



## MINUTES OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

THURSDAY 15 DECEMBER 2022  
VIA A DIGITAL MEETING FACILITY

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**Committee Members Present:**

Councillor L Jardine, Convener  
Councillor R Bennet  
Councillor D Collins  
Councillor N Gilbert  
Councillor S McIntosh  
Councillor L Menzies  
Councillor C Yorkston

**Other Councillors Present:**

None

**Council Officials Present:**

Ms M Patterson, Chief Executive  
Ms L Brown, Executive Director for Education and Children's Services  
Ms S Fortune, Executive Director for Council Resources  
Mr D Proudfoot, Executive Director for Place  
Ms M Ferguson, Head of Corporate Support  
Mr T Reid, Head of Infrastructure  
Ms M Sullivan, Head of Development  
Ms W McGuire, Head of Housing  
Mr I Gorman, Head of Operations  
Mr C Grilli, Head of Governance  
Ms N McDowell, Head of Education  
Ms S Saunders, Head of Communities and Partnerships  
Ms L Byrne, Group Service Manager  
Mr P Vestri, Service Manager – Policy, Improvement and Partnerships  
Mr A Stubbs, Service Manager – Roads  
Ms L Kerr, General Manager – Planning and Performance  
Ms K MacDiarmid, Team Manager – Public Protection (Multi-agency Partnership Post)  
Mr I Lennox, Team Manager – Assets and Regulatory  
Ms C Goodwin, Assistant Strategic Programme Manager – Adult Wellbeing  
Mr G Stewart, Policy Officer  
Ms H Lundstrom, Sustainability and Climate Change Officer

**Clerk:**

Ms B Crichton

**Apologies:**

Councillor J Findlay

**Declarations of Interest:**

None

**1. MINUTES FOR APPROVAL – PPRC, 8 SEPTEMBER 2022**

The minutes of the meeting of the Policy and Performance Review Committee of 8 September 2022 were approved.

**2. Q2 2022/23 PERFORMANCE INDICATORS**

A report was submitted by the Executive Director for Place to provide Elected Members with information regarding the performance of Council services during Q2 2022/23 (July – September 2022).

Gary Stewart, Policy Officer, presented the report, and provided an overview of the salient points and the results of the key performance measures as detailed in the appendix. In particular he commented on: homelessness, providing relevant statistics and advising that the number of new cases had increased, but the average number of days moving from temporary accommodation had reduced; attendance at recycling centres; key data in relation to fly-tipping, which had increased sharply in Q2; the position regarding attendance figures at enjoyleisure pools and sports facilities, which were closer to target despite remaining below pre-pandemic levels; and performance measures in relation to the processing times for new housing benefit claims, council tax and business rates collections, and tenant rent arrears. He also advised of a three-fold increase in customers accessing financial support and struggling to meet essential living costs, with the cost of living crisis likely to have an impact on future collection rates and debt recovery work.

Paolo Vestri, Service Manager – Policy, Improvement and Partnerships, added that figures relating to homelessness, rent arrears, and business rates collection were starting to be impacted by the cost of living crisis and economic situation. He highlighted improved indicators within street and traffic light repairs, planning. There had also been improved figures within delayed discharge, which went against trends seen in other areas.

Officers responded to questions from Members. Mr Vestri would ask service managers to capture any issues relating to staffing within the comments section of future reports. Sharon Saunders, Head of Communities and Partnerships, advised that community centres operated on a bookings basis and did not fall within the broader sports development area, and therefore data captured occupancy and usage of the building rather than individual visits. Tom Reid, Head of Infrastructure, would seek clarity from EnjoyLeisure as to how visitor data was calibrated in relation to staff shortages and venue closures. Sarah Fortune, Executive Director – Council Resources, confirmed that rates collection was shown as a quarterly target, with council tax collection at 48% at the end of Q2.

Responding to questions on foster placements, Lindsey Byrne, Group Service Manager, advised of recruitment challenges in finding carers who could meet the needs of particular children. There was a national recruitment crisis and a decline in people remaining in foster care as a long-term career. East Lothian would undertake a fee review in the near future, and she advised that the Scottish Government looked to create a minimum level for fostering allowances. She advised that external resources were required for a number of reasons, and while new foster carers would be welcomed, new recruits would be unlikely to have the skills and experience to help the most distressed children. Ms Byrne also advised that there was no expectation of expanding the area's residential placement footprint. Ms Byrne said there were more children in residential care than the service would like to have, but an increased number of experienced carers would be required to help this situation. She described a

difficult time in fostering, with an increase in placements breaking down. Improvements to fees and allowances were being considered to try to address some of these issues. She described the impact of The Promise, which had challenged the service to think differently about fostering, and said there was now a greater need for foster carers to support the wider family to retain connections with the child.

Responding to questions from the Convener, Wendy McGuire, Head of Housing, put the increased homelessness figures down to the cost of living crisis, and said there had not been any increase in evictions. The service would also monitor the impact on homelessness figures by changes in policy relating to local connections. Mr Reid advised that the increase in fly-tipping could also be explained by the economic situation, including some commercial traders avoiding paying disposal fees. Ms Fortune would provide further information to Committee Members on benefits officer recruitment and staffing levels.

**Sederunt:** *Councillor Bennet joined the meeting.*

The Convener commented that she was heartened by the performance in relation to delayed discharge, particularly in light of challenges experienced in the recruitment and retention of staff.

### **Decision**

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

### **3. DRAFT 2022 – 2027 'TOP 50' COUNCIL PLAN INDICATORS**

A report was submitted by the Executive Director for Place to present the draft 2022 – 2027 'Top 50' Council Plan Indicators for consideration before going to Council for approval.

Mr Vestri presented the report, and drew attention to Appendix 1, which showed previous indicators which had been removed and replaced. The indicators were based around six of the Council Plan objectives: reducing poverty, responding to climate change, growing our economy, growing our people, growing our communities, and growing our capacity. He then drew attention to Appendix 2, which provided the proposed new set of indicators and commentary as to reasons for inclusion and possible future amendments. He noted that new targets would be identified and reported to Council when the final set of indicators was presented for approval. Officers would liaise further with the Convener and with the Council Leader as there were still some amendments proposed.

Officers responded to questions from Members. Councillor McIntosh asked if there was a way to monitor the number of empty homes, including council tax collected from empty homes, to try to reduce the number of empty properties. Ms Fortune would circulate this information. She advised that the council had an Empty Property Policy, approved in 2014. An income of around £400,000 each year from empty homes was directed into affordable housing. Ms McGuire advised that the Housing Strategy and Development Team collated information on empty houses. Mr Vestri suggested this may be more appropriate as an annual or quarterly indicator as it had not been identified as key priority as part of the Council Plan; he suggested that Members assess whether this should be included as a future indicator when they had had sight of the data.

Councillor Menzies was keen to see inclusion of indicators relating to both short term lets and Equally Safe/reports of domestic violence. Mr Vestri advised that a work on a new Antisocial Behaviour Strategy was underway. He pointed out that reports of antisocial behaviour represented an input figure rather than an outcome indicator, but said that officers could look into an indicator relating to the Equally Safe national strategy. He advised that the East Lothian Partnership was looking at developing an East Lothian Equally Safe Strategy. Mr

Vestri would report back to the Committee when the new Antisocial Behaviour and Equally Safe strategies were adopted, as relevant indicators would arise from these pieces of work. He highlighted indicator 47, whether people felt safe or very safe going out after dark; this data from the Residents' Survey could be considered further to look at responses by age and gender, which was a proxy indicator for the Equally Safe strategy to show how safe residents felt in their community.

Councillor McIntosh felt there was a diverse range of indicators, and commented positively on the spread of indicators relating to climate change.

The Convener commented that the indicators encompassed the wellbeing of the community, sustainability, and noted there was a suitable mix to provide an overview of performance in a wide range of areas. She highlighted that the indicators remained a draft document; comments from Members would be taken on board, with further work to be undertaken to find baseline data for new indicators, etc. She then moved to a roll call vote to approve the draft 2022 – 2027 'Top 50' Council Plan Indicators, to be sent to Council for final approval. This was unanimously supported by Committee Members.

### **Decision**

The Committee agreed to approve the draft 2022 – 2027 'Top 50' Council Plan Indicators, to be sent to Council for final approval.

## **4. EAST Lothian AND MIDLothian PUBLIC PROTECTION COMMITTEE ANNUAL REPORT 2021 – 2022**

A report was submitted by the Chief Social Work Officer to present the East Lothian and Midlothian Public Protection Committee (EMPPC) Annual Report for 2021 – 2022.

Kirsty MacDiarmid, Public Protection Team Manager, presented the report, and highlighted some of the key themes, messages, high-level data, and performance information. She highlighted the reporting structure, how responsibilities were discharged through the four sub-groups of the committee, and the responsibilities of the staff. She advised that types of harm being reported within adult support and protection mirrored the national picture, and a planned event for Adult Support and Protection Day in February would focus on self-neglect and hoarding. She highlighted staffing issues within Children and Families, although said this had not impacted on child protection work, which continued to be a key focus to protect children most at risk of significant harm. She advised of work undertaken to build staff competence in using a model called Safe & Together to respond to domestic abuse, which involved keeping the child with the non-abusing parent, building protection for the child, and addressing abuser behaviour. She also highlighted the learning events from the Violence Against Women and Girls 16 Days of Activism. She welcomed the move to develop an East Lothian local Equally Safe Strategy, which would sit within the Community Safety and Justice Partnership. Finally, she highlighted the current priorities of the EMPPC, which provided a sense of the scope of the committee.

Officers responded to questions from Members. Responding to a question from the Convener, Ms MacDiarmid gave an account of the EMPPC's communication priorities over the following year, including communications to engage young people; EMPPC intended to link in with communications partners across East Lothian and Midlothian to support their work, and would use materials available on a national basis to support work locally.

Responding to questions from Councillor McIntosh, Ms Byrne advised of a national issue in children and families social work recruitment, partly due to disruptions to placements caused by the pandemic, but also because starting salaries in East Lothian did not compare well with neighbouring authorities. Officers were working to address this in conjunction with HR,

but Ms Byrne noted that there were currently an unprecedented number of vacancies within services, particularly felt by the smaller local authorities. Mechanisms to increase staffing were also underway, such as supporting people through the Open University social work course; these graduates then made a commitment to work within East Lothian for a time after finishing the course.

Councillor Menzies commented that the report provided a good sense of how the council and its partners worked to safeguard those most at risk in communities. She thanked officers for their continued work.

### **Decision**

The Committee agreed to note the report.

## **5. ROADS ASSET MANAGEMENT – ANNUAL STATUS AND OPTIONS REPORT 2022**

A report was submitted by the Executive Director for Place to present a summary of the council's road assets status as of financial year 2021-22, describing the status, condition, and performance of the asset; defining the value of the assets; detailing the service that the asset and current budgets were able to provide; and presenting the options available for the future.

Alan Stubbs, Service Manager – Roads, presented the report. The report dealt with six different asset groups: carriageways; footways; street lighting; traffic management systems; electric vehicle (EV) charging points (street furniture); and 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.

Mr Stubbs answered questions from Members. He would respond to a question from Councillor Gilbert on the extent to which inflation rates affected the stated levels of investment offline after consulting finance colleagues. Responding to a question from Councillor Menzies, he advised that an element of footways investment would support active travel, but officers actively bid for external funding to supplement this. A number of active travel projects had been delivered using external funding, which did not come from the roads capital budget. Responding to questions from Councillor McIntosh, he advised that an inspection and traffic light system was in operation to target funding for replacement of street lighting columns and to ensure that columns which had exceeded their design life were safe. He advised that contracts were in place to recycle materials from the old columns. He also advised that inspections were undertaken to ascertain which parts of the footway required maintenance. Funding was also devolved to area partnerships to invest in projects such as widening footways, and Connected Communities Managers provided a link between community groups and Roads Services.

The Convener asked about risks posed in the adoption of new roads, pavements, and lighting systems. Mr Stubbs advised of a national problem with some residential estates still not having been adopted many years after completion. The council would not take on any scheme unless it was to a suitable standard and any issues had been rectified. He said that rigorous processes were in place and it was for developers to begin the process by offering up a scheme for adoption.

Councillor McIntosh was pleased to see that the recommended increased investment was higher for footways than for roads, which she felt was in keeping with the sustainable transport hierarchy. The Convener commended officers for a clear report which had engaged Members in useful conversation.

## Decision

The Committee agreed to note the report, and to note officers' recommendation of investment for each of the assets covered within the report.

## 6. ENERGY COSTS

Mr Reid provided a verbal update regarding the effect of rising energy costs on council services. He reported that electricity costs in 2021/2022 had been £2.48m, then £2.85m in 2022/2023, and costs in 2023/2024 were expected to peak around £4.5m, representing an increase of 184%. Fossil fuel costs were expected to rise 280% from just under £1m in 2021/2022, £2.4m in 2022/2023, and an expected cost of £2.8m for 2023/2024, representing an overall increase of 211% in energy costs.

Mr Reid gave an account of assets which had been mothballed as part of a mitigation exercise. Work was underway to mothball Block A of John Muir House, and there were plans to mothball Block C by the end of January or beginning of February. Aldhammer House was also underway for mothballing, and Stoney Hill Community Centre remained mothballed, but there may be an opportunity to move to commercial rent. He added that Innerwick Outdoor Centre, North Berwick Chambers, and Mansfield Road had been also mothballed.

Mr Reid advised that the temperature in buildings with electrically controlled systems had been reduced from 21 to 18 degrees. In buildings with manual settings and primary schools, heating duration had been turned down to try to maintain an ambient temperature around 18 degrees. It was hoped that November figures would show a clear saving compared to previous years, although it was expected that recent cold weather would have an impact. Further, all swimming pools had been turned down by one degree, and EnjoyLeisure staff were considering other practical measures. A review of every electrical meter was also underway, which would be a significant piece of work to be completed by only one member of staff. A change would also be made to the flood lighting of churches and cemeteries to manual switch systems, so that structures could be lit only when in use. This would have an impact on historic monuments and ambient feel around communities, but the current cost was prohibitive as these assets still ran on sodium discharge lamps rather than LED, and money was not currently available to reinvest.

Mr Reid summarised that officers would continue to manage and monitor energy usage and assets. Vehicle tracking had also been useful in minimising miles covered within gritting and recycling and waste services. An Energy Board were also considering renewables and how to change and manage energy supplies and usage.

Mr Reid responded to questions from Members. He advised that spaces remained usable at an ambient temperature of 18 degrees, although some older buildings would develop hot and cold spots, and the team were responding to any issues. At the suggestion of turning off street lighting to save energy, issues with various types of street lighting were discussed, and Councillor McIntosh highlighted that there would be an equalities issue in that women would feel disproportionately less safe in darkened streets.

The Convener asked about lighting at sports facilities, and Mr Reid explained that lighting timers at sports pitches were set according to bookings, and some facilities had an override to allow staff to turn the lighting off should attendees leave early. Replacement with LED lighting had been considered.

**Decision**

The Committee agreed to note the update.

**7. WORK PROGRAMME – SESSION 2022/23**

A report was submitted by the Executive Director for Place outlining the committee’s future work programme.

The Convener advised that there were still reports to be scheduled around foster carers and The Promise, as well as homelessness.

Councillor McIntosh sought a report around empty properties and short term lets. Mr Vestri thought relevant indicators on these topics would come forward as part of the landlord report scheduled for June 2023. He suggested that Members may identify quarterly or annual indicators as part of the discussion on this report. Councillor McIntosh thought that discussion as to how properties were being used merited further discussion, and Ms McGuire would discuss empty homes with Councillor McIntosh separately to the landlord report, as this was a wider issue than only council properties. Michaela Sullivan advised that the planning service had undertaken a survey to establish areas where there was concern around the concentration of short term lets. Once the licensing period had come into force in August, this would provide a clearer picture of numbers of short term lets. She noted the balance to be struck with short term lets, to allow tourists to make their contribution to the local economy when there was a limited number of hotels and guesthouses in the area. This work would progress later in the year. The Convener agreed that further conversation was merited to establish what scrutiny would be required going forward.

Councillor Gilbert sought a quarterly report on areas where staffing shortages had caused significant issues with performance. Mr Proudfoot highlighted that staffing had been identified as a significant risk on the Corporate Risk Register, with eight areas remaining under business continuity arrangements. Managers kept this under constant review and were doing everything they could to support recruitment. He suggested that some of the suggested reports could come forward as verbal updates and undertook to discuss this with the Convener.

Councillor Menzies agreed that short term lets and business development should be discussed in greater detail in relation to encouraging hotels into the area. She also sought a report on area partnership payments, including through the lens of equality. Mr Proudfoot would also discuss this offline with officers and the Convener.

**Decision**

The Committee agreed to note the work programme and the emerging reports under consideration as a result of the meeting of the PPRC.

Signed .....

Councillor Lyn Jardine  
Depute Convener of the Policy and Performance Review Committee





**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 15 June 2023

**BY:** Executive Director for Place

**SUBJECT:** 2022/23 Q4 Performance Indicators

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## 1 PURPOSE

- 1.1 To provide elected members with information regarding the performance of Council services during Q4 2022/23 (Jan – Mar 2023).

## 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 Q4 2022/23.

- 3.2 The following are some of the Q4 performance measures from Appendix 1 that may be of particular interest to members:

- **Homelessness** (CH01, CH02) – The number of homelessness cases increased from 155 in Q3 to 194 in Q4, and is higher than in the same quarter in the previous year (175). The average number of days to re-housing has increased from 375 days to 455. The figure is outwith target due to the focus on accommodating longstanding cases from temporary to permanent accommodation. This involved households requiring larger house sizes where housing demand pressure is the greatest. Homelessness assessments completed in under 28 days declined slightly during the quarter (92%), but has sustained a high level of performance well above the 80% target.

