



**MINUTES OF THE MEETING OF THE  
POLCY AND PERFORMANCE REVIEW COMMITTEE**

**TUESDAY 10 MAY 2016  
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON**

**1**

**Committee Members Present:**

Councillor D Berry (Convener)  
Councillor J Gillies  
Councillor J Goodfellow  
Councillor P MacKenzie  
Councillor F McAllister  
Councillor P McLennan  
Councillor J Williamson

**Council Officials Present:**

Ms M Patterson, Depute Chief Executive, Partnerships & Communication Services  
Mr T Shearer, Head of Communities and Partnerships  
Mr D Proudfoot, Head of Development  
Ms F Robertson, Head of Education  
Mr C Forbes, Principal Officer, Economic Development & Strategic Investment  
Ms A Hood, Team Leader, Employability  
Ms S Mackie, Team Manager, Housing Assets  
Ms C McCorry, Service Manager, Community Housing  
Ms E Wilson, Service Manager, Economic Development and Strategic Investment  
Mr J Cunningham, Service Manager, Benefits  
Mr S Barclay, Development Officer, Community Housing  
Mr P Vestri, Service Manager - Corporate Policy and Improvement  
Ms P Bristow, Communications Officer  
Ms C Watson, Project Officer, Community Housing

**Clerk:**

Mrs F Stewart

**Apologies:**

Councillor J Caldwell

**Declarations of Interest:**

There were no Declarations of Interest.

## **1. MINUTES FOR APPROVAL – PPRC, 15 MARCH 2016**

The minutes of the meeting of the Policy and Performance Review Committee of 15 March 2016 were approved.

### **Matters Arising**

Councillor McLennan enquired if there was any update on the City Region Deal and Douglas Proudfoot, Head of Development, replied that there had been a statement at the last meeting of the bid partners signalling an early intent for engagement. More meetings were scheduled and he would keep the Committee apprised of developments. The Chair enquired if there was a timescale for the project and Mr Proudfoot replied that partners were working towards issuing a statement in November.

In response to a question by Councillor McLennan on the number of young people starting up new businesses, Esther Wilson, Service Manager for Economic Development, advised that current data only provided dates of birth for 50% of start up applicants. The Chair asked if this information could be brought to the Committee in due course.

## **2. AUDIT SCOTLAND HOUSING BENEFIT RISK ASSESSMENT REPORT**

The Depute Chief Executive, Resources and People Services, had submitted a report to advise Members about the Audit Scotland Housing Benefits Risk Assessment Report and the action plan produced by the East Lothian Benefits and Financial Assessments Service as a response.

John Cunningham, Benefits Manager, presented the report on Housing Benefit performance and assured Members that his team would continue to strive for further improvements in performance. An Action Plan was attached to the report which outlined new risks and outstanding risks in response to the Audit Report. He considered that overall the Audit report was a good one and quoted from Audit Scotland's letter of 12 November 2015 which stated that, *'in view of the significant changes to the service, this level of improvement was commendable'*.

The Chair invited questions from Members.

In response to a question from Councillor Goodfellow, Mr Cunningham confirmed that there would be no further scrutiny at this stage, as advised by the Assistant Auditor General.

Councillor MacKenzie noted the absence of two benefits processors since May 2015 and August 2015 respectively, and enquired what impact this had had on the performance of the Team. Mr Cunningham explained the changes to his complement of staff and stated that his Team had performed as well as possible under the circumstances. He also advised that, as at 31 March 2016, his Team was exceeding its targets. However, the Service was in the midst of ongoing changes and Universal Credit was about to be rolled out at Musselburgh Job Centre. This would result in an increased workload for his staff but would reduce the Housing Benefit work in time, as each case progressed to Universal Credit. Councillor McLennan enquired if there was a risk to the Council if, due to the introduction of Universal Credit, rents could not be paid. Mr Cunningham replied that it was inevitable that there would be a negative impact at the point when claimants transferred from the current system to Universal Credit. Rent Arrears was a key item on the Risk Register and would be monitored by the Rent Arrears Scrutiny Group. The Service would also work with the Job Centre to mitigate risks and to ensure that job seekers do not slip through the net as they migrate to the Universal Credit system.

Councillor Williamson enquired how rent arrears could be recovered and Mr Cunningham advised that arrears would be recovered at source by reducing the sum that was paid to tenants claiming benefits. His team would, however, work with tenants who were in arrears.

Councillor McAllister enquired how the Council would recover overpayments or sums received fraudulently and Mr Cunningham replied that all options were open to the Council but people concerned would receive support from the Income Team.

The Chair noted from the Action Plan that there were three outstanding matters. Mr Cunningham advised that he now had the information on overpayments for Quarter 4, but the other actions were incomplete as there had been higher priorities over that period. The Chair also noted that there was a risk highlighted by Audit Scotland in the Council not meeting targets for using the Department of Work and Pensions' Automated Transfer to Local Authority Systems (ATLAS) notifications. Mr Cunningham replied that his team were striving to maximise automation and accuracy.

The Chair noted that there had been a significant decrease in the sum of Housing Benefit debt recovered in 2015-16. Mr Cunningham advised that the amount of debt recovered had steadily declined since 2012-13, when new benefits legislation was introduced. The Council was now feeling the full effect of the changes. Performance had also been affected by long term sick leave.

Councillor MacKenzie suggested that Mr Cunningham's Team could recover more debt with more staff and the Chair proposed that it could be suggested to Council that Mr Cunningham received more resources for staff. Members endorsed this suggestion.

The Chair stated that he had probed a number of the performance indicators to clarify the Council's position in relation to the Audit report, but he praised Mr Cunningham's 'heroic' efforts and the work of his team.

### **Decision**

The Committee considered the Audit Scotland Risk Assessment Report and the Benefit Unit's Action Plan and agreed to note the contents.

### **3. EAST LOTHIAN WORKS**

The Depute Chief Executive, Communities and Partnerships, had submitted a report to provide an evaluative summary of East Lothian Works activity, reflecting particularly on the range of employability support, interventions, outcomes and progress achieved to date. The report also served to raise awareness of various proposals for improvement/areas for development to help reduce unemployment, particularly youth unemployment and help raise attainment in schools and particularly for those pupils more economically deprived.

