

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

**THURSDAY 19 SEPTEMBER 2024
VIA A DIGITAL MEETING FACILITY**

2

Committee Members Present:

Councillor R Bennett
Councillor N Gilbert - Depute Convener
Councillor J Findlay
Councillor L Jardine - Convener
Councillor S McIntosh
Councillor C Yorkston

Other Councillors Present:

Councillor C McFarlane
Councillor T Trotter

Council Officials Present:

Ms H Barnett, Head of Corporate Support
Ms L Brown, Executive Director for Education and Children's Services
Ms L Byrne, Head of Children's Services and Chief Social Work Officer
Ms M Cockburn, Transformation and Digital Portfolio Manager
Mr S Cooper, Service Manager, Communications
Ms E Dunnet, Head of Finance
Ms S Fortune, Executive Director, Council Resources
Ms N McDowell, Head of Education
Ms Z Rathe, Team Manager, Information Governance
Mr T Reid, Head of Infrastructure
Ms C Rodgers, Head of Communities
Mr G Stewart, Policy Officer
Ms F Wilson, Chief Officer East Lothian HSCP

Clerk:

Ms L Gillie

Apologies:

Councillor D Collins

Declarations of Interest:

None

The clerk advised that the meeting was being held as a hybrid meeting, as provided for in legislation; that the meeting would be recorded and live streamed; and that it would be made available via the Council's website as a webcast, in order to allow public access to the democratic process in East Lothian. She noted that the Council was the data controller under

the Data Protection Act 2018; that data collected as part of the recording would be retained in accordance with the Council's policy on record retention; and that the webcast of the meeting would be publicly available for six months from the date of the meeting.

The clerk recorded the attendance of Members by roll call.

1. MINUTES FOR APPROVAL – PPRC, 07 MARCH 2024

The clerk highlighted minor errors in the minutes and gave an example of the word household being used instead of households. She stated that there was no indication that the minutes were not an accurate reflection of the meeting.

Decision

The committee agreed to approve the minutes.

2. 2023/24 Q4 and 2024/25 Q1 PERFORMANCE INDICATOR REPORTS

A report was submitted by the Executive Director for Place and prior to Gary Stewart, Policy Officer, presenting the report Councillor Jardine explained that at the end of the presentation members would go through the appendix to the report page by page to raise questions. Mr Stewart began by stating that the report covered Q4 and Q1 and highlighted some of the performance results. He advised that in Q4 the number of days to rehouse from temporary accommodation reduced but that this had increased during Q1. He further advised that this included several long standing single homeless households. Mr Stewart continued by saying that fly tipping had increased in Q1. Attendances at sport centres for this quarter was slightly higher and visits to pools had increased during Q4 but were lower in Q1. Business rates collection was above target during Q1, and the service had provided support and advice to business owners with almost £5 million being awarded in small business bonus support relief. Mr Stewart stated that rent arrears had increased during Q4 and dropped back down in Q1. He continued by advising that financial gains had helped 845 clients over the year and that customer demand could be influenced by DWP campaigns and the change in eligibility for the winter fuel payment. Mr Stewart concluded by stating that for the first time the number of invoices paid on time was on target.

In response to a question from Councillor Findlay about the increase in food hygiene inspections from 0–100% Mr Stewart replied that previous recording had no planned inspections for the quarter and therefore it should have been 100%. He continued by saying that he believed high risk inspections were the focus going forward. Caroline Rodgers, Head of Communities, added that they always aim for 100% and agreed that the 0% was because of no inspections having been planned and therefore none being recorded and that it should have been 100%.

Councillor Menzies asked why no food inspections had been planned and added that there was a proud record of food and drink in East Lothian and that they needed to give confidence to the public. Ms Rodgers responded by stating that they carried out food hygiene checking of high-risk premises on a regular basis and that she would come back to Councillor Menzies offline with more detail.

Councillor Jardine questioned the figures on homelessness and asked about the number of cases and the high change in statistics. She asked if it was possible to look at the number of people rehoused in Q1. Wendy McGuire, Head of Housing, agreed with her comments and said that a review was needed as it was dependant on the number of long-standing cases and not meaningful. She continued by saying that a small number of cases can give a very different

and alarming picture. Ms McGuire advised that she would take this away and look at a more meaningful measure.

Councillor Jardine asked about homelessness assessments and the factors which impact on assessment time. Ms McGuire replied by advising that there had been a significant increase in the number of homeless presentations and that they have been understaffed, she also stated that the team had done exceptionally well. She concluded by saying that they have recruited and should see improvement in this area.

In response to a question from Councillor Gilbert about fly tipping and council collection systems Mr Reid explained that system changes had had an impact on fly tipping and advised that a booking system had been introduced. The clamping down on access to centres had increased the number of fly tipping instances. Mr Reid continued by stating that he gave credit to the community wardens and amenity teams and that the vast majority of instances are in the west of the county. He highlighted that there was no excuse for fly tipping and that people who have been caught have been made to remove and clear up the instances with enforcement action being taken. He concluded by saying that they are taking action as strongly as they can and that figures have decreased due to the clamp down.

Councillor McIntosh queried the number of vehicles accessing centres and whether the booking system would be a barrier. She also asked if other counties have been looked at to see what they are doing. Mr Reid replied by saying that other authorities have introduced a booking system to ensure people are from the area as cross boundary tipping has been experienced. He said the booking system has worked extremely well so far but advised that they are not able to introduce it for domestic customers at present. He concluded by saying that work is ongoing.

Councillor McIntosh raised a point about the use of cargo bikes and suggested that the Council cargo bikes could be used as one of the options, but ended by saying this could be a discussion for the future.

In response to a question from Councillor Findlay about fly tipping on private land and the use of the reporting system to map instances Mr Reid advised that the system allows the mapping of instances and the regularity. He continued by saying that the vast majority of instances are in the west of the county and that it was easy to identify hot spots and had built up a picture of the area. He continued by saying that they have several options including increased supervision and working with the wardens or the mobile CCTV to secure areas. The system will enable private landowners to report instances and the Council to work with landowners. Mr Reid ended by advising that the system was working well for the team and that once waste was identified it is removed quickly and investigated.

Councillor Menzies queried the Business Gateway startup rates and fewer jobs being created. She also asked if the Council could influence the number of jobs created, what type of businesses they were and whether they could be mapped to ensure we are fighting towards the one council plan in relation to poverty and inequality. Mr Stewart replied by saying that he had no further information at this point but that he would provide the information offline. Ms Fortune added that she was happy to take this request and provide the information.

In response to a question from Councillor McIntosh about attendance at pools and leisure centres and what had been planned to encourage attendance. Mr Reid replied by saying that Enjoy Leisure was an arm's length organisation and that it was up to them to decide on their marketing. He commented that there had been a glitch in the system, and they were not sure 100% of attendances had been recorded. Mr Reid also highlighted the loss of the Loch Centre pool and the impact this was having on figures. He further advised that Enjoy Leisure are looking at things, but their operating costs restrict what they could offer in terms of special offers. He concluded by saying he would be happy to have a conversation offline.

In response to a question from Councillor McIntosh about the care experienced children and the language used Lindsey Byrne, Head of Children's Services and Chief Social Work Officer, agreed that the language was not helpful. She explained that she believed the intention was to show that the circumstances were around one child not numerous children and ended by saying she will advise those who write the commentary about the language used.

Councillor McIntosh also asked about formal foster care and kinship care and if the reasons for this were known for the reduced numbers from Q4 to Q1. Ms Byrne replied by saying that they are trying to look after more children within their own families and advised that there had been a number of foster carers who had retired. Ms Byrne continued by noting that there was a cohort of young people who due to their behaviour were not suitable for foster care and had required a residential care place. Ms Byrne concluded by saying that they are looking to recruit more foster carers as this is the number one choice for children. Councillor McIntosh then asked about the 18 young people who had left foster care and whether they had moved on in a planned way. Ms Byrne advised that she would be happy to provide more detail offline. Councillor Jardine agreed that it would be useful to see the breakdown of information.

Councillor Findlay followed up on the last point and asked about foster carers fees and Ms Byrne replied by saying that due to the increase in fees this is not a barrier when compared to authorities like Edinburgh. She also advised that the new Service Manager is looking at ways to reach as many people as possible in the recruitment of foster carers.

Councillor Menzies asked about children on the child protection register and Ms Byrne, advised that nationally expectations have shifted. She stated that while previously the practice was to get children off the register quickly, it was now reasonable for a child to be on the register for more than six months. Councillor Menzies then asked how this indicator could be changed if it is no longer meaningful and Lesley Brown, Executive Director for Education and Children's Services, stated that it was the intention to do a full review as national changes have impacted on a number of indicators. Ms Brown further advised that a report would be brought back to the PPRC at a future date to make recommendations and that it was up to the committee to decide what indicators are included.

Councillor Jardine commented that it would be useful to see if things can be streamlined due to the resources needed for reports and Councillor Menzies agreed.

Councillor Menzies asked about under 18-year-olds being taken out of the prison system and if the Council was prepared for this. Ms Byrne replied by saying that this has not impacted on East Lothian yet but that it could in the future. Any under 18-year-old would now go to a secure centre, the costs of which would be met by the Scottish Government. There will be discussions on how these costs will be met going forward.

Councillor Jardine asked about the terminology of looked after and accommodated children and asked if the phraseology was being looked at nationally. Ms Byrne said that that this was not generally how they talked about children and a lot of work was being done but that these were legislative categories of children. She ended by saying that she was happy to look at the commentary.

Councillor Menzies asked about people being moved from hospital to their own homes and the care they are receiving. She stated that she was not concerned about the quality of the care more about the ability to put care into place. Fiona Wilson, Chief Officer East Lothian HSCP, advised that they are regulated, and the standards of care are monitored including regular reviews. She further advised that the recent homecare inspection had resulted in positive scores. Ms Wilson gave the example of the care at home huddle which is multi-disciplinary and looks at people in the community as well as in hospital. She continued by saying that there are measures in place to ensure accessibility but that there are still people stuck in hospital. She highlighted that there are measures in place to stretch what is available

and that financial pressures play a part. She concluded by saying that she was confident they had a very good system.

Councillor Jardine requested clarification on the terminology of standard delayed discharge and Ms Wilson explained that is against a suite of codes, care at home or care home and then onto complex cases.

Ms Wilson replied to a question on care at home providers from Councillor Jardine by advising that there was greater external provision and that the greatest challenge in East Lothian was around providers. Councillor Jardine asked about the target for a social care assessment and Ms Wilson advised that the aim was to assess within 24 hours if they are in hospital and that they prioritise those in the community. Councillor Jardine requested that targets are included in future.

Councillor Jardine asked about the number of adult social care cases which are completed on duty and Ms Wilson stated that it had not been highlighted to her as being a concern. She continued by advising that more work carried out on duty took time away from planned work but stated that they are not concerned about this. Ms Byrne agreed and added that she was confident that cases are prioritised, and that good governance was in place.

Decision

The Committee agreed to note the report.

3. ANNUAL AND 'TOP 50' COUNCIL PLAN PERFORMANCE INDICATORS REPORT

A report was submitted by the Executive Director for Place. The report was presented by Michelle Cockburn, Transformation and Digital Portfolio Manager, who began by advising that appendix 1 included Annual Indicators that might be of particular interest including that the percentage of houses that met the Scottish Housing Quality Standard had increased. She continued by advising that the number of people involved in Connected Communities has decreased slightly and that the average number of sickness days per teacher has increased but is below the Scottish average. Ms Cockburn continued by highlighting key Top 50 Indicators including that the percentage of children living in households with less than 60% of average income had increased slightly but that East Lothian was the ninth lowest in the 23 council areas. She advised that the number of participants on council operated employment schemes had increased but the number of participants who progressed into employment had reduced. Education indicators were then highlighted, and Ms Cockburn stated that progress had been made towards the stretch aims for reducing the poverty related attainment gap but that updated figures were not available. She concluded by noting that the number of affordable house completions had increased, and the total number of online transactions had exceeded the annual target.

Councillor Jardine suggested that questions were raised in the same way as the previous report but noted that she was aware that there may be some cross over with appendix 2 and the previous report.

Councillor McIntosh commented on case work she has had where council houses have been in a bad state of repair, and it had been agreed that the tenants would not pay rent and how this was captured. Wendy McGuire, Head of Housing, advised that this data is not captured and was separate but that she would take this away and provide the information.

Councillor Jardine asked whether reasons were known for the rent loss due to voids and Ms McGuire advised that rent loss was significantly higher due to a number of factors and that

new builds had had an impact as had labour and recruitment. She assured the committee that there was now a full complement of staff, and they should see improvement in this area.

Councillor McIntosh noted that the highest paid 5% of women in the Council was included and asked about the lowest paid 5%. Sarah Fortune, Executive Director of Council Resources, stated that she would take this away and provide the information.

In response to a question from Councillor Findlay about the reason for the drop off from bronze through to silver and gold for the Duke of Edinburgh Awards and whether there was anything that could be done to encourage participation Caroline Rodgers, Head of Communities, advised she would ask the team and find out the reasons.

Councillor Menzies asked how, when there are no figures for women or girls who experience domestic violence, it can be said that we are increasing community resilience. Ms Byrne agreed and said that the Equally Safe Strategy is in the process of being introduced and that the data was needed. Ms Byrne continued by advising of a leader's group which is being developed to look at national strategy and that elected members will be invited to attend. She advised that there are pockets of data but nothing that gives the full picture. Councillor Menzies also asked about women and girls who are subject to violence, including poverty and being pushed into prostitution, and whether any work was being done with expert agencies and if this data will be included and tracked. Ms Byrne advised of two recent training courses and that they are looking to make staff groups more aware. She concluded by saying that this was not something that could be easily tracked but that they are looking at it.

Councillor Jardine asked about a cross over with trauma informed practice and Ms Byrne stated that you can't have one without the other. She continued by saying that through the leaders group they are aiming to create an East Lothian which is vocal about not accepting violence and that there is a need to do better and come together collectively.

Councillor Menzies asked about the percentage of children living in poverty and whether political decisions can be made to help, she also asked whether any work has been done to look at how grants are administered in these communities. She stated that community partnership grants gave equal amounts to areas and asked whether we need to look at a more equality-based approach. Ms Rodgers replied by stating that area partnerships currently are renewing area plans and would be able to evidence outcomes. She also advised that the Poverty Plan has been recently approved by Council and included a number of actions on how communities can access funding. She concluded by saying that they are doing all they can to support young people in poverty.

In response to a question from Councillor Findlay about online transactions and whether once the number of garden waste transactions are removed it is still on target, Ms Cockburn stated that the number of online transactions had exceeded the target. She concluded by saying that she would bring back more information.

Councillor Jardine thanked officers for the report and repeated that she felt it would be useful to find ways of streamlining so that reporting was less onerous on officers.

Decision

The Committee agreed to note the report.

4. EAST LOTHIAN IJB ANNUAL PERFORMANCE REPORT 2023/24

A report was submitted by the Chief Officer East Lothian HSCP. Ms Wilson began by advising that this was the first time the report had been presented to PPRC. She continued by saying

that the main thing to highlight was that there are number of HSC indicators that are reported to the PPRC regularly, but these do not describe the breadth and depth of services. The annual performance report shows the context in which they are working and some of the challenges. Ms Wilson advised that from a performance overview perspective the annual performance report reports on the national integration measures required by Scottish Government. She continued by highlighting the case studies in the report and stated that these are key to describe how they respond to individual situations. Ms Wilson concluded by asking members to note the report and recognise the achievements.

In response to a question from Councillor Menzies about people re-admitted to hospital Ms Wilson advised that they have a strong multi-disciplinary approach. She stated that bed occupancy is looked at every day and meetings are held every morning to discuss people in hospital and how they could be supported to leave hospital with the right outcomes. Ms Wilson continued by saying that they look at people who are high risk and how they can be managed into the community. She also noted that they recognise that measures have been put in place to support people to stay at home. Ms Wilson added that she could assure members that they are looking at people as people and that it was no longer hospital staff making decisions, it was the health and social care staff who know which services are available and the challenges.

Councillor Menzies asked about the number of days people over 75 years of age are in hospital after they are ready to be discharged and queried whether it was a lack of staffing. Ms Wilson stated that East Lothian is one of the top performing authorities and that they need to get to people before they hit the delay. Because of the way delays are measured they don't get the detail for those aged 75 years plus. Ms Wilson advised that some of the challenges are around care at home provision and access to care home beds. She stated that they try to avoid delay and control the direction of where people go. She concluded by saying that care at home remains a challenge particularly in rural areas.

Councillor McIntosh questioned the 71% of people having a positive experience at their GP practice and stated that in Musselburgh people are not having a positive experience. She asked if the figure could be broken down by ward and questioned whether the 71% was hiding a large disparity within the county. Ms Wilson commented that people could be using hospital as an alternative to visiting a GP but that they are not picking that up. She also advised that there was continual work ongoing and that they were engaging with primary care. Ms Wilson also noted that there are challenges nationally around primary care and that in East Lothian they are trying to provide alternatives. Ms Wilson concluded by saying that she would provide more details.

Councillor Jardine noted that the best way to ensure health and wellbeing is to focus on prevention and that performance against national indicators and against the Scottish average is positive. She continued by questioning whether the focus on prevention had fallen back due to resource pressures. She also noted that while East Lothian was doing well against national indicators against its own previous performance they are not doing as well. Ms Wilson replied by stating that they have to make decisions around priorities and that at times the least worst decision had to be made. She also advised that the results of prevention can often not be seen straight away and that the challenge around prevention is a real issue in planning services.

Councillor Jardine commented that the report was really helpful and showed East Lothian in a good light at a national level, but that ward information would be useful.

Decision

The Committee agreed to note the report.

5. CUSTOMER FEEDBACK REPORTING 2023/2024

A report was submitted by the Executive Director for Council Resources. Zarya Rathe, Team Manager Information Governance, presented the report and stated that there had been a slight decrease in the number of complaints and an increase in the number of comments, with a total decrease on all items. She continued by advising that response time for stage 1 complaints was comparable with last year and that there had been an improvement with stage 2 complaints. Property maintenance had received the highest level of complaints at stage 1 and over half of these were resolved. Education received the highest level of complaints at stage 2 and around a third of these were not upheld. Customer Services received the highest level of compliments. It was highlighted that these services all have a high level of customer service interaction. Ms Rathe advised that the Customer Services Team is looking at new ways of extracting details to help services across all areas.

Councillor Menzies asked if information was available on the number of complainants as well as the number of complaints to identify if there were multiple complaints made by individuals. Ms Rathe stated that she would take this away and ask if this information could be provided. She continued by saying that anecdotally there are serial complainers but that they have to look at the complaint rather than the complainer. They are currently looking at making it clearer what actions could be taken regarding malicious or vexatious complaints and unacceptable behaviour. She highlighted the use of the unacceptable behaviour policy. Councillor Menzies stated that it would be useful to see the details as it could give a completely different picture.

Councillor Menzies continued by asking if a case worker system was used and commented that the biggest complaint is that people do not hear back. She also commented on the use of multiple systems and whether there was a clear way to provide feedback. Ms Rathe responded by saying that they do have a central feedback team who receive and assess complaints then pass them onto individual services after they are recorded centrally on the customer portal online system. Ms Rathe advised that service areas generally just respond to the complainant but continued by saying that they are struggling to get first line responses out. This is balanced against an improved performance at stage 2 where there is more likely to be a more detailed investigation and a case worker. Councillor Menzies added that if there were any systematic matters that make officers jobs more difficult it would be good to have the evidence.

In response to a question from Councillor Findlay about the number of bullying allegations which had not reached the formal complaint stage and the percentage not upheld Ms McDowell advised that she did not have that information but that it would be available as all cases were logged so she would be able to provide it.

Councillor Jardine asked for an explanation of what resolved looks like compared to upheld or not. Ms Rathe replied by giving an example of housing where a customer needs something fixed. She advised that previously complaints were upheld, partially upheld, or not upheld and the view was that this didn't reflect the circumstances when something simply needed fixed. She explained that upheld and not upheld were not as straightforward as it can be fixed.

Councillor Jardine commented on the low response rate to satisfaction surveys and asked if there were any know tensions with front line managers as a result of complaints. Ms Rathe replied that she would need to take this back to the team to look at the level of response and the factors impacting on this. She continued by stating that this was an area they were focussing on, looking at what the blockages to responses are. She added that she would not like to say if there were any feelings of managers getting into trouble and concluded that they needed to gather more data and increase engagement with service areas.

Councillor Menzies then asked if the Customer Services Team could call some users rather than sending a written questionnaire but added that she understood the resources required. Councillor Menzies further added that the number of complaints does not alarm her due to the size of the authority and stated that she would like to know how many complaints are being dealt with by officers which are linked to the decisions made by councillors.

Councillor McIntosh agreed with Councillor Menzies's comments and added that it was human nature after a negative interaction people. She questioned whether it was known if other authorities have better rates to try and learn from them.

Councillor Jardine Commented that the whole process should be about continued improvement and thanked officers for the report.

Decision

The Committee agreed to note the report.

6. WORK PROGRAMME – SESSION 2024/25

Ms Cockburn shared an update on the work programme and proposed dates for 4 papers. Homelessness Update – December 2024, LDP2 - March 2025, 1140 Hours Update – June 2025, ASN - December 2025

Councillor McIntosh asked if it was possible to have the ASN paper brought forward, and Ms Brown stated that she would be happy to pick up any specifics on that. Ms McDowell added that a paper would be brought to the Education Committee in November.

Councillor Findlay asked if the paper on the 1140 hours could be brought forward, and Councillor Jardine commented that this may be due to timings and data availability. Ms Brown added that June was the end of the academic year therefore there would be more to report but stated that she was happy to discuss with Ms McDowell whether a paper in March was possible.

Ms Cockburn suggested that the Top 50 Indicator report be removed from December and that one report on the Top 50 and Annual Performance indicators is presented in June.

Ms Brown requested that the review of indicators was added to December to ensure that the committee were happy with the indicators. Councillor Jardine responded by voicing concern that December may not be enough time for the required changes and Councillor Menzies agreed saying that she would rather they got the changes right even if it took longer. Ms Brown then suggested that a progress report could be brought to committee in December with a more substantial report at a later date.

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
Convener of the Policy and Performance Review Committee

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 12 December 2024

BY: Executive Director for Council Resources

SUBJECT: Q2 2024/25 Performance Indicators

2

1 PURPOSE

- 1.1 To provide Elected Members with information regarding the performance of Council services during Q2 2024/25 (July – September 2024).

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.
- 3.2 Appendix 1 provides the results of the Key Performance Indicators for Q2 2024/25. Due to a system error, it has not been possible to display commentary for this quarter within Appendix 1. This should be resolved for the next report. The majority of available commentary has been added to this report instead.
- 3.3 The following are some of the performance measures from Appendix 1 that may be of particular interest to members:
- **Homelessness** (CH01, CH02) – the number of homelessness cases reduced slightly to 178 in Q2. This slight reduction in the number of applications may indicate a levelling off following the end of recent protections against eviction. The number of applications received from

households outwith the county is also under scrutiny and will be monitored closely going forward.

The average number of days to re-housing has increased from 370 days to 387 in Q2. Single homeless households generally spend longer periods in temporary accommodation (due to high demand for smaller properties and lower stock levels) before securing permanent accommodation.

Homelessness assessments completed in under 28 days reduced during the quarter to 71.3%. It is anticipated performance will improve following a successful recruitment campaign within the Housing Options Team.

- **Fly-tipping** (SCL_AS03) – fly-tipping incidents have increased slightly to 230 in Q2.
- **Number of Vehicles at Recycling Centres** (T&WS11) – data is currently not available for the quarter. The service continues to work through ongoing technical issues in relation to the height installation of the studs and validity of data. Engineers will be on-site to adjust the stud heights in early December and IT are working on solutions for the transfer of data.
- **Out of Work Allowance (JSA / Universal Credit)** (EDSI_ELW02) – for Q2, % claiming out of work allowance is 2.5% with 1660 claimants. The rate remains below the Scottish average of 3.2%.
- **Sport & Pool Attendance** (SCL_SD01 & SCL_SD02) – Q2 saw 133,727 attendances at indoor sports and leisure facilities against a quarter target of 130,000. Visits to pools increased from 70,675 to 89,018 in Q2.
- **Children's Service indicators** (CS01, CS02...) – performance figures are currently not available for Q2. It is anticipated figures will be available once a successful candidate is in post.
- **Personal Care at Home 65+** (HSCPAS01b) – in Q2, 56.5% of people over 65 with intensive care needs receiving personal care received it at home, 42% in a nursing or care home setting, and 1% in a hospital setting.

The percentage of people over 65 with intensive care needs receiving personal care at home has remained the same for some time. Again, demographic change, budget constraints, and the ongoing priority to enable people to remain at home as long as possible will impact on this area of service delivery going forward. Work is currently underway to embed an approach whereby care home placement is only considered when other support options have been fully explored and the individual's level of need can only be met in a care home setting.

- **Standard Delayed Discharges** (HSCP_01) – the average number of Standard Delayed Discharges (SDD) at census day decreased by 1

delay from the previous quarter and was significantly higher than Q2 of the previous year.

The impact of care at home pressures on delays has become more evident as the year has progressed, contributing to a decline in performance regarding delays in recent months. Although close monitoring and management of care at home capacity has helped to ensure the efficient use of available resources, the monitoring and scrutiny of budgets in-year has meant that spend on care at home provision has been subject to considerable constraint, putting pressure on care at home services.

- **Care at Home Hours** (HSCP_04...03) – the number of hours of care delivered by internal services (Homecare/Hospital to Home) decreased during Q2 to 1578. However, the number of hours delivered was 23% higher than the same quarter the previous year.

Over time, the HSCP has increased the level of internal provision in response to a drop in provision by external commissioned services. The overall number of hours provided during Q2 through a combination of internal and commissioned services was around the same as that in Q1 (7,827 hours in Q2, compared to 7,908 in Q1). The position in relation to external care at home provision continues to be stable. This follows a period of significant instability amongst external providers during 2022 which led to a sharp decline in hours available at that time.

Activity continues to focus on making the most efficient use of available care at home resources, including through the delivery of a cross-service daily Care at Home Huddle. A Care at Home Change Board leads on the strategic approach to care at home provision.

- **The number of people assessed and waiting for a package of care** (HSCP-02) – the number of people assessed and waiting for a package of care (POC) increased slightly by the end of Q2. This is significantly lower than the same quarter of the previous year (63 people waiting compared to 188).

There have been a number of factors contributing to this, including close monitoring and management of care at home capacity through a daily Care at Home Huddle and delivery of ongoing efficiency measures. Significant work has also taken place to review and update the capacity list (people waiting for care).

- **Housing Benefit Process Times** (BEN01 & BEN02) – average time to process new claims in Housing Benefit is 18.8 days for Q2. The year to date is 18.40 days against a target of 26 days, so well within target. Average time to process new claims has remained within target over the last 9 quarters.

Average time to process a change in circumstances in HB increased slightly in Q2 from 4.2 to 4.5 days. Figures are within target, with year to date at 4.4 days.

In relation to both new claims and changes, the implementation of a new performance management framework for the Financial Support Team has strengthened the focus on continuous improvement in performance during a challenging period for the team. The team is also exploring opportunities to improve claim processing times by increasing automation and maximising the authority's ability to carry out benefit assessments electronically. In 2023/24 56.74% of DWP (UCDS) records were completed automatically. Further system development which is planned should help to improve performance further in the future.

- **Business Rates & Council Tax Collection (REV06 & REV07)** – business rates collection in Q2 is at 45.8% and above target. Council tax collection performance has remained strong in Q2, exceeding the target set at 53.5%. 503 new properties have been added to our property base during the first half of 2024/25 – 838 new properties have been estimated for the full financial year, so just over half of what has been predicted. The first half of 2024/25 has remained extremely busy for the team, with no respite from the continued high volume of enquiries from customers. The winter period will undoubtedly create additional financial challenges for many households, so efforts continue to raise awareness of the valuable help and support available.
- **Rent Arrears (REV08)** – rent arrears have increased from £1.28M to £1.61M in Q2 against a target of £1.44M. Arrears have increased by £164,679.78 this financial year – 11.32%. By way of comparison, current tenant rent arrears increased by £150,571.32 during the same period last year (11.64%), so a very similar trend when compared to the previous year. The period between July and September has always proved challenging as this covers the school summer holiday period which creates additional financial challenges for many households. In addition, monthly payers who pay over a 12-month cycle, accrue what are often referred to as 'technical' arrears between the summer and winter rent charge breaks, only coming into sync with the fortnightly rent charging cycle at end of year. We will see a reduction in rent arrears at end Q3, after the winter rent charge break.
- **Financial Gains (REV01)** – this indicator shows the cumulative amount of additional income received for clients through maximising entitlement to welfare benefits and other financial support. The team has secured £843,751.73 in annual benefit related financial gains for 171 clients during the first half of the financial year.

Almost half of this related to disability or health related benefits at £404,549.92, for example Attendance Allowance. Almost 40% related to working age benefits, such as Universal Credit. The remainder related to housing related benefits such as Council Tax Reduction, pensioner benefits such as Pension Credit and a small portion related to bereavement benefits.

- **Invoices Paid on Time (CF001)** – 86.5% of invoices were paid on time and just below the target of 90%.

The Creditors Team have been involved in workshops for the new finance system and this has had a slight impact on processing payments and answering queries relating to payments.

New Accounts Payable Assistant commencing in November 2024, taking permanent Creditors Team up from 2FTE to 3FTE. The P2P Financial Systems Officer has been working on process improvements and streamlining around payment of invoices. Additional Finance Officer to support P2P Financial Systems Officer around data cleansing processes and throughout implementation of new finance system.

4 POLICY IMPLICATIONS

4.1 There are no policy implications within this report.

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: 2024/25 Q2 Performance Indicators Report

AUTHOR'S NAME	Michelle Cockburn / Gary Stewart
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Appendix 1 - Council Plan Quarter Performance Report

Quarter 2 2024-25

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							
Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
CH01 Number of new homelessness cases	203	188	178	200	★	↘	
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	352	370	387	300	▲	↗	
CH03 % homelessness assessments completed in under 28 days	76.0%	81.9%	71.3%	80.0%	▲	↗	
EH01 % Food Hygiene high risk Inspections achieved	0.0%	100.0%	100.0%	100.0%	★	→	
EH02 % of Food Standards high risk Inspections achieved	100.0%	100.0%	100.0%	100.0%	★	→	
EH04 % Food Law Rating System high risk Inspections achieved	100.0%	100.0%	100.0%	100.0%	★	→	
RS01 Street lighting - repairs - average time in days	2.09	2.62					
RS02 Traffic lights - average time to repair failure (hours:mins)	24.44	8.39					
SCL_AS03 Number of Flytipping incidences	209	226	230	140	▲	↗	
T&WS11 Number of vehicles accessing recycling centres	142545						

Growing Our Economy

Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
DM11 Major developments: average number of weeks to decision	11.3	12.4	12.9			✖	
DM12 Local developments: average time in weeks	7.5	7.7	10.1			✖	
DM13 All Local developments: % determined within 2 months	93.0%	94.9%	92.1%			✖	
DM14 Householder developments: average time (weeks)	7.7	8.3	6.9			✔	
DM18 Approval Rates: Percentage of all applications granted in period	93.4%	93.1%	94.5%			✔	
EDSI_B01 Number of Business Gateway-Start ups	45	41	29			✖	
LPS01 % spend with contracted suppliers	81.4%	80.0%	81.3%	80.0%	★	✔	
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	32	27	19		!	✖	
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	2.3%	2.5%	2.5%	2.7%	★	➡	

Growing Our People

Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
HSCP AS01b Percentage of people aged 65+ with intensive care needs receiving personal care at home	55.8%	57.0%	56.5%	55.0%	★	↔	
SCL_SD01 Number of attendances at indoor sports and leisure facilities	91130	114961	133727	130000	★	↕	
SCL_SD02 Number of attendances at pools	87256	70675	89018	110000	▲	↕	
CS01 Average number of Placements for looked after children	1.80	1.82			?		
CS02 Percentage of children on Child Protection Register for more than 6 Months	51.0%	47.4%			?		
CS03 Percentage of children who are re-registered within a 24 month period	0.0%	0.0%			?		
CS04 Rate per 1,000 children in Formal Kin Care	2.3	1.5			?		
CS05 Rate per 1,000 children in Foster Care	3.0	2.7			?		
CS06 Rate per 1,000 children in Residential Care	1.8	1.5					
CS07 Rate per 1,000 children on Home Supervision	2.6	2.4			?		
HSCP_01a Number of standard delayed discharges at census day each month	7	18	17	10	▲	↕	
HSCP_04 Number of hours of Care at Home provided by internal services	1283.0	1727.0	1578.0				
HSCP_03 Number of hours of Care at Home provided by external commissioned services - over 65	6533.0	6181.0	6249.0				
HSCP_02 Number of people who have been assessed and are waiting for a care at home package	188.0	60.0	63.0			↔	

Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
HSCP_01 Number of occupied Bed Days for Standard Delayed Discharges.	214.0	583.0	573.0	290.0	▲	↕	
HSCP_06 Number of people waiting for a social care assessment	4.0	8.0	3.0			↕	
HSCP_07 Percentage of adult Social Work cases completed at Duty stage.	79.0%	82.0%	82.0%	80.0%	★	→	

Growing the Capacity of our Council

Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	93.2%	87.8%	95.4%	95.0%	★	📈	
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	84.0%	91.7%	91.3%	90.0%	★	📉	
BEN01 Average time in days to process new claims in housing benefit	19.63	18.11	18.86	26.00	★	📉	
BEN02 Average number of days to process a change of circumstances (Housing Benefit)	7.82	4.28	4.57	6.00	★	📉	
REV06 Business Rates in-year collection	43.1%	20.4%	45.8%	44.2%	★	📈	
REV07 Council Tax in-year collection	53.3%	27.8%	53.5%	53.3%	★	📈	
REV08 Value of current tenants rent arrears	£1,444,472.6	£1,284,931.5	£1,619,021.8	£1,444,472.6	▲	📉	
CF001 Percentage of invoices paid on time	85.7%	90.7%	86.5%	90.0%	●	📉	
REV01 Value of Financial Gains Secured	£1,047,722.0	£431,129.2	£843,751.7	£800,000.0	★	📈	

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 12 December 2024

BY: Executive Director for Place

SUBJECT: Landlord Performance Report 2023/24

3

1 PURPOSE

- 1.1 To update elected members on the Council's performance in meeting the key Social Housing Charter outcomes referenced in the 2023/24 Landlord Report.

