East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 9 June 2021

BY: Executive Director for Place

SUBJECT: Local Government Benchmarking Framework 2019/20

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1 PURPOSE

1.1 To provide the Policy and Performance Review Committee (PPRC) with a summary of East Lothian Council's performance according to the Local Government Benchmarking Framework 2019/20.

2 RECOMMENDATIONS

The Committee is asked to:

2.1 Note that services are reviewing all indicators that are shown to have declined or remained stable and use the Improvement Service benchmarking groups to assist in developing improvement plans to improve performance.

2.2 Note the report and use the information provided to consider whether any aspect of the Council's performance is in need of further investigation.

3 BACKGROUND

3.1 The Local Government Benchmarking Framework (LGBF) was developed by the Improvement Service (IS), on behalf of SOLACE (Society of Local Authority Chief Executives). Its core purposes are to help councils to gain greater insight into their performance in order to drive improvement, deliver better outcomes and to strengthen public accountability. This is done through the process of benchmarking and allows councils that are similar to compare performance, and to learn and understand better why variances occur.

3.2 The Framework covers nine service areas: children's services; corporate services; adult social care; culture and leisure; environmental; housing, economic development, financial sustainability and climate change. The data is gathered from a number of sources including the Local Finance Return (LFR), Scottish

Social Housing Charter, the Scottish Household Survey (SHS) and Skills Development Scotland.

3.3 The LGBF now includes a total of 98 indicators around three factors - cost, performance, and satisfaction. 87 indicators have values in the LGBF Overview 2019/20 report that was published on 26th February 2021. Other indicators were not released until March, following completion of the Scottish Government's validation process on the finance data and to allow inclusion of the Looked After Children data so were not included in the Overview report.

3.4 The LGBF is evolving in the review and development of measures. The 2019/20 release includes new financial sustainability and tackling climate change measures:

- FINSUS 1: Total useable reserves as a % of council annual budgeted net revenue.
- FINSUS 2: Uncommitted General Fund Balance as a % of council annual budgeted net revenue
- FINSUS 3: Ratio of Financing Costs to Net Revenue Stream – General Fund
- FINSUS 4: Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account
- FINSUS 5: Actual outturn as a percentage of budgeted expenditure
- CLIM1: CO_2 emissions area wide per capita
- CLIM2: CO_2 emissions area wide: emissions within scope of LA per capita

3.5 Following the cancellation of the SQA examinations in 2020 and the awarding of grades based on teacher estimates of predicted attainment, the Scottish Government has advised that attainment data gathered for session 2019-20 is not comparable to data gathered in previous school sessions and should not be used for the purposes of comparative analysis of performance or trends in attainment over time. In order to comply with the Scottish Government position on this matter, SQA examination data has not been included in this report. Therefore, indicators CHN4 to 7 and CHN12a to 12f are not included for benchmarking. With the further cancellation of the SQA examinations in 2021, it is likely that data gathered from this diet will also be impacted.

National Overview

3.6 The LGBF National Overview Report provides analysis of the national trends and variations across all councils. This is available from the link provided under background papers.

3.7 The LGBF National Overview Report highlights that across the last 10 year period (2010/11 – 2019/20) total revenue funding for councils has reduced by 7.2%% in real terms. There has been an increasing reliance on savings, charges, reserves and income to bridge the gap in funding. After years of reductions in expenditure in unprotected services such as culture and leisure, planning, roads and environmental services – the reductions seem to be levelling off in most service areas.

3.8 The report, which uses data from the Local Financial Returns (LFR) rather than actual budgets, shows that in East Lothian since the launch of the LGBF in

2010/11 to 2019/20, most unprotected services have seen a drop in real terms gross expenditure including Total General Fund spending down by 1.4%, Culture and Leisure down by 26%, Roads down by 33.8% and Environmental Services down by 12.8%. However, spending on 'protected services' has grown in real terms since 2010/11; for example, Education is up by 11.2%, Adult Social Care is up by 16% and Looked After Children is up by 82.9% since 2010/11. Economic development shows an increase of 136% since 2010.

Interpretation of Benchmarking Results

3.9 All cost indicators are profiled as lower cost is better with a rank of 1. The majority of performance and satisfaction indicators are profiled as the highest is better with a rank of 1. Councils use ranking and quartile placements to determine their overall position across Scotland relative to other councils.

3.10 However, it should be noted that ranking alone is not a useful method of benchmarking council performance. Many councils will have different priorities in respect to each LGBF indicator. There will be operational differences and demographic and geographical influences that can impact on cost and performance.

Benchmarking & Family Groups

3.11 To provide more meaningful benchmarking comparison, similar councils are grouped into family groups (see Table 1). People services family groups are based on the characteristics of people living in the area, with the least deprived in family group 1 and the most deprived in group 4. For other services, the family group are based on the type of area, with group 1 being the most rural and group 4 making up the larger cities and urban areas. East Lothian is in Group 2 for both family groups.

3.12 Benchmarking events are organised by the Improvement Service and/ or family group members throughout the year to allow councils to benchmark performance and to gain further insight and a better understanding of the variation between council services.

Table 1: Benchmarking Family Groups

People Services	Other Services
Children, social care and housing	**Corp, C&L, Env, Econ and Dev**
Family Group 2	Family Group 2
Angus	East Ayrshire
Argyll & Bute	East Lothian
East Lothian	Fife
Highland	Moray
Midlothian	North Ayrshire
Moray	Perth & Kinross
Scottish Borders	South Ayrshire
Stirling	Stirling

2019/20 Performance

3.13 Appendix 1 provides 2019/20 LGBF summary performance results for the Council in relation to each measure. It provides a comparison with last year's performance; the Scottish average; comparison against the Family Group median value; and the overall rank position.

3.14 The following analysis only includes indicators which have comparative previous year's data. Of the 87 LGBF indicators with values for 2018/19 and 2019/20, 54 are indicators relating to the performance of services in delivering outputs and outcomes, 22 are indicators that relate to the cost of delivering services, and the remaining 11 are satisfaction indicators. All cost indicators have been adjusted for inflation to provide a real cost comparison on trend data.

3.15 Appendix 2, provides the LGBF Performance Report by category and measure type and includes additional commentary for each measure.

