East Lothian
Council

MINUTES OF THE MEETING OF THE
POLCY AND PERFORMANCE REVIEW COMMITTEE

WEDNESDAY 14 JUNE 2017
COUNCIL CHAMBER, TOWN HOUSE, HADDINGTON

1

Committee Members Present:
Councillor L Bruce (Convener)
Councillor C McGinn
Councillor J Henderson
Councillor G Mackett
Councillor B Small

Council Officials Present:
Mrs A Leitch, Chief Executive
Mrs M Patterson, Depute Chief Executive (Partnerships and Community Services)
Mr T Shearer, Head of Communities and Partnerships
Mr R Montgomery, Head of Infrastructure
Mr D Proudfoot, Head of Development
Mr P Vestri, Service Manager - Corporate Policy and Improvement
Mr G Stewart, Policy Officer

Clerk:
Ms S Birrell

Apologies:
None

Declarations of Interest:
None

1.   APPOINTMENT OF DEPUTE CONVENER

Councillor Mackett was proposed as Depute Convener by Councillor Small, seconded by Councillor Henderson. The Committee agreed that Councillor Mackett should be appointed Depute Convener of the PPRC.

2.   GUIDE TO SCRUTINY AND REVIEW

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) to provide the Committee with the opportunity to review the Guide to Scrutiny and Review.

Paolo Vestri, Service Manager - Corporate Policy and Improvement, spoke to the report in detail. He recommended that Members utilised the Guide at this and all future meetings, as it laid out how scrutiny could operate. There were three Scrutiny Committees in East Lothian Council's structure: PPRC, the Audit and Governance Committee, and the Police and Fire Committee. A workshop would be scheduled in the autumn to look at the work of scrutiny Committees in more detail. He highlighted that scrutiny should be non-partisan and non-political as far as possible, and the four principles of scrutiny outlined within the report.

Mr Vestri provided detail on how a work plan operated and which reports could be expected by the Committee on an annual and quarterly basis. In addition to these standing reports, Officers could be requested by Members to collate reports on other issues. The Work Programme ensured that Agendas would not become overloaded and that sufficient time for discussion was allowed. He drew the Committee's attention to the questions contained within the report that could help Councillors select topics for future reports.

With regard to a Policy Review, Mr Vestri outlined that the previous PPRC had not utilised this function of the Committee, but that if the PPRC were minded to they could choose to complete a rigorous piece of work on any function of the Council, including asking representatives from outside bodies or external partners to provide more information on a relevant topic. Advice and guidance would be made available from Council Officers regarding conducting a Policy Review.

Mr Vestri talked about questioning styles that could be used to get the best from a scrutiny panel, and how to look at performance data in detail.

Councillor Small thanked Mr Vestri for his report, and asked if the work of the PPRC would feed into the Council Plan. Mr Vestri responded that the Performance Reports were structured according to the Plan's priority areas, to show how the Council were meeting their performance commitments. In response to a further question from Councillor Small, Mr Vestri confirmed that most outside and outsourced services were dealt with via contracts, but that reports on Enjoy Leisure were still brought to this Committee. Councillor Small noted his agreement for using the PPRC for Policy Reviews.

Councillor Henderson asked why the previous Committee had not chosen to conduct a Policy Review. Mr Vestri advised that the Committee had been satisfied with asking for reports and then updates on those reports rather than requesting a full Policy Review. Angela Leitch, Chief Executive, added that she would welcome the Committee taking a slightly different approach, and that over the last ten years there had been a good deal of repeated reports brought to the PPRC, East Lothian Council, and IJB (the Independent Joint Board). If there was cognisance that an issue was consistently a cause for concern, the underlying policy should be addressed. She highlighted that the East Lothian Plan was currently under development, and that key outcomes could be brought to a future meeting to help with thematic reviews.

Decision

The Committee noted the content of the Guide to Scrutiny and Review and agreed that it would be used to guide their future work.

3.   **LEGACY REPORT**

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) to provide Policy and Performance Committee with a report on 'legacy' matters.

Mr Vestri spoke to the report, directing the Committee to the East Lothian Council performance website, which contained a wide range of useful information which could be compared with the Single Outcome Agreement. The performance website was open to the public, to maintain transparency regarding the performance of Council services.

The previous PPRC membership had asked for the legacy report item, which gave an overview of the work that they had completed over the last 18 months. There were two outstanding reports: an update report on Homelessness, and one on the impact of Universal Credit.

Decision

The Committee agreed to review the legacy matters contained in the report.

4.   **PERFORMANCE REPORT Q4, 2016/17**

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) to provide the Committee with information regarding the performance of Council services during Q4 (January-March) 2016/17

Mr Vestri introduced the report, highlighting indicators that had improved such as those relating to indicators on delayed discharges, and those which had shown a downward trend, such as indicators on homelessness and rent arrears.

Gary Stewart, Policy Officer, spoke to the report in more detail, commenting that it had been a fairly positive report with a number of indicators achieving their target or an improvement towards their target. Out of sixty indicators, only twelve were red under the traffic light system which flagged up indicators that were a cause for concern. Delayed discharges had reduced by 50% from the previous quarter. The proportion of Community Payback orders starting within seven days was 33.3% due to complications of concurrent orders. Mr Stewart highlighted several other indicators, including an increase informal kincare and the excellent results in the average time to repair street lighting.

Councillor Henderson asked about the 30% increase in use of leisure centres, the impact of this and asked whether the Council were content that the resource was available to manage this rise. Ray Montgomery, Head of Infrastructure, reported that a new membership scheme and online bookings had added to the general post-New Year increase in use of leisure centres, and indicated that there was sufficient resource at this time. There would be a need to increase capacity in some leisure centres in the near future, particularly in the Haddington area. Councillor McGinn commented that he had been impressed to see the number of activities available at the Loch Centre in Tranent, for all ages and abilities.

Councillor Bruce asked whether the report from Enjoy Leisure could include a breakdown of leisure centre use. Mr Montgomery agreed that this could be included in a future report.

Councillor Small asked about the financial impact to the Council from unpaid business rates. Mrs Leitch offered to provide that information to the Committee and also further information on how the target was set as requested by Councillor Bruce.

Councillor Henderson requested further extrapolation on the non-payment of Council rents. Monica Patterson, Depute Chief Executive (Partnerships and Community Services) agreed to bring the data on rent arrears to a future meeting of the Committee.

Decision

The Committee agreed that they had used the information provided in the report to consider whether any aspect of the Council's performance was in need of further analysis.

5.   REVIEW OF KEY PERFORMANCE INDICATORS

A report was submitted by the Depute Chief Executive (Partnerships and Community Services) to provide Members of the PPRC with the opportunity to review and select a new set of Council Key Performance Indicators for quarterly and annual performance reporting.

Mr Vestri spoke to the report, announcing that the key performance indicators which were reported to Committee required a review and refresh to ensure they were fit for purpose. The level of targets would also be reviewed, to make sure they were realistic for each indicator. The list provided within the report represented the start of this process, and a final list would be brought to the next meeting of the PPRC.

Mr Stewart explained that the list of indicators reflected the four key Council objectives, and provided more detail on the difference between PPRC indicators, which were brought to PPRC Committee each quarter, and LGBF indicators, which were part of the Local Government Benchmarking Framework. Together the indicators should provide a picture of Best Value as provided by Council Services.

Mr Vestri informed the Committee that the indicators in the report would be discussed more fully at a briefing which would be scheduled over the summer months or in the early autumn 2017. Some of the indicators were mutually exclusive and therefore would not require reporting, for example, number of library visits overall and number of library visits per 1000 head of population. The report had been prepared to allow Members an opportunity to feed back on this process and Mr Vestri encouraged Members to get in touch with himself or Mr Stewart with any questions.

Decision

The Committee agreed that they would review and approve the Key Performance Indicators and targets for 2017/18 as detailed in Appendix 1.

6.   ANNUAL WORK PROGRAMME UPDATE 2017/18

An updated Annual Work Programme detailed the reports scheduled for the Committee for session 2017/18.

Additional reports requested were:

- Report on the work of Enjoy Leisure

- Report on the quality of Roads and Pavements

Signed   ....

            Councillor Lachlan Bruce
            Convener of the Policy and Performance Review Committee

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 11 October 2017

BY: Depute Chief Executive (Partnerships and Community Services)

2

SUBJECT: 2016/17 Annual Performance Indicators

1 PURPOSE

1.1 To present the Committee with an opportunity to comment on the 2016/17 Annual Performance Indicators.

2 RECOMMENDATIONS

2.1 Members are asked to comment on and otherwise note the 2016/17 Annual Performance Indicators.

3 BACKGROUND

3.1 The Council is required to publish an Annual Public Performance Report (APPR) by the end of September each year. Normally we publish a fairly long APPR which includes a commentary on the main achievements under the Council Plan objectives and incorporates information on the key performance Indicators. Apart from one year, when we brought publication of the APPR forward to August, the APPR has traditionally been published in September or October, depending on the date of the Council meeting.

3.2 This year the Council will publish the APPR in two stages. The first stage will be publication of all the Council's Key Annual Performance Indicators on the internet in September with a report to the next PPR Committee, 11th October 2017.

3.3 The second stage will be an Annual Performance Report, which summarises the performance of the Council and provides some of the key performance data using infographics. This will be a more readable and user friendly publication than the APPR that has been published in recent years. This will go to the 31st October Council meeting for formal approval.

3.4   This report provides elected members with the first stage report – the Council's Key Annual Performance Indicators. (see Appendix 1)

3.5   The report shows comparison between the 2016/17 annual figure and the 2015/16 figure or, where more relevant, the Q4 2016/17 figure compared to the Q4 2015/16 figure. Also, the report shows quarterly trend data covering the last two years or, where more relevant, annual trend data for five years. The report does not include indicators of educational attainment for 2016/17, which will be reported on separately as the data is not yet available.

3.6   It should be noted that the majority of indicators have been classified as either green or amber since they are above or close to target and showing an improving or static trend. Several indicators showed significant improvement in 2016/17, including:

- calls to the contact centre

- attendances at indoor sports facilities and pools

- percentage of S2 pupils reporting they take part in physical activity

- traffic lights – average time taken to repair failure

- percentage of dwellings meeting Scottish Housing Quality Standards

- Council Tax in-year collection

- time taken to process change of circumstances in Housing Benefits and Council Tax rebate

- number of jobs per 10,000 adults

- number of jobs protected and/ or created through grant and loan awards.

3.7   However, there are several indicators which have been classified as red and which may require consideration by Committee. These are:

3.7.1   Number of delayed discharge patients waiting over 2 weeks

This indicator has been consistently red and actions to address this have been monitored by Integration Joint Board and reported to PPR Co on several occasions over the last year. The trend has been improving since the indicator peaked in Q2 2016/17. The 2017/18 Q1 figure shows a further fall from 11 to 9 delayed discharges waiting over 2 weeks.

3.7.2   Homelessness – average number of days to re-housing

This indicator has consistently been above target although the trend has improved through 2016/17. A report on the homelessness indicators is to be considered by a future PPR Committee.

