



# How We Perform

Statutory Performance Indicators

2008  
2009

East Lothian Council is committed to continuously improving the services it offers to the area, and has a range of methods for communicating its performance to the public.

Each Council is also legally obliged to measure its performance against a series of national measures, known as "Statutory Performance Indicators". These act as a useful tool for managing and monitoring our performance, and because the information is collected using the same methods across the country, provide a sound basis for comparisons with other areas.

This leaflet provides information on East Lothian's Statutory Performance Indicators for 2008-2009. All data has been independently audited on behalf of the Accounts Commission for Scotland to ensure accuracy and robustness.

In this leaflet the following key is used:

**No Service**

East Lothian Council does not provide this service.

**Transitional**

A 'Transitional' indicator that does not meet the selection criteria but has been retained for other reasons.

**Changed Definition**

An indicator where the definition has been changed.

**FTR**

East Lothian Council did not collect data for this indicator.

# Contents

<b>Adult Social Work</b>	<b>1</b>	<b>Education &amp; Children's Services</b>	<b>10</b>
Community Care Services	1	Primary Schools	10
Residential Accommodation	1	Secondary Schools	10
Home Care / Home Helps	1	Teaching Staff - Equal Opportunities	10
Respite Care	2	Children's Reporter Liaison	11
Criminal Justice	3	Supervision	11
		Looked After Children - Academic Attainment	11
<b>Benefits Administration</b>	<b>4</b>	Residential Accommodation	11
Administration Costs	4	Respite Care	12
Processing Time	4		
Accuracy and Security of Processing	4	<b>Housing</b>	<b>13</b>
		Response Repairs	13
<b>Corporate Management</b>	<b>5</b>	Managing Tenancy Changes	14
Sickness Absence	5	Rent Management	15
Litigation Claims	5	Council House Sales	15
Equal Opportunities Policy	5	Homelessness	16
Public Access	5		
Council Tax Collection	6	<b>Protective Services</b>	<b>17</b>
Council Tax Income	6	Food Safety: Hygiene Inspections	17
Payment of Invoices	6	Noise Complaints	17
Asset Management	6	Trading Standards: Enquiries, Complaints and Advice	18
		Inspection of Trading Premises	18
<b>Cultural &amp; Community Services</b>	<b>7</b>		
Sport and Leisure Management	7	<b>Roads &amp; Lighting</b>	<b>19</b>
Museums	7	Carriageway Condition	19
Library Stock Turnover	7	Traffic Light Repairs	19
Use of Libraries	7	Street Lighting	19
Learning Centres and Learning Access		Bridges	19
Point Users	8		
		<b>Waste Management</b>	<b>20</b>
<b>Development Services</b>	<b>9</b>	Refuse Collection and Disposal Costs	20
Planning Applications Processing Time	9	Refuse Collection Complaints	20
Planning Appeals	9	Refuse Recycling	20
Development Plans	9	Cleanliness	20
		Abandoned Vehicles	20

## Adult Social Work

### Community Care Services

**Indicator 1:** Achievement of targets for assessment and service delivery

**08/09: FTR**

### Residential Accommodation

**Indicator 2:** Staff qualifications: The percentage of care staff in local authority residential homes who have appropriate qualifications.

Percentage of staff with appropriate qualifications for the level of post held

	<b>07/08</b>	<b>08/09</b>
a) Homes for Older People	79.3%	86.2%
b) Homes for Other Adults	No Service	No Service
<b>Total</b>	<b>79.3%</b>	<b>86.2%</b>

**Indicator 3:** Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of residential care places used by the council for each client group.

Older people (age 65+)	Number of places occupied		Single rooms		Rooms with en-suite facilities	
	07/08	08/09	07/08	08/09	07/08	08/09
			%		%	
Council homes	102	113	100	100	14.7	14.2
Voluntary sector	44	47	100	100	59.1	59.6
Private sector	425	425	82.8	86.8	67.3	69.4
<b>Other adults</b>						
Council homes	3	4	100	100	0	0
Voluntary sector	19	25	100	100	15.8	32.0
Private sector	30	33	96.7	87.9	66.7	66.7

### Home Care / Home Helps

**Indicator 4:**

	<b>07/08</b>	<b>08/09</b>
a) The number of people age 65+ receiving home care	1,106	1,091
b) The number of home care hours per 1,000 population age 65+	530.9	552.7
As a proportion of home care clients age 65+, the number receiving:		
i. Personal care	72.2%	80.5%
ii. A service during evenings/overnight	29.9%	31.7%
iii. A service at weekends	65.2%	67.4%