2 RECOMMENDATIONS

- 2.1 Members are asked to note the report and to consider whether any aspect of the performance and customer satisfaction is in need of further analysis.

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 the 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.

Performance Commentary on Key Measures in the 2023/24 Landlord Report

3.6 *Rent and Value for Money*

The Landlord Report explains why East Lothian Council increased its rent by 7% in 2023/24. The accompanying benchmarking report at Appendix 1 confirms that although East Lothian Council had the second largest percentage rent increase (2023/24) across its peer group, its rent remains the third lowest in that peer group and well below the Scottish Local Authority average of £84.31 per week.

Rent Collection

Against a difficult backdrop, the Council managed to once again collect more rent than was due, noting that some of this arrears was paid by former tenants. A fuller commentary on the rent arrears position can be found in the 2023/24 Q4 report to PPRC dated 19 September 2024.

Void Rent Loss

Significant development work and activity continues to reduce void rent loss and re-let times and it is expected the full benefits of this will continue to be seen going forward.

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, 664 houses were allocated in 2023/24 helped by an additional 209 new build properties.

3.8 *Repairs and Maintenance*

Emergency repairs averaged 3.74 hours v. the Scottish LA average of 3.96 hours, whilst non-emergency repairs averaged 16.28 days (v. Scottish LA average of 8.95 days). The reduced performance in day-to-day repairs is largely attributable to a focus on improving void times and a redirection of significant resource to that area, whilst continuing to ensure that emergency repair response targets were met. Nevertheless, tenant satisfaction with repairs sat at 88.75% against a Scottish LA average of 87.31%.

3.9 *Housing Options and Homelessness*

Average days in temporary accommodation although improving 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. A separate report on Homelessness is also being presented to this meeting of the PPRC.

Summary

- 3.10 Scotland's Housing Network have produced summary information that shows East Lothian Council's performance and customer satisfaction against its peer group and nationally. Some key comparison information is shown in Appendix 1 and further detail can be made available on request.
- 3.11 Slide 36 of Appendix 1 shows Scotland's Housing Network appraisal of East Lothian Council's performance. Performance is relatively strong across a range of key indicators and further improvements are expected in the months and years ahead with the implementation of modern IT solutions just around the corner.
- 3.12 As part of the regulatory framework, East Lothian Council will be commissioning another large-scale tenant satisfaction survey to garner tenant satisfaction levels in the summer of 2025/26 against a range of satisfaction indicators and this will be the subject of another report to PPRC at a future date.

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 Appendix 1 – Scotland’s Housing Network summary performance
- 7.2 PPRC Report – 2023/24 Q4 report to PPRC – September 2024
- 7.3 2023/24 Landlord Report at: [Landlord Performance Report 2023/24 | East Lothian Council](#)

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DATE	December 2024

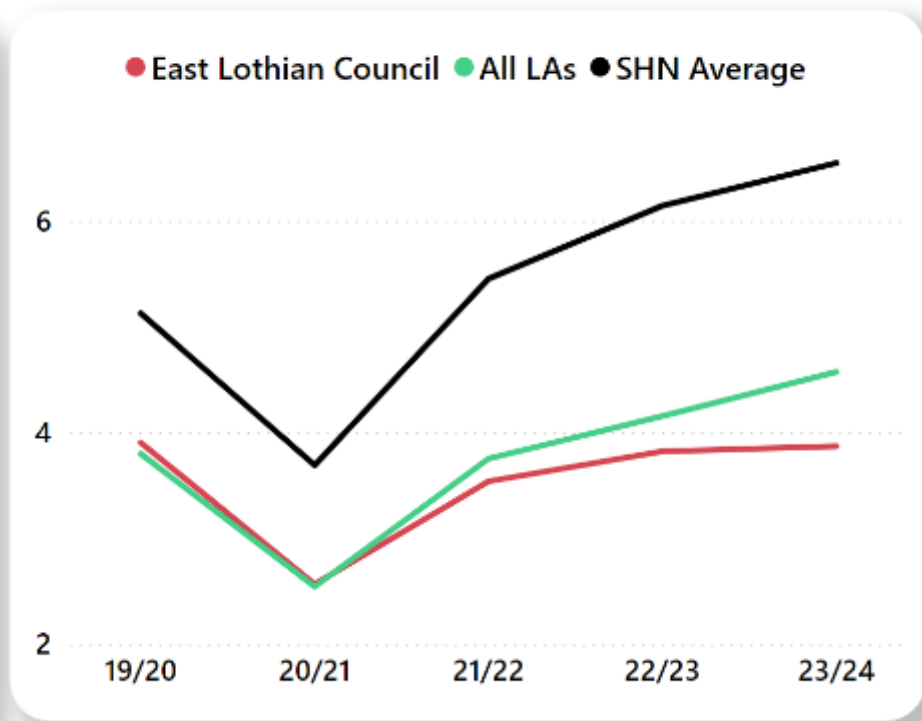
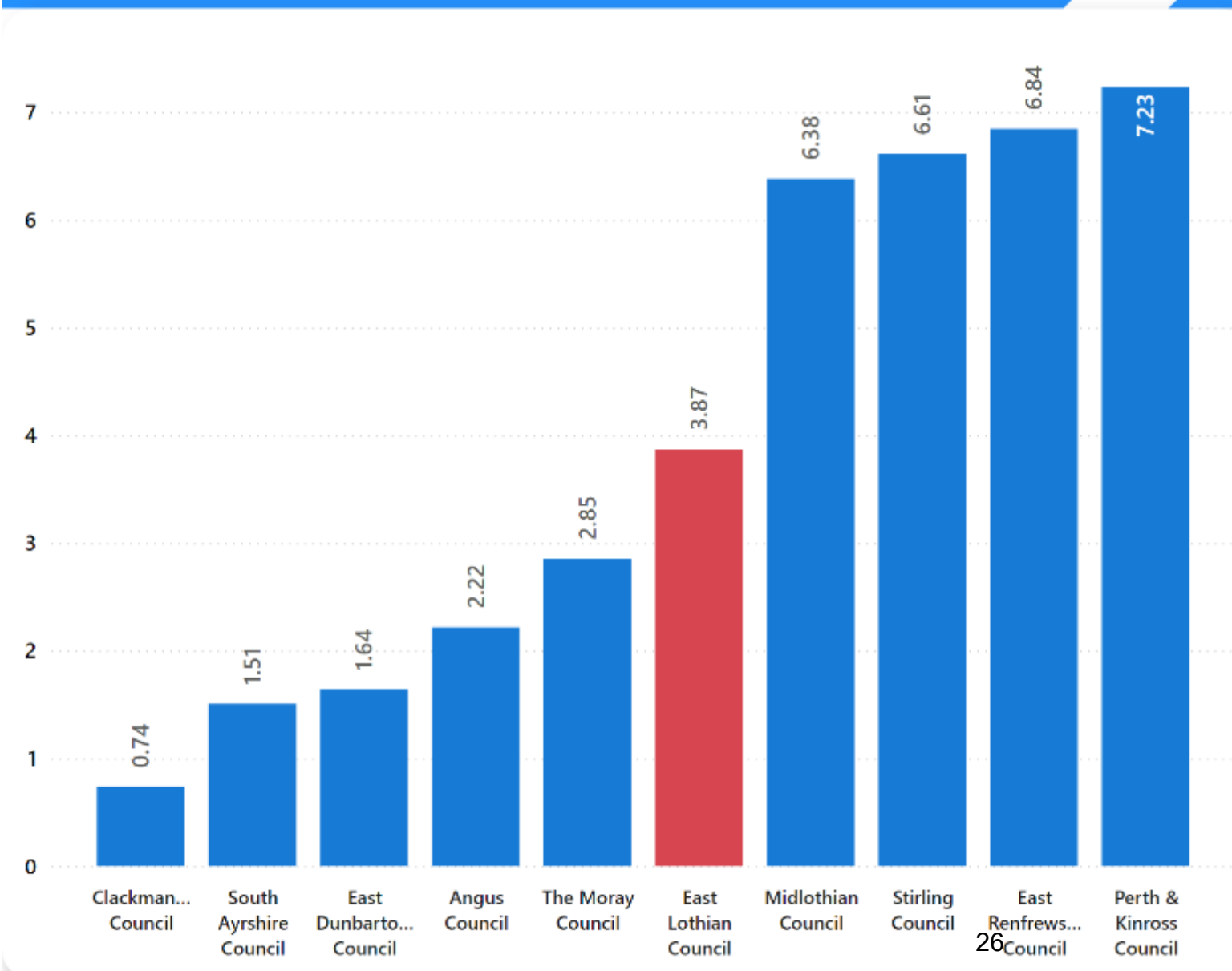
East Lothian Council

Comparator Organisations

Angus Council
Clackmannanshire Council
East Dunbartonshire Council
East Lothian Council
East Renfrewshire Council
Midlothian Council
Perth & Kinross Council
South Ayrshire Council
Stirling Council
The Moray Council

Complaints

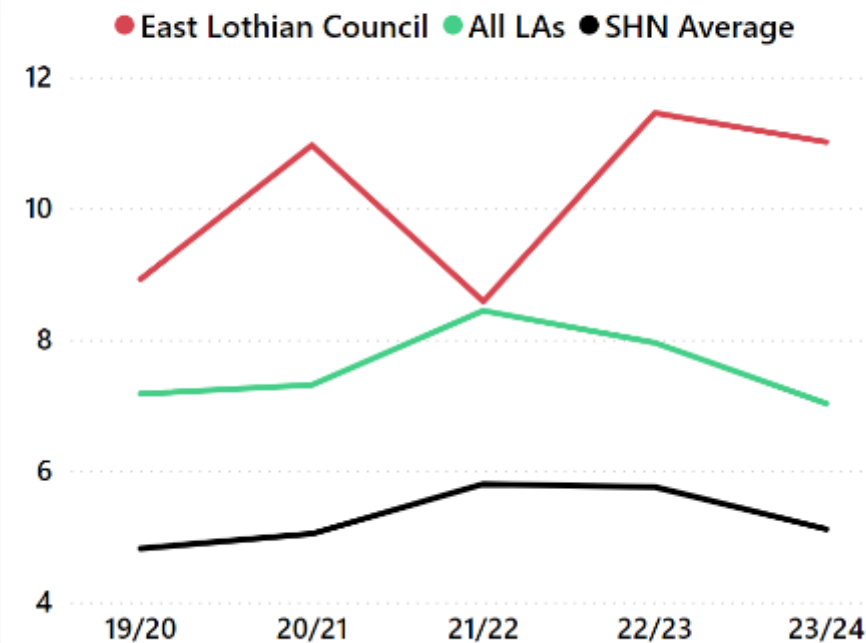
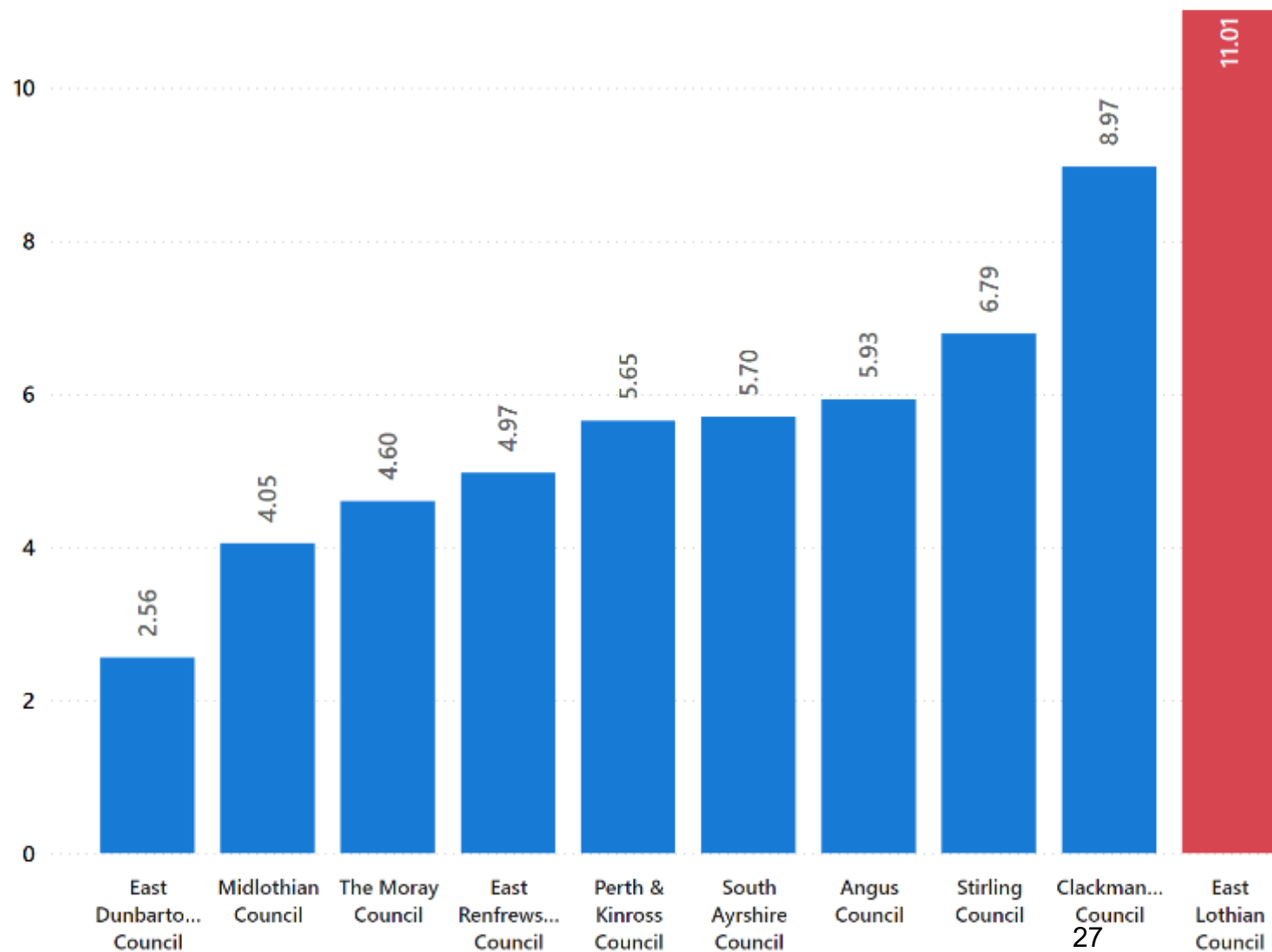
13 Complaints received per 100 homes



Organisation Name	21/22	22/23	23/24
East Lothian Council	3.54	3.82	3.87
Peer Group 8 - Small LA	3.25	4.27	3.96
All LAs	3.75	4.15	4.57
SHN Average	5.45	6.14	6.55

1st Stage Complaints

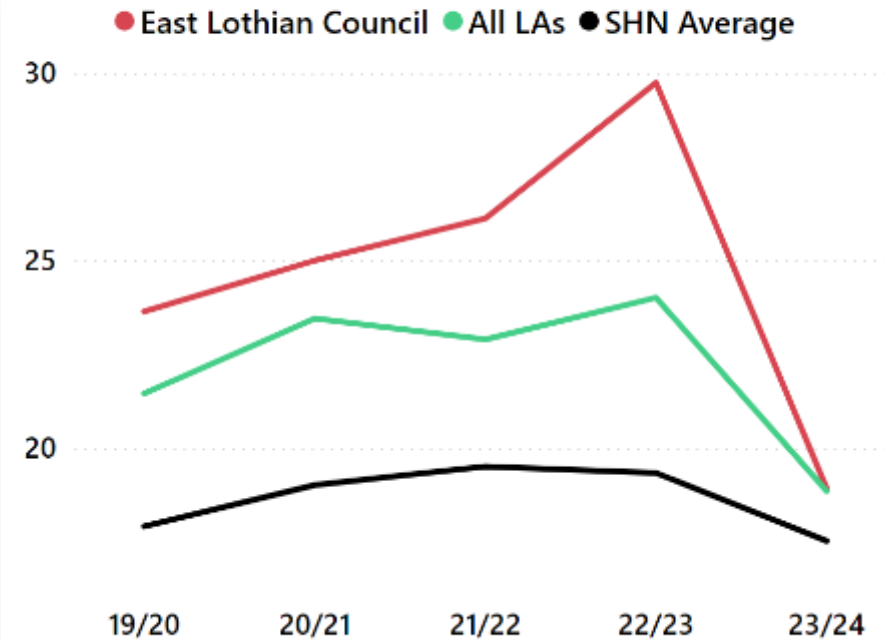
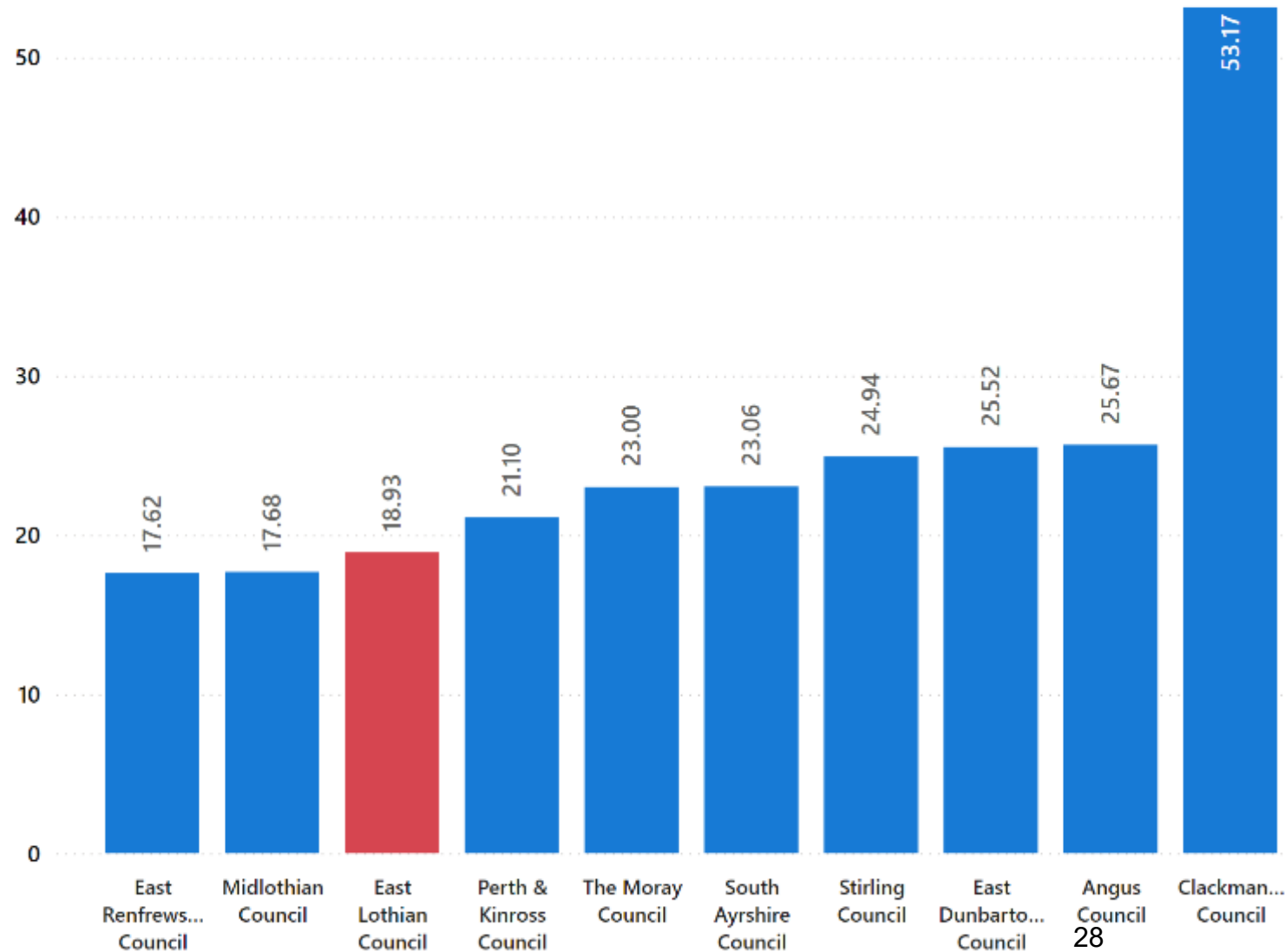
I4 Stage 1 complaints average time to respond



Organisation Name	21/22	22/23	23/24
East Lothian Council	8.58	11.45	11.01
Peer Group 8 - Small LA	6.53	6.68	6.33
All LAs	8.44	7.95	7.02
SHN Average	5.80	5.75	5.11

2nd Stage Complaints

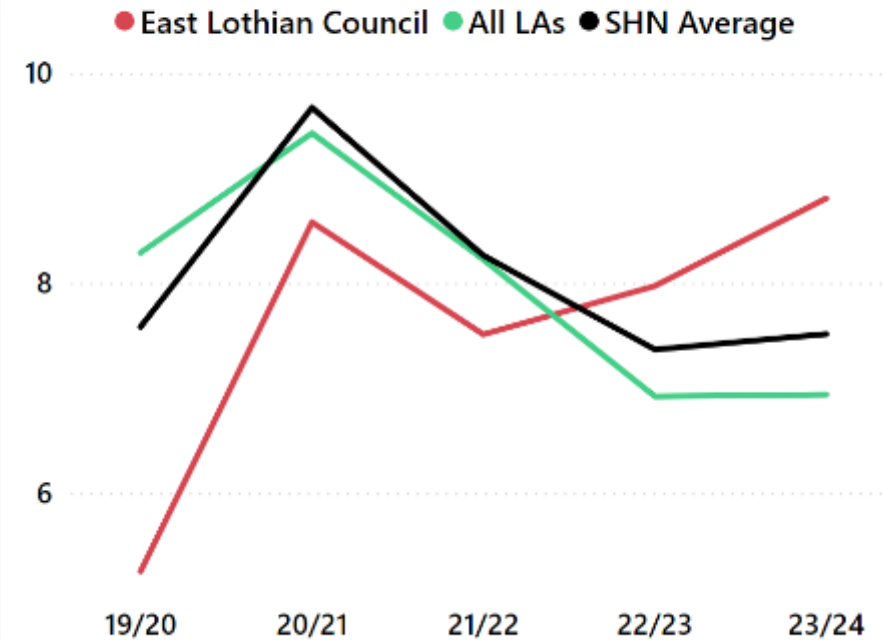
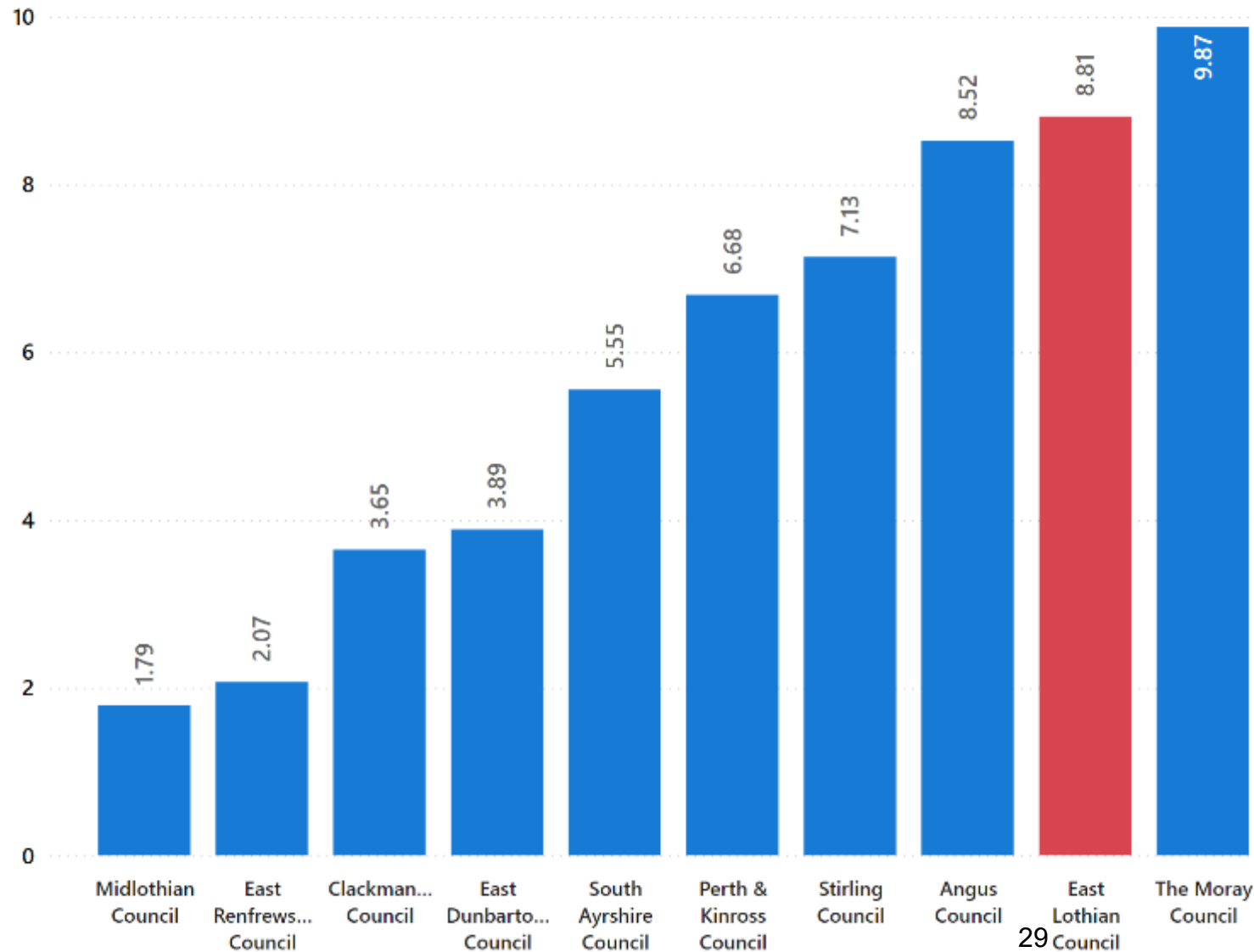
14 Stage 2 complaints average time to respond



Organisation Name	21/22	22/23	23/24
East Lothian Council	26.12	29.74	18.93
Peer Group 8 - Small LA	24.44	23.74	21.70
All LAs	22.89	24.01	18.86
SHN Average	19.51	19.34	17.52

Anti-Social Behaviour

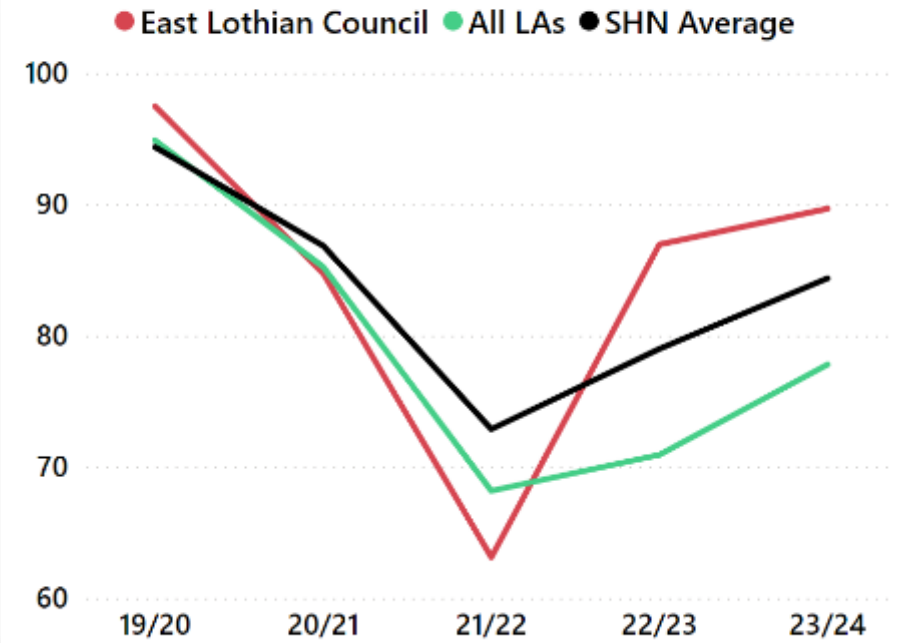
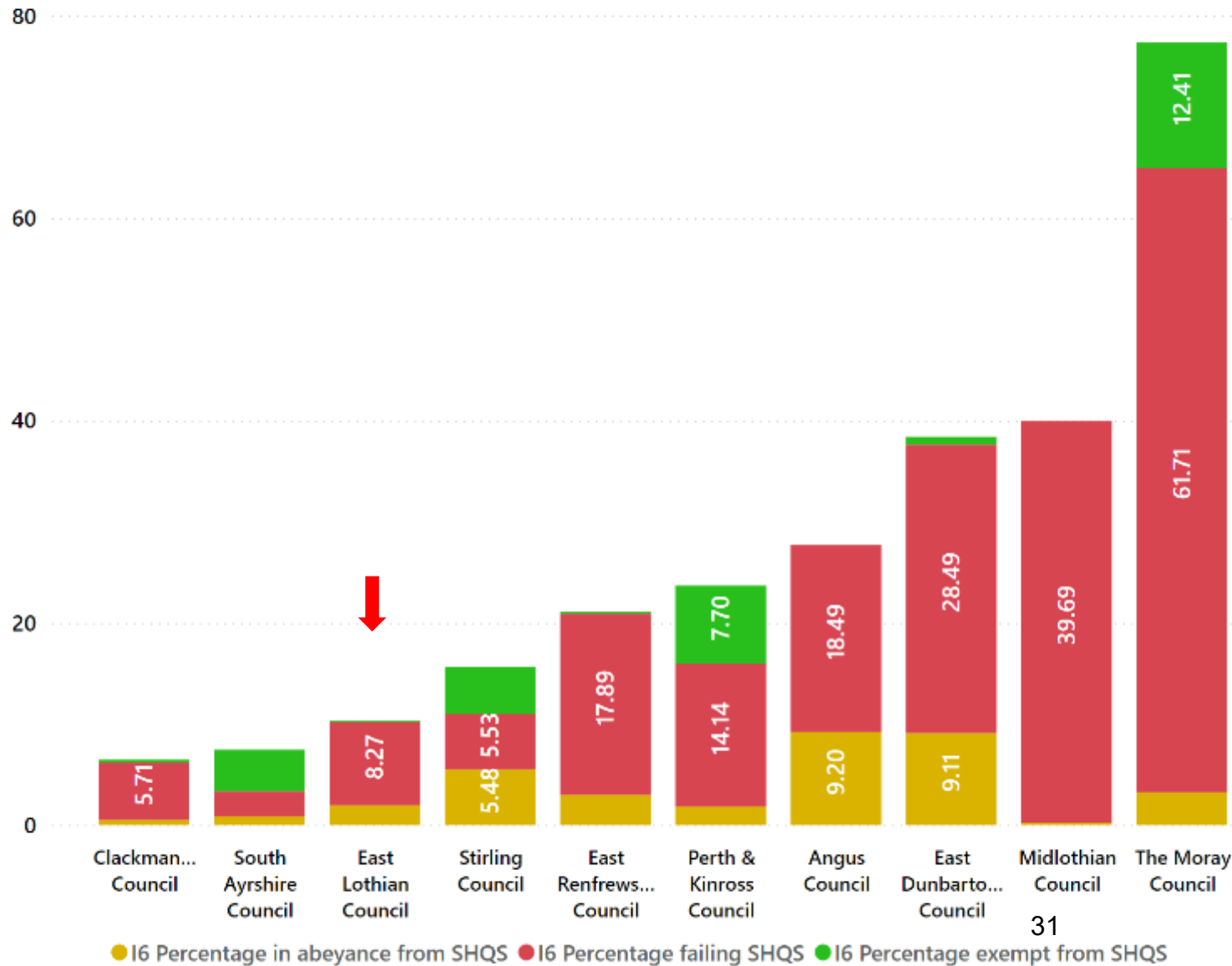
115 ASB cases per 100 homes



