East Lothian Council

MINUTES OF THE MEETING OF THE POLCY AND PERFORMANCE REVIEW COMMITTEE

TUESDAY 29 SEPTEMBER 2015
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON

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

Council Officials Present:
Mrs A Leitch, Chief Executive
Ms M Patterson Depute Chief Executive (Partnerships and Community Services)
Mr J Lamond, Head of Council Resources
Mr T Shearer, Head of Communities and Partnerships
Mr R Montgomery, Head of Infrastructure
Mr D Proudfoot, Head of Development
Mr D Nightingale, Head of Education
Mr P Vestri, Service Manager - Corporate Policy and Improvement
Mr P Grant, Service Manager – Property Maintenance
Ms S Cormack, Service Manager – HR and Payroll
Mr K Christie, Service Manager – Revenues
Mr J Cunningham, Service Manager – Benefits
Ms T Leddy, Area Manager (Adult Wellbeing)
Ms S Bogunovic, Team Manager – Communications and Customer Relations
Mr W McNeish, Performance and Business Support Manager (HR)
Mrs A Stewart, Rent Income Team Leader
Ms A McIntyre, Performance and Business Development Officer (Revenues)
Mr A Strickland, Policy Officer

Clerk:
Ms A Smith

Apologies:
None

Declarations of Interest:
None

1. MINUTES FOR APPROVAL

The minutes of the meeting of the Policy and Performance Review Committee of 16 June 2015 were approved.

Matters Arising

Adult Public Protection Update (item 4) – the Depute Chief Executive to progress with the Head of Service

Major Roadworks (item 5) – the Head of Infrastructure to follow up requested actions

2. PERFORMANCE INDICATORS, Q1 2015/16

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 Q1 (April to June) 2015/16.

Andrew Strickland, Policy Officer, presented the report. He referred to the recent performance briefing for Members, indicating that responses to questions raised at that briefing were provided in this report. He took Members through the report in detail, providing further information in respect of those performance indicators queried. Appendix 1 contained the quarterly and monthly KPIs.

Councillor MacKenzie noted that the Council's way of reporting rent arrears and rent collection was a model for best practice and praised officers. He queried staffing levels and the associated impact on these performance indicators. The Service Manager for Revenues, Kenny Christie, gave details of restructuring carried out in this service area, the revised focus on the key arrears areas in East Lothian and targets set for future. Ashley McIntyre, Performance and Business Development Officer, provided further information in relation to staffing levels, previously and currently. She also gave details of the process for recovery of garage rent collection in response to further questions.

Mr Christie provided detailed information in response to questions from the Convener regarding rent arrears performance figures, targets and staffing. He outlined the potential further investment in staff. Following further questions he advised that an evaluation report had been drafted. The Depute Chief Executive, Monica Patterson, added that this would be reviewed and brought forward in due course.

In relation to Universal Credit, Mr Christie reported that migration from all Job Seeker's Allowance claimants would take place in 2016/17. John Cunningham, Service Manager for Benefits, added that in the first year of the early roll out of Universal Credit 70/80 people had been affected as regards housing costs; 1140 was the projection for 2016/17. The Convener asked the Depute Chief Executive to consider staffing implications/requirements and report back in due course. The Head of Council Resources, Jim Lamond, advised that the staffing situation was being monitored very closely; he reassured Members that this matter would be brought forward to Committee if a pressure was identified.

Councillor McLennan raised questions regarding new business starts and job density. He remarked that the Economic Development Strategy was now in its third year, and key information needed brought to Committee. Douglas Proudfoot, the Head of Development, indicated that a more detailed report on the Strategy was due

to the next meeting. He advised that officers were currently working on a range of issues in relation to job density; work had also been carried out within the Sustainable Economy Partnership. He suggested taking this offline for further discussion to help shape the report to be brought forward to the next meeting.

Responding to questions from Councillor Caldwell regarding Enjoy Leisure's targets and income generation, the Head of Infrastructure, Ray Montgomery, replied that Enjoy Leisure had not raised any concerns with the Council. In response to further questions he gave details of pool maintenance carried out by the Council. The Convener expressed concerns and questioned the validity of KPIs that did not measure meaningful data. Mr Montgomery stated that Enjoy Leisure reported annually to the Audit and Governance Committee but could report to this Committee as regards performance, if desired. Members agreed this would be beneficial.

In reply to questions about fly tipping, Mr Montgomery agreed to ascertain the figures for residential and business waste. Paolo Vestri, the Service Manager for Corporate Policy and Improvement, added that a report on fly tipping was due to Committee in June 2016.

Councillor Williamson asked, in relation to re-letting properties, if local Members could be informed if properties within their ward were likely to be empty for a long period; this would be helpful in responding to constituents' queries. Tom Shearer, Head of Communities and Partnerships, confirmed that this would be done.

Responding to questions from the Convener regarding the proportion of housing stock meeting the Scottish Housing Quality Standard, Mr Shearer outlined the process for reporting on this indicator. He stated that the aim was to achieve 100% compliance. In response to questions regarding further reporting to Committee he informed Members that a new management system (Keystone) had been implemented and suggested a presentation on this system at a future meeting. This was agreed.

Councillor MacKenzie, referring to the performance figures for new businesses starts supported by the Council, specifically within the food and drink industry, queried the impact of staffing issues on this sector. The Chief Executive, Angela Leitch, advised that the Economic Development Team worked closely with this industry and their intervention had proved successful to several companies. Councillor McLennan suggested asking a business in this sector to make a presentation to a future meeting; Members agreed this would of interest.

Decision

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

3. DRAFT COUNCIL ANNUAL PUBLIC PERFORMANCE REPORT 2014/15

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) providing the Committee with the draft Annual Performance Report 2014/15.

Mr Strickland presented the report. The Annual Performance Report summarised the Council's performance in respect of commitments in the Council Plan and the Single

Outcome Agreement. Audit Scotland had evaluated Council Annual Performance Reports; this Council had performed well, meeting 24 out of 26 criteria. He took Members through the draft Annual Performance Report, drawing attention to a number of aspects of performance across several service areas. He indicated that feedback from Members was welcomed; the draft Annual Performance Report would go to Council in October for approval.

Councillor McLennan reiterated his earlier points regarding the Economic Development Strategy, specifically in relation to job density. Mr Proudfoot confirmed that this would be discussed in more detail outwith this meeting.

Councillor MacKenzie raised several issues regarding the reporting of educational performance to the Education Committee. He stated that the Council had been given a new framework by Audit Scotland, as outlined in their Schools Report to the June Education Committee, but this new style had not been implemented, despite assurances. The Head of Education, Darrin Nightingale, referred to the Education Committee held on 22 September, and stated that reports to this meeting had encompassed these new recommendations, providing more detailed and transparent performance information. In response to further points raised by Councillor MacKenzie, Mrs Leitch stressed that this Annual Performance Report provided Members with high level performance information; if there were issues regarding detailed educational performance and how this was reported then these were matters for the Education Committee. The Convener noted Councillor MacKenzie's points but reiterated that this was not the appropriate forum.

Mr Nightingale responded to further questions from other Members, providing details in relation to attainment and achievement, cost per secondary school pupil, services provided to schools from other service areas, average tariff scores and additional support needs. He stated that attainment and post school participation had improved over the past 5 years.

Officers responded to several other questions regarding various aspects of the Annual Performance Report including the Fisherrow Harbour feasibility study, the uptake of dog waste bags following the charge introduction, air quality in Musselburgh, rent arrears, lack of targets against some Children's Wellbeing indicators and comparator authorities.

The Convener, referring to the volume of data within the Annual Performance Report, remarked that a synopsis of the main points would be helpful for Members.

Decision

The Committee agreed to note the draft Annual Performance Report 2014/15 which would be considered by Council on 25 October 2015.

4. COUNCIL HOUSE REPAIRS UPDATE

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) updating the Committee on a) the regulatory changes to housing repairs and b) on the Council's performance in relation to the delivery of Council housing repairs.

The Service Manager for Property Maintenance, Paul Grant, presented the report. He informed Members about regulatory changes regarding housing repairs

performance, referring to the Scottish Housing Charter (SHC) and 2 charter measures directly related to repairs turnaround times. The latest SHC performance returns in respect of these 2 measures were detailed in the appendices. He advised that the average time taken to complete both emergency and non-emergency repairs had improved. Housing repairs was a cross service function, between Property Maintenance and Community Housing. He gave details of recent and ongoing initiatives, including pre-inspection appointments, the establishment of a cross service Housing Repairs Working Group and the introduction of a functional trade-based supervisory structure in Property Maintenance.

Councillor Caldwell asked if there was a mechanism for Members to receive feedback, following a repairs enquiry made on behalf of a constituent. Mr Grant replied that this would vary on a case by case basis, depending on the nature and stage of the repair. He would expect any officer across the service areas to investigate and respond to a Member query, regardless of the repair in question. Councillor Caldwell added that constituents also needed to be kept informed. The Convener remarked that the structure, involving two service areas, may be confusing for the public; he asked Mr Shearer to take action as regards this issue. Mr Shearer noted the points made; he stated that officers in the relevant service areas would review the situation.

The Convener queried the selection of comparator authorities. Mr Grant advised that these were set out by the Scottish Housing Best Value network and represented peer organisations in terms of housing stock size and geographical profile. Mr Vestri added that comparators varied, depending on the service area being considered.

Responding to questions from the Convener regarding void statistics, Mr Grant advised that the Council had honed its process in respect of voids, adding that the additional time associated with any kitchen, bathroom, rewire works or other major improvement during the void period would be removed from the void turnaround figure.

Decision

The Committee agreed to note the report.

5. SOCIAL WORK COMPLAINTS AND FEEDBACK ANNUAL REPORT 2014/15

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) regarding use of the Council's Social Work complaints procedure for 2014/15.

The Team Manager for Communications and Customer Relations, Sarah Bogunovic, presented the report. She informed Members that 81 complaints had been received during 2014/15 about social work services; 24 stage 1 complaints, dealt with directly at point of service and 57 stage 2 complaints. The number of stage 2 complaints had increased by 16% from the previous year. Appendices 1a and 1b contained a breakdown by service area. She drew attention to acknowledgement and response times and provided details of the outcomes of all complaints. She advised that 2 complaints had progressed to a Complaints Review Committee (CRC); 1 complaint had been upheld, 1 not upheld. On both occasions observations had been made to help improve current practices. Ms Bogunovic added that 109 compliments had been received in 2014/15, a significant increase on the previous year.

In response to questions from Councillor MacKenzie regarding associated concerns about vexatious complainers, Ms Bogunovic advised that the Council had in place an Unacceptable Behaviour Policy and social work colleagues, the anti-social behaviour team and the Police were contacted, if required.

Responding to the Convener, Ms Bogunovic advised that some social work complaints, due to their complexity, may go straight to stage 2; there was not necessarily a progression from stage 1 as the complaint may not be able to be dealt with at point of service.

In relation to equalities assessment, Ms Bogunovic advised that equalities monitoring could be carried out but these questions were not included in current complaint forms due to the public's reluctance to provide this information. If a members of the public raised concerns about discrimination when making a complaint, then this information was recorded

Councillor Goodfellow, referring to the compliments received about social work services, congratulated staff. The Convener echoed those comments.

The Convener also raised points about the format of data within reports.

Decision

The Committee agreed to note the report.

6. CUSTOMER COMPLAINTS AND FEEDBACK 2014/15

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) regarding use of the Council's complaints handling procedure for 2014/15.

Ms Bogunovic presented the report. The Council had received 1205 complaints during the year 2014/15, an increase on the 961 complaints received during the previous year. She advised that 421 complaints related to a single issue, the proposal for a marine energy park at Cockenzie Power Station, stating that if this was counted as a single issue, 785 complaints had been received, an 18% decrease from the previous year. She drew attention to the number of complaints, comments and compliments received for each quarter. Acknowledgement and response times per quarter were highlighted. Ms Bogunovic referred to service areas with the highest number of complaints over the year, providing further detail of the main complaint issues. She also drew attention to service areas where there had been a drop in the number of complaints. Appendix 1 contained the annual performance report, Appendix 2 the breakdown of customer feedback by service area.

Members discussed the preferred format of reports.

Responding to questions from Councillor MacKenzie regarding the Cockenzie Power Station complaints, Ms Bogunovic gave details of how complaint campaigns were dealt with, in line with best practice. She advised that each of these complainants had received an individual response, adding that no-one had taken their complaint forward to the SPSO.

The Convener stated this was a pivotal report for this Committee.

Decision

The Committee agreed to note the report.

7. CUSTOMER COMPLAINTS AND FEEDBACK Q1 2015/16

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) providing a brief analysis on the use of the Council's complaints handling procedure for Q1 (April to June) 2015/16.

Ms Bogunovic presented the report informing Members that 221 complaints had been received during this quarter, 148 stage 1 complaints and 73 stage 2 complaints. She reported that there had been an increase in the proportion of complaints resolved at the frontline within 5 working days in this quarter. A breakdown by service area was detailed in Appendix 1. She drew attention to complaint response times and outcomes for Q1. She made reference to the service areas with the highest number of complaints and gave examples of issues raised by complainants.

The Convener queried the need for a quarterly report. Mr Vestri advised that the next report due to Committee would be a 6 month monitoring report, brought forward in March 2016.

Decision

The Committee agreed to note the report.

8. ANNUAL WORK PROGRAMME UPDATE 2015/16

An updated Annual Work Programme detailed the reports already scheduled for session 2015/16. It was noted that the Economic Development Strategy update was already scheduled for the next meeting in November.

Additional reports requested:

- Housing Landlords report (November 2015 meeting)
- Enjoy Leisure report/presentation (date tbc)
- Keystone (Housing management system) presentation/report (May 2016 meeting)
- Universal Credit update (June 2016 meeting)
- Food and drink presentation (from an external company) (date tbc)

Signed .....

Councillor David Berry
Convener of the Policy and Performance Review Committee

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 24 November 2015

BY: Depute Chief Executive (Partnerships and Community Services)

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SUBJECT: East Lothian Community Planning Economic Development Strategy 2012-2022

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1 PURPOSE

1.1 The purpose of this report is to provide the Policy and Performance Review Committee with an update of the implementation and impact of the East Lothian Economic Development Strategy 2012-2022

2 RECOMMENDATIONS

2.1 It is recommended that members note the contents of this report, specifically, that a review of the strategy will be undertaken in 2016.

3 BACKGROUND

Strategic Context

3.1 The East Lothian Community Planning Economic Development Strategy 2012-2022 was approved by Cabinet in October 2012. The strategy provides strategic direction for community planning partners involved in economic development interventions. The Strategy prioritises the economic opportunities that the East Lothian Partnership can exploit in order to drive economic growth.

3.2 The Strategy sets 2 strategic goals:

- To increase the number of businesses in East Lothian with growth potential
- To increase the proportion of East Lothian residents working in and contributing to East Lothian's economy

3.3 5 strategic objectives enable delivery of the 2 strategic goals:

SO1: To be the best place in Scotland to set up and grow a business

SO2: To be Scotland's leading coastal, leisure and food and drink destination

SO3: To build on our proximity to Edinburgh to encourage study, work and spend in East Lothian

SO4: To provide high quality employment pathways for East Lothian's workforce

SO5: To become Scotland's most sustainable economy

3.4 Seven implementation plans were initially developed with the support of the Improvement Service – Tourism (incorporating Food and Drink), Renewables, Profile, Connectivity, Business Infrastructure, Town Centres and Employability in line with the Strategy Action Plan and involving a range of business representative groups and Community Planning partners. The plans effectively identified initial actions to be undertaken and tracked progress against these.

3.5 The East Lothian Partnership has set a strategic objective to create, support and maintain a sustainable economy. Within the 10 high level outcomes it has set to deliver, its priority is to reduce inequalities across and within communities. Outcome 1 is 'We have a growing, sustainable economy' and contributory outcomes have been identified as follows:

- Our Business Sectors are growing
- A higher proportion of our residents have work ready skills and are working and therefore contributing to East Lothian's economy
- Our towns and villages are thriving well maintained places where new development reflects their distinctive identity

The Sustainable Economy Partnership (SEP) is responsible for developing and delivering this outcome and scrutinising performance. It provides the framework for community planning partnership activity.

3.6 The Council Plan has an objective to increase sustainable economic growth as the basis for a more prosperous East Lothian – **Growing Our Economy**. Following a review of progress in achieving the Council Plan in October 2014, Council agreed to prioritise 4 areas of activity, 3, in particular, which are of relevance:

- Reducing unemployment, particularly youth employment and improving positive outcomes for school leavers
- Raising attainment in schools, particularly for pupils from more economically 'deprived' areas, and providing a broader work based education experience

- Reducing inequalities and ensuring the most disadvantaged groups and communities have access to services that maximise opportunities to break the cycle of poverty or mitigate the impact of deprivation

The Council Plan Update approved by Council in October of this year, identified Council Plan priorities for 2015-2017. Priorities of relevance are set out in Appendix 1.

3.7 Given the Strategy has now been in place for three years and the strategic and economic environment has changed, a review of the strategy is programmed in the EDSI Service Plan next year. It is anticipated that this review will lead to a new composite action plan for the Strategy and put in place a more robust monitoring and evaluation framework. This will also provide the opportunity for even wider engagement with business and stakeholders on strategy delivery.

Measuring Progress and Performance

3.8 Appendix 2 sets out the key performance indicators currently being used to monitor delivery against goals and objectives set.

3.9 The Strategy benchmarked East Lothian against Angus, East Dunbartonshire, East Renfrewshire and Midlothian for a number of indicators. These were chosen because of their proximity to one of Scotland's main cities, having a number of small towns and having a mix of urban and rural areas. Nevertheless caution is needed in their direct comparison with East Lothian. The benchmarked indicators are presented below in Tables 1 and 2. Table 1 presents data included when the Strategy was drafted, mainly collated in 2010, Table 2 presents the same indicators with the most recent data available.

Table 1: 2010 benchmarking data

	Angus	EDun	**EL**	ERen	ML	Scotland
BUSINESS BASE						
Businesses per 10,000 adults 2010	354	323	**332**	328	312	351
LABOUR MARKET						
Jobs per 10,000 adults 2010	3542	2551	**3160**	2433	3688	5362
Self-employment % 16-64 2010	8.8	9.7	**9.6**	9.5	8.8	7.8
Employment rate % 2010-11	72.8	71.8	**72.6**	74.7	73.6	70.7
ILO unemployment rate % 2010-11	7.9	6.4	**7.3**	4.9	8.1	8.0
16-24 unemployment rate % 2010-11	5.9	4.8	**5.9**	4.3	7.9	6.4
Out of work benefit claimant rate % 2011	11.5	9.0	**11.4**	8.9	13.3	14.1
16-19 MCMC rate % 2010	9.3	6.1	**9.3**	5.6	11.9	10.4
SKILLS AND EDUCATION						
NV4+ qualifications 16-64 % 2010	37.6	47.5	**31.7**	45.2	29.0	35.0
S4 pupil awards at SCQF L4 % 2010-11	78	92	**82**	88	77	78
Positive school leaver destinations % 2009-10	88.9	92.0	**86.1**	94.5	83.1	86.8

Table 2: updated benchmarking data

	Angus		EDun		**EL**		ERen		ML		Scotland	
		change		change		**change**		change		change		change
BUSINESS BASE												
Businesses per 10,000 adults 2015	456	+29%	362	+12%	**374**	**+13%**	380	+16%	351	+12%	420	+20%
LABOUR MARKET												
Jobs per 10,000 adults 2015	3952	+11%	3221	+26%	**3515**	**+11%**	3045	+25%	4460	+21%	6727	+25%
Self-employment % 16-64 2014-Jun15	8.3	-0.5 % points	9.2	-0.5 % points	**11.4**	**+1.8 % points**	10.7	+1.2 % points	10.9	+2.1 % points	10.7	+2.9 % points
Employment rate % 2014-Jun15	72.3	-0.5 % points	73.6	+1.8 % points	**75.5**	**+2.9 % points**	74.8	+0.1 % points	74.6	+1 % point	72.9	+2.2 % points
ILO unemployment rate % 2014-15	5.1	-2.8 % points	4.9	-1.5 % points	**4.9**	**-2.4 % points**	4.7	-0.2 % points	5.2	-2.9 % points	5.7	-2.3 % points
16-24 unemployment rate % 2014-15	3.2	-2.7 % points	2.1	-2.7 % points	**3.3**	**-2.6 % points**	2.1	-2.2 % points	3.8	-4.1 % points	3.5	-2.9 % points
Out of work benefit claimant rate % 2015	11.8	+0.3 % points	9.8	+0.8 % points	**11.8**	**+0.4 % points**	9.6	+0.7 % points	14.0	+0.7 % points	14.5	+1.2 % points
16-19 MCMC rate % 2014	5.6	-3.7 % points	3.4	-2.7 % points	**5.8**	**-3.5 % points**	4.1	-1.5 % points	7.4	-4.5 % points	6.4	- 4.0 % points
SKILLS AND EDUCATION												
NV4+ qualifications 16-64 % 20104	41.4	+3.8 % points	53.0	+5.5 % points	**44.5**	**+12.8 % points**	51.3	+6.1 % points	38.5	+9.5 % points	36.0	+1.0 % points
S4 pupil awards at SCQF L4 % 2010-11	-		-		**-**		-		-		-	
Positive school leaver destinations % 2013-14	91	+2.1 % points	97.2	+5.2 % points	**92.2**	**+6.1 % points**	96	+1.5 % points	93.9	-0.6 % points	92.3	+5.5 % points

Analysis of Performance and Activity

3.10 Indicators show significant positive percentage increases in terms of businesses and jobs per 10,000 adults, however, these increases, in the main, lag behind comparator authorities and the national picture and have not significantly improved East Lothian's position when compared against all 32 local authority areas. These indicators continue to demonstrate that the population is growing faster than the creation of businesses and jobs. The employment rate indicator shows East Lothian as having the biggest percentage increase since 2010/11 in employment when compared with its benchmark authorities and its employment rate is ahead of its peers and the national rate. Self employment in the county has grown and is larger than its peers and the Scottish average. The out of work benefit claimant count has increased by 0.4% and is lower than the Scottish average but second highest of the peer group. This is, in the main, likely to be due to welfare reform. The challenge which faces the authority and its partners in increasing job and business density cannot be underestimated.

SO1: TO BE THE BEST PLACE IN SCOTLAND TO SET UP AND GROW A BUSINESS

Performance

3.11 Specific indicators (Appendix 2) monitor business start up and survivability through Business Gateway (BG). Indicators demonstrate an increase then a tailing off in numbers in terms of start-up activity. This may, in part, be due to the current improved conditions in the labour market which has allowed those who may have been considering setting up a business, to find employment. Business survivability is improving but remains below target. In 2015/16, Q1 and Q2 start up figures are signalling an out-turn figure significantly below the target of 200. This was due to vacancy and absence within the Team which is being addressed. Mitigating action was taken over the summer period through deployment of temporary resource to ensure that start up business advice was available for those seeking it. A key aspect of the BG start up service delivery is the relationship that is developed between adviser and client – the temporary solution that was implemented was not able to fulfil this aspect of the service. It was also not possible to undertake proactive promotional activity during this time. This has also now been addressed. In addition, a number of funding streams available for start ups were withdrawn or are currently suspended eg. BG Start Up Loan. These performance indicators, in particular, are being closely monitored to enable further intervention to be made, if required.

3.12 The deliverability of employment land and the creation of a range and choice of business premises remains a significant challenge.

3.13 An increased number of businesses are taking advantage of the Supplier Development Programme which allows any East Lothian business to receive bespoke advice regarding tendering for public sector contracts.

Activity

3.14 A range of activity has been undertaken to support delivery of this objective:

- Adoption of One Council approach to 'open for business';
- Production of an 'Invest in East Lothian' document which will be used as a key marketing tool to attract new businesses to East Lothian in conjunction with community planning partners;
- Publication of Main Issues Report;
- Consistent and strong branding across key areas – eg. East Lothian Works, Scotland's Golf Coast, East Lothian Food and Drink at exhibitions, shows and in marketing materials;
- East Lothian Council events aimed at local businesses - 'Open for Business', ' Business Week' and 'Customer Rules Conference' ;
- Provision of targeted advice and financial support to social-enterprise start-ups;
- Development of 7 industrial units at Mid-Road, Prestonpans;

- Broadband Strategy developed and implementation underway;
- Lobbying and influencing to secure designation of Regional Selective Assistance in parts of East Lothian including Prestonpans, Cockenzie, Port Seton, Wallyford and Whitecraig;
- Focus on proactive, targeted PR and marketing activity to raise profile and awareness eg. 'Wish You Were There' concept at a number of shows and marketing campaigns, East Lothian Food and Drink; and
- Additional funding provided through budget process to support businesses to access procurement opportunities.

3.15 Future relevant activities to support delivery of this objective include:

- Working in collaboration with partners – Midlothian, Scottish Borders, West Lothian, Fife and City of Edinburgh Councils – to secure an Edinburgh and South East Scotland City Region Deal from both Westminster and Scottish Governments. The City Region Deal is a mechanism for accelerating growth by pulling in significant government investment. By investing this funding in infrastructure, skills and innovation, economic performance will be significantly improved. Greater autonomy and decision making powers are also being sought for the region to help deliver public services more effectively and to tackle inequality and deprivation;
- Working to secure land at the former power station site at Cockenzie into public ownership and to enable masterplanning of the site for a range of uses. Continue to explore and pursue job creation opportunities on this site;
- Explore and pursue job creation opportunities arising from the purchase of the former St. Joseph's site;
- Work with QMU to enable delivery of proposed Innovation Park;
- Publication of Draft Proposed Local Development Plan – of note is a proposed policy change which supports employment generating uses other than in uses Classes 4,5 and 6 on employment land, subject to the town centre first principle, and a more flexible approach to changes of uses within town and local centres;
- Development of council buildings at Brewery Park, Haddington to provide start-up office space;
- Deployment of EU 2014-2020 funded Business Gateway Plus programme; and
- Procurement – development of further activity to increase supplies and services from local businesses, including construction contracts, sub-contracts and food supplies. Specific activity will include additional staff resource within the procurement team to

work with services to ensure that potential for local business to bid for a contract is maximised through appropriate consideration when specifying a service and considering procurement options and activity identified in Council Plan priorities. This reflects the 'One Council' approach.

SOA 2:TO BE SCOTLAND'S LEADING COASTAL, LEISURE AND FOOD AND DRINK DESTINATION

Performance

3.16 Indicators in this area demonstrate improving performance, with, in particular, the number of staying visitors growing year on year which may reflect the significant number of new events which have been attracted to East Lothian over the past 3 years. A more detailed report on Tourism is being brought to PPRC in January which will include a wider range of statistical information including information on the economic impact of tourism, with a breakdown of spend in key area such as Food and Drink, accommodation, and information on visitor attraction numbers. This timing should allow data from 2015 to be incorporated.

3.17 Indicators demonstrate specific engagement from Food and Drink businesses in initiatives facilitated through the Economic Development and Strategic Investment (EDSI) Service.

Activity

3.18 A range of activity has been undertaken to support delivery of this objective:

- Reinforcement that tourism sector important sector to East Lothian and sector for growth. Key activities have focused on integrating initiatives around Food and Drink and 'Wish You Were There' concept;
- Additional funding support made available through budget process for events. Funding to core events has increased from £72,860 in 2012/13 to £83,000 in 14/15. The economic impact of these events increased from £980,000 (1 event did not record impact in this year) in 2012/13 to £2,048,047 in 2014/15. A more detailed breakdown will be included in the Tourism report to Committee in January;
- Open Golf in 2013 – total economic impact of £17.6m to East Lothian and £45m in destination marketing benefit;
- Scottish Open in 2015 – 63,000 spectators, good engagement with local businesses to maximise impact and strong marketing product;
- Launch of John Muir Way and Festival in 2014 – cross Council group in place to maximise opportunities;
- New events welcomed to East Lothian – Tour of Britain, Scottish Open Golf, Scottish Seniors Golf, Big Nature Festival, Total Warrior;

- Development of information on cycling and walking routes on VEL website promoting opportunities to stop and spend. Tour of Britain visit to be used as a platform;
- Development of Business Tourism and Wedding Tourism offer;
- Food and Drink Business Improvement District (BID); and
- Development and implementation of annual Tourism Action Plan with tourism businesses

3.19 Future relevant activities to support delivery of this objective includes:

- Refresh of Tourism Action Plan for 2016;
- Develop Visit East Lothian representative body to bring together all tourism businesses and other interest groups and encourage networking and cross-selling;
- Review of physical and digital pre and on-arrival tourist information in East Lothian;
- Focus on development of wildlife tourism using platform of Big Nature Festival which is returning to East Lothian in 2016;
- Further develop John Muir brand and John Muir Way opportunities; and
- Employment of marketing graduate to bring additional resource into service to maximise marketing opportunities

SO3: TO BUILD ON OUR PROXIMITY TO EDINBURGH TO ENCOURAGE STUDY, WORK AND SPEND IN EAST LOTHIAN

Performance

3.20 The indicators, show a stable, if declining situation and should be considered alongside other indicators identified under SO5 prior to a refresh. Town centre vacancy rates are rising and footfall is falling which is concerning but is perhaps a reflection of increased activity at Fort Kinnaird and shifts to online shopping activity as well as the economy context. It is recognised that the indicators identified in this area are insufficient and this will be addressed in the review of the Strategy.

Activity

3.21 A range of activity has been undertaken to support delivery of this objective:

- Total Place pilot;
- Business Gateway presence at QMU;

- Initiatives to encourage local spend – Christmas Shop Local, Eat East Lothian;
- Publication of Main Issues Report;
- Approval of Musselburgh Town Centre Strategy and investment to make area more attractive ;
- Funding secured for Conservation Area Regeneration Scheme (CARS) in Tranent;
- Financial support through budget process to Haddington Community Development Trust, to implement Haddington Vision;
- Creation of Town Centre Regeneration Officer post to support activity in town centres;
- Support to Business/Trade Associations and their involvement in Area Partnership plans to ensure any improvements are business-friendly; and
- A1 Action Group

3.22 Future relevant activity to support delivery of this objective include:

- Publication of Draft Proposed Local Development Plan;
- Develop Town Centre Plans aligned to six Area Plans with a focus on resolving issues faced by, and maximise the opportunities specific to, each of East Lothian's six main towns;
- Implement Car Parking Management Strategy (anticipated report to Council December 2015);
- Consider output and response to Retail Capacity Study being undertaken as part of LDP development process;
- Continue to work with local bus operators and enhance relations with Lothian buses to improve services across the county and deliver measures to enhance local bus services such as combined timetables at main stops; and
- Work with Scotrail and others to support the delivery of the East Linton railway station and local service as well as improved parking at Drem, Dunbar and Longniddry stations

SO4: TO PROVIDE HIGH QUALITY EMPLOYMENT PATHWAYS FOR EAST LOTHIAN'S WORKFORCE

Performance

3.23 Indicators in this area show an improving picture with an increasing number of unemployed people participating in employability programmes and entering employment following these programmes. A significant

amount of work has been done in this area to ensure the correct data is being reported and this, to an extent, explains the significant positive increase, alongside significant change in how the Council's employability services are organised. Positive destination figures are improving, however the latest figure is marginally below the Scottish average (0.1%) and below that of peers. Following a comprehensive report in March 2015, a further report regarding East Lothian Works performance and activity is to be brought forward to the Committee in Spring/Summer 2016.

Activity

3.24 A range of activity has been undertaken to support delivery of this objective

- The creation of East Lothian Works, bringing together all employability-related services and providing a central point of contact for employment advice and training, working closely in partnership with other agencies;

- Adoption of a Strategic Skills Pipeline approach to managing throughput of client referrals. This approach provides a framework to deliver a range of tailored support for different groups of young people and adults on their journey toward and into sustained employment. A detailed report was provided to the Committee in March 2015 which outlines this approach in more detail;

- Procurement of a fit for purpose management information system to provide confidence in reporting employability outcomes and to provide the ability to select additional indicators to inform the progress in delivering the Strategy;

- Staff resource shifted to support Community Benefits in Procurement activity, to support East Lothian residents seeking employment at Fort Kinnaird through Fort Kinnaird Recruitment and Skills Centre and to support a transition service for young people with disabilities;

- £397,334 funding via the Scottish Government and European Social Fund to support opportunities for 16-24 year olds. Since August 2013, 179 new job opportunities have been created. These include 123 jobs in the private sector, 8 Council graduate placements, 8 Modern Apprenticeships and 40 work experience placements;

- A further Scottish Government award of £122,853 in July 2015 has to date, enabled grant support to be given to 17 local businesses to establish new job opportunities. This award aims to support a total of 31 new opportunities to March 2016;

- In response to the Scottish Government's 'Developing the Young Workforce- Scotland's Youth Employment Strategy – Implementing the Recommendations of the commission for Developing Scotland's Young Workforce' a 'Developing East Lothian's Young Workforce

(DELYW) Group has been established to prioritise, co-ordinate and implement actions. An action plan has been developed and was presented to the Sustainable Economy Partnership in June; and

- Funding secured from SFT to establish a Future Technologies Centre in Musselburgh in vacant Council building, in conjunction with Edinburgh College.

3.25 Future relevant activity to support delivery of this objective include:

- Implement 'Developing East Lothian's Young Workforce' Action Plan' including a range of targeted funding interventions and activities including ELC paid work experience programmes and youth transitions;
- Develop Future Technologies Academy to become operational in 2016;
- Partnership with Edinburgh College, Skills Development Scotland and Education Scotland to develop further pathfinder expansion of Foundation Apprenticeships with focussed activity around future opportunities in construction skills sector and increasing apprenticeships in trades; and
- Expansion of Council Graduate and Modern Apprenticeship training programmes

SO5: TO BECOME SCOTLAND'S MOST SUSTAINABLE ECONOMY

Performance

3.26 Again, it is recognised that indicators used to measure performance in this area need refreshed. Of the indicators currently being used, performance is stable or declining.

Activity

3.27 A range of activity has been undertaken to support delivery of this objective (see activities under SO1 also):

- Continue to support sectoral development of sustainable sectors – Food and Drink, Engineering and Construction;
- Development of renewable energy sector in East Lothian through membership of East Coast Renewables to maximise business opportunities from offshore and onshore renewables;
- A range of businesses and attractions have secured Green Tourism Awards; and

- Specific growth support to businesses in energy and renewable energy sector through attendance at exhibitions eg. All Energy

3.28 Future relevant activity to support delivery of this objective include:

- The East Lothian Golf Tourism Alliance are considering a project which would accredit Eat Lothian's golf courses and golf accommodation providers as Europe (if not the world's) first green tourism destination;
- Specific additional activity has not yet been identified but forward activity needs to be assessed through the Strategy review process in the context of a changed political and economic environment; and
- Business support activities identified through SO1 are of relevance.

CONCLUSION

3.29 In summary, positive progress is being made in areas where activity has been targeted. The process of reviewing the Strategy will allow consideration of how resources should be prioritised going forward to ensure progress made is maintained and to target areas which have not been prioritised to date. Of particular priority through the review process will be the identification and implementation of a robust monitoring and evaluation process to underpin a revised action plan.

