MINUTES OF THE MEETING OF THE
POLICY AND PERFORMANCE REVIEW COMMITTEE

THURSDAY 21 September 2023
VIA A DIGITAL MEETING FACILITY

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Committee Members Present:
Councillor L Jardine, Convener
Councillor N Gilbert
Councillor R Bennett
Councillor D Collins
Councillor S McIntosh
Councillor LA Menzies
Councillor C Yorkston

Other Councillors Present:
Councillor C McFarlane
Councillor G McGuire

Council Officials Present:
Mr J Baker, Service Manager – Economic Development
Ms L Brown, Executive Director for Education and Children's Services
Ms L Byrne, Head of Children's Services and Chief Social Work Officer
Ms S Fortune, Executive Director, Council Resources
Ms C Goodwin, Performance and Improvement Manager
Mr C Grilli, Head of Governance
Ms N McDowell, Head of Education
Ms W McGuire, Head of Housing
Mr D Proudfoot, Executive Director for Place
Mr T Reid, Head of Infrastructure
Mr G Stewart, Policy Officer
Mr P Vestri, Service Manager – Policy, Improvement and Partnerships

External Attendees:
Mr S Findlay, Stantec Consultant

Clerk:
Ms L Gillie

Apologies:
Councillor J Findlay

Declarations of Interest:
None

1.   MINUTES FOR APPROVAL – PPRC, 15 June 2023

The minutes of the meeting of the Policy and Performance Review Committee of 15 June 2023 were approved.

Decision
Minutes approved.

2.   2023/24 Q1 PERFORMANCE INDICATORS

A report was submitted by the Executive Director for Place to provide Elected Members with information regarding the performance of Council services during Q1 2023/24. Gary Stewart, Policy Officer, presented the report, and provided a brief overview in relation to the April – June timeframe.

Mr Stewart informed the Committee that Appendix 1 provided a full list of the indicators along with commentary. Mr Stewart commented that there was an updated reporting style and that the format had been refreshed to allow a trend line to be shown against each indicator. He advised that they are still to add the RAG key to the report so provided an explanation of each of the Red, Amber and Green symbols. Red generally means out with target, Amber is a warning that it is close to target and Green is within target. Mr Stewart also advised that there are also proposed changes to a number of existing measures.

Mr Stewart highlighted information from the Q1 performance report including that homelessness new cases had increased slightly although this was still within target and that the average number of days to re house from temporary accommodation had reduced. He continued by advising that indoor facilities attendance had reduced during Q1 but commented that this is expected during the summer months, pool attendance has also reduced but mainly due to the closure of one pool. The number of children on the Child Protection register for more than six months has increased in the first quarter. The figure for Q1 was the highest recorded figure since 2019. Mr Stewart informed the Committee that there are a number of factors impacting on this such as the ongoing impact of COVID and the New Child Protection guidelines which will lead to children being on the register for a longer period of time. The two Business Gateway start up indicators show improvement with the number of business start ups increasing during Q1 and the number of jobs created by start ups also increasing. The average time to process a new housing benefit claims has reduced and the process time for change in circumstances has increased but is still within target. Business rate collection is slightly above target and the council tax collection rate is below target. There are an estimated 649 new properties have been added to property data base. Current rent arrears have reduced during Q1.

Members were asked to note the report and to agree any new or replacement measures.

Councillor Menzies asked if there was a breakdown into the areas for the figures reported for fly tipping incidents and visits to indoor health and leisure centres figures. In response Tom Reid (Head of Infrastructure) stated the Enjoy Leisure would have a breakdown of the figures for visits to heath and leisure centres and that amenity services could provide details for fly tipping. He continued by saying he would be happy to request the details and pass on the information.

Councillor Menzies confirmed that she would find this useful especially the breakdown for Enjoy Leisure as she questioned if the pool not being open was leading to people going elsewhere for their whole visit. She commented that if the Enjoy Leisure do not have this breakdown they may need to look at things further. Councillor Menzies further stated that she would like to see a breakdown of the fly tipping figures by area in particular to see if there was

any impact from the temporary closure of the MacMerry site. Mr Reid confirmed he would look at both of these but commented that Enjoy will not necessarily have geographic information on where people come from. He continued by saying that when the pool was closed swim clubs and other activities were moved very successfully to other locations. Mr Reid informed Councillor Menzies that the MacMerry site was still open and the closure was planned for 5th of October. He also advised that amenity services had already put forward an action to monitor the impact on surrounding areas.

In response to a question from Council Jardine about details of a refurbishment or replacement programme Mr Reid stated that he did not have specific geographic information of this but informed the Committee that the ASOR report for asset management provided information on areas such as roads and street lighting. He further commented on the continual renewal of equipment and that this continues on a cyclical basis and risk based approach. Mr Reid stated that street lighting repairs average times took a dip a few years ago due to staffing issues but this has now been addressed. Of slightly more concern to Mr Reid was the traffic lights which rely on available parts and responsive technical contractors.

Councillor Jardine stated that it was useful in terms of context and that it was important to recognise that they were doing what they could in terms of investment. Mr Reid commented that it was a very successful programme and said he would take an action form the meeting to get the percentage which had been replaced with new LED lights.

In response to a request from Councillor Jardine on the Growing our Economy indicators Mr Stewart informed the Committee that the Amber followed by an exclamation mark in the report meant that there was a missing piece of information and confirmed to Councillor Jardine that this will change over time.

Councillor Jardine asked about delayed discharge and whether there was anything specifically challenging with the current cases. Claire Goodwin (Performance and Improvement Manager) advised the Committee that performance is around what it was previously and that they are still performing well. Ms Goodwin stated that she wanted to take the opportunity to look as the performance metrics that are brought to PPRC as there is other information which might give a more nuanced view. She commented that she had seen on the plan for the Committee that there was a report from HSCP due in December 2023 and proposed that they bring a performance overview for quarter 2 to show what metrics are available. This could lead to further conversation about what is presented in future. Ms Goodwin concluded by advising the Committee that there was an in-reach project currently running in the Royal Infirmary which had been a pilot project which has been continued. A report will be presented to the IJB this afternoon on this project.

Councillor Jardine highlighted the positive commentary around children's services and other services and thanked Mr Stewart and the team for the report and for adapting it to meet the changing needs.

Decision

The Committee agreed to note the report.

3.   POVERTY AND EQUALITY INDICATORS

A report was submitted by the Executive Director for Place. The report was presented by Paolo Vestri (Service Manager – Policy, Improvement and Partnerships) who advised that this report was first flagged as being required in the Annual Audit Report 2019 / 20.

Mr Vestri stated that the report has looked at indicators for both poverty and equalities and has identified 53 indicators to report on and monitor in relation to how the objectives in the Poverty Plan are being met. The report is in 4 sections (A-D) and indicators have been identified where possible to look at protected characteristics such as age and sex. Mr Vestri noted that this is still a work in progress and that some baseline figures and targets still need to be worked out, he proposed to do this over the next couple of months. Mr Vestri expects that a report will be made on the figures on an annual basis and also for the equality figures in the bi-annual equality mainstream outcome report. Mr Vestri highlighted a couple of amendments to the report these being that in appendix 1, section A indicator 17 the baseline figure should be 26.2 and that indicators 16 – 20 are percentage gap figures. The final amendment highlighted by Mr Vestri was section C the ep7 figure for the staff survey figure is from 2021.

Mr Vestri requested that Members approve the recommended list of indicators and note that there will be further work on them. He concluded by saying he was happy to take on board any suggestions for further indicators.

Councillor Yorkston asked for clarification on the figures and targets for points 9 & 10 on those who participate in East Lothian Works and those who progressed into work. Mr Vestri responded by informing the Committee that an increase in activity has increased performance but that the target was not revised. He advised the Committee that this will be done in the future. He also commented that it was worth noting that budget constraints may result in targets being reduced in some areas and that these will all be reviewed over the next couple of months. Mr Vestri further highlighted that some targets are moveable and will change every year as they are annual targets.

Councilor Menzies thanked Mr Vestri for the report and asked if we can be assured that the poverty and equality indicators are working towards equality. She commented that as the Council does not use gender budgeting it was possible that women were impacted more and that we need to work towards equality not equity. Mr Vestri responded by saying that the Equality Plan sets out how they are trying to increase equality. He continued by saying that there will be an attempt to breakdown as many of the indicators as possible to show protected characteristics. Mr Vestri advised that by monitoring the indicators it will show if gap is being reduced across all services.

In responses to a query from Councillor Menzies about whether there were any plans to use a lens of quality in the distribution of the overall budget across the wards Mr Vestri commented on the work with the Area Partnerships. He advised that additional money had gone into Area Partnerships over the last couple of years due to COVID and that this had been targeted to reduce inequality and address the issues through area plans. Councillor Menzies agreed that the Area partnerships did work extremely hard but expressed concerns over some areas being more impoverished than others and that all areas are treated equally. She asked how an equity of distribution will help with this issue. Mr Vestri responded by saying that Area Partnership funding is being reviewed. He continued by saying that Area Partnership funding is only a very small part of funding that goes into areas and that the Council does put other funding into areas

Councillor Jardine requested an explanation of how the indicator on the number of online transactions demonstrates a relationship with poverty or inequality. Mr Vestri explained that this was part of the overall strategy on how we improve our services for customers. He went on to advise that this was linked to reducing the digital divide. Mr Vestri advised that there was a new Customer Strategy which was being consulted on and that this makes it clear that although there may be a drive to have services available online there is also a need for some people to access services by phone or in person.

In response to a question about the reporting of the Poverty and Equality indicators Mr Vestri stated that they although they were still reviewing this but that they will be reported in the annual Council report on the state of the Council. There will also be an annual report made to the Committee although the timing of this is still to be confirmed.

Councillor McIntosh joined the meeting.

In response to request for comments Councillor Menzies suggested that senior managers of all the services consider gender budgeting to possibly raise equality. She continued by saying that there was and there was evidence of savings from other countries. Councillor Jardine followed on by commenting that where there had to be adjustments made to targets due to budget constraints it was important that we make sure the impact is not over extended to those who are least able to deal with the changes.

Decision

The Committee agreed to unanimously to approve the report.

4. **EXTERNAL REVIEW OF EAST LOTHIAN COUNCIL'S CHILD PROTECTION AND SAFEGUARDING POLICIES AND PROCEDURES: UPDATE ON PROGRESS**

A report was submitted and presented by Lesley Brown the Executive Director for Education and Children's Services. Ms Brown explained that the purpose of the report was to update the Committee on the actions from an external review by His Majesty's Inspectors of Education between May and September and published in March 2023.

Ms Brown gave a brief background to the report and advised that she and the Chief Executive made a request that an external, independent review take place to look at systems, policies and procedures. The review focused on 3 main areas of child protection and safeguarding. Ms Brown advised that the next steps that were identified were accepted by Council Officers and that an action plan was developed but that this action plan was not an end in itself and part of continuous improvement. Ms Brown informed the Committee that in the six months since the review good progress has been made. Ms Brown concluded by saying child protection and safeguarding continues to be a very high priority and that they are not complacent and will continue to review guidance, policies and procedures. The focus continues to be on ensuring that child protection is everyone's responsibility. Members were asked to note the report.

Councillor Mcintosh requested details on why an external review had been requested and Ms Brown responded by saying that it had been part of self-evaluation. She explained that the aim had been to take a deeper dive into how child protection was being handled throughout the Council. Rather than doing this inhouse, an external body had been invited to do an independent review to give assurance.

Councillor McIntosh further asked how it was envisaged that other services would interact with this policy. Ms Brown responded by saying that at the start of the review staff groups had been identified who would work with children in the course of what they do. This included school janitors and community learning and development workers as well as backroom staff who may encounter children although not directly. Ms Brown highlighted that Ms McGuire (Head of Housing) had been keen for housing staff to be alert to the potential issue of child protection. She continued by saying that it was a work in progress but that they had been able to give a high profile to child protection being everyone's responsibility rather than just that of Education and Children's services.

In response to questions from Councillor Menzies about the Whistleblowing procedure and how far reaching the Level 1 and 2 Child Protection training is Ms Brown advised the Committee that the domain of Whistleblowing sits with internal audit. The policy has been reviewed in light of this report but they have a much broader view than that of Education Scotland and HM Inspectors and were looking at what can be done across all staff to raise the profile of Whistleblowing. She continued by saying that it is about culture, knowledge and understanding, with staff feeling comfortable about where to go if they had a concern. Ms Brown stated that they are committed to not seeing this as being for Children's Services and Education alone. In response to the question about the Child Protection training Ms Brown advised that Level 1 is aimed at staff who are engaging with children on a day to day basis and that 91% of staff have up to date Level 1 training. Ms Brown explained that the other 9% could be due to staff leaving or starting work and the delay in getting onto the training. Ms Brown informed the Committee that she did not have the latest figure for the Level 2 training but stated that she would share this information with the Committee members.

In response to Councillor Jardine asking whether it was purely a self assessment on the action plan or whether inspectors are involved Ms Brown stated that it was a self-evaluation process. She continued by advising that they continue to be in contact with the Director of Scrutiny in Education Scotland and that Education Scotland were waiting on the Council approaching them to have progress benchmarked against the national view. Ms Brown further advised the Committee that the report had been taken to the East and Midlothian Chief officers public protection group which includes Police and NHS, to get external scrutiny. The aim was to look beyond the action plan at what more could be done.

Councillor Jardine then asked to what extent the action plan links with trauma informed practice and in response Ms Brown informed the Committee that trauma informed practice is a piece of work that is being developed. The thinking is around children and young people who may have experienced trauma but Ms Brown stated that they are also aware that staff may have also experienced trauma themselves. She continued by saying that The Trauma Informed Officer is engaging in this agenda and that the Lead for Child Protection services is engaging with schools, making sure staff are fully supported.

Councillor Jardine mentioned that there was no mention of foster carers on the plan and asked to what extent are they included. Ms Byrne (Head of Children's Services and Chief Social Work Officer) informed the Committee that foster carers have a wide range of mandatory training but said that she did not have up to date figures of compliance. She advised that she would be happy to provide the figures to Committee members and that she would expect that every foster carer would be up to date with training.

Councillor Mcintosh thanked Officers for the report and commented on the amount of thought that had gone into ensuring that all staff have the right level of support.

Councillor Jardine commended Officers for wanting an objective outside view.

Decision
The Committee agreed to note the report.

5.   **LOCAL ECONOMIC DEVELOPMENT STRATEGY**

A report was submitted by the Executive Director for Place. The report was presented by Jamie Baker (Service Manager – Economic Development) who informed the Committee that the report summarises the progress in developing a new 10 year Local Economy Strategy for East Lothian.

Mr Baker advised that the report summarises the progress work to date which has included drop in consultations, focus groups and 1 to 1 interviews, in addition to desk based research undertaken by Stantec the consultants appointed to support the project. Mr Baker advised that Steven Findlay from Stantec was available to answer questions on the draft evidence report.

In response to a question from Councillor McIntosh about the possibility of the strategy looking at how many childminding businesses are included as start-ups Mr Baker confirmed that this is something that will be considered. He continued by explaining that the action plan will look to pick up specific sectors. He also informed the Committee that they are already supporting a few childminding businesses.

Councillor Jardine queried whether there had been any surprises in the feedback received so far. Mr Baker advised that the feedback is as they were expecting but that one thing that hadn't come through was feedback about childcare and that it was useful to get input from members. He commented on some interesting themes that had come out and that there will be a focus on community wealth and wellbeing going forward. Mr Baker invited Mr Findlay from Stantec to comment and he informed the Committee that that there were no major surprises. Mr Findlay continued by stating that key messages were that there was a rapid population growth, lower job density rates, issues around inequality and productivity. Mr Findlay also commented on the Torness site and that he had thought the opening-up of the site would have taken longer.

Councillor Jardine questioned if changes were being made to the assessments due to feedback and Mr Findlay stated that every aspect will be developed and reviewed over the next few months.

Councillor Jardine concluded by commenting that Mr Baker had been very clear that the strategy will look and feel very different form the current strategy.

Decision

The Committee agreed to note the report.

6.   **WORK PROGRAMME – SESSION 2023/24**

Councillor Jardine commented that the Health and Social Care Report will be presented at the next meeting in December and that there were a number of reports that had been requested by Members.

Mr Vestri stated that the Update on Performance Indicators Report could be brought to the December committee meeting.

Councillor McIntosh requested that the spelling of Glycosphate is checked to prevent a report on the wrong substance being taken forward. She informed the Committee that the spelling is Glyphosate and not Glycosphate and requested that this is double checked.

Councillor Gilbert requested a report on the Macmerry site temporary closure and the impact on the number of visits to other centres. He also requested a report on performance levels and how recruitment freezes are impacting on staffing levels. In response Councillor Jardine queried if this would be included in a report on budget mitigation measures and whether that report would come to this Committee. Ms Fortune (Executive Director, Council Resources) replied by advising that they would be formally reporting back to Council. She continued by saying that there are various avenues for reporting on the budget mitigation measures but that Officers could discuss if there was anything else that could be done if Members would find it

helpful. Councillor Jardine commented on that it could be helpful to have a summary on how budget decisions are impacting on service areas.

Councillor Jardine requested that consideration is giving to how information provided following a meeting can be shared. She commented that the same mechanism could be used across all committees to make sure follow up is reported on as public record. Mr Proudfoot confirmed that he would take this action forward.

Councillor Menzies informed the Committee that she is receiving more feedback from residents that they are making complaints about issues such as traffic lights and that while it is being actioned they are getting no follow up or feedback. Councillor Menzies commented that her concern was that the lack of feedback may result in the impressions that the Council is doing far less than they are. Ms Fortune responded that she was happy to take this as an action more than happy to take it as an action to look at what could be done to enhance the public reporting. Councillor Jardine commented that it may be that some of this is part of the transformation programme. Mr Vestri informed the Committee that the new Customer Strategy is out for feedback at present and will be going to Council either end of this year or early next, this Mr Vestri stated is another way to pick up this issue.

Decision

The Committee agreed to note the work programme and the emerging reports under consideration as a result of the meeting of the PPRC.

Signed   ....

Councillor Lyn Jardine
Convener of the Policy and Performance Review Committee

East Lothian Council

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REPORT TO:	Policy and Performance Review Committee
MEETING DATE:	14 December 2023
BY:	Executive Director for Place
SUBJECT:	2023/24 Q2 Performance Indicator Report

1 PURPOSE

1.1 To provide Elected Members with information regarding the performance of Council services during Q2 2023/24 (July–Sept 2023).

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 Q2 2023/24.

3.2 The proposed Justice Social Work quarterly performance indicators currently remain in development and will not be reported in Q2. A report by Chief Officer East Lothian Health and Social Care Partnership is being submitted to the PPRC on the Partnership's performance indicators.

3.3 The RAG icon key had been added to the performance report in Appendix 1.

Key to Icons
RAG status

Icon	Meaning
⭐ (green star)	Performance within target
🟠 (orange circle)	Performance within tolerance levels
🔺 (red triangle)	Performance outwith target / tolerance levels
?	Missing data
!	No target
?!	No data or target

3.4 The following Q2 indicators may be of particular interest to Members:

- **Homelessness** (CH01, CH02 & CH03) – The number of new cases has increased slightly to 203 in Q2. Average number of days to re-housing from temporary accommodation has reduced from 436 (Q1) to 352 (Q2). Homelessness assessments completed in under 28 days has reduced from 88.4% to 76% (Q2).

- **Fly-tipping & Recycling** (SCL_AS03 & T&WS11)   - Number of fly-tipping incidences has increased from 132 (Q1) to 209 (Q2) against a target of 140. Number of vehicles accessing recycling centres is down slightly in Q2 but is up compared to the same quarter in the previous year. Performance remains within target. Year to date is 285,335 visits against a target of 250,000. It should be noted that the Macmerry recycling centre closed in October, out with the period covered by the Q2 figures.

- **Invoices Paid on Time** (CF001) – Percentage of invoices paid on time is slightly under target at 85.7%. The Purchase 2 Pay project aims to improve the performance of invoices being paid on time through process improvement. The project is currently focusing on three main areas - the implementation of the Amazon Business Account, review of the PECOS system and creditors process improvements.

- **Sports & Pools Attendance** (SCL_SD01 & SCL_SD02) – Number of visits to indoor sport facilities has decreased from 101,110 in Q1 to 91,130 in Q2. Overall, attendances remain below pre-COVID-19 levels. Number of attendances in pools has increased in Q2 to 87,256. The Loch Centre Tranent remains closed which is impacting on both indoor attendance and pool visits.

- **Housing Benefit Process Times** (BEN01 & BEN02) – Average time (days) to process new Housing Benefit claims increased slightly in Q2 from 18.9 to 19.6 Days and within target. Processing times for changes in circumstances increased to 7.82 days. Year to date is 6.36 and just out with target.

  The implementation of a new performance management framework for the Financial Support Team has ensured a focus on continuing improvement in performance. This includes exploring opportunities to improve claim processing times by increasing automation.

- **Council Tax Collection / Business Rates** (Rev06 & Rev07) – Business Rates collection for Q2 is 43.1% against a target of 41.6%. Collection rates are generally slightly higher at this time of year because statutory debt recovery work can now start in April each year rather than from September which was the practice historically. The Council Tax collection rate is slightly below target at 53.3%.

- **Tenant Rent Arrears** (Rev08) – Rent arrears has increased in Q2 to £1.444M compared to £1.165M in Q1. Our position at end of financial year 2022/23 was £1,293M. This means that current tenant rent arrears have increased by £150,571.32 this financial year (Year to date - 11.64%), compared to £133,419.55 (12.46%) in the same period the previous year. The period between July and September has always proved challenging as this covers the school summer holiday period which creates additional financial challenges for many households.

  We continue to promote the help available to support Council tenants. This includes referrals to our Financial Inclusion Team, ensuring tenants can access valuable advice and support in relation to welfare benefit take-up and other financial support schemes. A new version of the Helping with the Cost-of-Living Crisis leaflet will be released. This provides details on the range of support available within Council services and across other agencies.

- **Financial & Benefit Support (REV01)** – Value of Financial Gain Secured is a new quarterly measure aimed at securing additional income for clients through maximising entitlement to welfare benefits and other financial support. It is recognised that early intervention can help to reduce demand for other support services, including health related support.

  In the first half of the year, 484 new clients accessed the service. An annual financial gain of £1,047,722.00 has been secured for 249 clients between April and September, which equates to an average gain of £4,207.72 per client.

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: 2023/24 Q2 Performance Indicators

AUTHOR'S NAME	Paolo Vestri / Gary Stewart
DESIGNATION	Service Manager / Policy Officer
CONTACT INFO	pvestri@eastlothian.gov.uk / gstewart1@eastlothian.gov.uk
DATE	04/12/2023

Appendix 1 - Council Plan Quarter Performance Report

Quarter 2 2023/24

Key to Icons
RAG status

Icon	Description
⭐ (green star)	Performance within target
🟠 (orange circle)	Performance within tolerance levels
🔺 (red triangle)	Performance outwith target / tolerance levels
?	Missing data
!	No target
?!	No data or target

Growing Our Communities

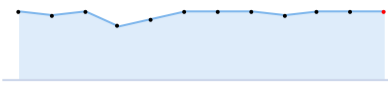| Measure ↑	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
CH01 Number of new homelessness cases	203	199	203	200	🔺	↘✗	
The number of homelessness cases has stabilised at similar levels to the previous quarter, however it is clear that homeless presentations are increasing compared to previous years, which is reflective of the wider national picture. We will continue to monitor this and assess associated impacts.							
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	417	436	352	300	🔺	✔	
Average days to rehousing for Q2 July to Sept is 352, a significant reduction from Q1 (436). This is considered to be attributable to an increase in allocations due to new builds/nominations. There were four tenancies that took over four years to accommodate, however a total of 76 tenancies ended in the quarter.							
CH03 % homelessness assessments completed in under 28 days	87.0%	88.4%	76.0%	80.0%	🟠	↘✗	
This is a significant reduction in performance from the previous quarter, and the first figure below the 80% target for a considerable period. This is considered to be attributable to staffing issues, however a new case management system will be rolled out January 2024 to mitigate issues going forward.							
EH01 % Food Hygiene high risk Inspections achieved	100.0%	100.0%	100.0%		?		
Data is not available due to new hosted cloud system being setup. An update will be provided in Q3.							
EH02 % of Food Standards high risk Inspections achieved	100.0%	100.0%	0.0%	0.0%	⭐	↘✗	
Data is not available due to new hosted cloud system being setup. An update will be provided in Q3.							
EH04 % Food Law Rating System high risk Inspections achieved	100.0%	100.0%	100.0%		?		
Data is not available due to new hosted cloud system being setup. An update will be provided in Q3.							
HSCP_CJ01 Percentage of Community Payback Orders successfully completed	82.4%	70.8%	87.1%	80.0%	⭐	✔	
27 successful completions (out of 31 CPOs ended) There were 51 new CPO in Q2.							

Measure ↑	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
HSCP_CJ01b Number of Community Payback Orders	31	42	51				
The number of new CPOs has gradually increased over the last 2 years from around 30 to 51 in Q2. This is mainly due to the closure of courts during Covid. CPOs are now at average levels.							
RS01 Street lighting - repairs - average time in days	2.56	1.5	2.09	5	★	✖	
RS02 Traffic lights - average time to repair failure (hours:mins)	4.04	21.59	24.44	48	★	✖	
SCL_AS03 Number of Flytipping incidences	122	132	209	140	▲	✖	
Larger increase in flytipping in Q2 to 209 incidents.							
T&WS11 Number of vehicles accessing recycling centres	135563	142790	142545	125000	★	✖	
Number of vehicles accessing recycling centres is up against the same quarter in the previous year. Performance remains within target. Ytd is 285,335 visits against a target of 250,000.							

Growing Our Economy

Measure ↑	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
DM11 Major developments: average number of weeks to decision	8.9	14.1	11.3			✔	
DM12 Local developments: average time in weeks	7.5	7.4	7.5	14.7		✖	
DM13 All Local developments: % determined within 2 months	93.9%	86.7%	93.0%			✔	
DM14 Householder developments: average time (weeks)	7.2	7.7	7.7	8.9		➡	
DM18 Approval Rates: Percentage of all applications granted in period	98.4%	94.5%	93.4%			✖	
EDSI_B01 Number of Business Gateway-Start ups		50					
data for these indicators is not yet available							
LPS01 % spend with contracted suppliers	86.5%	78.4%	81.4%	80.0%	⭐	✔	
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway		37					
data for these indicators is not yet available							
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	2.2%	2.3%	2.3%	2.5%	⭐	➡	

% claiming out of work allowance / Universal Credit remained the same at 2.3%. The rate remains below the Scottish average of 3%. There were 1530 claimants. Claimant count in the age group 18 to 21 is 3.9% against the average of 3.4%.

Growing Our People

Measure ↑	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
HSCP AS01b Percentage of people aged 65+ with long term care needs receiving personal care at home	56.3%	56.1%	55.8%			✖	
SCL_SD01 Number of attendances at indoor sports and leisure facilities	94385	101110	91130	130000	▲	✖	

Number of visits to indoor sport facilities has decreased from 101,110 in Q1 to 91,130 in Q2. Overall, attendances remain below pre-covid levels. The Loch Centre Tranent remains closed which is impacting on both indoor attendance and pool visits.

Measure	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
SCL_SD02 Number of attendances at pools	108648	74880	87256	110000	▲	✔	

Number of attendances in pools has increased in Q2 to 87,256.
The Loch Centre Tranent remains closed which is impacting on both indoor attendance and pool visits.

Measure	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
CS01 Average number of Placements for looked after children	1.8	1.7	1.8			✖	

Placement stability is a key factor in positive outcomes for young people. The average number of placement moves remains stable.

Measure	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
CS02 Percentage of children on Child Protection Register for more than 6 Months	28%	47%	51%			✖	

31 children on the child protection register, with 16 on the register for more than 6 months at the end of September 2023. Ongoing consequences of the impact of Covid meaning families are struggling with poor mental health, substance misuse and the effects of poverty and this is impacting on capacity to make and sustain positive changes.

The new child protection procedures state a review 6 months (Pre-birth 3 months) after the initial meeting. Therefore unless an early review is called we would expect to see an increase in this indicator over time given most first reviews will take place just after the 6 months. The need to change this indicator to make it more meaningful to reflect the child protection procedures and national practice may be helpful.

Measure	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
CS03 Percentage of children who are re-registered within a 12 month period	0.0%	0.0%	0.0%	0.0%	★	➡	

Re-registrations within a 12 month period are rare and the performance in East Lothian is consistently encouraging. There are currently 31 children and young people on the Child Protection Register with no children having been re-registered in the previous 12 months. Our rate on the CPR is 1.6 compared with a national rate of 2.9. We are looking to change this indicator to re-registrations within 24 months in line with the child protection minimum dataset.

Measure	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
CS04 Rate per 1,000 children in Formal Kin Care	1.8	2	2.3				

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 51 children/young people is below the Scottish national average. However we have a further 80 children and young people who we support under an informal kin care arrangement. Of those 80, there are 57 children and young people whose families have been supported to take on a residence order (section 11) to remove the need for statutory measures. 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.

Measure	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
CS05 Rate per 1,000 children in Foster Care	2.8	3.1	3	5.3	★	✖	

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Measure ↑	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
The number of children in foster care stands at 66. However the challenge to recruit and retain sufficient foster carers is ongoing as the service is now reliant on 16 external foster placements which are significantly more expensive. There is a significant shortage of foster care placements nationally. The East Lothian rate is below the Scottish average of 5.3.							
CS06 Rate per 1,000 children in Residential Care	1.8	1.8	1.8	1.5	▲	➡	
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 enhanced tracking and monitoring of these young people is evidencing a slowdown in admissions to residential care however the large cohort of young people in continuing care and fostering recruitment difficulties means we have a lack of fostering resources to bring young people back from external residential placements at the levels we would like. The rate of 1.8 per 1,000 remains above the Scottish average of 1.5.							
CS07 Rate per 1,000 children on Home Supervision	2.2	2.7	2.6	3.7	🟠	🔻✗	
There are 57 children/young people on a Home Supervision Order. Independent 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. The Scottish Children's Reporters Association (SCRA) is continuing the progress to resume hearings at pre COVID levels. The rate of 2.6 per 1,000 is below the Scottish average of 3.7.							
HSCP_01 Number of delayed discharge patients waiting over 2 weeks	0	2	1	0	▲	✔	

Growing the Capacity of our Council

Measure ↑	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	92.0%	93.7%	93.2%	95.0%	🟠	✗	
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	89.4%	90.4%	84.0%	90.0%	🟠	✗	
BEN01 Average time in days to process new claims in housing benefit	25.05	18.99	19.63	26.00	⭐	✗	

For Q2 it took on average 19.63 days to process new claims for Housing Benefit (target 26 days). YtD is 19.3 days.

BEN02 Average number of days to process a change of circumstances (Housing Benefit)	8.37	4.88	7.82	6.00	🟠	✗	

Quarter performance for time taken to process changes in circumstances is 7.82 days (target 6 days). YtD is 6.36 days.
The implementation of a new performance management framework for the Financial Support Team has ensured a focus on continuing improvement in performance during a significant challenging time. Ensuring a continued improvement in processing times by maximising claim automation and development of the service should help to improve performance further in the future.

REV06 Business Rates in-year collection	41.4%	19.0%	43.1%	41.6%	⭐	✔	

Collection rates are generally slightly higher at this time of year because statutory debt recovery work can now start in April each year rather than from 30 September which was the practice historically. Collection levels from October may be impacted when comparing to previous year collection data, as historically we would see a spike in collection rates from end October.

The team has worked tremendously hard to stay on track with the debt recovery schedule this financial year, whilst having temporary and more manual workarounds in place as we await significant software changes for 2023/24 accounts. It is difficult to assess what impact the outstanding software changes will have on collection levels. It is likely to be mid-November before all software changes are available and accurate 2023/24 bills are issued to affected ratepayers.

At this stage, we have still to apply approximately £1.2m in Revaluation Transitional Relief to 2023/24 accounts. Small Business Bonus Scheme Transitional Relief also needs to be applied. The knock-on effect from this is that there are a number of debt recovery holds on SBBS TR related accounts and a number of ratepayers have yet to pay anything towards their 2023/24 charge as they require an accurate bill before doing so.

REV07 Council Tax in-year collection	55.1%	27.9%	53.3%	54.0%	🟠	✔	

At end Q2, we collected 53.29% of current year Council Tax due, against a target of 54.02%, so we're just below our target. Our targets are based on the pre-Covid position, however we are mindful that many local residents continue to struggle with cost of living increases.
The first half of 2023/24 has remained extremely busy for the team, with no respite from the continued high volume of enquiries from customers. The winter period will undoubtedly create additional challenges for many households, with fewer financial support schemes being available this winter compared to last, so efforts continue to raise awareness of the help available. We will shortly be launching an updated version of the *Helping with the Cost of Living Crisis* leaflet to help make sure local residents claim any financial support they are entitled to.

REV08 Value of current tenants rent arrears	£1,204,385.1	£1,165,659.1	£1,444,472.6	£1,455,121.4	⭐	✗	

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Measure ↑	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual

Our position at end of financial year 2022/23 was £1,293,901.27. This means that current tenant rent arrears have increased by £150,571.32 this financial year - 11.64%. By way of comparison, during the same period last year, current tenant rent arrears increased by £133,419.55 (12.46%) so a very similar trend when compared to previous year. The period between July and September has always proved challenging as this covers the school summer holiday period which creates additional financial challenges for many households. In addition, monthly payers who pay over a 12 month cycle, accrue what are often referred to as 'technical' arrears between the Summer and Winter rent charge breaks, only coming into sync with the fortnightly rent charging cycle at end of year.

As we head towards the winter period, work continues within the team and wider service to raise awareness of the valuable support available to help ease financial pressures wherever possible and ensure priority bills like rent and council tax can be paid. Referrals to our Financial Inclusion colleagues remain high, ensuring tenants can access valuable advice and support in relation to welfare benefit take-up and other financial support schemes. To supplement this, a new version of the *Helping with the Cost of Living Crisis* leaflet is close to being finalised outlining various forms of support available, not just from our teams but other council services, third sector and other agencies.

There is considerable time and work being attributed to the Orchard replacement project. Whilst this is an extremely positive development, this is a huge project with many workstreams, so it is recognised that taking time out to ensure team members have the opportunity to contribute and influence this new system build will have an impact on other areas of work.

Measure	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
CF001 Percentage of invoices paid on time	82.3%	87.7%	85.7%	90.0%	🟠	❌	

Purchase 2 Pay Project is focusing on 3 main areas at the moment.
1) The Amazon Business Account. This is fully implemented now, with just a small number of approvers still to be set up. Regular meetings with Procurement are in place to review Amazon spend and the P2P team will deal with any breach of procedures.

2) PECOS. We recently completed a two day consultation with Elcom to review our PECOS set up. There are many areas which can be improved, as the system hadn't been comprehensively reviewed since implementation. We are focusing on Approval Rule Groups; Buy For functionality and Approval Delegation initially.