3.16 Table 2 provides a breakdown of the number of indicators that improved or declined by at least 4% between 2018/19 and 2019/20 by indicator type. Although it should be noted that crude comparisons are not altogether useful as it is important to take account of the reasons behind the data and movements as outlined in the comments section in the Appendices. Overall in 2019/20, whilst 34 (39%) indicators improved and 31 (36%) remained roughly static, 22 indicators (25%) declined.

Table 2: Number of indicators with improved / declined values (>4%) by Type

	Improved Status	No Change Status	Declined
Cost	8	2	12
Performance	23	22	9
Satisfaction	3	7	1
Grand Total	**34**	**31**	**22**

Based on 87 measures with a previous comparable value

3.17 Twelve of the 22 cost indicators declined (increased costs) whilst 8 improved (lowered costs). Nine of the 54 performance indicators declined, 23 improved, and 22 showed less than a 4% change (no change). One satisfaction indicator declined by more than 4%, 3 improved and 7 showed no change.

3.18 Data for LGBF satisfaction rates is drawn from the Scottish Household Survey (SHS). It should be noted that there has been a distinct national trend over the last few years in declining satisfaction levels across Scotland, as measured by the SHS. This national downward trend is particularly evident in satisfaction with schools, sports and museums. Since the local authority sample size for the SHS in a single year is low the LGBF uses three years aggregate data. The SHS survey does not distinguish between users of services and non-users. So for example the respondents to the questions about satisfaction with schools or with libraries may not be parents or library users.

3.19 Local surveys based on service users tend to be more representative and are consistently higher. Table 3 shows the results of the council's own 2019 Residents

Survey against some of the LGBF satisfaction measures. The council's survey, which is based on a large sample of residents and distinguishes between respondents with a knowledge of the services and those with no view (Don't Know), shows higher levels of satisfaction across most services than the SHS based LGBF.

Table 3: ELC Residents Survey 2019 - % Very Satisfied & Satisfied

Service	LGBF 2019/20	ELC 2019	ELC 2017	Var + / -
Parks, gardens and open spaces	85%	98%	94%	4
Waste	79%	94%	91%	3
Libraries	75%	93%	88%	5
Schools	69%	92%	90%	2
Council House repairs service	na	90%	75%	15
Play areas	na	89%	80%	9
Support for frail/ older people	na	87%	85%	2
Street cleaning	78%	86%	87%	-1
Roads maintenance	na	69%	68%	1

% Very Satisfied / Satisfied (Excluding don't knows)

3.20 Comparison of East Lothian indicators against the Scottish average shows that 46 (58%) of the indicators are performing better than the Scottish average. East Lothian Council's quartile performance when ranking each performance indicator from 1 (highest performance/low cost) to 32 (lowest performance/high cost) improved slightly during 2019/20. Over a quarter of the council's indicators (26.4%) are in quartile 1 in 2019/20 compared to just 15% in 2018/19. Overall, 54% of the council's indicators are in quartile 1 and 2 compared to 45.6% in 2018/19. It should be noted that previous values can be updated to take into account corrections from all councils. This will affect ranking and quartile position for East Lothian Council.

Table 4: Count of LGBF indicators by quartile and year

Quartile	2018/19	%	2019/20	%
Quartile 1	14	15.2 %	23	26.4 %
Quartile 2	28	30.4 %	24	27.6 %
Quartile 3	30	32.6 %	24	27.6 %
Quartile 4	20	21.7 %	16	18.4 %

Positive Indicators

3.21 The following are some of the indicators that showed marked improvement in 2019/20:

- ENV2a: Net cost per waste collection per premise increased slightly to £71.20. Costs remain below the Scottish average of £98.70. Local satisfaction results for waste collection remain high at 94% (Residents Survey 2019)

- ENV5a: Cost of Trading Standards, Money Advice & Citizen Advice per 1000 now includes £180,000 for money advice. This has increased gross expenditure to £331,000. However, costs remain lower than the Scottish average and within the top 25% when compared to other councils.

- ENV4c: The majority of Environmental Service indicators are now performing better than the Scottish average. The percentage of B class roads that should be considered for maintenance treatment is 38.82%, which is an improvement from 18/19 where it was 42.7%. This is a positive improvement. The Scottish average is 35% so going in the right direction. The continued increased capital investment is bearing fruit, but this is predicated on the blend between preventative and renewals. The roads indicators can take a significant period of time to register the improvement or the level of defect. For example, 100% of A roads are measured annually, 50% of B, 25% of C and 10% of U and this can skew the figures. An important point to note is that the level of cost /investment is inversely proportionate to the condition.

- Corp 4: The cost per dwelling of collecting council tax has reduced from £6.81 (inflation adjusted) to £5.12. Rank position improved from 14th to 7th. The reduction in the cost of the service and an increase in domestic properties have impacted on this measure. The reduction in Service costs are due to a number of factors, including a reduction in the percentage split of management and support/development costs allocated to Council Tax (from 25% to 20%), due to there being more teams within the Revenues service; work undertaken on Sheriff Officer and Allpay fees to ensure an accurate split of fees across all Revenues services, leading to a reduction in the costs allocated to Council Tax; a reduction in overall debt management costs within Revenues, leading to a lower allocation of costs to Council Tax; vacancies within the Council Tax and Debt Management teams, pending the outcome of a service review.

- Corp 6a & 6b: Average days absent per Teacher has reduced from 6.4 days to 4.92 days. Absence levels for other employees reduced to 9.46 days. ELC now ranks second for both of these measures compared to 19th for teachers and 18th for other employees the previous year.

- HSN1b; Gross rent arrears reduced from 7.5% at end 2018/19 to 6.29% at end 2019/20. Performance is now within the first quartile.

- HSN2: Percentage of rent due in the year that was lost due to voids has reduced by over 55% from 1.2% to 0.53% for 2019/20. ELC now ranks 3rd when compared with other councils. A significant improvement from 19th place the previous year.

- HSN5a: % of council buildings that are energy efficient increased from 58.5% to 82.8% and now ranks 15th compared to 24th due to investment in energy measures as part of the council's capital housing modernisation programme.

- SW2: SDS spend on adults 18 years and over as a percent of social work spend has increased from 4.4% to 7.17% for 2019/20. Rank position has improved when compared with other councils from 19th to 8th, which places ELC within the first quartile.