## Respite Care

**Indicator 5:** Provision of respite services:

a) Older People – aged 65+

	Volume of respite care		No. per 1,000 population aged 65+	
	07/08	08/09	07/08	08/09
a) Total overnight respite nights provided	4,495 nights	5,032 nights	273.1	302.0
b) Number of percentage of respite nights not in a care home	74 nights	195 nights	1.6%	3.9%
c) Total daytime respite provided	3,856 hours	4,199 hours	234.3	252.0
d) Number and percentage daytime respite not in a day centre	3,856 hours	4,199 hours	100%	100%

b) People aged 18-64

	Volume of respite care		No. per 1,000 population aged 18-64	
	07/08	08/09	07/08	08/09
a) Total overnight respite nights provided	3,128 nights	2,970	56.4	52.5
b) Number of percentage of respite nights not in a care home	799 nights	764	25.5%	25.7%
c) Total daytime respite provided	843 hours	806	15.2	14.3
d) Number and percentage daytime respite not in a day centre	843 hours	806	100%	100%

## Criminal Justice

### Indicator 6: Social Enquiry Reports

	07/08	08/09
a) The number of reports submitted to the courts during the year	449	491
b) Percentage submitted to court by due date	96.7%	97.1%

---

### Indicator 7: Probation

	07/08	08/09
a) The number of new Probation Orders issued during the year	92	89
b) Proportion of new probationers seen by a supervising officer within one week	79.1%	89.7%

---

### Indicator 8: Community Service

	07/08	08/09
The number of new Community Service Orders issued during the year	124	117
The average number of hours per week taken to complete orders	5.3	5.1

## Benefits Administration

### Administration Costs

#### Indicator 1:

	07/08	08/09
The gross administration cost per case	£57.61	£57.57

### Processing time

**Indicator 2:** The time for processing applications from the date of receipt of the application to the posting of the notification of the outcome.

**\* The Council has been instructed by Audit Scotland not to audit the figures for 08/09**

### Accuracy and security of processing

#### Indicator 3:

a) The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination. This is based on a sample of cases checked post-determination

b) Overpayments recovered expressed as a percentage of housing overpayments identified

c) Overpayments recovered expressed as a percentage of total overpayments debt at the start of the year plus the in-year overpayments

d) Amount and percentage of housing benefit overpayments written off

**\* The Council has been instructed by Audit Scotland not to audit the figures for 08/09**

## Corporate Management

### Sickness Absence

**Indicator 1:** The number of days lost through sickness absence for the following groups of staff:

Staff groupings	Number of days lost per employee
	08/09
Teachers	7.2 days
All other local government employees	12.3 days

### Litigation Claims

**Indicator 2:** The number and value of civil liability claims incurred by the council in the year:

	07/08	08/09
a) Number of claims per 10,000 population	33.9	39.9
b) Claims value as a percentage of revenue budget	0.1%	0.2%

### Equal Opportunities Policy

**Indicator 3:** The number and percentage of the highest paid 2% and 5% of earners among council employees that are women.

	Number of women		% of posts	
	07/08	08/09	07/08	08/09
In top 2% of all employees	41	35	41.8	41.7
In top 5% of all employees	106	100	45.7	44.1

### Public Access

**Indicator 4:** The number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people.

	07/08	08/09
The number of council buildings that are accessible	26	28
The percentage of council buildings that are accessible	34.7%	36.4%

### Council Tax Collection

**Indicator 5:** Collection costs:

	07/08	08/09
The cost of collecting Council Tax per dwelling	£14.11	£13.71

### Council Tax Income

**Indicator 6:** Income:

	07/08	08/09
a) The income due from Council Tax for the year, excluding reliefs and rebates	£40,056,232	£40,819,195
b) The percentage of a) that was received during the year	96.2%	96.1%

### Payment of invoices

**Indicator 7:**

	07/08	08/09
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid	80.4%	83.3%

### Asset Management

**Indicator 8:** Condition and suitability.

	07/08	08/09
a) The percentage of operational accommodation that is in a satisfactory condition	94.0%	93.6%
b) The percentage of operational accommodation that is suitable for its current use	78.0%	74.1%

## Cultural & Community Services

### Sports and Leisure Management

#### Indicator 1:

	07/08	08/09
The number of attendance per 1,000 population for pools	4,333	4,271

#### Indicator 2:

	07/08	08/09
The number of attendance per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	4,051	4,360

### Museums

#### Indicator 3:

	07/08	08/09
a) The number of visits to/use of council funded or part funded museums and expressed per 1,000 population	2,642	3,189
b) The number of visits in part a) that were in person and expressed per 1,000 population	308	264

### Library stock turnover

#### Indicator 4: Changes in library stock:

	Adult lending stock		Children's and teenage lending stock	
	07/08	08/09	07/08	08/09
Recommended national target for annual number of additions per 1,000 population	280	280	100	100
Actual additions per 1,000 population	177	169	87	88
Stock at end of year per 1,000 population	1,527	1,499	526	534

### Use of libraries

#### Indicator 5: Borrowers from public libraries:

	07/08	08/09
a) The number of visits to libraries and expressed per 1,000 population	4,868	4,789
b) Borrowers as a percentage of the resident population	21.3%	19.9%

**Learning Centres and Learning Access Point Users****Indicator 6:**

	<b>07/08</b>	<b>08/09</b>
a) The number of users as a percentage of the resident population	6.8%	6.9%
b) The number of times the terminals are used per 1,000 population	798.8	838.5

## Development Services

### Planning applications processing time

**Indicator 1:** The percentage of applications dealt with within target time:

Type of application	Number of applications		% dealt with within two months	
	07/08	08/09	07/08	08/09
Householder	634	565	84.5	90.8
Non-householder	525	544	40.2	48.0
Total	1,159	1,109	64.5	69.8

### Planning Appeals

**Indicator 2:** The number of appeals that were successful:

	07/08	08/09
a) As a percentage of the number of planning determinations made by the council	0.3%	0.2%
b) As a percentage of the number of determinations that went to appeal	25.0%	14.3%

### Development Plans

**Indicator 3:**

	07/08	08/09
The percentage of the population covered by a Local Plan, which has been adopted or finalised within the last five years	100%	100%

## Education & Children's Services

### Primary Schools

#### Indicator 1: Occupancy

a) The percentage of primary schools where the ratio of pupils to places is:

	07/08	08/09
i. 0% – 40%	2.9%	0%
ii. 41% – 60%	0%	2.9%
iii. 61% – 80%	34.3%	34.3%
iv. 81% - 100%	62.9%	62.9%
v. 101% or more	0%	0%
b) The total number of primary schools	35	35

### Secondary Schools

#### Indicator 2: Occupancy

a) The percentage of secondary schools where the ratio of pupils to places is:

	07/08	08/09
i. 0% – 40%	0%	0%
ii. 41% – 60%	0%	0%
iii. 61% – 80%	0%	0%
iv. 81% - 100%	100%	100%
v. 101% or more	0%	0%
b) The total number of primary schools	6	6

### Teaching staff – equal opportunities

Indicator 3: The number and percentage of head and deputy head teachers who are women compared with the percentage of all teachers that are women.

	Head and Deputy Head women teachers				All women teachers			
	Number		%		Number		% all teachers	
	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09
Secondary schools	11	12	44.0	41.4	354	343	62.8	63.6
Primary schools	58	56	85.3	86.2	593	616	94.3	93.1
Special schools	No service	No service	No service	No service	No service	No service	No service	No service
Total	69	68	79.4	72.3	947	959	79.4	79.9

### Children's Reporter Liaison

**Indicator 4:** Children's Hearing reports requested by the Reporter, which were submitted within target time:

	07/08	08/09
Children's Hearing reports submitted within the target time	53.8%	56.22%

### Supervision

**Indicator 5:** Number of new supervision requirements made during the year:

	07/08	08/09
Percentage seen within 15 working days	85.0%	69.8%

### Looked after children – academic attainment

**Indicator 6:** The number and percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved SCQF Level 3 or better in English and Maths or other subjects:

	Number of young people		% of young people	
	07/08	08/09	07/08	08/09
a) Number ceasing to be looked after				
i. At home	11	10		
ii. Away from home	10	10		
iii. Total	21	20		
b) Attaining at least one SCQF Level 3 (any subject)				
i. At home	8	10	72.7	100
ii. Away from home	7	9	70	90
iii. Total	15	19	71.4	95
c) Attaining at least one SCQF Level 3 in English and Maths				
i. At home	5	6	45.5	60
ii. Away from home	5	6	50	60
iii. Total	10	12	47.6	60

### Residential accommodation

**Indicator 7:** Staff Qualifications

	07/08	08/09
Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held	77.6%	81.3%

## Respite Care

**Indicator 8:** Provision of respite services for children with disabilities  
Per 1,000 children (0-17 yrs)

	<b>07/08</b>	<b>08/09</b>
a) Total overnight respite night provided	41.7	38.9
b) Percentage of respite nights not in a care home	42.1%	42.0
c) Total hours daytime respite provided	1,113.7	835.8
d) Percentage of daytime respite hours provided not in a day care centre	91.9%	90.4%

## Housing

### Response repairs

#### Indicator 1: Response Repairs

The target response time for each category		The number of repairs carried out in each category	Number of repairs completed within the target response time for each priority category
	Target response time	08/09	08/09
Category 1	24 hours	2,515	2,427
Category 2	24 hours	4,262	4,141
Category 3	23 working days	21,255	17,487
Category 4	-	-	-
Category 5	-	-	-
Category 6	-	-	-
All categories	-	28,032	24,055
% completed within target time	85.8%		

### Housing quality

#### Indicator 2: Housing quality

a) The number and proportion of the Councils housing stock being brought up to the Scottish Housing Quality Standard by criteria

b) The total number of dwellings owned by the Council

**X-rated** due to unreliable data from the Council's systems

### Managing tenancy changes

#### Indicator 3:

	07/08	08/09
The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year	1.4%	1.4%

#### Indicator 4: The time taken by the council to re-let houses analysed by demand:

##### a) Not low demand dwellings

Void period	07/08	08/09
Less than 2 weeks	131	4
2-4 weeks	68	67
5-8 weeks	135	134
9-16 weeks	142	111
More than 16 weeks	82	38
Total number of dwellings re-let	558	354
Average time to re-let (days)	58 days	62 days

##### b) Low demand dwellings

Void period	07/08	08/09
Less than 2 weeks	0	0
2-4 weeks	0	0
5-8 weeks	2	0
9-16 weeks	7	8
17-32 weeks	12	6
33-52 weeks	1	0
More than 52 weeks	3	0
Total number of dwellings re-let	25	14
Average time to re-let (days)	157 days	116 days

#### 08/09

##### c) For low demand stock

- i) the number remaining un-let at the end of year 1
- ii) the average period these dwellings had been un-let at the year end 499 days

d) The number of dwellings considered to be low-demand at the start of the year (includes both void and occupied properties) 40

e) The number at d) above considered to be low demand at the start of the year (includes both void and occupied properties) 25

f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy 0

## Rent management

### Indicator 5:

	07/08	08/09
a) Current tenant arrears as a percentage of the net amount of rent due in the year	5.7%	5.5%
b) The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	4.5%	4.8%
c) The proportion of those tenants giving up their tenancy during the year that were in rent arrears	20.6%	23.9%
d) The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent	£468.67	£468.51
e) The percentage of arrears owed by former tenants that was either written off or collected during the year	41.7%	14.2%

## Council house sales

### Indicator 6:

	07/08	08/09
a) The percentage of house sales completed within 26 weeks	86.6%	92.2%
b) The average time for council house sales	22 weeks	21 weeks

## Homelessness

### Indicator 7: Homelessness

a)

08/09	Council duty to secure	
	Permanent accommodation for household	Temporary accommodation, provide advice and guidance or take reasonable measures to retain accommodation
i. number of households assessed during the year	510	655
ii. % of decision notifications issued within 28 days of date of initial presentation	52.70%	58.20%
iii. the % who are housed	-	-
iv. % of cases reassessed within 12 months of completion of duty	8.80%	5.80%

**08/09**

b) The proportion of those provided with permanent accommodation in Council stock who maintained their tenancy for at least 12 months

98.1%

## Protective Services

### Food safety: Hygiene inspections

**Indicator 1:** The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections that were undertaken within the prescribed period:

Minimum inspection frequency	Number to be inspected in the year		% of inspections undertaken within time	
	07/08	08/09	07/08	08/09
Approved premises	7	8	100	94.4
6 months	2	1	100	100
12 months	99	97	100	96.9
More than 12 months	255	359	88.6	96.7

### Noise complaints

#### Indicator 2: Domestic Noise Complaints

	07/08	08/09
The number of complaints of domestic noise received during the year:		
i. Settled without the need for attendance on site	231	116
ii. Requiring attendance on site	11	325
iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	189	309
For ii. and iii. above, the average time (hours) between the time of the complaint and attendance on site:		
i. Requiring attendance on site	456 hours	2.8 hours
ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	1 hour	0.8 hours

