

REPORT TO: Policy & Performance Review Committee

MEETING DATE: 8 March 2017

BY: Depute Chief Executive (Partnership and Services for

Communities

SUBJECT: Local Government Benchmarking Framework

1 PURPOSE

1.1 To provide the PPRC with an overview of the Local Government Benchmarking Framework (LGBF) results for 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 Local Government Benchmarking Framework's core purpose is to help councils to gain greater insight into their own performance in order to drive improvement, deliver better outcomes and to strengthen public accountability. This is done through the process of benchmarking and allows councils that are similar to compare performance, and to learn and understand why variances occur.
- 3.2 The National Overview Report was published by the Improvement Service on 24 February 2017 and provides analysis of the national trends and variations, both across councils and between councils. This is available from the link provided within the background papers.
- 3.3 The Framework includes a total of 67 indicators based on areas of cost, performance outcomes and satisfaction. This is an increase of 14 indicators compared to the previous year as a result of additional corporate, children's services (education) and economic development themed measures.
- 3.4 Average Total Tariff Scores have been added to the LGBF for 2015/16. The average total tariff score is the sum of the tariff points SCQF credit points accredited to each pupil during S4-S6 only for the 'latest and best

- achievement' in each subject and does not take into account the fact that different schools/local authorities will be offering different curricular/presentation models.
- 3.5 The Insight Project Team have introduced a new complementary tariff score this year to be used alongside the total tariff score to support equity of measurement regardless of curricular approach. The complementary measure also has a ceiling of a maximum of 120 SCQF credit points set. The subjects contributing to this are those in which the learner has achieved the highest tariff points relative to the amount of learning in that subject (subject tariff points / SCQF credit points for that subject).
- 3.6 Of the 67 LGBF indicators 48 are indicators relating to the performance of services in delivering outputs and outcomes; the remaining 19 indicators relate to the cost of delivering the service. The results provide a comparison between East Lothian and every council in Scotland.

Summary of Performance

- 3.7 The following analysis does not include any indicators with no previous comparable data and those indicators which have a March release date for the 2015/16 results. This includes Looked After Children's Data and Positive Destinations Data.
- 3.8 East Lothian Council's performance has improved slightly during 2015/16 when ranking each performance indicator from 1 (highest performance) to 32 (lowest performance). These ranks have been grouped into quartiles. A count of LGBF indicators by quartile shows an improvement compared to last year with slightly fewer indicators in quartile 4 and slightly more within the first quartile (see table 1).
- 3.9 Overall, 64.4% of our indicators can be found within the first two quartiles. When compared to the previous year, 14 indicators improved their quartile position, 37 remained the same and 8 worsened during 2015/16.

Table 1. Count of LGBF Indicators by Quartile and Year

LGBF Quartile 🛂	2014/15	2015/16
1	20	23
2	15	15
3	13	13
4	11	8
Grand Total	59	59
Note: excludes all indicators with no comparable data or March release date		

3.10 A count of LGBF indicators by type shows an improvement in quartile for both cost and performance indicators (see table 2). Cost indicators have improved the most when compared to last year with fewer in the fourth quartile. This is partly due to revisions in methodology and adjustments to net values (adjusted for inflation). For example, cost indicators *C&L1* - *Cost per*

attendance at Sports facilities and ENV4a and Cost of maintenance per kilometre of roads have moved from quartile 4 to 3.

Table 2. Count of Indicator Type & by Quartile and Year

	■2014/15		■ 2015/16	
LGBF Quartile 🍱	Cost	Performance	Cost	Performance
1	8	12	10	13
2	3	12	1	14
3	2	11	5	8
4	4	7	1	7
Grand Total	17	42	17	42

- 3.11 There has also been an improvement in performance type indicators. For example, CHN4 % of Pupils Gaining 5+ Awards at Level 5 and CHN12d Average Total Tariff SIMD Quintile 3 have moved from quartile 4 to 2. HSN2 Percentage of rent due in the year that was lost due to voids has moved from quartile 3 to 1.
- 3.12 Performance based on last year's value shows that 27 out of the 59 LGBF indicators have improved greater than 1%, 23 have declined and 9 have less than a 1% variation.
- 3.13 The summary report (attached) provides the result for each of the indicators within each benchmarking theme. It displays the trend over the past five years and determines performance based on five elements: a comparison to last year's performance; the Scottish rate; comparison against the Family Group Median value; the overall rank position; and, any change in performance since 2011/12.

Highlights

- 3.14 The following are some of the more positive highlights from the 2015/16 LGBF:
 - Percentage of Adults Satisfied with Street Cleaning (EN7b) has remained within the top rank at 85.7%.
 - Cost of Planning per Application (Econ 2) East Lothian Council ranks first for this indicator with the result for 2015/16 at £2504.5.
 - Cost of Trading Standards per 1,000 Population (ENV5a) is the lowest at £1999 for 2015/16 when compared to other councils. We rank first for this measure and are well below the Scottish rate of £5873.
 - New corporate indicator for 2015/16, Gender Pay Gap (CORP 3c) is the second lowest in Scotland at -1.2.
 - Net Cost per Waste Disposal per Premise (ENV2a) has reduced by 8.4% to £55.71 per premise and ranks in third position compared to other councils.
 - Percentage of Rent Due in the Year that was Lost Due to Voids (HSN2) reduced from 1.11% last year to 0.55% in 2015/16. East Lothian now ranks in 4th place for this measure compared to 17th previously.

- Cost per Pre-School Education Registration (CHN3) has improved in rank position from 16th to 5th with performance now at £3,046.69 for 2015/16.
- Percentage of Total Household Waste Arising that is Recycled (ENV6) has increased by 20% to 51.4%. East Lothian Councils performs above the Scottish rate of 44.3% and now ranks 12th compared to other councils.
- Percentage of income due from Council Tax collected (CORP 7) East Lothian collected 96.8% of the Council Tax due, compared to the Scottish figure of 95.7%.
- Compliance with dwellings meeting SHQS (HSN3) has improved to 92%. We rank 18th against other councils compared to 24th last year. Only 59 units failed the SHQS criteria in 2015/16.

Areas for further investigation

- 3.15 Several indicators show performance below where the Council would want it to be and will require further investigation through benchmarking activity.
 - Street cleanliness score (ENV3c) performance has declined slightly to 85.8% and rank position at 30th remains the same. It should be noted that the methodology used to calculate the indicator changed in 2014/15. The number and scope of the audits to determine the cleanliness of streets has changed. This may lead to a greater degree of fluctuation in the results. It is also worth noting that the Council ranks very highly in public satisfaction with street cleanliness, which is at odds with the relatively poor cleanliness score.
 - Sickness Absence Days per Teacher (CORP6a) has reduced from 8.3 to 7.0 for 2015/16, although it still remains higher compared to other councils at rank 26.
 - Gross Rent Arrears (all tenants) as at March Each Year as a Percentage of Rent Due (HSN1b) – has dropped by 5.2% to 8.62% and now ranks 23rd.
 - Net Cost of Waste Collection per Premise (ENV1a) has increased to £81.83.
 We now rank 29th and well above the Scottish rate of £63.4.
 - Average Time Taken to Complete Non-emergency Repairs (HSN4b) East Lothian Council takes an average of 13.75 days to undertake a nonemergency repair compared to a Scottish rate of 9.38 days. Our rank position remains unchanged at 25.
 - Percentage of A class roads requiring maintenance (ENV4b) 33.95% of A class roads in East Lothian requiring maintenance in comparison to the Scottish average of 28.9%.
 - Percentage of Unemployed People Assisted into Work from Council Operated / Funded Employability Programmes (ECON1) has reduced to 2.92%. Our rank is in 29th place and well below the Scottish rate of 13.91%.