- SW8: Number of days people aged 75+ per 1000 spend in hospital when they are ready to be discharged reduced from 640.6 per 1000 to 326.9, with ranking now in the first quartile.

- C&L5a; 5b; 5c; & 5d: Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. Satisfaction with libraries increased from 69% to 74.5%. Satisfaction of leisure facilities also improved from 68.2% to 71.8%.

- CHN22: % of child protection re-registrations within 18 months fell from 4.6% to 0 and East Lothian's ranking improved from 9th to 1st.

- CHN23: & of Looked After Children with more than 1 placement in the last 12 months fell from 26.4% to 16.9% and East Lothian's ranking improved from 24th to 10th.

Areas for further investigation and improvement

3.22 Several indicators have declining performance or are within quartiles 3 or 4 and require further investigation through benchmarking activity:

- ENV4a: Cost per Km of road increased from £6775.6 to £8323. This is due to an increase in gross expenditure of 22.8% in road and winter maintenance. Km of roads remained the same at 1,367. The LGBF dataset comprises both revenue and capital spend. Revenue spend was £2.412m. Capital spend increased from £6.559 million to £8.969 million and included the purchase of land for the A1/QMU junction upgrade and an increase in externally funded spend.

  One of the main changes in recent years is the length of KM of Roads that we maintain. It has gone from 920km which was the same for over 10 years up to 2017/18 to 1367km from 18/19. This resulted from a major piece of work undertaken in 2018/19, which involved consolidating historic data from various sources and records being transferred to a computerised system, which was much more accurate. In addition, all new roads that had been constructed and adopted during the past 10 years were also added.

- ECON1: Unemployed People Assisted into work from Council operated / funded Employability Programmes remains within the fourth quartile at 5.71%. The Scottish average is 12.7%. This indicator is a measure of the total number of registered unemployed people in a year having received support from a Council funded / operated employability programme and who go on to access employment.

- C&L1: Cost per attendance at sports facilities increased from £3.5 to £3.7. Rank position declined to 27th. The Scottish average for this measure is £2.7. Net expenditure reduced from £3,947 to £3,678 (£000s) and number of attendances also reduced from 1,138,913 to 991,442 in 2019/20.

- Corp 8: Payment of invoices within 30 days remains within the fourth quartile at 86%; the Scottish average is 91.7%.

- Corp-Asset1: Percentage of operational buildings that are suitable for their current use has declined slightly from 84.9% to 81.3%. Performance is under the Scottish average of 82.5%. Rank position has moved from 16th to 22 (quartile 3). There were recent changes to the suitability survey format, which may have had some impact on the performance results. Further analysis is taking place to determine what factors have led to the slight decline and what actions we can be taken to address any issues raised within the budget.

4 POLICY IMPLICATIONS

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

5 INTEGRATED IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

6.1 Financial – none.

6.2 Personnel – none.

6.3 Other – none.

7 BACKGROUND PAPERS

7.1 Appendix 1: East Lothian LGBF Summary Report 2019/20

7.2 Appendix 2: East Lothian LGBF Performance Report 2019/20 (Service Categories /Indicator Type)

7.3 National Benchmarking Overview Report 2019/20: https://www.improvementservice.org.uk/benchmarking/reports

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Appendix 1 - LGBF Summary Report 2019/20

