

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 18 June 2013

BY: Executive Director (Support Services)

SUBJECT: Summary of performance 2012/13

1 PURPOSE

- 1.1 To provide the Committee with an overview of performance during the year 2012/13

2 RECOMMENDATIONS

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

3 BACKGROUND

- 3.1 The Council publishes a range of Key Performance Indicators (KPIs) that help to demonstrate progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The KPIs are available to view throughout the year on the East Lothian Council Performance Website.
- 3.2 Normally the members of the Committee would consider the KPI results at the performance briefing prior to each meeting. However, it has not been possible to provide a briefing in this instance as it takes longer to collate the end of year performance indicators.
- 3.3 Appendix A divides the KPIs into indicators that are 'getting better', show 'little / no change', or are 'getting worse' in comparison to the previous year. The KPIs are displayed against the relevant outcome from the Single Outcome Agreement in much the same way as they are displayed on the performance website.
- 3.4 Greater detail of the trend over recent years is provided for indicators that are 'getting worse'. In most cases the Appendix provides little

explanation of why performance has declined. Should members of the Committee wish to investigate an issue in more detail 'lines of enquiry' will need to be proposed to aid the preparation of a further report to a future meeting.

- 3.5 Some of the indicators reported in Appendix A will be audited over the summer, which means that the final results might be subject to change. The audited KPI results will be published as part of the Annual Performance Report.
- 3.6 Appendix A does not include all of the KPIs that are reported on the performance website. Some of the KPI results for 2012/13 are not yet available, in which case they have been omitted.

4 POLICY IMPLICATIONS

- 4.1 The scrutiny of performance by Elected Members is vital in helping the Council to demonstrate that it is achieving Best Value. The Best Value guidance requires councils to have '... a mechanism for internal scrutiny by members of performance and service outcomes'.

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 A: Summary of trends in performance 2012/13

AUTHOR'S NAME	Andrew Strickland
DESIGNATION	Policy Officer
CONTACT INFO	astrickland@eastlothian.gov.uk
DATE	6 June 2013

Appendix A: Summary of trends in performance 2012/13

Outcome 1: East Lothian has a sustainable and successful local economy through developing key local sectors and enhancing business performance

Getting better	2011/12	2012/13
Total number of new business start-ups	89	141

Little / no change	2011/12	2012/13
% of businesses surviving after 12 months	79.4% (Q4)	79.8% (Q4)

Getting worse																				
Number of jobs created	<p>No. of jobs created</p> <table border="1"> <caption>Data for No. of jobs created</caption> <thead> <tr> <th>Quarter</th> <th>Number of jobs created</th> </tr> </thead> <tbody> <tr><td>Q1 11/12</td><td>22.5</td></tr> <tr><td>Q2 11/12</td><td>49.5</td></tr> <tr><td>Q3 11/12</td><td>35</td></tr> <tr><td>Q4 11/12</td><td>20.5</td></tr> <tr><td>Q1 12/13</td><td>9.5</td></tr> <tr><td>Q2 12/13</td><td>17</td></tr> <tr><td>Q3 12/13</td><td>6</td></tr> <tr><td>Q4 12/13</td><td>37</td></tr> </tbody> </table>	Quarter	Number of jobs created	Q1 11/12	22.5	Q2 11/12	49.5	Q3 11/12	35	Q4 11/12	20.5	Q1 12/13	9.5	Q2 12/13	17	Q3 12/13	6	Q4 12/13	37	<p>2012/13: 69.5 2011/12: 127.5</p> <p>Although the number of jobs created increased at the end of the year, the overall figure is lower than the previous year.</p> <p>Businesses have not been looking to expand in the current economic circumstances. The poor weather in the summer of 2012 also had a negative impact on the tourism sector.</p>
Quarter	Number of jobs created																			
Q1 11/12	22.5																			
Q2 11/12	49.5																			
Q3 11/12	35																			
Q4 11/12	20.5																			
Q1 12/13	9.5																			
Q2 12/13	17																			
Q3 12/13	6																			
Q4 12/13	37																			
Number of jobs protected	<p>No. of jobs protected</p> <table border="1"> <caption>Data for No. of jobs protected</caption> <thead> <tr> <th>Quarter</th> <th>Number of jobs protected</th> </tr> </thead> <tbody> <tr><td>Q1 11/12</td><td>16.5</td></tr> <tr><td>Q2 11/12</td><td>92</td></tr> <tr><td>Q3 11/12</td><td>167</td></tr> <tr><td>Q4 11/12</td><td>57.5</td></tr> <tr><td>Q1 12/13</td><td>18</td></tr> <tr><td>Q2 12/13</td><td>37.5</td></tr> <tr><td>Q3 12/13</td><td>11.5</td></tr> <tr><td>Q4 12/13</td><td>103</td></tr> </tbody> </table>	Quarter	Number of jobs protected	Q1 11/12	16.5	Q2 11/12	92	Q3 11/12	167	Q4 11/12	57.5	Q1 12/13	18	Q2 12/13	37.5	Q3 12/13	11.5	Q4 12/13	103	<p>2012/13: 170 2011/12: 333</p> <p>The overall number of jobs protected decreased in comparison to the previous year. However, the number of grants and loans increased at the end of the year as businesses looked to draw down funding prior to the year end.</p>
Quarter	Number of jobs protected																			
Q1 11/12	16.5																			
Q2 11/12	92																			
Q3 11/12	167																			
Q4 11/12	57.5																			
Q1 12/13	18																			
Q2 12/13	37.5																			
Q3 12/13	11.5																			
Q4 12/13	103																			