3) AP process improvements. We are looking at areas such as reconciliations, batch checks, filing, and direct entries to the ledger. This work is taking place alongside feedback from internal and external audit reviews.

Measure	Previous Year	Previous Quarter	Actual (30 Sept 2023)	Target	RAG	Trend	Actual
REV01 Value of Financial Gains Secured	£1,249,027.6	£518,855.0	£1,047,722.0	£1,000,000.0	⭐	✔	

Securing additional income for clients through maximising entitlement to welfare benefits and other financial support, is a key objective for the team. A holistic and comprehensive service is provided to clients to ensure that their longer-term needs are met, with the hope that this brings some certainty and stability for the future. This not only benefits the client and their household but has a wider positive impact on local communities and the economy, bringing more money into the local area and helping to support local business. It is also recognised that early intervention and avoiding a crisis situation can help to reduce demand for other support services, including health related support.

484 new clients accessed the service during the first half of 2023/24 and annual financial gains of £1,047,722.00 have been secured for 249 clients between April and September, which equates to an average gain of £4,207.72 per client. This is a fantastic amount of money secured for local residents, much of which could have gone unclaimed had it not been for the work of the team.

With the cost of living crisis far from over and another winter approaching, it's a worrying time for many. With less financial aid being provided via temporary support schemes this winter, demand for advice services is set to continue.

East Lothian Council

REPORT TO: Policy Performance and Review Committee

MEETING DATE: 14 December 2023

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BY: Executive Director for Place

SUBJECT: 'Top 50' Council Plan Performance Indicator Report Update

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1   PURPOSE

1.1   To provide the Committee with information regarding the performance of Council services during 2022-23 for the Council Plan Top 50 indicators.

2   RECOMMENDATIONS

2.1   The Committee is asked to use the information provided in this report to consider whether any aspect of the Council's performance is in need of further analysis.

3   BACKGROUND

3.1   The 25 October 2022 Council meeting unanimously approved the 2022-2027 Council Plan Action Plan and agreed that a new set of 'Top 50' Council Plan Indicators to track high level progress with implementing the Plan would be reviewed. The 'Top 50' indicators were approved by the Council on 28 February 2023.

3.2   The approved set of 'Top 50' Performance Indicators will be used to help monitor progress towards the outcomes around six of the Council Plan objectives contained in the Council Plan. Appendix 1 provides the latest data on the Top 50 indicators.

3.3   Where available targets are included for indicators. However, it should be noted that some indicators (CP04, 05, 06, 25, 36, 43 & 45) are under development or have only been in place since the start of this year so targets have not yet been set but will be determined after the indicator have been in place for a year. Also, targets are being developed by the Health & Social Care Partnership for the indicators which it reports on (CP28-33).

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

Reduce Poverty and Inequality

CP1 – 21.1% of children are in households with less than 60% of average income after housing costs. This has increased from 18.8% but below the Scottish average of 24%. The Scottish Government's target is 10% by 2025.

CP2 – The percentage of citizens who say they are managing financially well and quite well reduced from 53% in 2019 to 50% in the 2021 resident's survey, reflecting the uncertainty caused by the COVID-19 pandemic.

Respond to the Climate Emergency

CP4 - Corporate annual carbon emissions (tonnes CO2e) reduced from 15,635 to 13,990 tonnes.

CP6 - 45 staff have been through the carbon literacy training with an additional 15 expected to be certified later in the year.

Grow our Economy

CP09 / CP10 - Overall, 30% of people involved in Council operated employment programmes progressed into employment. This is a reduction compared to the 43% achieved in the previous year. However, the number of participants is much higher in 2022/23, 722 compared to 467 in the previous year.

CP11 – The participation rate for 16-19-year-olds increased to 96.1% and is now just above target.

CP13 – the number of Business Gateway start-ups (per 10,000 population) increased from 6.66 in 2021/22 to 13.32 in 2022/23 but is still below target of 14.35.

CP14 – Procurement spent on local enterprises at 17.7% is below target of 29.5%.

Grow Our People

CP21 - The percentage of young people receiving After Care who are in a positive destination has improved slightly to 54% although under target (60%) for the year.

CP22 – The number of Looked After Children with more than 2 placement moves in a year reduced from 4 to 1 during 2022/23. This is against a target / RAG alert of 2.

CP26 – The number of days people aged 75+ spend in hospital when they are ready to be discharged (per 1000 population) increased from 153.2 to 206.3 but

is still below the target of 245 and is significantly below the Scottish average of 919.

Grow Our Communities

CP37 - Number of affordable house completions and open market acquisitions increased from 126 to 196 against the target of 137. A new target will be set by the new Local Housing Strategy.

CP38 - Average number of days to re-let properties improved slightly to 65.2 but is below the target of 42 days. Issues affecting performance include staffing issues, contractor delay and issues associated with the pandemic.

Grow Our Capacity

CP45 – Total number of on-line form transactions has increased from 32,751 to 41,644. This includes 24,493 from the Customer Portal and 17,151 from the Council website and is a 27% increase in the previous year's total.

CP46 – The percentage of employees agreeing that the Council is a great place to work improved slightly to 83.8%, although under target (87.5%).

CP49 – Gross rent arrears as at 31 March each year as a % of rent due for the reporting year increased from 4.9% to 5.8%, reflecting the impact of the 'cost of living' crisis.

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 is intended to aid this process.

5   INTEGRATED IMPACT ASSESSMENT

5.1   The subject of this report is not applicable to the well-being of equalities groups and an Impact Assessment is not required.

6   RESOURCE IMPLICATIONS

6.1   Financial – no direct financial implications associated with this report.

6.2   Personnel – no direct implications on staffing associated with this report.

6.3   Other – none.

7   BACKGROUND PAPERS

7.1   Appendix 1: 2022/23 Top 50 Council Plan Indicators Report

AUTHOR'S NAME	Paolo Vestri / Gary Stewart
DESIGNATION	Service Manager Policy, Improvement & Partnerships / Policy Officer (Performance)
CONTACT INFO	pvestri@eastlothian.gov.uk
DATE	1st December 2023

Appendix 1 - Council Plan 2022-2027 Top 50 Performance Report

Dates

31/03/2023 ⌄

Reduce Poverty & Inequality

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP1 T1	% of children living in households with less than 60% of average income after housing costs	18.8	21.1	10.0	▲	CHN24 of the Local Government Benchmarking Framework shows the percentage of children who are in households with incomes net of housing costs that are below 60% of the median. Data is published 2 years in arrears i.e. 2019/20 figures published in 2021 by End Child Poverty. ELC figures have increased from 18.8% in 2020/21 to 21.1% 2021/22. The Scottish average increased from 21% to 24%.
CP2	% of citizens who are say they are managing financially Very Well & Quite Well	53	50	55	●	The Residents' Survey 2021 found 50% of citizens agree they are managing financially. The previous figure is from the 2019 Residents Survey.
CP3	EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	2.8%	2.5%	2.8%	●	% claiming out of work allowance / Universal Credit has increased slightly in Q4 to 2.5%. The rate remains below the Scottish average of 3.3. There were 1655 claimants. Claimant count in the age group 18 to 21 is 4.3% against the average of 4.7%.

Respond to Climate Emergency

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP4 T2	ELC EDSI02 Corporate annual carbon emissions (tonnes CO2e)	15635	13990.19			East Lothian Council has set a target to reach net zero as soon as reasonably practicable or at latest 2045 to contribute to Scotland's Net Zero target. Please note that different local authorities may use different carbon emissions categories to estimate their final corporate footprint. For example, the level of Scope 3 emissions included varies significantly. A local authority which includes more carbon emissions categories will likely have a higher but more accurate carbon footprint than those who are not including these categories. This makes it difficult to compare local authorities' carbon footprints against each other.

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ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP5	East Lothian Council's score in Adaptation Scotland's Capability Framework		2.16			As part of the Climate Change (Scotland) Act 2009, public bodies must contribute to the Scottish Climate Change Adaptation Programme. The Capability Framework is one way of providing a baseline of the extent of existing adaptation work in East Lothian Council, helps us identify gaps in our capabilities, and is a useful tool for reporting progress in climate change adaptation over time. The Framework supports a flexible approach, and is tailored to each organisation's unique circumstances rather than setting a standard for comparison between public bodies. Average score overall is 2.16. This includes the following categories: • Organisational Culture & Resources = 1.33 • Understanding the Challenge = 2.66 • Planning & Implementation = 2.33 • Working Together = 2.33
CP6	Number FTE staff undertaking Carbon Literacy Training programme & certified as Carbon Literate	7	45			32 more staff expected to be certified by August 2023. Dec Update - 45 staff have received their certificates in carbon literacy. Another 15 are expected to receive their certificates in December 2023, and another 31 staff members are yet to submit their assessment which will determine whether they are eligible of a certificate.

Growing Our Economy

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP07 T3	Proportion of people of working age (16-64) in employment in East Lothian (including self employed)	0.62	0.62	0.60	★	The most recently updated figure provided by NOMIS is 0.62 is for 2021. The density figures represent the ratio of total jobs to population aged 16-64.
CP08	No of businesses accessing support services; including Business Gateway, East Lothian Works & others		429	400	★	the 2023 figure is slightly above target and a big improvement on the previous year which was badly affected by COVID
CP09	EDU03 Number of people participating in EL Works operated or funded employability programmes	467	723	450	★	EL Works has continued to expand the employability offer to residents of East Lothian, increasing the number of pathways and opportunities available. This has largely been achieved by the introduction of a co-commissioned Grant Programme which will continue in 23-24. The increase in available services has led to an increase of 55% of the number of people who have received employability support compared with 21-22.
CP10	EDU01 % of people involved in Council operated employability programmes progressed into employment	43%	30%	20%	★	The number of people progressing into employment increased slightly. Also, the higher amount of people participating in the employment programmes has reduced the overall percentage progressing into employment from 43% to 30%.
CP11	＞ CHN21 Participation rates for 16-19 year olds	93.20	96.10	96.00	★	Participation rates have increased from 93.2% to 96% and remains above the Scottish average (94.2%)

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP12 T4	Business base – number of businesses		3,800	3,300	★	above current target, but this will be revised on completion of the new Local Economic Strategy
CP13	Econ5 No of business gateway start-ups per 10,000 population	6.66	13.32	14.33	●	146 new business gateway start-ups during 2022/23. Numbers are much lower compared to 179 before Covid-19. 13.3 per 10,000 is also lower than pre-covid figures.
CP14	ECON4 % of procurement spent on local enterprises	18.50	17.70	29.50	▲	% spend on local enterprises has reduced to 17.7%. Scottish average is 29.5%
CP15	ECON9 Town Vacancy Rates	8.07	8.07	5.00	▲	Update will be available later in the year

Growing our People – Close the poverty related attainment gap

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP16	Attainment gap between quintiles 1 and 5 for primary 1, 4 and 7 combined in literacy	30.0%	30.0%	27.6%	●	The percentage point gap in East Lothian in 2021/22 was broadly in line with the previous year at 30 percentage points. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the combined P1, P4 & P7 cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 21% of the combined cohort in SIMD Quintile 5. Pupils' achievement of CfE levels in 2020/21 were affected by the coronavirus (COVID-19) pandemic. It is likely that 2021/22 results may also be affected by the ongoing impact of the pandemic on young people's learning. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers. Figures are for academic year 2021/22. The 2022/23 figures will be available in early 2024.

3

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP17	Attainment gap between quintiles 1 and 5 for primary 1, 4 and 7 combined in numeracy	22.1%	22.1%	24.2%	🟠	The percentage point gap in East Lothian in 2021/22 reduced by 4 percentage points on the previous year to 22 percentage points. The number of pupils in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the combined P1, P4 & P7 cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population with approx. 21% of the combined cohort in SIMD Quintile 5. Pupils' achievement of CfE levels in 2020/21 were affected by the coronavirus (COVID-19) pandemic. It is likely that 2021/22 results may also be affected by the ongoing impact of the pandemic on young people's learning. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers. Figures are for academic year 2021/22. The 2022/23 figures will be available in early 2024.
CP18 T5	Attainment gap in quintiles 1 to 5 in the no. school leavers attaining 1+ passes at SCQF level 5	39.6%	39.6%	19.1%	🔺	The percentage point gap in East Lothian in 2021/22 increased by 12.5 percentage points on the previous year to 39.6 percentage points. The significantly different circumstances and awarding processes of 2021 and 2022 do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence. The number of school leavers in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the total cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population in East Lothian. Due to the size of this population, the percentage achieving is susceptible to more fluctuation over time. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers. Figures are for academic year 2021/22. The 2022/23 figures will be available in early 2024.

4

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP19	Attainment gap in quintiles 1 to 5 in the no. of school leavers attaining 1+ passes at SCQF level 6	55.7%	55.7%	36.1%	▲	The percentage point gap in East Lothian in 2021/22 increased by 11.6 percentage points on the previous year to 55.7 percentage points. The significantly different circumstances and awarding processes of 2021 and 2022 do not allow for meaningful comparison or for conclusions to be drawn on changes in education performance and should not be seen as an indication that performance has improved or worsened, without further evidence. The number of school leavers in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the total cohort on average). This SIMD group population is significantly smaller than any other SIMD Quintile group population in East Lothian. Due to the size of this population, the percentage achieving is susceptible to more fluctuation over time. All schools have in place improvement plans and specific targets to raise attainment and reduce the poverty-related attainment gap. These are discussed and challenged on a regular basis with Quality Improvement Officers. Figures are for academic year 2021/22. The 2022/23 figures will be available in early 2024.
CP20	Attendance gap between quintiles 1 and 5 in overall school attendance	6.4%	6.4%	5.0%	▲	The attendance rate gap in East Lothian in 2021/22 increased slightly by 0.7 percentage points on the previous year to 6.4 percentage points. During 2020/21 there was disruption to school attendance caused by the COVID-19 pandemic. The 2020/21 rate refers to attendance when schools were open and does not include periods where school buildings were closed to pupils and education continued via home-learning. All schools have in place targets to improve attendance and close the poverty related gap. This is supported by our school attendance policy and discussions with Quality Improvement Officers. Figures are for academic year 2021/22. The 2022/23 figures will be available in early 2024.

Growing our People – Improve the life chances of children

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP21	The % of young people receiving After Care who are in a positive destination	52%	54%	60%	▲	% of young people receiving aftercare who in a positive destination increased by 2%, but below target.
CP22 T6	Percentage of child protection re-registrations within 24 months	13%	0%	10%	★	There were no re-registrations
CP23	Number Looked after children with more than 2 placement moves in a year	4	1	2	★	only 1 child experienced more than 2 placement moves in a year.
CP24	Number of young people receiving continuing care	15	15	11	★	remains the same at 15 and above target.

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ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP25	Number of referrals of children and young people to mental health services Single Point of Access	0	1,023			1023 referrals received into the single point of access (SPA) from the begining of the school year (Aug 2022) to end of May 2023. Neurodevelopmental Assessment (ND) Pathway has been incorporated into the suite of services available through the SPA. This year 51% of all referrals have either included a ND assessment request alongside a request for Mental Health Support or have been solely seeking an ND assessment. We have seen our highest numbers of referrals to SPA this year since the initiative started in 2020 with most common referral reasons being Neurodevelopmental Assessment, Anxiety and Emotional/Behavioural Difficulties followed closely by Trauma and Low Mood. Children and Young People referred to the SPA go on to access various mental health services such as support from a Mental Health Youth Worker, School Counselling, Art/Play Therapy or CAMHS but may also be directed to another service within or beyond ELC.

Growing our People – Adults and older people

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP26	Number of days people aged 75+ spend in hospital when they are ready to be discharged (per 1000 popu	153.2	206.3	245.0	★	SW8 of the Local Government Benchmarking Framework shows the number of days people spend in hospital when they are ready to be discharged, as a rate per 1,000 population (75+). The ELC rate has increased from 153 to 206 and is significantly below the Scottish average (919). ELC ranks as one of the lowest for this measure when compared to other councils. Activity aimed at reducing the time people spend in hospital once medically fit to be discharged continues to be a priority. This includes the work of the Integrated Care Allocation Team (ICAT); delivery of a multidisciplinary Daily Flow Huddle; the Inreach Programme; and ongoing development and delivery of Intermediate Care services. Target is the average of the previous 3 years.
CP27 T7	% of 65+ with long-term care needs receiving personal care at home	58.7	56.0			Increasing the proportion of people with care needs who are supported in their own homes is recognised as key to ensuring the future sustainability of health and social care provision, particularly given East Lothian's growing and ageing population and the likely increase in people with more complex care needs. As well as continuing to develop and deliver Intermediate Care Services, the HSCP is undertaking strategic planning / transformation programmes to inform the development of models for the future provision of services for older people and of care at home.
CP27b T7	% of under 65 with long-term care needs receiving personal care at home	83%	83%	85%	●	Annual rate receiving personal care at home is slightly under target.

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP28	% of all 65+ non-residential service users receiving care under SDS Options 1 and 2	18%	26%			This indicator was introduced to provide a proxy measure of the % of people able to influence decisions related to their care provision through the use of direct payments. However, it is now recognised that available SDS data does not provide a meaningful measure of this due to the way in which SDS operates. It is recommended that this indicator is removed, and an alternative developed related to Personal Outcome measures once available. SDS Categories 1 & 2 are as follows: Cat 1 – direct payment – supported person receives direct payment. Cat 2 – individual service fund – the supported person decides in the support they want, and support is arranged on their behalf.
CP28b	% of all under 65 non-residential service users receiving care under SDS Options 1 and 2	73%	75%			This indicator was introduced to provide a proxy measure of the % of people able to influence decisions related to their care provision through the use of direct payments. However, it is now recognised that available SDS data does not provide a meaningful measure of this due to the way in which SDS operates. It is recommended that this indicator is removed, and an alternative developed related to Personal Outcome measures once available. SDS Categories 1 & 2 are as follows: Cat 1 – direct payment – supported person receives direct payment. Cat 2 – individual service fund – the supported person decides in the support they want, and support is arranged on their behalf.
CP29	% of carers receiving respite via a Carers Support Plan					This indicator is under development and reflects one of the key priorities in the new EL Carers Strategy re provision of respite. The new East Lothian Carers Strategy, and associated Action Plan, were agreed by East Lothian IJB in June 2023. The Carers Change Board is currently looking at the development of indicators to support monitoring of the Strategy's implementation.
CP30	Emergency (or preventable) hospital admission rate	10,528	9,361			There are a number of HSCP services that that help to reduce unplanned admissions by intervening to prevent individuals reaching a stage where they need acute hospital care and / or providing alternatives to allow them to receive the care they need at home. These include the Emergency Care Service, the Falls Service and Hospital at Hospital. In addition, the Inreach Programme works with East Lothian patients presenting at the Edinburgh Royal Infirmary 'front door' to help prevent unnecessary admission / reduce the length of hospital stay.
CP31	Fall rates per 1,000 population aged 65+	22	21			A new HSCP Falls Service was introduced in 2022 and an integrated Falls Pathway established. This work has also been supported by the development of a multidisciplinary Community of Practice for Falls Prevention.

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP32	Proportion of last 6 months of life spent at home or in a community setting	88%	88%			HSCP services continue to develop the provision of palliative and end of life care options in a range of settings, including in people's homes and in the community. This has included strengthening multidisciplinary approaches, for example the HSCP's Hospital to Home and Care at Home services working collaboratively with the Hospice at Home service. In addition, the provision of palliative care beds in care homes has been continued following a successful pilot.
CP33	% of adults able to look after their health very well or quite well	93%				Based on 2020/21 Health and Social Care Experience Survey - only carried out every 2 years - 2022/23 figures not available until next year

Growing our Communities

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP34	% of citizens who agree the Council is good at listening to peoples views before it makes decisions	13.0	13.0	50.0	▲	The recent Residents' Survey found 13% agree the Council is good at listening to peoples views. The previous and last figures ae from the 2021 Residents Survey. The next survey is due to be carried out in 2024
CP35	% of citizens who say their neighbourhood is a good place to live	94.0%	94.0%	95.0%	●	The recent Residents' Survey found 94% of citizens agree their neighbourhood is a good place to live. The previous and last figures ae from the 2021 Residents Survey. The next survey is due to be carried out in 2024.
CP36	CLD06 Number of volunteer hours engaged in Connected Communities (CLD) Activity	2,725	2,948			Volunteering involves a wide range of activities including Duke of Edinburgh award scheme, Area Partnership meetings and networks, management committees and youth provision.
CP37 T8	EDSI03 Number of affordable house completions and Open Market Acquisitions	126	196	137	★	The affordable housing supply and the market housing supply have a combined target of 519 units per annum. Targets may be revised as part of the new Local Housing Strategy.
CP38	Average number of days taken to re-let properties	66.2	65.2	42.0	▲	The number of days to re-let and associated void rent loss remained challenging to address in 2022/23 with a variety of issues continuing to play in affecting performance. These included staff issues (both back office and craft workforce), contractor delays and other issues associated with the pandemic, Brexit and the cost of living crisis. Plans are in place to tackle the voids backlog and significant improvement is expected in this area for 2023/24.
CP39	% of tenants satisfied with repairs	90%	88%	92%	●	A deeper analysis of this measure indicates that lower satisfaction associated with the overall time to complete repairs was the main contributor to this drop in year-on-year performance. This is very likely related to the availability of front-line craft resource arising from sectoral labour supply chain issues.

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ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP40	T&WS01 Number of bus service routes	38	38	38	★	The number of bus services remain the same for 2022/23. The Scottish Government had put in place a new grant to support bus services in 2022-23, the Network Support Grant (NSG). This includes temporary additional financial support during the recovery from the COVID-19 pandemic. There will be further changes over the next 3 months including additional bus routes and timetable adjustments.
CP40b	T&WS02 Number of timetabled journeys	8219	8219	8219	★	The number of timetabled journeys remain the same for 2022/23. The Scottish Government had put in place a new grant to support bus services in 2022-23, the Network Support Grant (NSG). This includes temporary additional financial support during the recovery from the COVID-19 pandemic. There will be further changes over the next 3 months including additional bus routes and timetable adjustments.
CP41	ENV6 T&WS % of total household waste arising that is recycled	53.9%	53.1%	50.0%	★	For 2022, across Scotland the average household waste recycling rate was 43.3% but East Lothian achieved a recycling rate of 53.1%, which was the highest of the four Lothian councils and in the top 10 of all Scottish local authorities. This rate however was a slight decrease to the 2021 recycling rate of 53.9% which has been attributed to lower volumes of soil and rubble generated and reduced garden waste produced during a dry summer period.
CP42	% of citizens who feel very safe walking alone in their local area after dark	94.0	94.0	92.0	★	A new indicator for 2022-2027. Figures shown are from the 2019 Residents Survey as the question was not asked in the 2021 survey. The question will be asked again in the next survey.
CP43	% of Anti-Social Behaviour complaints received by the Council resolved/ closed within 4 months					Figure not available and will be reported later in the year.

Growing our Capacity

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP44	Proportion of non-Direct Debit payments, including school payments, undertaken online	72.0	79.0	85.0	🟠	The latest year shows continued increase in on-line payments and moving towards reaching the target
CP45 T10	Number of on-line form transactions completed on Council website	32751	41644			Total number of on-line form transactions has improved in 2022/23 from 32,751 to 41,644. This includes 24,493 from the Customer Portal and 17,151 from the Council website. Some of the most popular services include: Waste Container request – 5890; Bulky Waste order – 3078; Feedback – 1343; Primary 1 Enrolment – 1243; Council Tax Moving into East Lothian – 971; Council Tax Request a Refund – 837; and Antisocial Behaviour – 767. no target has been set yet as the roll out of on-line forms to council services is ongoing
CP46	% of employees agreeing that the Council is a great place of work	80.4	83.8	87.5	🟠	The 2022/23 Employee Engagement Survey found 83.8% of employees agreeing the Council is a great place to work

ID	Measure	Previous Value	Latest Value	Target / RAG Alert	RAG score	Comments
CP47	ELC Corp06 Average number of sickness absence days per local government employee including teachers	8.08	9.54	9.50	🟠	Recorded absences rose from the pandemic period when many employees were able to work from home. There has also been an increased focus on the management and reporting of sickness absence as staff return to the office
CP48	ELC Corp7 Percentage of income due from Council Tax received by the end of the year	97.7	97.6	97.6	🟠	Council Tax collection has been strong in 2022/23, helped in part by the Scottish Government £150 cost of living payments made to every household in receipt of Council Tax Reduction and all other occupied households in Bands A to D. 898 new properties were added to our property base in 2022/23, taking our overall property base up to 51,982 at end of year. The majority of new properties were in Band E and Band F. 2022/23 has been an exceptionally busy year and the volume of work coming into the team has remained extremely high throughout the year. Managing down this work whilst providing support for local residents struggling with cost of living increases has been challenging. The new financial year may bring about additional challenges with a 7% annual Council Tax increase and there is no scheme in place this year to provide cost of living support payments direct to Council Tax accounts, so this may impact on collection levels and people's ability to pay, but work continues to maximise collection through boosting household income where eligibility to financial support exists and also through effective debt management work.
CP49	HSN1b RWS Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	4.9	5.8	4.9	🔺	It has been an exceptionally difficult year for many local residents and maximising rent collection and reducing arrears levels during 2022/23 has proved challenging. Restrictions around progressing more serious levels of debt at the legal stage during 2022/23 has also impacted on arrears levels, however extensive work is going on to manage this in conjunction with our Legal Services team. A balanced approach to managing rent arrears is well embedded within the team, ensuring tenants are supported and informed of help available, providing intensive one-to-one support for tenants and making sure our services are joined-up and accessible.
CP50	Preserve minimum balance on useable general fund reserves (£million)	£7.2	£7.2	£7.2	⭐	The unplanned overspend, after applying planned use of reserves is currently forecast to be £10.3 million at the end of the year. While this represents an improvement of £4.3 million since the period 3 report, an overspend of this level cannot be accommodated within unallocated balances on the general fund reserve and will not only remove in full the minimum level of reserve but will also result in a reduction in previously earmarked funds which remains aligned to supporting critical transformational activities with a view to deliver recurring savings. This, alongside the current high level of planned reserves for this year, presents a significant risk to financial sustainability as well as to the delivery of outcomes aligned to the Council Plan

East Lothian Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 14 December 2023

4

BY: Executive Director for Place

SUBJECT: Use and Management of Glyphosate Across the County

1   PURPOSE

1.1   To inform Members of the current use of Glyphosate by the Council, the context for this, and the work underway to reduce the use of Glyphosate and enhance nature networks.

2   RECOMMENDATIONS

2.1   Members are requested to note the contents of this report, including the measures already taken by Amenity Services to reduce use of Glyphosate and balance this with the Council's range of duties and responsibilities.

3   BACKGROUND

3.1   Glyphosate is a substance that is widely used in a number of herbicide products and its use in Europe is subject to strict regulation.[1] Glyphosate-based pesticides are used in agriculture and horticulture to combat weeds that compete with cultivated crops, and in the maintenance of hard infrastructure[2] such as railway lines, footways and hard-standing areas, amongst other uses.

The Council's statutory duties relating to weed control

3.2   East Lothian Council currently has an integrated weed control programme, which includes the use of Glyphosate where this is necessary to enable the Council to continue to meet its duties to keep specified areas including public footways and other hard surfacing free of weeds.

3.3   There are statutory duties on the Council, and all local authorities, to keep specified land and public roads clean and litter-free. The Council is

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[1] Glyphosate: no critical areas of concern; data gaps identified | EFSA (europa.eu)
[2] EFSA explains the scientific assessment of glyphosate | EFSA (europa.eu)

independently audited annually using local environmental quality surveys to monitor and inform our compliance with the Environmental Protection Act 1990 and the Code of Practice on Litter and Refuse (Scotland) 2018. These annual audits use a range of local environmental indicators including presence of "weeds".[3]

3.4   The Council must also ensure it meets equalities and outdoor access duties and responsibilities in maintaining our public infrastructure so that pavements and footways do not become damaged or overgrown and become an obstruction for users including buggies, pushchairs, wheelchair users and those with less mobility, by keeping these areas of public infrastructure weed free.

3.5   Landowners, including the Council, have statutory duties to prevent the spread of invasive non-native plant species. In relation to Giant Hogweed, use of Glyphosate is necessary to remove this invasive plant, as explained by the Scottish Invasive Species Initiative; and is also necessary for public health as Giant Hogweed causes serious skin burns.[4]

3.6   While Glyphosate is used in certain locations, it is only one aspect of the Council's integrated weed control programme around East Lothian, which also includes hand-pulling and encouraging communities to participate in weed control, as set out below.

The use and management of Glyphosate by the Council

3.7   Glyphosate used by the Council for weed control has been certified as safe for use. The Council receives regular updates from the Amenity Forum,[5] which is the leading organisation within the UK amenity sector for promoting best practice and the safe and sustainable management of weed control. In recent years following extensive testing, reviews and commissioned research, primarily in Europe, it was concluded that Glyphosate continued to be safe for use. The European Food Safety Authority also arrived at the same conclusion.

3.8   On that basis, the Amenity Forum have stated that the chemical is 'able to be used without unacceptable risks to people or the environment'. The Council through appropriate staff and service continue to engage with wider sector intelligence on this and continue to monitor accordingly.

3.9   Our ongoing monitoring of best practice around weed control includes carefully considering any evidence to suggest that working practices could have a detrimental effect on the health of our communities and wildlife.

3.10   Management staff within the Council's Amenity Services team take an active role in a number of advisory groups, including APSE (Association for Public Service Excellence) and APSE Scotland, to share best practice, monitor Glyphosate use by councils across the UK, monitor new developments in delivery and prepare for any changes in legislation that may impact on service delivery.

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[3] LEAMS | Keep Scotland Beautiful
[4] Giant Hogweed | Scottish Invasive Species Initiative
[5] The Amenity Forum - Promoting Best Practice

3.11   These information-sharing sessions have revealed that there is no suitable alternative to Glyphosate for councils to use which is as effective, resource effective, cost effective and sustainable. Alternative methods of weed control by Amenity staff are considerably more staff- and resource-intensive, with repeat treatment being required more frequently to be effective and meet public demand and statutory duties. Nevertheless, we continue to monitor and trial alternative methods of weed control, as set out below.

3.12   Currently, Amenity Services generally undertake two applications of Glyphosate per year to shrub beds, grass channels/edges, road/footpath edges and other hard landscaped areas within public open and civic spaces. These applications are applied as a 'spot-treatment', to control any weeds present at the time of the visit.

3.13   All Amenity Services staff that are required to apply any chemicals have received specialist training for this purpose and hold the relevant Certificate of Competence (PA1 PA6). Staff strictly follow product label recommendations and safe methods of working to ensure correct dosage to target vegetation and safeguard themselves, the public and environment.

3.14   It is important to balance operational need with our environmental responsibilities. The following alternative working methods have been trialled on a pilot basis in other local authority areas:
- thermal treatment (hot water)
- acetic acid (vinegar)
- flame

The trials identified thermal treatment as the most effective of the alternative methods; however, this method is significantly more labour intensive and costly. None of the alternative methods of weed control provided any sustained results, although acetic acid has been identified as a potential alternative for use in preventing prostate grass growth over path edges. The trials confirmed that currently Glyphosate is the most effective method of weed control currently available.

3.15   A recent study (in 2021) by Cardiff Council and its weed control contractor[6] trialled three pavement weed control methods across the City of Cardiff to find out how effective and sustainable each method was: Glyphosate-based herbicide, acetic acid-based herbicide and hot foam herbicide. The results showed that Glyphosate was the most sustainable, being cost effective, with low environmental impacts and high customer satisfaction and quality. The study concluded that the most effective and sustainable weed control method currently available for pavement weed control in the UK involves the use of Glyphosate-based herbicide.

3.16   It is also important to advise that for every enquiry received in respect of use of weed-killer the Council receives significantly more complaints from members of the public in respect of enhanced weed control; and we have to balance the requirement for weed control in public places alongside public perception.

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[6] Reference: 10095_Cardiff Council_Weed Control Trial_Report_v6 (moderngov.co.uk)

3.17   Striking the balance is very important in respect of not over-using Glyphosate but use to control in respect of public requirements and the Council's duties and responsibilities.

Reduction in Glyphosate use and use of alternative methods of weed control

3.18   While Glyphosate is used in certain locations, it is only one aspect of the Council's integrated weed control programme around East Lothian. Wherever viable and effective opportunities exist to reduce our reliance on chemicals we have trialled and, where appropriate, adopted alternative working practices, including mulching and manual weed control. We use manual weed control (hand-pulling of weeds) in our parks and greenspaces, particularly in shrub beds to remove areas of weeds amongst shrubs where spot-treatment is not feasible.

3.19   We also encourage communities to participate in weed control. There have been examples of pilots and trials in some areas of our villages where Glyphosate was no longer sprayed as the communities engaged with this and were supportive, actively participating in weed control.

3.20   Where viable and efficient opportunities exist to reduce the Council's reliance on chemicals, alternative working practices have been adopted to utilise these and contribute to the overall aims and objectives of the Council's Climate Change Strategy. Glyphosate is used in such small quantities (compared to alternative options), significantly reducing plastic packaging and carbon emissions resulting from transportation, contributing to reaching the Council's Net Zero target. We do not use other alternatives such as hot foam and burning of weeds as these have a significantly larger carbon footprint associated with their use.

3.21   The quantities of Glyphosate we have used since 2014 have reduced. We continue to take opportunities across the county to reduce the use of Glyphosate. For example:

- Next year in the Musselburgh area Amenity Services will trial not spraying path grass edges with Glyphosate, spraying only wall edges, invasive species and hard standing areas;

- We have used Glyphosate around the bases of trees in our parks to protect the trees from our ride-on mowers, preventing them from coming too close during grass-cutting and damaging the trees. As an alternative we have also used woodchip laid around the bases of trees to prevent weed growth and we are further considering how we could roll this out more widely as an alternative;

- Countryside Service have trialled a device which is a chemical-free technique to target and eliminate individual weeds including invasive species on our countryside sites. This is also being trialled by Amenity Services, although it may not be suitable for larger-scale amenity areas. The cost and environmental consequence (carbon footprint) versus the use of such a machine still needs to be considered. However, we will continue to investigate and trial new methods as they come forward.

Our positive amenity grassland management measures and our intent going forward

3.22 With respect to the environment and nature, the Council has a Climate Change Strategy and Green Networks Strategy in place to help tackle the Climate and Nature Emergency and policies supporting the enhancement of biodiversity, and we continue to undertake work to support and enhance biodiversity around East Lothian.