4 POLICY IMPLICATIONS

4.1 The Local Government Benchmarking Framework represents an important component of East Lothian Council's performance management arrangements and the drive to deliver Continuous Improvement.

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

- 7.1 East Lothian LGBF Summary Results 2015/16
- 7.2 National Benchmarking Overview Report 2015/16
 (http://www.improvementservice.org.uk/benchmarking/documents/2017_Overview_Report.pdf)

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East Lothian Council

Local Government Benchmarking Framework

Summary Results 2015/16

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LGBF Summary

Introduction

This report provides information on the publication released by the Improvement Service on the Scottish Local Government Benchmarking Framework (LGBF) data covering the last six years. The data allows local authorities to compare their own performance on a standard set of indicators based on costs, satisfaction and performance measures. The Framework aims to help councils understand variations in performance and to share good practice covering a wide range local government services.

2015/16 Local Government Benchmarking Framework

The National Benchmarking Overview Report for 2015/16 is available at the Local Government Benchmarking website.

Alongside this report, the My Local Council website provides full detail on all indicators published as part of the Local Government Benchmarking Framework. This tool provides information and a visual comparison against all councils in Scotland.

Comparable LGBF data helps to identify variations in council performance across a number of themes. The benchmarking framework is split into seven themes and these are:

- Children's Services
- Corporate Services
- Adult Social Care Services
- Culture & Leisure
- Environmental Services
- Housing Services
- Economic Development

Comparisons are made against Scotland, Rank and Family Group median to allow comparison against councils who are 'similar' to East Lothian (see Appendix 1 for full list of indicators and Appendix 2 for notes on Family Groupings). Using this comparative data, this report highlights the key East Lothian trends up to 2015/16.

Overview of Results

Count of Indicators by Quartile / Year

LGBF Quartile 🍱	2014/15	2015/16
1	20	23
2	15	15
3	13	13
4	11	8
Grand Total	59	59

Note: excludes all indicators with no comparable data or March release date

Indicator Performance by Benchmarking Theme

Benchmarking Theme	Declined	Improved	<1% Change	Grand Total
Children's Services	2	9	2	13
Corporate Services	1	6	4	11
Culture & leisure Services	5	2	1	8
Economic development	5			5
Environmental Services	7	5	1	13
Housing Services	1	4		5
Adult Care Services	2	1	1	4
Grand Total	23	27	9	59

Indicators with Improved Quartile Position

LGBF Indicator - Quartile Position by Year	2014/15	2015/16
C&L1 - Cost per attendance at Sports facilities	4	3
CHN3 - Cost per Pre-School Education Registration	2	1
CORP 3b - The percentage of the highest paid 5% of employees who are women	2	1
CORP 4 - The cost per dwelling of collecting Council Tax	3	2
ENV4a - Cost of maintenance per kilometre of roads	4	3
ENV5a - Cost of trading standards perr 1,000 population	2	1
ENV6 - The % of total household waste arising that is recycled	3	2
HSN2 - Percentage of rent due in the year that was lost due to voids	3	1
SW5 - Older persons (over 65's) Residential Care Costs per week per resident	4	3
CHN4 - % of Pupils Gaining 5+ Awards at Level 5	4	2
CHN6 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	3	1
CHN12a - Overall Average Total Tariff	2	1
CHN12b - Average Total Tariff SIMD Quintile 1	3	2
CHN12d - Average Total Tariff SIMD Quintile 3	4	2

Top Ranking Indicators

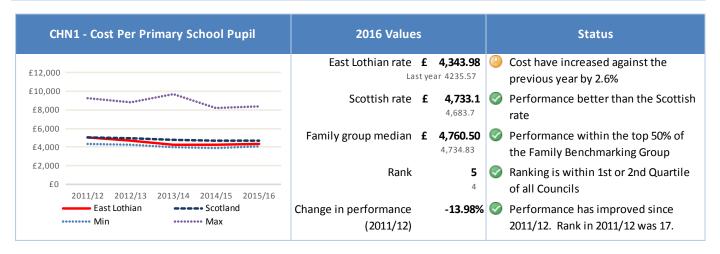
Indicator	Rank	2015/16
ENV5a - Cost of trading standards perr 1,000 population	1	1999.0
ENV7b - % of adults satisfied with street cleaning	1	85.7
Econ 2 - Cost of Planning Per Application	1	2504.5
SW1 - Older Persons (Over65) Home Care Costs per Hour	2	15.4
CORP 2 - Cost of Democratic Core per 1,000 population	2	19476.0
ENV2a - Net cost per Waste disposal per premises	3	55.7
CORP 5b2 - Average time (hours) between time of Domestic Noise complaint and attendance on si	3	0.5
CHN2 - Cost per Secondary School Pupil	4	6260.5
HSN2 - Percentage of rent due in the year that was lost due to voids	4	0.6
CHN1 - Cost Per Primary School Pupil	5	4344.0
C&L3 - Cost of Museums per Visit	5	1.6
CHN6 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	5	42.0
CHN3 - Cost per Pre-School Education Registration	5	3046.7
CORP 1 - Support services as a % of Total Gross expenditure	5	3.7
ENV4e - Percentage of unclassified roads that should be considered for maintenance treatment	6	31.6
C&L5d - % of adults satisfied with leisure facilities	6	84.0
CORP-ASSET2 - Proportion of internal floor area of operational buildings in satisfactory condition	7	95.6
CORP 7 - Percentage of income due from Council Tax received by the end of the year	7	96.8
CHN12a - Overall Average Total Tariff	7	933.7
ENV5b - Cost of environmental health per 1,000 population	8	12003.9
CORP 3b - The percentage of the highest paid 5% of employees who are women	8	53.6
C&L2 - Cost Per Library Visit	8	1.9
C&L5b - % of adults satisfied with parks and open spaces	8	89.7