Outcome 2: All of East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens

Getting better	2011/12	2012/13
N/A		

Little / no change	2011/12	2012/13
% of P6 and S2 pupils agreeing 'school recognises my achievements in school'	86.1%	84.8%
% of P6 and S2 pupils agreeing that they contribute to how decisions are made in school	P6: 89.5 S2: 67.1	P6: 88.3 S2: 68.2

Getting worse												
<p>% of P6 and S2 pupils agreeing 'school recognises my achievements out of school'</p>	<p>% of P6 and S2 pupils agreeing that 'my school recognises my achievements out of school'</p> <table border="1"> <caption>Placement Moves Data</caption> <thead> <tr> <th>Year</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>0</td> </tr> <tr> <td>2010/11</td> <td>58.4</td> </tr> <tr> <td>2011/12</td> <td>75.1</td> </tr> <tr> <td>2012/13</td> <td>60.3</td> </tr> </tbody> </table>	Year	%	2009/10	0	2010/11	58.4	2011/12	75.1	2012/13	60.3	<p>2012/13: 60.3% 2011/12: 75.1%</p> <p>The indicator arises from the SELS survey of pupils in P6 and S2.</p>
Year	%											
2009/10	0											
2010/11	58.4											
2011/12	75.1											
2012/13	60.3											

Outcome 3: East Lothian's children have the best start in life and are ready to succeed

N/A – results for the indicators that are reported under outcome 3 are not yet available for 2012/13.

Outcome 4: The life chances for children, young people and families at risk or with a disability in East Lothian are improved

