East Lothian Council

MINUTES OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

TUESDAY 24 MARCH 2015
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON

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Committee Members Present:
Councillor D Berry (Convener)
Councillor J Gillies
Councillor J Goodfellow
Councillor P McLennan
Councillor J Williamson

Other Councillors Present:
Councillor S Currie

Council Officials Present:
Ms M Patterson, Depute Chief Executive – Partnerships and Community Services
Mr R Montgomery, Head of Infrastructure
Mr T Shearer, Head of Communities and Partnerships
Mr C Forbes, Principal Officer, East Lothian Works
Mr A Strickland, Policy Officer
Mr P Vestri, Service Manager – Corporate Policy and Improvement

Clerk:
Mrs L Gillingwater, Team Manager – Democratic Services

Apologies:
Councillor J Caldwell
Councillor P MacKenzie
Councillor F McAllister

Declarations of Interest:
None

1. MINUTE OF PPRC MEETING ON 27 JANUARY 2015

The Minute of the PPRC meeting on 27 January 2015 was agreed to be a true record of the meeting. There were no matters arising from the minute.

2. LOCAL GOVERNMENT BENCHMARKING FRAMEWORK

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) providing the Committee with an overview of the Local Government Benchmarking Framework (LGBF) results for 2013/14, and informing the Committee of current and forthcoming benchmarking exercises.

Andrew Strickland, Policy Officer, presented the report, advising that the report provided comparable information for Scottish local authorities and that East Lothian Council had performed comparatively well, with 22 indicators in the top quartile and only 10 indicators in the lowest quartile. He drew attention to the detailed information in the appendices to the report, and highlighted a number of areas for further investigation, as outlined in Sections 3.11 – 3.15 of the report. Mr Strickland advised that the LGBF results were reported annually, whereas the information in Item 3 on the agenda was reported quarterly.

Councillor Berry commented that as there was a large amount of information contained within the report, the Committee may need a further opportunity to consider the detail and raise questions.

Councillor Williamson asked if a new system had been introduced as regards repair work, as mobile working had been in place for a number of years. Ray Montgomery, Head of Infrastructure, explained that there was no new system, but that the mobile working system in place was being extended to cover other aspects of work. He commented that the figures for 2014/15 would show an improvement in performance.

Councillor Goodfellow asked if the Committee could see the benchmarking comparator figures for the 'family group' of councils that included East Lothian Council. Mr Strickland undertook to provide this information.

Referring to the indicator on non-emergency repairs, Councillor Currie asked why the Council was performing so poorly when the mobile working system had been in place for some years. Mr Vestri, Service Manager – Corporate Policy and Improvement, explained that the figures in the report were for 2013/14, and that Item 3 on the agenda showed that as a result of a review of procedures, there had been an improvement in that service's performance for 2014/15. Mr Montgomery added that not all councils were reporting information on a like-for-like basis. On mobile working, he added that this system had been introduced on a staged basis, and that he was confident that future figures would continue to improve.

Councillor Currie asked for confirmation of the number of dwellings meeting the Scottish Housing Quality Standard. Tom Shearer, Head of Communities and Partnerships, explained that as of March 2015, the figure was 93%, and that the service was focusing on improving the remaining 7% of properties.

Questions were also asked in relation to the cost per primary school pupil. Members were advised that the budget for primary schools had remained static for 2012/13 and 2013/14, and that the change in this indicator was as a result of how repairs and

maintenance expenditure had been accounted for in the local government financial return.

Councillor Berry voiced his concern that changes to some of the indicators had made it difficult for comparisons to be made. Mr Vestri explained that these figures had been produced by the Improvement Service, who had offered further support with benchmarking.

Councillor McLennan asked how the Council was performing in relation to the percentage of unemployed people assisted into work. Colin Forbes of East Lothian Works advised that the data for the Council was incomplete as that information had not been collected as early as 2013/14. However, East Lothian Works was now managing and scrutinising the throughput of young people and adults into employment, using an upgraded management information system. He added that work was underway to achieve consistency across local authorities and he felt confident that this would result in improvements.

On the cost of maintaining roads, Mr Montgomery noted that the Council was spending more in this area, but that the figure in the report required further examination in order to ascertain what information should be included for this indicator.

Councillor Currie commented that it was important to investigate performance issues in relation to indicators where the Council was performing below the Scottish average, and to report back on action being taken. He highlighted his concerns as regards the costs per pupil at both primary and secondary schools, pupil attainment, and use of libraries and leisure facilities. He also welcomed the improvement in sickness absence figures.

Councillor Berry indicated that he would like to receive further details on school leaver destinations.

Decision

The Committee agreed to use the information contained in the report to consider whether any aspect of the Council's performance required improvement or further investigation.

3. PERFORMANCE REPORT, QUARTER 3, 2014/15

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) providing the Committee with information regarding the performance of Council services during Quarter 3, 2014/15.

Andrew Strickland, Policy Officer, presented the report, drawing attention to areas where Members had requested further information, and in particular noting that the improvement in the level of rent arrears was as a result of funding for additional permanent staff, a new case management system and new working procedures.

In response to a question from Councillor Currie in relation to delayed discharge figures, Mr Strickland advised that he would ask officers in that service to provide more detailed, contextual information.

Councillor Currie also asked why attendance at swimming pools was lower than the target and, as regards fly tipping, was there any way of differentiating between domestic and trade waste. Mr Strickland advised that officers from those services would be asked to provide further details.

Councillor Williamson asked for an explanation as to why the contact centre was not achieving its target for answering telephone calls. Mr Shearer reported that the contact centre had experienced an increase in the number of issues dealt with by contact centre staff, rather than service area staff, and that call handlers were spending more time dealing with these calls; this had resulted in delays in answering other incoming calls. He pointed out that the call responses were good overall as staff became more proficient in dealing with a wider range of queries. He invited the Committee to visit the contact centre and meet the staff there. On the voice recognition system, he advised that feedback had been mixed.

On repairs, Councillor Goodfellow suggested that it was difficult to benchmark when councils used different methods of differentiating between emergency and non-emergency work. Mr Shearer agreed, adding that the results of the tenants' survey had shown that views on the repairs service was positive overall, but that there were some concerns about response times. He added that a task group was currently looking at repairs activity with a view to making improvements.

Councillor Currie voiced his concern about the delayed discharge figures, and asked that information be provided on a fortnightly and four-weekly basis in order that trends could be identified. Councillor McLennan agreed that regular updates would be useful, even if provided by email. Councillor Goodfellow noted that members of the Shadow Board for Health and Social Care were provided with updates on a fortnightly basis and suggested that this information could be shared with all Councillors. Councillor Berry also proposed that David Small should be asked to provide a report to the next meeting of the Committee. Advising that the issue of delayed discharge was the most common concern raised by constituents at his surgeries, Councillor McLennan asked if delayed discharge could be a standing item on the PPRC agenda.

Responding to concerns raised by Councillor Currie as regards swimming pool attendance, Mr Vestri noted that there was always a reduction in attendance during the winter months, and that the figures should be compared with the same period last year. He advised that he could provide figures for the previous 3 or 4 years. Councillor Currie remarked that, given the economic climate, he would have expected the number of public swimming pool users to increase.

Councillor Gillies mentioned that there had been an operational issue with domiciliary carers, in that many Council staff had left and the private sector providers had struggled to cope with the demand on that service.

On economic development issues, Councillor Berry was concerned at the lower than expected number of business start-ups and also the survivability of new businesses.

Decision

The Committee agreed:

i. to use the information contained in the report to consider whether any aspect of the Council's performance required improvement or further investigation; and

ii. that a report on delayed discharge figures should be presented to the next meeting of the Committee.

4. EAST LOTHIAN WORKS

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) highlighting the range of employability support, interventions and activities provided by East Lothian Works, together with a summary of outcomes and progress achieved. The report also provided a specific update on progress made regarding the implementation of the Scottish Government Youth Employment Scotland Fund, in particular the exceeding of agreed targets for Modern Apprenticeship and Graduate Placements, and for work training experience for vulnerable young people across the Council.

Colin Forbes, Principal Officer at East Lothian Works, presented the report in detail, drawing particular attention to the Strategic Skills Pipeline, employment placements for young people, support provided to people with physical and learning disabilities and key performance indicators.

Councillor Currie requested information as regards partnership working with organisations associated with the Council. Mr Forbes referred him to Section 3.16 of the report, and advised that there had been an increase in partnership working. He provided an example of a group of young people who had been given work experience and lifeguard training with Enjoy Leisure.

Responding to a question from Councillor Goodfellow as regards ongoing funding, Mr Forbes explained that the Council had been awarded £238,191 by the Scottish Government and European Social Fund to subsidise and support the creation of jobs, and following the cessation of that scheme, the Council had been working with the Scottish Government on a co-investment basis (which would end on 31 March 2015). He advised that discussions as regards continued funding were ongoing.

On mentoring, Mr Forbes reported that there were a range of activities in place through vocational work experience and supported by East Lothian Works, business coaches and secondary schools. There was also some cross-boundary working in place with the City of Edinburgh Council, Midlothian Council and Scottish Borders Council, and the establishment of a regional 'Investment in Youth' group was under consideration.

Councillor McLennan asked how the work of East Lothian Works was contributing to the Council's Economic Strategy targets, in particular job density creation within the county. Mr Forbes conceded that the ambitious targets to increase job density were not currently being met and that further work was required to achieve this. He noted, however, that there was positive engagement with local businesses, strong relationships with schools and an increasing involvement of the voluntary sector with increasing numbers of young people and adults moving into regular employment. He added that it was hoped that further opportunities would be created through the Community Benefits in Procurement scheme to support this further.

In response to questions from Councillor Berry on the possibility of accessing European funding and securing permanent posts for young people, Mr Forbes advised that an application had been submitted for funding in early March, which had not been successful. However, there would be a further opportunity to apply in May. Mr Forbes recognised the challenges of getting young people into permanent employment, but

anticipated that the efforts and activities in place and planned would increase opportunities. The new management information system would also help inform the Council to identify trends and provide more accurate information.

Councillor Gillies welcomed the report and the positive activities in place to help young people find employment. He praised the work of Mr Forbes and his staff.

The report was also welcomed by Councillors McLennan and Currie, who emphasised the importance of partnership working and sustainable employment.

Councillor Berry concluded the debate by commending the staff of East Lothian Works and requesting that a further report be presented to the Committee in a year's time, to focus on outcomes.

Decision

The Committee agreed:

i. to note the contents of the report and acknowledge the wide range of interventions available generally to improve employability outcomes for individuals and communities across East Lothian;

ii. to note specifically the progress made on the implementation of the Scottish Government Youth Employment Scotland Fund, in particular the exceeding of agreed targets for Modern Apprenticeship and Graduate Placements; and for work training experience for vulnerable young people across the Council area;

iii. to acknowledge the work being undertaken to improve arrangements for future monitoring and tracking of individual participant journeys utilising the Strategic Skills Pipeline Approach and Caselink MIS;

iv. to receive a further report on East Lothian Works activity, focusing on outcomes, in spring 2016.

5. ANNUAL WORK PROGRAMME UPDATE 2015

Councillor McLennan requested that delayed discharge be included as a standing item on PPRC agendas. Councillor Berry undertook to discuss this with the Director of the Health and Social Care Partnership.

Councillor McLennan also requested a progress report on the Economic Development Strategy. Councillor Berry proposed that this item be added to the agenda for the November 2015 meeting.

Councillor Currie asked if information on the scrutiny process for the Integrated Joint Board could be reported to the Committee. Councillor Berry agreed to take this forward with the Director of the Health and Social Care Partnership.

Signed .....

Councillor David Berry
Convener of the Policy and Performance Review Committee

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 28 April 2015

BY: Depute Chief Executive – Partnerships and Community Services

2

SUBJECT: Tourist/Visitor Information Centres

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1 PURPOSE

1.1 To provide the Committee with information on the provision of Visitor Information Centres (VICs) in East Lothian.

2 RECOMMENDATIONS

2.1 To note the contents of this report.

3 BACKGROUND

3.1 Tourist or Visitor Information Centres (VICs) are operated by Visit Scotland. They are typically staffed bases, providing a range of services including bespoke information provided by staff, tourist leaflets and maps related to a local area, a means of booking accommodation and of selling gifts.

3.2 As visitors increasingly rely on social media and the internet for both pre and on-arrival information and accommodation booking, nationally, VICs have experienced lower footfall.

3.3 In 2007 VisitScotland (VS) undertook a review of its VIC provision. The Centres which existed in East Lothian at that time reflected local concentration of visitors. Centres existed at Old Craighall (seasonal), Dunbar and North Berwick (both all-year). The review designated these Centres as having Category 3 status, indicating a rural/small town location with low footfall. These VICs were funded through a contribution by East Lothian Council to VS. This contribution also funded marketing and promotion of the area.

3.4 In 2007, due to falling demand, the seasonal centre at Old Craighall was closed by VS and the information service at the Brunton Hall, enhanced.

3.5 As part of the ongoing review of VIC footfall, the Dunbar High Street presence became a seasonal offering in 2009 and was thereafter proposed for closure by VS. Footfall fell from 11,847 in 2009-10 to 10,767 in 2010-11. The refurbished Dunbar Townhouse Museum that opened in 2012 provided the opportunity to host information and with VS training to museum staff, an alternative council-funded provision was put in place. A range of leaflets and maps and a large-scale display map were provided through the partnership between East Lothian Council and VS.

3.6 In April 2011, the North Berwick VIC (Quality Street) became seasonal as the number of visitors to it did not justify year-round opening by VS. Footfall had fallen by 13% between 2009-10 and 2010-11 to 28,596 and then by a further 21% between 2010-11 and 2011-12, to 22,583.

3.7 VS proposed to close the North Berwick VIC from spring 2013 and the Council was able to offer the Coastal Communities Museum (CCM) as alternative provision. However, with The Open at Muirfield in the summer of 2013 and with the CCM not opening until September 2013, the Council negotiated with VS that the Quality Street VIC remain open for that summer. A number of issues relating to the use of the CCM are currently being resolved by the Council and VS. The agreement with VS allows for VS staff to be deployed within the North Berwick VIC during key events and at busy times – such as during The Scottish Open at Gullane in July 2015.