2019/20

East Lothian

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
CHN1	Cost Per Primary School Pupil	4796.3	5000.46	204.2	5598.9	1	1
CHN2	Cost per Secondary School Pupil	6564.0	6849.98	286.0	7537.7	3	1
CHN3	Cost per Pre-School Education place	3954.5	5564.26	1609.8	6786.8	5	1
CHN8a	The Gross Cost of "Children Looked After" in Residential based services per Child per Week	2712.7	3559.13	846.4	3852.7	13	2
CHN8b	The Gross Cost of "Children Looked After" in a community setting per Child per Week	284.5	231.99	-52.5	349.7	5	1
CHN9	Balance of Care for 'looked after children': % of children being looked after in the community	82.5	84.62	2.1	90.1	26	4
CHN10	% of adults satisfied with local schools	71.9	69.20	-2.7	71.8	26	4
CHN11	Proportion of pupils entering positive destinations	95.8	92.49	-3.3	93.3	19	3
CHN17	Percentage of children meeting developmental milestones	85.8	86.60	0.8	85.7	12	2
CHN18	% of funded early years provision which is graded good/better	83.9	84.20	0.3	90.2	28	4
CHN19a	% rate of school attendance	93.1					
CHN19b	% school attendance for 'Looked After Children'	86.0					
CHN20a	school exclusion rate per 1000 pupils	16.8					
CHN20b	School exclusion rate per 1000 Looked After Children	206.9					
CHN21	Participation Rates for 16-19 year olds	94.0	94.46	0.5	92.1	8	1
CHN22	% of child protection re-registrations within 18 months	4.8	0.00	-4.8	6.9	1	1
CHN23	Percentage of looked after children with more than 1 placement in the last year (Aug-July)	26.4	16.92	-9.5	16.7	10	2
CORP 1	Support services as a % of Total Gross expenditure	5.3	5.03	-0.2	4.0	24	3
CORP 3b	The percentage of the highest paid 5% of employees who are women	54.1	56.30	2.2	56.7	16	2
CORP 3c	The gender pay gap	3.3	2.30	-1.0	3.4	13	2
CORP 4	The cost per dwelling of collecting council tax	6.8	5.12	-1.7	6.6	7	1
CORP 6a	Sickness Absence Days per Teacher	6.4	4.92	-1.5	6.3	2	1
CORP 6b	Sickness Absence Days per Employee (non-teacher)	11.7	9.46	-2.3	11.9	2	1
CORP 7	Percentage of income due from Council Tax received by the end of the year	96.9	96.75	-0.1	95.8	10	2
CORP 8	Percentage of invoices sampled that were paid within 30 days	86.1	86.00	-0.1	91.7	26	4
CORP-ASSET1	% of operational buildings that are suitable for their current use	84.9	81.31	-3.6	82.5	22	3
CORP-ASSET2	% of internal floor area of operational buildings in satisfactory condition	89.1	89.30	0.2	88.6	18	3
SW1	Home Care Costs per Hour for people 65 or over	16.5	15.21	-1.3	26.0	3	1
SW2	SDS spend on adults 18+ as a % of total social work spend on adults 18+	4.4	7.17	2.8	7.8	8	1
SW3a	% of people aged 65 or over with long term care needs receiving personal care at home	60.0	60.97	0.9	61.7	21	3
SW4b	% of adults who agree that their services had an impact in improving their quality of life		70.02	-4.9	80.0	31	4
SW4c	% of adults supported at home who agree they are supported to live as independently as possible		71.63	71.6	80.8	31	4
SW4d	% of adults supported at home who agree they had a say in how their care/support was provided		75.49	75.5	75.4	15	2
SW4e	% of carers who feel supported to continue in their caring role		32.67	32.7	34.3	24	3
SW5	Residential Care Costs per week per resident for people aged 65 or over	439.1	406.58	-32.5	401.5	17	3
SW6	Rate of readmission to hospital within 28 days per 1,000 discharges	99.3	101.70	2.4	104.7	14	2
SW7	% Proportion of care services graded "good" or better in Care Inspectorate inspections	76.5	80.00	3.5	81.8	18	3
SW8	Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	640.7	326.98	-313.7	773.8	7	1
C&L1	Cost per attendance at sports facilities	3.5	3.71	0.2	2.7	27	4
C&L2	Cost per library visit	1.9	2.03	0.1	2.0	12	2
C&L3	Cost of museums per visit	1.8	1.87	0.1	3.3	7	1
C&L4	Cost of parks & open spaces per 1,000 population	27859.8	25688.67	-2171.1	20111.9	28	4
C&L5a	% of adults satisfied with libraries	69.2	74.50	5.3	72.4	16	2
C&L5b	% of adults satisfied with parks and open spaces	85.4	87.37	2.0	83.5	10	2
C&L5c	% of adults satisfied with museums and galleries	61.0	64.30	3.3	69.3	16	2
C&L5d	% of adults satisfied with leisure facilities	68.2	71.87	3.7	70.1	15	2
ENV1a	Net cost per Waste collection per premise	58.9	58.24	-0.7	68.8	15	2
ENV2a	Net cost per waste disposal per premise	68.2	71.20	3.0	98.8	4	1
ENV3a	Net cost of street cleaning per 1,000 population	13072.9	11737.79	-1335.1	15230.1	17	3
ENV3c	Street cleanliness score	91.8	91.40	-0.4	92.2	20	3
ENV4a	Cost of maintenance per kilometre of roads	6775.6	8040.08	1264.5	9707.4	11	2
ENV4b	Percentage of A class roads that should be considered for maintenance treatment	31.8	30.45	-1.3	30.6	22	3
ENV4c	Percentage of B class roads that should be considered for maintenance treatment	42.7	38.32	-4.4	35.0	29	4
ENV4d	Percentage of C class roads that should be considered for maintenance treatment	34.3	30.85	-3.4	35.1	12	2
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment	33.0	33.24	0.2	37.8	9	2
ENV5	Cost of trading standards and envirmental health per 1,000 population	12550.0	14371.09	1821.1	19938.4	5	1
ENV5a	Cost of Trading Standards, Money Advice & Citizen Advice per 1000	1336.3	3090.86	1754.5	6162.3	4	1
ENV5b	Cost of Environmental Health per 1000 population	11213.6	11280.23	66.6	13776.2	13	2
ENV6	% of total household waste arising that is recycled	53.1	55.31	2.2	44.9	9	2
ENV7a	% of adults satisfied with refuse collection	79.8	79.43	-0.3	74.3	17	3
ENV7b	% of adults satisfied with street cleaning	78.9	77.57	-1.3	62.6	1	1
HSN1b	Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	7.5	6.29	-1.2	7.3	7	1
HSN2	Percentage of rent due in the year that was lost due to voids	1.2	0.53	-0.7	1.1	3	1
HSN3	Percentage of dwellings meeting Scottish Housing Standards	96.7	97.45	0.8	94.9	8	1
HSN4b	Average time taken (days) to complete non-emergency repairs	9.0	7.23	-1.7	7.3	15	2
HSN5a	Percentage of council dwellings that are energy efficient	58.5	82.81	24.3	84.1	15	2
ECON1	Unemployed People Assisted into work from Council operated / funded Employability Programmes	5.7	5.71	0.1	12.7	27	4
ECON2	Cost of Planning & Building Standards per planning application	3061.3	3536.72	475.4	4440.2	6	1

LGBF ID	Indicator Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Quartile
ECON3	Average time per business and industry planning application (weeks)	10.8	10.74	-0.1	10.5	22	3
ECON4	% of procurement spent on local enterprises	19.4	24.90	5.5	28.5	18	3
ECON5	No of business gateway start-ups per 10,000 population	18.5	16.71	-1.8	16.4	18	3
ECON6	Cost of Economic Development & Tourism per 1,000 Population	53811.9	48930.81	-4881.1	102811.1	8	1
ECON7	Proportion of people earning less than the living wage	20.8	16.60	-4.2	16.9	10	2
ECON8	Proportion of properties receiving superfast broadband	88.9	92.80	3.9	93.3	20	3
ECON9	Town Vacancy Rates	8.4	9.18	0.8	11.7	12	2
ECON10	Available employment land as a % of total land allocated for employment purposes in LDP	7.3	7.29	0.0	36.2	30	4
FINSUS1	Total useable reserves as a % of council annual budgeted net revenue	11.2	8.69	-2.5	16.9	29	4
FINSUS2	Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.7	1.62	0.0	3.8	26	4
FINSUS3	Ratio of Financing Costs to Net Revenue Stream – General Fund	6.9	6.03	-0.9	7.2	10	2
FINSUS4	Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	29.8	31.92	2.1	22.6	21	3
FINSUS5	Actual outturn as a percentage of budgeted expenditure	98.8	101.31	2.5	99.4	1	1
CLIM1	CO2 emissions area wide per capita	10.8					
CLIM2	CO2 emissions area wide: emissions within scope of LA per capita	5.1					

Appendix 2 - LGBF Performance Report 2019/20 (Service Categories / Measure Type)