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 well being of equalities groups and Equality 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 Cabinet - East Lothian Council - Agenda Item 1 East Lothian Community Planning Economic Development Strategy and Action Plan

7.2 Policy & Performance Review Committee - East Lothian Council - Agenda Item 04 - East Lothian Works

AUTHOR'S NAME	Esther Wilson
DESIGNATION	Service Manager- Economic Development and Strategic Investment
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DATE	18 November 2015

Appendix 1: COUNCIL PLAN PRIORITIES 2015-2017

	Council Plan Commitments	Priorities for 2015-2017
Growing our Economy		
1.	Support and encourage the development of land allocated for business; where appropriate, fund infrastructure to enable sites to be developed to support new jobs and opportunities for strong sustainable economic growth through working with the business sector and agencies such as Scottish Development International to attract inward investment Identify areas for business opportunities in the East Lothian Local Development Plan	Publish the Local Development Plan in November 2015 Continue to press the case for significant infrastructure investment from developers, the Scottish Government and national agencies such as Scottish Water Promote the opportunity provided by the Plan for new housing and business growth / economic development opportunities in East Lothian Continue to explore and pursue the job creation opportunities arising from the closure of the Cockenzie Power Station site and the purchase of the former St Joseph's site Make most effective use of funds identified in the capital programme for economic development related projects
2.	South East Scotland City Region Deal – new opportunity that has arisen after the Council Plan was adopted	Maximise the opportunities for strategic investment, economic development and skills development arising from the development of the bid for the South East Scotland City Region Deal
3.	Provide high quality employment pathways for East Lothian's workforce which will support those furthest from the labour market to develop work ready skills and give every young person the opportunity to undertake training, take up an apprenticeship, work experience or a job Develop the partnership with Queen Margaret University and the Further Education colleges to develop the Academy model and provide vocational training spaces in all secondary schools	Continue the focus on reducing the proportion of school leavers, including Looked After Children, achieve a positive outcome (positive destinations) Implement the Delivering East Lothian's Young Workforce strategy and deliver initiatives such as Senior Phase Vocational Pathways and Foundation Apprenticeships Continue to develop positive closer links with Queen Margaret University and Edinburgh College (e.g. the new Academy for construction trades) Explore options for developing vocational education in schools and in partnership with Edinburgh College, including common timetabling in the senior phase and improving the 'digital' offering in schools

4.	Support local companies and build their capacity to ensure they have the opportunity to compete for Council and other public sector contracts	Support the development of further action to increase supplies and services procured from local businesses, including construction contracts and sub-contracts and food supplies Develop a new contract framework agreement for construction contracts to be used to support opportunities for local businesses as main contractors or sub-contractors
5.	Regenerate East Lothian's town centres	Continue to support the development of Town Centre Plans aligned to the six Area Plans with a focus on resolving issues faced by, and maximise the opportunities specific to, each of East Lothian's six main towns
Growing our People		
7.	Continue to increase educational attainment	Implement the Education Local Improvement Plan and Strategy (ELIPS) to raise attainment and improve outcomes for all pupils, in particular for the lowest-performing pupils Ensure that all clusters are working collegiately to improve outcomes for learners and that plans clearly align with the Education Local Improvement Plan and Strategy and other strategic plans.
Growing our Communities		
12.	Reduce congestion and improving town centre parking	Complete the business case and funding options appraisal for the decriminalisation of parking
14.	Implement the East Lothian Local Transport Strategy and lobby public transport providers and the Scottish Government to improve the quality and accessibility of road, rail and bus links and services across East Lothian, and to support community transport initiatives	Implement the Local Transport Strategy Continue to work with local bus operators and enhance relations with Lothian buses to improve services across the county and deliver measures to enhance local bus services such as combined timetables at main stops along with the commitments in the Bus Passenger Charter Work with ScotRail and others to support the delivery of the East Linton railway station and local service as well as improved parking at Drem, Dunbar and Longniddry stations Consider extending the Young Scot card model of providing transport to school and college

		Continue to deliver 20mph zones where local demand exists and further school traffic exclusion zones Support the development of community transport initiatives

APPENDIX 2 EAST LOTHIAN ECONOMIC DEVELOPMENT STRATEGY – MEASURING PROGRESS

TABLE 1: PROGRESS TOWARDS TARGETS FOR STRATEGIC GOALS

	Ambition	Level 2012	Level 2015	2022 Target Level	Scale of ambition
Goal 2	Reach middle quartile of Scotland's local authorities on business density	Ranked 17th of 32 local authorities with 332 businesses per 10,000 adults	Ranked 16th of 32 local authorities with 394 businesses per 10,000 adults[1]	Achieve middle of 2nd quartile with a business density of 375 businesses per 10,000 adults	Increase ELs 2,615 businesses by 350 businesses (excluding projected population growth)
Goal 2	Enter 3rd quartile of Scotland's local authorities on employment density	Ranked 30th of 32 local authorities with 3,160 jobs per 10,000 adults	Ranked 30th of 32 local authorities with 3,627 jobs per 10,000 adults [2]	Enter 3rd quartile (ie. achieve levels of Borders and Fife) at 4,120 jobs per 10,000 adults	Increase EL's 24,870 jobs by at least 7500 jobs (excluding projected population growth)

TABLE 2: INDICATORS MEASURING OVERALL PROGRESS

STRATEGIC INDICATORS	STRATEGY FIGURE	12/13	13/14	14/15	TARGET
Number of jobs per 10,000 adults	2010 – 3199 2011 - 3151		3515	3627	3600
Number of businesses per 10,000 adults	2010 – 341 2011 - 333		376	374	380
Employment Rate	2011 – 73%	74.3%	75.2%	75.3%	

[1] Calculated using most up to date information available at November 2015.
[2] As above

TABLE 3: INDICATORS MEASURING PROGRESS TOWARDS STRATEGIC OBJECTIVES

	12/13	13/14	14/15
STRATEGIC OBJECTIVE 1: TO BE THE BEST PLACE IN SCOTLAND TO SET UP AND GROW A BUSINESS			
Number of business start-ups delivered through Business Gateway	131	202	196
Survivability of businesses delivered through Business Gateway at 24 months	N/A	Q1 and 2 75.05%	76.47%
Availability of employment land: Immediately available Minor constrained Major constrained	 1ha 9ha 90.43ha	 1ha 9ha 90.43ha	 1ha 9ha 90.43ha
Number of businesses participating in Supplier Development Programme	43	70	75
Number of businesses provided with one to one engagement/support for procurement	20	12	16
STRATEGIC OBJECTIVE 2: TO BE SCOTLAND'S LEADING COASTAL LEISURE AND FOOD AND DRINK DESTINATION			
Number of tourist beds	2012 – 2036 beds in 118 establishments serviced, 5323 in 103 establishments non serviced	2013 – 2035 in 118 establishments serviced, 5327 in104 establishments non serviced	2014 – 1873 in 106 establishments serviced, 5027 in 167 establishments non serviced
Number of tourist days – total for staying visitors and day visitors	2012 – 2,399,000	2013 – 2,510,000	2014 – 2,580,000

Number of tourist days – staying visitors	2012 – 1,431,800	2013 – 1,526,600	2014 – 1,586,000
Number of businesses participating in Food and Drink competition	51	68	66
Number of food and drink businesses engaging via participation in exhibitions/shows	2012 – 10	2013 – 20	2014 - 20
Website visitor statistics- unique visitors Food and Drink East Lothian Visit East Lothian Golf East Lothian	2012 24,739 126,615 73,072	2013 38,798 133,233 132863	2014 49,764 164,181 109053
STRATEGIC OBJECTIVE 3: TO BUILD ON OUR PROXIMITY TO EDINBURGH TO ENCOURAGE STUDY, WORK AND SPEND IN EAST LOTHIAN			
Number of retailers participating in Christmas Shop Local	134	126	118
Number of participants in Christmas Shop Local	7012	7045	6969
Shop Doctor participants	16	15	11
OBJECTIVE 5: TO PROVIDE HIGH QUALITY EMPLOYMENT PATHWAYS FOR EAST LOTHIAN'S WORKFORCE			
Number of unemployed people participating in Council operated/funded programmes		400	792
Number of unemployed people entering employment following assistance from Council operated/funded employability programmes		70	226
Positive Destination figures	88.1%	89.9%	92.2%
OBJECTIVE 5: TO BECOME SCOTLAND'S MOST SUSTAINABLE LOCAL ECONOMY			
Number of businesses engaging in renewable initiatives/provided with intensive report	6	5	11

Number of businesses provided with energy audits and ongoing guidance	12	2013 16	2014 25
% vacant units in town centres	5.4% units	Data not collected	7.4%
Town centre pedestrian footfall	25400	23510	22670

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 24 November 2015

BY: Depute Chief Executive (Partnerships and Community Services)

3

SUBJECT: Landlord Performance Report 2014/15

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1 PURPOSE

1.1 To update the Committee on the Council's progress in meeting the Social Housing Charter outcomes.

1.2 To update the Committee in regard to performance on key measures as per the 2014/15 Landlord Performance Report

2 RECOMMENDATIONS

2.1 That PPRC note the contents of this report.

3 BACKGROUND

3.1 The Scottish Social Housing Charter was introduced in 2012 as part of the Housing (Scotland) 2010 Act. The Charter sets out a number of outcomes that all social landlords (local authorities and housing associations) must work towards achieving.

3.2 Social landlords are required to submit an Annual Return on the Charter (ARC) by 31st May each year to the Scottish Housing Regulator. This return captures a range of performance and contextual information across 69 indicators.

3.3 There are additional requirements placed on each social landlord, each of whom must:

- Carry out a comprehensive tenant customer satisfaction survey at least once every three years
- Provide a landlord performance report to tenants each year by the 31st October. In producing this landlord report, there is a requirement that tenants will be involved in its development.

- Give tenants meaningful opportunities to scrutinise and assess a landlord's performance

3.4 East Lothian Council has a strong tradition of tenant participation and is seen as an exemplar of good practice. The Charter created a requirement for all social landlords to deepen tenant participation by involving tenants and other service users through scrutinising and assessing a landlord's performance.

3.5 The Council has worked in partnership with East Lothian Tenants and Residents Panel to create a scrutiny framework through a project group involving tenants and staff. As well as building on and improving existing scrutiny and participation structures, tenants have been involved in a mystery shopping exercise focused on communication (outcome 2 of the Charter) and a desk top audit of allocations information (outcome 10 of the Charter).

3.6 Further development work in this area continues and has extended to the co-production of the Landlord Performance Report 2014/15 (and last year's) with tenants involved in all aspects of what information was to be incorporated, its layout and presentation and consultation with other tenants.

Performance commentary on key measures

3.7 Tenant satisfaction across six of eight measures compares very favourably across the Council's peer group and nationally (overall satisfaction, keeping tenants informed, participation, quality of home, neighbourhood management and value for money).

3.8 Two satisfaction measures are lower than the peer and national group average (satisfaction with home when moving in and repairs). Both of these areas are the subject of ongoing improvement work (PPRC report dated 29 September 2015 details the repairs improvement work).

3.9 81.6% of East Lothian Council's stock met the Scottish Housing Quality Standard by 31st March 2015, with 7.4% failing. Exemptions account for 6.1% and abeyances 4.9%. Exemptions generally occur where the work cannot be done for technical, disproportionate cost or legal reasons. Abeyances generally occur for social reasons i.e. where owners refuse to pay their share. The Council is on track to have no fails by the end of 2015/16 and is re-visiting all exemptions and abeyances.

3.10 The Council is also working hard to meet the new Energy Efficiency Standard for Social Housing (EESSH) by 2020, which aims to improve the energy efficiency of all social housing in Scotland through a range of measures including boiler replacements, insulation, new technology etc. It will help to reduce energy consumption, fuel poverty and emission of greenhouse gases. The Council will be undertaking further survey work to meet this target.

3.11 The Council's new build activity has resulted in 6% of the overall stock being designated as new build as against the national average of 2% for local authorities. The new build programme continues with another 132 new council houses to be delivered over 2015/16 and 2016/17.

3.12 Day to day repairs performance, although at the lower end of the peer group and nationally, continues to improve. Committee has had a separate update on repairs performance (PPRC report dated 29 September 2015).

3.13 Given that East Lothian remains a severely pressured housing area with high demand, together with high tenancy sustainment levels (ELC is a high performer in its peer group and nationally), turnover of Council stock is below the peer group and national average.

3.14 Council housing offer refusal rates have moved from around the national average of 45% to 30%, principally as a result of recent changes in the allocations policy (which placed restrictions on the number of offers, which can be refused to help get people re-housed more quickly).

3.15 Lets to homeless applicants are lower than the national and peer group averages but again the Council has taken action to address this (Allocations Target Cabinet Report dated 20 October 2015).

3.16 East Lothian Council's rents continue to be the second lowest in the country amongst local authorities although the Council's recent percentage rent increases have been higher than its peers and nationally.

3.17 Rent collection performance has improved by 1.3% and is now sitting above the national average. Current rent arrears have also reduced and continue to do so as the Council undertakes improvement work in this area (see PPRC report dated 25 November 2014).

3.18 Although re-let times have increased by four days (from 16 to 20), the Council continues to be one of the best performers in the country with current year performance operating at similar levels. Work is ongoing to improve the condition of properties when new tenants move in e.g. more decoration.

4 POLICY IMPLICATIONS

4.1 The delivery of the report meets the Council's regulatory requirements. Performance as stated in the report is generally good and supports the Council's strategic objectives as outlined in the Council Plan and Single Outcome Agreement. Improvement work is underway to tackle areas where performance needs to be better.

5 COMBINED IMPACT ASSESSMENT

5.1 A Combined Impact Assessment is not applicable for this report.

6 RESOURCE IMPLICATIONS

6.1 Financial – None.

6.2 Personnel – None.

6.3 Other – None.

7 BACKGROUND PAPERS

7.1 PPRC Report – Rent Arrears – November 2014

7.2 PPRC Report – Council Housing Repairs Update – September 2015

7.3 Cabinet Report – Council House Allocations Targets for 2015/16 – October 2015

7.4 Members Library Report – 2014/15 Landlord Performance Report to Tenants – November 2015

AUTHOR'S NAME	Tom Shearer
DESIGNATION	Head of Communities and Partnerships
CONTACT INFO	James Coutts x7483
DATE	November 2015

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 24 November 2015

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

4

SUBJECT: Roads Asset Management - Annual status and options Report

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1. PURPOSE

1.1 This report presents a summary of the council's road assets as 1 April 2015. It:

- Describes the status of the asset, its current condition, and performance
- Defines the value of the assets
- Details the service that the asset and current budgets are able to provide
- Presents the options available for the future.

1.2 In accordance with the Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice on Transport Infrastructure Assets, road assets are split in to 6 distinct Asset Groups: Carriageways; Footways and Cycleways; Street Lighting Status; Structures; Traffic Management Status and Street furniture.

1.3 This report advised on carriageways, footways, street lighting and Traffic Management Systems which are referenced in Appendices A to D respectively. No data is available for Structures and Street furniture presently.

2. RECOMMENDATIONS

2.1 To note the content of the report and operational recommendations.

3. BACKGROUND

3.1 East Lothian Council in conjunction with SCOTS and CSSW are developing a structured approach to Roads Asset management Planning, in line with Central Governments financial reporting requirements being compliant with International Financial Reporting Standards (IFRS) and meets the needs of Whole of Government Accounts (WGA).

3.2 This report complements the Road Asset Management Plan (RAMP). It provides information to assist with budget setting for the roads infrastructure asset groups.

3.3 The status of the asset group is provided in terms of current condition, investment and outputs that are delivered and the standards being achieved.

3.4 The report considers the following options:

- A continuance of current funding levels
- The predicted cost of maintaining current standards
- An increase in investment

3.5 The report adopts the ethos of Long Term Forecasts as Road assets deteriorate slowly. The impact of a level of investment cannot be shown by looking at the next couple of years. The report includes 20 yr forecasts to enable decisions to be taken with an understanding of their long term implications.

3.6 To reflect continuing budgetary pressures the report contains an assessment of the impact for each option presented. In some instances however the level of detail of assessment is currently hindered by an absence of data.

3.7 **Carriageways**

3.7.1 The length of adopted carriageways has remained relatively constant over the last 5 years. This is due primarily to a lack of adoptions or removals ‘stopping up’ of the carriageway. (Table1)

3.7.2 The carriageway long term condition trend suggests an improving situation. (Fig 2) A significant improvement has been noticed in the U Road condition category (Figure 6)

3.7.3 Investment in the asset is decreasing, which would suggest prudent management of resources as the condition is improving. (Fig 7)

3.7.4 The cost of Planned Maintenance – corrective treatments in particular carriageway reconstruction costs are prohibitive. A preventative

treatment approach should mitigate the need to invest significantly, if interventions are timed appropriately. Short term under investment could result in major long term expenditure necessary to rectify major defects which could have been addressed earlier.

3.7.5 The annualised depreciation of the asset is calculated to be £6,032,612. (Table 4) Current investment is £4,496,000 (Table 5) a shortfall of 44%. A present a lower financial commitment is maintaining the valuation. Effectively, the Councils investment is achieving a higher return than anticipated.

3.7.6 East Lothian steady state figure is calculated to be £3,430,000. This is the value predicted to maintain the condition of the roads at their current level. This value is less than current investment so infers a less optimised maintenance process. This value is calculated every 4 years using RCI data.

3.7.7 An assessment of Carriageway Options (Table 5-8 and Figure 8-15) provides an analytical assessment of potential treatment strategies. It is recommended to Adopt Option 3.

3.7.8 This Option recommends that the council maintains the current level of investment and adopts a preventative maintenance strategy in order to best utilise the monies available.

3.7.9 Although this will mean an increase in the use of surface dressing and slurry treatments negative feedback from residents is likely to be low and short lived due to the advances in materials currently used and the limited seasonal duration of the works.

3.7.10 The treatments are quick as well as less costly than resurfacing and will cause less disruption to traffic whilst the works are being undertaken.

3.8 Footways

3.8.1 Footway survey data is over 5 years old and needs to be updated. A more regular assessment of the footway network condition is required to understand and monitor deterioration over the longer term. (Table 9)

3.8.2 Only 3% of footways are regarded to be Condition 4 – Major deterioration. (Figure 17)

3.8.3 Historical investment over the last 2 years has been maintained but is lower than the two previous years.

3.8.4 The annualised depreciation of the footway asset is calculated to be £763,675. (Table 12) Financial year 2014/15 investment was £1,879,000 (Table 11) an overcommitment of £1,116,000. However,

£898,000 was for improvements, which add value to the asset but most increase reactive/ routine treatments. (Key Issues)

3.8.5 An assessment of Footway Options (Table 13-17 and Figure 19 – 27) provides an analytical assessment of potential treatment strategies. It is recommended to Adopt Option 1.

3.8.6 This Option recommends that the council maintains the current level of investment and maintains the current strategy. (Table 13) This approach does not have the same level of long term benefits but meets current budgetary constraints. This approach will be reviewed yearly and adjusted if there is acceleration in deterioration. This strategy best utilise the monies available.

3.9 Street Lighting

3.9.1 There is currently low growth in the street lighting asset base. However, this is predicted to significantly increase in line with Local development plan housing land supply.

3.9.2 A significant amount of street lighting columns 41.82% are exceeding their expected service life. (Figure 30)

3.9.3 A significant amount of street lighting luminaires 40.56% are exceeding their expected service life. (Figure 32)

3.9.4 Investment in the street lighting stock (Figure 33) is increasing but is well below the annualised depreciation value.(Table 18)

3.9.5 Energy costs are decreasing due to a combination of factors, lower energy costs, procurement arrangements and the adaption of low wattage LED luminaires. (Figure 33)

3.9.6 The annualised depreciation of the street lighting asset is calculated to be £1,478,371, (Table 20). Financial year 2014/15 investment and outputs was £1,502,436 (Table 21). However, this included £592,058 of electricity consumption charges, which should be excluded from the comparison. (Table 21)

3.9.7 An assessment of Street lighting column and luminaries Options (Table 23- 26 & Figure 34-43) provides an analytical assessment of potential treatments and strategies. It is recommended to Adopt Option 1 for column replacement and Option 3 for luminaries.

3.10 **Traffic Management Systems**

3.10.1 The traffic management system asset base has increased by 10% in the last 5 years.

3.10.2 The majority of Traffic signal equipment is within their expected service life. (Figure 45 & 46) Significant investment (Figure 46 and 47) predict systems not requiring major refurbishment over the next 10 years.

3.10.3 The annualised depreciation of the traffic management system asset is calculated to be £179,500, (Table 30). Financial year 2014/15 investment and outputs was £181,700 (Table 29). However, this included £41,500 of new infrastructure provision.

3.10.4 An assessment of Traffic Management systems Options Table 31- 33 and Figure 47- 60 provides an analytical assessment of potential treatments and strategies. It is recommended to Adopt Option 4 for Traffic management systems.

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

AUTHOR'S NAME	Ray Montgomery
DESIGNATION	Senior Area Officer (east)
CONTACT INFO	Peter Forsyth
DATE	16 November 2015

Appendix A - Carriageway Asset Status and Option Report

1. Introduction

This report presents a summary of the council's road assets as at March 2015. It:

- Describes the current condition of the asset
- Details the service that the asset and current budgets are able to provide
- Presents the options available for the future

The report complements the Road Asset Management Plan (RAMP). It provides information to assist with budget setting for roads.

Status

The status of each asset group is provided in terms of current condition, the output that are delivered, the standards being achieved and, where possible, an indication of customer satisfaction.

Options

The report considers the following options:

- A continuance of current funding levels
- The predicted cost of maintaining current standards
- Predicted effects of different levels of a preventative strategy

Long Term Forecasts

Road assets deteriorate slowly. The impact of a level of investment cannot be shown by looking at the next couple of years. The report includes 20 yr forecasts to enable decisions to be taken with an understanding of their long term implications.

Impacts Risk

To reflect continuing budgetary pressures the report contains an assessment of the impact for each option presented. In some instances however the level of detail of assessment is currently hindered by the level of data available.

2. Carriageways

2.1 Status Report

Table 1 – Carriageway Asset Statistics

Asset Group: Carriageway

Statistics

The Asset

Road Class	Urban Length (km)	Rural Length (km)	Total Length (km)
A Road	32.8	62.4	95.2
B Road	35.4	134.0	169.4
C Road	15.5	207.4	222.9
Unclassified Road	229.9	198.5	428.7
Total Length (km)	**313.6**	**602.3**	**915.9**

Commentary

- An accurate actual length of East Lothian's carriageway is unknown. Length information is stored on the National Street Gazetteer (NSG) and WDM but they are not linked due to IT issues.
- The level of carriageway inventory is considered to be of a medium to high reliability. Information is stored on the WDM software.
- The carriageway asset has grown <1% in the last 5 years. However, subject to meeting the SDP housing allocation significant growth of up to 15% can be expected over the next 10 years.

2.3 Carriageway Condition

The status of carriageways is calculated annually, by means of a survey to establish the overall condition of the carriageway asset. The Scottish Road Maintenance Condition Survey (SRMCS) is a Scotland–wide contract organised since 2002 by the Society of Chief Officers of Transportation in Scotland (SCOTS) to calculate the condition of all carriageways in Scotland. The survey is machine-based Surface – Surface Condition Assessment of the National Network of Roads - (SCANNER), and is subject to independent audit and quality assurance with the survey vehicles being subjected to rigorous annual validation checks. Data from the surveys are used to report on the condition of the local public road network – Statutory Performance Indicator 22. Over the years, this work has been developed to give a valuable oversight on the condition of the local road network and the trends in carriageway condition.

Where surveys do not encompass a complete road class (ie on non-principal Classified roads), a rolling selection of roads is surveyed. That is, for B and C Class roads, one-half of the network is surveyed in one year and the other half in the following year. Over the course of the four-year SRMCS project, theoretically, A Class roads will be surveyed 4 times and B and C Class roads will be surveyed twice. A 10% sample of unclassified roads is surveyed each year – this is made up from 10% of urban roads and 10% rural roads.

In previous years, SCOTS have made available individual results for every Scottish Authority. Because only 10% of unclassified roads are surveyed each year, results can (and do) fluctuate from year to year. It is not practical to eliminate these sampling

errors without surveying more unclassified roads each year but that would add significantly to the cost of the survey. Grouping results together, as we have done this year, helps average out such sampling errors.

The (SRMCS) uses automated road condition survey machines (SCANNER3) to measure a range of road condition parameters including ride quality, rut depth, intensity of cracking, texture depth and edge condition. A Road Condition Index (RCI) is calculated from SRMCS data for every 10m of the road that has been surveyed.

The survey coverage used to produce the RCI is collected over two years for the classified network and, since the completion of the 2011 surveys, every four years for the unclassified network. Before 2011, the unclassified RCI was calculated from two years of surveys.

As indicated, each parameter is weighted depending on its importance to the condition of the road and the reliability of the measurement. For example, rutting is considered very important and the measurement is very reliable therefore, the weighting is 1 for both factors so the maximum score achievable for rutting is 100. Whereas, cracking is considered important but the measurements of cracking is not as reliable therefore, the weightings are 1 and 0.6 respectively and the maximum score for cracking is 60. The reliability and importance of the measurement stays constant regardless of what class of road is being surveyed except for texture when the importance varies. This is to reflect the importance of adequate texture in supporting good skid resistance on rural high speed roads.

The upper and lower thresholds vary across the class and environment of road for longitudinal profile, or road roughness, and A class rural roads have different texture thresholds from other classes.

The individual parameter scores are combined to produce an RCI for each 10m subsection. Only the highest of the 3m or 10m Profile Variance scores contribute to the overall RCI score. The SRMCS PI is made up from the total proportion of a network that is above or equal to an RCI of 40.

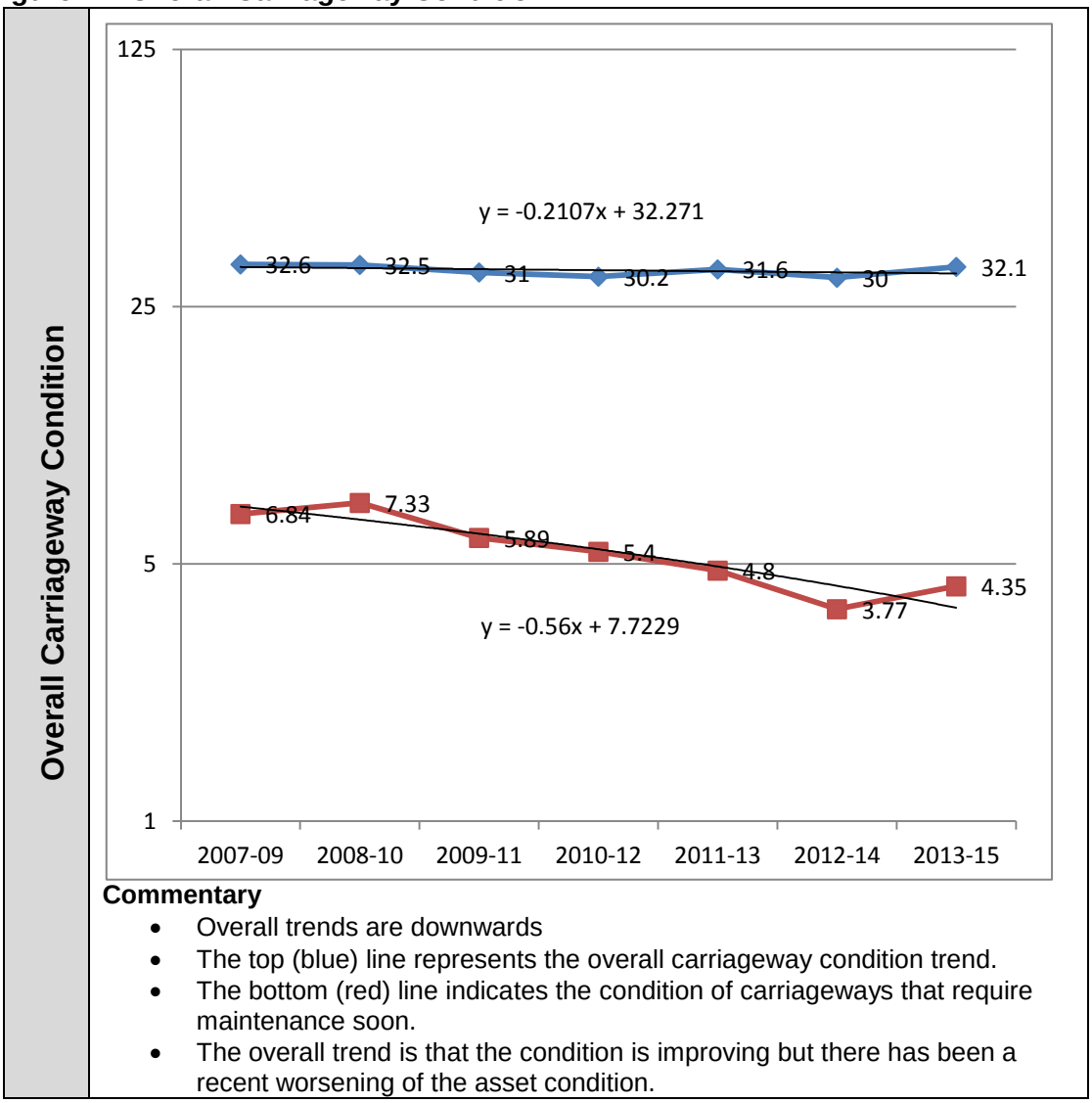
To assist the user a Traffic light colour scheme, Green, Amber and Red have been assigned to different RCI bands as shown below:

Green - an RCI score <40 - where the carriageway is generally in a good state of repair;

Amber - an RCI score ≥40 and <100 - where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment;

Red - an RCI score ≥ 100 - where the carriageway is in poor overall condition which is likely to require planned maintenance soon (ie within a year or so).

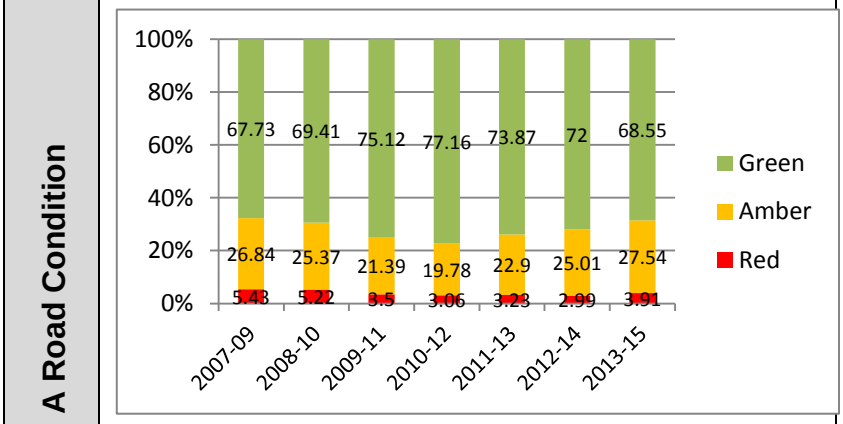
Figure 1 – Overall Carriageway Condition



Commentary

- Overall trends are downwards
- The top (blue) line represents the overall carriageway condition trend.
- The bottom (red) line indicates the condition of carriageways that require maintenance soon.
- The overall trend is that the condition is improving but there has been a recent worsening of the asset condition.

Figure 3 – A Class Road Carriageway condition



- Measured by SCANNER
- 100% one side measured annually
- The overall condition of A Class roads is deteriorating
- There are currently no condition targets for A roads.
- A current action is to identify more practical hierarchical groups that line up with current Strategies documents and create condition targets to reflect the needs of these road type. Examples of hierarchical groups include bus routes, school routes, cycle routes etc.

Figure 4 – B Class Road Carriageway condition

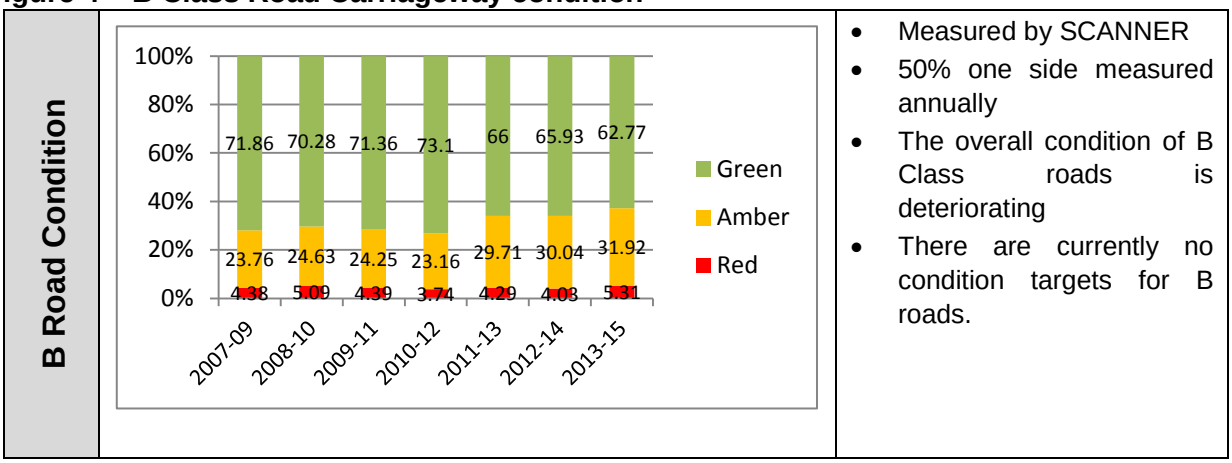


Figure 5 – C Class Road Carriageway condition

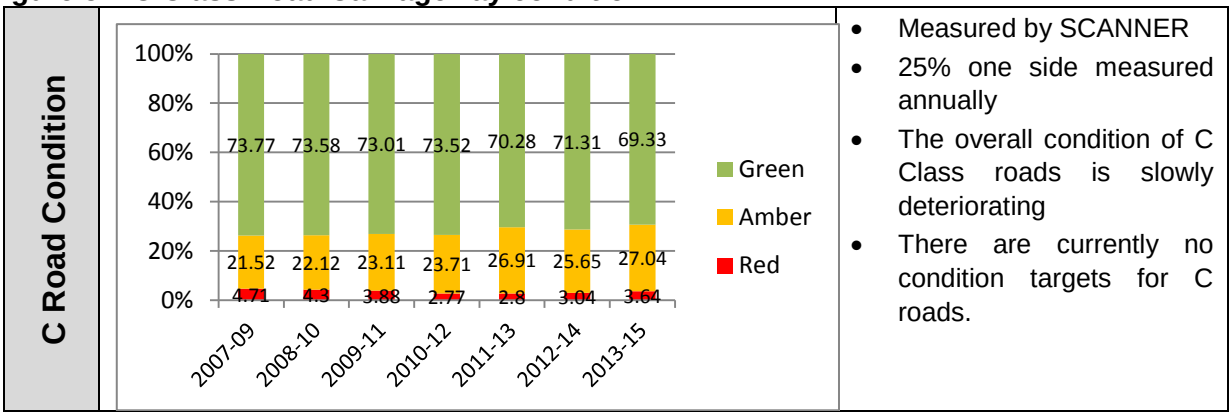
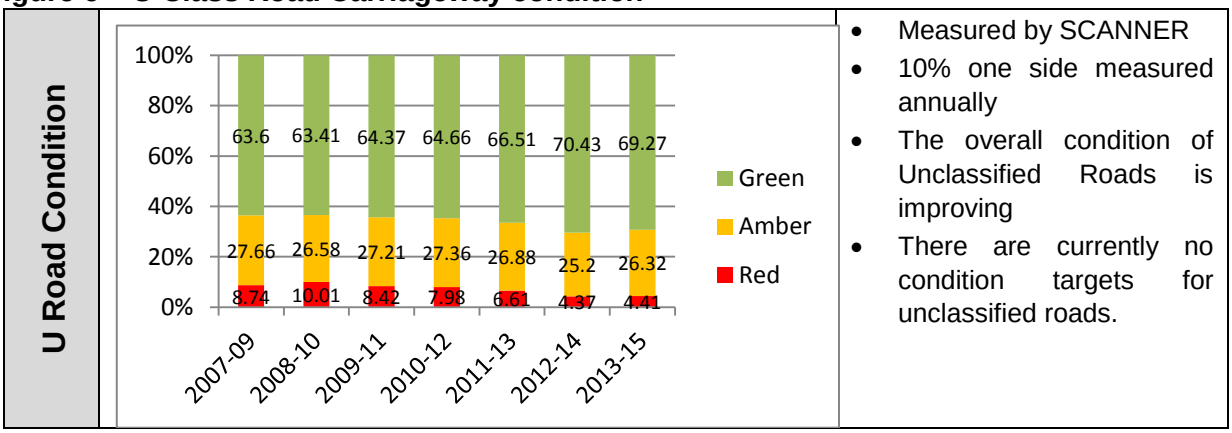


Figure 6 – U Class Road Carriageway condition



Performance Indicators

The PI data provided is a snapshot of SCOTS RAMP and CSS Wales HAMP Project and APSE data collected for 2014/15. A comprehensive report of this data collection is provided each year in May. The data template is designed to enable roads authorities

to collect and report data in accordance with the requirements of the CIPFA Transport Infrastructure Asset Code.

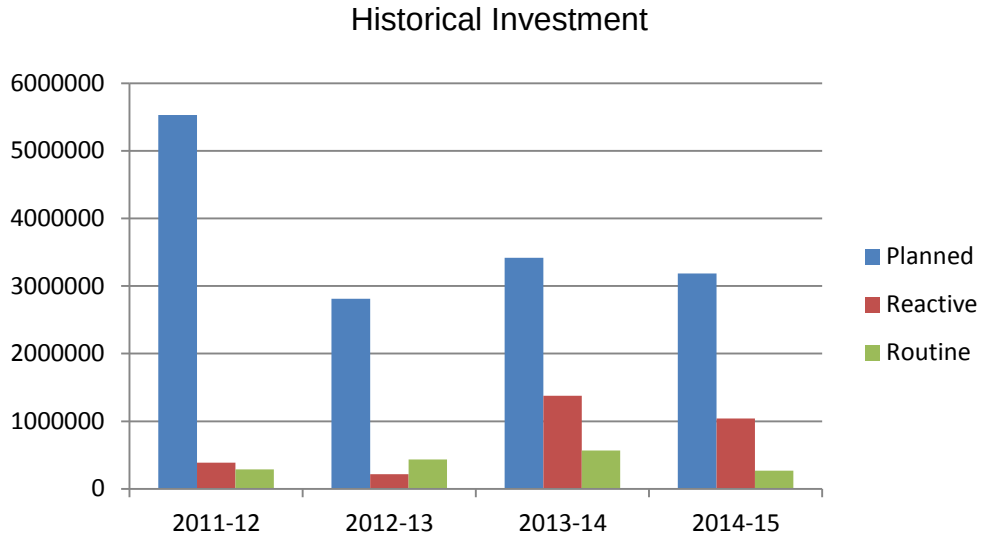
Table 2 – Performance Indicators

Ref	Description	2014/15 Result	Comments
PI03a / (1.1.01)	% of Cat 1 defects made safe within response times	76.53%	Negative change from 2013
PI39 / (1.2.01)	% of safety inspections completed on time	100%	No change
PI40 / (2.1.01)	% of carriageway length to be considered for maintenance treatment	30.0%	Negative change from 2013
PI41 / (2.1.02)	% of carriageway length treated	4.28%	Positive change since 2013
PI42a / (6.1.01)	Total asset management (carriageway) expenditure by carriageway length	£4,802/km	
PI42b / (6.1.03)	Total carriageway maintenance investment by carriageway length (excluding client cost)	£4,502/km	

Historical Investment

Historical investment is a record of spend per planned, reactive and routine categories. Generally, planned works are capital investments, asset renewals and routine / reactive revenue costs.

Figure 7 – Historical Investment



- Planned maintenance work is considered to be that which provides for a sustainable outcome, adding value to the carriageway asset network, and includes:- surface dressing, thin/micro surfacing (thin), moderate and thick overlay (thin) moderate, structural inlay reconstruction road drainage schemes planned patching which was identified as planned work prior to the start of the year (i.e. not programmes arising from safety inspections)

- Reactive maintenance is considered to be all safety related work associated with the carriageway asset and includes:-.all emergency safety related work including pothole repairs, kerb repairs, repairs to defective ironwork and any other temporary or permanent repairs carried out on an unplanned basis on the grounds of safety. Includes defects notified via 3rd party public liability claims, programmed patching which was not identified as planned work prior to the start of the year (e.g. arising from safety inspections)

- Routine maintenance work priorities and programmes are a combination of programmed, ancillary maintenance functions (e.g. gully emptying, weed spraying, verge maintenance, etc) which are not structural or fabric maintenance, and other routine work (determined largely from defect reports and service inspections) that would not constitute planned scheme carriageway maintenance or reactive repairs to the fabric of the carriageway. Routine maintenance works include:- gully cleaning, weed spraying, verge maintenance, cyclic maintenance

Commentary

- Reactive and routine costs are declining, which are predicted due to positive planned maintenance strategies

Table 3 – 2014/15 Carriageway Investment and Outputs

Cost Category	£4,496k	Output
Planned Maintenance - Preventative	£599.9k	− 168,089m^2 of surface dressing (£538,952) − 11079m^2 thin / micro surface undertaken (£60,964)
Planned Maintenance - Corrective	£2,766k	− 23,828m^2 (21.7%) of thin over-lay (£533,746) − 34,917m^2 (44.3%) of thin in-lay (£1,086,521) − 4,864m^2 (8.5%) of moderate in-lay(£208,209) − 3,503m^2 (25.5%) of reconstruction (£626,532)
Routine Cyclic Maintenance	£270.6k	− 12,459 no. Gullies Clean (£216,082) − 591km Highway verge swathe and visibility splays cut in rural areas (£39,240) − Cyclic maintenance (£8,717) − Road-remarking renewed (£6,627)
Routine - Reactive Repairs (emergency)	£148.2k	− 375 no. cat 1 defect repairs (£22,004) − 2 no. Floodwater Events (£40,008) − Debris, oil, animal carcass, make safe (£86,248)
Routine - Reactive Repairs (non-emergency)	£920.6k	− 2732 no. cat 2 defect repairs (£159,853) − 43 no Drainage investigation and repair (£114,017) − Misc – 4 no. Earthworks and kerbing (£6,855) − 12,232m^2 Carriageway patching (£463,425) − 12 Find and fix (subsidence, block)(£103,386) − line marking and road studs(£83,103)
Routine – Inspection & Survey	£77.3k	− Condition surveys (£13,000) SRMCS − RAMP (£5,000) − Improvement Service (£3,000) − Surveys and Traffic modelling (£51,300)
Operating Costs	£1,115k	− Winter service
Loss#	£3.7k	- 19 no 3rd party claims associated with carriageways

Carriageway Valuation

The following table summarises the result of a valuation of East Lothian Council carriageway assets as at April 2015. The valuation is reported in accordance with HM Treasury requirements for whole of government accounts as updated in March 2015[(2).]

The valuation provides the council with a depreciated replacement cost valuation of the asset. The valuation has been undertaken in accordance with the methods set out in the CIPFA Transport Asset Infrastructure Code[(1).] The valuation is based upon the calculation of a depreciated replacement cost (DRC) i.e. *"the current cost of replacing an asset with its modern equivalent asset, less deductions for all physical deterioration and impairment"*.

The following table includes:

- The estimated cost of replacing the existing asset (gross replacement cost, GRC)
- The estimated current value of the asset (depreciated replacement cost, DRC)
- The estimated average sum that needs to be spent year on year to maintain the assets in a steady state (the annual depreciation, AD).

