

REPORT TO: East Lothian Council

MEETING DATE: 27 October 2015

BY: Depute Chief Executive (Partnership and Services for Communities)

SUBJECT: East Lothian Council Annual Public Performance Report 2014/15

1 PURPOSE

- 1.1 To provide the Council with the Council's Annual Performance Report 2014/15.

2 RECOMMENDATIONS

- 2.1 That Council notes the progress being made to achieve the Council Plan and approves the Annual Performance Report 2014/15.

3 BACKGROUND

- 3.1 The Annual Performance Report is a summary of the Council's performance in the financial year 2014/15 (April 2014 – March 2015).
- 3.2 The report shows performance against the four objectives of the Council Plan 2012-17. Information contained within the report has been drawn from the Council's Key Performance Indicators, reports to Council, Cabinet and Committees, audit and inspection reports and monitoring of the Council Plan undertaken by Council Management Team.
- 3.3 Audit Scotland has carried out an evaluation of Council Annual Public Performance Reports for 2013/14. The results of this work, which were reported to the Accounts Commission in June 2015, showed that East Lothian Council fully met 24 out of 26 criteria against which performance reports were judged.
- 3.4 Given this very positive evaluation the 2014/15 Annual Performance report broadly follows the same structure and format as the previous year's report. The report currently includes the 2013/14 Local

Government Benchmarking Framework results. The 2014/15 results will be published later in the year. The Annual Performance Report will be amended to incorporate the results when they are published.

- 3.5 The Draft Annual Public Performance Report 2014/15 was considered by the Policy and Performance Review Committee (29 September 2015). Committee members reviewed the report, asked questions on some of the detail and otherwise noted the report. The Convener of the Committee suggested that a synopsis of the main points in the report would be helpful.
- 3.6 The Performance Report itself is a summary of the key activities of the Council over the last year and contains a summary of the over 150 key performance indicators reported on by the Council. The main points of the report are summarised in the following paragraphs.
- 3.7 Progress is being made in achieving the Council Plan across all four key objectives. The report highlights some of the key activities and initiatives undertaken in 2014/15 to support the achievement of the Council Plan objectives and commitments.
- 3.8 **Growing our Economy** – East Lothian Works supported 163 young people into employment or paid work experience and apprenticeships; numerous activities were supported in 2014/15 to promote East Lothian's Food, Drink and Tourism sectors; the Council has supported the development of land for business use, including the extension of Mid Road Industrial Estate Business Units in Prestonpans.
- 3.9 **Growing our People** – Looked After Children in East Lothian are increasingly being looked after in a community setting rather than residential care; overall, attainment and post school participation in East Lothian has improved over the five-year period to 2014; the Council has implemented the commitment to provide 600 hours of early learning and childcare to eligible 2 year-olds and all 3 and 4 year olds; the Council and NHS Lothian have put in place a Health and Social Care Integration Scheme and established an Integrated Joint Board; an action plan was put in place to reduce the number of people whose discharge from hospital is delayed.
- 3.10 **Growing our Communities** – the Council has continued the council house building programme with several new housing developments being completed and other being started in 2014/15; the Council house modernisation programme provided 454 new kitchens and 262 new bathrooms; a concerted programme of action has reversed the trend of increasing levels of rent arrears; a number of road safety initiatives were taken including extension of the pilot of banning vehicles from some primary schools at peak times and introducing 20mph speed limits where there is community support; significant work was undertaken in 2014/15 to prepare for the introduction of new weekly food waste collection from April 2015; six Area Partnerships were established and began work on developing Area Plans.

- 3.11 ***Growing the Capacity of our Council*** – the Council achieved Investors in People accreditation; the East Lothian Partnership undertook a partnership self-assessment which resulted in a detailed improvement action plan for the Partnership; the Musselburgh Total Place Family Focus project has been established to develop an early intervention approach to dealing with the problems associated with our most vulnerable families.
- 3.12 Generally the key performance indicators as summarised in the report show improvement in performance. Around two-thirds of indicators showed an improving trend. Audit Scotland reported that *‘Overall... across East Lothian Council, there continue to be areas of strong performance and a number of improvement activities continue to make good progress.’* (Audit Scotland, Assurance and Improvement Plan, 2014-17). Performance indicators which improved over the last year included:
- The proportion of 18-24 year olds claiming job seekers allowance
 - Average weeks taken to decide on business and industry local planning applications
 - Proportion of school leavers entering positive destinations
 - % of looked after children being looked after in the community
 - % of adults satisfied with social care or social work services
 - Average length of time taken to complete emergency repairs (to council houses)
 - Attendances at indoor sports and leisure facilities
 - Number of vehicles accessing recycling centres.
- 3.13 The Policy and Performance Review Committee receives detailed briefings on all key performance indicators, focusing on the indicators that are significantly below target or showing a negative trend. Over the last year it has received detailed reports on actions that are being taken to address areas of concern such the number of delayed discharge patients waiting over 4 weeks, rent arrears, council house repairs and the response times for calls made to the Call Centre.
- 3.14 The Local Government Benchmarking data from 2013/14 (the 2014/15 data is not available until after the Annual Performance Report has been published) provides comparison between the Council and other councils’ performance on 55 indicators. This shows that the Council performed well in respect of several key indicators including all eight measures of public satisfaction with council services, the percentage of Council Tax collected and the cost of support services. The Council compared less favourably on a small number of indicators including rent arrears, and the average length of time taken to complete non-emergency repairs.
- 3.15 The Annual Performance Report provides a summary of the Council’s financial performance for 2014/15 as reported in the Council’s Annual

Accounts. This shows that the Council delivered better than anticipated financial returns for the year, with an increase in General Services usable reserves of over £7.3m.

- 3.16 The report concludes with a summary of plans for 2015/16 onwards for addressing the challenges and opportunities outlined in the Council Plan.

4 POLICY IMPLICATIONS

- 4.1 The reporting of performance is essential if the Council is to demonstrate continuous improvement and Best Value. Reporting performance will help the Council to display openness, transparency and accountability. Best Value places a duty upon the Council to report performance to the public in order to enhance accountability.

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

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

7 BACKGROUND PAPERS

- 7.1 Appendix 1: East Lothian Council Annual Performance Report 2014/15

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