- **Planning** (DM11 to DM18) – Three of the five Planning indicators (DM12, DM13 and DM14) have shown an improvement on the previous year's performance.
- **Waste Recycling / Fly-tipping** (T&WS11 & SCL\_AS03)) – the number of vehicles accessing centres increased slightly during the quarter from 115,141 to 118,614 but were slightly below the quarter target of 125,000. Year to date figures show the 500,000 annual target has been exceeded slightly at 506,361. However, this is less than the 582,770 vehicle visits achieved in the previous year.
- **Out of Work Allowance (JSA / Universal Credit)** (EDSI\_ELW02) - The claimant count for East Lothian has increased slightly from 2.2% in the previous quarter to 2.5% (1655 claimants). This is against a Scottish average of 3.3%. The claimant count for age 18 to 21 is 4.3%.
- **Sport & Pool Attendance** (SCL\_SD01 & SCL\_SD02) – There has been an increase in the number of sport centre attendances from 110,965 to 137,381 in Q4, slightly above the quarter target of 130,000. There were 456,171 attendances during the year against a target of 520,000. Visits to pools also increased from 80,526 to 95,111, which is just below the quarter target of 110,000. There were 392,721 attendances to pools throughout the year against a target of 440,000.
- **Housing Benefit Process Times** (BEN01 & BEN02) – There has been an improvement in time taken to process new claims for housing benefit from 25 days to 22 days, within the quarter target of 26. The annual average figure is 25.8 days, just within the target. The time taken to process changes in circumstances has significantly improved from 7.56days in Q3 to 1.57 days in Q4. The 2022/23 annual average is 3.5 days compared to the target of 6 days.
- **Council Tax & Business Rates Collection** (REV06 & REV07) - Business Rates collection is on target for the year at 98.6%, despite being a challenging year with local businesses in the retail, hospitality and leisure sectors only receiving the Covid-related relief for the first quarter of the year and all local businesses being impacted by the cost of living crisis over the last 12 months.

Council Tax collection rates have exceeded the annual target at 97.6%. This has been helped in part by the Scottish Government £150 cost of living payments made to every household in receipt of Council Tax Reduction and all other occupied households in Bands A to D. Overall, 2022/23 has proved to be another challenging and busy year for Council Tax collection with 898 new properties being added to our Council Tax property base in-year.

- **Rent Arrears** (REV08) - Rent arrears have increased (£1.29M) when compared to the previous quarter (£1.12). Many tenants have continued to face challenges and financial pressures over the year. A balanced approach to managing rent arrears is being taken within the Council, ensuring tenants are supported and informed of help available, providing

intensive one-to-one support for tenants and making sure our services are joined-up and accessible.

#### **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: 2022/23 Q4 Performance Indicators Report

<b>AUTHOR'S NAME</b>	Paolo Vestri / Gary Stewart
<b>DESIGNATION</b>	Service Manager / Policy Officer
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<b>DATE</b>	01/6/2023

# Appendix 1 - Council Plan Quarter Performance Report - Quarter 4

Dates

31/03/2023



### 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		Previous Year	Previous Qrt	Actual	Target	RAG	Trend	Comments
RS01 Street lighting - repairs - average time in days	Better public transport and active travel	3.37	3.87	2.81	5			
RS02 Traffic lights - average time to repair failure (hours:mins)	Better public transport and active travel	25.25	22.46	14.06	48			
CH01 Number of new homelessness cases	Increase community and individual resilience	175	155	194	200			The number of homelessness cases has increased compared with the previous quarter and this will require to be monitored.
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	Increase community and individual resilience	466	357	455	300			This figure has increased from the previous quarter, reflecting lengthy rehousing times for nine homeless applicants in particular, waiting 1000+ days for permanent housing. All nine households rehoused required 2apt and larger properties and these continue to be the property sizes where housing demand pressure is greatest.

Measure		Previous Year	Previous Qrt	Actual	Target	RAG	Trend	Comments
CH03 % homelessness assessments completed in under 28 days	Increase community and individual resilience	92.0	95.0	92.0	80.0	★	✖	Sustained high level of performance, similar to the previous quarter. While decision times are largely driven by external factors, officers continue to work exceptionally hard to overcome these barriers, with positive results.
EH01 % Food Hygiene high risk Inspections achieved	Increase community and individual resilience	0.0	100.0	100.0	100.0	★	➡	
EH02 % of Food Standards high risk Inspections achieved	Increase community and individual resilience	0.0	100.0	100.0	0.0	★	➡	
EH04 % Food Law Rating System high risk Inspections achieved	Increase community and individual resilience	99.0	97.0	100.0	100.0	★	✔	22 premises inspected within 28 days
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	182	120		88	?		A new system of collating data has been introduced resulting in a delay in gathering Q4 figures. These will be updated as soon as possible.
T&WS11 Number of vehicles accessing recycling centres	Increase waste recycling	127308	115141	118614	125000	●	✔	Number of visits reflective of the current economic situation with less waste being produced as consumption of new products declines. YtD figures show the annual target of 500,000 has been achieved at 506,361. This is less than the 582,770 vehicle visits achieved in the previous year.

Measure		Previous Year	Previous Qrt	Actual	Target	RAG	Trend	Comments
HSCP_CJ01 Percentage of Community Payback Orders successfully completed	Reduce crime and anti-social behaviour	81.8	65.7	71.5		!	↓	
HSCP_CJ01b Number of Community Payback Orders	Reduce crime and anti-social behaviour	33	41	55		■	■	

### 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	5.7		0.0		■	?	No major applications during Q4
DM12 Local developments: average time in weeks	Support the growth of East Lothians economy	9.0		7.6		■	?	
DM13 All Local developments: % determined within 2 months	Support the growth of East Lothians economy	81.0%		89.0%		■	?	
DM14 Householder developments: average time (weeks)	Support the growth of East Lothians economy	8.4		6.9		■	?	
DM18 Approval Rates: Percentage of all applications granted in period	Support the growth of East Lothians economy	99.6%		96.7%		■	?	

Measure	Objective	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments
EDSI_B01 Number of Business Gateway-Start ups	Support the growth of East Lothians economy	76	38					
EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	Support the growth of East Lothians economy	80%	80%					
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	Reduce unemployment	104	65					
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	Reduce unemployment	2.8%	2.2%	2.5%	2.8%	★	✖	% claiming out of work allowance / Universal Credit has increased slightly in Q4 to 2.5%. The rate remains below the Scottish average of 3.3. There were 1655 claimants. Claimant count in the age group 18 to 21 is 4.3% against the average of 4.7%.
LPS01 % spend with contracted suppliers	Support the growth of East Lothians economy	83.4%	85.2%	85.2%	80.0%	★	✔	

### Growing Our People

Measure	Objective	Previous Yrs	Previous Value	Actual	Target	RAG	Trend	Comments
CS01 Average number of Placements for looked after children	Improve the life chances of the most vulnerable people in our society	1.7	1.8	1.8		■	➡	Placement stability is a key factor in positive outcomes for young people. The average number of placement moves remains stable. The rate is returning to pre covid levels.

Measure	Objective	Previous Yrs	Previous Value	Actual	Target	RAG	Trend	Comments
CS02 Percentage of children on Child Protection Register for more than 6 Months	Improve the life chances of the most vulnerable people in our society	29%	43%	36%				33 children on the child protection register, with 12 on the register for more than 6 months at the end of March 2023. Ongoing consequences of the impact of Covid meaning families are struggling with poor mental health, substance misuse and the effects of poverty and this is impacting on capacity to make and sustain positive changes.
CS03 Percentage of children who are re-registered within a 12 month period	Improve the life chances of the most vulnerable people in our society	0.0	0.0	0.0				Re-registrations within a 12 month period are rare and the performance in East Lothian is consistently encouraging. There are currently 33 children and young people on the Child Protection Register with no children having been re-registered in the previous 12 months. Our rate on the CPR is 1.6 compared with a national rate of 2.9. We are looking to change this indicator to re-registrations within 24 months in line with the child protection minimum dataset.



Measure	Objective	Previous Yrs	Previous Value	Actual	Target	RAG	Trend	Comments
CS04 Rate per 1,000 children in Formal Kin Care	Improve the life chances of the most vulnerable people in our society	2	1.8	1.6				Formal Kinship care is when a child or young person is looked after by family or friends under a looked after statute negating the need for foster care or residential care. The total in formal kin care of 35 children/young people, continues to remain below the Scottish national average of 4.0. However we have a further 80 children and young people who we support under an informal kin care arrangement. Of those 80, there are 57 children and young people whose families have been supported to take on a residence order (section 11) to remove the need for statutory measures. If these children were combined with those in formal kin care the rate per 1,000 would be more in line with the Scottish average. We are investing more resources in kinship care in line with The Promise.
CS05 Rate per 1,000 children in Foster Care	Improve the life chances of the most vulnerable people in our society	3.5	2.9	2.8				The number of children in foster care stands at 62. However the challenge to recruit and retain sufficient foster carers is ongoing as the service is now reliant on 16 external foster placements which are significantly more expensive. There is a significant shortage of foster care placements nationally. The East Lothian rate is below the Scottish average of 5.3.

Measure	Objective	Previous Yrs	Previous Value	Actual	Target	RAG	Trend	Comments
CS06 Rate per 1,000 children in Residential Care	Improve the life chances of the most vulnerable people in our society	1.8	1.7	1.8				There are 39 East Lothian young people in residential care. East Lothian has 12 places within two 6 bedded units. External placements are subject to regular review and scrutiny under the Prevent and Return project which is having a positive impact on the numbers and the life chances of young people. The enhanced tracking and monitoring of these young people is evidencing a slowdown in admissions to residential care however the large cohort of young people in continuing care and fostering recruitment difficulties means we have a lack of fostering resources to bring young people back from external residential placements at the levels we would like. The rate of 1.8 per 1,000 remains above the Scottish average of 1.5.
CS07 Rate per 1,000 children on Home Supervision	Improve the life chances of the most vulnerable people in our society	2.8	2	2.1				There are 46 children/young people on a Home Supervision Order. Independent reviewing officers continue to ensure plans are in place for these children at an early stage with a view to ensuring they are spending less time within the Children's Hearing system. During the early part of the pandemic the response was to extend home supervision orders for a period of 6 months. The Scottish Children's Reporters Association (SCRA) is continuing the process to resume hearings at pre COVID levels. The rate of 2.1 per 1,000 is well below the Scottish average of 3.7.

Measure	Objective	Previous Yrs	Previous Value	Actual	Target	RAG	Trend	Comments
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	58.7	55.3	56.0		!	✓	A total of 1447 (65+) receiving care. Personal Care at home 810; Number of people (65+) in a permanent Nursing/Residential placement 618 and Number of people (65+) in a HBCCC setting 19.
HSCP_01 Number of delayed discharge patients waiting over 2 weeks	Reduce hospital admissions and delayed discharge of older people	0	0	1	0	▲	✗	
SCL_SD01 Number of attendances at indoor sports and leisure facilities	Tackle obesity in children	131287	110965	137381	130000	★	✓	Number of attendances have increased in Q4 to 137,381 and above target. There were 456,171 attendances during the year against a target of 520,000.
SCL_SD02 Number of attendances at pools	Tackle obesity in children	106731	80526	95111	110000	▲	✓	Number of attendances in pools have increased in Q4 to 95,111. There were 392,721 attendances to pools throughout the year against a target of 440,000.

### Growing the Capacity of the Council

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	20.97	25.07	22.00	26.00	★	✓	Qtr 4 has seen an improvement in performance for New Claims at 22 days on average and within target. YTD is 25.8 days and on target for 2022/23.

Measure	Object Name	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments
BEN02 Average number of days to process a change of circumstances (Housing Benefit)	Provide efficient services	2.56	7.56	1.57	6.00	★	↓	Qtr 4 has seen an improvement in performance for change in circumstances of Housing Benefit at 1.5 days on average and within target. YTD is 3.5 days and on target for 2022/23.
CF001 Percentage of invoices paid on time	Provide efficient services	77.4	78.4	83.0	90.0	●	↓	The number of invoices paid on time has improved in Q4 from 78% to 83%. Annual performance is 81.8% and is outwith the 90% target. The Purchase 2 Pay project aims to improve the performance of invoices being paid on time through process improvement and additional staffing resources. Issues such as a lack of resources, multiple ways to pay and ineffective processes has led to declining performance.
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	Provide efficient services	95.0	95.7	88.4		!	↓	
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	Provide efficient services	92.00	90.99	90.15		!	↓	

Measure	Object Name	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments
REV06 Business Rates in-year collection	Provide efficient services	99.1	79.2	98.6	98.6	★	↕	Another extremely strong year for the team in terms of performance results. All of which has been achieved during a particularly challenging year with local businesses in the retail, hospitality and leisure sectors only receiving the Covid-related RHL relief for the first quarter of the year and all local businesses being impacted by the cost of living crisis over the last 12 months. Q4 in particular has proved to be exceptionally busy with plans being made around the 2023/24 revaluation and other extensive legislative changes to Business Rates. It has been, and still is, a lot of information to digest and plan for and efforts and workarounds to manage all of this whilst maximising Business Rates collection and supporting local business owners has been challenging.

Measure	Object Name	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments
REV07 Council Tax in-year collection	Provide efficient services	97.7	83.4	97.6	96.5	★	✔	Council Tax collection has been strong in 2022/23, helped in part by the Scottish Government £150 cost of living payments made to every household in receipt of Council Tax Reduction and all other occupied households in Bands A to D. 898 new properties were added to our property base in 2022/23, taking our overall property base up to 51,982 at end of year. The majority of new properties were in Band E and Band F. 2022/23 has been an exceptionally busy year and the volume of work coming into the team has remained extremely high throughout the year. Managing down this work whilst providing support for local residents struggling with cost of living increases has been challenging. The new financial year may bring about additional challenges with a 7% annual Council Tax increase and there is no scheme in place this year to provide cost of living support payments direct to Council Tax accounts, so this may impact on collection levels and people's ability to pay, but work continues to maximise collection through boosting household income where eligibility to financial support exists and also through effective debt management work.

Measure	Object Name	Previous Year	Previous Value	Actual	Target	RAG	Trend	Comments	
REV08 Value of current tenants rent arrears	Provide efficient services	1,070,965.5	1,121,449.9	1,293,901.3	1,070,965.5		▲	✖	<p>It has been an exceptionally difficult year for many local residents and maximising rent collection and reducing arrears levels during 2022/23 has proved challenging. Restrictions around progressing more serious levels of debt at the legal stage during 2022/23 has also impacted on arrears levels, however extensive work is going on to manage this in conjunction with our Legal Services team. A balanced approach to managing rent arrears is well embedded within the team, ensuring tenants are supported and informed of help available, providing intensive one-to-one support for tenants and making sure our services are joined-up and accessible. The outreach surgery at Jobcentre Plus in Musselburgh is a great example of this as well as outreach work out in the local communities to raise awareness of the Community Windpower Energy Fund and other financial support available to help boost household income. Data and tenant feedback from the recent cost of living survey will be used to help inform approaches for the year ahead. There may be further challenges brought about by the 5% annual rent increase, but efforts will continue to help tenants access vital support and advice where needed.</p>





**REPORT TO:** Policy and Performance Review Committee  
**MEETING DATE:** 15 June 2023  
**BY:** Executive Director for Place  
**SUBJECT:** 'Top 50' Council Plan & Annual Performance Indicator Report

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**3**

## **1 PURPOSE**

- 1.1 To provide the Committee with information regarding the performance of Council services during 2022-23 for the Council Plan Top 50 indicators and Annual Performance Indicators.

## **2 RECOMMENDATIONS**

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

## **3 BACKGROUND**

- 3.1 The 25 October 2022 Council meeting unanimously approved the 2022-2027 Council Plan Action Plan and agreed that a new set of 'Top 50' Council Plan Indicators to track high level progress with implementing the Plan would be reviewed. The 'Top 50' indicators were approved by the Council on 28 February 2023.
- 3.2 The approved set of 'Top 50' Performance Indicators will be used to help monitor progress towards the outcomes contained in the Council Plan. Appendix 1 provides the results of the Top 50 indicators.
- 3.3 The Top 50 also includes 10 indicators that have been identified as a priority and are referred to as the Top 10. These can be found in Appendix 1 within the ID reference.
- 3.4 This report provides details on the 'Top 50' indicators for which up-to-date information is available at end of March 2023. Several indicators are based on annual local or national data that is not available until later in the year. The

annual 'State of the Council' report that will be presented in December will provide updates on these indicators.

- 3.5 The Council has several annual performance indicators that are not included in the Top 50. These are reported in Appendix 2.

### **Top 50 Performance**

- 3.6 The Indicators are based around six of the Council Plan objectives. Some of the indicators that may be of particular interest to members include:

#### **Reduce poverty and Inequality**

CP1 - 18.8% of children are in households with less than 60% of average income after housing costs. This has reduced from 24.5% reported in 2020.

CP3 - The percentage of the population claiming Out of Work allowance/ Universal Credit has reduced from 2.8% in the previous year to 2.5%. The rate remains below the Scottish average of 3.3%.

#### **Respond to the Climate Emergency**

CP5 - A new indicator for the Top 50 report. The average ELC score in Adaptation Scotland's Capability Framework is 2.16.

CP6 - There have been 18 FTE staff certified as Carbon Literate with an additional 32 expected to be certified later in the year.

#### **Grow our Economy**

CP09 / CP10 - Overall, 30% of people involved in Council operated employment programmes progressed into employment. This is a reduction compared to the 43% achieved in the previous year. The number of participants are much higher in 2022/23 at 722 compared to 467 in the previous year.

#### **Grow our People**

CP21 - The percentage of young people receiving After Care who are in a positive destination has improved slightly to 54% although under target (60%) for the year.

CP25 - 1023 referrals received into the single point of access (SPA) from the beginning of the school year (Aug 2022) to end of May 2023. The most common referral reasons being Neurodevelopmental Assessment, Anxiety and Emotional/ Behavioural Difficulties followed closely by Trauma and Low Mood.

#### **Grow our Communities**

CP37 - Number of affordable house completions and open market acquisitions increased from 126 to 196.

CP38 - Average number of days to re-let properties is outwith target at 65.2. Issues affecting performance include staffing issues, contractor delay and issues associated with the pandemic.

### **Grow our Capacity**

CP45 - Total number of on-line form transactions has improved in 2022/23 from 32,751 to 41,644. This includes 24,493 from the Customer Portal and 17,151 from the Council website.

CP48 - Percentage of income due from Council Tax received by the end of the year is 97.6% and on target for the year.

### **Annual Performance Indicators**

3.7 Annual performance indicators that may be of particular interest to members include:

#### **Improve the condition, energy efficiency and management of housing stock**

- The percentage of dwellings meeting the Scottish Housing Quality Standard increased from 63.1% to 86.9%.

Over the previous reporting year, East Lothian Council continued to dedicate increased resource and spend to the respective fire and electrical safety programmes. In addition, for those properties subject to at least two planned failed access attempts, a compulsory access project was introduced in October 2022.

At year end, ELC had 84 (0.9% of total stock) non-compliant properties in respect of fire safety (Elements 11A & 11B) and 155 (1.7% of total stock) non-compliant properties for electrical installation inspections (Element 45).