Table 4 – Valuation

Carriageways Valuation (These values include the regional and inflation factors for the current year)				
Road Classification	**Gross Replacement Cost**	**Depreciated Replacement Cost**	**Annualised Depreciation Cost**	**Depreciation**
Principal (A) Roads (Urban)	£51,737,526	£47,757,274	£320,237	£3,980,252
Principal (A) Roads (Rural)	£92,453,119	£84,521,160	£694,839	£7,931,960
Classified (B) Roads (Urban)	£47,121,960	£44,873,267	£199,562	£2,248,692
Classified (B) Roads (Rural)	£137,437,676	£124,872,205	£1,092,898	£12,565,471
Classified (C) Roads (Urban)	£18,017,409	£16,939,399	£99,752	£1,078,010
Classified (C) Roads (Rural)	£135,591,577	£122,698,336	£1,087,517	£12,893,241
Unclassified Roads (Urban)	£222,524,190	£208,015,331	£1,610,482	£14,508,860
Unclassified Roads (Rural)	£96,182,768	£85,143,869	£927,326	£11,038,899
Total	**£801,066,225**	**£734,820,841**	**£6,032,612**	**£66,245,384**

The annualised depreciation (AD) of £6.032m represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset.

Key Issues

- The Scottish Roads Maintenance Condition Survey (SRMCS) – Road Condition Indicator (RCI) indicates that approximately 32.1% of the public roads within East Lothian should be investigated and considered for maintenance treatment (294km).
- The SRMCS also indicates that 4.35% of the public roads in East Lothian are of a poorer condition that requires immediate investigation and possible treatment. This equates to 39.8km of carriageway.
- The survey has identified 20.3km of rural public roads, which are in need of further investigation
- East Lothian Councils steady state figure is calculated at £3,430,000.
- The number of carriageway reported public liability claims is decreasing year on year.
- Work is ongoing to develop a formal set of policies and service standards in relation to the maintenance and management of the carriageways. Thisiss to be included within the ELC Maintenance Manual
- Winter weather has less of an effect on the condition of the road network but still plays its part. The road network is less resilient to winter weather due to the underlying age of the network. This commentary should be treated cautiously as winter weather conditions are significantly milder than (2009/10). Severe winter weather conditions (impairment) would significantly accelerate damage to the carriageway network.
- It is unlikely that the Service will be able to resource all the required interventions.
- Commodity costs generally increase year on year. Over the last 5 years the cost of a tonne of asphalt has increased by 40%. However, significant reduction in the global oil price has not been reflected in bituminous material prices.
-

Current Status

As at 31 March 2015

- → annual budget is being maintained over time
- ↗ commodity costs are increasing
- ↘ staff resources are reducing
- ↘ short term (year to year) analysis of the carriageway condition suggests the carriageway condition is deteriorating (RCI 30.0 to 32.1)
- ↗ long term analysis highlights an improving situation (overall carriageway condition)
- ↘ significant decrease in 3rd party claims (69 to 46)
- ↘ decrease in the cost of settling claims

Current Strategies

- The process of identifying the policy requirements necessary to maintain the current level of service will be presented to Council for ratification as part of the Road Asset Management planning process in March 2016
- A three year capital plan has safe guarded current investment levels.

  Investment in carriageways is being made through carriageway reconstruction, resurfacing and preventative treatments. These measures are designed to maintain the 'steady state' condition of the carriageway network at a constant annualised depreciated value in line with previous years.
- The overall capital investment is reviewed annually to proportion funding between asset groups and carriageway hierarchies.
- The use of the 'jetpatcher' to make safe all Category 1 and 2 defect repairs will be reduced. A 'right first time' approach to the treatment of carriageway defects (i.e. Permanent repairs) will be introduced.

2.2 Carriageway Options

2.2.1. Option C1: Invest £3.5m – East Lothian Proposed 2016/17 Strategy

Budget

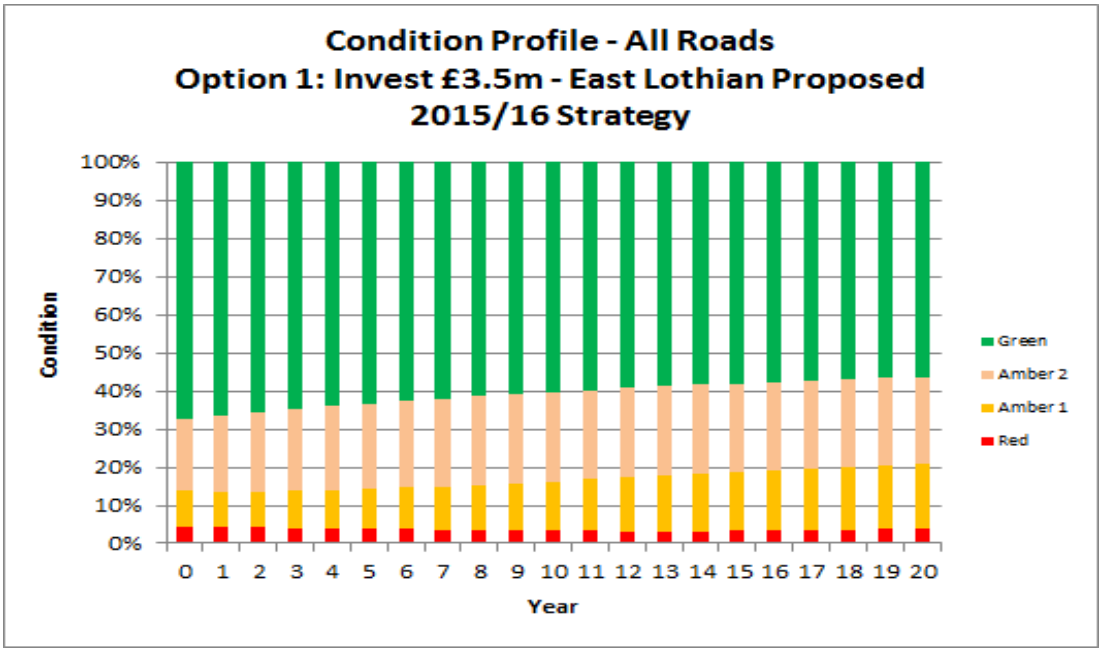
This option investigates the effect of investing £3.5m from the proposed East Lothian Council 2016/17 planned maintenance budget at the same level over a 20 year period. This programme consists of £350,000 of 60mm+ depth strengthening treatments, £2,560,000 for resurfacing treatments and £630,000 for surface treatments. The budget is distributed evenly over the different road categories.

A breakdown of the total carriageway budget for 2016/17 is as follows:

Table 5 – Carriageway Investment Option C1

RAMP Cost Category	**Expenditure (£000's)** (2015/16 actual)	**%**
Routine - Reactive Repairs (emergency)	£250	4.0%
Routine - Reactive Repairs (non-emergency) - Patching	£975	15.8%
Routine Cyclic Maintenance	£379	6.1%
Planned Maintenance - Preventative	£630	10.2%
Planned Maintenance - Corrective	£2,910	47.2%
Inspections and survey (not covered under staff costs)	£13	0.2%
Operating Costs (winter service)	£998	16.2%
Improvements	**£0**	0.0%
TOTAL	**£6,155**	
Loss (3rd Party Claims associated with (c/ways)	£13	0.2%
TOTAL (including claims costs)	**£6,168**	

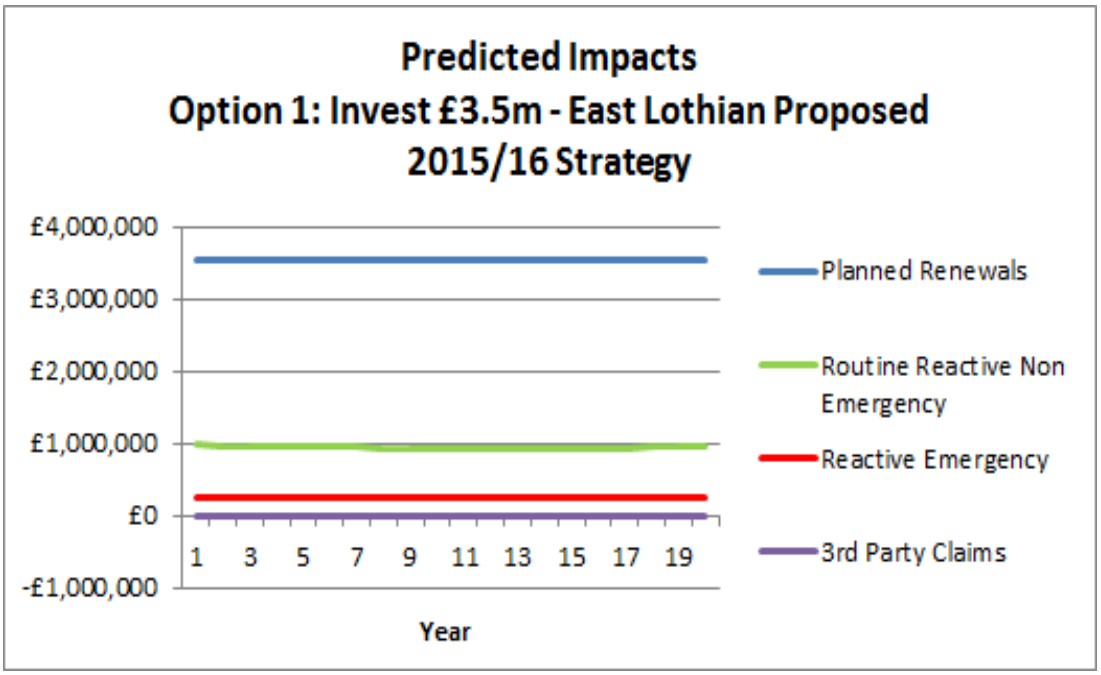
Figure 8 - Predicted Condition C1



This shows a continuing deterioration of the carriageways over time resulting in the percentage of carriageway in need of maintenance (red + amber condition) increasing from the current 33% to 44% in 20 years.

The level of red condition over the 20 year period reduces from 4.4% to 3.9% due to the high percentage of resurfacing treatments and the small quantity of strengthening treatment being targeted at the worst condition carriageways.

Figure 9- Predicted Impacts C1



Option Summary C1

The option of continuing to invest as per the East Lothian 2014/15 Planned Maintenance Strategy is predicted to result in:

a. annual budget remaining the same over time
b. ↘ a reduction (deterioration) of measured condition
c. ↗ quantity of low impact minor defects (potholes and the like) will continue to increase. It must be noted that this strategy will see a small reduction in major defects due to the corresponding decrease in red condition carriageway.
d. ↗ It is likely there will be an increase in 3rd party claims. The reduction in resources will reduce the frequency of inspections and subsequent increase in potential un-defendable claims.
e. ↘ level of customer satisfaction is likely to reduce with regular delays caused by the need for more reactive maintenance and an increase in journey time caused by the low standard condition of the road.
f. ↗ carbon emissions will increase as journey times take longer and there will be a greater requirement for reactive maintenance.
g. Total cost (over 20 years) estimated at **£123m.** Annual cost £6.1m initially, growing slightly over time to accommodate growing reactive repair needs. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

2.2.2. Option C2: Maintain Current Condition

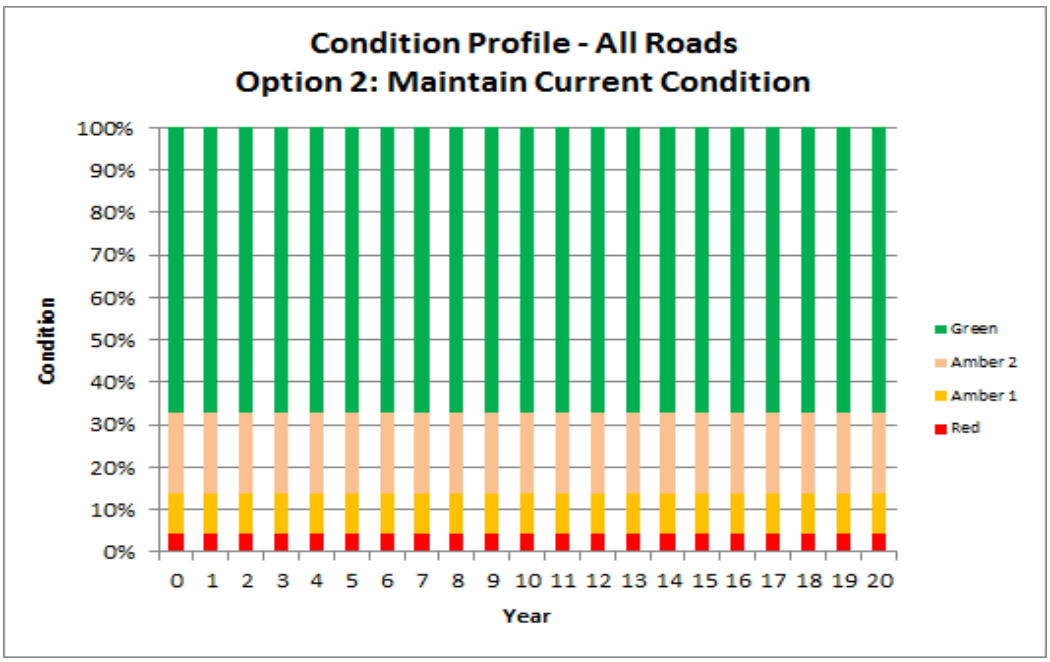
Budget

The second option comprises a continuance of current condition levels using a mix of preventative and corrective treatments, the estimated cost of this being shown below:

Table 6 – Carriageway Investment Option C2

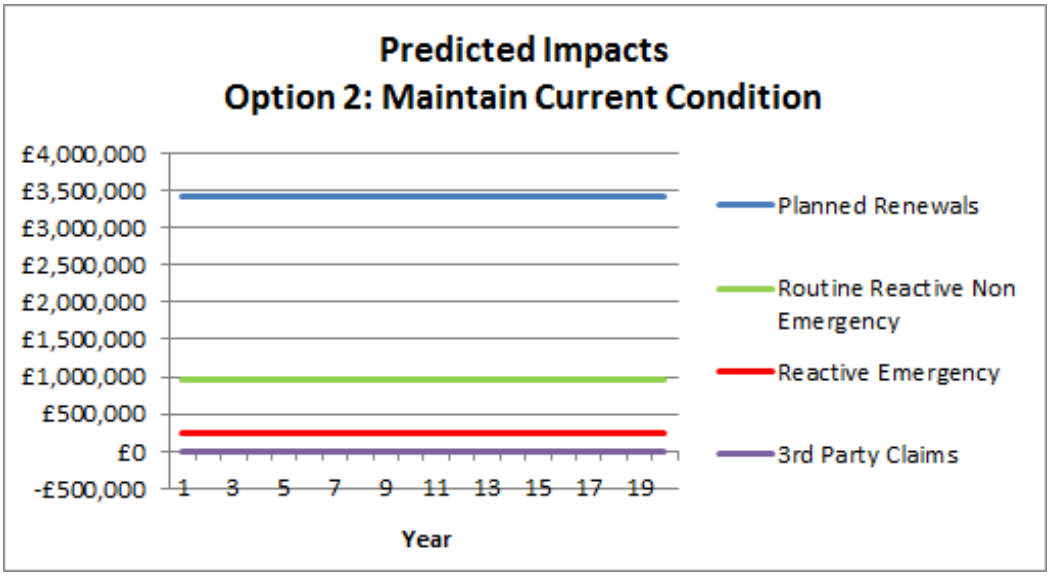
RAMP Cost Category	**Expenditure (£000's)** (2015/16 actual)	**%**
Routine - Reactive Repairs (emergency)	£250	4.1%
Routine - Reactive Repairs (non-emergency) - Patching	£975	16.1%
Routine Cyclic Maintenance	£379	6.3%
Planned Maintenance - Preventative	£2,077	34.3%
Planned Maintenance - Corrective	£1,353	22.3%
Inspections and survey (not covered under staff costs)	£13	0.2%
Operating Costs (winter service)	£998	16.5%
Improvements	£0	0.0%
TOTAL	**£6,045**	
Loss (3rd Party Claims associated with (c/ways)	£13	0.2%
TOTAL (including claims costs)	**£6,058**	

Figure 10 - Predicted Condition C2



This shows the condition of the carriageways remaining the same over the 20 year period.

Figure 11 - Predicted Impacts C2



Option Summary C2

The baseline option of a continuance of current funding levels is predicted to result in:

a. →annual budget remaining the same over time
b. →continuance of measured condition
c. →no increase in quantities of minor defects (pot holes and the like)
d. →continuance of current level of 3rd party claims
e. →level of customer satisfaction will remain constant.
f. →carbon emissions will remain constant.

Total cost (over 20 years) estimated at **£121m.** Annual cost £6.1m. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

2.2.3. Option C3: Invest £3.5m – Preventative Strategy

Budget

The third option comprises investing £3.5m in the proposed East Lothian Council 2016/17 planned maintenance budget adopting a preventative strategy. A preventative strategy targets treating carriageways more regularly with lower life, lower cost treatments.

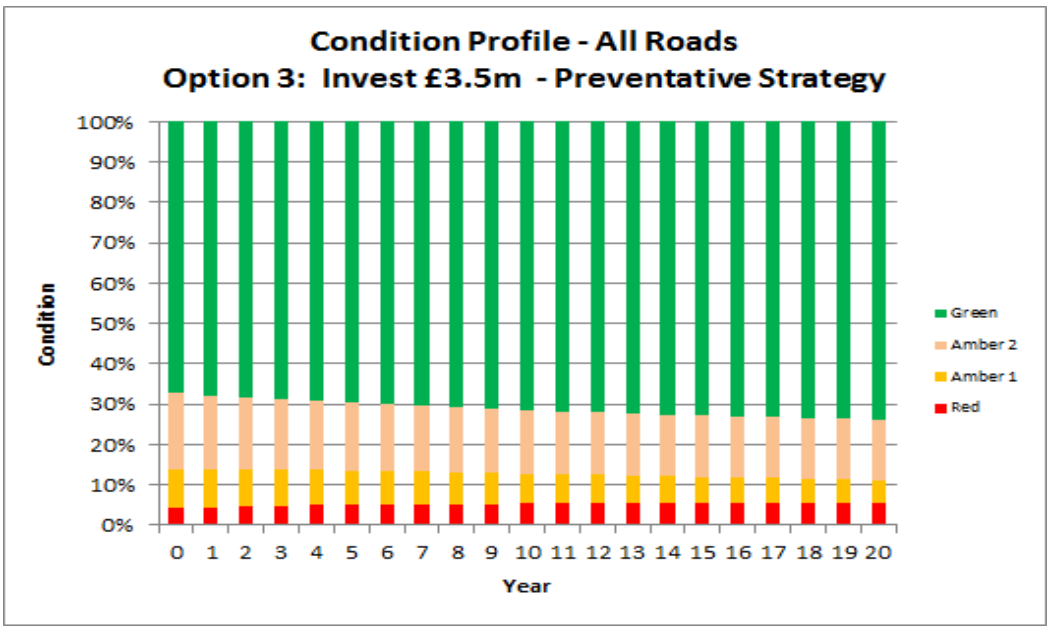
The division of the budget into treatment types will be 66% preventative, 30% resurfacing and 4% strengthening. The strengthening budget will target the worst condition sections of carriageway.

A breakdown of the total carriageway budget for 2016/17 would be as follows:

Table 7 – Carriageway Investment Option C3

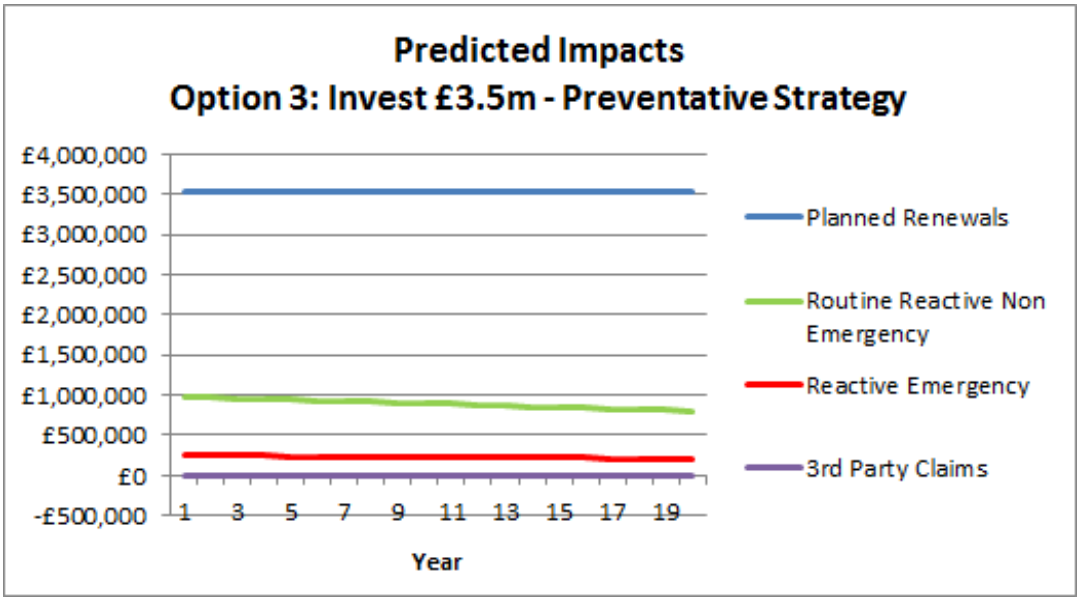
RAMP Cost Category	**Expenditure (£000's)** (2016/17 actual)	**%**
Routine - Reactive Repairs (emergency)	£250	4.1%
Routine - Reactive Repairs (non-emergency) - Patching	£975	15.8%
Routine Cyclic Maintenance	£379	6.1%
Planned Maintenance - Preventative	£2,325	37.7%
Planned Maintenance - Corrective	£1,215	19.7%
Inspections and survey (not covered under staff costs)	£13	0.2%
Operating Costs (winter service)	£998	16.2%
Improvements	£0	0.0%
TOTAL	**£6,155**	
Loss (3rd Party Claims associated with (c/ways)	£13	0.2%
TOTAL (including claims costs)	**£6,168**	

Figure 12 - Predicted Condition Option C3



This shows an improvement in condition of the carriageways over time resulting in the percentage of carriageway in need of maintenance (red + amber condition) decreasing from the current 33% to 26% in 20 years. However, the 'red' structural repairs is increasing.

Figure 13 - Predicted Impacts Option C3



Option Summary C3

The option of using preventative maintenance treatments is predicted to result in:

a. ↘ annual budget reducing slightly over time
b. ↗ an improvement of measured condition
c. ↘ a small decrease in the quantities of minor defects (pot holes and the like)
d. ↘ a small potential for decrease in 3rd party claims
e. ↗ customer satisfaction likely to remain constant or improve.
f. ↘ carbon emissions will reduce with lower journey times caused by the improvement in the condition of the road.
g. ↘ the structural condition is worsening

Total cost (over 20 years) estimated at **£121m**. Annual cost £6.1m. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

2.2.4. Option C4: Invest £3.5m – Achieve Steady State Condition using Minimum Quantity of Preventative Treatments

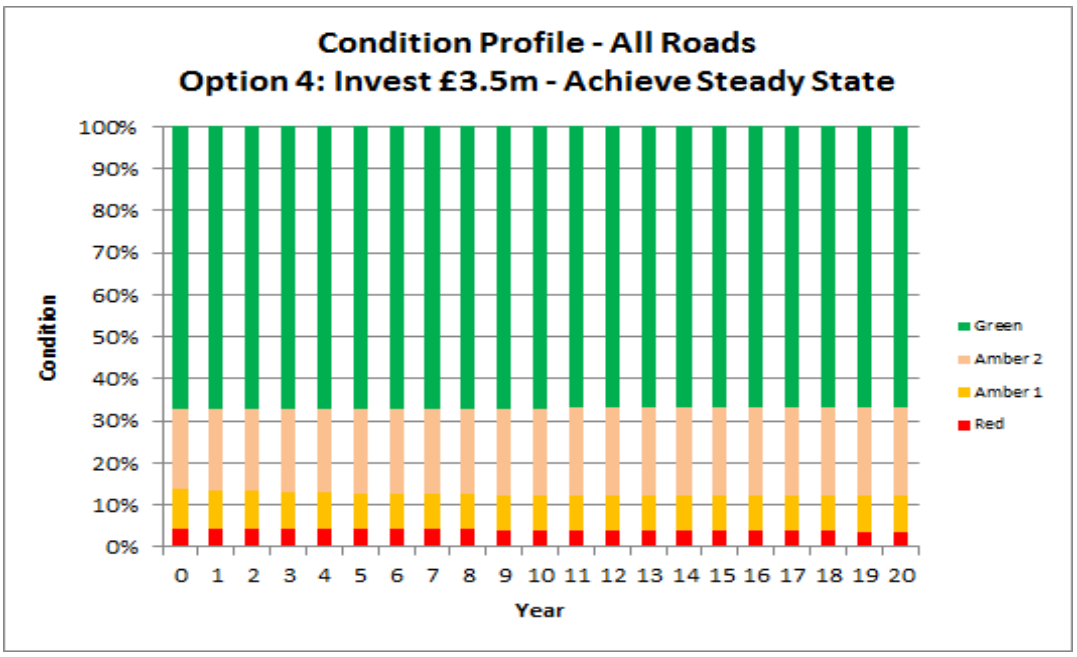
Budget

The forth option comprises achieving a steady state condition investing the proposed East Lothian Council 2016/17 planned maintenance budget using the minimum amount of surface dressing (preventative treatment).

Table 8 – Carriageway Investment Option C4

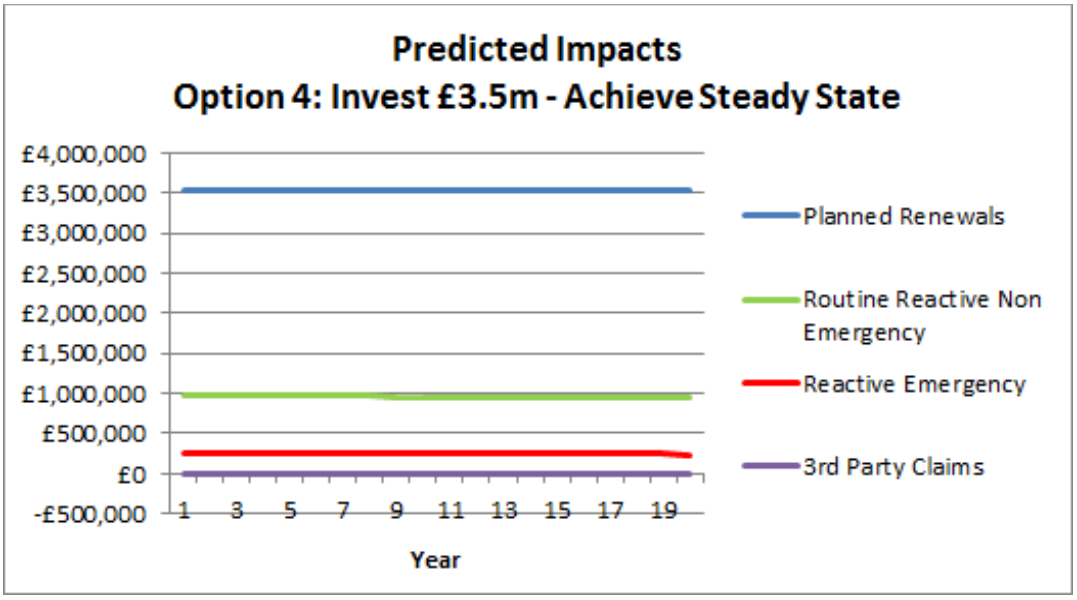
RAMP Cost Category	**Expenditure (£000's)** (2016/17 actual)	**%**
Routine - Reactive Repairs (emergency)	£250	4.1%
Routine - Reactive Repairs (non-emergency) - Patching	£975	15.8%
Routine Cyclic Maintenance	£379	6.1%
Planned Maintenance - Preventative	£1,609	26.1%
Planned Maintenance - Corrective	£1,931	31.3%
Inspections and survey (not covered under staff costs)	£13	0.2%
Operating Costs (winter service)	£998	16.2%
Improvements	£0	0.0%
TOTAL	**£6,155**	
Loss (3rd Party Claims associated with (c/ways)	£13	0.2%
TOTAL (including claims costs)	**£6,168**	

Figure 13 - Predicted Condition C4



This shows the overall RCI remaining constant over the 20 year period.

Figure 14 - Predicted Impacts C4



Option Summary C4

The option of using preventative maintenance treatments is predicted to result in:

Option Summary

The option of achieving a steady state using the proposed East Lothian Council planned maintenance budget is predicted to result in:

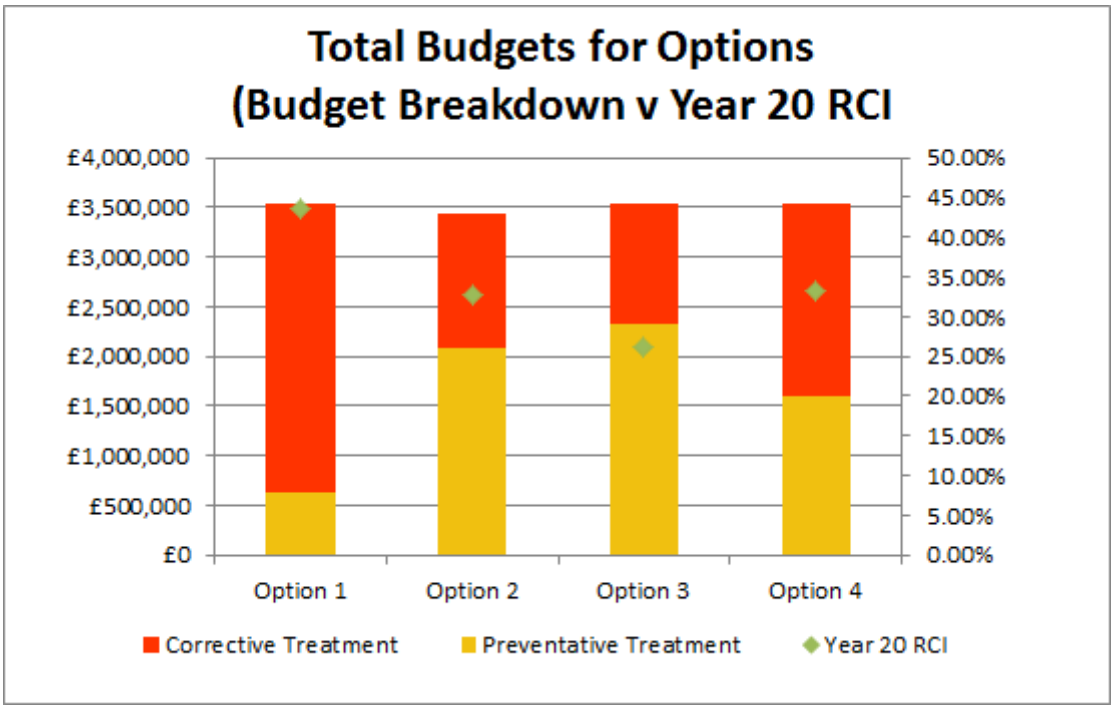
a. →annual budget remaining the same over time
b. →continuance of measured condition
c. →no increase in quantities of minor defects (pot holes and the like)
d. →continuance of current level of 3rd party claims
e. →The level of customer satisfaction will remain constant.
f. →carbon emissions will remain constant.

Total cost (over 20 years) estimated at **£123m.** Annual cost £6.1m. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

Recommendation

The following chart provides a summary of the treatment budgets and the year 20 RCI for the four options described above.

Figure 15- Summary Carriageway Option



- Option 1: Invest £3.5m – East Lothian Proposed 2015/16 Strategy
- Option 2: Maintain Current Condition – Mix of preventative and corrective
- Option 3: Invest £3.5m – Preventative Strategy
- Option 4: Invest £3.5m – Achieve Steady State Condition using Minimum Quantity

of Preventative Treatments

It is recommended that the council adopt Option 3, the preventative maintenance strategy in order to best utilise the monies which is predicted to have the greatest positive effect on the RCI measure.

Appendix B – Footways Status and Option Report

3.1 Status Report

Table 9 – Footway Asset Statistics

Asset Group: Footways

The Asset

Statistics

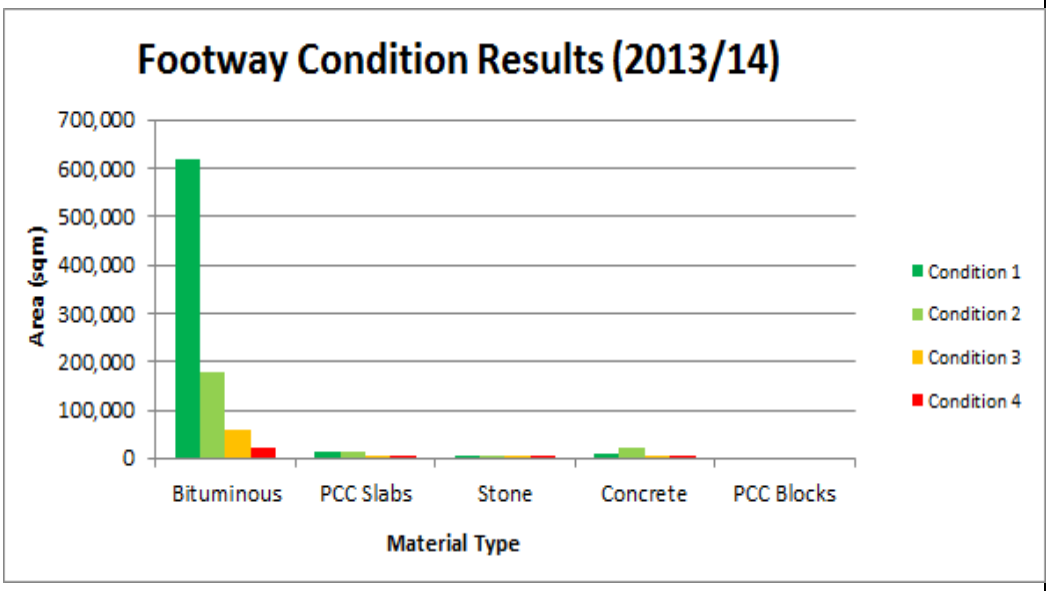
Footway Material Quantities ('000m²)						
Material Type	**1a**	**1**	**2**	**3**	**4**	**Total**
Bituminous	0.0	1.9	15.0	23.8	837.1	877.7
PCC Slabs	0.0	2.3	2.4	3.2	23.4	31.3
Stone	0.0	1.5	0.1	1.9	10.0	13.5
Concrete	0.0	3.1	1.9	1.2	33.9	40.1
PCC Blocks	0.0	0.0	0.0	0.0	0.0	**0.0**
Total	**0.0**	**8.8**	**19.3**	**30.0**	**904.4**	**962.6**

Commentary

- The survey data is over 5 years old and needs to be updated.

Figure 17 – Footway Condition

Condition



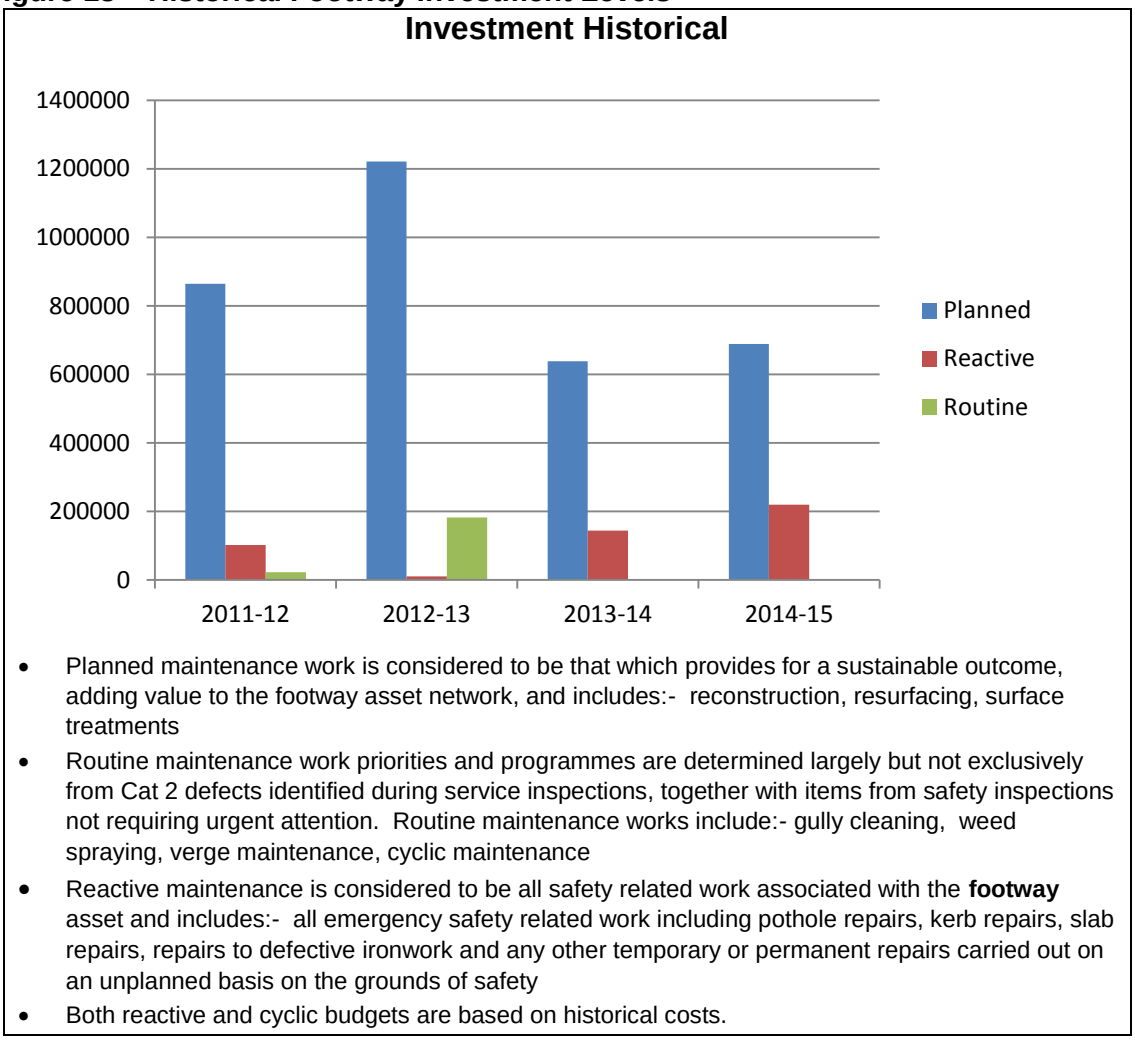
Condition Band Descriptions
Condition 1 –As New
Condition 2 –Aesthetically Impaired
Condition 3 – Minor Deterioration
Condition 4 –Major Deterioration

- The condition of the footway asset is obtained using the East Lothian Footway Condition Assessment Process.
- The condition referred to is the 2013/14 assessment. There has been no change between financial years.
- The level of condition is considered good with only 3% of footways with major deterioration (Condition 4).