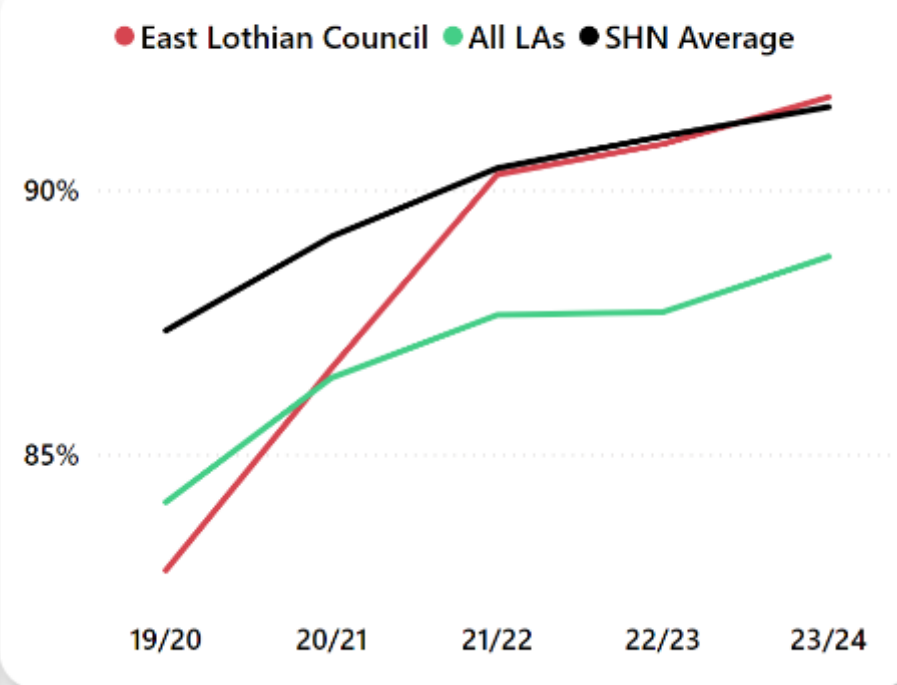
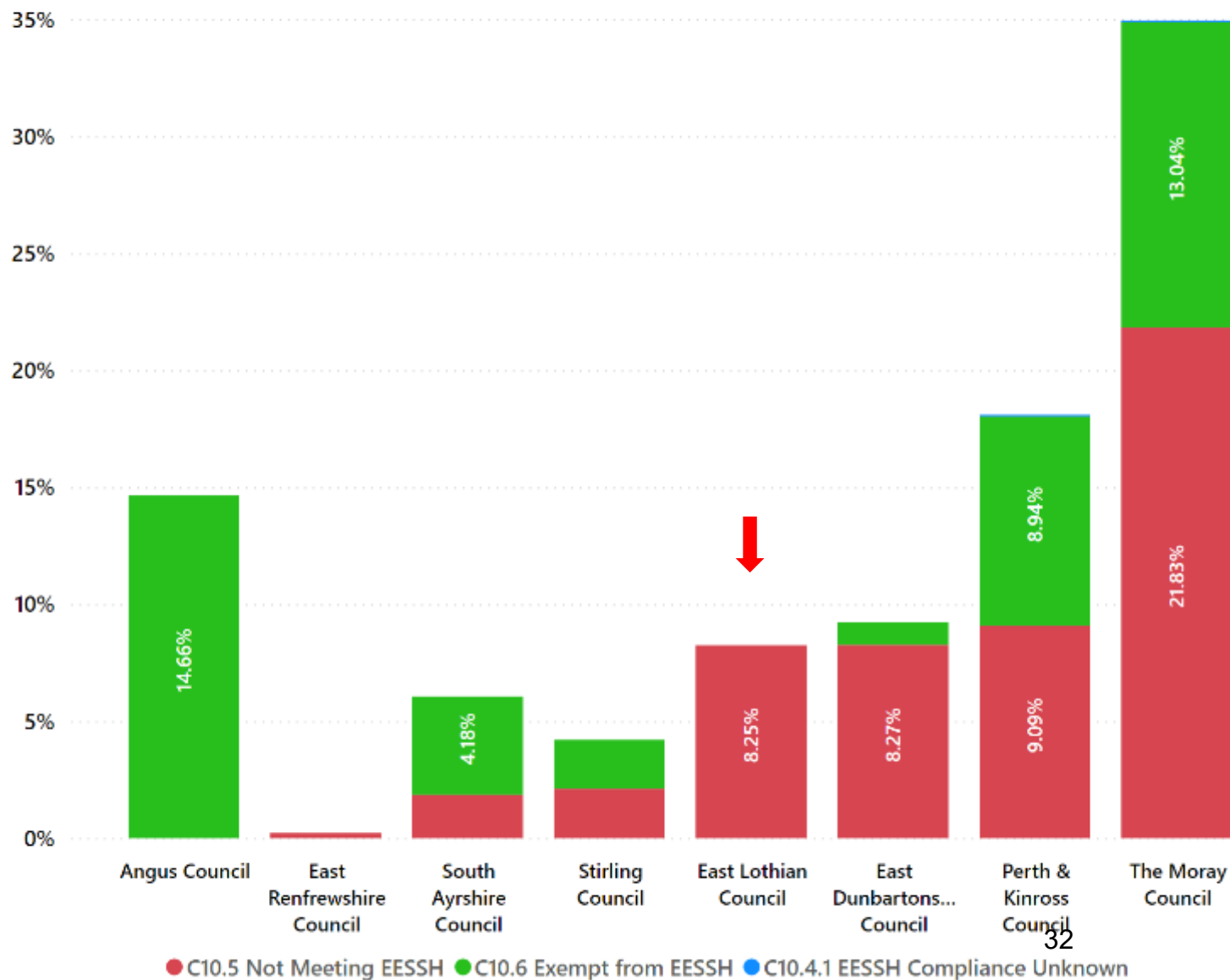
Organisation Name	21/22	22/23	23/24
East Lothian Council	7.51	7.97	8.81
Peer Group 8 - Small LA	6.12	5.80	6.01
All LAs	8.22	6.92	6.94
SHN Average	8.26	7.37	7.51

Housing Quality & Maintenance

30



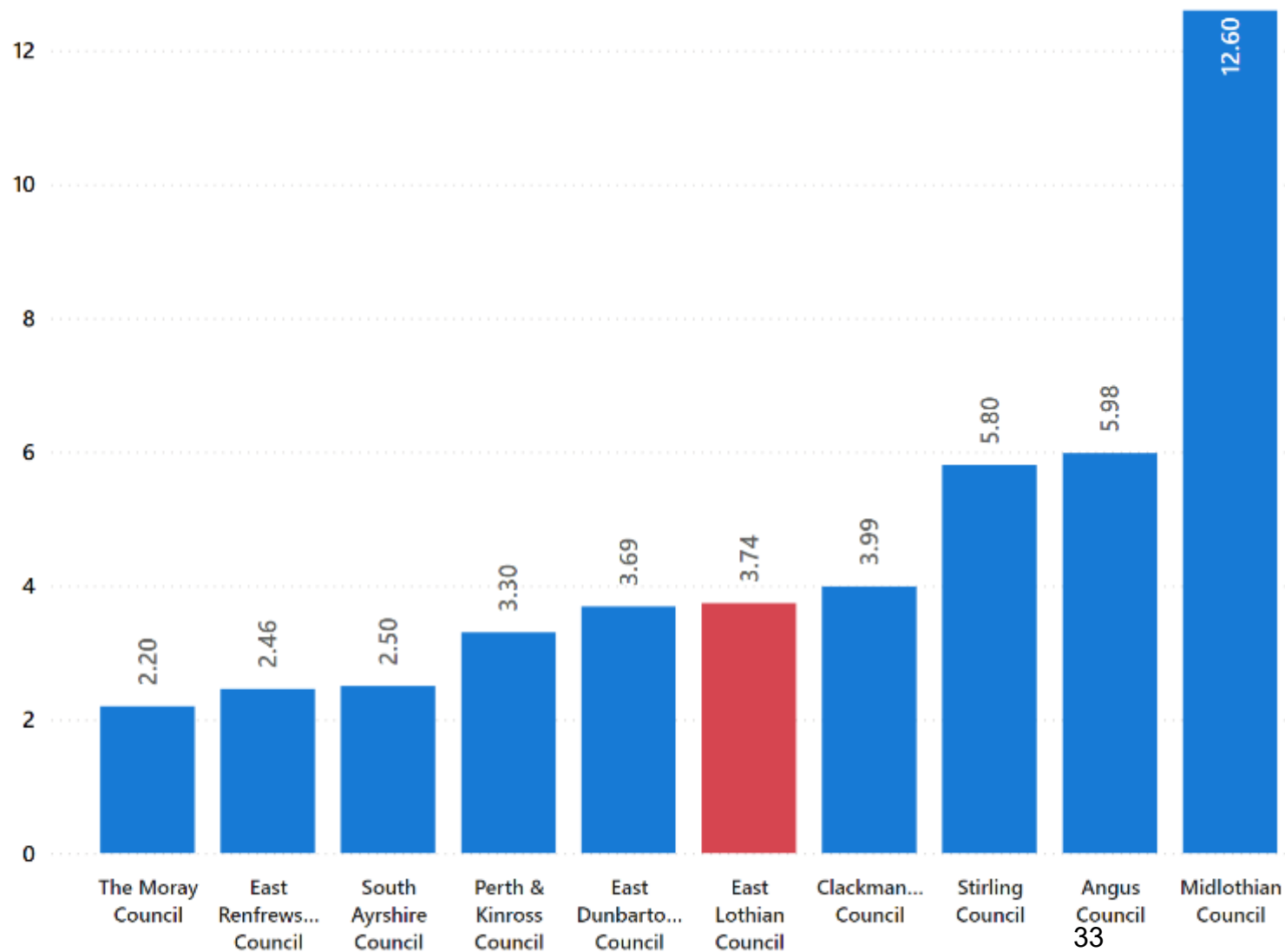
Organisation Name	21/22	22/23	23/24
East Lothian Council	63.11	86.94	89.66
Peer Group 8 - Small LA	61.34	61.45	74.00
All LAs	68.17	70.91	77.79
SHN Average	72.87	78.98	84.36



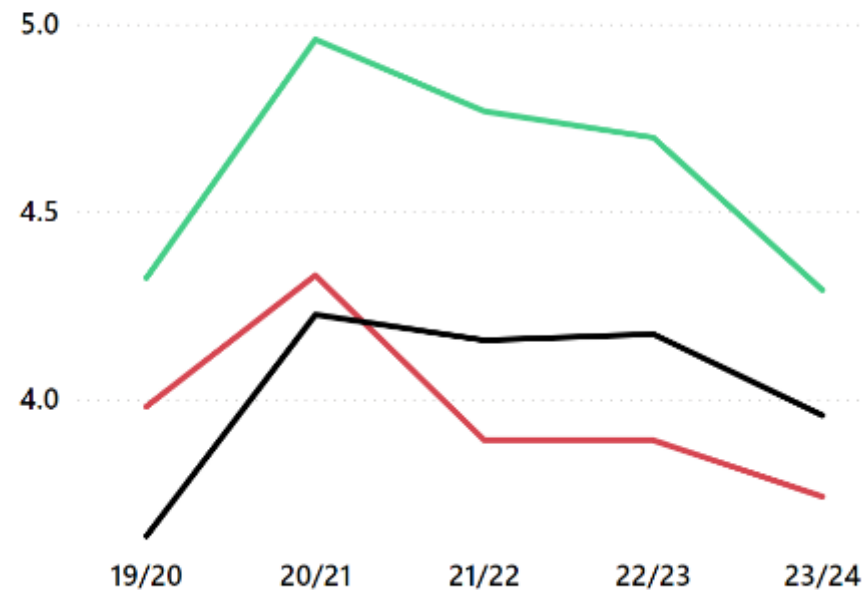
Organisation Name	21/22	22/23	23/24
East Lothian Council	90.29%	90.86%	91.75%
Peer Group 8 - Small LA	83.31%	86.91%	87.23%
All LAs	87.63%	87.69%	88.74%
SHN Average	90.41%	91.01%	91.56%

Emergency Repairs

18 Average hours to complete emergency repairs



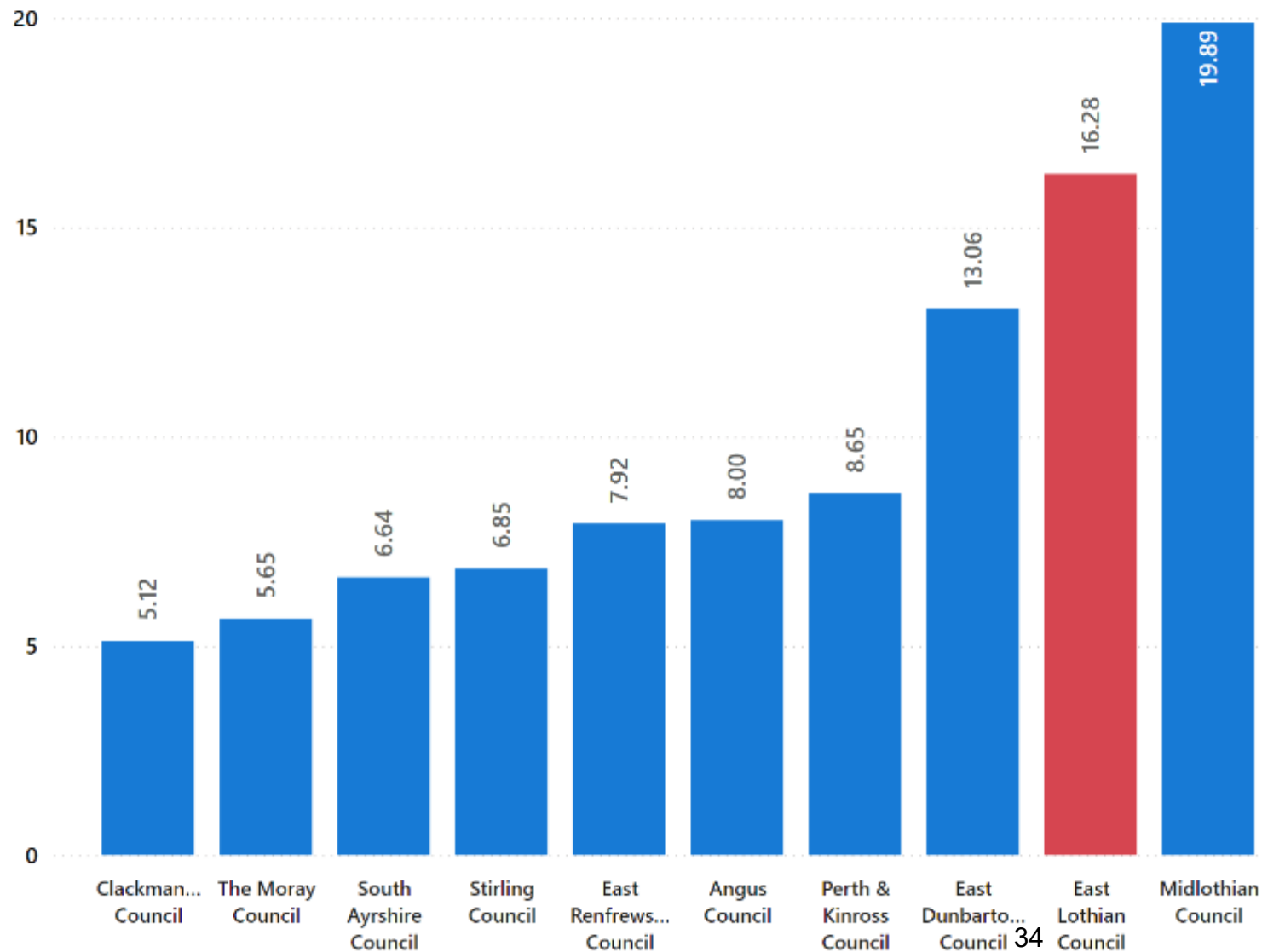
● East Lothian Council ● All LAs ● SHN Average



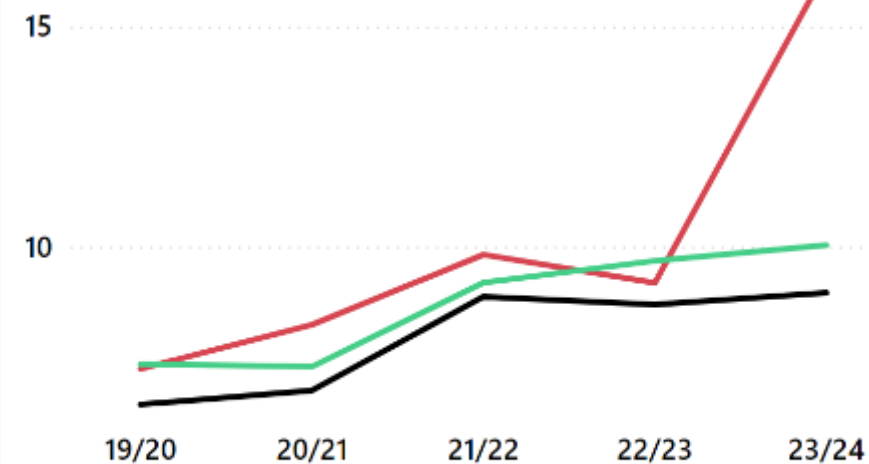
Organisation Name	21/22	22/23	23/24
East Lothian Council	3.89	3.89	3.74
Peer Group 8 - Small LA	5.02	4.45	4.14
All LAs	4.77	4.70	4.29
SHN Average	4.16	4.17	3.96

Non-Emergency Repairs

19 Average working days to complete non-emergency repairs



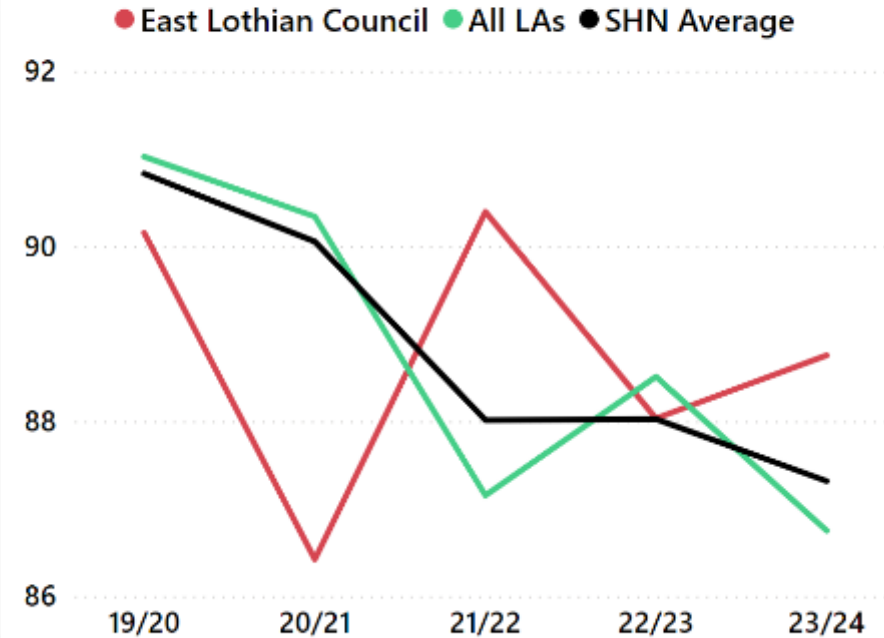
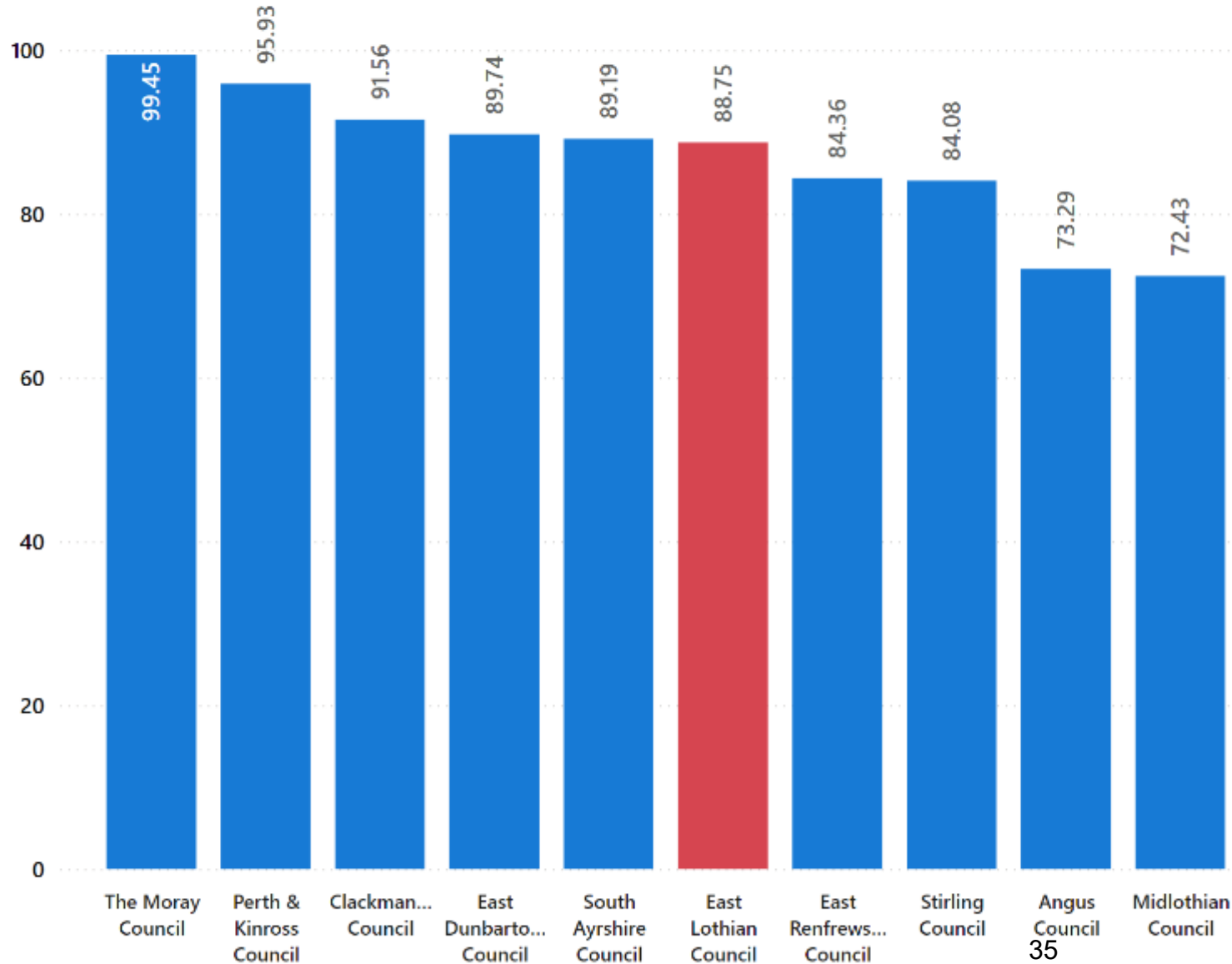
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	9.82	9.18	16.28
Peer Group 8 - Small LA	8.77	8.91	10.77
All LAs	9.19	9.68	10.03
SHN Average	8.87	8.69	8.95

Repairs Satisfaction

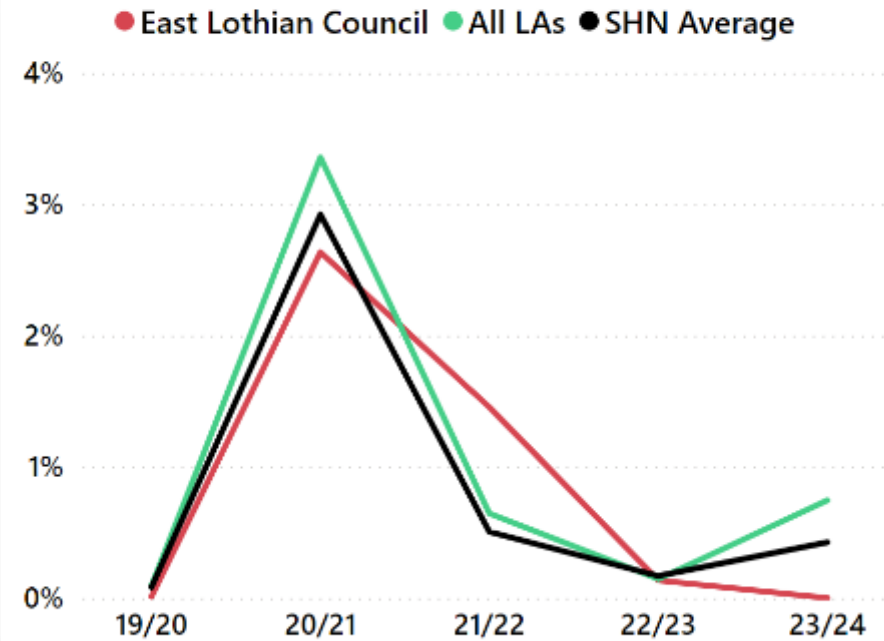
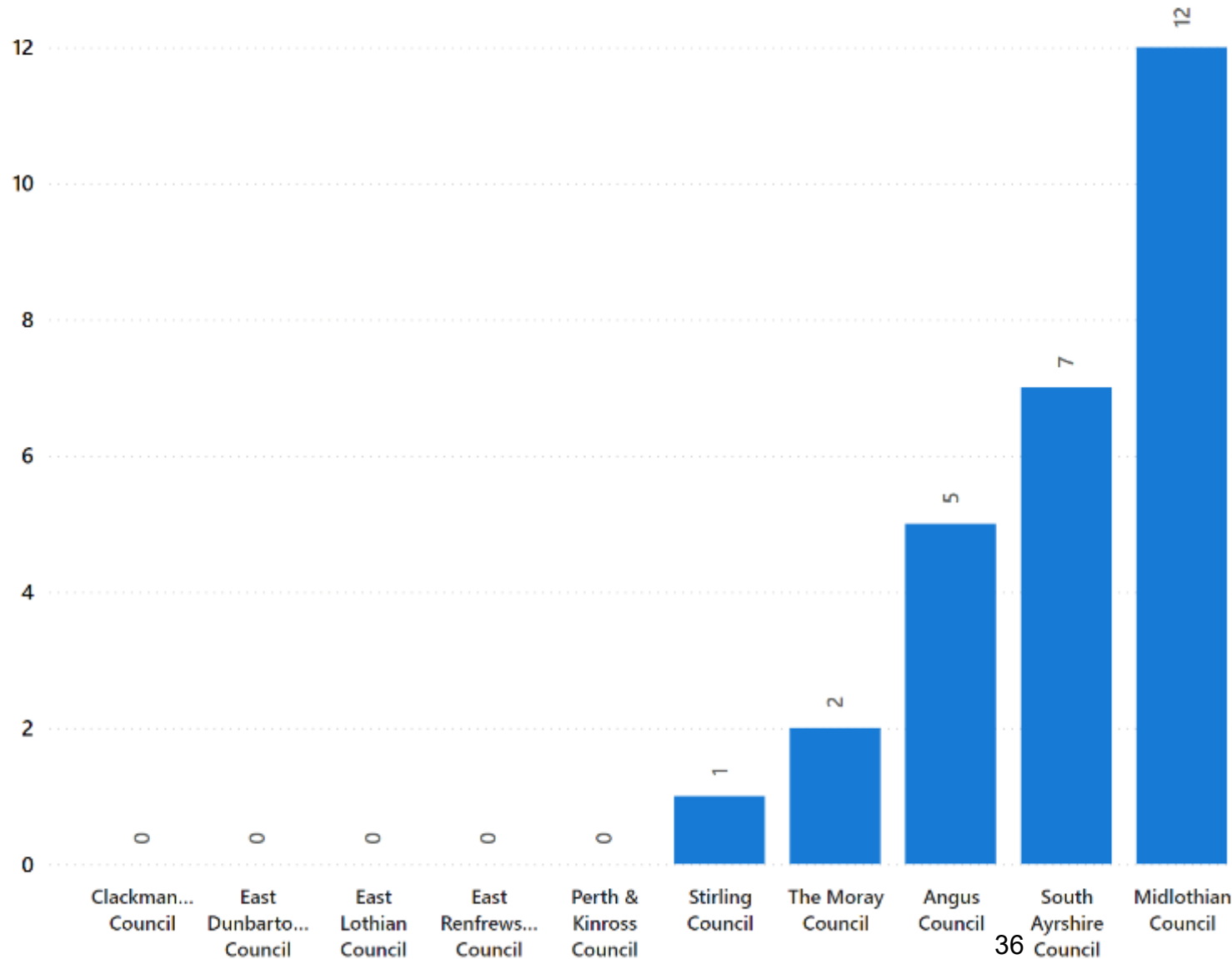
112 Percentage tenants satisfied with repairs service



Organisation Name	21/22	22/23	23/24
East Lothian Council	90.39	88.03	88.75
Peer Group 8 - Small LA	88.02	90.35	87.41
All LAs	87.15	88.51	86.75
SHN Average	88.01	88.02	87.31

Gas Safety

I11 Gas safety fails count



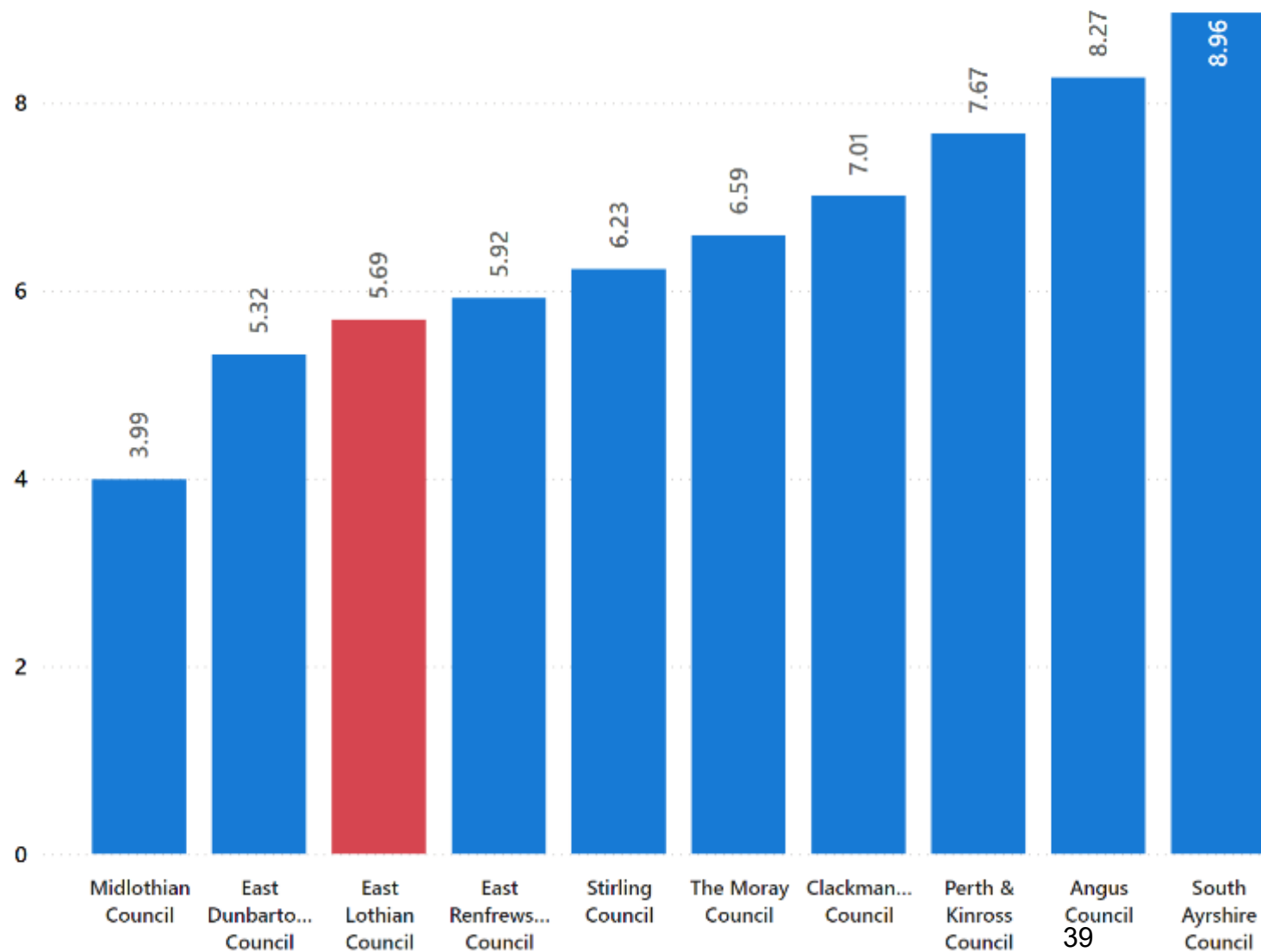
Organisation Name	21/22	22/23	23/24
East Lothian Council	128	12	0
Peer Group 8 - Small LA	400	137	27
All LAs	2,016	454	2,365
SHN Average	3,029	1,032	2,633

Housing Lists & Lets

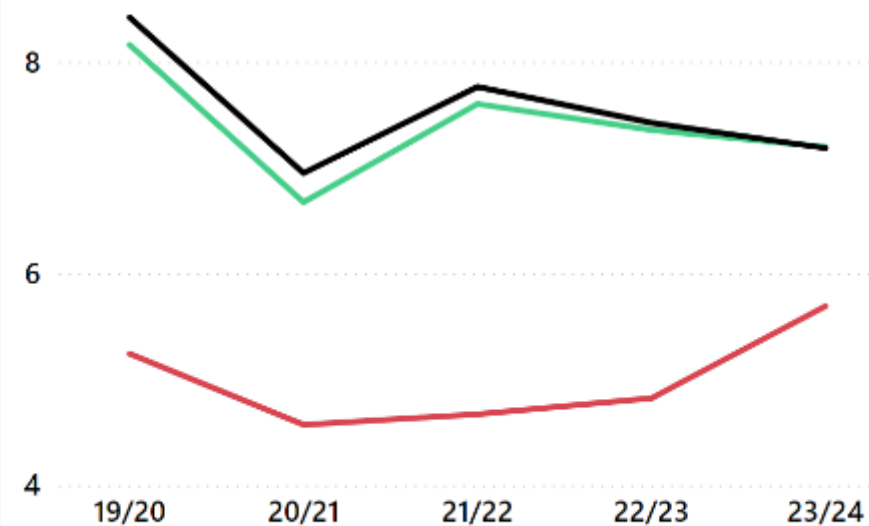
C2.1 The number of lets to existing tenants	193
C2.2 The number of lets to housing list applicants	121
C2.3 The number of mutual exchanges	85
C2.4 The number of lets from other sources	0
C2.5 The number of lets to homeless applicants	350
C3.1 General needs lets	535
C3.2 Supported housing lets	129