3.7.3 Proportion of Community Payback Orders starting placement within 7 working days

This indicator fell below target in both Q2 and Q4. The service has reported that there has been an increasing trend where individuals can have more than one Order opened at the same time, but a new Order cannot be started until the current Order is completed. Therefore of the 33 Orders set in Q4, 11 (33%) started on time, 20 (60%) started late due to client reasons and only 2 (6%) started late due to service reasons.

3.7.4 Number of fly-tipping incidents

This indicator has consistently been above target since it was established and PPR Committee has considered several reports on this subject.

3.7.5 Trading Standards advice requests and consumer complaints completed within 14 days

Both these indicators have been below target in 2016/17. It should be noted that whilst all requests and consumer complaints are actioned within 14 days some cases take longer to complete and resolve.

3.7.6 Value of current tenant rent arrears

Tenant rent arrears has increased significantly since the introduction of full service Universal Credit in March 2016. The impact of Universal Credit and the mitigating actions taken by the Council have been reported to PPR Committee and Council. Additional resources have been put into the Revenues service in order to mitigate against the negative impact of Universal Credit.

3.7.7 Time taken to process new claims for Housing Benefit and Council Tax Rebate

This indicator has been affected by the introduction of full service Universal Credit. The complex nature of some Universal Credit claims and the need for claimants to make separate claims for Council Tax Rebate have had a negative impact on the workload of the Benefits service contributing to the negative trend in this indicator.

3.7.8 Householder Developments and Local Developments: average time

Both these indicators showed an increase above the target times during Q3 (note: this indicator is a quarter behind as the data is collected and verified as a national level). Further consideration is to be given to whether the recent negative figures presents a trend or is due to short term factors such as complexity or scale of some applications.

3.7.9 Percentage of population claiming Job Seekers Allowance (JSA) and Proportion of 18-24 yr olds claiming JSA

There have been some problems with the data for these indicators since the introduction of Universal Credit (which replaced JSA for new

claimants). However, it would still appear that there has been a gradual increase in the trend of out of work benefits claimants in East Lothian at a higher rate than the Scottish rate.

4   POLICY IMPLICATIONS

4.1   Monitoring of the Council's annual performance indicators and taking action to address poor performance is a key element of the Council's Improvement to Excellence framework. The PPR Committee's regular monitoring of quarterly indicators and the report on annual indicators provides members with the opportunity to comment on and seek further explanation of poor performance and call for action to address poor performance.

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.
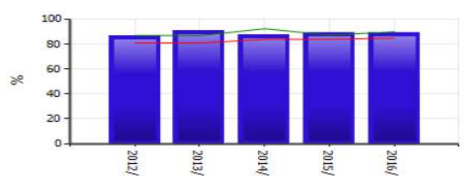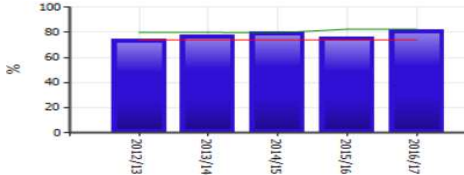
6.2   Personnel – none.

6.3   Other – none.
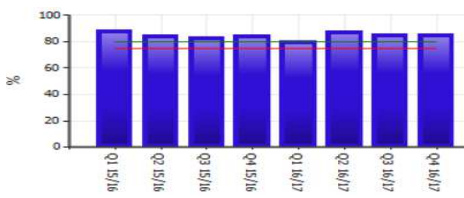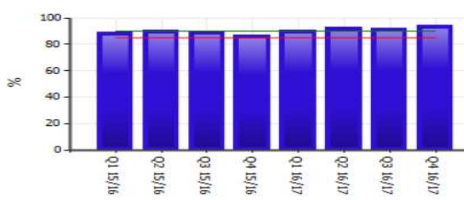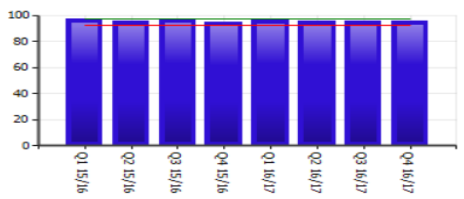
7   BACKGROUND PAPERS
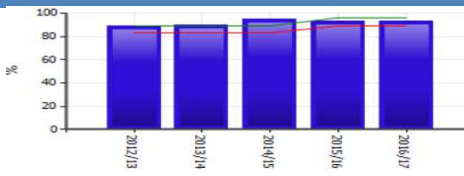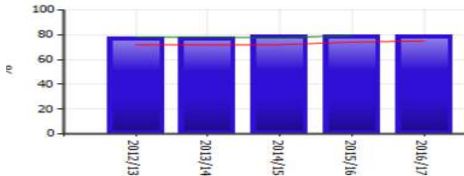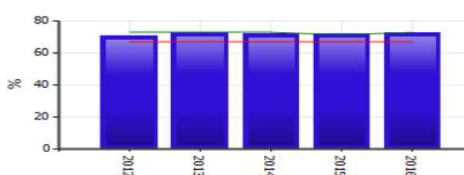
7.1   Appendix 1: Annual Performance Indicators 2016/17

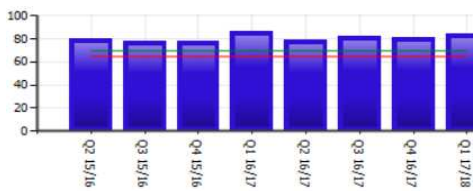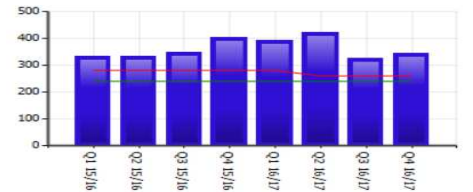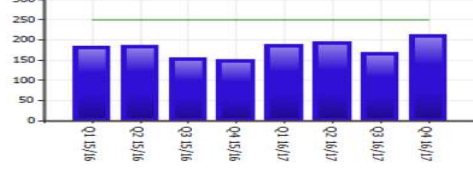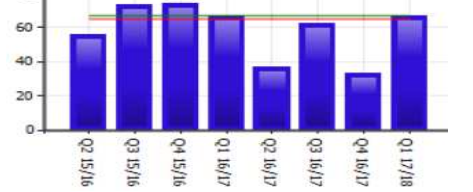| AUTHOR'S NAME	Paolo Vestri
DESIGNATION	Service Manager: Corporate Policy & Improvement
CONTACT INFO	pvestri@eastlothian.gov.uk Tel: 01620 827320
DATE	29th September 2017