3.23 The Council's Amenity Depot Managers have been working for many years across East Lothian and continue to lead the way in changing how we manage amenity open space to ensure positive benefits for both nature and people:

- In many of our public parks and greenspaces we have actively planted wildflower areas to enhance parks and greenspaces for nature including pollinators such as bees and butterflies;

- We leave areas of amenity grass long, until the wildflowers have flowered and produced seeds before cutting at the end of the season; this is part of our active management to encourage wildflower growth in subsequent years, and we aim to expand these areas with community support;

- Amenity Depot Managers undertake nature-friendly grassland management options, including use of the plant Yellow Rattle, which naturally parasitises grass reducing grass growth, encouraging wildflower growth, benefitting nature including pollinators, and reducing maintenance requirements. They also advise private developers on these types of measures to encourage others to participate and enhance nature networks;

- We undertake extensive tree planting in our parks and greenspaces, including as part of the 'Queen's Green Canopy' and 'TreeTime East Lothian'[7] tree-planting initiative in our communities, working in partnership with Edinburgh & Lothians Greenspace Trust.

3.24 We are currently underway with a 'Nature Networks in East Lothian's Parks and Greenspaces' project, to enhance and extend our nature networks and boost biodiversity in our parks and greenspaces. We undertook a public consultation to gather people's views and identify the nature network enhancements which are supported by the public in our local communities,[8] and we are now implementing these. This includes public engagement and signage to explain alternative amenity greenspace management and encourage acceptance by the public.

3.25 We work closely with and support community organisations who are actively involved with enhancing our open spaces and countryside sites to benefit nature and people, including Countryside Volunteers, Path Wardens, In Bloom Groups, 'Friends of' Groups, Litter Groups, all of whom help to enhance our communities and add value to the core works of the Council on the ground.

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[7] TreeTime East Lothian - TreeTime Edinburgh : TreeTime Edinburgh (tree-time.com)
[8] Nature Networks in our parks and greenspaces | Nature Networks | East Lothian Council

3.26 The Council's Corporate Communications promote and publicise the positive nature enhancements we are underway with across the county, and our Nature Networks web page includes ways people can be involved in supporting nature recovery. We encourage people in our local communities to assist by joining a community group to help look after a local area, such as by committing to hand-pulling weeds to assist us in reducing the need for Glyphosate to keep areas weed-free.

4   POLICY IMPLICATIONS

4.1   There are no policy implications directly arising as a result of this report.

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   None

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DATE	29 November 2023

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 14 December 2023

5

BY: Chief Officer, East Lothian Health and Social Care Partnership

SUBJECT: Health and Social Care Partnership Performance Indicators

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1   PURPOSE

1.1   To present a list of proposed East Lothian Health and Social Care Partnership (HSCP) performance indicators for future reporting to PPRC, along with contextual information and performance data in relation to these indicators for the most recent available reporting period.

2   RECOMMENDATIONS

2.1   Members are asked to approve the proposed HSCP indicators and note performance to date in relation to these indicators.

3   BACKGROUND

3.1   The East Lothian Integration Joint Board Annual Performance Report for 2022/23 provides a detailed narrative describing HSCP service development and delivery over the year, along with presenting performance data on a range of local and national indicators. The Annual Performance Report is reported to the June meeting of the IJB. It is proposed that future reports are also presented to the PPRC as a means of providing a detailed account of the performance of HSCP services across the full financial year.

3.2   In addition to the IJB Annual Performance Report, performance in relation to social work services also is reported in the following annual publications:

•   East Lothian Chief Social Work Officer Annual Report

•   East Lothian and Midlothian Public Protection Committee Annual Report

- East Lothian Justice Social Work Service Annual Report.

As with the IJB Annual Performance Report, there is an option to present these reports, in full or summary form, to the PPRC as required.

3.3   In addition to the annual reporting described above, more regular reporting to delivery partners, NHS Lothian and East Lothian Council, takes place throughout the year. This includes reporting to PPRC in relation to a number of performance indicators contained in the Council's performance framework. This report proposes a number of changes in relation to these indicators.

3.4   Due to the constraints resulting from PPRC's broad remit, it has been necessary to identify a number of key areas to focus on. These have been selected as areas of activity where Council services delegated to the IJB play a central role, albeit as part of integrated services / approaches.

3.5   Details of the recommended indicators are contained at Appendix 1, along with contextual information and a description of related HSCP activity. Data is also included for each indicator. For indicators where the data is available quarterly this is included up to the end of quarter 2 of the current year (September 2023). For indicators where data is available annually, figures for the most recent year are presented.

3.6   Targets are in place for existing HSCP indicators and will be identified for any new indicators in the next reporting cycle.

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   [East Lothian Integration Joint Board Annual Performance Report 2022 to 2023.](#)

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DATE	27/11/2023

East Lothian HSCP Services – Performance Indicators for PPRC

The indicators proposed below cover three broad areas of HSCP activity where East Lothian Council functions delegated to the IJB play a key role – these are:

1. Developing Intermediate Care.
2. Supporting Hospital Flow.
3. Reimagining Adult Social Work.

A table showing the full list of proposed indicators is included below.

Broader performance reporting on all East Lothian Health and Social Care Partnership (ELHSCP) services takes place via the East Lothian IJB Annual Performance Report which contains a detailed narrative on the development and delivery of services and includes performance data in relation to a range of indicators developed at both national and local level.

Performance data related to HSCP services is also included in the following annual publications:

- East Lothian Chief Social Work Officer Annual Report.
- East Lothian and Midlothian Public Protection Committee Annual Report.
- East Lothian Justice Social Work Service Annual Report.

East Lothian Health and Social Care Partnership Indicators for Reporting to PPRC

Performance Indicators	Reporting	New / Existing
Number of hours of Care at Home provided (by internal services / by external commissioned services)	Quarterly	New
Percentage of people with intensive care needs receiving personal care at home (total percentage / percentage of under 65s / percentage of over 65s)	Quarterly	Existing
Unmet need – number of people assessed and waiting for a package of care / number of hours of assessed need unfulfilled	Quarterly	New
Proportion of last 6 months of life spent at home or in a community setting	Annually (IJB Annual Performance Report)	Existing
Falls per 1,000 population aged 65+	Annually (IJB Annual Performance Report)	Existing
Number of Standard Delayed Discharges at census day each month	Quarterly	New
Occupied Bed Days for Standard Delayed Discharges attributed across the whole month for all Delayed Discharges in the month	Quarterly	New
Number of days people aged 75+ spend in hospital when they are ready to be discharged (per 1,000 population)	Annually (IJB Annual Performance Report)	Existing
Unplanned bed days – adults acute (18-64 age group / 65+ age group)	Annually (IJB Annual Performance Report)	New
Number of people waiting for a social care assessment to be carried out	Quarterly	New
Percentage of cases completed / allocated at Duty Social Work stage	Quarterly	New

1. Developing Intermediate Care

Proposed Indicators:

- Number of hours of Care at Home provided (by internal services / by external commissioned services).
- Percentage of people with intensive care needs receiving personal care at home (total percentage / percentage of under 65s / percentage of over 65s).
- Unmet need – number of people assessed and waiting for a package of care / number of hours of assessed need unfulfilled.
- Proportion of last 6 months of life spent at home or in a community setting.
- Falls per 1,000 population aged 65+.

Background / Related HSCP Activity:

Developing and investing in Intermediate Care services is central to the IJB's response to the challenge of meeting the health and social care needs of East Lothian's growing and ageing population. As well as delivering improved outcomes for individuals, Intermediate Care services make better use of resources, ensuring that services are more sustainable in the longer term. Intermediate Care services can enable people to remain at home when they are starting to find every day tasks more difficult, helping to avoid hospital admission or residential care. They can also support people recovering from a fall, illness, or operation, and allow patients to return home more quickly after a hospital stay.

Intermediate Care services delivered by the HSCP currently include Hospital to Home; Hospital at Home; Discharge to Assess; Care at Home; Falls Service; Emergency Care Service; and a range of other rehabilitation services delivered by the East Lothian Rehabilitation Service (ELRS). IJB Commissioned Services, including those delivered by third sector partners also play a role.

Care at home services in East Lothian are delivered by a combination of HSCP managed services (Homecare and Hospital to Home) and services delivered by external providers (social care companies / organisations). Significant challenges have been faced in relation to care at home in recent years. This is partly due to the increased complexity of care packages required, along with the fragility of external providers and issues in recruitment and retention of staff across all care at home services.

The HSCP has continued to grow the capacity of its Homecare and Hospital to Home services in response to the decline in external provision, significantly increasing the number of hours of care these services deliver over the past two years. Whilst significant, this additional capacity has not fully offset the loss of external hours and there is still an overall shortfall. Ongoing activity has focused on making the most effective use of available provision through the ongoing development of internal assessment and review processes. This has included bolstering of operational oversight arrangements with the introduction of Care at Home Huddles and a Care at Home Oversight Group. HSCP staff also continue to provide support to external providers and to intervene proactively as required.

A recent development in relation to internal care at home provision has been the integration of the Hospital to Home and Homecare teams, with the use of Shared Care Plans and introduction of the use of OnePlan across the new team. This development not only improves the experience of individuals by offering more seamless care but is also bringing efficiencies, strengthening the service's responsiveness, and building resilience.

Meeting the health and social care needs of a growing and ageing population will continue to be a significant challenge going forward, particularly in the context of the financial constraints impacting all public services. This is reflected in East Lothian IJB's strategic objective to 'develop services that are sustainable and proportionate to need'.

Strategic planning activity currently underway is focusing on the development of service provision options that continue to meet the needs of the East Lothian population but that are sustainable in the longer term. This activity includes:

- A Care at Home Transformation Programme, led by a newly established Change Board, began in early 2023. An initial report in spring 2023 presented an analysis of data on current care at home costs, supply, and demand. Work is currently ongoing to develop models of provision aimed at supporting sustainable service delivery in the longer term.

- The East Lothian Community Hospitals & Care Homes Provision Change Board presented its final report and recommendations to the Integration Joint Board in February 2023. Subsequent activity has focused on developing a range of service options for consideration and carrying out community engagement in relation to these. The first phase of community engagement has closed, and several further stages of refinement and engagement are planned before final recommendations are presented to the IJB in autumn 2024.

Intermediate Care

Graph 1 - Over 65 - External Care at Home Provision
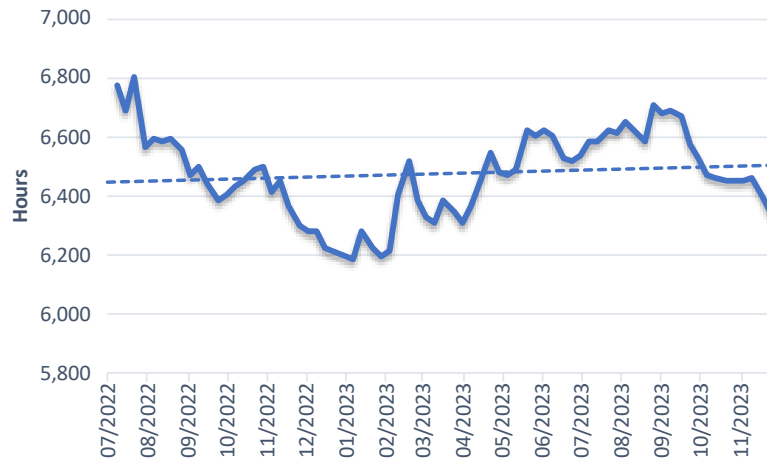
Graph 2 - HSCP Internal Homecare Provision
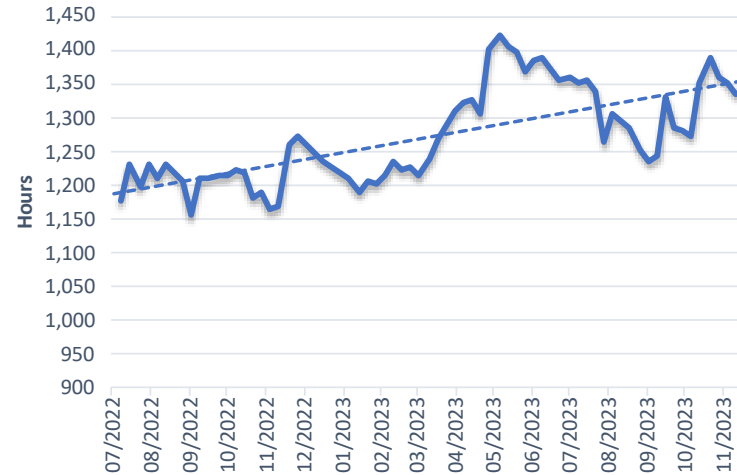
What the data shows:

- Graphs 1 shows a decline in externally provided care at hours from around July 2022, with the number of hours provided droppi ng significantly into autumn / winter 2022/23. As noted above, the HSCP stepped up intervention and levels of support to providers at this point, helping to bring more stability in provision.
- Graph 2 shows the increase in internal provision by HSCP services over the same period.

Table 1 - % of people with intensive care needs receiving personal care at home

	2022/23 Q2	2022/23 Q3	2022/23 Q4	2023/24 Q1	2023/24 Q2
Aged 65+	56%	55%	56%	56%	56%
Aged <65	83%	83%	83%	82%	82%

What the data shows:

- Table 1 shows the percentage of people with intensive care needs receiving personal care at home. This has remained at around the same level over the last 4 quarters.
- Given HSCP activity aimed at meeting more people's care needs at home, the anticipated direction of travel would be an increase in the proportion of over 65s with intensive care needs receiving personal care at home.
- The proportion of under 65s receiving personal care at home relates to smaller numbers and may be at an optimum currently.

Intermediate Care

Graph 3 - Number of People Assessed and Waiting for C@H Package

Graph 4 - Number of C@H hours not yet delivered

What the data shows:

- Graph 3 shows the number of people who have been assessed and are waiting for a package of care. Graph 4 shows the number of hours identified as needed, but that have not yet been fulfilled.
- Levels have fluctuated over the period shown, most recently with a rise in the level of unmet need during Q2 – this was due to a change in data recording, as well as summer pressures related to staff leave / vacancies in internal care at home services.
- The position had improved by November, with a shift to back to below the trend line and a reduction to around 1,000 unfulfilled hours and 100 people waiting.

Table 3 - Proportion of last 6 months of life spent at home or in a community setting (National Integration Indicator)

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022
East Lothian	86%	86%	87%	87%	89%	88%	88%
Scotland	87%	88%	88%	88%	90%	90%	89%

Table 4 - Falls rate per 1,000 population aged 65+ (National Integration Indicator)

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022
East Lothian	19	19	19	23	23	22	21
Scotland	21	22	23	23	22	23	22

What the data shows:

- Table 3 shows the proportion of last 6 months of life spent at home or in a community setting continuing to sit slightly below the Scottish average in 2022. HSCP activity in relation to intermediate care and end of life / palliative care aims to increase this percentage over time.
- Table 4 shows the falls rate per 1,000 population for over 65s sitting slightly below the Scottish average. Work of the East Lothian Falls Team and related activity aims to reduce this number over time. However, the growing more elderly cohort (75+) of this age group who are more vulnerable to falls may impact on this figure.

2. Supporting Hospital Flow

Proposed Indicators:

- Number of Standard Delayed Discharges at census day each month.
- Occupied Bed Days for Standard Delayed Discharges attributed across the whole month for all Delayed Discharges in the month.
- Number of days people aged 75+ spend in hospital when they are ready to be discharged (per 1,000 population).
- Unplanned bed days – adults acute (18-64 age group / 65+ age group).

Background / Related HSCP Activity:

East Lothian IJB has a strong performance record in preventing hospital admissions and maintaining low delayed discharge rates, which has continued in the first two quarters of 2023-24. This has been achieved through health and social care services working in an integrated way to prevent unnecessary admissions and to ensure that patients do not remain in hospital longer than medically necessary. Specific HSCP services contributing to this include the Intermediate Care services described above, as well as the Capacity and Flow (Discharge) and Care Broker teams and the multidisciplinary Integrated Care Allocation Team (ICAT).

The HSCP's continued development of its operational approach to managing 'hospital flow' has also been key. This has included the introduction of a Daily Flow Huddle bringing together staff and managers from across HSCP services, with colleagues from acute hospital sites to monitor East Lothian patients across Lothian hospitals and plan their discharge.

The East Lothian Inreach Programme is also delivering positive results in relation to reducing patients' length of stay in acute hospitals. This initiative involves Allied Health Professionals (Physiotherapists / Occupational Therapists) from the East Lothian Rehabilitation Service working directly with East Lothian patients presenting at acute hospitals to help prevent admission or to reduce their length of stay and has been extended following a positively evaluated pilot phase.

Implementation of the NHS Lothian Discharge without Delay (DwD) Framework, launched in November 2023, will further strengthen collaborative working across health and social care services.

Hospital Flow

Graph 5 – Monthly Delayed Discharge Census – Standard Delays and Occupied Bed Days
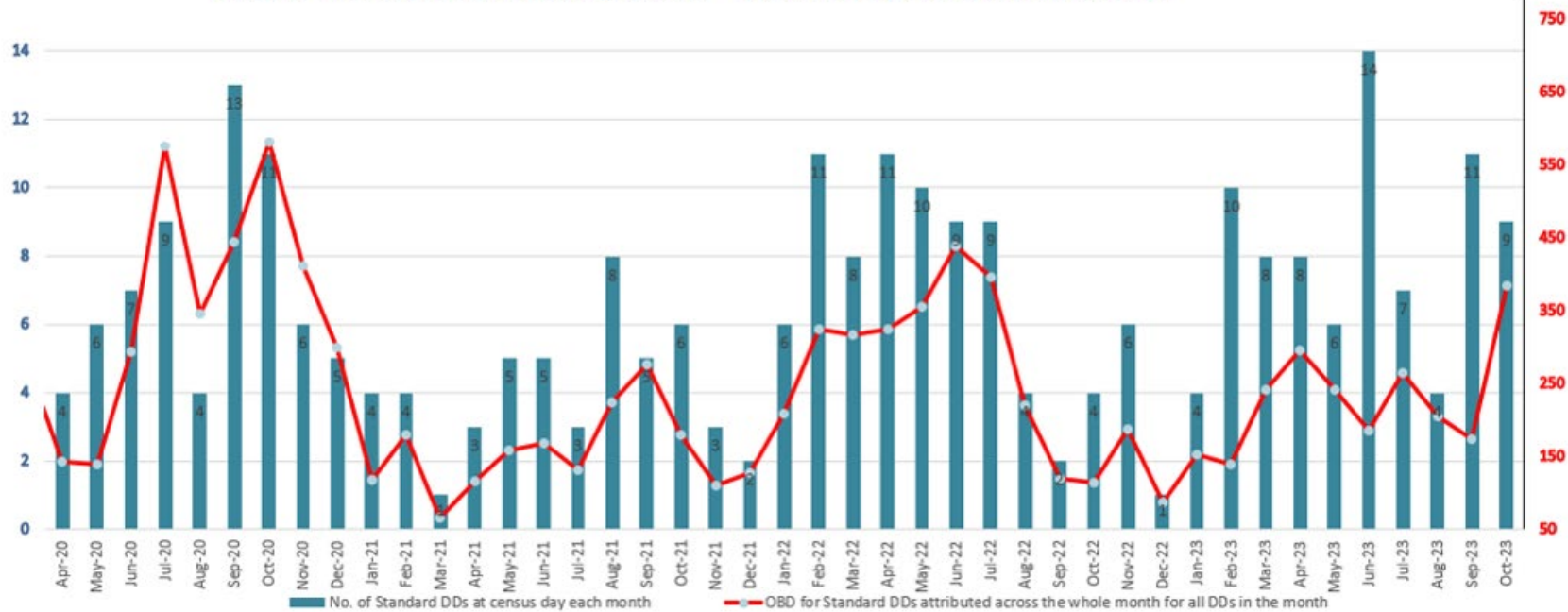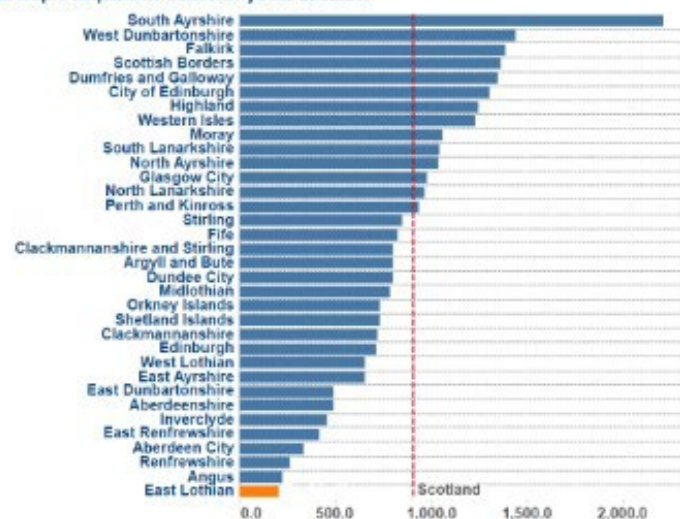
What the data shows:

- Graph 5 shows Standard Delayed Discharges at census day provides a snapshot of delays for each. For East Lothian, this has varied from a low of 1 in March 2021 to a high of 14 in October 2023. Given the relatively low numbers for East Lothian, this is prone to fluctuation. At the end of quarter 2 of 2022/23, the figure sat at 11 Standard Delayed Discharges.
- The Graph also shows Occupied Bed Days for Standard Delayed Discharges in relation to the whole month, providing a more detailed picture of the impact delays are having on bed availability. Delayed Discharge related Occupied Bed Days have ranged from a low of around 70 during April 2021 to a high of around 600 at two points in 2020. At the end of quarter 2 of 2022/23, the figure sat at around 400 OBDs.

Hospital Flow

Table 5 - Number of days people aged 75+ spend in hospital when they are ready to be discharged (per 1,000 population)

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022
East Lothian	1,158	775	641	327	258	153	206
Scotland	841	762	793	774	484	748	919

Partnership Comparison Chart for years 2022/23:

Graph 6 - Unplanned Bed Days – Acute – age 18-64 per 1,000 population (MSG Indicator)
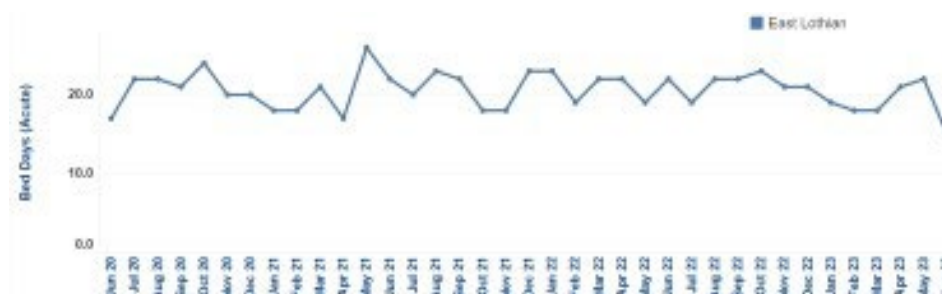
Graph 7 - Unplanned Bed Days – Acute – age 65+ per 1,000 population (MSG Indicator)

What the data shows:

- Table 5 shows National Indicator data for patients over 75 subject to delayed discharge. The East Lothian figure can be seen to have improved significantly since 2016/17.
- For 2022/23, the number of days sat at 206 compared to the Scottish average of 919.
- The comparison chart for 2022/23 demonstrates East Lothian's strong performance relative to other HSCP areas.
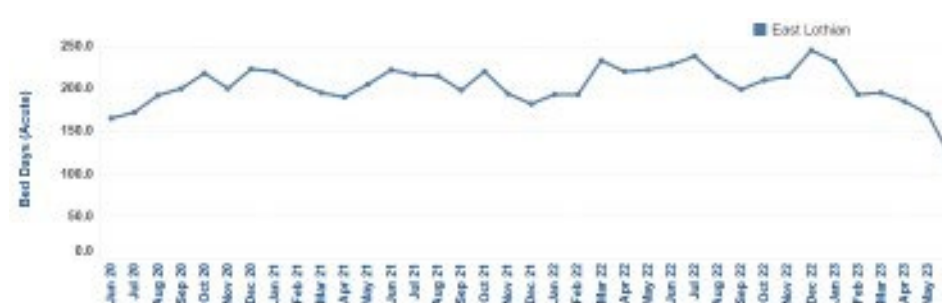
What the data shows:

- Graphs 6 and 7 show the number of days spent in hospital for people admitted as unplanned / emergency admissions.
- HSCP activity to support hospital flow and to reduce the time people spend in hospitals has a direct impact on these figures.
- Data for adults aged 18 -64 show a high of 26 bed days in April 21, and a low of 15 bed days in the most recent available reporting quarter (Q1 of 2022/23)
- Data for adults 65+ shows a hight of 245 bed days in January 2023, and a low of 118 bed days in the most recent reporting quarter.

3. Reimagining Adult Social Work

Proposed Indicators:

- Number of people waiting for a social care assessment to be carried out.
- Percentage of cases completed / allocated at Duty Social Work stage.
- Number of people on the waiting list in relation to Mental Health Officer Team assessment for Adult Guardianship Orders.

Related HSCP Activity:

Delivery of the new operating model and supporting structures introduced by Adult Social Work in 2022 had reduced the waiting list for assessment to around zero by the end of 2022/23. This approach is designed to ensure that as many cases as possible are dealt with by the Duty system at the 'first point of contact', rather than people being added to a waiting list. This approach continued to maintain the waiting list for assessment at around zero during the first half of 2023/24.

There has also been a continued trend into 2023/24 of allocating cases at the point of referral, ensuring intervention at the earliest opportunity, thus improving experiences and outcomes for service users, carers, and families.

Significant improvements were made in relation to the Mental Health Officer Team waiting list during the last financial year, with the waiting list for Adult Guardianship Orders reduced to a point where there were no outstanding MHO reports – previously a waiting time of 18 months was not uncommon.
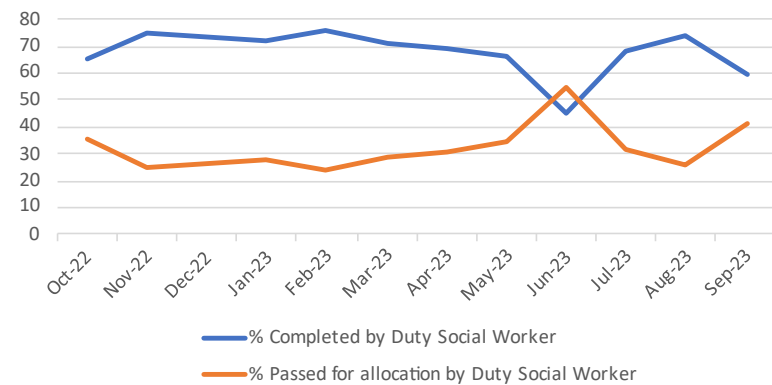
Work is ongoing to strengthen the focus on personal outcomes for people using adult social work services. This is reflected in development work taking place in relation to referral, assessment and support planning processes and documentation. Ongoing developments will ensure that personal outcomes are identified and recorded and that the impact of social work interventions in terms of achieving these outcomes can be measured. In the longer term, work will take place to develop performance indicators that reflect the impact of services on meeting personal outcomes.

Adult Social Work

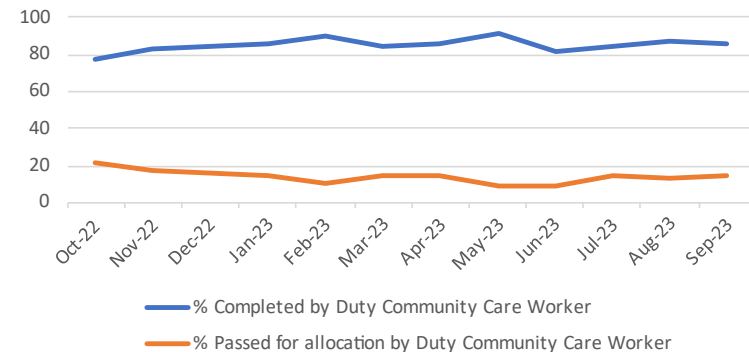### Graph 8 - Number of People waiting for Social Care Assessment
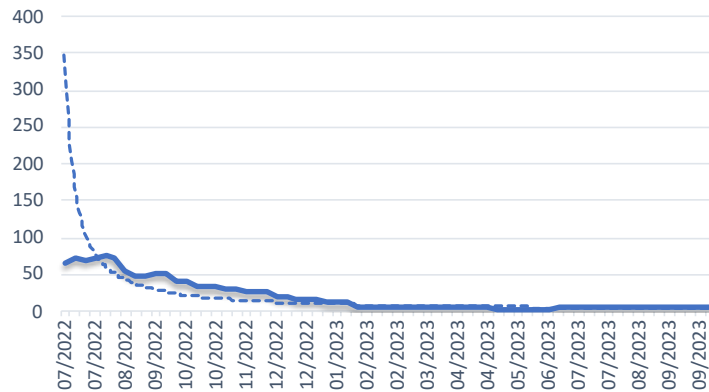
Graph 9 - Percentage of cases completed / allocated by Duty Social Worker

— % Completed by Duty Social Worker
— % Passed for allocation by Duty Social Worker

Graph 10 - Percentage of cases completed / allocated by Duty Community Care Worker

— % Completed by Duty Community Care Worker
— % Passed for allocation by Duty Community Care Worker

What the data shows:

- Graph 8 illustrates strong performance in relation to Social Work assessment at the point of contact continued into Q2 of 2023/24, with number of people waiting for assessment at or around zero.
- As noted above, the absence of a waiting list for assessment means there is no 'hidden' need in East Lothian – i.e., there are no individuals waiting with care needs that have not been assessed / recorded by the service. This contrasts with many other local authority areas where there are significant waiting lists for assessment.
- Graphs 9 and 10 show the percentage of cases coming to Duty Social Work that are completed at this point of contact either by a Duty Social Worker or Duty Community Care Worker.
- Completion by a Duty Community Care Worker ranged from 78% to 91% across the year and sat at 86% at the end of Q2.
- Completion by a Duty Social Worker ranged from 45% to 76% and sat at 59% at the end of the year.

East Lothian
Council

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 14 December 2023

6

BY: Executive Director for Place

SUBJECT: Roads Asset Management – Annual Status and Options Report 2023

1   PURPOSE

1.1   This purpose of the report is to present a summary of the Council's road assets status as of financial year 2022-23. It:

- describes the status of the asset, its current condition, and performance;
- defines the value of the assets;
- details the service that the asset and current budgets are able to provide;
- presents the options available for the future.

1.2   In accordance with the Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice on Transport Infrastructure Assets, road assets are split into 6 distinct Asset Groups: Carriageways; Footways and Cycleway; Street Lighting Status; Structures; Traffic Management Status and Street Furniture.

1.3   This report advises on Carriageways, Footways, Street Lighting, Traffic Management Systems, Electric Vehicle (EV) Charging Points and Road Structures, that are referenced in Appendix A - Status and Options Report 2023.

2   RECOMMENDATIONS

2.1   To note the content of the report

2.2   To note officers' recommendation of investment for each of the assets covered within the report.

3 BACKGROUND

3.1 In 2015 East Lothian Council, in conjunction with the Society of Chief Officers for Transportation Scotland (SCOTS), commissioned Atkins to assist in the development of an Asset Management Framework. Atkins will assist with the delivery of a structured approach to Roads Asset Management Planning, in line with central government's financial reporting requirements. It will also be compliant with International Financial Reporting Standards (IFRS) and meet the needs of Whole of Government Accounts (WGA).

3.2 This report complements the Road Asset Management Plan (RAMP). It provides information to assist with budget setting for the Roads Infrastructure Asset Groups.

3.3 The status of the Asset Group is provided in terms of current condition, investment options, outputs that are deliverable and the standards being achieved.

3.4 The report considers the following options:

- No investment;

- A continuance of current funding levels;

- The predicted cost of maintaining current condition;

- An investment for condition improvement (carriageways only).

3.5 The report adopts the ethos of long-term forecasts as road assets deteriorate slowly. The impact of a level of investment cannot be shown by looking at the next couple of years. The report includes 20-year forecasts to enable decisions to be taken with an understanding of their long-term implications.

3.6 To reflect continuing budgetary pressures, the report contains an assessment of the impact for each option presented. In some instances, however, the level of detail of assessment is currently hindered by an absence of data. Commentary on data accuracy is provided in Appendix A.

3.7 **Carriageways**

3.7.1 Although the recent condition shows an improvement on the previous year, the carriageway long-term condition trend suggests a 'steady state' picture (Fig 1.2).

3.7.2 The costs of planned maintenance – corrective treatments, in particular carriageway reconstruction, are prohibitive. A preventative treatment approach should mitigate the need to invest significantly if interventions are timed appropriately. Short-term under-investment could result in major long-term expenditure necessary to rectify major defects, which could have been addressed earlier.

3.7.3 This is borne out by the fact that current investment in the asset is decreasing. With inflationary material and labour costs, increased health and safety and design costs, material investment on the

ground has reduced and this will only become more exacerbated with budgets diminishing, adding pressure to keep roads in a safe condition. However, through careful management of resources and the adoption of a preventative maintenance strategy, a slower deterioration of the asset can be achieved, provided we have sufficient investment.

3.7.4   In monetary terms, this is described as the annualised depreciation (ADC) of the asset currently calculated to be £10,102,436 for carriageways (2019 estimate).

3.7.5   The COVID-19 pandemic required the postponement of critical planned maintenance works. In addition, the severe winter weather conditions had an effect on the road condition. Additionally, prices for bituminous materials have increased by 20-30% within the last year alone. If significant investment is not made within the following years, then we are to expect an accelerated decline in the carriageway asset condition.

3.7.6   An analytical assessment of carriageway options provides a review of potential treatment strategies, and considering the evidence, it is recommended that East Lothian Council adopt **Option 4: improvement**.

3.7.7   This option recommends that the Council increases its investment while maintaining the preventative maintenance strategy in order to best utilise the monies available. Current level of investment is £4.10m and we recommend £7.35m.

3.8   **Footways**

3.8.1   The overall footway condition assessment data is not fully up to date, with only partial information currently available. To address this, a full footway condition assessment is currently ongoing with completion expected late in 2024. Going forward, a full condition assessment is to be undertaken over a two-year period in line with the current safety inspection schedule. In doing so, a greater understanding of the longer-term deterioration will be developed.

3.8.2   Only 2% of footways are regarded to be Condition 4 – Major Deterioration.

3.8.3   Investment in 2022/23 is below the steady state figure and this also includes cycle/footpath improvements that have been invested on existing infrastructure. The annualised depreciation of the footway asset is calculated to be £2,302,743 (2019 estimate).

3.8.4   An analytical assessment of footway options (Section 2.1) provides a review of potential treatment strategies. It is recommended that East Lothian Council adopt **Option 4: minimising deterioration**.

3.8.5   This option will remove major deterioration (condition four) in year one, reduce minor deteriorated footways (condition three) and potentially aid in data collection. Current level of investment is £800k and we recommend £1.3m.

3.9 **Street Lighting**

3.9.1 East Lothian Council as the Roads Authority currently maintains 18,623 street lighting columns. There is currently a high growth in the street lighting asset base due to the upturn in housing land development. Approximately 2,000 assets are currently in the adoption pipeline, with more to follow every year.