Getting better	2011/12	2012/13
N/A		

Little / no change	2011/12	2012/13
N/A		

Getting worse																																																				
<p>% of looked after children with 3 or more placement moves</p>	<p>Placement Moves</p> <table border="1"> <caption>Placement Moves Data</caption> <thead> <tr> <th>Month</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Jul 11</td><td>22.0</td></tr> <tr><td>Aug 11</td><td>22.0</td></tr> <tr><td>Sep 11</td><td>18.0</td></tr> <tr><td>Oct 11</td><td>18.0</td></tr> <tr><td>Nov 11</td><td>19.0</td></tr> <tr><td>Dec 11</td><td>18.0</td></tr> <tr><td>Jan 12</td><td>18.0</td></tr> <tr><td>Feb 12</td><td>18.0</td></tr> <tr><td>Mar 12</td><td>19.0</td></tr> <tr><td>Apr 12</td><td>20.0</td></tr> <tr><td>May 12</td><td>20.0</td></tr> <tr><td>Jun 12</td><td>21.0</td></tr> <tr><td>Jul 12</td><td>21.0</td></tr> <tr><td>Aug 12</td><td>23.0</td></tr> <tr><td>Sep 12</td><td>22.0</td></tr> <tr><td>Oct 12</td><td>23.0</td></tr> <tr><td>Nov 12</td><td>23.0</td></tr> <tr><td>Dec 12</td><td>23.0</td></tr> <tr><td>Jan 13</td><td>23.0</td></tr> <tr><td>Feb 13</td><td>23.0</td></tr> <tr><td>Mar 13</td><td>22.9</td></tr> <tr><td>Apr 13</td><td>23.0</td></tr> <tr><td>May 13</td><td>23.0</td></tr> <tr><td>Jun 13</td><td>23.0</td></tr> </tbody> </table>	Month	%	Jul 11	22.0	Aug 11	22.0	Sep 11	18.0	Oct 11	18.0	Nov 11	19.0	Dec 11	18.0	Jan 12	18.0	Feb 12	18.0	Mar 12	19.0	Apr 12	20.0	May 12	20.0	Jun 12	21.0	Jul 12	21.0	Aug 12	23.0	Sep 12	22.0	Oct 12	23.0	Nov 12	23.0	Dec 12	23.0	Jan 13	23.0	Feb 13	23.0	Mar 13	22.9	Apr 13	23.0	May 13	23.0	Jun 13	23.0	<p>March 2013: 22.9% March 2012: 19.1%</p> <p>The Committee received a report on looked after children on the 29th January.</p> <p>Although the % of children with 3 or more moves increased between March and August, it has since stabilised.</p>
Month	%																																																			
Jul 11	22.0																																																			
Aug 11	22.0																																																			
Sep 11	18.0																																																			
Oct 11	18.0																																																			
Nov 11	19.0																																																			
Dec 11	18.0																																																			
Jan 12	18.0																																																			
Feb 12	18.0																																																			
Mar 12	19.0																																																			
Apr 12	20.0																																																			
May 12	20.0																																																			
Jun 12	21.0																																																			
Jul 12	21.0																																																			
Aug 12	23.0																																																			
Sep 12	22.0																																																			
Oct 12	23.0																																																			
Nov 12	23.0																																																			
Dec 12	23.0																																																			
Jan 13	23.0																																																			
Feb 13	23.0																																																			
Mar 13	22.9																																																			
Apr 13	23.0																																																			
May 13	23.0																																																			
Jun 13	23.0																																																			

Outcome 5: In East Lothian we live healthier, more active and independent lives

Getting better	2011/12	2012/13
SPI 9: % of home care clients receiving a service during evenings / overnight	42.4%	51.6%
SPI 9: The number of homecare hours per 1000 population aged 65+	554	604
SPI 9: % of homecare clients receiving personal care	87.4%	92.9%

Little / no change	2011/12	2012/13
Number of delayed discharge patients waiting over 6 weeks	0	1
SPI 9: The number of people aged 65+ receiving homecare	1178	1124
SPI 9: % of homecare clients receiving a service at weekends	87.4%	86.2%
SPI 10: Number of attendances per 1000 population for indoor sports facilities	5534	5546
% of P6 and S2 pupils agreeing that taking part in physical activities out with school is important to them	P6: 87.9 S2: 76.1	P6: 86.8 S2: 74.6

Getting worse																				
<p>SPI 10: Number of attendances per 1000 population for pools</p>	<p>Number of attendances per 1000 population for pools</p> <table border="1"> <caption>Data for SPI 10: Number of attendances per 1000 population for pools</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Scottish Average</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>4271</td> <td>~3500</td> </tr> <tr> <td>2009/10</td> <td>4516</td> <td>~3500</td> </tr> <tr> <td>2010/11</td> <td>4470</td> <td>~3500</td> </tr> <tr> <td>2011/12</td> <td>4551</td> <td>~3500</td> </tr> <tr> <td>2012/13</td> <td>4172</td> <td>~3500</td> </tr> </tbody> </table>	Year	Actual	Scottish Average	2008/09	4271	~3500	2009/10	4516	~3500	2010/11	4470	~3500	2011/12	4551	~3500	2012/13	4172	~3500	<p>2012/13: 4172 2011/12: 4551</p> <p>Attendance figures indicate the extent to which pools and indoor leisure facilities are used. This indicator does not record the number of users; a particular figure may reflect high usage by a small number of individuals or low usage by a large number of individuals. The indicator may also conceal wide variations in usage between different facilities within a council.</p>
Year	Actual	Scottish Average																		
2008/09	4271	~3500																		
2009/10	4516	~3500																		
2010/11	4470	~3500																		
2011/12	4551	~3500																		
2012/13	4172	~3500																		

Outcome 6: Fewer people experience poverty in East Lothian

Getting better	2011/12	2012/13
SPI 18: Average number of weeks rent owed by tenants leaving in arrears	12.2	11.4