These non-compliant properties represent the council's most challenging stock both in terms tenancy management and/or technical issues i.e. illegally bypassed meters, no incoming earth, no power in quantum, hoarders etc. It is hoped full compliance will be achieved by end of Q1 2023/24.

#### **Improve the Employability of East Lothian's Workforce**

- The number of people assisted into work from ELC employability programmes increased from 201 to 214.

East Lothian Works has continued to expand the employability offer to residents of East Lothian, increasing the number of pathways and opportunities available. This has largely been achieved by the introduction of a co-commissioned Grant Programme which will continue in 2023-24. The increase in available services has led to an

increase of 55% of the number of people who have received employability support compared with 2021-22.

Changes to the labour market have meant that EL Works is supporting people further from employment whom require more intensive, longer-term support. There have also been changes to funding which have restricted the creation of supported job opportunities.

### **Connected Communities Activity & Volunteering**

- Total number of people involved in Connected Communities (CLD) activity is 25,329 for the year, compared to 16,403 from the previous year.

This includes 10,276 young people engaged in CLD activity. Also, 79 young people successfully completed Duke of Edinburgh Awards, with the majority achieving bronze level.

- Number of volunteering hours engaged in Connected Communities activity also increased from 2725 to 2948. Volunteering involves a wide range of activities including Duke of Edinburgh award scheme, Area Partnership meetings and networks, management committees and youth provision.

### **Improve Attendance Management & Increase Staff absence**

- Average number of sickness absence days per teacher increased slightly from 4.5 to 5.7. The average days lost for all other local government employees is 10.9 days. The Scottish average for teacher absence is 5.8 and 12.4 for all other employees, which places ELC within the top 5 councils with the lowest absence levels.

## **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 is intended to aid this process.

## **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 The subject of this report is not applicable to the well-being of equalities groups and an Impact Assessment is not required.

## 6 RESOURCE IMPLICATIONS

- 6.1 Financial – no direct financial implications associated with this report.
- 6.2 Personnel – no direct implications on staffing associated with this report.
- 6.3 Other – none.

## 7 BACKGROUND PAPERS

- 7.1 Appendix 1: 2022/23 Top 50 Council Plan indicators Report
- 7.2 Appendix 2: 2022/23 Council Plan Annual Indicators Report

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<b>DATE</b>	1 <sup>st</sup> June 2023

# Appendix 1 - Council Plan 2022-2027 Top 50 Performance Report

Dates

31/03/2023

## Reduce Poverty & Inequality

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP1 T1	% of children living in households with less than 60% of average income after housing costs	18.8		10.0		CHN24 of the Local Government Benchmarking Framework 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 by End Child Poverty. ELC figures have reduced from 24.5% in 2020 to 18.8% 2021.
CP2	% of citizens who say they are managing financially Very Well & Quite Well	50		55		The recent Residents' Survey found 50% of citizens agree they are managing financially.
CP3	EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	2.8%	2.5%	2.8%		% claiming out of work allowance / Universal Credit has increased slightly in Q4 to 2.5%. The rate remains below the Scottish average of 3.3. There were 1655 claimants. Claimant count in the age group 18 to 21 is 4.3% against the average of 4.7%.

## Respond to Climate Emergency

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP4 T2	ELC EDSI02 Corporate annual carbon emissions (tonnes CO2e)	15635				Update for 2022/23 will be available in November 2023.
CP5	East Lothian Council's score in Adaptation Scotland's Capability Framework		2.16			Average score overall is 2.16. This includes the following categories: <ul style="list-style-type: none"> <li>• Organisational Culture &amp; Resources = 1.33</li> <li>• Understanding the Challenge = 2.66</li> <li>• Planning &amp; Implementation = 2.33</li> <li>• Working Together = 2.33</li> </ul>
CP6	Number FTE staff undertaking Carbon Literacy Training programme & certified as Carbon Literate	7	18			• 32 more staff expected to be certified by August 2023

## Growing Our Economy

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP07 T3	Proportion of people of working age (16-64) in employment in East Lothian (including self employed)	0.62				The most recently updated figure provided by NOMIS is 0.62 is for 2021. The density figures represent the ratio of total jobs to population aged 16-64.
CP08	No of businesses accessing support services; including Business Gateway, East Lothian Works & others					
CP09	EDU03 Number of people participating in EL Works operated or funded employability programmes	467	723			EL Works has continued to expand the employability offer to residents of East Lothian, increasing the number of pathways and opportunities available. This has largely been achieved by the introduction of a co-commissioned Grant Programme which will continue in 23-24. The increase in available services has led to an increase of 55% of the number of people who have received employability support compared with 21-22.

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP10	EDU01 % of people involved in Council operated employability programmes progressed into employment	43%	30%			The number of people progressing into employment increased slightly. Also, the higher amount of people participating in the employment programmes has reduced the overall percentage progressing into employment from 43% to 30%.
CP11	> CHN21 Participation rates for 16-19 year olds	93.20		100.00		Participation rates dropped slightly in 2021/22 from 94.0% to 93.26% but remains above the Scottish average. Next update on the Local Government Benchmarking Framework is due March 2024 for this indicator.
CP12 T4	Business base – number of businesses					
CP13	Econ5 No of business gateway start-ups per 10,000 population	6.66				Update will be available later in the year
CP14	> ECON4 % of procurement spent on local enterprises	18.50				Update will be available later in the year
CP15	ECON9 Town Vacancy Rates	8.07				Update will be available later in the year

## Growing our People – Close the poverty related attainment gap

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP16	Attainment gap between quintiles 1 and 5 for primary 1, 4 and 7 combined in literacy	30.0		27.6		The percentage point gap in East Lothian in 2021/22 was broadly in line with the previous year at 30 percentage points. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the combined P1, P4 & P7 cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 21% of the combined cohort in SIMD Quintile 5. Pupils' achievement of CfE levels in 2020/21 were affected by the coronavirus (COVID-19) pandemic. It is likely that 2021/22 results may also be affected by the ongoing impact of the pandemic on young people's learning. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP17	Attainment gap between quintiles 1 and 5 for primary 1, 4 and 7 combined in numeracy	22.1		24.2		The percentage point gap in East Lothian in 2021/22 reduced by 4 percentage points on the previous year to 22 percentage points. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the combined P1, P4 & P7 cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 21% of the combined cohort in SIMD Quintile 5. Pupils' achievement of CfE levels in 2020/21 were affected by the coronavirus (COVID-19) pandemic. It is likely that 2021/22 results may also be affected by the ongoing impact of the pandemic on young people's learning. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.
CP18 T5	Attainment gap in quintiles 1 to 5 in the no. school leavers attaining 1+ passes at SCQF level 5	39.6		19.1		<p>The percentage point gap in East Lothian in 2021/22 increased by 12.5 percentage points on the previous year to 39.6 percentage points. The significantly different circumstances and awarding processes of 2021 and 2022 do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence.</p> <p>The number of school leavers in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the total cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population in East Lothian. Due to the size of this population, the percentage achieving is susceptible to more fluctuation over time.</p> <p>All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.</p>
CP19	Attainment gap in quintiles 1 to 5 in the no. of school leavers attaining 1+ passes at SCQF level 6	55.7		36.1		<p>The percentage point gap in East Lothian in 2021/22 increased by 11.6 percentage points on the previous year to 55.7 percentage points. The significantly different circumstances and awarding processes of 2021 and 2022 do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence.</p> <p>The number of school leavers in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the total cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population in East Lothian. Due to the size of this population, the percentage achieving is susceptible to more fluctuation over time.</p> <p>All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.</p>



ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP20	Attendance gap between quintiles 1 and 5 in overall school attendance	6.4		5.0		The attendance rate gap in East Lothian in 2021/22 increased slightly by 0.7 percentage points on the previous year to 6.4 percentage points. During 2020/21 there was disruption to school attendance caused by the COVID-19 pandemic. The 2020/21 rate refers to attendance when schools were open and does not include periods where school buildings were closed to pupils and education continued via home-learning. All schools have in place targets to improve attendance and close the poverty related gap. This is supported by our school attendance policy and discussions with Quality Improvement Officers.

## Growing our People – Improve the life chances of children


ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP21	The % of young people receiving After Care who are in a positive destination	52%	54%	60%	▲	
CP22 T6	Percentage of child protection re-registrations within 24 months	13%	0%	10%	★	
CP23	Number Looked after children with more than 2 placement moves in a year	4	1	2	★	
CP24	Number of young people receiving continuing care	15	15	11	★	
CP25	Number of referrals of children and young people to mental health services Single Point of Access	0	1,023			<p>1023 referrals received into the single point of access (SPA) from the beginning of the school year (Aug 2022) to end of May 2023.</p> <p>Neurodevelopmental Assessment (ND) Pathway has been incorporated into the suite of services available through the SPA. This year 51% of all referrals have either included a ND assessment request alongside a request for Mental Health Support or have been solely seeking an ND assessment.</p> <p>We have seen our highest numbers of referrals to SPA this year since the initiative started in 2020 with most common referral reasons being Neurodevelopmental Assessment, Anxiety and Emotional/Behavioural Difficulties followed closely by Trauma and Low Mood. Children and Young People referred to the SPA go on to access various mental health services such as support from a Mental Health Youth Worker, School Counselling, Art/Play Therapy or CAMHS but may also be directed to another service within or beyond ELC.</p>

## Growing our People – Adults and older people

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP26	Number of days people aged 75+ spend in hospital when they are ready to be discharged (per 1000 popu	153.2				SW8 of the Local Government Benchmarking Framework shows the number of days people spend in hospital when they are ready to be discharged, as a rate per 1,000 population (75+). The ELC rate has reduced from 258 to 153 and is significantly below the Scottish average (747). ELC now ranks 1st when compared with other councils. The 2022/23 update will be available in November 2023.
CP27 T7	% of 65+ with long-term care needs receiving personal care at home	58.7	56.0			

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP27b T7	% of under 65 with long-term care needs receiving personal care at home	83%	83%			
CP28	% of all 65+ non-residential service users receiving care under SDS Options 1, 2 and 3	18%	26%			
CP28b	% of all under 65 non-residential service users receiving care under SDS Options 1, 2 and 3	73%	75%			
CP29	% of carers receiving respite via a Carers Support Plan					This indicator is under development and reflects one of the key priorities in the new EL Carers Strategy re provision of respite (Strategy to be agreed at June IJB) - baseline to be developed for next report.
CP30	Emergency (or preventable) hospital admission rate	10,528				A further update for 2022/23 will be made available later in the year.
CP31	Fall rates per 1,000 population aged 65+	22				A further update for 2022/23 will be made available later in the year.
CP32	Proportion of last 6 months of life spent at home or in a community setting	88%				A further update for 2022/23 will be made available later in the year.
CP33	% of adults able to look after their health very well or quite well	93%				Based on 2020/21 Health and Social Care Experience Survey - only carried out every 2 years - 2022/23 figures not available until next year

## Growing our Communities

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP34	% of citizens who agree the Council is good at listening to peoples views before it makes decisions	13.0				The recent Residents' Survey found 13% agree the Council is good at listening to peoples views
CP35	% of citizens who say their neighbourhood is a good place to live	94.0				The recent Residents' Survey found 94% of citizens agree their neighbourhood is a good place to live
CP36	CLD06 Number of volunteer hours engaged in Connected Communities (CLD) Activity	2,725	2,948			Volunteering involves a wide range of activities including Duke of Edinburgh award scheme, Area Partnership meetings and networks, management committees and youth provision.
CP37 T8	EDSI03 Number of affordable house completions and Open Market Acquisitions	126	196			
CP38	Average number of days taken to re-let properties	66.2	65.2	42.0		The number of days to re-let and associated void rent loss remained challenging to address in 2022/23 with a variety of issues continuing to play in affecting performance. These included staff issues (both back office and craft workforce), contractor delays and other issues associated with the pandemic, Brexit and the cost of living crisis. Plans are in place to tackle the voids backlog and significant improvement is expected in this area for 2023/24.
CP39	% of tenants satisfied with repairs	90%	88%	92%		

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP40	T&WS01 Number of bus service routes	38	38			The number of bus services remain the same for 2022/23. The Scottish Government had put in place a new grant to support bus services in 2022-23, the Network Support Grant (NSG). This includes temporary additional financial support during the recovery from the COVID-19 pandemic. There will be further changes over the next 3 months including additional bus routes and timetable adjustments.
CP40b	T&WS02 Number of timetabled journeys	8219	8219			The number of timetabled journeys remain the same for 2022/23. The Scottish Government had put in place a new grant to support bus services in 2022-23, the Network Support Grant (NSG). This includes temporary additional financial support during the recovery from the COVID-19 pandemic. There will be further changes over the next 3 months including additional bus routes and timetable adjustments.
CP41	ENV6 T&WS % of total household waste arising that is recycled	53.9				
CP42	% of citizens who feel very safe walking alone in their local area after dark			92.0		A new indicator for 2022-2027. Data will be available in the next Residents' Survey.
CP43	% of Anti-Social Behaviour complaints received by the Council resolved/ closed within 4 months					Figure not available and will be reported later in the year.

## Growing our Capacity

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP44	Proportion of non-Direct Debit payments, including school payments, undertaken online	72.0	79.0	85.0	●	
CP45 T10	Number of on-line form transactions completed on Council website	32751	41644			Total number of on-line form transactions has improved in 2022/23 from 32,751 to 41,644. This includes 24,493 from the Customer Portal and 17,151 from the Council website.  Some of the most popular services include: Waste Container request – 5890; Bulky Waste order – 3078; Feedback – 1343; Primary 1 Enrolment – 1243; Council Tax Moving into East Lothian – 971; Council Tax Request a Refund – 837; and Antisocial Behaviour – 767.
CP46	% of employees agreeing that the Council is a great place of work		83.8	87.5	●	The 2022/23 Employee Engagement Survey found 83.8% of employees agreeing the Council is a great place to work
CP47	ELC Corp06 Average number of sickness absence days per local government employee including teachers	8.08	9.54			Recorded absences rose from the pandemic period when many employees were able to work from home. There has also been an increased focus on the management and reporting of sickness absence as staff return to the office

ID	Measure	Previous Value	Latest Value	Target	RAG score	Comments
CP48	> ELC Corp7 Percentage of income due from Council Tax received by the end of the year	97.7	97.6	97.6		Council Tax collection has been strong in 2022/23, helped in part by the Scottish Government £150 cost of living payments made to every household in receipt of Council Tax Reduction and all other occupied households in Bands A to D. 898 new properties were added to our property base in 2022/23, taking our overall property base up to 51,982 at end of year. The majority of new properties were in Band E and Band F. 2022/23 has been an exceptionally busy year and the volume of work coming into the team has remained extremely high throughout the year. Managing down this work whilst providing support for local residents struggling with cost of living increases has been challenging. The new financial year may bring about additional challenges with a 7% annual Council Tax increase and there is no scheme in place this year to provide cost of living support payments direct to Council Tax accounts, so this may impact on collection levels and people's ability to pay, but work continues to maximise collection through boosting household income where eligibility to financial support exists and also through effective debt management work.
CP49	HSN1b RWS Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	4.9	5.8			It has been an exceptionally difficult year for many local residents and maximising rent collection and reducing arrears levels during 2022/23 has proved challenging. Restrictions around progressing more serious levels of debt at the legal stage during 2022/23 has also impacted on arrears levels, however extensive work is going on to manage this in conjunction with our Legal Services team. A balanced approach to managing rent arrears is well embedded within the team, ensuring tenants are supported and informed of help available, providing intensive one-to-one support for tenants and making sure our services are joined-up and accessible.
CP50	Preserve minimum balance on useable general fund reserves (£million)	£7.2				Figure not available and will be reported later in the year.

# Appendix 2 - Council Plan Annual Performance Report

Dates

31/03/2023



## Annual Report

Measure		Previous Year	Latest	Target	Comments
Improve the condition, energy efficiency and management of housing stock	CH06 % reactive repairs carried out in the last year completed right first time	90.8	92.4		
	CH07 % properties that require a gas safety record which had a safety check by anniversary date	98.5	99.8	100.0	Although we are reporting 12 failures, these are all now compliant and only missed target by between 4 and 26 days. In each and every case, the miss related to COVID positive households and we managed / monitored carefully through to completion.
	HSN2 CH Percentage of rent due in the year that was lost due to voids	1.0	1.1	1.0	The number of days to re-let and associated void rent loss remained challenging to address in 2022/23 with a variety of issues continuing to play in affecting performance. These included staff issues (both back office and craft workforce), contractor delays and other issues associated with the pandemic, Brexit and the cost of living crisis. Plans are in place to tackle the voids backlog and significant improvement is expected in this area for 2023/24.

	Measure	Previous Year	Latest	Target	Comments
	HSN3 CH Percentage of dwellings meeting the Scottish Housing Quality Standard	63.1	86.9	100.0	<p>Over the previous reporting year, East Lothian Council have continued to dedicate increased resource and spend to the respective fire and electrical safety programmes. In addition, for those properties subject to at least two planned failed access attempts, a compulsory access project was introduced in October 2022.</p> <p>At year end, ELC had 84 (0.9% of total stock) non-compliant properties in respect of fire safety (Elements 11A &amp; 11B) and 155 (1.7% of total stock) non-compliant properties for electrical installation inspections (Element 45).</p> <p>These non-compliant properties represent the council's most challenging stock both in terms tenancy management and/or technical issues i.e. illegally bypassed meters, no incoming earth, no power in quantum, hoarders etc.</p> <p>The wider housing division are continuing to working alongside social workers, Police Scotland and SPEN to complete the necessary works. It is hoped full compliance will be achieved by end of Q1 2023/24.</p>
	HSN5 CH Percentage of council dwellings that are energy efficient	90.3	90.9	100.0	
	PM02 Average length of time (hrs) taken to complete emergency repairs	3.9	3.9	4.0	
Increase community and individual resilience	CLD02 Number of adults engaged in Connected Communities (CLD) Activity	4,835	6,717		
	CLD03 Number of children engaged in Connected Communities (CLD) Activity	6,754	8,336		Covid recovery impact – community centre programmes increasing. An additional 6 new specialist youth workers engaging with children and young people.
	CLD04 Number of young people engaged Connected Communities (CLD) Activity	4,814	10,276		Covid recovery impact – community centre programmes increasing. An additional 6 new specialist youth workers engaging with children and young people.