3.9.2 The number of street lighting columns that have exceeded their expected service life (ESL) is currently 5,987 (some 32% of the network). These columns are painted mild steel construction and the majority are suffering from signs of advanced corrosion. It is likely that structural failures may increase if there is a lack of investment in column replacement.

3.9.3 There are no street lighting luminaires which have exceeded their ESL; 98% of units have been converted to LED. However, 3% of existing assets still utilise high-energy consumption technology. These will be converted to LED over the next two years subject to sufficient funding being made available.

3.9.4 Investment in the street lighting stock has decreased over recent years and is well below the annualised depreciation value (ADC), leaving an annual maintenance backlog of column replacement. East Lothian's investment in replacing deteriorated equipment is amongst the lowest within Scottish local authorities.

3.9.5 Energy costs are expected to increase despite mitigation by Road Services and procurement arrangements as well as the installation of LED luminaires. Wholesale energy prices are determined by the marketplace, which is influenced by the mix of power generating options, renewables, energy security, network growth, investment and regulations make the energy landscape difficult to predict. Consequently, a pessimistic bias should be used to forecast costs.

3.9.6 The cables supplying the lighting network are a mixture of older Scottish Power owned cables and the more modern ELC maintained "looped network". Scottish Power cables make up 32% of the network, but faults on these cables black out large areas at a time and generate high numbers of customer complaints. Scottish Power's response to multi-unit faults can take up to four weeks before a repair is carried out, longer for single units. There is no cost to the Council in repairing these faults, but public perception of our performance is usually critical.

3.9.7 Consideration should be given to replacing Scottish Power's supply cables with our own to improve our service to the public.

3.9.8 An assessment of growth in the electric vehicle charging point assets in the financial year 2024/25 and beyond will be detailed in a detailed Public Electric Vehicle Infrastructure Strategy & Expansion Plan Cabinet report, expected Q4, 2023/24.

3.9.9 The majority of assets are covered by warranty and maintenance packages and are in a very good condition.

3.9.10 Most chargers will be managed to remain in a safe, operable condition for a minimum of 10 years from date of installation, to be compliant with the 100% Grant Funding conditions.

Street lighting column renewal options provides an overview of potential treatments and strategies. It is recommended that East Lothian Council adopt **Option 3 for column renewal of £1m p.a. over seven years.**

3.10 Traffic Management Systems

3.10.1. The Traffic Management System assets have increased by more than 16% in the last 5 years, with further increases expected given the level of housing and commercial development within the county.

3.10.2. The majority of traffic signal equipment is within their expected service life. The ones that have exceeded their expected service life have been inspected and there working condition is considered satisfactory.

3.10.3 The annualised depreciation of the Traffic Management System asset is calculated to be £108,800 (2019 estimate).

3.10.4 An assessment of Traffic Management Systems options provides an overview of potential strategies. It is recommended that East Lothian Council adopt **Option 1: current level of investment of £70,000.**

3.10.5 A programme of replacing existing older incandescent lighting within traffic signals with energy-efficient LED units is underway. Based on the current level of investment, five sites per year will be upgraded until all are swapped out, which will take approximately seven years. The replacement programme is going to provide significant benefits:

- Over 75% savings in energy and carbon;
- Reduced maintenance – no need for regular bulb cleaning or replacement;
- LED units provide improved visibility in all conditions;
- Extends the life of your existing infrastructure by 10-15 years.

3.11 Electric vehicle (EV) charging points (street furniture)

3.11.1 Growth in the EV charging point assets in the financial year 2024/25 and beyond will be detailed in a detailed Public Electric Vehicle Infrastructure Strategy & Expansion Plan Cabinet report, expected Q4, 2023/24.

3.11.2 The majority of assets are covered by warranty and maintenance packages and are in a very good condition.

3.11.3 Most chargers will be managed to remain in a safe, operable condition for a minimum of 10 years from date of installation, to be compliant with the 100% Grant Funding conditions.

3.12 **Structures**

3.12.1 There has been no significant growth in road structures assets in the last five years. There are a small number of additional structures coming online, mostly minor culvert structures as part of housing developments with roads submitted for adoption. A new structure supporting the A1 is now complete and in operation as part of the QMU/A1 junction improvement scheme. A new build underpass on the B6368 at Howden has been given planning permission and is due to be built this autumn. Although under an adopted road, this asset will remain privately owned and maintained by the landowner. This structure designed and built to DMRB (adoptable) standards and for imposed loading as specified by ELC and will be added to ELC's general inspection programme.

3.12.2 The service life of structures asset is generally significantly longer than other road assets and may only require cyclic, damage corrections or localised interventions. Complete asset replacement is rare, typically one bridge a year.

3.12.3 The annualised depreciation of the structures assets is calculated to be £737,791 (2019 estimate).

3.12.4 An assessment of Structures Options provides an overview of potential strategies. It is recommended that East Lothian Council adopt **Option 1: current level of investment £250,000 per annum.**

4 **POLICY IMPLICATIONS**

4.1 The report supports East Lothian Council Climate Change Strategy, to reduce emissions and create an increasingly sustainable East Lothian.

5 **EQUALITIES IMPACT ASSESSMENT**

5.1 This report is not applicable to the well-being of equalities groups and an Equalities Impact Assessment is not required.

6 **RESOURCE IMPLICATIONS**

6.1 Financial – The construction materials market is currently volatile due to several factors. Construction material prices continue to rise with bituminous materials prices 20-30% within the past year. The ramifications of Brexit, the fall-out from COVID-19 and the ongoing war in Ukraine has all contributed to a substantial increase construction material prices. The substantial cost increases experienced mean that we are unable to carry out as much work for the same money. Most of the material spend is on bituminous materials for carriageway and footway resurfacing/repair works, this alone has seen an increase of between 20% and 30% during this period.

6.2   Personnel – None

6.3   Other – None

7   BACKGROUND PAPERS

7.1   None

AUTHOR'S NAME	Alan Stubbs
DESIGNATION	Service Manager - Roads
CONTACT INFO	Eleni Gigourtaki – Ext. 7540
DATE	December 2023

ROADS INFRASTRUCTURE

Appendix A

Status and Options Report 2023

TABLE OF CONTENTS

1.0 CARRIAGEWAY STATUS

Road Length

A Class Roads	118.4 km
B Class Roads	170.2 km
C Class Roads	223.8 km
Unclassified Roads	629.3 km

(as of April 2020)

Road Condition

The condition of the Roads is measured by the Scottish Road Maintenance Condition Survey (SRMCS) that assesses parameters such as, ride quality, rut depth, intensity of cracking, texture depth and edge condition. This provides an indication of the residual life of the road structure.

The Road Condition Index (RCI) is a measure of the percentage of our roads that require attention.

Green - an RCI score <40 - where the carriageway is generally in a good state of repair;

Amber - an RCI score ≥40 and <100 - where some deterioration is apparent which should be investigated to determine the optimum time for planned maintenance treatment;

Red - an RCI score ≥ 100 - where the carriageway is in poor overall condition which is likely to require planned maintenance soon (ie within a year or so).

The RCI graph (Figure 1.2) shows the trend over the last years.

Historically investments in Roads across the UK has been low, which has an impact on the overall condition of the Road Network.

Road Valuation

The Gross Replacement Cost and Depreciation Values for the carriageway can be seen in Table 1.1 (2019 estimate). The annualised depreciation of £10.102m represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset.
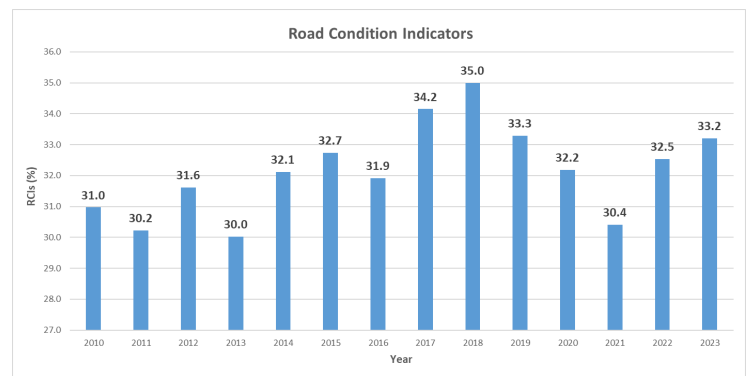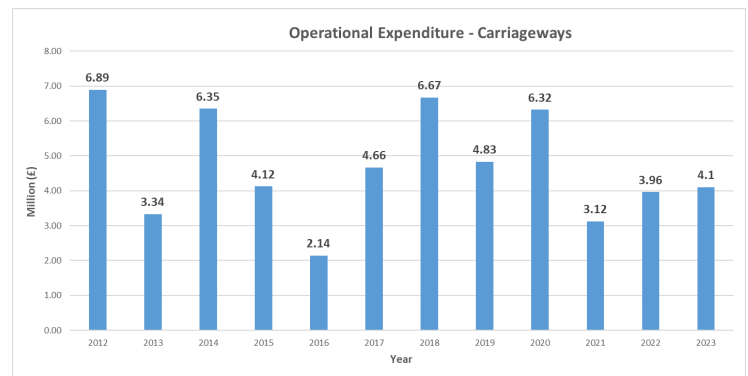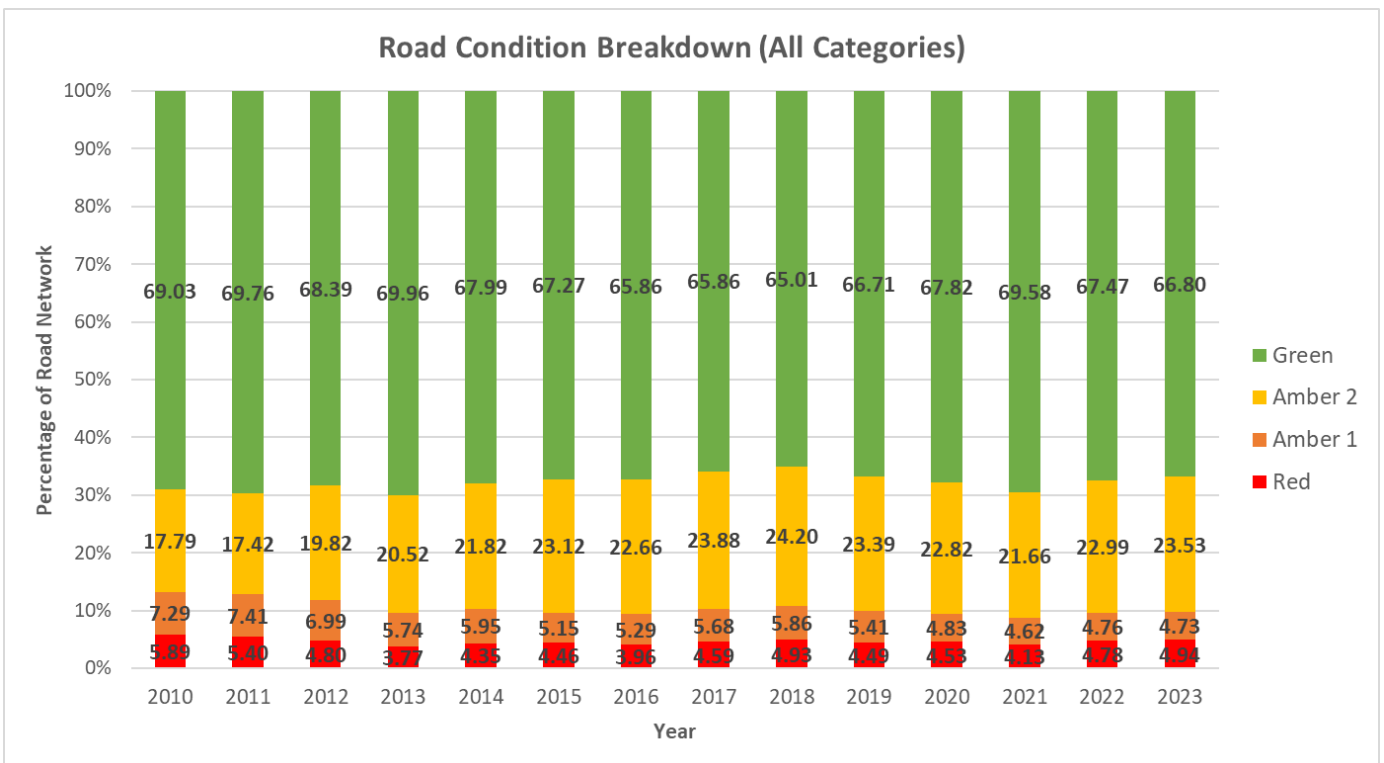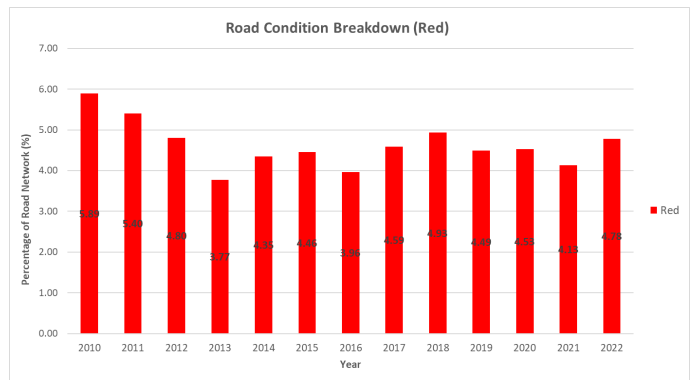

Figure 1.1

Figure 1.2

Figure 1.3

Table 1.1

Carriageway Valuation			
Road Classification	Gross Replacement Cost	Depreciated Replacement Cost	Annualised Depreciation Cost
Principal (A) Roads (Urban)	£47,582,711	£43,667,737	£385,978
Principal (A) Roads (Rural)	£85,028,613	£75,009,945	£1,000,167
Classified (B) Roads (Urban)	£43,337,801	£40,012,034	£351,933
Classified (B) Roads (Rural)	£126,400,657	£107,739,750	£1,752,692
Classified (C) Roads (Urban)	£16,570,510	£14,953,041	£163,529
Classified (C) Roads (Rural)	£124,702,810	£104,343,120	£1,893,572
Unclassified Roads (Urban)	£204,654,245	£176,106,891	£3,348,270
Unclassified Roads (Rural)	£88,458,751	£75,362,012	£1,206,294
Total	**£736,736,098**	**£637,194,530**	**£10,102,436**

1.1 CARRIAGEWAY CONDITION BREAKDOWN

The graphs below show the carriageway condition for the last years on all different categories as described previously.

Road Condition Breakdown (Green)

Road Condition Breakdown (Amber 1)

Road Condition Breakdown (Amber 2)

Road Condition Breakdown (Red)

Road Condition Breakdown (All Categories)
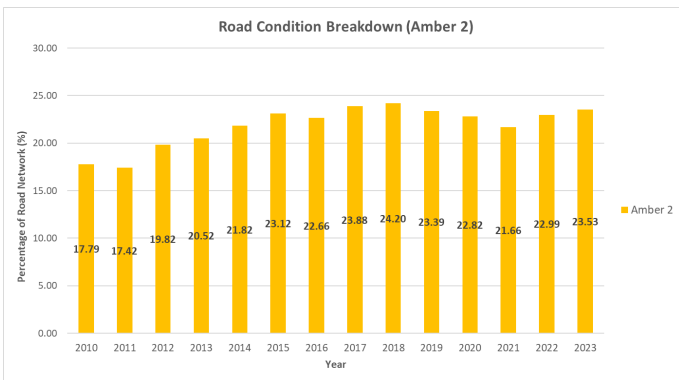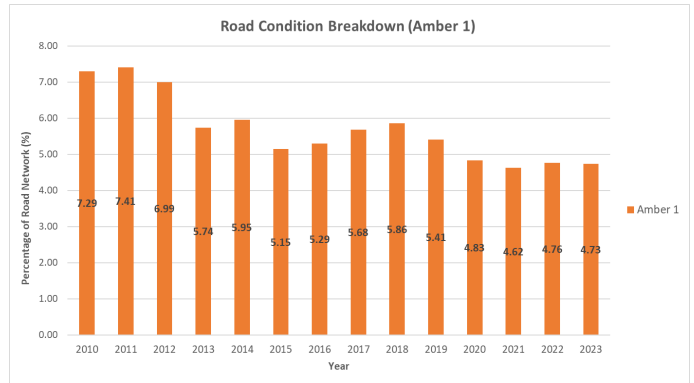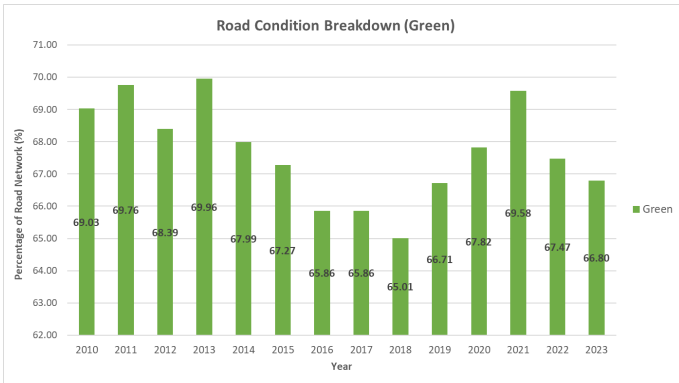
1.2 CARRIAGEWAY INVESTMENT OPTIONS

1 – NO INVESTMENT

Zero investment would lead to severe deterioration, with 57.26% of the carriageway requiring attention after 20-years. The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. Customer satisfaction levels can be expected to decrease significantly.
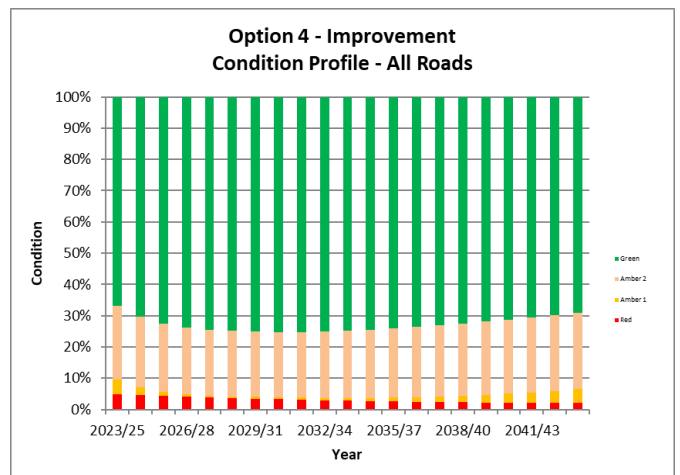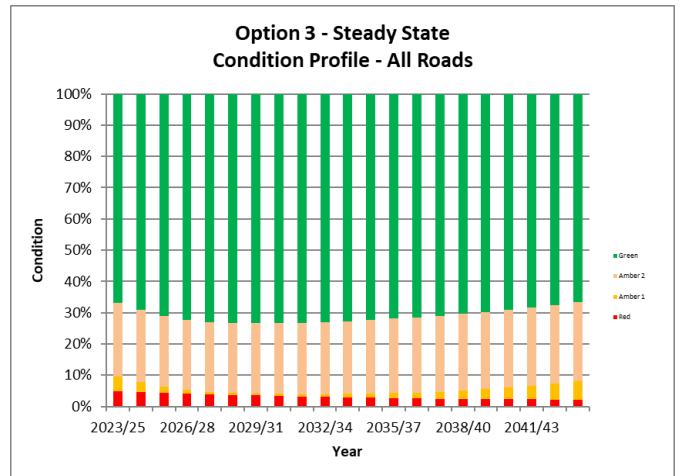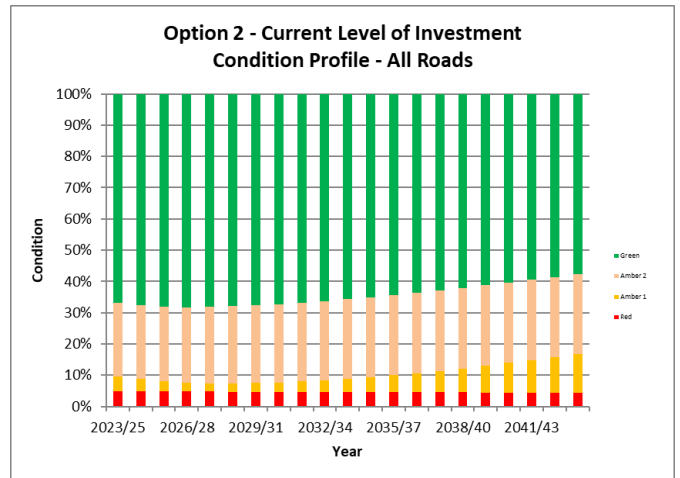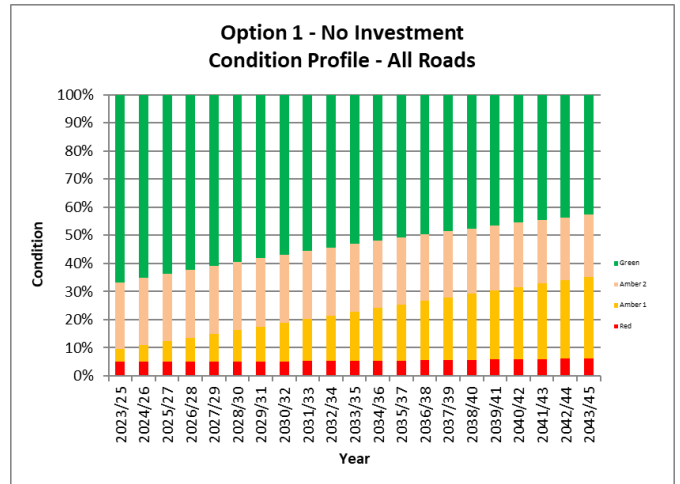
2 – CURRENT LEVEL OF INVESTMENT

An annual capital investment of £4.1m would lead to sustained deterioration, with 42.30% of the carriageway requiring attention after 20-years. The volume of reactive temporary repairs would steadily rise, year on year, as would public liability claims. Customer satisfaction levels can be expected to steadily decrease.

3 – STEADY STATE

An annual capital investment of £5.98m would maintain existing Road Condition of 33.20%. The volume of reactive temporary repairs, public liability claims and levels of customer satisfaction can also be expected to be maintained. The road will still be vulnerable to significant deterioration in the event of a severe winter.

4 – IMPROVEMENT

An annual capital investment of £5.57m would lead to an improvement, with only 25.10% of the carriageway requiring attention after 10 years. The volume of reactive temporary repairs would significantly reduce, as would public liability claims. Customer satisfaction levels would improve significantly. However, a slow deterioration would start after 10 years if the initial level of investment was adopted, with 30.95% of the roads requiring attention after 20-years.

Option 1 - No Investment
Condition Profile - All Roads

Option 2 - Current Level of Investment
Condition Profile - All Roads

Option 3 - Steady State
Condition Profile - All Roads

Option 4 - Improvement
Condition Profile - All Roads

66

1.3 CARRIAGEWAY
KEY ASSET ISSUES

Structural Vulnerability

The survey indicates that rural public roads in East Lothian are of a poor condition and require immediate investigation and possible treatment.

Additionally, severe winter weather conditions (impairment) would significantly accelerate damage to the carriageway network.

Level of Investment

The level of investment on public roads in East Lothian has not been sufficient to limit the decline in the overall condition of the network. No significant improvement of its condition has been accomplished since 2007. Appropriate investment can achieve a well-managed road network.

COVID-19 Effect

During the pandemic and following Government Guidelines for social distancing the focus and priority was to carry out emergency repairs and other essential urgent work, which meant the majority of our planned works for maintenance was put on hold. This, along with the severe weather conditions throughout the winter, will have a critical effect on the road condition. If a significant investment is not made the following years then we are to expect an extreme decline in the asset condition.

2.0 FOOTWAY STATUS

Total Footway Length = 674 km

The condition of the footway asset is obtained using the East Lothian Footway Condition Assessment Process. This is an aging asset which will have longer-term investment requirement (Figure 2.1).

The condition referred to is the 2022-23 partial assessment (Figure 2.2).

The level of condition is considered good with only 2% of footways with major deterioration (C4 – Figure 2.3).

Condition Band Descriptions
Condition 1 – As New
Condition 2 – Aesthetically Impaired
Condition 3 – Minor Deterioration
Condition 4 – Major Deterioration

Footway Valuation

The Gross Replacement Cost and Depreciation Values for the footway can be seen on the table on the right. The annualised depreciation of £2.3m represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset Table 2.1 (2019 estimate).
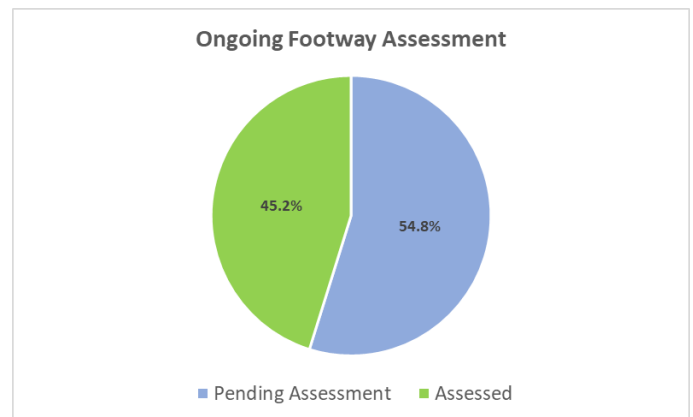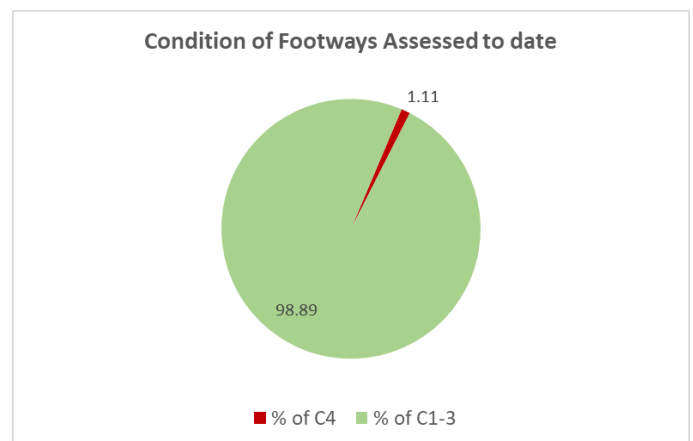

Figure 2.1

Ongoing Footway Assessment

- Pending Assessment: 54.8%
- Assessed: 45.2%

Figure 2.2

Condition of Footways Assessed to date

1.11
98.89

- % of C4
- % of C1-3

Figure 2.3

Table 1.1

Footway Valuation			
Material Type	**Gross Replacement Cost**	**Depreciated Replacement Cost**	**Annualised Depreciation Cost**
Bituminous	£122,588,280	£82,098,941	£2,273,443
Slabs	£2,641,893	£1,810,129	£31,161
Stone	£4,976,807	£3,378,158	£47,729
Concrete	£3,465,299	£2,299,442	£19,492
Blocks	£0	£0	£0
Total	£133,672,278	£89,586,671	£2,371,826

2.1 FOOTWAY KEY ASSET ISSUES

Investment

The need for improvements in footways and cycleways will be necessary to enable the success of Sustainable Transport Strategies. An important aspect is to ensure the condition of the footways is acceptable and in rural areas there is a need to investigate joining up isolated sections of footway which will encourage more use of the footways and other active travel routes.

Data Reliability & Priorities

A full footway condition assessment is currently ongoing with completion expected late in 2024. Going forward, a full condition assessment is to be undertaken over a two-year period in-line with the current safety inspection schedule. In doing so, a greater understanding of the longer-term deterioration will be developed.

Active Travel Network

An 'Active Travel Network' is currently being developed through the construction of new paths, using mostly external funding such as Sustrans and Transport Scotland grants. This network will have to be monitored and maintained along with the footways.

3.0 STREET LIGHTING STATUS

Lighting Assets

Lighting Columns	18,523
Cable Length	429 km

Condition

32% of our lighting columns have exceeded their service life. Non galvanised steel columns make up the majority of this category and maintenance budgets are concentrated on replacing these units. Columns of this type on mains roads are typically 8 to 10m in height and are considered a higher risk. They are inspected annually for signs of corrosion and replaced accordingly.

A structural testing programme is ongoing to identify columns in poor condition for replacement. An electrical test and inspection programme is also in place, which includes cable and cabinet test details and cable schematic diagrams. Cyclic inspections are carried out over a 6- to 8-year cycle.

Figure 3.1 highlights a typical deterioration at the base of a lighting column.

98% of the network has been converted to LED. A programme to replace or upgrade the remaining 2% of non-LED lanterns is ongoing.

The cable network split between Scottish Power and ELC is shown in figure 3.3. Scottish Power faults generate a high number of customer complaints due to the length of time that is taken for repair.

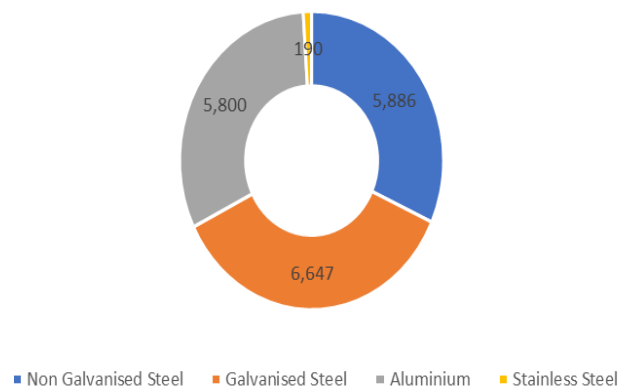**Figure 3.1**

Number of Street Lights by Material Type

190
5,800
5,886
6,647

■ Non Galvanised Steel ■ Galvanised Steel ■ Aluminium ■ Stainless Steel

Figure 3.2


Cable Network

■ ELC ■ SPEN

Figure 3.3

3.1 COLUMN OPTIONS
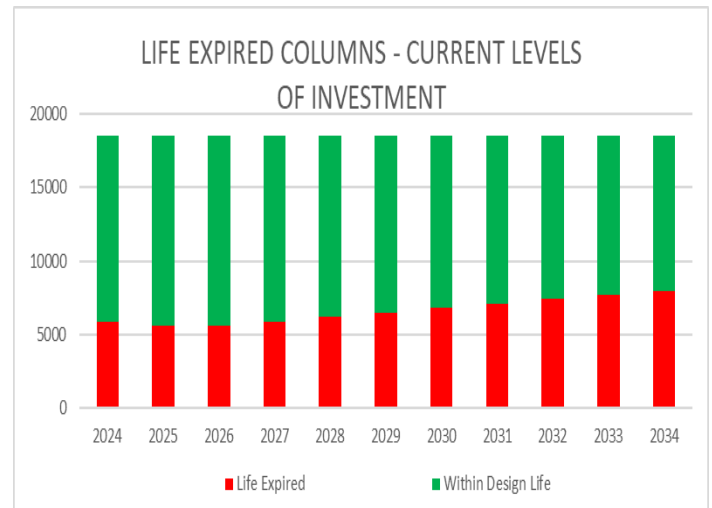
COLUMN OPTION 1 –

NO INVESTMENT

Zero investment would lead to further deterioration of the network, 32% of our columns have exceeded their design life, many by over ten years. The volume of reactive temporary repairs would rise rapidly, year on year, as would public liability claims. The risk of column collapses will rise and customer satisfaction levels can be expected to increase significantly.
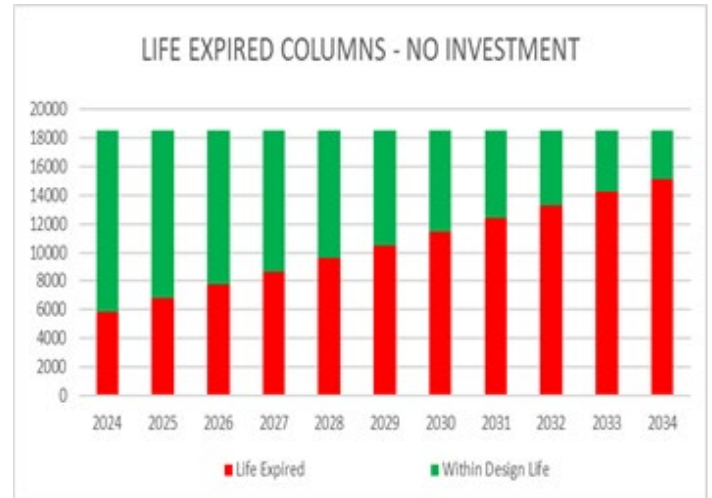
COLUMN OPTION 2 –

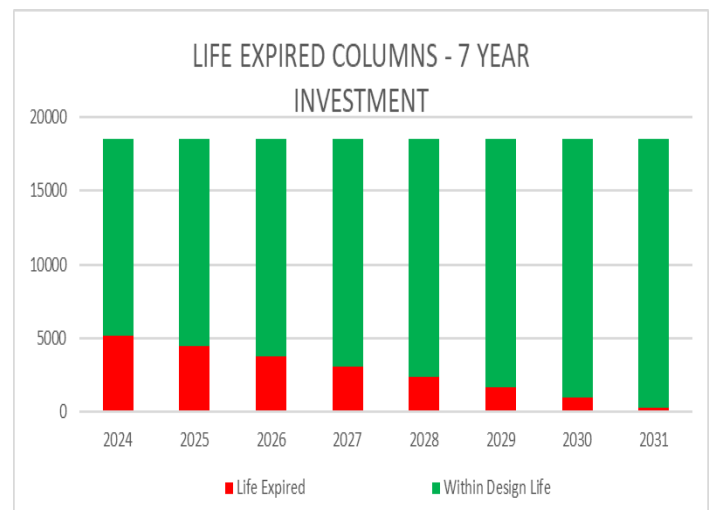### CURRENT LEVEL OF INVESTMENT - £500K P.A.

Continuing current investment means that the backlog of columns which are now beyond their design lives can only be addressed at a rate of 3% per annum. This will lead to a situation where steel columns may still be in place at an age of 60/70 years. In 2025 galvanised steel columns will start reaching the end of their design life which will increase the number of columns "at risk". The risk of structural failure at these age profiles is significant. An increase in reactive repairs is expected and structural tests are now conducted on an annual basis to identify units at risk of collapse.

COLUMN OPTION 3 –

REPLACEMENT OF BACKLOG - £1M P.A. 7 YEAR PROGRAMME

A seven year programme to replace all obsolete un-galvanised steel columns. This will significantly reduce the risk of structural column failure and bring the column age profile up to acceptable levels for the next 10 years.

LIFE EXPIRED COLUMNS - NO INVESTMENT

LIFE EXPIRED COLUMNS - CURRENT LEVELS OF INVESTMENT

LIFE EXPIRED COLUMNS - 7 YEAR INVESTMENT

3.2 STREET LIGHTING KEY ASSET ISSUES

Investment

The lighting network is ageing and current investment is not commensurate with the rate of deterioration. Consequences of not keeping pace with this dilapidation is an increased level of faults leading to higher maintenance costs and a larger number of customer complaints. In some cases columns will structurally fail and can strike vehicles and pedestrians. We experience a limited number of such events each year but that will increase with further deterioration of non galvanised units.