Little / no change	2011/12	2012/13
SPI 18: Proportion of current tenants giving up their tenancy that were in arrears	30.5%	29.4%
SPI 18: % of former tenants rent arrears that were written off or collected during the year	28.7%	26.3%

Getting worse																				
<p>SPI 18: Current tenants rent arrears as a % of the net rent due</p>	<p>Current tenants arrears as a percentage of net rent due</p> <table border="1"> <caption>Current tenants arrears as a percentage of net rent due</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>5.5</td> <td>6.0</td> </tr> <tr> <td>2009/10</td> <td>6.9</td> <td>6.0</td> </tr> <tr> <td>2010/11</td> <td>8.6</td> <td>6.0</td> </tr> <tr> <td>2011/12</td> <td>9.2</td> <td>6.0</td> </tr> <tr> <td>2012/13</td> <td>11.0</td> <td>6.0</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	5.5	6.0	2009/10	6.9	6.0	2010/11	8.6	6.0	2011/12	9.2	6.0	2012/13	11.0	6.0	<p>2012/13: 11% 2011/12: 9.2%</p> <p>The Committee received a report regarding rent arrears at the meeting of the 19th March 2013.</p> <p>The proportion of tenants in arrears has increased in comparison to the previous year.</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	5.5	6.0																		
2009/10	6.9	6.0																		
2010/11	8.6	6.0																		
2011/12	9.2	6.0																		
2012/13	11.0	6.0																		
<p>SPI 18: % of tenants owing more than 13 weeks rent, excluding those owing less than £250</p>	<p>% of current tenants owing more than 13 weeks rent excluding those owing less than £250</p> <table border="1"> <caption>% of current tenants owing more than 13 weeks rent excluding those owing less than £250</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>4.8</td> <td>4.0</td> </tr> <tr> <td>2009/10</td> <td>5.6</td> <td>4.0</td> </tr> <tr> <td>2010/11</td> <td>7.2</td> <td>4.0</td> </tr> <tr> <td>2011/12</td> <td>8.5</td> <td>4.0</td> </tr> <tr> <td>2012/13</td> <td>9.5</td> <td>4.0</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	4.8	4.0	2009/10	5.6	4.0	2010/11	7.2	4.0	2011/12	8.5	4.0	2012/13	9.5	4.0	<p>2012/13: 9.5% 2011/12: 8.5%</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	4.8	4.0																		
2009/10	5.6	4.0																		
2010/11	7.2	4.0																		
2011/12	8.5	4.0																		
2012/13	9.5	4.0																		

Outcome 7: Fewer people are the victim of crime, disorder or abuse in East Lothian

Getting better	2011/12	2012/13
Proportion of Community Payback Orders starting placement within 7 working days	73% (Q4)	73% (Q4)

Little / no change	2011/12	2012/13
N/A		

Getting worse		
N/A		

Outcome 8: Fewer people experience anti-social behaviour in East Lothian

Getting better	2011/12	2012/13
SPI 20: Average time between complaint and attendance on site for domestic noise complaints dealt with under part 5 of the Anti-social Behaviour Act	1 hour	0.3 hours
SPI 20: The average time between domestic noise complaints and attendance on site	4 hours	1.7 hours

Little / no change	2011/12	2012/13

Getting worse		
N/A		

Outcome 9: East Lothian's homes and roads are safer N/A – results for the indicators that are reported under outcome 9 are not yet available for 2012/13.

Outcome 10: In East Lothian people in housing need have access to an appropriate type, tenure and standard of housing and are prevented from becoming homeless

Getting better	2011/12	2012/13
SPI 19: % of permanent homelessness cases reassessed within 12 months	8.6%	5.5%
SPI 19: % of temporary homelessness cases reassessed within 12 months	4.9%	2.3%
Average days from priority to re-housing	270 (Q4)	221 (Q4)
SPI 14: % of response repairs completed within target times	82.3%	86.6%