Turnover

117 Percentage lettable self-contained houses that became vacant in year



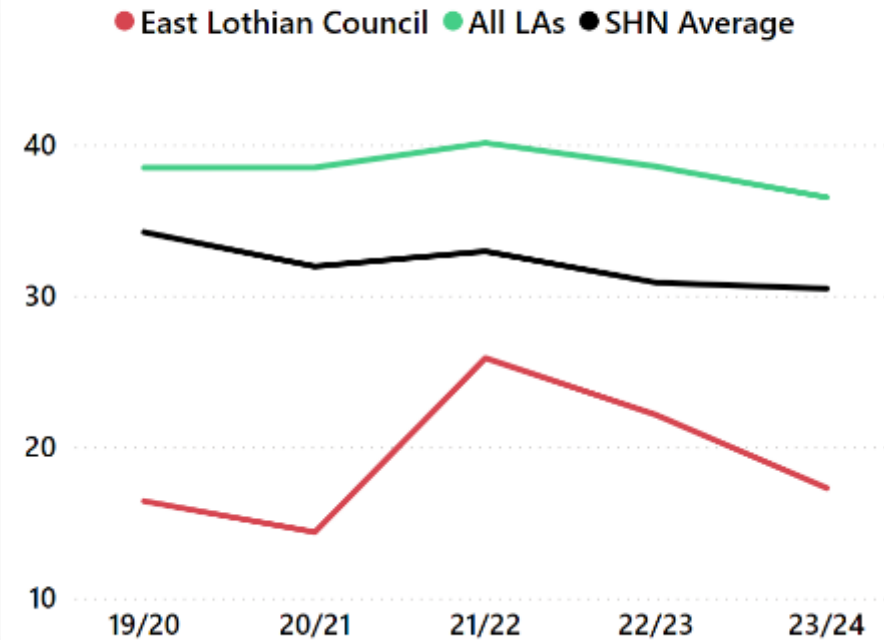
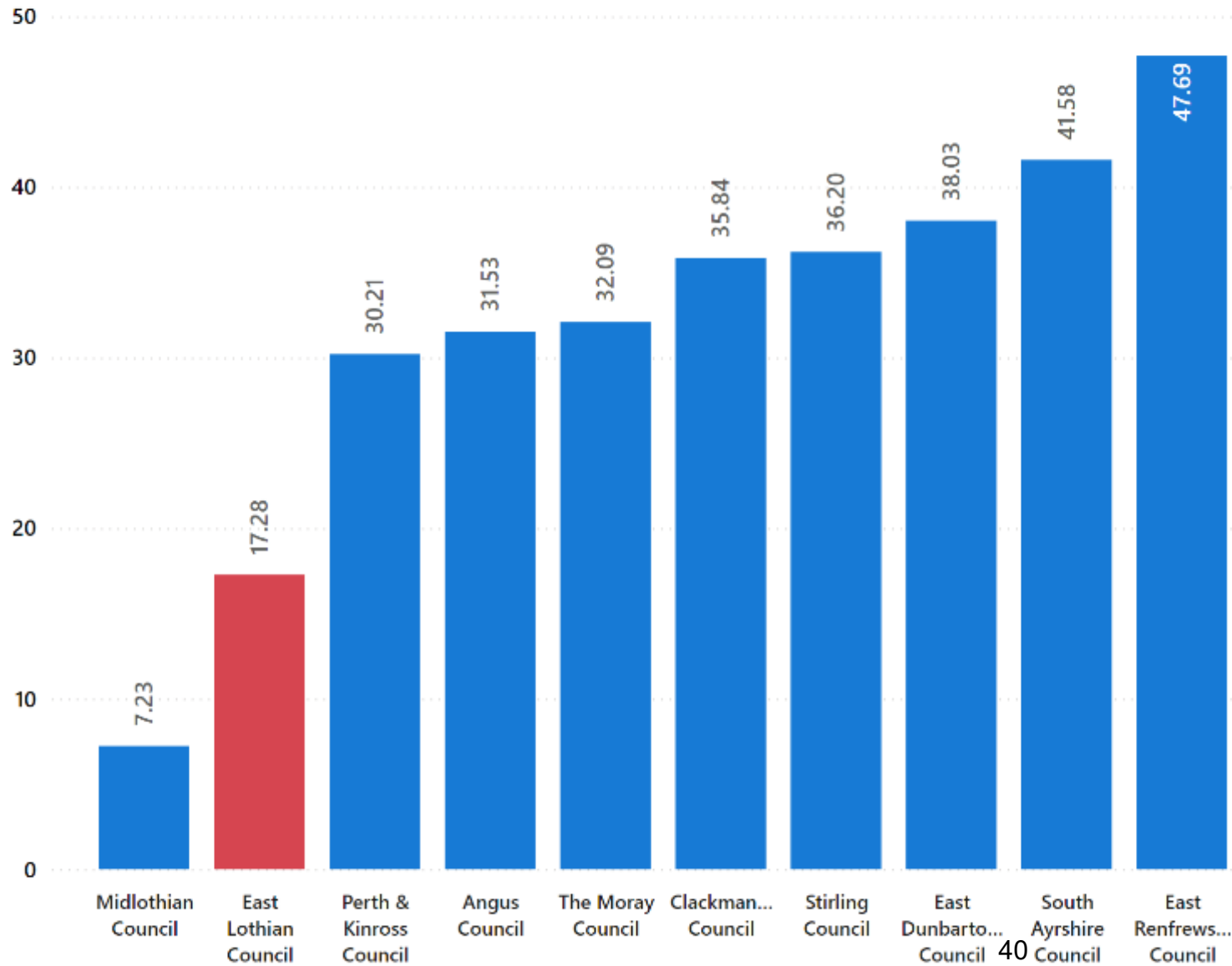
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	4.67	4.82	5.69
Peer Group 8 - Small LA	7.00	6.91	6.72
All LAs	7.60	7.36	7.20
SHN Average	7.76	7.42	7.18

Offers Refused

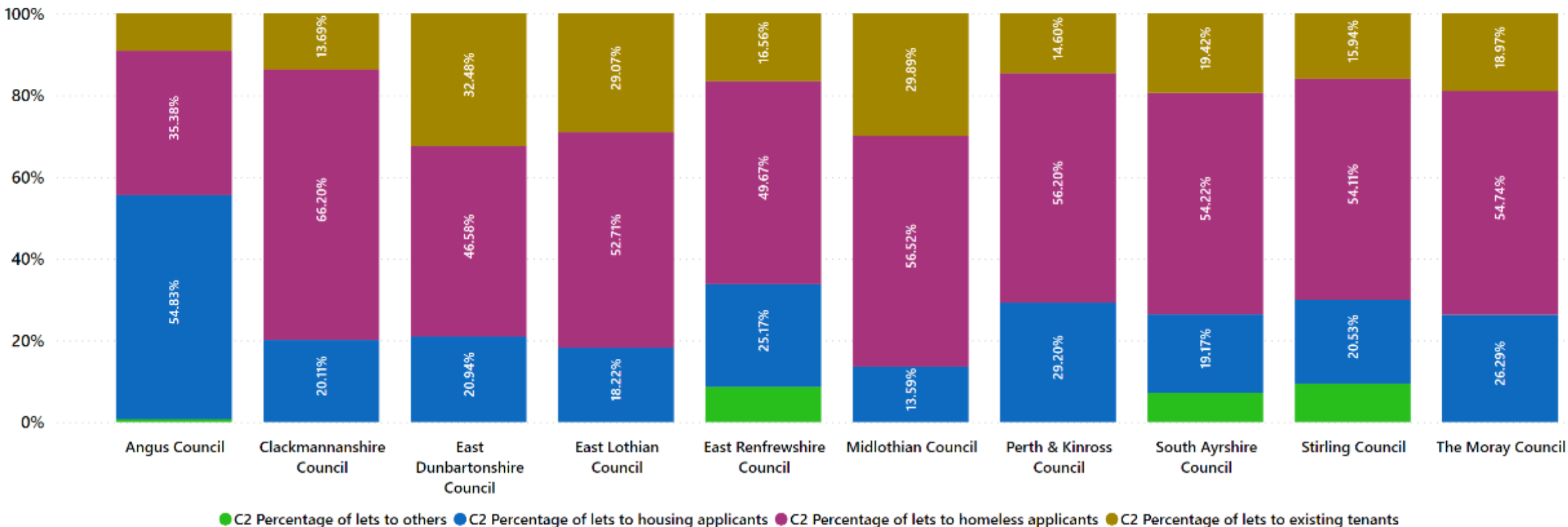
114 Percentage tenancy offers refused



Organisation Name	21/22	22/23	23/24
East Lothian Council	25.87	22.12	17.28
Peer Group 8 - Small LA	35.22	34.90	30.80
All LAs	40.11	38.55	36.51
SHN Average	32.93	30.87	30.48

Lets by Source

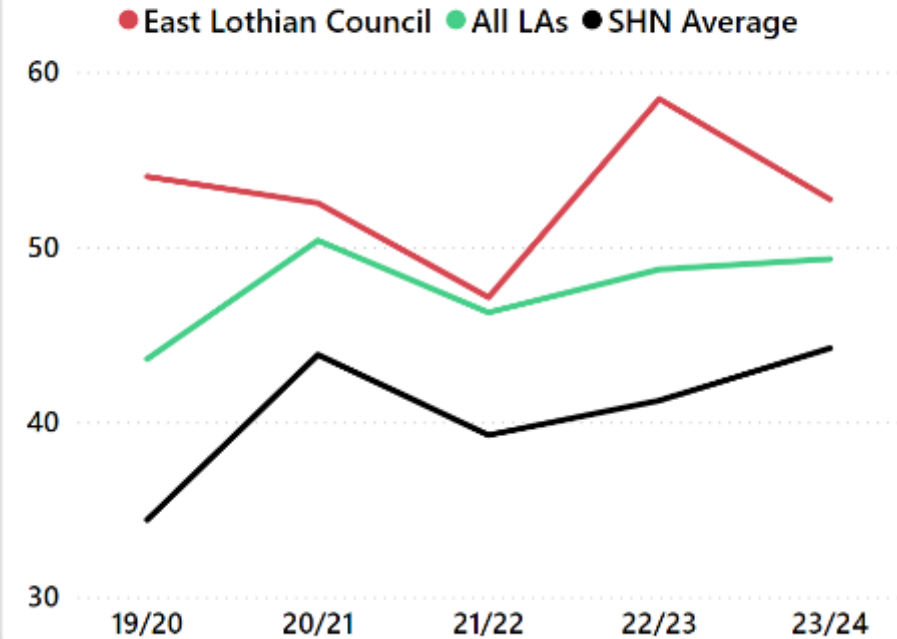
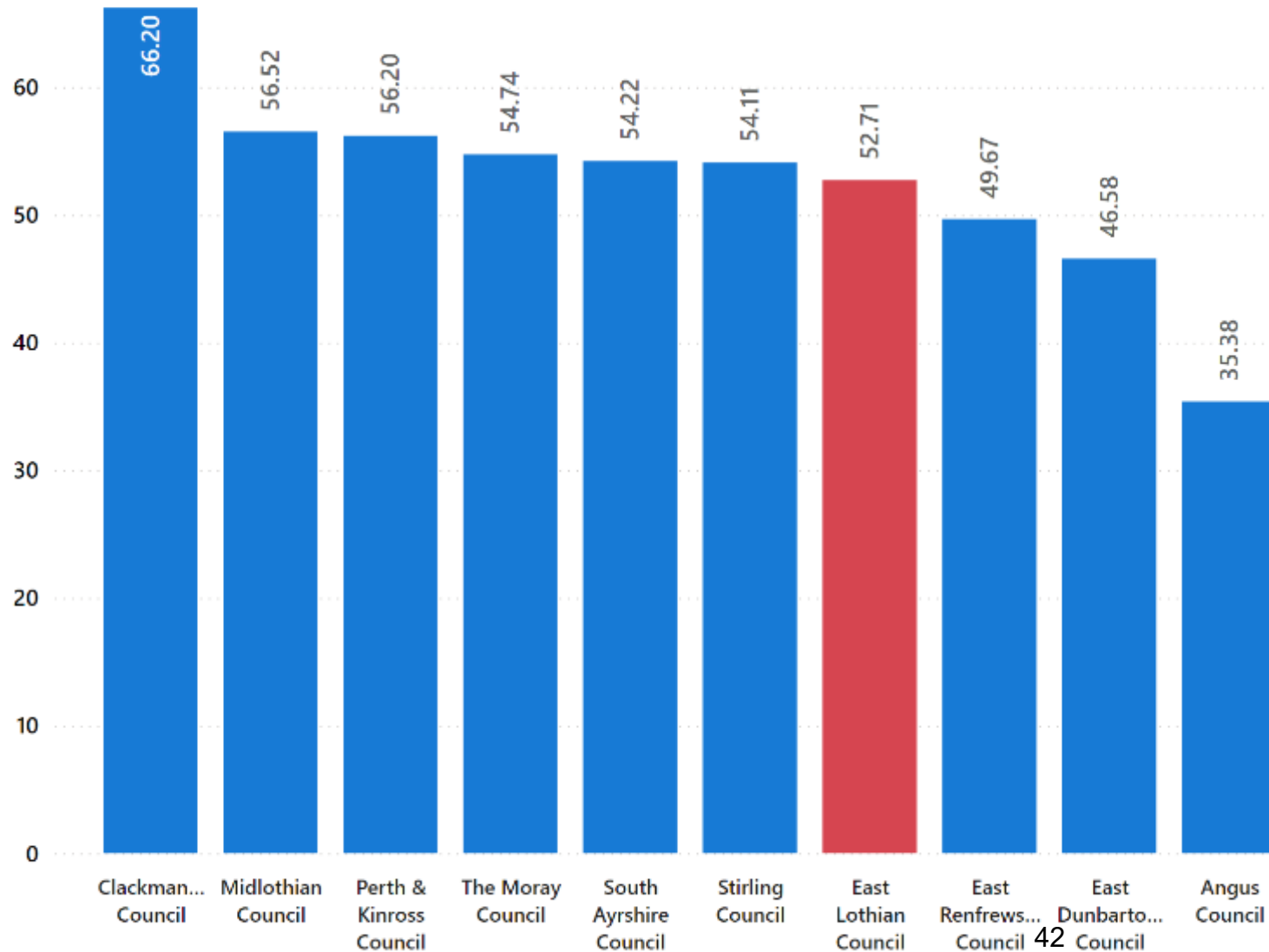
C2 percentage of lets by source of let



Attribute	C2 Percentage of lets to existing tenants			C2 Percentage of lets to homeless applicants			C2 Percentage of lets to housing applicants			C2 Percentage of lets to LA nominations			C2 Percentage of lets to others		
	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24	21/22	22/23	23/24
Organisation Name															
East Lothian Council	27.94	24.45	29.07	47.11	58.45	52.71	24.94	17.10	18.22				0.00	0.00	0.00
All LAs	23.67	21.66	21.43	46.25	48.71	49.30	29.15	26.77	26.34	0.00	0.00	0.00	0.94	2.85	2.93

Lets to Homeless Households

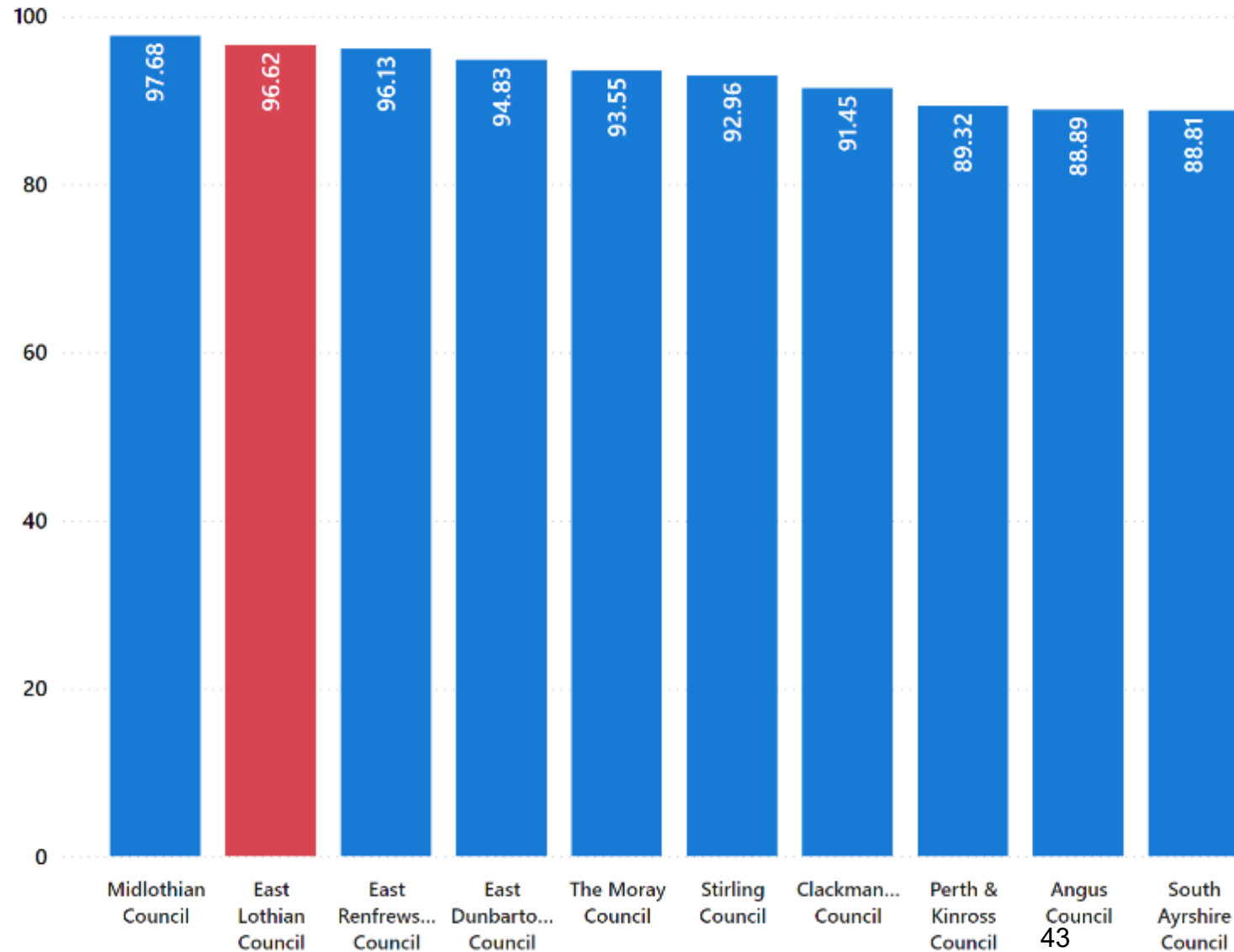
C2 Percentage of lets to homeless applicants



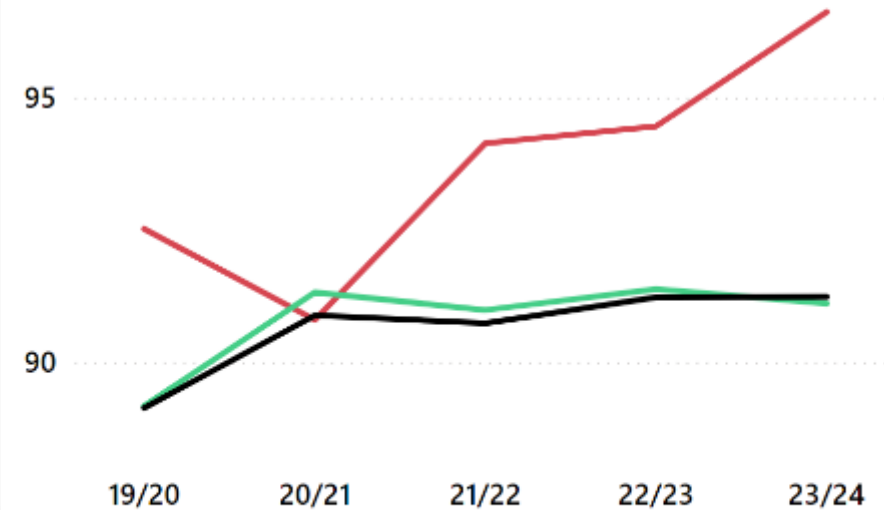
Organisation Name	21/22	22/23	23/24
East Lothian Council	47.11	58.45	52.71
Peer Group 8 - Small LA	46.40	51.29	51.93
All LAs	46.25	48.71	49.30
SHN Average	39.24	41.22	44.20

Tenancy Sustainment

116 Percentage tenancies began in previous year remained more than a year - all



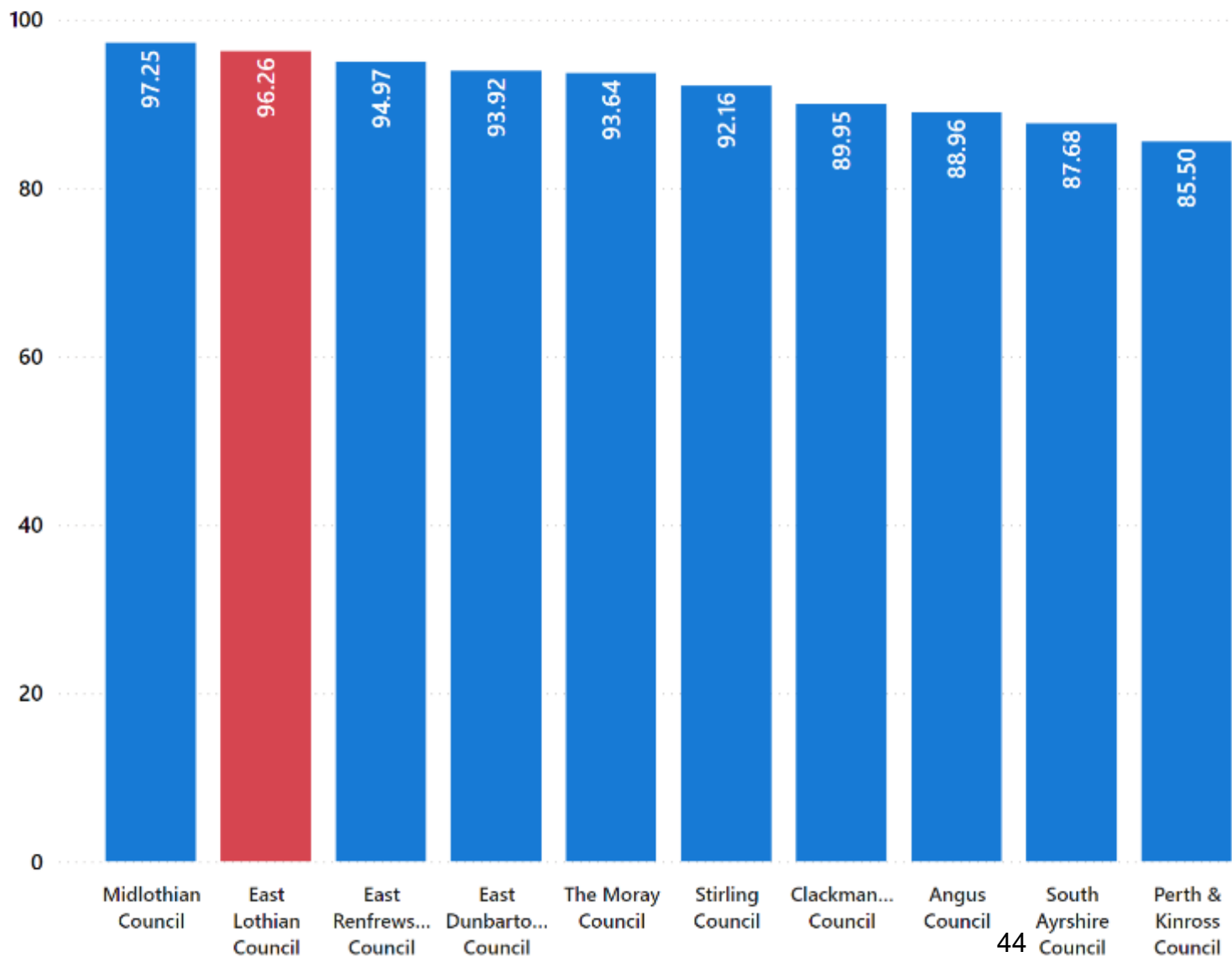
● East Lothian Council ● All LAs ● SHN Average



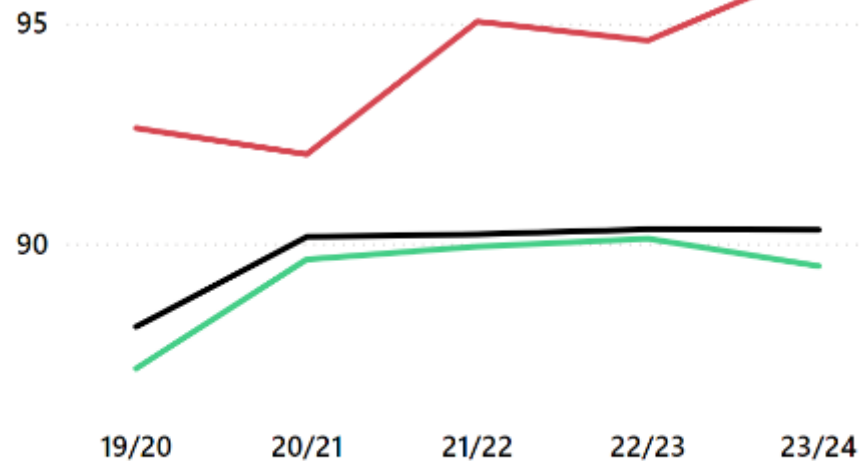
Organisation Name	21/22	22/23	23/24
East Lothian Council	94.14	94.46	96.62
Peer Group 8 - Small LA	90.86	91.17	91.96
All LAs	90.99	91.38	91.11
SHN Average	90.74	91.23	91.24

Tenancy Sustainment (Homeless)

116 Percentage tenancies began in previous year remained more than a year - applicants assessed statutory homeless LA



● East Lothian Council ● All LAs ● SHN Average



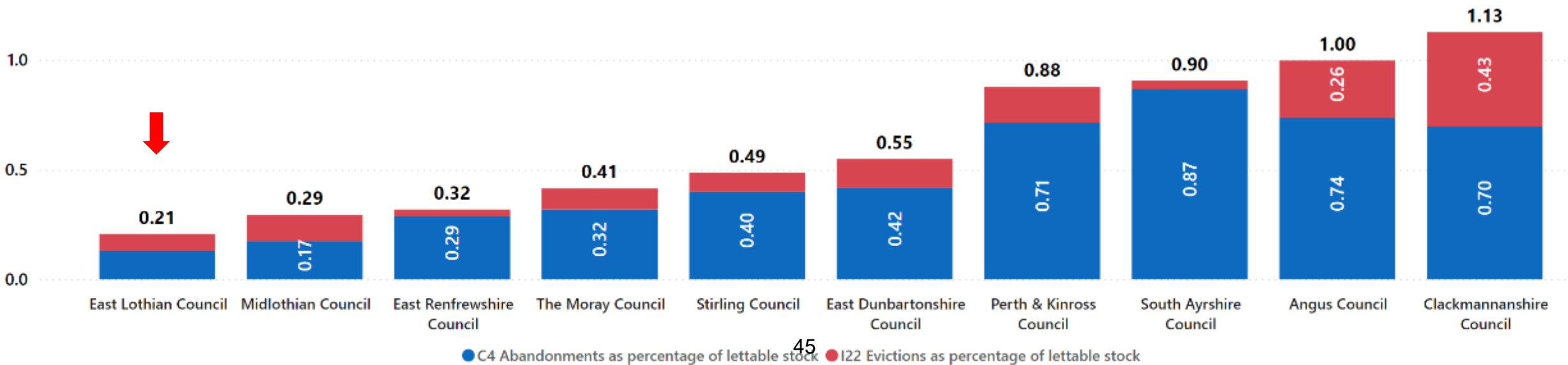
Organisation Name	21/22	22/23	23/24
East Lothian Council	95.04	94.61	96.26
Peer Group 8 - Small LA	90.50	89.98	91.51
All LAs	89.94	90.11	89.49
SHN Average	90.21	90.33	90.31

Abandonments and Evictions

C4 Abandonments & and I22 evictions as a percentage of stock

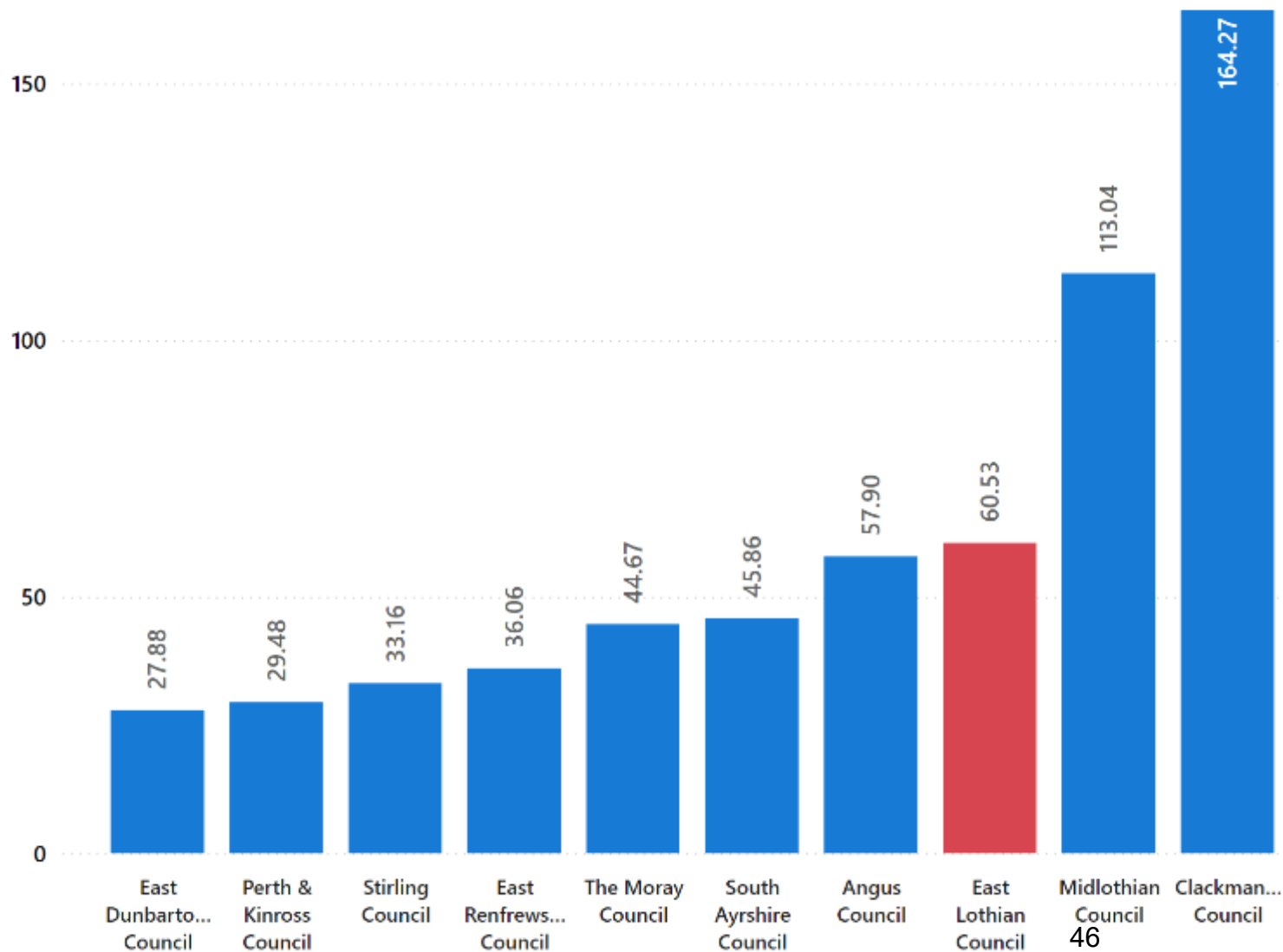


Organisation Name	21/22		22/23		23/24	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
East Lothian Council	0.17	0.00	0.21	0.01	0.13	0.08
Peer Group 8 - Small LA	0.44	0.03	0.52	0.10	0.47	0.14
All LAs	0.50	0.04	0.56	0.08	0.54	0.17
SHN Average	0.45	0.06	0.50	0.10	0.47	0.16