3.8 Outwith the VS provision, the Community Council in Haddington voluntarily provided tourist information within the doo'cot. The John Gray Centre development provided the opportunity for this provision to be contained therein and information provision and desk space for Community Council volunteers was put in place. The Centre opened in spring 2012 and training provided for volunteers, funded by the Council. Footfall in this provision cannot be accurately measured.

3.9 Having a continued VIC presence in council buildings in Dunbar, Haddington and North Berwick, ensures that visitors seeking on-arrival tourist information have a means of doing so without the need for the Council to pay for separate provision and is a cost-effective option given footfall numbers and visitor trends. Council staff are provided with visitor information training and leaflets on offer and maps on display direct visitors around the county.

3.10 In response to the shift in visitor behaviour, the Council has developed a website – www.visiteastlothian.org – and an extensive social media presence, complemented by specific and general marketing material. Of note are the Visit East Lothian leaflet, the East Lothian Golf Guide and the Watersports Guide.

4 POLICY IMPLICATIONS

4.1 There are no policy implications arising from this report.

5 EQUALITIES IMPACT ASSESSMENT

5.1 This report is not applicable to the wellbeing of equalities groups and therefore an Equality Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

6.1 Financial – none additional

6.2 Personnel - none additional

6.3 Other - none

7 BACKGROUND PAPERS

7.1 None

AUTHOR'S NAME	Susan Smith
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DATE	17 April 2015

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 28 April 2015

BY: Director of Health and Social Care Partnership

SUBJECT: Delayed Discharges **3**

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1 PURPOSE

1.1 To update members of the Committee on delayed discharge performance in East Lothian.

2 RECOMMENDATIONS

Members are asked to:

2.1 Discuss the issues involved in performance on delayed discharge.

3 BACKGROUND

3.1 The national target for delayed discharge performance is that there should be no one waiting more than 2 weeks for discharge from hospital. Up till April 2015 the target was 4 weeks. This is reflected in the East Lothian Single Outcome Agreement.

3.2 Delayed discharge is essentially the situation where an individual's need for healthcare in their current location is completed and they are waiting for provision of care in another location or from another type of service.

3.3 Other locations or services are primarily another healthcare service, a care home or care at home. Some individuals can be delayed whilst being assessed or waiting for assessment. The definition also includes waiting for housing or adaptations or where discharge is delayed for other reasons e.g. guardianship or dispute.

3.4 Delayed discharge patients are monitored daily through a system called "EDISON" which is accessed and updated by both NHS and Council staff.

3.5 On a monthly basis the data on "EDISON" is "validated" to provide an accurate snapshot (census) of those actually available at that point in time to transfer but without a definite transfer planned. Those excluded from the validated data include disputes, guardianship, those who have

transfer dates, “complex” cases and those whose health prevents transfer at that point.

3.6 There is therefore a difference between the numbers on the live system (EDISON) which is used for day to day management and the validated (census) numbers which are used for performance monitoring and national data analysis. It is normal for about 50% of delays on EDISON to be excluded from the validated data.

3.7 Appendix 1 shows East Lothian performance on the validated census data in March 2015 compared to the previous report to committee. It also includes the rest of Lothian. There were 24 validated delays with 5 over 4 weeks and 12 over 2 weeks. This is an improvement from 31, 18 and 25 respectively in December 2014.

3.8 The April 2015 census data was not available at the time of writing and a verbal update will be given at the committee.

3.9 Appendix 2 shows validated East Lothian total number of delays from April 2013 to March 2015 along with the rest of Lothian. This shows that East Lothian performance has fluctuated. The lowest number in this period was 15 delays in October 2013 and the highest number was 43 in September 2014. The months since September have seen fluctuations, but a general improvement.

3.10 Appendix 3 shows recent data from EDISON to illustrate the main reasons for delay in East Lothian. This shows that the biggest single reason for delay is access to packages of care followed by delays in assessment.

3.11 When this issue was last reported to PPRC in January 2015 the biggest single reason for delay was access to nursing home places. The improvement is a result of lifting of restrictions on access at two care homes.

3.12 The key issues in East Lothian that are currently contributing to the problem are:

3.13 First, the vulnerability of the care at home market where providers have faced real challenges in recruitment and retention of staff which has restricted their ability to respond timeously to packages of care for people in hospital.

3.14 Second, the Council’s capacity to speedily assess people in hospitals outside East Lothian

3.15 The care home market remains vulnerable in East Lothian and there has consistently been at least one care home with restricted access due to concerns.

3.16 At the same time the Adult Wellbeing Service has to balance the priority of people waiting in hospital with people currently at home whose situation is deteriorating. In order to support these people at home or to

access a care home and avoid a hospital admission, it can be more important to meet their needs.

3.17 The Health and Social Care Partnership has been actively working on this problem. A delayed discharge action plan has been in place since September 2014 and is under regular update and revision. A weekly delayed discharge task group chaired by the Director of Health and Social Care has also been meeting.

3.18 Since the last report to the committee the financial allocation for Delayed Discharges to the East Lothian Partnership has been confirmed as £0.53m in 2015/16 and £0.6m in 2016/17 and 2017/18.

3.19 The delayed discharge task group is developing a set of priorities for investment in addition to the actions reported in January 2015, including:

3.20 Additional assessment capacity.

3.21 Hospital to Home service. Below is a link to a Scottish Government video featuring this service

https://www.youtube.com/watch?v=CpHJq9isvcc&list=PL6uuqdx3svbubpWAepVmVbOnviCTT3U5x&index=5

3.22 Support for Care Homes.

3.23 Improvements in access to care at home.

3.24 This is being done in light of other national initiatives that are underway including:

3.25 Payment of living wage in care homes.

3.26 Exploration of living wage in care at home services.

3.27 The key actions reported to the committee in January 2015 were: (an update is given beside each action).

3.28 Opening of 20 step down beds in Crookston Care Home. Update, admissions and Discharges are tracked weekly to ensure there is continued movement through the beds.

3.29 Establishment of the Hospital to Home service. Update, this is now fully established and activity is tracked weekly.

3.30 Supporting care homes to address concerns and receive admissions. Update, the proposal to provide additional support is being developed (see 3.23)

3.31 Support to the emerging social enterprise for home care. Update, this has been achieved and the service is now preparing to take on the next group of clients.

3.32 Support to independent providers of home care in terms of recruitment and retention and training and development of staff. Update, this has been secured and will be funded through the Integrated Care Fund.

3.33 Review the process between NHS and Adult Wellbeing for managing delayed patients by establishing a "discharge hub" at Roodlands Hospital. Update, this has been achieved.

3.34 Improving our capacity to prevent admissions by funding additional capacity in the Emergency Care Service and establishing ELSIE (East Lothian Service for Integrated care for the Elderly). Update, additional capacity in Emergency Care Service is funded through Integrated Care Fund. ELSIE is up and running and diverted 15 patients away from hospital between 5th February and 11th March 2015.

4 POLICY IMPLICATIONS

4.1 The achievement of the national standards is set out in the Single Outcome Agreement. It is likely that the 2 week standard will not be met by April 2015. This will be verbally updated at the committee meeting.

5 EQUALITIES IMPACT ASSESSMENT

5.1 There is no requirement to carry out an impact assessment on this issue.

6 RESOURCE IMPLICATIONS

6.1 Financial – there is an additional allocation of £0.53m in 2015/16 to support improvement in performance. A plan is being developed for the use of this allocation. Resources have already been committed from the Integrated Care Fund to support the independent sector and the Emergency Care Service. However, there are significant pressures on operational budgets in both the NHS and in Adult Wellbeing.

6.2 Personnel - there are no direct implications of this paper.

Other – none

7 BACKGROUND PAPERS

None

AUTHOR'S NAME	David Small
DESIGNATION	Director
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DATE	17/04/2015

Appendix 1

December 2014 Validated Delayed Discharges

	Edinburgh	East Lothian	Midlothian	West Lothian	Non - Lothian
Overall	141	31	8	12	4
Over 4 Weeks	49	18	0	3	1
Over 2 Weeks	92	25	1	8	2

March 2015 Validated Delayed Discharges

	Edinburgh	East Lothian	Midlothian	West Lothian	Non - Lothian
Overall	**99**	**24**	**9**	**12**	**4**
Over 4 Weeks	**47**	**5**	**1**	**2**	**2**
Over 2 Weeks	**64**	**12**	**2**	**4**	**2**

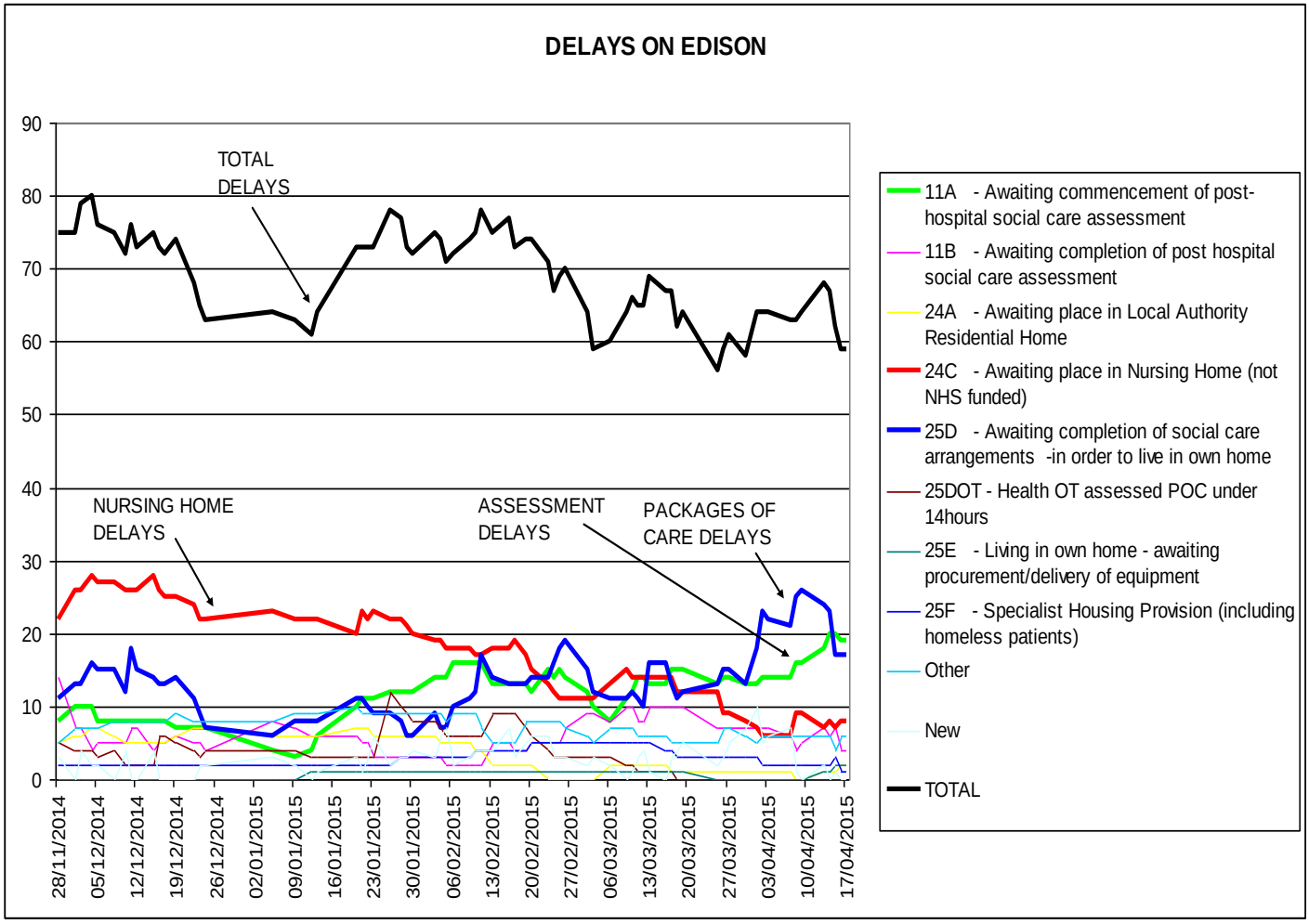
APPENDIX 2

Total Validated Delayed Discharges April 2013 to March 2015

2014/15	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Overall Total	136	173	185	177	210	178	195	164	196	160	161	148
Edinburgh	97	133	139	133	147	114	151	108	141	101	107	99
East Lothian	25	19	30	25	30	43	30	37	31	36	29	24
Midlothian	7	13	11	13	18	10	3	8	8	6	7	9
West Lothian	5	4	4	5	9	8	9	9	12	15	15	12
Non-Lothian	2	4	1	1	6	3	2	2	4	2	3	4

2013/14	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Overall Total	107	121	109	129	112	133	155	131	155	164	142	156
Edinburgh	62	85	71	91	87	102	130	97	113	119	108	118
East Lothian	30	28	29	30	21	22	15	24	22	19	16	17
Midlothian	12	4	6	7	4	6	5	7	7	12	10	14
West Lothian	2	3	1	1	0	2	2	1	9	12	5	4
Non-Lothian	1	1	2	0	0	1	3	2	4	2	3	3

Appendix 3 – Total Delays By Reason



East Lothian Council

REPORT TO: Policy, Performance and Review Committee

MEETING DATE: 28 April 2015

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

4

SUBJECT: Roads Asset Management Plan - APSE/SCOTS Performance Indicators Annual Report

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1 PURPOSE

1.1 To advise the committee of East Lothian Council's performance in the Association for Public Service Excellence (APSE) – Performance Networks for 2013/14 for Highways and winter maintenance and SCOTS Performance Indicator Report 2013/14.

2 RECOMMENDATIONS

2.1 To note the content of the report.

3 BACKGROUND

3.1 Road Services have participated in the APSE Performance Networks for the past sixteen years by providing performance information for a wide range of indicators.

3.2 Over the last 8 years East Lothian Council in conjunction with the Society for Chief Officers in Transportation Scotland (SCOTS) and laterally County Surveyors Society Wales (CSSW) have been developing a framework for Roads asset management planning, reporting and Performance monitoring. The current array of indicators is an amalgamation of APSE – SCOTS/CSSW indicators developed since 2011/12.

3.3 The development of these indicators follows Audit Scotland Report "Maintaining Scotland's Roads" in November 2004 and "An Audit update on Council progress" Report May 2013 where it is acknowledged that it is a fundamental requirement of councils' progress that authorities measure performance and undertake meaningful benchmarking work.