#### Indicator 3: Non-domestic Noise Complaints

	07/08	08/09
The number of complaints of non-domestic noise received during the year:		
i. Settled without the need for formal action	57	64
ii. Requiring formal action	3	5
iii. For those requiring formal action, the average time (calendar days) to institute formal action	22 days	21 days

### Trading Standards: Enquiries, complaints and advice

**Indicator 4:** The number of consumer complaints and business advice requests received, and the proportion completed in the following time bands:

	Number received		% dealt with within 14 days	
	07/08	08/09	07/08	08/09
Consumer complaints	305	332	93.1	92.8
Business advice requests	62	74	93.5	93.2

### Inspection of trading premises

**Indicator 5:** Premises liable to inspection - target and actual coverage:

Minimum inspection frequency	Number of premises in risk category		Number to be inspected in the year		% of inspections undertaken within time	
	07/08	08/09	07/08	08/09	07/08	08/09
12 month (high risk)	34	33	34	33	79.4	87.9
2 years (Medium risk)	552	683	186	184	79.6	91.8

## Roads & Lighting

### Carriageway condition

**Indicator 1:** The percentage of the road network that should be considered for maintenance treatment.

	07/08	08/09
i. A Class Roads	26.6%	32.8%
ii. B Class Roads	27.7%	29.8%
ii. C Class Roads	25.8%	26.3%
iii. Unclassified Roads	46.6%	36.9%
iv. Overall	35.9%	32.6%

### Traffic light repairs

**Indicator 2:** Traffic light failure

	07/08	08/09
The percentage of repairs completed within 48 hours	99.2%	97.3%

### Street lighting

**Indicator 3:** Street lights failure

	07/08	08/09
The percentage of repairs completed within 7 days	92.8%	90.3%

**Indicator 4:** The age of street lights

	07/08	08/09
Number of street lighting columns	16,590	16,651
Proportion of street lighting columns that are over 30 years old	14.9%	13.4%

### Bridges

**Indicator 5:** Bridges failing to meet the European standard of 40 tonnes or having weight or width restrictions placed on them.

	Number of assessed bridges		% of bridges failing European standard	
	07/08	08/09	07/08	08/09
Council	166	166	6.0	5.4
Private	23	23	4.3	4.3
Overall	189	189	5.8	5.3

## Waste Management

### Refuse collection and disposal costs

#### Indicator 1:

	07/08	08/09
a) The net cost of collection (combined domestic, commercial and domestic bulky uplift) per premise	£71.88	£82.65
b) The net cost of disposal per premise	£64.58	£67.15

### Refuse collection complaints

#### Indicator 2:

	07/08	08/09
The number of complaints per 1,000 households regarding the household waste collection service	19.0	36.1

### Refuse recycling

**Indicator 3:** The amount of municipal waste collected by the authority during the year that was recycled or composted

	07/08	08/09
i. Total tonnes of municipal waste collected	67,726.5	68,143
ii. Tonnes of municipal waste composted	9,502.5	10,180.7
iii. Tonnes of municipal waste recycled	15,300.7	15,992.1
i.v. % of municipal waste composted or recycled	35.5%	38.4%

### Cleanliness

**Indicator 4:** The cleanliness index achieved following inspection of a sample of streets and other land.

	07/08	08/09
Overall cleanliness index	73	73

### Abandoned vehicles

**Indicator 5:** The number of abandoned vehicles that require to be removed by the council and the percentage removed with 14 days.

	07/08	08/09
Number that require removal	256	232
Percentage removed within 14 days	100%	100%

## Want to Know More?

If you would like to know more about East Lothian Council's performance please contact:

Policy and Performance

John Muir House,

Haddington,

East Lothian,

EH41 3HA

Tel: 01620 827366

Email: [policy@eastlothian.gov.uk](mailto:policy@eastlothian.gov.uk)

## Tell Us What You Think

We want to find out what you think about the services we provide. You can use our Feedback system to make comments or complaints. Feedback forms and further details are available from local Council Offices, libraries and other facilities or by telephoning 01620 827829. Feedback can be registered online at [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)

If you have a complaint, you can take it to the Scottish Public Services Ombudsman, although it is usually better to use the Council's complaints procedure first.

You should contact the Ombudsman within 12 months of the date you first noticed the problem you are complaining about, although in special circumstances the Ombudsman may be prepared to deal with matters that have gone on longer than 12 months.

Contact details are:

The Scottish Public Services Ombudsman

4 Melville Street,

Edinburgh,

EH3 7NS.

Tel: 0870 0115378,

Fax: 0870 0115379

[www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