Annual Report 2016-17

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing Our People	Average number of Placements for looked after children	MNBYY83692	Mth No.	1.8	-	1.8	-	-	↔	
	Number of delayed discharge patients waiting over 2 weeks	MWVGY95264	Qrt No.	7.0	red	11.0	red	0	↑	
	Percentage of children on Child Protection Register for more than 6 Months	MQFVD33388	Mth %	10.0	-	29.7	-	-	↑	
	Percentage of children who are re-registered within a 12 month period	MMORY58668	Mth %	0.0	green	0.0	green	0.0	↔	
	Percentage of people aged 65+ with intensive needs receiving Care at Home	MGILB75435	Qrt %	40.5	green	39.0	green	35.0	↔	
	Proportion of care at home clients (65+) receiving a service at weekends	MMMHS23365	Qrt %	90.8	-	89.0	-	-	↔	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing Our People	Proportion of care at home clients (65+) receiving evening/overnight service	MVBNQ15876	**Qrt %**	53.2	-	53.5	-	-	↔	
	Proportion of care at home clients (age 65+) receiving Personal Care	MTVGH65432	**Qrt %**	97.9	-	97.1	-	-	↔	
	Rate per 1,000 children in Formal Kin Care	MUWBL14486	**Mth No./1000**	2.3	-	2.2	-	-	↔	
	Rate per 1,000 children in Foster Care	MGYSN95781	**Mth No./1000**	4.4	-	4.3	-	-	↔	
	Rate per 1,000 children in Residential Care	MQTSR94165	**Mth No./1000**	1.1	-	0.9	-	-	↓	
	Rate per 1,000 children on Home Supervision	MNFVP38865	**Mth No./1000**	2.8	-	3.1	-	-	↑	
	% of P6 and S2 pupils agreeing that 'my school recognises my achievements in school'	MOETY55247	**Annual %**	82.6	amber	83.1	amber	85.0	↔	
	% of P6 and S2 pupils agreeing that 'my school recognises my achievements out of school'	MUDFS63667	**Annual %**	59.4	amber	59.1	amber	61.0	↔	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing Our People	% of S2 and P6 pupils agreeing that they feel safe and secure in school	MC33622	**Annual %**	93.3	-	92.7	-	-	↔	
	% of S2 and P6 pupils agreeing that they contribute to decisions made in their school	MC33653	**Annual %**	79.9	-	79.9	-	-	↔	
	% of S2 and P6 pupils agreeing that most pupils behave well in school	MC33597	**Annual %**	72.1	-	72.7	-	-	↔	
	% P6 pupils agreeing that they take part in physical activities outside the school day	MC17788	**Annual %**	88.9	green	89.2	green	87.4	↔	
	% S2 pupils agreeing that they take part in physical activities outside the school day	MC17789	**Annual %**	75.8	red	81.8	amber	82.5	↑	
	Proportion of primary school children eligible for free school meals	MDMYK27587	**Annual %**	12.0	green	10.6	amber	14.0	↓	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing Our People	Proportion of secondary school children eligible for free school meals	MVVPW17476	Annual %	9.9	amber	8.1	amber	10.5	↓	
Growing Our Communities	% homelessness assessments completed in under 28 days	M5538	Qrt %	85.0	green	86.0	green	80.0	↔	
	% of calls within contact centre (excl. switchboard) answered within 20 seconds (7 rings)	MQQHS24473	Qrt %	44.0	red	66.6	amber	70.0	↑	
	% of calls within contact centre (excluding switchboard) answered	MVOQT42582	Qrt %	87.0	amber	94.6	green	90.0	↑	
	% of Community Response calls answered within 1 minute	MPLAF55757	Qrt %	94.8	amber	95.7	amber	97.5	↔	
	Accuracy rate in Registration Service	M2525	Qrt No.	98.7	green	98.4	green	97.0	↔	
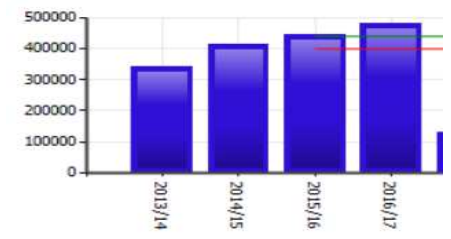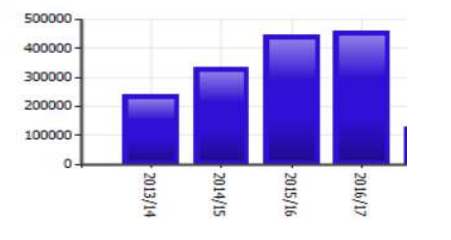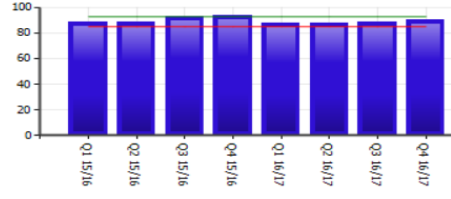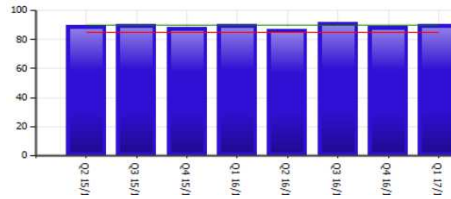
Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
	Extent to which CLD learning opportunities have a positive effect on the all-round development and life chances of youth & adult learners (based on an average evaluation rating on a scale from 1 to 100 where 0 is lowest and 100 is highest)	MC30556	Qrt Score	78.0	green	81.0	green	70.0	↔	
	Homelessness - average number of days to re-housing	M5274	Qrt days	404.0	red	345.0	red	240.0	↓	
	Homelessness case-load	M2771	Qrt No.	151.0	green	214.0	amber	250.0	↑	
	Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days	MDKVD27886	Qrt %	74.0	green	33.3	red	67.0	↓	
	Proportion of Criminal Justice Social Work Reports submitted to court by due date	MHBUZ99975	Qrt %	100.0	green	100.0	green	100.0	↔	
	SCL_AS02 Percentage of Green Waste & Beach Waste Recycled	M4486	Qrt %	100	green	100	green	100	↔	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
	Street lighting - repairs - average time	m4991	Qrt days	2.5	green	2.9	green	7.0	↑	
	Traffic lights - average time to repair failure	m4994	Qrt hrs:mins	10.3	green	4.5	green	48.0	↓	
	SCL_AS01 Percentage of Other Waste Recycled	M4487	Qrt %	79.4	green	97.7	green	74.0	↑	
	Average length of time in temporary or emergency accommodation (all types)	MLCLF96575	Annual days	162.6	-	192.0	-	-	↑	
	Average length of time taken to re-let properties in the last year.	MMBLN69475	Annual days	19.6	green	34.8	amber	-	↑	
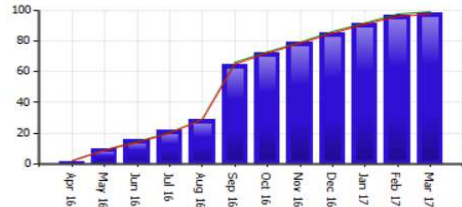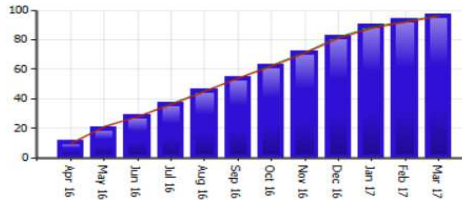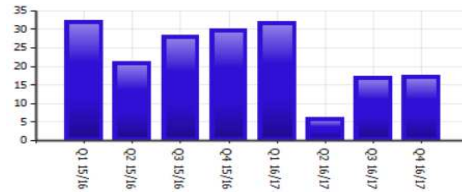
Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation	MQDJV67571	Annual %	84.0	-	86.1	-	-	↔	
	Percentage of rent due lost through properties being empty during the last year.	MBXWB27972	Annual %	0.6	green	0.7	amber	-	↑	
	% properties that require a gas safety record which had a safety check by anniversary date	MSLAT26472	Annual %	100.0	green	100.0	green	99.0	↔	
	% reactive repairs carried out in the last year completed right first time.	MXPBF25732	Annual %	85.9	green	85.5	green	85.0	↔	
	Average length of time taken to complete emergency repairs.	MRKVX33289	Annual hours	5.0	green	7.4	green	24.0	↑	
	HSN3 - Percentage of dwellings meeting SHQS	NA	Annual	91.9	-	96.0	amber	92.5	↔	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing Our Communities	CORP 5b2 - Average time (hours) between time of Domestic Noise complaint and attendance on site	NA	Annual	0.5	-	0.4	green	70.0	↓	
	HSN4b - Average time in days taken to complete non-emergency repairs	NA	Annual	13.8	-	12.8	amber	9.4	↓	
	ENV6_WS % of household waste arising that is recycled	MLTGW73148	Annual	51.4	green	51.8	green	50	↔	
	SCL_AS03 Annual number of flytipping incidences	MAGQH85667	Annual	512	-	583	-	-	↑	
	Annual number of attendances at indoor sports and leisure facilities annual	MODBE64468	Annual	715346	-	757409	-	-	↑	
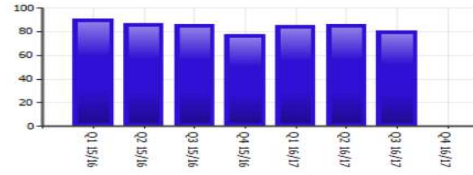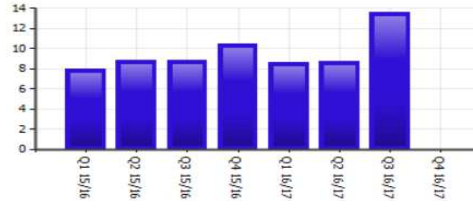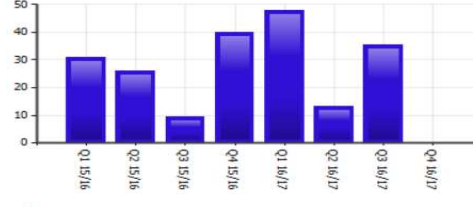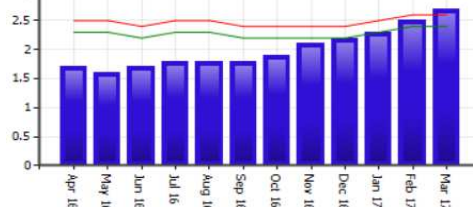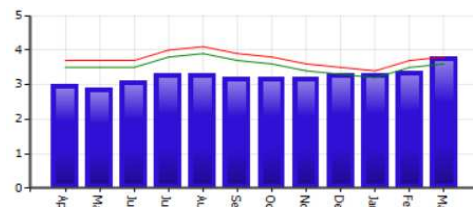
Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing Our Communities	Annual number of attendances at pools	MDBEC33531	Annual	447524	green	482823	green	400000	↑	
	Annual number of vehicles accessing the Recycling Centres	MKAYV53699	Annual	444509	-	457702	-	-	↔	
Growing the Capacity of our Council	% food businesses broadly compliant with food hygiene law	MMUYE66546	Qrt %	94.0	green	90.0	amber	93.0	↔	
	% Food Hygiene Inspections achieved - medium risk	M4421	Qrt %	100.0	green	100.0	green	90.0	↔	
	% Food Hygiene Inspections achieved - high risk	M4420	Qrt %	NA	-	NA	-	100.0	↔	
	% of invoices paid on time	M4941	Qrt %	88.4	amber	89.0	amber	90.0	↔	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing the Capacity of our Council	% of Trading Standards Business Advice Requests responded to within 14 days	M4404	Qrt %	93.0	amber	84.0	red	100.0	↓	
	% of Trading Standards consumer complaints responded to within 14 days	M4403	Qrt %	89.0	red	70.0	red	100	↓	
	% of trading standards inspections achieved	MHJXV38143	Qrt %	100.0	green	100.0	green	95.0	↔	
	% spend with contracted suppliers quarterly	MEEHH82217	Qrt %	77.0	amber	79.3	amber	80.0	↔	
	Average Time in working days to Issue Building Warrants	MWVLT41479	Qrt days	89.2	-	108.8	-	-	↑	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
	Business Rates in-year collection	MJPFG17266	Mth %	99.0	amber	97.8	amber	99.0	↔	
	Consumer enquiries - % of same day responses	M4402	Qrt %	100.0	green	100.0	green	100.0	↔	
	Council Tax in-year collection	MRSNY54724	Mth %	96.6	amber	97.5	green	96.6	↔	
	Food Standards Inspection - medium risk	M4424	Qrt %	95.0	amber	91.0	amber	100.0	↔	
	Food Standards Inspections - high risk	M4423	Qrt %	NA	-	100.0	green	100	↔	
	Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	MGJKH25592	Qrt %	30.2	-	17.6	-	-	↓	
	Value of current tenants rent arrears	MCDZK85229	Mth £	1295782.0	red	1676047.0	red	1000000.0	↑	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
	Rent collected as percentage of total rent due in the reporting year.	MBDES34687	Annual %	99.8	-	98.2	green	98.8	↔	
	Time taken to process change of circumstances (Housing Benefit)	NFM2S2	Mth days	3.5	green	2.6	green	6.0	↓	
	Time taken to process new claims (Housing Benefit)	NFM1S2	Mth days	18.9	amber	24.3	amber	25.0	↑	
	Time taken to process change of circumstances in housing benefit and council tax rebate	NA	Annual	5.7	-	4.2	green	6.0	↓	
	Time taken to process new claims for housing benefit and council tax rebate	NA	Annual	24.1	-	32.5	red	25.0	↑	
	HSN1b - Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	NA	Annual	8.62	-	9.4	amber	6.2	↔	
	CORP-ASSET2 - Proportion of internal floor area of operational buildings in satisfactory condition	NA	Annual	95.6	-	84.1	green	81.5	↓	
	CORP-ASSET1 - Proportion of operational buildings that are suitable for their current use	NA	Annual	84.8	-	85.3	green	79.4	↔	
	CORP 8 - Percentage of invoices sampled that were paid within 30 days	NA	Annual	90	-	89.5	amber	92.8	↔	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing the Capacity of our Council	CORP 7 - Percentage of income due from Council Tax received by the end of the year	NA	Annual	96.8	-	97.6	green	95.7	↔	
	CORP 6b - Sickness Absence Days per Employee (non-teacher)	NA	Annual	10.8	-	10.8	amber	10.6	↔	
	CORP 6a - Sickness Absence Days per Teacher	NA	Annual	7	-	7.4	amber	6.1	↔	
	CORP 4 - The cost per dwelling of collecting Council Tax	NA	Annual	8.5	-	10.3	green	10.3	↔	
	CORP 3b - The percentage of the highest paid 5% of employees who are women	NA	Annual	53.6	-	52.7	green	51.9	↔	
Growing Our Economy	Application approval rate	dm018	Qrt %	94.6	green	95.5	green	94.2	↔	
	Cost of HR function per employee	MSDHP23834	Qrt £	54.9	green	49.5	green	125.0	↓	
	Householder developments: average time	DM014	Qrt No.	7.8	amber	10.2	red	7.5	↑	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing Our Economy	Local developments: % determined within 2 months	DM013	Qrt %	86.0	green	80.5	green	73.0	↓	
	Local developments: average time in weeks	DM012	Qrt wks	8.8	green	13.6	red	9.5	↑	
	Major developments: average number of weeks to decision	DM011	Qrt wks	9.4	green	35.4	green	34.2	↑	
	Percentage of the population claiming Job Seekers Allowance	MJRLM37873	Mth %	1.7	green	2.7	red	2.4	↑	
	Proportion of 18- 24 yr olds claiming Job Seekers Allowance	MRQHQ53453	Mth %	3.2	green	3.8	red	3.6	↑	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
Growing Our Economy	EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	MC36619	**Qrt %**	#N/A	-	36.0	red	80.0	↔	
	Count of business births and new enterprises per 10,000 population aged 16 to 75 supported by the Business Gateway	MCTCK69885	**Annual Rate / 10,000**	20.0	-	31.0	green	28.0	↑	
	EDSI_ELW05 - Number of people participating in ELC operated or funded employability programmes	MUUHS95736	**Qrt No.**	183	red	112	red	240	↓	
		NA	**Annual**	548	-	458	green	450	↓	
	EDSI_ELW04 - Number of people assisted into work from ELC employability programmes	MXKEZ89356	**Qrt No.**	50	green	29	red	45	↓	
		(blank)	**Annual**	73	green	59	green	50	↓	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
	EDSI_B08 Number of businesses per 10,000 adults (business density)	NA	Annual	394	-	407	green	380	↔	
	EDSI_B07 Number of jobs per 10,000 adults (employment density)	NA	Annual	3191	-	3589.0	amber	3600.0	↑	
	EDSI_B05 Number of jobs protected through grant and loan awards	NA	Annual	276	-	466.5	green	275.0	↑	
	EDSI_B04 Number of jobs created through grant and loan awards	NA	Annual	86	-	97.0	green	65.0	↑	
	EDSI_B16 Number of businesses in growth pipeline and number accepted for Scottish Enterprise Account Management	NA	Annual	6	-	5.0	green	5.0	↓	

