

East Lothian Partnership

East Lothian by Numbers

A Statistical Profile of East Lothian

11. Council Services

May 2015

Council Services

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Council Services

East Lothian Council is the principle service provider within the area and has a responsibility for providing many of the services and facilities that residents rely on in their daily lives. The perceptions of East Lothian Council tend to be fairly positive and satisfaction with council services remains consistently high. With an increasing younger and older population, and differing demographic challenges across the area, the Council will have to provide for its service users in dynamic and innovative ways.



Summary:

- Most people say that they are 'very satisfied' or 'satisfied' with the way their contact with the Council went.
- 90.6% of calls made to East Lothian Council's contact centre were answered in Q2 2014/15; an increase from 83.1% in Q2 2013/14.
- Most calls made to East Lothian Council come from the more populous western areas of East Lothian. However, a significant number of calls had no recorded location.
- 65% of residents would prefer information from the council to be distributed through *Living* – the council newspaper.
- 42 pence in every £1 is spent on Educational Services, whilst 29 pence is spent on Social Work services.
- Only 24% of people think they can influence decisions made by East Lothian Council.
- People who use various council services tend to be 'very' or 'fairly' satisfied with them.
- 52.8% of customer complaints in 2013/14 were resolved at the service point stage within 5 working days. Property Maintenance receives the most customer feedback out of any service area within the Council.

Contact Centre

East Lothian Council's customer contact centre provides a variety of services and support for residents in East Lothian. Customers can report issues in their community (e.g. broken streetlights or potholes) as well as enquire about services that the council provides, such as: adult and children's services; elections; CCTV monitoring; and smartcard production.

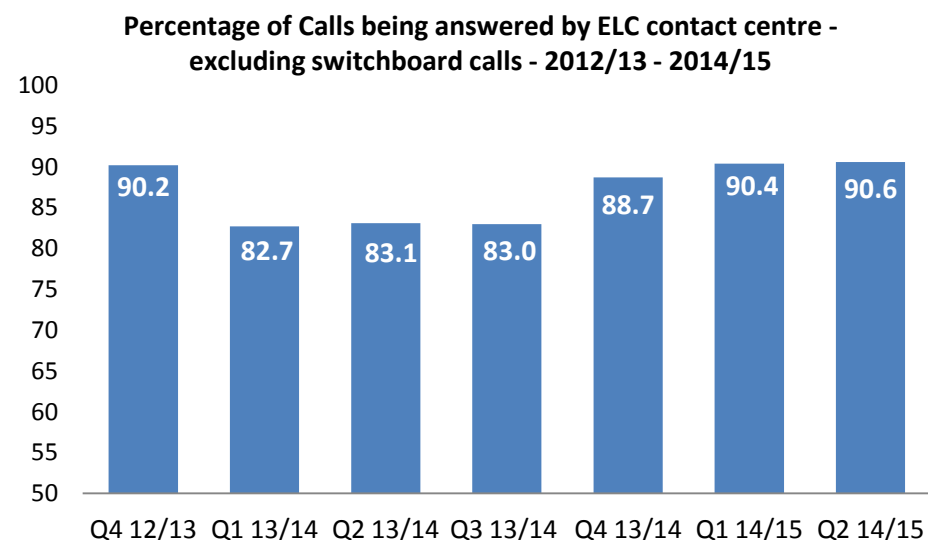
Table 11.1 shows a breakdown of selected customer issues by the percentage of calls that were made by ward. Most of the calls come from the more populous wards and the two Musselburgh wards have been combined. Some calls are recorded as being from unknown locations.

Table 11.1: Percentage of enquiries made to East Lothian Council's contact centre by ward in 2013/14 (East Lothian Council 2014).

	Housing Repairs	Emergency Housing Repairs	Planned Improvements	Special Uplifts	Dog Fouling Incidents
Musselburgh West & East	22.3	28.2	15.7	23.5	36.4
Preston Seton Gosford	17.3	22.1	25.1	18.4	14.7
Fa'Side	17.5	21.3	17.4	17.2	17.1
North Berwick Coastal	5.3	4.7	8.7	10.9	6.3
Haddington & Lammermuir	8.3	10.8	11.0	19.8	9.5
Dunbar & East Linton	7.7	7.0	9.6	6.2	9.1
Unknown Location	21.4	5.8	12.5	4.0	6.9

Figure 11.1 shows the number of calls that were answered by the Contact Centre. This excludes switchboard calls, which are dealt with by an automated system and not by staff themselves. The percentage of calls answered has increased over the period 2013 to 2014.

