safety plans for the victim.

In East Lothian, 235 sexual crimes were reported to Police, an increase of 19.3% from 197 the previous year. In Midlothian 198 sexual crimes were reported to Police, a decrease of 3.4% from 205 the previous year.

In both areas, we saw an increase in non-recent sexual crimes being reported, as well as an increase in non-contact online sexual offending.

Violence Against Women and Girls

- Pressures on services and staff in the area of gender based violence increased in ways which are not necessarily reflected by the numbers of referrals to the Police. The impact of the COVID pandemic on domestic abuse saw increased opportunities for perpetrators to exert coercive control, and concerns for the increased invisibility of victims and perpetrators during lockdown. Heightened levels of trauma and isolation will have longstanding impacts and we have seen the impact on the women, children and young people who have sought support. Our survivors who have been able to access support have often needed more frequent contact, longer sessions and longer term support. At the same time, video or phone were not appropriate ways of providing longer term sexual abuse therapeutic support. The closure of courts, followed by long delays in processes and frequent release of abusers on bail rather than detention were a source of significant anxiety for many survivors.
- In this context Women's Aid East and Midlothian (WAEML) had to open waiting lists for longer term support for the first time ever, which reached three months' waiting time for support for more than 70 women. This was exacerbated when the Domestic Abuse Service, which provides short term intensive support for survivors at highest risk, reached its full capacity and had to refer on to WAEML services.
- Edinburgh Rape Crisis Centre (ERCC) delivers longer term specialist support for survivors of rape and sexual assault. In the year, in East Lothian, ERCC supported 30 survivors, including 5 new referrals. This was a significant reduction from 51 survivors supported, including 31 new referrals in 2019/20. In Midlothian, ERCC supported a total of 33 survivors including 5 new referrals in the year. This was a similar reduction from 71 survivors supported, including 46 new referrals the previous year. Our rape crisis support services had to close to new referrals for most of the year, except for cases of recent rape and sexual assault, to avoid increasing trauma. The services also lost access to local shared venues which impacted on the possibility of providing face to face support in periods out with lockdown. The services continued to support those already in service, however by the end of the year the waiting list for long term support had increased exponentially.
- In response to the widely acknowledged heightened risk to survivors of Violence Against Women and Girls (VAWG) and their children during the COVID pandemic, with people being asked to stay at home and isolate, we put in place a number of measures to ensure that victims and services were able to access information about available supports. We circulated information to the public via our EMPPC website and our partner agency social media feeds, assuring them VAWG services were still open and how to access them.
- We developed a new set of online resources for survivors of sexual violence to support ways of coping during the pandemic. Click on the link here to view [ERCC online resources](#)
- ERCC also adapted their model of support to be able to provide six initial sessions of support to enable survivors to better cope with the waiting time for longer term support.
- We provided information to frontline services to raise awareness of risk and how to provide support, including guidance, briefings and bespoke training on VAWG and Marac.
- We worked with children's services to enhance their support for survivors of domestic abuse and for children through the local Hubs where there was capacity.
- Justice Services, the Police and the VAWG Co-ordinator collaborated to provide a snap fax-style leaflet with advice and supports for help with stress which Police gave to perpetrators when attending an incident.
- Local VAWG support services rapidly adapted to virtual operation for service provision (contact with survivors and operation of meetings), for Marac, Domestic Abuse Service, WAEML and Sexual Abuse Services – we redesigned our approach in offering support where it was safe for survivors, recognising that virtual or telephone contact was less appropriate for therapeutic support for trauma.
- We responded to the marked increase in survivors' demand for domestic abuse services whilst reporting to the Police reduced due to safety concerns. We saw a 20% increase in demand for support following a Police incident and services have had to provide more intensive support for longer periods due to heightened fear and accumulated trauma from abuse and living in the conditions posed by the COVID pandemic.

Violence Against Women and Girls

- We put in place weekly data monitoring and our COVID 19 VAWG risk assessment, adjusting services accordingly and moved to monthly VAWG group action-focused meetings to monitor service delivery and respond to demand.
- We developed and implemented East Lothian Council 'Covid 19 and Domestic Abuse Community Housing and Homelessness' staff briefings to raise awareness and give guidance on how to support survivors and set up four single points of contact. Midlothian Council developed similar guidance towards the end of the year.
- We developed a local approach to prevention based on gender inequality and VAWG, and began developing our prevention plan.
- We updated our position statement on commercial sexual exploitation; this is to be further implemented and promoted across both areas, with supporting guidance.
- Both Councils provided additional short-term COVID funding to reduce waiting lists for the Sexual Abuse Services and domestic abuse services in East Lothian provided by WAEML.
- The 16 Days of Activism tackling violence against women and girls campaign, 25 November – 10 December, had the Scottish theme "Build back Better". It was more important than ever to get the message out to survivors, to allies, to abusers and also to decision makers and we focused mainly on social media lining up across partners. Below is an example of one of our 16 days messages.
- We continued to seek feedback from our service users about the quality and impact of our support. Below are some examples from women who received support via our Domestic Abuse Referral Pathway.