3.4 Additionally, the Scottish National Road Maintenance Review (NRMR) aims to identify how those responsible for, and working in, Scotland's roads maintenance sector can deliver efficiently managed roads for all

within the budgets available, and identify opportunities for innovation, collaborative working and the sharing of services. To assist with the aims of the Review, Option 26 of the report states that a consistent unit cost benchmarking methodology across all roads authorities should be developed and implemented by summer 2014.

3.5 The collection of performance information for financial year 2013-14 is considered by SCOTS and APSE to have been relatively successful in terms of the number of submissions made. Twenty eight (**28)** Scottish Councils made submissions and whilst this is down on the previous year (2012/13), every effort has been made to include all authorities.

3.6 The data collected allows road maintenance activities to be benchmarked in a number of ways: - in family groups (APSE); nationally; with CSS Wales authorities; year on year for individual authorities; and ultimately with the private sector to assess value for money in service provision.

3.7 The data collected will allow authorities to measure their performance against their own internal levels of service and to drive improvement where it is required.

3.8 Safety, serviceability and sustainability are key areas in terms of measuring performance in the road maintenance environment. Customer service, in terms of providing effective consultation and information; providing efficient enquiry and complaints management and delivering satisfaction in terms of timeliness and quality of work are all important performance measurement areas which are being looked at through the SCOTS Performance Management and Benchmarking Focus Group.

3.9 Please note that although the same data sources have been used for SCOTS performance reporting and the 2013/14 APSE performance networks reports, the outcomes including highest, lowest and average data may not correspond due to different parameters being applied to the reported data. Also, please note that the SCOTS Family Groups do not correspond with the APSE Family Groups. The various family group members are shown on Appendix A

3.10 The following indicators Table 1 have been brought to your attention as areas of good performance in the APSE family and whole service groups. A full list of indicators are provided in Appendix B – APSE Performance Networks

3.11 Table 2 represents performance in SCOTS family group and the change between financial years. Key points to note are:

- **(PI 03a) – significant improvement in response to Cat 1 carriageway defects but improvements can still be made.**

- **1.2.01 (PI39) – the service is maintaining a very high standard for safety inspection.**

- **1.4.07 – reduction in total salt usage which is a consequence of milder winter weather conditions, although usage is what is considered normal**

- **2.1.01 (PI40) – the authority through investment is continuing to improve the overall condition of the local road network**

- **2.1.02 (PI41) – the length of carriageway treated through overlay/inlay, surface dressing has been reduced due to monies being diverted into routine permanent patching operations**

- **6.1.01 (PI42a) – the total carriageway maintenance expenditure by length = Total actual net expenditure on carriageways for year (including client costs and CEC) / carriageway length (km)**

- **6.1.02 (PI 57) – the total cost per Km of carriageway travelled for precautionary salting treatment is calculated as Total Winter actual spend carriageways (including client) x Number of precautionary treatment routes required to deliver CKMTR** i.e. (Km of total carriageway network treated on a precautionary basis upon receipt of an adverse weather forecast) **/ Total number of precautionary treatment runs x Km travelled to achieve the above treatment.** (i.e. include non-treated lengths)

- **6.1.03 (PI 42b) – the total operational carriageway expenditure (**client payment to DLO/STO + Total external payment**) / Total network length**

- **11.1.01 (PI45a) – the sample is very small, however, room for improvement can be made.**

- **11.3.02 – significant drop in claims received can be attributed to good inspection regime arrangements**

- **32.3.02 – the assessment is undertaken over a 2 year period and depending on the schedule will reflect a 50% or 100% return. The failures are technical and do not present excessive conditional deterioration.**

- **21.2.01 (PI39) – the service is maintaining a very high standard for safety – structural and electrical testing**

- **22.2.02 - the expected service life age profile is being more reflective of stock age**

- **26.1.01 (PI35) – the annualised street lighting stock value is depreciating significantly above the level of investment, however, we are looking at strategies to address this.**

- **27.3.01 (PI37b) – Co2 emissions (tonnes) per street light is moving in the right direction and we are looking at strategies to further reduce this**

Table 1 – Highlighted good performance areas

Carriageway performance indicators Family Group	Score	Standing in group /service
Safety - Carriageway		
PI39 – Percentage of safety inspections completed on time.	1 00%	1in13(g) 2in44(s)
PI114 - Percentage of maintained network subject to salting regime	56.77%	1in18(g) 10in56(S)
Condition/ Asset preservation		
PI 02h - Condition of 'B' class carriageways (SRMCS type surveys – Scotland only) only)	34.07%	3in10(g) 18in31(s)
PI 02i - Condition of 'C' class carriageways (SRMCS type surveys – Scotland only)	28.69%	3in10(g) 9in31(s)
PI 02j - Condition of unclassified carriageways (SRMCS type surveys – Scotland only)	29.57%	2in10(g) 5in31(s)
Third Party Claims		
PI 31b - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	-21.74%	4in14(g) 12in43(s)
Safety - Footways		
P46 - Percentage of safety inspection completed on time	100%	1in9(g) 1in36(s)
PI 113 - Percentage of total footways where precautionary gritting undertaken	4.57%	3in14(g) 18in45(s)
Traffic management system		
PI 56 - Percentage of faults rectified on first visit:	98.51%	2in14(g) 7in42(s)
Customer service		
PI 38 - Percentage of abnormal load notifications dealt with in time	100%	1in12 (g) 1in38(s)
PI 61 - % of enquiries made under the Freedom of Information Act that were dealt with within the allowable time	94.32%	5in19(g) 17in48(s)
All asset types - Third Party Claims		
PI 31a - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	-17.76%	4in15(g) 16in45(s)

Table 2 SCOTS PERFORMANCE INDICATORS

Ref	INDICATOR	PI /STAT	Ideal Position	Group Average	2013/14 Score	2012-13 Score	Change
	Customer Service						
3.1.01 (PI 37)	% of customer enquiries/requests for service closed off within Council's own identified response times.	**PI**	↑	82.32%	**79.70%**	No data	
3.2.01 (PI 38)	% of abnormal load notifications dealt with in time.	**PI**	↑	99.74%	**100.00%**	No data	
3.3.01 (PI 61)	% of enquiries made under the Freedom of Information Act that were dealt with within the allowable time	**Stat**	↕	92.04%	**94.32%**	73.33%	↑
3.3.02	Total number of enquiries received under the Freedom of Information Act	**Stat**	↕	160	**88**	60	↑
	Carriageways						
	Safety						
1.1.01 (PI 03a)	% of Cat 1 defects made safe within response times.	**PI**	↑	88.88%	**82.99%**	54.60%	↑
1.2.01 (PI 39)	% of safety inspections completed on time.	**PI**	↑	87.30%	**100.00%**	100.00%	↕
1.3.01	Total number of Cat 1 defects	**Stat**	↓	383	**335**	315	↑
1.3.02	Total number of 3rd party claims	**Stat**	↓	110	**69**	70	↕
1.3.03	Total number of 3rd party claims per Km of carriageway	**Stat**	↓	0.08	**0.08**	0.08	↕
1.4.01 (PI 114)	% of carriageway network subject to precautionary salting treatment	**Stat**	↕	50.88%	**56.77%**	56.77%	↕
1.4.02	% carriageway network deemed top priority	**Stat**	↕	56.64%	**56.77%**	56.77%	↕
1.4.03	Route efficiency	**Stat**	↓	86.84%	**160.49%**	160.49%	↕
1.4.04	Average route length	**Stat**	↕	63.12	**21.60**	No data	
1.4.05	Total actual length treated with precautionary treatment	**Stat**	↕	52,280	**520**	520	↕
1.4.06	% top priority routes completed on time	**Stat**	↕	97.26%	**100.00%**	100.00%	↕
1.4.07	Total salt usage by total network length	**Stat**	↓	5.28	**3.57**	77.74	↓
1.4.08	Total salt usage by total actual precautionary treated length	**Stat**	↓	0.97	**6.29**	136.92	↓
1.4.09	Average salt usage (tonnes) per precautionary run	**Stat**	↓	19.84	**76.80**	259.33	↓
1.4.10	The stated (policy) time for completion of treatment of your highest priority routes (new Stat for 13-14)	**Stat**	↕	2.64	**2.00**		
1.4.11	The stated (policy) time for mustering (new Stat for 13-14)	**Stat**	↕	0.89	**1.50**		
	Condition/Asset Preservation						

2.1.01 (PI 40)	% of carriageway length to be considered for maintenance treatment	**PI**	↓	36.31%	**30.00%**	31.60%	↓
2.1.02 (PI 41)	% of carriageway length treated	**PI**	↕	3.20%	**2.39%**	5.02%	↓
2.3.01	% of carriageway area – surface dressed	**Stat**	↕	1.15%	**2.39%**	4.68%	↓
2.3.02	% of carriageway area – thin/micro surface (up to 25mm)	**Stat**	↕	0.11%	**0.24%**	0.00%	↑
2.3.03	% of carriageway area – thin overlay (>25mm – 60mm)	**Stat**	↕	0.77%	**0.22%**	0.68%	↑
2.3.04	% of carriageway area – moderate overlay (>60mm – 100mm)	**Stat**	↕	0.13%	**0.00%**	0.00%	↕
2.3.05	% of carriageway area – structural overlay (>100mm)	**Stat**	↕	0.03%	**0.00%**	0.00%	↕
2.3.06	% of carriageway area – thin inlay (up to 60mm)	**Stat**	↕	0.69%	**1.47%**	0.62%	↑
2.3.07	% of carriageway area – moderate inlay (>60mm – 100mm)	**Stat**	↕	0.34%	**0.04%**	0.08%	↓
2.3.08	% of carriageway area – structural inlay (>100mm)	**Stat**	↕	0.03%	**0.00%**	0.00%	↕
2.3.14	% of carriageway area – planned patching (new Stat for 13-14)	**Stat**	↕	0.10%	**0.11%**		
2.3.09	% of carriageway area – fully reconstructed	**Stat**	↕	0.06%	**0.02%**	0.05%	↓
2.3.10 (PI 02d)	% of “A” Class roads to be considered for maintenance treatment	**Stat**	↓	28.78%	**28.00%**	26.20%	↑
2.3.11	% of “B” Class roads to be considered for maintenance treatment	**Stat**	↓	35.74%	**34.07%**	33.34%	↑
2.3.12	% of “C” Class roads to be considered for maintenance treatment	**Stat**	↓	40.60%	**28.69%**	29.65%	↓
2.3.13	% of “U” Class roads to be considered for maintenance treatment	**Stat**	↓	38.70%	**29.57%**	33.15%	↓
	Financial						
6.1.01 (PI 42a)	Total carriageway maintenance expenditure by carriageway network length	**PI**	↕	£5,780	**£7,198**	£5,209	↑
6.1.02 (PI 57)	Total cost per Km of carriageway travelled for precautionary salting treatment	**PI**	↓	£354.36	**£2,976.89**	£4,631.72	↓
6.1.03 (PI 42b)	Total carriageway contractor maintenance expenditure by carriageway network length (excluding client cost)	**PI**	↕	£5,320	**£6,933**	£3,641	↑
6.1.04 (PI 42c)	Total carriageway maintenance expenditure by carriageway length treated (new PI for 13-14)	**PI**	↕	£31.30	**£31.66**		
6.3.01	Total cost of addressing total backlog by road length	**Stat**	↕	£39,097	**£28,325**	£85,183	↓
6.3.02	Total cost of reactive maintenance	**Stat**	↓	£1,321,179	**£1,375,590**	£219,781	↑
6.3.03	Total settled cost of 3rd party public liability claims	**Stat**	↑	£1,671,227	**£13,370**	£18,870	↓
6.3.04	Expenditure per km of planned maintenance	**Stat**	↕	£3,861	**£3,732**	£3,069	↑
6.3.05	Expenditure per km of reactive maintenance	**Stat**	↕	£1,036	**£1,502**	£240	↑
6.3.06	Expenditure per km of routine maintenance	**Stat**	↕	£809	**£620**	£477	↑
6.3.08	% of budget spent on planned maintenance	**Stat**	↑	66.29%	**63.75%**	81.07%	↓

6.3.09	% of budget spent on reactive maintenance	**Stat**	↓	20.00%	**25.66%**	6.34%	↑
6.3.10	% of budget spent on routine maintenance	**Stat**	↕	15.43%	**10.59%**	12.59%	↓
	Footways						
	Safety						
11.1.01 (PI 45a)	% of Cat 1 defects made safe within response times	**PI**	↑	62.92%	**37.50%**	27.78%	↑
11.2.01 (PI 46)	% of safety inspections completed on time	**PI**	↑	67.50%	**100.00%**	100.00%	↕
11.3.01	Total number of Cat 1 defects	**Stat**	↓	48	**8**	18	↓
11.3.02	Total number of 3rd party claims	**Stat**	↓	29	**13**	29	↓
11.3.03	Total number of 3rd party claims per Km of footway	**Stat**	↓	0.02	**0.03**	0.07	↓
11.4.01 (PI 113)	% of footway subject to precautionary salting treatment	**Stat**	↕	17.08%	**4.57%**	5.09%	↓
11.4.02	% of footway network deemed top priority	**Stat**	↕	18.35%	**1.66%**	1.85%	↓
11.4.03	Tonnes of salt used	**Stat**	↓	119	**200**	398	↓
11.4.04	Total actual length treated with precautionary salting treatment (new Stat for 13-14)	**Stat**	↕	117.62	**0.00**		
11.4.05	Number of grit bins per Km of footway network (new Stat for 13-14)	**Stat**	↕	0.82	**1.75**		
	Condition/Asset Preservation						
12.1.01 (PI 47)	% of footway length to be considered for maintenance treatment	**PI**	↓	8.03%	**9.17%**	10.10%	↓
12.1.02 (PI 48)	% of footway length treated	**PI**	↕	0.70%	**2.72%**	No data	
12.2.01	% of footway area – surface treated	**Stat**	↕	0.32%	**1.94%**	0.00%	↑
12.2.02	% of footway area – resurfaced	**Stat**	↕	0.16%	**0.07%**	0.00%	↑
12.2.04	% of footway area – planned patching (new Stat for 13-14)	**Stat**	↕	0.02%	**0.09%**		
12.2.03	% of footway area – reconstructed	**Stat**	↕	0.11%	**0.19%**	0.37%	↓
	Financial						
16.1.01 (PI 49a)	Total footway maintenance expenditure by footway network length	**PI**	↕	£1,292	**£2,513**	£4,095	↓
16.1.02 (PI 58)	Cost per Km of footway travelled for salting treatment	**PI**	↓	£725	**No data**	No data	
16.1.03 (PI 49b)	Total footway maintenance expenditure by footway network length (excluding client cost)	**PI**	↕	£971	**£2,216**	£3,689	↓
16.1.04 (PI	Total carriageway maintenance expenditure by square metres of	**PI**	↕	£118.57	**£54.72**		

