



MINUTES OF THE MEETING OF THE POLICY AND PERFORMANCE REVIEW COMMITTEE

THURSDAY 20 MARCH
VIA A DIGITAL MEETING FACILITY

1

Committee Members Present:

Councillor D Collins
Councillor N Gilbert - Depute Convener
Councillor S McIntosh
Councillor C Yorkston

Councillor J Findlay
Councillor L Jardine – Convener
Councillor LA Menzies

Council Officials Present:

Mr J Baker, Service Manager, Economic Development
Ms H Barnett, Head of Corporate Support
Ms L Brown, Interim Chief Executive
Ms L Byrne, Head of Children's Services
Ms M Cockburn, Transformation and Digital Portfolio Manager
Mr S Cooper, Service Manager, Communications
Ms L Crothers, Service Manager, Protective Services
Mr K Dingwall, Service Manager, Planning
Ms E Dunnet, Head of Finance
Ms S Fortune, Executive Director, Council Resources
Mr C Grilli, Service Manager, Governance
Mr D Hood, Head of Operations, ELHSCP
Ms N McDowell, Head of Education
Ms W McGuire, Head of Housing
Mr T Reid, Head of Infrastructure
Ms C Rodgers, Head of Communities and Partnerships
Mr G Stewart, Policy Officer

Others Present:

Mr D Barr, Programme Manager, Improvement Service

Clerk:

Ms L Gillie

Apologies:

Councillor R Bennett

Declarations of Interest:

None

The clerk advised that the meeting was being held as a remote meeting, as provided for in legislation; that the meeting would be recorded and live streamed; and that it would be made available via the Council's website as a webcast, in order to allow public access to the

democratic process in East Lothian. She noted that the Council was the data controller under the Data Protection Act 2018; that data collected as part of the recording would be retained in accordance with the Council's policy on record retention; and that the webcast of the meeting would be publicly available for six months from the date of the meeting.

The clerk recorded the attendance of Members by roll call.

1. MINUTES FOR APPROVAL – PPRC, 12 December 2024

The Convener asked the Committee to approve the minutes of 12 December 2024.

Decision

The Committee agreed to approve the minutes.

2. ACTION NOTE

The Convener asked the Committee if there were any comments on the action note.

Councillor McIntosh noted that action No5 had been answered. Wendy McGuire, Head of Housing, confirmed that the information had been provided on 10 December and stated that there had been six in total with approximately 14 thousand pounds of repairs carried out. Repairs are now complete, and payment plans in place with the tenants to pay the arrears.

Hayley Barnett, Head of Corporate Support, advised that officers will ensure responses to actions are linked into the action note and that No5 will be marked as closed.

The Convener asked if the Committee was content to close completed actions.

Decision

The Committee agreed to close the following actions:

- 1, Details on food hygiene checks.
- 2, Details on Business Gateway startups.
- 3, Attendance at Enjoy Leisure facilities.
- 5, Details of tenants not paying rent due to the condition of properties.
- 7, Details of Duke of Edinburgh awards.
- 8, Details of online transactions.
- 11, Details of bullying allegations.
- 12, Reasons for increase in anti-social behaviour.

3. 2024/25 Q3 PERFORMANCE INDICATOR REPORTS

A report was submitted by the Executive Director for Place and presented by Gary Stewart, Policy Officer, who advised that the report covered October–December 2024. He noted that Appendix 1 contained a full list of the indicators and commentary. Mr Stewart highlighted areas from the report including that homelessness cases had increased slightly but that the average number of days to rehouse had reduced and that this showed a gradual downtrend. He also noted that homelessness assessments had improved during the quarter. Sports centre and pool attendances showed a general trend upwards and were above target for the quarter and year to date. Mr Stewart then commented on the improvement in housing benefit processing times. Business rates were noted to be close to target and council tax collection rates above

target. Rent arrears have increased but show a similar trend to previous years. Mr Stewart ended by advising that there had been over 1.25 million pounds of financial gains for 256 clients.

Councillor Findlay asked if there were targets for needing a change of accommodation due to overcrowding. Ms McGuire replied by stating that there is a 25% target for transfers and overcrowded households. There is a panel to monitor and review overcrowding and points are available to those who need to transfer.