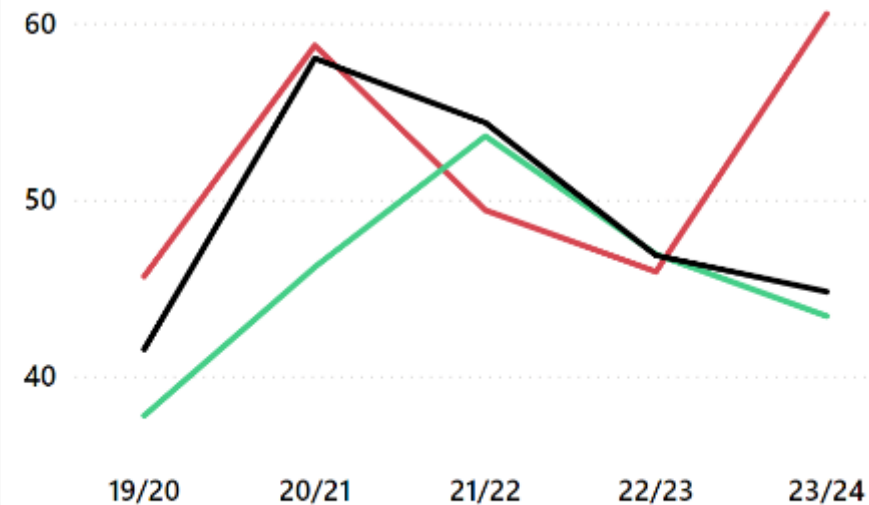


Medical Adaptations

121 Average days to complete approved adaptations



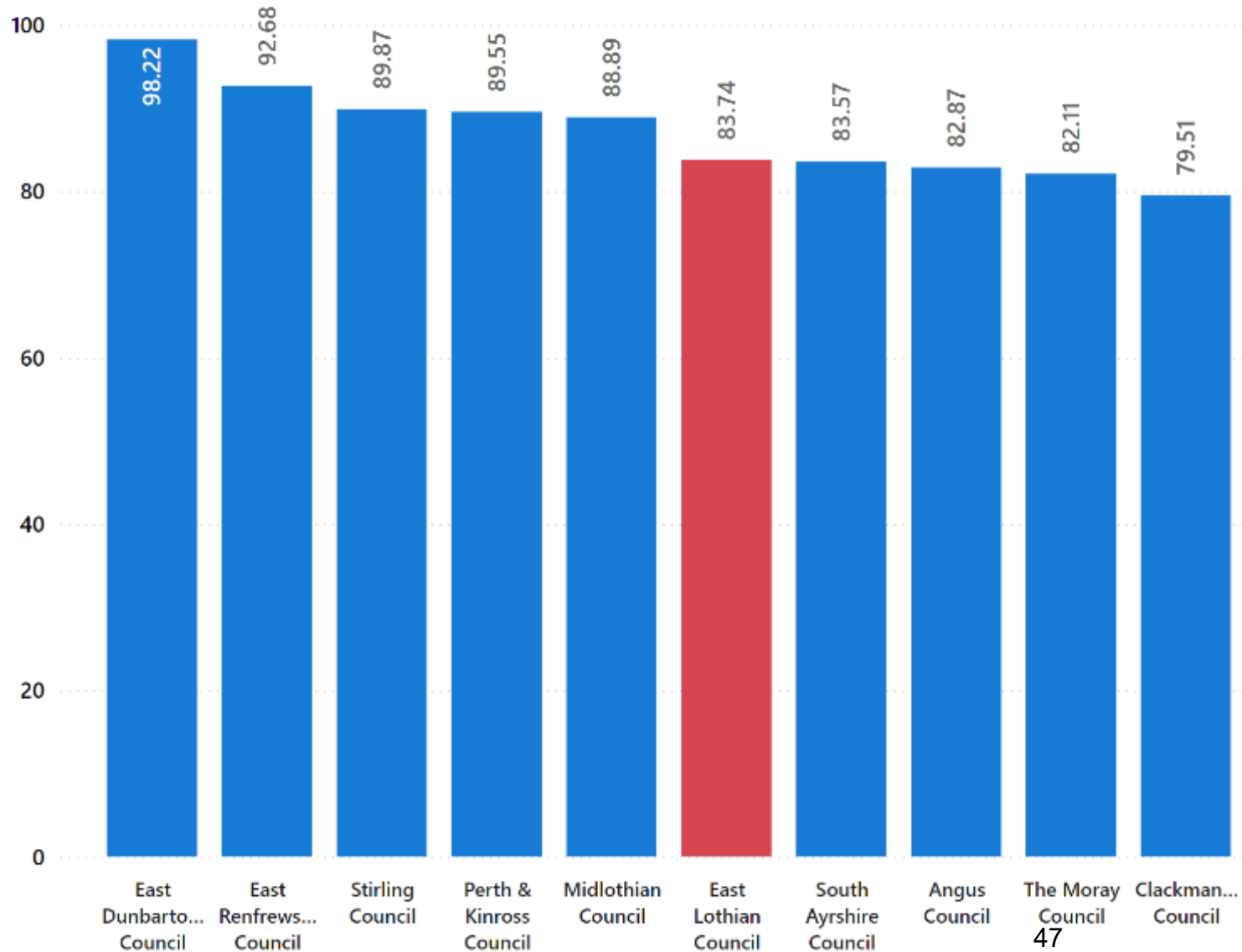
● East Lothian Council ● All LAs ● SHN Average



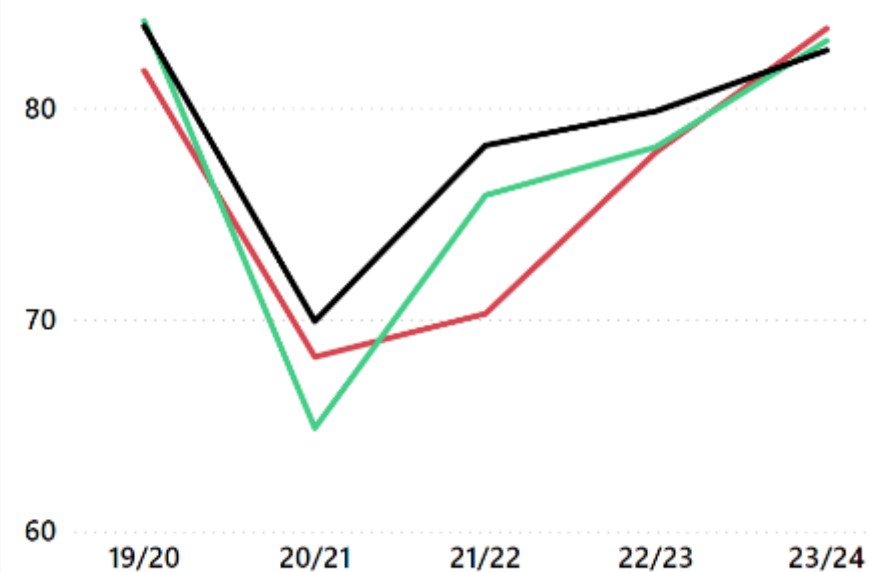
Organisation Name	21/22	22/23	23/24
East Lothian Council	49.39	45.91	60.53
Peer Group 8 - Small LA	51.44	49.55	53.50
All LAs	53.60	46.89	43.39
SHN Average	54.35	46.83	44.77

Medical Adaptations

119 Percentage approved applications for medical adaptations completed



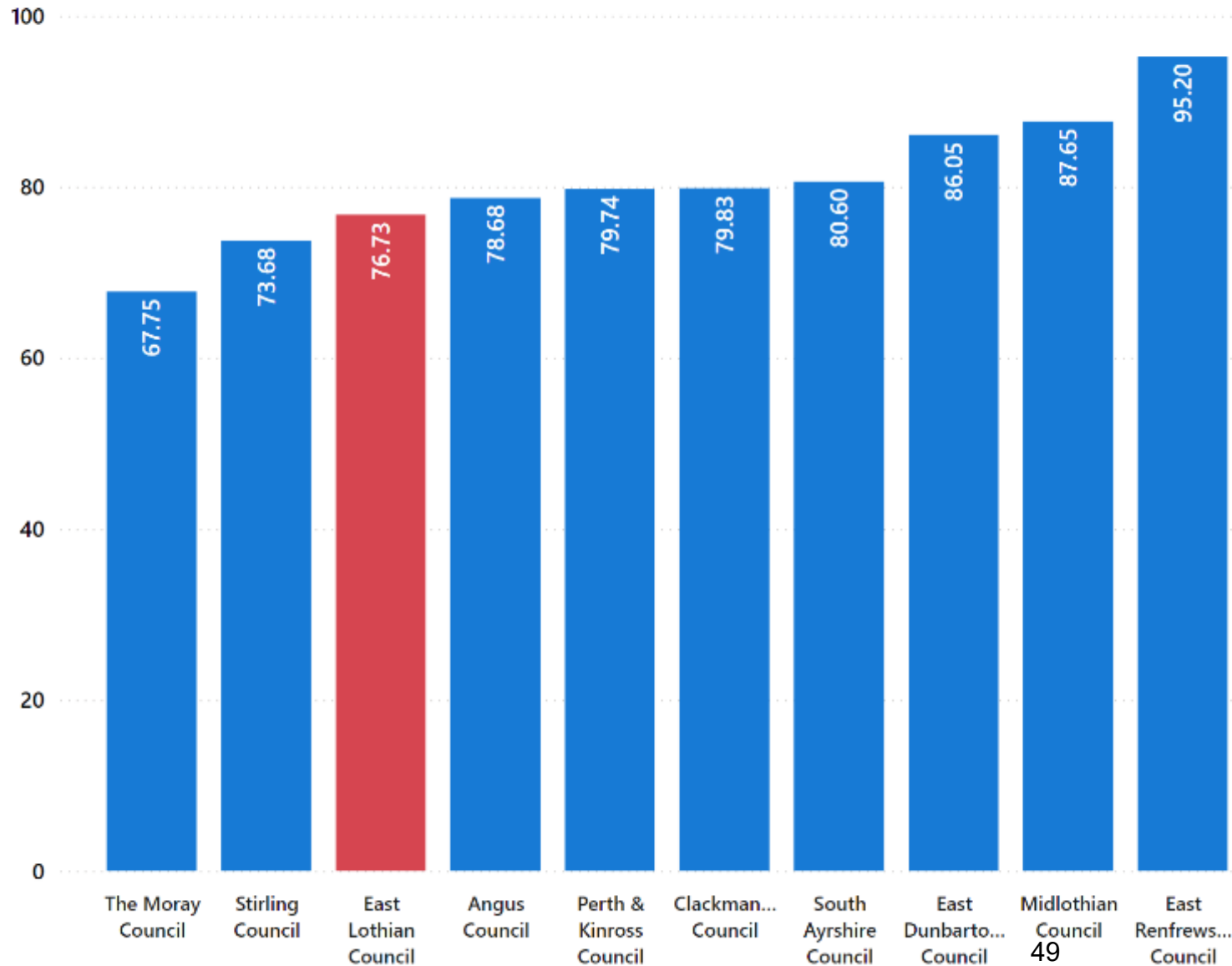
● East Lothian Council ● All LAs ● SHN Average



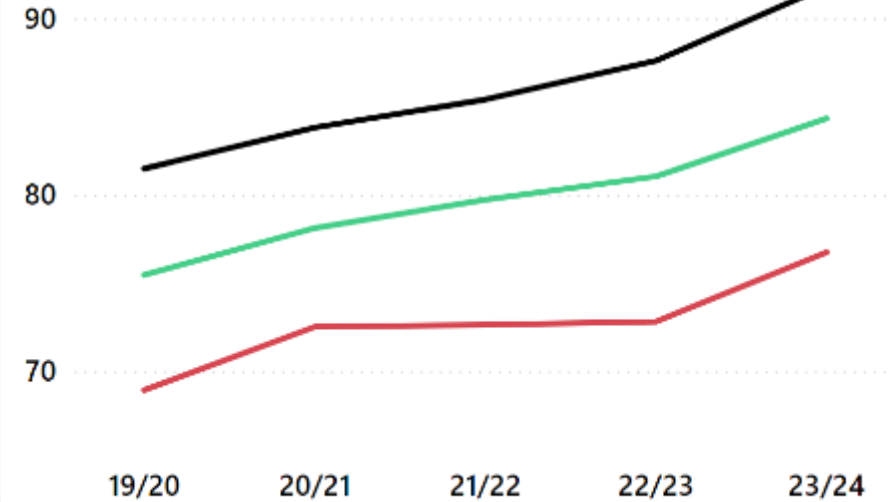
Organisation Name	21/22	22/23	23/24
East Lothian Council	70.27	77.91	83.74
Peer Group 8 - Small LA	73.66	81.65	86.07
All LAs	75.86	78.15	83.17
SHN Average	78.22	79.84	82.71

Rents

C17 Lettable self-contained units -
Total - Average weekly rent



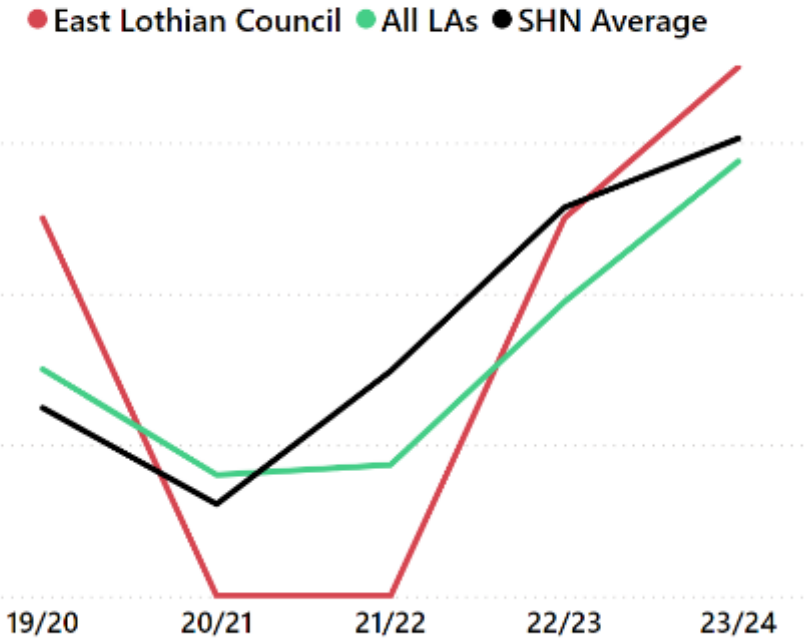
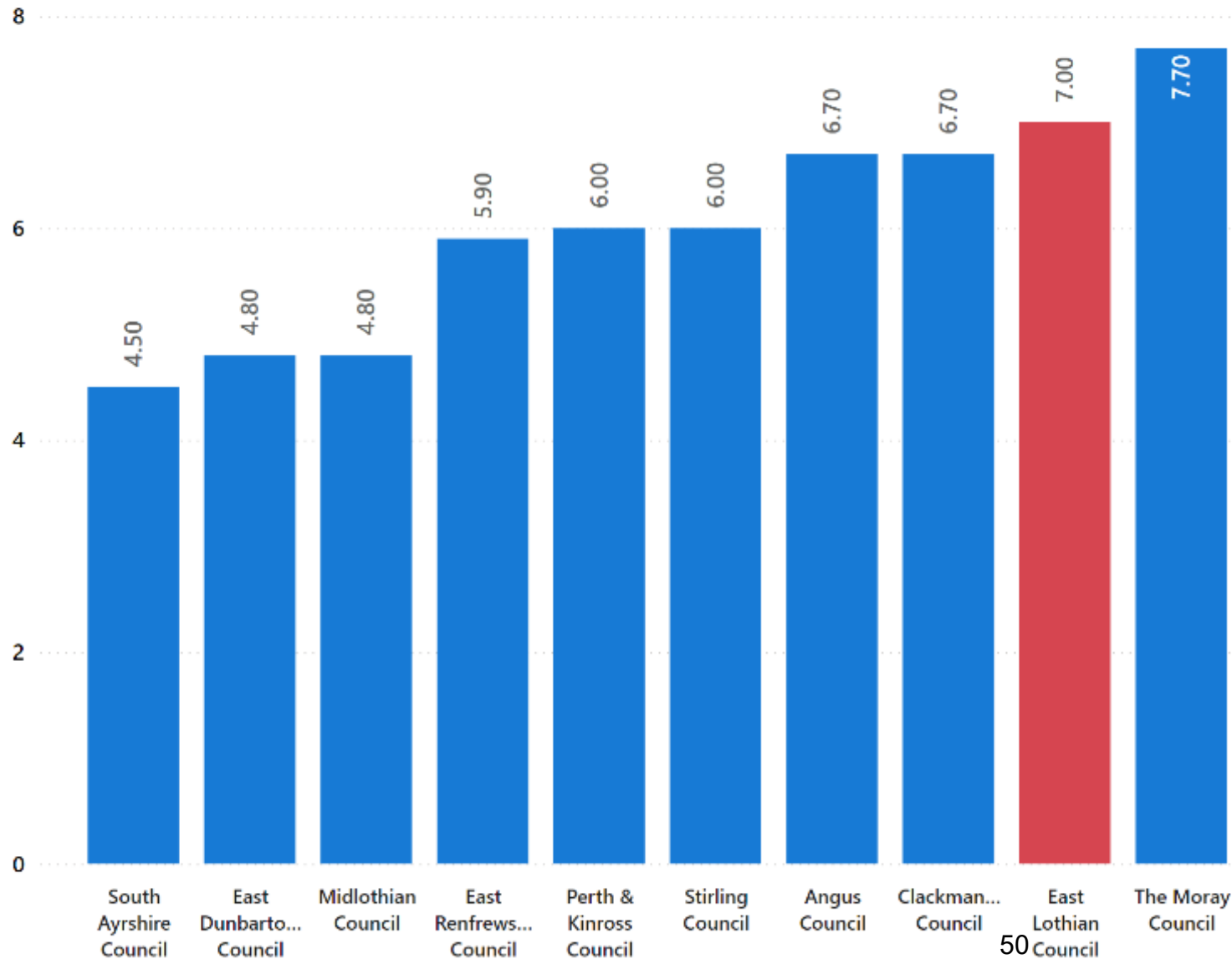
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	72.61	72.79	76.73
Peer Group 8 - Small LA	75.58	76.60	79.90
All LAs	79.71	81.03	84.31
SHN Average	85.39	87.59	91.81

Rents

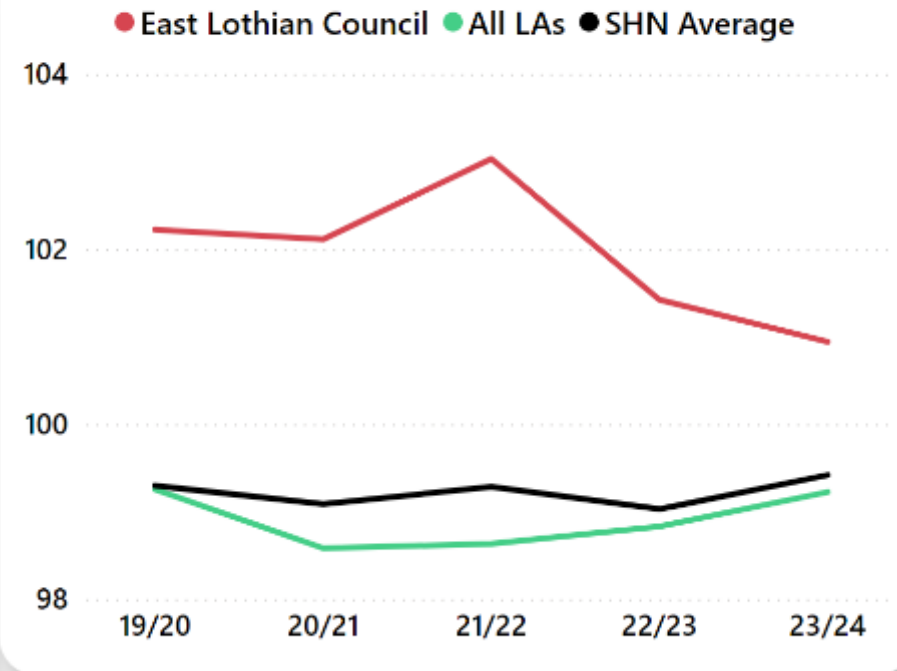
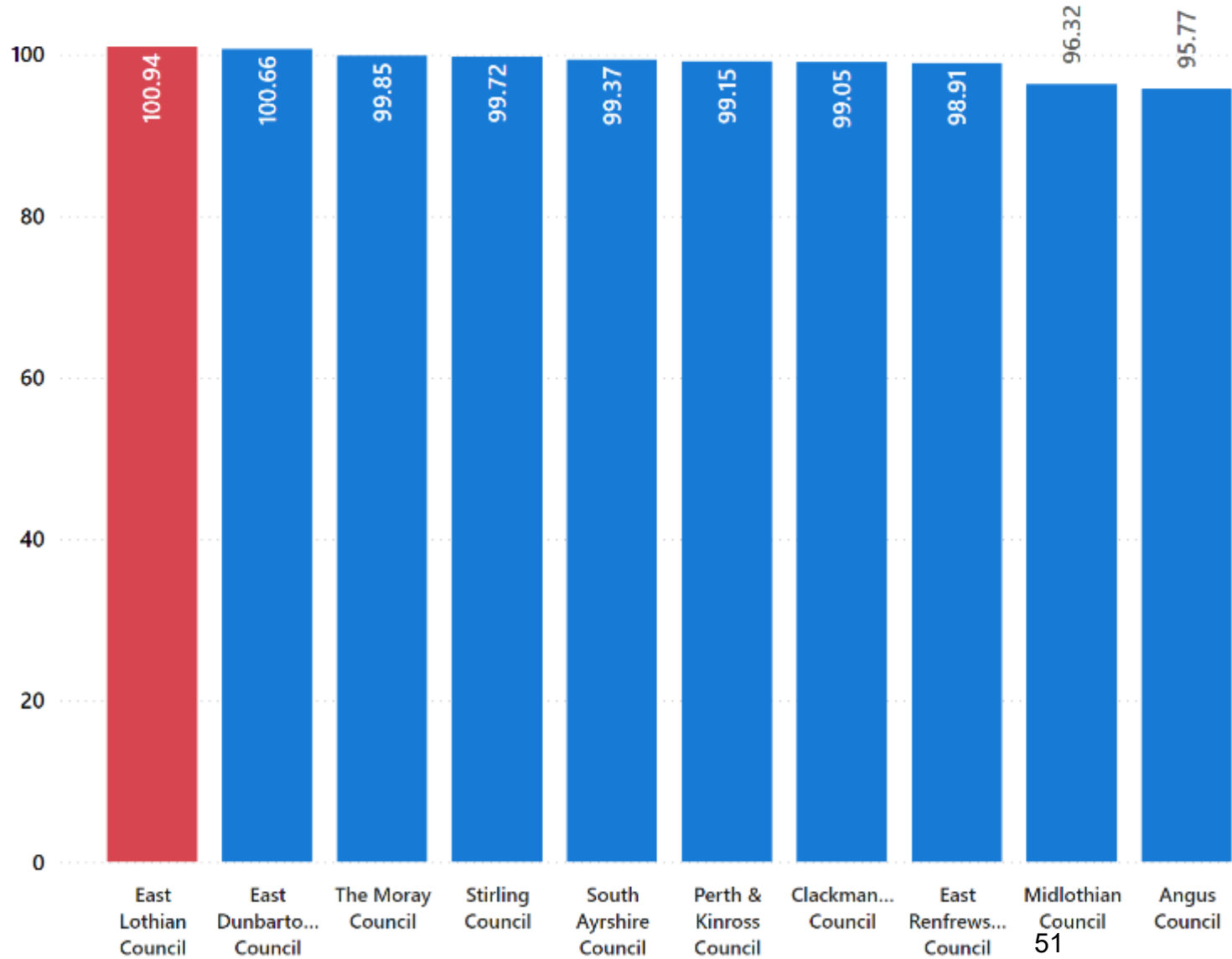
C5 Percentage average weekly rent increase to be applied next year



Organisation Name	21/22	22/23	23/24
East Lothian Council	0.00	5.00	7.00
Peer Group 8 - Small LA	1.39	3.64	5.98
All LAs	1.74	3.89	5.75
SHN Average	2.98	5.14	6.05

Rent Collection

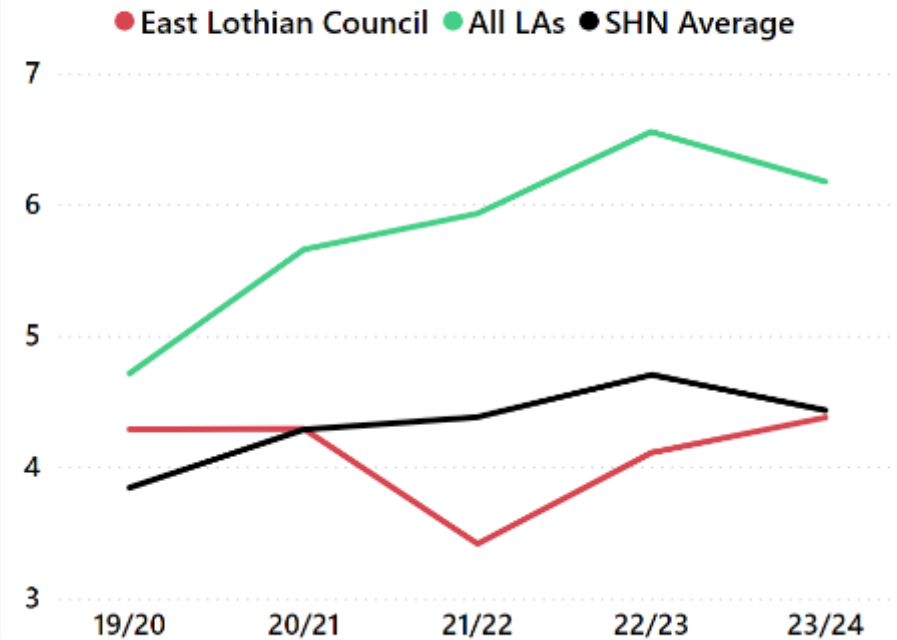
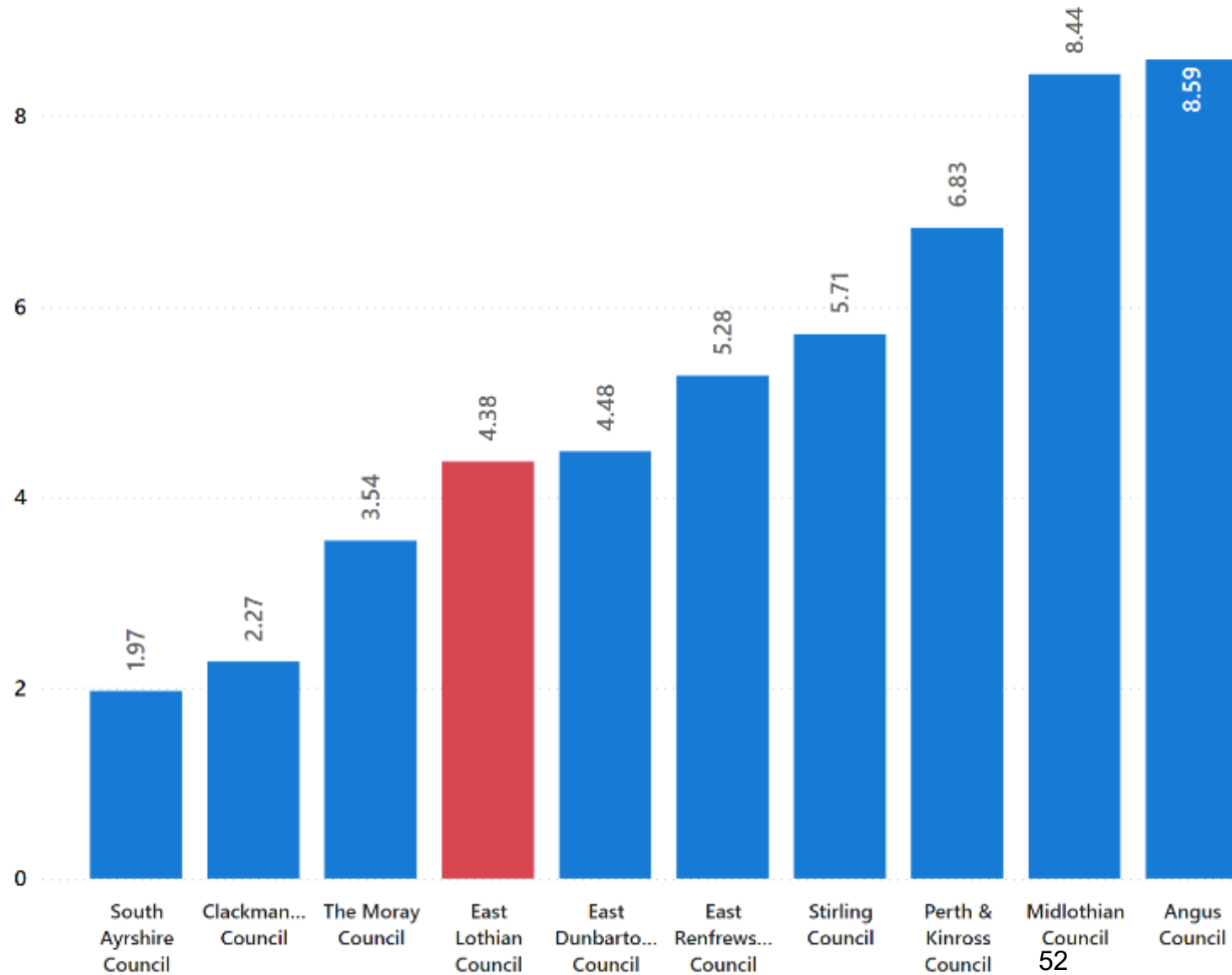
126 Percentage collected of rent due



Organisation Name	21/22	22/23	23/24
East Lothian Council	103.03	101.42	100.94
Peer Group 8 - Small LA	100.10	99.38	98.93
All LAs	98.63	98.83	99.22
SHN Average	99.28	99.03	99.42

Arrears

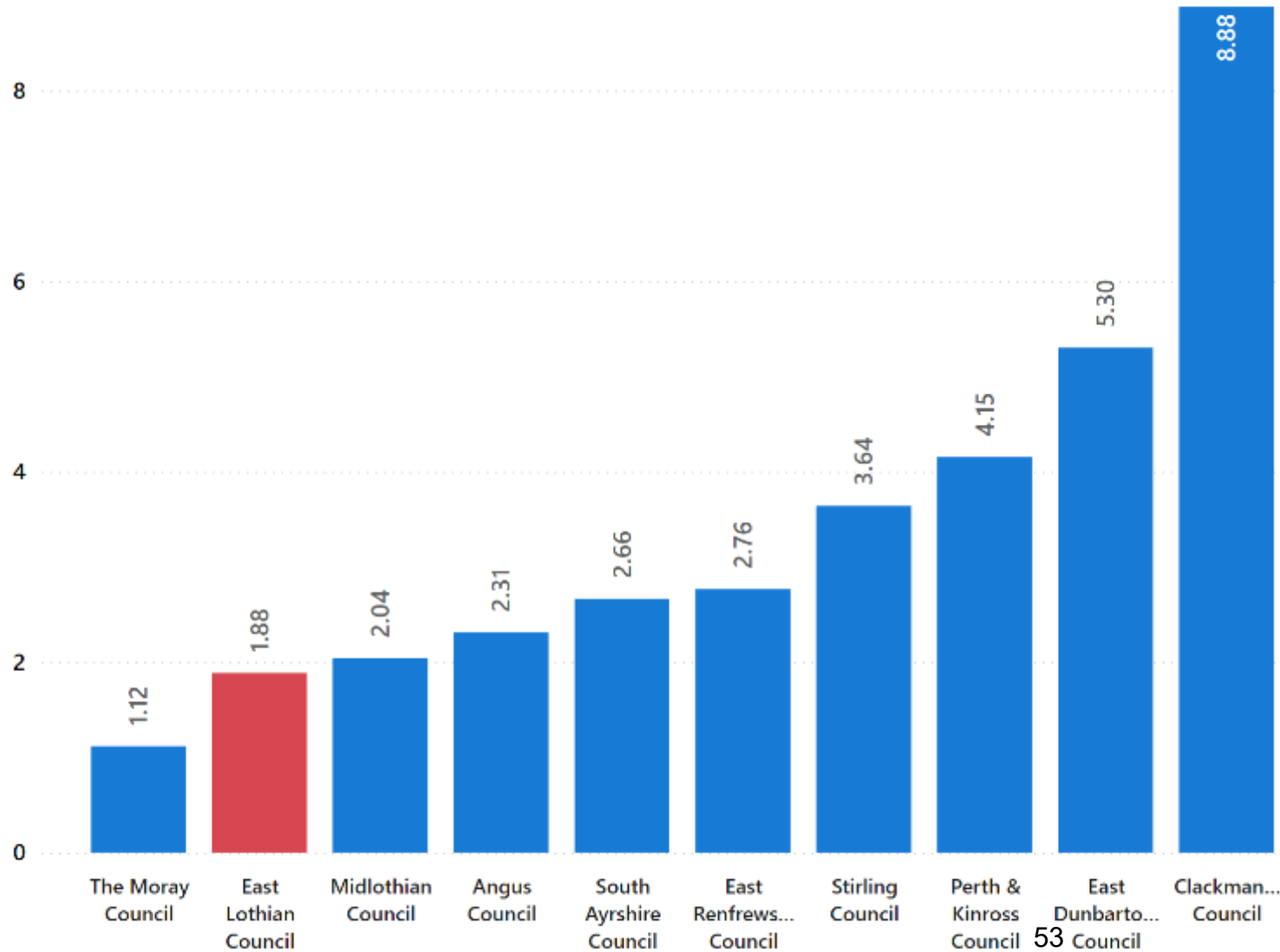
127 Current arrears percentage of rent due



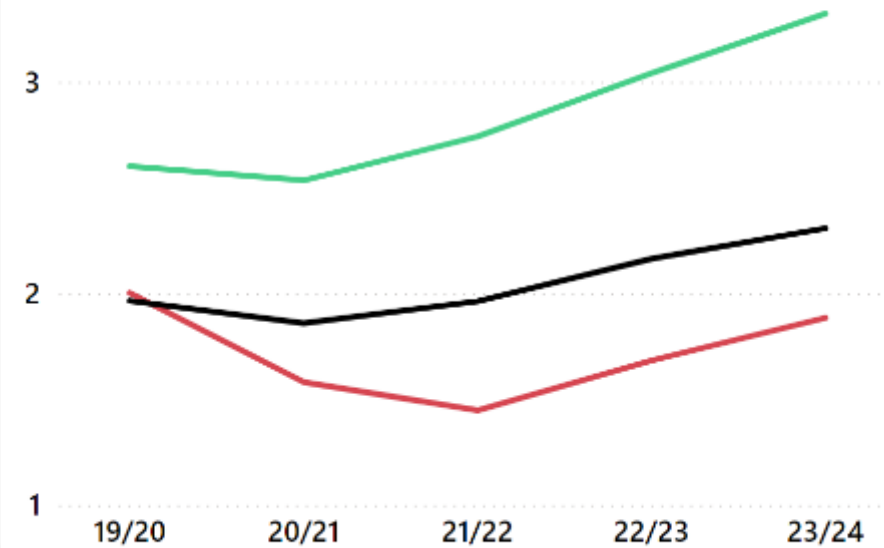
Organisation Name	21/22	22/23	23/24
East Lothian Council	3.41	4.11	4.38
Peer Group 8 - Small LA	5.21	5.28	5.33
All LAs	5.93	6.55	6.17
SHN Average	4.38	4.70	4.43