Objective	Measure	ID	RP / Unit	Q4 15/16	Previous RAG	Q4 16/17	RAG	Target	Short Trend (Values Var)	Trend Performance
	EDSI_B18 Number of social enterprises assisted to research idea, start and develop	NA	**Annual**	14	-	26.0	green	15.0	↑	

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 11 October 2017

BY: Depute Chief Executive (Partnerships and Community Services)

3

SUBJECT: Performance Report, Q1 2017/18

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1 PURPOSE

1.1 To provide the Committee with information regarding the performance of Council services during Q1 (April - June) 2017/18.

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 1 displays the results of the Key Performance Indicators for Q1 2017/18.

3.2 Some of the key indicators that may be of particular interest to members include:

Improving Performance

- Delayed discharge patients waiting over 2 weeks fell from 11 in the previous quarter to 9 in Q1.

- Number of attendances at indoor sports facilities and attendances at pools have both increased year-on-year by 5.85% and 5.25%.

- Value of current tenants rent arrears show a decrease at the end of June to £1.57M. This is a result of the rent free fortnight.

- The number of Business Gateway start-ups has jumped to 102 in Q1 compared to 22 in the previous quarter.

- The percentage of food businesses broadly compliant with food hygiene law is now above target at 94%.

Declining Performance

- Average number of days to re-housing (homelessness) has increased from 345 in Q4 to 422 in Q1.

- Time taken to process change of circumstances (Housing Benefit) has increased in the first quarter to 8.58 days. Also, time taken to process new claims (Housing Benefit) has increased to 31.9 days compared to 24.3 days last quarter.

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 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 Appendix 1: Key Performance Indicators, Q1 2017/18 (April - June)

AUTHOR'S NAME	Gary Stewart
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DATE	24/09/2017

Appendix 1: Quarter 1 (17/18) Performance Report

Key to symbols

↔ Little or no change (less than 4% variation)	↓ Improving performance (Indicator aim: LOW)
↓ Worsening performance (Indicator aim: HIGH)	↑ Improving performance (Indicator aim: HIGH)
↑ Worsening performance (Indicator aim: LOW)	

Objective	Measure	RP / Unit	ID	Qrt 4 (2016/17)	Qrt 4 (prev RAG)	Q1	Qrt 1 RAG	Target (Qrt 1)	Short Trend (Q1)	Comment
Growing Our Communities	**% homelessness assessments completed in under 28 days**	**Qrt %**	M5538	86	green	81	green	80	↓	A separate report is being presented to committee on homelessness
	% of Community Response calls answered within 1 minute	**Qrt %**	MPLAF557	95.7	amber	94.3	amber	97.5	↔	
	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)	**Qrt Score**	MC30556	81	green	85	green	70	↑	
	Homelessness - average number of days to re-housing	**Qrt days**	M5274	345	red	422	red	240	↑	
	Homelessness case-load	**Qrt No.**	M2771	214	amber	201	green	250	↓	
	Number of attendances at indoor sports and leisure facilities	**Qrt No.**	M4917	221812	green	198504	green	130000	↓	Attendances at indoor sports and leisure facilities normally drops after qrt 4. Year on year performance shows an increase of 10977 (5.85%) in attendances.
	Number of attendances at pools	**Qrt No.**	M4913	125316	green	127835	green	110000	↔	Attendances at pools usually peaks in the second quarter. Year on year performance shows an increase of 6381 (5.25%) in attendances.

Objective	Measure	RP / Unit	ID	Qrt 4 (2016/17)	Qrt 4 (prev RAG)	Q1	Qrt 1 RAG	Target (Qrt 1)	Short Trend (Q1)	Comment
Growing Our Communities	Number of vehicles accessing recycling centres	Qrt No.	M2968	103992	green	128144	green	100000	↑	
	Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days	Qrt %	MDKVD27	33.33	red	66.67	amber	67	↑	
	Proportion of Criminal Justice Social Work Reports submitted to court by due date	Qrt %	MHBUZ99	100	green	100	green	100	↔	
	SCL_AS02 Percentage of Green Waste & Beach Waste Recycled	Qrt %	M4486	100	green	100	green	100	↔	
	Street lighting - repairs - average time	Qrt days	m4991	2.86	green	2.65	green	7	↓	
	Traffic lights - average time to repair failure	Qrt hrs:mins	m4994	4.46	green	7.56	green	48	↑	
	SCL_AS03 Number of Flytipping incidents	Qrt No.	M4479	225	red	#N/A	#N/A	#N/A	↔	
	SCL_AS01 Percentage of Other Waste Recycled	Qrt %	M4487	97.67	green	97	green	74	↔	
	CSCC01 % of calls within Contact Centre answered within 30 seconds	Qrt %	MPRXW55	#N/A	-	73.8	green	70	↔	
	CSCC02 % of calls within contact centre answered	Qrt %	MVOQT42	94.63	green	93.3	green	90	↔	
Growing Our Economy	EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	Qrt %	MC36619	36	-	23	red	75	↓	75 start-ups Q1 2016/17. 19 responded to request for information, with 17 trading and 2 ceased.
	EDSI_B01 Number of Business Gateway-Start ups	Qrt No.	mahpd187	22	red	102	green	52.5	↑	
	DM14 Householder developments: overall average time (weeks)	Qrt No.	DM014	10.2	amber	8.1	amber	7.1	↓	97 applications
	DM13 All local developments: % determined within 2 months	Qrt %	DM013	80.5	green	78	green	73.6	↔	
	DM12 All local developments: overall average time in weeks	Qrt wks	DM012	13.6	red	10.7	amber	9.3	↓	
	DM11 Major developments: average time in weeks	Qrt wks	DM011	35.4	amber	21.4	green	32.6	↓	

Objective	Measure	RP / Unit	ID	Qrt 4 (2016/17)	Qrt 4 (prev RAG)	Q1	Qrt 1 RAG	Target (Qrt 1)	Short Trend (Q1)	Comment
Growing Our Economy	EDSI_ELW02 Percentage of the population claiming Job Seekers Allowance	Mth %	MJRLM37	2.7	red	2.9	red	2.4	↑	
	DM18 Approval Rates: Percentage of all applications granted in period	Qrt %	dm018	95.5	green	96.9	green	94.2	↔	
Growing Our People	Average number of Placements for looked after children	Mth No.	MNBYY836	1.8	-	1.7	-	-	↓	
	Number of delayed discharge patients waiting over 2 weeks	Qrt No.	MWVGY95	11	red	9	red	0	↓	
	Percentage of children on Child Protection Register for more than 6 Months	Mth %	MQFVD33	29.7	-	24.4	-	-	↓	
	Percentage of children who are re-registered within a 12 month period	Mth %	MMORY58	0	green	0	green	0	↔	
	Percentage of people aged 65+ with intensive needs receiving Care at Home	Qrt %	MGILB754	39	green	39	green	35	↔	
	Rate per 1,000 children in Formal Kin Care	Mth No./100	MUWBL14	2.2	-	2.2	-	-	↔	Formal (i.e. Looked After children) Kinship care numbers now stands at 46. The rate is well below the national average.

Objective	Measure	RP / Unit	ID	Qrt 4 (2016/17)	Qrt 4 (prev RAG)	Q1	Qrt 1 RAG	Target (Qrt 1)	Short Trend (Q1)	Comment
Growing Our People	Rate per 1,000 children in Foster Care	Mth No./10(	MGYSN95;	4.3	-	4.4	-	-	↔	We are working to raise our profile and let people know that fostering for East Lothian is a positive choice. In early 2016 we revamped our publicity and information packs, improved our website to make searching on line easier and launched a Fostering and Adoption Services Facebook page. We have an advertising campaign over the next few months which will hopefully increase recruitment of foster carers.
	Rate per 1,000 children in Residential Care	Mth No./10(	MQTSR94;	0.9	-	1.1	-	-	↑	
	Rate per 1,000 children on Home Supervision	Mth No./10(	MNFVP38(	3.1	-	3	-	-	↔	
Growing the Capacity of our Council	% food businesses broadly compliant with food hygiene law	Qrt %	MMUYE66	90	amber	94	green	93	↑	
	% Food Hygiene Inspections achieved - high risk	Qrt %	M4420	NA	-	100	green	100	↔	
	% of invoices paid on time	Qrt %	M4941	89.0	amber	90.5	green	90	↔	
	% of Trading Standards Business Advice Requests responded to within 14 days	Qrt %	M4404	84	red	89	amber	100	↑	
	% of Trading Standards consumer complaints responded to within 14 days	Qrt %	M4403	70	red	66	red	100	↓	
	% of trading standards inspections achieved	Qrt %	MHJXV381	100	green	100	green	95	↔	
	% spend with contracted suppliers quarterly	Qrt %	MEEHH82;	79.3	green	73.0	amber	80	↓	
	Average Time in working days to Issue Building Warrants	Qrt days	MWVLT41(	108.8	-	95.3	-	-	↓	

Objective	Measure	RP / Unit	ID	Qrt 4 (2016/17)	Qrt 4 (prev RAG)	Q1	Qrt 1 RAG	Target (Qrt 1)	Short Trend (Q1)	Comment
Growing the Capacity of our Council	Business Rates in-year collection	Mth %	MJPFG172	97.8	amber	13.6	amber	16.0	↔	
	Consumer enquiries - % of same day responses	Qrt %	M4402	100	green	100	green	100	↔	
	Council Tax in-year collection	Mth %	MRSNY547	97.5	green	28.7	amber	29.1	↔	
	Food Standards Inspections - high risk	Qrt %	M4423	100	-	0	-	100	↓	no high risk inspections due in first qrt.
	Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	Qrt %	MGJKH255	17.56	-	NA	-	-	↔	
	Value of current tenants rent arrears	Mth £	MCDZK852	1676047	red	1570829	green	1636047	↓	
	Time taken to process change of circumstances (Housing Benefit)	Mth days	NFM2S2	2.6	green	8.6	red	6	↑	
	Time taken to process new claims (Housing Benefit)	Mth days	NFM1S2	24.3	green	31.9	red	26	↑	

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 11 October 2017

BY: Depute Chief Executive (Partnerships and Community Services)

4

SUBJECT: Key Performance Indicators 2017/18

1   PURPOSE

1.1   To provide the Policy & Performance Review Committee (PPRC) with the opportunity to review and select a new set of Council Key Performance Indicators for quarterly performance reporting.