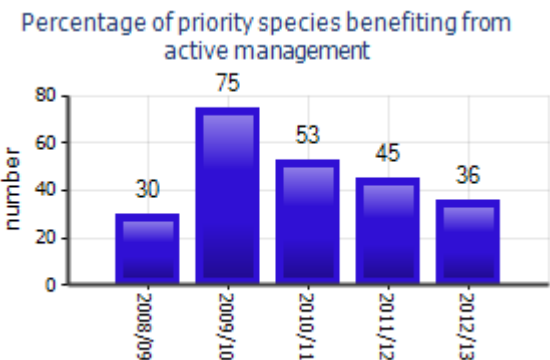
Little / no change	2011/12	2012/13
% of private rented properties registered	99.7%	98.45%
% of homelessness assessments completed in under 28 days	83% (Q4)	79% (Q4)
SPI 19: The % of households assessed as homeless that are housed (permanent)	45.8%	44.4%
SPI 19: % of decision notifications issued within 28 days (permanent)	80.3%	80.2%
SPI 16: % of rent lost due to voids	1%	1%
SPI 17: Managing tenancy change (average time to re-let Council houses that are not considered to be 'low demand')	16.69%	17.17%
Average void time for temporary accommodation	16 days	16 days

Getting worse																				
<p>SPI 19: % of decision notifications issued within 28 days (temporary)</p>	<p>SPI 19 % of decision notifications issued within 28 days (temporary)</p> <table border="1"> <caption>SPI 19 % of decision notifications issued within 28 days (temporary)</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>58.2</td> <td>~80</td> </tr> <tr> <td>2009/10</td> <td>85.9</td> <td>~80</td> </tr> <tr> <td>2010/11</td> <td>82.5</td> <td>~80</td> </tr> <tr> <td>2011/12</td> <td>81.6</td> <td>~80</td> </tr> <tr> <td>2012/13</td> <td>76.5</td> <td>~80</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	58.2	~80	2009/10	85.9	~80	2010/11	82.5	~80	2011/12	81.6	~80	2012/13	76.5	~80	<p>2012/13: 76.5% 2011/12: 81.6%</p> <p>The indicator shows the percentage of all assessments made in the year which were notified to the applicant within 28 days.</p>
Year	Actual (%)	Scottish Average (%)																		
2008/09	58.2	~80																		
2009/10	85.9	~80																		
2010/11	82.5	~80																		
2011/12	81.6	~80																		
2012/13	76.5	~80																		
<p>SPI 19: % of people housed in permanent accommodation that have maintained their tenancy for at least 12 months</p>	<p>% of people housed in permanent accommodation who maintained their tenancy for at least 12 months</p> <table border="1"> <caption>% of people housed in permanent accommodation who maintained their tenancy for at least 12 months</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>92.8</td> <td>~80</td> </tr> <tr> <td>2010/11</td> <td>92.1</td> <td>~80</td> </tr> <tr> <td>2011/12</td> <td>94.8</td> <td>~80</td> </tr> <tr> <td>2012/13</td> <td>89.2</td> <td>~80</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2009/10	92.8	~80	2010/11	92.1	~80	2011/12	94.8	~80	2012/13	89.2	~80	<p>2012/13: 89.2% 2011/12: 94.8%</p> <p>The percentage of cases reassessed within 12 months is the number of new applications within 12 months of a previous application by the same households being closed, as a proportion of the number of applications assessed during the year. A household is considered to be the same if the adults and family circumstances are the same.</p>			
Year	Actual (%)	Scottish Average (%)																		
2009/10	92.8	~80																		
2010/11	92.1	~80																		
2011/12	94.8	~80																		
2012/13	89.2	~80																		

Outcome 11: East Lothian has high quality natural and built environments that enhance the well-being of the local community

Getting better	2011/12	2012/13
Number of priority habitats benefitting from active management	11	13
% of Core Path network maintained	52.5%	95%
Proportion of householder planning applications dealt with within two months	92.6%	95%
Proportion of non-householder planning applications dealt with within two months	56.2%	61%

Little / no change	2011/12	2012/13
SPI 25: Cleanliness Index (LEAMS)	75	74

Getting worse														
% of priority species benefitting from active management	<p>Percentage of priority species benefitting from active management</p>  <table border="1"> <caption>Data for Percentage of priority species benefitting from active management</caption> <thead> <tr> <th>Year</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>30</td> </tr> <tr> <td>2009/10</td> <td>75</td> </tr> <tr> <td>2010/11</td> <td>53</td> </tr> <tr> <td>2011/12</td> <td>45</td> </tr> <tr> <td>2012/13</td> <td>36</td> </tr> </tbody> </table>	Year	Number	2008/09	30	2009/10	75	2010/11	53	2011/12	45	2012/13	36	<p>2012/13: 36 2011/12: 45</p> <p>Low number of farms receiving a Rural Priorities grant for biodiversity continues to be a limiting factor.</p>
Year	Number													
2008/09	30													
2009/10	75													
2010/11	53													
2011/12	45													
2012/13	36													