Fiscal_YR	2019/20
Local Authority	East Lothian

Key to Icons

Values

● = Better than the Scottish Average (Profile based)

Quartile

● = Quartile 1 within top 8 (25%) of Councils

▲ = Quartile 2 within top 16 (50%) of Councils

▲ = Quartile 3 within the lower 16 (50%) of Councils

◆ = Quartile 4 within the lower 8 (25%) of Councils

(Profile based : Cost KPIs & specific performance KPIs: CHN20a CHN20b CHN22 CHN23 CORP 1 CORP 3c CORP 6a CORP 6b SW1 ENV4b ENV4c ENV4d ENV4e HSN1b HSN2 HSN4b Econ3= **lower is better**;
All other Performance & Satisfaction KPIs = **Higher is better**)
CHN19a,CHN20a & CHN20b: Previous Yr= 2 years
All previous costs values are real adjusted costs

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Cost										
Children's Services										
CHN1 Cost Per Primary School Pupil	4796.3	5000.46 ●	5598.9	204.2	4.3 %	1	2	1 ●	5481.1	Primary education gross expenditure increased in real terms from £41,541 to £43,134 (£000s). Number of pupils is 8626. Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
CHN2 Cost per Secondary School Pupil	6564.0	6849.98 ●	7537.7	286.0	4.4 %	3	1	1 ●	7186.3	Secondary education gross expenditure increased in real terms from £38,117 to £41,278 (£000s). Number of pupils increased from 5,807 to 6,026. Overall, ELC cost per secondary pupil is the lowest when compared to other councils. The national average is £7531.
CHN3 Cost per Pre-School Education place	3954.5	5564.26 ●	6786.8	1609.8	40.7 %	5	5	1 ●	6093.4	Cost per Pre-School Education place increased by 8.5% to £5564 in 2019/20. The number of places increasd by 140 to 1,992. Gross expenditure increased against the previous year from £7,324 to £11,084 (£000s) in real terms. Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
CHN8a The Gross Cost of "Children Looked After" in Residential based services per Child per Week	2712.7	3559.13 ●	3852.7	846.4	31.2 %	13	5	2 ▲	3803.9	The Gross cost of residential care has increased by 31.2% to £3559.13 per week in 2019/20.
CHN8b The Gross Cost of "Children Looked After" in a community setting per Child per Week	284.5	231.99 ●	349.7	-52.5	-18.5 %	5	10	1 ●	306.3	The Gross cost has reduced by 18.5% to £231.99 per week.
Corporate Services										
CORP 1 Support services as a % of Total Gross expenditure	5.3	5.03	4.0	-0.2	-4.5 %	24	27	3 ▲	4.0	
CORP 4 The cost per dwelling of collecting council tax	6.81	5.12 ●	6.6	-1.7	-24.8 %	7	14	1 ●	6.0	There has been a 24.8% decrease in the reported figure for 2019/20 to £5.21 per dwelling, which is less than the Scottish average of £6.6. The number of dwellings has increased from 48,437 to 49,470 in 2019/20. The net cost of collecting Council Tax reduced from £329,943 (inflation adjusted) to £253,411 in 2019/20.

Fiscal_YR	2019/20
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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Adult Care Services										
SW1 Home Care Costs per Hour for people 65 or over	16.5	15.21	26.0	-1.3	-7.6 %	3	4	1	26.7	Home care cost per hour have reduced to £15.21. The total home care cost for East Lothian reduced from £9,179 to £8,498 (£000s). The number of care hours provided for the year increased from 557,492 to 558,695 . Costs are within the top 25% of the Benchmarking Group and below the Scottish average.
SW5 Residential Care Costs per week per resident for people aged 65 or over	439.1	406.58	401.5	-32.5	-7.4 %	17	19	3	432.1	Residential care costs per week for people aged 65 and over reduced from £439 to £406.58 for 2019/20. This is just above the Scottish average and lower than the family group median.
Environmental Services										
ENV1a Net cost per Waste collection per premise	58.9	58.24	68.8	-0.7	-1.2 %	15	10	2	58.0	
ENV2a Net cost per waste disposal per premise	68.2	71.20	98.8	3.0	4.3 %	4	3	1	84.3	
ENV3a Net cost of street cleaning per 1,000 population	13072.9	11737.79	15230.1	-1335.1	-10.2 %	17	19	3	10946.3	Net cost of street cleaning per 1000 population reduced by 10.2% to £11,737.7 in 2019/20. This is below the Scottish average of £15,230. Net expenditure on street cleaning has reduced in real terms from £1,383 to £1,257 (£000s).
ENV4a Cost of maintenance per kilometre of roads	6775.6	8040.08	9707.4	1264.5	18.7 %	11	7	2	9555.8	Cost of roads per Km increased by 18.7% from £6,776 to £8,040 in 2019/20. This is due to an increase in gross expenditure in road and winter maintenance. Km of roads remained the same at 1,367
ENV5 Cost of trading standards and envirmental health per 1,000 population	12550.0	14371.09	19938.4	1821.1	14.5 %	5	1	1	15639.6	
ENV5a Cost of Trading Standards, Money Advice & Citizen Advice per 1000	1336.3	3090.86	6162.3	1754.5	131.3 %	4	1	1	4610.0	The ELC figure for this measure includes £180,000 for money advice. This has increased gross expenditure to £331,000. Costs remain lower than the Scottish average and within the top 25% when compared to other councils.
ENV5b Cost of Environmental Health per 1000 population	11213.6	11280.23	13776.2	66.6	0.6 %	13	9	2	11546.7	

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Local Government Benchmarking Framework

East Lothian Council

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Economic development										
ECON2 Cost of Planning & Building Standards per planning application	3061.3	3536.72 ●	4440.2	475.4	15.5 %	6	4	1 ●	4851.9	
ECON6 Cost of Economic Development & Tourism per 1,000 Population	53811.9	48930.81 ●	102811.1	-4881.1	-9.1 %	8	12	1 ●	60278.4	
Culture & leisure Services										
C&L1 Cost per attendance at sports facilities	3.5	3.71	2.7	0.2	7.0 %	27	24	4 ◆	2.4	Cost per attendance at sports facilities has increased to £3.71. Net expenditure has reduced from £3,947 to £3,678 (£000s). Number of attendances has also reduced from 1,138,913 to 991,442 for 2019/20. Costs are above the Scottish average and family group median. Rank position remains within the lower quartile when compared with other councils.
C&L2 Cost per library visit	1.9	2.03	2.0	0.1	6.9 %	12	11	2 △	2.1	
C&L3 Cost of museums per visit	1.8	1.87 ●	3.3	0.1	5.4 %	7	6	1 ●	2.3	Cost per museum visit increased to £1.87 for 2019/20. Net expenditure of museums and galleries increased to £337,000. Number of museum visits reduced by 6.8% to 180641. Cost per museum visit remains low as the Museum Service has maximised the use of volunteers and 2 Museums – Musselburgh and the Coastal Communities Museum, North Berwick are volunteer led and others receive significant volunteer support.
C&L4 Cost of parks & open spaces per 1,000 population	27859.8	25688.67	20111.9	-2171.1	-7.8 %	28	26	4 ◆	22480.4	

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Performance										
Children's Services										
CHN9 Balance of Care for 'looked after children': % of children being looked after in the community	82.5	84.62	90.1	2.1	2.5 %	26	27	4 ◆	84.9	
CHN11 Proportion of pupils entering positive destinations	95.8	92.49	93.3	-3.3	-3.4 %	19	9	3 ▲	93.2	
CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	69.9						22			Data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication
CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	76.9						22			Data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication
CHN14a Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	27.1						28			Data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication
CHN14b Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	23.5						26			Data from Teacher Judgements was not collected this year due to Covid, therefore these indicators will not be included in this year's publication
CHN17 Percentage of children meeting developmental milestones	85.8	86.60 ●	85.7	0.8	0.9 %	12	16	2 ▲	87.4	
CHN18 % of funded early years provision which is graded good/better	83.9	84.20	90.2	0.3	0.3 %	28	28	4 ◆	89.8	
CHN19a % rate of school attendance	93.1						16			Values are updated every 2 years for this indicator. Previous figure is the latest value
CHN19b % school attendance for 'Looked After Children'	86.0						20			Values are updated every 2 years for this indicator. Previous figure is the latest value
CHN20a school exclusion rate per 1000 pupils	16.8						11			Values are updated every 2 years for this indicator. Previous figure is the latest value

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CHN20b School exclusion rate per 1000 Looked After Children	206.9						22			Values are updated every 2 years for this indicator. Previous figure is the latest value
CHN21 Participation Rates for 16-19 year olds	94.0	94.46	92.1	0.5	0.5 %	8	8	1	93.8	
CHN22 % of child protection re-registrations within 18 months	4.8	0.00	6.9	-4.8	-100.0 %	1	9	1	7.5	
CHN23 Percentage of looked after children with more than 1 placement in the last year (Aug-July)	26.4	16.92	16.7	-9.5	-36.0 %	10	24	2	17.8	
Corporate Services										
CORP 3b The percentage of the highest paid 5% of employees who are women	54.1	56.30	56.7	2.2	4.1 %	16	17	2	57.0	
CORP 3c The gender pay gap	3.30	2.30	3.4	-1.0	-30.3 %	13	14	2	1.6	
CORP 6a Sickness Absence Days per Teacher	6.40	4.92	6.3	-1.5	-23.1 %	2	19	1	5.9	ELC introduced a new Human Resources Payroll System in April 2019 and the information relating to absence is coming directly from the system as opposed to being extracted, merged with data from other software and manipulated within another system. We consider therefore that this extracted data is reliable and, as the new system is embedded, we anticipate improved recording.
CORP 6b Sickness Absence Days per Employee (non-teacher)	11.72	9.46	11.9	-2.3	-19.3 %	2	18	1	10.4	We continue to revise the Managing Attendance Policy and provide manger training and assistance through our OD team, HR adviser network and working closely with our OH provider. A programme of flu jabs was offered to all staff and absence, as a result of flu, declined. Our Healthy Working Lives (HWL) programme delivered sessions and information on a monthly basis. Mental Wellbeing was a focus for the HWL team and developing a network of Mental Health First Aiders (MHFA) - Listening Ears as well as promoting the new Employee Assistance Programme Service was a priority. We now have MHFA trainers within East Lothian Council to enable delivery when required. As well as Mental Health First Aid training, we provided Resilience training, Mentally Healthy Workplaces training and Mental Health Awareness as well as offering Mental Wellbeing modules via E-learning

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CORP 7 Percentage of income due from Council Tax received by the end of the year	96.88	96.75 ●	95.8	-0.1	-0.1 %	10	9	2 ▲	96.0	ELC Council tax collection performance of 96.75% is above the Scottish average and the family group median. The figure is derived by calculating the income received from council tax for the year of £54,905,707 and dividing this by the income due from council tax for the year, excluding reliefs and rebates of £56,747,868. These figures relate to council tax charges and payments only and exclude water and sewerage. A 4.79% increase was applied to council tax charges in 2019/20 and an additional 1,033 new properties added to the valuation list. More intervention work is being carried out by the council tax team to ensure those affected by welfare reform are able to maintain payments. We are seeing a higher number of repayment arrangements which can extend beyond the current financial year.
CORP 8 Percentage of invoices sampled that were paid within 30 days	86.1	86.00	91.7	-0.1	-0.1 %	26	27	4 ◆	92.2	
CORP-ASSET1 % of operational buildings that are suitable for their current use	84.9	81.31	82.5	-3.6	-4.3 %	22	16	3 ▲	90.3	Target for annual improvement for Suitability is currently set at 0.5% in order to reach a realistic target which is achievable based on budgetary constraints, corporate objectives and other factors. Reasons and explanation of why performance may change for 2019-2020, compared with previous years, may be the result of factors including: New build works; Refurbishment works, of existing buildings, which have improved Suitability; Changes to Estate (e.g. properties acquired/disposed properties changing from Non; Operational to Operational) which could inadvertently affect overall percentage of Suitability of the Estate; and Recent Condition Surveys have been carried out.
CORP-ASSET2 % of internal floor area of operational buildings in satisfactory condition	89.1	89.30 ●	88.6	0.2	0.2 %	18	16	3 ▲	90.4	Reasons and explanation why performance may change for 2019-2020 compared with previous years may be the result of a number of factors including: New build works; Refurbishment works, of existing buildings, which have improved Condition; Changes to Estate (e.g. properties acquired/disposed, properties changing from NonOperational to Operational) which could inadvertently affect overall percentage of Condition of Estate; and Recent Condition Surveys have been carried out.

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Key to Icons

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Adult Care Services										
SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+	4.4	7.17	7.8	2.8	64.5 %	8	19	1 ●	5.8	
SW3a % of people aged 65 or over with long term care needs receiving personal care at home	60.0	60.97	61.7	0.9	1.6 %	21	20	3 ▲	61.9	
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges	99.3	101.70 ●	104.7	2.4	2.4 %	14	14	2 ▲	106.7	Due to data availability issues, this year the data is presented as Calendar year, rather than Financial year.
SW7 % Proportion of care services graded "good" or better in Care Inspectorate inspections	76.5	80.00	81.8	3.5	4.6 %	18	26	3 ▲	80.9	
SW8 Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	640.7	326.98 ●	773.8	-313.7	-49.0 %	7	19	1 ●	711.6	
Environmental Services										
ENV3c Street cleanliness score	91.8	91.40	92.2	-0.4	-0.4 %	20	22	3 ▲	91.6	
ENV4b Percentage of A class roads that should be considered for maintenance treatment	31.8	30.45 ●	30.6	-1.3	-4.2 %	22	25	3 ▲	31.8	All A Class roads are surveyed every 2 years
ENV4c Percentage of B class roads that should be considered for maintenance treatment	42.7	38.32	35.0	-4.4	-10.3 %	29	30	4 ◆	36.0	50% of B Class roads are surveyed every 2 years
ENV4d Percentage of C class roads that should be considered for maintenance treatment	34.3	30.85 ●	35.1	-3.4	-10.0 %	12	16	2 ▲	37.3	50% of C Class roads are surveyed every 4 years
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	33.0	33.24 ●	37.8	0.2	0.7 %	9	10	2 ▲	36.4	
ENV6 % of total household waste arising that is recycled	53.1	55.31 ●	44.9	2.2	4.2 %	9	11	2 ▲	55.1	Two percent increase in our recycling rate, non recyclable waste and food waste remained static, with a small increase to kerbside recycling capture and increased garden waste due to a relatively wetter summer and milder winter.

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Housing Services										
HSN1b Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	7.5	6.29 ●	7.3	-1.2	-16.1 %	7	12	1 ●	7.1	There has been a 1.21% reduction in the reported figure for 2019/20 to 6.29%, which is less than the Scottish average of 7.3%. Current tenant rent arrears reduced by £157,326.94 in-year, a continuation of the downward trend reported in 2017/18 and again in 2018/19 following the introduction of Universal Credit Full Service in 2016. An increase of £45,411.26 in former tenant debt in-year meant that we reported a net in-year reduction in the combined debt of £111,915.68.
HSN2 Percentage of rent due in the year that was lost due to voids	1.2	0.53 ●	1.07	-0.7	-55.7 %	3	19	1 ●	0.78	Percentage of rent due in the year that was lost due to voids has reduced by over 55% from 1.2% to 0.53% for 2019/20. ELC now ranks 3rd when compared with other councils. A significant improvement from 19th place the previous year. There were multiple factors that led to the reduction in the Void Rent Loss figure from the previous year, including a reduction in the number of voids, a reduction in void turnaround time and changes to the guidance as well as refinement of the East Lothian data to exclude prior year void charges (that were previously included), which resulted in a reduction of the base figure as well as the overall percentage rent loss.
HSN3 Percentage of dwellings meeting Scottish Housing Standards	96.7	97.45 ●	94.9	0.8	0.8 %	8	13	1 ●	94.9	Compliance with the standard remains high; nevertheless the Council continues to provide additional support to those tenants who have previously refused the upgrade work that would allow full compliance as well as exploring options around mixed tenure shared door entry systems. These are classed as exemptions rather than fails.
HSN4b Average time taken (days) to complete non-emergency repairs	9.0	7.23 ●	7.3	-1.7	-19.4 %	15	19	2 ▲	7.1	Performance sits at just under the Scottish average with corresponding tenant satisfaction also sitting above the Scottish average. Notwithstanding this, development work around new technology and mobile working continues with an aim of bringing in further improvements and increased tenant satisfaction.

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HSN5a Percentage of council dwellings that are energy efficient	58.5	82.81	84.1	24.3	41.5 %	15	24	2 △	78.7	The service has continued to invest heavily in energy measures as part of our capital housing modernisation programmes. In addition, we have also invested time, resource and finance into the energy module within our asset management system (Keystone), which allows us to monitor and assess energy performance in line with the EESSH technical guidance. As part of these works, we quickly identified that a number of properties, subject to previous significant energy works, had not been assessed accordingly and actually met the standard.

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Economic development										
ECON1 Unemployed People Assisted into work from Council operated / funded Employability Programmes	5.7	5.71	12.7	0.1	1.1 %	27	26	4	18.8	% of unemployed people assisted into work remains within the fourth quartile at 5.71%. The Scottish average is 12.7%. This indicator is a measure of the total number of registered unemployed people in a year having received support from a Council funded / operated employability programme and who go on to access employment.
ECON3 Average time per business and industry planning application (weeks)	10.8	10.74	10.5	-0.1	-1.0 %	22	26	3	8.3	
ECON4 % of procurement spent on local enterprises	19.4	24.90	28.5	5.5	28.5 %	18	23	3	22.0	
ECON5 No of business gateway start-ups per 10,000 population	18.5	16.71	16.4	-1.8	-9.8 %	18	16	3	19.0	
ECON7 Proportion of people earning less than the living wage	20.8	16.60	16.9	-4.2	-20.2 %	10	12	2	20.1	
ECON8 Proportion of properties receiving superfast broadband	88.9	92.80	93.3	3.9	4.4 %	20	20	3	93.5	
ECON9 Town Vacancy Rates	8.4	9.18	11.7	0.8	9.4 %	12	11	2	10.5	
ECON10 Available employment land as a % of total land allocated for employment purposes in LDP	7.3	7.29	36.2	0.0	-0.1 %	30	29	4	20.5	

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Local Government Benchmarking Framework

East Lothian Council

Key to Icons

Values

● = Better than the Scottish Average (Profile based)

Quartile

● = Quartile 1 within top 8 (25%) of Councils

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▲ = Quartile 3 within the lower 16 (50%) of Councils

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(Profile based : Cost KPIs & specific performance KPIs: CHN20a CHN20b CHN22 CHN23 CORP 1 CORP 3c CORP 6a CORP 6b SW1 ENV4b ENV4c ENV4d ENV4e HSN1b HSN2 HSN4b Econ3= **lower is better**; All other Performance & Satisfaction KPIs = **Higher is better**)

CHN19a,CHN20a & CHN20b: Previous Yr= 2 years

All previous costs values are real adjusted costs

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Financial Sustainability										
FINSUS1 Total useable reserves as a % of council annual budgeted net revenue	11.2	8.69	16.9	-2.5	-22.3 %	29	24	4 ◆		A new addition to the LGBF for 2019/20. This has been incorporated to provide an indication on the level of reserves (both committed and uncommitted). A low level of reserves may be a sign that a council could struggle if any unknown financial surprises were to occur. If too much money is held in reserves then it could be construed that funds are not being maximised. ELC ranks 29th for this measure.
FINSUS2 Uncommitted General Fund Balance as a % of council annual budgeted net revenue	1.7	1.62	3.8	0.0	-3.0 %	26	27	4 ◆		A new addition to the LGBF for 2019/20. This measure has been incorporated to provide an indication on the level of uncommitted reserves. A low level of uncommitted reserves may be a sign that a council could struggle if any unknown financial surprises were to occur. This is in line with Audit Scotland guidance that such balances should be in the range 2-4%. Local Authorities outwith these parameters either has too little uncommitted reserves, or too much in uncommitted reserves which could be put to better use.
FINSUS3 Ratio of Financing Costs to Net Revenue Stream – General Fund	6.9	6.03 ●	7.2	-0.9	-13.1 %	10	13	2 ▲		A new addition to the LGBF for 2019/20. This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure by identifying the proportion of the revenue budget required to meet financing costs, net of investment income
FINSUS4 Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	29.8	31.92	22.6	2.1	7.0 %	21	20	3 ▲		A new addition to the LGBF for 2019/20. This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure for the HRA, by identifying the proportion of the revenue budget required to meet financing costs, net of investment income

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
FINSUS5 Actual outturn as a percentage of budgeted expenditure	98.8	101.31 ●	99.4	2.5	2.6 %	1	21	1 ●		A new addition to the LGBF for 2019/20. The need for budgets and forecasts to reflect actual spending becomes increasingly important for councils with decreasing or low levels of usable reserves to draw on. Councils cannot continue to rely on underspends in certain services offsetting overspending elsewhere. Where services have been found to consistently overspend, budgets should be revised to reflect true spending levels and patterns. This requires good financial management to ensure spending is accurately forecast and monitored within the year. This measure looks at how well the Council has adhered to their financial plans, i.e. good financial management. The budget is set at the beginning of the year and measured against the actual expenditure occurred. The indicator is not however measuring if you are making savings or overspending, it is measuring how good is the Council's financial management to ensure spending is accurately forecast and monitored within the year.
Tackling Climate Change										
CLIM1 CO2 emissions area wide per	10.8						31			A new addition to the LGBF for 2019/20
CLIM2 CO2 emissions area wide: emissions within scope of LA per capita	5.1						17			A new addition to the LGBF for 2019/20

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East Lothian Council

LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Satisfaction										
Children's Services										
CHN10 % of adults satisfied with local schools	71.9	69.20	71.8	-2.7	-3.7 %	26	22	4	73.8	
Adult Care Services										
SW4b % of adults who agree that their services had an impact in improving their quality of life	74.9	70.02	80.0	-4.9	-6.5 %	31		4	77.7	
SW4c % of adults supported at home who agree they are supported to live as independently as possible		71.63	80.8	71.6	0.0 %	31		4	80.6	
SW4d % of adults supported at home who agree they had a say in how their care/support was provided		75.49	75.4	75.5	0.0 %	15		2	74.6	
SW4e % of carers who feel supported to continue in their caring role		32.67	34.3	32.7	0.0 %	24		3	32.4	
Environmental Services										
ENV7a % of adults satisfied with refuse collection	79.8	79.43	74.3	-0.3	-0.4 %	17	19	3	77.9	% of adults satisfied with refuse collection continuing downward trend reflective of falling levels of satisfaction nationally 79.43% 2017-20 down from high of 93.67% 2012-15 (Scottish average 74.3% 2017-20 down from high of 83.33% 2012-15).
ENV7b % of adults satisfied with street cleaning	78.9	77.57	62.6	-1.3	-1.7 %	1	1	1	62.2	

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LGBF ID & Title	Previous Yr	Values	Scottish Average	Variation	% Variation	Overall Rank	Prev Yr Rank	Quartile	Group Median	LGBF Comments
Culture & leisure Services										
C&L5a % of adults satisfied with libraries	69.2	74.50 ●	72.4	5.3	7.7 %	16	27	2 ▲	77.7	Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. This indicator is taken from the Scottish Household Survey. Samples sizes for East Lothian are small and respondents are not necessarily service users.
C&L5b % of adults satisfied with parks and open spaces	85.4	87.37 ●	83.5	2.0	2.3 %	10	16	2 ▲	86.7	Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. This indicator is taken from the Scottish Household Survey. Samples sizes for East Lothian are small and respondents are not necessarily service users.
C&L5c % of adults satisfied with museums and galleries	61.0	64.30	69.3	3.3	5.5 %	16	21	2 ▲	67.7	Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. This indicator is taken from the Scottish Household Survey. Samples sizes for East Lothian are small and respondents are not necessarily service users.
C&L5d % of adults satisfied with leisure facilities	68.2	71.87 ●	70.1	3.7	5.4 %	15	27	2 ▲	72.6	Culture and leisure satisfaction measures have improved when compared with the Scottish average. As a result, quartile position has also improved – now placing all measures within the 2nd quartile. This indicator is taken from the Scottish Household Survey. Samples sizes for East Lothian are small and respondents are not necessarily service users.