Arrears

127 Former arrears percentage of rent due



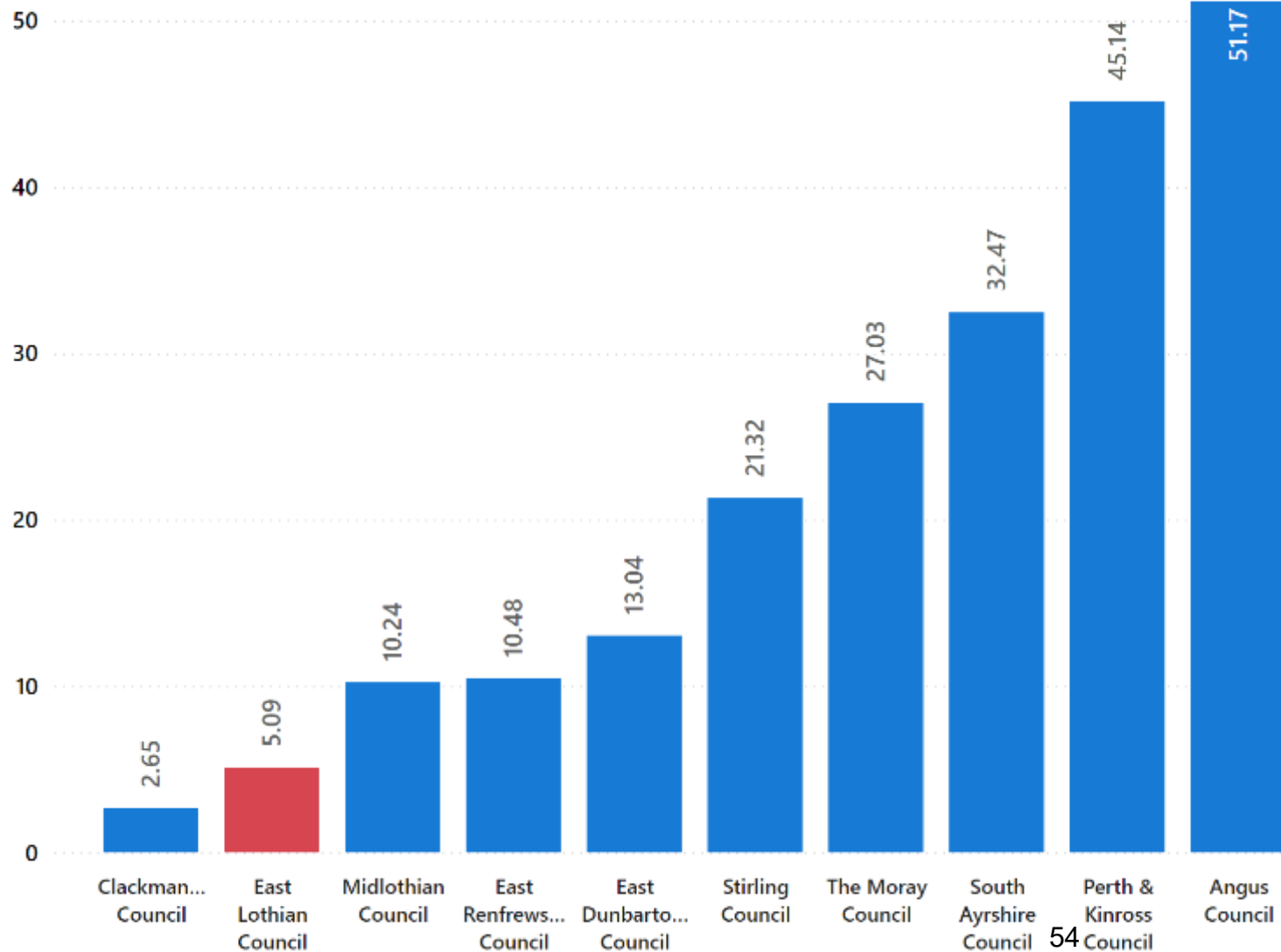
● East Lothian Council ● All LAs ● SHN Average



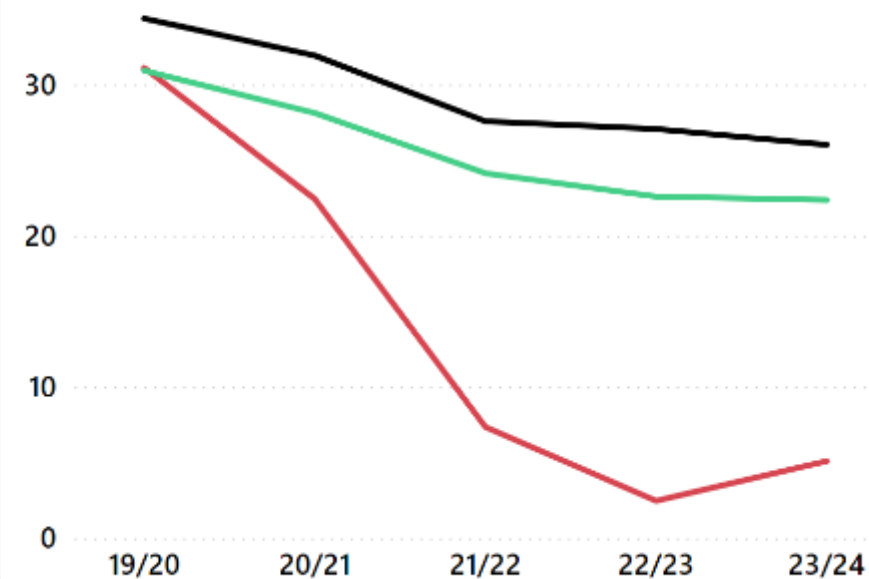
Organisation Name	21/22	22/23	23/24
East Lothian Council	1.45	1.68	1.88
Peer Group 8 - Small LA	2.95	3.24	3.34
All LAs	2.74	3.04	3.32
SHN Average	1.96	2.16	2.31

Arrears Written Off

C7 Percentage former tenant rent arrears written off



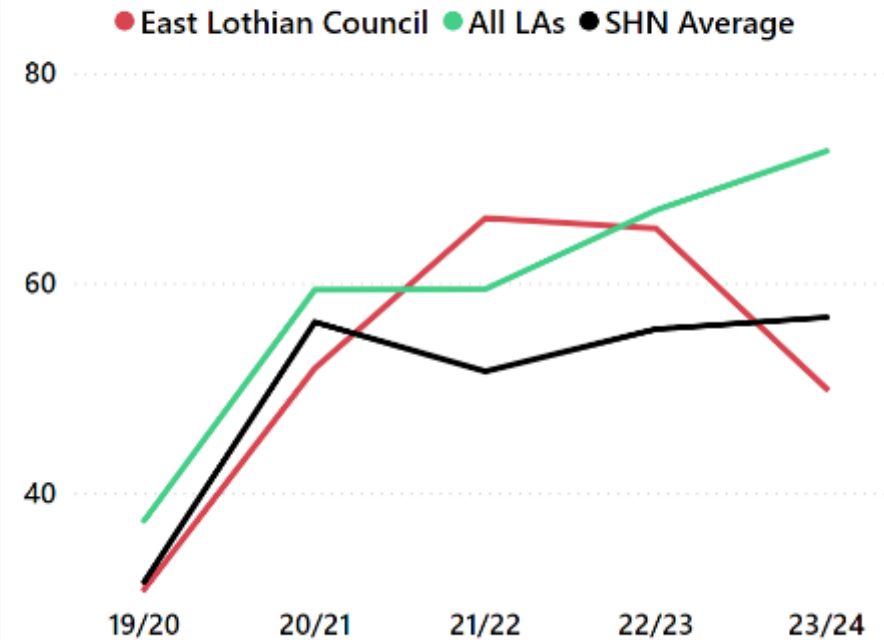
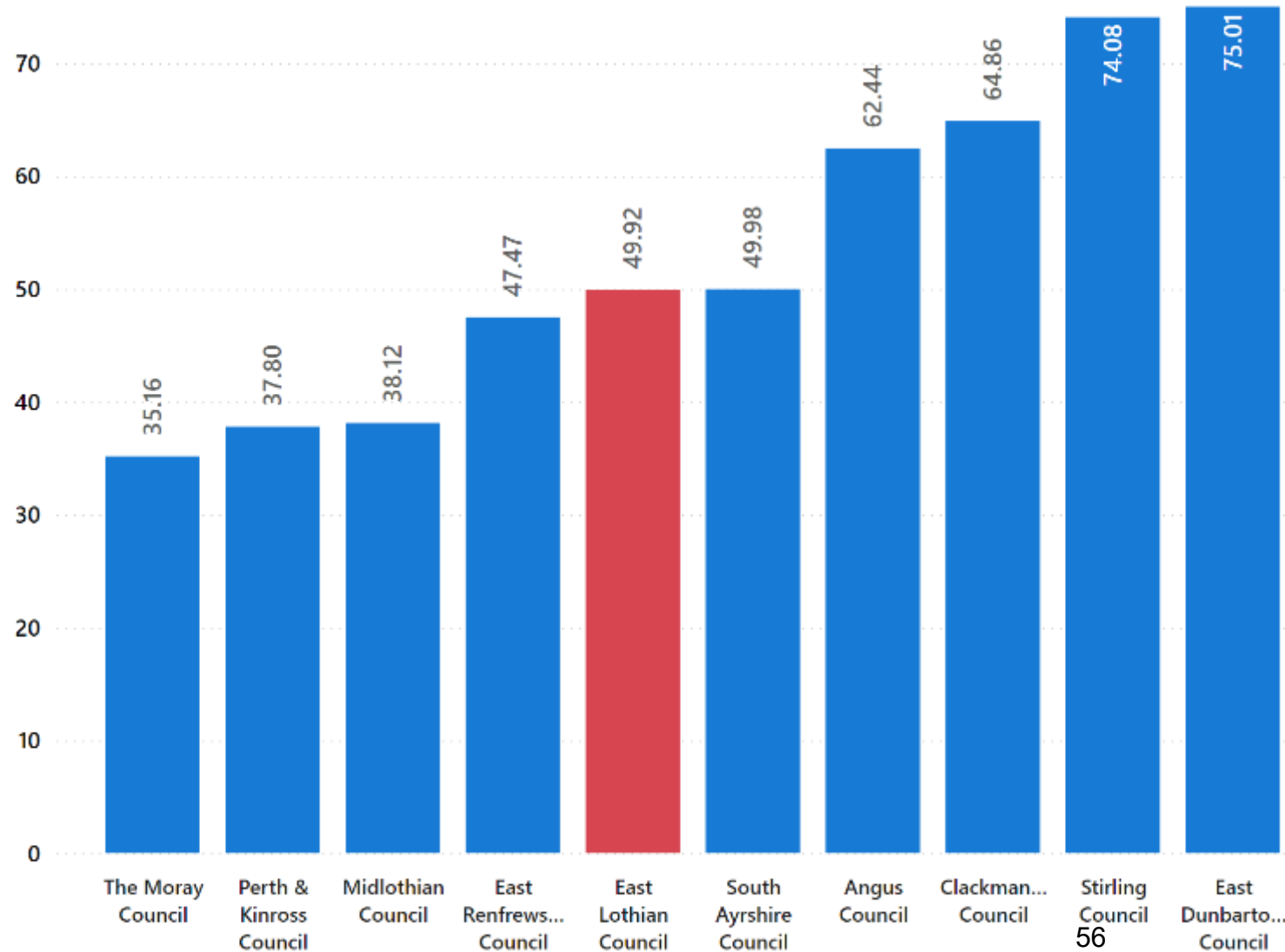
● East Lothian Council ● All LAs ● SHN Average



Organisation Name	21/22	22/23	23/24
East Lothian Council	7.35	2.46	5.09
Peer Group 8 - Small LA	19.41	16.82	21.54
All LAs	24.13	22.60	22.36
SHN Average	27.57	27.06	26.02


Relet Times

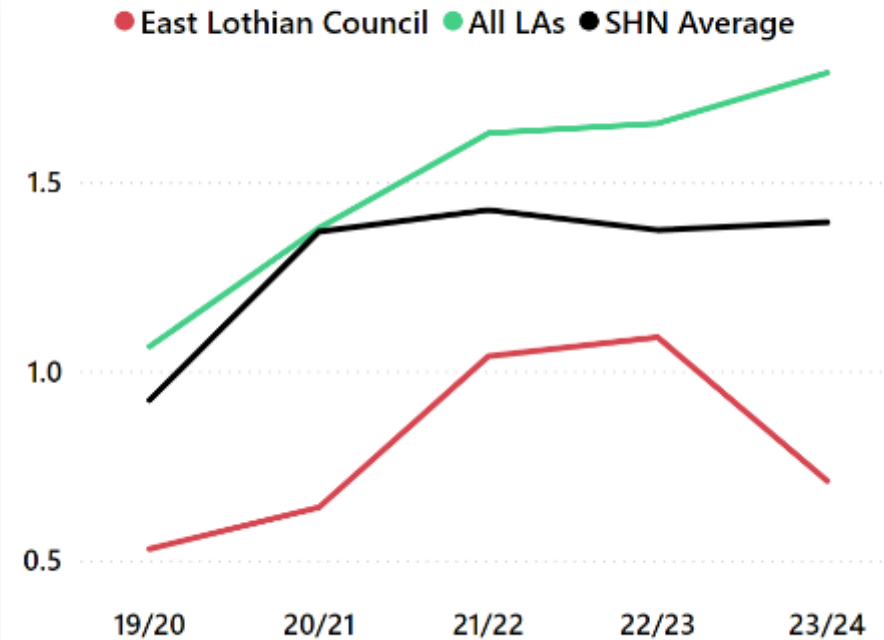
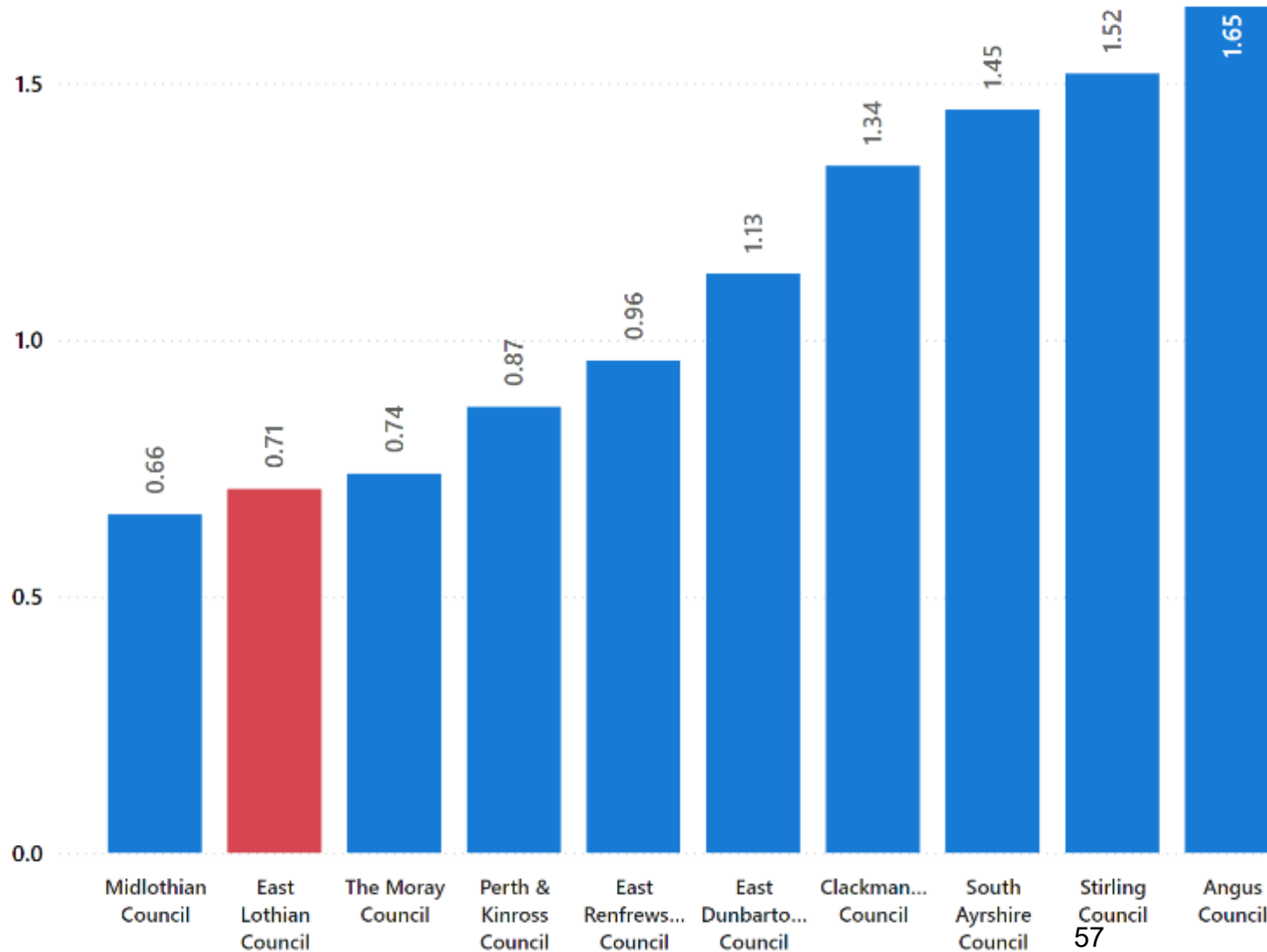
130 Average time to re-let properties



Organisation Name	21/22	22/23	23/24
East Lothian Council	66.19	65.19	49.92
Peer Group 8 - Small LA	55.15	59.26	53.07
All LAs	59.42	66.94	72.56
SHN Average	51.58	55.61	56.73

Void Rent Loss

118 Percentage of rent due lost through properties being empty 



Organisation Name	21/22	22/23	23/24
East Lothian Council	1.04	1.09	0.71
Peer Group 8 - Small LA	1.47	1.25	1.12
All LAs	1.63	1.66	1.79
SHN Average	1.43	1.37	1.39

Service

Satisfaction:

Overall

Keeping informed

Opportunities to Participate

SHQS

Emergency repairs time

Non-emergency repairs time

Right first time

Repairs satisfaction

ASB cases completed

Value for Money

Average weekly rent

Annual rent increase

Void relet time

Void rent loss

Rent collected

Landlord Report

Organisation Name	Overall satisfaction	Informed	Involved	SHQS	Emergency repairs	Non-emergency repairs	Right first time	Repairs satisfaction	Anti-social behaviour	Rent increase	Average rent 3-apt	Average rent - all	Rent collected	Void rent loss	Re-let time
Clackmannanshire Council	92.69	96.95	98.47	93.54	3.99	5.12	94.76	91.56	74.16	6.70	79.73	79.83	99.05	1.34	64.86
South Ayrshire Council	92.13	95.51	95.63	92.54	2.50	6.64	97.18	89.19	90.50	4.50	79.78	80.60	99.37	1.45	49.98
Stirling Council	90.88	98.35	97.47	84.32	5.80	6.85	92.50	84.08	81.51	6.00	73.10	73.68	99.72	1.52	74.08
East Renfrewshire Council	84.86	86.62	82.57	78.89	2.46	7.92	97.98	84.36	96.92	5.90	97.01	95.20	98.91	0.96	47.47
The Moray Council	82.78	91.29	96.21	22.63	2.20	5.65	92.44	99.45	64.46	7.70	67.42	67.75	99.85	0.74	35.16
East Lothian Council	81.62	86.01	80.22	89.66	3.74	16.28	85.71	88.75	78.02	7.00	75.37	76.73	100.94	0.71	49.92
Midlothian Council	81.47	80.13	77.87	60.05	12.60	19.89	96.37	72.43	91.79	4.80	86.19	87.65	96.32	0.66	38.12
Perth & Kinross Council	78.71	82.60	73.90	76.32	3.30	8.65	90.42	95.93	91.37	6.00	80.34	79.74	99.15	0.87	37.80
Angus Council	71.20	64.70	41.40	72.31	5.98	8.00	99.99	73.29	89.21	6.70	80.57	78.68	95.77	1.65	62.44
East Dunbartonshire Council	70.83	77.82	87.86	61.62	3.69	13.06	81.14	89.74	100.00	4.80	86.16	86.05	100.66	1.13	75.01




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REPORT TO: Policy and Performance Review Committee

MEETING DATE: 12 December 2024

BY: Executive Director for Place

SUBJECT: Homelessness Performance Report 2023/24

4

1 PURPOSE

- 1.1 To update Elected Members on the Council's performance regarding homelessness.

2 RECOMMENDATIONS

- 2.1 Members are asked to note the performance data set out in the report in respect of Scottish Government reporting on homelessness for 2023/24 and 2024/25 to date, and the content of the Tables set out at Appendix 1.
- 2.2 Members are asked to consider the key headline figures outlined in this report and clarify the extent to which this reporting framework is fit for purpose.

3 BACKGROUND

- 3.1 Local authorities are required to submit quarterly homelessness returns to the Scottish Government via HL1, HL2/3 and Prevent1 reporting systems and to also report separately on breaches of the Unsuitable Accommodation Order. This report captures a range of performance and contextual information across a range of key indicators, with key areas outlined, to highlight key trends and changes in performance, for the period 2023/24 and 2024/25 to date.

Key Homelessness Performance Data 2023/24 and 2024/25 To Date

- 3.2 Homelessness Applications/Assessments (Tables 1.1-1.4)

Homeless applications show an increase per annum from 627 in 2020/21 (the lowest annual figures in over a decade) to 790 in 2023/24. The number of homeless presentations is significantly higher in 2023/24, higher than levels seen prior to the pandemic. This picture is reflected at a national level with

applications increasing across the country. During the first two quarters of 2024/25, 355 homeless applications were made, and if this trend continues, we can expect to see similar numbers going forward. In accordance with this, the homeless assessment figure is over 99% of applications for 2023/24, reflecting previous years position.

3.3 Assessment Decisions (Tables 1.5-1.6)

Prior to the pandemic, intentionally homeless decisions typically comprised around 7-10% of homeless assessments; however, a significant reduction is evident from 2021 onwards. During 2023/24, there were 13 intentionally homeless decisions, compared with the peak of 83 in 2017/18. While this aligns with legislative change and good practice, it is acknowledged that this results in increased requirements for the provision of temporary and permanent accommodation. 'Not homeless' decisions have also seen a significant reduction, with an average of 49 per annum, over the period 2017/18 to 2019/20 compared with an average of 11 per annum, over the period 2021/22 to 2022/23. During 2023/24, however, there were 22 'not homeless decisions' and the first two quarters of 2024/25 total 19 'not homeless decisions', indicating a likely higher figure for this year.

3.4 Reason for Homeless Applications (Tables 1.7-1.8)

Over the last decade, reasons for homelessness have followed a similar pattern each year. Reflecting this, during 2023/24, the primary reason for homelessness is 'asked to leave', comprising 32% of applications, followed by 'dispute within household (violent or abusive)' at 21% and 'dispute (non-violent)' at 18%. In previous years, 'termination of tenancy / mortgage due to rent arrears / default on mortgage payments' and 'other action by landlord resulting in termination of tenancy' were on the decrease because of action during and beyond the pandemic to prevent homelessness in respect of evictions – we can see from the first half of 2024/25 that these reasons are increasing. The 'discharge from prison / hospital / care / other institution' reasons have been lower in recent years, reflecting an improved preventative approach, particularly regarding people leaving prison; however, we can see an upward trend in the first half of 2024/25 due to the early prisoner release scheme.

3.5 Homelessness by Banded Age (Tables 1.9-1.10)

Over the last five years, homeless applications made by young people aged 16-25 have averaged 29% of all applications, and 2023/24 saw a lower figure at approximately 25%. The first two quarters of 2024/25 again show a lower figure averaging 23%. 2022/23 saw the highest number of homeless applicants age 60+ in the last decade, equating to 7% of all applications and this only reduced slightly in 2023/24 to just under 6%. The first two quarters of 2024/25 show a further decrease to 4.5%.

3.6 Homelessness Applications by Property Type (Tables 1.11-1.12)

In accordance with previous years, over 36% of homeless applications are made by people living in the 'parental / family home / with relatives' followed by 23% living with 'friends and partners', during 2023/24. These figures for the

first two quarters of 2024/25 are 38.5% and 19.4% respectively. Applications from prison are lower over the last three years than previous years, with this also evident in the first two quarters of 2024/25 remaining in single figures each quarter. There was a rise in 2022/23 (10.7%) from people living in private rented accommodation and numbers have increased into 2023/24 (11.77%) and the first two quarters of 2024/25 (15.4%).

3.7 Rough Sleeping Prior to Assessment (Tables 1.13-1.16)

2020/21 and 2021/22 saw a significant increase in rough sleeping prior to assessment from previous years, and 2022/23 showed a reduction; however, it is clear from the first two quarters of 2024/25 that this is increasing again. In 2023/24, 34 households slept rough on the night preceding application and this figure for the first two quarters of 2023/24 was 18 households, indicating the annual figure is likely to be substantial. In 2023/24, 56 households slept rough within three months of making a homeless application and this figure for the first two quarters of 2024/25 was 27 households, indicating again that this figure is likely to be significant.

3.8 Homeless Households in Temporary Accommodation by Accommodation Type (Tables 1.17-1.18)

Prior to 2020, there were over 400 homeless households in temporary accommodation (excluding 2018, with 398 households), at a snapshot on 31 March each year. This figure has reduced annually since 2020, with a notable reduction to 372 on 31 March 2024 and similar figures seen at the end of each quarter in 2024/25 to date.

3.9 Households with Dependent Children in Temporary Accommodation (Tables 1.19-1.20)

There has been a notable reduction in the number of households with children in temporary accommodation, evident via a snapshot on 31 March each year, with this figure reducing from 151 in 2018 to 54 in 2024. The number of households with dependent children in temporary accommodation at the end of the quarter has reduced further in 2024/25, with 51 and 49 in Q1 and Q2 respectively.

3.10 Breaches of Unsuitable Accommodation Order (Table 1.21)

The Council remains one of circa five authorities, consistently breaching the Order on a regular basis since implementation of the revised Order in October 2021, placing the Council at high risk in respect of failure to meet statutory duties. At this time, there were typically an average of 30 new breaches each quarter, increasing to 63 in Q1 of 2023/24 and 50 in the following Q2 of 2023/24 resulting in a cumulative live total of 152 breaches. However, for the same reporting period (Q2 of 2024/25) we can see positive progress in 21 new breaches and a decreasing cumulative total of live breaches to 98.

3.11 Cases Closed (Tables 1.22-1.23)

Over the four years prior to the pandemic, cases closed averaged 770 per annum and in 2017/18 this figure was significantly higher at 838. However, in

2022/23, only 672 cases were closed, averaging around 600 per annum over the three-year period 2020/21 – 2022/23, leading to a backlog of cases and effectively a ‘queue’ in temporary accommodation. In 2023/24 844 cases were closed, which is significantly higher than in recent years. To date, 434 cases were closed during Q1 and Q2 of 2024/25. This figure needs to remain at these levels to continue to alleviate pressures on temporary accommodation.

3.12 Time to Discharge Duty (Tables 1.24-1.25)

2022/23 saw the longest period to discharge duty in over a decade, at 65.5 weeks, which reflects the reduction in cases closed, set out at section 3.10. However, 2023/24 saw the figure reduce to 56.49 weeks which is positive. To date, 2024/25 shows an average figure of 54 weeks, which reflects several actions with the Homelessness Action Plan

3.13 Allocations (Tables 1.26-1.27)

Council allocations to homeless households peaked in 2018/19 at 299 (59%), reducing each year thereafter to 204 in 2021/22 (42%). This increased to 294 (58%) in 2022/23 but fell back to 52.7% in 2023/24. At end of Q2 of 2024/25, 163 allocations have been made to homeless households to date, out of 331 total lets, equating to 49%.

Brief Commentary on Performance for 2023/24 and 2024/26 To Date

3.14 Housing Options Team staff have worked hard during recent months to transform the Homelessness Service and, despite increasing applications (790 in 2023/24 and 355 to date in 2024/25), live cases have reduced from 730 at 30 November 2023 to 450 at 30 November 2024. This is a result of new efficient ways of working; higher numbers of allocations and nominations; and more recently, changes to the Council’s allocations policy. These levels have not been seen since early 2012.

3.15 This has in turn reduced requirements for temporary accommodation and at end March 2024, we recorded the lowest number of households in temporary accommodation (372) since 2015. 2023/24 also saw a significant reduction in time in temporary accommodation, with average no. days per placement reducing to pre-COVID-19 levels not achieved since 2019 (174 days) and a reduction in time spent in self-contained temporary accommodation, to 335 days – levels not seen since 2014. At the end of May we had 54 households with children in temporary accommodation – the lowest number in 20 years, and this has since reduced further. Furthermore, breaches of the Unsuitable Accommodation Order continue to slowly reduce from 152 at end Q2 2023 to 98 at end Q2 2024.

3.16 This sustained and ongoing reduction in demand (live homelessness cases) has enabled a slow steady reduction in temporary accommodation, and it is anticipated this will enable a reduction in the costs of running the service going forward.

3.17 Further summary figures are as follows:

- Continued low levels of intentionally homeless (13) and increased levels of not homeless (22) decisions in 2023/24. 8 intentionally homeless and 19 not homeless decisions to date in 2024/25
- Ongoing trend regarding reasons for homelessness, with 'asked to leave' comprising 32% of applications, followed by 'dispute within household (violent or abusive)' at 21% and 'dispute (non-violent)' at 18%.
- Youth homelessness is reducing (25% during 2023/24 and 23% to date in 2024/25) while homelessness among older households is increasing. 2023/24 saw the figure for homeless applicants age 60+ reduce slightly, at 6% of all applications.
- Regarding property type, 36% of applications from people living in 'parental / family home / with relatives' followed by 23% living with 'friends and partners', in 2024/25 and similar trend shown in 2024/25 to date. Applications from people in the private rented sector are increasing to over 15% in the first half of 2024/25.
- Increase in rough sleeping, 3 months prior to application in 2023/24 (56) from previous year, with an increase in the first two quarters of 2024/25 (27).
- Notable reduction in numbers in temporary accommodation (372) at 31 March 2024 and similar figures of 377 for Q2 of 2024/25. A significant reduction in children in temporary accommodation (119 at 31 March 2024) and 102 in Q2 2024/25 to date. However, the Council continues to breach the Order, with 34 breaches in Q1 and 21 in Q2.
- The number of case closures (844 in 2023/24 and 434 to date in 2024/25) have increased significantly. Similarly, 2023/24 saw a reduction in the time taken to discharge duty, at 54 weeks.
- Allocations reduced to 350 (52.7%) in 2023/24, with 163 to date in 2024/25 (49)
- Continued low levels of intentionally homeless (13) and increased levels of not homeless (22) decisions in 2023/24. 8 intentionally homeless and 19 not homeless decisions to date in 2024/25
- Ongoing trend regarding reasons for homelessness, with 'asked to leave' comprising 32% of applications, followed by 'dispute within household (violent or abusive)' at 21% and 'dispute (non-violent)' at 18%.
- Youth homelessness is reducing (25% during 2023/24 and 23% to date in 2024/25) while homelessness among older households is increasing. 2023/24 saw the figure for homeless applicants age 60+ reduce slightly, at 6% of all applications.
- Regarding property type, 36% of applications from people living in 'parental / family home / with relatives' followed by 23% living with 'friends

and partners', in 2024/25 and similar trend shown in 2024/25 to date. Applications from people in the private rented sector are increasing to over 15% in the first half of 2024/25.

- Increase in rough sleeping, 3 months prior to application in 2023/24 (56) from previous year, with an increase in the first two quarters of 2024/25 (27).
- Notable reduction in numbers in temporary accommodation (372) at 31 March 2024 and similar figures of 377 for Q2 of 2024/25. A significant reduction in children in temporary accommodation (119 at 31 March 2024) and 102 in Q2 2024/25 to date. However, the Council continues to breach the Order, with 34 breaches in Q1 and 21 in Q2.
- The number of case closures (844 in 2023/24 and 434 to date in 2024/25) have increased significantly. Similarly, 2023/24 saw a reduction in the time taken to discharge duty, at 54 weeks.
- Allocations reduced to 350 (52.7%) in 2023/24, with 163 to date in 2024/25 (49%).

4 POLICY IMPLICATIONS

- 4.1 Performance as stated in the report is good in most areas; however, homelessness pressures remain clear: a backlog in temporary accommodation continues to be evident, which requires to be addressed, and increasing applications are concerning. Improvement work is underway to tackle areas where performance requires to improve.