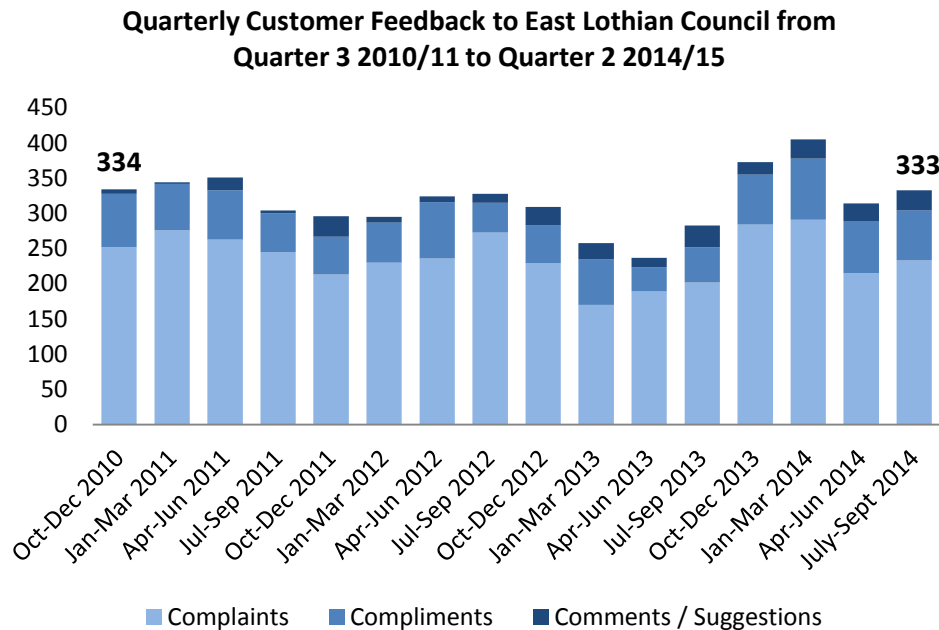
Figure 11.1: Percentage of calls being answered by East Lothian Council's contact centre (East Lothian Council 2014).



Comments, Compliments and Complaints

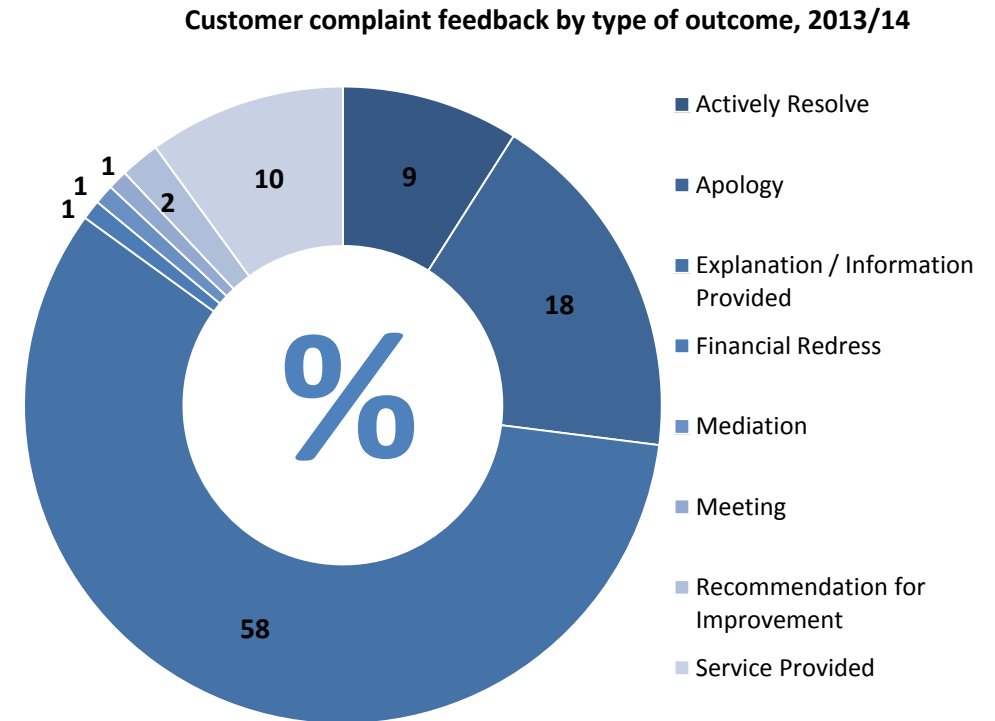
East Lothian Council’s Customer Feedback team provide annual and quarterly information on the Council’s feedback and complaint handling procedures. Over the period Q3 2010 to Q4 2014 there has been a slight decrease in the number of complaints received. The number of compliments received has remained steady whilst the number of comments or suggestions has increased. Figure 11.2 shows the total number of customer feedback received as well as a breakdown of the type of feedback. 233 complaints were received from July to September 2014. 29 comments or suggestions, and 71 compliments, were received in the same period.

Figure 11.2: Number of customer feedback records by quarter and by type from quarter 3 2010/11 to quarter 2 2014/15 (East Lothian Council 2014).



In 2013/14, 1,293 customers contacted East Lothian Council with views on services and 961 (74.3%) of these were complaints. This represents 0.9 complaints per 1,000 population. Of the complaints upheld, over half (58%) of had an outcome of being given an explanation or information provided to the customer. Figure 11.3 shows the breakdown of customer complaint outcomes by type for 2013/14.

Figure 11.3: Proportion of complaints broken down by outcome type in 2013/14 (East Lothian Council 2014).