Colin Forbes, Principal Officer, Economic Development & Strategic Investment, presented the report. He advised that East Lothian Works, East Lothian's employability hub, was established in 2013 to bring together all employability-related services under East Lothian's One Council Approach. East Lothian Works was the central point of contact for employment advice and training and worked in partnership with a number of external partners including Queen Margaret University, Edinburgh College, Skills Development Scotland, Job Centre Plus and a range of Third Sector Agencies. In October 2014, East Lothian Council agreed on the priorities for the remaining 3 years of the Council Plan, especially the priority to

reduce inequalities within communities, including reducing unemployment, particularly youth unemployment, and improving positive outcomes for school leavers. Mr Forbes reported that the number of businesses over 2013-14 had increased and unemployment amongst 16-24 year olds had significantly reduced. Workless households had also reduced in the period 2012-13 and modern apprentice starts had increased. Mr Forbes explained that the Strategic Skills Pipeline was used by all Local Authorities and was the framework within which the county's employability services were organised. The key strategic challenges and ongoing areas for development using the pipeline were the continued development of partnership working, improving monitoring systems and accessing external funding opportunities.

Councillor McLennan stated that it was difficult to ascertain value for money on the Council's investment in Economic Development and Employability. Esther Wilson, Service Manager, replied that the Scottish Local Authority Economic Development (SLAED) Indicators Framework would show East Lothian's performance compared to other Local Authorities. Councillor McLennan also asked Officers where they expected East Lothian Works to be in two years time. Mr Forbes replied that he expected this initiative to be in a good place, with youth unemployment statistics returning to pre-recession levels. However, he cautioned that challenges remained. Whilst some recent results were encouraging, more work still had to be done on self evaluation and strategy to take East Lothian Works to the next level. Fiona Robertson, Head of Education, stated that her team would be working closely with the East Lothian Works team over the next two years.

In response to a question from Councillor Williamson, Alison Hood, Team Leader in Employability, stated that Community Benefits in Procurement provided a vital contribution to Developing the Young Workforce. She outlined apprenticeship opportunities and other employment related opportunities offered by well known local companies.

Councillor MacKenzie enquired how the Strategic Skills Pipeline linked in with the 16+ Hub meetings in schools. Ms Hood explained the role it played and how the Hub helped to show where the Council should deploy its resources.

Councillor McAllister asked if the Council could be confident that the jobs being offered to young people in the county were not on minimum pay and zero hours and Douglas Proudfoot, Head of Development, advised that a very successful Construction Road Show had been held at the Brunton Hall in April where many respected employers in the area were offering a good standard of jobs.

Councillor Goodfellow highlighted the 49.4% reduction in unemployment amongst 16-24 years olds to 254 over the period 2014-15 and observed that figures would fall dramatically if this trend continued. Mr Forbes replied that the figures were encouraging but complex. They did, however, suggest that the Council's economic development strategy was making a difference. Councillor Goodfellow also raised the issue of public transport links from towns and villages in East Lothian to universities and colleges in Edinburgh. Mr Forbes agreed that transport was an issue and the Council was trying to bring some resources closer to East Lothian. The Council was also in discussion with partner colleges on this matter.

The Chair stated that action should be taken, if necessary, to ensure that access to further education and jobs was uniform over all ethnic and class groups. He also asked if vocational training opportunities had been considered and asked how this linked in with education. Ms Robertson advised that there was a key performance indicator on a range of vocational subjects. She would also be working with Edinburgh College in relation to a curriculum review which would explore further opportunities to expand what is currently on offer. Councillor Berry commended the 'joined up' working.

Councillor McLennan thanked Mr Forbes for his detailed report outlining a clear strategy. He considered that East Lothian Works had made good progress over the past 3 years and was going in the right direction.

The Chair added his thanks to Mr Forbes and his staff and stated that he appreciated the work they do.

## **Decision**

The Committee agreed:

- i) to note the contents of this report and acknowledge the wide range of interventions generally available to improve employability outcomes for individuals and communities across East Lothian; and
- ii) to encourage ongoing joint evaluation across employability services, schools and education providers building on benchmarking and learning from best practice across the partnership and beyond to help support and guide improvements and lead to a reduction in inequalities across and within our communities.

## **4. PRESENTATION ON KEYSTONE HOUSING ASSET MANAGEMENT SYSTEM**

Caitlin McCorry, Service Manager, Community Housing Manager introduced three members of her team; Sarah Mackie, Team Manager for Housing Assets, Carol Watson, Project Officer and Scott Barclay, Development Officer. Ms McCorry advised that surveys had been carried out on 83% of the Council's housing stock between 2005 and 2009 and Property Maintenance had completed 878 partial surveys in 2014. Prior to the introduction of the Keystone Asset Management System, all data on stock condition surveys was held on a database.

Mr Barclay gave a Power Point demonstration on Keystone and explained to Members the many advantages of using this system. He advised that ELC surveys would be updated on Keystone and ongoing improvements updated such as kitchen replacements, rewires and bathroom replacements. Keystone could also project future costs on timelines of 5, 10 and 20 years and Mr Barclay demonstrated how the system reacted to the input of new information. An energy tab was under construction and this would be essential for energy efficiency in the future. Mr Barclay advised that each property had a page on the system and had a unique reference number. Data on all work, completed and planned, is held on the system and a report can be generated for each property.

In response to a question from the Chair, Ms Watson advised that the next steps with the system would be to refresh stock surveys to provide additional information and they were already in the process of carrying out tests whereby surveyors can take tablets out to houses and input information on site. Ms Watson also outlined the benefits of Keystone to tenants. She advised that, if a tenant was vulnerable or in ill health, this information can be recorded and support provided through any maintenance or upgrades. Keystone can also identify and create new programmes of work and allow the Housing Team to target any properties not currently meeting Scottish Housing Quality Standards.

Councillor Williamson enquired if Keystone allowed flexibility in programming works and was advised that the system is flexible and programmes can be configured to the required criteria.

Councillor MacKenzie enquired if staff in the Contact Centre can access the Keystone system when tenants call the Council with housing related enquiries and was advised that staff there would access the system.

In response to a question by the Chair, Ms McCorry confirmed that her team worked very closely with the Council's Property Maintenance Department. The Chair stated that co-ordinating work on such a large scale was not easy and this had at times proved difficult to achieve in the past.

*Action: Handouts on the Keystone Presentation to be circulated to Members*

The Chair welcomed the introduction of the Keystone Housing Asset Management system which would provide a better service to tenants.

## **5. ANNUAL WORK PROGRAMME**

There was no change to the reports on the Work Programme for the June meeting. The report on Core Paths and Cycleways was scheduled for the November meeting and two further reports, Developing the Young Workforce and the Transformation Board, would be added to the Work Programme for later in the year.

Signed

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Councillor David Berry  
Convener of the Policy and Performance Review Committee

**REPORT TO:** Policy and Performance Review Committee

**MEETING DATE:** 21 June 2016

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

**SUBJECT:** Performance Report, Q4 2015/16

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**2**

**1 PURPOSE**

- 1.1 To provide the Committee with information regarding the performance of Council services during Q4 (January – March) 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 further analysis.