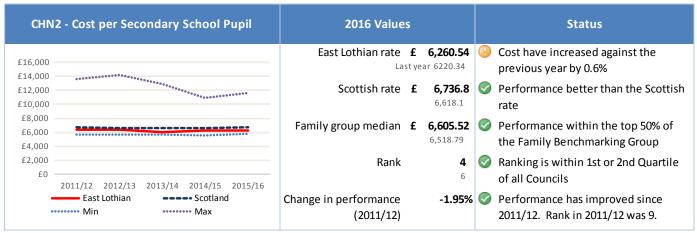
Bottom Ranking Indicators

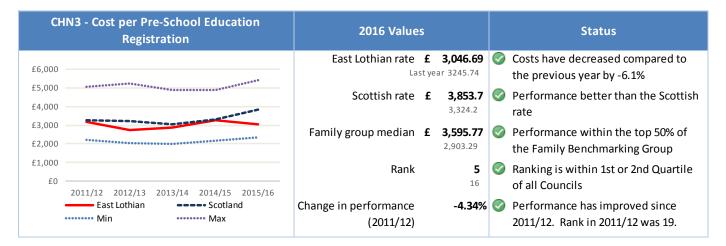
Indicator	Rank	2015/16
HSN4b - Average time taken to complete non-emergency repairs	25	13.8
CORP 6a - Sickness Absence Days per Teacher	26	7.0
ENV4b - Percentage of A class roads that should be considered for maintenance treatment	27	33.9
ENV4c - Percentage of B class roads that should be considered for maintenance treatment	27	37.0
CHN12c - Average Total Tariff SIMD Quintile 2	28	659.0
ENV1a - Net cost of Waste collection per premises	29	81.8
ECON1 - Percenage of Unemployed People Assisted into work from Council Funded/Operated		
Employability Programmes	29	2.9
ENV3c - Cleanliness Score (%age Acceptable)	30	85.8

Benchmarking Theme Overview

Children's Services - Education Cost Indicators





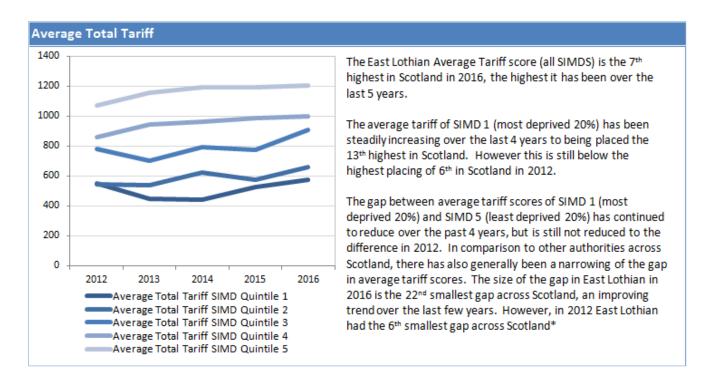


				Change in Value
Title	▼ Year	Actual	Rank	(Previous Yr)
☐ CHN10 - % of Adults Satisfied with Local Schools	2010-14	89.3	5.0	
	2012-15	87.3	10.0	-2.17%
	2013-16	82.0	16.0	-6.11% 🕓

Children's Services - Education Attainment Indicators

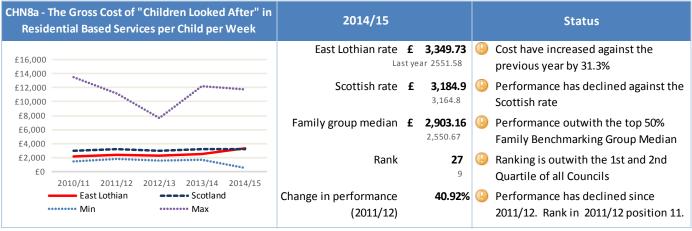
CHN4	- % of Pupils Gaining 5+ Awards at Level 5	2016 Values		Status
100		East Lothian rate	60.0 st year 53	Performance has improved compared to the previous year by 13.2%
80 - 60 -	***************************************	Scottish rate	59.0 57.0	Performance better than the Scottish rate
40	***************************************	Family group median	58.5 57.5	Performance within the top 50% of the Family Benchmarking Group
0 -	2011/12 2012/13 2013/14 2014/15 2015/16	Rank	11 27	Ranking is within 1st or 2nd Quartile of all Councils
	East Lothian Scotland Min Max	Change in performance (2011/12)	11.11%	Performance has improved since 2011/12. Rank in 2011/12 was 12.

CHN5 - % of Pupils Gaining 5+ Awards at Level 6	2016 Values		Status	
70 ————————————————————————————————————	East Lothian rate	35.0 year 32	Performance has improved compared to the previous year by 9.4%	
50 ************************************	Scottish rate	33.0 31.0	Performance better than the Scottish rate	
20	Family group median	32.5 30.0	Performance within the top 50% of the Family Benchmarking Group	
10	Rank	9 10	Ranking is within 1st or 2nd Quartile of all Councils	
East Lothian Scotland Min Max	Change in performance (2011/12)	20.69%	Performance has improved since 2011/12. Rank in 2011/12 was 6.	

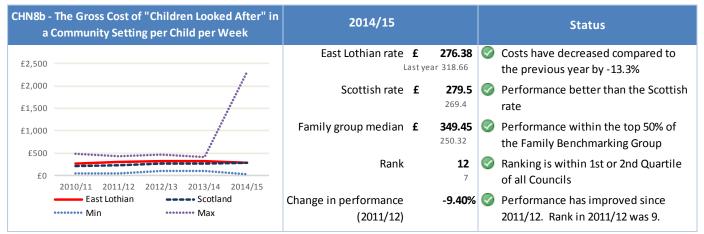


^{*}The number of pupils in SIMD in East Lothian is typically very small (between 4% and 6% of the cohort). This SIMD group population is significantly smaller than any other SIMD group population. Due to the size of this population, the average tariff score is susceptible to more fluctuation over time.

Children's Services - Cost & Care Indicators



NOTE: 2105/16 figures are not available for comparison until March 2017. Table reports the previous year's value.



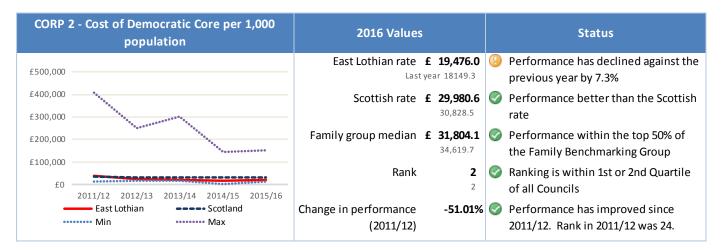
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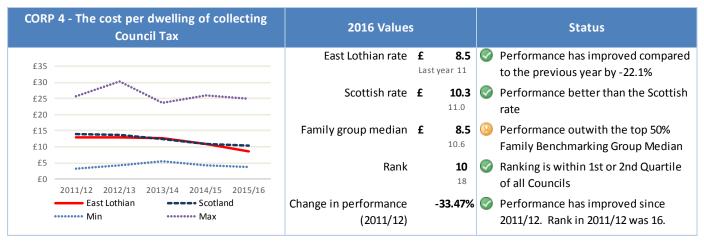
CHN9 - Balance of Care for looked after children: % of children being looked after in the Community	of 2014/15		Status
120	East Lothian rate	90.95 year 88.04	Performance has improved compared to the previous year by 3.3%
80	Scottish rate	90.07 90.60	Performance better than the Scottish rate
40	Family group median	86.48 86.8	Performance within the top 50% of the Family Benchmarking Group
20	Rank	9 17	Ranking is within 1st or 2nd Quartile of all Councils
East Lothian Scotland Min Max	Change in performance (2011/12)	3.35%	Performance has improved since 2011/12. Rank in 2011/12 was 15.