The Scottish Power cable network that supplies 30% of our network is also ageing and susceptible to failure. We report around 100 faults to SPEN each year, each fault can take between four to five weeks to repair which leads to high degrees of customer dis-satisfaction. Increased investment would enable us to install our own cable network, replacing the ageing SPEN cables, and reduce customer complaints

4.0 TRAFFIC MANAGEMENT STATUS

Traffic Signals

Junctions – 43

Pedestrian Crossings – 53

Traffic Signals Condition

The condition of Traffic Signals assets is determined by periodic electrical and structural inspections carried out on an annual basis.

The decision on whether to replace assets that have exceeded the ESL is only made after annual inspection results are reviewed. Some assets are therefore not replaced at the end of their ESL, resulting in a misleading "maintenance backlog".
A number of our units are exceeding their expected service life however, they have all passed their annual inspection and their operation is deemed satisfactory without any issues.

Traffic Signals Valuation

The Gross Replacement Cost and Depreciation Values for the signals can be seen on the table on the right (2019 estimate).

The annualised depreciation of £108,800 represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset. The current level of investment is £70,000 per year.

Traffic Signal Assets By Type
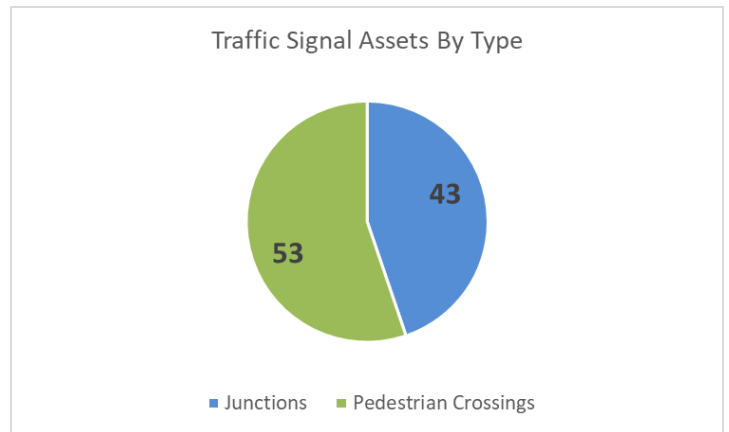
Figure 4.1

Figure 4.2

Table 4.1

Traffic Management System Assets	Gross Replacement Cost	Depreciated Replacement Cost	Annualised Depreciation Cost
Traffic Signal (Junction) Subtypes			
Minor Junction	£126,000	£93,550	£4,425
Medium Junction	£1,100,000	£683,500	£38,500
Major Junction	£60,000	£47,250	£2,125
Complex Junction	£0	£0	£0
Traffic Signal (Pedestrian Crossing) Subtypes			
Single Carriageway	£1,785,000	£1,095,000	£63,750
Double Carriageway	£0	£0	£0
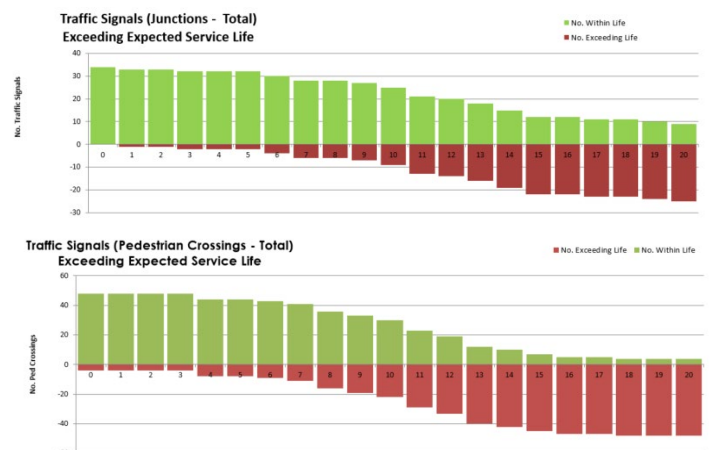
Figure 4.3

73

4.1 TRAFFIC MANAGEMENT STATUS KEY ASSET ISSUES

74

Investment

The assets installed continue to increase to support new infrastructure and increase of demands in newly developed areas. The adopted assets increased by more than 16% in the last 5 years. Further increase is expected given the level of housing development within the County.

Maintenance

As part of our maintenance programme regular inspections are undertaken and an annual report providing the condition of all components of the asset is rated and the outcome of which determines the programme of replacement/ upgrade works.

Reactive repairs ensure all assets are in full working condition and customer satisfaction levels can be expected to be maintained.

5.0 PUBLIC EV CHARGER STATUS

Quantity & Type

50-200kW Journey Chargers:	23
7-22kW Destination Chargers:	89
7-22kW On-Street Chargers:	84
Total chargers	196

Condition

All chargers are annually inspected & serviced, covered by warranty and maintenance packages and therefore maintained in a very high condition.

Age (years)	4	3	2	1	0	Total
Journey	10	8	4	1	0	23
Destination	31	35	6	7	10	89
On-Street	0	0	7	32	45	84
Total	41	43	17	40	56	196

All chargers are constructed to remain in a safe, operable condition for a minimum of 10 years.

Condition Band Descriptions

Condition 1 – As New: All
Condition 2 – Aesthetically Impaired: None
Condition 3 – Minor Deterioration: None
Condition 4 – Major Deterioration: None

Valuation & Investment

No RAMP methodology exists for calculating EVCP Gross Replacement Cost or Depreciation Values. However, it is expected that our simple, reliable Destination & On-Street chargers (the bulk of our assets) will remain attractive and economical to maintain after the initial 10 year period.

It is expected there will be a low demand for ELC to maintain the existing Journey chargers at the end of their expected useful service lives as a significant volume of Journey Chargers from commercial Charge Point Operators are visible in the Planning Pipeline. No additional ELC owned 50kW DC chargers are therefore planned as need for them will rapidly decline.

ELC's public EVCP strategy and expansion plan is being drafted and should be available as an appendix for the next ASOR.

Figure 5.1 - 50kW Journey Charger

Figure 5.2 – 7-22kW Destination Charger

Figure 5.3 – 7-22kW On-Street Chargers

6.0 STRUCTURES STATUS

Asset Group: Road Structures

The Asset

Statistics

East Lothian Council Road Structures Inventory by Road Type					
Structure Type	Total No.	Road Type			
		A	B	C	Uncl
Bridge	163	43	41	48	31
Culvert	229	31	39	80	79
Subway	0	0	0	0	0
Footbridges	13	1	0	2	10
Retaining Walls	0	0	0	0	0
Total	**405**	**75**	**80**	**130**	**120**

Commentary

- Bridge inventory is stored in the WDM Structures Asset Management System. An audit of the information is ongoing in comparison with the original database. The information in the original database had a high level of confidence so if the transfer of data has gone correctly this level of confidence will remain.
- The level of growth in structures assets has been minimal in the last five years: a small number of culverts are included in RCC applications for a limited number of housing developments and one new service station on the A1. These structures will be added to the asset database as and when roads are adopted.
- A new build underpass on the B6368 at Howden has been given planning permission and is due to be built this autumn. This asset will remain privately owned and maintained by the landowner, but will be included in ELC's Inspection Programme.
- This growth rate is predicted to remain the same in the next five years.

Customer Expectations

Road Users expect to be able to travel the road network safely and efficiently. The maintenance and renewal of road structures is essential to ensure this expectation is met

Inspections

Inspection Statistics	No.
Number of bridges where principal inspections are untaken	0
Number of principal inspections scheduled to be undertaken	0
Number of principal inspections undertaken on time	0
The frequency of principal inspections where undertaken (in years)	0
Number of general inspections scheduled to be undertaken	189
Number of general inspections undertaken on time	189
The frequency of general inspections (in years)	2

- Structures are fully inspected through General Inspections in compliance with Section C.5. clauses of Well-managed Road Infrastructure – A Code of Practice.
- General Inspections are carried out by ELC's full time Structures Inspector.
- Principal Inspections are undertaken when the need has been identified by a General Inspection.

Structural Condition

Assessment Statistics	No.
Number of council owned / maintained bridges that failed European standard assessment (prior to restriction?	9
Number of privately owned bridges within council's road network that failed European standard assessment	2
Number of council owned / maintained bridges subject to monitoring / special inspection regimes	8

- Bridges that failed the Assessment were assessed as Low-Risk Provisionally Sub-standard Structures in accordance with DMRB CS 470 and therefore are subject to a Monitoring Regime.

- Strengthening measures are undertaken subject to Capital Budget allocation.

Weight Restrictions

Weight Restrictions	No.
Number of council owned / maintained weight restricted bridges (excluding acceptance weight restriction)	0
Number of council owned / maintained height / width restricted bridges	1

Performance Indicators

Ref	Description	2019/20 Result	Comments
PI300 / (31.1.01)	% of Principal Inspections carried out on time	0.00%	See above
PI301 / (31.1.02)	% of General Inspections carried out on time	100%	
PI302 / (32.1.01)	Bridge Stock Condition Indicator – average $BSCI_{av}$	85.73	
PI303 / (32.1.02)	Bridge Stock Condition Indicator – critical $BSCI_{crit}$	86.13	
PI306 / (36.1.01)	Annual budget allocated as a % of cost of identified work (from AMP)		
PI307 / (36.2.01)	% of allocated budget spent per annum		

Gross Replacement Cost	£133,927,846
Depreciated Replacement Cost	£128, 344, 787
Annualised Depreciation Charge	£737,791

Key Issues

The WDM Structures Asset Management System (SMS) has been purchased to enable the structures asset to be managed in accordance with the East Lothian Council strategy. The SMS provides an audit trail to support all decisions. The Structures Team are still building the skills to enable them to get the most out of the system.

Current Strategies

The aim of the maintenance strategy is to ensure that all road structures are maintained in a safe condition and are available for use. The majority of the budget is spent on repairing the worst defects as identified by the completion of the two yearly General Inspection.

The annualised depreciation (AD) was £738K which represents the average amount by which the asset will depreciate in one year if there is no investment in renewal of the asset.

Prioritisation of Overall Funding Needs

Using the SCOTS / CSS Wales Structures Funding Need Assessment Spreadsheet the following overall needs have been identified:

Strengthening

A number of Structures have been identified for Strengthening / Replacement.

This work will be undertaken subject to the provision of Capital Budget.

Maintenance Needs

For the purposes of evaluating an overall prioritised funding need the SCOTS/CSS Wales funding need assessment spreadsheet for structures combines the BCi_{crit} values with network criticality. This method is designed to ensure that the priority for funding takes into account the condition of the structure and its relative importance in terms of the network. Network criticality is used to ensure that roads of particular importance locally can be ascribed a suitable level of criticality regardless of their classification. Prioritised overall needs are:

MAINTENANCE NEEDS		Timescale not specified since this will depend on availability of funding			
	Reactive Repairs	Priority 1	Priority 2	Priority 3	Priority 4
Road Bridges	£0	£109,340	£152,978	£258,184	£162,646
Footbridges	£0	£0	£2,845	£8,555	£17,061
Unusual Structures	£0	£0	£0	£0	£0
Retaining Walls	£0	£0	£0	£0	£0
Height, Sign and Signal gantries	£0	£0	£0	£0	£0
Culverts and Subways	£0	£9,350	£9,495	£11,895	£5,815
TOTALS	**£0**	**£118,690**	**£165,318**	**£278,634**	**£185,522**

6.1 STRUCTURES OPTIONS

OPTION 1 – CURRENT LEVEL OF INVESTMENT

The bridge stock has displayed little change in terms of the Condition Performance Indicators. It is considered that as a consequence of the planned maintenance works to be undertaken on these structures as part of the Road Structure capital programme, together with sustaining the current level of revenue funding, the overall condition performance indicators will increase. The structure stock would then be classed as in 'Very Good Condition'. If funding is then continued at its current level it is estimated that the bridge stock will be maintained in a 'Very Good' condition at "Steady State" as measured by the Condition Performance Indicators.

OPTION 2: DECREASED LEVELS OF INVESTMENT

If a steady state maintenance regime is not adopted, or the current level of funding was reduced, the overall condition of the structure stock will deteriorate, resulting in decreasing Condition Performance Indicator scores and a decrease in DRC. The rate of deterioration will depend on the reduction in funding. The implications of this is the deterioration of the bridge stock from 'Good' to 'Fair' condition, and the issues as highlighted in the following table:

Score	Average Stock Condition	Critical Stock Condition	Additional Comments
Very Good 90 ≤ 100	The structure stock is in a very good condition. Very few structures may be in a moderate to severe condition.	A few critical load bearing elements may be in a moderate to severe condition. Represents very low risk to public safety.	As Example ELC has a mature stock continuing with the same level of funding is likely to sustain a high condition score and an effective preventative maintenance regime.
Good 80 < 90	Structure stock is in a good condition. Some structures are in a poor condition but are being managed appropriately.	Some critical load bearing elements are in a severe condition. Some structures would represent a moderate risk to public safety if mitigation measures were not in place.	There is the potential for rapid decrease in condition if sufficient maintenance funding is not provided. Minor to Moderate backlog of maintenance work.
Fair 65 < 80	Structure stock is in a fair condition. A number of structures may be in a severe condition.	A number of critical load bearing elements may be in a severe condition. Some structures may represent a significant risk to public safety unless mitigation measures are in place.	Historical maintenance work under funded and structures not managed in accordance with Asset Management. Moderate to large backlog of maintenance work, essential work dominates spending.

East Lothian
Council

REPORT TO:	Policy and Performance Review Committee	
MEETING DATE:	14 December 2023	**7**
BY:	Executive Director for Place	
SUBJECT:	Landlord Performance Report 2022/23	

1   PURPOSE

1.1   To update Elected Members on the Council's performance in meeting the key Social Housing Charter outcomes referenced in the 2022/23 Landlord Report.

2   RECOMMENDATIONS

2.1   Members are asked to note the report and to consider whether the committee requires any further analysis of the performance and customer satisfaction information.

3   BACKGROUND

3.1   Social landlords are required to submit an Annual Return on the Charter (ARC) by 31 May each year to the Scottish Housing Regulator (SHR) as part of the regulatory framework.   This return captures a range of performance and contextual information across a range of indicators.

3.2   In respect of the regulatory framework there are a range of wider requirements placed on each social landlord. Some of the key requirements are listed below:

- Submit an approved Annual Assurance Statement to the SHR showing compliance or otherwise against the regulatory framework by 31 October each year.

- Carry out a comprehensive tenant customer satisfaction survey at least once every three years.

- Provide a landlord performance report to tenants each year by the 31 October. In producing this landlord report, there is a requirement that tenants will be involved in its development.

- Give tenants meaningful opportunities to scrutinise and assess a landlord's performance.

3.4 East Lothian Council has a strong tradition of tenant participation and is seen as an exemplar of good practice. The Charter created a requirement for all social landlords to deepen tenant participation by involving tenants and other service users through scrutinising and assessing a landlord's performance.

3.5 The Council has worked in partnership with East Lothian Tenants and Residents Panel (ELTRP) through a project group involving tenants and staff to jointly develop and produce the Landlord Report each year. The contents of each report are agreed with ELTRP and subject to wider consultation before being published online with paper copies made available for those who would prefer this.

Performance commentary on key measures in the 2022/23 Landlord Report

3.6 *Rent and value for money*

The report demonstrates that although East Lothian Council had the largest percentage rent increase (2023/24) across its peer group, its rent remains the third lowest in that peer group and well below the Scottish local authority average of £81.03 per week.

Rent collection

Against a difficult backdrop, the Council managed to collect more rent than was due noting that some arrears were paid by former tenants. A fuller commentary on the rent arrears position can be found in the 2022/23 Q4 report to PPRC dated 15 June 2023.

Void rent loss

Although a slightly higher rent loss was noted for 2022/23 than the previous year, this was similar to the national picture due to a variety of reasons including staff shortages and contractor shortages, as well as a range of other impacts caused by the economic situation. Notwithstanding this poorer performance, void rent loss was well below the Scottish local authority average although re-let times were above. Significant development work and activity is underway to reduce void rent loss and re-let times and it is expected the full benefits of this will be seen in the 2024/25 financial year.

3.7 *Allocations and sustainment*

East Lothian Council continues to have one of the best tenancy sustainment rates in the country. One of the consequences of this is that

the percentage of houses that become available each year is well below the national average. In spite of this, 503 houses were allocated in 2022/23, which is a relatively strong position given significant challenges associated with the economic crisis.

3.8 *Repairs and maintenance*

Emergency repairs averaged 3.89 hours v the Scottish LA average of 4.70 hours, whilst non-emergency repairs averaged 9.18 days (v Scottish LA average of 9.68 hours). Tenant satisfaction with repairs sat at 88.03% against a Scottish LA average of 88.52%. In conjunction with ELTRP, a tenant scrutiny activity is to be undertaken to better understand and analyse ELC's approach to capturing this information and to see what actions might be undertaken to improve collection rates and identify areas for improvement.

3.9 *Housing options and homelessness*

Average days in temporary accommodation remains high due to the extreme housing pressure facing the Council. Performance around days to re-house and associated commentary are a feature of quarterly performance indicators to PPRC. A separate report on Homelessness is also being presented to this meeting of the PPRC.

3.10 *Summary*

Scotland's Housing Network have produced summary information that shows East Lothian Council's performance and customer satisfaction against its peer group and nationally. Some key comparison information is shown in Appendix 1 and further detail can be made available on request.

3.11 Slide 26 of Appendix 1 shows Scotland's Housing Network appraisal of East Lothian Council's performance alongside areas of improvement. Significant development work and activity is underway to improve void turnaround times and reduce length of stays in temporary accommodation, but the report otherwise concludes that East Lothian continues to perform strongly in a number of areas.

4 POLICY IMPLICATIONS

4.1 The delivery of the report helps meet the Council's regulatory requirements. Performance as stated in the report is generally good and supports the Council's strategic objectives as outlined in the Council Plan 2022-27 and the East Lothian Plan 2017-27. Improvement work is underway to tackle areas where performance needs to be better.

5 INTEGRATED IMPACT ASSESSMENT

5.1 An Integrated Impact Assessment is not applicable for this report.

6   RESOURCE IMPLICATIONS

6.1   Financial – None.

6.2   Personnel – None.

6.3   Other – None.

7   BACKGROUND PAPERS

7.1   Appendix 1 – Scotland's Housing Network summary performance

7.2   PPRC Report – 2022/23 Q4 report to PPRC – June 2023

7.3   2022/23 Landlord Report at: Landlord Performance Report 2022/23 | East Lothian Council

AUTHOR'S NAME	Wendy McGuire
DESIGNATION	Head of Housing
CONTACT INFO	James Coutts 07770 653162
DATE	December 2023

East Lothian Council

Performance Analysis Visit 2022/23
October 2023

National Overview 2022/23

- **Satisfaction** has on average continued to reduce across the sector. Those who have carried out new surveys have tended to see a reduction in satisfaction compared to their previous survey

- Despite the challenges this year in achieving EICR and Fire Safety requirements, RSLs have on average seen an **improvement in achieving SHQS.** LA's have also seen improvement but less progress overall

- Based on our voluntary **EESSH** Return data, there's been an **upward trend in compliance for RSLs** post pandemic while LAs have remained at a similar level to last year

- **Emergency repairs timescales** have begun to level off for LAs, but RSLs on average have seen a continuing upward trend (although RSLs are about an hour quicker to respond)

- **Non-emergency repairs timescales** improving for RSLs, but LAs continuing to see timescales increase, albeit at a slower pace than last year

SHN
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- Despite this, improvements in **repairs satisfaction** for LAs compared to last year, RSL satisfaction declining

- **Gas safety fails** not yet back at pre-pandemic levels but reducing. A small number of landlords – both Councils and RSLs - make up a large proportion of all fails

- **Tenancy sustainment** is improving for both LAs and RSLs, including lets to homeless households

- **Rent increases across the sector** - but less than inflation. More pronounced amongst RSLs.

- **Rent collected** as a percentage of rent due – improving for LAs, reducing for RSLs - but RSLs still collecting more

- **Continuing increase in arrears for LAs**, RSLs remaining approximately in a similar position to previous years

- **Increasing relet times** for LAs, RSLs remaining at a similar level to last year - marginal increase

Peer Group

Comparator Organisations

Angus Council
Clackmannanshire Council
East Dunbartonshire Council
East Lothian Council
East Renfrewshire Council
Midlothian Council
Perth & Kinross Council
South Ayrshire Council
Stirling Council
The Moray Council

Overall Satisfaction

I1 Percentage satisfied with overall service

Bar chart (Overall Satisfaction):
- Clackman... Council: 92.69
- South Ayrshire Council: 92.13
- Stirling Council: 90.88
- Angus Council: 88.04
- The Moray Council: 82.78
- East Renfrews... Council: 82.05
- East Lothian Council: 81.62
- Midlothian Council: 81.47
- Perth & Kinross Council: 78.40
- East Dunbarto... Council: 75.93

Line chart legend: East Lothian Council · All LAs · SHN Average
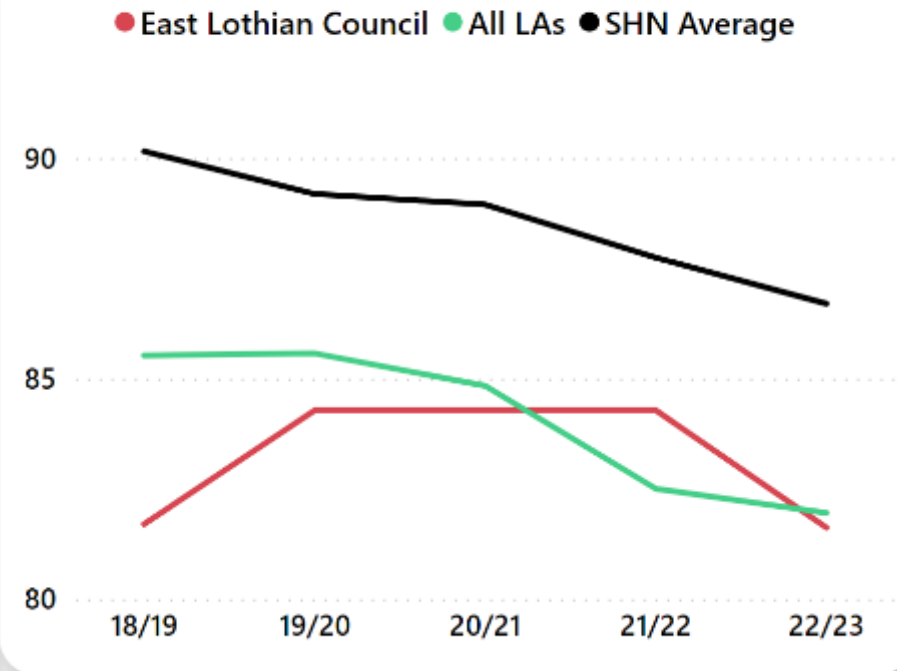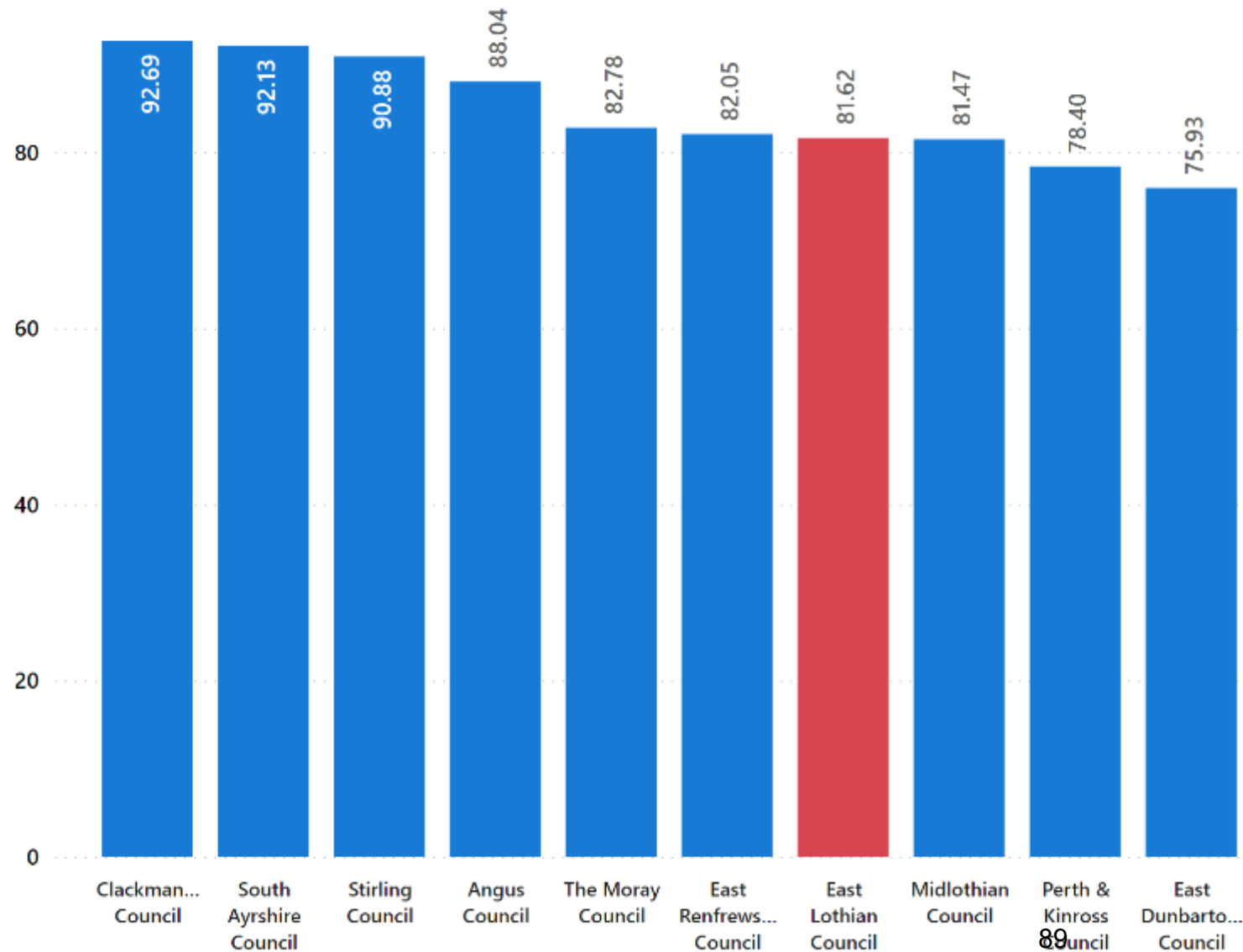
Organisation Name	20/21	21/22	22/23
East Lothian Council	84.28	84.28	81.62
Peer Group 8 - Small LA	85.62	83.14	83.40
All LAs	84.84	82.50	81.95
SHN Average	88.95	87.74	86.70

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Kept Informed

SHN
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Bar chart values:
- Stirling Council: 98.35
- Clackman... Council: 96.95
- South Ayrshire Council: 95.51
- Angus Council: 94.02
- The Moray Council: 91.29
- East Lothian Council: 86.01
- Perth & Kinross Council: 83.45
- East Dunbarto... Council: 82.58
- Midlothian Council: 80.13
- East Renfrews... Council: 77.84
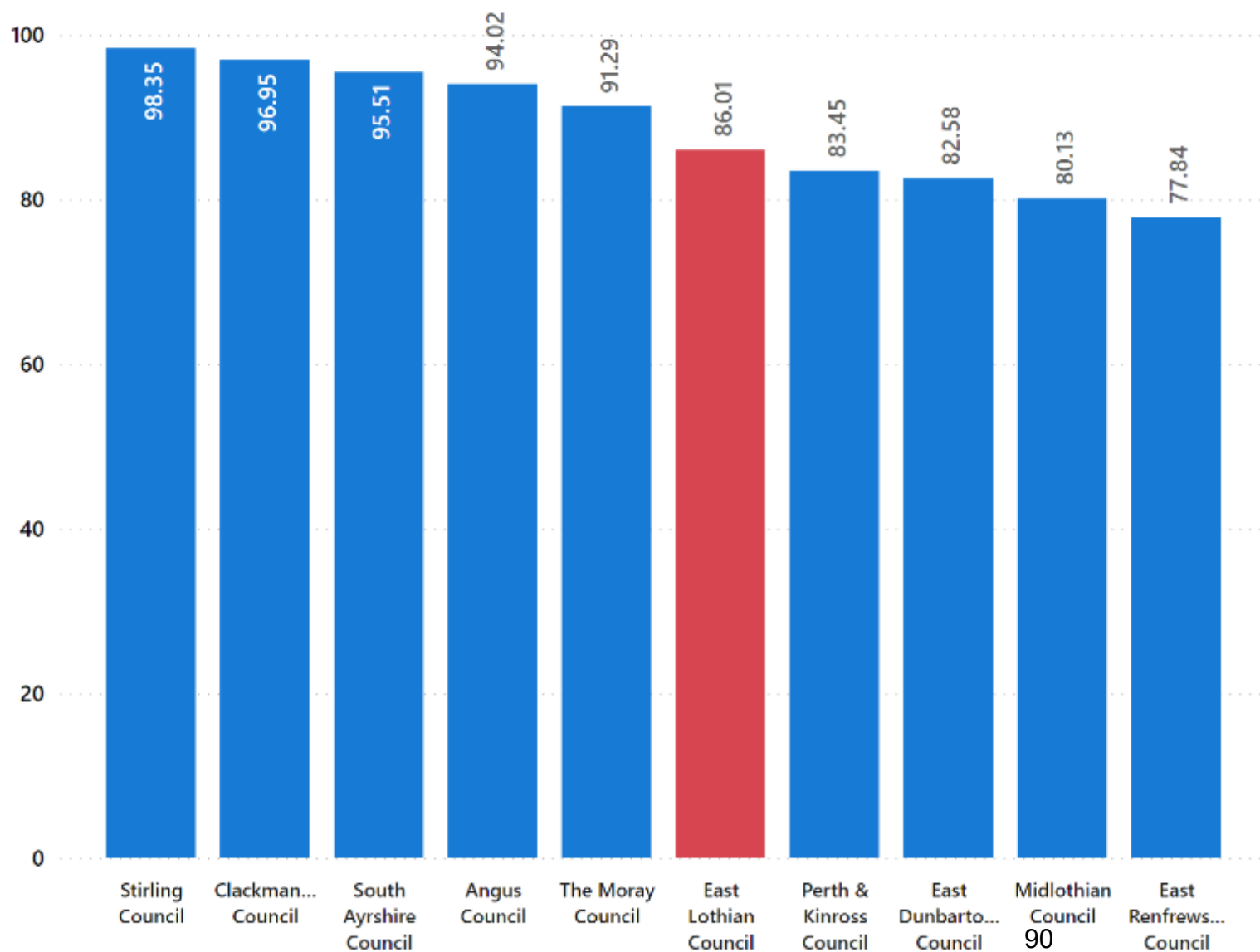
Legend: ● East Lothian Council ● All LAs ● SHN Average
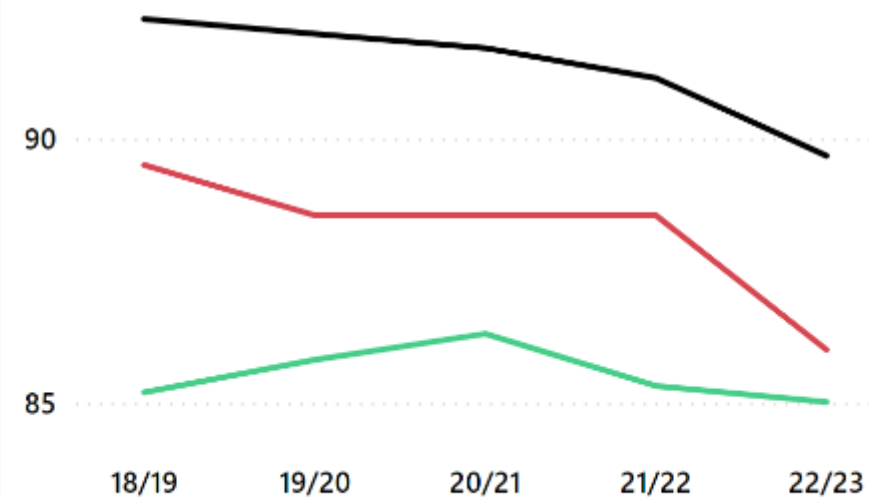
Organisation Name	20/21	21/22	22/23
East Lothian Council	88.55	88.55	86.01
Peer Group 8 - Small LA	88.59	86.54	86.38
All LAs	86.31	85.33	85.02
SHN Average	91.71	91.15	89.68

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Opportunities to Participate

Bar chart values:
- Clackman... Council: 98.47
- Stirling Council: 97.47
- The Moray Council: 96.21
- South Ayrshire Council: 95.63
- Angus Council: 93.02
- East Lothian Council: 80.22
- East Dunbarto... Council: 78.86
- Midlothian Council: 77.87
- Perth & Kinross Council: 72.02
- East Renfrews... Council: 68.06

Legend: East Lothian Council, All LAs, SHN Average

Organisation Name	20/21	21/22	22/23
East Lothian Council	85.26	85.26	80.22
Peer Group 8 - Small LA	83.18	80.33	80.93
All LAs	80.64	80.46	80.88
SHN Average	86.57	86.81	85.86

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Quality of Home (All Tenants)

I7 Percentage tenants satisfied with quality of home

Chart data (bar chart):

Council	Value
Clackman... Council	92.58
South Ayrshire Council	91.39
Stirling Council	86.73
Angus Council	86.04
Midlothian Council	83.87
East Lothian Council	83.76
East Renfrews... Council	82.91
The Moray Council	82.65
East Dunbarto... Council	78.86
Perth & Kinross Council	78.74