2   RECOMMENDATIONS

2.1   Members are requested to review and approve the revised set of Key Performance Indicators and targets for 2017/18 as detailed in Appendix 1.

3   BACKGROUND

3.1   The Committee received a previous report (in June 2017) regarding the review of the Key Performance Indicators. A full list of KPIs was provided with current performance and targets.

3.2   The previous report highlighted the requirements of Audit Scotland's guidance on Statutory Performance Indicators. The KPIs have been checked to ensure they report on the main categories of Corporate Management (SPI1) and Service Performance (SPI2).

3.3   Appendix 1 outlines the revised list of KPIs for 2017/18 with the latest performance information and targets. The indicators are divided into the four objectives of the Council Plan 2017-2022. The list includes indicators which are currently being reported and additional KPIs from service scorecards. Members of the PPRC have the option to further refine those KPIs under the scorecard framework to create a final list of KPIs to report on for 2017/18.

3.4 All Local Government Benchmarking Framework (LGBF) indicators can be found within Appendix 2. These are reported separately to committee each year. The latest results field has values for 2015/16 for the majority of these indicators as the 2016/17 figures are not yet available.

4 POLICY IMPLICATIONS

4.1 The KPIs will be published on the Council's website and will, therefore, help the Council to address its Best Value obligations in regard to public performance reporting. The indicators will also form the basis of the scrutiny of performance by the Policy & Performance Review Committee.

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

AUTHOR'S NAME	Gary Stewart
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Appendix 1 - Review of KPIs 2017/18

Council Objective	Indicator Title	KPI ID	Framework	Timeframe	Latest result	Time frame Target	RAG Status
Growing Our Communities	Average Time in working days to Issue Building Warrants MWVLT41479	MWVLT41479	**PPRC**	Qrt days	**108.84**	-	-
	Percentage of Construction Compliance and Notification Plan's (CCNPs) Fully Achieved	MGJKH25592	**PPRC**	Qrt %	**17.56**	-	-
	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) MC30556	MC30556	**PPRC**	Qrt Score	**85**	70	g
	Homelessness case-load M2771	M2771	**PPRC**	Qrt No.	**201**	250	a
	Homelessness - average number of days to re-housing M5274	M5274	**PPRC**	Qrt days	**422**	240	r
	% homelessness assessments completed in under 28 days M5538	M5538	**PPRC**	Qrt %	**81**	80	g
	Average length of time (days) in temp or emergency accommodation by type (all types)	MLCLF96575	**PPRC**	Annual	**192**	-	-
	Of those households homeless in the last 12 months the percentage satisfied with the quality of temporary or emergency accommodation	MQDJV67571	**PPRC**	Annual	**86.05**	-	-
	% reactive repairs carried out in the last year completed right first time.	MXPBF25732	**PPRC**	Annual	**85.47**	85	g
	CSCC02 % of calls within contact centre (excluding switchboard) answered	MVOQT42582	**PPRC**	Qrt %	**93.3**	90	g
	CSCC03 % of PNC6 (Community Response) calls answered within 1 minute	MPLAF55757	**PPRC**	Qrt %	**94.25**	97.5	a
	Food Standards Inspections - high risk M4423	M4423	**PPRC**	Qrt %	**100**	100	g
	% Food Hygiene Inspections achieved - high risk M4420	M4420	**PPRC**	Qrt %	**0**	100	g
	% food businesses broadly compliant with food hygiene law MMUYE66546	MMUYE66546	**PPRC**	Qrt %	**90**	93	a
	DM18 Approval Rates: Percentage of all applications granted in period	DM018	**PPRC**	Qrt %	**96.9**	94.2	g
	DM14 Householder developments: average time (weeks)	DM014	**PPRC**	Qrt No.	**8.1**	7.5	r
	DM13 All Local developments: % determined within 2 months	DM013	**PPRC**	Qrt %	**78**	73.6	g

Council Objective	Indicator Title	KPI ID	Framework	Timeframe	Latest result	Time frame Target	RAG Status
Growing Our Communities	DM12 Local developments: average time in weeks	DM012	PPRC	Qrt wks	13.6	9.5	r
	DM11 Major developments: average number of weeks to decision	DM011	PPRC	Qrt wks	21.4	34.2	g
	Street lighting - repairs - average time m4991	m4991	PPRC	Qrt days	2.65	7	g
	Traffic lights - average time to repair failure (hours:mins)	m4994	PPRC	Qrt hrs:mins	7.56	48	g
	SCL_AS01 Percentage of Other Waste Recycled	M4487	PPRC	Qrt %	97.67	74	g
	SCL_AS02 Percentage of Green Waste & Beach Waste Recycled M4486	M4486	PPRC	Qrt %	100	100	g
	SCL_AS03 Number of Flytipping incidences	M4479	PPRC	Qrt No.	219	88	r
	SCL_SD01 Number of attendances at indoor sports and leisure facilities	M4917	PPRC	Qrt No.	198504	130000	g
	SCL_SD02 Number of attendances at pools	M4913	PPRC	Qrt No.	127835	110000	g
	Consumer enquiries - % of same day responses M4402	M4402	PPRC	Qrt %	100	100	g
	% of trading standards inspections achieved MHJXV38143	MHJXV38143	PPRC	Qrt %	100	95	g
	% of Trading Standards Business Advice Requests completed within 14 days M4404	M4404	PPRC	Qrt %	84	100	r
	% of Trading Standards consumer complaints completed within 14 days M4403	M4403	PPRC	Qrt %	66	100	r
	Number of vehicles accessing recycling centres M2968	M2968	PPRC	Qrt No.	103992	1000000	g
	% properties that require a gas safety record which had a safety check by anniversary date	MSLAT26472	PPRC	Annual	100	99	g
	Average time in hours taken to complete emergency repairs.	MRKVX33289	PPRC	Annual / Hrs	7.38	24	g
	CH_PM01 Average length of time taken to re-let properties in the last year.	MMBLN69475	PPRC	Annual	34.8	24	r
	CSSC01 Percentage of cases being promoted from the anti-social behaviour case monitoring group to court	MCEFR64394	Scorecard	Annual	15	15	g
	CSM01 Museum Service Visitor Numbers	M4811	Scorecard	Qrt No.	61192	2000	g
	CSL04 The number of library visits per 1000 head of population	M4804	Scorecard	-	1467	1100	g
	CSL01 The percentage of time PCs are used in the branch libraries	M4810	Scorecard	Qrt %	25.9	35	a
	CSCC01 % of calls within Contact Centre (excl. Switchboard) answered within 30 seconds.	MPRXW55337	Scorecard	Qrt %	73.83	70	g
	CSCC04 % of PNC6 (Community Response) calls answered within 3 minutes	MSOLB92156	Scorecard	Qrt %	98.86	97.5	g

Council Objective	Indicator Title	KPI ID	Framework	Timeframe	Latest result	Time frame Target	RAG Status
Growing Our Communities	EDSI_St03 - Number of affordable housing completions	MUDLE47143	Scorecard	Qrt	113	173	-
	EDSI_st04 - Number of affordable housing site starts	MCGEH72456	Scorecard	Qrt	78	78	-
	EDSI_St08 - Number of council social rented completions	MXDUM4885	Scorecard	Annual	0	-	-
Growing Our Economy	EDSI_B01 Number of Business Gateway-Start ups - quarterly	MAHPD18777	PPRC	Qrt No.	102	52.5	g
	EDSI_ELW04 Number of people assisted into work from ELC employability programmes	MXKEZ89356	PPRC	Annual	59	50	g
	EDSI_ELW05 - Number of people participating in ELC operated or funded employability programmes	MUUHS95736	PPRC	Annual	458	450	g
	EDSI_B20 Count of business births and new enterprises per 10,000 population aged 16 to 75 supported by the Business Gateway MCTCK69885	MCTCK69885	PPRC	Annual	31	28	g
	EDSI_ELW02 - Percentage of the population claiming Job Seeker Allowance	MJRLM37873	PPRC	Mth %	2.9	2.4	a
	EDSI_B04 Number of jobs created through grant and loan awards	M4373	Scorecard	Annual	97	65	g
	EDSI_B05 Number of jobs protected through grant and loan awards	MSRGY72697	Scorecard	Annual	467	275	g
	EDSI_B06 Number of businesses / attendees at business events delivered by EDSI	MOCQG7869	Scorecard	Qrt No.	257	137.5	-
	EDSI_B07 Number of jobs per 10,000 adults (employment density)	MFFYK74374	Scorecard	Annual	3589	3400	a
	EDSI_B08 Number of businesses per 10,000 adults (business density)	MUTZS47476	Scorecard	Annual	407	370	g
	EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	MNZSY37467	Scorecard	Qrt No.	126	62.5	-
	EDSI_B14 Average increase in turnover of companies awarded financial assistance - annual	(blank)	Scorecard	Annual	NA	80000	-
	EDSI_B18 Number of social enterprises assisted to research idea, start and develop	MEGEE59634	Scorecard	Annual	26	15	g
	EDSI_B19 Number of Business Gateway-Start ups - annual	MCPLR66766	Scorecard	Annual	236	200	g
	EDSI_S10 Per capita CO2 emissions (within the scope of local authorities) in East Lothian - annual	MDXSW58725	Scorecard	Annual	NA	6.1	-
	EDSI_T01 - Economic impact of day visitors - annual (STEAM report)	MWQGP37325	Scorecard	Annual	NA	-	-
	EDSI_T02 - Economic impact of overnight stays - annual (STEAM report)	MULLW16655	Scorecard	Annual	NA	-	-
	EDSI_T04 - Total number of tourist days staying visitors (STEAM report)	MUKKF54976	Scorecard	Annual	NA	1780000	g