Table10 – Performance Indicators

Ref.	Description	2013/14 Result	Comments
PI45a (11.1.01)	% of Cat 1 defects made safe within response times	37.5%	
PI46 (11.2.01)	% of safety inspections completed on time	100%	
PI47 (12.1.01)	% of footway length to be considered for maintenance treatment	9.17%	
PI48 (12.1.02)	% of footway length treated	2.7%	
PI49b (16.1.03)	Total footway maintenance expenditure by footway length	£3002/km	

Figure 18 – Historical Footway Investment Levels



- Planned maintenance work is considered to be that which provides for a sustainable outcome, adding value to the footway asset network, and includes:- reconstruction, resurfacing, surface treatments
- Routine maintenance work priorities and programmes are determined largely but not exclusively from Cat 2 defects identified during service inspections, together with items from safety inspections not requiring urgent attention. Routine maintenance works include:- gully cleaning, weed spraying, verge maintenance, cyclic maintenance
- Reactive maintenance is considered to be all safety related work associated with the **footway** asset and includes:- all emergency safety related work including pothole repairs, kerb repairs, slab repairs, repairs to defective ironwork and any other temporary or permanent repairs carried out on an unplanned basis on the grounds of safety
- Both reactive and cyclic budgets are based on historical costs.

Table 11 – Footway Investment and Outputs

Cost Category	£1,879k	Output
Planned Maintenance - preventative	£92k	- 18,704 m^2 of slurry seal (£79,291) - 1254 m^2 of planned patching (£64k)
Planned Maintenance - Corrective	£528k	- 646 m^2 (11%) of resurfacing (£56k) - 1,870 m^2 (89%) of reconstruction (£472k)
Routine Cyclic Maintenance	£0k	
Routine - Reactive Repairs (emergency)	£0.94k	− 16no sites of cat 1 defects)(£940)
Routine - Reactive Repairs (non-emergency)	£219k	− 10 no. sites of housing stock defects (£46,881) − 15 no. sites of 'Find and Fix' (£128,476) − 6no. Misc(earthwork, veg) (£42,535) − 1no. Recoverable investigation (£1,725)
Routine - Inspection & Survey	£35k	- 3 no. Surveys and land enquiries
Loss#	£44k	− 5 No. Third Party claims settled
Improvements	£898k	- Musselburgh High St (£499,276) - 5no. Housing Stock upgrade (£65,774) - 4no.Cycleway imp (SUSTRANS) (£284,961) - 1no. CWSS (cycleway) (£48,538)
Operating Costs	£63k	− Winter Maintenance Costs

Table 12 – Footway Valuation

Footway Valuation by Hierarchy				
Footway Hierarchy	**Gross Replacement Cost**	**Depreciated Replacement Cost**	**Annualised Depreciation Cost**	**Depreciation**
Higher Amenity Footways	£0	£0	£0	£0
Other Footways	£68,613,514	£53,222,293	£763,675	£15,391,221
Total	**£68,613,514**	**£53,222,293**	**£763,675**	**£15,391,221**

Footways Valuation by Material Type					
Material Type	**Length (m)**	**Area (sqm)**	**Gross Replacement Cost**	**Depreciated Replacement Cost**	**Annualised Depreciation Cost**
Bituminous	438856	877712	£59,903,844	£48,004,146	£668,158
Slabs	15659	31318	£2,564,944	£1,757,407	£30,253
Stone	6755	13510	£2,780,358	£1,228,272	£46,339
Concrete	20026	40052	£3,364,368	£2,232,468	£18,925
Blocks	0	0	£0	£0	£0
Total	**481296**	**962592**	**£68,613,514**	**£53,222,293**	**£763,675**

The annualised depreciation (AD) was £0.763m which represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the footway asset. The majority of the ADC is associated with deterioration of the bituminous pavement assets, which is wholly expected as this represents a significant proportion of the asset group.

Current Status

As at 31 March 2015

- → continuance of annual budget
- ↘ reduction (deterioration) of measured condition
- ↗ increasing quantities of minor defects (pot holes and the like)
- ↗ increase in 3rd party claims

↘ decreasing customer satisfaction as a result of increasing reactive repairs

Key Issues

- Road services are responsible for repairing footways in Council housing estates. These footways are not on the inventory and therefore not the inspection roster. The normal footway surfaces in new housing estates are slabs. If these assets become the responsibility of the Roads Authority, the renewal strategy would be to replace the slabs with a paved surface. Discussions are currently ongoing to look at a long term strategy of adoption and transference between Service areas.

- Following significant grant aided investment in the public realm Planning documents (Maintenance Manuals) are specifying the need for specific footway treatments in Conservation Areas. The approval of these documents may force future footway renewal investment to be targeted at these sites instead of footways in poor condition. It is likely these surfaces will be more expensive than the normal paved surfaces undertaken in the majority of East Lothian. Long term revenue maintenance burdens must be taken into account when applying for external capital investment and developed into the long term asset status and option models.

- The need for improvements in footways and cycleways will be necessary to enable the success of Sustainable Transport Strategies. Walking and cycling provides a number of benefits to society including improved health and reduced carbon costs with less vehicle use. An important aspect is to ensure the condition of the footways is acceptable and in rural areas there is a need to investigate joining up isolated sections of footway which will encourage more use of the footways.

- The objective of the Town Centre Strategy is to attract more visitors to improve the local economy. The footway infrastructure will need to be improved with aesthetically pleasing slabs. There will be a need to ensure that the state of the infrastructure is always clean and defect free which will require additional cyclic maintenance. This will require to be evaluated as part of the options report on a case by case basis.

- There has been a change in the guidance to the functional hierarchy in 2015 which has not been adapted to Road Services. This guidance will be reviewed as part of the Asset and Regulatory workplan for 2016/17 and will include a review of the NSG traffic sensitivity and special engineering difficulty functionality.

- The reliability of the condition information is questionable as it is several years old and needs to be updated. The cycle of data collection needs to be formalised and rigorously followed. Accordingly long term condition analysis is difficult and accurate prediction models, problematic. Resourcing of the inspection regime is challenging due to conflicting service area priorities but will need to be demonstrable to ensure reliability of data.

- On a whole there has been little change in the condition of the footway/ cycleway network between intervening years.

Current Strategies

- The planned maintenance budget is targeted at the overall worst condition footways. Treatment types are selected to return the asset to an as new condition.
- The reactive maintenance budget is used for ensuring the footway asset remains safe for the public. The main safety defects repaired under this budget are potholes and loose slabs.

3.1 Footways Options 1: Maintain Current Investment

Budget

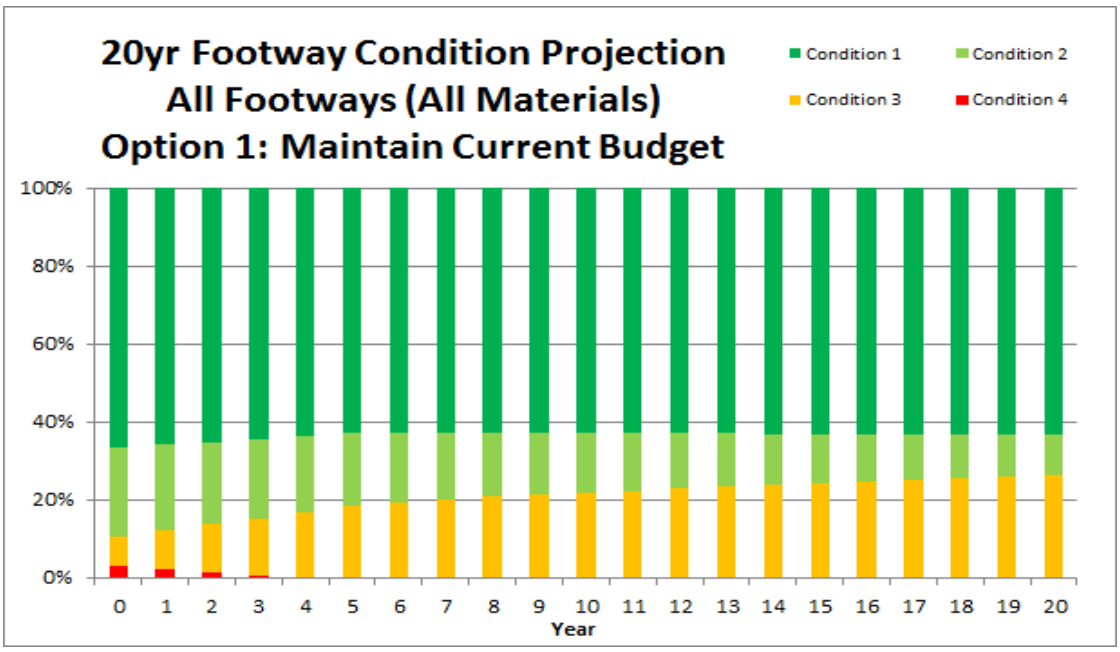
The first option is to investigate the effect of investing in the proposed East Lothian Council 2016/17 planned footway maintenance budget of £590,000 annually over the 20 year period. This strategy is to treat all major deteriorated (condition four) footways and the higher hierarchy footways with any surplus.

A breakdown of the total carriageway budget for 2016/17 is as follows:

Table 13 – Footway Investment Option F1

RAMP Cost Category	**Anticipated Budget (£000's)**	**%**
Routine - Reactive Repairs (emergency)	£0	0.0%
Routine - Reactive Repairs (non-emergency)	£65	18.7%
Routine Cyclic Maintenance	£0	0.0%
Planned Maintenance - Preventative	£0	0.0%
Planned Maintenance - Corrective	£590	76.4%
Inspections and survey	£0	0.0%
Operating Costs	£17	2.2%
TOTAL	**£751**	
Loss (3rd Party Claims associated with (footways)#	£21	2.7%
TOTAL (including claims costs)	**£772**	

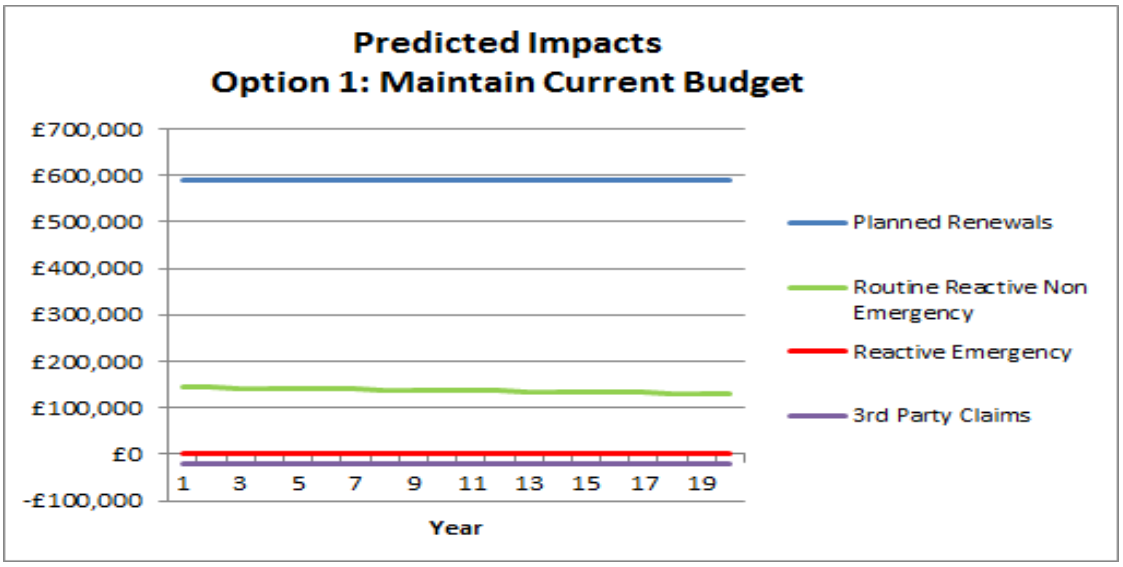
Figure 19 – Footway Predicted Condition F1



This shows the overall level of minor and major deteriorated (condition three) footways increasing from the current 11% to 27% in 20 years.

The overall level of condition four reduces to 0% which is the main target of this option.

Figure 19 – Footway Predicted Impacts F1



Summary

The baseline option of a continuance of current funding levels is predicted to result in:

a. ↘ reduces over time due to the reduction in the routine budget caused by the eliminating of the worst condition footways
b. ↘ overall reduction (deterioration) of overall measured condition. The positive aspect of this option is the removal of the worst condition footways.
c. ↘ quantity of minor defects (potholes and the like) will decrease.
d. ↘ It is likely there will be a reduction in 3rd party claims
e. ↘ level of customer satisfaction is likely to improve.

Total cost (over 20 years) estimated at **£15.3m.** Annual cost of £764,000 (No allowance has been made for construction inflation currently running at approximately 5% per annum)

3.2 Footways Options F2: Maintain Current Condition

Budget

The second option comprises a continuance of current condition levels the funding requirements for this being shown below:

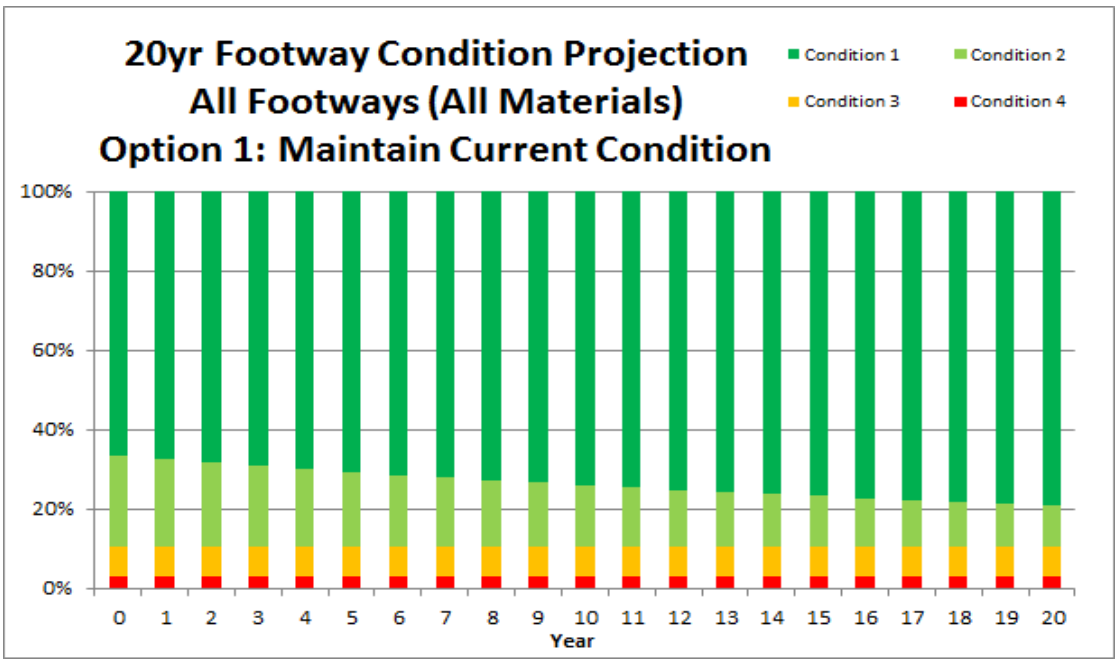
Note: this option only maintains the minor and major deteriorated (condition three and four) footways.

A breakdown of the total carriageway budget for 2016/17 is as follows:

Table 14 – Footway Investment Option F2

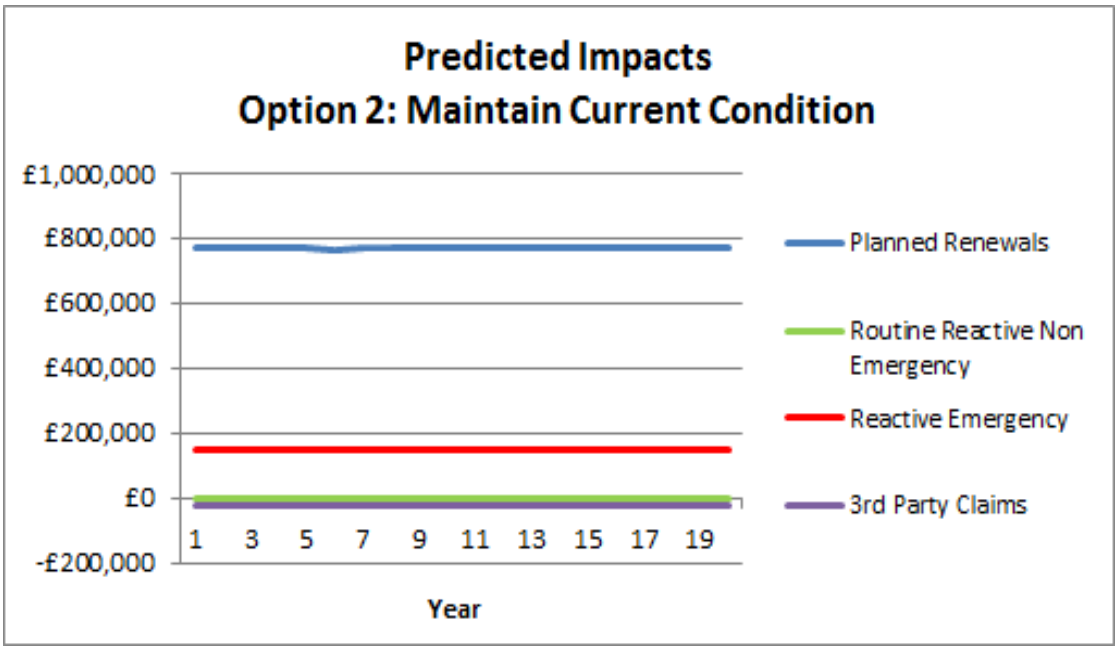
HAMP Cost Category	**Anticipated Budget (£000's)**	**%**
Routine - Reactive Repairs (emergency)	£0k	0.0%
Routine - Reactive Repairs (non-emergency), - Patching and Paving *	£65	15.1%
Routine Cyclic Maintenance (weeding)	£0k	0.0%
Planned Maintenance - Preventative	£39k	4.1%
Planned Maintenance - Corrective	£731k	76.8%
Inspections and survey (covered under staff costs)	£0k	0.0%
Operating Costs	£17k	1.8%
TOTAL	**£931k**	
Loss (3rd Party Claims associated with (footways)#	£21k	2.2%
TOTAL (including claims costs)	**£952k**	

Figure 20 – Footway Predicted Condition F2



This shows the level of minor and major deteriorated (condition three and four) footways remaining the same over time.

Figure 21 – Footway Predicted Impacts F2



Option Summary

The option of maintaining the current level of minor and major deteriorated (condition three and four) footways over 20 years will result in:

a. → annual budget remaining the same over time
b. → continuance of measured condition
c. → no increase in quantities of minor defects (pot holes and the like)
d. → continuance of current level of 3rd party claims
e. → level of customer satisfaction remains constant.

Total cost (over 20 years) estimated at **£16.3m.** Annual cost £815,000. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

2.2.5. Footways Option F3: Achieve Condition 4 of 0%

Budget

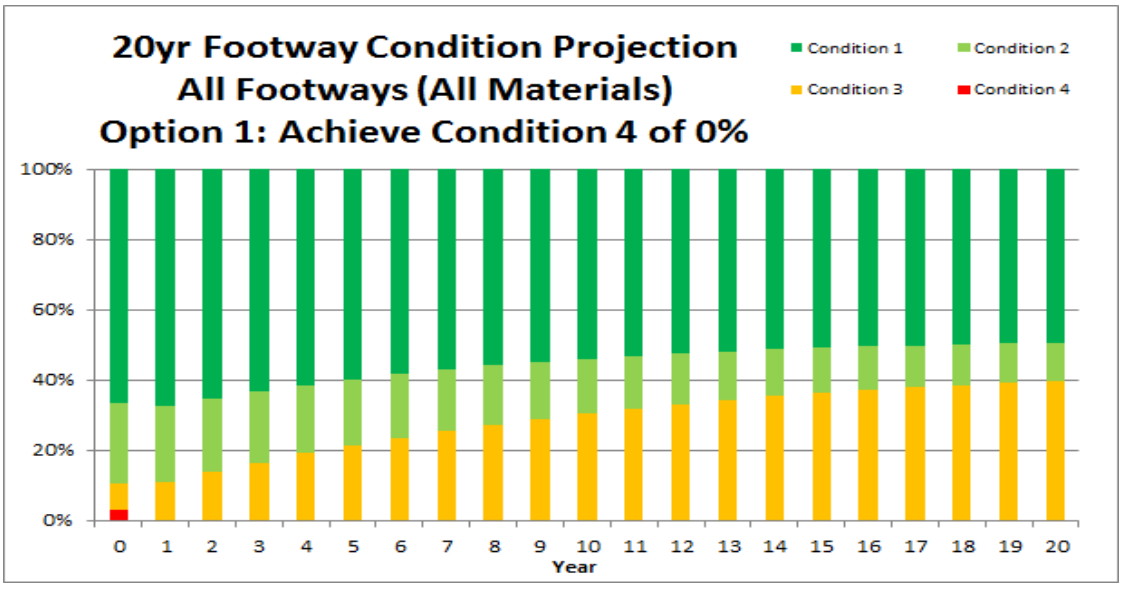
The third option comprises treating all major deterioration (condition four) footways in year one and then maintaining that level for the remaining 20 years. The planned maintenance budget profile for this option can be seen in the Impacts chart below.

A breakdown of the total carriageway budget for 2015/16 is as follows:

Table 15 – Footway Investment Option F3

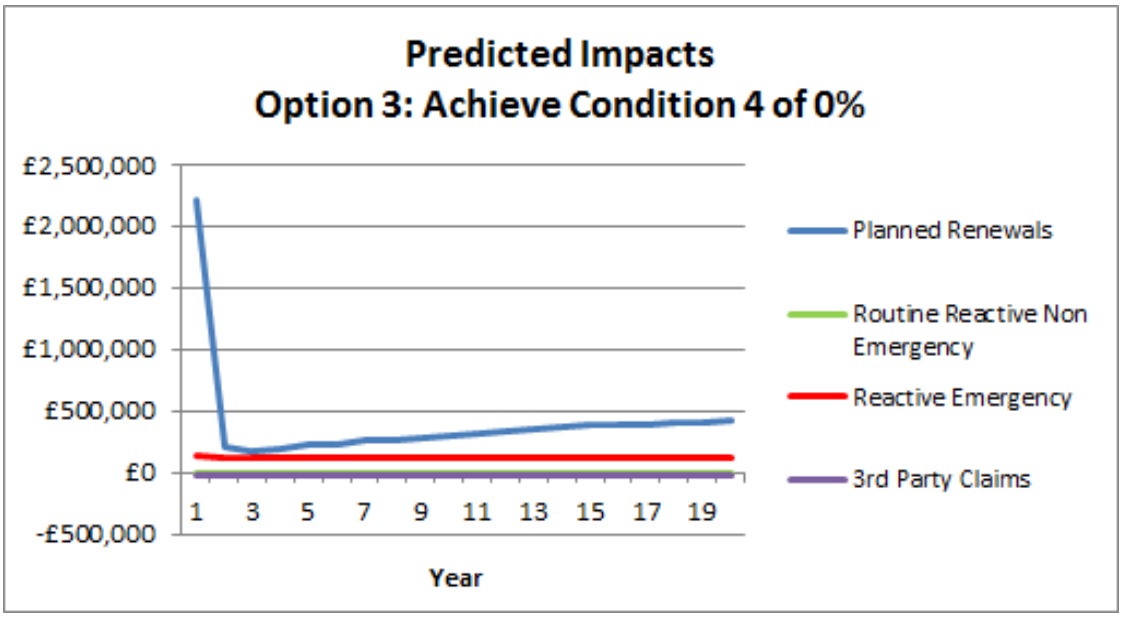
HAMP Cost Category	Anticipated Budget	%
Routine - Reactive Repairs (emergency)	£0k	0.0%
Routine - Reactive Repairs (non-emergency), - Patching and Paving *	£65k	6.0%
Routine Cyclic Maintenance (weeding)	£0k	0.0%
Planned Maintenance - Preventative	£0k	0.0%
Planned Maintenance - Corrective	£2,209k	92.4%
Inspections and survey (covered under staff costs)	£0k	0.0%
Operating Costs	£17k	0.7%
TOTAL	**£2,370k**	
Loss (3rd Party Claims associated with (footways)#	£21k	0.9%
TOTAL (including claims costs)	**£2,391k**	

Figure 22 – Footway Predicted Condition F3



This shows the level of major deteriorated (condition four) footways reduced to the target of 0%. Minor deteriorated (condition three) footways increases from 7% to 40%.

Figure 23 – Footway Predicted Impacts F3



The planned renewals budget for year 1 is £2,209k which enables the removal of all major deteriorated (condition four) footways. The average budget for the remaining 19 years is £310,000 which is lower than the current budget of £590,000

Option Summary

The option of removing and then maintaining the major deteriorated (condition four) footways at 0% is predicted to result in:

a. ↗ From year 2 onwards, after treating the backlog, the annual budget increases.
b. ↗ overall level of condition three and four increases (deteriorates). Condition four reduces down to 0%.
c. ↗ overall increase in minor defects (potholes and the like). The improvement in condition four would lead to a significant reduction in major defects.
d. ↗ level of 3rd party claims will increase with the increase in deteriorated sections of footway. The level of 3rd party payouts would decrease as the claimable defects have reduced.
e. ↘ likelihood of decreased customer satisfaction as the level of footway deterioration increases covering a higher percentage of the asset.

Total cost (over 20 years) estimated at **£11.3m.** Annual cost £564,000. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

2.2.6. Footways Option F4: Achieve Condition 4 of 0% and Condition 3 of 5%

Budget

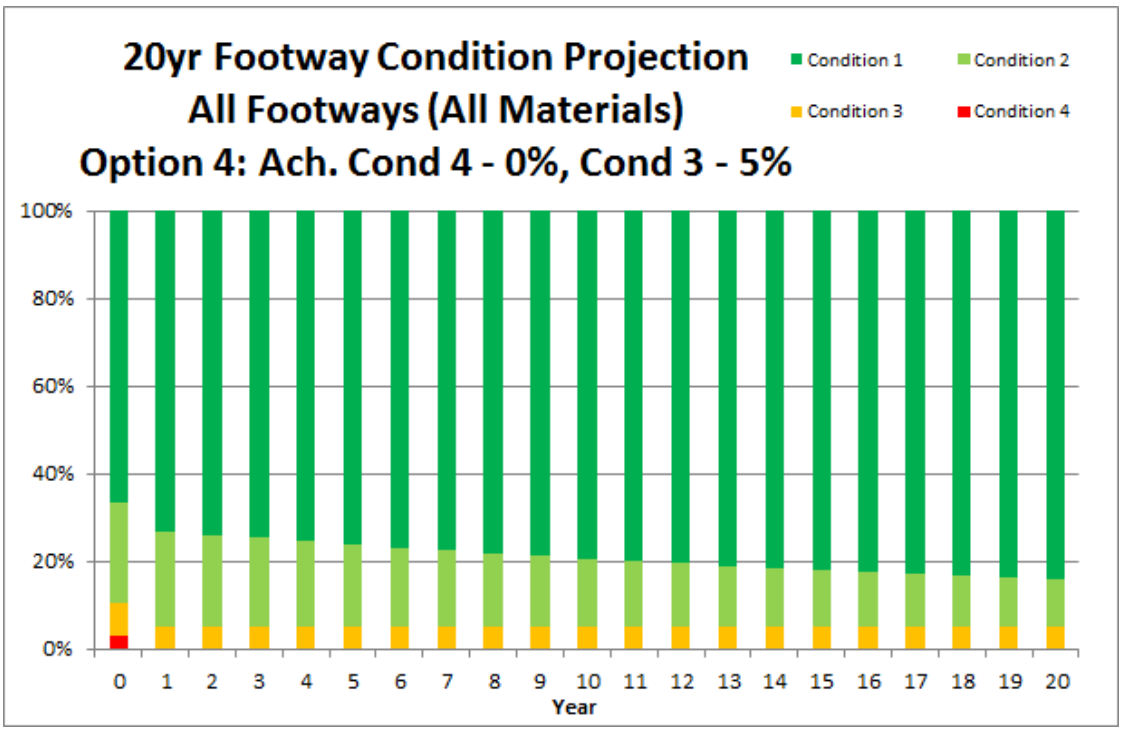
The forth option comprises reducing the level of minor deteriorated (condition three) footways to 5% and removing all major deteriorated (condition four) footways in year one and then maintaining these levels for the remaining 20 years. The planned maintenance budget profile for this option can be seen in the Impacts chart below.

A breakdown of the total carriageway budget for 2015/16 is as follows:

Table 16 – Footway Investment Option F4

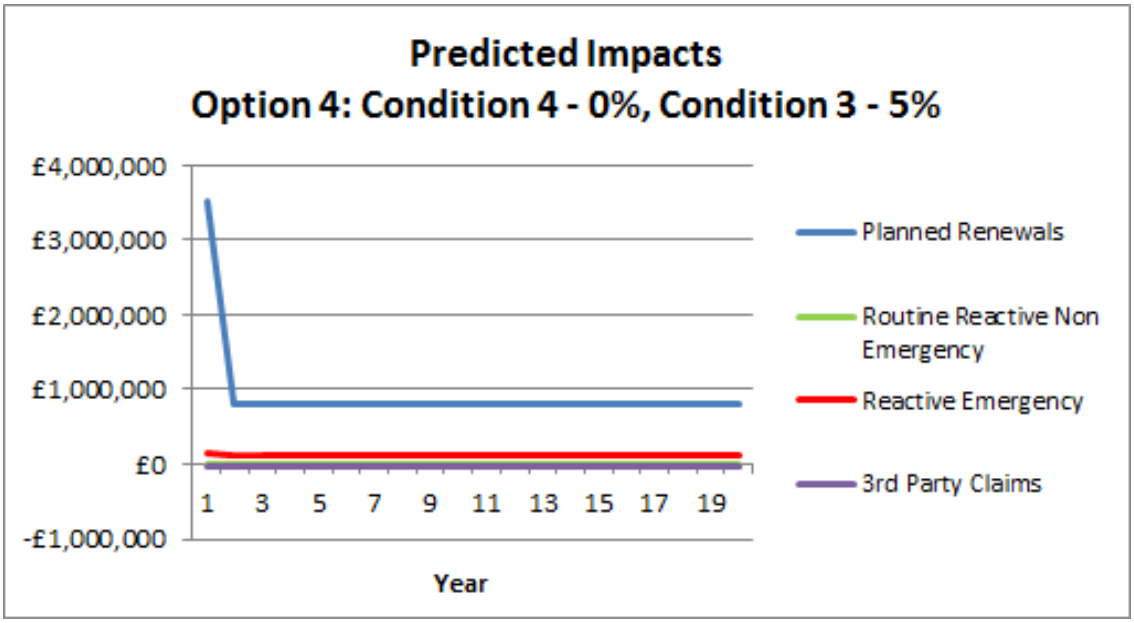
HAMP Cost Category	**Anticipated Budget**	**%**
Routine - Reactive Repairs (emergency)	£0k	0.0%
Routine - Reactive Repairs (non-emergency), - Patching and Paving *	£65k	3.9%
Routine Cyclic Maintenance (weeding)	£0k	0.0%
Planned Maintenance - Preventative	£0k	0.0%
Planned Maintenance - Corrective	£3,516k	95.0%
Inspections and survey (covered under staff costs)	£0k	0.0%
Operating Costs	£17k	0.5%
TOTAL	**£3,677k**	
Loss (3rd Party Claims associated with (footways)#	£21k	0.6%
TOTAL (including claims costs)	**£3,698k**	

Figure 24 – Footway Predicted Condition F4



The condition chart shows the achievement of reducing minor deteriorated (condition three) footways to 5% and removing all major deteriorated (condition four) footways in year one and then maintaining for year 20.

Figure 25 – Footway Predicted Impacts F4



The planned renewals budget for year 1 is £3,516k which enables the removal of major deteriorated (condition four) footways and reduction of minor deteriorated (condition

three) footways to 5%. The average budget for the remaining 19 years is £800,000 which is higher than the current budget of £590,000

Option Summary

The option of reducing all minor deteriorated (condition three) footways to 5% and removing all major deteriorated (condition four) footways in year one and then maintaining for 20 years is predicted to result in:

a. ↗ From year 2 onwards, after treating the backlog, the projected annual budget flattens off at a level higher than the current investment level.
b. ↘ overall level of condition three and four decreases (improves) from the current level.
c. ↘ reduction in minor defects (potholes and the like).
d. ↗ level of 3rd party claims will increase with the increase in deteriorated sections of footway. The level of 3rd party payouts would decrease as the claimable defects have been reduced.
e. ↘ likelihood of decreased customer satisfaction as the level of footway deterioration increases covering a higher percentage of the asset.

Total cost (over 20 years) estimated at **£21.9m.** Annual cost £1.1m. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

2.2.7. Footways Option F5: Achieve Condition 4 of 0% within 3 years and Condition 3 of 5% within 1 year

Budget

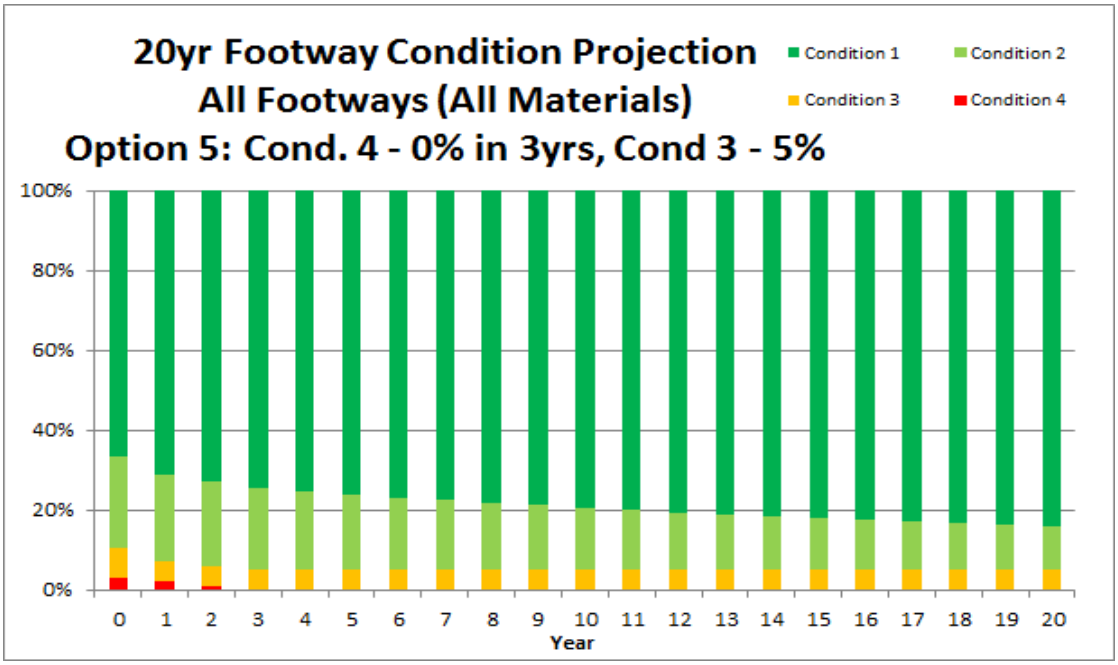
The fifth option comprises reducing minor deteriorated (condition three) footways to 5% in year one, removing all major deteriorated (condition four) footways by year three and then maintaining these levels for the remaining 20 years. The planned maintenance budget profile for this option can be seen in the Impacts chart below.

A breakdown of the total carriageway budget for 2015/16 is as follows:

Table 17 – Footway Investment Option F5

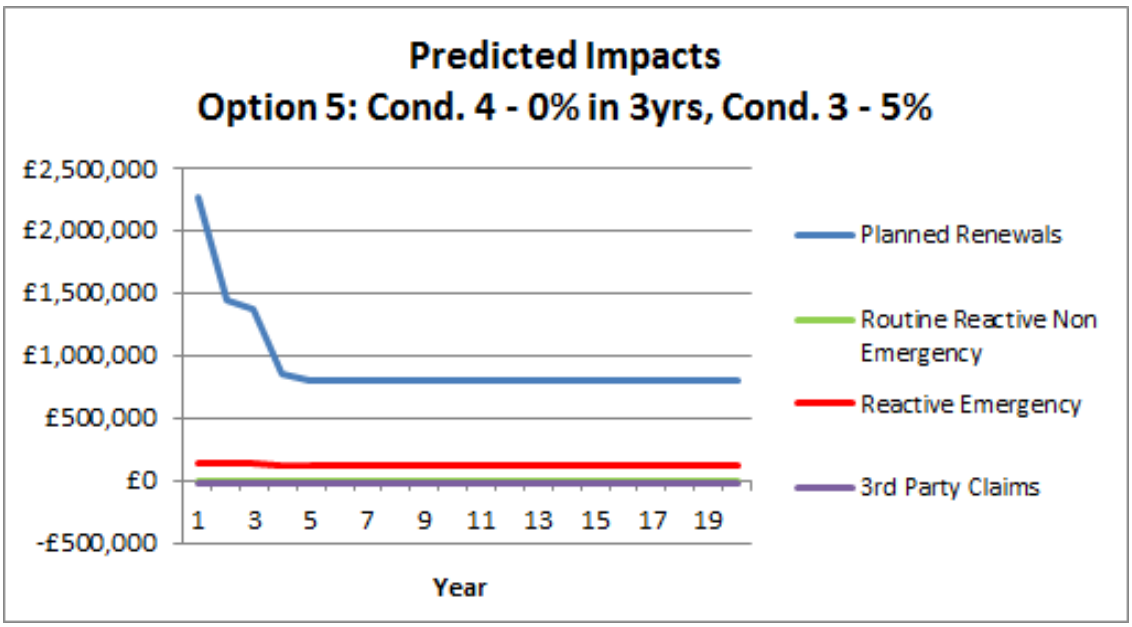
RAMP Cost Category	**Anticipated Budget**	**%**
Routine - Reactive Repairs (emergency)	£0k	0.0%
Routine - Reactive Repairs (non-emergency), - Patching and Paving *	£65k	5.9%
Routine Cyclic Maintenance (weeding)	£0k	0.0%
Planned Maintenance - Preventative	£0k	0.0%
Planned Maintenance - Corrective	£2,273k	92.6%
Inspections and survey (covered under staff costs)	£0k	0.0%
Operating Costs	£17k	0.7%
TOTAL	**£2,434k**	
Loss (3rd Party Claims associated with (footways)#	£21k	0.9%
TOTAL (including claims costs)	**£2,455k**	

Figure 26 – Footway Predicted Condition F5



This shows the level of condition 4 footways reducing to the target of 0% within 3 years and condition three reduces to the target of 5%.

Figure 27 – Footway Predicted Impacts F5



The average planned renewals budget for the first three years is £1,700k which enables the removal of condition four footways and reduction of condition three

footways to 5%. The average budget for the remaining 17 years is £800,000 which is higher than the current budget of £590,000

Option Summary

The option of reducing all minor deteriorated (condition three) footways to 5% and removing all major deteriorated (condition four) footways in year one and then maintaining for 20 years is predicted to result in:

a. ↗ From year 4 onwards, after treating the backlog, the projected annual budget flattens off at a level higher than the current investment level.
b. ↘ overall level of condition three and four decreases (improves) from the current level.
c. ↘ reduction in minor defects (potholes and the like).
d. ↗ level of 3rd party claims will increase with the increase in deteriorated sections of footway. The level of 3rd party payouts would decrease as the claimable defects have reduced.
e. ↘ likelihood of decreased customer satisfaction as the level of footway deterioration increases covering a higher percentage of the asset.