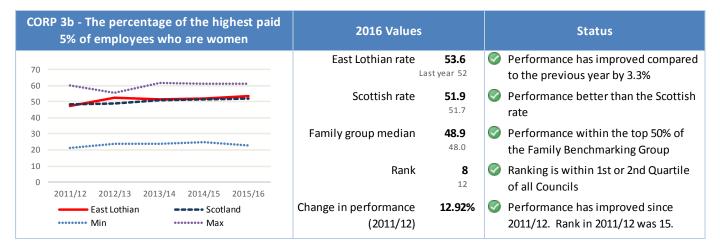
NOTE: 2105/16 figures are not available for comparison until March 2017. Table reports the previous year's value.

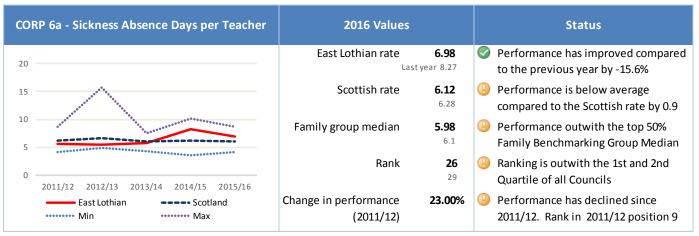
Corporate Services – Cost & Efficiency Indicators

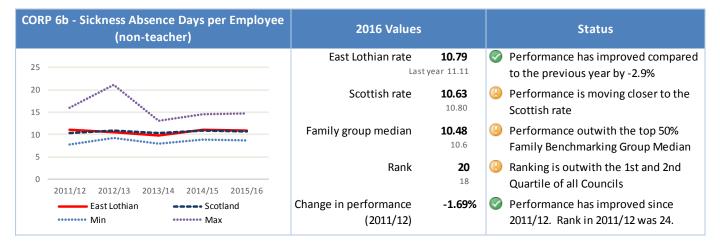
CORP 1 - Support services as a % of Total Gross expenditure	2016 Values	Status
12	East Lothian rate 3.7 Last year 3.	•
8	Scottish rate 5.4	Performance better than the Scottish rate
4	Family group median 5.7	Performance within the top 50% of the Family Benchmarking Group
2 0 2011/12 2012/13 2013/14 2014/15 2015/16		Ranking is within 1st or 2nd Quartile of all Councils
East Lothian ••••• Scotland ••••• Max	Change in performance (2011/12) 2.96	% Performance has declined since 2011/12. Rank in 2011/12 position 4.



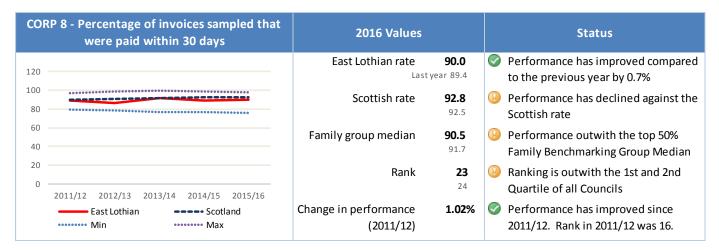








CORP	7 - Percentage of income due from Council Tax received by the end of the year	2016 Values		Status
100		East Lothian rate	96.78 year 96.63	Performance has improved compared to the previous year by 0.2%
98		Scottish rate	95.66 95.46	Performance better than the Scottish rate
94	***************************************	Family group median	96.23 96.0	Performance within the top 50% of the Family Benchmarking Group
90 88	2044/62 2042/42 2042/44 2044/45 2045/45	Rank	7	Ranking is within 1st or 2nd Quartile of all Councils
	2011/12 2012/13 2013/14 2014/15 2015/16 East Lothian Scotland Min Max	Change in performance (2011/12)	1.00%	Performance has improved since 2011/12. Rank in 2011/12 was 13.



CORP-ASSET1 - Proportion of operational buildings that are suitable for their current use	2016 Values		Status	
120	East Lothian rate	84.77 year 84.77	Performance has improved compared to the previous year by 0.0%	
80	Scottish rate	79.36 79.01	Performance better than the Scottish rate	
40	Family group median	84.90 87.6	Performance outwith the top 50% Family Benchmarking Group Median	
20 —	Rank	14	Ranking is within 1st or 2nd Quartile of all Councils	
East Lothian Scotland Min Max	Change in performance (2011/12)	5.83%	Performance has improved since 2011/12. Rank in 2011/12 was 19.	

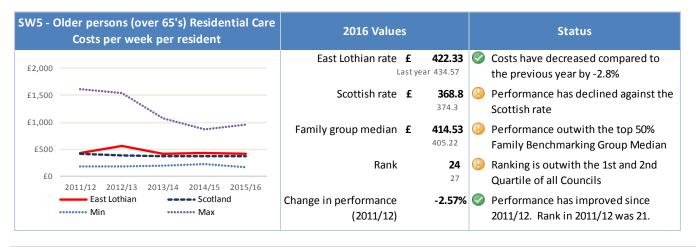
CORP-ASSET2 - Proportion of internal floor area of operational buildings in satisfactory condition	2016 Values		Status
120	East Lothian rate 9	9 5.65 96.03	Performance has declined against the previous year by -0.4%
80		8 1.49 82.92	 Performance better than the Scottish rate
40	Family group median 8	82.51 85.0	Performance within the top 50% of the Family Benchmarking Group
20 —	Rank	7	Ranking is within 1st or 2nd Quartile of all Councils
East Lothian Scotland Min Max	Change in performance (2011/12)	-0.86%	Performance has declined since 2011/12. Rank in 2011/12 position 3.

Adult Social Care Services – Care & Cost Indicators

SW1 - Older Persons (Over65) Home Care Costs per Hour	2016 Values	Status	
£50	East Lothian rate £ 15.41 Last year 14.32	Cost have increased against the previous year by 7.6%	
£40	Scottish rate £ 21.6	Performance better than the Scottish rate	
£20	Family group median £ 24.04	Performance within the top 50% of the Family Benchmarking Group	
£0	Rank 2	Ranking is within 1st or 2nd Quartile of all Councils	
East Lothian Scotland Min Max	Change in performance -2.419 (2011/12)	Performance has improved since 2011/12. Rank in 2011/12 was 4.	

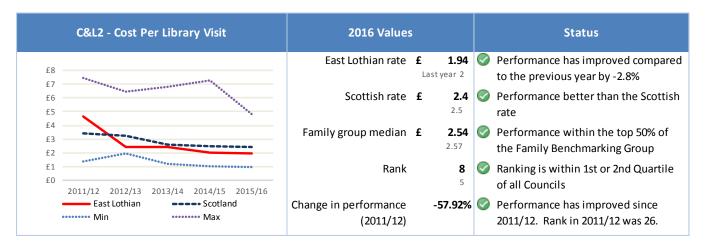
SW2 - SDS spend on adults 18+ as a % of total social work spend on adults 18+	2016 Values		Status
35	East Lothian rate	3.66 ear 3.65	Performance has improved compared to the previous year by 0.3%
25	Scottish rate	6.65 6.85	Performance has declined against the Scottish rate
15 10	Family group median	3.92 3.8	Performance outwith the top 50% Family Benchmarking Group Median
0 2011/12 2012/13 2013/14 2014/15 2015/16	Rank	16	Ranking is within 1st or 2nd Quartile of all Councils
East Lothian Scotland Min Max	Change in performance (2011/12)	-16.71%	Performance has declined since 2011/12. Rank in 2011/12 position 3.