Council Objective	Indicator Title	KPI ID	Framework	Timeframe	Latest result	Time frame Target	RAG Status
Growing Our Economy	EDSI_T03 Total number of tourist days staying visitors and day visitors (STEAM report)	MPGKS93857	Scorecard	Annual	NA	-	-
	ELC_EDSIS02 CO2 corporate emission figure - annual	MFVTQ52258	Scorecard	Annual	NA	-	-
Growing Our People	Proportion of Criminal Justice Social Work Reports submitted to court by due date MHBUZ99975	MHBUZ99975	PPRC	Qrt %	100	100	g
	Proportion of Community Payback Orders (with unpaid work requirement) starting placement within 7 working days MDKVD27886	MDKVD27886	PPRC	Qrt %	33.3	67	r
	Percentage of people aged 65+ with intensive needs receiving Care at Home MGILB75435	MGILB75435	PPRC	Qrt %	39	35	g
	Number of delayed discharge patients waiting over 2 weeks MWVGY95264	MWVGY95264	PPRC	Qrt No.	9	0	r
	HSCP_CS04 Rate per 1,000 children in Formal Kin Care MUWBL14486	MUWBL14486	PPRC	Mth No./100	2.2	-	-
	HSCP_CS07 Rate per 1,000 children on Home Supervision MNFVP38865	MNFVP38865	PPRC	Mth No./100	3.1	-	-
	HSCP_CS01 Average number of Placements for looked after children	MNBYY83692	PPRC	Mth No.	1.8	-	-
	HSCP_CS02 Percentage of children on Child Protection Register for more than 6 Months	MQFVD33388	PPRC	Mth %	29.7	-	-
	HSCP_CS03 Percentage of children who are re-registered within a 12 month period	MMORY58668	PPRC	Mth %	0	-	-
	HSCP_CS05 Rate per 1,000 children in Foster Care	MGYSN95781	PPRC	Mth No./100	4.3	-	-
	HSCP_CS06 Rate per 1,000 children in Residential Care	MQTSR94165	PPRC	Mth No./100	0.9	-	-
	ED10 -% of P6 and S2 pupils agreeing that their school recognises their achievements in school	ED10-MOETY5	PPRC	Annual	83.1	85	a
	ED11 - % of P6 and S2 pupils agreeing that their school recognises their achievements out of school	MUDFS63667	PPRC	Annual	59.1	62.4	a
	EDSI_ELW 08 Positive school leaver destinations last school leaver cohort	MUGRM4762	Scorecard	Annual	NA	95	-
	ED01 - % of LAC school leavers entering positive destinations	MC17767	NIF	Annual	66.67	65	g
	ED02 - % of school leavers with ASN in positive destinations	MVBXQ97662	NIF	Annual	85.9	88.6	a
	ED03 - % of school leavers achieving literacy and numeracy at SCQF Level 4 or above	MC37359	NIF	Annual	88.1	set to Scottis	-
	ED04 - % of school leavers achieving literacy and numeracy at SCQF Level 5 or above	MC37360	NIF	Annual	60.9	64.21	a
	ED05 - % of P1, P4, P7 and S3 Pupils achieving the expected CfE Level in English Reading relevant for their stage	TBC	NIF	Annual	NA	85	-

Council Objective	Indicator Title	KPI ID	Framework	Timeframe	Latest result	Time frame Target	RAG Status
Growing Our People	ED06 - % of P1, P4, P7 and S3 Pupils achieving the expected CfE Level in English Writing relevant for their stage	TBC	NIF	Annual	NA	85	-
	ED07 - % of P1, P4, P7 and S3 Pupils achieving the expected CfE Level in English Listening & Talking relevant for their stage	TBC	NIF	Annual	NA	85	-
	ED08 - % of P1, P4, P7 and S3 Pupils achieving the expected CfE Level in Numeracy relevant for their stage	TBC	NIF	Annual	NA	85	-
	ED09 - % of P6 and S2 pupils that perceive themselves as being safe	MC33606	SOA	Annual	91.2	92.5	a
Growing the Capacity of our Council	Time taken to process change of circumstances in housing benefit NFM2S2	NFM2S2	PPRC	Mth days	8.6	6	a
	Time taken to process new claims for housing benefit NFM1S2	NFM1S2	PPRC	Mth days	31.9	25	a
	HSN2 - Percentage of rent due in the year that was lost due to voids (SHR 34)	MBXWB27972	PPRC	Annual	0.74	-	g
	CF01 Percentage of invoices paid on time M4941	M4941	PPRC	Qrt %	90.47	-	-
	% spend with contracted suppliers quarterly MEEHH82217	MEEHH82217	PPRC	Qrt %	79.25	80	a
	REV03 Rent collected as percentage of total rent due in the reporting year MBDES34687	MBDES34687	PPRC	Annual	98.15	98.8	g
	REv06 Business Rates in-year collection MJPFG17266	MJPFG17266	PPRC	Mth %	97.83	98.9	a
	REV07 Council Tax in-year collection MRSNY54724	MRSNY54724	PPRC	Mth %	97.51	96.6	g
	REV08 Value of current tenants rent arrears MCDZK85229	MCDZK85229	PPRC	Mth £	1676047	1000000	r
	Time taken to process change of circumstances in housing benefit and council tax rebate	(blank)	Scorecard	Annual days	4.23	-	-
	Time taken to process new claims for housing benefit and council tax rebate	(blank)	Scorecard	Annual days	32.54	-	-

Appendix 2 - Local Government Benchmarking Framework KPIs 2017/18

Council Objective	Indicator Title	KPI ID	Framework	Timeframe	Latest result	Timeframe Target	RAG Status
Growing Our Communities	HSN3 - Percentage of dwellings meeting SHQS	MFGNV31123	LGBF	Annual	95.98	-	g
	ENV7b - % of adults satisfied with street cleaning	(blank)	LGBF	Annual	85.7	-	g
	ENV7a - % of adults satisfied with refuse collection	ENV7a10	LGBF	Annual	89.7	-	g
	ENV6 - The % of total household waste arising that is recycled	MLTGW73148	LGBF	Annual	51.39	-	g
	ENV5b - Cost of environmental health per 1,000 population	ENV5b	LGBF	Annual	12003.88	-	g
	ENV5a - Cost of trading standards perr 1,000 population	(blank)	LGBF	Annual	1999.03	-	g
	ENV4e - Percentage of unclassified roads that should be considered for maintenance treatment	(blank)	LGBF	Annual	31.6	-	g
	ENV4d - Percentage of C class roads that should be considered for maintenance treatment	(blank)	LGBF	Annual	31.1	-	g
	ENV4c - Percentage of B class roads that should be considered for maintenance treatment	(blank)	LGBF	Annual	36.9	-	a
	ENV4b - Percentage of A class roads that should be considered for maintenance treatment	(blank)	LGBF	Annual	33.95	-	a
	ENV4a - Cost of maintenance per kilometre of roads	(blank)	LGBF	Annual	15720.06	-	a
	ENV3c - Cleanliness Score (%age Acceptable)	(blank)	LGBF	Annual	85.8	-	a
	ENV3a - Net cost of street cleaning per 1,000 population	(blank)	LGBF	Annual	13013.1	-	g
	ENV2a - Net cost per Waste disposal per premises	ENV2a	LGBF	Annual	55.71	-	g
	ENV1a - Net cost of Waste collection per premises	ENV1a	LGBF	Annual	81.83	-	a
	Econ 4 - % of procurement spent on local small/medium enterprises	(blank)	LGBF	Annual	22.27	-	g
	Econ 3 - Average Time Per Planning Application	(blank)	LGBF	Annual	10.375	-	g
	Econ 2 - Cost of Planning Per Application	(blank)	LGBF	Annual	2504.46	-	g
	CORP 5b2 - Average time (hours) between time of Domestic Noise complaint and attendance on site	MKPLD53266	LGBF	Annual	0.44	-	g
	CHN8b - The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	CHN8b10	LGBF	Annual	250.9	-	g

Council Objective	Indicator Title	KPI ID	Framework	Timeframe	Latest result	Timeframe Target	RAG Status
Growing Our Communities	CHN8a - The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	**CHN8a10**	LGBF	**Annual**	3128.2	-	a
	C&L5d - % of adults satisfied with leisure facilities	**(blank)**	LGBF	**Annual**	84	-	
	C&L5c - % of adults satisfied with museums and galleries	**C&L5c10**	LGBF	**Annual**	72.3	-	a
	C&L5b - % of adults satisfied with parks and open spaces	**(blank)**	LGBF	**Annual**	89.7	-	
	C&L5a - % of adults satisfied with libraries	**C&L5a10**	LGBF	**Annual**	78.3	-	g
	C&L4 - Cost of Parks & Open Spaces per 1,000 Population	**(blank)**	LGBF	**Annual**	25327.51	-	
	C&L3 - Cost of Museums per Visit	**C&L310**	LGBF	**Annual**	1.56	-	g
	C&L2 - Cost Per Library Visit	**C&L210**	LGBF	**Annual**	1.94	-	g
	C&L1 - Cost per attendance at Sports facilities	**(blank)**	LGBF	**Annual**	3.99	-	
	HSN4b - Average time in days taken to complete non-emergency repairs	**MQSUK54564**	LGBF	**Annual**	12.75	-	a
Growing Our Economy	ECON 5 No of business gateway start-ups per 10,000 population	**ECON5**	LGBF	**Annual**	14.36	-	a
	ECON 1 Percenage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes	**10_ECON1**	LGBF	**Annual**	2.92	-	g
Growing Our People	SW5 - Older persons (over 65's) Residential Care Costs per week per resident	**10_SW5**	LGBF	**Annual**	422.33	-	a
	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	**SW4b**	LGBF	**Annual**	92.3	-	g
	SW4a - Percentage of adults receiving any care or support who rate it as excellent or good.	**SW4a**	LGBF	**Annual**	83.8	-	a
	SW3 - % of people 65+ with intensive needs receiving care at home	**SW310**	LGBF	**Annual**	37.36	-	g
	SW2 - SDS spend on adults 18+ as a % of total social work spend on adults 18+	**SW210**	LGBF	**Annual**	3.66	-	a
	SW1 - Older Persons (Over65) Home Care Costs per Hour	**SW110**	LGBF	**Annual**	15.41	-	g
	CHN9 - Balance of Care for looked after children: % of children being looked after in the Community	**CHN910**	LGBF	**Annual**	92.14	-	g
	CHN7 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	**(blank)**	LGBF	**Annual**	18	-	g
	CHN6 - % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	**(blank)**	LGBF	**Annual**	42	-	g
	CHN5 - % of Pupils Gaining 5+ Awards at Level 6	**(blank)**	LGBF	**Annual**	35	-	g
	CHN4 - % of Pupils Gaining 5+ Awards at Level 5	**(blank)**	LGBF	**Annual**	60	-	g