Total cost (over 20 years) estimated at **£21.9m.** Annual cost £1.1m. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

Recommendations

Appendix C – Street Lighting Asset Status and Option Report

Introduction

This report presents a summary of the council's lighting assets as at March 2015. The report complements the Road Asset Management Plan (RAMP). It provides information to enable choices about future levels of investment in the lighting asset.

Status

The status of the lighting asset is reported in terms of condition, the outputs delivered, the standards achieved and an indication of customer satisfaction.

Options

The report considers the following options:

- The effects of continuing with the current investment levels
- The predicted cost of maintaining current standards
- Achieving Council energy saving targets

Long Term Forecasts

Lighting assets deteriorate slowly. The impact of a level of investment cannot be fully understood by solely by looking at the predicted impact over the next couple of years. The report includes forecasts covering 20 years to enable decisions to be taken with an understanding of the long term implications.

Impacts Risk

It may not be possible to provide budgets capable of delivering an ideal service standard. Some compromises may need to be made. To aid with these decisions each option presented is accompanied by an assessment of its impact and the associated risks.

Table 18 – Street Lighting Asset Statistics

Asset Group: Street Lighting

	Statistics	Commentary
The Asset		• The accuracy of street lighting inventory is good. It is stored in the WDM Asset Management System. • Over the last year there has been an increase of 18 columns • The previous 5 years growth was 1,518 columns, an average growth rate of 1.4% per annum. • There has been 6 year low growth primarily due to the slowdown in the housing market and delays in adoption process. • A significant increase is now expected partially due to a catch up of adoptions but also a acceleration in house building. • The increase in lighting stock is wholly due to the adoption of new housing developments. • With a significant housing land supply needed for East Lothian over the next 10 years the street lighting inventory will markedly increase.

Table 6.2a Street Lighting Column Quantities

Column Material	Quantity
Non Galvanised Steel	9,595
Galvanised Steel	5,283
Concrete	0
Aluminium (pre 2000)	0
Aluminium (post 2000)	2,853
Stainless Steel	53
Cast Iron	0
Total	**17,784**

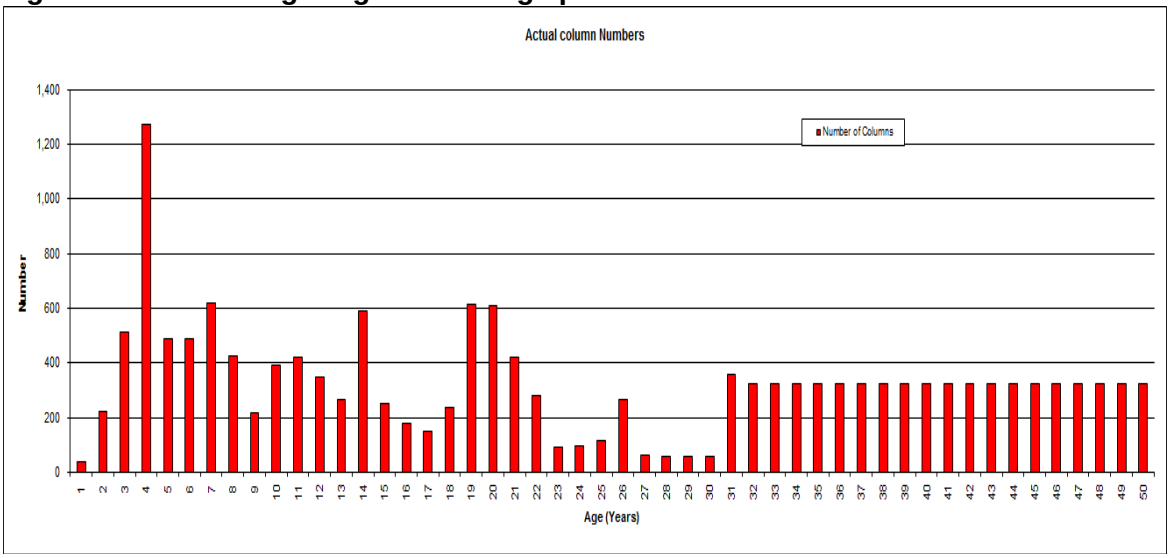
Table 6.2b Street Lighting Luminaire Quantities

Luminaires	Quantity
All	17,796
Total	**17,796**

Table 6.2c Street Lighting Cable Quantities

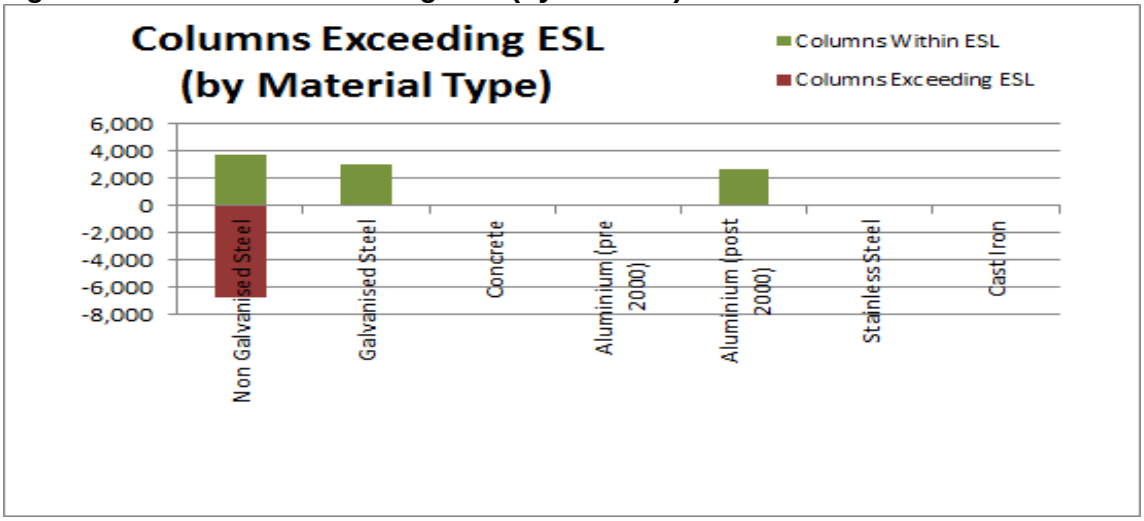
Cable Assets	Quantity (m)
Cable under Carriageway	21,418
Cable under Footway	376,650
Cable under Verge	11,019
Total	**409,087**

Figure 29 – Street Lighting Column Age profile



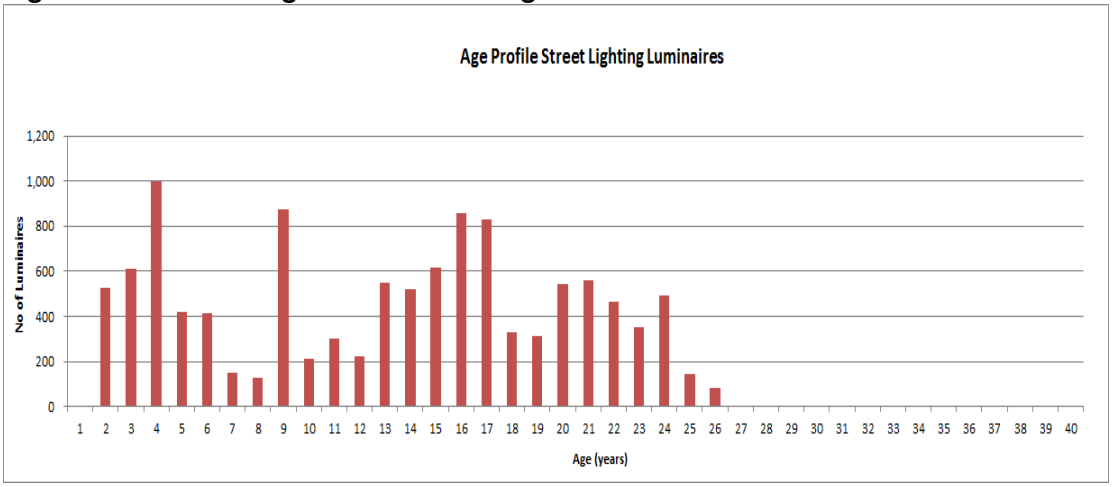
The age profile is calculated on the basis of historical information where it exists. Data over 30 year has been estimated.

Figure 30 - Columns Exceeding ESL (by Material)



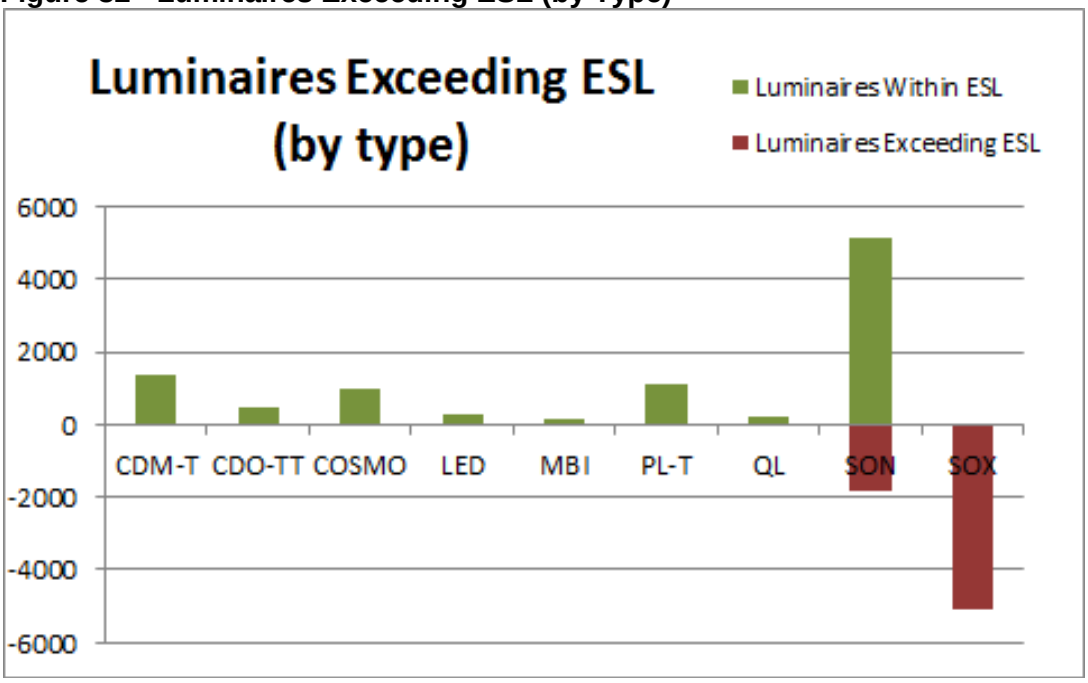
- In 2014/15, 41.82% of columns exceeded their Expected Service Life (ESL).
- The chart shows that all columns exceeding their ESL are non galvanised steel.
- These column types currently make up the majority of the future renewal programme.

Figure 31 – Street Light Luminaires Age Profile



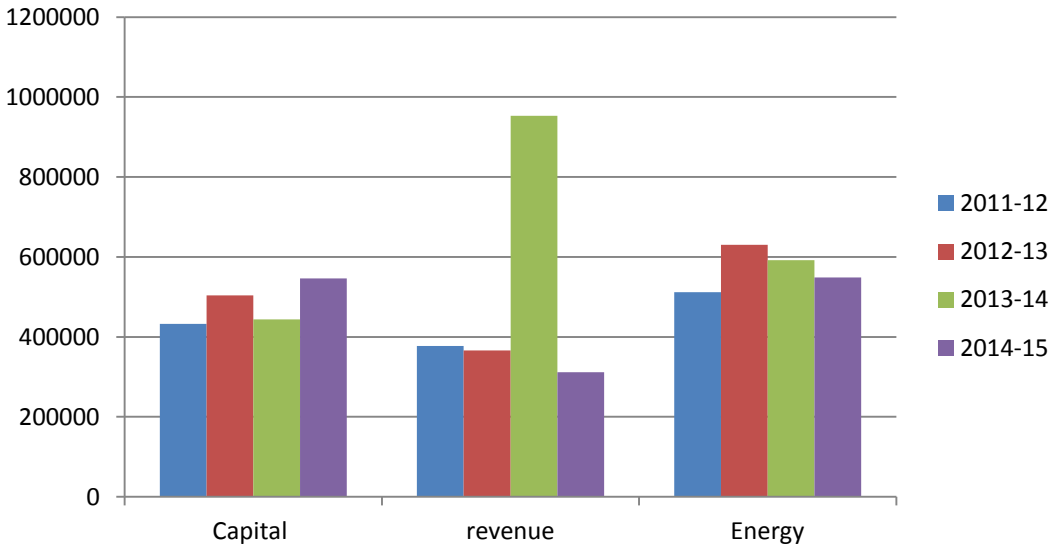
The age profile is calculated on the basis of historical information where it exists. Data over 30 year has been estimated.

Figure 32 - Luminaires Exceeding ESL (by Type)



- In 2013/14, 40.56% of luminaires exceeded their Expected Service Life (Note: ESL is assumed to be 20 years for all luminaire types)
- The chart shows that all SOX luminaires and a portion of SON luminaires exceed their ESL.
- Replacement of SOX luminaries is a high priority in forward work programmes due to their high running costs.

Figure 33 – Street Lighting Historical Investment



- Street lighting revenue expenditure excludes electricity and the cost of repairing street lighting equipment damaged by vehicle impact. The revenue budget addresses reactive- routine activities

- Street lighting capital expenditure includes the cost of bulk lantern replacement, white light upgrades, column replacement

- Energy includes the total annual energy expenditure on street lamp, sign and other lighting supplies directly attributable to street lighting. This relates to energy expenditure on all roads that is maintained by the roads authority at public expense (both adopted and un-adopted).

- Energy is purchased through a term Contract arrangement. The Contract is a national contract awarded by Scotland Excel. The current supplier is EDF. Energy and is purchased in advance and is hugely susceptible to market forces. Timing of the contract is award can be advantageous. Energy consumption is predicted by the use of MPAN. The adaption of stock to low wattage white light is predicted to safe £60k this financial year.

Table 18 Street Lighting Column Valuation

Street Lighting Column Assets	Gross Replacement Cost	Depreciated Replacement Cost	Annualised Depreciation Cost	Total Depreciation
Non Galvanised Steel	£17,610,558	£2,900,006	£704,422	£14,710,552
Galvanised Steel	£8,080,183	£5,323,951	£269,339	£2,756,232
Concrete	£0	£0	£0	£0
Aluminium (pre 2000)	£0	£0	£0	£0
Aluminium (post 2000)	£4,763,783	£4,070,992	£95,276	£692,791
Stainless Steel	£93,021	£77,022	£1,329	£15,999
Cast Iron	£0	£0	£0	£0
Cable Assets				
Cable under Carriageway	£2,248,911	£1,270,709	£37,482	£978,203
Cable under Footway	£21,751,540	£11,345,338	£362,526	£10,406,202
Cable under Verge	£404,948	£339,552	£6,749	£65,397
Other Street Lighting Assets				
Wall Bracket	£27,090	£17,889	£677	£9,201
Wooden Pole	£0	£0	£0	£0
High Mast Column	£0	£0	£0	£0
Control Cabinet	£28,560	£22,814	£571	£5,746
Total	**£55,008,594**	**£25,368,272**	**£1,478,371**	£29,640,322

Table 19 Street Lighting Luminaire Valuation

Street Lighting Luminaires Assets	Gross Replacement Cost	Depreciated Replacement Cost	Accumulated Consumption	Annualised Depreciation Cost
Total	£3,352,425.00	£2,323,249.75	£1,029,175.25	£167,621.25

Table 20 – Column Assets only

Street Lighting Column Assets	Gross Replacement Cost	Depreciated Replacement Cost	Accumulated Consumption	Annualised Depreciation Cost
Total	£55,008,594	£25,368,272.14	£29,640,322	£1,478,371.39

The annualised depreciation (AD) was £1.47m which represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset.

Table 21 – Street Lighting Investment and Outputs

Cost Category	Investment £1,502,436	Output
Planned Maintenance - Preventative	£25,943	1,460 No. columns corrosion protected (£25,943)
Planned Maintenance - Corrective (Renewals)	£443,833	333 No. Columns (£) 472 No. Lanterns (£)
Routine Cyclic Maintenance	£0	
Reactive Maintenance (Emergency)	£7,873	160 No. Emergency Attendance / Repairs (out of Hours) (£7,873)
Reactive Maintenance (non-safety related)	£383,402	2,079 No. Daytime Routine Repairs (£248,251) Other Repairs Non Routine (£49,327) Ancillary Materials (fuses etc) (£85,824)
Inspections & Survey	£49,327	3,961 No. Structural Test and Inspection (£29,706) 2,815 No. Electrical Test and Inspection (£19,621)
Operating Costs	£592,058	5,732,925kWhrs Electricity Consumption (£592,058)
Overheads*		

Service Standards

Reactive Maintenance Services

The Council is responsible for providing and maintaining good quality street lighting across East Lothian making our communities feel safer, extending the leisure and working day and reducing the fear of crime.

Maintenance activities are prioritised within the limits of available budgets as follows:

1. Ensure the safety of existing equipment
2. Keep existing lights working
3. Improve reliability of existing lighting
4. Upgrade lighting standards in areas already lit
5. Provide lighting in unlit areas (only if funded by others)

Repair/Response Times

- Repairs above ground to street lighting, signs and bollards are to be completed within 7 calendar days.
- Performance on repairs is measured and the target is set at 95% completed within 7 calendar days
- Repairs to underground cable faults, which are East Lothian Council responsibility to be completed within 7 days. If the cables are the responsibility of Scottish Power the faults will be reported to Scottish & Southern and a regular monitor of the situation kept until resolution of the fault
- Provide an effective emergency response within 2 hours.
- Evaluate and respond to written enquiries within 5 working days from receipt.

Emergencies

Emergencies are responded to within 2 hours and cover the following

- Lighting column, control pillar, lit sign pole damaged by vehicles
- Loose lanterns brackets, signs likely to fall and endanger the public
- Damage to lighting cables or overhead lines
- Lighting column or control pillar door missing and wiring disturbed
- Groups of lights (5 or more) are emergency and single lights out are not normally classed as emergencies and will be passed for repair the next working day.

Out of Hours Emergencies

An out of office hours and weekend emergency callout service is in place 365 days a year to deal with the Emergencies listed above.The Council Out of hours Contact Centre will record and process all calls received from the Police and the Public.

- Any issues identified are either rectified immediately if public safety is involved or programmed for upgrading at a later date.
- In cases of direct Public Safety, the Standby Operative will be called by the Contact Centre to investigate and decide on the appropriate action to be taken.

- On the first working day after any holiday shut down, all non-urgent requests will be dealt with speedily.

A comprehensive listing of all types of call and their respective priority rating is shown on in Table below. Responses are classified into 2 categories as follows:

PRIORITY 1 – EMERGENCY (matters that require immediate attention)

PRIORITY 2 – ROUTINE (matters that require to be notified to the Street Lighting Office at the start of the next working day)

Table 22 – Service Request priorities

STREET LIGHTING				
ACTIVITY	**PRIORITY**	**SERVICE REQUEST**	**PASS TO**	**COMMENTS**
Roads Street Lighting	1	Lighting column, control pillar or lit sign pole damaged by vehicles.	Standby Operative called out to attend	
	1	Loose lanterns brackets, signs likely to fall and endanger the public.	Standby Operative called out to attend	
	1	Damage to lighting cables or overhead Lines	Standby Operative called out to attend	
	1	Lighting column or control pillar or lit sign pole door off/ missing and wiring disturbed.	Standby Operative called out to attend	
	1	Groups or single lights out reported by the Police	Standby Operative called out to attend	Only at the request of the Police
	1	Reports of Columns corroded, likely to fall and endanger the public	Standby Operative called out to attend	
	2	Equipment loose/ bracket swung round but unlikely to fall or endanger public	The Street Lighting Office next working day	
	2	Groups or single lights out reported by the Public		
	2	Mandatory lit signs and bollards		
	2	Lighting continuously on		
Illuminated Traffic Bollards	1	Bollard base unit damaged / Uprooted and wires exposed	Standby Operative called out to attend	
	2	Bollard shell missing	The Street Lighting Office next working day	

Asset Performance and Benchmarking

Asset performance is measured using a suitable suite APSE (Association for Public Service Excellence) and SCOTS (Society Chief Officers Transportation Scotland) Performance Indicators (PIs). These PIs grouped under applicable categories are shown in the table below with our council's results over the last four years.

- Indicators:
  - Mandatory Indicator; - all authorities should provide this data statistic:
  - Other Important asset performance data that authorities should also consider collecting

Table 23 APSE/SCOTS Performance Indicators Yearly Trend Comparison

	PI Ref:	SCOTS / APSE PI Description	Council Results			
			2011/12	2012/13	2013/14	2014/15
Safety	Stat	Total number of street lights	16,935	17,931	18,147	17964
	Stat	Total number of street lighting columns	17,462	17,733	17,766	17784
	39	Percentage of columns with a valid Structural Test Certificate	100%	100%	100%	100%
	40	Percentage of street lights with a valid Electrical Test Certificate	100%	100%	100%	100%
Condition and Asset Preservation	29a	Faults as a percentage of street lighting stock	17.08%	16.01%	17.66%	12.2%
	Stat	Percentage of columns which have exceeded their Expected Service Life	32.84%	6.36%	38.42%	37.88%
	Stat	Percentage of lanterns which have exceeded their Expected Service Life	38.72%	40.14%	43.97%	42.56%
	29b	Mean time between failures (MTBF) in years	23.4	25.0	0.2	8.2%
	Stat	Percentage of columns replaced	2.23%	2.14%	1.87%	0.52%
	Stat	Percentage of lanterns replaced	3.03%	2.16%	2.60%	3.02%
Customer Service	3	Percentage of repairs within 7 days	93.11%	98.45%	96.10%	95%
	20	Average time taken to repair (elapsed days)	19.61	1.87	2.26	3.5
	27	Public calls as a percentage of faults	99.97%	100.00%	94.23%	100%
	28	Public calls as a percentage of street lights	17.07%	16.60%	16.64%	12.2%
	Stat	Percentage of street lights modern white light	20.06%	26.77%	30.51%	32.83%
Availability	2b	Percentage of street lights not working as planned on any one evening	43.00%	0.00%	9.03%	6.22%
	Stat	Number of night inspections annually	0	0	0	0
Financial	35	Actual capital investment as a percentage of annual depreciation (from AMP)	26.73%	31.36%	29.93%	34.17%
	36	Depreciated Replacement Cost (DRC) as a percentage of Gross Replacement Cost (GRC)	51.26%	97.53%	42.45%	43.17%
	33	Average cost (client) of repairing routine faults (eg. component replacement)	£113.24	£107.26	£77.46	NA
	34b	Individual cost of night inspecting a street light per light	£0.00	£0.00	£0.00	£0.00
	42	Revenue allocation per street light excluding electricity costs	£22.29	£20.42	£52.51	£17.33
	43	Capital allocation per street light - replacement	£25.52	£28.10	£24.46	£30.40
	1a	Total investment in infrastructure per street light	£47.81	£48.53	£76.97	£47.73
	Stat	Percentage Capital allocated to previously unlit areas	0.00%	0.00%	0.00%	0.00%
Environmental	18b	Average annual electricity consumption per street light (kWhrs))	341.22	322.27	315.92	312.23
	Stat	Average annual CO_2 emissions per street light (kg)	183.25	173.06	170.91	166.451
	Stat	Percentage of street lights Dimmable or Part Night Operation	0.11%	0.21%	0.21%	0.11%

Headline Results for East Lothian 2014/15

- The column and luminaire quantities exceeding expected service life continue to rise which reflects insufficient levels of planned maintenance investment.
- Average energy consumption and CO_2 emissions are reducing which reflects the focus on installing low energy equipment.

Investment Options

The options for future investment are presented in terms of the following:

1. **Structural Condition:** the replacement of columns that are structurally unsound or approaching that condition
2. **Lanterns/Equipment Age and Obsolescence:** replacement of equipment that is either reaching its end of service life or there is merit in replacing it with more modern equipment for the purposes of obtaining better lighting levels.
3. **Energy Efficiency:** replacement of existing or installation of new equipment in initiatives designed to deliver improved energy efficiency and or energy use reduction.
4. **Routine and Reactive Maintenance Standard:** potential changes to the standards applied to reactive and routine repairs
5. **Inspection and Testing:** potential changes to inspection and testing regimes.

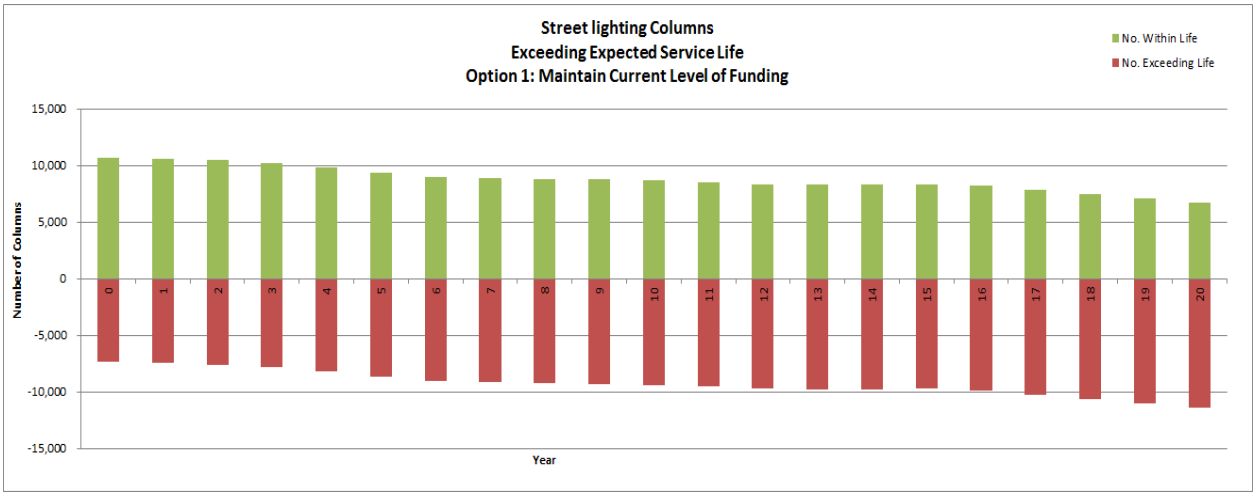
Structural Condition

(a) Predicted condition of columns with continued level of funding

Figure 34 below represents those street lighting columns which are presently within their expected design life (highlighted in green) and those which have exceeded their expected design life (highlighted in red). It is estimated that **41%** of columns currently exceed their expected service life and that this amounts to a financial backlog situation in the region of **£13,000,000** as shown by the graph below.

If the current annual level of investment of £150,000 was continued the quantity of columns achieving the expected service life at Year 20 would increase to **63%** amounting to a financial backlog of **£18,600,000**.

Figure 34 –Street Lighting Columns – Maintain Current Level of Funding



Columns Exceeding Expected Service Life - Option 1

(b) The predicted cost of maintaining current standards

Maintaining the lighting columns at the current age profile ("steady state" condition) will require an annual investment of approximately **£500,000.**

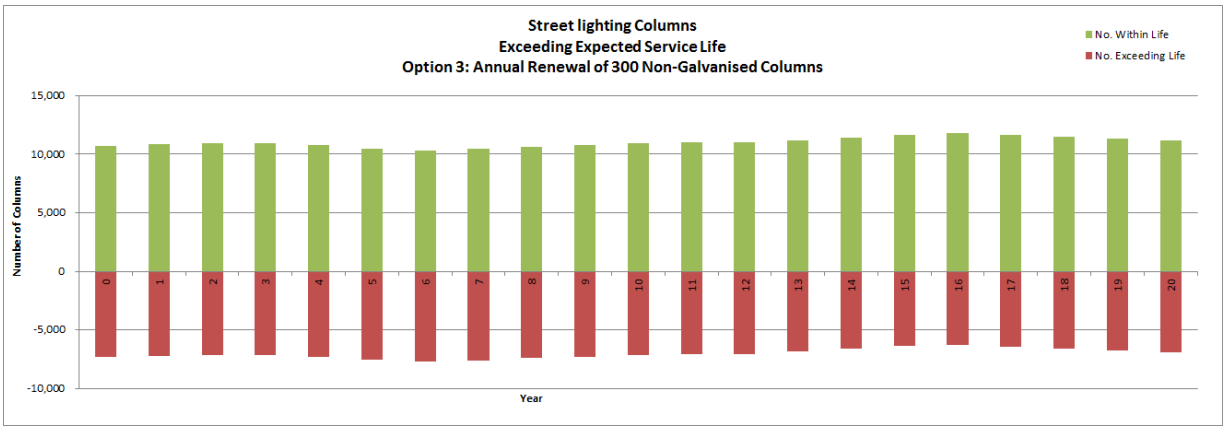
(c) Removal of non-galvanised columns currently over 30 years old

There are approximately 5,800 non-galvanised columns over 30 years old which is above the designated 25 year expected service life. These columns comprise 80% of the quantity currently exceeding the expected service life. The annual structural inspections continue to identify these column types in the amber condition band which in coming years will start to become a risk to the Council if not renewed.

This option proposes to renew these non-galvanised columns with aluminium columns over a 20 year period at an annual cost of £570,000. The aluminium columns have an expected service life of 50 years.

Figure 35 shows that the overall quantity of columns exceeding the expected service life would reduce from 41% to **38%** at Year 20 which will equate to a backlog of **£10,200,000**.

Figure 35 – Street Lighting Columns – 300no. Column renewals / year



Columns Exceeding Expected Service Life - Option 3

Luminaires

Luminaires are assessed using two criteria – age and energy efficiency.

Age

All luminaires have an expected service life which represents the average time that the asset will provide the required level of service. Once a luminaire reaches the expected service life there is a higher chance of faults occurring which leads to higher revenue costs and possibly reduced customer satisfaction.

Energy Efficiency

The biggest factor influencing future street lighting costs involve the price of electricity. Over the last decade the cost of electricity has increased significantly, with increases in excess of 15% per annum experienced since 2004. If this trend was to continue (with no reduction in street lighting energy demand) then this could add substantial costs to the street lighting service budget over the next 20 years.

The scale of future price increases is unknown. It is however possible that energy could become more expensive due to growing competition for resources and increased generation costs. It is therefore prudent to explore options for reducing street lighting energy usage while still maintaining an acceptable level of service.

East Lothian Council has targeted saving £15,000 per year by reducing street lighting energy costs. Note: energy costs include both electricity and carbon.

Evaluation of Energy Saving Initiatives

As part of the SCOTS RAMP project, a spreadsheet tool was developed for analysing and evaluating potential energy saving initiatives over a 20 year period. Within the spreadsheet all improvements are assumed to occur within the first five years. East Lothian Council's current street lighting energy reduction strategy is to upgrade all lanterns with LED equipment. An additional benefit with LED equipment is their longer life which leads to less maintenance and associated disruption to the public.
Table 23 below shows the results of the energy analysis of East Lothian current strategy:

Table 23 - Summary of Energy Saving Options: Network Wide

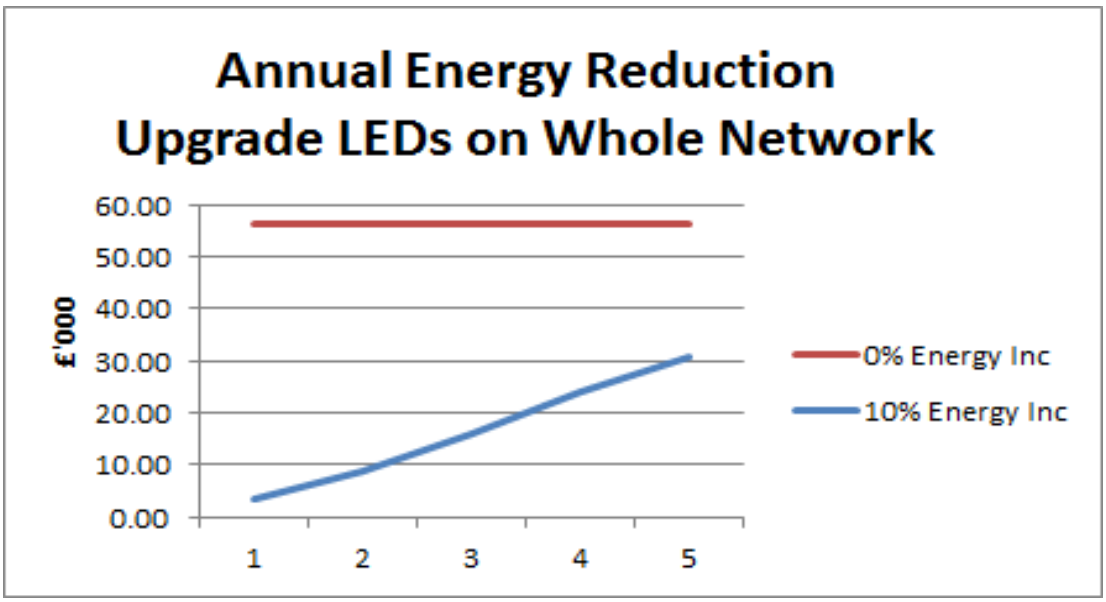
Energy Saving Option	Total Cost Over 20 yrs. (£000's - NPV)	Reduction in Carbon (t)	Cost Saving Benefit (£000's)	Investment Cost Over 5 yrs (£000's)	Benefit / Cost Ratio (BCR)	Pay-Back Period (years)
0 : Baseline	£37,150					
1 : Upgrade Lanterns with LED equipment	£23,997	19,787	£13,153	£4,450	2.96	7
2 : Dimming with LED equipment	£21,796	24,026	£15,354	£4,450	3.45	6

Table 23 shows that to upgrade the remaining lanterns in East Lothian to LED equipment provides a positive Benefit / Cost Ratio of 2.96. The pay-back period which represents the period it would take for the savings to pay back the initial investment is 7 years. The savings consist of energy costs from the lower wattage equipment and reduced maintenance costs.

The second option is to upgrade the lanterns to LED equipment and then dim them between 12:00am and 6:00am. This option provides a higher Benefit / Cost Ratio of 3.45 due to the additional energy savings from the dimming and a lower pay back period.

The assessment of actual annual energy savings for the first five years is shown in the following chart. The unknown factor is the long term level of growth in energy prices. Figure 2 shows the annual reduction with no increase and a 10% increase. The chart shows that the Council savings target of £15,000 per year would be achieved when there is no increase in energy prices.

Figure 36 Annual Energy Reduction - Upgrade LEDs on Whole Network



The maintenance reduction was based on both actual information and predictions. An analysis of all the faults calculates an average lantern life of 3 years. The maintenance costs for the new LED equipment were based on information from the providers. LED equipment is still relatively new and most installations around the United Kingdom are still in the first cycle. For this analysis the life of a LED lantern was assumed to be 10 years.

This option achieves an energy saving target of £15,000 but is unlikely to be undertaken due to the initial five year investment of £4,450,000. Additional options are considered below targeting smaller quantities of lanterns.

All lantern options below will consider and assess the age and energy profile.

(a) Maintaining current investment

Age Profile

Figure 37 below represents those street lighting lanterns which are presently within their expected design life (highlighted in green) and those which have exceeded their expected design life (highlighted in red). It is estimated that approaching **41%** of lanterns currently exceed their expected service life and that this amounts to a financial backlog situation in the region of **£2,145,000** as shown by Figure 1 below.
In 2014/15 East Lothian Council is projected to invest £418,000 in lower energy lanterns. This option considers investing £418,000 in lanterns for the next 20 years but in terms of the age profile this would be over investing. Figure 2.1a shows that after nine years of investing £418,000, all lanterns exceeding the expected service lives are renewed. If this level of investing continued lanterns still providing the required service

levels would be replaced. In this option from Year 9 onwards a budget sufficient to renew the lanterns as they achieve the expected service life would be provided. Figure 2.1b shows the overall budget profile for this option with an annual average of £154,000 from Year 9 onwards.

Figure 37: Luminaires Exceeding Expected Service – Option 1

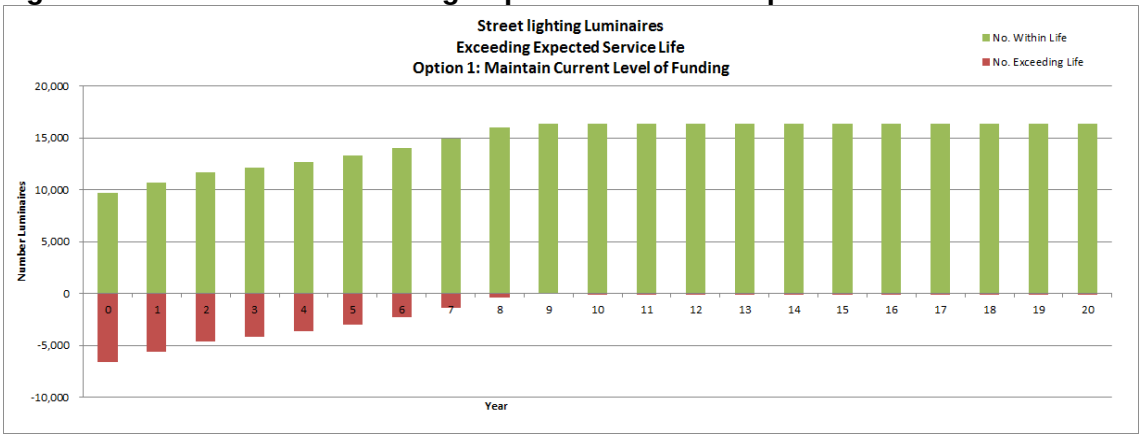
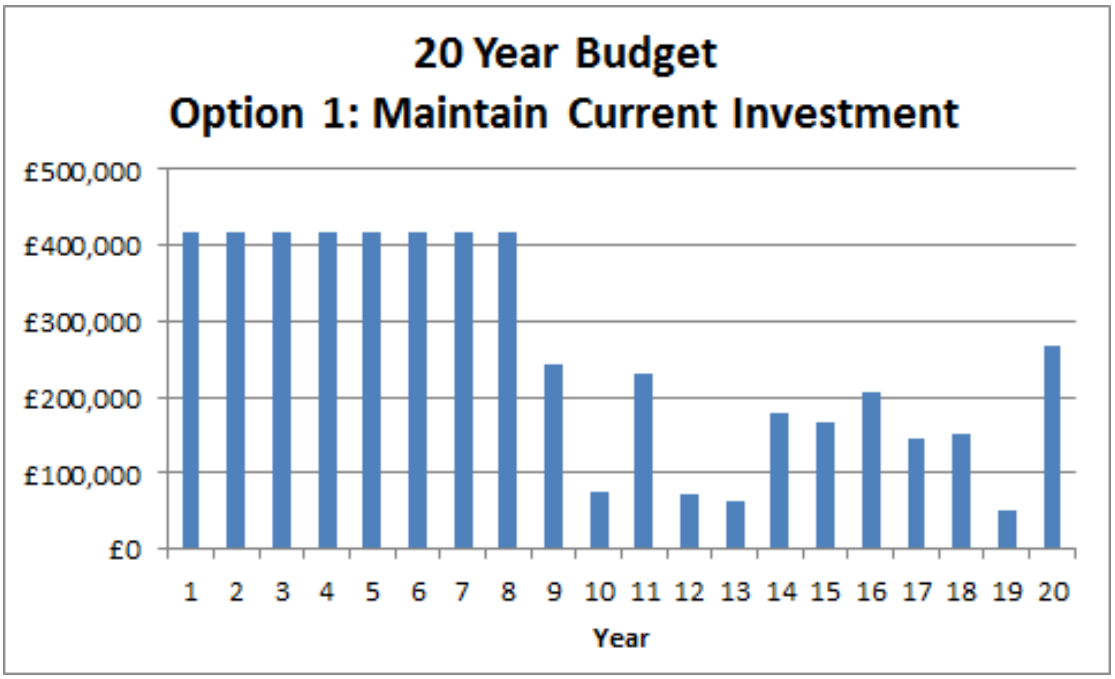


Figure 38 – 20 Year Luminaire Budget – Option 1



Energy Efficiency

The results of the energy savings from maintaining the current investment are shown in Table 24. The analysis only considers the first five years of investment to be consistent with Table 23.