Outcome 12: East Lothian is less dependent on finite resources by moving to a more localised, low carbon economy and reducing its ecological and carbon footprints by 80% by 2050

Getting better	2011/12	2012/13
The % of municipal waste collected through the year that was recycled or composted	43.7%	45.1%
Number of fly-tipping incidents	927	783

Little / no change	2011/12	2012/13
% of abandoned vehicles uplifted within 14 days	100%	100%
Green waste recycled	100%	100%
Other waste recycled	83% (Q4)	79% (Q4)

Getting worse		
N/A		

Outcome 13: East Lothian has well connected communities with increased use of sustainable forms of transport

Getting better		2011/12	2012/13																		
N/A																					
Little / no change		2011/12	2012/13																		
N/A																					
Getting worse																					
<p>SPI 22: % of the road network that should be considered for maintenance</p>	<p>% of the road network that should be considered for maintenance</p> <table border="1"> <caption>% of the road network that should be considered for maintenance</caption> <thead> <tr> <th>Year</th> <th>Actual (%)</th> <th>Scottish Average (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>32</td> <td>35</td> </tr> <tr> <td>2009/10</td> <td>32.5</td> <td>35</td> </tr> <tr> <td>2010/11</td> <td>31</td> <td>35</td> </tr> <tr> <td>2011/12</td> <td>29</td> <td>35</td> </tr> <tr> <td>2012/13</td> <td>31.6</td> <td>35</td> </tr> </tbody> </table>	Year	Actual (%)	Scottish Average (%)	2008/09	32	35	2009/10	32.5	35	2010/11	31	35	2011/12	29	35	2012/13	31.6	35	<p>2012/13: 31.6% 2011/12: 29%</p> <p>The Committee is due to receive an item regarding roads asset management.</p>	
Year	Actual (%)	Scottish Average (%)																			
2008/09	32	35																			
2009/10	32.5	35																			
2010/11	31	35																			
2011/12	29	35																			
2012/13	31.6	35																			
<p>% of road resurfaced</p>	<p>% of road resurfaced</p> <table border="1"> <caption>% of road resurfaced</caption> <thead> <tr> <th>Year</th> <th>Top Dressing (%)</th> <th>Surface Renewal (%)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>3.5</td> <td>4.3</td> </tr> <tr> <td>2009/10</td> <td>0</td> <td>0</td> </tr> <tr> <td>2010/11</td> <td>6</td> <td>4</td> </tr> <tr> <td>2011/12</td> <td>5.8</td> <td>2.8</td> </tr> <tr> <td>2012/13</td> <td>3.6</td> <td>1.4</td> </tr> </tbody> </table>	Year	Top Dressing (%)	Surface Renewal (%)	2008/09	3.5	4.3	2009/10	0	0	2010/11	6	4	2011/12	5.8	2.8	2012/13	3.6	1.4	<p>Top dressing 2012/13: 3.6% 2011/12: 5.8%</p> <p>Surface renewal 2012/13: 1.4% 2011/12: 2.8%</p> <p>The proportion of the road network that has been resurfaced by both top dressing and surface renewal has decreased since 2011/12.</p>	
Year	Top Dressing (%)	Surface Renewal (%)																			
2008/09	3.5	4.3																			
2009/10	0	0																			
2010/11	6	4																			
2011/12	5.8	2.8																			
2012/13	3.6	1.4																			
<p>Length of paths improved</p>	<p>Length of Paths Improved</p> <table border="1"> <caption>Length of Paths Improved (km)</caption> <thead> <tr> <th>Year</th> <th>Length (km)</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>9.87</td> </tr> <tr> <td>2009/10</td> <td>1.75</td> </tr> <tr> <td>2010/11</td> <td>1.32</td> </tr> <tr> <td>2011/12</td> <td>6.58</td> </tr> <tr> <td>2012/13</td> <td>1.20</td> </tr> </tbody> </table>	Year	Length (km)	2008/09	9.87	2009/10	1.75	2010/11	1.32	2011/12	6.58	2012/13	1.20	<p>2012/13: 1.2km 2011/12: 6.58km</p> <p>The reduced length of paths improved or created is due to the limitations of the capital budget available.</p>							
Year	Length (km)																				
2008/09	9.87																				
2009/10	1.75																				
2010/11	1.32																				
2011/12	6.58																				
2012/13	1.20																				