Councillor Findlay queried data on food hygiene risk inspections not being available and Lyn Crothers, Service Manager, Protective Services, provided background to the inspections and advised that they have been unable to get their software system to produce the data, the task was previously completed manually. They have contacted the software provider and have a consultancy day booked for August. Ms Crothers advised that if members wished they could go back to the manual exercise. She continued by saying that she did not feel that the current indicators show the level of work carried out by the team and that she would like to see an indicator which showed the level of compliance. Councillor Findlay asked Ms Crothers for reassurance that the number of businesses not complying was not increasing. Ms Crothers replied by stating that there was a good level of compliance post Covid as officers had caught up with the backlog. She also commented on the level of activity, with officers working closely with businesses.

Councillor Yorkston asked about homelessness cases and days to re house and Ms McGuire advised that there had been a huge increase in applications. She noted that the team are taking a more preventative approach and highlighted that compared to last year there was an overall reduction in cases with the team working extremely hard to get back on track.

In response to a question from Councillor Yorkston on sports centre and pool attendance Tom Reid, Head of Infrastructure, advised that targets had been set before the Loch Centre closed, but that they had a recovery plan for the Loch Centre. He added that they could realign the targets but that he felt that the current drop was more important. Mr Reid highlighted some of the reasons for the reduction including electrical and mechanical issues. He stated that the Council and Enjoy Leisure have a recovery plan to repair equipment so they should start to see improvement.

Councillor Yorkston queried the number of care at home hours and David Hood, Head of Operations, ELHSCP, stated that the number of hours is comparable to previous years. He added that a reduction in external service was offset slightly by an increase in internal service.

Councillor Yorkston asked about informal and formal kinship. It was agreed to come back to this question as Lindsey Byrne, Head of Children's Services, was having issues connecting.

In response to a question from Councillor Gilbert about when the Council could undeclare the housing emergency Ms McGuire stated that they are looking at how to get out of the emergency through the housing partnership group. She noted that the number of days in temporary accommodation since the emergency was declared had reduced significantly. She added that they should report on breaches of the unsuitable accommodation order as they would not be out of the emergency until there are no breaches.

Councillor Menzies declared that she is a board member of Enjoy Leisure and explained that she had joined the meeting after declarations of interest had been requested. She asked about the Council's access to information from Enjoy Leisure and Mr Reid replied by saying that they do get some data and reports. He added that they are in the process of asking for more data so they can work together to improve performance, but that further work is needed.

In response to a question from Councillor Menzies about fly tipping Mr Reid stated that this had reduced from the last quarter. He noted that the majority of fly tipping is carried out by individuals. Mr Reid advised that they work closely with the police, wardens and SEPA and

have a zero tolerance policy. They take appropriate action, with some perpetrators cleaning up, while enforcement and court action is taken against others. Mr Reid stated that they hope to continue to see the figures reduce.

In response to a question from Councillor McIntosh Mr Hood advised that they have seen an increase in demand particularly for care at home. He commented on a whole system review and that Scottish Government has provided additional funding. Mr Hood advised of an increase in internal provision of 600 hours and strategic work which looked at the future needs and demands along with the increase in complexity of care at home.

Councillor McIntosh asked Mr Hood about the impact of the national insurance rise, and he advised that rates for funding care at home are negotiated nationally with the rates for 2025–2026 not yet agreed. Mr Hood noted that there will be pressure on external providers and added that the Council had recognised the additional cost and had funded it for internal services as well as providing an element of uplift for external services.

Councillor McIntosh asked Mr Hood if he felt that the indicators currently used could be better and he replied by saying that there were probably a couple missing, such as unmet demand.

The Convener asked if there was a commitment to follow up on progress against the housing emergency and Ms McGuire advised that it was agreed to take an update to Cabinet this year.

In response to a question from the Convener about financial gains and the announcement from the UK Government around their Green Paper, Pathways to Work Ms Dunnet, Head of Finance, stated that they are maintaining a watching brief as the changes in Scotland were not clear. She added that it was likely there could be a proportionate cut in the amount to Scottish Government for the adult disability payment. Ms Dunnet noted that it would be worrying for some residents and that they are working with partners such as the CAB.