49c)	carriageway area treated (new PI for 13-14)						
16.3.01	Total cost of reactive maintenance	**Stat**	↓	£129,265	**£111,703**	£103,405	↑
16.3.02	Total settled cost of 3rd party public liability claims	**Stat**	↓	£30,086	**£21,200**	£14,546	↑
16.3.03	Expenditure per km of planned maintenance	**Stat**	↕	£798	**£1,326**	£2,827	↓
16.3.04	Expenditure per km of reactive maintenance	**Stat**	↕	£147	**£232**	£239	↕
16.3.05	Expenditure per km of routine maintenance	**Stat**	↕	£129	**£299**	£421	↓
16.3.07	% of budget spent on planned maintenance	**Stat**	↑	80.94%	**71.39%**	81.05%	↓
16.3.08	% of budget spent on reactive maintenance	**Stat**	↓	14.10%	**12.50%**	6.86%	↑
16.3.09	% of budget spent on routine maintenance	**Stat**	↕	7.54%	**16.12%**	12.09%	↑
	Structures						
	Safety						
31.1.01 (PI 300)	% of principal inspections carried out on time	**PI**	↑	82.00%	**No data**	No data	
31.1.02 (PI 301)	% of general inspections carried out on time	**PI**	↑	97.29%	**98.18%**	100.00%	↓
	Condition/Asset Preservation						
32.1.01 (PI 302)	Bridge Stock Condition Indicator - average BSCIav	**PI**	↑	87.68	**86.98**	86.98	↕
32.1.02 (PI 303)	Bridge Stock Condition Indicator - critical BSCcrit	**PI**	↑	78.55	**78.30**	78.30	↕
32.3.01	% of bridges subject to monitoring/special inspection regimes	**Stat**	↓	4.04%	**2.02%**	No data	
32.3.02	No of Council owned bridges failing assessment	**Stat**	↓	24	**16**	2	↑
32.3.03	No of privately owned bridges failing assessment on Council road network	**Stat**	↓	6	**2**	9	↓
	Functionality						
34.1.01 (PI 304)	% of Council owned bridges failing European standards	**PI**	↓	4.74%	**3.59%**	0.45%	↑
34.2.01 (PI 305)	% of Council road bridges with unacceptable weight, height or width restriction	**PI**	↓	2.06%	**3.59%**	3.59%	↕
34.3.01	No of Council bridges weight restricted (excluding acceptable weight restrictions)	**Stat**	↓	5	**0**	0	↕
34.3.02	No of Council bridges with imposed width restriction	**Stat**	↕	5	**16**	16	↕

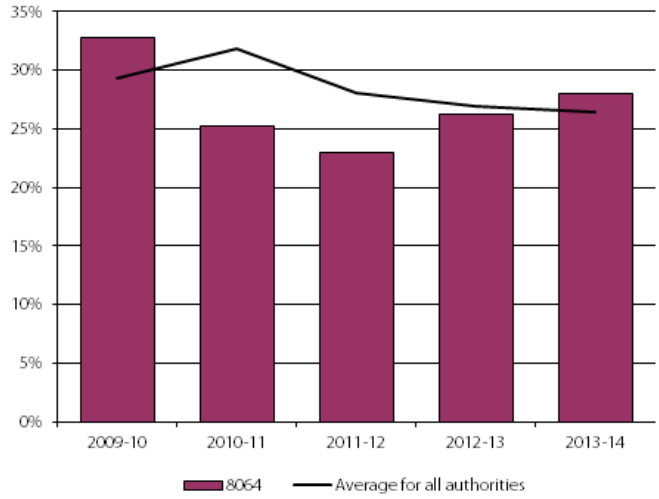
	Financial						
36.1.01 (PI 306)	Annual budget allocated as a % of cost of identified work (from AMP)	**PI**	↑	40.19%	**59.86%**	No data	
36.2.01 (PI 307)	% of allocated budget spent per annum	**PI**	↑	88.19%	**115.84%**	66.27%	↑
36.2.02 (PI 308)	Cost of identified potential work as a % of total structures valuation	**PI**	↓	4.61%	**0.86%**	No data	
36.3.01	% of budget spent repairing 3rd party damage	**Stat**	↓	2.42%	**0.64%**	No data	
36.3.02	Cost to remove unacceptable restrictions by weight/height/width	**Stat**	↕	£4,085,222	**£0**	£0	↕
	Traffic Management Systems						
	Safety						
41.1.01 (PI 55)	% of faults rectified within target time	**Stat**	↑	96.45%	**97.76%**	85.12%	↑
41.1.02 (PI 56)	% of faults rectified on first visit	**Stat**	↑	89.22%	**98.51%**	No data	
	Financial						
46.1.01	% of Traffic Management Systems expenditure which is planned maintenance spend	**Stat**	↕	37.48%	**63.38%**	**No data**	
	Street Furniture						
	Financial						
56.1.01	% of total Roads & Lighting expenditure which is spent on Street Furniture	**Stat**	↕	2.09%	**1.69%**	**No data**	
	All assets service delivery						
	Safety						
61.1.01 (PI 60)	Km inspected per Safety Inspector (carriageways & footways)	**Stat**	↕	2,085.97	**No data**	**No data**	
	Street Lighting						
	Safety						
21.2.01 (PI 39)	% of columns with a valid Structural Test Certificate	**PI**	↑	26.20%	**100.00%**	100%	↕
21.2.02 (PI 40)	% of street lights with a valid Electrical Test Certificate	**PI**	↑	82.56%	**100.00%**	100%	↕
	Condition/Asset Preservation						

22.2.01 (PI 29a)	Faults as a % of street lighting stock	**PI**	↓	19.27%	**17.66%**	16.01%	↑
22.2.02	% of columns which have exceeded their Expected Service Life	**Stat**	↓	31.59%	**38.42%**	6.36%	↑
22.2.03	% of lanterns which have exceeded their Expected Service Life	**Stat**	↓	29.24%	**43.97%**	40.14%	↑
22.3.01 (PI 29b)	Mean time between failures (MTBF) - Years	**Stat**	↑	5.0	**5.7**	6.2	↓
22.3.02	% of columns replaced	**Stat**	↕	1.84%	**1.87%**	2.14%	↓
22.3.03	% of lanterns replaced	**Stat**	↕	3.56%	**2.60%**	2.16%	↑
	Customer Service						
23.1.01 (PI 03)	% of repairs within 7 days	**PI**	↑	90.34%	**96.10%**	98.45%	↓
23.2.01 (PI 20)	Average time taken to repair (days)	**PI**	↓	4.88	**4.08**	4.74	↓
23.2.02 (PI 27)	Public calls as a % of faults	**PI**	↕	57.78%	**94.23%**	103.66%	↓
23.2.03 (PI 28)	Public calls as a % of street lights	**PI**	↕	11.18%	**16.64%**	16.60%	↕
23.3.01	% of street lights giving modern white light	**Stat**	↑	17.26%	**30.51%**	26.77%	↑
	Availability						
24.1.01 (PI 02b)	% of lights dark on any one evening	**PI**	↓	8.20%	**9.03%**	8.21%	↑
24.3.01	Number of night inspections annually	**Stat**	↕	9	**0**	No data	
	Financial						
26.1.01 (PI 35)	Actual capital investment as a % of annual depreciation (from AMP)	**PI**	↑	86.23%	**29.93%**	31.36%	↓
26.1.02 (PI 36)	Depreciated Replacement Cost (DRC) as a % of Gross Replacement Cost (GRC)	**PI**	↓	51.99%	**42.45%**	97.53%	↓
26.2.01 (PI 33)	Average cost (client) of repairing routine faults (eg component replacement)	**PI**	↓	£68.57	**£77.46**	£107.26	↓
26.2.02 (PI 34b)	Individual cost of night inspecting a street light per light	**PI**	↓	£0.06	**No data**	No data	
26.2.03 (PI 42)	Revenue allocation per street light excluding electricity costs	**PI**	↓	£36.05	**£52.51**	£20.42	↑

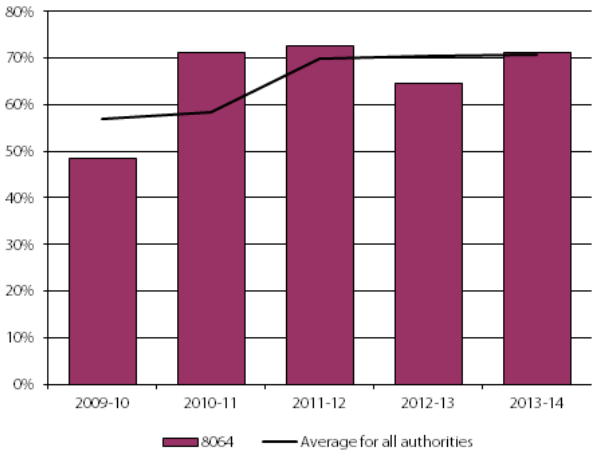
26.2.04 (PI 43)	Capital allocation per street light – replacement	**PI**	↓	£40.29	**£24.46**	£28.10	↓
26.2.05 (PI 01c)	Total investment in infrastructure per street light	**PI**	↓	£66.27	**£76.97**	£48.53	↓
26.3.01	% Capital allocated to previously unlit areas	**Stat**	↕	0.13%	**0.00%**	0.00%	↕
	Environmental						
27.1.01 (PI 18b)	Average annual electricity consumption per street light (kwHrs)	**PI**	↓	396.80	**315.92**	322.27	↓
27.3.01 (PI 37b)	Co2 emissions (kg) per street light	**Stat**	↓	214.671	**170.910**	173.057	↓
27.3.02 (PI 38)	% of street lights dimmable or part night lit	**Stat**	↑	3.78%	**0.21%**	0.21%	↕
27.3.03	Change in energy consumption from year to year (kWH) (new Stat for 13-14)	**Stat**	↕	-0.43%	**-0.79%**		

3.7 The following graphs give a sample of direction of travel with respect to key indicators over a 5 year period.

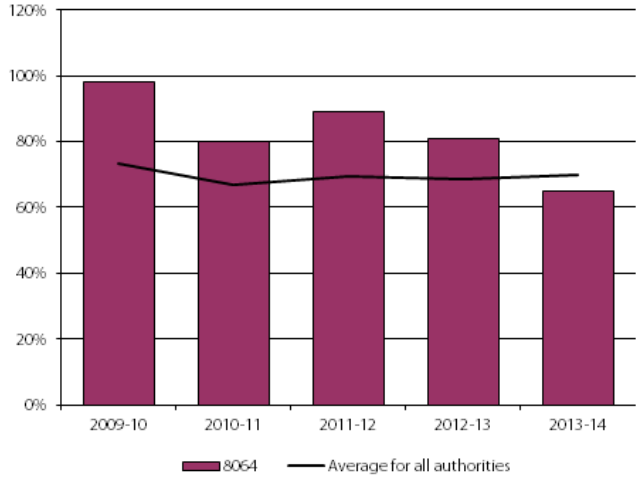
PI 02d - Principal condition of 'A' class carriageways roads (SRMCS type surveys - Scotland only)



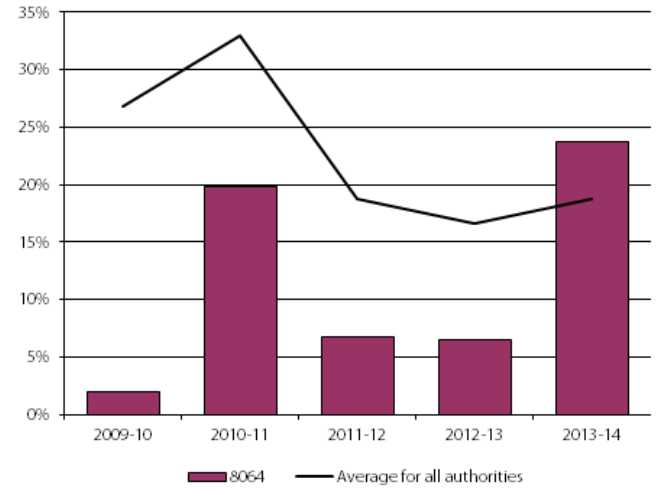
PI 15a - Percentage of total roads / highways function cost (revenue and capital) spent directly on roads / highways repairs



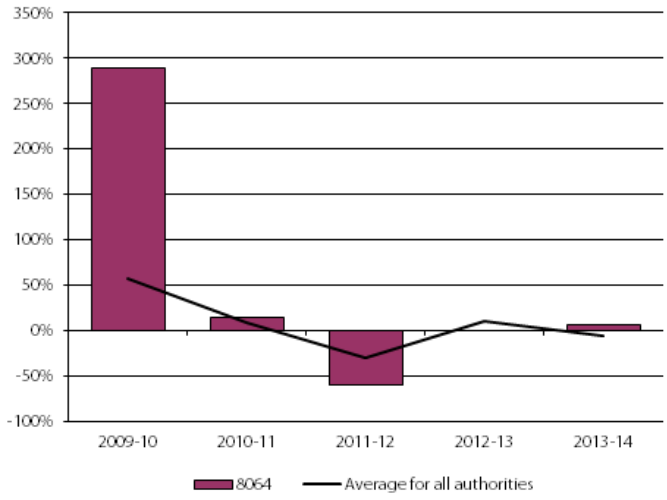
PI 16 - Percentage of actual maintenance expenditure (carriageways and footways) which is planned



PI 17 - Percentage of actual maintenance (carriageways and footways) expenditure that is reactive