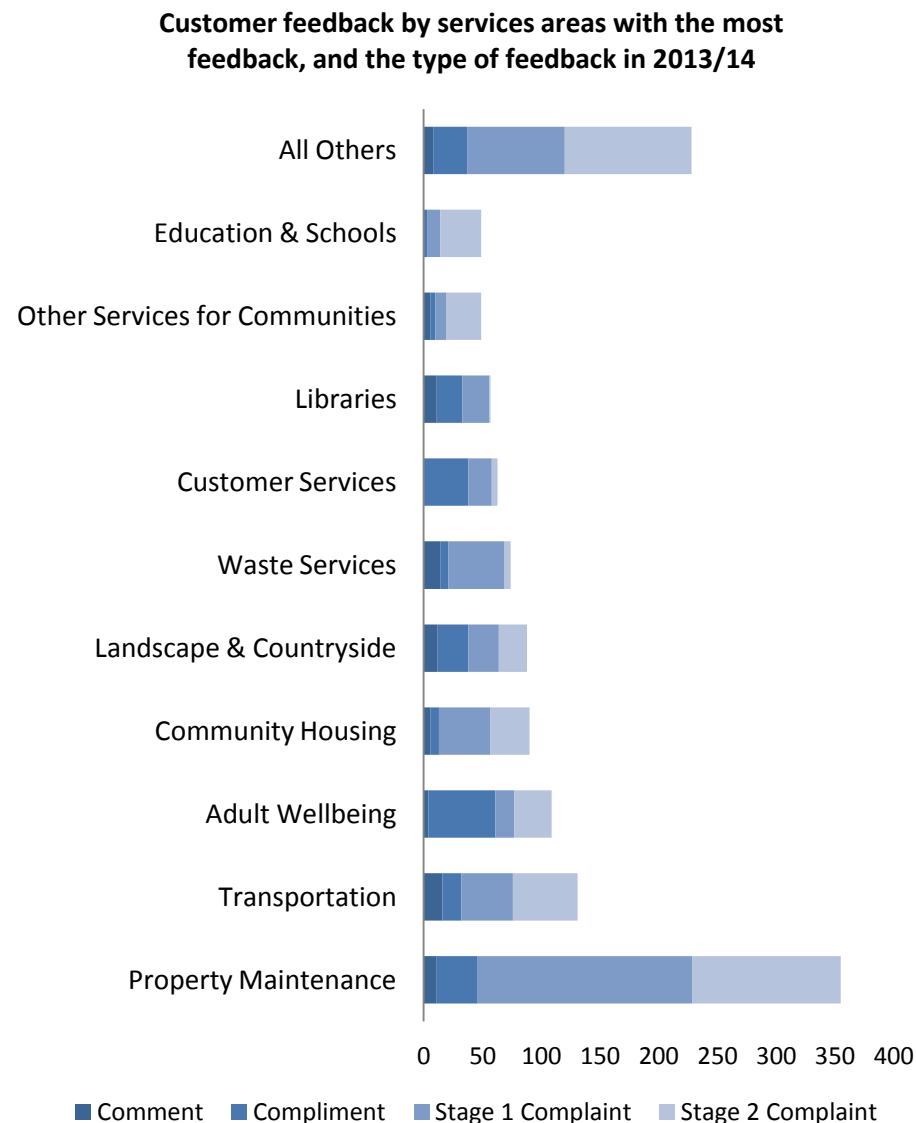
507 complaints were resolved at stage 1 – dealt with at the point of service within 5 working days – whilst 454 were resolved at stage 2 – and investigation with a response provided within 20 working days. Table 11.2 shows the proportion of complaints by their resolution stage level.

Table 11.2: Proportion of complaints received by stage of resolution, by quarter, for 2013/14 (East Lothian Council 2014).

	Q1 Apr - Jun	Q2 Jul - Sep	Q3 Oct - Dec	Q4 Jan - Mar	2013/14 Total
Stage 1	47.1	42.5	58.5	57.9	52.8
Stage 2	52.9	57.5	41.5	42.1	47.2
Total Complaints	187	200	284	290	961

Property maintenance is the service area that received the most customer feedback in 2013/14. In total this service received 355 customer feedback points over the course of the year. Transportation services received 131. Figure 11.4 shows the ten service areas at East Lothian Council that received the most customer feedback in 2013/14 as well as the number for all other service areas. These ten areas account for: 82.4% of all feedback; 91.1% of all comments; 88.0% of all compliments; 83.6% of all stage 1 complaints; and 76.2% of all stage 2 complaints.

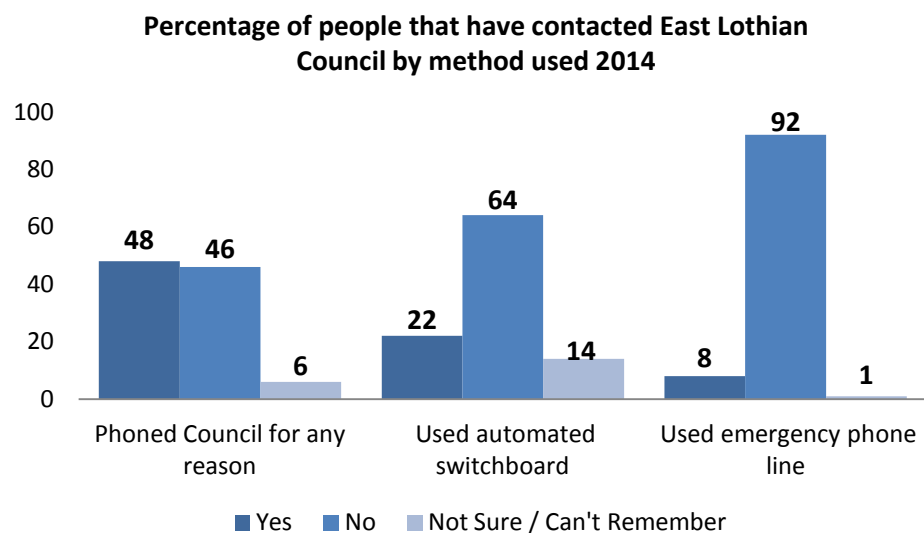
Figure 11.4: Customer feedback numbers by top ten service areas and by the type of feedback received, in 2013/14 (East Lothian Council 2014).