**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. Appendix A displays the results of the Key Performance Indicators for Q4 2015/16. Trend graphs are provided for indicators that are below target. Some of these indicators collected monthly and some quarterly. The Q4 report also includes indicators that are collected and reported on an annual basis.
- 3.2 There are more indicators, mostly annual indicators, that we do not yet have the results for, these will be reported to the Committee later in the year.
- 3.3 It has not been possible to hold an elected members briefing on the Q4 indicators so members have not identified areas for further enquiry arising from this report.

- 3.4 Committee should note that it is due to receive a report on Delayed Discharge in September 2016 as a follow up to Committee’s concerns about the level of delayed discharge reported previously. Also Committee has previously received verbal and written reports on the performance of the Contact Centre and the rent arrears indicator.

#### **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 an Equalities Impact Assessment is not required.

#### **6 RESOURCE IMPLICATIONS**

- 6.1 Financial – none
- 6.2 Personnel - none
- 6.3 Other – none

#### **7 BACKGROUND PAPERS**

- 7.1 Appendix A: Key Performance Indicators, Q4 2015/16 (January – March 2016)

<b>AUTHOR’S NAME</b>	Christine Dora/ Paolo Vestri
<b>DESIGNATION</b>	Executive Assistant/ Service Manager – Corporate Policy
<b>CONTACT INFO</b>	<a href="mailto:cdora@eastlothian.gov.uk">cdora@eastlothian.gov.uk</a> / <a href="mailto:pvestri@eastlothian.gov.uk">pvestri@eastlothian.gov.uk</a>
<b>DATE</b>	08/06/2016



## Appendix A: Key Performance Indicators, Q4 2015/16 (January – March 2016)

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

### ADULT WELLBEING

#### Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																			
		Actual	RAG	Actual	Target	RAG	Trend		Comment																		
Number of delayed discharge patients waiting over 2 weeks	Number	10	Red	7	0	Red	↓	<p>Number of delayed discharge patients waiting over 2 weeks</p> <table border="1"> <caption>Number of delayed discharge patients waiting over 2 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Number</th> </tr> </thead> <tbody> <tr><td>Q1 14/15</td><td>32</td></tr> <tr><td>Q2 14/15</td><td>25</td></tr> <tr><td>Q3 14/15</td><td>12</td></tr> <tr><td>Q4 14/15</td><td>14</td></tr> <tr><td>Q1 15/16</td><td>9</td></tr> <tr><td>Q2 15/16</td><td>10</td></tr> <tr><td>Q3 15/16</td><td>7</td></tr> <tr><td>Q4 15/16</td><td>7</td></tr> </tbody> </table>	Quarter	Number	Q1 14/15	32	Q2 14/15	25	Q3 14/15	12	Q4 14/15	14	Q1 15/16	9	Q2 15/16	10	Q3 15/16	7	Q4 15/16	7	SOA
Quarter	Number																										
Q1 14/15	32																										
Q2 14/15	25																										
Q3 14/15	12																										
Q4 14/15	14																										
Q1 15/16	9																										
Q2 15/16	10																										
Q3 15/16	7																										
Q4 15/16	7																										
Percentage of people aged 65+ with intensive needs receiving Care at Home	%	41.00	Green	40.50	35.00	Green	↔		SOA																		
Proportion of care at home clients (65+) receiving a service at weekends	%	90.13	-	90.76	-	-	↔																				
Proportion of care at home clients (65+) receiving evening/overnight service	%	52.47	-	53.22	-	-	↔																				
Proportion of care at home clients (age 65+) receiving Personal Care	%	97.07	-	97.85	-	-	↔																				
Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days	%	73.00	-	74.00	67.00	Green	↔																				
Proportion of Criminal Justice Social Work Reports submitted to court by due date	%	100	-	100	-	Green	↔																				

## CHILDREN'S WELLBEING

### Monthly

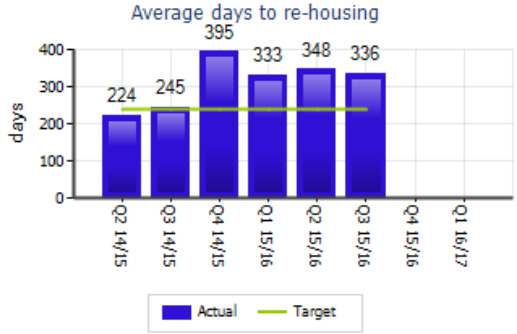
Measure	Unit	Previous Period February 2016		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Average number of Placements for looked after children	Average	1.90	-	<b>1.80</b>	-	-	↔		
Percentage of children on Child Protection Register for more than 6 Months	%	3.8	-	<b>10.00</b>	-	-	Increase		
Percentage of children who are re-registered within a 12 month period	%	0.00	-	<b>0.00</b>	5.00	Green	↔		
Rate per 1,000 children in Formal Kin Care	Rate / 1000	2.10	-	<b>2.30</b>	-	-	Increase		
Rate per 1,000 children in Foster Care	Rate / 1000	4.40	-	<b>4.40</b>	-	-	↔		
Rate per 1,000 children in Residential Care	Rate / 1000	1.10	-	<b>1.10</b>	-	-	↔		
Rate per 1,000 children on Home Supervision	Rate / 1000	2.50	-	<b>2.80</b>	-	-	Increase		