PI 29 - Percentage change in number of category one defects



PI 31a - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period

4. POLICY IMPLICATIONS

4.1 None

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 None

AUTHOR'S NAME	Peter Forsyth
DESIGNATION	Asset and Regulatory Manager
CONTACT INFO	Peter Forsyth – Ext 7724
DATE	2 October 2014

Appendix A – APSE Family Member Groups

Authorities are categorised into 3 groups, which are known as 'family groups'. These groups have been formed to ensure a 'like-for-like' fair comparison of performance is made. This system draws on factors such as local policy, demography and size and type of operation. East Lothian is categorised H3 'Highway Maintenance' and W3 'winter maintenance'

Participating family group members for Highway and winter maintenance are:

Aberdeenshire Council H3, W3	East Lothian Council H3, W3
Angus Council H3	East Riding of Yorkshire Council H3, W3
Argyll and Bute Council H3, W3	Isle of Anglesey County Council (WU) H3, W3
Bridgend County Borough Council W3	Moray Council H3, W3
Ceredigion County Council H3, W3	Orkney Islands Council H3
City of York Council W3	Perth and Kinross Council H3,W3
Conwy County Borough Council H3, W3	Scottish Borders Council H3
Denbighshire County Council H3,W3	Shetland Islands Council H3
Dumfries and Galloway Council H3,W3	South Ayrshire Council H3, W3
Durham County Council H3, W3	Vale of Glamorgan BC H3
East Ayrshire Council H3, W3	Wrexham County Borough Council H3, W3

Appendix A – SCOTS Family Group Members

Family Group 3 (Semi Urban)
East Ayrshire Council
East Lothian Council
Fife Council
Midlothian Council
North Ayrshire Council
South Ayrshire Council
South Lanarkshire Council
Stirling Council
West Lothian Council

Appendix B – APSE Performance Networks

apse performance networks

Roads/highways maintenance performance indicator standings 2013/14 : Family group report

Name of authority East Lothian Council
PIN 8064
Family group H3

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentil mark
Carriageway asset PIs									
Safety									
PI 03a - Percentage of CAT1 defects made safe within response times	14	100.00%	87.80%	46.67%	82.99%	12	100.00%	4	100.00%
PI 39 - Percentage of safety inspections completed on time	13	100.00%	92.79%	51.56%	100.00%	1	100.00%	1	100.00%
PI 114 - Percentage of maintained network subject to salting regime	18	56.77%	38.50%	21.85%	56.77%	1	43.92%	1	47.71%
Condition/Asset preservation									
PI 40 - Percentage of carriageway length to be considered for maintenance treatment (Scotland only)	10	57.70%	38.06%	20.10%	30.00%				
PI 41a - Percentage of carriageway length treated	20	8.15%	3.91%	1.19%	2.39%				
PI 41b - % of carriageway length treated (calculated from treatment types)	14	8.15%	3.78%	1.26%	3.85%				
PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)	10	6.00%	3.77%	2.00%			2.81%		2.54%
PI 02c - Condition of all non principal roads (England and Wales only)	10	19.37%	11.51%	7.00%			9.60%		7.90%
PI 02e - Condition of non principal roads (Class B - England and Wales only)	8	8.80%	6.02%	4.63%			5.40%		4.75%
PI 02f - Condition of non principal roads (Class C - England and Wales only)	8	23.97%	16.57%	11.00%			14.50%		11.28%
PI 02g - Condition of unclassified roads (England and Wales only)	8	27.02%	16.10%	7.10%			12.00%		8.43%
PI 02d - Condition of 'A' class carriageways (principal roads) (Scotland only)	10	44.50%	29.48%	16.83%	28.00%	5	21.08%	2	18.33%
PI 02h - Condition of 'B' class carriageways (SRMCS type surveys - Scotland only)	10	65.00%	37.40%	20.95%	34.07%	3	34.07%	1	21.97%
PI 02i - Condition of 'C' class carriageways (SRMCS type surveys - Scotland only)	10	62.60%	36.33%	11.52%	28.69%	3	28.69%	1	22.13%
PI 02j - Condition of unclassified carriageways (SRMCS type surveys - Scotland only)	10	60.40%	42.51%	23.90%	29.57%	2	30.50%	1	29.00%
PI 28 - Number of category one defects per km of maintained road	12	0.88	0.34	0.01	0.37	7	0.11	3	0.03
PI 29 - Percentage change in number of category one defects	13	100.00%	-2.58%	-88.39%	6.35%	7	-21.62%	2	-71.97%
PI 34 - Percentage of category 2 repairs repaired within timescale	11	91.00%	59.47%	8.93%			78.00%		88.00%

Notes:

a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.

b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Roads/highways maintenance performance indicator standings 2013/14 : Family group report

Name of authority **East Lothian Council**
PIN **8064**
Family group **H3**

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	**Your output/score**	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Third party claims									
PI 31b - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	14	114.29%	13.26%	-41.93%	**-21.74%**	**4**	-21.74%	**1**	-29.87%
Financial									
PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	14	94.10%	80.09%	39.13%	**81.33%**				
PI 42 - Total carriageway maintenance expenditure by carriageway length	19	£7,198	£3,666	£677	**£7,198**				
PI 44 - Actual investment as % of steady state figure (Scotland only)	10	162.54%	90.12%	32.03%	**131.47%**				
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	18	99.74%	88.09%	71.54%	**86.47%**				
PI 32 - Service costs per gully	15	£16.82	£8.97	£3.03	**£16.82**	**15**	£6.30	**4**	£5.26
PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length	18	£1,367.14	£685.34	£264.00	**£1,053.07**				
PI 57 - Total cost per kilometer of carriageway travelled for precautionary treatment	14	£43.68	£9.49	£0.35			£0.61		£0.44

Roads/highways maintenance performance indicator standings 2013/14 : Family group report

Name of authority **East Lothian Council**
PIN **8064**
Family group **H3**

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	**Your output/score**	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Footway asset PIs									
Safety									
PI 45a - Percentage of CAT1 defects made safe within response times	10	100.00%	75.84%	13.64%	**37.50%**	**9**	100.00%	**4**	100.00%
PI 46 - Percentage of safety inspections completed on time	9	100.00%	86.55%	50.00%	**100.00%**	**1**	100.00%	**1**	100.00%
PI 113 - Percentage of total footways where precautionary gritting undertaken	14	26.87%	4.01%	0.00%	**4.57%**	**3**	3.91%	**1**	15.18%
Condition/Asset Preservation									
PI 47 - Percentage of footway length to be considered for maintenance treatment	14	45.33%	14.89%	0.80%	**9.17%**				
PI 48a - Percentage of footway length treated	16	3.83%	1.27%	0.00%	**2.72%**				
PI 48b - Percentage of footway length treated (calculated from treatment types)	15	3.83%	1.37%	0.00%	**2.54%**	**12**	0.16%	**3**	0.06%
Third party claims									
PI 31c - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	14	170.00%	5.54%	-60.00%	**6.67%**	**11**	-28.57%	**3**	-48.93%
Financial									
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	12	100.00%	79.12%	48.94%	**73.90%**				
PI 49 - Total footway maintenance expenditure by footway length	17	£3,149.65	£1,210.04	£287.66	**£2,513.03**				
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	18	28.46%	11.91%	0.26%	**13.53%**				
PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length	7	£218.23	£88.25	£1.09	**£35.31**				
PI 58 - Total cost per km of footway travelled for precautionary treatment	2	£104.30	£64.84	£25.37					£33.26

Roads/highways maintenance performance indicator standings 2013/14 : Family group report

Name of authority East Lothian Council
PIN 8064
Family group H3

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
Traffic management system PIs									
Safety									
PI 55 - Percentage of faults rectified within target time	15	100.00%	94.01%	83.33%	**97.76%**	**5**	100.00%	**2**	100.00%
PI 56 - Percentage of faults rectified on first visit:	14	100.00%	89.52%	33.33%	**98.51%**	**2**	95.03%	**1**	98.34%
Bridges and structures PIs									
Safety									
PI 300 - Percentage of principal inspections carried out on time	13	100.00%	69.82%	0.00%			100.00%		100.00%
PI 301 - Percentage of general inspections carried out on time	19	100.00%	71.03%	0.00%	**98.18%**	**10**	100.00%	**2**	100.00%
Condition/Asset Preservation									
PI 302 - Bridge stock indicator - average BSClav	15	94.60	86.81	80.00	**86.98**	**10**	89.45	**3**	91.11
PI 303 - Bridge stock indicator - average BSCcrit	15	88.78	77.65	25.00	**78.30**	**11**	84.81	**3**	86.97
Functionality									
PI 304 - Percentage of council owned bridges failing European standards	17	12.77%	3.87%	0.00%	**3.59%**	**11**	1.48%	**3**	0.11%
PI 305 - Percentage of council owned bridges with unacceptable height, weight or width restriction	20	9.34%	1.47%	0.00%	**3.59%**	**19**	0.43%	**4**	0.00%
Financial									
PI 306 - Annual budget allocated as percentage of cost of identified work (from AMP - Scotland only)	7	544.03%	154.23%	3.47%	**59.86%**				
PI 307 - Percentage of allocated budget spent per annum (Scotland only)	10	137.02%	88.49%	24.36%	**115.84%**				
PI 308 - Cost of identified potential work as percentage of total structures valuation (Scotland only)	7	8.29%	3.60%	0.03%	**0.86%**				

Roads/highways maintenance performance indicator standings 2013/14 : Family group report

Name of authority **East Lothian Council**
PIN **8064**
Family group **H3**

Performance indicator	Number in group	Highest in group	Average for group	Lowest in group	Your output/score	Standing in group	Top quartile mark	Quartile achieved	Ten percentile mark
All asset types amalgamated PIs									
Customer service									
PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	10	100.00%	78.02%	56.25%	**79.70%**	**4**	92.90%	**2**	96.90%
PI 38 - Percentage of abnormal load notifications dealt with in time	12	100.00%	99.23%	93.08%	**100.00%**	**1**	100.00%	**1**	100.00%
PI 61 - % of enquiries made under the Freedom of Information Act that were dealt with within the allowable time	19	100.00%	86.12%	41.94%	**94.32%**	**5**	94.32%	**1**	97.21%
PI 208a - Customer satisfaction surveys	–	–	–	–		–	–	–	–
Safety									
PI 59 - % of Cat 1 defects made safe within response times (carriageways and footways	11	100.00%	90.85%	62.19%	**81.92%**	**10**	100.00%	**4**	100.00%
PI 60 - Km inspected per Safety Inspector (carriageways and footways)	11	2,260.00	980.03	188.52			1,100.00		2,241.10
Financial									
PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	17	98.14%	71.69%	42.22%	**71.05%**	**8**	85.10%	**2**	91.13%
PI 16 - Percentage of actual maintenance expenditure which is planned/proactive	17	100.00%	69.75%	46.12%	**64.84%**	**13**	76.77%	**3**	81.90%
PI 17 - Percentage of actual maintenance expenditure that is reactive	17	45.21%	19.96%	1.09%	**23.78%**	**12**	12.03%	**3**	8.10%
PI 52 - Percentage of actual maintenance expenditure (cariageways and footways) that is routine	15	22.94%	11.61%	3.16%	**11.38%**				
PI 35 - Client cost ratio	0	0.00%	0.00%	0.00%					
PI 36 - Ratio of annual claims cost to structural expenditure	16	1587.16%	245.62%	0.41%	**55.26%**	**9**	11.16%	**3**	0.86%
Staff absence									
PI 54a - Percentage staff absence - all staff	7	6.52%	3.83%	1.02%					1.54%
Third party claims									
PI 31a - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	15	175.00%	21.56%	-42.29%	**-17.76%**	**4**	-17.76%	**1**	-29.67%

Roads/highways maintenance performance indicator standings 2013/14 : whole service report

Name of authority **East Lothian Council**
PIN **8064**

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Carriageway asset PIs									
Safety									
PI 03a - Percentage of CAT1 defects made safe within response times	44	100.00%	89.87%	46.67%	**82.99%**	**36**	100.00%	**4**	100.00%
PI 39 - Percentage of safety inspections completed on time	44	100.09%	91.64%	31.59%	**100.00%**	**2**	100.00%	**1**	100.00%
PI 114 - Percentage of maintained network subject to salting regime	52	66.99%	43.78%	21.85%	**56.77%**	**10**	51.43%	**1**	58.43%
Condition/Asset preservation									
PI 40 - Percentage of carriageway length to be considered for maintenance treatment (Scotland only)	31	57.70%	37.02%	20.10%	**30.00%**				
PI 41a - Percentage of carriageway length treated	54	8.41%	3.82%	0.91%	**2.39%**				
PI 41b - % of carriageway length treated (calculated from treatment types)	49	8.41%	3.66%	0.41%	**3.85%**				
PI 02b - Condition of principal roads (TRACS type surveys - England and Wales only)	25	9.00%	4.31%	2.00%			3.00%		2.00%
PI 02c - Condition of all non principal roads (England and Wales only)	25	19.37%	10.20%	1.54%			7.00%		5.03%
PI 02e - Condition of non principal roads (Class B - England and Wales only)	22	14.40%	6.41%	2.10%			5.10%		4.72%
PI 02f - Condition of non principal roads (Class C - England and Wales only)	22	23.97%	12.21%	3.70%					6.77%
PI 02g - Condition of unclassified roads (England and Wales only)	20	27.02%	13.88%	6.00%					7.09%
PI 02d - Condition of 'A' class carriageways (principal roads) (Scotland only)	31	44.50%	25.84%	2.80%	**28.00%**	**18**	21.08%	**3**	16.54%
PI 02h - Condition of 'B' class carriageways (SRMCS type surveys - Scotland only)	31	65.00%	31.38%	3.49%	**34.07%**	**18**		**3**	21.88%
PI 02i - Condition of 'C' class carriageways (SRMCS type surveys - Scotland only)	31	62.60%	34.47%	3.47%	**28.69%**	**9**		**2**	16.23%
PI 02j - Condition of unclassified carriageways (SRMCS type surveys - Scotland only)	31	60.40%	38.09%	5.71%	**29.57%**	**5**		**1**	26.30%
PI 28 - Number of category one defects per km of maintained road	36	0.97	0.32	0.00	**0.37**	**23**	0.08	**3**	0.03
PI 29 - Percentage change in number of category one defects	42	100.00%	-6.34%	-88.39%	**6.35%**	**26**	-44.99%	**3**	-74.34%
PI 34 - Percentage of category 2 repairs repaired within timescale	39	100.00%	73.32%	8.93%			94.00%		99.93%

Notes:

a. The authority will only be ranked in family group if it has shown an output / score within the set parameters for the performance indicator.

b. Quartile / percentile marks are only shown for those performance indicators for which there is a desirable achievement.

c. Quartile marks are only shown for those performance indicators for which there are a minimum of 8 outputs / scores within the set parameters.