Trend lines: East Lothian Council, All LAs, SHN Average across 18/19, 19/20, 20/21, 21/22, 22/23
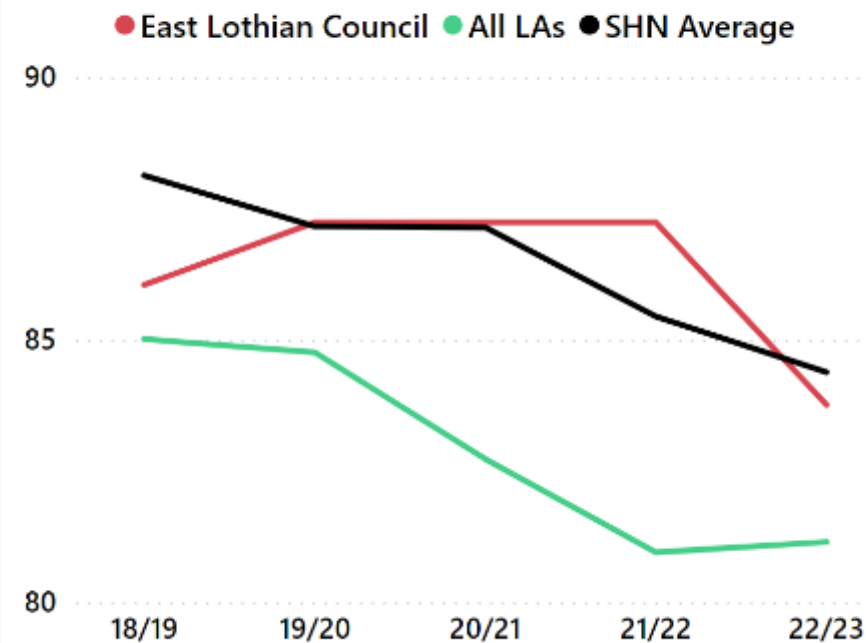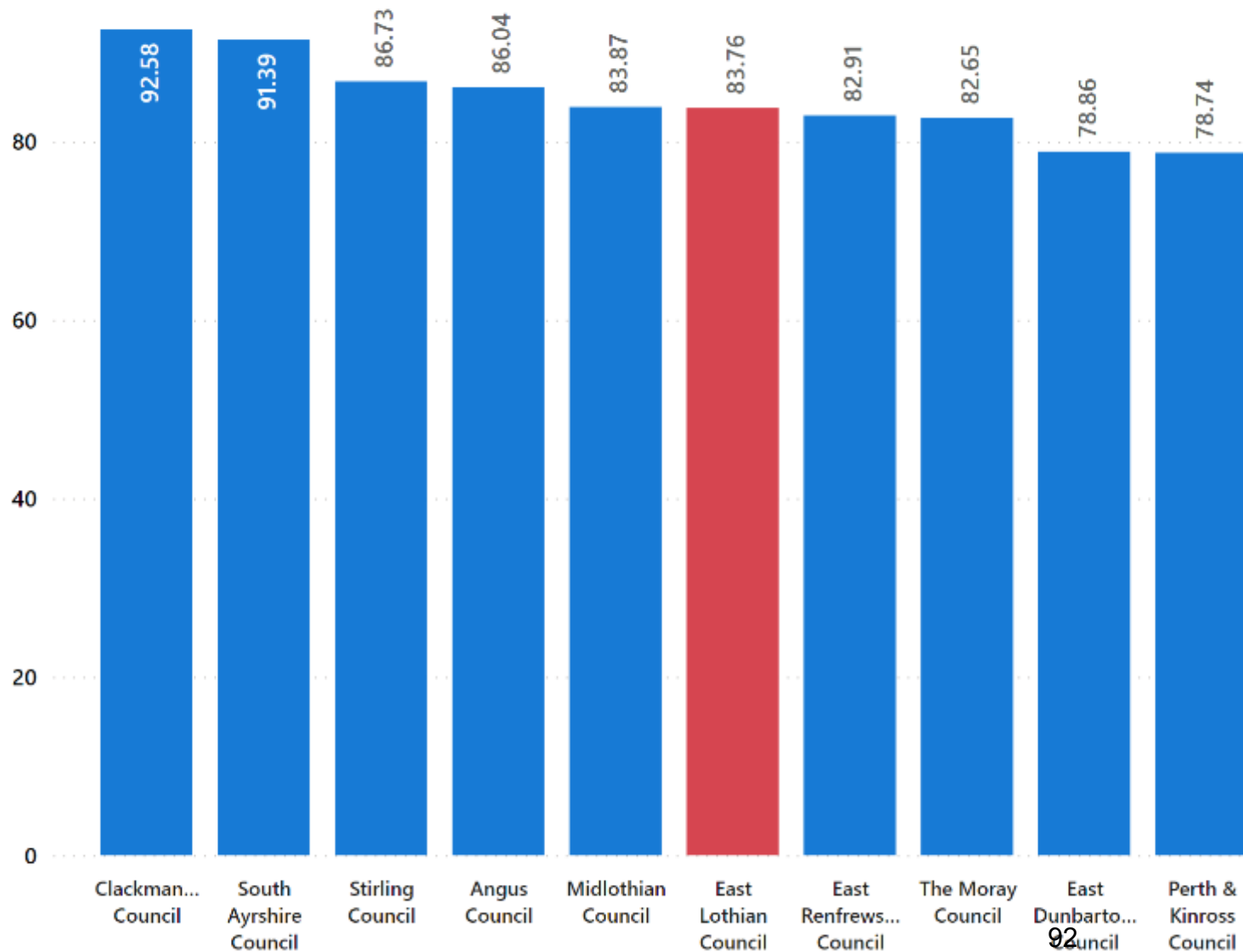
Organisation Name	20/21	21/22	22/23
East Lothian Council	87.23	87.23	83.76
Peer Group 8 - Small LA	84.21	82.38	83.37
All LAs	82.73	80.95	81.14
SHN Average	87.14	85.44	84.38

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Management of Neighbourhood

Bar chart values:
- Clackman... Council: 95.09
- Stirling Council: 94.80
- South Ayrshire Council: 92.88
- Angus Council: 91.72
- The Moray Council: 89.56
- East Lothian Council: 88.39
- Midlothian Council: 85.47
- East Dunbarto... Council: 79.45
- East Renfrews... Council: 78.33
- Perth & Kinross Council: 76.05

Line chart legend: East Lothian Council, All LAs, SHN Average (years 18/19, 19/20, 20/21, 21/22, 22/23)
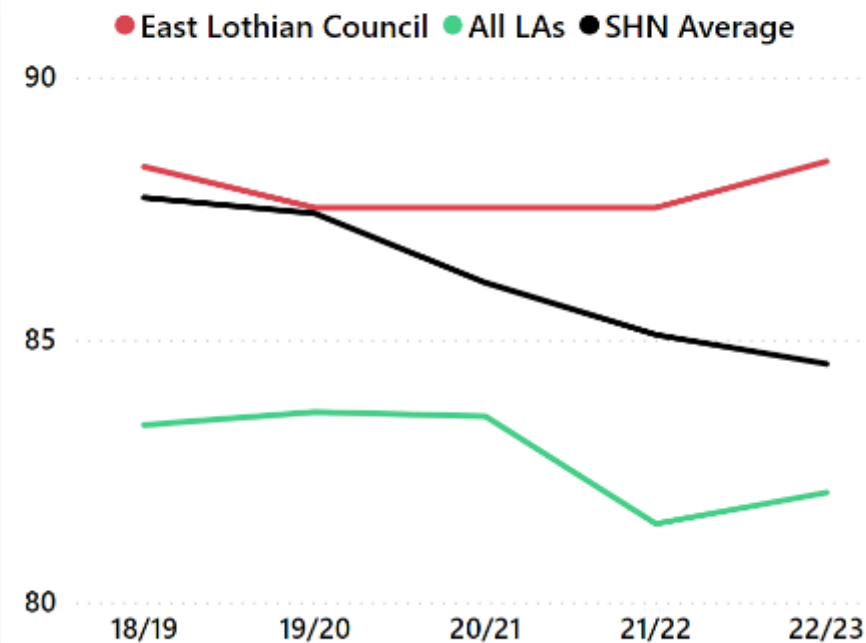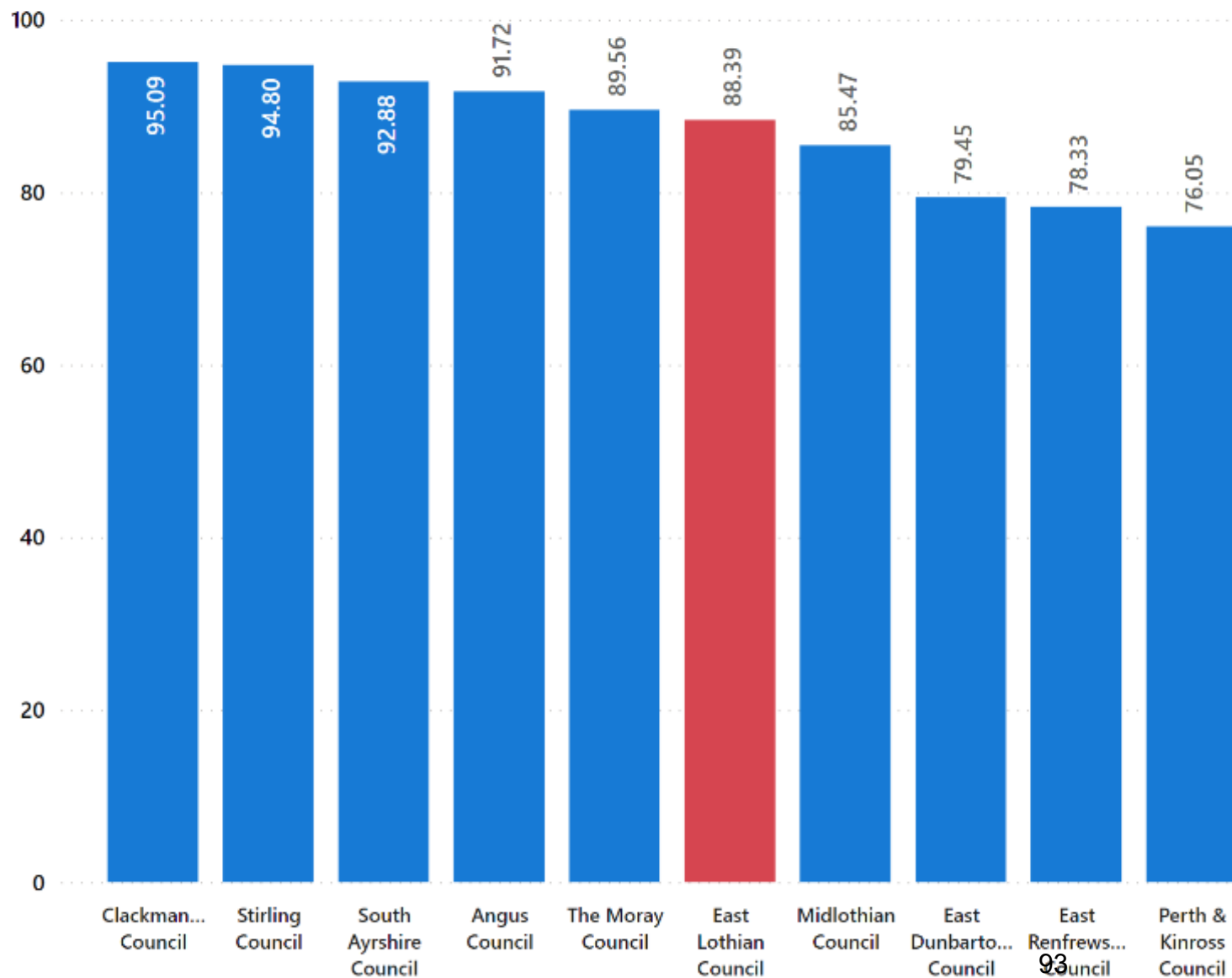
Organisation Name	20/21	21/22	22/23
East Lothian Council	87.51	87.51	88.39
Peer Group 8 - Small LA	86.30	83.07	85.01
All LAs	83.54	81.49	82.08
SHN Average	86.08	85.09	84.54

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Value for Money

I25 Percentage tenants who feel rent for their property represents good value for money

Bar chart values:
- Clackman... Council: 94.66
- Stirling Council: 93.25
- South Ayrshire Council: 89.14
- The Moray Council: 86.37
- Angus Council: 86.04
- East Lothian Council: 85.38
- Midlothian Council: 80.80
- East Renfrews... Council: 80.10
- Perth & Kinross Council: 79.41
- East Dunbarto... Council: 78.86

Legend: East Lothian Council, All LAs, SHN Average
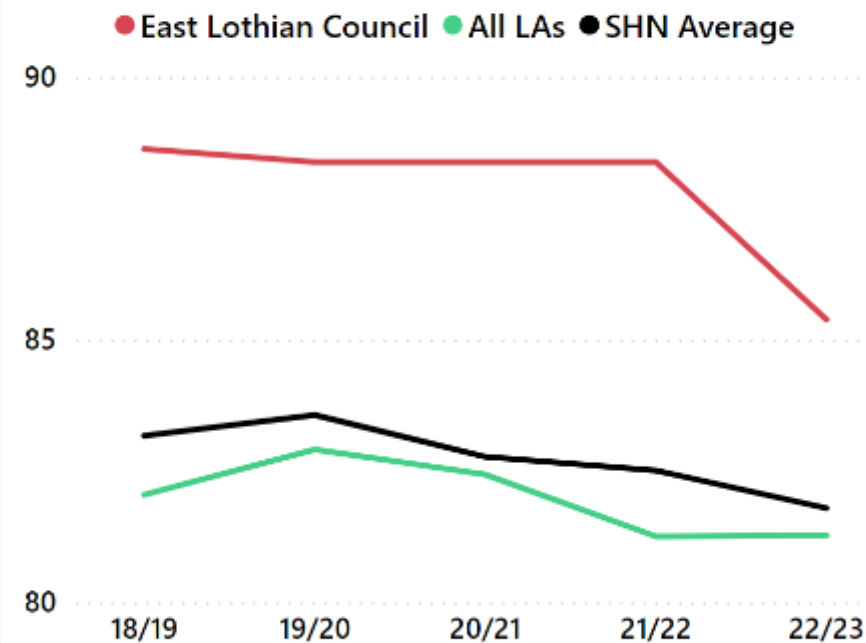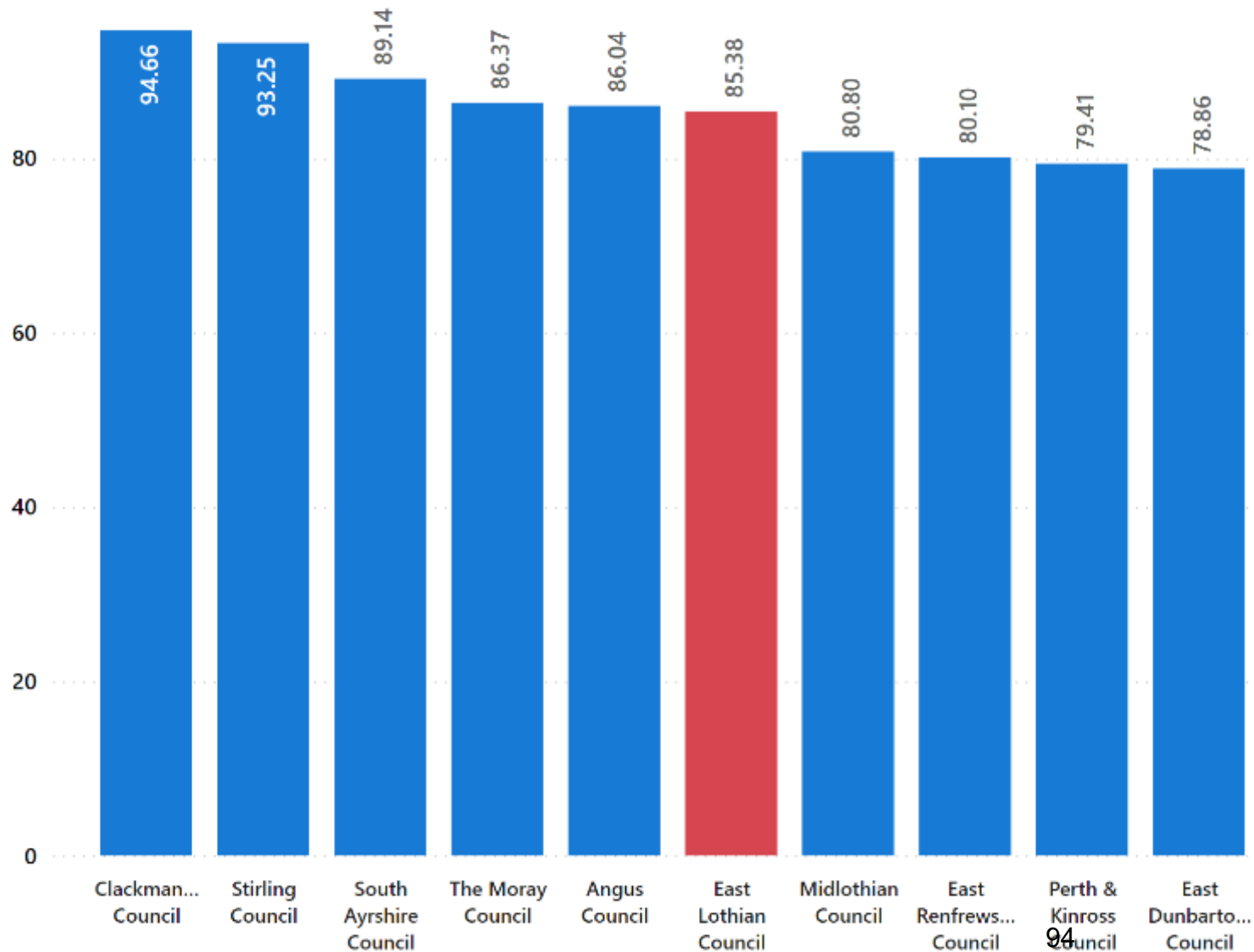
Organisation Name	20/21	21/22	22/23
East Lothian Council	88.38	88.38	85.38
Peer Group 8 - Small LA	83.87	81.26	83.05
All LAs	82.43	81.25	81.27
SHN Average	82.77	82.51	81.79

Emergency Repairs

SHN
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Bar chart:
- The Moray Council: 2.39
- South Ayrshire Council: 2.60
- East Renfrews... Council: 2.77
- East Lothian Council: 3.89
- Clackman... Council: 3.97
- East Dunbarto... Council: 4.00
- Perth & Kinross Council: 4.51
- Midlothian Council: 7.30
- Stirling Council: 7.43
- Angus Council: 9.32

Line chart — East Lothian Council, All LAs, SHN Average across 18/19, 19/20, 20/21, 21/22, 22/23
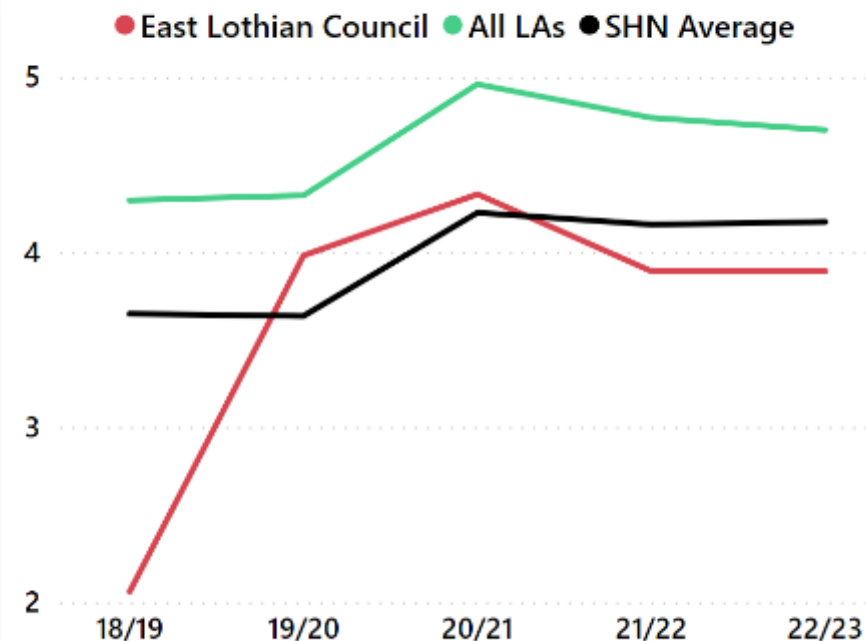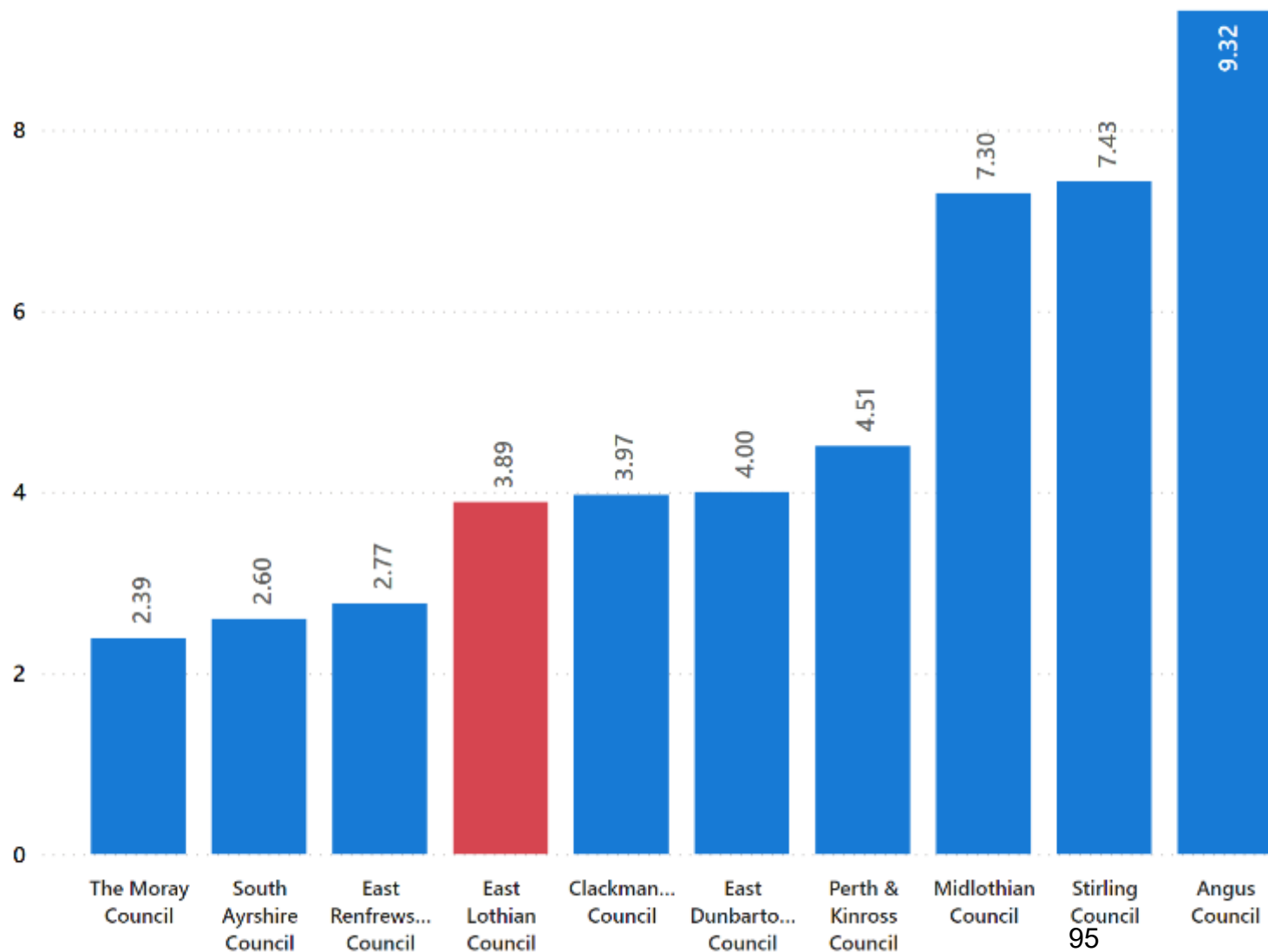
Organisation Name	20/21	21/22	22/23
East Lothian Council	4.33	3.89	3.89
Peer Group 8 - Small LA	4.12	5.02	4.45
All LAs	4.96	4.77	4.70
SHN Average	4.22	4.16	4.17

95

Non-Emergency Repairs

SHN
Scotland's Housing Network

Bar chart values:

- Clackman... Council: 5.41
- The Moray Council: 5.73
- Stirling Council: 6.55
- South Ayrshire Council: 7.07
- East Renfrews... Council: 7.09
- Perth & Kinross Council: 7.59
- East Lothian Council: 9.18
- Angus Council: 9.34
- East Dunbarto... Council: 11.65
- Midlothian Council: 14.29

Line chart legend: ● East Lothian Council ● All LAs ● SHN Average

Years: 18/19, 19/20, 20/21, 21/22, 22/23
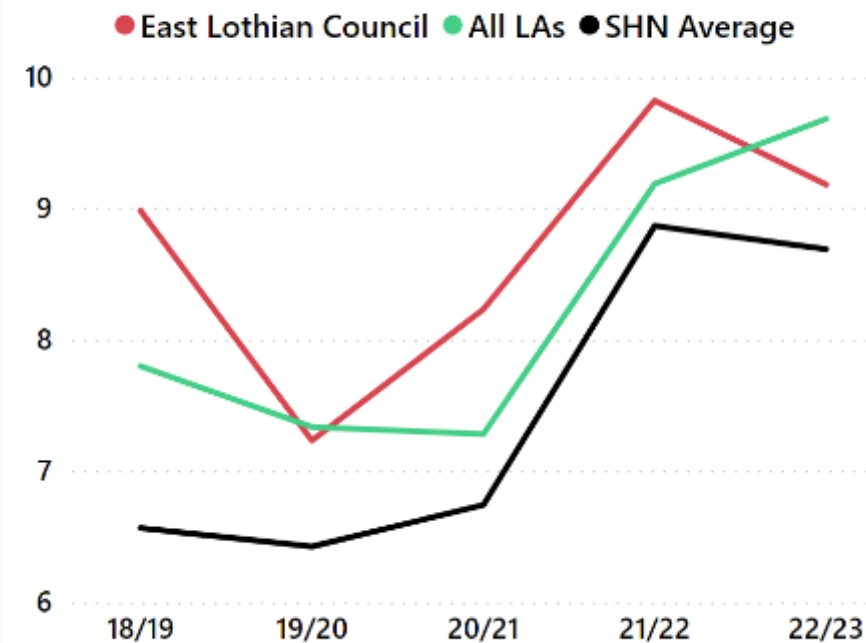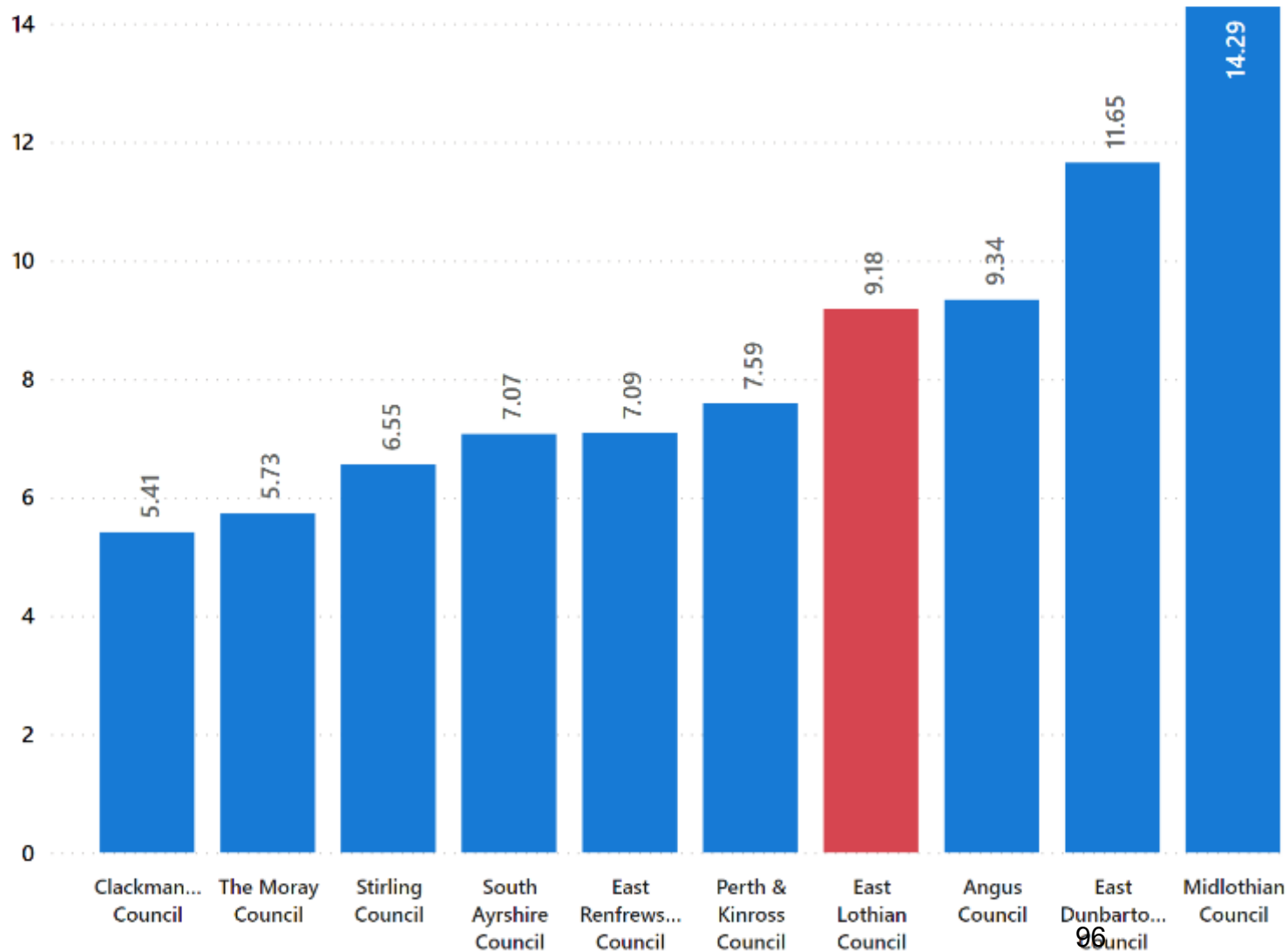
Organisation Name	20/21	21/22	22/23
East Lothian Council	8.23	9.82	9.18
Peer Group 8 - Small LA	7.12	8.77	8.91
All LAs	7.28	9.19	9.68
SHN Average	6.74	8.87	8.69

Repairs Satisfaction

SHN
Scotland's Housing Network

Bar chart — Repairs Satisfaction:

Council	Value
The Moray Council	100.00
Angus Council	99.76
Perth & Kinross Council	97.53
South Ayrshire Council	93.46
East Dunbarto... Council	91.57
Clackman... Council	91.56
Stirling Council	88.06
East Lothian Council	88.03
East Renfrews... Council	81.40
Midlothian Council	72.43

Line chart legend: ● East Lothian Council ● All LAs ● SHN Average

Years: 18/19, 19/20, 20/21, 21/22, 22/23
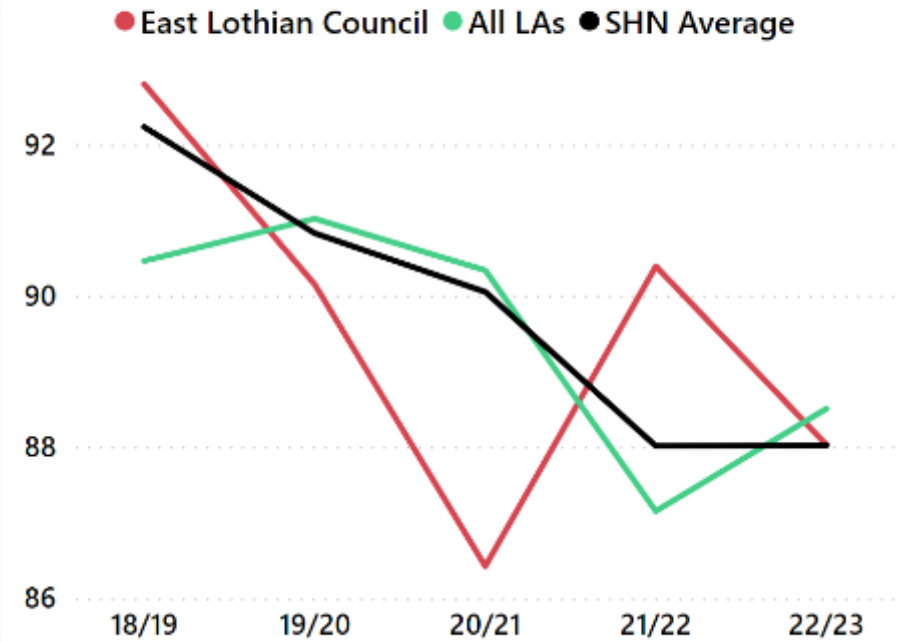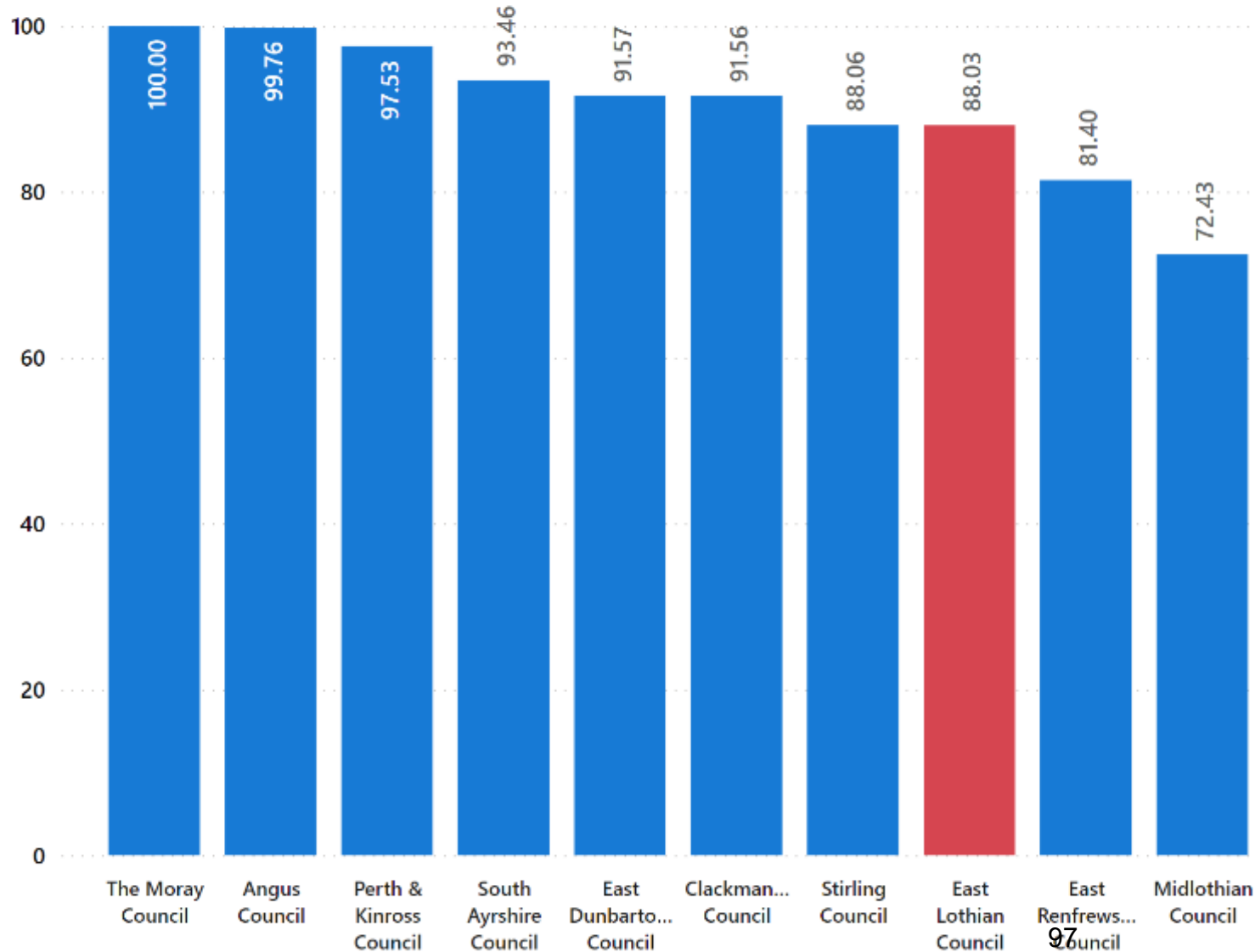
Organisation Name	20/21	21/22	22/23
East Lothian Council	86.42	90.39	88.03
Peer Group 8 - Small LA	90.60	88.02	90.35
All LAs	90.34	87.15	88.51
SHN Average	90.05	88.01	88.02