If you are causing upset, pain or fear to a woman or a girl at home, at work, in the street, in a bar or online

stopping it starts with you



PUBLIC PROTECTION
East Lothian & Midlothian
Supporting Safer Communities

(Worker)... was lovely and she did her best to get to the bottom of the last court appearance, or non-appearance. It helped me just having someone to phone me and check it was ok. She offered me all different kinds of advice and things I could try. I'm really grateful.

She listened, she was very sympathetic and ended up helping with a payday loan and put me in touch with CAB to help me with retrieving the money I lost. She also helped to push through my mental health assessment

I dinny sleep at night time at all - I used to sleep well, it's not just the pandemic, I'm still thinking about what happened but my mind just canny stop, going through parts of the event that I'm not clear on.

Offender Management

- Justice Social Work, in line with other aspects of Public Protection activity, was always identified as an 'essential' service and we were expected to return to full provision from June 2020 – in many ways the impact was more about how we altered, not stopped, provision. Attendance (digital platform) was still instructed and expected and non-compliance was dealt with via formal action.
- In Justice Services across East Lothian and Midlothian, we quickly put in place RAG rating for all service users when we moved into national lockdown – this was based on risk of harm to self or others alongside issues of severe and enduring poverty/deprivation, mental ill-health or substance use which, if left unchecked or unsupported (by other agencies alongside JSW), could have resulted in serious harm or self-neglect. Where such risk was identified individuals would be provided with in persons support in appropriate office spaces and/or doorsteps, if necessary. To continue delivering our essential services we redeployed staff and increased PPE activities.
- Justice Social Workers continued to provide services based on risk and need. Justice Workers reviewed all those subject to oversight relating to domestic abuse offences and made specific effort to increase contact and support where there was a victim/survivor in the home and/or the perpetrator was in contact with an intimate partner. Staff undertook additional training to deliver the Caledonian Programme on an individual basis.
- Staff undertook consolation and additional engagement with partners in the Community Intervention Service for Sex Offenders to address the needs of sexual offenders in the community.
- Services were provided via digital platforms, including telephone, Skype for Business, WhatsApp, ZOOM, MS Teams to those subject to statutory supervisory expectations as part of a non-custodial Court disposal or as part of post-release Licence or Order. Where necessary, digital inclusion was addressed and phones/data were provided to service users to enable connectivity with both their workers and any other third sector partners. In person contacts for reports (Court and Parole Board) were difficult to undertake full assessments/build trusting working relationships when phone contact is the primary platform for social worker and service users.
- The Coronavirus Scotland Act extended all periods of unpaid work/other activity by 12 months and required any new Orders imposed by Courts to be of a minimum of 12 months regardless of the number of hours imposed. All unpaid work/other activity was suspended – as the year progressed home working activities and learning packs were developed. When possible and at points during the reporting year work groups were arranged with 1:1 to 1:5 provision depending on the activity, site and Scottish Government level. In March 2021 the Scottish Government enacted a 35% reduction in outstanding unpaid work/other activity for all individuals except those whose conviction was for a sexual, domestic abuse or stalking based offence.
- Criminal Justice Social Work Reports advised sentencers that the provision of community based disposals was limited and the normal expectations relating to in person contact and/or offence focused interventions may either not be available or require longer Orders for completion.
- From the Early Prisoner Release programme both East Lothian and Midlothian developed multi-agency pre-release planning groups to address the risk and needs of individuals (housing, mental health, substance use, finances etc.) prior to release to improve chances and opportunities for resettlement. Additional financial resource was also provided alongside access to mobile phone/top-ups.
- Orders and Licences were timed out without final in person reviews.
- We undertook significant recovery planning, with Operational Management Teams completing Recovery and Renewal Plans based on the advice and guidance of the Scottish Government. Additional funding was made available for Third Sector procurement, however we did not take this up due to the extensive reporting requirements and unmanageable timeframes.