Council Objective	Indicator Title	KPI ID	Framework	Timeframe	Latest result	Timeframe Target	RAG Status
Growing Our People	CHN3 - Cost per Pre-School Education Registration	**CHN3**	LGBF	**Annual**	3046.69	-	g
	CHN2 - Cost per Secondary School Pupil	**CHN2**	LGBF	**Annual**	6260.54	-	g
	CHN12f - Average Total Tariff SIMD Quintile 5	**(blank)**	LGBF	**Annual**	1206	-	-
	CHN12e - Average Total Tariff SIMD Quintile 4	**(blank)**	LGBF	**Annual**	996	-	-
	CHN12d - Average Total Tariff SIMD Quintile 3	**(blank)**	LGBF	**Annual**	905	-	-
	CHN12c - Average Total Tariff SIMD Quintile 2	**(blank)**	LGBF	**Annual**	659	-	-
	CHN12b - Average Total Tariff SIMD Quintile 1	**(blank)**	LGBF	**Annual**	576	-	-
	CHN12a - Overall Average Total Tariff	**(blank)**	LGBF	**Annual**	933.66	-	-
	CHN11 - Proportion of Pupils Entering Positive Destinations	**CHN1110**	LGBF	**Annual**	93.5	-	g
	CHN10 - % of Adults Satisfied with Local Schools	**CHN1010**	LGBF	**Annual**	82	-	g
	CHN1 - Cost Per Primary School Pupil	**CHN1**	LGBF	**Annual**	4343.98	-	g
Growing the Capacity of our Council	CORP-ASSET2 - Proportion of internal floor area of operational buildings in satisfactory condition	**CORPasset210**	LGBF	**Annual**	84.1	-	g
	CORP-ASSET1 - Proportion of operational buildings that are suitable for their current use	**MC37857**	LGBF	**Annual**	85.28	-	g
	CORP 8 - Percentage of invoices sampled that were paid within 30 days	**CORP810**	LGBF	**Annual**	89.5		a
	CORP 7 - Percentage of income due from Council Tax received by the end of the year	**MRSNY54724**	LGBF	**Annual**	97.6	-	g
	CORP 6b - Sickness Absence Days per Employee (non-teacher)	**HR_CORP6b**	LGBF	**Annual**	10.75		a
	CORP 6a - Sickness Absence Days per Teacher	**HR_CORP6a**	LGBF	**Annual**	7.4	-	a
	CORP 4 - The cost per dwelling of collecting Council Tax	**MQKHI27568**	LGBF	**Annual**	10.25	-	g
	CORP 3c - The gender pay gap	**HR_CORP3c**	LGBF	**Annual**	1.79	-	g
	CORP 3b - The percentage of the highest paid 5% of employees who are women	**HR_CORP3b**	LGBF	**Annual**	52.7	-	g
	CORP 2 - Cost of Democratic Core per 1,000 population	**CORP210**	LGBF	**Annual**	19475.98	-	g
	CORP 1 - Support services as a % of Total Gross expenditure	**CORP110**	LGBF	**Annual**	3.66	-	g
	HSN5 - Percentage of council dwellings that are energy efficient (SHR 8)2	**MDCVT52783**	LGBF	**Annual**	94.32	-	a
	REV_HSN1b Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	**HSN1b**	LGBF	**Annual**	9.43	-	a

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 11 October 2017

BY: Depute Chief Executive (Resources and People Services)

SUBJECT: Universal Credit Update

5

1 PURPOSE

1.1 To provide PPRC members with an update on the rollout of Universal Credit, 'Full Service' (UCFS) and its impact on East Lothian Council services.

2 RECOMMENDATIONS

2.1 Note the growing impact of Universal Credit on Council Services as they respond to challenges associated with the UCFS rollout.

3 BACKGROUND

3.1 This report is the latest in a series of reports providing information on the UK Government's welfare reforms and their impacts on East Lothian residents and Council Services. The focus of this particular report is Universal Credit, (UC) which is being rolled out across the UK to replace the following Department for Work & Pensions, (DWP) legacy benefits:

- Child Tax Credit, (CTC)

- Housing Benefit, (HB)

- Income Support, (IS)

- Income-based Job Seeker's Allowance, (JSA)

- Income-related Employment and Support Allowance, (ESA)

- Working Tax Credit. (WTC)

In East Lothian Universal Credit is being rolled out by Musselburgh Job Centre and is currently part-way through a 'natural migration' phase which requires claimants of the aforementioned legacy benefits to transfer to UC as and when they encounter a significant, (trigger) change

in circumstance. By 31 March 2017 **3,560** East Lothian residents were claiming UC. This equated to **1,293** households of which **986** were ELC tenants, (**1,200** at @ 17 August 2017).

UNIVERSAL CREDIT

3.2   East Lothian Council was initially involved as a partner agency to Musselburgh Job Centre Plus, (JCP) during the rollout of the Universal Credit 'Live Service' (UCLS) from 27 April 2015.   The Council subsequently signed up to a further Delivery Partnership Agreement, (DPA) for the full digital rollout of the Universal Credit "Full Service" (UCFS) from 23 March 2016. Under the terms of the DPA the Council received funding worth **£51,696** in 2015/16 and **£88,553** in 2016/17.

3.3   In partnering Musselburgh JCP the Council's Communities and Partnerships Division has provided help for UC claimants in making their claim for the new UC digital service on line at local Council offices and libraries. Council staff have been supported in this by Musselburgh JCP providing regular advice surgeries in the Council's local offices for claimants who may be experiencing additional difficulties with their UC claim. The Council has also provided personal budgeting support (PBS) through an arrangement with a third party financial inclusion service for UC claimants requiring assistance with budgeting.

3.4   The "Assisted Digital Service" (ADS) and the PBS provision have been 2 measures that the Council has been required to provide under the terms of the DPA. However, this partnership agreement has also provided the overall framework and some funding for the administration of cases migrating from Housing Benefit to UC Housing Costs as well as the management of various interactions between various Council services and the UC Service Centres. As such, the bulk of the UC funding under the DPA has been used to fund 2 temporary posts, (1x FTE Welfare Development Officer and 1x FTE Benefit Officer).

3.5   In an attempt to rationalise the various funding streams awarded to the Council in respect of UC and the ongoing administration of residual Housing Benefit cases in March 2017 the DWP replaced the DPA with a UC "Grant Funding" agreement. Whilst this is expected to provide up to **£18,240** for the provision of ADS & PBS in 2017/18 a further amount has been consolidated within the Council's award of HB Administration Subsidy. However, given that this subsidy saw an overall reduction of **£81k** (**21.43%**) in 2017/18, (due to a combination of a global DWP reduction and a further reduction in lieu of the HB cases already migrated to UC) the Council has been obliged to increase its own funding of services having to respond to the impacts of the UCFS rollout.

Key Impacts

3.6   The initial 11 month period working under UCLS conditions helped establish the groundwork for the co-operative approach required to deliver UC locally. However, the introduction of the UCFS in March 2016 represented a significant step change and ongoing rollout of the "full

service" has presented major challenges for Council services.   The key impacts/points to note in respect of the UCFS rollout have been:

- A wider range of people in scope for claiming UC & higher volume of cases as a consequence
- The reliance on UC claimants to make and maintain their claim online
- The built in 7 day waiting period for the majority new UC claims
- Extended processing times for UC claims (min 32 days but in many instance 6 weeks or longer before 1st payment received by claimant)
- Additional demand for Scottish Welfare Fund, (SWF) Crisis Grants (**7.2%** in excess of profiled SWF expenditure as at 31 August 2017)
- Consequential increase in the number of referrals to Food Banks
- Level of deductions from UC first payments causing further hardship
- The payment of UC Housing Costs direct to the claimant
- The ongoing rollout of UCFS is reducing the Council's 'working age' HB caseload, (down **26%** as @ 17 August 2017). However, the Council's Benefits & Financial Assessments service will continue to administer HB for pensioners and Council Tax Reduction, (CTR) for all claimants.
- A risk previously identified in Audit Scotland's HB/CTR Risk Assessment reports associated with using Benefits staff resources in relation to the implementation of welfare reforms has found more credence in the context of the UCFS rollout. Whilst the rollout continues to reduce HB caseload, the administrative workload associated with administering the migration to UC has in fact created a higher workload.
- The uncoupling of the well established joint claim for Housing Benefits and Council Tax Reduction (CTR) has been a significant factor in the reduction in those claiming CTR, contributing to an overall reduction in expenditure of **£345.7k** (**6.71%**) reduction in 2016/17.
- The increased reliance on automated data transfer between DWP/JCP has seen many repeated experiences of errors, missing documentation and Data Protection breaches on the part of the DWP.
- Lack of consistency and knowledge amongst DWP Service Centre staff
- Lack of training of DWP staff in Service Centres dealing with vulnerable people
- Previously agreed data sharing protocols no longer apply under UCFS, curtailing Council officers' ability to make telephone enquiries about UC claimant's entitlement
- An increased reliance on the UC claimant providing information from their online UC Journal
- The growing reluctance of private sector landlords to let to UC claimants
- Increased risk of potential homelessness due to delays in UC Housing Costs being awarded and increased evictions for rent arrears with some choosing not to pay rent when they receive lump sum UC payment

- Impact on ELC Temporary Homeless Accommodation (General Services Budget) as a result of increased rent arrears
- Evidence suggests that the UC requirement for claimants to be resident in accommodation at the end of the initial assessment period may be incompatible with temporary/emergency accommodation. A policy change is expected, (December 2017) however in East Lothian, (and other early adopter sites) this may see those already migrated on to UC have to revert back to HB. The ongoing confusion over the status of such claims has increased the risk of both duplication and failure to make housing costs payments which in turn has financial consequences for the Council's Benefits or Homelessness services.
- UC currently unable to deal with households with more than 2 children. Such households will remain on HB or may have to revert back to HB after birth of the 3rd child.
- Housing Associations operating in East Lothian experiencing similar issues and some taking legal action to evict tenants with UC related rent arrears
- Increased demand for Discretionary Housing Payments
- Insufficient Housing Costs information to facilitate DHP decisions, (increasing the burden of proof on the DHP claimant)
- Concerns raised by Council Services over Job Centre Plus' ability to support vulnerable claimants through the migration to UC

Rent Arrears

3.7 The Impact of Universal Credit Full Service on mainstream Council house rent collection has been severe:

- As at 31 March 2017 **986** ELC tenants were claiming UC. The total value of rent to be collected from these tenants each fortnight was **£126,377.52**. This equates to **£3,033,300.48** over a 12 month period.
- During 2016/17 current tenant rent arrears increased from **£1,210,872.63** at the end of Q1 2016/17 to **£1,676,047.09**at the end of 2016/17. – a **£380,264.49** increase (**29.35%**).
- Analysis has shown that whilst rent arrears for ELC tenants has been increasing, the amount of arrears owed by those still receiving assistance from Housing Benefit and/or receiving no assistance has been reducing.
- The average rent arrears for a UC claimant is **£1,021.30**. However, to put this into context, the average rent arrears against a non-UC case are **£397.08**, (for those still in receipt of HB) and **£569.55**, (for those receiving no financial assistance).
- An annual report entitled "Impact of Universal Credit on Revenues and Welfare Support Services – 2016/17" has been produced and lodged in

the Member's Library. This provides more detail regarding the UCFS impact on Rent and Revenues collection.

3.8 Council officers are continuing to work closely with the UC Project Team which aims to develop improved communication between UC Service Centres and social landlords. However, it is evident that the initial UC waiting time and built in processing delay invariably means that UC households commence their claim with debt already accumulating. This has become an additional barrier to effective rent collection and as a result an increasing number of tenants have required additional support from Council services.

3.9 Given the extent of the ongoing impact that the UCFS rollout is having on rent arrears and the significance of the response required by the Revenues and Welfare Support Service it is expected that a more in-depth report regarding will be submitted to the next PPRC meeting, (21 February 2018).

ELC Relationship with the Universal Credit Project Team

3.10 From the start of the UC rollout East Lothian Council recognised the need for good relationships to exist between Council services, Musselburgh JCP, UC Service Centres and the UC Project Team. The Council and JCP set up an Operational Delivery Group (ODG) in order to manage UC activities under the DPA and each organisation represented at the Group also appointed a Single Point of Contact (SPOC) to deal with day to day operational matters that come to light. Whilst relationships between the Council and JCP Officers have generally been good, more recently ODG meetings have become less frequent as JCP staff and the UC Project Team have been required to focus the next tranche of local authorities due to see UCFS rolled out. After 20 months of roll-out in East Lothian, UCFS is very much business as usual.