Satisfaction with Council Contact

The Citizens' Panel asked residents about a variety of ways to contact the council and whether they had used them. Figure 11.5 shows the percentage of people that have contacted East Lothian council through: regular calls, for any reason; the automated switchboard; or the emergency out-of-hours number. Very few people had used the emergency out-of-hours phone line.

Figure 11.5: Percentage of people that have contacted East Lothian Council by method used (Citizens Panel 2014).



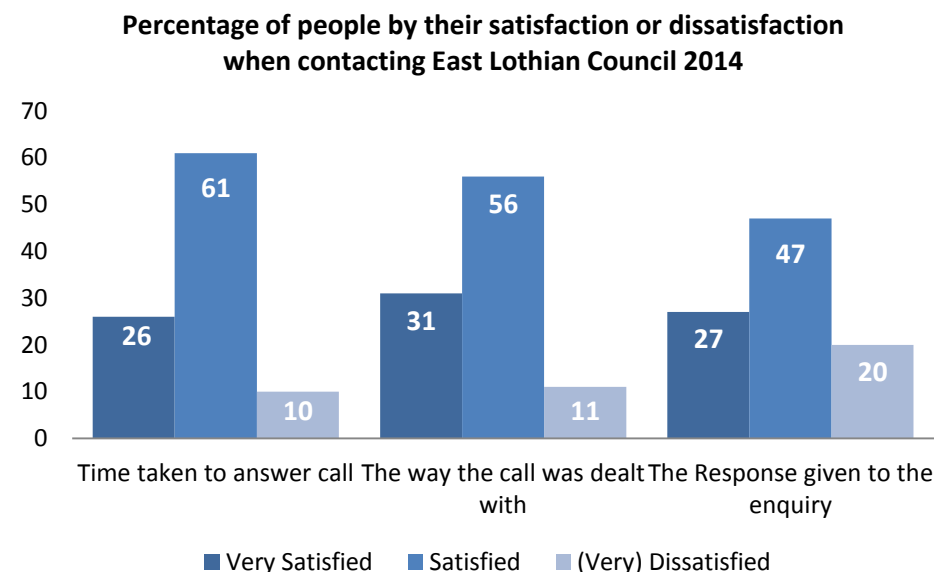
Of the people who had contacted the council, the majority were 'very satisfied' or 'satisfied' with the way their contact with the council had gone.

Table 11.3 and Figure 11.6 show the percentage of people that were very satisfied, satisfied, dissatisfied, or very dissatisfied with their contact with East Lothian Council.

Table 11.3: Percentage of people by their satisfaction when contacting East Lothian Council (Citizens Panel 2014).

	Time taken to answer call	The way the call was dealt with	The Response given to the enquiry
Very Satisfied	26	31	27
Satisfied	61	56	47
Dissatisfied	7	7	11
Very Dissatisfied	3	4	9
Don't Know / Can't Say	3	3	5

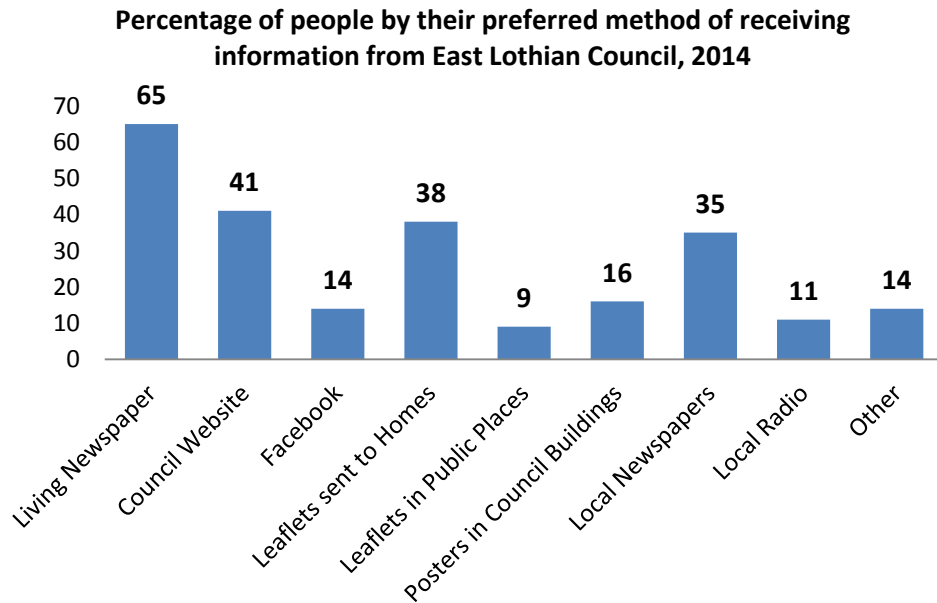
Figure 11.6 Percentage of people by their satisfaction when contacting East Lothian Council (Citizens Panel 2014).