Learning and Practice Development

The COVID pandemic had a significant impact on our Learning and Development plans and training offering. All training offered by EMPPC face-to-face, multi-agency training was suspended when we went into lockdown in March 2020. Our EMPPC Learning and Practice Development Sub-group was also suspended for a period during the COVID pandemic, resuming in February 2021 with a new Chairperson. Incompatibility of virtual platforms amongst our partner agencies and the lack of Microsoft Teams within the EMPPC posed significant challenges in transferring our training delivery to on-line learning. Notwithstanding this, in the year, we delivered 17 multi-agency training events across the areas of Public Protection to 259 people working across East Lothian and Midlothian. We are grateful to the support of our statutory and third sector partners in supporting our training offering. 15 of these events were delivered on virtual platforms and two were on a face-to-face basis, following Scottish Government COVID guidance, and at a point when restrictions eased temporarily. Our delivery and number of staff per course is shown below.

Adult Support and Protection Council Officer training (2 courses/20 people)	Child Protection Multi-agency Risk Assessment and Processes (1 course/5 people)	Child Sexual Exploitation (4 courses/50 people)
Harmful Sexual Behaviour (4 courses/61 people)	Improving Our Practice on Violence Against Women and Girls: Spotlight on Domestic Abuse (1 course/26 people)	Protecting People from Serious Harm from Domestic Abuse: Assessing Risk and Referring to Marac (4 courses/71 people)
	Safe and Together: Working with Perpetrators (1 course/26 people)	

We continued to commit to introducing and embedding the Safe and Together approach across East Lothian and Midlothian, moving from face-to-face training to self-directed on-line learning. Local implementation groups in each area met to progress their implementation plans, and also continued to deliver 'Level one' awareness raising training on virtual platforms. The Safe & Together™ Model CORE Training provides a skills-oriented foundation for domestic violence-informed practice, comprising four one-day modules on assessment, interviewing, documentation and case planning. 21 staff in Children's Services in East Lothian and Midlothian, Women's Aid East and Midlothian and Justice Services in East Lothian successfully completed the Core Training and 18 staff commenced the training in the year. We partnered with Scottish Women's Aid to deliver virtual foundation courses on domestic abuse. We also promoted the national Domestic Abuse Awareness Raising Tool produced by SafeLives and funded by the Scottish Government, and converted this to Learn-pro for staff in Midlothian and East Lothian Councils.



Looking Forward – Our Priorities

Adult Protection

- We will undertake self-evaluation of our Adult Support and Protection services in East Lothian, following the Care Inspectorate framework for Joint Inspection.
- We will plan for and implement any changes arising from the review of the Adult Support and Protection (Scotland) Act 2007 Part 1 (Guidance for Adult Protection Committees) and the Code of Practice.
- We will engage in the work being undertaken by IRISS and the Scottish Government to develop a national dataset of performance information, and will plan for implementation of this.
- We will revise our approach to Council Officer training and evaluate its effectiveness.
- We will undertake a thematic review of Large Scale Investigations in East Lothian and Midlothian, to identify and progress common areas for improvement.

Child Protection

- We will prepare for implementation of the new National Guidance for Child Protection.
- We will prepare for implementation of the Learning Review Guidance.
- We will develop a shared approach to the identification and assessment of cumulative neglect, adapting the Glasgow Assessment of Care Neglect toolkit.
- We will conclude a Significant Case Review and take forward identified areas for improvement arising from this and other reviews relating to children and young people.
- We will review and further embed the use of our EMPPC Inter-agency Vulnerable Young Person's Protocol across East Lothian and Midlothian.

Violence Against Women and Girls

- We will work with partners to develop an Equally Safe Strategy for each local authority area, focusing on prevention through culture change and education, and enhanced service response for survivors and their families.
- We will progress our VAWG prevention plan.
- We will deliver our approach to commercial sexual exploitation.
- We will further develop our training offering to ensure we cover all aspects of VAWG, specifically including working with men and with young people.
- We will support Equally Safe At Work Accreditation with Midlothian Council now working to silver level and with East Lothian Council to launch bronze level.

Looking Forward – Our Priorities

Learning and Development

- We will implement our 2021-23 Learning and Development Strategy.
- A key priority for us includes ‘recovery’ activities to deliver our core training courses, and to review and revise our training courses so that we can take opportunities to use virtual platforms, where appropriate. We will increase the use of Microsoft Teams to deliver training, where feasible.
- We will embed the seeking of feedback by on-line survey and use this to better report on and assess the effectiveness of our training offering.
- We will review and revise our key performance indicators.