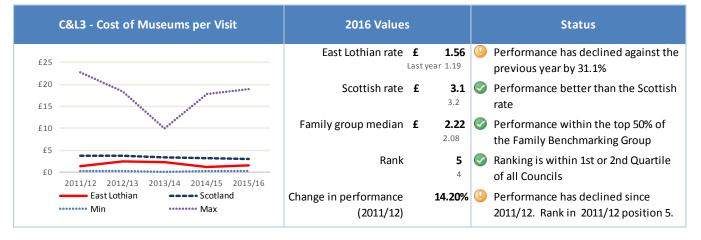
SW3 - % of people 65+ with intensive needs receiving care at home	2016 Values		Status	
60	East Lothian rate Last ye	37.36 ar 39.59	Performance has declined against the previous year by -5.6%	
40	Scottish rate	34.78 35.56	Performance better than the Scottish rate	
20	Family group median	37.14 37.3	Performance within the top 50% of the Family Benchmarking Group	
0	Rank	10	Ranking is within 1st or 2nd Quartile of all Councils	
East Lothian Scotland Min Max	Change in performance (2011/12)	-2.39%	Performance has declined since2011/12. Rank in 2011/12 position 12.	

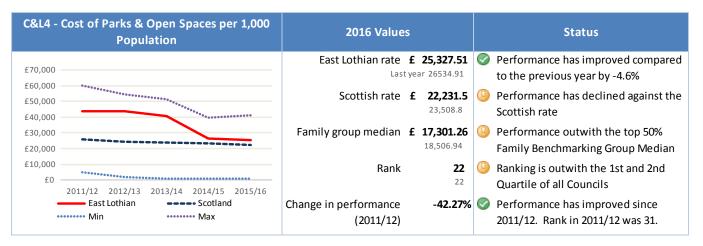


Cultural & Leisure Services – Cost Indicators

C&L1 - Cost per attendance at Sports facilities	2016 Values	Status	
£8	East Lothian rate £ 3.99 Last year 4.02	Performance has improved compared to the previous year by -0.7%	
£7 £6 £5	Scottish rate £ 2.9	Performance has declined against the Scottish rate	
£4 £3 £2	Family group median £ 2.49	Performance outwith the top 50% Family Benchmarking Group Median	
£0	Rank 24 25	Ranking is outwith the 1st and 2nd Quartile of all Councils	
East Lothian Scotland Min Max	Change in performance -16.87% (2011/12)	Performance has improved since 2011/12. Rank in 2011/12 was 28.	





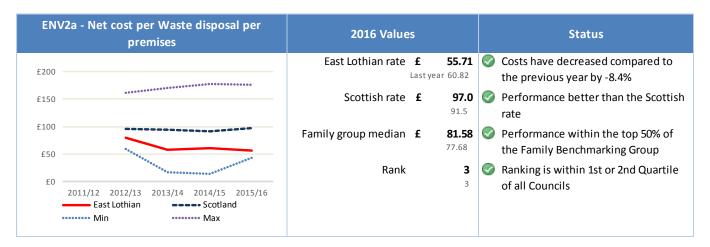


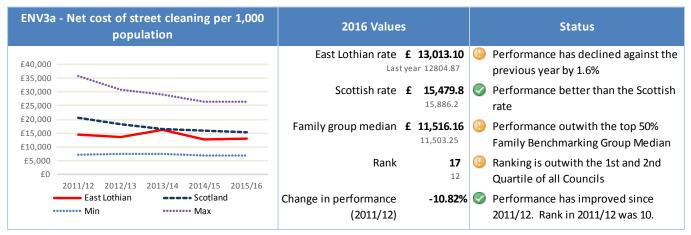
Cultural & Leisure Services – Satisfaction Indicators

Title	Year	Actual	Rank	Change in Value (Previous Yr)
☐ C&L5a - % of adults satisfied with libraries	2010-14	89.0	6.0	
	2012-15	87.3	5.0	-1.87%
	2013-16	78.3	18.0	-10.31% 🕓
☐ C&L5b - % of adults satisfied with parks and open spaces	2010-14	93.1	2.0	
	2012-15	91.3	6.0	-1.93%
	2013-16	89.7	8.0	-1.82% 🐼
☐ C&L5c - % of adults satisfied with museums and galleries	2010-14	77.9	12.0	
	2012-15	80.7	10.0	3.59%
	2013-16	72.3	15.0	-10.33% 🕓
☐ C&L5d - % of adults satisfied with leisure facilities	2010-14	87.3	5.0	
	2012-15	89.0	4.0	1.99%
	2013-16	84.0	6.0	-5.62%

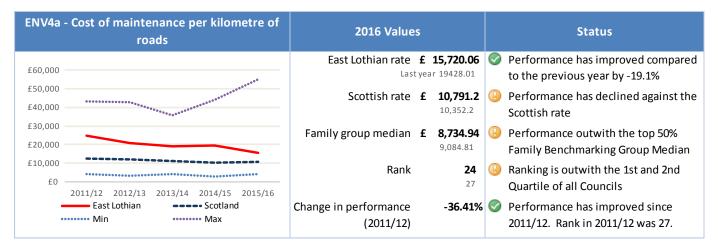
Environmental Services – Net Cost Indicators

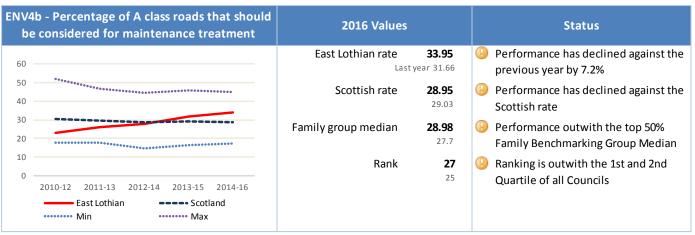
ENV1a - Net cost of Waste collection per premises	2016 Values	Status	
£160	East Lothian rate £ 81.83 Last year 76.66	Cost have increased against the previous year by 6.7%	
£120 £100	Scottish rate £ 63.4 65.4	Costs are £18 from the Scottish rate	
£80 £60	Family group median £ 69.52	Performance outwith the top 50% Family Benchmarking Group Median	
£40 £20 £0 2011/12 2012/13 2013/14 2014/15 2015/16 East Lothian	Rank 29 26	Ranking is outwith the 1st and 2nd Quartile of all Councils	





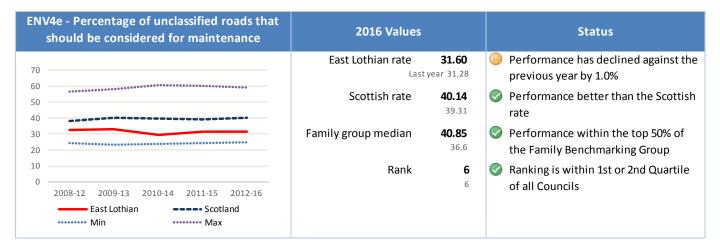
ENV3c - Cleanliness Score (%age Acceptable)	2016 Values		Status
120	East Lothian rate	85.80 year 87.18	Performance has declined against the previous year by -1.6%
80	Scottish rate	93.40 93.90	Performance has declined against the Scottish rate
40	Family group median	93.10 95.0	Performance outwith the top 50% Family Benchmarking Group Median
20	Rank	30 30	Ranking is outwith the 1st and 2nd Quartile of all Councils
East Lothian Scotland Min	Change in performance (2011/12)	-8.43%	Performance has declined since 2011/12. Rank in 2011/12 position 26.