Roads/highways maintenance performance indicator standings 2013/14 : whole service report

Name of authority **East Lothian Council**
PIN **8064**

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	**Your output/score**	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Third party claims									
PI 31b - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	43	114.29%	-1.73%	-76.42%	**-21.74%**	**12**	-23.03%	**2**	-35.63%
Financial									
PI 15b - Percentage of total carriageways function cost (revenue and capital) spent directly on carriageway repairs	41	100.00%	80.04%	9.98%	**81.33%**				
PI 42 - Total carriageway maintenance expenditure by carriageway length	52	£13,843	£5,558	£7	**£7,198**				
PI 44 - Actual investment as % of steady state figure (Scotland only)	29	390.26%	110.57%	4.47%	**131.47%**				
PI 23 - Percentage of roads/highways fabric maintenance expenditure that was spent on carriageways	51	99.74%	86.19%	61.19%	**86.47%**				
PI 32 - Service costs per gully	44	£30.03	£9.82	£3.03	**£16.82**	**38**	£6.30	**4**	£4.95
PI 43 - Total cost for carriageway winter maintenance treatment over the entire winter period divided by the total carriageway network length	52	£1,836.32	£786.52	£188.71	**£1,053.07**				
PI 57 - Total cost per kilometer of carriageway travelled for precautionary treatment	44	£63.59	£9.44	£0.03			£1.07		£0.50

Roads/highways maintenance performance indicator standings 2013/14 : whole service report

Name of authority **East Lothian Council**
PIN **8064**

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Footway asset PIs									
Safety									
PI 45a - Percentage of CAT1 defects made safe within response times	35	100.00%	84.95%	13.64%	**37.50%**	**33**	100.00%	**4**	100.00%
PI 46 - Percentage of safety inspections completed on time	36	100.00%	77.72%	0.00%	**100.00%**	**1**	100.00%	**1**	100.00%
PI 113 - Percentage of total footways where precautionary gritting undertaken	45	87.56%	8.40%	0.00%	**4.57%**	**18**	11.63%	**2**	20.14%
Condition/Asset Preservation									
PI 47 - Percentage of footway length to be considered for maintenance treatment	40	74.00%	19.41%	0.80%	**9.17%**				
PI 48a - Percentage of footway length treated	48	5.82%	1.06%	0.00%	**2.72%**				
PI 48b - Percentage of footway length treated (calculated from treatment types)	49	6.02%	1.02%	0.00%	**2.54%**	**44**	0.27%	**4**	0.05%
Third party claims									
PI 31c - Percentage change in number of non-repudiated third party claims in last 3 years compared to previous 3 year period	43	170.00%	-2.22%	-75.00%	**6.67%**	**35**	-28.57%	**4**	-45.24%
Financial									
PI 15c - Percentage of total footways function cost (revenue and capital) spent directly on footway repairs	42	100.00%	76.58%	9.01%	**73.90%**				
PI 49 - Total footway maintenance expenditure by footway length	49	£20,674.00	£1,489.53	£199.84	**£2,513.03**				
PI 24 - Percentage of roads/highways fabric maintenance expenditure that was spent on footways	51	38.81%	13.81%	0.26%	**13.53%**				
PI 50 - Total cost for footway winter maintenance treatment over the entire winter period divided by the total footway network length	27	£492.54	£139.14	£1.09	**£35.31**				
PI 58 - Total cost per km of footway travelled for precautionary treatment	14	£219.23	£66.33	£1.79			£19.01		£8.25

Roads/highways maintenance performance indicator standings 2013/14 : whole service report

Name of authority **East Lothian Council**
PIN **8064**

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	Your output/score	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
Traffic management system PIs									
Safety									
PI 55 - Percentage of faults rectified within target time	47	100.00%	93.09%	31.00%	**97.76%**	**18**	98.82%	**2**	100.00%
PI 56 - Percentage of faults rectified on first visit:	42	100.00%	88.67%	4.62%	**98.51%**	**7**	97.48%	**1**	99.12%
Bridges and structures PIs									
Safety									
PI 300 - Percentage of principal inspections carried out on time	42	100.00%	77.27%	0.00%			100.00%		100.00%
PI 301 - Percentage of general inspections carried out on time	52	100.00%	82.55%	0.00%	**98.18%**	**32**	100.00%	**3**	100.00%
Condition/Asset Preservation									
PI 302 - Bridge stock indicator - average BSClav	49	97.70	85.85	69.00	**86.98**	**24**	89.22	**2**	91.52
PI 303 - Bridge stock indicator - average BSCcrit	49	90.01	77.00	25.00	**78.30**	**28**	83.00	**3**	85.69
Functionality									
PI 304 - Percentage of council owned bridges failing European standards	52	32.11%	4.51%	0.00%	**3.59%**	**33**	0.65%	**3**	0.00%
PI 305 - Percentage of council owned bridges with unacceptable height, weight or width restriction	56	11.43%	2.22%	0.00%	**3.59%**	**45**	0.55%	**4**	0.00%
Financial									
PI 306 - Annual budget allocated as percentage of cost of identified work (from AMP - Scotland only)	26	594.13%	117.37%	2.61%	**59.86%**				
PI 307 - Percentage of allocated budget spent per annum (Scotland only)	27	177.36%	89.74%	15.30%	**115.84%**				
PI 308 - Cost of identified potential work as percentage of total structures valuation (Scotland only)	26	19.27%	3.33%	0.03%	**0.86%**				

Roads/highways maintenance performance indicator standings 2013/14 : whole service report

Name of authority **East Lothian Council**
PIN **8064**

Performance indicator	Number in service	Highest in service	Average for service	Lowest in service	**Your output/score**	Standing in service	Top quartile mark	Quartile achieved	Ten percentile mark
All asset types amalgamated PIs									
Customer service									
PI 37 - Percentage of customer enquiries / requests for service closed off within council's own identified response times	30	100.00%	84.32%	56.25%	**79.70%**	**20**	95.19%	**3**	99.72%
PI 38 - Percentage of abnormal load notifications dealt with in time	38	100.00%	99.27%	86.76%	**100.00%**	**1**	100.00%	**1**	100.00%
PI 61 - % of enquiries made under the Freedom of Information Act that were dealt with within the allowable time	48	100.00%	87.53%	41.94%	**94.32%**	**17**	96.51%	**2**	100.00%
PI 208a - Customer satisfaction surveys	0	0.00%	0.00%	0.00%					
Safety									
PI 59 - % of Cat 1 defects made safe within response times (carriageways and footways	39	100.00%	91.47%	45.93%	**81.92%**	**34**	100.00%	**4**	100.00%
PI 60 - Km inspected per Safety Inspector (carriageways and footways)	30	3,066.43	1,348.03	188.52			2,151.00		2,388.19
Financial									
PI 15a - Percentage of total roads/highways function cost (revenue and capital) spent directly on roads/highways repairs	48	98.14%	70.76%	10.34%	**71.05%**	**28**	82.39%	**3**	90.99%
PI 16 - Percentage of actual maintenance expenditure which is planned/proactive	50	100.00%	69.71%	43.44%	**64.84%**	**33**	78.37%	**3**	82.73%
PI 17 - Percentage of actual maintenance expenditure that is reactive	52	45.21%	19.16%	1.09%	**23.78%**	**37**	12.04%	**3**	7.31%
PI 52 - Percentage of actual maintenance expenditure (cariageways and footways) that is routine	42	22.94%	10.31%	0.84%	**11.38%**				
PI 35 - Client cost ratio	0	0.00%	0.00%	0.00%					
PI 36 - Ratio of annual claims cost to structural expenditure	42	1587.16%	243.02%	0.23%	**55.26%**	**20**	11.16%	**2**	2.20%
Staff absence									
PI 54a - Percentage staff absence - all staff	20	6.52%	3.86%	1.02%			2.99%		1.24%
Third party claims									
PI 31a - Percentage change in number of non repudiated third party claims in last 3 years compared to previous 3 year period	45	175.00%	0.83%	-75.13%	**-17.76%**	**16**	-20.75%	**2**	-33.96%

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 28 April 2015

BY: Depute Chief Executive - Partnerships and Community Services

5

SUBJECT: Street Lighting Update 2015

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1 PURPOSE

1.1 This report provides PPRC with an opportunity to assess East Lothian Council's Street lighting replacement strategy and provides an update on the new technologies and design solutions currently being rolled out throughout the Council's lighting network such as white light LED's (Light Emitting Diode).

2 RECOMMENDATIONS

2.1 That PPRC note the content of this report which forms the basis for discussion with regard to the future provision of street lighting in East Lothian.

3 BACKGROUND

3.1 There is no statutory requirement on local authorities to provide public lighting however, The Roads (Scotland) Act 1984, Section 35 empowers a local roads authority to provide lighting for roads, or proposed roads, which are, or will be, maintainable by them and which in their opinion ought to be lit.

3.2 The Council has a duty of care to road and footway users and to design lighting installations which provide illumination to public roads and adjoining public footways only. There is no requirement for street lighting to illuminate doorways, accesses to houses or driveways.

3.3 The Council currently has 17,793 road lighting units (i.e. support, lantern and lamp) within the East Lothian Council boundary. This is an increase of almost 250 units from 2011. With an average replacement cost of £1,500, the asset value of the lighting stock is in excess of £26,689,500. A breakdown of the different road lighting units as of November 2014 is shown in Appendix A.

3.4 This year ELC will be charged approximately £577,000 by our energy supplier for electricity consumed by street lighting. With councils typically paying four times as much today for their electricity compared to five years ago, the pressure on the public purse has been growing. Energy costs continue to rise and are expected to double within 10 years.

3.5 The Street Lighting unit within Road Services employ a team of 4 electricians who undertake all routine maintenance on the network including emergency call outs.

3.6 In 2002 Transportation embarked on a programme of lighting column replacements to aged stock, spending on average £200,000 capital per annum. This has been ongoing, demonstrating the commitment and importance the Council places on road lighting for the communities of East Lothian.

3.7 The age profile and structural testing has primarily determined which columns and areas, are selected for upgrading. In 2011 concrete columns and their lighting units represented approximately 3.3 % of the lighting inventory in East Lothian and were over thirty years old. In 2011 a 4 year plan was put in place to replace all concrete columns with recyclable aluminium columns. We are on target to achieve this and will have replaced all concrete columns in East Lothian by May 2015.

3.8 The first steel columns installed in the 1970s were not galvanised and are coming to the end of their natural lifespan and require replacing. Steel columns that fail are replaced immediately and those near to failure are replaced with aluminium columns as part of the ongoing capital planned works the following budget year. It is estimated that within the next 5-10 years at least 4,000 steel columns will have exceeded their design life and will need to be replaced.

3.9 It is a requirement that all new housing areas, where roads are being adopted onto the public network, are provided with road lighting. The design of this lighting must comply with national regulations and strict ELC guidelines. The installation works are closely monitored and the completed installation inspected and tested to ensure compliance with all requirements.

3.10 The increase in our lighting stock from 14,519 in 1996 to 17,549 units in 2011 has been largely due to the extensive housing developments that have taken place throughout East Lothian. We project a significant increase in lighting stock in a similar fashion over the next 5-10 years, putting additional pressure on ELC street lighting budgets.

3.11 The older types of sodium lighting still in use have little optical control of the light produced and tend to scatter light in many directions. This “spill light” is sometimes referred to as light pollution or intrusion. Complaints have been received from residents about light pollution stating this interfering with sleep during the night, however many people welcome this unintended light spill as an aid to entering and exiting their homes. A public perception therefore still exists that street lighting is provided to light these private areas.

3.12 Street lighting has been included in the Carbon Reduction Commitment tax since April 2014 and the Council pays over £16 a tonne for lighting emissions (approximately £50,000 this coming financial year). There is increasing pressure on local authorities to reduce the spiralling electricity costs associated with their lighting, while tackling the environmental pressures of light pollution and CO2 emissions. At the same time, it is estimated that street lighting across the whole of the UK results in more than a million tonnes of CO2 emissions annually.

3.13 To achieve savings and reduce our C02 emission, one of the strategies is the gradual replacement of existing less efficient and traditional forms of 'orange light' (Low Pressure Sodium lights or SOX) with new white light LED technology.

3.14 There has been an increase of LED technology in the street lighting industry which has indentified that the 'yellow light' is wasteful in the way it controls the light emission and usage of energy and also costs more to maintain. Additionally, due to the limited numbers of manufacturers of the older bulbs (lamps), they are becoming more expensive to maintain. As such, a large amount of carbon, energy, light pollution and costs can be saved by moving to a more efficient LED light source.

3.15 LED street lights can consume up to 70% less energy than existing discharge lighting. Advances in this technology and subsequent reductions in the purchase costs mean that a typical lantern replacement can have a "pay back" period of less than eight years from energy savings alone.

3.16 Each LED street light has many individual components within the unit and each of these individual LEDs is independently focused. This is one of the factors which make them highly efficient. As most of the light produced lands on the intended target, light pollution is significantly reduced. Although from a lighting perspective this is our aim, members of the public may perceive it to be a conservative step as they no longer benefit from the generous light previously enjoyed.

3.17 The use of LED lighting will allow the Council to reduce its consumption profile and assist with mitigating the expected rise in energy and carbon costs.

3.18 Most of our existing lighting network has exceeded its design life, is inefficient and is expensive to maintain. Lamps typically require replacement every three to four years and may require visits for other component failures between lamp replacements.

3.19 LED lighting is a solid state technology with light being produced by the movement of electrons in the semi conductor material; consequently they have a notional life span of 100,000 hours. As our street lights are illuminated for 4088 hours per annum this gives a theoretical life of almost 25 years.

3.20 Existing lighting units will have between six and eight maintenance visits during the life span of unit. The LED light should require only minimal attention in this period.