	Measure	Previous Year	Latest	Target	Comments
	CLD05 Number of young people successfully completing DoFE awards.	50	79		Breakdown for Duke of Edinburgh Awards include, 57 Bronze, 18 Silver and 4 Gold.
Equal Opportunities	> Corp3b HR Percentage of the highest paid 5% of employees who are women	53.4	53.4		251 employees in the highest paid 5% of earners, with 134 women employees in the top 5%
Reduce unemployment	> EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	104	89		
Maximise opportunities to increase the supply of affordable housing	EDSI04 Number of affordable housing site starts	225.0	225.0		
Improve the employability of East Lothians Workforce	EDU02 Number of people assisted into work from ELC employability programmes	201	214		Changes to the labour market have meant that EL Works is supporting people further from employment whom require more intensive, longer-term support. There have also been changes to funding which have restricted the creation of supported job opportunities.
Provide efficient services	> ELC Asset1 Proportion of operational buildings that are suitable for their current use	88.6	81.6	80.5	<p>In order to determine the Suitability/fitness for purpose of Operational assets, the Suitability Questionnaire provides a consistent method for recording this data.</p> <p>Together with other factors, the Suitability data is used as part of the decision making process for future development of the Estate, in order to meet the needs of the Stakeholders and support services.</p> <p>Reasons and explanation of why performance may change, compared with previous years, may be the result of factors including:</p> <ul style="list-style-type: none"> <li>• New build works.</li> <li>• Refurbishment works, of existing buildings, which have improved Suitability.</li> <li>• 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.</li> <li>• Recent Suitability surveys being carried out.</li> </ul>

	Measure	Previous Year	Latest	Target	Comments
	<p>ELC Asset2 Proportion of internal floor area of operational buildings in satisfactory condition</p>	91.1	87.9	88.0	<p>As part of government guidance ELC has attempted to improve the Condition of its Estate by using the Condition Surveys as a basis to provide information to assist in prioritising and targeting improvement works across its Estate. Reasons and explanation why performance may change, compared with previous years, may be the result of a number of factors including:</p> <ul style="list-style-type: none"> <li>• New build works.</li> <li>• Refurbishment works, of existing buildings, which have improved Condition.</li> <li>• Changes to Estate (e.g. properties acquired/disposed, properties changing from Non Operational to Operational) which could inadvertently affect overall percentage of Condition of Estate.</li> <li>• Recent Condition Surveys being carried out.</li> </ul>
Improve attendance management and reduce staff absence	<p>ELC Corp6a Average number of sickness absence days per teacher</p>	4.53	5.77		<p>Average number of sickness absence days per teacher increased slightly from 4.5 to 5.7. The Scottish average for teacher absence is 5.8, which places ELC within the top 5 councils with the lowest absence levels.</p> <p>Absence rates have risen since the pandemic, particularly as staff have returned to their normal place of work. The reason for the highest number of days lost continues to be " stress, anxiety, depression" . This was followed by coronavirus; cold &amp; flu; cancer; musculoskeletal.</p> <p>The HR managing attendance workshops for managers have resumed and recent reports identifying long term sickness absence cases provides data that identifies where HR support and guidance can be focussed.</p>



	Measure	Previous Year	Latest	Target	Comments
	<p>ELC Corp6b Average number of sickness absence days per local government employee</p> <p>&gt;</p>	9.46	10.92		<p>Average number of sickness absence days for all other local government employees is 10.9 days. The Scottish average is 12.4 for all other employees, which places ELC within the top 5 councils with the lowest absence levels.</p> <p>Absence rates have risen since the pandemic, particularly as staff have returned to their normal place of work. The reason for the highest number of days lost continues to be " stress, anxiety, depression" . This was followed by coronavirus; cold &amp; flu; cancer; musculoskeletal.</p> <p>The HR managing attendance workshops for managers have resumed and recent reports identifying long term sickness absence cases provides data that identifies where HR support and guidance can be focussed.</p>
Reduce crime and anti-social behaviour	PS01 % of cases being promoted from the anti-social behaviour case monitoring group to court	5.0	3.0		



**REPORT TO:** Policy and Performance Review Committee  
**MEETING DATE:** 15 June 2023  
**BY:** Executive Director for Place  
**SUBJECT:** Local Government Benchmarking Framework 2021/22

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**4**

## **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 2021/22.

## **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 2021/22 release includes new measures within the Corporate category:
- CORP9 - % of Crisis Grant decisions within 1 day
  - CORP10 - % of CCG Grant Decisions within 15 days
  - CORP11 - The proportion of Scottish Welfare Fund Budget Spent
  - CORP12 - The Proportion of Discretionary Housing Payments (DHPs) Funding Spend
- 3.4 The data for 2021/22 represent the 2nd year of the COVID-19 pandemic. Throughout this year, there were continued restrictions on face-to-face contact. The Council was still under Business Continuity procedures. As the year progressed, access to face-to-face and non-essential public facilities re-opened in a gradual basis as restrictions eased. Council priorities were re-directed to deliver the post pandemic response. Employees were still advised to work at home if possible with a gradual return to offices. The ongoing impact of COVID-19 has affected performance and cost measures through additional expenditure, reduced attendances and income loss. The LGBF result for 2021/22 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.
- 3.5 SQA examinations and external assessment of coursework had significantly different circumstances and awarding processes during 2021 and 2022. They do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence.

### **National Overview**

- 3.6 The LGBF National Overview Report provides analysis of the national trends and variations across all councils. This is available from the link provided under background papers.
- 3.7 The report highlights total revenue funding for all councils has reduced in real terms by 5.3% (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 led to an increasing reliance on savings, charges, reserves and income to bridge the gap in funding.
- 3.8 The report, which uses data from the Local Financial Returns (LFR) rather than actual budgets, shows that in East Lothian since the launch of the LGBF in 2010/11 to 2021/22, some service areas have seen an increase in real terms gross expenditure, including Total General Fund spending up by 7.3%, Environmental Services up by 0.6%, Education up by 24%, Looked After Children up by 89.6%, Planning up by 23% and Adult Social Care up by 26%. However, spending on Culture and Leisure is down by 23% and Roads down by 29% since 2010/11.

## Interpretation of Benchmarking Results

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

## Benchmarking & Family Groups

- 3.11 To provide more meaningful benchmarking comparison, similar councils are grouped into family groups (see Table 1). People services family groups are based on the characteristics of people living in the area, with the least deprived in family group 1 and the most deprived in group 4. For other services, the family groups 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.

**Table 1: Benchmarking Family Groups**

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

## 2021/22 Performance

- 3.12 Appendix 1 provides 2021/22 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.
- 3.13 The following analysis only includes indicators which have comparative previous year's data. Of the 90 LGBF indicators with values for 2020/21 and 2021/22 or a most recent value for those indicators reported every two years, 64 indicators relate to the performance of services in delivering outputs and outcomes, and 22 indicators relate to the cost of delivering services. Not all satisfaction data is currently available for 2021/22. All cost indicators have been adjusted for inflation to provide a real cost comparison on trend data.

- 3.14 Appendix 2, provides the LGBF Performance Report by category and measure type and includes additional commentary for each measure.
- 3.15 Table 2 provides a breakdown of the number of indicators that improved or declined by at least 4% between 2020/21 and 2021/22 by indicator type. However, 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 2021/22, 26 (29%) indicators improved and 32 (36%) remained roughly static, whilst 32 (36%) declined. This does not take into account the status of an additional 8 satisfaction indicators.

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

	Improved Status	No Change Status	Declined
Cost	5	7	10
Performance	21	22	21
Satisfaction		3	1
<b>Grand Total</b>	<b>26</b>	<b>32</b>	<b>32</b>

- 3.16 The following are some of the indicators that showed marked improvement or performed comparatively well in 2021/22:
- CORP 4 - Cost per dwelling of collecting council tax fell from 6.7% to 3.9% and is well below the Scottish average of 8.2%.
  - CORP 7 - % of income due from council tax received by the end of year increased from 95.4% to 97.6%. This is an improvement on the previous year and a rank of 3<sup>rd</sup> overall when compared with other councils.
  - HSN1b - Gross rent arrears as at 31<sup>st</sup> March as a % of rent due for the year reduced from 5.9% to 4.86% and below the Scottish average of 8.7%.
  - ECON 3 - Average time per business and industry planning application (weeks) improved rank position from 23<sup>rd</sup> to 8<sup>th</sup> and now within the first quartile. Average time took 9.27 weeks for 2021/22 compared to the Scottish average of 11.7.
  - SW8 - Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+) reduced from 257 to 153 days. This is below the Scottish average of 747 days and ELC now ranks in 1<sup>st</sup> place for this measure.
- 3.17 Comparison of East Lothian indicators against the Scottish average shows that 45 (56%) 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 2021/22. Over a quarter of the council's indicators (30%) are in quartile 1. Overall, 54% of the council's indicators are in quartile 1 and 2

compared to 57% in 2020/21. It should be noted that previous values can be updated to take into account corrections from all councils and include additional measure data that may not have been available at the time of reporting. This will affect previous ranking and quartile positions for East Lothian Council.

**Table 3: Count of LGBF indicators by quartile and year**

Quartile	2020/21	%	2021/22	%
Quartile 1	29	28.7 %	30	33.3 %
Quartile 2	28	27.7 %	19	21.1 %
Quartile 3	28	27.7 %	18	20.0 %
Quartile 4	16	15.8 %	23	25.6 %

- 3.18 Particular attention is being paid to indicators that are ranked in the 4<sup>th</sup> quartile and/ or where performance fell between the two years.

## **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 2021/22  
 7.2 Appendix 2: East Lothian LGBF Performance Report 2021/22 (Service Categories /Indicator Type)  
 7.3 National Benchmarking Overview Report 2021/22:  
<https://www.improvementservice.org.uk/benchmarking/reports>

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<b>DATE</b>	2 <sup>nd</sup> June 2023



## Appendix 1 - LGBF Summary Report 2021/22

2021/22

East Lothian

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
CHN1	Cost Per Primary School Pupil	5414.0	5743.46	329.5	6324.6	1	1
CHN2	Cost per Secondary School Pupil	6967.5	7272.96	305.4	7898.2	4	1
CHN3	Cost per Pre-School Education place	7643.5	7915.52	272.0	10282.7	1	1
CHN4	% of Pupils Gaining 5+ Awards at Level 5	67.0	66.00	-1.0	69.0	24	3
CHN5	% of Pupils Gaining 5+ Awards at Level 6	46.0	37.00	-9.0	40.0	17	3
CHN6	% pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	38.0	25.00	-13.0	52.0	29	4
CHN7	% pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher	25.0	10.00	-15.0	23.0	29	4
CHN8a	The Gross Cost of "Children Looked After" in Residential based services per Child per Week	4096.4	3654.00	-442.4	4698.0	1	1
CHN8b	The Gross Cost of "Children Looked After" in a community setting per Child per Week	394.7	419.00	24.3	402.0	1	1
CHN9	Balance of Care for 'looked after children': % of children being looked after in the community	83.8	81.60	-2.2	89.8	1	1
CHN10	% of adults satisfied with local schools	76.2					
CHN11	Proportion of pupils entering positive destinations	96.1	95.60	-0.5	95.7	1	1
CHN12a	Overall Average Total Tariff	1011.1	937.39	-73.7	980.7	20	3
CHN12b	Average Total Tariff SIMD Quintile 1	636.0	472.00	-164.0	702.0	29	4
CHN12c	Average Total Tariff SIMD Quintile 2	791.0	733.00	-58.0	827.0	24	3
CHN12d	Average Total Tariff SIMD Quintile 3	1036.0	954.00	-82.0	965.0	21	3
CHN12e	Average Total Tariff SIMD Quintile 4	1064.0	1105.00	41.0	1113.0	16	2
CHN12f	Average Total Tariff SIMD Quintile 5	1269.0	1117.00	-152.0	1316.0	26	4
CHN13a	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	60.7	62.81	2.1	70.5	29	4
CHN13b	% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	68.8	72.36	3.6	77.9	28	4
CHN14a	Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	29.5	30.03	0.6	21.3	28	4
CHN14b	Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	26.3	22.14	-4.1	17.8	25	4
CHN17	Percentage of children meeting developmental milestones	86.3	89.10	2.8	82.1	1	1
CHN18	% of funded early years provision which is graded good/better	87.5	85.42	-2.1	89.4	26	4
CHN19a	% rate of school attendance	91.8					
CHN19b	% school attendance for 'Looked After Children'	87.4					
CHN20a	school exclusion rate per 1000 pupils	9.7					
CHN20b	School exclusion rate per 1000 Looked After Children	40.0					
CHN21	Participation Rates for 16-19 year olds	94.0	93.26	-0.7	92.4	15	2
CHN22	% of child protection re-registrations within 18 months	2.2	5.60	3.4	8.0	1	1
CHN23	Percentage of looked after children with more than 1 placement in the last year (Aug-July)	18.0	68.00	50.0	15.9	1	1
CORP 1	Support services as a % of Total Gross expenditure	4.8	4.62	-0.2	4.1	27	4
CORP 3b	The percentage of the highest paid 5% of employees who are women	52.7	53.42	0.7	59.0	26	4
CORP 3c	The gender pay gap	3.0	4.15	1.1	3.5	20	3
CORP 4	The cost per dwelling of collecting council tax	6.7	3.91	-2.8	6.6	6	1
CORP 6a	Sickness Absence Days per Teacher	2.8	4.53	1.8	5.8	4	1
CORP 6b	Sickness Absence Days per Employee (non-teacher)	7.2	9.46	2.3	12.4	3	1
CORP 7	Percentage of income due from Council Tax received by the end of the year	95.5	97.66	2.2	95.7	3	1
CORP 8	Percentage of invoices sampled that were paid within 30 days	83.9	82.82	-1.1	92.2	31	4
CORP-ASSET1	% of operational buildings that are suitable for their current use	81.0	88.59	7.6	85.3	17	3
CORP-ASSET2	% of internal floor area of operational buildings in satisfactory condition	88.3	91.08	2.8	90.1	19	3
SW1	Home Care Costs per Hour for people 65 or over	22.7	21.51	-1.2	28.6	5	1
SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+	7.7	7.98	0.3	8.2	7	1
SW3a	% of people aged 65 or over with long term care needs receiving personal care at home	58.9	57.42	-1.5	62.3	29	4
SW4b	% of adults who agree that their services had an impact in improving their quality of life		63.08	-6.9	78.1	32	4
SW4c	% of adults supported at home who agree they are supported to live as independently as possible		72.12	72.1	78.8	29	4
SW4d	% of adults supported at home who agree they had a say in how their care/support was provided		60.64	60.6	70.6	32	4
SW4e	% of carers who feel supported to continue in their caring role		30.76	30.8	29.7	12	2
SW5	Residential Care Costs per week per resident for people aged 65 or over	591.6	604.55	13.0	648.8	13	2
SW6	Rate of readmission to hospital within 28 days per 1,000 discharges	117.2	110.37	-6.8	109.6	16	2
SW7	% Proportion of care services graded "good" or better in Care Inspectorate inspections	85.5	77.10	-8.4	75.8	23	3
SW8	Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	257.8	153.20	-104.6	747.9	1	1
C&L1	Cost per attendance at sports facilities	26.9	5.33	-21.5	6.4	13	2
C&L2	Cost per library visit	14.4	6.70	-7.7	2.9	24	3
C&L3	Cost of museums per visit	1.8	3.28	1.5	4.7	9	2
C&L4	Cost of parks & open spaces per 1,000 population	25443.1	27737.80	2294.7	20298.1	26	4
C&L5a	% of adults satisfied with libraries	82.5					
C&L5b	% of adults satisfied with parks and open spaces	89.7					
C&L5c	% of adults satisfied with museums and galleries	71.6					
C&L5d	% of adults satisfied with leisure facilities	80.9					
ENV1a	Net cost per Waste collection per premise	69.4	83.01	13.6	70.1	27	4
ENV2a	Net cost per waste disposal per premise	81.0	78.59	-2.4	100.2	6	1
ENV3a	Net cost of street cleaning per 1,000 population	11470.8	12045.24	574.5	14847.6	13	2
ENV3c	Street cleanliness score	90.2	89.50	-0.7	89.7	19	3
ENV4a	Cost of maintenance per kilometre of roads	7940.7	9283.01	1342.3	11107.5	12	2
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	28.2	26.83	-1.4	27.6	18	3
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	31.5	30.33	-1.2	33.6	19	3
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	25.8	23.29	-2.5	33.2	8	1
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment	36.6	34.67	-1.9	36.7	16	2
ENV5	Cost of trading standards and environmental health per 1,000 population	13182.8	13805.07	622.2	20946.9	3	1
ENV5a	Cost of Trading Standards, Money Advice & Citizen Advice per 1000	2862.9	2884.61	21.7	6088.3	4	1
ENV5b	Cost of Environmental Health per 1000 population	10319.9	10996.64	676.7	15019.3	8	1
ENV6	% of total household waste arising that is recycled	52.4	53.90	1.5	42.7	6	1
ENV7a	% of adults satisfied with refuse collection	82.1					
ENV7b	% of adults satisfied with street cleaning	78.6					
HSN1b	Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	5.9	4.86	-1.0	8.7	3	1
HSN2	Percentage of rent due in the year that was lost due to voids	0.6	1.04	0.4	1.6	8	1
HSN3	Percentage of dwellings meeting Scottish Housing Standards	97.6	63.11	-34.5	69.7	16	2
HSN4b	Average time taken (days) to complete non-emergency repairs	8.2	9.82	1.6	9.2	16	2
HSN5a	Percentage of council dwellings that are energy efficient	86.6	90.29	3.7	87.8	11	2
ECON1	Unemployed People Assisted into work from Council operated / funded Employability Programmes	2.2	15.56	13.3	19.6	21	3
ECON2	Cost of Planning & Building Standards per planning application	3085.8	3091.28	5.5	4337.0	4	1
ECON3	Average time per business and industry planning application (weeks)	12.0	9.27	-2.7	11.7	8	1
ECON4	% of procurement spent on local enterprises	21.1	18.51	-2.6	29.9	26	4
ECON5	No of business gateway start-ups per 10,000 population	5.7	6.66	0.9	14.4	32	4
ECON6	Cost of Economic Development & Tourism per 1,000 Population	77730.5	80651.15	2920.6	119388.0	14	2
ECON7	Proportion of people earning less than the living wage	16.4	27.10	10.7	14.4	26	4
ECON8	Proportion of properties receiving superfast broadband	93.3	93.50	0.2	94.1	20	3