3.11 Given that East Lothian has featured very early in the rollout, the Council has been keen to engage with the UC Project Team at the highest level in order to share its emerging findings. An early summary report and recommendations was shared with the UC Director General on 26 July 2016. This was subsequently discussed at a meeting between the Director General and the ELC Chief Executive on 21 September 2016.

3.12 The Welfare Reform Update Report which was approved by the Council on 20 December 2016 resulted in the Council Leader writing to Damian Green MP, (then the Secretary of State for Work & Pensions). Citing the detriment being experienced by East Lothian residents and the financial impact of the Council and other social landlords this letter called for a suspension of the rollout of UC Housing Costs until solutions to the current problems could be found.

3.13 In a response received on 9th February 2017 Damian Hinds MP, (Minister for Employment) confirmed that it was not the time to suspend UC Housing Costs and that more evidence was required from the rollout to inform an improved UC design.

3.14 On 10 January 2017 the Chief Executive wrote to the UC Director General expressing her concerns about the UC program's requirement for "explicit" consent to be given by UC claimants each time either an elected member of council officer made enquiries in support of their claim. Previously DWP Offices administering "legacy" benefits had operated under an "implied" consent basis however the new arrangement had came as a surprise and effectively curtailed the Council's ability to intervene effectively on behalf of these claimants who were experiencing difficulties with their UC claim.

3.15 A response was received from the UC Director General soon after in which Neil Couling simply referred the UC Project's position regarding information sharing with the "welfare advice sector". This position fails to acknowledge the extent of data sharing which local authorities have previous had access to in the administration of HB on behalf of the DWP.

3.16 On 1 February 2017 the Chair of the House of Commons Work and Pensions Committee, (Frank Field MP) wrote to the Chief Executive asking both specific questions about the impact on rent arrears and for more general information about the Council's experiences under the UCFS rollout. The Council submitted a response on 21 February 2017. This included a copy of the Welfare reform Update Report which was approved by the Council on 20 December 2016. This information was considered has since been included in the online evidence list published in respect of the Committee's Universal Credit rollout inquiry.

3.17 Following these exchanges of correspondence Council Officers continued to meet with UC Project Team colleagues, (when they have been able to) and have taken every opportunity to communicate the impacts that the rollout is having and in many cases offering solutions which could help mitigate. Council Officers have also been active in other related forums, (CoSLA, IRRV, ALACHO etc) and have shared their experience with other local authorities that are due to see UCFS rolled out in their area in the near future.

3.18 A further meeting between the UC Director General and the 5 Scottish Local Authorities then engaged with the UCFS rollout took place on 12 April 2017. This meeting was facilitated by CoSLA and largely featured contributions from ELC, The Highland Council and Inverclyde Council, (the 3 Scottish Councils with the most experience of UCFS at the time).

3.19 Neil Couling, (UC Director General) received the Council Officer's update reports and whilst he acknowledged that many of the impacts related to UC policy matters he maintained that he expected that the impact on Council finances would be temporary and confirmed that there would be no significant changes made. However, he said that he would welcome ongoing updates and to facilitate this CoSLA Policy Officers undertook to collate quarterly reports detailing the collective rent arrears and other related costs being incurred by the Scottish LAs under UCFS conditions.

3.20 The "natural" migration of HB claims to UC will continue until complete after which it is understood that the DWP will then commence a

"managed" migration of remaining working age HB claims, leaving the Council's Benefits and Financial Assessment Service to administer the residual pension age HB claims and all CTR claims.

ELC Engagement with the Scottish Government

3.21 On 25 October 2016 the Council agreed its response to the Scottish Government's consultation on Social Security in Scotland. This exercise was carried out to inform the Scottish Government's options appraisal for the delivery mechanisms for the welfare powers devolved to Scotland under the recommendations made in the Smith Commission report.

3.22 On 10 November 2016 the Service Manager – Benefits and Financial Assessments along with colleagues from the Highland and Inverclyde Councils gave written & oral evidence on the rollout of Universal Credit in to the Scottish Parliament's Social Security Committee.

3.23 On 9 January 2017 in addition to engaging with the UK Government and DWP the Council Leader also wrote to Angela Constance MSP, (Cabinet Secretary for Communities, Social Security and Equalities). The purpose in engaging with Scottish Government Ministers at this time was to ask for their early action in implementing the welfare powers devolved to the Scottish Parliament.

3.24 In response the Scottish Government agreed to a meeting to discuss its approach to the implementation of the Scottish Social Security Agency. On 25 May 2017 Jeanne Freeman MSP, (Minister for Social Security) met with the Council Leader, Depute Chief Executive – Resources and People Services and other Council officers. During this meeting the Minister confirmed that the Scottish Government was very concerned about the impacts that the ongoing UCFS rollout was having and that the Cabinet Secretary for Communities, Social Security and Equalities had written to the Secretary of State for Work and Pensions asking for the UCFS rollout to be halted.

3.25 Since this meeting the Minister for Social Security has made a number of announcements confirming that the Social Security Agency which is to be established will employ up to 1,500 staff and will administer the 10 newly devolved benefits from 2 processing centres located in Glasgow and Dundee). More recently Scottish Government Officers have met with ELC Officers to investigate options for the co-location of Social Security Agency staff in Council Offices in order to provide face to face help and support for East Lothian residents who may need to claim the newly devolved benefits.

3.26 On 28 September 2017 the Minister for Social Security along with CoSLA Community Wellbeing Spokesperson sent a joint letter to David Gauke MP, (Secretary of State for Work and Pensions). In anticipation of the UCFS rollout accelerating in the autumn this letter again asks the UK Government to pause or at least slow down the rollout until the DWP improves the service and eliminate the issues being experienced.

3.27 In addition to the administration of the devolved Benefits, from October 2017 the Scottish Government will also have the power to make changes to Universal Credit in respect of the timing of payments and to whom the payments are made. From the various discussions with both Scottish Government and DWP contacts it is understood that whilst these powers will exist, the Scottish Government and DWP are yet to develop the mechanisms required to implement them. In the meantime the ELC Rent Income Team will continue to utilise the existing Alternative Payment Arrangements, (APAs) and Third Party Deduction, (TPD) arrangements which already exist under Universal Credit.

Universal Credit Surveys

3.28 Following the completion of the first full year working under UCFS conditions the Revenues and Welfare Support Service were increasingly aware of the rising debt that UC claimants were incurring. Keen to obtain customer feedback on UC and how is has been affecting the ELC tenants that the service has engaged with, Officers conducted a survey.

3.29 On 8 June 2017 an on online survey was issued to **749** Council Tax Payers who were known to be claiming UC. The survey ran until 18th August 2017 and **209** people, (**28%**) responded. Whilst the full results of the survey are still to be published it showed that only **25%** of the respondents were able to manage financially while waiting for their first Universal Credit payment. Waiting time for that first payment was around 6 to 8 weeks for **82%** of respondents, with a further **18%** experiencing longer delays.

3.30 Fifty three percent, (**53%**) of respondents were obliged to get a loan from their families to tide them over whilst **28%** had to get a benefit advance on from the DWP. Ten Percent, (**10%**) had to apply to for assistance from the Scottish Welfare Fund, (SWF) and **14%** went to the Food Bank. After 3 months on UC only **36%** felt that they were now coping with payments and **46%** said that their financial situation had worsened and their debts increased.

3.31 The Musselburgh and Haddington Citizen's Advice Bureaus (CAB) also conducted a recent survey to ascertain the impact of Universal Credit's impact on their client's income. This survey involved a snapshot of 134 working age clients who were claiming income support and attempted to compare the difference between the amounts being received under UC with the awards they would have been entitled to under DWP legacy Benefits.

3.32 The CAB survey results showed that **52%** of these clients saw their benefit income decrease under UC compared with DWP legacy benefits. Whilst only **31%** made a modest gain, **79%** of those that lost out incurred a loss of over **10%.**

Conclusion

3.33 In summary, since the rollout of UCFS began in East Lothian, there is growing evidence that both UC policy issues and the way that the rollout is being managed by DWP is causing major concern for the Council and for affected East Lothian residents. The Council is working closely with a range of partners, (including the DWP and the Scottish Government) to support claimants through the transition into UC and to help manage rent arrears and prevent homelessness. However, inefficient DWP processes and diminished data sharing, coupled with the lengthy delays experienced by claimants in both mainstream and temporary accommodation as they wait to receive UC payments, is continuing to cause significant pressure on Council services and additional stress and financial hardship for claimants.

4 POLICY IMPLICATIONS

4.1 No policy implications at present. However current polices may need to be reviewed in light of further developments.

5 INTEGRATED IMPACT ASSESSMENT

5.1 This update report does not require an integrated impact assessment since members of the PPRC are not being asked to reach a decision.

6 RESOURCE IMPLICATIONS

6.1 Financial – the continued rollout of UCFS is continuing to have a significant detrimental impact on the Council's income streams – notably the Housing Revenue Account (HRA) which relies on efficient rent collection to fund its landlord services to tenants. The ongoing migration of HB caseload to UC may also have a further impact on the level of HB Administration Subsidy which the Council receives from the DWP.

6.2 Personnel – staffing resources within the Council have been stretched to support those individuals who require greater assistance due to the implementation of Universal Credit and the consequential issues which have arisen, as highlighted in this report. Staffing resources will have to be reviewed in light of continuing and increasing demand and/or further reductions in either DWP funding or income.

6.3 Other – None.

7 BACKGROUND PAPERS

7.1 https://www.gov.uk/universal-credit

7.2 http://www.parliament.scot/S5_Social_Security/Minutes/Minutes_20161110.pdf

7.3 http://www.eastlothian.gov.uk/meetings/meeting/5906/east_lothian_council

7.4 http://www.parliament.uk/business/committees/committees-a-z/commons-select/work-and-pensions-committee/inquiries/parliament-2017/inquiry/

7.5 https://news.gov.scot/resources/letter-from-jeane-freeman-msp-minister-for-social-security-and-cllr-kelly-parry-cosla-community-wellbeing-spokesperson-david-gauke-mp

7.6 Impact of Universal Credit on Revenues and Welfare Support Services – End of Year 2016/17 (lodged in Member's Library)

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Policy and Performance Review Committee: Annual Work Programme 2017/18 Update – October 2017

Date	Performance Monitoring/ Inspection Reports	Other Reports / Reports Requested by Members
11 October 2017	Annual Performance Indicators (2016/17) Performance Indicators Q1 (2017/18) Key Performance Indicators (2017/18)	Universal Credit Update
21 February 2018	Performance Indicators Q2 and Q3 (2017/18) Customer Complaints and Feedback Annual Report Social Work Complaints and Feedback Annual Report Road Asset Management Annual Status and Options	Homelessness Update Rent Arrears Update Enjoy Leisure update
20 June 2018	Performance Indicators Q4 (2017/18)	