# COMMUNITIES AND PARTNERSHIPS

## Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																											
		Actual	RAG	Actual	Target	RAG	Trend		Comment																										
% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)	%	54.00	Red	44.00	70.00	Red	↓	<p>% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)</p> <table border="1"> <caption>% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)</caption> <thead> <tr> <th>Period</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q2 14/15</td><td>60.6</td><td>68</td></tr> <tr><td>Q3 14/15</td><td>60.8</td><td>68</td></tr> <tr><td>Q4 14/15</td><td>68</td><td>68</td></tr> <tr><td>Q1 15/16</td><td>54.5</td><td>68</td></tr> <tr><td>Q2 15/16</td><td>57</td><td>68</td></tr> <tr><td>Q3 15/16</td><td>54</td><td>68</td></tr> <tr><td>Q4 15/16</td><td>44</td><td>68</td></tr> <tr><td>Q1 16/17</td><td>-</td><td>68</td></tr> </tbody> </table> <p>Staff sickness and increased activity have continued to impact on performance in this area.</p> <p>“Queuebuster” system about to be implemented.</p>	Period	Actual (%)	Target (%)	Q2 14/15	60.6	68	Q3 14/15	60.8	68	Q4 14/15	68	68	Q1 15/16	54.5	68	Q2 15/16	57	68	Q3 15/16	54	68	Q4 15/16	44	68	Q1 16/17	-	68
Period	Actual (%)	Target (%)																																	
Q2 14/15	60.6	68																																	
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Q3 15/16	54	68																																	
Q4 15/16	44	68																																	
Q1 16/17	-	68																																	
% of calls within contact centre (excluding switchboard) answered	%	90.00	Green	87.00	90.00	Amber	↓	<p>Percentage of calls within contact centre (excluding switchboard) answered</p> <table border="1"> <caption>Percentage of calls within contact centre (excluding switchboard) answered</caption> <thead> <tr> <th>Period</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q2 14/15</td><td>90.6</td><td>95</td></tr> <tr><td>Q3 14/15</td><td>93.3</td><td>95</td></tr> <tr><td>Q4 14/15</td><td>95</td><td>95</td></tr> <tr><td>Q1 15/16</td><td>89.3</td><td>95</td></tr> <tr><td>Q2 15/16</td><td>91</td><td>95</td></tr> <tr><td>Q3 15/16</td><td>90</td><td>95</td></tr> <tr><td>Q4 15/16</td><td>87</td><td>95</td></tr> <tr><td>Q1 16/17</td><td>-</td><td>95</td></tr> </tbody> </table> <p>Staff sickness and increased activity have continued to impact on performance in this area.</p> <p>“Queuebuster” system about to be implemented.</p>	Period	Actual (%)	Target (%)	Q2 14/15	90.6	95	Q3 14/15	93.3	95	Q4 14/15	95	95	Q1 15/16	89.3	95	Q2 15/16	91	95	Q3 15/16	90	95	Q4 15/16	87	95	Q1 16/17	-	95
Period	Actual (%)	Target (%)																																	
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Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																								
		Actual	RAG	Actual	Target	RAG	Trend		Comment																							
% of Community Response calls answered within 1 minute	%	97.20	Amber	<b>94.79</b>	97.50	Amber	↓	<p>% of PNC6 (Community Response) calls answered within 1 minute</p> <table border="1"> <caption>% of PNC6 (Community Response) calls answered within 1 minute</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 14/15</td> <td>97.8</td> <td>97.5</td> </tr> <tr> <td>Q3 14/15</td> <td>96.2</td> <td>97.5</td> </tr> <tr> <td>Q4 14/15</td> <td>97.4</td> <td>97.5</td> </tr> <tr> <td>Q1 15/16</td> <td>97.7</td> <td>97.5</td> </tr> <tr> <td>Q2 15/16</td> <td>95.9</td> <td>97.5</td> </tr> <tr> <td>Q3 15/16</td> <td>97.2</td> <td>97.5</td> </tr> <tr> <td>Q4 15/16</td> <td>94.8</td> <td>97.5</td> </tr> </tbody> </table> <p>Staff sickness has continued to impact on performance in this area.</p>	Quarter	Actual	Target	Q2 14/15	97.8	97.5	Q3 14/15	96.2	97.5	Q4 14/15	97.4	97.5	Q1 15/16	97.7	97.5	Q2 15/16	95.9	97.5	Q3 15/16	97.2	97.5	Q4 15/16	94.8	97.5
Quarter	Actual	Target																														
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Q2 15/16	95.9	97.5																														
Q3 15/16	97.2	97.5																														
Q4 15/16	94.8	97.5																														
Accuracy rate in Registration Service	%	99.86	Green	<b>98.65</b>	97.00	Green	↔																									
Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth & adult learners (based on an average evaluation rating on a scale from 1 to 100 where 0 is lowest and 100 is highest)	Score	78.00	Green	<b>78.00</b>	70.00	Green	↔																									
% homelessness assessments completed in under 28 days	%	84.00	Green	<b>80.00</b>	80.00	Green	↓	<p>Percentage of homelessness assessments completed within 28 days</p> <table border="1"> <caption>Percentage of homelessness assessments completed within 28 days</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q2 14/15</td> <td>80</td> <td>80</td> </tr> <tr> <td>Q3 14/15</td> <td>85</td> <td>80</td> </tr> <tr> <td>Q4 14/15</td> <td>88</td> <td>80</td> </tr> <tr> <td>Q1 15/16</td> <td>89</td> <td>80</td> </tr> <tr> <td>Q2 15/16</td> <td>85</td> <td>80</td> </tr> <tr> <td>Q3 15/16</td> <td>84</td> <td>80</td> </tr> </tbody> </table> <p>Note: performance website not yet updated but graph shows previous trend.</p>	Quarter	Actual	Target	Q2 14/15	80	80	Q3 14/15	85	80	Q4 14/15	88	80	Q1 15/16	89	80	Q2 15/16	85	80	Q3 15/16	84	80			
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Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
Homelessness - average number of days to re-housing	Days	336.00	Amber	<b>404.00</b>	240.00	Red	↑	 <p>Average days to re-housing</p> <p>Note: performance website not yet updated but graph shows previous trend.</p>	SOA
Homelessness case-load	Number	157.00	Amber	<b>151.00</b>	250.00	Green	↓	This figure shows the number of homelessness applications received by the Council in the relevant quarter. For comparison, the Q4 figure in 2014-15 was 188.	SOA

## COMMUNITIES AND PARTNERSHIPS

### Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Average length of time in temporary or emergency accommodation (all types)	Days	136.70		<b>299.7</b>			↑		SHC
Average length of time taken to re-let properties in the last year.	Days	19.90	Green	<b>18.11</b>	24.00	Green	↓		SHC
Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation	%	82.70		<b>84.00</b>			↑		SHC
Percentage of rent due lost through properties being empty during the last year.	%	1.1	Green	<b>0.38</b>	1.50	Green	↓	Previous years were incorrect as included temporary accommodation.	SHC

## COUNCIL RESOURCES

### Monthly

Measure	Unit	Previous Period February 2016		Current Period March 2016					Source																																							
		Actual	RAG	Actual	Target	RAG	Trend	Comment																																								
Business Rates in-year collection	%	97.51	Amber	<b>98.98</b>	99.10	Amber	-	Performance for this period 2014/15 was 99%.																																								
Council Tax in-year collection	%	94.06	Amber	<b>96.64</b>	96.65	Green	↑	Performance for this period 2014/15 was 96.52%.																																								
Time taken to process change of circumstances	Days	1.68	Green	<b>3.53</b>	6.00	Green	↑																																									
Time taken to process new claims	Days	19.18	Green	<b>18.92</b>	25.00	Green	↓																																									
Value of current tenants rent arrears	£	1,287,257	Red	<b>1,295,782</b>	1,000,000	Red	↑	<p>Amount of money owed to the Council in rent arrears</p> <table border="1"> <caption>Amount of money owed to the Council in rent arrears</caption> <thead> <tr> <th>Month</th> <th>Actual (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr><td>Jun 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Jul 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Aug 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Sep 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Oct 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Nov 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Dec 15</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Jan 16</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Feb 16</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Mar 16</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>Apr 16</td><td>1,287,257</td><td>1,200,000</td></tr> <tr><td>May 16</td><td>1,287,257</td><td>1,200,000</td></tr> </tbody> </table>	Month	Actual (£)	Target (£)	Jun 15	1,287,257	1,200,000	Jul 15	1,287,257	1,200,000	Aug 15	1,287,257	1,200,000	Sep 15	1,287,257	1,200,000	Oct 15	1,287,257	1,200,000	Nov 15	1,287,257	1,200,000	Dec 15	1,287,257	1,200,000	Jan 16	1,287,257	1,200,000	Feb 16	1,287,257	1,200,000	Mar 16	1,287,257	1,200,000	Apr 16	1,287,257	1,200,000	May 16	1,287,257	1,200,000	
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### Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
% of invoices paid on time	%	90.41	Green	<b>88.35</b>	90.00	Amber	↓	Target has changed from 85%	
% spend with contracted suppliers quarterly	%	Not provided		<b>77.04</b>	80	Amber		This has dropped slightly below target (in Q1 was 83.6)	
Cost of HR function per FTE employee	£	66.80	Green	<b>54.92</b>	125.00	Green	↓		