3.21 Manufacturers currently provide a defect guarantee period of ten years for new LED street lights meaning there should be no maintenance costs to the Council during this period. Existing lighting has one light source, the lamp and if this fails, the unit is dark. LED units have multiple light emitting diodes and in the unlikely event one fails, the rest will continue to function.

3.22 Concern has been raised regarding a potential increase in criminal activity in locations where the new LED light has been installed. The concern is that the new LED lighting does not spill light to areas previously illuminated by the older orange light and will increase criminal activity. To date, there has not been any evidence to suggest this is the case, however we would advise any resident who has any safety concerns to contact Police Scotland who will be happy to advice on measures to improve security and reduce risks.

3.23 The British Astronomical Association has done research[(1)] into lighting and crime. They have found the majority of crime occurs either in daylight hours or beneath artificial light. Crime usually occurs where or when there are few (if any) witnesses and so the lighting levels are in some cases irrelevant. Lighting can highlight potential targets ("easy pickings"), security lapses and even escape routes - in short, light can help criminals be quick and quiet. Lighting can help criminals see what they are doing, minimising any risk to themselves. PIR activated floodlights are often frequently triggered that they may be ignored by neighbours.

3.24 The light provided by the LED lanterns produce a crisp white light which makes facial recognition for the public much easier. This will improve images captured at night from CCTV, as well as allowing clothing colours and car registration numbers to be more easily identified. Recent research at the University of Sheffield, by Steve Fotios [(2)] concluded that under white light sources, driver's reaction time can increase by up to 50% which improves road safety.

3.25 Existing discharge lamp sources contain mercury which require the Council to recycle all waste products. ELC incur a charge for each new lamp bought to cover this recycling. LED's contain no hazardous chemicals and are, in most cases, 100% recyclable. The natural resources and energy used to produce replacement lamps will be reduced as we move away from this technology.

3.26 Less fuel will be used to transport the lamps from the factory, to the distributor, to the contractor, to the job site.

3.27 Moving over to LED lighting will mean drastically reduced numbers of lighting maintenance visits with a consequence of less fuel used, less emissions produced and the potential for reduced congestion on the road network through lane closures or roadworks.

3.28 As LEDs use significantly less energy and their light output can be controlled more efficiently than traditional street lights, this reduces the amount of carbon emissions from production of the electricity required to operate the lights.

3.29 LEDs emit light in a specific direction, which is aimed at providing uniform illumination of the area to be lit, it will reduce light trespass and light pollution.

4 POLICY IMPLICATIONS

4.1 RCC guidelines to be amended to make white light LED's the primary design consideration.

5 EQUALITIES IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

6.1 Financial -To complete the renewal programme of lighting columns there will be ongoing capital investment required per year.

Introduction of new white light technology will reduced energy charges, reduced Carbon Reduction Commitment Tax and reduced levels of maintenance expenditure.

6.2 Personnel - None

6.3 Other – None

7. BACKGROUND PAPERS

7.1 None

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DESIGNATION	Service Manager- Roads
CONTACT INFO	Glen Kane – Ext 7922
DATE	30 March 2015

EAST LOTHIAN COUNCIL

LAMP TYPES
AND QUANTITIES

AS AT November 2014

LAMP TYPE	CIRCUIT WATTAGE	BURNING HOURS	NUNBER OF LAMPS OLD	CHANGE	NEW	Kw Load	EAC
35w SOX	65	4,088	25	25	0	0	0.00
35w SOXLL	58	4,088	759	24	735	42.63	174271.44
55w SOX	84	4,088	0		0	0	0.00
55w SOXLL	67	4,088	0		0	0	0.00
90w SOX	123	4,088	52	38	14	1.72	7031.36
90w SOXLL	104	4,088	51		51	5.304	21682.75
70w SON	84	4,088	2579	196	2383	200.172	818303.13
100w SON	114	4,088	176		176	20.064	82021.63
150w SON	172	4,088	241	13	228	39.216	160315.00
250w SON	279	4,088	246		246	68.634	280575.79
70w MBI	86	4,088	2		2	0.172	703.14
8w MCF	14	4,088	395		395	5.53	22606.64
11w PLS	16	4,088	55		55	0.88	3597.44
2x13w MCF	36	4,088	25		25	0.9	3679.20
2x15w MCF	40	4,088	37		37	1.48	6050.24
20w MCF	30	4,088	0		0	0	0.00
36w PLLH/F	36	4,088	0		0	0	0.00
35 CDM-T	47	4,088	323	24	347	16.309	66671.19
70wCDO-TT	79	4,088	61		61	4.819	19700.07
100w CDO-TT	114	4,088	183	35	218	24.852	101594.97
150w CDMT	162	4,088	2	3	5	0.81	3311.28
45w Cosmo	51	4,088	506	47	553	28.203	115293.86
90w Cosmo	99	4,088	9	2	11	1.089	4451.83
57w PL-T4p	62	4,088	73		73	4.526	18502.29
42w PL-T4p	46	4,088	67		67	3.082	12599.22
Axia 16 led	21	4,088	39	187	226	4.746	19401.65
Axia 24 led	30	4,088	105	153	258	7.74	31641.12
Axia 32 led	40	4,088	0	6	6	0.24	981.12
Axia 48 led	62	4,088	0	8	8	0.496	2027.65
35w SOX	65	3905	116		116	7.54	29443.70
35w SOXLL	58	3905	3834		3834	222.372	868362.66
55w SOX	84	3905	156	156	0	0	0.00
55w SOXLL	67	3905	0		0	0	0.00
90w SOX	123	3905	845		845	103.935	405866.18
90w SOXLL	104	3905	0		0	0	0.00
180w SOX	223	3905	7		7	1.561	6095.71
70w SON	84	3905	2421		2421	203.364	794136.42
100w SON	114	3905	425		425	48.45	189197.25
150w SON	172	3905	322		322	55.384	216274.52
250w SON	279	3905	290		290	80.91	315953.55
35w CDMT	47	3905	980		980	46.06	179864.30
70wCDO-TT	79	3905	5		5	0.395	1542.48
100wCDO-TT	114	3905	146		146	16.644	64994.82
150w CDMT	162	3905	10		10	1.62	6326.10
45w Cosmo	51	3905	236		236	12.036	47000.58
60w COSMO	65	3905	93		93	6.045	23605.73
70w MBI	86	3905	19		19	1.634	6380.77
90w COSMO	99	3905	38		38	3.762	14690.61
140w COSMO	151	3905	29		29	4.379	17100.00
150w MBI	167	3905	119		119	19.873	77604.07
250w MBI	266	3905	98		98	26.068	101795.54
8w MCF	14	3905	182		182	2.548	9949.94
11w PLS	15	3905	48		48	0.72	2811.60
2x13w MCF	36	3905	8		8	0.288	1124.64
2x15w MCF	40	3905	24		24	0.96	3748.80
18w PLC	24	3905	5		5	0.12	468.60
36w PLLH/F	36	3905	9		9	0.324	1265.22
42w PL-T4p	46	3905	192		192	8.832	34488.96
Axia 16 led	21	3905	14		14	0.294	1148.07
Axia 24 LED	30	3905	108		108	3.24	12652.20
Dw Windsor Led	30	3905	7		7	0.21	820.05
55w PLL	62	3905	23		23	1.426	5568.53
57w PL-T4p	62	3905	764		764	47.368	184972.04
55w QL	55	3905	186		186	10.23	39948.15
Indal 10 LED	15	3905	9		9	0.135	527.17
Indal 24 LED	30	3905	4		4	0.12	468.60
Indal 36 LED	51	3905	10		10	0.51	1991.55
			17793		17793		5645203.09

Appendix B

Research reference

1. The British Astronomical Association **http://www.britastro.org/dark-skies/crime.html**

2. Research, Sheffield School of Architecture, University of Sheffield.
Email: steve.fotios@sheffield.ac.uk

Some quotes from GE Lighting and links to articles where the research has been quoted.

http://www.gelighting.com/LightingWeb/emea/products/technologies/led/outdoor-luminaires.jsp

http://lrt.sagepub.com/content/41/4/297.abstract

http://lrt.sagepub.com/content/43/2/143.abstract

http://lrt.sagepub.com/content/39/3/233.short?rss=1&ssource=mfc

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 28 April 2015

BY: Depute Chief Executive - Partnerships and Community Services

6

SUBJECT: Customer Complaints and Feedback

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1 PURPOSE

1.1 To report on the use of the Council's complaints handling procedure and provide analysis on customer feedback received for Q2 and Q3 of 2014/2015: 1 July 2014 to 30 September 2014 and 1 October 2014 to 31 December 2014.

2 RECOMMENDATIONS

2.1 To note the report.

3 BACKGROUND

3.1 East Lothian Council complies with the model complaints handling procedure for local authorities introduced by the Scottish Public Services Ombudsman (SPSO):

Stage 1 (Frontline Resolution) - Complaint dealt with at point of service within 5 working days

Stage 2 (Investigation) – Investigation of points raised, acknowledged within 3 working days and response provided within 20 working days

If complainants remained dissatisfied after completing this process then they have a legal right of appeal to the SPSO. Those complaining about social work issues have the option of asking for their complaint to be referred to a Complaints Review Committee (CRC).

3.2 Complaints, comments and compliments are recorded on the Council's Customer Relationship Management system (CRM), which provides data on the types of complaints customers make about Council services, as well as complaint handling performance. This system also records comments and compliments from customers. Service areas are encouraged to make sure the complaints they receive are recorded to ensure reporting data is as accurate as possible.

3.3 The total number of complaints, comments and compliments received for each quarter (following on from the Q1 figures already reported) were as follows:

Type of customer feedback	Q1 (April – June '14)	Q2 (July – Sept '14)	Q3 (Oct – Dec '14)
Stage 1 complaints:	110	119	101
Stage 2 complaints:	104	114	497* *(77)*
Total no of complaints:	**214**	**233**	**598*** ***(178)***
Comments:	25	29	22
Compliments:	74	71	83

3.4 There was a significant increase in the number of Stage 2 complaints received in Q3. This was due to a single issue campaign in the county relating to the proposal for a marine energy park at the Cockenzie power station site and the role of East Lothian Council in this matter. 421 individual complaints were received about this issue. The figures in brackets count this as single issue i.e. one complaint, which will help when making direct comparisons with previous quarters.

3.5 Compared to the same period last year there was a 13% increase in complaints in Q1 (187 received), a 14% increase in Q2 (200 received) and a 34% decrease in Q3 when taking the Cockenzie park complaints as a single issue (284 received), or a 53% increase when counting these complaints separately.

3.6 Figures 1 and 2 (below) provide quarterly comparisons of top line figures for all customer feedback received since April 2012. Figure 1 has classed the Cockenzie complaints as a single issue, while Figure 2 shows the impact a single issue campaign of this type can have on overall complaints figures.

Figure1 *(Cockenzie complaints classed as one issue)*

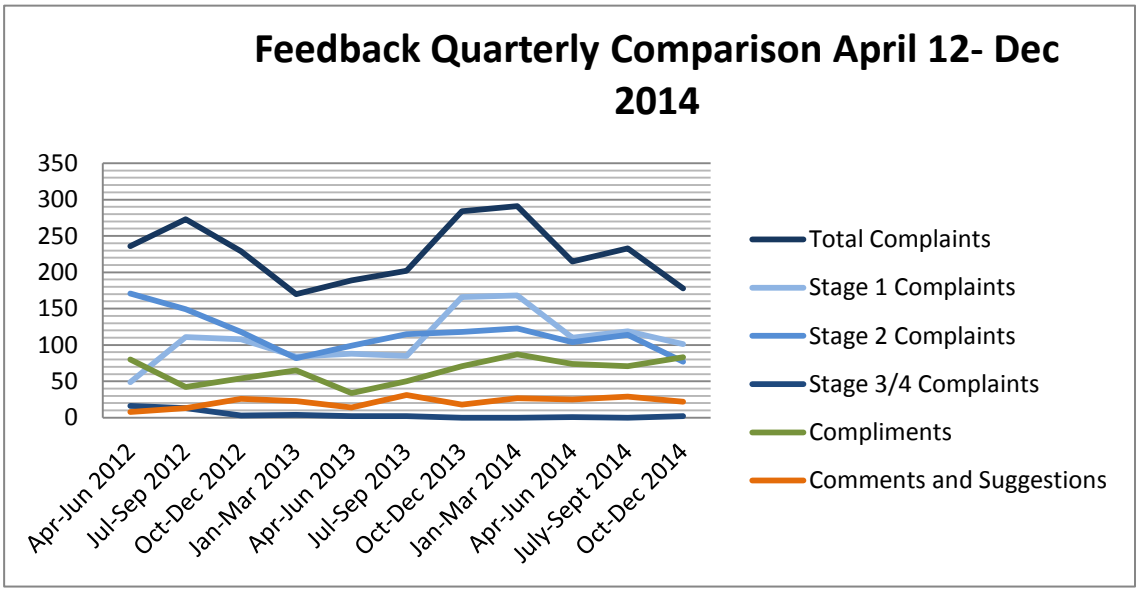
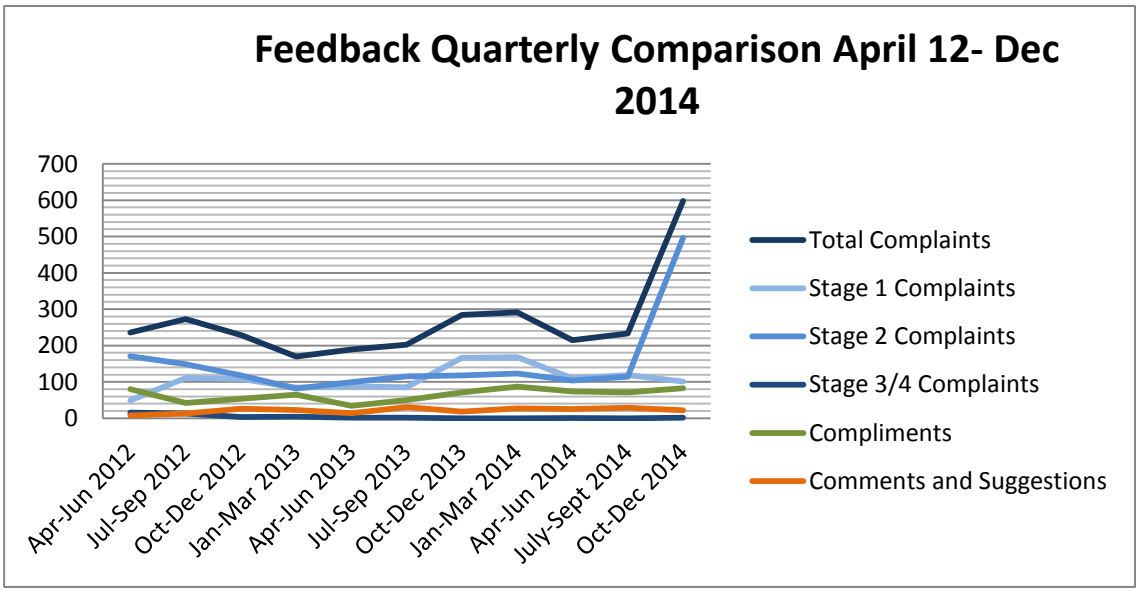


Figure 2 *(Cockenzie complaints recorded individually)*



3.7 Looking at Figure 1, there is no discernible pattern that can be determined for complaints, with peaks and troughs happening at different times of the year. Factors such as the seasons do not appear to impact on complaint numbers.