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 Homelessness Performance Data – 2023/24 and 2024/25 to date

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DATE	December 2024

Appendix 1 Homelessness Performance Data – 2023/24 and 2024/25 to date

Table 1.1: Homeless Applications (annual)							
	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/ 24
No. Applications	794	795	728	627	646	695	790

Source: HL1 Homeless Applications

Table 1.2: Homeless Applications (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
No. of Applications	198	201	187	204	188	167

Source: HL1 Homeless Applications

Table 1.3: Homeless Assessments (annual)							
	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/ 24
No. Assessments	791	790	753	618	627	678	786

Source: HL1 Homeless Applications

Table 1.4: Homeless Assessments (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
No. of Assessments	198	175	209	204	197	162

Source HL1: Homeless Applications

Table 1.5: Assessment Decisions (annual)							
	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/ 24
Homeless unintentional	573	607	598	513	517	555	632
Homeless intentional	83	52	41	22	9	17	13
Not homeless nor potentially homeless	54	50	44	10	11	12	22
Resolved prior to assessment decision	26	21	28	31	17	18	41
Lost contact before assessment decision	28	29	15	19	40	20	32
Withdrew application before assessment decision	26	28	27	23	33	24	45

Ineligible for assistance	1	2	0	0	0	1	1
All	791	790	753	618	627	678	786

Source HL1: Homeless Assessments

Table 1.6: Assessment Decisions (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
Homeless unintentional	164	130	175	163	145	122
Homeless intentional	0	4	4	5	7	1
Not homeless nor potentially homeless	7	7	1	7	9	10
Resolved prior to assessment decision	4	14	12	11	7	9
Lost contact before assessment decision	11	5	5	11	22	15
Withdrew application before assessment decision	12	15	11	7	7	1
Ineligible for assistance	0	0	1	0	0	0
All	198	175	209	204	197	162

Source HL1: Homeless Applications

Table 1.7: Homeless Applications by Technical Reason for Application (annual)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Termination of tenancy / mortgage due to rent arrears / default on mortgage payments	44	26	20	4	9	4	14
Other action by landlord resulting in termination of tenancy	130	94	74	27	37	35	58
Applicant terminated secure accommodation	45	42	36	18	27	22	31
Loss of service / tied accommodation	2	6	4	5	2	5	5
Discharge from prison / hospital / care / other institution	18	16	19	15	4	7	9
Emergency (fire, flood, storm etc.)	0	0	0	0	2	2	1

Forced division and sale of matrimonial home	7	8	5	2	3	1	2
Dispute within household (violent or abusive)	140	142	141	132	159	162	169
Dispute (non-violent)	94	129	112	99	86	111	142
Fleeing non-domestic violence	10	14	12	5	12	11	6
Harassment	10	7	8	4	6	9	12
Overcrowding	6	3	2	12	3	8	16
Asked to leave	260	273	257	259	263	270	258
All	794	795	726	627	646	695	790

Source: HL1 Homeless Applications

Table 1.8: Homeless Applications by Technical Reason for Application (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
Termination of tenancy / mortgage due to rent arrears / default on mortgage payments	3	3	1	7	6	4
Other action by landlord resulting in termination of tenancy	9	17	12	20	14	13
Applicant terminated secure accommodation	10	5	8	8	8	7
Loss of service / tied accommodation	1	0	3	1	0	1
Discharge from prison / hospital / care / other institution	2	1	3	3	6	5
Emergency (fire, flood, storm etc.)	0	0	1	0	0	0
Forced division and sale of matrimonial home	1	0	1	0	0	1
Dispute within household (violent or abusive)	48	36	45	40	35	29
Dispute (non-violent)	36	33	32	41	38	33
Fleeing non-domestic violence	0	2	0	4	1	2
Harassment	4	5	2	1	2	2
Overcrowding	1	3	9	3	1	2
Asked to leave	66	80	48	64	62	51
All	198	201	187	204	188	167

Source HL1: Homeless Applications

Table 1.9: Homeless Applications by Banded Age (annual)							
Age	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/ 24
16-17	30	25	22	15	22	25	26
18-25	209	201	212	205	159	158	170
26-59	525	526	456	383	429	462	548
60+	30	43	38	24	36	50	46
All	794	795	728	627	646	695	790
No. applications age 16-25	239	226	234	220	181	183	196
% applications age 16-25	30	28	32	35	28	26	25

Source HL1: Homeless Applications

Table 1.10: Homeless Applications by Banded Age (quarterly)							
	2023/24				2024/25		
	Q1	Q2	Q3	Q4	Q1	Q2	
16-17	7	10	8	1	7	9	
18-25	47	36	46	41	38	39	
26-59	128	141	125	154	133	113	
60+	16	14	8	8	10	6	
All.	198	201	187	204	188	167	
No. applications age 16-25	54	46	54	42	45	38	
% applications age 16-25	27.2	22.8	28.8	20.5	23.9	22.7	

Source HL1: Homeless Applications

Table 1.11: Homeless Applications by Property Type (annual)							
Property Type	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/ 24
Own property – LA tenancy	81	75	69	64	86	78	72
Own property – RSL tenancy	44	36	27	22	35	27	39
Own property – private rented tenancy	191	143	118	63	72	75	93
Own property – tenancy via employment	3	6	7	6	3	5	4
Own property – owning / buying	37	41	51	32	29	45	48
Parental / family home / relatives	259	281	266	246	255	262	288
Friends / partners	138	152	136	149	135	146	183
Armed services accommodation	1	3	2	1	1	1	3

Prison	18	15	18	13	4	7	8
Other	22	43	34	31	26	39	52
All	794	795	728	627	646	695	790

Source HL1: Homeless Applications

Table 1.12: Homeless Applications by Property Type (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
Own property – LA tenancy	25	19	14	14	22	11
Own property – RSL tenancy	11	11	9	8	10	7
Own property – private rented tenancy	18	20	20	35	30	25
Own property – tenancy via employment	0	1	2	1	0	0
Own property – owning / buying	15	10	11	12	11	10
Parental / family home / relatives	66	88	67	67	72	65
Friends / partners	46	36	45	56	32	37
Armed services accommodation	1	0	2	0	1	1
Prison	2	1	2	3	6	5
Other	14	15	15	8	4	6
All	198	201	187	204	188	167

Source: HL1 Homeless Applications

Table 1.13: Homeless Applicants – Slept Rough on Night Preceding Application (annual)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
No	780	784	713	599	610	641	755
Yes	14	11	15	28	36	18	34
Not known/refused	0	0	0	0	0	0	1
All	794	795	728	627	646	659	790

Source HL1: Homeless Applications

Table 1.14: Homeless Applicants – Slept Rough on Night Preceding Application (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
No	186	196	179	194	179	158
Yes	12	5	7	10	9	9
Not known/refused	0	0	1	0	0	0
All	198	201	187	204	188	167

Source HL1: Homeless Applications

Table 1.15: Homeless Applicants – Slept Rough during Three Months Preceding Application (annual)							
	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/ 24
No	775	775	702	588	596	628	733
Yes	19	20	26	39	50	31	56
Not known/refused	0	0	0	0	0	0	1
All	794	795	728	627	646	659	790

Source: HL1 Homeless Applications

Table 1.16: Homeless Applicants – Slept Rough during Three Months Preceding Application (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
No	183	190	174	186	176	152
Yes	15	11	12	18	12	15
Not known/refused	0	0	1	0	0	0
All	198	201	187	204	188	167

Source HL1: Homeless Applications

Table 1.17: Homeless Households in Temporary Accommodation by Accommodation Type (Snapshot at 31 March)							
	2018	2019	2020	2021	2022	2023	2024
LA dwelling	297	296	288	253	237	204	177
B&B / emergency accommodation	63	76	91	125	132	155	74
Hostel (Other) (Supported)	32	29	30	28	27	29	26
Other (Shared Accom)	6	4	13	13	11	0	95
Total	398	405	422	419	407	388	372

Source: HL3 Temporary Accommodation

Table 1.18: Homeless Households in Temporary Accommodation by Accommodation Type (Snapshot at end of quarter)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
Temporary accommodation	208	198	207	186	166	163
B&B / emergency accommodation	125	118	103	75	96	115
Hostel (Other) (Supported)	13	18	20	23	28	27
Other (Shared Accom)	40	49	77	96	73	72
Total	388	386	410	385	363	377

Source: HL3 Temporary Accommodation

Table 1.19: Households with Dependent Children in Temporary Accommodation (Snapshot at 31 March)							
	2018	2019	2020	2021	2022	2023	2024
Households with children	151	124	118	91	109	99	54

Source: HL2 Temporary Accommodation

Table 1.20: Households with dependent children in Temporary Accommodation (Snapshot at end of quarter)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
Households with children	82	77	66	54	51	49

Source HL2 Temporary Accommodation

Table 1.21: Breaches of Unsuitable Accommodation Order (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
No. New Breaches	63	55	44	25	34	21
Cumulative Total (end of quarter)	129	152	141	134	123	98

Source: HOT figures

Table 1.22: Cases Closed (annual)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
No. of Cases Closed	838	765	756	556	582	672	844

Source HL1: Summary

Table 1.23: Cases Closed (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
No. Cases Closed	168	192	200	284	235	199

Source: HL1 Summary

Table 1.24: Average Time to Discharge Duty (annually)							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
No. Weeks to Discharge Duty	61.9	58.9	58.4	59.9	61.8	65.5	56.49

Source: HL1 Summary

Table 1.25: Average Time to Discharge Duty (quarterly)						
	2023/24				2024/25	
	Q1	Q2	Q3	Q4	Q1	Q2
No. Weeks to Discharge Duty	53.67	61.5	60.08	50.72	52.14	55.86

Source: HL1 Summary

Table 1.26: East Lothian Council Allocations								
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Homeless allocations	201	237	299	276	242	204	294	350
Existing tenants	126	147	123	130	118	121	123	192
Housing list applicants	109	109	87	105	101	108	76	122
% Homeless allocations	46%	48%	59%	54%	52%	42%	58%	52.7%
Total allocations	436	493	509	511	461	433	503	664

Source: East Lothian Council

Table 1.27: East Lothian Council Allocations		
	2024/25	
	Q1	Q2
Homeless allocations	83	80
Existing tenants	43	38
Housing list applicants	45	42
% Homeless allocations	48.5%	50%
Total allocations	171	160

Source: East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 12 December 2024

BY: Executive Director for Place

SUBJECT: Roads Asset Management –
Annual Status and Options Report 2024

5

1. PURPOSE

- 1.1 The purpose of this report is to present a summary of the Council's roads asset status as of financial year 2023-24. The report:
- describes the status of the asset, its current condition, and performance;
 - defines the value of the assets;
 - details the service that the asset and current budgets are able to provide;
 - presents the options available for the future.
- 1.2 In accordance with the Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice on Transport Infrastructure Assets, road assets are split in to 6 distinct Asset Groups: Carriageways; Footways and Cycleways; Street Lighting Status; Structures; Traffic Management Status and Street Furniture.
- 1.3 This report advises on Carriageways, Footways, Street Lighting, Traffic Management Systems, Electric Vehicle (EV) Charging Points and Road Structures, that are referenced in Appendix A - Status and Options Report 2024.

2. RECOMMENDATIONS

- 2.1 To note the content of the report
- 2.2 To note Officers recommendation of investment for each of the assets covered within the report.

Asset	Current Investment	Recommended Investment
Carriageways	£3.2M	£8.45M
Footways	£800K	£1.6M
St lighting	£450k	£4M *
Traffic Signals	£70K	£70K
Road Structure	£250K	£250K
* £4M/Year over 3 years		

3. BACKGROUND

3.1 In 2015 East Lothian Council in conjunction with the Society of Chief Officers for Transportation Scotland (SCOTS) commissioned Atkins to assist in the development of an Asset Management Framework. Atkins will assist with the delivery of a structured approach to Roads Asset Management Planning, in line with Central Governments financial reporting requirements. It will also be compliant with International Financial Reporting Standards (IFRS) and meet the needs of Whole of Government Accounts (WGA).

3.2 This report complements the Road Asset Management Plan (RAMP). It provides information to assist with budget setting for the Roads Infrastructure Asset Groups.

3.3 The status of the Asset Group is provided in terms of current condition, investment options, outputs that are deliverable and the standards being achieved.

3.4 The report considers the following options:

- No investment;
- A continuance of current funding levels;
- The predicted cost of maintaining current condition;
- An investment for condition improvement (Carriageways Only).

3.5 The report adopts the ethos of Long-Term Forecasts as Road Assets deteriorate slowly. The impact of a level of investment cannot be shown by looking at the next couple of years. The report includes 20 year forecasts to enable decisions to be taken with an understanding of their long-term implications.

3.6 To reflect continuing budgetary pressures the report contains an assessment of the impact for each option presented. In some instances, however the level of detail of assessment is currently hindered by an absence of data. Commentary on data accuracy is provided in Appendix A.

3.7 Carriageways

3.7.1 The recent condition shows slight deterioration on the previous years. Carriageway long-term condition trend suggests a sustained deterioration.

- 3.7.2 The costs of Planned Maintenance – Corrective Treatments, in particular Carriageway Reconstruction, are prohibitive. A Preventative Treatment approach should mitigate the need to invest significantly if interventions are timed appropriately. Short-term under-investment could result in major long-term expenditure necessary to rectify major defects, which could have been addressed earlier.
- 3.7.3 This is borne out by the fact that current investment in the Asset is decreasing. With increased material and labour costs, increased health and safety and design costs as well as rising inflation investment on the ground has reduced and this will only become more exacerbated with budgets diminishing adding pressure to keep roads in a safe condition. However, through careful management of resources and the adoption of a Preventative Maintenance Strategy, a slower deterioration of the Asset can be achieved, provided we have sufficient investment.
- 3.7.4 In monetary terms, this is described as the Annualised Depreciation (ADC) of the Asset currently calculated to be £14,787,430 for Carriageways (2019 estimate).
- 3.7.5 The Covid pandemic required the postponement of critical planned maintenance works, particularly within the urban environment. In addition, the severe winter weather conditions did influence the road condition. Additionally, prices for bituminous materials increased by 20-30% in financial year 2022/23. If significant investment is not made within the following years, then we are to expect an accelerated decline in the carriageway asset condition.
- 3.7.6 An analytical assessment of Carriageway Options provides a review of potential treatment strategies, and considering the evidence, it is recommended that East Lothian Council adopt Option 4 Improvement.
- 3.7.7 This Option recommends that the Council increase its investment while maintaining the preventative maintenance strategy in order to best utilise the monies available. Current level of investment is £3.2m and we recommend £8.45m.

3.8 Footways

- 3.8.1 The overall footway condition assessment data is not fully up to date, with only partial information currently available. To address this, a full footway condition assessment is currently ongoing with completion expected towards the end of financial year 2024/25. Going forward, a full condition assessment is to be undertaken over a two-year period in-line with the current safety inspection schedule. In doing so, a greater understanding of the longer-term deterioration will be developed.
- 3.8.2 1.6% of footways are currently regarded to be Condition 4 – Major deterioration.
- 3.8.3 Current level of investment is £800k pa and we recommend £1.6m pa. This Option will remove major deterioration (Condition 4) in year one, reduce minor deteriorated footways (Condition 3) and potentially aid in data collection.

3.9 Street Lighting

- 3.9.1 East Lothian Council as the Roads Authority currently maintain 19,669 street lighting columns. There is currently a high growth in the street lighting asset base due to the upturn in housing land development. Approximately 600 assets are currently in the adoption pipeline, with more to follow every year.
- 3.9.2 The number of Street Lighting Columns that have exceeded their expected service life (ESL) is currently 5,750 (some 30% of the network). These columns are painted mild steel construction and the majority are suffering from signs of advanced corrosion. It is likely that structural failures may increase if there is a lack of investment in column replacement.
- 3.9.3 There are no Street Lighting Luminaires, which have exceeded their ESL, 98% of units have been converted to LED however 2% of existing assets still utilise high-energy consumption technology. These will be converted to LED over the next two years subject to sufficient funding being made available.
- 3.9.4 Investment in the Street Lighting stock has decreased over recent years and is well below the annualised depreciation value (ADC), leaving an annual maintenance backlog of column replacement. East Lothian's investment in replacing deteriorated equipment is amongst the lowest within Scottish Local Authorities only allowing 1% of the network to be replaced every year.
- 3.9.5 Energy costs are expected to increase despite mitigation by Road Services and procurement arrangements as well as the installation of LED luminaires. Wholesale energy prices are determined by the marketplace, which is influenced by the mix of power generating options, renewables, energy security, network growth, investment and regulations make the energy landscape difficult to predict. Consequently, a pessimistic bias should be used to forecast costs.
- 3.9.6 The cables supplying the lighting network are a mixture of older Scottish Power (SP) owned cables and the more modern ELC maintained "looped network". SP cables make up 32% of the network and faults on these cables cover large areas and generate high numbers of customer complaints. SP response to multi-unit faults can take up to four weeks before a repair is carried out, longer for single units. There is no cost to the Council in repairing these faults, but public perception of our performance is usually critical.
- 3.9.7 Consideration should be given to replacing Scottish Power's supply cables with our own to improve our service to the public.
- 3.9.8 Street Lighting Column renewal options provides an overview of potential treatments and strategies. It is recommended that East Lothian Council adopt Option 3 for Column renewal of £4m p.a. over three years.

3.10 Traffic Management Systems

- 3.10.1. The Traffic Management System Assets have increased by some 28% in the last five years, with further increases expected given the level of housing and commercial development within the County.

- 3.10.2. The majority of Traffic Signal equipment is within their expected service life. The ones that have exceeded their expected service life have been inspected and their working condition is considered satisfactory.
- 3.10.3 An assessment of Traffic Management Systems Options provides an overview of potential strategies. It is recommended that East Lothian Council adopt Option 1 - Current Level of Investment of £70,000.
- 3.10.4 A programme of replacing existing older incandescent lighting within traffic signals with energy-efficient LED units is underway. Based on the current level of investment 5 sites per year will be upgraded until all are swapped out, which will take approximately seven years. The replacement programme is going to provide significant benefits:
- Over 75% savings in energy and carbon;
 - Reduced maintenance – no need for regular bulb cleaning or replacement;
 - LED units provide improved visibility in all conditions;
 - Extends the life of existing infrastructure by 10 - 15 years.

3.11 EV Charging Points (Street Furniture)

- 3.11.1 Growth in the EV Charging Point Assets in financial year 2024/25 and beyond will be detailed in a detailed Public Electric Vehicle Infrastructure Strategy & Expansion Plan report expected Q4 financial year 24/25.
- 3.11.2 The majority of assets are covered by warranty and maintenance packages and are in a very good condition.
- 3.11.3 Most chargers will be managed to remain in a safe, operable condition for a minimum of ten years from date of installation, to be compliant with the 100% Grant Funding conditions.

3.12 Structures

- 3.12.1 There has been no significant growth in Road structures assets in the last five years. There are a small number of additional structures coming online; mostly minor culvert structures as part of housing developments with roads submitted for adoption. Two new build underpasses on the B6368 at Howden have been constructed. The structures are privately owned, with design and construction funded by the landowner. Although under an adopted road, these assets are and will remain privately owned and maintained by the landowner. The structures are designed and built to DMRB (adoptable) standards and for imposed loading as specified by ELC. The structures will be added to ELC's General Inspection programme and noted on our database
- 3.12.2 The service life of structure assets is generally significantly longer than other road assets and may only require cyclic, damage corrections or localised interventions. Complete asset replacement is rare, typically one bridge a year.
- 3.12.3 The Annualised Depreciation of the structures assets is calculated to be £759,924 (2020 estimate).

3.12.4 An assessment of Structures Options provides an overview of potential strategies. It is recommended that East Lothian Council adopt Option 1- Current Level of Investment £250,000 per annum.

4 POLICY IMPLICATIONS

4.1 The report supports East Lothian Council Climate Change Strategy, reduce emissions and create an increasingly sustainable East Lothian.

5 EQUALITIES IMPACT ASSESSMENT

5.1 This report is not applicable to the well-being of equalities groups and an Equalities Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

6.2 Financial - The construction materials market is currently volatile due to several factors. Construction material prices continue to rise within the past year. The ramifications of Brexit, the fall-out from Covid-19 and the ongoing war in Ukraine have all contributed to a substantial increase in construction material prices. The substantial cost increases experienced mean that we are unable to carry out as much work for the same money. Most of the material spend is on bituminous materials for carriageway and footway resurfacing / repair works, this alone has seen an increase of between 20% and 30% during the last two years.

6.2 Personnel – None

6.3 Other – None

7 BACKGROUND PAPERS

7.1 None

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DATE	December 2024



ROADS INFRASTRUCTURE

Appendix A

Asset Status and Options Report 2024

TABLE OF CONTENTS

1.0 CARRIAGEWAY STKS	3
1.1 CARRIAGEWAY CONDITION BREAKDOWN	4
1.2 CARRIAGEWAY INVESTMENT OPTIONS	5
1.3 CARRIAGEWAY KEY ASSET ISSUES.....	6
2.0 FOOTWAYS STATUS	7
2.1 FOOTWAY KEY ASSET ISSUES.....	8
3.0 STREET LIGHTING STATUS.....	9
3.1 COLUMN OPTIONS	10
3.2 STREET LIGHTING KEY ASSET ISSUES	11
4.0 TRAFFIC MANAGEMENT STATUS.....	12
4.1 TRAFFIC MANAGEMENT KEY ASSET ISSUES	13
5.0 EV CHARGING POINT STATUS.....	14
6.0 STRUCTURES STATUS	15
6.1 STRUCTURES OPTIONS.....	18

1.0 CARRIAGEWAY STATUS

Road Length

A Class Roads	121.7 km
B Class Roads	168.4 km
C Class Roads	223.8 km
Unclassified Roads	633.1 km
Total	1147.0 km

(as of 2024)

Road Condition

The condition of the Roads is measured by the Scottish Road Maintenance Condition Survey (SRMCS) that assesses parameters such as, ride quality, rut depth, intensity of cracking, texture depth and edge condition. This provides an indication of the residual life of the road structure.

The Road Condition Index (RCI) is a measure of the percentage of our roads that require attention.

- Green - an RCI score <40 - where the carriageway is generally in a good state of repair;
- Amber 1 - an RCI score ≥40 and <80 - where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment;
- Amber 2 - an RCI score ≥80 and <100 - where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment;
- Red - an RCI score ≥ 100 - where the carriageway is in poor overall condition which is likely to require planned maintenance soon (ie within a year or so).

The RCI graph (Figure 1.2) shows the trend over the last years.

Historically investments in Roads across the UK has been low, which has an impact on the overall condition of the Road Network.

Road Valuation

The Depreciation Values for the carriageway of all roads can be seen in Table 1.1 (2024 estimate). The annualised depreciation of £14.831m represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset. This equates to an accumulated depreciation cost of £148,321m



Figure 1.1

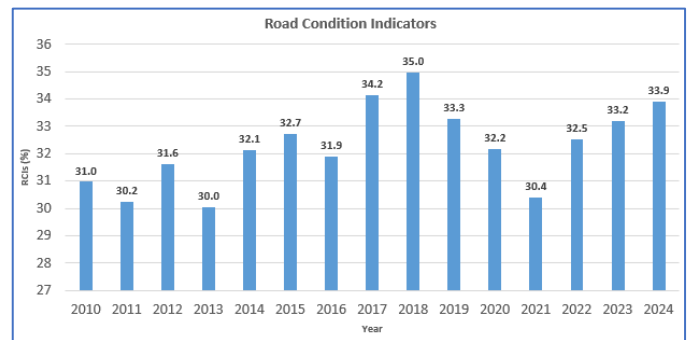


Figure 1.2

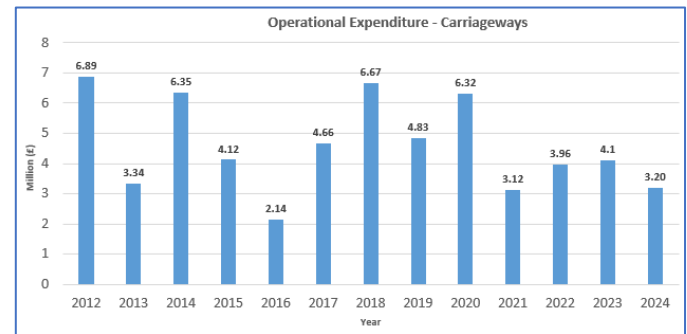


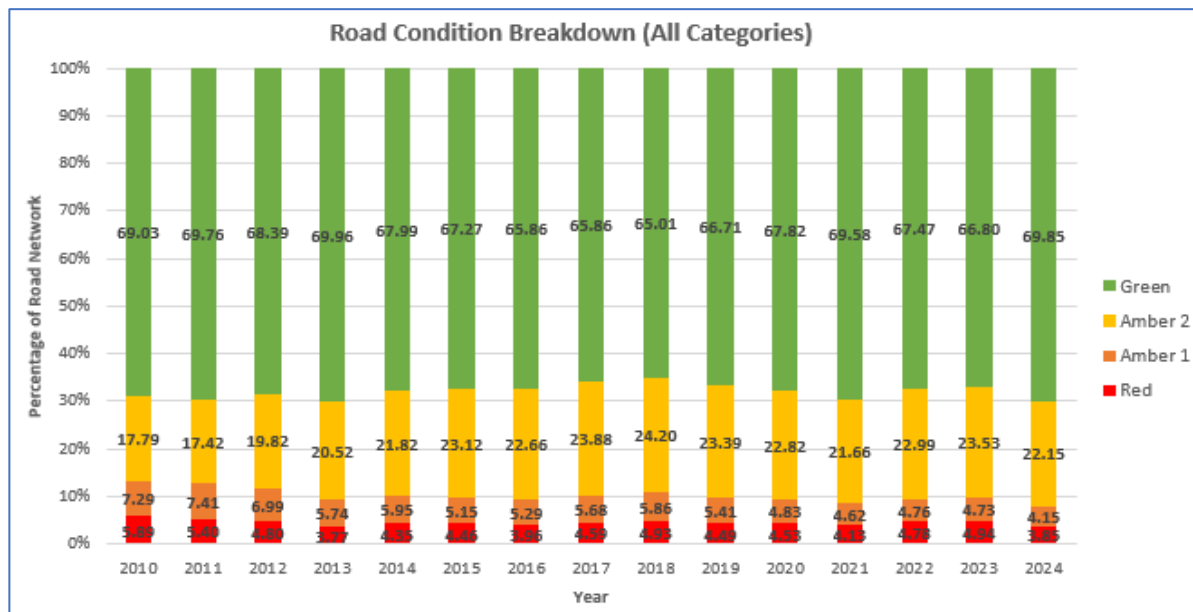
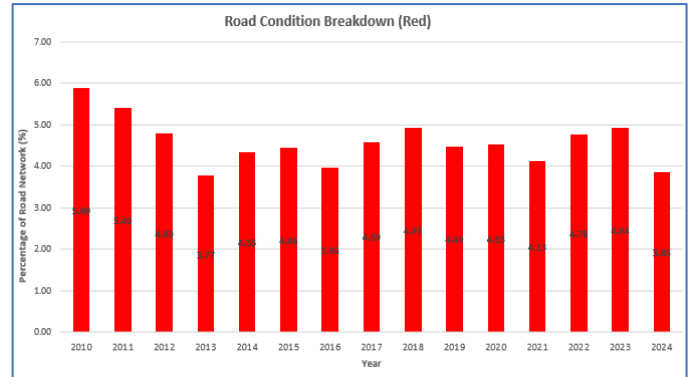
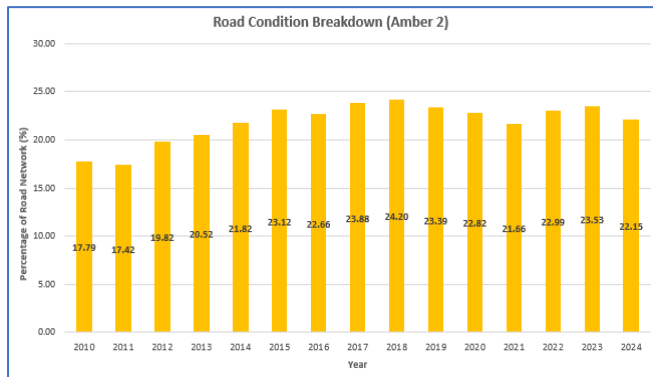
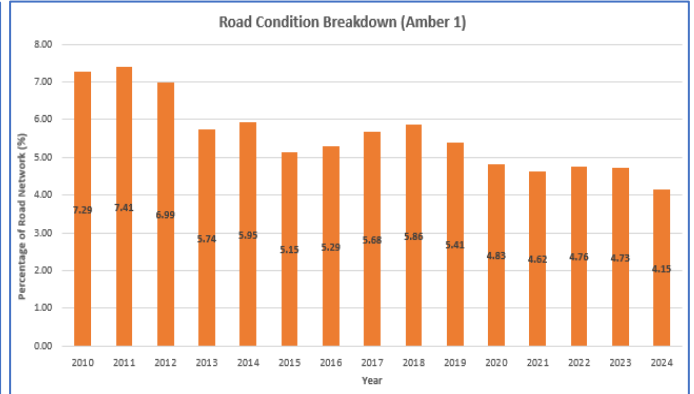
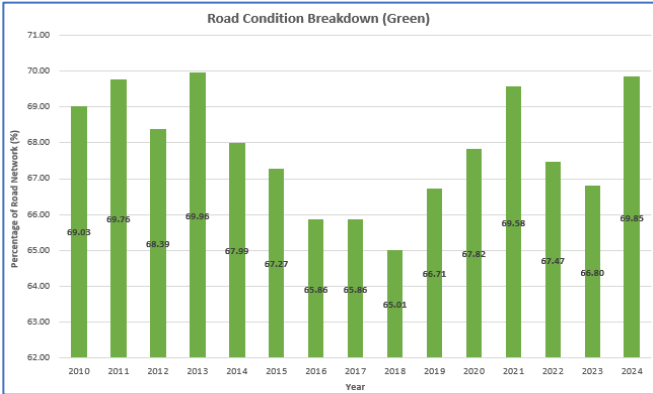
Figure 1.3

Road Classification	Annualised Depreciation Cost £,000	Accumulated Depreciation Cost £,000
A Road (Urban)	1,471.52	15,018.29
A Road (Rural)	612.483	6,521.11
B Road (Urban)	1,914.53	21,590.14
B Road (Rural)	474.561	4,793.54
C Road (Urban)	2,057.77	22,902.98
C Road (Rural)	210.851	2,134.23
U Road (Urban)	1,574.56	17,458.75
U Road (Rural)	6,471.16	57,890.96
	14,787.43	148,310.00

Table 1.1 – carriageway depreciation

1.1 CARRIAGEWAY CONDITION BREAKDOWN

The graphs below show the carriageway condition for the last years on all different categories as described previously.



1.2 CARRIAGEWAY INVESTMENT OPTIONS

1 – NO INVESTMENT

Zero investment would lead to severe deterioration, with 56.22% of the carriageway requiring attention after 20-years. The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. Customer satisfaction levels can be expected to decrease significantly.

2 – CURRENT LEVEL OF INVESTMENT

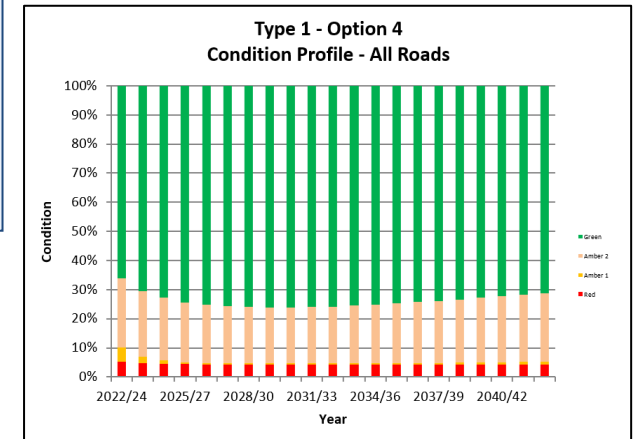
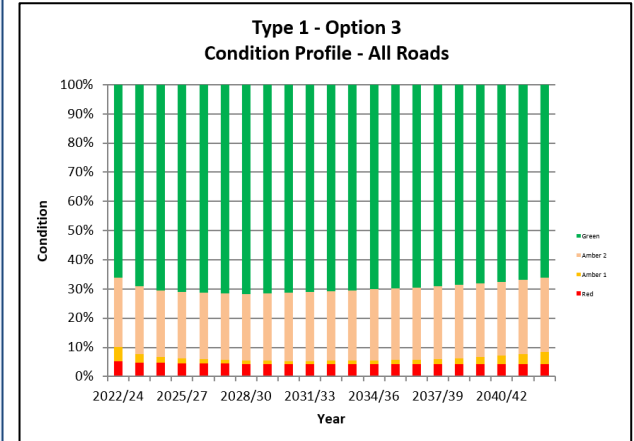
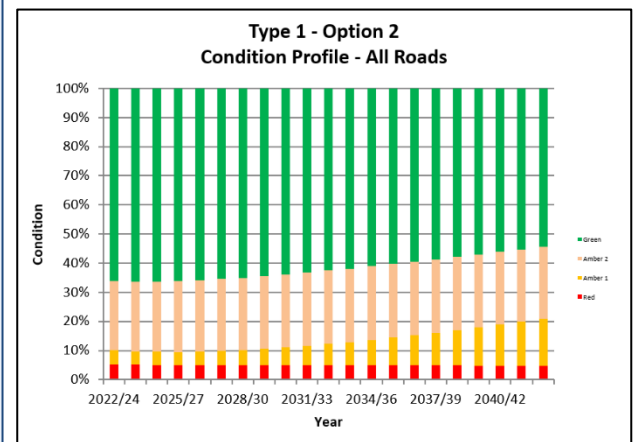
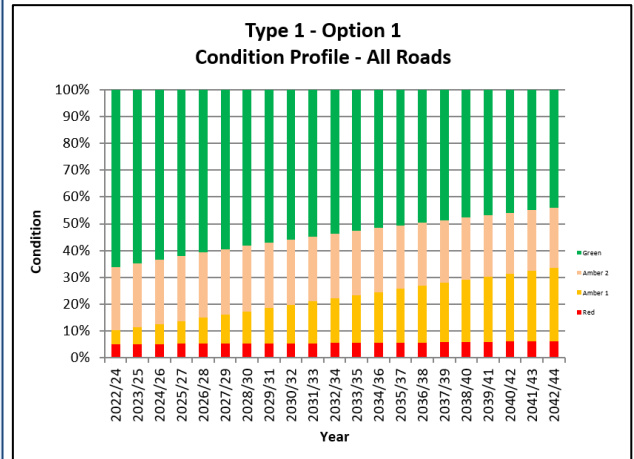
An annual capital investment of £3.2m would lead to sustained deterioration, with 45.81% of the carriageway requiring attention after 20-years. The volume of reactive temporary repairs would steadily rise, year on year, as would public liability claims. Customer satisfaction levels can be expected to steadily decrease.