Communications

- We will continue to build our relationships with communications colleagues in our partner agencies, and to develop the key communication themes and messages that we want to deliver as a Public Protection Committee.
- We will plan improvements to our website, to ensure that it is accessible and contains useful information and signposts for staff and the public.
- We will increase our use of social media to communicate our key messages.
- We will improve the way in which we disseminate information about Public Protection to staff working in East Lothian and Midlothian.
- We will undertake a communications workshop with our EMPPC and will further develop our key communications messages.

Performance and Quality Improvement Sub-group

- We will embed our review of Child Protection Performance Information using the national Child Protection Minimum Dataset.
- We will improve the way in which we present our Performance Information and Key Performance Indicators, and how we share these with operational staff across services.
- We will seek to improve how we measure and assess impact and outcome of our work, to complement process and output measures.
- We will improve our approach to quality assurance activity across our areas of business.
- We will use improvement tools to refine our approach to identifying, planning and measuring our improvement priorities for Adult Support and Protection, Child Protection and Violence Against Women and Girls.



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Contact us by email at emppo@eastlothian.gov.uk
Follow us on twitter @EMPPC1

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REPORT TO: Policy and Performance Review Committee

MEETING DATE: 10 March 2022

BY: Executive Director for Place

SUBJECT: Legacy Report

6

1 PURPOSE

- 1.1 To provide Policy and Performance Committee with a report on 'legacy' matters to be passed on to the new Committee that will be appointed following the May 2022 Council elections.

2 RECOMMENDATIONS

- 2.1 Committee is asked to provide further comments on the legacy matters outlined in this report and approve the report to be passed on to the new Committee in June 2022.

3 BACKGROUND

- 3.1 The Policy and Performance Review Committee (PPRC) considers two types of reports:

- regular reports on performance including quarterly reports and an annual report on the Council's key performance indicators, an annual report on the Improvement Service's Local Government Benchmarking Framework, and occasional updates on the Council Plan Top 50 indicator report.
- reports requested by members of the committee seeking further information on issues of interest that have arisen out of the performance reports or are otherwise of particular interest to one or more elected member.

- 3.2 Over the last 4 years (since January 2019 PPRC has received reports requested by members on the following subjects:

- Customer Feedback Reporting
- Customer Contact Centre

- Coastal Car Parking Scheme Review
- Library Service Performance
- Roads Asset Management – Annual Status and Options Report
- Non Residential Social Care Charging and Charging Appeals Update
- Progress with the Business Recovery Investment Fund
- Interim Update on Coast and Countryside Management Plan
- Update on Social Care Charging
- Review of Performance of the Planning Service
- ELC Records Management Plan Progress
- Public Protection Annual Report

3.3 In scrutinising the quarterly performance indicator reports members have asked for explanations and further information on a wide range of indicators including:

- Universal Credit
- Street lighting fault repairs
- ward breakdown of Council Tax collection data and information around legislative changes that have impacted on collection rates
- Community Payback Orders
- Ward breakdown of leisure attendances
- Comparator figures regarding pupil attendance

3.4 PPRC has an annual work programme, which is updated following each Committee meeting. The work programme lists the regular performance reports to be received by Committee and any other reports that have been requested by members.

3.5 Committee is asked to consider whether further guidance on the issues to be dealt with in these reports is required and/ whether or issues should be put on the Committee's future work programme.

4 POLICY IMPLICATIONS

4.1 Reporting performance helps the Council demonstrate that it is achieving Best Value in regard to 'Commitment and Leadership', 'Sound Governance at a strategic, financial and operational level' and 'Accountability'.

4.2 The scrutiny of performance by Elected Members is part of 'Commitment and Leadership'. The Best Value Guidance explains that the scrutiny of performance means 'That members are involved in setting the strategic direction for Best Value and there is a mechanism for internal scrutiny by members of performance and service outcomes.' Reporting the performance indicators for each service every quarter is intended to aid this process.

5 INTEGRATED IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

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

7 BACKGROUND PAPERS

- 7.1 None

AUTHOR'S NAME	Paolo Vestri / Gary Stewart
DESIGNATION	Service Manager – Policy, Improvement & Partnerships Policy Officer (Performance) - Policy, Improvement & Partnerships
CONTACT INFO	pvestr@eastlothian.gov.uk
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