3.8 The graphs show that more effort is needed to resolve a higher proportion of complaints at Stage 1, i.e. directly at service level, which is better for both the complainant and the council in terms of time, resource etc. Progress was made in this area last year but latest figures show almost an even split of the number of complaints being dealt with at each stage. This may be due to the complexity of complaints received; however if a complaint can be resolved at service level within 5 working days then it should be. This message will be reinforced with all service areas.

3.9 It is pleasing to note that the number of compliments being received rose in Q3, with only 18% less compliments received during this period than Stage 1 complaints. The highest number of compliments was received about Adult Wellbeing services.

3.10 It is also pleasing to note that only a tiny proportion of complaints progressed to external review, either by the Scottish Public Services Ombudsman (SPSO) or Complaints Review Committee (CRC) for social work issues (classed as Stage 3 / 4 on diagrams).

3.11 Appendices 1a and 1b show the breakdown of customer complaints, comments and compliments received per service area per quarter.

3.12 The services with the highest number of complaints during these quarters (in order) were as follows:

Q2

Stage 1

- Housing Maintenance
- Waste Services
- Landscape & Countryside
- Transportation

Stage 2

- Housing Maintenance
- Education & Schools
- Adult Wellbeing
- Antisocial Behaviour

Q3

Stage 1

- Housing Maintenance
- Transportation
- Waste services
- Landscape & Countryside / Community Housing

Stage 2

- Economic Development (Cockenzie campaign)
- Adult Wellbeing
- Housing Maintenance
- Transportation

3.13 Housing maintenance was the top subject of complaint for both quarters. This is consistent with previous quarters and is not unsurprising given the potential impact of a maintenance issue on an individual's daily life. Tenants also have the complaints procedure well publicised to them e.g. information provided in tenancy packs and have a number of contact points with the Council. The complaints received fell within the remit of both the Property Maintenance and Community Housing services, which is why the category of complaint has been termed 'housing maintenance'.

3.14 A breakdown of the housing maintenance complaints received is attached at Appendix 2.

3.15 It is positive to note that for Q3 a much higher proportion of complaints about housing maintenance issues were being resolved at service level within 5 working days. Actual complaints numbers about maintenance issues have also fallen from previous years.

3.16 Other complaints dealt with at Stage 1 included:

- Waste uplifts
- Dog fouling / litter
- Library procedures / layout
- Road maintenance e.g. potholes
- Open space maintenance e.g. grass cutting
- Lack of communication / information (across service areas)

3.17 Resolutions included providing apologies, information and / or explanations and an undertaking to provide the requested service.

3.18 Over 90% of Stage 1 complaints were responded to within the 5 working day timescale, for both Q2 and Q3, consistent with performance in previous quarters.

3.19 Stage 2 complaint acknowledgement and response times (following on from the Q1 figures already reported) were:

	Q1	**Q2**	**Q3**	***2013/2014 Average***
Acknowledgement (within 3 working days)	97%	95%	99%	*92%*
Response (within 20 working days)	74%	53%	96%	*83%*
Update provided/ Extension agreed	15%	47%	1%	*9%*

3.20 There was a significant dip in response performance for Q3, with only 53% of complaints being responded to within 20 working days, which was not an acceptable level of service. Updates on progress were provided in the remaining 47% of cases that quarter. Service managers reported experiencing challenges during this period in providing resources for complaint matters. The Customer Feedback Team worked with service areas to address this and performance increased dramatically in Q3 up to 96% within timescale.

3.21 Notable issues complained about at Stage 2 during Q2 and Q3 (in addition to those already referred to) included:

- Planning decision-making process
- Allocation of nursery places
- Access to Library facilities
- Care at home service – missed visits etc
- Antisocial behaviour investigations – decisions reached / lack of impartiality
- Care package – amount of care / quality etc
- Staff conduct
- Housing allocations policy
- Occupational Therapy assessment - delays
- Council Tax administration
- Insurance & claims process
- Delays in carrying out road repairs
- Management of pupil behaviour in school

3.22 Most complaints related to individual situations, rather than general policy or approach. However, a number of complaints were received from parents in Q2 about funding for partnership nursery places.

3.23 22 complaints about staff attitude were received in Q2, a slight drop from the previous quarter. This number then fell to 7 in Q3 which was pleasing to note and more in line with 2013/2014 numbers.

3.24 Complaint outcomes were as follows:

	Q1	**Q2**	**Q3***	***2013/14 Average***
Not Upheld	43%	51%	81%	*50%*
Partially Upheld	33%	25%	10%	*27%*
Upheld	24%	24%	9%	*23%*

**the outcomes for Q3 would have been impacted by the Cockenzie campaign*

3.25 The most common actions in response to complaints were to provide an appropriate explanation / additional information, provide the requested service or offer an appropriate apology. An apology was always provided wherever failings were identified and action taken to remedy the situation. Meeting directly with complainants is also being actively encouraged to try and resolve complaints.

3.26 Improvement actions identified by the service in those cases where complaints were upheld or partially upheld will be acted on to prevent similar complaints being received in future. A log of improvement actions is now being kept.

CUSTOMER FEEDBACK DEVELOPMENTS

3.27 Schools are now required to record complaints dealt with locally by the school. This information will be included in future reports.

3.28 Survey cards are sent to all complainants to gather their views on their experience of making a complaint. The next annual report will include an analysis of survey returns.

3.29 Work is being undertaken to make the complaints procedure more accessible for children and young people.

4 POLICY IMPLICATIONS

4.1 None

5 RESOURCE IMPLICATIONS

5.1 Financial - None

5.2 Personnel - None

5.3 Other - None

6 EQUALITY IMPACT ASSESSMENT

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

7 BACKGROUND PAPERS

7.1 Appendix 1a and Appendix 1b Breakdown of Customer Feedback by service per quarter

7.2 Appendix 2 Breakdown of housing maintenance complaints per quarter

7.3 Local Government Model Complaints Handling procedure (can be accessed at www.valuingcomplaints.org.uk) & East Lothian Council's complaints handling procedure (can be accessed at www.eastlothian.gov.uk)

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DATE	15 April 2015

Appendix 1a – Customer Feedback Breakdown by Service Area Q2 (1 July 2014 to 30 September 2014)

Directorate	Service Area	Comment	Compliment	Stage 1 Complaint	Stage 2 Complaint	Total
Services for Communities	Antisocial Behaviour	1	0	1	7	9
	Community Housing	0	6	2	6	14
	Customer Services	0	4	0	4	8
	Economic Development	1	0	0	0	1
	Environment	0	0	0	3	3
	Facilities Management	1	1	3	2	7
	Homelessness	2	0	0	0	2
	Housing Maintenance	1	8	43	31	83
	Landscape and Countryside	4	5	14	4	27
	Licensing	0	0	0	0	0
	Libraries	0	7	7	1	15
	Planning and Building Control	1	0	1	3	5
	Property Services	0	1	2	1	4
	Trading Standards	0	0	0	0	0
	Transportation	9	1	11	3	24
	Waste Services	4	4	23	1	32
	Other - Services for Communities	0	3	5	3	11
Services for People	Adult Wellbeing	1	26	3	14	44
	Children's Wellbeing	0	0	1	1	2
	Criminal Justice	0	0	0	0	0
	Education and Schools	1	0	0	23	24
	Other - Services for People	1	1	1	0	3

Appendix 1a – Customer Feedback Breakdown by Service Area Q2 (1 July 2014 to 30 September 2014)

Directorate	Service Area	Comment	Compliment	Stage 1 Complaint	Stage 2 Complaint	Total
Support Services	Council Tax	0	0	0	3	3
	Democratic Services	0	1	0	0	1
	Finance	0	0	0	1	1
	Human Resources	0	0	0	1	1
	IT	1	0	0	0	1
	Legal Services	0	0	0	0	0
	Print Unit	0	0	0	0	0
	Revenues and Benefits	0	1	2	1	4
	Other - Support Services	0	2	0	0	2
Other/Unknown	Other/Unknown	1	0	0	1	0
Feedback Total		**29**	**71**	**119**	**114**	**333**

Appendix 1b – Customer Feedback by service Q3 (1 October 2014 to 31 December 2014)

Directorate	Service Area	Comment	Compliment	Stage 1 Complaint	Stage 2 Complaint	Total
Services for Communities	Antisocial Behaviour	0	0	0	2	2
	Community Housing	1	1	6	5	13
	Cultural Services	0	2	0	0	2
	Customer Services	0	4	2	1	7
	Economic Development	1	1	0	421	423
	Environment	1	0	0	2	3
	Facilities Management	0	0	1	0	1
	Homelessness	0	0	0	0	0
	Housing Maintenance	3	13	43	15	74
	Landscape and Countryside	2	8	5	2	17
	Libraries	1	2	4	0	7
	Licensing	0	0	0	0	0
	Planning and Building Control	0	1	0	3	4
	Property Services	0	0	1	0	1
	Trading Standards	0	0	0	0	0
	Transportation	6	4	15	10	35
	Waste Services	2	5	13	1	21
	Other - Services for Communities	0	5	2	3	10
Services for People	Adult Wellbeing	1	28	3	17	49
	Children's Wellbeing	0	2	1	1	4
	Criminal Justice	0	0	0	0	0
	Education and Schools	1	0	1	9	11
	Other - Services for People	0	1	2	0	3

Appendix 1b – Customer Feedback by service Q3 (1 October 2014 to 31 December 2014)

Directorate	Service Area	Comment	Compliment	Stage 1 Complaint	Stage 2 Complaint	Total
Support Services	Community Care Finance	0	0	0	0	0
	Council Tax	0	0	1	2	3
	Democratic Services	0	0	0	0	0
	Finance	0	0	1	2	3
	Human Resources	0	0	0	0	0
	IT	0	0	0	0	0
	Legal Services	0	1	0	1	2
	Print Unit	0	0	0	0	0
	Revenues and Benefits	0	2	0	0	2
	Other - Support Services	0	3	0	0	3
Other/Unknown	Other/Unknown	3	0	0	0	3
Feedback Total		**22**	**83**	**101**	**497**	**703**

Appendix 2: Breakdown of Housing Maintenance Complaints for Q2 (July-Sept 2014) and Q3 (October-Dec 2014)

Q2 1 July to 30 September 2014

Stage 1 Complaints:

- Trade *(delays/lack of contact):* 20
- Repairs Officer *(lack of contact):* 8
- Staff Attitude: 5
- Capital Improvement works e.g. Kitchen / Bathroom / Rewiring : 3
- Trade *(multiple issues):* 2
- Trade *(ineffective repairs)*: 1
- Shared cost repair:1
- Gas recharge: 1
- Gas contractor *(attitude)*: 1
- Gas contractor *(performance)*:1

Total: 43

Stage 2 Complaints:

- Gas recharge: 5
- Gas contractor – performance: 5
- Trade *(delay)*: 3
- Multiple -O/S repairs: 3
- Standard of property on allocation: 3
- Kitchen/Bathroom/Rewiring: 3
- Trade (ineffective repairs): 2
- Gas contractor (attitude): 2
- Recharge dispute: 2
- Shared cost repair: 2
- Policy: 1

Total: 31

Q3 1 October 2014 to 31 December 2014

Stage 1 Complaints:

- Trade *(delays/lack of contact):* 18
- Trade *(ineffective repairs)*: 5
- Staff Attitude: 5
- Repairs Officer *(delay/lack of contact)*: 4
- Gas recharge: 3
- Trade – Multiple: 2
- Gas Contractor *(attitude):* 2
- Gas Contractor *(performance):* 2
- Kitchen / Bathroom / Rewiring: 1
- Damage by Trade:1

Total: 43

Stage 2 Complaints:

- Trade *(delays / performance):* 6
- Gas recharge / forced entry: 3
- Kitchen / Bathroom / Rewiring: 2
- Gas contractor (performance): 2
- Staff Attitude: 1
- Standard of property on allocation: 1

Total: 15

Policy and Performance Review Committee: Annual Work Programme 2015/16 (17th April 2015)

Date	Performance Monitoring/ Inspection Reports	Other Reports / Reports Requested by Members
28th April 2015	Customer Feedback – six month monitoring report	Roads Asset Management Plan/ Performance Indicators Tourism Information Services Street Lighting Update on Delayed Discharge
16th June 2015	Q4 Performance Indicators Adult and Child Protection Annual Monitoring Report	Report on Literacy Levels in East Lothian schools Monitoring of Roadworks Contact Centre
29th September 2015	Q1 Performance Indicators Draft Annual Performance Report Social Work Complaints and Feedback Annual Report Customer Feedback Annual Report Customer Feedback Q1 report	Property Maintenance Planning Performance Framework 2014/15
24th November 2015	Q2 Performance Indicators	Roads Annual Status and Options report Report on Economic Development Strategy School Bus Operation
26th January 2016	Adult and Child Protection – six-month monitoring report Local Government benchmarking Framework	Supported Bus Services
15th March 2016	Q3 Performance Indicators Customer Feedback – six-month monitoring report	

10th May 2016		
21st June 2016	Q4 Performance Indicators Adult and Child Protection Annual Monitoring Report	Report on Fly-tipping