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Housing Lists & Lets

▲

C2.1 The number of lets to existing tenants	123
C2.2 The number of lets to housing list applicants	86
C2.3 The number of mutual exchanges	100
C2.4 The number of lets from other sources	0
C2.5 The number of lets to homeless applicants	294
C3.1 General needs lets	394
C3.2 Supported housing lets	109

Turnover

I17 Percentage lettable self-contained houses that became vacant in year
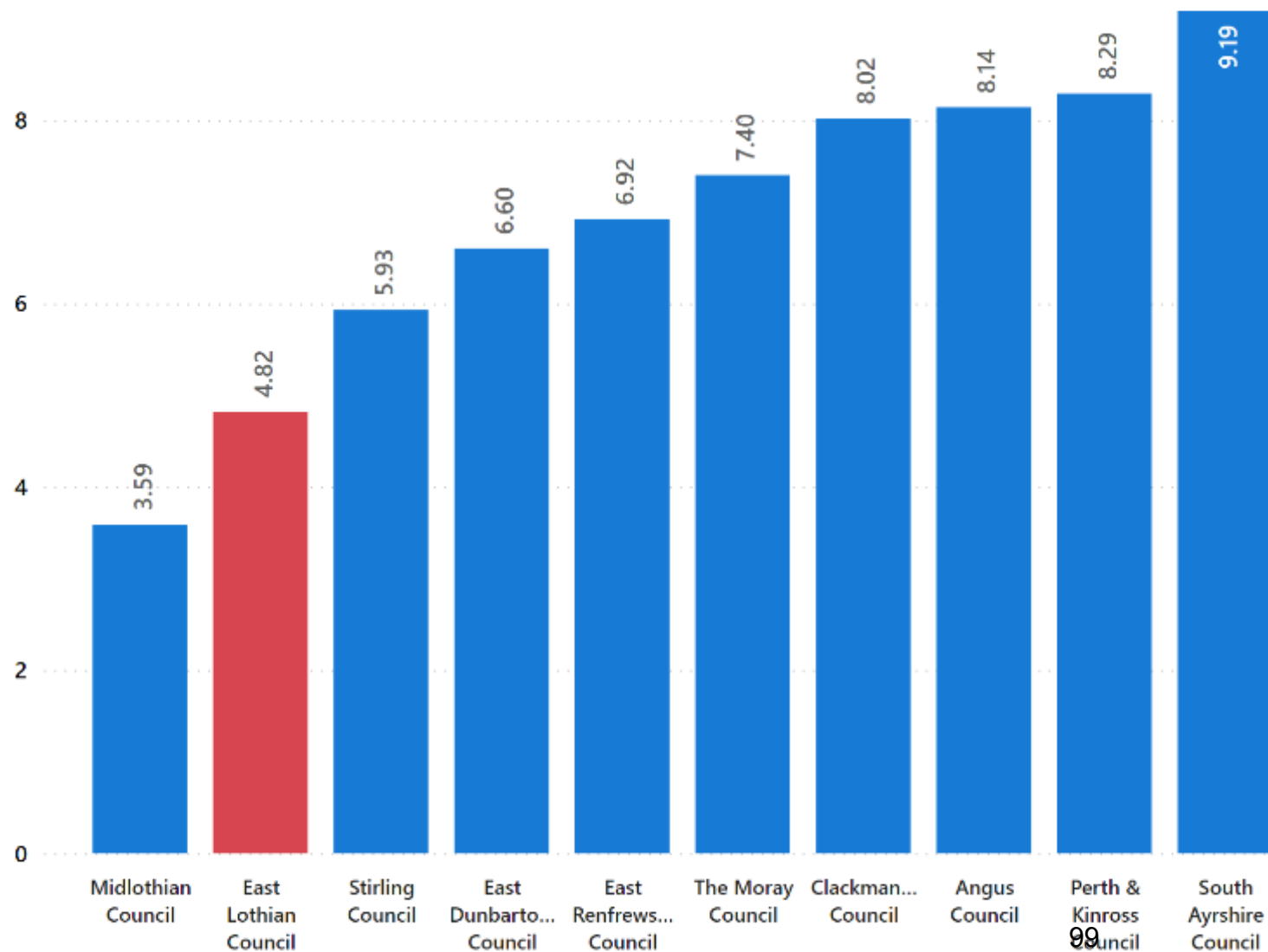
SHN
Scotland's Housing Network

Bar chart values:
- Midlothian Council: 3.59
- East Lothian Council: 4.82
- Stirling Council: 5.93
- East Dunbarto... Council: 6.60
- East Renfrews... Council: 6.92
- The Moray Council: 7.40
- Clackman... Council: 8.02
- Angus Council: 8.14
- Perth & Kinross Council: 8.29
- South Ayrshire Council: 9.19

Line chart legend: ● East Lothian Council ● All LAs ● SHN Average
Years: 18/19, 19/20, 20/21, 21/22, 22/23
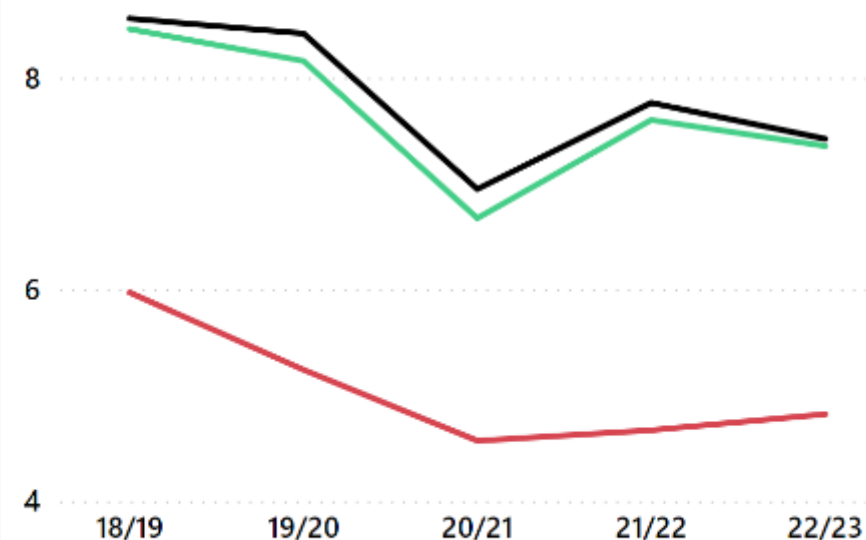
Organisation Name	20/21	21/22	22/23
East Lothian Council	4.57	4.67	4.82
Peer Group 8 - Small LA	6.40	7.00	6.91
All LAs	6.67	7.60	7.36
SHN Average	6.95	7.76	7.42

Offers Refused

Bar chart — Offers Refused:

Council	Value
Midlothian Council	7.23
East Lothian Council	22.12
Clackman... Council	31.71
Perth & Kinross Council	32.71
The Moray Council	34.32
East Dunbarto... Council	36.67
Angus Council	36.77
Stirling Council	40.82
South Ayrshire Council	46.19
East Renfrews... Council	47.13

Legend: East Lothian Council • All LAs • SHN Average
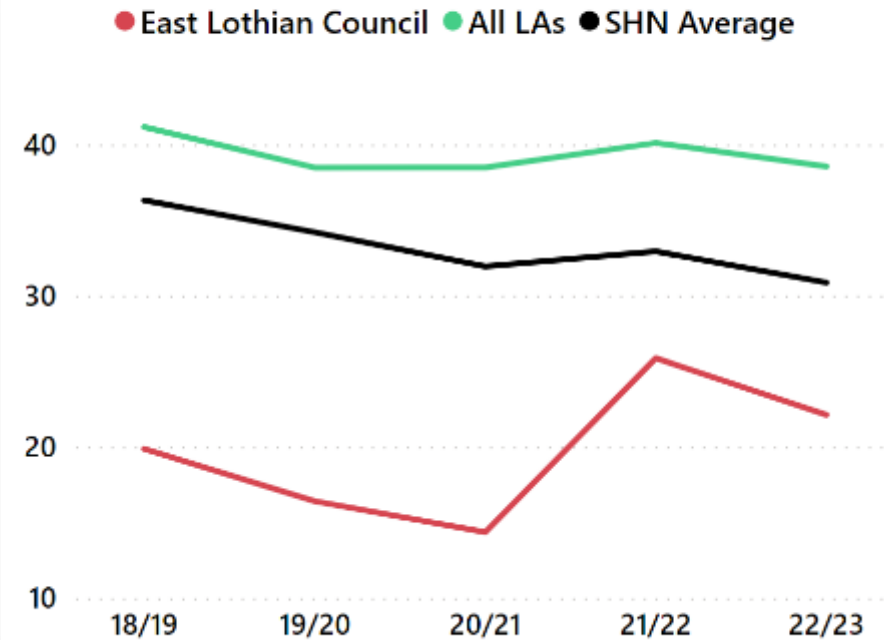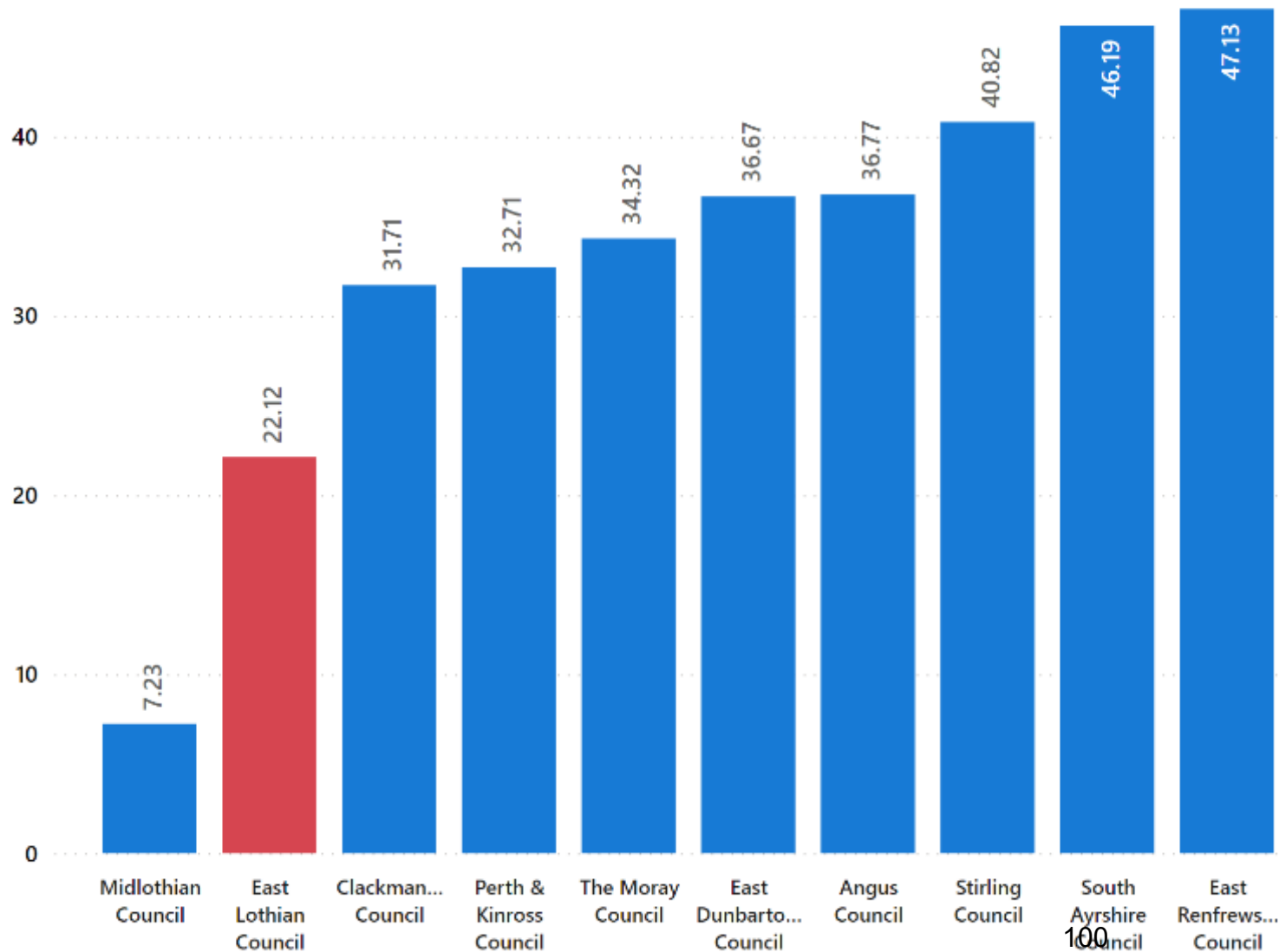
Organisation Name	20/21	21/22	22/23
East Lothian Council	14.36	25.87	22.12
Peer Group 8 - Small LA	33.19	35.22	34.90
All LAs	38.48	40.11	38.55
SHN Average	31.94	32.93	30.87

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Lets to Homeless Households

C2 Percentage of lets to homeless applicants

Bar chart values:
- Clackman... Council: 62.39
- Midlothian Council: 61.26
- East Lothian Council: 58.45
- East Renfrews... Council: 57.65
- Stirling Council: 55.65
- East Dunbarto... Council: 54.87
- South Ayrshire Council: 53.21
- The Moray Council: 50.75
- Perth & Kinross Council: 44.91
- Angus Council: 38.95

Line chart legend: East Lothian Council, All LAs, SHN Average
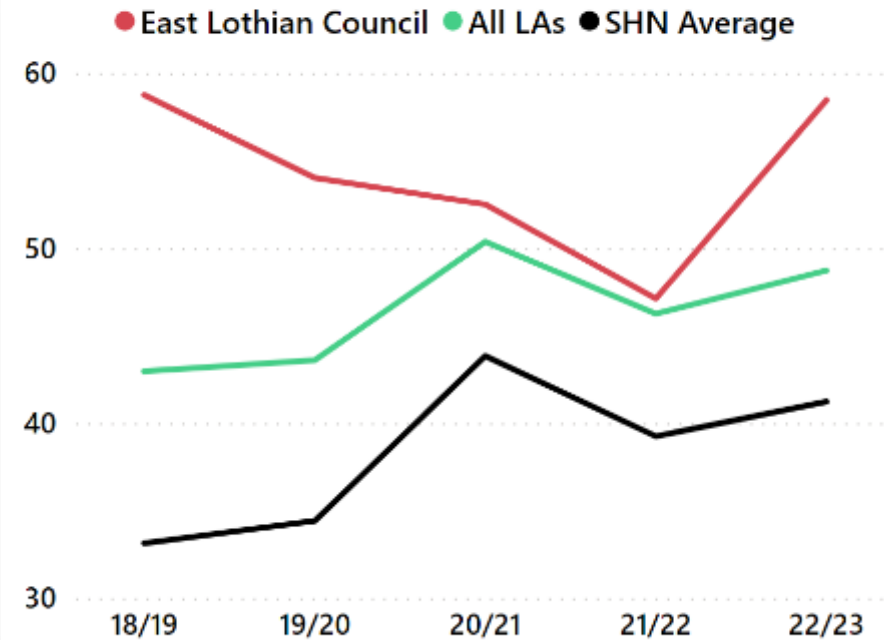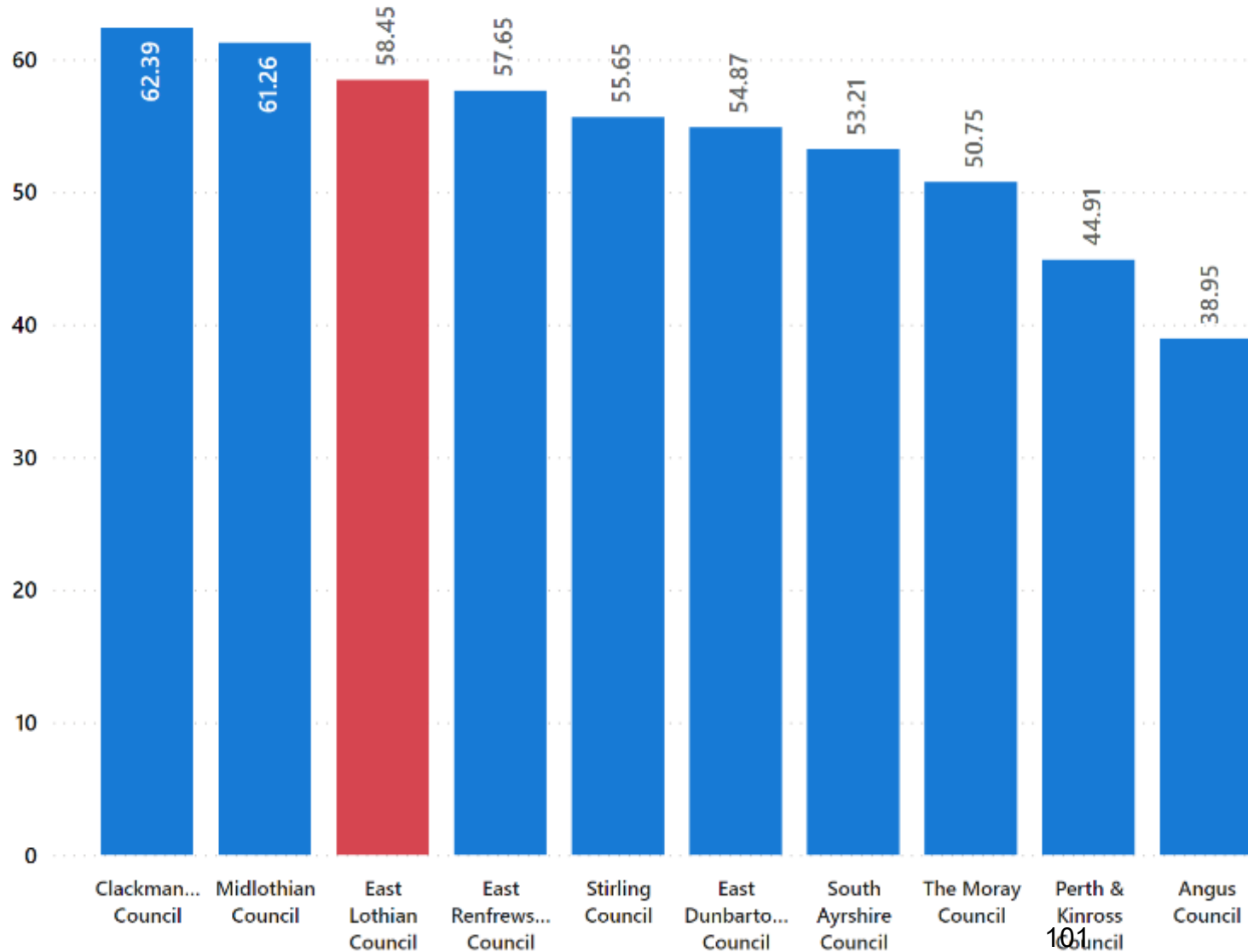
Organisation Name	20/21	21/22	22/23
East Lothian Council	52.49	47.11	58.45
Peer Group 8 - Small LA	52.28	46.40	51.29
All LAs	50.36	46.25	48.71
SHN Average	43.83	39.24	41.22

Tenancy Sustainment
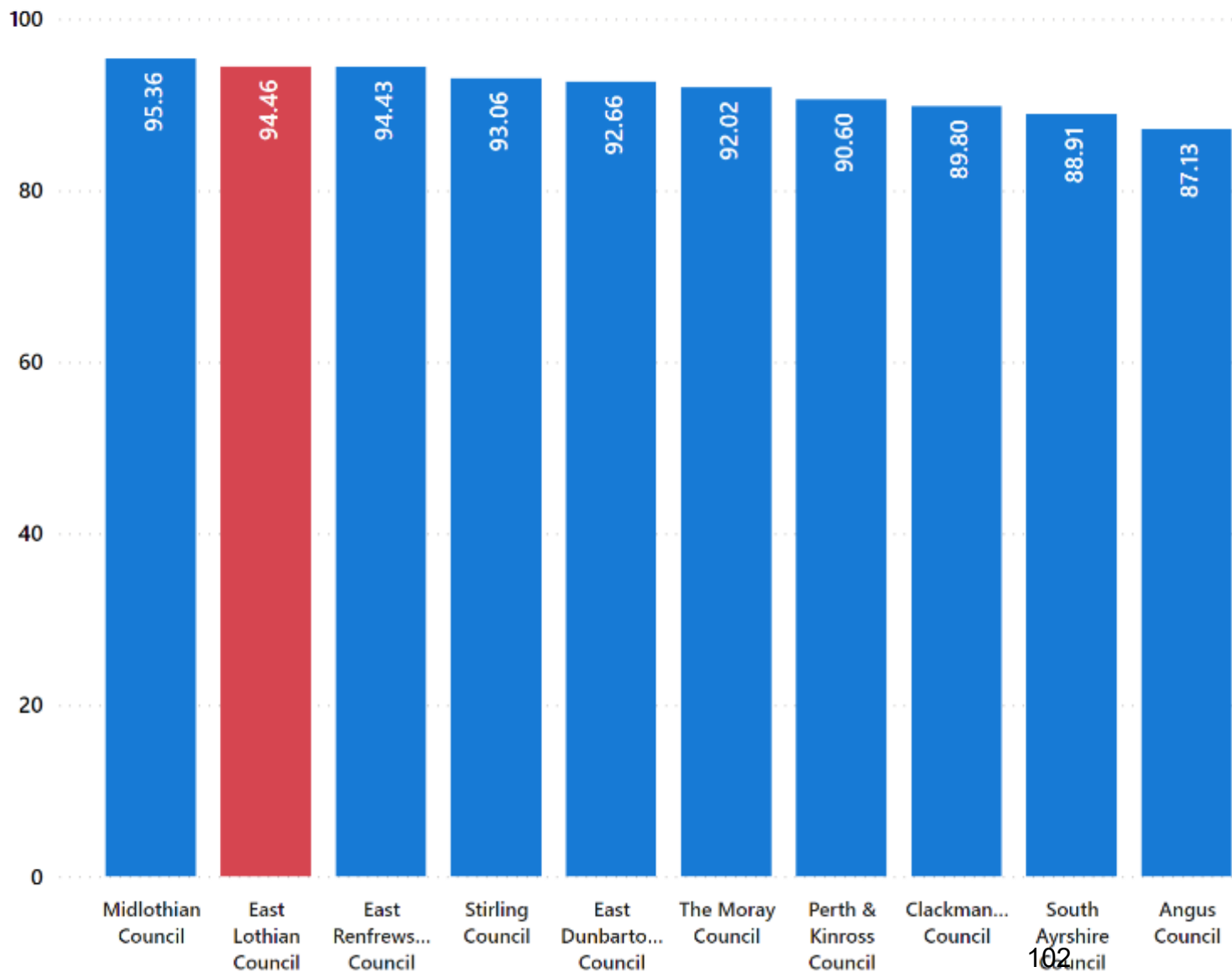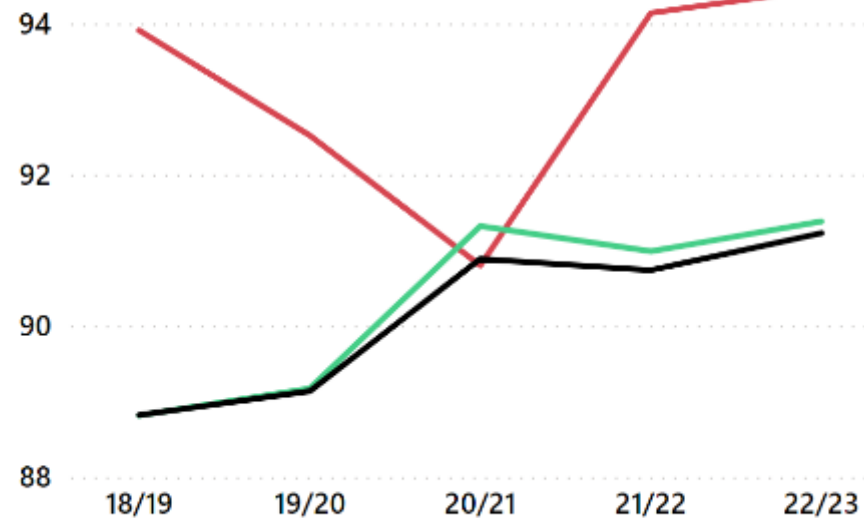
Organisation Name	20/21	21/22	22/23
East Lothian Council	90.80	94.14	94.46
Peer Group 8 - Small LA	90.38	90.86	91.17
All LAs	91.32	90.99	91.38
SHN Average	90.89	90.74	91.23

Abandonments and Evictions

Organisation Name	20/21		21/22		22/23	
	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock	C4 Abandonments as percentage of lettable stock	I22 Evictions as percentage of lettable stock
East Lothian Council	0.15	0.02	0.17	0.00	0.21	0.01
Peer Group 8 - Small LA	0.35	0.01	0.44	0.03	0.52	0.10
All LAs	0.37	0.01	0.50	0.04	0.56	0.08
SHN Average	0.36	0.02	0.45	0.06	0.50	0.10
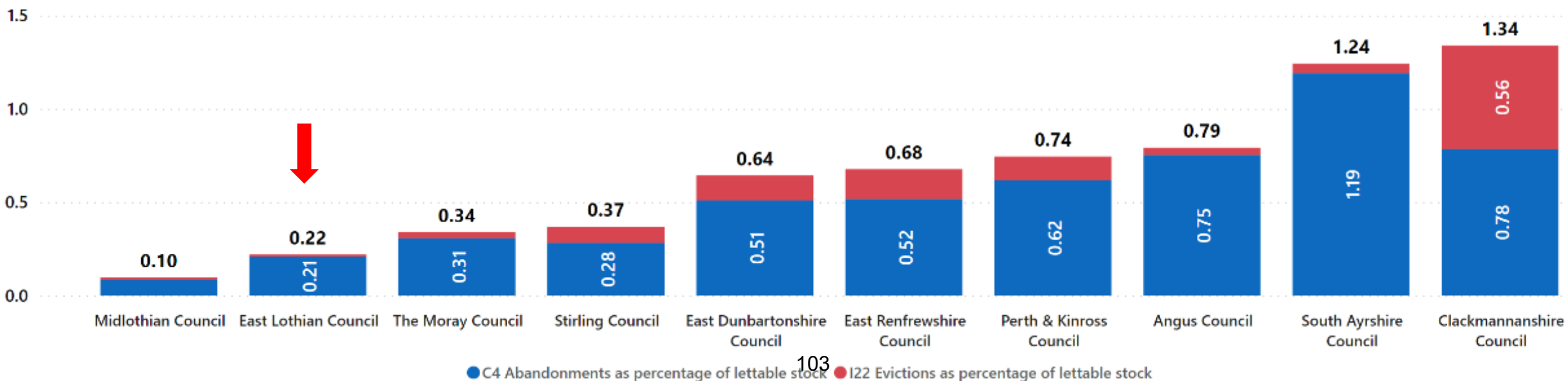
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Rents

SHN
Scotland's Housing Network

Bar chart values:
- The Moray Council: 65.13
- Stirling Council: 71.55
- East Lothian Council: 72.79
- Perth & Kinross Council: 74.03
- Angus Council: 75.46
- Clackman... Council: 77.49
- South Ayrshire Council: 79.31
- East Dunbarto... Council: 82.60
- Midlothian Council: 85.03
- East Renfrews... Council: 88.15

Line chart legend: ● East Lothian Council ● All LAs ● SHN Average

X-axis: 18/19, 19/20, 20/21, 21/22, 22/23

104
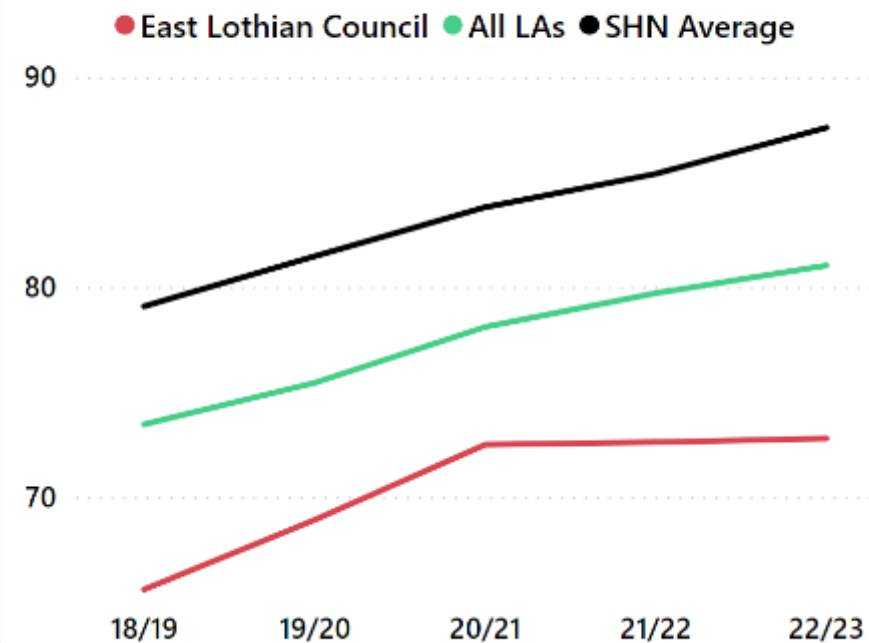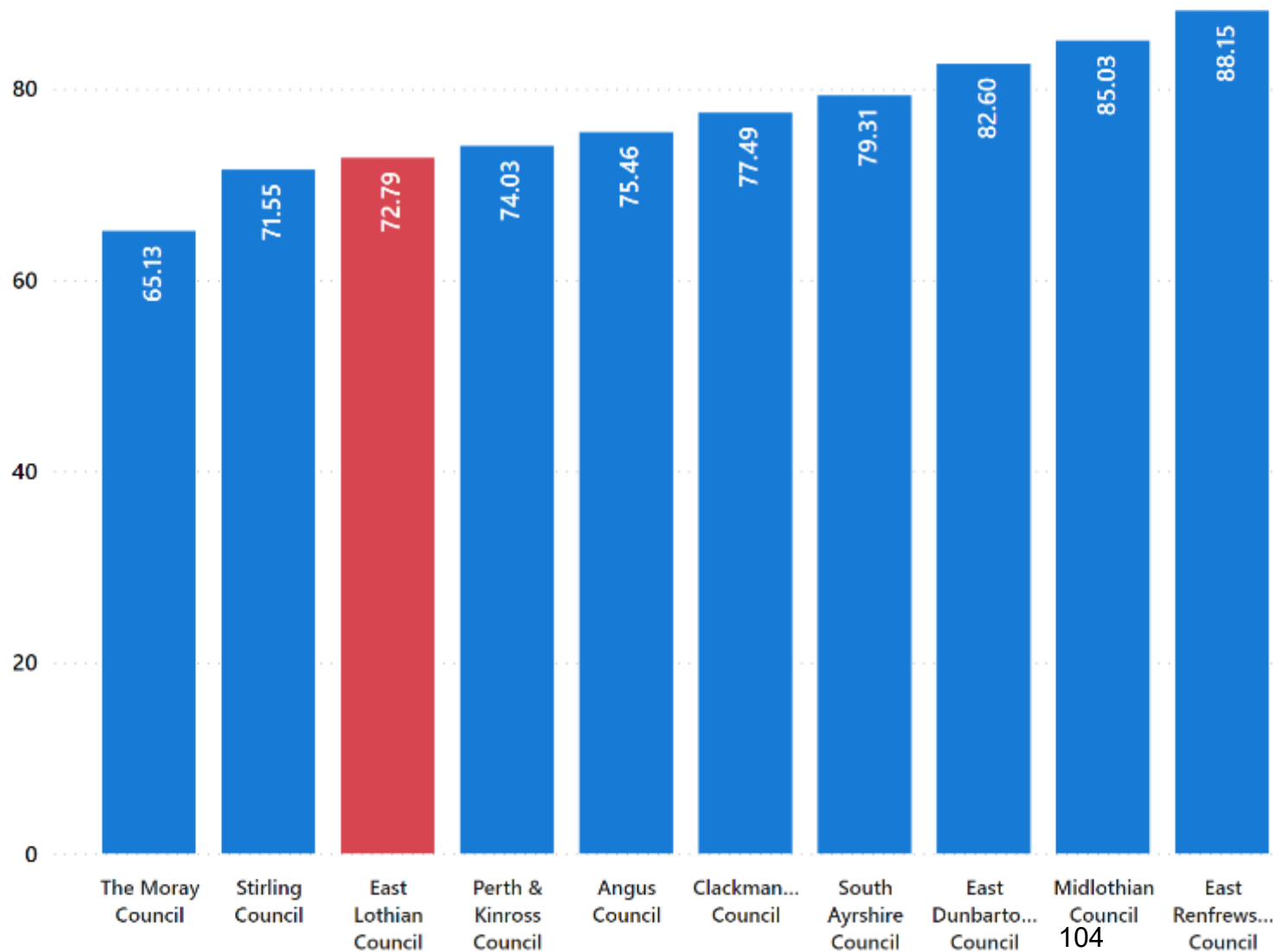
Organisation Name	20/21	21/22	22/23
East Lothian Council	72.50	72.61	72.79
Peer Group 8 - Small LA	74.84	75.58	76.60
All LAs	78.10	79.71	81.03
SHN Average	83.80	85.39	87.59

Rents

C5 Percentage average weekly rent increase to be applied next year

SHN
Scotland's Housing Network

Bar chart values:
- South Ayrshire Council: 1.50
- Perth & Kinross Council: 2.20
- Stirling Council: 2.90
- Clackman... Council: 3.00
- The Moray Council: 3.50
- Angus Council: 4.10
- East Dunbarto... Council: 4.20
- Midlothian Council: 4.80
- East Lothian Council: 5.00
- East Renfrews... Council: 5.00