Councillor Yorkston re asked his question on kinship and Ms Byrne explained that it depends on the legal status of the placement. She advised that private arrangements for children to stay with family are known as informal kinship. Where social work legislation is involved, such as a section 25, this is known as kinship. Both forms are supported equally by the social work department, but the figures can be skewed as they only count formal kinship.

Decision

The Committee agreed to note the report.

7. WORK PROGRAMME – SESSION 2024/25

The Convener asked if there were any reports to be added to the work programme.

Michelle Cockburn, Transformation and Digital Portfolio Manager, requested that the Annual and Top 50 Indicators report be moved to September and that the Local Government Benchmarking framework report be included in June. In response to a request for the reasons for this from Councillor Menzies Ms Cockburn explained that there is sometimes a delay in information coming through for the reports.

Ms Cockburn also advised that they would be going back to Council Management Team to discuss the performance indicator review.

The Convener asked for other suggestions and said they would welcome conversations with officers.

Decision

The Committee agreed to the changes and 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

DRAFT

Action Sheet
PPRC – 2024/2025 Session

2

No	Meeting Date	Agenda Item	Action	Responsible Officer(s)	Response	Completed Date	Recommend for Closure
4	19.09.24	2. 2023/24 Q4 & 2024/25 Q1 Performance Indicator Reports	Councillor McIntosh requested detail on how the 18 young people had left foster care.	Lindsey Byrne	Information requested and is being collated manually.		
6	19.09.24	3. Annual and 'Top 50' Council Plan Performance Indicators Report	Councillor McIntosh requested detail on the 5% lowest paid women.	Sarah Fortune	An Equal Pay Audit report for 2023-24 was presented to JCC on 5 March 2025, and is an annual report. The information is not explicitly set out to reflect the lowest 5% but it does set out the proportion of Male / Female employees across each quartile. The HR team are pulling together the lowest 5% data.	05.03.2025	12.06.2025
9	19.09.24	4. East Lothian IJB Annual Performance Report 2023/24	Councillor McIntosh requested that the percentage of positive experiences at GP practices be broken	Fiona Wilson	Awaiting info.		

			down by ward.				
10	19.09.24	5. Customer Feedback Reporting 2023/2024	Councillor Menzies requested detail on the number of complainants.	Zarya Rathe	The team have recorded this information, and the figures are included in the report presented at PPRC on 12.06.2025.	12.06.2025	12.06.2025

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 12 June 2025

BY: Executive Director for Education and Children's Services

SUBJECT: Expansion of Early Learning and Childcare to 1140 Hours

3

1 PURPOSE

- 1.1 To report on the expansion of Early Learning and Childcare (EL&CC) in East Lothian.

2 RECOMMENDATIONS

- 2.1 The Committee is asked to note:
- i. the full implementation of the expansion of Early Learning and Childcare in East Lothian
 - ii. ongoing work to plan and deliver high quality, efficient Early Learning services, the professional development of the early year's workforce and the continuation of collaborative work with The Improvement Service.
 - iii. regular consultation with families across East Lothian to inform future need and delivery of their funded entitlement.

3 BACKGROUND

- 3.1 Since August 2021, along with all other local authorities in Scotland, East Lothian Council has had a statutory duty to provide funded Early Learning and Childcare places for all eligible children from the school term following their third birthday until they are ready to start school and for two-year-old children whose families meet the criteria for eligibility.
- 3.2 The expansion of ELC entitlement aims to deliver three main benefits for children and families:
- children's development improves and the poverty-related attainment gap narrows;
 - more parents will have the opportunity to be in work, training or study; and

- increased family resilience through improved health and wellbeing of parents and children.
- 3.3 East Lothian Council is the primary guarantor of quality and is required to provide options for flexibility and choice to the families who use this service.
 - 3.4 East Lothian Council provides a range of options for families through offering a variety of models within our local authority settings, private early learning and childcare settings and childminders who are in partnership with us (please see **Appendix A** for an overview of funding models in our local authority settings). We are required by legislation to ensure our approach is provider neutral and therefore does not favour any one type of setting. We are also required to ensure settings meet the National Standard alongside other legislation. This also includes those settings who wish to become a funded provider, regardless of whether they are public or private.
 - 3.5 East Lothian Council is required by legislation to provide sufficient places for all eligible children aged two, three and four-years-old. There are no 'catchment areas' for Early Learning and Childcare and therefore our statutory duty does not require us to provide places within a specific locality. Where possible we always try to give families their chosen placement; however, it is not always possible as demand can be greater than places available.
 - 3.6 The funding from the Scottish Government for the delivery of Early Learning and Childcare is no longer a specific grant allocation. From 2024/25, it became part of the ELC's General Revenue Grant.
 - 3.7 East Lothian Council is required to consult with parents and carers every two years, to support the delivery of Early Learning and Childcare.