3 – STEADY STATE

An annual capital investment of £6.8m would maintain existing Road Condition of 33.9%. The volume of reactive temporary repairs, public liability claims and levels of customer satisfaction can also be expected to be maintained. The road will still be vulnerable to significant deterioration in the event of a severe winter.

4 – IMPROVEMENT

An annual capital investment of £8.45m would lead to an improvement, with only 25.5% of the carriageway requiring attention after 9 years. The volume of reactive temporary repairs would significantly reduce, as would public liability claims. Customer satisfaction levels would improve significantly. However, a slow deterioration would start after 9 years if the initial level of investment was adopted, with 30.2% of the roads requiring attention after 20-years.



1.3 CARRIAGEWAY KEY ASSET ISSUES

Structural Vulnerability

The survey indicates that rural public roads in East Lothian are of a poor condition and require immediate investigation and possible treatment.

Additionally, severe winter weather conditions (impairment) would significantly accelerate damage to the carriageway network.

Level of Investment

The level of investment on public roads in East Lothian has not been sufficient to limit the decline in the overall condition of the network. No significant improvement of its condition has been accomplished since 2007. Appropriate investment can achieve a well-managed road network.

COVID-19 Effect

During the pandemic and following Government Guidelines for social distancing the focus and priority was to carry out emergency repairs and other essential urgent work, which meant the majority of our planned works for maintenance was put on hold. This, along with the severe weather conditions throughout the winter, will have a critical effect on the road condition. If a significant investment is not made the following years then we are to expect an extreme decline in the asset condition.

2.0 FOOTWAY STATUS

Total Footway Length = 674 km

The condition of the footway asset is obtained using the East Lothian Footway Condition Assessment Process. This is an aging asset which will have longer-term investment requirement (Figure 2.1).

The condition referred to is the 2023-24 partial assessment (Figure 2.2).

The level of condition is considered good with only 1.6% of footways with major deterioration C4 – Figure 2.3).

Condition Band Descriptions

Condition 1 – As New

Condition 2 – Aesthetically Impaired

Condition 3 – Minor Deterioration

Condition 4 – Major Deterioration



Figure 2.1

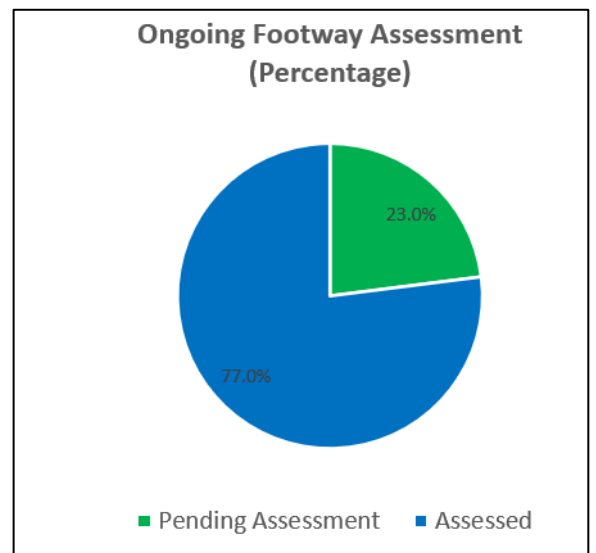


Figure 2.2

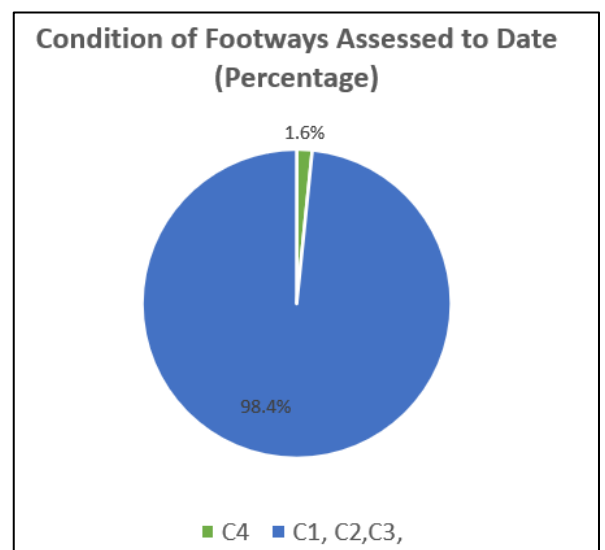


Figure 2.3

2.1 FOOTWAY KEY ASSET ISSUES

Investment

The need for improvements in footways and cycleways will be necessary to enable the success of Sustainable Transport Strategies. An important aspect is to ensure the condition of the footways is acceptable and in rural areas there is a need to investigate joining up isolated sections of footway which will encourage more use of the footways and other active travel routes.

Current annual investment is £800k however this would need to be increased to £1.6m to remove major deterioration.

Data Reliability & Priorities

A full footway condition assessment is currently ongoing with completion expected late in financial year 2024/25. Going forward, a full condition assessment is to be undertaken over a two-year period in-line with the current safety inspection schedule. In doing so, a greater understanding of the longer-term deterioration will be developed.

Active Travel Network

An 'Active Travel Network' is currently being developed through the construction of new paths, using mostly external funding such as Sustrans and Transport Scotland grants. This network will have to be monitored and maintained along with the footways.

3.0 STREET LIGHTING STATUS

Lighting Assets

Lighting Columns	19,669
Cable Length	431 km

Condition

30% of our lighting columns have exceeded their service life. Non galvanised steel columns make up the majority of this category and maintenance budgets are concentrated on replacing these units. Columns of this type on mains roads are typically 8 to 10m in height and are considered a higher risk. They are inspected annually for signs of corrosion and replaced accordingly.

A structural testing programme is ongoing to identify columns in poor condition for replacement. An electrical test and inspection programme is also in place, which includes cable and cabinet test details and cable schematic diagrams. Cyclic inspections are carried out over a 6- to 8-year cycle.

Figure 3.1 highlights a typical deterioration at the base of a lighting column.

98% of the network has been converted to LED. A programme to replace or upgrade the remaining 2% of non-LED lanterns is ongoing.

The cable network split between Scottish Power and ELC is shown in figure 3.3. Scottish Power faults generate a high number of customer complaints due to the length of time that is taken for repair.



Figure 3.1

Number of Street Lights by Material Type

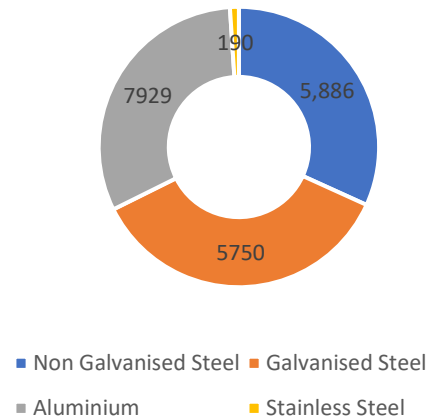


FIGURE 3.2

Cable Network



FIGURE 3.3

3.1 COLUMN OPTIONS

COLUMN OPTION 1 –

NO INVESTMENT

Zero investment would lead to further deterioration of the network, 32% of our columns have exceeded their design life, many by over ten years. The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. The risk of column collapses will rise, and customer satisfaction levels can be expected to increase significantly.

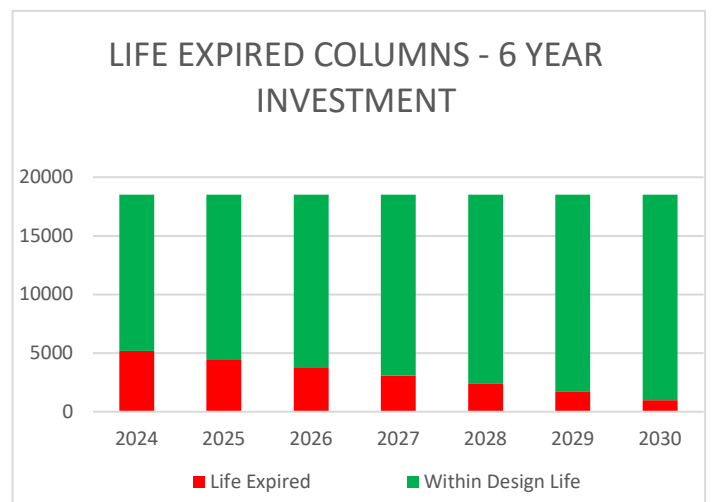
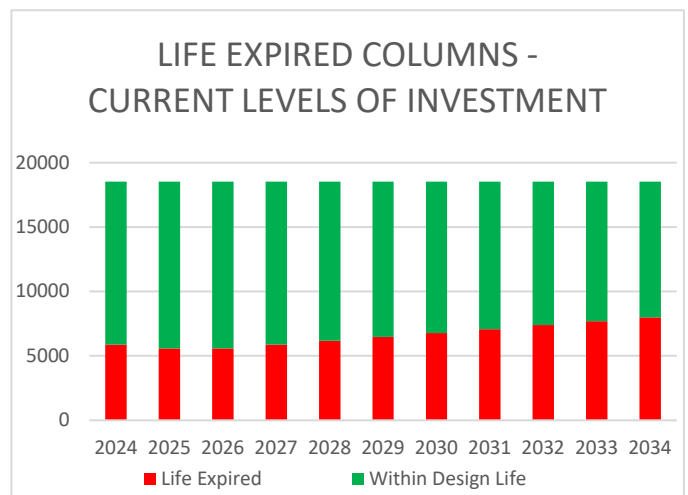
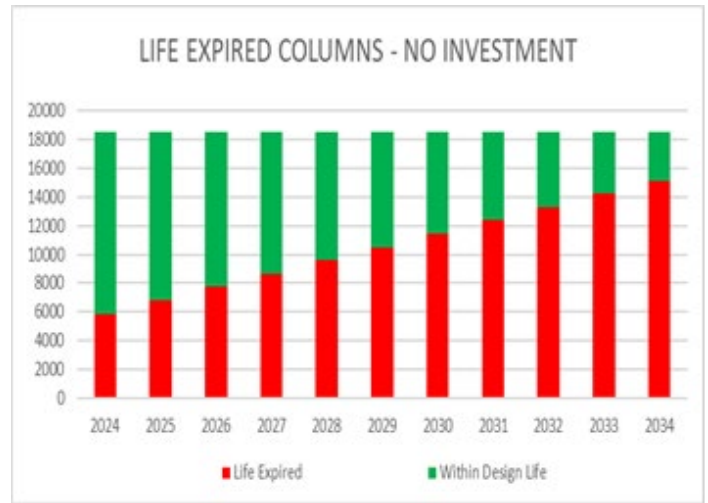
COLUMN OPTION 2 –

CURRENT LEVEL OF INVESTMENT - £500K P.A.

Continuing current investment means that the backlog of columns which are now beyond their design lives can only be addressed at a rate of 3% per annum. This will lead to a situation where steel columns may still be in place at an age of 60/70 years. In 2025 galvanised steel columns will start reaching the end of their design life which will increase the number of columns “at risk”. The risk of structural failure at these age profiles is significant. An increase in reactive repairs is expected and structural tests are now conducted on an annual basis to identify units at risk of collapse.

COLUMN OPTION 3 – REPLACEMENT OF BACKLOG - £4M P.A. 3 YEAR PROGRAMME

A three year programme to replace all obsolete un-galvanised steel columns. This will significantly reduce the risk of structural column failure and bring the column age profile up to acceptable levels for the next 10 years



3.2 STREET LIGHTING KEY ASSET ISSUES

Investment

The lighting network is ageing, and current investment is not commensurate with the rate of deterioration. Consequences of not keeping pace with this dilapidation is an increased level of faults leading to higher maintenance costs and a larger number of customer complaints. In some cases, columns will structurally fail and can strike vehicles and pedestrians. We experience a limited number of such events each year but that will increase with further deterioration of non-galvanised units.

The Scottish Power cable network that supplies 30% of our network is also ageing and susceptible to failure. We report around 100 faults to SPEN each year, each fault can take between four to five weeks to repair which leads to high degrees of customer dis-satisfaction. Increased investment would enable us to install our own cable network, replacing the ageing SPEN cables, and reduce customer complaints.



4.0 TRAFFIC MANAGEMENT STATUS

Traffic Signals

Junctions – 46

Pedestrian Crossings – 55

Traffic Signals Condition

The condition of Traffic Signals assets is determined by periodic electrical and structural inspections carried out on an annual basis.

The decision on whether to replace assets that have exceeded the ESL is only made after annual inspection results are reviewed. Some assets are therefore not replaced at the end of their ESL, resulting in a misleading “maintenance backlog”.

A number of our units are exceeding their expected service life however, they have all passed their annual inspection and their operation is deemed satisfactory without any issues.

4.1 TRAFFIC MANAGEMENT STATUS KEY ASSET ISSUES

Investment

The assets installed continue to increase to support new infrastructure and increase of demands in newly developed areas. The adopted assets increased by more than 16% in the last 5 years. Further increase is expected given the level of housing development within the County.

Maintenance

As part of our maintenance programme regular inspections are undertaken and an annual report providing the condition of all components of the asset is rated and the outcome of which determines the programme of replacement/upgrade works.

Reactive repairs ensure all assets are in full working condition and customer satisfaction levels can be expected to be maintained.

5.0 PUBLIC EV CHARGER STATUS

Quantity & Type

50-200kW Journey Chargers:	23
7-22kW Destination Chargers:	99
7-22kW On-Street Chargers:	106
Total chargers	228

Age

Age (years)	6	5	4	3	2	1	0	Total
Journey	0	10	8	4	1	0	0	23
Destination	2	21	32	6	7	20	11	99
On-Street	0	0	0	7	32	57	10	106
Total								228

All chargers are constructed to remain in a safe, operable condition for a minimum of 10 years.

Condition Band Descriptions

- Condition 1 – As New: All
- Condition 2 – Aesthetically Impaired: None
- Condition 3 – Minor Deterioration: None
- Condition 4 – Major Deterioration: None

Valuation & Investment

No RAMP methodology exists for calculating EVCP Gross Replacement Cost or Depreciation Values. However, it is expected that our simple, reliable Destination & On-Street chargers (the bulk of our assets) will remain attractive and economical to maintain after the initial 10 year period.

It is expected there will be a low demand for ELC to maintain the existing Journey chargers at the end of their expected useful service lives as a significant volume of Journey Chargers from commercial Charge Point Operators are deployed or visible in the Planning Pipeline. No additional ELC owned 50kW DC chargers are therefore planned.

ELC's public EVCP strategy and expansion plan has been drafted and will be circulated via Members Library Report.



Figure 5.1 - 50kW Journey Charger



Figure 5.2 - 7-22kW Destination Charger



Figure 5.3 - 7-22kW On-Street Chargers

6.0 STRUCTURES STATUS

Asset Group: Road Structures						
The Asset	Statistics					
	East Lothian Council Road Structures Inventory by Road Type					
	Structure Type	Total No.	Road Type			
			A	B	C	Uncl
	Bridge	163	43	41	48	31
	Culvert	229	31	39	80	79
	Subway	0	0	0	0	0
	Footbridges	13	1	0	2	10
	Retaining Walls	0	0	0	0	0
	Total	405	75	80	130	120
Commentary						
<ul style="list-style-type: none"> Bridge inventory is stored in the WDM Structures Asset Management System. An audit of the information is ongoing in comparison with the original database. The information in the original database had a high level of confidence so if the transfer of data has gone correctly this level of confidence will remain. The level of growth in structures assets has been minimal in the last five years: a small number of culverts are included in RCC applications for a limited number of housing developments. Two new build underpasses on the B6368 at Howden have been constructed. These assets are privately owned and maintained by the landowner, but are included in ELC's Inspection Programme. This growth rate is predicted to remain the same in the next five years. 						
Customer Expectations	Road Users expect to be able to travel the road network safely and efficiently. The maintenance and renewal of road structures is essential to ensure this expectation is met					
Inspections	Inspection Statistics				No.	
	Number of bridges where principal inspections are untaken				0	
	Number of principal inspections scheduled to be undertaken				0	
	Number of principal inspections undertaken on time				0	
	The frequency of principal inspections where undertaken (in years)				0	
	Number of general inspections scheduled to be undertaken				189	
	Number of general inspections undertaken on time				133	
	The frequency of general inspections (in years)				2	
<ul style="list-style-type: none"> Structures are fully inspected through General Inspections in compliance with Section C.5. clauses of Well-managed Road Infrastructure – A Code of Practice. General Inspections are carried out by ELC's full time Structures Inspector. Principal Inspections are undertaken when the need has been identified by a General Inspection. 						

Structural Condition	Assessment Statistics		No.	<ul style="list-style-type: none"> Bridges that failed the Assessment were assessed as Low-Risk Provisionally Sub-standard Structures in accordance with DMRB CS 470 and therefore are subject to a Monitoring Regime. Strengthening measures are undertaken subject to Capital Budget allocation. 	
	Number of council owned / maintained bridges that failed European standard assessment (prior to restriction?)		9		
	Number of privately owned bridges within council's road network that failed European standard assessment		2		
	Number of council owned / maintained bridges subject to monitoring / special inspection regimes		8		
Weight Restrictions	Weight Restrictions		No.		
	Number of council owned / maintained weight restricted bridges (excluding acceptance weight restriction)		0		
	Number of council owned / maintained height / width restricted bridges		1		
Performance Indicators	Ref	Description	2019/20 Result	Comments	
	PI300 / (31.1.01)	% of Principal Inspections carried out on time	0.00%	See above	
	PI301 / (31.1.02)	% of General Inspections carried out on time	70%	ELC had a change in personnel and consequently didn't meet our GI target for the year.	
	PI302 / (32.1.01)	Bridge Stock Condition Indicator – average BSCL _{av}	81.13		
	PI303 / (32.1.02)	Bridge Stock Condition Indicator – critical BSCL _{crit}	81.66		
	PI306 / (36.1.01)	Annual budget allocated as a % of cost of identified work (from AMP)			
	PI307 / (36.2.01)	% of allocated budget spent per annum			
	Gross Replacement Cost		£137,945,681		
	Depreciated Replacement Cost		£132,195,131		
	Annualised Depreciation Charge		£759.924		
Key Issues	The WDM Structures Asset Management System (SMS) has been purchased to enable the structures asset to be managed in accordance with the East Lothian Council strategy. The SMS provides an audit trail to support all decisions. The Structures Team are still building the skills to enable them to get the most out of the system.				
Current Strategies	The aim of the maintenance strategy is to ensure that all road structures are maintained in a safe condition and are available for use. The majority of the budget is spent on repairing the worst defects as identified by the completion of the two-yearly General Inspection.		The annualised depreciation (AD) was £760K which represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset.		

Prioritisation of Overall Funding Needs

Using the SCOTS / CSS Wales Structures Funding Need Assessment Spreadsheet the following overall needs have been identified:

Strengthening

A number of Structures have been identified for Strengthening / Replacement.

This work will be undertaken subject to the provision of Capital Budget.

Maintenance Needs

For the purposes of evaluating an overall prioritised funding need the SCOTS/CSS Wales funding need assessment spreadsheet for structures combines the BCi_{crit} values with network criticality. This method is designed to ensure that the priority for funding takes into account the condition of the structure and its relative importance in terms of the network. Network criticality is used to ensure that roads of particular importance locally can be ascribed a suitable level of criticality regardless of their classification. Prioritised overall needs are:

MAINTENANCE NEEDS		Timescale not specified since this will depend on availability of funding			
	Reactive Repairs	Priority 1	Priority 2	Priority 3	Priority 4
Road Bridges	£0	£112,620	£157,567	£265,929	£167,525
Footbridges	£0	£0	£2,930	£8,811	£17,572
Unusual Structures	£0	£0	£0	£0	£0
Retaining Walls	£0	£0	£0	£0	£0
Height, Sign and Signal gantries	£0	£0	£0	£0	£0
Culverts and Subways	£0	£9,630	£9,779	£12,251	£5,989
TOTALS	£0	£122,250	£170,296	£286,991	£191,086

6.1 STRUCTURES OPTIONS

OPTION 1 – CURRENT LEVEL OF INVESTMENT

The bridge stock has displayed little change in terms of the Condition Performance Indicators. It is considered that as a consequence of the planned maintenance works to be undertaken on these structures as part of the Road Structure capital programme, together with sustaining the current level of revenue funding, the overall condition performance indicators will increase. The structure stock would then be classed as in 'Very Good Condition'. If funding is then continued at its current level it is estimated that the bridge stock will be maintained in a 'Very Good' condition at "Steady State" as measured by the Condition Performance Indicators.

OPTION 2: DECREASED LEVELS OF INVESTMENT

If a steady state maintenance regime is not adopted, or the current level of funding was reduced, the overall condition of the structure stock will deteriorate, resulting in decreasing Condition Performance Indicator scores and a decrease in DRC. The rate of deterioration will depend on the reduction in funding. The implications of this is the deterioration of the bridge stock from 'Good' to 'Fair' condition, and the issues as highlighted in the following table:

Score	Average Stock Condition	Critical Stock Condition	Additional Comments
Very Good 90 ≤ 100	The structure stock is in a very good condition. Very few structures may be in a moderate to severe condition.	A few critical load bearing elements may be in a moderate to severe condition. Represents very low risk to public safety.	As Example ELC has a mature stock continuing with the same level of funding is likely to sustain a high condition score and an effective preventative maintenance regime.
Good 80 < 90	Structure stock is in a good condition. Some structures are in a poor condition but are being managed appropriately.	Some critical load bearing elements are in a severe condition. Some structures would represent a moderate risk to public safety if mitigation measures were not in place.	There is the potential for rapid decrease in condition if sufficient maintenance funding is not provided. Minor to Moderate backlog of maintenance work.
Fair 65 < 80	Structure stock is in a fair condition. A number of structures may be in a severe condition.	A number of critical load bearing elements may be in a severe condition. Some structures may represent a significant risk to public safety unless mitigation measures are in place.	Historical maintenance work under funded and structures not managed in accordance with Asset Management. Moderate to large backlog of maintenance work, essential work dominates spending.

REPORT TO: Policy and Performance Review Committee
MEETING DATE: 12 December 2024
BY: Executive Director for Council Resources
SUBJECT: Review of Performance Reporting and Indicators

6

1 PURPOSE

- 1.1 To provide committee with the opportunity to review our current approach to performance reporting and to seek approval to amend the current Council Key Performance Indicators and reporting format.
- 1.2 To support a review of the approach to Council Plan performance reporting to PPRC, and to ensure reports comply with any statutory requirements as fully as possible and to follow good public performance reporting practices.

2 RECOMMENDATIONS

Members are requested to review and approve the following recommendations:

- 2.1 Continue reporting on the current set of indicators and reporting format for 2024/25.
- 2.2 Review performance indicators and reporting format in line with any changes to Council Plan priorities and New SPI Direction and guidance once released.
- 2.3 Report back to PPRC in 2025 with options on reporting format and review of indicators.

3 BACKGROUND

- 3.1 Section 1 of the Local Government in Scotland Act 2003 places a statutory duty on local authorities to deliver Best Value and to make arrangements for public performance reporting (PPR) on the performance of services.

3.2 Furthermore, The Accounts Commission has a statutory duty, under the Local Government Act 1992, to direct councils to publish information that will:

- enable comparisons of performance between councils and over time, and
- show how well they are improving local outcomes with community planning partners in their area.

3.3 The Commission last published their Statutory Performance Information Direction in 2021. The Direction sets out the requirements on councils to report their performance to their citizens and communities. The current guidance below is about to expire and only applies up to the current reporting year 2024/25.

3.4 The current Direction is not prescriptive in detail as to what information councils should publish. It is to the responsibility of councils to improve public performance reporting in a way that reflects local context and priorities.

3.5 There are currently two parts to statutory performance reporting within this guidance and these are:

Statutory Performance Indicator 1 (SPI1): Improving Local Services & Local Outcomes

- Its performance in improving local public services, both provided by itself and in conjunction with its partners and communities.
- Progress against the desired outcomes agreed with its partners and communities.

Statutory Performance Indicator 2 (SPI2): Demonstrating Best Value

- Its assessment of how it is performing against its duty of Best Value, including self-assessments and service review activity, and how it has responded to this assessment.
- Audit assessments (including those in the annual audit) of its performance against its Best Value duty, and how it has responded to these assessments.
- Assessments from other scrutiny and inspection bodies, and how it has responded to these assessments.

3.6 Other requirements include having a balance in reporting areas of improvement that have been achieved and not achieved. The reporting should be undertaken in a timely manner. There should be easy access to performance information for all citizens and communities, with such information presented in an accessible style.

Current Compliance

3.7 In terms of compliance to SPI1, the Council monitors how well it delivers its services using a range of performance indicators. This is outlined in more detail within the Council's Improvement to Excellence Framework.

Performance information is reported to Elected Members on a quarterly or annual basis. Where relevant, these indicators have targets and commentary that help to provide context and assessment of how well the Council is performing.

- 3.8 Comparisons with other areas in Scotland are also available for many indicators through the Improvement Service Local Government Benchmarking Framework (LGBF). As part of our benchmarking of performance, we provide PPRC with a full LGBF Annual Report with over 100 indicators along with analysis and commentary.
- 3.9 The Council adopted a revised Continuous Improvement Framework (Improvement to Excellence) in May 2023. A key part of the framework is the adoption of a suite of Top 50 Council Plan Indicators as the key indicators that monitor progress in achieving the Council's strategic goals and key commitments.
- 3.10 The current quarterly performance indicator report and Top 50 report were also refreshed during 2023 to align with the themes of the 2022 – 2027 Council Plan. This included thematic areas around recovery and renewal, and the climate emergency. Performance indicators have also been refined and amended on an ongoing basis to ensure that they align with the priorities of the East Lothian Council Plan. New indicators on Health & Social Care performance have been developed and are now reported to PPRC.
- 3.11 Given the financial and other challenges the Council faces, it has been approved to focus on delivering a smaller number of priorities. This translates into three interlinked, complementary priorities which are aligned to the Council Plan's overarching and long-term thematic objectives:
- Ensure the financial sustainability of the Council through the delivery of approved savings and transforming the way we deliver services.
 - Target resources on statutory services and focus on the highest risks and those most in need.
 - Deliver key infrastructure, economic development and environmentally sustainable projects within available council resources and maximising external funding.
- 3.12 It is important the indicators being monitored continue to reflect strategic priority areas within the current financial challenges. Any future revisions of the Council Plan priorities and / or changes to the Direction may require further alignment of the reporting indicators and format.
- 3.13 Within East Lothian Council, we are committed to continuous improvement, knowing ourselves well and being clear on where we need to improve. We strive to report on our outcomes and ensure performance information is publicly accessible and easy to understand. Good practice would indicate that information is provided via multiple channels and formats and is made available online. We provide committee papers and minutes online on the Council website. Our current web based external reporting tool (performance portal) provides the reported quarterly and annual performance indicator

information in a more infographic style of reporting. These areas are linked to the Council's website within the Performance section.

New Statutory Performance Information Direction

- 3.14 A consultation is underway on the New Direction from the Accounts Commission with a planned release in December 2024. This Guidance will take effect from April 2025 onwards. For this reason, it has not been possible to undertake a full review of the performance indicators.
- 3.15 The most significant proposed change is to replace the two broad 'indicators' stated in previous versions – "Improving local services and local outcomes" and "Demonstrating Best Value" – with four, more specific 'themes' which the Commission believes councils' performance information reporting should cover. Those proposed themes are:
- 1) **Using resources effectively to address strategic priorities** – recognising that each council has its own strategic priorities, based on local needs and appropriate data, which should guide decisions about the use of resources.
 - 2) **Working with partners and communities to achieve shared outcomes** – addressing community planning in accordance with our statutory duty, and acknowledging the shared responsibility for local outcome improvement plans.
 - 3) **Ensuring financial sustainability and budget transparency** – setting out our expectations for published financial and budget information including (notably) specifying the information councils should provide in relation to this theme.
 - 4) **Using data and assessments to support improvement** – embedding self- and external assessments within continuous improvement processes, with decision making informed by this evidence, data analysis and service user engagement.
- 3.16 There is an expectation that councils continue to use benchmarking data such as Local Government Benchmarking Framework (LGBF) for continuous improvement.
- 3.17 Reporting should be at least quarterly intervals. There should be publication of annual performance reports within three to six months after the end of the respective year.
- 3.18 It is also proposed by Accounts Commission to provide more guidance and good practice examples of performance reporting alongside the Direction when it is released.
- 3.19 Given the significant developments and potential for change in the new Statutory Performance Information Direction, it has not been possible to undertake a full review of the performance indicators for the December 2024 PPRC committee. It is therefore planned to review the Councils performance indicators and reporting format in line with the new Direction and Guidance

along with any changes to Council Plan priorities early in 2025 and report recommendations back to PPRC by June 2025.

4 POLICY IMPLICATIONS

4.1 No policy implications at this stage.

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 Current Direction - [The Publication of Information \(Standards of Performance\) Direction 2021 Statutory Performance Indicators](#)

7.2 Performance Portal [East Lothian Council Performance Portal](#)

7.3 Improvement to Excellence Framework 2023 - [Performance Framework](#)

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DATE	02/12/2024

Date	Performance Monitoring / Inspection Reports	Other Reports / Reports Requested by Members
12 December 2024	Q2 Performance 24/25	Landlord Performance Report Homelessness Update Review of Indicators – progress report
20 March 2025	Q3 Performance 24/25	Impact of Transformation Update on LDP2 Review of Indicators Climate Change Strategy
12 June 2025	Q4 Performance 24/25 Annual and Top 50 Indicators	1140Hrs

Other Reports (to be scheduled):

ASN – December 2025

Action Sheet
PPRC – from meeting of 19 September 2024

Agenda Item	Action	Responsible Officer(s)	Details	Action Completed (date) (for responsible officer to complete)
2. 2023/24 Q4 & 2024/25 Q1 Performance Indicator Reports	Councillor Menzies requested detail on food hygiene checking.	Caroline Rodgers	Food business inspections are scheduled by the level of risk associated with the type of business. The reports provided to PPRC focus on high-risk food businesses only and there were no high risk inspections carried out during the reporting period, however other inspections were carried out as scheduled. In Q4 2023/24 and Q1 2024/25 there were 69 samples taken along with 390 interventions and 168 enforcements.	23 October 2024
2. 2023/24 Q4 & 2024/25 Q1 Performance Indicator Reports	Councillor Menzies requested detail on Business Gateway startups.	Sarah Fortune / Gary Stewart	Awaiting info.	
2. 2023/24 Q4 & 2024/25 Q1 Performance Indicator Reports	Tom Reid stated he was happy to have a conversation offline with Councillor McIntosh re encouraging attendance at Enjoy Leisure facilities.	Tom Reid	Meeting being arranged via Teams	
2. 2023/24 Q4 & 2024/25 Q1 Performance Indicator Reports	Councillor McIntosh requested detail on	Lindsey Byrne	Awaiting info.	

Performance Indicator Reports	how the 18 young people had left foster care.			
3. Annual and 'Top 50' Council Plan Performance Indicators Report	Councillor McIntosh requested detail on tenants not paying rent due to the condition of their properties.	Wendy McGuire	Awaiting info.	
3. Annual and 'Top 50' Council Plan Performance Indicators Report	Councillor McIntosh requested detail on the 5% lowest paid women.	Sarah Fortune	Awaiting info.	
3. Annual and 'Top 50' Council Plan Performance Indicators Report	Councillor Findlay requested detail on the reason for drop off after Bronze DofE Awards and action to encourage participation.	Caroline Rodgers	The high schools tend to focus on offering the bronze award to as many pupils as they can. There will always be a drop off from bronze awards to silver and gold, and there is less demand for silver and gold as this coincides with more challenging times for pupils as they progress through their school careers and sit exams. There is some interest from other groups, including parent led groups, in supporting young people through the awards, however this is a big ask as they need to complete a recruitment process i.e. application, references, PVG and the mandatory training. The focus for East Lothian Duke of Edinburgh at the moment is closing the gap between the number of awards started and those completed.	23 October 2024
3. Annual and 'Top 50' Council Plan Performance Indicators Report	Councillor Findlay requested detail on online transactions once garden waste transactions were removed.	Michelle Cockburn	Awaiting info.	
4. East Lothian IJB Annual Performance Report 2023/24	Councillor McIntosh requested that the percentage of positive experiences at GP	Fiona Wilson	Awaiting info.	

	practices be broken down by ward.			
5. Customer Feedback Reporting 2023/2024	Councillor Menzies requested detail on the number of complainants.	Zarya Rathe	The team are starting to record this information and the figures should be included in the next report for PPRC.	
5. Customer Feedback Reporting 2023/2024	Councillor Findlay requested detail of the number of bullying allegations which had not reached the formal complaint stage.	Nicola McDowell	There were 329 incidents recorded in the Bullying & Equalities module during session 2023/24 across our schools, 15 of which were unfounded. Schools have a very proactive approach to tackling bullying and there is a very clear policy and related recording procedure in this regard.	20 September 2024