Outcome 14: East Lothian has strong, vibrant communities where residents are responsible and empowered and have a positive sense of well-being

Getting better	2011/12	2012/13
SPI 12: Number of visits to Council libraries per 1000 population	5258	8278
Number of volunteer days spent on conservation projects	748	859
SPI 11: Number of visits to Council funded museums per 1000 population that were made in person	332	538

Little / no change	2011/12	2012/13
N/A		

Getting worse																				
SPI 11: Number of visits to Council funded museums per 1000 population	<p>The number of visits to Council funded museums per 1000 population</p> <table border="1" style="margin: 0 auto;"> <caption>Data for Museum Visits per 1000 Population</caption> <thead> <tr> <th>Year</th> <th>Actual</th> <th>Scottish Average</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>3189</td> <td>~1200</td> </tr> <tr> <td>2009/10</td> <td>3591</td> <td>~1000</td> </tr> <tr> <td>2010/11</td> <td>4046</td> <td>~1000</td> </tr> <tr> <td>2011/12</td> <td>4559</td> <td>~1000</td> </tr> <tr> <td>2012/13</td> <td>2265</td> <td>~1000</td> </tr> </tbody> </table>	Year	Actual	Scottish Average	2008/09	3189	~1200	2009/10	3591	~1000	2010/11	4046	~1000	2011/12	4559	~1000	2012/13	2265	~1000	2012/13: 2265 2011/12: 4559 This indicator records the number of physical visits to museums and the number of outreach visits and website hits. The number of websites provided by the museums service has decreased, which has led to a decline in the indicator.
Year	Actual	Scottish Average																		
2008/09	3189	~1200																		
2009/10	3591	~1000																		
2010/11	4046	~1000																		
2011/12	4559	~1000																		
2012/13	2265	~1000																		

Services built around people and communities

Getting better	2011/12	2012/13
N/A		

Little / no change	2011/12	2012/13
SPI 21: Percentage of consumer complaints dealt with within 14 days of receipt	90.9%	90.4%
SPI 21: Percentage of Business Advice Requests dealt with within 14 days of receipt	96.6%	96.7%

Getting worse		
N/A		

Effective, efficient and excellent services

Getting better	2011/12	2012/13
SPI 6: % of Council Tax collected	95.3%	95.8%
SPI 23: Net cost per premise for refuse collection	£61.24	£58.94
Ratio of employees to HR staff	152 (Q4)	190 (Q4)
Cost of HR function per FTE employee	£92 (Q4)	£53 (Q4)
SPI 8: Proportion of operational accommodation that is suitable for its current use	80.1%	83.2%
SPI 1: Sickness absence - all other local government employees	11 days	10.5 days

Little / no change	2011/12	2012/13
% spend with contracted suppliers	76% (Q4)	75.9% (Q4)
SPI 8: Proportion of operational accommodation that is in satisfactory condition	96.5%	96.1%
SPI 1: Sickness absence – teachers	5.7 days	5.5 days

Getting worse		
Non-Domestic Rates collection rate	<p>Non Domestic Rates collection rate</p>	<p>2012/13: 96.6% 2011/12: 98.1%</p> <p>The proportion of business rates that has been collected has fallen slightly from 98.1% to 96.6%</p>
SPI 23: Net cost per premise for refuse disposal	<p>Net cost per premise for refuse disposal</p>	<p>2012/13: £74.01 2011/12: £70.01</p> <p>Although the net cost per premise has increased, it remains at a relatively low level compared to the Scottish average from previous years.</p>
SPI 7: % of all invoices paid on time	<p>% of all invoices paid</p>	<p>2012/13: 86.5% 2011/12: 89.1%</p> <p>This indicator shows the percentage of invoices paid by councils within 30 calendar days. Thirty calendar days reflects the normal credit term period in accordance with the Late Payments of Commercial Debts (Interests) Act 1998.</p>

Prioritising prevention and promoting equality

Getting better	2011/12	2012/13
SPI 2: The % of the highest 2% of earners among Council employees that are women	35.9%	42.6%
SPI 2: The % of the top 5% of earners among Council employees that are women	47.5%	52.4%
SPI 3: The proportion of buildings from which the Council delivers services to the public that are suitable for and accessible to disabled people	50%	56.5%

Little / no change	2011/12	2012/13
N/A		

Getting worse	2011/12	2012/13
N/A		