Receiving Information

East Lothian residents highlighted that their preferred method for receiving information about the council, and its services, was through *Living* – a tri-annual publication from East Lothian Council covering news, events, and information from around the East Lothian area. Figure 11.7 highlights the percentage of residents in East Lothian by how they would prefer to receive information from the council.

Figure 11.7: Percentage of residents by how they would prefer to receive information from East Lothian Council (Citizens Panel 2014).



Making Payments

83% of residents stated in the Citizens’ Panel that their current method of making payments to East Lothian Council was through direct debit. Only 6% indicated that they used the Council’s website to make payments, whilst 14% made payments at one of the Council’s buildings through cash, card or cheque.

Residents were then asked whether they would be willing to use different methods in the future to make payments to East Lothian Council (See table 11.4). Respondents could choose as many options as they liked.

Table 11.4: Percentage of respondents that would be willing to use different methods to make payments to East Lothian Council in the future (Citizens Panel 2014).

Future Method of Payment	Percentage Willing to Use Method
By Direct Debit	85.0
Via the Council’s Website	30.9
Over the Phone Using Credit or Debit Card	19.8
Self-Service Payment Kiosks in Council Offices	9.1
None of the Above	6.3

Statement of Accounts

Figure 11.8 shows where every pound of East Lothian expenditure is spent by service area. The two biggest services that East Lothian Council spends money on are Education and Social Work. 42 pence in every pound is spent on Educational services followed by 29 pence being spent on Social work services. Figures are rounded to reflect whole percentages.

Figure 11.8: How each £ was spent, in pence, by East Lothian Council in 2013/14 (East Lothian Council 2014).

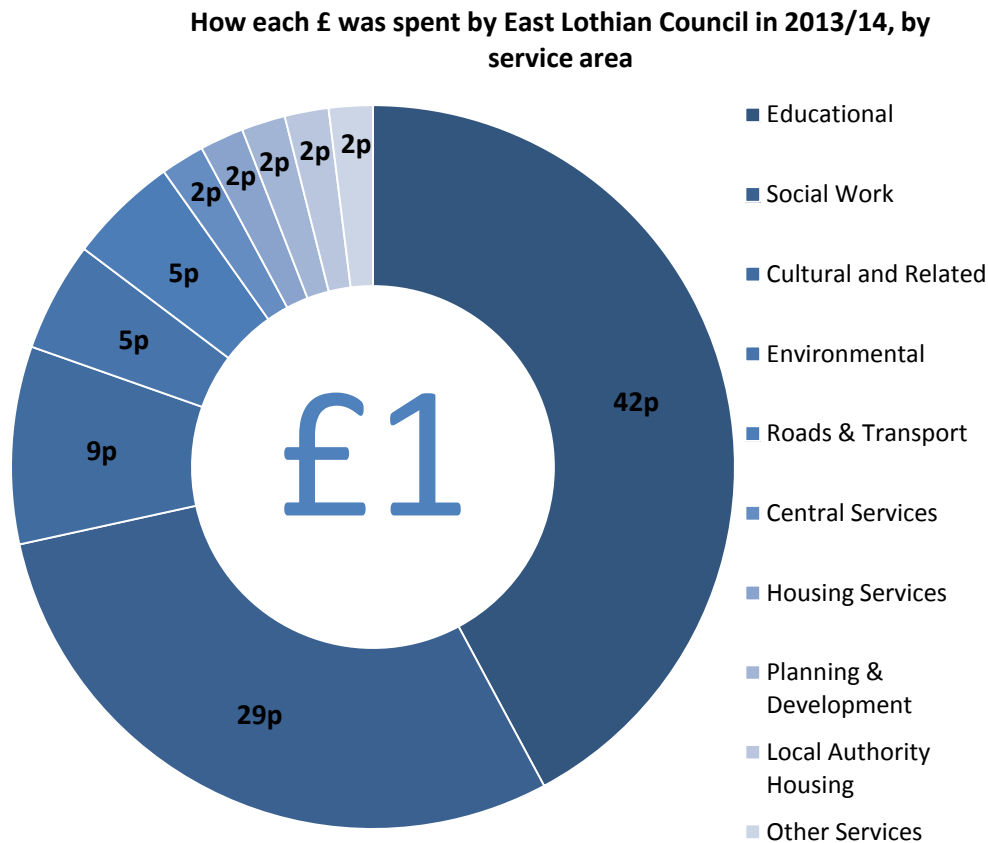


Table 11.5 shows where every £ of in East Lothian’s budget comes from as a proportion of pence in every pound. Most of East Lothian’s financial budget comes from non ring-fenced government grants. However, other sources include council tax, non domestic rates, and capital grants and contributions.

Table 11.5: Where each £ in East Lothian Council’s budget came from, in pence, in 2013/14 (East Lothian Council 2014).

Source	Pence in Pound	Amount (£ms)
Council Tax	19p	41,572
Non Domestic Rates	10p	23,134
Non Ring-Fenced Government Grants	64p	144,375
Capital Grants and Contributions	7p	14,772

Perceptions of the Council

East Lothian is generally rated fairly highly on the levels of service it provides and, is higher than the Scottish average when people are asked about their local authority's services and performance. Table 11.6 shows the percentage of people that agree with various statements about their local authority in East Lothian and in Scotland.