## COUNCIL RESOURCES

### Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Rent collected as percentage of total rent due in the reporting year.	%	99.57		<b>99.81</b>	-		↔		

DRAFT



## DEVELOPMENT

### Monthly

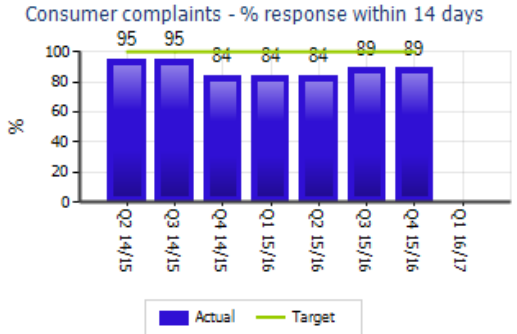
Measure	Unit	Previous Period February 2016		Current Period March 2016				Source	
		Actual	RAG	Actual	Target	RAG	Trend		Comment
Percentage of the population claiming Job Seekers Allowance	%	1.20	Green	1.20	1.80	Green	↔	March 2016 figures from NOMIS. (The target is the Scottish average.)	SOA
Proportion of 18- 24 yr olds claiming Job Seekers Allowance	%	1.30	Green	1.30	2.00	Green	↔	March 2016 figures from NOMIS (The target is the Scottish average.)	SOA

### Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																									
		Actual	RAG	Actual	Target	RAG	Trend		Comment																								
% food businesses broadly compliant with food hygiene law	%	93.00	Green	94.00	93.00	Green	↔																										
% Food Hygiene Inspections achieved - medium risk	%	90.00	Green	100.00	90.00	Green	↑																										
% Food Hygiene Inspections achieved - high risk	%	-		-	100.00		↔	There were no high risk premises due for inspection in the fourth quarter																									
% of Trading Standards Business Advice Requests responded to within 14 days	%	100.00	Green	93.00	100.00	Amber	↓	<p>Business Advice Requests - % response within 14 days</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 14/15</td> <td>98</td> <td>100</td> </tr> <tr> <td>Q3 14/15</td> <td>97</td> <td>100</td> </tr> <tr> <td>Q4 14/15</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q1 15/16</td> <td>89</td> <td>100</td> </tr> <tr> <td>Q2 15/16</td> <td>91</td> <td>100</td> </tr> <tr> <td>Q3 15/16</td> <td>100</td> <td>100</td> </tr> <tr> <td>Q4 15/16</td> <td>93</td> <td>100</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q2 14/15	98	100	Q3 14/15	97	100	Q4 14/15	100	100	Q1 15/16	89	100	Q2 15/16	91	100	Q3 15/16	100	100	Q4 15/16	93	100	
Quarter	Actual (%)	Target (%)																															
Q2 14/15	98	100																															
Q3 14/15	97	100																															
Q4 14/15	100	100																															
Q1 15/16	89	100																															
Q2 15/16	91	100																															
Q3 15/16	100	100																															
Q4 15/16	93	100																															

## DEVELOPMENT

### Quarterly (continued)

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																												
		Actual	RAG	Actual	Target	RAG	Trend		Comment																											
% of Trading Standards consumer complaints responded to within 14 days	%	89.00	Red	<b>89.00</b>	100.00	Red	↔	 <p>Consumer complaints - % response within 14 days</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>-Q2 14/15</td> <td>95</td> <td>95</td> </tr> <tr> <td>-Q3 14/15</td> <td>95</td> <td>95</td> </tr> <tr> <td>-Q4 14/15</td> <td>84</td> <td>95</td> </tr> <tr> <td>-Q1 15/16</td> <td>84</td> <td>95</td> </tr> <tr> <td>-Q2 15/16</td> <td>84</td> <td>95</td> </tr> <tr> <td>-Q3 15/16</td> <td>89</td> <td>95</td> </tr> <tr> <td>-Q4 15/16</td> <td>89</td> <td>95</td> </tr> <tr> <td>-Q1 16/17</td> <td>-</td> <td>95</td> </tr> </tbody> </table> <p>Dealing with complaints of a more complex nature that took a greater amount of time.</p>	Quarter	Actual (%)	Target (%)	-Q2 14/15	95	95	-Q3 14/15	95	95	-Q4 14/15	84	95	-Q1 15/16	84	95	-Q2 15/16	84	95	-Q3 15/16	89	95	-Q4 15/16	89	95	-Q1 16/17	-	95	
Quarter	Actual (%)	Target (%)																																		
-Q2 14/15	95	95																																		
-Q3 14/15	95	95																																		
-Q4 14/15	84	95																																		
-Q1 15/16	84	95																																		
-Q2 15/16	84	95																																		
-Q3 15/16	89	95																																		
-Q4 15/16	89	95																																		
-Q1 16/17	-	95																																		
% of trading standards inspections achieved	%	100.00	Green	<b>100.00</b>	95.00	Green	↔																													
Average Time in working days to Issue Building Warrants	Number	86.02		<b>89.18</b>			↑																													
Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	%	28.40		<b>30.17</b>			↑																													
Consumer enquiries - % of same day responses	%	100.00	Green	<b>100.00</b>	100.00	Green	↔																													