Line chart legend: East Lothian Council, All LAs, SHN Average
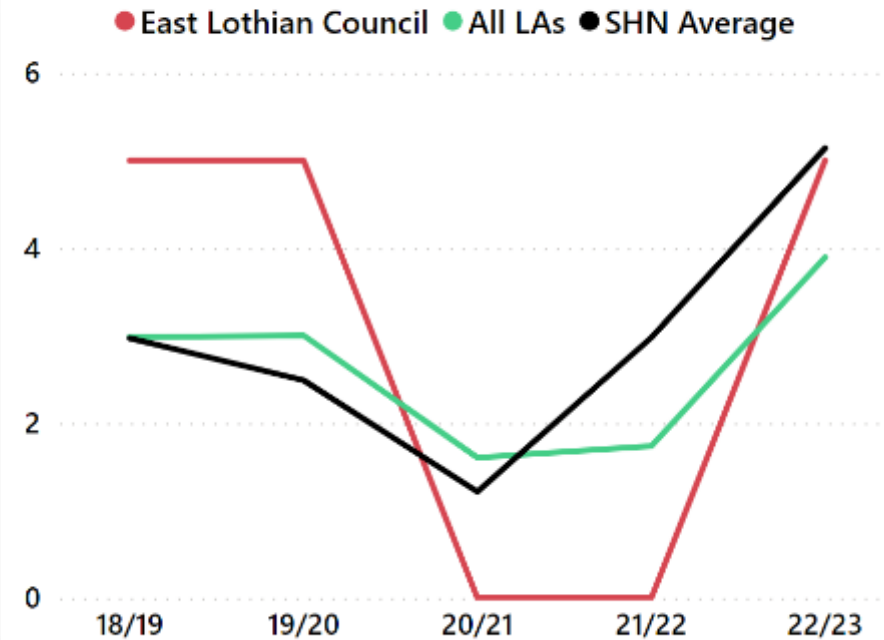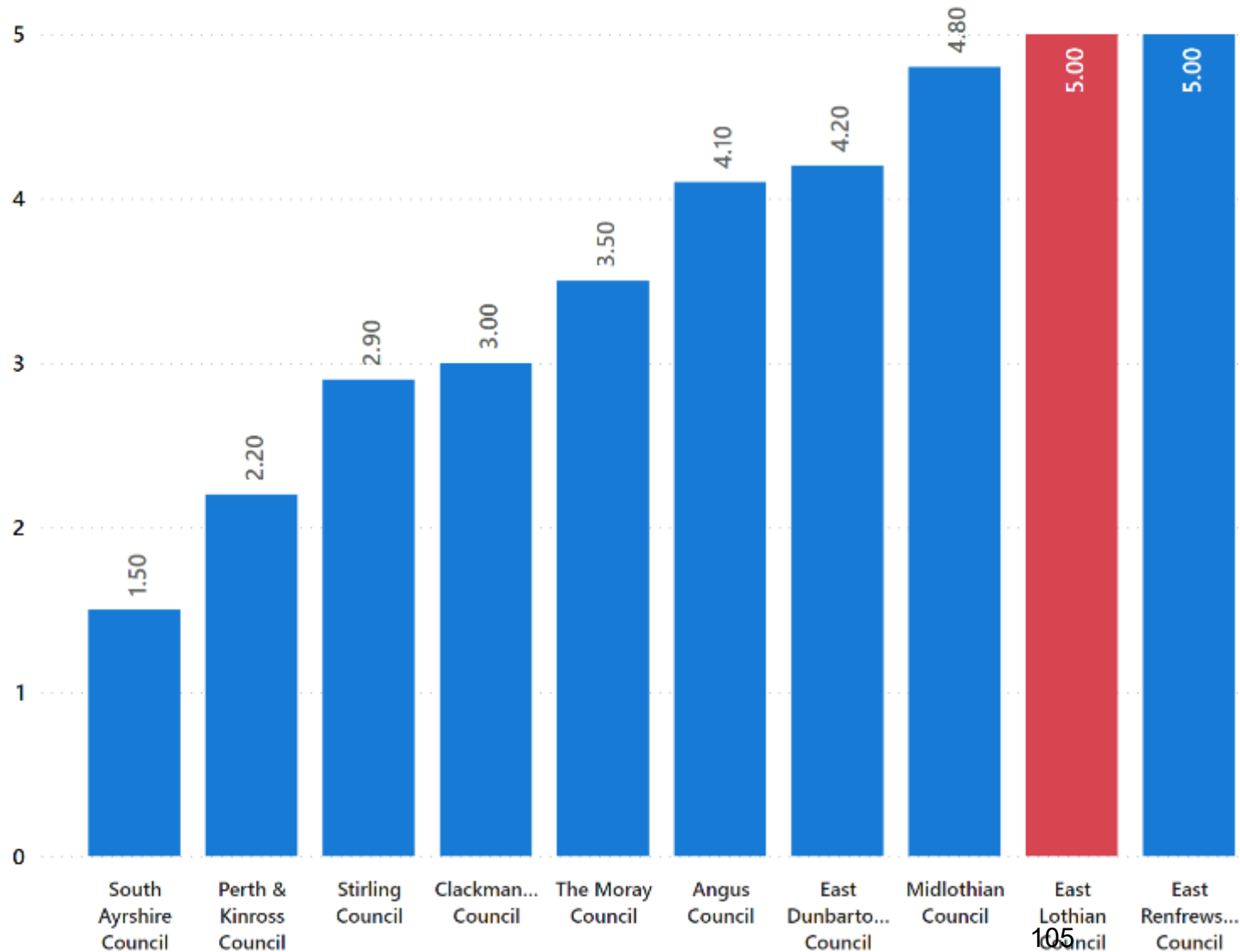
Organisation Name	20/21	21/22	22/23
East Lothian Council	0.00	0.00	5.00
Peer Group 8 - Small LA	1.11	1.39	3.64
All LAs	1.60	1.74	3.89
SHN Average	1.22	2.98	5.14

Rent Collection

I26 Percentage collected of rent due

East Lothian Council bar chart values:

Organisation	Value
East Lothian Council	101.42
East Renfrews... Council	100.40
Stirling Council	99.91
Angus Council	99.51
South Ayrshire Council	99.51
East Dunbarto... Council	99.03
Perth & Kinross Council	98.61
The Moray Council	98.61
Midlothian Council	98.04
Clackman... Council	98.02

Legend: ● East Lothian Council ● All LAs ● SHN Average

Line chart years: 18/19, 19/20, 20/21, 21/22, 22/23

Organisation Name	20/21	21/22	22/23
East Lothian Council	102.11	103.03	101.42
Peer Group 8 - Small LA	99.99	100.10	99.38
All LAs	98.58	98.63	98.83
SHN Average	99.08	99.28	99.03

Arrears

Chart legend: East Lothian Council, All LAs, SHN Average

Organisation Name	20/21	21/22	22/23
East Lothian Council	4.29	3.41	4.11
Peer Group 8 - Small LA	5.39	5.21	5.28
All LAs	5.65	5.93	6.55
SHN Average	4.28	4.38	4.70

Bar chart values:
- South Ayrshire Council: 2.05
- Clackman... Council: 3.17
- The Moray Council: 3.55
- East Lothian Council: 4.11
- East Renfrews... Council: 5.03
- Stirling Council: 5.80
- East Dunbarto... Council: 6.24
- Midlothian Council: 6.90
- Perth & Kinross Council: 6.92
- Angus Council: 8.40

Relet Times

Bar chart data:
- Midlothian Council: 35.92
- Perth & Kinross Council: 42.81
- Clackman... Council: 47.04
- The Moray Council: 51.98
- South Ayrshire Council: 57.95
- East Dunbarto... Council: 59.46
- East Renfrews... Council: 62.94
- East Lothian Council: 65.19
- Angus Council: 76.21
- Stirling Council: 76.88

Line chart legend: East Lothian Council, All LAs, SHN Average (years 18/19 to 22/23)

Organisation Name	20/21	21/22	22/23
East Lothian Council	51.88	66.19	65.19
Peer Group 8 - Small LA	57.68	55.15	59.26
All LAs	59.36	59.42	66.94
SHN Average	56.29	51.58	55.61

108

Void Rent Loss
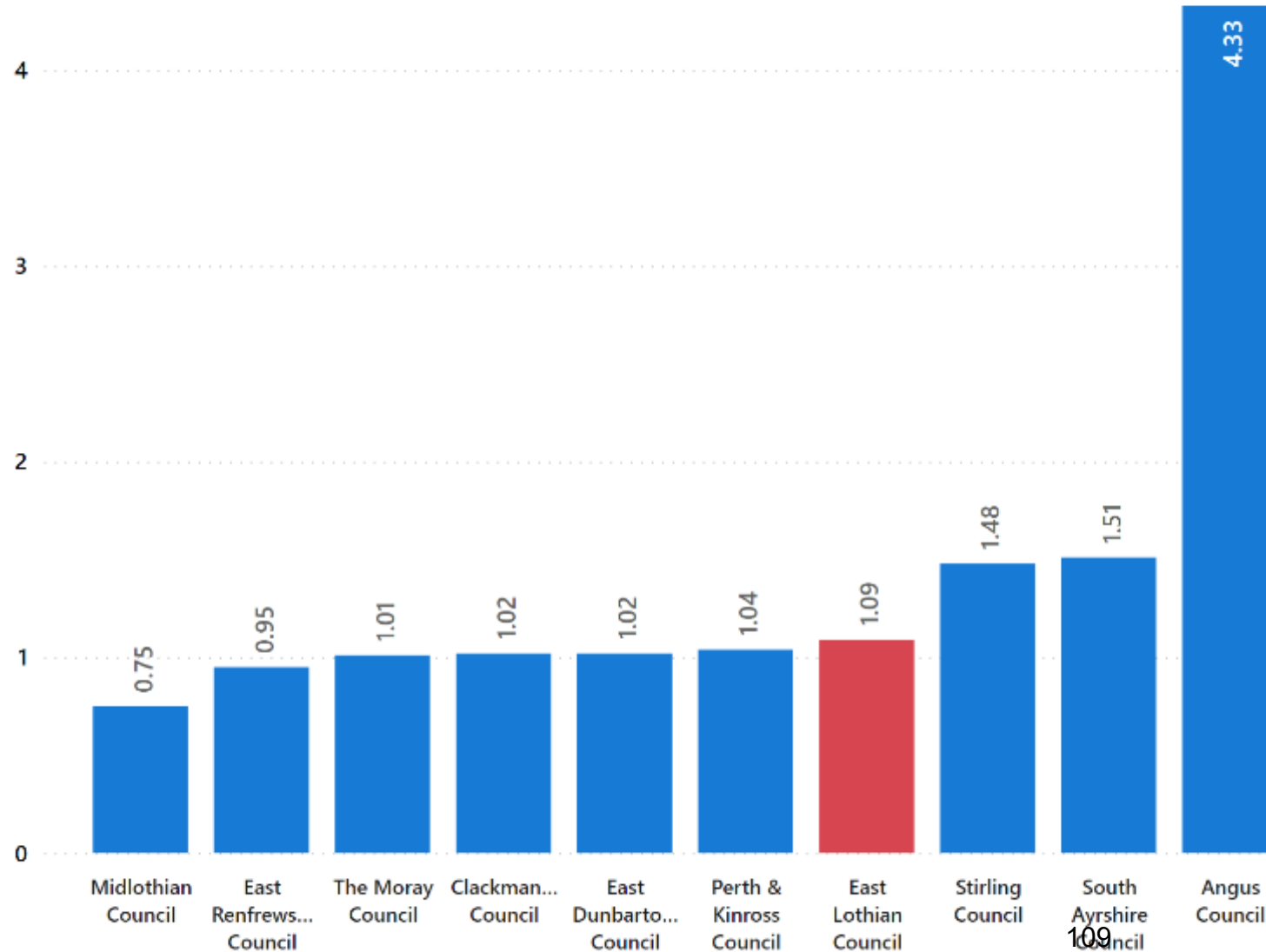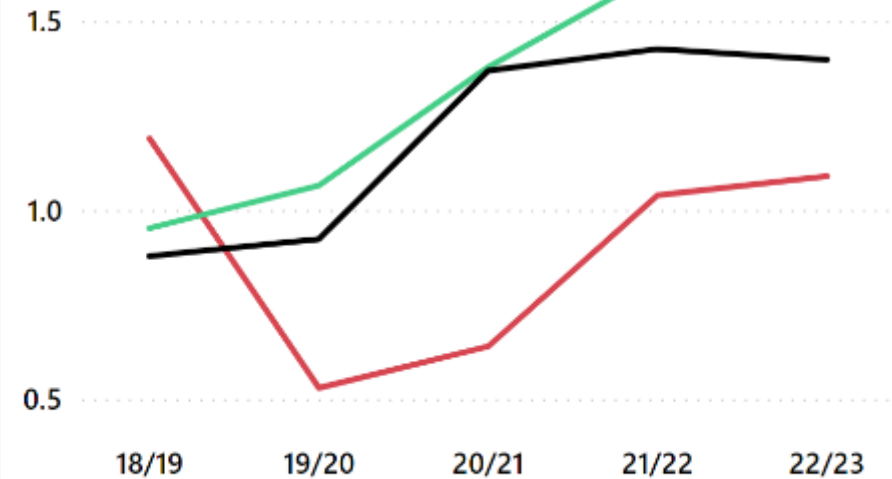
Organisation Name	20/21	21/22	22/23
East Lothian Council	0.64	1.04	1.09
Peer Group 8 - Small LA	1.49	1.47	1.52
All LAs	1.38	1.63	1.71
SHN Average	1.37	1.43	1.40

SHN
Scotland's Housing Network

Strengths

- EESSH -90.86%
- Emergency repairs
- Repairs right first time
- Low turnover, high tenancy sustainment
- Offers refused remain low
- Lets to homeless applicants – 58.45%
- Low rents, low rent arrears

Areas to monitor

- Temporary accommodation stays still longer than average
- Relet times remain high

East Lothian
Council

REPORT TO: Policy and Performance Review Committee

8

MEETING DATE: 14 December 2023

BY: Executive Director for Place

SUBJECT: Homelessness Performance Report 2022/23

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1   PURPOSE

1.1.   To update Elected Members on the Council's performance regarding homelessness.

2   RECOMMENDATIONS

2.1   Members are asked to note the report and consider whether any aspect of the performance is in need of further analysis.

3   BACKGROUND

3.1   Local Authorities are required to submit quarterly homelessness returns to the Scottish Government via HL1, HL2/3 and Prevent1 reporting systems and to also report separately on breaches of the Unsuitable Accommodation Order. This report captures a range of performance and contextual information across a range of key indicators, with key areas outlined, to highlight key trends and changes in performance, for the period 2022/23 as well as the first 2 quarters for 2023/24.

3.2   This report comprises the first formal report to PPRC on homelessness performance and clarity is sought on the extent to which key headline figures are set out appropriately and this reporting framework meets the needs of PPRC.

3.3   **Key Homelessness Performance Data 2022/23 and 2023/24 to Date**

3.3.1 *Homeless Applications / Assessments (Appendix 1, Tables 1.1–1.4)*

Homeless applications show an increase per annum from 627 in 2020/21 (the lowest annual figures in over a decade) to 695 in 2022/23.

During the first two quarters of 2023/24, 394 homeless applications were made, and if this trend continues, applications are likely to be significantly higher in 2023/24, potentially higher than levels prior to the pandemic. In accordance with this, the homeless assessment figure is 98% of applications for 2022/23, reflecting previous years.

3.3.2 *Assessment Decisions (Appendix 1, Tables 1.5–1.6)*

Prior to the pandemic, intentionally homeless decisions typically comprised around 7-10% of homeless assessments; however, a significant reduction is evident from 2021 onwards.

During 2022/23, there were 17 intentionally homeless decisions, compared with the peak of 83 in 2017/18. While this aligns with legislative change and good practice, it is acknowledged that this results in increased requirements for the provision of temporary and permanent accommodation. 'Not homeless' decisions have also seen a significant reduction, with an average of 48 per annum, over the period 2016/17 to 2019/20 compared with an average of 11 per annum, over the period 2021/22 to 2022/23. During 2022/23 there were 12 'not homeless decisions', although this has increased to 14 over the first two quarters of 2023/24, indicating a higher figure for this year.

3.3.3 *Time to Assess Cases are set out in Appendix 1, Tables 1.7–1.8.*

3.3.4 *Reason for Homeless Applications (Appendix 1, Tables 1.9–1.10)*

Over the last decade, reasons for homelessness have followed a similar pattern each year. Reflecting this, during 2022/23, the primary reason for homelessness is 'asked to leave' comprising 39% of applications, followed by 'dispute within household (violent or abusive)' at 23% and 'dispute (non-violent)' at 16%. There was a notable reduction over the last three years regarding 'termination of tenancy / mortgage due to rent arrears / default on mortgage payments' and 'other action by landlord resulting in termination of tenancy' compared to previous years, because of action during and beyond the pandemic to prevent homelessness in respect of evictions. There was also a significant reduction in the last two years compared with previous years of 'discharge from prison / hospital / care / other institution' reflecting an improved preventative approach, particularly regarding people leaving prison.

These trends have continued during the first two quarters of 2023/24.

3.3.5 *Homelessness by Banded Age (Appendix 1, Tables 1.11–1.12)*

Over the last five years, homeless applications made by young people aged 16-35 have averaged 30% of all applications, and 2022/23 saw a

slight reduction to 26% which has been maintained in the first two quarters of 2023/24. 2022/23 saw the highest number of homeless applicants age 60+ in the last decade, equating to 7% of all applications, with 7% also seen in the first two quarters of 2023/24. In previous years, typically, homeless applicants age 60+ comprise circa 4% of applications.

3.3.6 *Homeless Applications by Property Type (Appendix 1, Tables 1.13–1.14)*

In accordance with previous years, 38% of homeless applications are made from people living in the 'parental / family home / with relatives' followed by 21% living with 'friends and partners', during 2022/23. These trends are continued into the first two quarters of 2023/24. Applications from prison are lower over the last two years than previous years, with this also evident in the first two quarters of 2023/24. There was a notable rise in 2022/23 from people living in owned properties, compared with the previous two years and this trend is continued into the first two quarters of 2023/24.

3.3.7 *Rough Sleeping Prior to Assessment (Appendix 1, Tables 1.15–1.18)*

2020/21 and 2021/22 saw a significant increase in rough sleeping prior to assessment from previous years, and 2022/23 showed a reduction; however, it is clear from the first two quarters of 2023/24 that this is increasing again. In 2022/23, 18 households slept rough on the night preceding application and this figure for the first two quarters of 2023/24 was 17 households, indicating the annual figure is likely to be substantial. In 2022/23, 31 households slept rough within three months of making a homeless application and this figure for the first two quarters of 2023/24 was 26 households, indicating again that this figure is likely to be significant.

3.3.8 *Homeless Households in Temporary Accommodation by Accommodation Type (Appendix 1, Tables 1.19–1.20)*

Prior to 2020, there are over 400 homeless households in temporary accommodation (excluding 2018, with 398 households), at a snapshot on 31 March each year. This figure has reduced annually since 2020, with a notable reduction to 388 on 31 March 2023 and similar figures seen at the end of each quarter in 2023/24 to date.

3.3.9 *Children in Temporary Accommodation (Appendix 1, Tables 1.21–1.22)*

There has been a notable reduction in the number of children in temporary accommodation, evident via a snapshot on 31 March each year, with this figure reducing from 250 in 2017 to 143 in 2023. The number of children in temporary accommodation has reduced further in 2023/24, with 117 and 121 in quarter 1 and 2 respectively.

3.3.10 *Breaches of Unsuitable Accommodation Order (Appendix 1, Table 1.23)*

The Council remains one of circa five authorities, breaching the Order on a regular basis, since implementation of the revised Order, October 2021, placing the Council at high risk in respect of failure to meet statutory duties. There are typically around 30 new breaches each quarter, increasing to 50 in quarter 2 of 2023/24 and a cumulative total of 152 breaches. Emergency accommodation fails to meet Scottish Government requirements applicable to the Unsuitable Accommodation Order and the subsequent Temporary Accommodation Standards Framework (2023), for two main reasons. Firstly, the legislation specifies there should be a maximum number of five people sharing a property under the 'shared tenancies' model, and the Council continues to use a small number of establishments having 6-10 bedrooms, comprising a breach. Secondly, the Council continues to use a small number of 'shared tenancies' with no separate living room, which also comprises a breach.

3.3.11 *Cases Closed (Appendix 1, Tables 1.24 – 1.25)*

Over the four years prior to the pandemic, cases closed averaged 770 per annum and in 2017/18 this figure was significantly higher at 838. However, in 2022/23, only 672 cases were closed, averaging around 600 per annum over the three-year period 2020/21 – 2022/23, leading to a backlog of cases and effectively a 'queue' in temporary accommodation. To date, 254 cases were closed during quarter 1 and 2 of 2023/24. This figure requires to significantly increase going forward, to alleviate pressures on temporary accommodation.

3.3.12 *Time to Discharge Duty (Tables Appendix 1, 1.26–1.27)*

2022/23 saw the longest period to discharge duty in over a decade, at 65.5 weeks, which reflects the reduction in cases closed, set out at section 4.9. To date, 2023/24 shows a figure of 57.7 weeks, which is positive, and reflects several cases closed quickly in areas of low demand.

3.3.13 *Allocations (Appendix 1, Table 1.28)*

Council allocations to homeless households peaked in 2018/19 at 299 (59%), reducing each year thereafter to 204 in 2021/22 (42%). This increased to 294 (58%) in 2022/23. At end of quarter 2 2023/24, 160 allocations have been made to homeless households to date, equating to 57%.

3.4 **Brief Commentary on Performance for 2022/23 and 2023/24 to Date**

- Increasing number of homeless applications (695 in 2022/23 and 394 to date in 2023/24)

- Continued low levels of intentionally homeless (17) and not homeless (12) decisions in 2022/23. 4 intentionally homeless and 14 not homeless decisions to date in 2023/24
- Ongoing trend regarding reasons for homelessness, with 'asked to leave' comprising 39% of applications, followed by 'dispute within household (violent or abusive)' at 23% and 'dispute (non-violent)' at 16%.
- Youth homelessness is reducing (26% during 2022/23 and to date in 2023/24) while homelessness among older households is increasing. 2022/23 saw the highest number of homeless applicants age 60+ in the last decade, at 7% of all applications.
- Regarding property type, 38% of applications from people living in 'parental / family home / with relatives' followed by 21% living with 'friends and partners', in 2022/23 and similar trend shown in 2023/24 to date. Applications from people in prison declining, while applications from people living in owned properties is increasing.
- Reduction in rough sleeping, 3 months prior to application in 2022/23 (31) from previous year, with an increase in the first two quarters of 2023/24 (26).
- Notable reduction in numbers in temporary accommodation (388) at 31 March 2023 and similar figures in 2023/24. A significant reduction in children in temporary accommodation (143 in 2022/23) and average figure of 119 in 2023/24 to date. However, the Council continues to breach the Order, with circa 30 breaches per quarter.
- Low level of case closures (672 in 2022/23 and 254 to date in 2023/24) is contributing to the backlog in temporary accommodation. Similarly, 2022/23 saw the longest period to discharge duty in over a decade, at 65.5 weeks.
- Allocations increased to 294 (58%) in 2022/23, with 160 to date in 2023/24 (57%).

4   POLICY IMPLICATIONS

4.1   Performance as stated in the report is good in some areas; however, homelessness pressures are clear: a backlog in temporary accommodation is evident, which requires to be addressed, and increasing applications are concerning. Improvement work is underway to tackle areas where performance requires to improve.

5   INTEGRATED IMPACT ASSESSMENT

5.1   An Integrated Impact Assessment is not applicable for this report.

6   RESOURCE IMPLICATIONS

6.1   Financial – None.

6.2   Personnel – None.

6.3   Other – None.

7   BACKGROUND PAPERS

7.1   Appendix 1 Homelessness Performance Data – 2022/23 and 2023/24 to date

AUTHOR'S NAME	Wendy McGuire
DESIGNATION	Head of Housing
CONTACT INFO	Nicola Sandford 01620 827592
DATE	December 2023

Appendix 1 Homelessness Performance Data – 2022/23 and 2023/24 to date

Table 1.1: Homeless Applications (annual)							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
No. Applications	770	794	795	728	627	646	695

Source: HL1 Homeless Applications

Table 1.2: Homeless Applications (quarterly)						
	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
No. of Applications	154	199	153	189	198	196

Source: HL1 Homeless Applications

Table 1.3: Homeless Assessments (annual)							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
No. Assessments	761	791	790	753	618	627	678

Source: HL1 Homeless Applications

Table 1.4: Homeless Assessments (quarterly)						
	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
No. of Assessments	163	186	167	162	194	167

Source HL1: Homeless Applications

Table 1.5: Assessment Decisions (annual)							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Homeless unintentional	591	573	607	598	513	517	555
Homeless intentional	65	83	52	41	22	9	17
Not homeless nor potentially homeless	43	54	50	44	10	11	12
Resolved prior to assessment decision	21	26	21	28	31	17	18
Lost contact before assessment decision	26	28	29	15	19	40	20
Withdrew application before assessment decision	16	26	28	27	23	33	24
Ineligible for assistance	0	1	2	0	0	0	1
All	761	791	790	753	618	627	678

Source HL1: Homeless Assessments

Table 1.6: Assessment Decisions (quarterly)	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
Homeless unintentional	132	150	144	129	160	124
Homeless intentional	2	3	3	9	0	4
Not homeless nor potentially homeless	4	5	2	1	7	7
Resolved prior to assessment decision	3	7	4	4	11	5
Lost contact before assessment decision	0	0	11	9	4	12
Withdrew application before assessment decision	6	5	3	10	12	15
Ineligible for assistance	0	1	0	0	0	0
All	163	186	167	162	194	197

Source HL1: Homeless Applications

Table 1.7: Time to Assess Cases (annually)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Same day	63	61	55	60	17	15	32
1-6 days	256	203	204	226	89	74	115
7-13	136	155	140	131	136	132	112
14-27	207	236	200	188	246	319	344
28-55	82	108	144	110	97	74	65
56+	17	28	47	38	33	13	10
All	761	791	790	753	618	627	678

Source HL1: Homeless Assessments

Table 1.8: Time to Assess Cases (quarterly)	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
Same day	6	8	8	10	8	4
1-6 days	36	23	21	35	28	16
7-13	22	36	24	30	35	26
14-27	71	97	100	76	92	88
28-55	27	20	9	9	25	29
56+	1	2	5	2	6	4
All	163	186	167	162	194	167

Source HL1: Homeless Assessments

Table 1.9: Homeless Applications by Technical Reason for Application (annual)							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Termination of tenancy / mortgage due to rent arrears / default on mortgage payments	27	44	26	20	4	9	4
Other action by landlord resulting in termination of tenancy	139	130	94	74	27	37	35
Applicant terminated secure accommodation	34	45	42	36	18	27	22
Loss of service / tied accommodation	3	2	6	4	5	2	5
Discharge from prison / hospital / care / other institution	12	18	16	19	15	4	7
Emergency (fire, flood, storm etc.)	2	0	0	0	0	2	2
Forced division and sale of matrimonial home	5	7	8	5	2	3	1
Other reason for loss of accommodation	12	9	11	13	12	7	8
Dispute within household (violent or abusive)	93	140	142	141	132	159	162
Dispute (non-violent)	90	94	129	112	99	86	111
Fleeing non-domestic violence	10	10	14	12	5	12	11
Harassment	12	10	7	8	4	6	9
Overcrowding	3	6	3	2	12	3	8
Asked to leave	302	260	273	257	259	263	270
Other	26	19	24	23	33	26	40
All	770	794	795	726	627	646	695

Source: HL1 Homeless Applications

Table 1.10: Homeless Applications by Technical Reason for Application (quarterly)						
	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
Asked to leave	59	77	54	80	66	79
Dispute within household (violent or abusive)	43	40	36	43	48	35
Dispute (non-violent)	18	38	28	27	36	33
Termination of tenancy / mortgage due to rent arrears / default on mortgage payments	0	0	2	2	3	3
Other action by landlord resulting in termination of tenancy	9	9	9	8	9	17
Discharge from prison / hospital / care / other institution	1	4	2	0	2	1
All	154	199	153	189	198	196

Source HL1: Homeless Applications

Table 1.11: Homeless Applications by Banded Age (annual)

Age	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
16-17	44	30	25	22	15	22	25
18-25	228	209	201	212	205	159	158
26-59	479	525	526	456	383	429	462
60+	19	30	43	38	24	36	50
All	770	794	795	728	627	646	695
No. applications age 16-25	272	239	226	234	220	181	183
% applications age 16-25	35	30	28	32	35	28	26

Source HL1: Homeless Applications

Table 1.12: Homeless Applications by Banded Age (quarterly)

	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
16-17	4	10	4	7	7	10
18-25	41	40	33	44	47	36
26-59	95	140	105	122	128	137
60+	14	9	11	16	16	13
All.	154	199	153	189	198	196
No. applications age 16-25	44	50	37	51	54	46
% applications age 16-25	29	25	24	27	29	23

Source HL1: Homeless Applications

Table 1.13: Homeless Applications by Property Type (annual)

Property Type	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Own property – LA tenancy	72	81	75	69	64	86	78
Own property – RSL tenancy	24	44	36	27	22	35	27
Own property – private rented tenancy	188	191	143	118	63	72	75
Own property – tenancy via employment	7	3	6	7	6	3	5
Own property – owning / buying	33	37	41	51	32	29	45
Parental / family home / relatives	284	259	281	266	246	255	262
Friends / partners	123	138	152	136	149	135	146
Armed services accommodation	0	1	3	2	1	1	1
Prison	11	18	15	18	13	4	7
Other	28	22	43	34	31	26	39
All	770	794	795	728	627	646	695

Source HL1: Homeless Applications

Table 1.14: Homeless Applications by Property Type (quarterly)	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
Own property – LA tenancy	17	24	20	17	25	19
Own property – RSL tenancy	7	10	5	5	11	10
Own property – private rented tenancy	21	18	14	22	18	18
Own property – tenancy via employment	3	0	2	0	0	1
Own property – owning / buying	9	5	13	18	15	9
Parental / family home / relatives	54	76	53	79	66	87
Friends / partners	32	42	33	39	46	36
Armed services accommodation	0	1	0	0	1	0
Prison	1	4	2	0	2	1
Other	10	19	11	9	14	15
All	154	199	153	189	198	196

Source: HL1 Homeless Applications

Table 1.15: Homeless Applicants – Slept Rough on Night Preceding Application (annual)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
No	754	780	784	713	599	610	641
Yes	16	14	11	15	28	36	18
All	770	794	795	728	627	646	659

Source HL1: Homeless Applications

Table 1.16: Homeless Applicants – Slept Rough on Night Preceding Application (quarterly)	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
No	153	191	148	185	186	191
Yes	1	8	5	4	12	5
All	154	199	153	189	198	196

Source HL1: Homeless Applications

Table 1.17: Homeless Applicants – Slept Rough During Three Months Preceding Application (annual)	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
No	746	775	775	702	588	596	628
Yes	24	19	20	26	39	50	31
All	770	794	795	728	627	646	659

Source: HL1 Homeless Applications

Table 1.18: Homeless Applicants – Slept Rough During Three Months Preceding Application (quarterly)

	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
No	149	187	146	182	183	185
Yes	5	12	7	7	15	11
All	154	199	153	189	198	196

Source HL1: Homeless Applications

Table 1.19: Homeless Households in Temporary Accommodation by Accommodation Type (Snapshot at 31 March)

	2017	2018	2019	2020	2021	2022	2023
LA dwelling	313	297	296	288	253	237	204
B&B / emergency accommodation	76	63	76	91	125	132	155
Hostel	45	32	29	30	28	27	29
Other	6	6	4	13	13	11	0
Total	440	398	405	422	419	407	388

Source: HL3 Temporary Accommodation

Table 1.20: Homeless Households in Temporary Accommodation by Accommodation Type (Snapshot at end of quarter)

	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
Temporary accommodation	226	222	217	204	201	197
B&B / emergency accommodation	136	141	142	155	158	160
Hostel (Other)	24	28	29	29	31	28
Total	386	391	388	388	390	385

Source: HL3 Temporary Accommodation

Table 1.21: Children in Temporary Accommodation (Snapshot at 31 March)

	2017	2018	2019	2020	2021	2022	2023
No. Children	250	228	194	197	172	181	143

Source: HL3 Temporary Accommodation

Table 1.22: Children in Temporary Accommodation (Snapshot at end of quarter)

	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
No. Children	181	168	178	143	117	121

Source HL3: Temporary Accommodation

Table 1.23: Breaches of Unsuitable Accommodation Order (quarterly)

	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
No. New Breaches	24	30	29	37	30	50
Cumulative Total (end of quarter)	-	97	116	125	129	152

Source: HOT figures

Table 1.24: Cases Closed (annual)

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
No. of Cases Closed	711	838	765	756	556	582	672

Source HL1: Summary

Table 1.25: Cases Closed (quarterly)

	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
No. Cases Closed	184	159	151	178	167	187

Source: HL1 Summary

Table 1.26: Average Time to Discharge Duty (annually)

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
No. Weeks to Discharge Duty	52.7	61.9	58.9	58.4	59.9	61.8	65.5

Source: HL1 Summary

Table 1.27: Average Time to Discharge Duty (quarterly)

	2022/23				2023/24	
	Q1	Q2	Q3	Q4	Q1	Q2
No. Weeks to Discharge Duty	60.74	62.91	75.69	62.55	53.9	61.4

Source: HL1 Summary

Table 1.28: East Lothian Council Allocations

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Homeless allocations	168	201	237	299	276	242	204	294
Existing tenants	127	126	147	123	130	118	121	123
Housing list applicants	108	109	109	87	105	101	108	76
% Homeless allocations	42	46	48	59	54	52	42	58
Total allocations	403	436	493	509	511	461	433	503

Source: East Lothian Council

Policy and Performance Review Committee: Work Programme - Session 2023/2024   **9**

Date	Performance Monitoring / Inspection Reports	Other Reports / Reports Requested by Members
14 December 2023	Q2 2023/24 Performance Health and Social Care Partnership Performance Report	Use and Management of Glyphosate Across the County Roads Asset Management – Annual Status and Options Report 2023 2022-23 Landlord Report Homelessness
7 March 2024	Q3 2023/24 Performance	Local Government Benchmarking Framework Report for 2022-23 **tbc** Review of Implementation of 1140 Hours Policy
20 June 2024	Q4 2023/24 Performance	Top 50 Annual Indicators Customer Feedback Report for 2023 – 24 Local Government Benchmarking Framework Report for 2022-23 **tbc**

Other Reports (to be scheduled):