ENV4c - Percentage of B class roads that should be considered for maintenance treatment	2016 Values		Status
80 —	East Lothian rate	36.95 ear 36.45	Performance has declined against the previous year by 1.4%
60	Scottish rate	34.80 36.10	Performance has declined against the Scottish rate
40 30 20	Family group median	35.85 36.0	Performance outwith the top 50% Family Benchmarking Group Median
10	Rank	27 22	Ranking is outwith the 1st and 2nd Quartile of all Councils

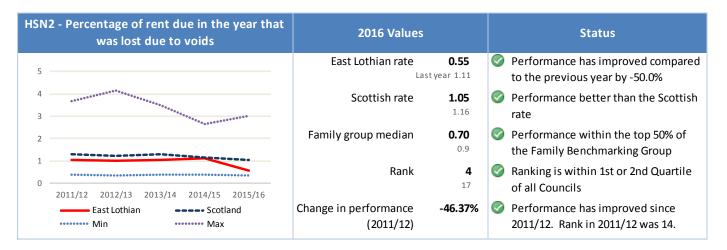
ENV4d - Percentage of C class roads that should be considered for maintenance treatment	2016 Values		Status
70	East Lothian rate	31.17 ear 30.67	Performance has declined against the previous year by 1.6%
50	Scottish rate	34.74 37.35	Performance better than the Scottish rate
30 20	Family group median	35.08 36.9	Performance within the top 50% of the Family Benchmarking Group
10	Rank	14	Ranking is within 1st or 2nd Quartile of all Councils
2010-12 2011-13 2012-14 2013-15 2014-16 East Lothian Scotland			or an oddina.

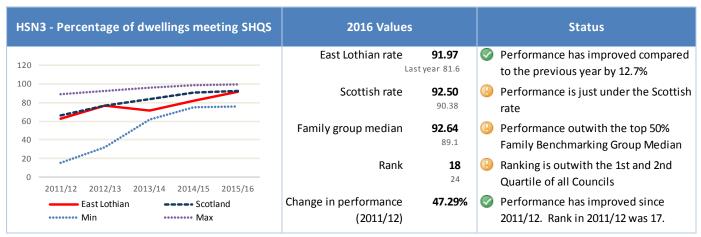


ENV	6 - The % of total household waste arising that is recycled	2016 Values		Status
70		East Lothian rate	51.39 t year 42.8	Performance has improved compared to the previous year by 20.1%
50		Scottish rate	44.26 42.80	Performance better than the Scottish rate
30	***************************************	Family group median	49.62 46.5	Performance within the top 50% of the Family Benchmarking Group
10	2011/12 2012/13 2013/14 2014/15 2015/16	Rank	12 20	Ranking is within 1st or 2nd Quartile of all Councils
	East Lothian Scotland Min	Change in performance (2011/12)	17.55%	Performance has improved since 2011/12. Rank in 2011/12 was 15.

Housing Services – Performance Indicators

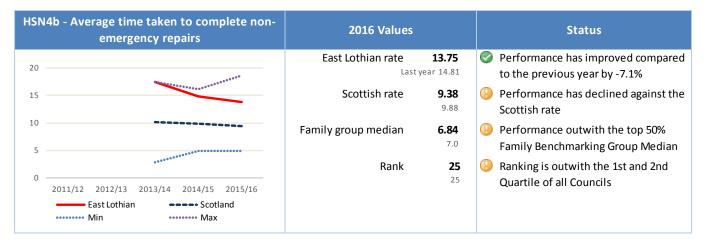
	1b - Gross rent arrears (all tenants) as at 31 h each year as a percentage of rent due for the reporting year	2016 Values		Status
12	-1000000	East Lothian rate	8.62 ast year 9.1	Performance has improved compared to the previous year by -5.2%
10	<u></u>	Scottish rate	6.25 5.95	Performance is below average by 2.4%
6		Family group median	6.73 6.2	Performance outwith the top 50% Family Benchmarking Group Median
2	000000000000000000000000000000000000000	Rank	23	Ranking is outwith the 1st and 2nd
	2011/12 2012/13 2013/14 2014/15 2015/16 East Lothian Scotland Min Max		22	Quartile of all Councils

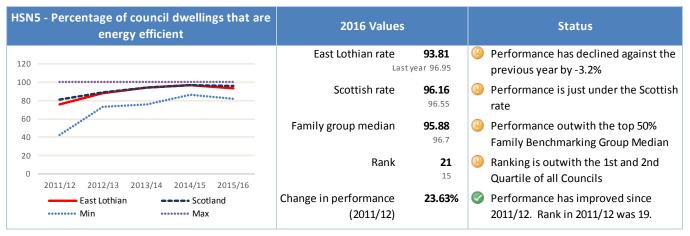




Key Points

- The Council's arrears performance has improved each year.
- Rent loss due to empty homes has reduced and is well below the Scottish average.
- Our timescale for non-emergency repairs has improved each year. However it continues to be a priority for improvement.
- Our compliance with SHQS has improved each year. Only 59 units failed the SHQS criteria as at 2015/16. An additional 634 units were exempt or in abeyance and measures have been put in place to address these.





Areas for improvement

The East Lothian Plan identified an outcome/objective as "Housing is more energy efficient and in better condition". The Actions identified to assist with this include: the development of an Asset Management Strategy; delivery of SHQS; delivery of Energy Efficiency Standards and improve the conditions of voids.

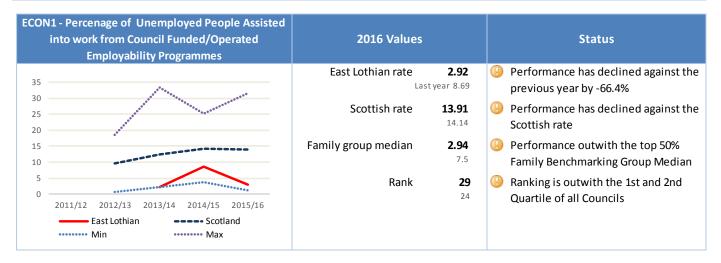
We are developing our asset management information base and planned improvement programmes, which will allow us to provide robust information on stock condition compliance with SHQS/EESSH. Investment continues with annual programmes of planned works such as kitchens, bathrooms, heating systems and rewires along with other energy efficiency measures. Our target for SHQS compliance in 2016/17 is no failed criteria and only 309 in abeyance.