Table 11.6: Percentage of people agreeing with various statements about their local authority's service and performance (SHS 2013).

Percentage of people agreeing that 'my local authority is ...'							
Area	Is Good at Listening	Is Good at Communicating Services	Designs Services for Needs	Is Good at Communicating Performance	Provides High Quality Services	Does Its Best with Money	Addresses Key Issues
East Lothian	26	65	52	58	64	52	44
Scotland	25	48	40	40	45	40	36

The Citizens' Panel also recorded perceptions of East Lothian Council and table 11.7 shows the percentage of respondents agreeing or disagreeing with each of the statements. When 'strongly agree' and 'agree' are totalled, the results of the Citizens' Panel are broadly similar to that of the Scottish Household Survey. However, double the number of respondents in the Citizens' Panel agree that their local authority is 'good at listening' – reflecting the methodology and sample of respondents. Many people agreed with the statements given, though almost one fifth disagreed with these perceptions of East Lothian Council.

Table 11.7: Percentage of people agreeing or disagreeing with statements about East Lothian Council and their perceptions of it as a local authority (Citizens Panel 2014).

My local authority, East Lothian Council, ...	Strongly Agree	Agree	Disagree	Strongly Disagree	All Strongly Agree & Agree
Is good at listening to local people's views before it takes decisions	4.4	50.2	35.3	10.1	54.6
Keeps people well informed about the services and benefits it provides	4.9	69.8	21.2	4.1	74.7
Works well with local people to design the services they need and use	3.8	52.9	35.5	7.8	56.7
Is good at letting local people know how well it is performing	6.3	61.5	25.9	6.3	67.8

Satisfaction with local services is generally high in East Lothian. Figure 11.9 shows the proportion of people that are happy with health services, schools and public transport across 2007/08 to 2013. Satisfaction for all three services has increased over this period, however in 2013 fewer respondents were very or fairly satisfied. Far less people are satisfied with all three services.

Figure 11.10 shows the proportion of residents that are very or fairly satisfied with a range of Council services. The graph also shows the proportion of people that responded 'don't know' or 'not applicable'. In many cases the latter category is quite large as relatively few people have experience of using the service. Parks, gardens and open spaces record the highest level of satisfaction.

Figure 11.9: Percentage of people 'very' or 'fairly' satisfied with local public services in East Lothian and Scotland 2007/08 to 2013 (SHS 2013).

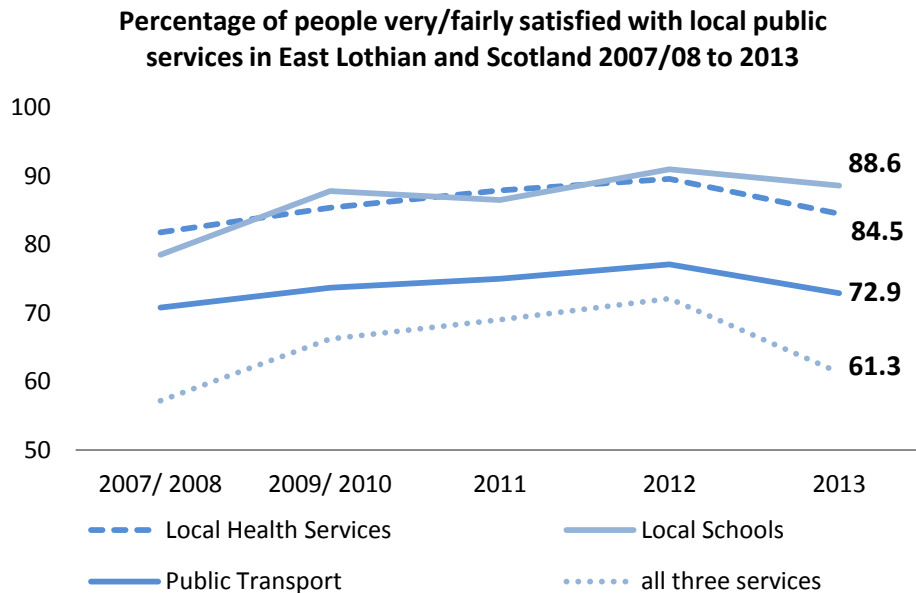
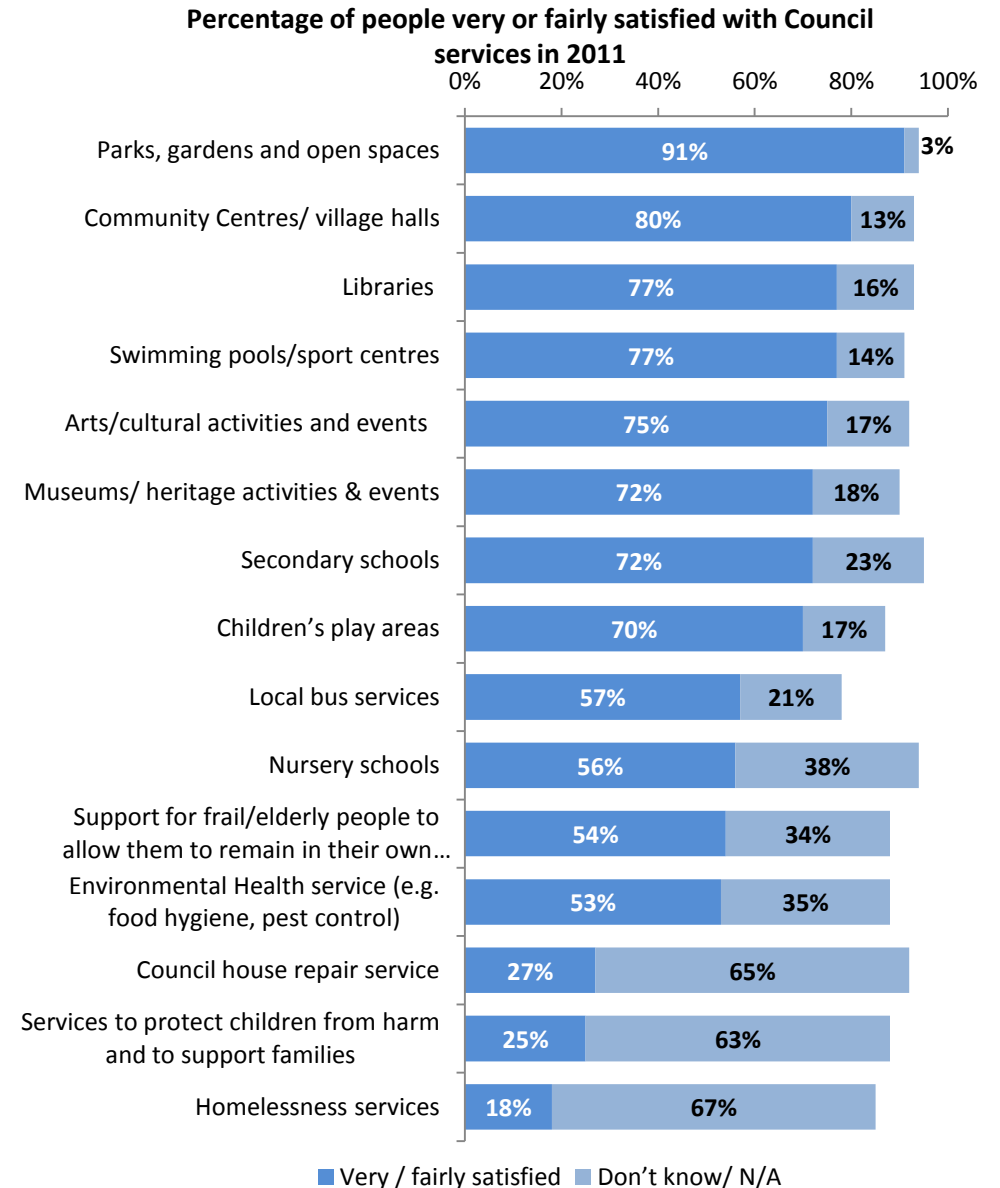