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
ECON9	Town Vacancy Rates	8.8	8.07	-0.7	11.4	11	▲ 2
ECON10	Available employment land as a % of total land allocated for employment purposes in LDP	12.7	18.18	5.5	27.2	21	◆ 3
FINSUS1	Total useable reserves as a % of council annual budgeted net revenue	13.4	13.19	-0.2	24.4	31	◆ 4
FINSUS2	Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.9	0.91	-1.0	3.5	31	◆ 4
FINSUS3	Ratio of Financing Costs to Net Revenue Stream – General Fund	5.6	4.11	-1.5	5.9	10	▲ 2
FINSUS4	Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	28.6	28.99	0.4	22.1	20	◆ 3
FINSUS5	Actual outturn as a percentage of budgeted expenditure	94.8	99.47	4.7	98.3	13	▲ 2
CLIM1	CO2 emissions area wide per capita	8.4					
CLIM2	CO2 emissions area wide: emissions within scope of LA per capita	4.1					
CHN24	% of children living in poverty (After Housing Costs)	18.9					
ECON11	Gross Value Added (GVA) per capita	16163.1					
ECON12a	Claimant Count as % of Working Age Population	5.3	2.80	-2.5	3.7	10	▲ 2
ECON12b	Claimant Count as % of 16-24 Population	7.4	3.10	-4.3	3.7	11	▲ 2
Corp 9	% of Crisis Grant Decisions within 1 day	93.5	92.25	-1.3	93.3	24	◆ 3
CORP 10	% CCG Grant Decisions within 15 Days	99.3	99.00	-0.3	85.8	8	● 1
CORP 11	The proportion of SWF Budget Spent	93.8	147.94	54.2	115.2	6	● 1
CORP 12	Proportion of DHP Funding Spent	115.7	103.35	-12.3	96.0	2	● 1

## Appendix 2 - LGBF Performance Report 2021/22 (Service Categories / Measure Type)



Fiscal_YR	2021/22
Local Authority	East Lothian

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
<b>Cost</b>										
<b>Children's Services</b>										
CHN1 Cost Per Primary School Pupil	5414.0	5743.46 ●	6324.6	329.5	6.1 %	1	1	1 ●	6293.7	Cost per primary school pupil increased to £5,743.4, with a ranking of 1st. Primary education gross expenditure increased in real terms from £46,328 to £49,446 (£000s). Number of pupils increased slightly from 8557 to 8609.
CHN2 Cost per Secondary School Pupil	6967.5	7272.96 ●	7898.2	305.4	4.4 %	4	1	1 ●	7808.0	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	7643.5	7915.52 ●	10282.7	272.0	3.6 %	1	5	1 ●	10015.6	Cost per pre-school education place increased from £7,644 to £7,916 and below the national average of £10,282  Gross expenditure increased in real terms from £14,492 to £15,427 (£000s). There were 1949 places.
CHN8a The Gross Cost of "Children Looked After" in Residential based services per Child per Week	4096.4	3654.00 ●	4698.0	-442.4	-10.8 %		14	●	3654.0	There were 38 children in residential care at a gross cost of £7,227 (£000s). The average cost per week is £3,657. ELC ranks 6th place for this indicator.
CHN8b The Gross Cost of "Children Looked After" in a community setting per Child per Week	394.7	419.00 ●	402.0	24.3	6.2 %		22	●	419.0	There were 169 children being looked after in a community setting at a gross cost of £3,688 (£000s). The average cost per week is £420. ELC ranks 18th place for this indicator.
<b>Corporate Services</b>										
CORP 1 Support services as a % of Total Gross expenditure	4.8	4.62	4.1	-0.2	-3.3 %	27	25	4 ◆	3.8	

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CORP 4 The cost per dwelling of collecting council tax	6.73	3.91 ●	6.6	-2.8	-41.9 %	6	13	1 ●	4.4	<p>The cost of collection at the end 2021/22 is artificially lower due to statutory fee income being higher than normal at end of the financial year. Cost per dwelling reduced from £6.73 to £3.91. The cost of collection calculation is based on the actual council tax budget spend at end of the financial year, divided by the number of domestic households. Part of the budget includes income from statutory fees (surcharges) raised for non-payment of council tax which reaches the summary warrant stage. This is an administrative fee and assists with the cost of recovering unpaid council tax.</p> <p>Statutory debt recovery work was temporarily suspended twice during part of the financial year 2020/21 due to Covid-19. Due to the delay in issuing recovery notices for unpaid council tax in 2020/21 as a result of the suspension, some statutory fees were only raised in financial year 2021/22, contributing to the higher amount overall.</p> <p>Statutory debt recovery work has returned to a normal schedule and would expect the value of statutory fees and cost per dwelling for 2022/23 to be more in line with pre-Covid levels.</p>
<b>Adult Care Services</b>										
SW1 Home Care Costs per Hour for people 65 or over	22.7	21.51 ●	28.6	-1.2	-5.3 %	5	6	1 ●	26.9	<p>The number of externally provided care at home hours reduced significantly during 2021/22 as a result of issues faced by providers (most significantly in relation to the recruitment and retention of staff). An increase in the number of internally provided hours picked up some of the shortfall but did not fully meet the gap.</p> <p>Service pressures led to available provision being focussed on those with the highest level of need / risk. People were signposted to alternative sources of community support, family, day centres, etc. to help reduce demand on services (this included the introduction of the new VCEL Community First service).</p> <p>The cost per hour of homecare varies considerably according to the service provider. The change in the average hourly is at least in part due to a change in 'mix' of providers.</p>
SW5 Residential Care Costs per week per resident for people aged 65 or over	591.6	604.55 ●	648.8	13.0	2.2 %	13	11	2 ▲	622.2	<p>Residential care costs per week for people aged 65 and over increased to £605. Number of long stay residents also increased to 595. Overall costs remain within the first quartile. This was in line with national trend, reflecting increasing costs of providing this type of service.</p>

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<b>Environmental Services</b>										
ENV1a Net cost per Waste collection per premise	69.4	83.01	70.1	13.6	19.6 %	27	16	4 ◆	67.6	Net cost of waste collection per premise increased from £69.4 to £83 for 2021/22. Costs are higher than the Scottish average of £70. Net expenditure increased to £4,629,000 and the number of properties increased to 55,766.
ENV2a Net cost per waste disposal per premise	81.0	78.59 ●	100.2	-2.4	-3.0 %	6	5	1 ●	91.4	Net cost in waste disposal per premise is £78.5. Cost are well below the Scottish average of £100.2 and within the top 25% when compared with other councils.
ENV3a Net cost of street cleaning per 1,000 population	11470.8	12045.24 ●	14847.6	574.5	5.0 %	13	15	2 ▲	14495.2	Net cost of street cleaning per 1000 population increased by 5% to £12,045 in real terms. This is below the Scottish average of £14,847. Net expenditure on street cleaning also increased in real terms from £1,238 to £1,320 (£000s). There has been an increase in the number of streets and areas where cleansing is required and additional inflationary costs.
ENV4a Cost of maintenance per kilometre of roads	7940.7	9283.01 ●	11107.5	1342.3	16.9 %	12	13	2 ▲	10937.5	Cost of roads per Km increased by 16.9% from £7,940 to £9,283 in 2020/21. This is due to an increase in gross expenditure from £10.858,000 to £12,694,000 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	13182.8	13805.07 ●	20946.9	622.2	4.7 %	3	2	1 ●	18012.9	
ENV5a Cost of Trading Standards, Money Advice & Citizen Advice per 1000	2862.9	2884.61 ●	6088.3	21.7	0.8 %	4	3	1 ●	5939.7	
ENV5b Cost of Environmental Health per 1000 population	10319.9	10996.64 ●	15019.3	676.7	6.6 %	8	8	1 ●	12030.3	
<b>Economic development</b>										
ECON2 Cost of Planning & Building Standards per planning application	3085.8	3091.28 ●	4337.0	5.5	0.2 %	4	1	1 ●	5208.5	
ECON6 Cost of Economic Development & Tourism per 1,000 Population	77730.5	80651.15 ●	119388.0	2920.6	3.8 %	14	19	2 ▲	85418.0	

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<b>Culture &amp; leisure Services</b>										
C&L1 Cost per attendance at sports facilities	26.9	5.33 ●	6.4	-21.5	-80.2 %	13	12	2 ▲	6.4	Cost per attendance at sports facilities (inc pools) has reduced from £26.8 to £5.33. Net expenditure has reduced in real terms from £3,914 to £3,594 (£000s). Number of attendances increased after Covid 19 from 145,637 (20/21) to 674,381. Overall attendances remain lower than pre-pandemic levels with 2019/20 visits at 991,442.
C&L2 Cost per library visit	14.4	6.70	2.9	-7.7	-53.4 %	24	26	3 ▲	5.3	Cost of library per visit has reduced from the pandemic high of £14.36 to £6.70. Net expenditure increased from £1,599 (£000s) to £1,849 (£000s). Number of visits to the 12 community libraries has steadily increased from 111,316 to 276,072, since the end of lockdown which is reducing the cost per visit, however there is still a net reduction of visitor numbers of 21% compared to pre-covid figures. There is an overprovision of libraries relative to the size of the population and there are a number of smaller libraries that are not well used which will continue to impact on the cost per visit.
C&L3 Cost of museums per visit	1.8	3.28 ●	4.7	1.5	84.4 %	9	7	2 ▲	3.7	During 2021/22 there was a real terms increase in cost per museum visit from £1.77 to £3.88. Net expenditure of museums and galleries increased from £307,000 to £342,720. Also, the number of museum visits reduced from 172,418 to 104,452. During this period, Covid lockdowns and restrictions on face to face contact remained in place. This has impacted on the number of museum visits, however visitor numbers have increased steadily since then. Numbers are expected to increase further when the new engine shed opens at Prestongrange, which will further reduce the cost per visit. Museum costs include the four museums the Council operates directly and the costs for two community museums.
C&L4 Cost of parks & open spaces per 1,000 population	25443.1	27737.80	20298.1	2294.7	9.0 %	26	24	4 ◆	20925.8	Cost of parks and open spaces within East Lothian has increased by 9% to £27,737 per 1000 population in 2021/22. There has been an increase in open space provision within the council area. The indicator only measures cost and does not take into account the quality, purpose and quantity of parks and open spaces managed by local authorities.

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<b>Performance</b>										
<b>Children's Services</b>										
CHN4 % of Pupils Gaining 5+ Awards at Level 5	67.0	66.00	69.0	-1.0	-1.5 %	24	17	3 ▲	67.0	The percentage of pupils achieving dropped 1 percentage point on the previous year to 66% in 2021/22. The significantly different circumstances and awarding processes of 2021 and 2022 do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.
CHN5 % of Pupils Gaining 5+ Awards at Level 6	46.0	37.00	40.0	-9.0	-19.6 %	17	6	3 ▲	36.0	The percentage of pupils achieving dropped 9 percentage points on the previous year to 37% in 2021/22. The significantly different circumstances and awarding processes of 2021 and 2022 do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.
CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	38.0	25.00	52.0	-13.0	-34.2 %	29	26	4 ◆	49.0	The percentage of pupils achieving dropped 13 percentage points on the previous year to 25% in 2021/22. The significantly different circumstances and awarding processes of 2021 and 2022 do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence.  The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the total cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population in East Lothian. Due to the size of this population, the percentage achieving is susceptible to more fluctuation over time.  All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.










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CHN7 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher	25.0	10.00	23.0	-15.0	-60.0 %	29	8	4 	17.5	The percentage of pupils achieving dropped 15 percentage points on the previous year to 10% in 2021/22. The significantly different circumstances and awarding processes of 2021 and 2022 do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence.  The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the total cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population in East Lothian. Due to the size of this population, the percentage achieving is susceptible to more fluctuation over time.  All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.
CHN9 Balance of Care for 'looked after children': % of children being looked after in the community	83.8	81.60	89.8	-2.2	-2.6 %	24			81.6	ELC Ranks 18th when compared with other councils.
CHN11 Proportion of pupils entering positive destinations	96.1	95.60	95.7	-0.5	-0.6 %	12			95.6	ELC ranks 15th
CHN12a Overall Average Total Tariff	1011.1	937.39	980.7	-73.7	-7.3 %	20	10	3 	942.3	
CHN12b Average Total Tariff SIMD Quintile 1	636.0	472.00	702.0	-164.0	-25.8 %	29	19	4 	587.0	
CHN12c Average Total Tariff SIMD Quintile 2	791.0	733.00	827.0	-58.0	-7.3 %	24	21	3 	737.5	
CHN12d Average Total Tariff SIMD Quintile 3	1036.0	954.00	965.0	-82.0	-7.9 %	21	11	3 	936.5	
CHN12e Average Total Tariff SIMD Quintile 4	1064.0	1105.00	1113.0	41.0	3.9 %	16	20	2 	1063.5	
CHN12f Average Total Tariff SIMD Quintile 5	1269.0	1117.00	1316.0	-152.0	-12.0 %	26	18	4 	1197.0	



Fiscal\_YR 2021/22  
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CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	60.7	62.81	70.5	2.1	3.5 %	29	25	4 ◆	66.7	63% of pupils achieved the expected CfE Level for their stage in all three literacy organisers (Reading, Writing & Listening & Talking) across the combined reported primary stages in 2021/22, an increase of 2.1 percentage points on the previous year. Pupils' achievement of CfE levels in 2020/21 were affected by the coronavirus (COVID-19) pandemic. It is likely that 2021/22 results may also be affected by the ongoing impact of the pandemic on young people's learning. Pupils with complex needs are integrated into their mainstream schools in East Lothian and are included in the % calculations. Within other local authorities school pupils with complex needs may attend a special school or standalone special unit and are excluded from these calculations. As a result care should be taken when making comparisons between local authorities. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.
CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	68.8	72.36	77.9	3.6	5.2 %	28	27	4 ◆	74.4	72% of pupils achieved the expected CfE Level for their stage in Numeracy across the combined reported primary stages in 2021/22, an increase of 3.6 percentage points on the previous year. Pupils' achievement of CfE levels in 2020/21 were affected by the coronavirus (COVID-19) pandemic. It is likely that 2021/22 results may also be affected by the ongoing impact of the pandemic on young people's learning. Pupils with complex needs are integrated into their mainstream schools in East Lothian and are included in the % calculations. Within other local authorities school pupils with complex needs may attend a special school or standalone special unit and are excluded from these calculations. As a result care should be taken when making comparisons between local authorities. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.

Fiscal_YR	2021/22
Local Authority	East Lothian

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CHN14a Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	29.5	30.03	21.3	0.6	2.0 %	28	22	4 ◆	26.9	The percentage point gap in East Lothian in 2021/22 was broadly in line with the previous year at 30 percentage points. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the combined P1, P4 & P7 cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 21% of the combined cohort in SIMD Quintile 5.  All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.
CHN14b Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	26.3	22.14	17.8	-4.1	-15.7 %	25	21	4 ◆	21.5	The percentage point gap in East Lothian in 2021/22 reduced by 4 percentage points on the previous year to 22 percentage points. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the combined P1, P4 & P7 cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 21% of the combined cohort in SIMD Quintile 5.  All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers.
CHN17 Percentage of children meeting developmental milestones	86.3	89.10 ●	82.1	2.8	3.2 %	1	10	1 ●	89.1	
CHN18 % of funded early years provision which is graded good/better	87.5	85.42	89.4	-2.1	-2.4 %	26	26	4 ◆	91.3	7
CHN19a % rate of school attendance	91.8						22			This data is collected and published nationally every 2 years. The next update will be available in Dec 2023
CHN19b % school attendance for 'Looked After Children'	87.4						19			This data is collected and published nationally every 2 years. The next update will be available in Dec 2023
CHN20a school exclusion rate per 1000 pupils	9.7						10			This data is collected and published nationally every 2 years. The next update will be available in Dec 2023
CHN20b School exclusion rate per 1000 Looked After Children	40.0						2			This data is collected and published nationally every 2 years. The next update will be available in Dec 2023
CHN21 Participation Rates for 16-19 year olds	94.0	93.26 ●	92.4	-0.7	-0.8 %	15	5	2 ▲	93.3	Participation rates dropped slightly in 2021/22 from 94.0% to 93.26% and remains above the Scottish average within the top 50% of the Benchmarking Group.
CHN22 % of child protection re-registrations within 18 months	2.2	5.60 ●	8.0	3.4	157.6 %		3	●	5.6	ELC ranks 13th place

Fiscal\_YR 2021/22

Local Authority East Lothian

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CHN23 Percentage of looked after children with more than 1 placement in the last year (Aug-July)	18.0	68.00	15.9	50.0	277.4 %		16	●	68.0	ELC rnaks 2nd place for this indicator

Fiscal_YR	2021/22
Local Authority	East Lothian

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CHN24 % of children living in poverty (After Housing Costs)	18.9						13			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).
<b>Corporate Services</b>										
CORP 3b The percentage of the highest paid 5% of employees who are women	52.7	53.42	59.0	0.7	1.3 %	26	25	4 ◆	60.2	
CORP 3c The gender pay gap	3.00	4.15	3.5	1.1	38.2 %	20	15	3 ▲	2.0	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 21/22 of £18.55 and £17.78, male employees are paid 4.15% more (77p) on average.
CORP 6a Sickness Absence Days per Teacher	2.77	4.53 ●	5.8	1.8	63.7 %	4	2	1 ●	6.3	Teacher sickness absence increased in 2021/22, with absence days per teacher increasing from 2.77 to 4.53. Although, the rate remains below the Scottish average of 5.8 days per teacher and ranking fourth overall.
CORP 6b Sickness Absence Days per Employee (non-teacher)	7.17	9.46 ●	12.4	2.3	32.0 %	3	3	1 ●	12.0	Teaching and office based staff were working from home at the beginning of 2021/22. As the third lockdown ended and restrictions eased, some employees gradually returned back to office base, with others continuing to work from home or work on a Hybrid basis.  The move back to social mixing, both in work and social environments, enabled the spread of normal colds, flu and other viral infections, which increased the rate of (non-teacher) absence from 7.17 to 9.46 days per employee. The rate remains below the Scottish average of 12.4 and a rank of 3 overall when compared to other councils.  We have continued with the suite of employee 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.






Fiscal\_YR 2021/22  
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CORP 7 Percentage of income due from Council Tax received by the end of the year	95.47	97.66 	95.7	2.2	2.3 %	3	18	1 	96.0	<p>ELC is one of the top performing councils for Council tax collection performance at 97.7% for 2021/22. The figure is above the Scottish average and the family group median. This is an improvement on the previous year (95.5%) and a rank of 3rd overall when compared to other councils.</p> <p>The figure is derived by calculating the income received from council tax for the year of £61,119,639 and dividing this by the income due from council tax for the year, excluding reliefs and rebates of £62,582,492. These figures relate to council tax charges and payments only and exclude water and sewerage.</p>
CORP 8 Percentage of invoices sampled that were paid within 30 days	83.9	82.82	92.2	-1.1	-1.3 %	31	28	4 	93.9	<p>Payment of invoices within 30 days declined slightly to 82.8% against a Scottish average of 92%. Rank position has dropped further to 31 and within the 4th quartile when compared to other councils. There have been issues such as a lack of resources, multiple ways to pay invoices and ineffective processes has led to declining performance. Improvements are being planned during 2022/23 through the Purchase 2 Pay project.</p> <p>The Project aims to improve invoice performance through process improvement and targeted staffing resources. This will involve pre-empting issues with suppliers, focus on increasing PECOS usage and increasing e-invoicing with appropriate suppliers.</p>
CORP-ASSET1 % of operational buildings that are suitable for their current use	81.0	88.59 	85.3	7.6	9.4 %	17	22	3 	90.7	<p>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 2021/22, 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.</p>








Fiscal\_YR 2021/22  
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CORP-ASSET2 % of internal floor area of operational buildings in satisfactory condition	88.3	91.08 	90.1	2.8	3.2 %	19	19	3 	90.9	Reasons and explanation why performance may change for 2021/22 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.
CORP 10 % CCG Grant Decisions within 15 Days	99.3	99.00 	85.8	-0.3	-0.3 %	8	6	1 	93.8	A new measure introduced to the Framework for 2021/22. It measures the days taken between an application being received to a final decision. These measures provide useful and timely insight on policy critical issues such as vulnerability, poverty and inequality & which will be increasingly important considering the cost of living crisis
CORP 11 The proportion of SWF Budget Spent	93.8	147.94 	115.2	54.2	57.8 %	6	8	1 	111.5	A new indicator introduced to the Framework for 2021/22 and measures the proportion of the budget set out for Scottish Welfare Fund spent at year end
CORP 12 Proportion of DHP Funding Spent	115.7	103.35 	96.0	-12.3	-10.7 %	2	2	1 	87.3	A new measure introduced to the Framework for 2021/22. Discretionary Housing Payments (DHPs) are administered in Scotland by all Scottish local authorities. DHPs may be awarded when a local authority considers that a housing benefit or Universal Credit (including the housing element) claimant requires further financial assistance towards housing costs.
Corp 9 % of Crisis Grant Decisions within 1 day	93.5	92.25	93.3	-1.3	-1.3 %	24	26	3 	98.1	A new measure introduced to the Framework for 2021/22. It measures the days taken between an application being received to a final decision. These measures provide useful and timely insight on policy critical issues such as vulnerability, poverty and inequality & which will be increasingly important considering the cost of living crisis

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<b>Adult Care Services</b>										
SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+	7.7	7.98	8.2	0.3	4.1 %	7	8	1 	6.5	SDS spend as % of total social work spend increased slightly to 7.98%, slightly below the Scottish average (8.2%) but ranked 7th and in 1st quartile.  Self Directed Support (SDS) covers both Direct Payments (DP) and Managed Personalised Budgets (MPD), which offer different degrees of choice and control for service users, with use of DP offering the greatest level of choice. Further analysis by type of SDS is useful in terms of measuring progress in delivering the personalisation of care agenda.  Data is being developed in relation to take up of SDS as one of the 'Top 50' Council Plan indicators – this will include analysis by type and services user, thus giving a more nuanced picture.
SW3a % of people aged 65 or over with long term care needs receiving personal care at home	58.9	57.42	62.3	-1.5	-2.6 %	29	22	4 	59.9	% of people aged 65 or over with long term care needs receiving personal care at home fell slightly to 57.42% and is below Scottish average of 62.3% so ranked 29th and in 4th quartile.  Work underway as part of the Care at Home Transformation Programme has looked at the pattern of care at home supply / demand and care home bed provision across the county and will provide a more nuanced picture. The data developed will help to inform future planning and provisioning.
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges	117.2	110.37	109.6	-6.8	-5.8 %	16	16	2 	110.7	Rate of readmission has reduced from 117 to 110 per 1000 discharges. A number of factors contribute to reducing the number of readmissions to hospitals within 28 days of discharge – these include effective discharge arrangements and the coordination of appropriate initial support and follow up and ongoing care to people leaving hospital.

Fiscal\_YR 2021/22  
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SW7 % Proportion of care services graded "good" or better in Care Inspectorate inspections	85.5	77.10 ●	75.8	-8.4	-9.8 %	23	15	3 ▲	79.0	The % Proportion of care services graded "good" or better in Care Inspectorate inspections has reduced from 85% to 77% and is just above the Scottish average. Ranking has also reduced from 15th to 23rd and is now in the 3rd quartile. The percentage used in this indicator is prone to fluctuation as there is a relatively small number of inspections in East Lothian when compared to larger HSCPs. This means that even one negative inspection result brings the percentage down more significantly.
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The situation regarding inspections during 2021/22 was atypical in a number of respects, thus making interpretation of the data and relative rating of Councils' performance more problematic. This included the Care Inspectorate limiting the number of inspections they carried out, for example, only focussing on Care Homes 'red flagged' as being of concern. There was also variation in terms of changes to the inspection process and guidance, with those subject to the new process generally receiving lower grading.



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SW8 Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	257.8	153.20 ●	747.9	-104.6	-40.6 %	1	9	1 ●	662.5	<p>A delay in discharge can be due to the necessary care, support or accommodation not being available to meet the needs of someone who is clinically ready to leave hospital.</p> <p>Our continued high level of performance in relation to delayed discharge is the result of key health and social care services working collaboratively to ensure people are able to be discharged from hospital in a timely manner. A new Integrated Care Assessment and Allocation Team (ICAAT) was formed in 2021/22 to further support this approach. The Discharge to Assess, Hospital to Home and Hospital at Home also contribute to reducing delayed discharges, as did the introduction in 2021/22 of an HSCP block contract with 2 Care Homes (secure 10 interim Care Home beds for those leaving hospital).</p> <p>More recently (2022/23), a hospital InReach project and the introduction of new measures to support flow in relation to mental health beds have contributed further to low levels of delayed discharge.</p> <p>The approaches described also help to reduce unnecessary hospital admission.</p>
<b>Environmental Services</b>										
ENV3c Street cleanliness score	90.2	89.50	89.7	-0.7	-0.8 %	19	20	3 ▲	88.1	ELC street cleanliness score has remained consistent at 89.5 despite additional areas to manage. Our local residents surveys has a high satisfaction rate for street cleanliness.
ENV4b Percentage of A class roads that should be considered for maintenance treatment	28.2	26.83 ●	27.6	-1.4	-4.9 %	18	18	3 ▲	29.0	All A Class roads are surveyed every 2 years
ENV4c Percentage of B class roads that should be considered for maintenance treatment	31.5	30.33 ●	33.6	-1.2	-3.7 %	19	17	3 ▲	30.5	50% of B Class roads are surveyed every 2 years and continue to show a downward trend in the amount considered for maintenance
ENV4d Percentage of C class roads that should be considered for maintenance treatment	25.8	23.29 ●	33.2	-2.5	-9.7 %	8	7	1 ●	29.8	50% of C Class roads are surveyed every 4 years
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	36.6	34.67 ●	36.7	-1.9	-5.3 %	16	18	2 ▲	34.9	
ENV6 % of total household waste arising that is recycled	52.4	53.90 ●	42.7	1.5	2.8 %	6	6	1 ●	51.5	Total waste that is recycled increased by 2.8% to 53.9% in 2021/22 and remains above the Scottish average of 42.7%







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<b>Housing Services</b>										
HSN1b Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	5.9	4.86 	8.7	-1.0	-17.2 %	3	6	1 	6.8	The % of rent arrears reduced in 2021/22 to 4.86%, which is less than the Scottish average of 8.67%.
HSN2 Percentage of rent due in the year that was lost due to voids	0.6	1.04 	1.63	0.4	61.6 %	8	3	1 	1.15	Percentage of rent due in the year that was lost due to voids has increased during 2021/22 from 0.64% to 1.04%. The Scottish average was 1.63%. Performance still remains within the top 25% when compared against other councils.  This increase was due to several reasons associated with the pandemic, Brexit and more recently the crisis in Ukraine. Key factors include generally poorer condition of returned properties, lack of staff resource due to sickness absence and difficulty in recruiting to vacant posts, delays with utility company responses, asbestos laboratory tests, contractor availability etc. Many external organisations were also experiencing similar staffing challenges.
HSN3 Percentage of dwellings meeting Scottish Housing Standards	97.6	63.11 	69.7	-34.5	-35.3 %	16	6	2 	74.7	Percentage of dwellings meeting the Scottish Housing Quality Standard has decreased during 2021/22 from 97.6% to 63.1%. Scottish average is 69.7%. Rank position has moved from 6th to 16th place.  The standard now includes elements 11A & 11B(Fire & Carbon Monoxide Detectors) as well as an amendment to element 45 (electrical safety inspections to be completed by qualified electrician at intervals of no more than five years), which has ultimately reduced the number of properties meeting SHQS. At the point of reporting, we were 92.7% compliant for Fire & CO detection and 74.3% compliant for electrical inspections, however it should be highlighted that at least one attempt was made to access all non-compliant properties and we are now transitioning to new access procedures to include forcing, as required, under the Housing (Scotland) Act."  As a result of the impact of COVID-19 on contractor resourcing, tenant no access rates and material supply chain issues, East Lothian Council remained non-compliant in respect of the aforementioned SHQS elements (11A,11B and 45). On entering the Covid-19 recovery phase in June 2022, the Council decided to initiate forced access for such works, where all other efforts to gain access had been exhausted. These arrangements have now been in place for several months, and we expect all properties to meet fire and electrical safety requirements by the end of the 2022/23 reporting year.

Fiscal_YR	2021/22
Local Authority	East Lothian

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 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
HSN4b Average time taken (days) to complete non-emergency repairs	8.2	9.82	9.2	1.6	19.3 %	16	15	2 ▲	8.7	<p>There were 21,376 non-emergency repairs carried out over 209,908 working days in 2021/22. Average working days taken per repair increased slightly from 8.2 to 9.8. Performance is above the Scottish average of 9.2 and remains within the 2nd quartile when compared with other councils.</p> <p>During the early months of 2022/23, Property Maintenance were met with a significant backlog of Covid-19 impacted jobs. The average increase of +1.59 days is slightly less than that of our local authority peer group (+1.65 days) and also the all local authority increase (+2.06 days).</p>
HSN5a Percentage of council dwellings that are energy efficient	86.6	90.29 ●	87.8	3.7	4.2 %	11	13	2 ▲	83.4	<p>The EESSH came into force on the 1 January 2021, which effectively raised the bar in terms of increased energy ratings to be met. For 2021/22 there is an improved position of 90.3%. This is higher than the Scottish average of 87.8%. ELC ranks 11th overall.</p>
<b>Economic development</b>										
ECON1 Unemployed People Assisted into work from Council operated / funded Employability Programmes	2.2	15.56	19.6	13.3	598.7 %	21	25	3 ▲	19.8	<p>% of unemployed people assisted in to work has increased from 2.23% to 15.6% in 2021/22. There were 249 people assisted into work against 49 in the previous year. The unemployment count reduced to 1,600. This measure remains within the fourth quartile with a rank of 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.</p>
ECON3 Average time per business and industry planning application (weeks)	12.0	9.27 ●	11.7	-2.7	-22.6 %	8	23	1 ●	9.5	

Fiscal_YR	2021/22
Local Authority	East Lothian

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
ECON4 % of procurement spent on local enterprises	21.1	18.51	29.9	-2.6	-12.3 %	26	24	4 ◆	23.7	<p>This measure, focusses on the proportion of procurement spend which is targeted at local enterprises. It is an important indicator of the progress councils are making in delivering on their standing commitment to invest in their local economies and create employment. There are factors that can affect performance such as supply chain and geographical issues.</p> <p>For ELC, the % of procurement spent on local businesses fell from 21.1% to 18.5% and is below the Scottish average of 29.9%. ELC is ranked 26th when compared with other councils. The range from the highest % is 52% (Shetland) to the lowest (East Dunbartonshire) at 12%.</p> <p>However, Total Operational Spend for 2021/22 has increased significantly from an average of £135m PA to over £175m in 2021/22. Local Supplier Spend reached £31.6m in the same year which is the highest amount in cash-terms. The spend for 2021/22 included a high non-local spend through the HUB (circa £24m).</p>
ECON5 No of business gateway start-ups per 10,000 population	5.7	6.66	14.4	0.9	15.9 %	32	28	4 ◆	14.4	
ECON7 Proportion of people earning less than the living wage	16.4	27.10	14.4	10.7	65.2 %	26	13	4 ◆	16.8	
ECON8 Proportion of properties receiving superfast broadband	93.3	93.50	94.1	0.2	0.2 %	20	20	3 ▲	94.2	
ECON9 Town Vacancy Rates	8.8	8.07 ●	11.4	-0.7	-8.1 %	11	11	2 ▲	11.4	
ECON10 Available employment land as a % of total land allocated for employment purposes in LDP	12.7	18.18	27.2	5.5	43.1 %	21	28	3 ▲	13.8	
ECON11 Gross Value Added (GVA) per capita	16163.1						27			<p>A new measure within LGBF introduced in 2020/21. Gross Value Added (GVA) per capita measures change in total economic output at the local level per head of population.</p> <p>GVA is a strong tool in comparing the strength and productivity of a local economy. This will be useful in monitoring the economic recovery.</p>
ECON12a Claimant Count as % of Working Age Population	5.3	2.80 ●	3.7	-2.5	-47.2 %	10	11	2 ▲	3.5	<p>Claimant count as a % of the working age population reduced from 5.3% to 2.8%. Total claimant count is 1,875 within a working age population of 66,964.</p>
ECON12b Claimant Count as % of 16-24 Population	7.4	3.10 ●	3.7	-4.3	-58.0 %	11	17	2 ▲	3.7	<p>Total claimant count is 295 within a working age population (16 to 24) of 9,524</p>

Fiscal_YR	2021/22
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<b>Financial Sustainability</b>										
FINSUS1 Total useable reserves as a % of council annual budgeted net revenue	13.4	13.19	24.4	-0.2	-1.6 %	31	30	4 ◆		The useable reserves figure of £38.720m used as the numerator in this calculation includes the HRA usable reserve but the £293.525m denominator has no HRA balance included. The indicator also talks about budgeted net revenue which is £274.590m (GF "Funding for Council Services" per 2021-22 budget papers). Adding the HRA budget of £1.686m = £276.276m against the total usable reserves of 38,720 which would be 14.01%.
FINSUS2 Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.9	0.91	3.5	-1.0	-52.1 %	31	26	4 ◆		The result reflects the council's presentation of the minimum reserves balance, which incorporates the Civil Emergency and General Services Capital earmarked reserves, as well as the unallocated balance to make up the minimum balance. Taking these three balances together at 31/3/22 gives an unallocated balance of £6.964m, which equates to c2.5% of annual budgeted net revenue and is in line with the minimum balance agreed by Council. We may look to review the presentation of reserves in the future.
FINSUS3 Ratio of Financing Costs to Net Revenue Stream – General Fund	5.6	4.11 ●	5.9	-1.5	-26.9 %	10	14	2 ▲		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. Despite being in the 2nd quartile for this indicator, capital financing costs along with the revenue consequences of capital spending are placing significant pressure on the general services revenue account so this should not be interpreted as additional headroom for new borrowing.
FINSUS4 Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	28.6	28.99	22.1	0.4	1.5 %	20	19	3 ▲		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. This is consistent with East Lothian rent levels being below the Scottish average, and the significant growth in recent years which has given rise to increase demand for new affordable housing.

Fiscal\_YR 2021/22  
 Local Authority East Lothian

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
FINSUS5 Actual outturn as a percentage of budgeted expenditure	94.8	99.47 ●	98.3	4.7	4.9 %	13	22	2 ▲		<p>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>

Fiscal_YR	2021/22
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<b>Tackling Climate Change</b>										
CLIM1 CO2 emissions area wide per capita	8.4						27			
CLIM2 CO2 emissions area wide: emissions within scope of LA per capita	4.1						14			
<b>Satisfaction</b>										
<b>Children's Services</b>										
CHN10 % of adults satisfied with local schools	76.2						18			
<b>Adult Care Services</b>										
SW4a Percentage of adults receiving any care or support who rate it as excellent or good										
SW4b % of adults who agree that their services had an impact in improving their quality of life	70.0	63.08	78.1	-6.9	-9.9 %	32		4 ◆	76.7	This indicator is based on the Scottish Health and Care Experience Survey (HACE). Due to the methodology used and the low response rate for East Lothian (31% of sample), the confidence interval is 95% - applying this to the data indicates that the difference between the East Lothian and Scottish figures is only statistically significant in the case of one of the HACE measures (which is not included in the LGBF indicator).
SW4c % of adults supported at home who agree they are supported to live as independently as possible		72.12	78.8	72.1	0.0 %	29		4 ◆	73.3	This indicator is based on the Scottish Health and Care Experience Survey (HACE). Due to the methodology used and the low response rate for East Lothian (31% of sample), the confidence interval is 95% - applying this to the data indicates that the difference between the East Lothian and Scottish figures is only statistically significant in the case of one of the HACE measures (which is not included in the LGBF indicator).
SW4d % of adults supported at home who agree they had a say in how their care/support was provided		60.64	70.6	60.6	0.0 %	32		4 ◆	68.6	This indicator is based on the Scottish Health and Care Experience Survey (HACE). Due to the methodology used and the low response rate for East Lothian (31% of sample), the confidence interval is 95% - applying this to the data indicates that the difference between the East Lothian and Scottish figures is only statistically significant in the case of one of the HACE measures (which is not included in the LGBF indicator).
SW4e % of carers who feel supported to continue in their caring role		30.76	29.7	30.8	0.0 %	12		2 ▲	29.4	The HSCP continues to develop support for carers. A dedicated Carers Strategy Officer was recruited in 2022 and has been developing further support options for carers, as well as producing a new Carers Strategy (due to be published in June 2023).

Fiscal\_YR 2021/22  
 Local Authority East Lothian

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<b>Environmental Services</b>										
ENV7a % of adults satisfied with refuse collection	82.1						11			
ENV7b % of adults satisfied with street cleaning	78.6						1			
<b>Culture &amp; leisure Services</b>										
C&L5a % of adults satisfied with libraries	82.5						7			Satisfaction data is not available
C&L5b % of adults satisfied with parks and open spaces	89.7						9			Satisfaction data is not available
C&L5c % of adults satisfied with museums and galleries	71.6						9			Satisfaction data is not available
C&L5d % of adults satisfied with leisure facilities	80.9						3			Satisfaction data is not available



**REPORT TO:** Policy, Performance and Review Committee

**MEETING DATE:** 15 June 2023

**BY:** Executive Director for Place

**SUBJECT:** Customer Feedback Reporting 2022/2023

**5**

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**1 PURPOSE**

- 1.1 To report on the use of the Council's Complaints Handling Procedure for 2022/2023 (1 April 2022 to 31 March 2023).
- 1.2 To raise awareness of implemented and planned improved processes as result of trends seen in the reporting.

**2 RECOMMENDATIONS**

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

**3 BACKGROUND**

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

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

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

- 3.2 Complaints handled at Stage 1 where customers are not satisfied with the response, escalate to Stage 2. Such complaints continue to be recorded separately. This ensures that the reporting of complaints “escalated to Stage 2” are more accurate.
- 3.3 The Customer Feedback and FOI team have welcomed two new members to the team over the past year. A continuation of cross skilling has enabled the team to provide continued stabilisation within both teams. The teams have continued to work from home with no impact on services delivery allowing the teams to comply with the regulatory requests in accordance with legislation.
- 3.4 The Complaint Handling Completion Form continues to capture valuable data, including resolutions and learnings and it helps develop new practices. The learnings and service improvements are captured within each Service areas Improvement log and shared with Service Managers quarterly. This remains a valuable tool for supporting Services in making continuous improvements and maintaining a Customer First approach.
- 3.5 The customer satisfaction survey has now been fully embedded. The survey captures the feedback around how the complaint process was handled. We sent 129 survey requests to customers and 18 were returned. The findings are included in our quarterly benchmarking data and shared with our regulator.
- 3.6 The Council continues to record and report on complaints received by the Contact Centre, local area offices and the Customer Feedback Team. Service areas are encouraged to report complaints they receive through these channels to ensure recording is as accurate as possible.
- 3.7 The new OCP (On-line Customer Portal) is working well. Further adaptations and improved processes continue to ensure improved efficiencies.
- 3.8 This report covers all Council Services.

### **3.9 Customer Feedback Overview 2021/2022**

- 3.9.1 During 2022/2023, East Lothian Council received **714** complaints, compared with **861** in 2021/2022. Overall 2022/2023 saw a decrease in both Stage 1 and Stage 2 complaints in terms of Customer Feedback. This is detailed further below. There has been a significant decrease in comments received, particularly in relation to the new recycling collections (27%) of all comments received compared to (51%) in 2021/2022.

## 2022/2023

Stage	Complaints	Compliments	Comments
1	569	250	444
2	67		

## 2021/2022

Stage	Complaints	Compliments	Comments
1	767	248	939
2	94		

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

**Stage 1: 42%** (237 of 569) responded to within 5 working days.

**Stage 2: 66%** (44 of 67) responded to within 20 working days.

3.9.3 Response times have decreased since 2021/2022 from 54% to 42% for Stage 1 and increased from 50% to 66% for Stage 2. Greater complexity around the stage 2 requests have required lengthy investigations by ELC service areas extending the 20 working day timescale in some instances.

Whilst the response time is longer than the SPSO guidelines, customers are advised if their Stage 2 complaint is going to take more than 20 days and provided with regular updates, where required.

## 3.10 Complaint Analysis 2022/2023

### Stage 1 complaints

Outcomes in 2022/2023 were as follows:

**569** complaints received

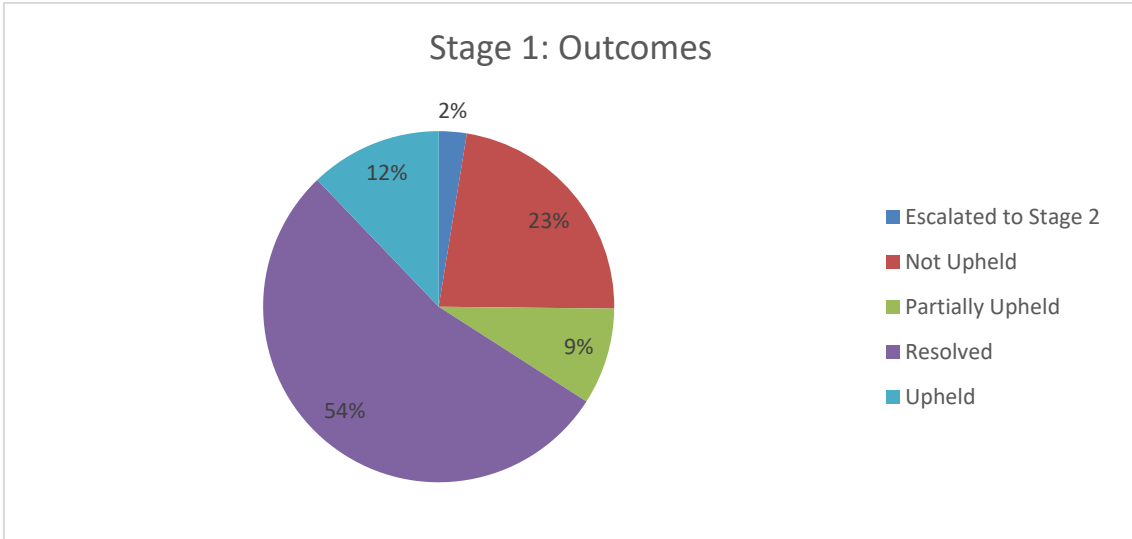
Not Upheld - 132

Partially Upheld - 52

Upheld - 71

Resolved - 314

Escalated to Stage 2 - 15



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

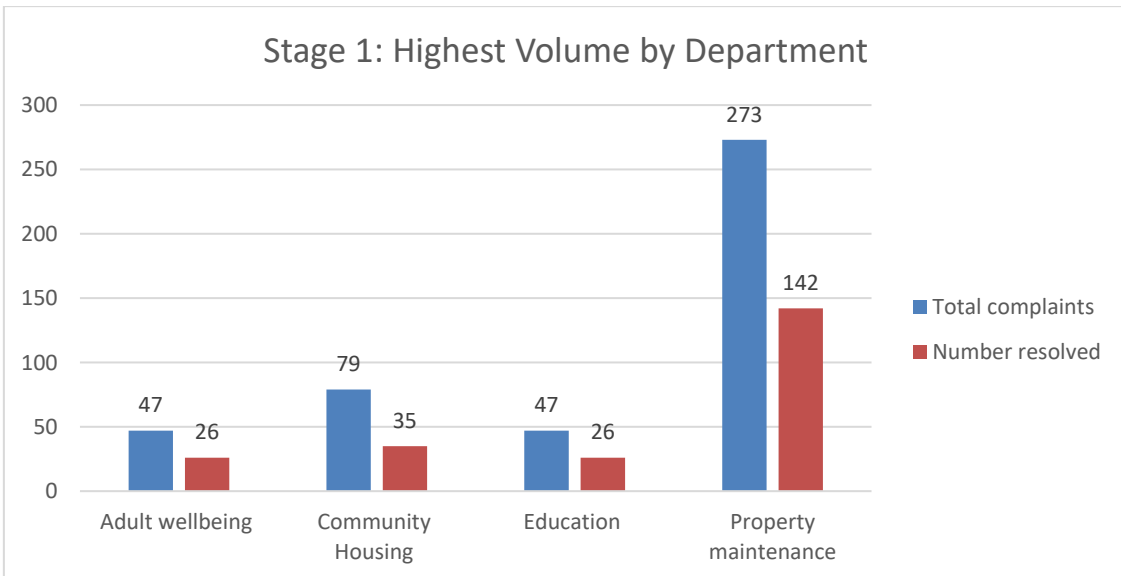
The service areas receiving the highest volume of **Stage 1** complaints in **2022/2023** were:

**Property Maintenance 48% (273)**

**Education 8% (47)**

**Adult Wellbeing 8% (47)**

**Community Housing 14% (79)**



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

**Education** received 8% (47) of all Stage 1 complaints received in 2022/2023 (569). Of the complaints received, over 55% were resolved.

**Adult Wellbeing** received 8% (47) of all Stage 1 complaints received in 2022/2023 (569). Of the complaints received, over 55% were resolved.

**Community Housing** received 14% (79) of all Stage 1 complaints (569) and has seen a slight increase from 77 in 2021/2022. Of the complaints received, over 44% were resolved.

**Property Maintenance** received 48% (273) of all Stage 1 complaints received in 2022/2023 (569). Stage 1 complaints have seen a slight increase from 233 in 2021/2022 to 273 this year. Of the complaints received, over 52% were resolved

### Stage 2 complaints

Outcomes in 2022/2023 were as follows:

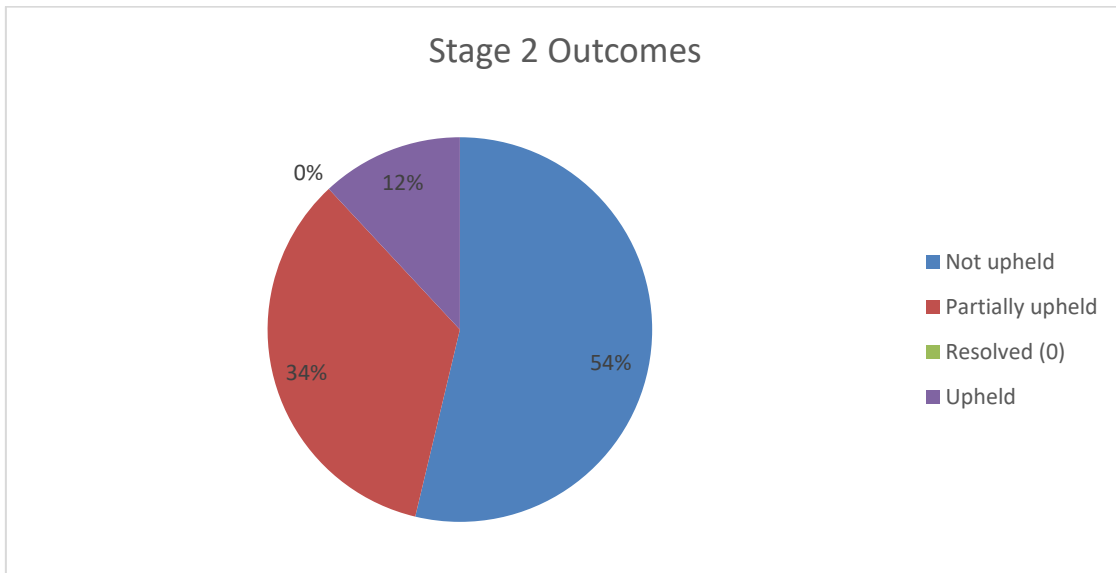
**67** complaints received

Not Upheld - 36

Partially Upheld - 23

Upheld - 8

Resolved - 0



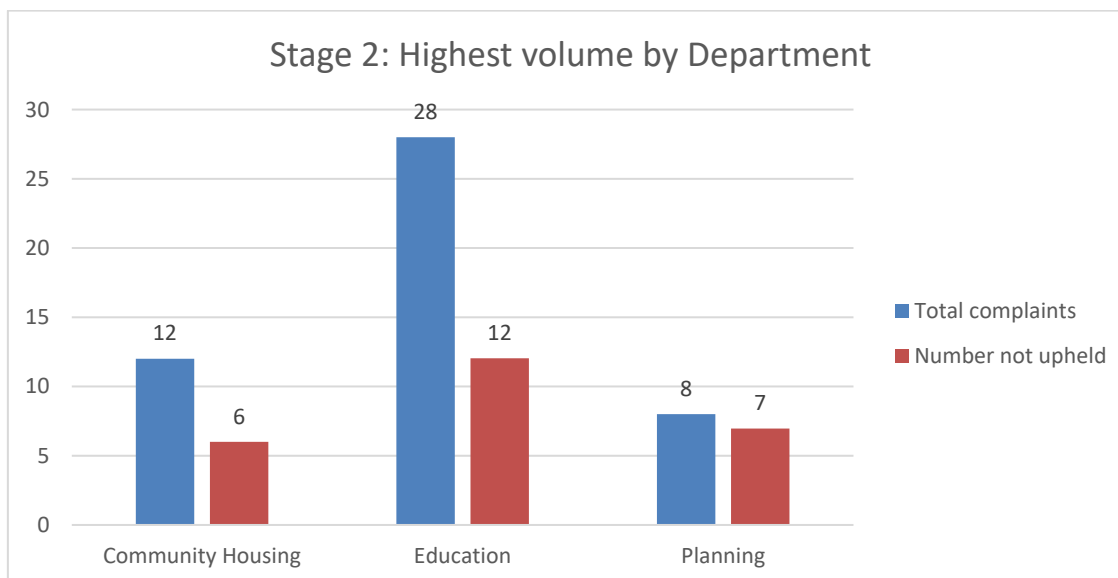
Please note: Totals may not match as not all complaints are closed in the same quarter as in which they are received.

The service areas receiving the highest volume of **Stage 2** complaints in **2022/2023** were:

**Education** 42% (28)

**Planning** 12% (8)

**Community Housing** 18% (12)



**Education** received 42% (28) of all Stage 2 complaints received in 2022/2023 (67). Of the complaints received, over 43% were not upheld. 36% of Education complaints were in relation to bullying and 21% were in relation to ASN pupils.

**Planning** received 12% (8) of all Stage 2 complaints received in 2022/2023 (67). Of the complaints received, over 87% were not upheld.

**Community Housing** received 18% (12) of all Stage 2 complaints (67). Of the complaints received, over 50% were not upheld.

3.10.2 A table of all Service Area Complaints in 2022/2023 are shown in Appendix 1. Service Area Response Timescales are shown in Appendix 2.

### 3.11 Compliments Overview 2022/2023

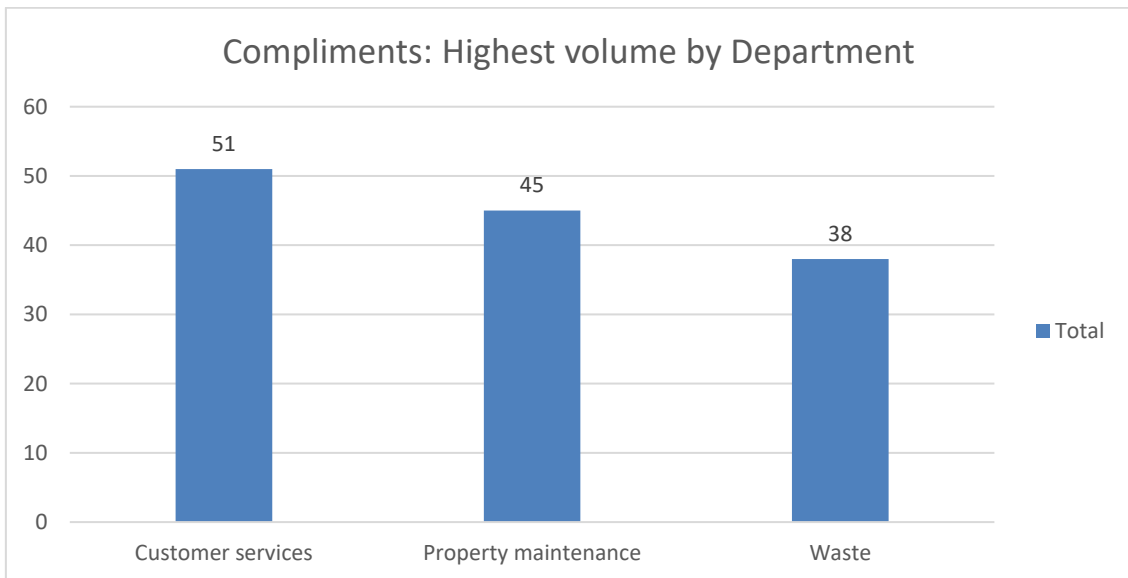
3.11.1 **250** compliments were received in **2022/2023**.

The following Service Areas received a high percentage of compliments:

**Property Maintenance** 18% (45)

**Customer Services 20% (51)**

**Waste 15% (38)**



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

### 3.12 Comments Overview 2022/2023

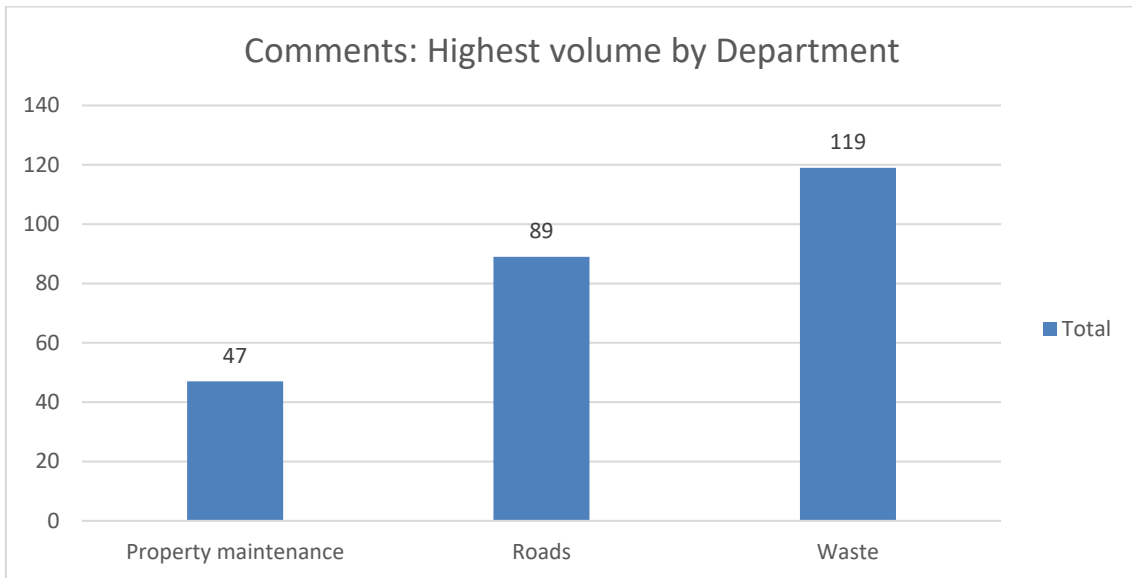
3.12.1 **444** comments were received in 2022/2023.