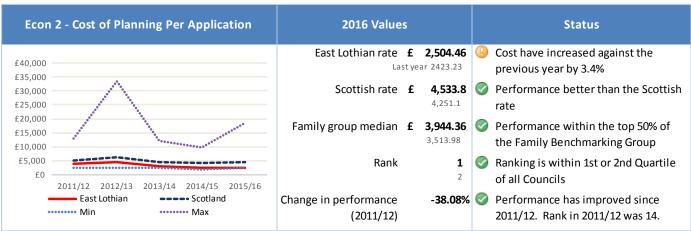
We note our comparative performance with nonemergency repairs. Procedural and system development work is ongoing to achieve further improvements. Performance and tenant satisfaction across these areas is monitored regularly and reported to working groups and ELTRP on a quarterly basis.

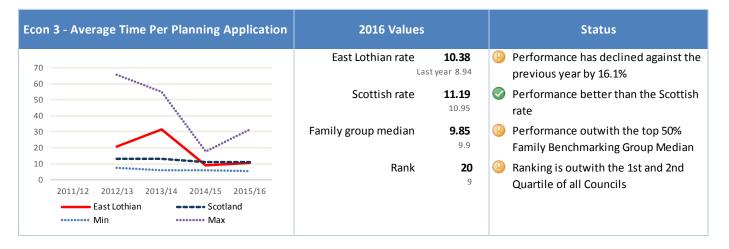
Rent collection and arrears monitoring are subject to ongoing reviews. The service has been further enhanced by the introduction of software to assist with targeted monitoring and earlier intervention. The introduction of Universal Credit Full Digital Service and the loss of direct income to the Housing Revenue Account associated with housing benefit, has had a significant impact on rent collection. The impact of the staggered introduction of this welfare reform is that there will be no direct comparison of arrears levels with other councils for some time.

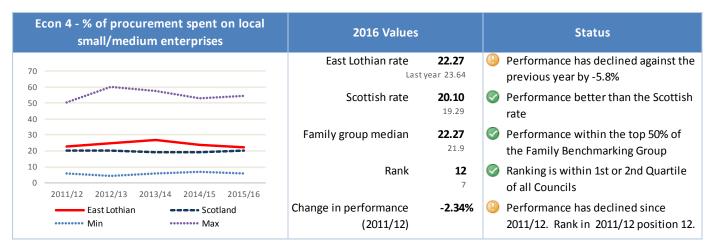
The Council benchmarks its performance using the ARC indicators. We are also a member of Scotland's Housing Network which provides us with access to benchmarking information and performance review and best practice forums.

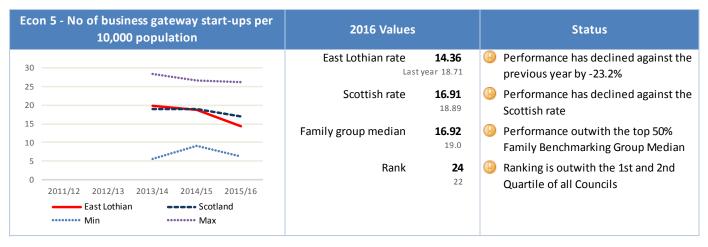
Economic Development – Performance Indicators











Appendix 1 - Full List of LGBF Indicators

SPI 3 Theme	Indicator	Description
Children's	CHN1	Cost Per Primary School Pupil
Services	PRMEXP	Primary education - Gross expenditure (£000s)
Jei Vides	NOPUPILSPRM	No of Pupils Primary
	CHN2	Cost per Secondary School Pupil
	SCNDEXP	Secondary education - Gross expenditure (£000s)
	NOPUPILSSCND	No of Pupils Secondary
	CHN3	Cost per Pre-School Education Registration
	PRE-SCHEXP	Pre-Primary education - Gross expenditure (£000s)
	NOPLACES	No of Places
	CHN4	% of Pupils Gaining 5+ Awards at Level 5
	CHN5	% of Pupils Gaining 5+ Awards at Level 6
	CHN6	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)
	CHN7	% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)
	CHN8a	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week
	GROSSCOST(RES)	Gross Costs (Looked After Children in Residential) (£000s)
	NOCHILDLOOKEDAFTER(RES)	No. Of Children (residential)
	CHN8b	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week
	GROSSCOST(COM)	Gross Costs (Looked After Children in Community Setting) (£000s)
	NOCHILDLOOKEDAFTER(COM)	No. Of Children (community)
	CHN9	Balance of Care for looked after children: % of children being looked after in the Community
	CHN10	% of Adults Satisfied with Local Schools
	<u>CHN11</u>	Proportion of Pupils Entering Positive Destinations
	CHN12a	Overall Average Total Tariff
	CHN12b	Average Total Tariff SIMD Quintile 1
	CHN12c	Average Total Tariff SIMD Quintile 2
	CHN12d	Average Total Tariff SIMD Quintile 3
	CHN12e	Average Total Tariff SIMD Quintile 4
	CHN12f	Average Total Tariff SIMD Quintile 5
Corporate	CORP 1	Support services as a % of Total Gross expenditure
Services	CENT SUPPORT SERV - GENFUND	Central Support services - total General Fund (£000s)
	GROSS EXP GENFUND	Gross expenditure - total General Fund (£000s)
	CORP 2	Cost of Democratic Core per 1,000 population
	GROSSDEMCOSTS	Corporate & democratic core - gross exp (£000s)
	MYEPOP	MYE Population
	CORP 3b	The percentage of the highest paid 5% of employees who are women
	CORP 3c	The gender pay gap
	CORP 4	The cost per dwelling of collecting Council Tax
	CORP 5b2	Average time (hours) between time of Domestic Noise complaint and attendance on site

	CORP 6a	Sickness Absence Days per Teacher
	CORP 6b	Sickness Absence Days per Employee (non-teacher)
	CORP 7	Percentage of income due from Council Tax received by the end of the year
	CORP 8	Percentage of invoices sampled that were paid within 30 days
Social Work	<u>SW1</u>	Older Persons (Over65) Home Care Costs per Hour
Services	TOTHOMECARE	Total Homecare (£000s)
00.1.000	NOHRSHOMECARE	Care Hrs per Yr
	SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+
	SDS-SPEND18+	SDS Spend on over 18s (£000s)
	GROSS-SWSPEND18+	Gross SW Spend on over 18s (£000s)
	SW3	% of people 65+ with intensive needs receiving care at home
	SW4a	Percentage of adults receiving any care or support who rate it as excellent or good.
	SW4b	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life
	<u>SW5</u>	Older persons (over 65's) Residential Care Costs per week per resident
	NETEXP-WASTEDISP	Net Expenditure on Care Homes for Older People (£000s)
	NO-LONGSTAY	Number of long-stay residents aged 65+ supported in Care Homes
Culture &	<u>C&L1</u>	Cost per attendance at Sports facilities
leisure	GROSSEXP-SPORTSFAC	Sports facilities including swimming pools - gross expenditure (£000s)
Services	NOATTEND	No. Of Attendances
	<u>C&L2</u>	Cost Per Library Visit
	LIB-GROSSEXP	Libraries - gross expenditure (£000s)
	NOLIBVISITS	No of Library Vists
	<u>C&L3</u>	Cost of Museums per Visit
	GROSSEXP-MUSE	Museums & Galleries - gross expenditure (£000s)
	NOMUSEVISITS	No of museum visits
	<u>C&L4</u>	Cost of Parks& Open Spaces per 1,000 Population
	GROSSEXP-PARKS	Community Parks and Open Spaces - gross expenditure (£000s)
	MYEPOP	MYE Population
	C&L5a	% of adults satisfied with libraries
	C&L5b	% of adults satisfied with parks and open spaces
	C&L5c	% of adults satisfied with museums and galleries
	C&L5d	% of adults satisfied with leisure facilities
Environmental	ENV1a	Net cost per Waste collection per premises
Services	NETEXP-WASTECOLL	Waste collection - Net expenditure (£000s)
	NO-REFUSE-COL	Number of Premises for Refuse Collection
	ENV2a	Net cost per Waste disposal per premises
	NETEXP-WASTEDISP	Waste disposal - Net expenditure (£000s)
	NOPREMISES	Number of Premises
	ENV3a	Net cost of street cleaning per 1,000 population
	EXP-STREETCLEAN	Street cleaning -net expenditure (£000s)