Update

- 3.8 A Service Review of the Early Years Central Team was undertaken to ensure that the roles and responsibilities of personnel were reflective of the current and future delivery needs of a high-quality EL&CC service. A new structure was implemented from 1 August 2024. (Please see **Appendix B** for EL&CC Central Team structure.)
- 3.9 The Early Years Team has developed robust on-boarding processes in line with the Scottish Governments National Standards for Early Learning and Childcare in Scotland. This ensures that any setting wishing to become a funded EL&CC provider with East Lothian Council meets the expected quality standard prior to on-boarding. This system has been trialled with 6 services over 2024/25, with feedback loops from these providers built in to ensure continuous self-evaluation of this process.
- 3.10 A strong professional South East Early Years Network (SEEYN) is in place to regularly share EL&CC developments, practice and local policy decisions, with our neighbouring colleagues in Midlothian, Edinburgh, Fife, and Scottish Borders.
- 3.11 As a guarantor of quality, East Lothian Council has a responsibility to support all settings, including funded providers, to meet and maintain the National Standard. Quality assurance and improvement continues to be a key

focus. The Early Years Team has a rigorous quality improvement framework for all settings delivering funded Early Learning and Childcare, and all settings are subject to Care Inspectorate and Education Scotland inspection processes as appropriate.

- 3.12 Over the session 2024/25, the EL&CC service has implemented a new support structure for all services delivering funded Early Learning and Childcare in East Lothian. This system, in line with the Self-Improving Schools model, allows our Education Support Officers (ESOs) to engage in professional dialogue around the quality of service delivery and self-evaluation with the leaders of each setting to co-produce an annual Service Level Agreement. This agreement outlines the key areas where the Early Years Team will support continuous improvement for the setting. Initial feedback has been that this targeted approach to supporting improvement has been effective. We continue to evaluate this in collaboration with school leaders and owners/managers of Early Learning and Childcare settings to ensure the highest quality for all children and families accessing our services. Sixty-two percent of settings are exceeding the National Standard for QI 3 How Good is Our Leadership, a 2% increase from session 2023/24.
- 3.13 Following the successful work with The Improvement Service to develop effective and reciprocal professional working relationships with our Funded Providers, the Early Years Team is continuing our collaborative work with The Improvement Service. This is to support our understanding of future demand and service model redesign, which is also linked to workforce planning, and assessing and improving flexibility, measuring and improving uptake amongst eligible children aged 2-4 years.
- 3.14 The Early Years Team, alongside other ELC departments and external agencies, have developed a comprehensive Continuous Professional Learning offer for all early year's staff, and setting leaders, commencing in August 2025. This considers core training needs, workforce feedback on CLPL needs and quality needs identified through inspections. Our learning offer can be found in **Appendix C**. Building on the QI 3 How Good is Our Leadership, a focus of Early Years Pedagogical Leadership for senior managers is also a key feature.
- 3.15 ELC is currently working in conjunction with Scottish Centre for Social Research (ScotCen), on behalf of the Scottish Government, to support the Scotland-wide survey for all parents and carers with children aged 0-6 who have not yet started school to generate their views, and use of early learning and childcare in Scotland. This closed on 29 May 2025. The results of this survey will support decision making around future EL&CC service delivery in East Lothian.

Conclusion

- 3.16 East Lothian Council continues to reflect and evaluate our service delivery through our work with the Improvement Service, consultation with families and staff to ensure we meet our legislative duty. We are fully committed to delivering best value and therefore our approach will continue to be reviewed to ensure that it is as efficient as possible and can be afforded within the budget allocated by the Scottish Government.

4 POLICY IMPLICATIONS

4.1 None

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 – The delivery of current Early Learning and Childcare, and future developments, must be delivered within the budget through the General Revenue Grant.