## DEVELOPMENT

### Quarterly (continued)

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source																												
		Actual	RAG	Actual	Target	RAG	Trend		Comment																											
Food Standards Inspection - medium risk	%	89.00	Amber	<b>95.00</b>	100.00	Amber	↑	<p>Percentage of medium risk food hygiene inspections achieved on time</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 14/15</td> <td>62.5</td> <td>73</td> </tr> <tr> <td>Q3 14/15</td> <td>73</td> <td>73</td> </tr> <tr> <td>Q4 14/15</td> <td>93</td> <td>73</td> </tr> <tr> <td>Q1 15/16</td> <td>94</td> <td>73</td> </tr> <tr> <td>Q2 15/16</td> <td>100</td> <td>73</td> </tr> <tr> <td>Q3 15/16</td> <td>90</td> <td>73</td> </tr> <tr> <td>Q4 15/16</td> <td>100</td> <td>73</td> </tr> <tr> <td>Q1 16/17</td> <td>-</td> <td>73</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q2 14/15	62.5	73	Q3 14/15	73	73	Q4 14/15	93	73	Q1 15/16	94	73	Q2 15/16	100	73	Q3 15/16	90	73	Q4 15/16	100	73	Q1 16/17	-	73	
Quarter	Actual (%)	Target (%)																																		
Q2 14/15	62.5	73																																		
Q3 14/15	73	73																																		
Q4 14/15	93	73																																		
Q1 15/16	94	73																																		
Q2 15/16	100	73																																		
Q3 15/16	90	73																																		
Q4 15/16	100	73																																		
Q1 16/17	-	73																																		
Food Standards Inspections - high risk	%	100.00	Green	-	100.00		↔	There were no high risk food inspections due in the fourth quarter																												
Number of unemployed people participating in East Lothian Works programmes	Number	172	Red	<b>183</b>	240	Red	↑		SOA																											
Number of unemployed people participating in East Lothian Works programmes progressing into work	Number	42.00	Amber	<b>50.00</b>	45.00	Green	↑		SOA																											
Total no. of new business starts	Number	32.00	Red	<b>49.00</b>	50.00	Amber	↑	Q4 Still 1 adviser down in a team of 2. Adviser in post did an excellent job in bringing in the number of stats for the last quarter																												
Percentage of new businesses surviving after 24 months	%				80.00			Q4 - New measure to be implemented next year. This will be a 12 month measure led by the new team of start up advisers and will start to be recorded from Q3. This replaces the former measure which was heavily based around social media and individual advisers. Issue identified when advisers left and contact lost.																												

## DEVELOPMENT

\* The following planning indicators are reported for Q3 to enable a comparison with the Scottish average

Measure	Unit	Previous Period Quarter 2 2015/16		Current Period Quarter 3 2015/16					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Application approval rate	%	98.7	Green	94.6	93.9	Green	↓	The target for all these indicators is set to the Scottish average for 2014-15.	
Householder developments: average time	Weeks	7.40	Green	7.8	7.5	Amber	↑		
Local developments: % determined within 2 months	%	86.60	Green	86.00	72.1	Green	↔		
Local developments: average time in weeks	Weeks	8.90	Green	8.80	10.1	Green	↔		
Major developments: average number of weeks to decision	Weeks	26.00	Green	9.4	36.6	Green	↓	Based on 2 applications.	

## Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Count of business births and new enterprises per 10,000 population aged 16 to 75 supported by the Business Gateway	Rate / 10,000	27.00			28.00			Info not available	SOA

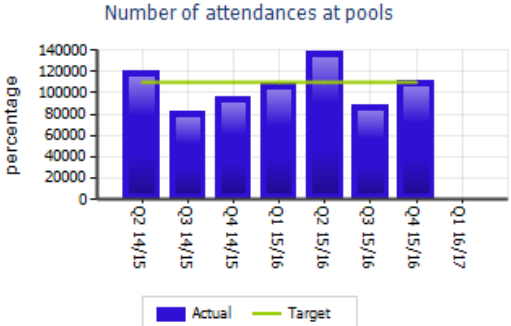
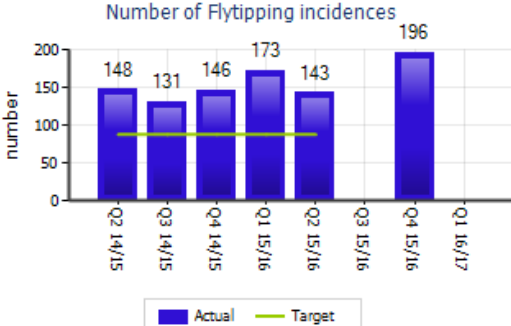
## EDUCATION

### Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
% of P6 and S2 pupils agreeing that 'my school recognises my achievements in school'	%	84.00	Green	82.60	86.0	Amber	↓	The % of P6 & S2 pupils agreeing shows a slight drop of 1.4% on the previous year and a relatively static trend over the previous five years.	SOA
% of P6 and S2 pupils agreeing that 'my school recognises my achievements out of school'	%	61.90	Amber	59.40	61.0	Amber	↑	The % of P6 & S2 pupils agreeing shows a drop of 2.5% on the previous year and a fluctuating trend since 2010/11.	SOA
% of S2 and P6 pupils agreeing that they feel safe and secure in school	%	94.6		93.3	-	-	↔		SOA
% of S2 and P6 pupils agreeing that they contribute to decisions made in their school	%	79.20		79.90	-	-	↔		
% of S2 and P6 pupils agreeing that most pupils behave well in school	%	71.20		72.10	-	-	↔		
% P6 pupils agreeing that they take part in physical activities outside the school day	%	87.40		88.90	87.40	Green	↔	2015/16 shows an increase of 2.5% on the previous year and a fluctuating but overall improved trend since 2008/09.	
% S2 pupils agreeing that they take part in physical activities outside the school day	%	80.40		75.80	82.50	Red	↓		
Proportion of primary school children eligible for free school meals	%	11.29	-	12.00	14.00	Green	↑	Free school meal eligibility is a proxy for deprivation. Pupils are entitled to free school meals if their parents are in receipt of:	SOA
Proportion of secondary school children eligible for free school meals	%	8.60	-	9.9	10.50	Amber	↑	<ul style="list-style-type: none"> <li>Income Support (IS)</li> <li>Income-based Job Seeker's Allowance (JSA)</li> <li>Any income related element of Employment and Support Allowance</li> <li>Child Tax Credit (CTC), but not Working Tax Credit, and your income is less than £16,105</li> <li>Both maximum CTC and maximum Working Tax Credit and your income is under £6,420</li> <li>Support under Part VI of the Immigration and Asylum Act 1999</li> <li>Universal Credit</li> </ul>	SOA

# INFRASTRUCTURE

## Quarterly

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16				Source
		Actual	RAG	Actual	Target	RAG	Trend	
Green Waste & Beach Waste Recycled	%		Green	100.00	100.00	Green	↔	No figures provided for Q3.
Number of attendances at indoor sports and leisure facilities	Number	178076.00	Green	202476	130000.00	Green	↑	
Number of attendances at pools	%	88683.00	Red	111304	110000.00	Green	↑	 <p>Attendances tend to fall during the third quarter (October - December); however, by quarter 4 (start of New Year) users start to build up again due to New Year resolutions etc.</p>
Number of Flytipping incidents	Number	Not provided	Red	196.00	88.00	Red		
Number of people using Civic Amenity Sites	Number	105768.00	Green		55000.00	Green		No update provided for Q4.
Other Waste Recycled	%			79.35	74.00	Green		No figures provided for Q3.