	ECON5	No of business gateway start-ups per 10,000 population
	ECON4	% of procurement spent on local small/medium enterprises
	ECON3	Average Time Per Commercial Planning Application
	ECON2	Cost per application
	DENOMINATOR	Unemployment count - model based
		council funded/operated employability programmes
development	NUMERATOR	Total Number of Unemployed people assested into work from
Economic	ECON1	Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes
	CORP-ASSET2	Proportion of internal floor area of operational buildings in satisfactory condition
Corporate Asset		current use
Coursets	HSN5 CORP-ASSET1	Percentage of council dwellings that are energy efficient Proportion of operational buildings that are suitable for their
	HSN4b	Average time taken to complete non-emergency repairs
	HSN3	Percentage of dwellings meeting SHQS
	HSN2	Percentage of rent due in the year that was lost due to voids
Services		percentage of rent due for the reporting year
Housing	HSN1b	Gross rent arrears (all tenants) as at 31 March each year as a
	ENV7b	% of adults satisfied with street cleaning
	ENV7a	% of adults satisfied with refuse collection
	ENV6	The % of total household waste arising that is recycled
	MYEPOP	MYE Population
	EXP-HEALTH	Env. Health Gross Expend (£000s)
	ENV5b	Cost of environmental health per 1,000 population
	MYEPOP	MYE Population
	ENV5a EXP-TRADING	Cost of trading standards per 1,000 population Trading Standards Gross Expend (£000s)
	ENIVE	maintenance treatment
	ENV4e	maintenance treatment Percentage of unclassified roads that should be considered for
	ENV4d	Percentage of C class roads that should be considered for
	ENV4c	Percentage of B class roads that should be considered for
	ENV4b	Percentage of A class roads that should be considered for maintenance treatment
	KMRD	KM of Road
	GROSSEXP-MAIN	Road and winter maintenance - gross expenditure
	ENV4a	Cost of maintenance per kilometre of roads
	ENV3c	Cleanliness Score (%age Acceptable)
	MYEPOP	MYE Population

Appendix 2 - Changes to LGBF Indicators

Education

CHN4 & CHN6 -Attainment at Level 5 Senior phase attainment data from Scottish Government now included. The data is based on Leavers (rather than stage based as previously).

Customer Satisfaction

All Customer Satisfaction measures

The satisfaction data drawn from the Scottish Household Survey is now presented in 3 year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures are within 5.5%.

We have rolled the data as follows: 2010/11-2013/14 Displayed as (2010-14) 2012/13-2014/15 Displayed as (2012-15) 2013/14-2015/16 Displayed as (2013-16)

Social Care Satisfaction

For the first time, the LGBF data now includes satisfaction measures from the Care & Experience Survey in recognition that these provide more robust and reliable data in relation to service user experience of social care.

Adult Social Care

SW 3: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home Due to a change in the 15/16 guidance for the collection of Continuing Care data, this will affect comparability with previous figures.

Culture & Leisure

All C&L Measures

All Culture and Leisure cost measures are now presented as Net Cost rather than Gross Cost.

Corporate Services

Gender Pay Gap

For the first time, we have included the Gender Pay Gap as an additional Corporate measure.

Economic Development

Economic Development

A number of new measures have been included this year to strengthen the framework coverage of Economic Development and Planning. These measures are Cost per planning application; average time per commercial planning application; % procurement spend on SME's; Business Gateway Start up rate.

Roads

Cost per KM

Improvement Service is working with SCOTS/APSE to replace this measure with their data. In the meantime until this is available, we have worked with the DoF subgroup to amend the current measure to include capital and revenue to provide a more meaningful measure of expenditure on roads.

Other notes			
Scotland figure	•	, ,	m of the numerators of all Local
	•		Local Authorities and is the national
	•		- "Average time (hours) between
	•	re is the average of all 32 L	se requiring attendance on site"
	where the Scotland light	e is the average of all 32 t	Local Additionties.
Real costs	This report uses the real	values as presented in th	ne LGBF Tool workbook.
	Real costs have been cal-	culated using the latest de	eflator figures from the Treasury -
	source:		
			eflators-at-market-prices-and-
		2016-quarterly-national-ac	
All Measures			r previous years, we have refreshed
			data presented in the 15/16
	framework differs slightl	y from data presented in	previous years
Rank/Min/Max	Rank. Min and Max is tak	ken from the LGBF Final v	3 workbook.
	,		
Family Groupings	The following are the far	mily groupings for East Lot	:hian Council:
Family Groupings	-		hian Council:
Family Groupings	Children, Social Care,	Corporate, C & L,	hian Council:
Family Groupings	-	Corporate, C & L, Environmental, Econ	chian Council:
Family Groupings	Children, Social Care,	Corporate, C & L,	hian Council:
Family Groupings	Children, Social Care,	Corporate, C & L, Environmental, Econ	chian Council:
Family Groupings	Children, Social Care, Housing	Corporate, C & L, Environmental, Econ Dev	hian Council:
Family Groupings	Children, Social Care, Housing Family group 2	Corporate, C & L, Environmental, Econ Dev Family group 2	hian Council:
Family Groupings	Children, Social Care, Housing Family group 2 Angus	Corporate, C & L, Environmental, Econ Dev Family group 2 Perth & Kinross	chian Council:
Family Groupings	Children, Social Care, Housing Family group 2 Angus Argyll & Bute	Corporate, C & L, Environmental, Econ Dev Family group 2 Perth & Kinross East Lothian	chian Council:
Family Groupings	Children, Social Care, Housing Family group 2 Angus Argyll & Bute East Lothian	Corporate, C & L, Environmental, Econ Dev Family group 2 Perth & Kinross East Lothian Moray	chian Council:
Family Groupings	Children, Social Care, Housing Family group 2 Angus Argyll & Bute East Lothian Highland	Corporate, C & L, Environmental, Econ Dev Family group 2 Perth & Kinross East Lothian Moray Stirling	chian Council:
Family Groupings	Children, Social Care, Housing Family group 2 Angus Argyll & Bute East Lothian Highland Midlothian	Corporate, C & L, Environmental, Econ Dev Family group 2 Perth & Kinross East Lothian Moray Stirling Fife	chian Council: