

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 9 September 2021

BY: Executive Director of Place

SUBJECT: 2021/22 Q1 and Top 50 Performance Indicators 2020/21

1 PURPOSE

1.1 To provide elected members with information regarding the performance of Council services during Q1 2021/22 (April – June 2021) and Top 50 Council Plan indicators for 2020/21.

2 RECOMMENDATIONS

2.1 Members are asked to note the report and otherwise 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 an established set of Key Performance Indicators to help monitor progress towards the outcomes contained in the Council Plan and East Lothian Plan. The indicators are updated on a quarterly basis and the results are reported to the Policy & Performance Review Committee. Appendix 1 provides the results of the Key Performance Indicators for Q1 2021/22. Appendix 2 provides the results for Top 50 Council Plan measures for 2020/21.

2021/22 Q1 Performance Indicators

3.2 The Covid-19 pandemic lockdown restrictions remained in place during most of the first quarter in 2021/22 and this has had an impact in some performance areas.

3.3 Some of Q1 indicators that may be of particular interest to members (Appendix 1) include:

- **Homelessness** (CH01, CH02 & CH03) – The number of cases has fluctuated throughout the previous year due to Covid-19. Figures are slightly up this quarter compared to last from 169 to 175. Average number of days to re-housing from temporary accommodation has increased from 321 (Q4) to 432 (Q1). This increase is due to several longer complex cases being rehoused. Homelessness assessments completed in under 28 days continues to improve and is above target at 92% as a result of a new framework being implemented.
- **Recycling & Fly-tipping** (SCL-AS03 & T&WS11) – The number of vehicles accessing recycling centres has remained consistent since September 2020 and throughout the lockdown in 2021. Figures are higher and above target in Q1 at 164,918 compared to 136,196 in Q4. Flytipping incidents have decreased to 90 in Q4 compared to 120 in the previous quarter.
- **Housing Benefit Process Times** (BEN01 & BEN02) – Average time (days) to process new Housing Benefit claims has increased from 21.5 in the previous quarter to 29 in Q1 against a target of 26 days. Processing times for changes in circumstances also increased from 4.1 days in Q4 to 13.4 days in Q1. This is due to additional pressures in processing Scottish Government grants and other COVID related work.
- **Council Tax Collection / Business Rates** (Rev06 & Rev07) – The pandemic continues to impact financially on local businesses and households. The focus continues to be to provide valuable support and to advise anyone in need of help and the Council continues to promote the various forms of Business Rates Relief. The Business rates collection rate for Q1 is above target at 12.9%. Council Tax collection rates is also above target at 27.9%. Although both Business Rates and Council Tax collection rates are above target for the quarter both are reporting lower levels of collection than were reported pre Covid-19.
- **Tenant Rent Arrears** (Rev08) – Current rent arrears stands at £1.117M compared to £1.308M in Q4. Council tenants continue to receive advice and support from the Rent Income team to encourage payment and also to apply for relief where eligibility exists. The restrictions around more advanced debt recovery work are still in place at end Q1. We have seen a significant reduction in outstanding debt after the summer rent charge break. The shift to daily payments for Universal Credit Alternative Payment Arrangements, from the historical batch payments, have also helped to reduce outstanding levels of debt.

Top 50 Council Plan Indicators

3.4 The Top 50 Council Plan Indicators have different reporting timeframes and many rely on national data which are not yet available. Appendix 2 provides the latest information on available data.

3.5 The table below provides a summary comparison of the 27 indicators for which comparable data is available for 2020/21 and 2019/20. This shows that overall 19

(70.4%) of these indicators either maintained or improved in performance over the last year, and 8 (29.6%) showed a decline in performance.

Table 1: Comparison of 2020/21 performance with 2019/20

Measure	2019/20	2020/21	Target	RAG
Proportion of people of working age (16-64) in employment in East Lothian (including self	0.59	0.55	0.60	●
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Univers	2.60%	5.40%	6.10%	●
EDU03 Number of people participating in EL Works operated or funded employability pro	554	557	550	●
EDU01 % of people involved in Council operated employability programmes progressed in	14.4	21.2	20	●
The % of young people receiving After Care who are in a positive destination	84	51		●
% of Looked After Children who feel settled where they live (8-17yr olds)	93	100		●
% of under 65 with long-term care needs receiving personal care at home	78.9	81.4	85	●
% of all under 65 non-residential service users receiving care under SDS Options 1, 2 and 3	72.3	65.6		●
% of 65+ with long-term care needs receiving personal care at home	59.1	58.6		●
% of all 65+ non-residential service users receiving care under SDS Options 1, 2 and 3	21.8	20.7		●
% of eligible 3 & 4 yr olds accessing 600 hours of early learning & childcare (1140 hours fro	102	97	99	●
% of primary school pupils benefitting from at least 2 hours per week of physical educatio	100	94		●
% of secondary school pupils (S1 to S4) benefitting from two periods of P. E. per week	100	100		●
Number of days people spend in hospital when they are ready to be discharged	3,227.00	2,589.00	7,381.00	●
Proportion of Community Councils with local Community Resilience Plans	60	60		●
EDSI03 Number of affordable house completions and Open Market Acquisitions	279	157	261	●
Average number of days taken to re-let properties	30.8	51.9	42	●
HSN4b CH Average time in days taken to complete non-emergency repairs	7.2	8.2	20	●
ENV6 T&WS % of total household waste arising that is recycled	55.3	52.3	60	●
Number of anti-social behaviour complaints reported to Police Scotland and the Council	6,648	9,317		●
Proportion of non-Direct Debit payments, including school payments, undertaken online	69.8	58.5		●
Number of on-line form transactions completed on Council website	12813	28578		●
% of employees agreeing that the Council is a great place of work	81	85.9		●
ELC Corp06 Average number of sickness absence days per local government employee incl	8.16	5.92		●
ELC Corp7 Percentage of income due from Council Tax received by the end of the year	96.8	95.5		●
HSN1b RWS Gross rent arrears as at 31 March each year as a % of rent due for the reportin	6.2	5.9		●
Budget out-turn within 1% of budget (0.2% underspend in 2017/18)	1.79	-4.53		●

3.6 Some of the Top 50 indicators that may be of particular interest to members (Appendix 2) include:

- **Reducing unemployment** (CP1 & CP2) (CP4 & CP5) – The pandemic has significantly impacted on measures to reduce unemployment and had a negative impact on the economy. Job density has decreased slightly from 0.59% to 0.55%. Unemployment (the % of working age population seeking work) increased from 2.6% in March 2020 (just as the pandemic lockdown started) to 5.4% in March 2021. However, it should be noted that since the relaxation of lockdown in the spring this figure has fallen to around 4% in July 2021.
- **Improve employability** (CP4 & CP5) – The number of people participating in EL Works programmes has been maintained at similar levels from previous years, increasing slightly from 554 to 557 and above target. The percentage progressing into employment has also increased from 14.4% to 21.2%.

- **Reducing crime and anti-social behaviour (CP41)** – There has been a sharp increase in anti-social behaviour and COVID related calls. The number of calls increased from 6648 to 9317 during the year. This includes both Police and Council (2,182) calls. This increase is partly due to the Covid-19 lockdown restrictions resulting in an increase in calls due to people spending more time at home. Also, all COVID 19 related calls were coded by Police Scotland as nuisance calls.
- **Harness technology in the provision of services (CP43)** – During the pandemic, there has been a significant increase in on-line transactions to the Council website from 12,813 to 28,578. This includes an increase in traffic relating to Covid-19 such as business grants and Council Tax reduction.
- **Improving attendance management and reducing staff absence (CP45 & CP46)** – The 2021 employee engagement survey that was carried out in May 2021, recorded an increase in the percentage of employees agreeing that the Council is a great place to work from 81% to 85.9%. The average number of sickness absence days lost per employee, including teachers reduced from 6.2% in 2019/20 to 5.9% in 2020/21.

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: 2021/22 Q1 Performance Indicators

7.2 Appendix 2: 2020/21 Top 50 Performance Report

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Appendix 1 - Council Plan Quarter Performance Report - Quarter 1

Dates

30/06/2021







Key to Icons

RAG status

-  Performance within target
-  Performance within tolerance levels
-  Performance outwith target / tolerance levels
-  Missing data
-  No target
-  No data or target

Growing Our Communities

No slicers

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
CH01 Number of homelessness cases	Increase community and individual resilience	169	175	200			Homeless cases are comparable with the previous quarter, although are higher than Q1 of 2020/21. Presentations fluctuated throughout the pandemic and have gradually increased in parallel with easing of restrictions.
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	Increase community and individual resilience	321	432	300			While a significant increase is evident re no. days to rehouse, this is due to a small number of very complex cases being rehoused following lengthy periods in temporary accommodation.
CH03 % homelessness assessments completed in under 28 days	Increase community and individual resilience	90.0	92.0	80.0			Significant improvement is evident during Q1 of 2021/22 and Q4 of 2020/21. A new framework was put in place February 2021 to ensure more efficient and effective working practices and new staff are in place, reducing pressures within the team. It is anticipated this figure will continue to show sustained improvement from previous quarters.

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
EH01 % Food Hygiene high risk Inspections achieved	Increase community and individual resilience				?!	?	
EH02 % of Food Standards high risk Inspections achieved	Increase community and individual resilience	0.0	0.0	0.0	★	→	
EH04 % food businesses broadly compliant with food hygiene law	Increase community and individual resilience				?!	?	
HSCP_CJ01 Percentage of Community Payback Orders successfully completed	Reduce crime and anti-social behaviour	78.8	62.5		!	✗	10 successful out of 16 completed
HSCP_CJ01b Number of Community Payback Orders	Reduce crime and anti-social behaviour	29	24				
RS01 Street lighting - repairs - average time in days	Better public transport and active travel		1.98	7	★	?	
RS02 Traffic lights - average time to repair failure (hours:mins)	Better public transport and active travel	9.59	8.19	48	★	↓✓	
SCL_AS01 Percentage of Other Waste Recycled	Increase waste recycling	100.0	100.0	90.0	★	→	
SCL_AS02 Percentage of Green Waste & Beach Waste Recycled	Increase waste recycling	100.0	100.0	100.0	★	→	
SCL_AS03 Number of Flytipping incidences	Increase waste recycling	120	90	88	★	↓✓	
T&WS11 Number of vehicles accessing recycling centres	Increase waste recycling	136196	164918	150000	★	↓✓	

Growing Our Economy

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
DM11 Major developments: average number of weeks to decision	Support the growth of East Lothians economy	10.9			?!	?	Figures reported in quarter 2
DM12 Local developments: average time in weeks	Support the growth of East Lothians economy	9.2			?!	?	Figures reported in quarter 2
DM13 All Local developments: % determined within 2 months	Support the growth of East Lothians economy	82.8			?!	?	Figures reported in quarter 2
DM14 Householder developments: average time (weeks)	Support the growth of East Lothians economy	7.5			?!	?	Figures reported in quarter 2
DM18 Approval Rates: Percentage of all applications granted in period	Support the growth of East Lothians economy	96.3			?!	?	Figures reported in quarter 2
EDSI_B01 Number of Business Gateway-Start ups	Support the growth of East Lothians economy				?!	?	
EDSI_B02 Percentage of Business Gateway-Start ups that are trading after 12 months	Support the growth of East Lothians economy				?!	?	
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	Reduce unemployment				?!	?	
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	Reduce unemployment	5.4%	4.2%		!	↓	claimant rate is 4.2% with 2755 claimants. Current rate for claimants aged 18 to 24 is 7.1%
LPS01 % spend with contracted suppliers	Support the growth of East Lothians economy	78.4	74.2	80.0	●	✗	

Growing Our People

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
HSCP_CS01 Average number of Placements for looked after children	Improve the life chances of the most vulnerable people in our society	1.8	2.0			✖	Placement stability is a key factor in positive outcomes for young people. The average number of placement moves has remained relatively stable over the year however we were unable to move placements during the first lockdown in 2020 which explains the slight dip. This has probably resulted in the slight rise during the last quarter.
HSCP_CS02 Percentage of children on Child Protection Register for more than 6 Months	Improve the life chances of the most vulnerable people in our society	10.8	10.0			✔	28 children on the child protection register, with 10 on the register for more than 6 months at the end of June 2021. This number includes a large sibling group who have remained on the register following their review.
HSCP_CS03 Percentage of children who are re-registered within a 12 month period	Improve the life chances of the most vulnerable people in our society	0.0	0.0		!	n/a	Jun 2021 Re-registrations within a 12 month period are rare and the performance in East Lothian is good. There are currently 28 children and young people on the Child Protection Register and only one of these has been on the register previously.

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
HSCP_CS04 Rate per 1,000 children in Formal Kin Care	Improve the life chances of the most vulnerable people in our society	2.4	2.4				Formal Kinship care is when a child or young person is looked after by family or friends under a looked after statute negating the need for Foster Care or Residential Care. The total in formal kin care of 52 children/young people, continues to remain below the Scottish national average of 4.0. However we have a further 80 children and young people who we support under an informal kin care arrangement. Of those 80, there are 55 children and young people whose families have been supported to take on a residence order (section 11) to take them out of the hearing system. If these children were combined with those in formal kin care the rate per 1,000 would be more in line with the Scottish average. We are investing more resources in kinship care in line with The Promise.
HSCP_CS05 Rate per 1,000 children in Foster Care	Improve the life chances of the most vulnerable people in our society	3.8	3.6				The number of children in foster care fell during the last quarter and now stands at 77. However the challenge to recruit and retain sufficient foster carers is ongoing as the service is reliant on external placements which are more expensive. The East Lothian rate is below the Scottish average of 5.3.

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
HSCP_CS06 Rate per 1,000 children in Residential Care	Improve the life chances of the most vulnerable people in our society	1.7	1.8				There are 39 East Lothian young people in Residential Care. East Lothian has 12 places within two 6 bedded units. External placements are subject to regular review and scrutiny under the Prevent and Return project which is having a positive impact on the numbers and the life chances of young people. The rate of 1.8 per 1,000 remains above the Scottish average of 1.5. The prevent and return project has been set up to return young people to East Lothian wherever possible. This requires a multi agency response as does the prevent agenda.
HSCP_CS07 Rate per 1,000 children on Home Supervision	Improve the life chances of the most vulnerable people in our society	2.9	2.8				There are 59 children/young people on a Home Supervision Order. Reviewing Officers continue to ensure plans are in place for these children at an early stage with a view to ensuring they are spending less time within the Children's Hearing system. During the early part of the pandemic the response was to extend home supervision orders for a period of 6 months. The Scottish Children's Reporters Association (SCRA) is continuing the process to resume hearings at pre COVID levels. The rate of 2.8 per 1,000 is below the Scottish average of 3.7. This picture is reflected nationally.
HSCP AS01b Percentage of people aged 65+ with long term care needs receiving personal care at home	Reduce hospital admissions and delayed discharge of older people	58.6	58.6		!	✗	
HSCP_01 Number of delayed discharge patients waiting over 2 weeks	Reduce hospital admissions and delayed discharge of older people	0	2	0	▲	✗	

Measure	Objective	Previous Value	Actual	Target	RAG	Trend	Comments
SCL_SD01 Number of attendances at indoor sports and leisure facilities	Tackle obesity in children	4620	48123	130000	▲	↕	Attendances at indoor facilities are up slightly compared to Q4. Overall attendances are much lower compared to pre-pandemic levels.
SCL_SD02 Number of attendances at pools	Tackle obesity in children	0	34973	110000	▲	↕	Increase in pool attendances as lockdown restrictions eased in the first quarter.

Growing the Capacity of the Council

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
BEN01 Average time in days to process new claims in housing benefit	Provide efficient services	21.50	29.06	26.00	▲	↗✘	There has been a marginal decline in benefit performance in the last few months, due mainly to the significant additional pressures of administering Scottish Government grants for Self Isolation payments and other COVID related work, coupled with staff shortages. We have recently recruited additional staff who are currently being trained and we hope to report an improvement in performance in the next few months.
BEN02 Average number of days to process a change of circumstances (Housing Benefit)	Provide efficient services	4.10	13.41	6.00	▲	↗✘	
CF001 Percentage of invoices paid on time	Provide efficient services	81.3	86.8	90.0	●	↕✔	86.8% of invoices paid on time for the quarter. Number of invoices paid for Q1 is 21,736 and the number paid on time 18,868.
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	Provide efficient services	93.8	92.1	95.0	●	↘✘	
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	Provide efficient services	87.00	81.75	90.00	●	↘✘	

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV06 Business Rates in-year collection	Provide efficient services	98.2	13.0	11.9	★	✗	The pandemic continues to impact financially on local businesses and the focus continues to be to provide valuable support and to advise anyone in need of help. Promotion of the various forms of Business Rates Relief continues to feature significantly within service delivery, including take up of the Retail Hospitality & Leisure Relief which is again available to local businesses in these sectors on completion and assessment of an application. The team receives a high volume of positive customer feedback, which is a testament to their commitment to supporting local business. Similar to Council Tax collection rates, although we are over target at end Q1, we are reporting lower levels of collection than those reported pre Covid-19.

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV07 Council Tax in-year collection	Provide efficient services	95.5	27.9	27.5	★	✗	Council Tax collection continues to be impacted by Covid-19 and although we are reporting collection over target at end Q1, this is lower than the collection rates reported pre Covid-19. Council Tax & Debt Management Officers continue to provide valuable help and support for anyone affected and where possible, and appropriate, are setting up flexible repayment arrangements with a more tailored approach depending on individual circumstances. Statutory debt recovery work has resumed and at end June all debt recovery Notices had been issued as per our normal schedule. The impact of this on the outstanding levels of work, as well as the increase in our domestic property base, remain under close scrutiny. It is also worth mentioning that the team has responded admirably to all of these challenges.

Measure	Object Name	Previous Value	Actual	Target	RAG	Trend	Comments
REV08 Value of current tenants rent arrears	Provide efficient services	1,308,294.8	1,117,199.4	1,350,000.0	★	↓	Council tenants continue to receive advice and support from the Rent Income team to encourage payment and also to apply for relief where eligibility exists. The restrictions around more advanced debt recovery work, including an eviction ban and a suspension of actions through the heritable Court are still in place at end Q1. We have seen a significant reduction in outstanding debt at end Q1, after the Summer rent charge break. Although historically we have always seen a significant reduction in debt during this period, this year's reduction has been greater which is a credit to the hard work of the team. One factor that has contributed greatly to this is the shift to daily payments for Universal Credit Alternative Payment Arrangements from the historical batch payments. This has impacted extremely positively on the outstanding levels of debt as this means that Council tenants are receiving payment of their UC on the day it is due rather than waiting for it to be paid to the Council in a four weekly batch payment.

Appendix 2 - Council Plan Top 50 Performance Report

Dates

31/03/2021 

Objective	ID	Measure	Previous Yr 2019/20	2020/21	Target	Comments
Reduce unemployment	CP1 T1	Proportion of people of working age (16-64) in employment in East Lothian (including self employed)	0.56	0.59	0.55	0.60 Job density figure slightly down from 0.59 to 0.55
Reduce unemployment	CP2	EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	2.9%	2.6%	5.4%	6.1% Jun 2020 The rate at the end of March (2019/20) was 2.6%. During the first quarter of 2020/21, the rate has more than doubled to 5.6% due to the impact of the Covid-19 pandemic and lockdown. Scottish average is 6.4%. Number of claimants increased to 3675 at the end of July (2020/21). This would have been due to an increase in Universal Credit claimants. However, it should be noted that since the relaxation of lockdown in the spring (2021) this figure has fallen to around 4% in July 2021.
Reduce unemployment	CP3	No of businesses accessing support services; including Business Gateway, East Lothian Works & others	522	429		There were 62 businesses accessing support via East Lothian Works. Figures from other support services are not available.
Improve the employability of East Lothians Workforce	CP4	EDU03 Number of people participating in EL Works operated or funded employability programmes	463	554	557	550 While COVID-19 has had a significant impact on the delivery of ELW services, we have been able to sustain delivery and continue engaging with clients in East Lothian. Clear plans are in place to build on these numbers as we recover from the impact of the pandemic.
Improve the employability of East Lothians Workforce	CP5	EDU01 % of people involved in Council operated employability programmes progressed into employment	22.7	14.4	21.2	20.0 Positive progress but important to note this does not include services such as ESOL where clients may already be in work.
Support the growth of East Lothians economy	CP6 T2	Business base – number of businesses	3,180	3,800		
Support the growth of East Lothians economy	CP7	Econ5 No of business gateway start-ups per 10,000 population	18.53	16.71		LGBF figures for 2020/21 will be available March 2022

Objective	ID	Measure	Previous Yr 2019/20	2020/21	Target	Comments
Support the growth of East Lothians economy	CP8	> ECON4 % of procurement spent on local enterprises	19.37	24.90		LGBF figures for 2020/21 will be available March 2022
Support the growth of East Lothians economy	CP9	> ECON9 Town Vacancy Rates	8.39	9.18		LGBF figures for 2020/21 will be available March 2022
Maximise the use of land identified for business growth	CP10	Land supply immediately available for business growth (sqmt as identified in LDP)	103,000	1,412,000		
Support the faster roll out of Superfast Broadband	CP11	> ECON8 Proportion of properties receiving superfast broadband	88.90	92.80	93.30	LGBF figures for 2020/21 will be available March 2022
Reduce the attainment gap	CP12	> CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	27.00	32.00		While data will be available in September once the Insight Benchmarking Tool is updated, there will continue to be limitations and restrictions on the use of data to compare performance on previous years as a result of the changes to the SQA arrangements throughout COVID.
Raise the attainment of our children and young people	CP13	% of school leavers attaining literacy and numeracy at SCQF Level 5 or above	63.5			Leaver's attainment data for the 2021 diet will not be available until February 2022. There will continue to be limitations and restrictions on the use of data to compare performance on previous years as a result of the changes to the SQA arrangements throughout COVID.
Raise the attainment of our children and young people	CP14 T3	% of school leavers attaining 3 or more SCQF at Level six	54.0			Leaver's attainment data for the 2021 diet will not be available until February 2022. There will continue to be limitations and restrictions on the use of data to compare performance on previous years as a result of the changes to the SQA arrangements throughout COVID..
Raise the attainment of our children and young people	CP15	> CHN20a school exclusion rate per 1000 pupils	16.8			Figure reported every 2 years
Improve the life chances of the most vulnerable people in our society	CP16	> CHN21 Participation rates for 16-19 year olds	94.00	94.50		LGBF figures for 2020/21 will be available March 2022
Improve the life chances of the most vulnerable people in our society	CP17 T4	The % of young people receiving After Care who are in a positive destination	37.0	84.0	51.0	
Improve the life chances of the most vulnerable people in our society	CP18	% of Looked After Children who feel settled where they live (8-17yr olds)	92.0	93.0	100.0	
Improve the life chances of the most vulnerable people in our society	CP19 T5b	% of under 65 with long-term care needs receiving personal care at home	74.6	78.9	81.4	85.0

Objective	ID	Measure	Previous Yr 2019/20	2020/21	Target	Comments
Improve the life chances of the most vulnerable people in our society	CP20	% of all under 65 non-residential service users receiving care under SDS Options 1, 2 and 3	68.6	72.3	65.6	
Improve the life chances of the most vulnerable people in our society	CP21 T5a	% of 65+ with long-term care needs receiving personal care at home	60.9	59.1	58.6	
Improve the life chances of the most vulnerable people in our society	CP22	% of all 65+ non-residential service users receiving care under SDS Options 1, 2 and 3	18.5	21.8	20.7	
Enable provision of 1140 hours of early learning and childcare	CP23	% of eligible 3 & 4 yr olds accessing 600 hours of early learning & childcare (1140 hours from 2020)	98.0	102.0	97.0	99.0 Eligible children are estimated from National Records of Scotland population projections. For three year olds, only around half of children are eligible at the time of the [September] census... Children are counted once for each centre they are registered with, so the same child may be counted multiple times if they attend more than one centre. Children may also attend centres outside of the local authority they live in, which would also affect these figures.
Tackle obesity in children	CP24	% of children in Primary 1 who are At Risk of being overweight or obese	21.8			2018/19 figure is the latest available
		% of children in Primary 1 who are Critical of being overweight or obese	14.80			2018/19 figure is the latest available
Tackle obesity in children	CP25a	% of primary school pupils benefitting from at least 2 hours per week of physical education	100.0	100.0	94.0	The ability to deliver 2 hrs of PE consistently in every primary school during 2020/21 was impacted significantly by COVID.
	CP25b	% of secondary school pupils (S1 to S4) benefitting from two periods of P. E. per week	100.0	100.0	100.0	
Reduce hospital admissions and delayed discharge of older people	CP26	Number of days people spend in hospital when they are ready to be discharged	6,046.0	3,227.0	2,589.0	7,381.0
Reduce hospital admissions and delayed discharge of older people	CP27	Emergency (or preventable) hospital admission rate	8,235	9,340		6,902 2020/21 update available in September
Reduce poverty & inequality	CP28	% of children in families with limited resources	5.0			
Reduce poverty & inequality	CP29	% of children living in households with less than 60% of average income after housing costs	16.9	16.2		
Extend community engagement	CP30	% of citizens who agree the Council is good at listening to peoples views before it makes decisions	60.0			Residents' Survey will be carried out in October 2021.
Increase community and individual resilience	CP31 T7	% of citizens who say their neighbourhood is a good place to live	98.0			Residents' Survey will be carried out in October 2021.

Objective	ID	Measure	Previous Yr	2019/20	2020/21	Target	Comments
Increase community and individual resilience	CP32	Proportion of Community Councils with local Community Resilience Plans	30.0	60.0	60.0		
Increase community and individual resilience	CP33	% of citizens who say they can rely on a friend or neighbour to help	95.0				Residents' Survey will be carried out in October 2021.
Maximise opportunities to increase the supply of affordable housing	CP34 T8	EDSI03 Number of affordable house completions and Open Market Acquisitions	137	279	157	261	
Maximise opportunities to increase the supply of affordable housing	CP35	Average number of days taken to re-let properties	39.9	30.8	51.9	42.0	384 properties empty for 19,923 calendar days. The increased number of days council properties remained empty are in no small part due to the impacts of Covid-19. There were various points in the year when work had to be suspended completely and other points where new standard operating practices had to be put in place that constrained how quickly tradespersons could carry out work and remain safe. The workforce was also adversely impacted by staff absences through Covid-19 related illnesses or periods of self-isolation.
Improve the condition, energy efficiency and management of housing stock	CP36	HSN4b CH Average time in days taken to complete non-emergency repairs	9.0	7.2	8.2	20.0	The small increase in the number of days to complete non-emergency repairs are in part due to the impacts of Covid-19. There were various points in the year when work had to be suspended completely and other points where new standard operating practices had to be put in place that constrained how quickly tradespersons could carry out work and remain safe. The workforce was also adversely impacted by staff absences through Covid-19 related illnesses or periods of self-isolation.
Better public transport and active travel	CP37a	T&WS01 Number of bus service routes	36				
	CP37b	T&WS02 Number of timetabled journeys	2949				
Increase waste recycling	CP38	ENV6 T&WS % of total household waste arising that is recycled	53.1	55.3	52.3	60.0	
Work closely with partners to meet our commitment to Climate Change targets	CP39	ELC EDSI02 Corporate annual carbon emissions (tonnes CO2e)	15007	14630			The next figure (for the 2020/21 financial year) will be available by the end of November 2021, when it is reported to the Scottish Government. Our target is to reduce overall corporate emissions annually to reach Net Zero as soon as reasonably practicable or in any case by 2045.

Objective	ID	Measure	Previous Yr	2019/20	2020/21	Target	Comments
Reduce crime and anti-social behaviour	CP40	% of citizens who feel very safe walking alone in their local area after dark	64.0				Residents' Survey will be carried out in October 2021.
Reduce crime and anti-social behaviour	CP41	Number of anti-social behaviour complaints reported to Police Scotland and the Council		6,648	9,317		<p>The significant increase recorded across ASB and disorder calls can be attributed directly to Covid 19 and the manner in which Police Scotland code the calls as they enter the system. All Covid 19 related calls are recorded as a public nuisance call [ASB] which has given an unrealistic increase in volume.</p> <p>Across this period we have seen PSP's created across Haddington Town Centre and Tranent High Street (Loch Centre). This was in relation to complaints made about an increase in disorder. We have been working closely with ELC Safer Communities teams and other agencies.</p>
Deliver transformational change	CP42 T9	Proportion of non-Direct Debit payments, including school payments, undertaken online	51.5	69.8	58.5		
Harness technology in the provision of services	CP43	Number of on-line form transactions completed on Council website	11919	12813	28578		<p>Mar 2021</p> <p>There has been a huge spike in digital uptake and on-line transactions to the council website. There has been an increase in the standard transactions and also a significant increase in traffic relating to Covid-19 such as business support grants, self isolation grants, council tax reduction and libraries. Figures now include the newly launched Myeastlothian Portal transactions of 2043.</p>
Harness technology in the provision of services	CP44	Number of care at home clients with Community Alarm, telecare and stand alone telecare devices	2,715				
Improve attendance management and reduce staff absence	CP45	% of employees agreeing that the Council is a great place of work	76.7	81.0	85.9		
Improve attendance management and reduce staff absence	CP46	ELC Corp06 Average number of sickness absence days per local government employee including teachers	10.20	8.16	5.92		Staff absence due to sickness continued to fall during 2020/21. The average number of sickness absence days per teacher fell from 4.92 in 2019/20 to 2.77 in 2020/21 and for non-teaching staff fell from 9.43 to 7.17.
Provide efficient services	CP47	ELC Corp7 Percentage of income due from Council Tax received by the end of the year	96.9	96.8	95.5		There has been significant property growth in East Lothian, with 645 new properties added to our property base in 2020/21.

Objective	ID	Measure	Previous Yr 2019/20	2020/21	Target	Comments
maximise rent collection and minimise arrears to deliver quality housing services to tenants	CP48	HSN1b RWS Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	7.5	6.2	5.9	
Continue rigorous approach to controlling expenditure and operating as efficiently as possible	CP49 T10	% of citizens agreeing that My Council does the best it can with the money available	84.0			Residents' Survey will be carried out in October 2021.
Continue rigorous approach to controlling expenditure and operating as efficiently as possible	CP50	Budget out-turn within 1% of budget (0.2% underspend in 2017/18)	1.37	1.79	-4.53	The reason for the underspend in 2020/21 was due to additional government funding to support COVID that was notified after Q3 and too late in the year to effectively utilise. This has been allocated to support COVID related expenditure in 2021/22 which will likely mean an overspend in 2021/22 before reserves are utilised.