## INFRASTRUCTURE

### Quarterly (continued)

Measure	Unit	Previous Period Quarter 3 2015/16		Current Period Quarter 4 2015/16					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
Street lighting - repairs - average time	days	2.77	Green	<b>2.49</b>	7.00	Green	↓		
Traffic lights - average time to repair failure	hours:mins	6.05	Green	<b>10.27</b>	48.00	Green	↑		

### Annual

Measure	Unit	Previous Period March 2015		Current Period March 2016					Source
		Actual	RAG	Actual	Target	RAG	Trend	Comment	
% properties that require a gas safety record which had a safety check by anniversary date	%	100.00	Green	<b>100.00</b>	99.00	Green	↔		SHC
% reactive repairs carried out in the last year completed right first time.	%	82.00	Amber	<b>85.9</b>	85.00	Green	↑		SHC
Average length of time taken to complete emergency repairs.	Hours	<b>5.60</b>	Green	<b>5.04</b>	24.00	Green	↔		SHC
Average length of time taken to complete non-emergency repairs.	Days	<b>14.80</b>	Green	<b>13.75</b>	23.00	Green	↓		SHC

Key:

SOA = Single Outcome Agreement

SHC = Social Housing Charter





**REPORT TO:** Policy And Performance Review Committee

**MEETING DATE:** 21 June 2016

**BY:** Depute Chief Executive, Partnerships and  
Community Services

**SUBJECT:** Fly Tipping Activity Update

**3**

---

**1 PURPOSE**

- 1.1 To provide members with an update on the volume of Fly Tipping levels in the county and to advise of joint working between stakeholders to manage emerging issues

**2 RECOMMENDATIONS**

- 2.1 That members note the content of the report
- 2.2 That internal stakeholders continue to monitor any emerging trends with regard to Fly Tipping and reference these to future re-design and alterations to the Special Uplift service and general management of the recycling centres.

**3 BACKGROUND**

- 3.1 Previous reports to committee have been produced in response to information requests from members following changes in policy for Special Uplift Services and for general information on the level of activity required to manage this element of antisocial behaviour. This report provides a further update on activity returns, advises on the level of investigation and enforcement activities and reports on perceived impact on fly tipping levels following changes to domestic refuse collection timetables.
- 3.2 The Service now maintains in-house records listing volume, type of waste and locus of incidents and these provide a reasonable benchmark on which any changes in working practices across wider stakeholders can be used to measure the implications on fly tipping habits. These In-house figures record the full level of activity resulting from formal reports by the public and uplifts generated as a result of programmed front-line maintenance identifying unreported fly tipping and dealing with it immediately. The in-house figures (Appendix 1) list the total activity

while the CRM (Contact Centre) public reporting figures give a snapshot of types of materials and location.

- 3.3 Previously reported averages in 2010/11 2013/14 gave a figure of 80 incidents per month while the April 2013 to March 2016 gives an average of 50 actual incidents per month. If the same data cleansing approach now applied is worked back to 2010/11 this suggests that fly tipping incidents over the period 2010/11 to 2015/16 have remained fairly constant at 50-60 per month. Further analysis of the monthly returns fails to show any significant seasonal variations but spring and early summer are generally higher than the winter months.
- 3.4 With regard to recent changes in domestic refuse collection services there was no separate record of domestic black bag waste collected as fly tipping in residential areas, on which to determine any impact on fly tipping as a result of the changes frequency of collection. However this element is, from June 2015 recorded separately and the figures do not suggest the move to fortnightly mixed waste collections has had any real impact on fly tipping levels. Areas where issues have emerged involving loose waste / spillage from overfilled wheelie bins have been highlighted were and are being actively managed by Waste Services with appropriate face to face interventions that are generating positive improvements.
- 3.5 Waste Services have provided data for inclusion in this report that records some 8 Tonnes of mixed Fly Tipped material was received from Amenity Services during 15/16 that could have been presented for special uplift. This waste was processed by Waste Services and costs absorbed by them as part of a One Council approach to managing Fly Tipping. Waste Services also report that the availability of appointments for uplift of garden waste has been reduced to allow greater focus on general waste uplift from the west clusters, reducing the waiting time for such uplifts. Given the low number of incidents of Garden Waste being fly tipped, it would suggest that this has been a positive step towards reducing incidents of general waste dumping and improved service delivery for general special uplifts.
- 3.6 In terms of investigation of fly tipping incidents, some work has been done in this area by Safer Communities and in certain cases where evidence has led directly to an offender, appropriate action is taken to fine and recover clearance costs. However, the likelihood of tracing offenders in most cases is very low and evidence is often circumstantial and insufficient to progress to prosecution. Accordingly, with the resources available to stakeholders at present and other community generated priorities having to take precedent, enforcement activities will remain at a low level.

## **4 POLICY IMPLICATIONS**

- 4.1 There are no policy implications associated with this response.

## 5 INTEGRATED IMPACT ASSESSMENT

- 5.1 The subject of this report does not affect the wellbeing of the community or have a significant impact on equality, the environment or economy.

## 6 RESOURCE IMPLICATIONS

- 6.1 Financial – None  
6.2 Personnel - None  
6.3 Other - None

## 7 BACKGROUND PAPERS

None

<b>AUTHOR'S NAME</b>	Stuart Pryde
<b>DESIGNATION</b>	Principal Amenity Officer
<b>CONTACT INFO</b>	Tel: 01620 827430 <a href="mailto:spryde@eastlothian.gov.uk">spryde@eastlothian.gov.uk</a>
<b>DATE</b>	20 May 2016