Figure 11.10: Percentage of people that are very or fairly satisfied with Council services (Residents Survey 2011).



Council Website

Figure 11.11 shows the number of unique visits (i.e. the number of different visitors) to East Lothian Council’s website across 2013 and 2014. The amount of visitors was higher in 2014 than 2013 in each month. Table 11.8 shows the number of visitors and unique visitors to the council’s three online customer areas: ‘report it’, ‘apply for it’, and ‘pay for it’.

Figure 11.11: Number of unique visitors to East Lothian Council’s website in 2013 and 2014 (East Lothian Council 2015).

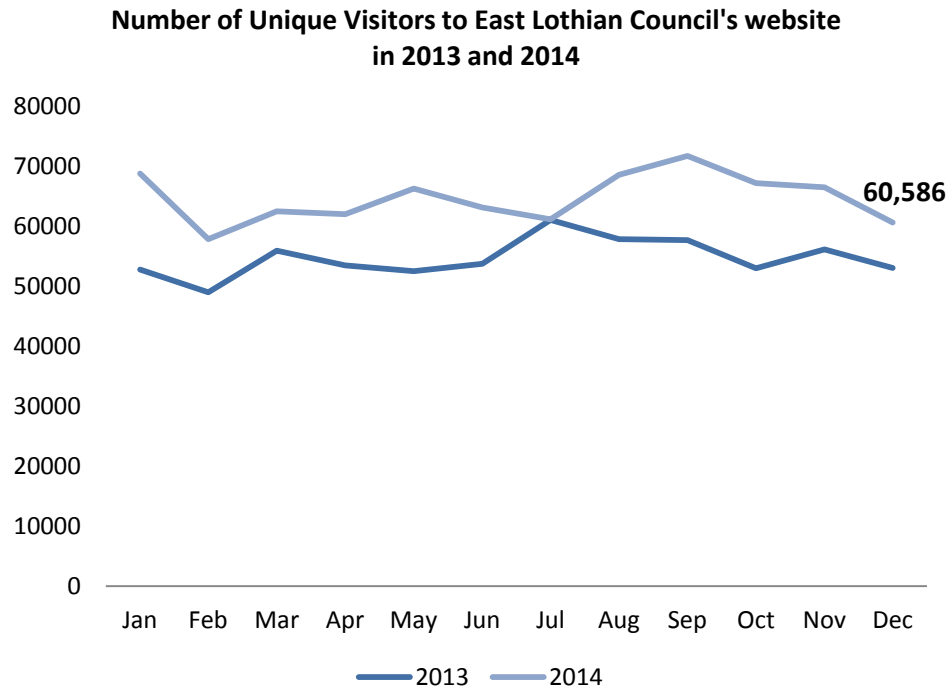


Table 11.8: Number of page views, and unique page views, on East Lothian Council’s website (East Lothian Council 2015).

User Area	Page Views	Unique Page Views
‘Report it’	8,670	6,345
‘Apply for it’	11,065	8,959
‘Pay for it’	25,863	n/a

Table 11.9 shows the number of page views and unique page views by type of service offered for the ‘apply for it’ area on East Lothian Council’s website. The planning section has the highest number of page views; although the area with the highest proportion of unique views is Educational Maintenance Allowance at 84.4%.

Table 11.9: Number of page views, unique page views, and percent that were unique, to East Lothian Council’s website in 2014 (East Lothian Council 2015).

‘Apply for it’ Area	Page Views	Unique Page Views	Percent Unique
Comments, Complaints, and Compliments	2,617	2,124	81.2
Council Tax Forms	6,949	5,046	72.6
Planning Online	52,414	39,893	75.0
Birth, Death, Marriage and Civil Partnerships	2,099	1,398	66.6
Education Maintenance Allowance (EMA)	1,953	1,649	84.4

Sources

In preparing this profile every attempt has been made to use the most recent information publically available for each theme. The information has come from a variety of external sources as well as internal council services. Sources include:

Alzheimer Europe www.alzheimer-europe.org

Association of Leading Visitor Attractions www.alva.org.uk

Association of Scottish Visitor Attractions www.asva.org.uk

Belhaven Hill School www.belhavenhill.com

Census 2001 www.gro-scotland.gov.uk

Census 2011 www.scotlandscensus.gov.uk

Citizens Advice Scotland www.cas.org.uk

Citizens Panel www.eastlothian.gov.uk

City of Edinburgh Council www.edinburgh.gov.uk

Community Health and Well-Being Profiles www.scotpho.org.uk

Department of Work and Pensions
www.gov.uk/government/organisations/department-for-work-pensions

Early Development Instrument www.eastlothian.gov.uk

East Lothian Council www.eastlothian.gov.uk

Edinburgh College www.edinburghcollege.ac.uk

Electoral Commission www.electoralcommission.org.uk

End Child Poverty www.endchildpoverty.org.uk

Enjoy Leisure www.enjoyleisure.com

eSAY Survey: Learning Disability Statistics Scotland www.sclد.org.uk

General Register Office for Scotland www.gro-scotland.gov.uk

Green Tourism www.green-tourism.com

Hands Up! Survey www.sustrans.org.uk

HM Revenue and Customs
www.gov.uk/organisations/hm-revenue-customs

Higher Education Statistics Agency www.hesa.ac.uk

Improvement Service www.improvementservice.org.uk

Information Services Division Scotland www.isdscotland.org

James Hutton Institute www.hutton.ac.uk

Keep Scotland Beautiful www.keepsotlandbeautiful.org.uk

Loretto School www.lorettoschool.co.uk

Midlothian Council www.midlothian.gov.uk

National Records of Scotland www.nrscotland.gov.uk

NHS Lothian www.nhslothian.scot.nhs.uk

NOMIS Official Labour Market Statistics www.nomisweb.co.uk

Office for National Statistics www.statistics.gov.uk

Office of Rail Regulation www.orr.gov.uk

Police Scotland www.scotland.police.uk

Public Protection East and Midlothian www.emppc.org.uk

Queen Margaret University www.qmu.ac.uk

Registers of Scotland www.ros.gov.uk

Residents Survey www.eastlothian.gov.uk

Royal Commission on the Ancient and Historical Monuments of Scotland
www.rcahms.gov.uk

Scotland's Census Results Online www.scrol.gov.uk

Scottish Annual Business Statistics www.gov.scot

Scottish Children's Reporter Administration www.scra.gov.uk

Scottish Environmental Protection Agency www.sepa.org.uk

Scottish Fire and Rescue Service www.firescotland.gov.uk

Scottish Funding Council www.sfc.ac.uk

Scottish Government www.gov.scot

Scottish Health and Care Experience Survey www.gov.scot

Scottish Health Survey www.gov.scot

Scottish Household Conditions Survey www.gov.scot

Scottish Household Survey www.gov.scot

Scottish Household Survey: Travel Diary www.transportscotland.gov.uk

Scottish Index of Multiple Deprivation www.sns.gov.uk

Scottish Neighbourhood Statistics www.sns.gov.uk

Scottish Parliament Information Centre www.scottish.parliament.uk

Scottish Schools Adolescent Lifestyle and Substance Survey
www.isdscotland.org

SESPlan www.sesplan.gov.uk

Skills Development Scotland www.skillsdevelopmentscotland.co.uk

Spark of Genius www.sparkofgenius.com

SQW: Research in Economic and Social Development www.sqw.co.uk

STRiVE www.strive.me.uk

Student Evaluation of Experience Survey www.eastlothian.gov.uk

The Compass School www.thecompassschool.org.uk

Transport Scotland www.transportscotland.gov.uk

Viewstat www.improvementservice.org.uk

Visit Scotland www.visitscotland.com

Women's Aid East and Midlothian www.womensaideml.org

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Find this document at:

www.eastlothian.gov.uk/info/695/council_information_performance_and_statistics/1666/information_statistics_and_data_about_east_lothian



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