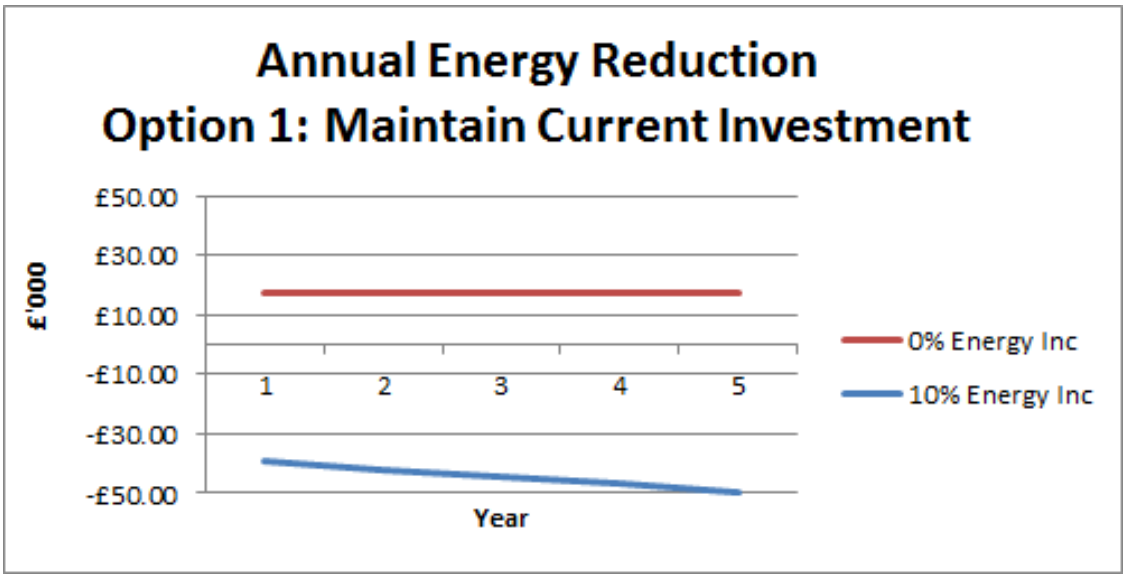
Table 24 shows that LED upgrade options with and without dimming both have positive Benefit / Cost Ratio and pay-back periods of 7 years and 6 years respectively.

Table 24 - Summary of Energy Saving Options: Option 2: Maintain Current Investment

Energy Saving Option	Total Cost Over 20 yrs. (£000's - NPV)	Reduction in Carbon (t)	Cost Saving Benefit (£000's)	Investment Cost Over 5 yrs (£000's)	Benefit / Cost Ratio (BCR)	Pay-Back Period (years)
0 : Baseline	£37,150					
1 : Upgrade Lanterns with LED equipment	£32,219	6,053	£4,931	£1,965	2.51	7
2 : Dimming with LED equipment	£31,324	7,778	£5,826	£1,965	2.96	6

The assessment of actual annual energy savings for the first five years is shown in the Figure 39 using projected energy increases of 0% and 10%. Figure 39 shows that the Council savings target of £15,000 per year would be achieved when there is no increase in energy prices.

Figure 39 – Annual Energy Reduction – Option 1



(b) Maintaining current standards

Age Profile

Maintaining the lighting lanterns at the current age profile ("steady state" condition) will require an annual investment of approximately **£200,000.**

Energy Efficiency

The results of the energy savings from maintaining the current investment are shown in Table 25 The analysis only considers the first five years of investment to be consistent with Table 23

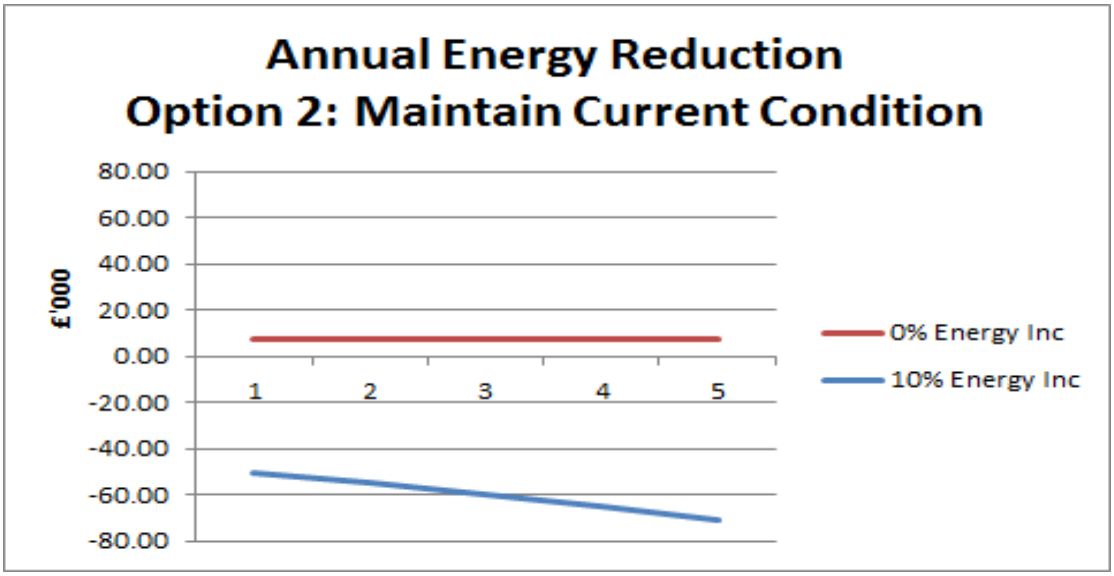
Table 25 shows that both LED upgrade options have positive Benefit / Cost Ratio and pay-back periods of 6 years.

Table 25 **Summary of Energy Saving Options: Option 2: Maintain Current Condition**

Energy Saving Option	Total Cost Over 20 yrs. (£000's - NPV)	Reduction in Carbon (t)	Cost Saving Benefit (£000's)	Investment Cost Over 5 yrs (£000's)	Benefit / Cost Ratio (BCR)	Pay-Back Period (years)
0 : Baseline	£37,150					
1 : Upgrade Lanterns with LED equipment	£34,569	2,542	£2,581	£872	2.96	6
2 : Dimming with LED equipment	£34,206	3,243	£2,944	£872	3.38	6

The assessment of actual annual energy savings for the first five years are shown in the Figure 40 using projected energy increases of 0% and 10%. Figure 40 shows that the Council savings target of £15,000 per year would not be achieved even if there was no increase in energy prices.

Figure 40 – Annual Energy reduction – Option 2



(c) Achieving East Lothian Council Annual Energy Savings Target of £15,000

This option investigates the luminaire programme which would be required to achieve the East Lothian Council Annual Energy Savings target of £15,000. This option will assume that there are no energy increases. The programme of luminaires

replacement will consist of all 70w SON types and sufficient 35w SOX types to achieve the energy savings target.

To enable the consistent use of the Energy Analysis Tool we will only assess the energy of the equipment upgraded in the first five years.

Age Profile

Figure 41 shows the 20 year age profile which occurs when annually investing £330,000 in lower energy lanterns. As with Option 1 this level of investment leads to over investing. The combined information on Figure 41 and 42 show that at Year 12 the level of lanterns exceeding the expected service life reaches zero. In this option from Year 12 onwards a budget sufficient to renew the lanterns as they achieve the expected service life would be provided. Figure 42 shows the overall budget profile for this option with an annual average of £120,000 from Year 12 onwards.

Figure 41: Luminaires Exceeding Expected Service – Option 3

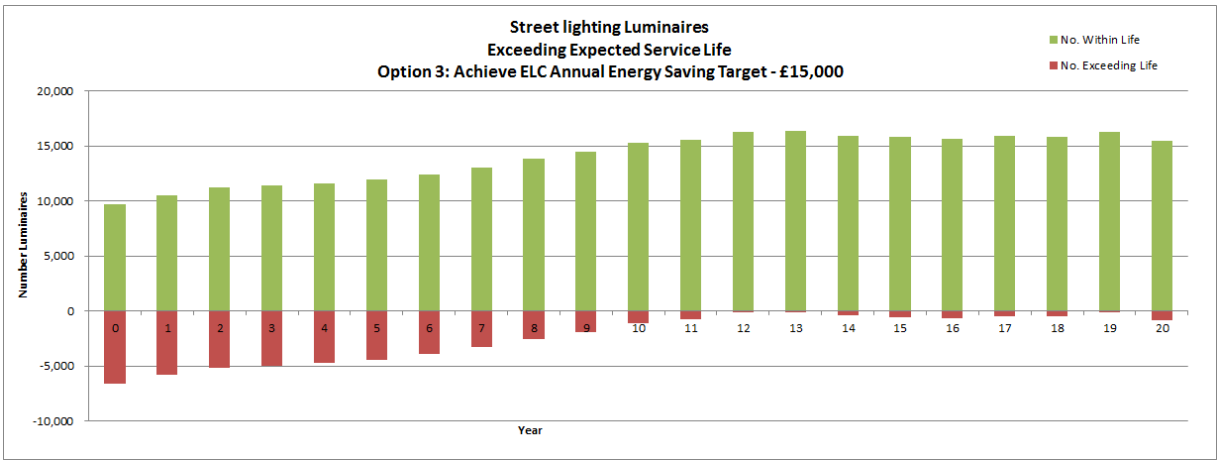
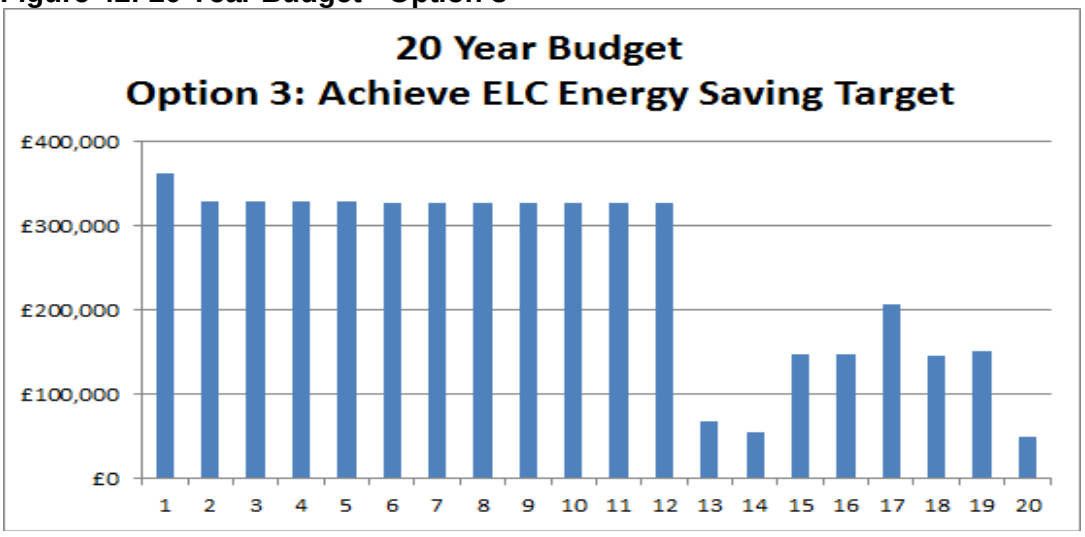


Figure 42: 20 Year Budget - Option 3



Energy Efficiency

The results of the energy savings from maintaining the current investment are shown in Table 26. The analysis only considers the first five years of investment to be consistent with Table 23.

Table 26 shows that LED upgrade options with and without dimming both have positive Benefit / Cost Ratio and pay-back periods of 8 years and 7 years respectively.

Table 26 Summary of Energy Saving Options: Option 3: Achieve ELC Energy Saving Target of £15,000

Energy Saving Option	Total Cost Over 20 yrs. (£000's - NPV)	Reduction in Carbon (t)	Cost Saving Benefit (£000's)	Investment Cost Over 5 yrs (£000's)	Benefit / Cost Ratio (BCR)	Pay-Back Period (years)
0 : Baseline	£37,150					
1 : Upgrade Lanterns with LED equipment	£33,588	5,231	£3,562	£1,529	2.33	8
2 : Dimming with LED equipment	£32,635	7,067	£4,515	£1,529	2.95	7

The assessment of actual annual energy savings for the first five years is shown in the Figure 40 assuming no increase in energy costs. Figure 43 shows that the Council savings target of £15,000 per year would be achieved

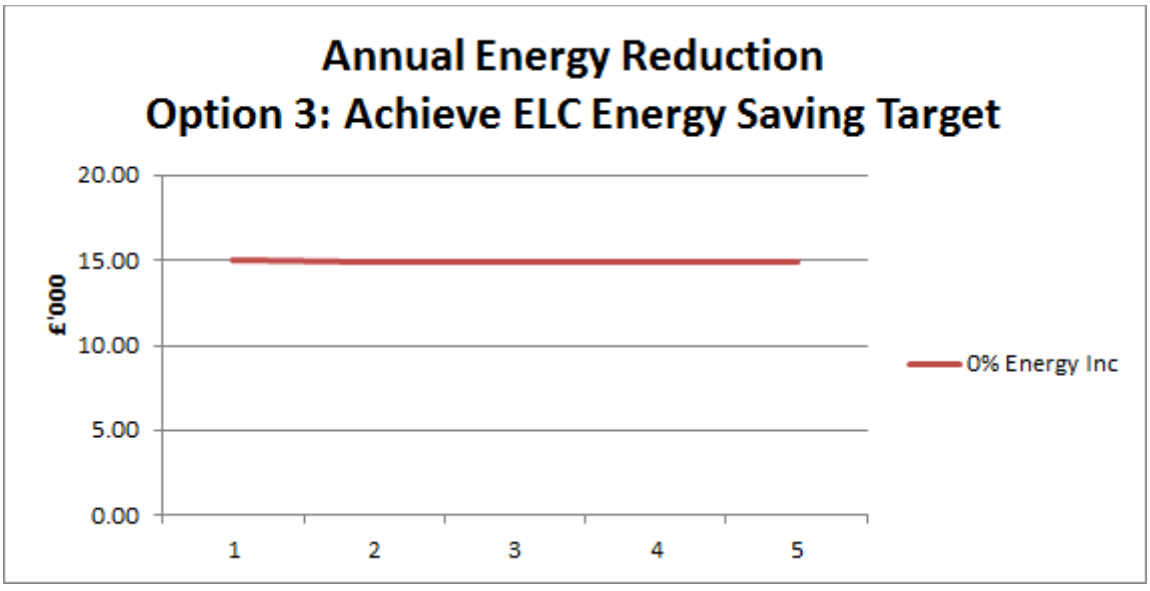


Figure 43: Annual Energy Reduction – Option 3

Planned Maintenance Recommendations

Routine and Reactive Maintenance

Street lighting routine and reactive maintenance comprises:

- Reactive Maintenance (Emergency); High priority repairs
- Reactive Maintenance (non-safety related); lower priority repairs

This part of the service currently costs the council £391,275 per annum, and this is expected to continue in the future.

Inspection and Testing:

Inspection and testing activities for street lighting comprise:

- 6 yearly electrical safety inspection and testing
- 6 yearly structural testing

The electrical and structural inspection are both undertaken at the same time.

These activities currently cost the council £50,000 per annum and this is expected to continue in the future.

Appendix E - Traffic Management Asset Status and Option Report

Introduction

This report presents a summary of the council's traffic management assets as at March 2015. It

- Describes the current condition of the asset
- Details the service that the asset and current budgets are able to provide
- Presents the options available for the future

The report complements the Road Asset Management Plan (RAMP). It provides information to assist with budget setting for traffic management assets.

Status

The status of the asset is provided in terms of current condition, the output that are delivered, the standards being achieved and, where possible, an indication of customer satisfaction.

Options

The report considers the following options:

- A continuance of current funding levels
- The predicted cost of maintaining current standards
- Predicted effect of specified budget change

Long Term Forecasts

Traffic management assets consist of components with known expected service lives. The impact of a level of investment cannot be shown by looking at the next couple of years. The report includes 20 yr forecasts to enable decisions to be taken with an understanding of their long term implications.

Impacts Risk

To reflect continuing budgetary pressures the report contains an assessment of the impact for each option presented. In some instances however the level of detail of assessment is currently hindered by an absence of data.

3. Traffic Management Assets

2.3 Status Report

The Asset

The council's traffic management assets are made up of:

Table 27 – Traffic Management Asset Statistics

Asset Group: Traffic Signal Assets

Statistics

The Asset

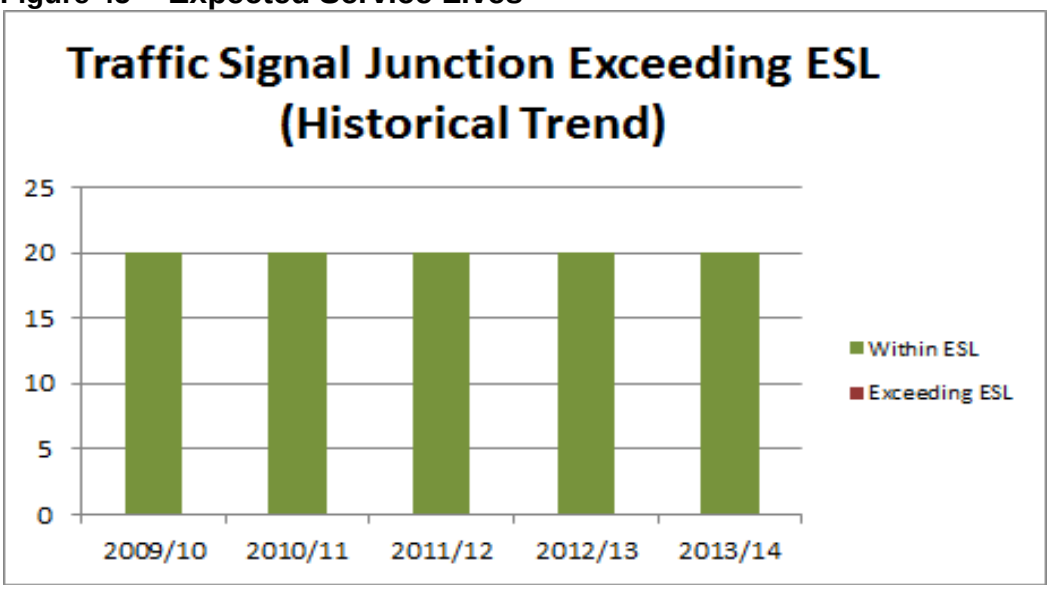
Traffic Management System Quantities	
Traffic Signal Types	**Quantity**
Traffic Signal (Junction) Subtypes	
Minor Junction	3
Medium Junction	22
Major Junction	1
Complex Junction	0
Traffic Signal (Pedestrian Crossing) Subtypes	
Single Carriageway	50
Double Carriageway	0
Total	**76**

Other Traffic Management System Quantities	
Other Traffic Management System Types	**Quantity**
Information Systems	0
Safety Cameras	0
Variable Message Signs	2
Vehicle Activated Signs	25
Real Time Passenger Information	0
Total	**27**

Commentary

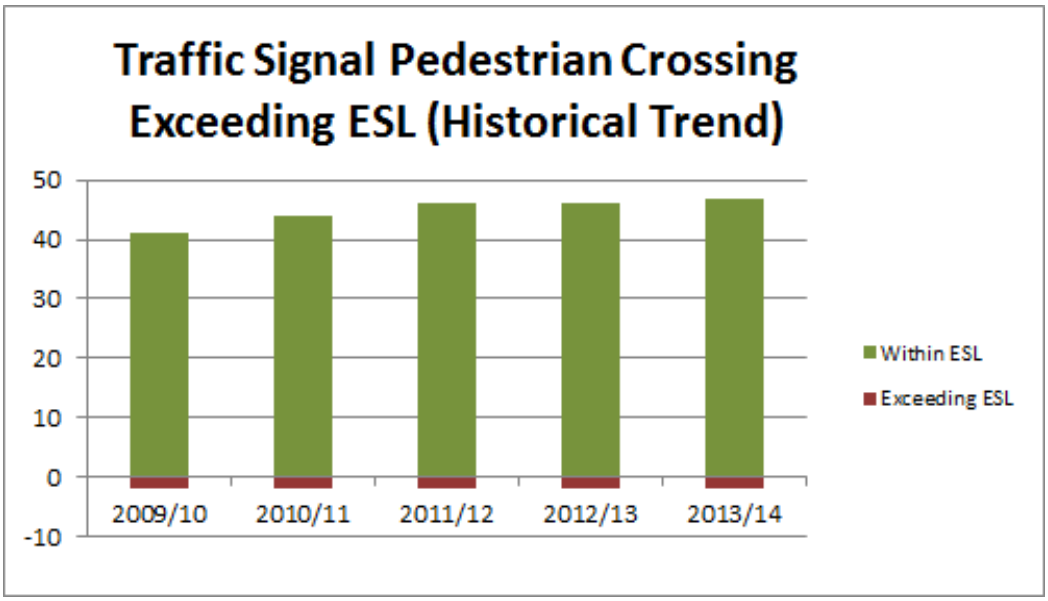
- The confidence of traffic signals inventory is high. It is stored in a Microsoft Excel Spreadsheet.
- The traffic signal asset has grown by 2 sites in the financial year. There has been a 10% growth in the previous 5 years.
- There are 5 proposed signalisation treatments being proposed this financial year; CWSS, and S75 improvements.

Figure 45 - Expected Service Lives



- The traffic signal junctions assets are all within the expected service life.
- To ensure this level of condition is maintained a minimum of one site need to be renewed annually.

Figure 46 - Expected Service Lives



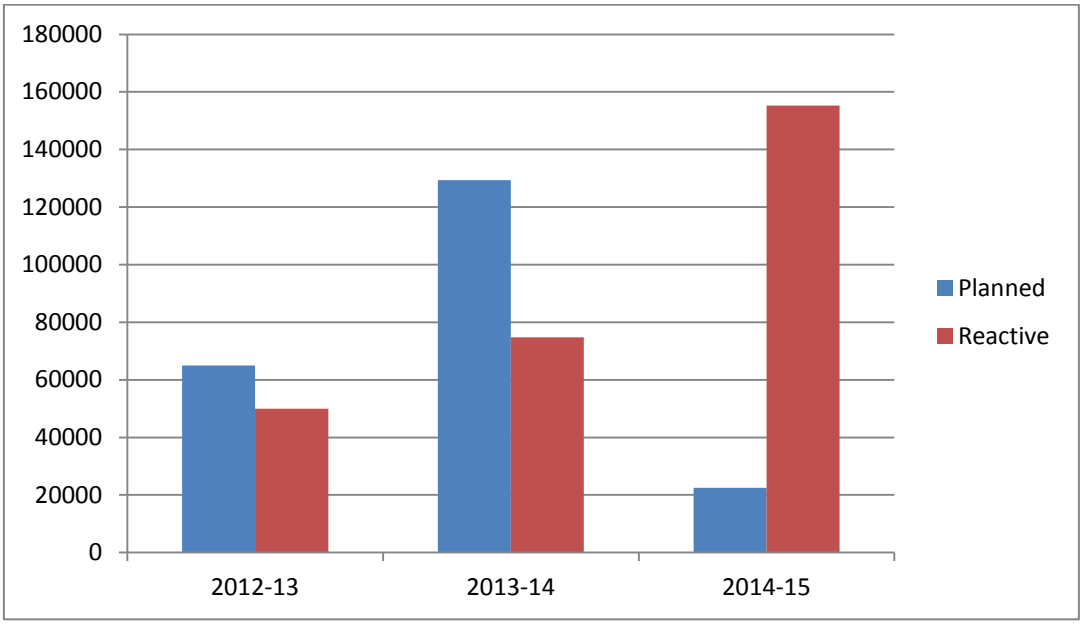
- Only two pedestrian crossing traffic signals are exceeding the expected service life.
- These were both installed in 1981 and have had very little maintenance undertaken since.

Table 28 - Performance Management

Description	2014/15 Result	Comments

Number of faults identified / reported	155	Increase of 21 from 2013-14
Number of above faults rectified within applicable target time	151	Target response time to repair faulty traffic signals (urgent) = 4 hours Target response time to repair faulty traffic signals (non urgent) = 48 hours
Number of above faults rectified on first visit	151	

Figure 47 – Traffic Management systems Historical Investment



Reactive Works are generally undertaken by Siemens Plc on behalf of East of Scotland LA's and managed on a term maintenance basis.

- Planned maintenance work is considered to be that which provides for a sustainable outcome, adding value to the traffic management system asset, and includes replacement/renewal of signalised junctions and crossings including all infrastructure associated with the installation e.g., poles, signal heads, underground cabling and apparatus, etc.
- Reactive maintenance is considered to be all non pre-planned work associated with the traffic management system asset which was not specifically identified prior to budgets being set for the year, and would include repair of dark lamps, damaged infrastructure (poles/signal heads/cabinets etc) and cabling faults, etc.

Table 29 - Investment and Output2014/15)

Cost Category	£181.7k	Output
Planned Maintenance -	£0.9k	– UTC service upgrade (£964)

Preventative		
Planned Maintenance - Corrective	£21.5k	− High street, Dunbar (£21,537)
Routine Cyclic Maintenance	£0k	
Routine - Reactive Repairs (emergency)	£52.8k	− 151 no. Urgent Fault Responses (£52,834k)
Routine - Reactive Repairs (non-emergency)	£58.7k	- Belhaven (£1468) - Temp traffic management (£57,282)
Routine - Inspection & Survey	£6.3k	− CEC (£393) − Advertisement (£5,949)
Operating Costs		Energy costs included in street lighting
Improvements	£41.5k	- Olivebank (£18,881) - Schaw Road (£22,626)
Overhead	£0k	−
Loss	£0k	-

Table 30 Valuation

Traffic Management Systems Valuation				
Traffic Management System Assets	**Gross Replacement Cost**	**Depreciated Replacement Cost**	**Annualised Depreciation Cost**	**Total Depreciation**
Traffic Signal (Junction) Subtypes				
Minor Junction	£120,000	£82,000	£6,000	£38,000
Medium Junction	£1,100,000	£555,000	£55,000	£545,000
Major Junction	£60,000	£45,000	£3,000	£15,000
Complex Junction	£0	£0	£0	£0
Traffic Signal (Pedestrian Crossing) Subtypes				
Single Carriageway	£2,000,000	£986,000	£100,000	£1,014,000
Double Carriageway	£0	£0	£0	£0
Other Traffic Management System Subtypes				
Information Systems	£0	£0	£0	£0
Safety Cameras	£0	£0	£0	£0
Variable Message Signs	£30,000	£18,000	£3,000	£12,000
Vehicle Activated Signs	£125,000	£70,000	£12,500	£55,000
Real Time Passenger Information	£0	£0	£0	£0
Total	**£3,435,000**	**£1,756,000**	**£179,500**	**£1,679,000**

The annualised depreciation (AD) was £179,500 which represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset

Key Issues

The level of budget has been reduced in relation to the current good condition of the traffic signal asset. It is important that a certain level of investment is still provided to maintain the assets and avoid extra costs from lack of maintenance in the future.

Current Strategies

To continue to create business cases for funding to enable all traffic signal sites to be renewed prior to reaching the expected service life.

To continue to keep the customers level of satisfaction high by reacting to faults within the prescribed response time.

To implement a strategy to install LED lamps to enable cost savings in energy and reactive maintenance.

Current Status

As at 31 March 2014

- ↗ annual budget decreasing over time
- ↘ reduction (deterioration) of measured condition
- ↘ increasing quantities of minor defects
- ↘ increase in 3rd party claims

↘ decreasing customer satisfaction as a result of increasing reactive repairs.

Traffic Management Assets Options

Option 1: Maintain Current Budget - £50,000 per annum

Budget

The first option comprises a continuance of current funding levels of £50,000 per annum. The resulting condition charts for each traffic signal type are shown below:

Table 31 – Traffic Management Investment Option T1

RAMP Cost Category	**Expenditure (£000's)** (2013/14 actual)	**%**
Routine - Reactive Repairs (emergency)	£0k	0.0%
Routine - Reactive Repairs (non-emergency)	£75k	60.0%
Routine Cyclic Maintenance	£0k	0.0%
Planned Maintenance - Preventative	£0k	0.0%
Planned Maintenance - Corrective	£50k	40.0%
Inspections and survey (not covered under staff costs)	£0k	0.0%
Operating Costs	£0k	0.0%
TOTAL	**£125**	
Loss (3rd Party Claims associated with (c/ways)	£0k	0.0%
TOTAL (including claims costs)	**£125**	

Figure 47 - Predicted Condition T1

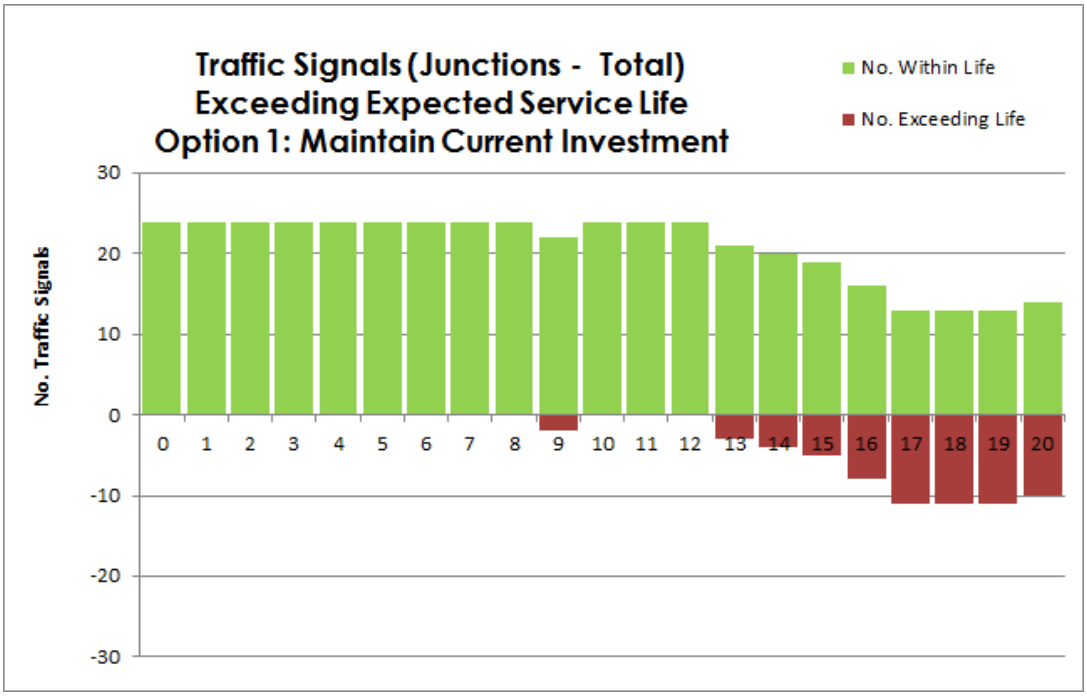


Figure 47 – Predicted Condition T1A

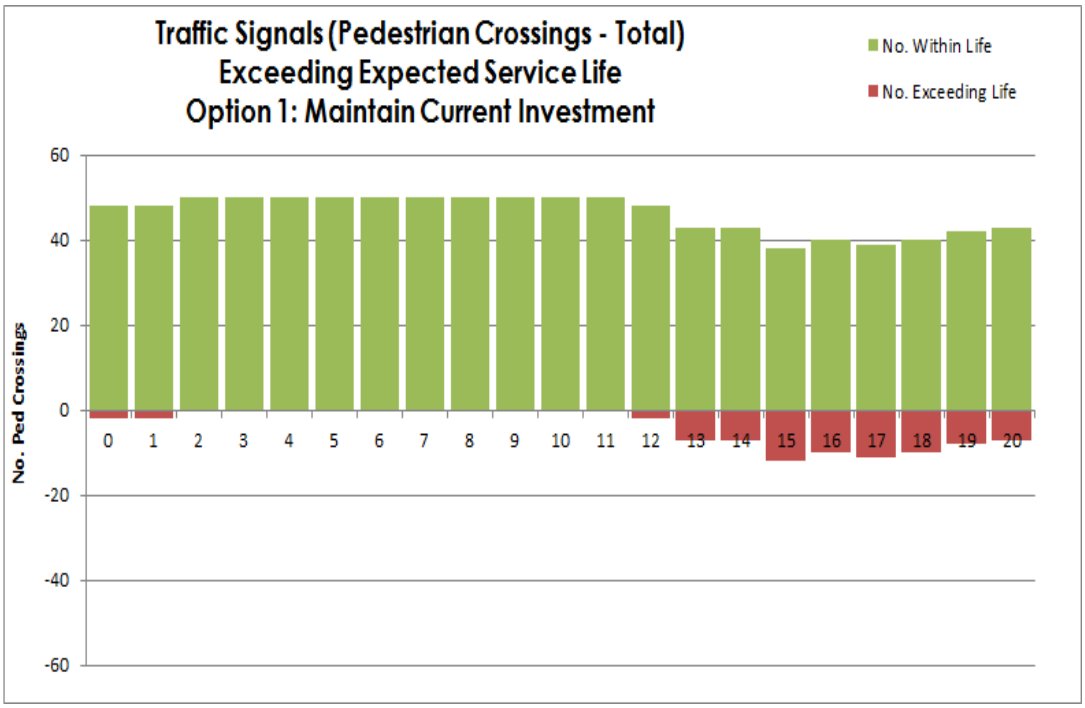


Figure 48 – Predicted Impacts T1 by Asset Category

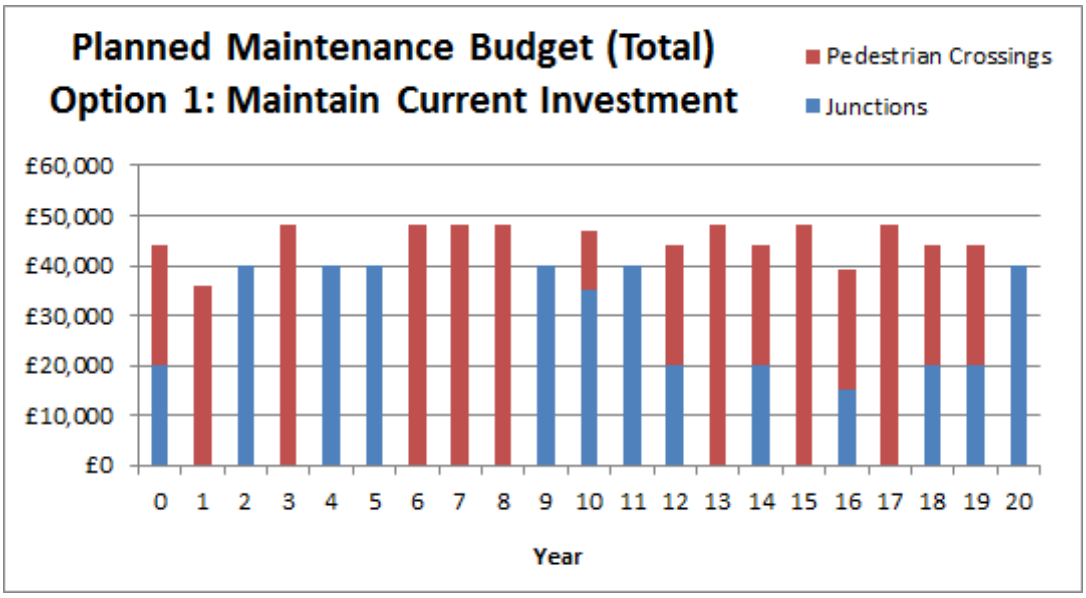
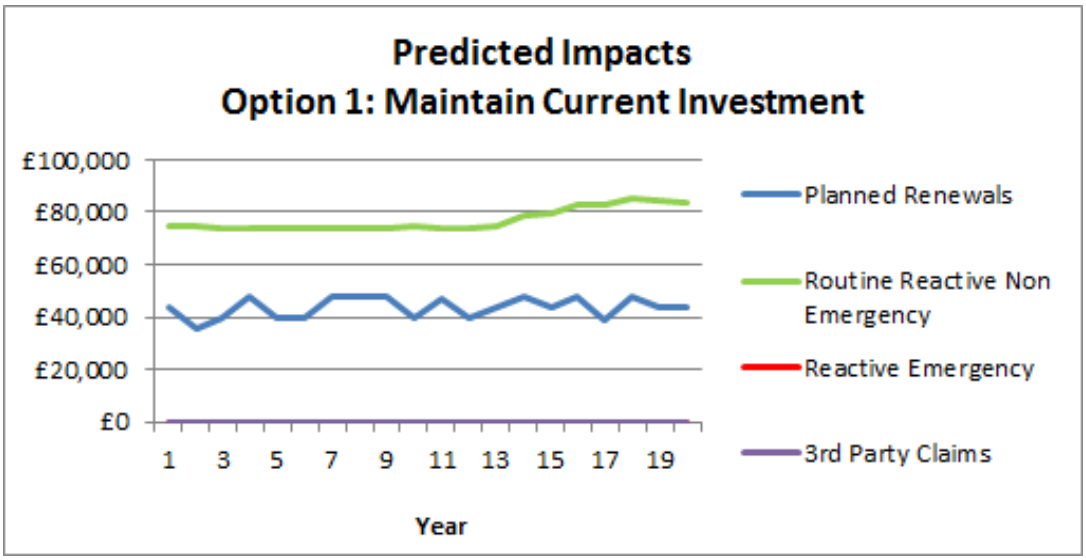


Figure 49 – Predicted Impacts T1 by Activity



Comments: This shows the current level of spending is sufficient for the next eleven years. An increase in budget will be required after that time to keep the asset up to the current technological level. The additional budget will also aid in keeping the reactive costs at a constant or reduced level.