The following Service Areas received a high percentage of comments:

**Roads 20% (89)**

**Property Maintenance 11% (47)**

**Waste 27% (119)**



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

### 3.13 Service Improvements as a Result of Feedback

#### Community Housing

The Community Housing service continues to carefully consider customer feedback through both complaints and positive comments, as well as satisfaction survey data, in order to continuously review its processes. Customer satisfaction remains relatively high but complaints analysis, especially around upheld complaints, is being factored into ongoing service development activity. An independent comprehensive tenant satisfaction survey has been undertaken between July and October 2022, which shows generally high levels of tenant satisfaction against all Housing Charter indicators compared to the local authority average. These findings will allow us to further analyse customer sentiment through customer focus groups and tenant scrutiny activity and will help enable us to plan for further improvements.

#### Property Maintenance

As a result of the feedback received, Property Maintenance have reviewed processes around plasterwork and external builder work repairs, directing inspections of such jobs to dedicated trade supervisors, meaning one less visit from report to completion. Also, following a trend of failures resulting from a particular subcontractor, enhanced contract scorecard measures were implemented.

#### Waste Services

The feedback process and monitoring provided have allowed the service to improve performance to our residents and users. Officers have been able to act on the information provided and make service improvements as required



## **Education**

In the Education Service we use complaints as a means of self-evaluation. We have monitored the themes in our complaints and have tightened up our processes around investigating them. Themes arising have been included in our improvement priorities, such as approaches to anti-bullying, providing excellent learning and teaching experiences and nurturing approaches.

## **4 POLICY IMPLICATIONS**

4.1 None

## **5 INTEGRATED IMPACT ASSESSMENT**

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

## **6 RESOURCE IMPLICATIONS**

6.1 Financial - None

6.2 Personnel - None

6.3 Other – None

## **7 BACKGROUND PAPERS**

7.1 None

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<b>DATE</b>	25/05/2022

## Appendix 1 Customer Feedback Breakdown by Service 2022/2023

Service Area	Stage 1 Received	Not Upheld	Partially Upheld	Upheld	Resolved	Escalated to stage 2	Stage 2 Received	Not Upheld	Partially Upheld	Upheld	Resolved	Compliments	Comments
<b>Adult Wellbeing</b>													
Total	47	5	8	6	26	2	4	0	2	2	0	26	7
<b>Building Standards</b>													
Total	5	3	0	2	0	0	1	1	0	0	0	0	0
<b>Children's Services</b>													
Total	20	6	4	1	0	0	2	2	0	0	0	1	2
<b>Community Housing</b>													
Total	79	22	6	8	35	8	12	8	6	1	0	8	32
<b>Community Partnerships</b>													
Total	0	0	0	0	0	0	0	0	0	0	0	5	2
<b>Web &amp; Corporate Communications</b>													
Total	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Customer Services</b>													
Total	7	1	1	1	4	0	0	0	0	0	0	51	11
<b>Education</b>													
Total	47	13	4	3	26	5	28	11	14	3	0	13	10
<b>Engineering Services</b>													
Total	7	0	0	0	7	1	0	1	0	0	0	1	4

Service areas which have not received any complaints or comments/compliments in 2022/2023 have not been included in this overall report

Service Area	Stage 1 Received	Not Upheld	Partially Upheld	Upheld	Resolved	Escalated to stage 2	Stage 2 Received	Not Upheld	Partially Upheld	Upheld	Resolved	Compliments	Comments
<b>Environmental Services</b>													
<b>Total</b>	12	5	2	1	4	2	5	5	1	0	0	5	22
<b>Planning</b>													
<b>Total</b>	10	5	2	0	1	3	8	7	2	0	0	0	7
<b>Facilities</b>													
<b>Total</b>	3	1	1	1	0	0	0	0	0	0	0	5	14
<b>Property Maintenance</b>													
<b>Total</b>	273	52	15	40	141	4	6	2	4	2	0	45	47
<b>Roads</b>													
<b>Total</b>	27	5	5	1	15	2	2	3	1	0	0	15	89
<b>Transportation</b>													
<b>Total</b>	2	1	0	0	1	0	0	0	0	0	0	0	11
<b>Sports &amp; Countryside</b>													
<b>Total</b>	12	1	2	1	8	0	2	2	0	0	0	14	42
<b>Waste</b>													
<b>Total</b>	37	7	2	4	24	1	1	1	1	0	0	38	119
<b>Revenues Services</b>													
<b>Total</b>	20	10	0	0	10	3	1	2	2	0	0	16	15
<b>Governance</b>													
<b>Total</b>	3	1	0	2	0	1	2	2	1	0	0	7	9
<b>Strategic Asset &amp; Estates</b>													
<b>Total</b>	0	0	0	0	0	0	1	0	1	0	0	0	0

Service areas which have not received any complaints or comments/compliments in 2022/2023 have not been included in this overall report

## Appendix 2 Customer Feedback Response Times by Service 2022/2023

Service Area	Stage 1 % responded to within 5 Working days	Stage 2 % responded to within 20 Working days
Adult Wellbeing	51%	50%
Building Standards	0%	100%
Children's Services	45%	50%
Community Housing	27%	83%
Customer Services	100%	**
Education	45%	71%
Engineering Services	43%	100%
Environment Services	42%	60%
Facilities	66%	**
Strategic Asset & Estates	**	100%
Governance	67%	100%
Planning	10%	87%
Property Maintenance	31%	83%
Revenues Services	70%	100%
Roads	41%	100%
Sports Countryside & Leisure	25%	100%
Transportation	0%	**
Waste	81%	100%
** no complaints recorded		

**REPORT TO: POLICY AND PERFORMANCE REVIEW  
COMMITTEE (PPRC)**

**MEETING DATE: 15<sup>th</sup> June 2023**

**BY: Lindsey Byrne, Head of Children's Services**

**SUBJECT: Fostering Update**



**6**

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**1 PURPOSE**

- 1.1 To provide committee with an update on fostering in East Lothian, including development work focussed on our approach to payments and support to ensure we are able to retain our current cohort of carers while attracting new people to choose fostering as a career.

**2 RECOMMENDATIONS**

- 2.1 The committee is asked to note the current position of foster care in East Lothian and the particular challenges in recruitment. It is also invited to note the planned developments required to review payments and models of support.

**3 BACKGROUND**

- 3.1 Under Section 22 of The Looked After Children (Scotland) Regulations 2009, East Lothian Council operates as a fostering agency. This requires the council to appoint a fostering panel which has a statutory responsibility to consider and review the case of every foster carer and prospective foster carer referred to it by the local authority.
- 3.2 The fostering panel, amongst other decisions, must make a recommendation about whether a prospective foster carer is suitable, or continues to be suitable to be a foster carer.
- 3.3 When someone is approved as a foster carer for East Lothian Council, they are allocated to a social worker who specialises in the field of fostering. This social worker acts as the carer's supervisor, providing regular support and oversight whilst getting to know the children who are placed with the carer.
- 3.4 The East Lothian fostering team provide a high level of support for carers. They build close working relationships to ensure they understand their individual needs. Carers are offered a wide range of regular training and development opportunities including Team Teach (positive behaviour

management) and emotional regulation. There are frequent local support groups. Foster carers, supported by a facilitator, come together to provide peer support amongst people who understand the challenges and opportunities that come with caring for children and young people. There is also a peer mentoring initiative where more experienced carers pair up with newly approved carers to provide advice and guidance at the start of their fostering journeys.

- 3.5 In May 2023, East Lothian has 49 full-time foster carers and four respite foster carers. This equates to 83 full-time and six respite placements for children and young people. Two foster carers are waiting to be deregistered and are no longer looking after children. Thirty of the foster carers are approved to have two children if they are siblings.
- 3.6 Thirteen foster carers are providing continuing care which means that a young person is choosing to remain in the placement once they have ceased to be officially looked after. While this is a good indicator of placement stability and a child-centred approach to care, it also means that these placements are not available for new children requiring foster care.
- 3.7 The current age range of our carers shows that a significant majority of them are over 50 years old. There are 23 foster carers over the age of 61 and four over the age of 70. While there is no set age for foster carer retirement, we can reasonably expect the current cohort to reduce over the next five years. There is currently one family in the assessment phase and due to come to panel for approval in July 2023.
- 3.8 The number of new foster carers being recruited in East Lothian has reduced over the past five years:

<b>Year</b>	<b>Fostering inquiries</b>	<b>New carers approved</b>	<b>Carers deregistered</b>
2018	29	4	3
2019	62	4	9
2020	32	9 *	1
2021	28	5	4
2022	29	4	6
2023 to date	18	0	4

\*5 carers recruited under emergency COVID-19 regulations – only 2 of them are still fostering

- 3.9 East Lothian is in line with a national fostering recruitment crisis as a number of local authorities report a similar decline in foster care recruitment. However, it is known that people who reside in East Lothian have been recruited by City of Edinburgh Council and independent fostering agencies. City of Edinburgh have a significant marketing budget

and will often advertise within East Lothian. It is also understood that independent agencies advertise their ability to provide 24/7 support to carers which is attractive.

- 3.10 It is acknowledged that there are currently not enough East Lothian Council foster carers to meet the demand of children who require foster placements. Given that there are insufficient carers in East Lothian, Children's Services are required to also use independent fostering agencies at a significant additional cost to the local authority. This can result in children having to reside out with East Lothian which can cause further disruption and lead to poorer outcomes in the longer term.
- 3.11 Increasing the cohort of East Lothian Council foster carers would lead to cost savings over time as there would still be a number of children in external foster care. It may not be in their best interests to move back to East Lothian. As external placements are phased out over time, the cost of internal fostering would increase. It is not possible to quantify the saving and the timings as there are many variables, mostly out with the control of East Lothian Council.
- 3.12 Children's Services are actively considering how to attract more local people to consider fostering as a career. Further work is now required with foster care payments and support opportunities out with office hours.
- 3.13 Foster carers receive two payments, known as the fee and the allowance. The fee is effectively their wage and the allowance is the money to be used to provide for the child in placement.
- 3.14 The Scottish Government have been reviewing the fostering allowance with a view to setting a national minimum. However, this has not yet been possible due to the vast difference in payment levels across Scotland.
- 3.15 East Lothian Council operates two systems for carers' fees. The older system is one with three levels where carers entered at level one and progressed to level two and three as their experience and training progressed. The newer system bases the payment on the age of the child with one payment being offered for children aged 0-11 and a higher payment for children aged 12 and over. This was implemented in 2017 to attract more people to care for teenagers but unfortunately this did not lead to an increase in carers for the older age group. Having two payment systems leads to some carers being paid differently.
- 3.16 Having benchmarked East Lothian foster carer payments, we have noted that our fees are less than our neighbouring authorities:

**Age related weekly fostering fees by local authority (as at January 2023)**

<b>Local Authority</b>	<b>0-11</b>	<b>12 and over</b>	<b>Disability or specialist</b>
West Lothian Council	£208.15	£208.15	N/A
City of Edinburgh Council	£171.67	£234.79	£429.20
East Lothian Council	£160	£220	N/A

## Level related weekly fostering fees by local authority (as at January 2023)

Local Authority	Level 1	Level 2	Level 3
Scottish Borders Council	£173.16	£230.93	N/A
Midlothian Council	£231	£292	£343
East Lothian Council	£151.50	£202	£303

- 3.17 Work is now underway across Children's Services and Finance Services to jointly review the fostering payments with a view to bringing an updated model and review of payment fees to Council for approval later this year.
- 3.18 As well as reviewing payments, Children's Services are reconsidering how carers can access support out with normal office hours. Evenings and weekends can be particularly difficult times for children and young people and a local service which can offer advice, guidance or support at these times would bring East Lothian Council in line with independent fostering agencies who offer this as standard.
- 3.19 We also plan to review the approach to marketing with a view to expanding the reach across East Lothian. Children's services continue to work closely with communications colleagues to diversify the approach and to learn from what works in other areas. A new campaign in partnership with Greatest Hits radio is currently being explored.
- 3.20 Since the pandemic and the additional pressures this placed on children and young people, there has been an increase in the distressed behaviour of those children who require foster care. It is important that East Lothian Council responds and commits to modernising the approach to payments and support for carers. It is hoped that this will improve the attractiveness of fostering as a career for local people who have the skills and dedication to make a significant difference to the most vulnerable children and young people.

## 4 POLICY IMPLICATIONS

- 4.1 A review of fostering payments will require the current policy to be updated to reflect the new rates when agreed.
- 4.2 The developments discussed are in line with national policy, outcomes and strategic direction.

## 5 INTEGRATED IMPACT ASSESSMENT

- 5.1 The subject of this report will go through the Integrated Impact Assessment process when the development work is progressed.



## **6 RESOURCE IMPLICATIONS**

- 6.1 Financial – Children’s Services are working collaboratively with Financial Services to propose a new foster payment structure. The full financial modelling, projected costs and budget implications will be presented to Council for approval in due course.
- 6.2 Personnel - In reviewing and developing the approach to out of hours support for carers, we will take account of any HR related implications. This will be fully outlined in the final report and recommendation to Council.

## **7 BACKGROUND PAPERS**

- 7.1 Not applicable.

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**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 15 June 2023

**BY:** Executive Director for Place

**SUBJECT:** Landlord Performance Report 2021/22

**7**

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## **1 PURPOSE**

- 1.1 To update Elected Members on the Council's performance in meeting the key Social Housing Charter outcomes referenced in the 2021/22 Landlord Report.

## **2 RECOMMENDATIONS**

- 2.1 Members are asked to note the performance data and customer satisfaction results set out in the report.
- 2.2 Members are also asked to note the initial performance data at paragraph 3.10 in respect of 2022/23.

## **3 BACKGROUND**

- 3.1 Social landlords are required to submit an Annual Return on the Charter (ARC) by 31 May each year to the Scottish Housing Regulator (SHR) as part of the regulatory framework. This return captures a range of performance and contextual information across a range of indicators.
- 3.2 In respect of the regulatory framework there are a range of wider requirements placed on each social landlord. Some of the key requirements are listed below:
- Submit an approved Annual Assurance Statement to the SHR showing compliance or otherwise against the regulatory framework by 31 October each year
  - Carry out a comprehensive tenant customer satisfaction survey at least once every three years

- Provide a landlord performance report to tenants each year by 31 October. In producing this landlord report, there is a requirement that tenants will be involved in its development.
  - Give tenants meaningful opportunities to scrutinise and assess a landlord's performance
- 3.4 East Lothian Council has a strong tradition of tenant participation and is seen as an exemplar of good practice. The Charter created a requirement for all social landlords to deepen tenant participation by involving tenants and other service users through scrutinising and assessing a landlord's performance.
- 3.5 The Council has worked in partnership with East Lothian Tenants and Residents Panel (ELTRP) through a project group involving tenants and staff to jointly develop and produce the Landlord Report each year. The contents of each report are agreed with ELTRP and subject to wider consultation before being published online with paper copies made available for those who would prefer this.

### **Key performance measures in the 2021/22 Landlord Report**

#### 3.6 *Rent and value for money*

The report reflects on the decision not to apply a rent increase in 2021/22 due to the financial climate at that time. This was in contrast to those across the Council's peer group with only Midlothian Council taking a similar position.

##### *Rent collection*

Against a difficult backdrop, the Council managed to collect more rent than was due noting that some of this included arrears paid by former tenants. A fuller commentary on this excellent performance can be found in the 2021/22 Q4 report to PPRC dated 9 June 2022.

##### *Void rent loss*

Although a higher rent loss (and associated void turnaround times also longer) was noted for 2021/22 than the previous year, this was similar to the national picture. This was as a result of a variety of reasons including staff shortages, contractor shortages as well as a range of other impacts caused by the pandemic. Notwithstanding this poorer performance, void rent loss still sat well below the Scottish local authority average although re-let times were above.

#### 3.7 *Allocations and Sustainment*

East Lothian Council continues to have one of the best tenancy sustainment rates in the country. One of the consequences of this, means that the percentage of houses that become available each year is way below the national average. In spite of this, 433 houses were

allocated in 2021/22, which is a relatively strong position given the significant challenges associated with the pandemic.

### 3.8 *Repairs and Maintenance*

Emergency repairs averaged 3.89 hours v the Scottish LA average of 4.16 hours, whilst conversely non-emergency repairs averaged 9.82 days (v Scottish LA average of 8.87 hours). Tenant satisfaction with repairs sat at 90.39% against a Scottish LA average of 88.01%. Tenant satisfaction with the standard of their home when moving in fell from 76% to 69% but the number of survey returns only equated to 17% of all allocations. This does not provide a robust measurement. This satisfaction indicator is no longer a requirement of the ARC.

### 3.9 *Housing Options & Homelessness*

Average days in temporary accommodation remains high due to the extreme housing pressure the Council is under. Performance around days to re-house and associated commentary are a feature of quarterly performance indicators to PPRC.

#### **Brief commentary on performance for 2022/23**

3.10 Although the new landlord report for 2022/23 is in development and the contents yet to be agreed with ELTRP, members may wish to note the following in relation to 2022/23 performance:

- Continued strong rent arrears performance (101.42%)
- A slightly improved position in re-let days (65 days)
- Increased number of allocations (503 allocations)
- Emergency repairs performance is unchanged (3.89 hours)
- Day-to-day repairs performance has improved (9.18 days)
- Continued high tenancy sustainment (94.46%)

## **4 POLICY IMPLICATIONS**

4.1 The delivery of the report helps meet the Council's regulatory requirements. Performance as stated in the report is generally good and supports the Council's strategic objectives as outlined in the Council Plan 2022-27 and the East Lothian Plan 2017-27. Improvement work is underway to tackle areas where performance needs to be better.

## **5 INTEGRATED IMPACT ASSESSMENT**

5.1 An Integrated Impact Assessment is not applicable for this report.

## 6 RESOURCE IMPLICATIONS

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

## 7 BACKGROUND PAPERS

- 7.1 PPRC Report – 2021/22 Q4 report to PPRC – June 2022
- 7.2 2021/22 Landlord Report at: [Landlord Performance Report 2021/22 | East Lothian Council](#)

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<b>DATE</b>	June 2023

Date	Performance Monitoring / Inspection Reports	Other Reports / Reports Requested by Members
21 September 2023	Q1 2023/24 Performance	Child Protection & Safeguarding – Action Plan Economic Development – Strategy Development
14 December 2023	Q2 2023/24 Performance	Roads Asset Management – Annual Status and Options Report 2023
7 March 2024	Q3 2023/24 Performance	
20 June 2024	Q4 2023/24 Performance	

**Other reports (to be scheduled):**

IJB Annual Report – date to be confirmed  
Homelessness – date to be confirmed