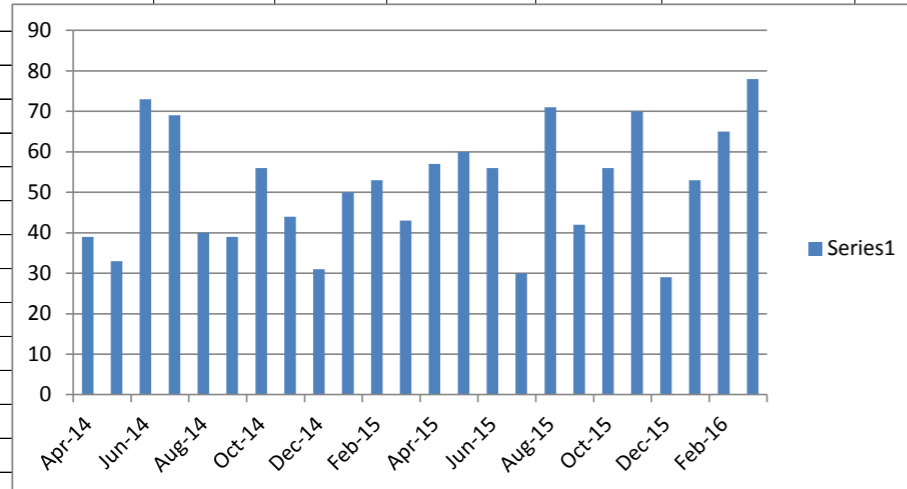
East Lothian Council - PPRC 21 June 2016 - Summary of Fly Tipping Incidences (Data Cleaned)

Month	Total Reports	Not found	Special Uplift	Animals (Road Kill)	Not fly tipping (General Litter etc)	No eform ( Case started to be logged but then cancelled)	Duplicate reports	Test (By CRM Team)	Black Bags Household Waste (Excess Domestic Waste)	Not ELC land	Revised Total	Annual Total
Apr 13 - Mar 14	770	50	6	34	34	37	23	4		36	546	546
Apr-14	57	5		3	1	1	5			3	39	
May-14	55	4		1	8	2	4			3	33	
Jun-14	90	1	1	4	2	2	2	1		4	73	
Jul-14	85	4		5	2	1	3			1	69	
Aug-14	62			5	11	5	1				40	
Sep-14	66	8		4	5	4	1			5	39	
Oct-14	93	2		5	12	5	9			4	56	
Nov-14	62			3	8	3				4	44	
Dec-14	43			1	4	2				5	31	
Jan-15	61				3	1	2	1		4	50	
Feb-15	60	1		1	1	2	1			1	53	
Mar-15	74	2		2	3	8	6	6		4	43	570
Apr-15	108	6		11	7	13	6			8	57	
May-15	88	5		3	2	3	2	2	3	8	60	
Jun-15	93	3	1	5	2	5	6		5	10	56	
Jul-15	48	2		7	3	2	1			3	30	
Aug-15	99	6		5	6	7	3	1			71	
Sep-15	65	1	1	5	1	7	4			4	42	
Oct-15	87	3		9		2	9		3	5	56	
Nov-15	90	2	1	6	2	2	1		6		70	
Dec-15	54	2	1	1	2	7	1	3	4	4	29	
Jan-16	79	4		3	2	5	1	6	3	2	53	
Feb-16	85	3		3	5	4	2	1		2	65	
Mar-16	95	2		3	1	6			2	3	78	667
Totals	2569	116	11	129	127	136	93	25	26	123	1783	

Notes

Black Bags Household Waste commenced recording on introduction on fortnightly bin collections so no previous benchmark

Special Uplift - Collected by Waste Services on schedule before attendance on site by Fly Tipping Crew



Graph shows total of acted upon incidents over the period April 14 to March 16

East Lothian Council - PPRC 21 June 2016 - Fly Tipping Summary by Type and Locus															
April 2014 - March 2016		CRM Reports Only													
Locus	ASBESTOS HAZARDOUS	BLACK BAGS COMMERCIAL	BLACK BAGS HOUSEHOLD	CHEMICAL DUMPS	CONSTRUCTION	GREEN GARDENING	OTHER COMMERCIAL	OTHER ELECTRICAL	OTHER HOUSEHOLD	OTHER UNIDENTIFIED	TYRES	VEHICLE / GARAGE WASTE	WHITE GOODS	Total by Locus	
Musselburgh	1	1	9		5	6	8		37	4	2	2	5	80	
Wallyford						4			14		1	1		20	
Whitecraig							1			2				3	
Rural													1	1	
<b>Cluster Total</b>	<b>1</b>	<b>1</b>	<b>9</b>		<b>5</b>	<b>10</b>	<b>9</b>		<b>51</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>104</b>	
Tranent			2		1	4			19	4				30	
Pencaitland										1				1	
Ormiston										3				3	
Elphinstone									1					1	
Macmerry									2	4				6	
Rural										2				2	
<b>Cluster Total</b>			<b>2</b>		<b>1</b>	<b>4</b>			<b>22</b>	<b>14</b>				<b>43</b>	
Prestonpans			3					1	19	13	2		1	39	
Port Seton			1		4				3				1	9	
Longniddry			2	1	2		1		4					10	
Rural														0	
<b>Cluster Total</b>			<b>6</b>	<b>1</b>	<b>6</b>		<b>1</b>	<b>1</b>	<b>26</b>	<b>13</b>	<b>2</b>		<b>2</b>	<b>58</b>	
Haddington			1		3	1	1		12	20		1	2	41	
Rural									5					5	
<b>Cluster Total</b>			<b>1</b>		<b>3</b>	<b>1</b>	<b>1</b>		<b>17</b>	<b>20</b>		<b>1</b>	<b>2</b>	<b>46</b>	
North Berwick									4	4	1			9	
Aberlady														0	
Gullane			1				2		2					5	
Dirleton								1						1	
Rural														0	
<b>Cluster Total</b>			<b>1</b>				<b>2</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>			<b>15</b>	
Dunbar			1				2		9	2			2	16	
West Barns												2		2	
East Linton			1											1	
Rural			1						1	2				4	
<b>Cluster Total</b>			<b>3</b>				<b>2</b>		<b>10</b>	<b>4</b>		<b>2</b>	<b>2</b>	<b>23</b>	
<b>County Total</b>	<b>1</b>	<b>1</b>	<b>22</b>	<b>1</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>2</b>	<b>132</b>	<b>61</b>	<b>6</b>	<b>6</b>	<b>12</b>	<b>289</b>	

**Policy and Performance Review Committee: Annual Work Programme 2016/17 (1<sup>st</sup> June 2016)**

<b>Date</b>	<b>Performance Monitoring/ Inspection Reports</b>	<b>Other Reports / Reports Requested by Members</b>
21 <sup>st</sup> June 2016	Q4 Performance Indicators	Report on Fly-tipping
14 <sup>th</sup> 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	Report on Delayed Discharge Report on Literacy Levels (including writing and communications)
9 November 2016	Q2 Performance Indicators	Customer Service Report on Delivering and Siting of Core Paths and Cycle Ways Impact of Universal Credit on Rent Arrears
11 <sup>th</sup> January 2017	Local Government Benchmarking Framework Customer Feedback – six-month monitoring report	Developing a Young Workforce Update on Transformation Programme
8 <sup>th</sup> March 2017	Q3 Performance Indicators Adult and Child Protection – six-month monitoring report	

Report on Community Payback (no date)