Option Summary

The baseline option of a continuance of current funding levels is predicted to result in:

a. ↗ annual budget growing over time to accommodate increasing reactive repairs
b. ↘ reduction (deterioration) of measured condition
c. ↗ increasing quantities of minor defects
d. ↗ potential for increase in 3rd party claims
e. ↘ likelihood of decreased customer satisfaction as a result of increasing repairs causing unnecessary delays

Total cost (over 20 years) estimated at **£2.4m.** Annual cost £121,000 initially. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

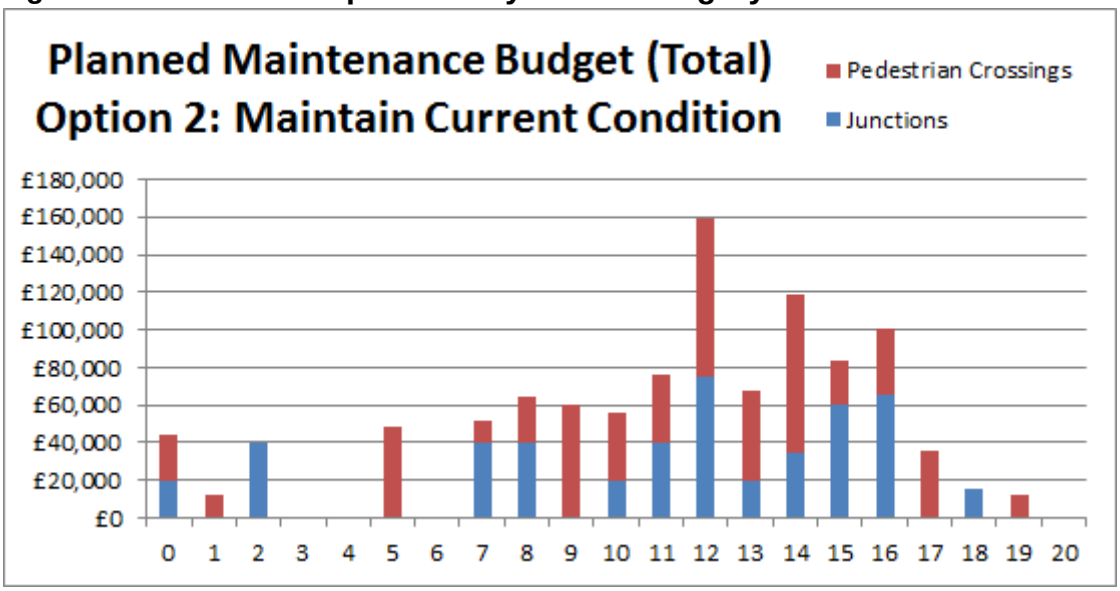
2.2.8. Option 2: Maintain Current Condition

Budget

The second option comprises a continuance of current condition levels. This is the budget required to maintain all junction traffic signal below the ESL and all but two pedestrian crossing traffic signals at the ESL.

The following charts show the twenty year budget profile for both sets of traffic signal assets

Figure 50 - Predicted Impacts T2 by Asset Category

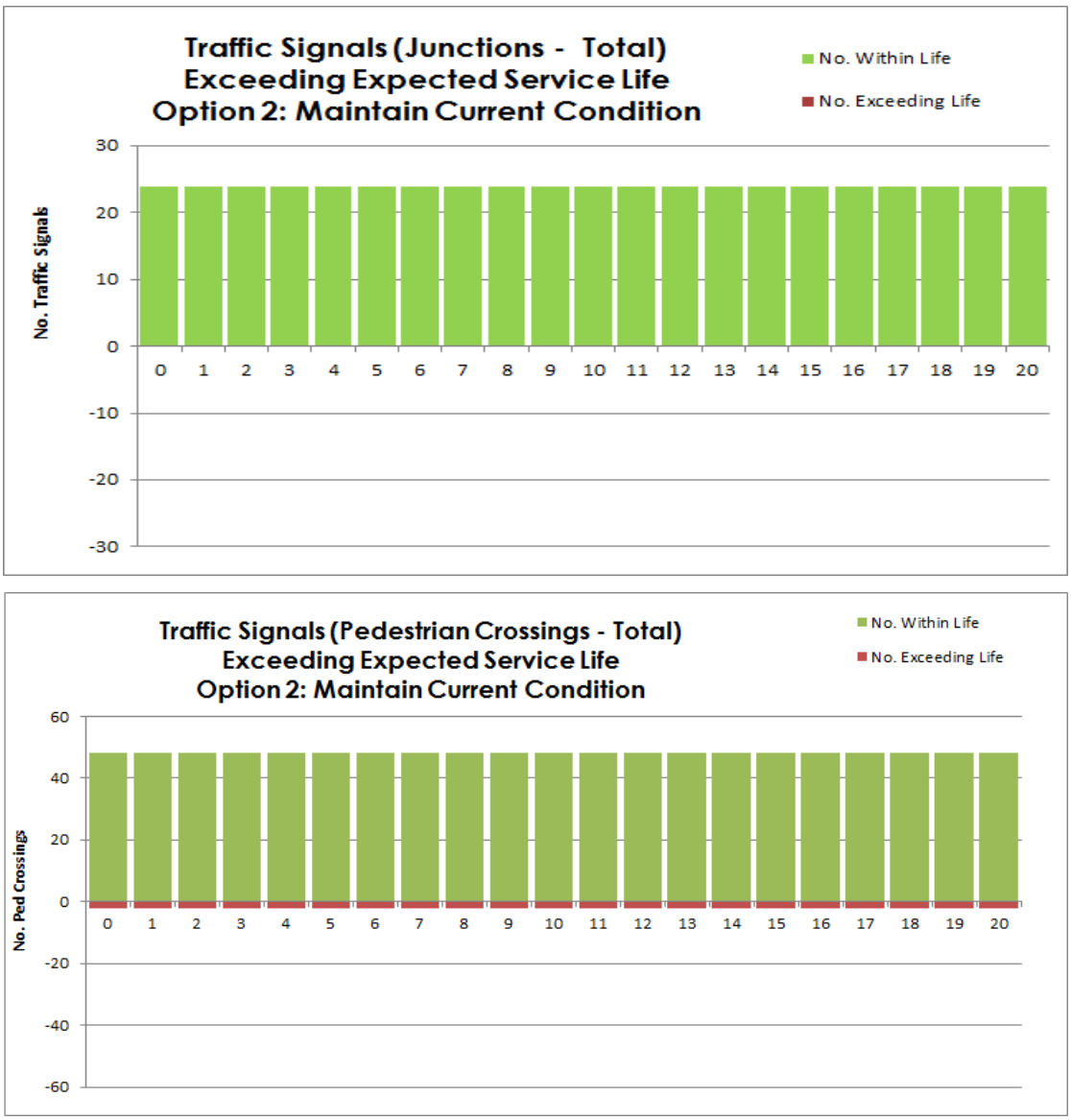


The following table shows all annual costs required to maintain the current condition of the assets except the Planned Maintenance Budget.

Table 31 Traffic Management Investment Option T2

RAMP Cost Category	**Expenditure (£000's)** (2015/16 actual)	**%**
Routine - Reactive Repairs (emergency)	£0k	0.0%
Routine - Reactive Repairs (non-emergency)	£75k	100.0%
Routine Cyclic Maintenance	£0k	0.0%
Inspections and survey (not covered under staff costs)	£0k	0.0%
Operating Costs	£0k	0.0%
TOTAL	**£75k**	
Loss (3rd Party Claims associated with (c/ways)	£0	0.0%
TOTAL (including claims costs)	**£75k**	

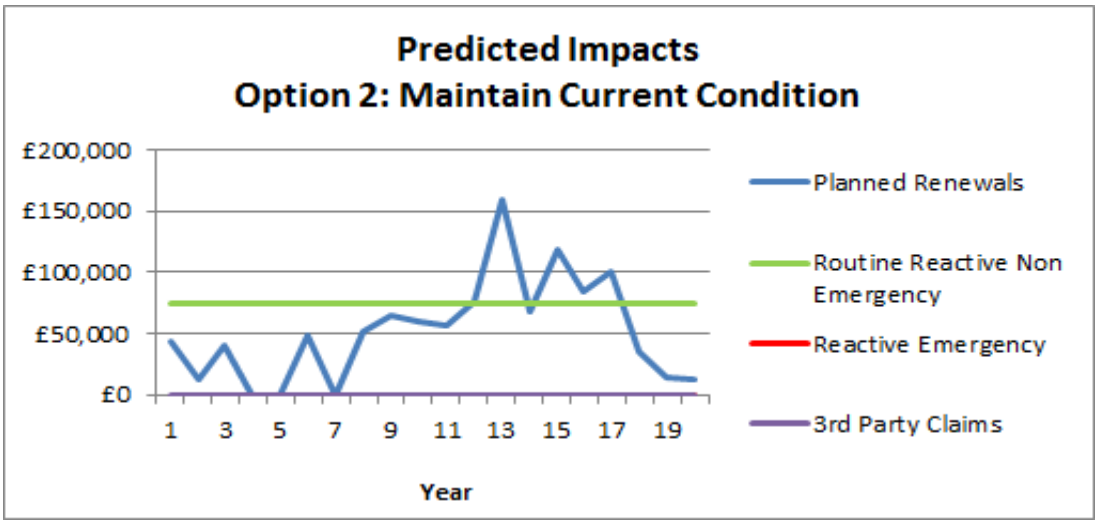
Figure 51- Predicted Condition (maintain current Condition) Option T2



This shows the condition of the traffic signals remaining the same over time.

The Planned Maintenance Chart shows that in several of the first ten years no traffic signal renewals would be required. This chart also shows that in the second ten years the required investment increases to over £100,000 in several of the years.

Figure 52 - Predicted Impacts option T2



Option Summary

The option of a continuance of current condition levels is predicted to result in:

a. ↗ planned maintenance budget increases over time in conjunction with the age profile. Maintaining the condition allows the reactive budgets to remain steady.

b. → continuance of measured condition

c. → no increase in quantities of minor defects

d. → continuation of no 3rd party claims

e. ↘ level of customer satisfaction remains constant.

Total cost (over 20 years) estimated at **£2.5m.** Annual cost £127,000 initially. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

2.2.9. Option 3: Achieve target of all Traffic Signals within the ESL

Budget

The third option comprises treating all traffic signals currently exceeding the expected service life and then maintaining that level for the remaining 20 years.

A breakdown of the total carriageway budget for 2015/16 is as follows:

Table 32 – Traffic Management Systems Investment Option T3

RAMP Cost Category	**Expenditure (£000's)** (2016/17)	**%**
Routine - Reactive Repairs (emergency)	£0k	0.0%
Routine - Reactive Repairs (non-emergency)	£75k	46.0%
Routine Cyclic Maintenance	£0k	0.0%
Planned Maintenance - Preventative	£0k	0.0%
Planned Maintenance - Corrective	£88k	54.0%
Inspections and survey (not covered under staff costs)	£0k	0.0%
Operating Costs	£0k	0.0%
TOTAL	**£163**	
Loss (3rd Party Claims associated with (c/ways)	£0k	0.0%
TOTAL (including claims costs)	**£125**	

Figure 53 - Predicted Condition (maintain current Condition) Option T3

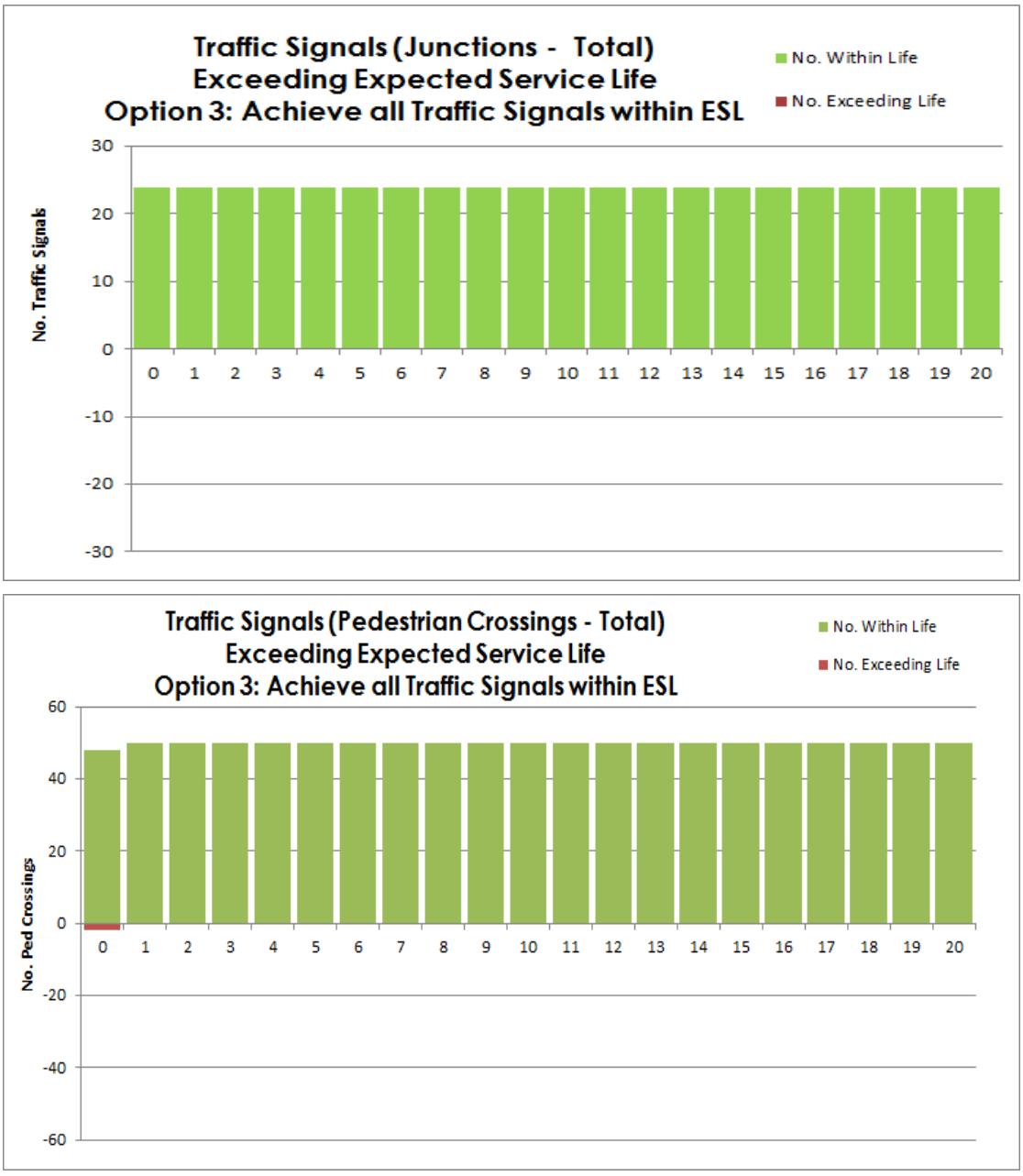


Figure 54 - Predicted Impacts T3 by Asset Category

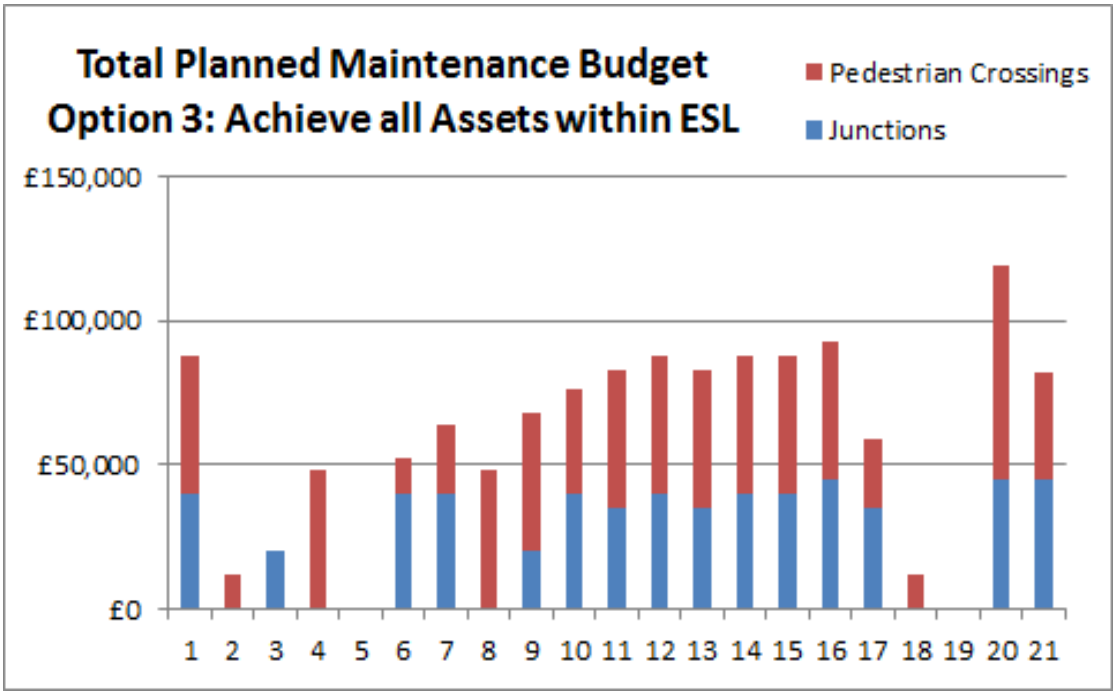
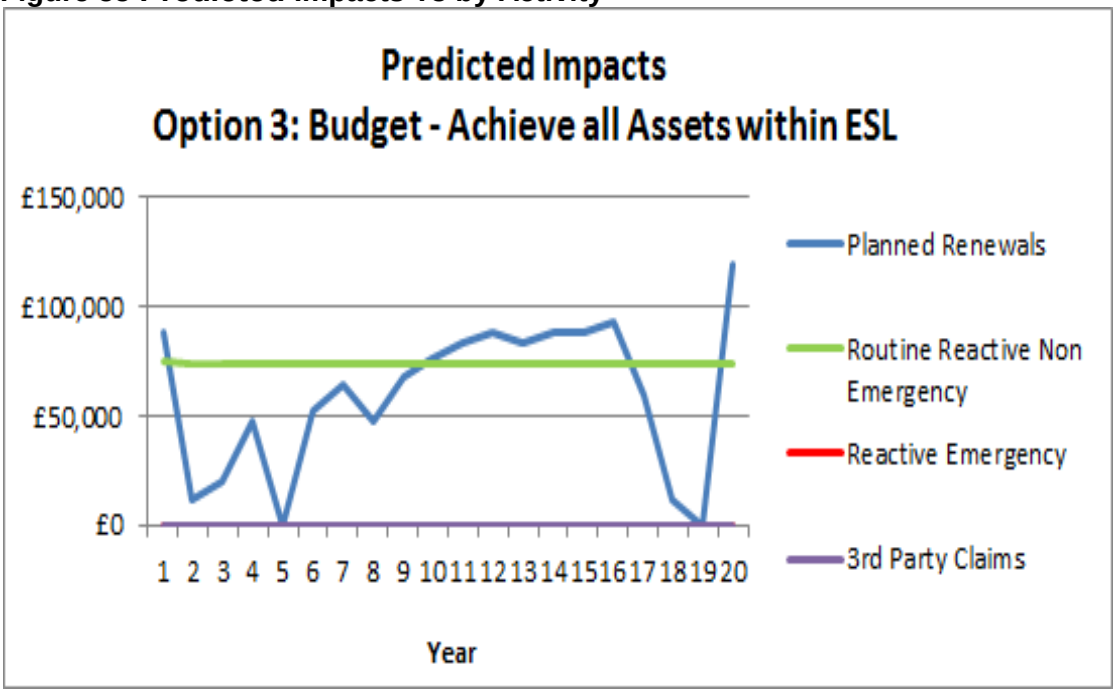


Figure 55 Predicted Impacts T3 by Activity



Comments:

The above information shows that there are very little assets in need of renewal in the next five years. A higher percentage of the assets are under ten years old and therefore the need for renewal budgets is not required until Year 10.

Option Summary

The option of renewing and maintaining all assets under the expected service life is predicted to result in:

a. ↗ annual budget growing over time due to a higher level of assets needing renewal in later years.
b. → continuance of measured condition
c. → no increase in quantities of minor defects
d. → continuation of no 3rd party claims
e. → level of customer satisfaction remains constant.

Total cost (over 20 years) estimated at **£2.7m.** Annual cost £134,000 initially. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

2.2.10. Option 4: Spread renewals evenly investing a maximum of £80,000

Budget

The forth option comprises spreading future investment evenly while ensuring all traffic signals remain within the expected service life. This option enables consistent investment to be provided and removes the years where significant increases in budget would be needed to renew a number of traffic signals reaching the expected service life. This would require renewing some traffic signals that have not achieved the expected service life.

A breakdown of the total carriageway budget for 2015/16 is as follows:

Table 33 – Traffic Management Systems Investment Option T4

RAMP Cost Category	**Expenditure (£000's)** (2015/16 actual)	**%**
Routine - Reactive Repairs (emergency)	£0k	0.0%
Routine - Reactive Repairs (non-emergency)	£75k	46.0%
Routine Cyclic Maintenance	£0k	0.0%
Planned Maintenance - Preventative	£0k	0.0%
Planned Maintenance - Corrective	£88k	54.0%
Inspections and survey (not covered under staff costs)	£0k	0.0%
Operating Costs	£0k	0.0%
TOTAL	**£163**	
Loss (3rd Party Claims associated with (c/ways)	£0k	0.0%
TOTAL (including claims costs)	**£125**	

Figure 56 - Predicted Condition (maintain current Condition) Option T3

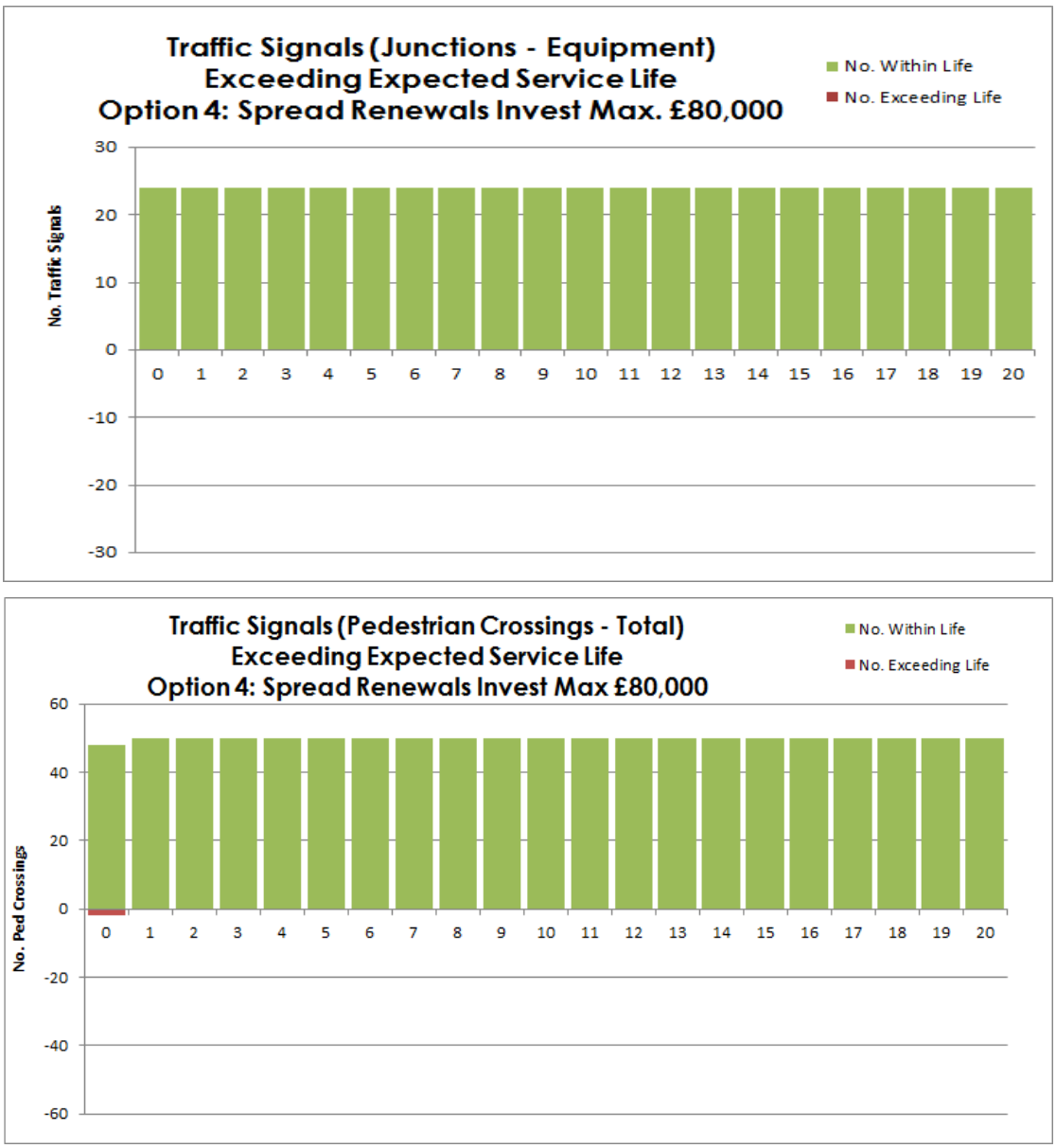


Figure 57 – Comparison between Actual Completion Year and Estimated Service Life (Junctions)

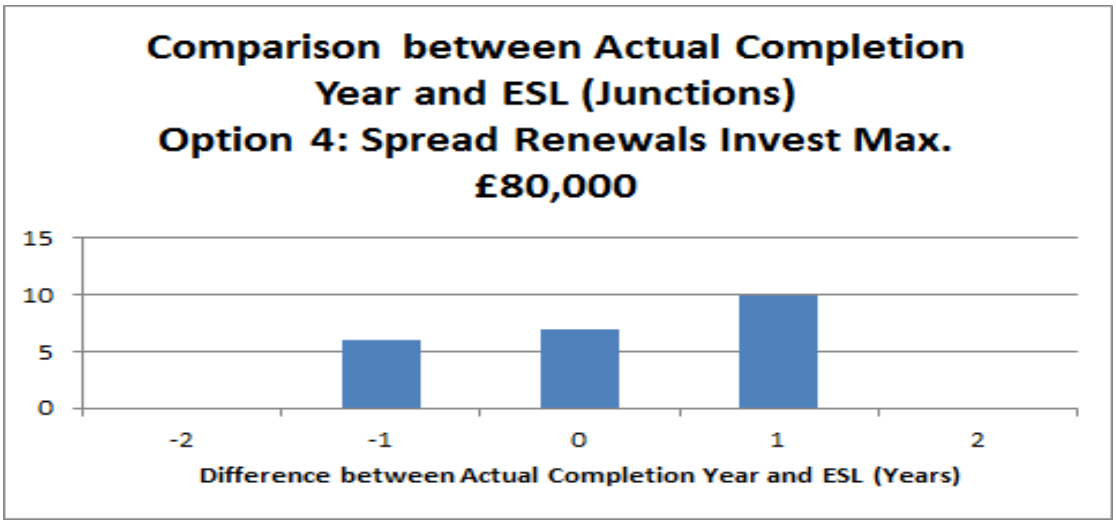


Figure 58 – Comparison between Actual Completion Year and Estimated Service Life (Ped Crossings)

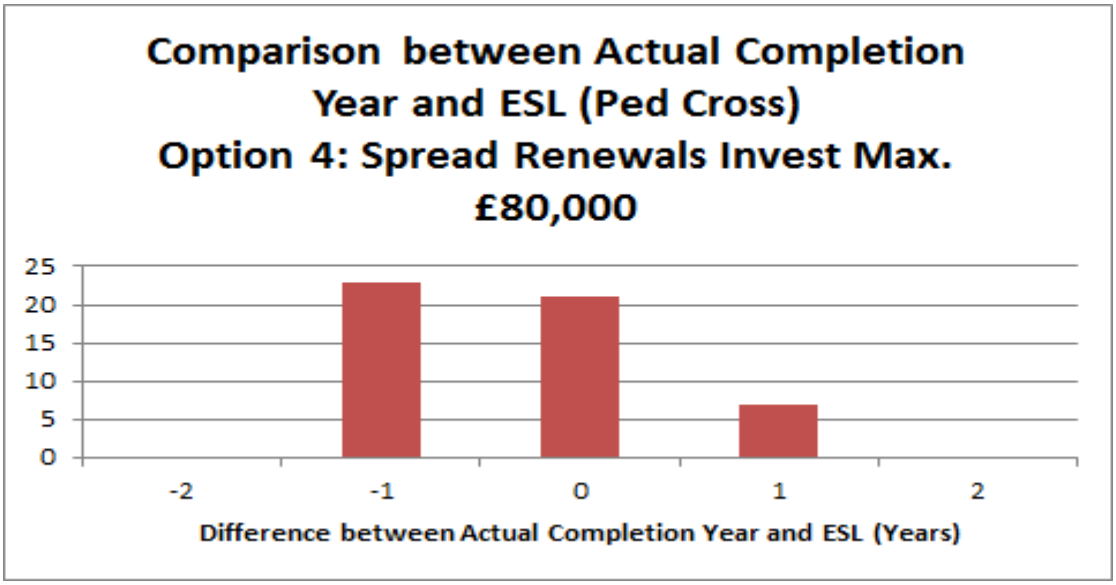


Figure 59 – Predicted Impact T4by Asset Category

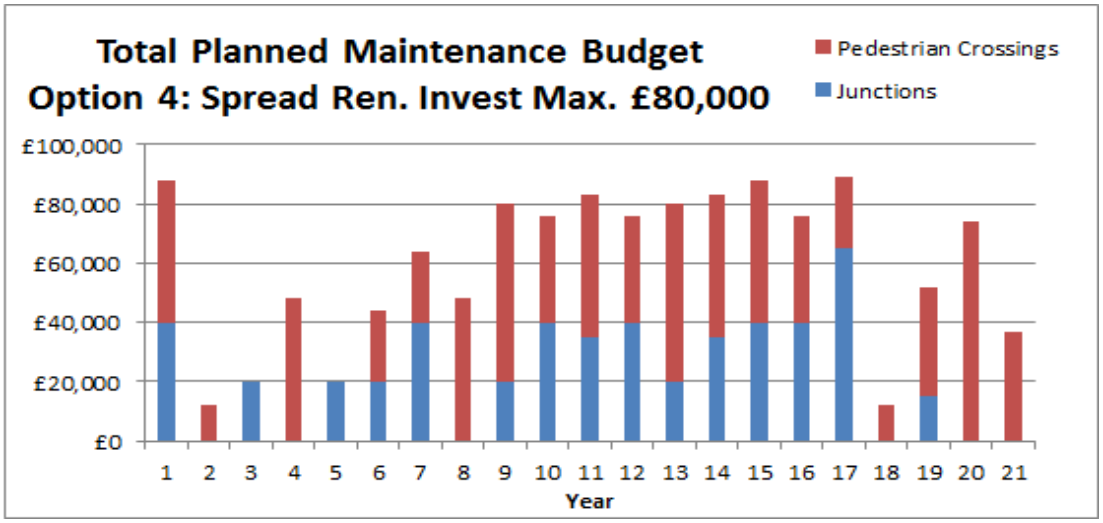
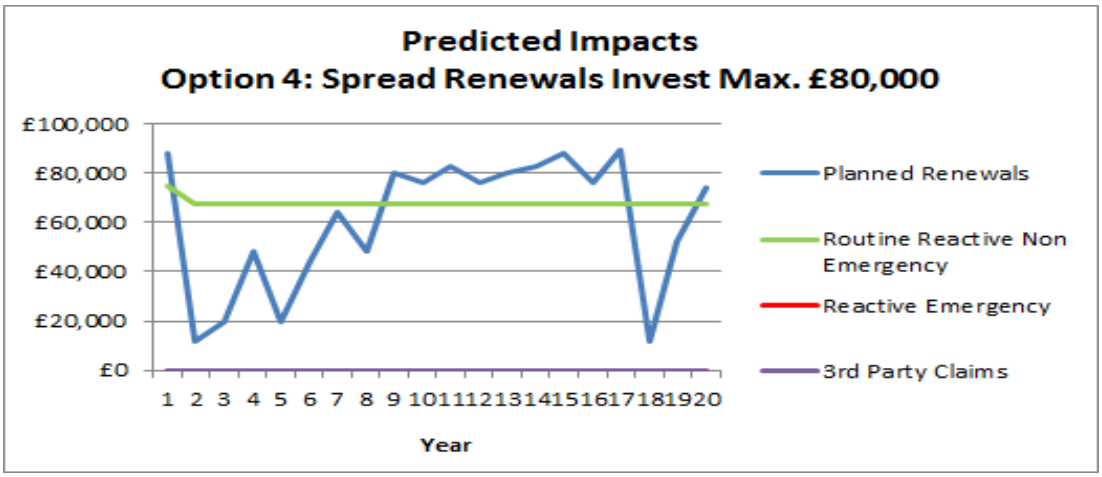


Figure 60 – Predicted Impact T4 by Activity



The above Planned Maintenance Budget chart shows that from Year 9 onwards a budget of approximately £80,000 is required to maintain all the traffic signals within the expected service life.

This option requires renewing some traffic signals ahead of time. The Comparison charts above show that the maximum loss of life due to early renewal is only 1 year. This occurs more with Pedestrian Crossing assets due to the lower cost which enables them to be included when surplus budget is available.

Option Summary

The option of renewing and maintaining all assets under the expected service life is predicted to result in:

a. ↗ annual budget growing over time due to a higher level of assets needing renewal in later years.
b. → continuance of measured condition
c. → no increase in quantities of minor defects
d. → continuation of no 3rd party claims
e. → level of customer satisfaction remains constant.

Total cost (over 20 years) estimated at **£2.6m.** Annual cost £129,000 initially. (No allowance has been made for construction inflation currently running at approximately 5% per annum)

Recommendation

To invest £80,000 / year in the renewal of traffic management systems to balance spend over the long term.

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 24 November 2015

BY: Depute Chief Executive (Partnerships and Community Services) **5**

SUBJECT: Council Arrangements with enjoyleisure ALEO

---

1 PURPOSE

1.1 To update members on the Council's governance arrangements with its ALEO enjoyleisure and highlight the areas of work that enjoyleisure are contributing to wider Council objectives.

2 RECOMMENDATIONS

2.1 Members are asked to note, consider and discuss the contents of the report.

3 BACKGROUND

3.1 In 2011 The Accounts Commission published '"Arms – Length Organisations : Are you getting it right?" . This report was linked to the requirement of "Following the public pound" the code that was produced by the Audit Commission along with COSLA in 1996.

3.2 During 2014 KPMG the Council's auditor prepared a report that was presented to the Council's Audit & Governance Committee on 9 September 2014. The purpose of this report was to report findings from a targeted follow – up on the Councils arrangements as they relate to the Accounts Commission report "Arms – Length External Organisations: Are you getting it right ?"

The aim of the targeted follow – up work by KPMG was to:

- Provide the Accounts Commission with a position statement on councils use of ALEOs and, in particular, on progress since

the How Councils Work report on ALEOs was published in 2011 ; and

- Inform the Accounts Commissions consideration of ALEOs in the context of the public audit model.

3.3 KPMG's approach to this follow – up work involved a review of policies and procedures in operation within the Council, as well as information gathering in respect of certain arrangements linked to the ALEO.

3.4 It is important to note that while the ALEO is responsible for services it provides, the council remains responsible for the public money it gives to the ALEO and the quality of services the ALEO provides.

3.5 During the summer of 2015 the Council Leader also received a letter from the Chair of the Accounts Commission highlighting the Commissions continued interest in the Council's use of ALEOs and their governance. The letter explained "It is clear that ALEO's continue to be a significant part of Council service delivery and are increasingly used" and advised " it is fundamentally important that Councils have effective governance in place to manage their involvement with these organisations and to monitor the associated performance, costs and risks."

3.6 The KPMG report was structured to answer the five questions identified in the checklist provided by Audit Scotland to inform the follow-up work and to make judgements on the effectiveness of the governance arrangements in place based on the three levels of practice – basic, basic and better, advanced. The KPMG report concluded as per below:

- Has the council formally considered the Commission's How Councils Work report on ALEOs. If so did it develop an action plan and have also actions been addressed? = Basic

- How clear is the council about its reasons for delivering services through ALEO's? = Basic

- How well does the council understand the financial commitment and risk to which it is exposed through ALEO's? = Basic and Better.

- How effective are the council's arrangements for monitoring the financial and service performance of ALEO's, maintaining accountability and for ensuring audit access? = Basic and Better.

- Where members or senior officers are appointed to the board or equivalent of ALEO's, how clear are they about their role? = Basic and Better.

3.7 The above conclusions presented by KPMG in their report provided an opportunity to take a closer look at this with our enjoyleisure partners. Particularly in relation to question 2 in the KPMG report and the judgement of 'Basic' for this question. Within the 2011 Audit Scotland

report on Arms-length external organisations: are you getting it right? there is a toolkit for improving the governance of ALEOs, which is really helpful in considering this matter.

3.8 The Council has 2 routes of governance within the existing enjoyleisure structure:

1) Company governance

The structure allows 4 councillors to be on the board and no decisions can be made without at least one councillor being present. The Council also have 2 observers who attend the board meetings. These are the Councils Head of Infrastructure and Service manager for Sport, Countryside & Leisure.

2) Funding Agreement

This agreement details the arrangements for agreeing what services are to be provided and the mechanism for agreeing the annual Committed Funding by the Council. It also contains mechanism for reporting, requests for further information, performance management and requests for further funding or changes to the service specification.

3.9 There are quarterly contract meetings between senior officers of the Council and enjoyleisure. The contract meetings allow for performance discussions that would typically include but not be limited to finance, risk, current developments, facility maintenance and capital spend.

3.9.1 It is appropriate to recognise the positive contribution that enjoyleisure has made to wider council objectives. This has been the case since the formation of the ALEO in October 2009. The objectives at that time were captured as identified in the KPMG report in the Leisure Specification Document. This document was purposely not drafted in detailed and prescriptive manner as that would have had the potential to restrict or curtail the development and performance of the new ALEO. Instead it was based on current delivery of council objectives, principles of delivery linked to key themes and not restrictive in respect of the future potential of the ALEO of which examples have been realised.

3.9.2 There are currently a range of examples that evidence that services provided by our own ALEO, enjoyleisure are aligned with and contribute to the council's current objectives.

- SOA 4 ''East Lothian's young people are successful learners, confident individuals, effective contributors and responsible citizens.'' SOA 5 ''East Lothian's children have the best start in life and are ready to succeed'' - facilitating the access to facilities that support the schools in the delivery of their target 2hrs of physical education. Supporting the primary school Lean to Swim Programme. Facilities

used and programmed for school events, festivals and tournaments and providing pupil work experience placements.

- SOA 6 ‘’In East Lothian we live healthier, more active and independent lives’’ – facilitating and supporting disability programmes. Administrating the Councils Access to Leisure Scheme. Female only sessions and activities for elderly adults. Operation of a growing and highly competitive membership scheme. Growing number of facility users and visits, a wider range of health and fitness classes with record numbers attending. Free swimming for under 16’s during school summer holidays. Health partnership planning work taking place and recent health professionals added to the enjoy Board. ACE programme a good example of health partnership working. The programme caters for and aims to support people with long term health conditions. General Manager of enjoyleisure is part of the Strategic group for Physical Activity SOA 6 target supporting the Community Planning structures.
- Council Plan Growing Communities – Scheduling sport clubs use of facilities, working with the Councils Community Sports Hub, developing and facilitating a range of recreation activities at sports centres, bowling greens, golf course and tennis courts.
- Sport Development – partnership working with the Councils Sports Development Team. Partner posts in cricket, athletics, tennis, swimming and gymnastics. East Lothian development squads use of facilities. Support to the Councils Performance Athletes in School Programme, (PAiS).Facility access for the Sports Awards Scheme.
- Legacy Developments – working with and supporting the Council on a range of London 2012 and Glasgow 2014 Legacy Development initiatives including the upgrading and delivery of new facility provision at Meadowmill Sports Centre including the athletics facility. Community Sports Hub work. Administration of new 3G pitch provision across the County for the Council and the recent tennis court delivery.

3.9.3 enjoyleisure as the Council’s ALEO has contributed and continues to contribute to an evolving agenda. The above are a sample but not an exhaustive list of areas in which enjoyleisure are supporting the Council through the delivery of services to achieve wider council objectives. Some further specific examples with some associated data is highlighted in Appendix 1.

3.9.4 Moving into 2016 and beyond and taking cognisance of the range of communication received from Audit Scotland and our own auditors KPMG in respect of ALEO’s, the following actions will be undertaken:

- Enjoyleisure will work with the council to develop the Physical Activity Implementation Plan as part of SOA Outcome 6.
- The Council will work with enjoyleisure to agree a set of key performance measures that will be used as a performance scorecard and monitored accordingly by partners.
- Enjoyleisure will report annually to the council's audit and governance committee.

4 POLICY IMPLICATIONS

4.1 This report has taken account of the Council's auditors previous report on ALEO's to Council and has set the context for considering further the policy alignment and achievement of our own ALEO.

5 EQUALITIES IMPACT ASSESSMENT

5.1 An equalities impact assessment is not required for this report.

6 RESOURCE IMPLICATIONS

6.1 Financial – None

6.2 Personnel – None

6.3 Other – None

7 BACKGROUND PAPERS

7.1 Appendix 1 – Examples of enjoyleisure's contributions to Council objectives

AUTHOR'S NAME	Eamon John
DESIGNATION	Service Manager, Sport, Countryside & Leisure
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DATE	4 November 2015

APPENDIX 1

Examples of enjoyleisure contributions to Council objectives

INCLUSION

Disability Activities

Across East Lothian, enjoyleisure actively supports and encourages the participation of all ages and abilities within our Sports facilities. Through specialist websites: www.disabledgo.com and www.euansguide.com we provide detailed descriptions of the access and facilities available within our Sports Centres for disabled users visiting us on a casual basis.

The disability coached activity programme provided by enjoyleisure and local clubs, offers customers access to athletics, badminton, archery, bowling, multi-sports, fitness classes, swimming lessons (for both infants and children) and a dedicated swimming club which has members that compete at a national level.

enjoyleisure also most recently supported local disability athletics club, Lothian Leopards and Scottish Disability Sport with the purchase of 4 running bikes, to assist individuals with disabilities affecting mobility, balance and coordination.

Administering the Council's Access to Leisure Scheme

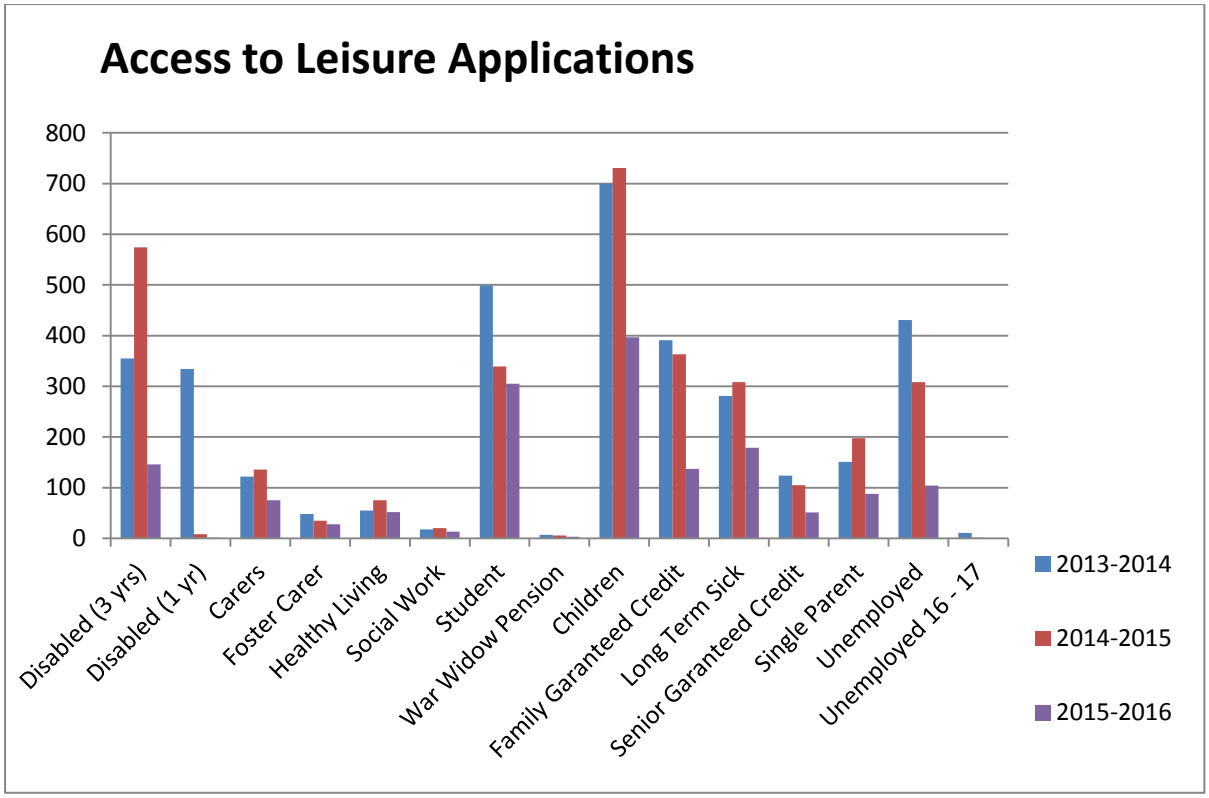
enjoyleisure manages all of the Access to Leisure Applications on behalf of East Lothian Council.

The Access to Leisure Scheme provides entry to enjoyleisure facilities for £1 per activity between 9:30am – 4:30pm Monday - Friday and discounted entry at all other times for individuals who qualify for the scheme.

Applications for the last 3 years are as follows:

Applications to date	**2013-2014**	**2014-2015**	**2015-2016 (YTD)**
Total	3527	3207	1579

In October 2013, the "Access to Leisure" Scheme, replaced the previous Leisure Pass Plus initiative. The new scheme amended the validity of the 'Disabled Criteria' from 1 year to 3 years. This subsequently is reflected in the number of applications received for this category decreasing significantly in 2015-2016.



Access to Leisure Admissions

	2013-2014	2014-2015	2015-2016 (YTD)
Access to Leisure	**63,273**	**57,108**	**33,369**
Bodyworks Gym	12,584	10602	5896
Crèche Activities	1978	1952	858
Dry Activities	828	1636	911
Dry Coached Activities	3578	3586	2886
Free Weights Room	3013	1646	653
Grass Pitch & Pav Income	56		
Hall Hire	4630	2797	1319
Health Suite	5189	4114	2274
Keep Fit Classes	6587	6625	3501
Room Hire	20	20	55
Soft Play	411	269	182
Swimming	17034	16172	9489
Swimming Lessons	6562	7034	5024
Wet Coached Activities	803	655	321

Female Only Sessions

The number of female only swimming sessions has decreased over the years, as more focus has been made to provide evening swim sessions to accommodate both our male and female customer base. This change has been welcomed by our customers and with increased pressure to provide access to swimming pools for clubs; adult only sessions appeal to both our male and female customers.

We do however continue to offer Ladies only nights at Aubigny (Tuesday evening 8:30pm – 9:30pm) and at North Berwick Sports Centre (Monday evening 7:30pm – 9:30pm).

Senior Activities

In conjunction with our partners within East Lothian Council and NHS via the HALP group, the enjoyleisure fitness class timetable actively highlights and promotes the "Low Impact" fitness classes available within our sports centres across the county. Indicated with a  these low-impact classes have been identified as being suitable for those individuals who are looking to improve their health or activity levels.

These classes include: Aqua Circuits | AquaFit | Ballet Stretches | Functional Fitness | Funky 50s | Pilates | Seats & Beats | Stretch & Strength | Swimming | Yoga | Yoga-lates | Zumba Gold.

In total there are 62 'Low Impact' Classes on the Fitness Class Programme: over 22% of the classes on offer.

In addition we offer dedicated Senior Gym Sessions at Dunbar Leisure Pool and Senior Only Swim Sessions at North Berwick Sports Centre.

Health & Wellbeing

Free Swims

enjoyleisure has continued to support the East Lothian Council initiative to award Free Child Swim sessions to under 18s throughout the 6 week summer holiday period.

Total Free Swim Attendances

	2013	2014	2015
Aubigny Sports Centre	3,675	3,035	3,679
Dunbar Leisure Pool	15,625	15,252	14,628
Loch Centre	1,587	2,161	1,583
Musselburgh Sports Centre	4,711	5,375	3,820
North Berwick S C	2,478	1,882	1,642
Grand Total	**28,076**	**27,705**	**25,352**

Sports Centre User Numbers

enjoyleisure's overall user numbers continue to grow year on year. Between 2013-14 significant growth was seen following the launch of the new 3G Synthetic Pitch Facilities; Birthday Party Bookings; Athletics Development; Wet Coached Activities (non-swimming lesson coached activities including aqua fit classes and NPLQ courses); Fitness Classes and Swimming Lessons.

Year to Date, we have already seen a 7% increase in Soft Play use against last year's total, following the opening of Wiggles Soft Play at the Loch Centre on 28 Feb 2015.

	2013-14	2014-15	2015-16 (YTD)
3g Synthetic Pitch	4,966	42,549	23,503
Birthday Party Activities	832	1,160	592
Bodyworks Gym	104,931	102,267	64,130
Crèche Activities	6,111	5,764	2,974
Dry Activities	265,592	261,113	143,756
Dry Coached Activities	29,652	29,950	22,617
Free Weights Room	19,920	16,936	9,509
Grass Pitch & Pavilion	51,497	52,483	26,067
Hall Hire	60,815	55,134	27,899
Health Suite	25,040	24,319	13,323
Keep Fit Classes	128,853	145,527	82,984
Phys/Sport Treatment	275	173	117
Room Hire	10,069	16,261	11,268
Soft Play	15,547	15,816	16,895
Swimming	316,092	318,026	197,388
Swimming Lessons	58,815	63,102	47,637
Synthetic Pitch	35,894	26,901	4,421
Track And Field Income	14,623	17,564	10,004
Wet Coached Activities	8,012	9,512	5,443
Grand Total	**1,157,536**	**1,204,557**	**710,527**

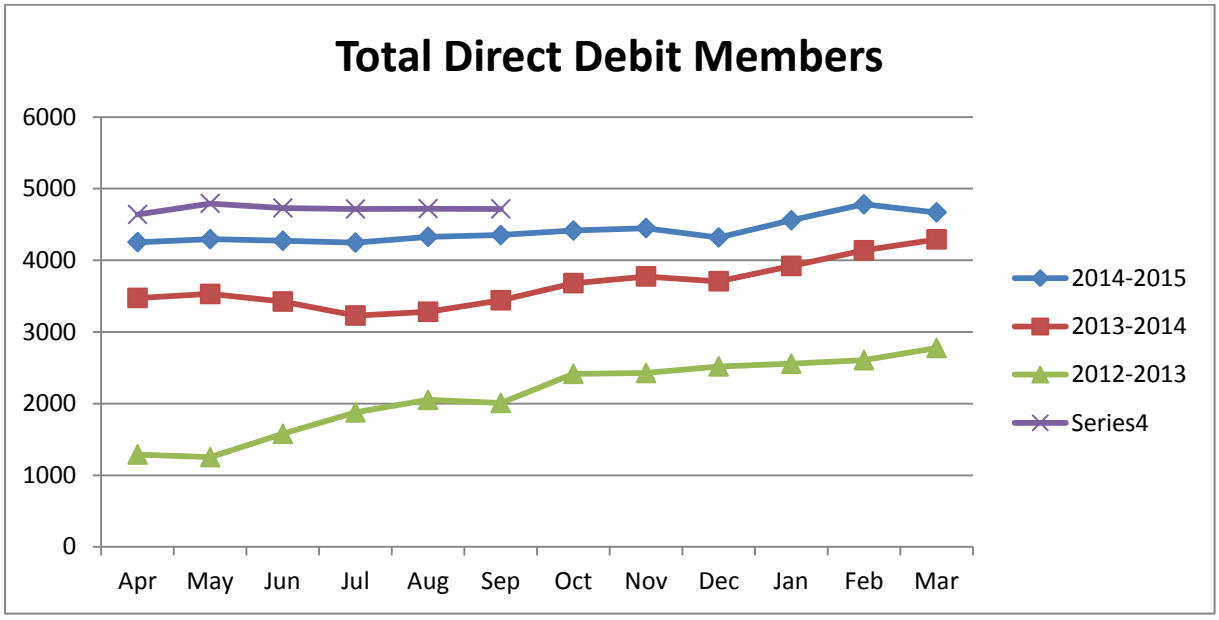
Membership Scheme

In April 2012, enjoyleisure revised its membership scheme, introducing an all-inclusive membership package offering access to the Gyms, Swimming Pools, Fitness Classes and Health Suites at all 7 East Lothian Sports Centres.

Since its initial launch, the membership scheme has grown from strength to strength. Monthly income from membership payments now amounts to on average £115,000 compared to £29,461 on April 2012.

The total number of direct debit paying members as of September 2015 was 4718, compared to 1289 in April 2012.

The below graph indicates a levelling off of membership base. This is both a strategic and a reflection of the current capacity issues. The focus for memberships now is retention. Many of the Sports Centres are close to approaching their membership base capacity. To increase further in these centres would actually be a detriment to the business as members become unable to gain access to the facilities.



Fitness Classes

Fitness classes are by far the biggest draw for membership applications. It's therefore not surprising to see that consistently more than 80% of fitness class attendees come from our membership base.

Keep Fit Classes	2013-14	2014-15	2015-16 (YTD)
Access to Leisure	6,587	6,625	3,501
Casual Customers	10,697	9,421	4,809
Discounted Customers	701	730	337
Leisure Pass	2,073	1,769	830
Membership Inclusive	108,795	126,982	73,507
Grand Total	**128,853**	**145,527**	**82,984**
Member Attendance	**84%**	**87%**	**89%**

With a strategic focus in driving membership sales over the last few years; we also made a conscientious effort to improve the membership offering both in response to customer demand and also to ensure customer retention, which is reflected in the increase in fitness classes offered:

	April 2012	April 2013	April 2014	April 2015
Total Number of classes	158	229	261	288

The fitness class programme gets reviewed quarterly. At this point we revise the class timetable; introducing new classes in response to fitness trends and customer interest and popularity. At all times, we strive for a balance between cardio, endurance, strength and conditioning classes to appeal to as large a customer base as possible.

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 24 November 2015

BY: Depute Chief Executive (Partnerships and Community Services)

6

SUBJECT: Performance Report, Q2 2015/16

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1 PURPOSE

1.1 To provide the Committee with information regarding the performance of Council services during Q2 (July – September) 2015/16

2 RECOMMENDATIONS

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

3 BACKGROUND

3.1 The Council has established a set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and Single Outcome Agreement. The indicators are updated on a quarterly basis and the results are reported to the Policy & Performance Review Committee. Members of the Committee also attend a briefing prior to the Committee meeting itself. Members use the briefing to develop lines of enquiry, which enable officers to provide more detailed reports explaining performance issues to the Committee meeting.

3.2 Members of the Committee attended the performance briefing for Q2 2015/16 on the 3rd November 2015. Appendix 1 displays the results of the quarterly Key Performance Indicators for Q2 2015/16.

3.3 Members reviewed the performance of the Council and raised questions regarding the indicators. Responses to the questions are provided in the following paragraphs.

Proportion of Community Payback Orders starting placement within 7 days

3.4 Members of the Committee questioned why performance had declined from 80% in Q1 to 56% in Q2. The Criminal Justice Service Manager provided the following breakdown of the particular factors affecting performance in the second quarter:

- The majority of clients were already in paid employment, which greatly reduced their availability to undertake an Order
- Clients already serving a Community Payback Order do not start a new Order until their current Order has been served. During Q2 a significant number of clients were already serving another Community Payback Order. These clients are counted as missing the 7 day target for the indicator

3.5 Four further clients missed the target if all those falling within the categories outlined above are excluded. Of these four clients 1 missed the target as no suitable work was available; 1 failed to attend; and 2 missed the target because the Criminal Justice service failed to meet the timescales.

Number of delayed discharge patients waiting over 2 weeks

3.6 Members of the Committee asked for an update on progress towards achieving the target of no patients suffering a delayed discharge from hospital of more than two weeks.

3.7 Appendix 1 provides the performance results and trend up to Q2; however, more recent figures for October are now available. During October there were 21 delays of over 2 weeks (out of a total of 37 delays). The October performance is disappointing and is the direct result of two factors. First, a short term worsening in the availability of packages of care which increased the gap in availability by around 120 hours. Second, an uneven pattern of patients being declared delayed which resulted in 18 patients being added in two days before the "census".

3.8 The increase in the gap in available hours has since been reversed. Work is underway to increase capacity through recruitment to the in house service and a "collaborative allocation" process has also been introduced to maximise efficiency between providers.

3.9 The addition of large numbers of patients to the list shortly before the census (an issue known as "batching") is being addressed through pursuing estimated date of discharge information from acute hospitals to give early sight of patients likely to be declared delayed.

3.10 The Committee also asked why the target of no delays of more than 2 weeks had been chosen. The target is set by the Scottish Government, who would like patients to be discharged from hospital even more quickly than 2 weeks, ideally within 72 hours. The website of the Scottish Government explains that:

> 'There is evidence that people who are delayed more than 72 hours have worse outcomes than those who go home sooner. The current two week target is not ambitious enough for the majority of people should be able to return home, with simple community support... However, discharge planning for people with complex support needs will, quite rightly, take longer.'

% of businesses broadly compliant with food hygiene law

3.11 Performance against the indicator has consistently stayed at 88 or 89% over the past two years. Members asked whether the remaining 11 or 12% of businesses that are non-compliant shared any particular characteristics.

3.12 For a food business to be considered "Broadly Compliant" with food law, it has to be given risk rating scores by the inspecting Officer of 0, 5 or 10 in each of the following factors (scoring criteria of the Food Law Code of Practice (Scotland)):

- Level of current compliance in hygiene and safety procedures
- Level of current compliance in structural requirements
- Confidence in Management

3.13 The Broadly Compliant percentage figure (reported as 89% for East Lothian Council) is derived from the total number of food establishments that score as "Broadly Compliant", divided by the total number of food establishments registered with ELC, which includes businesses that await an initial inspection.

3.14 Based on 2014-15 submitted figures to the Food Standards Agency, there were 1236 premises registered on the East Lothian Council food premises database. 88% of premises were recorded as Broadly Compliant, including premises awaiting initial inspection. A more accurate Broadly Compliant figure is one that disregards the premises awaiting inspection. In this case, and as reported by the Food Standards Agency, the Total % of Broadly Compliant Rated Establishments in East Lothian is 94%

3.15 Those rated establishments that are not Broadly Compliant span the range of food sector businesses, with no type or nature of business the main contributing factor. The key focus for Officers is the higher risk food businesses that demand more resources through the nature of the business operation and/or failure to comply with statutory requirements.

3.16 Routine inspections are conducted at 6, 12, 18 or 24 monthly intervals (as determined by the overall inspection score), and by the time of the next inspection, although Officers will note improvements in some establishments, there are also cases where practices lapse over time and standards fall. This has produced an apparent equalisation effect of the Broadly Compliant percentage for East Lothian Council.

3.17 Officers score premises in accordance with the Code of Practice and take proportionate and reasonable action to ensure standards do not pose a risk to the health of consumers and to encourage improvement where necessary.

3.18 The Food Hygiene Information Scheme is a separate scheme designed to give straightforward information about the performance of eligible food businesses to consumers, which does take account of improvements made following an initial inspection. 962 premises are eligible for this Scheme from the current database. The Pass rate in East Lothian Council area is currently 95%, with only 45 businesses deemed "Improvement Required".

Percentage of consumer complaints completed within 14 days

3.19 The indicator relating to the percentage of Trading Standards consumer complaints completed within 14 days has declined to 84% in each of the last three quarters. Performance for this indicator is normally closer to 94% Members asked for an explanation of why performance has been relatively low for three successive quarters.

3.20 The Q4 2014/15 performance report to the PPRC, provided in June 2015 provided a thorough explanation of the factors that influence this indicator. One particular factor impacting upon performance at that point in time was the absence of two staff on maternity leave. The Trading Standards Service has explained that the absence of staff due to maternity leave remains a key factor affecting performance in Q2.

Number of new business starts

3.21 The indicator relating to the number of new business starts demonstrates a declining trend in recent quarters and has fallen below target. Members noted that the Economic Development Strategy was due to form an item on the agenda of this meeting and agreed that performance issues should be explored during that particular item. The Economic Development & Strategic Investment Service has been asked to explore the points raised by the members of the Committee within the report.

Rent arrears

3.22 Members noted that the Council had performed well in curtailing the increase in rent arrears that it had experienced in recent years. Comparative information was requested regarding the increase in rent arrears experienced by other Scottish local authorities. The Community Housing Service has been informed of the Committee's request, which will be addressed during the agenda item on the Landlord Report.

4 POLICY IMPLICATIONS

4.1 Reporting performance helps the Council demonstrate that it is achieving Best Value in regard to 'Commitment and Leadership', 'Sound Governance at a strategic, financial and operational level' and 'Accountability'.

4.2 The scrutiny of performance by Elected Members is part of 'Commitment and Leadership'. The Best Value Guidance explains that the scrutiny of performance means 'That members are involved in setting the strategic direction for Best Value and there is a mechanism for internal scrutiny by members of performance and service outcomes.' Reporting the performance indicators for each service every quarter is intended to aid this process.

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 – none.

6.2 Personnel - none.

6.3 Other – none.

7 BACKGROUND PAPERS

7.1 Appendix 1: Quarterly and monthly KPIs – Q2 2015/16

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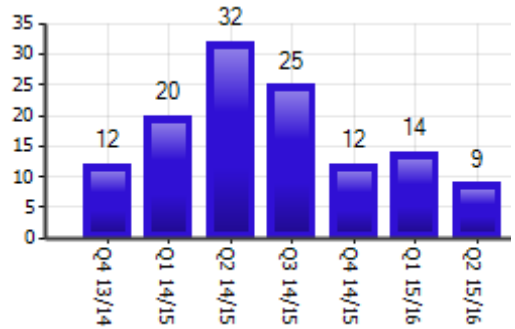
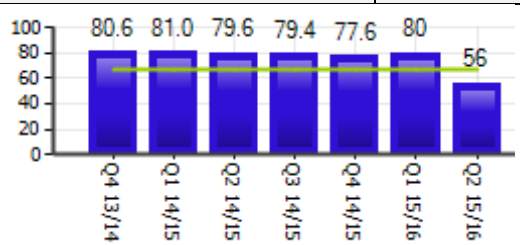
DATE	12/11/2015

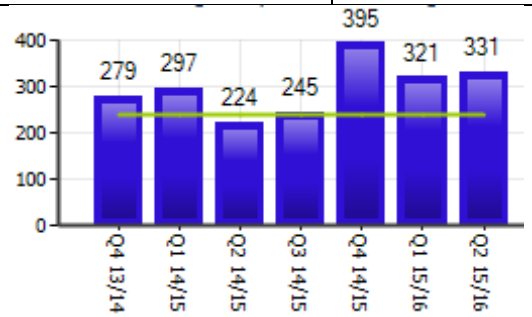
Quarterly and monthly KPIs – Q2 2015/16

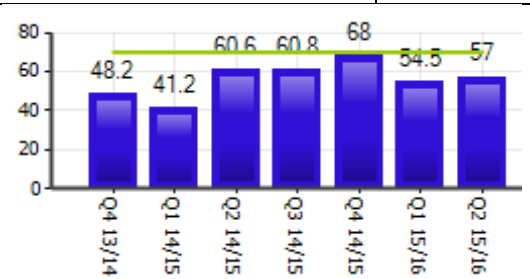
↑	Improving (high is good)	↑	Worsening (low is good)
↓	Improving (low is good)	↓	Worsening (high is good)
↔	No change or little change		

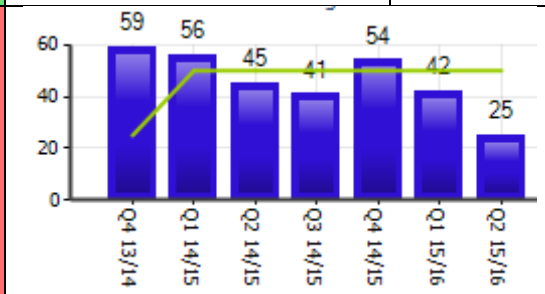
Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Adult Wellbeing	% of care at home clients (aged 65+) receiving personal care	Quarterly	**97.1%** (Q2 15/16)		95.9 – 97.1%	↑		November 2015 - Domiciliary Care Inspection Report - Homecare Service
	% of care at home clients (aged 65+) receiving evening / overnight service	Quarterly	**52.0%** (Q2 15/16)		51.7 – 53.4%	↓		
	% of care at home clients (aged 65+) receiving a service at weekends	Quarterly	**90.0%** (Q2 15/16)		88.7 – 90.0%	↔		
	Number of delayed discharge patients waiting over 2 weeks	Quarterly	**9** (Q2 15/16)	**0**			The target for delayed discharge reduced from 4 weeks to 2 weeks in April 2015	April 2015 – Delayed Discharge

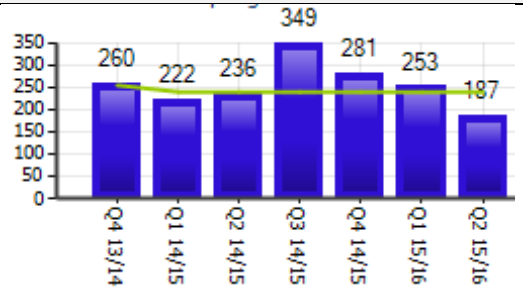
Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Adult Wellbeing	Proportion of Community Payback Orders starting placement within 7 days	Quarterly	**56%** (Q2 15/16)	**67%**			The main reasons for placements not commencing within 7 days during Q2 relate to clients either being in employment; currently being on another Order or not turning up on time. The lack of a suitable work placement was the cause of only one instance.	
	Proportion of Criminal Justice Social Work Reports submitted to court by the due date	Quarterly	**100%** (Q2 15/16)		98.1 – 100%	↔		
Benefits	Average time to process New Claims	Monthly	**26 days** (Aug 15)	**25 days**	24.8 – 31.7 days	↑		
	Average time to process changes in circumstances	Monthly	**8.1 days** (Aug 15)	**6 days**	5.3 – 9.6 days	↓		

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Children's Wellbeing	Percentage of children who are re-registered within a 12 month period	Monthly	**0%** (Jun 15)	5%	0 – 3.5	↔		
	Percentage of children on CP Register for more than 6 Months	Monthly	**25%** (Sep 15)		25 – 58.3%	↓		
	Average number of placement moves for looked after and accommodated children	Monthly	**1.9** (Sep 15)		1.9 – 1.9	↔		
	Number of Formal Kin Carers	Monthly	**40** (Sep 15)		40 - 44	↓	Formal Kin Care in East Lothian is just below half the rate of the national average at 1.9 per 1,000 (0-17) but Informal Kin Care accounts for another 2.5 per 1,000. Not all Scottish local authorities have an Informal Kin Care service which East Lothian uses as a preventative measure for children on the cusp of care.	
	Number of Informal Kin Carers	Monthly	**53** (Sep 15)		53 - 53	↔		
	Rate per 1,000 children on Home Supervision	Monthly	**2.6** (Sep 15)	Scottish av. 4.0	2.4 – 2.6	↑		
	Rate per 1,000 children in Foster Care	Monthly	**4.3** (Sep 15)	Scottish av. 5.6	4.0 – 4.3	↑		
	Rate per 1,000 children in Formal Kin Care	Monthly	**1.9** (Sep 15)	Scottish av. 4.0	1.9 – 2.1	↓		
	Rate per 1,000 children in Residential Care	Monthly	**0.9** (Sep 15)	Scottish av. 1.4	0.9 – 0.9	↔		

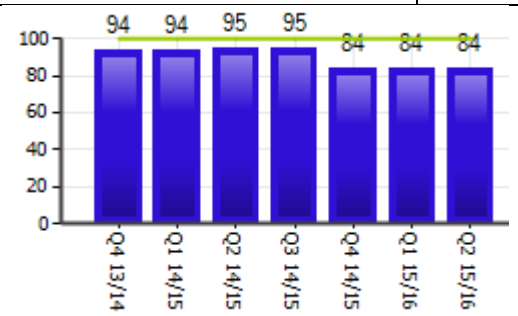
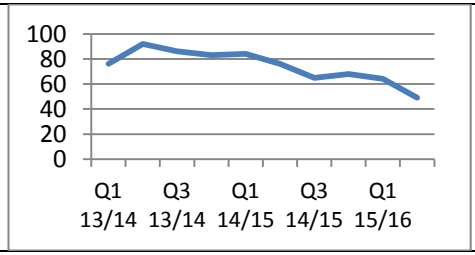
Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Community Housing	Average length of time taken to complete emergency repairs	Quarterly	**6.2 hours** (Q2 15/16)	**24 hours**	4.5 – 6.6	↓		September 2015 – Council House Repairs Update * November 2015 - 2014/15 Landlord Report
	Average length of time taken to complete non-emergency repairs	Quarterly	**11.9 days** (Q2 15/16)	**23 days**	10 – 23	↑		
	Average length of time to re-let properties	Quarterly	**20.8 days** (Q2 15/16)	**24 days**	17.7 – 23.6	↑		
	Percentage of rent lost due to voids	Quarterly	**0.54%** (Q2 15/16)	**1.5%**	0.5 – 1.3	↓		
Homelessness	% homelessness assessments in under 28 days	Quarterly	**83%** (Q2 15/16)	**80%**	83 - 85	↓		January 2014 - Impact of Changes to Homelessness Legislation
	Homelessness: average number of days to re-housing	Quarterly	**311** (Q2 15/16)	**240**			Relative low level of allocations has resulted in increasing waiting times with a corresponding increase in waiting times in temporary accommodation	
Community Partnerships	Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth & adult learners	Quarterly	**80** (Q2 15/16)	**70**	80 – 88	↔	The indicator is based upon an average evaluation scale from 0-100 where 0 is the lowest rating and 100 the highest.	

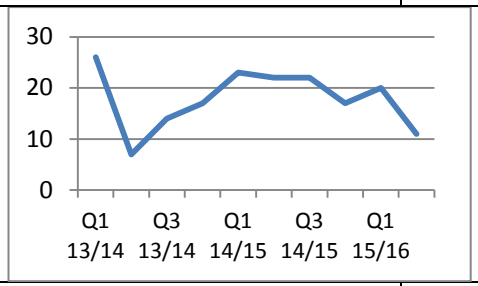
Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Corporate Policy & Improvement	Reports of Injuries, Diseases and Dangerous Occurrences (RIDDORS) per 1,000 employees	Quarterly	**0.42** (Q2 15/16)	**5**	0.42 - 5	↓		
Customer Services	% of calls to the contact centre answered	Quarterly	**91%** (Q2 15/16)	**90%**	89.3 – 95%	↑		June 2015 – East Lothian Council Contact Centre
	% of calls to the contact centre answered within 7 rings (20 seconds)	Quarterly	**57%** (Q2 15/16)	**70%**		An update on performance for this indicator was provided at the last PPRC meeting.	
	% of PNC6 (Community Response) calls answered within 1 minute	Quarterly	**95.9%** (Q2 15/16)	**97.5%**	95.9 – 97.7	↓		
	% of abandoned vehicles uplifted within 14 days	Quarterly	**100%** (Q2 15/16)	**100%**	100 – 100%	↔		

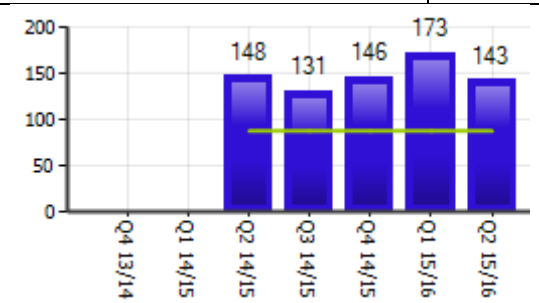
Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Economic Development & Strategic Investment	Overall % of the population claiming Job Seekers Allowance	Quarterly	**1.4%** (Aug 15)	**2.1%**	1.4 – 1.7%	↓	The target is to be lower than the Scottish average.	
	Proportion of 18-24 year olds claiming Job Seekers Allowance	Quarterly	**2.0%** (Aug 15)	**3.1%**	3.1 – 3.3%	↓	The target is to be lower than the Scottish average.	
	Number of new business starts supported by East Lothian Council	Quarterly	**25** (Q2 15/16)	**50**			Q2 - staffing issues - new start up adviser in post 4 weeks and other adviser remains off work. Looking at increased marketing of the service.	* November 2015 - Report on Economic Development Strategy * January 2016 - Report on Tourism Strategy
		Quarterly (4 quarter average)	**40.5** (Q2 15/16)	**50**	25 - 54	↓		

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)		Trend	Comment
Economic Development & Strategic Investment	Number of participants in East Lothian Works programmes	Quarterly	**187** (Q2 15/16)	**240**				March 2015 – East Lothian Works * May 2016 - Update on East Lothian Works
	Number of participants in East Lothian Works programmes progressing into employment	Quarterly	**45** (Q2 15/16)	**40**	72 – 184	↓		
	Percentage of new businesses supported by East Lothian Council surviving after 24 months	Quarterly	**68.9%** (Q2 15/16)	**80%**	68.9 – 80.5%	↓	Q2 new member of staff appointed other adviser still off. Previous figure was ascertained by a number of measures including the use of social media links to each adviser.	* November 2015 - Report on Economic Development Strategy

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Finance	Percentage of invoices paid with 30 days of receipt	Quarterly, Annual	**89.7%** (Q2 15/16)	**90%**	85.5 – 91.6%	↓		
Planning	Local business and industry developments: average number of weeks to decision	Quarterly	**9.3 weeks** (Q1 15/16)	Scottish av. 11.6	7.7 – 9.3 weeks	↔	The planning indicators lag by one quarter to allow for a comparison with the Scottish average. Performance in relation to major developments tends to fluctuate due to the small number of developments that this indicator relates to. There were only 2 major development in East Lothian during Q1 15/16.	November 2013 – Planning Performance Framework
	Local Developments (non-householder): average number of weeks to decision	Quarterly	**8.0 weeks** (Q1 15/16)	Scottish av. 9.7	8.4 – 9.6 weeks	↓		
	Householder developments: average number of weeks to decision	Quarterly	**7.3 weeks** (Q1 15/16)	Scottish av. 7.2	6.9 – 8.8 weeks	↑		
	Major developments: average number of weeks to decision	Quarterly	**31.1 weeks** (Q1 15/16)	Scottish av. 41.7	18.3 – 41.0 weeks	↓		
	Planning application approval rate	Quarterly	**96.9%** (Q1 15/16)	Scottish av. 93.7	93.9 – 98%	↑		
Roads	Traffic lights average time to repair failure	Quarterly	**5.54 hours** (Q2 15/16)	**48 hours**	5.54 – 7.26 hours	↓		April 2015 – Roads Asset Management Plan, Street Lighting Update * November 2015 - Roads Annual Status and Options Report
	Street lighting – average time to repair failure	Quarterly	**2.55 days** (Q2 15/16)	**7 days**	2.48 – 3.04 days	↑		

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Revenues	Non-domestic rates collection rate	Monthly	**66.11%** (Sept 14)	**68.61%**	Comparison with same period last year - Sept 2014 68.61%	↓		
	% of Council Tax collected	Monthly	**55.0%** (Sept 14)	**54.9%**	Comparison with same period last year - Sept 2014 54.99%	↔		
	Total amount of money owed in rent arrears	Monthly	**£1,353,388** (Sept 14)	**£1,219,650**	£1,314,747 - £1,353,388	↔		November 2014 – Rent Arrears * June 2016 - Impact of Universal Credit on Rent Arrears
Trading Standards	% of trading standards inspections achieved on time	Quarterly	**100%** (Q2 15/16)	**95%**	95 – 100%	↔		
	% of consumer complaints completed within 14 days	Quarterly	**84%** (Q2 15/16)	**100%**			Dealing with complaints of a more complex nature that took a greater amount of time to complete.	
	Number of consumer complaints	Quarterly	**49**	-				

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Trading Standards	% of business advice requests responded to within 14 days	Quarterly	**91%** (Q2 15/16)	**100%**	89 – 100%	↑		
	Number of business advice requests	Quarterly	**11**	-				
	Percentage of consumer enquiries responded to on the same day	Quarterly	**100%** (Q2 15/16)	**100%**	100 – 100%	↔		
Environmental Health	% of food hygiene inspections achieved – high risk	Quarterly	**100%** (Q2 15/16)	**100%**	100 – 100%	↔		
	% of food hygiene inspections achieved – medium risk	Quarterly	**100%** (Q2 15/16)	**90%**	73 – 100%	↑		
	% food businesses broadly compliant with food hygiene law	Quarterly	**89%** (Q2 15/16)	**93%**	88-89%	↔		

Service	Indicator	Frequency	Most recent result	Target	Range (over previous 4 periods)	Trend	Comment	Date of last (* upcoming) report to PPRC
Engineering Services & Building Standards	Average time in working days to issue building warrants	Quarterly	**72.85%** (Q2 15/16)	-	67.5 – 72.85	↑		
	Percentage of Construction Compliance and Notification Plans (CCNPs) fully achieved	Quarterly	**21.19%** (Q2 15/16)	-	19.2 – 32.3%	↓		
Sport, Countryside & Leisure	Number of attendances at indoor sports and leisure facilities	Quarterly	**159,131** (Q2 15/16)	**130,000**	143,252 – 190,629	↓		
		Quarterly (4 quarter average)	**167,169** (Q2 15/16)	**130,000**	143,252 – 190,629	↑	Average for previous 4 quarters = 165,057	
	Number of attendances at pools	Quarterly	**139,179** (Q2 15/16)	**110,000**	82,286 – 139,179	↑		
		Quarterly (4 quarter average)	**106,628** (Q2 15/16)	**110,000**	82,286 – 139,179	↑	Average for previous 4 quarters = 101,962	
	Number of fly-tipping incidents	Quarterly	**143** (Q2 15/16)	**88**				September 2014 – Fly-tipping * June 2016 - Report on Fly-tipping
	% of 'other' waste recycled	Quarterly	**85.9%** (Q2 15/16)	**74%**	78 – 86.2%	↓		
	% of green waste & beach waste recycled	Quarterly	**100%** (Q2 15/16)	**100%**	100 – 100%	↔		

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

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Date	Performance Monitoring/ Inspection Reports	Other Reports / Reports Requested by Members
24th November 2015	Q2 Performance Indicators	Roads Annual Status and Options Report Report on Economic Development Strategy Report on Enjoy Leisure 2014/15 Landlord Report
26th January 2016	Adult and Child Protection – six-month monitoring report	Report on Supported Bus Services Report on Tourism Strategy Report on School Bus Operation
15th March 2016	Q3 Performance Indicators Local Government Benchmarking Framework Customer Feedback – six-month monitoring report	
10th May 2016		Update on East Lothian Works Presentation on Keystone
21st June 2016	Q4 Performance Indicators	Report on Fly-tipping Report on Literacy Levels (including writing and communications) Impact of Universal Credit on Rent Arrears

September 2016	Q1 Performance Indicators Draft Annual Performance Report Social Work Complaints and Feedback Annual Report Customer Feedback Annual Report Adult and Child Protection Annual Monitoring Report	