6.2 Personnel – None

6.3 Other – None.

7 BACKGROUND PAPERS

7.1 Appendix A – ELC ELCC Models

7.2 Appendix B – Early Years Central Team Structure

7.3 Appendix C – EL&CC 2025/26 CLPL Brochure

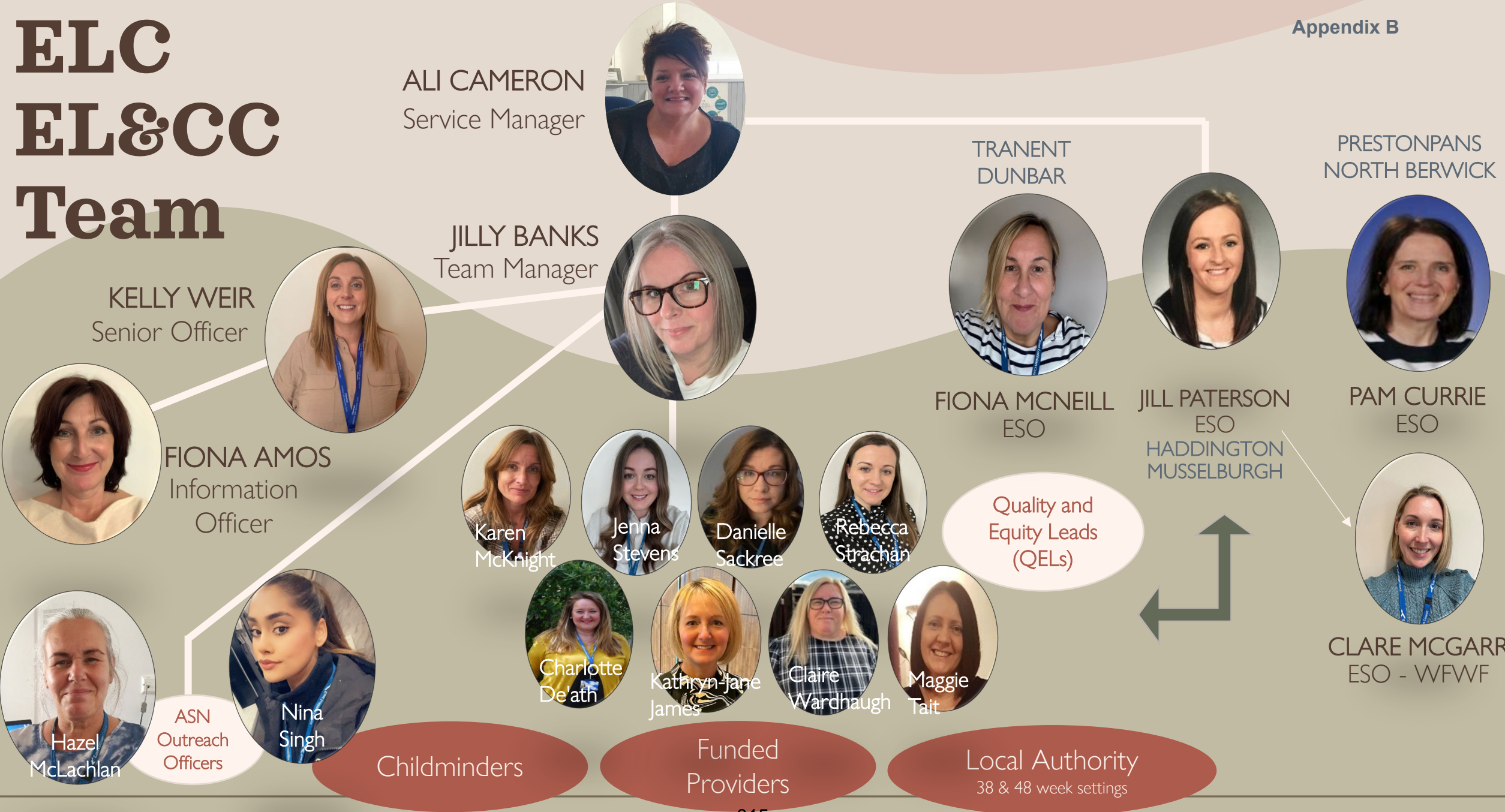
AUTHOR'S NAME	Alison Cameron
DESIGNATION	Education Service Manager – Early Years, Childcare and Whole Family Well-being
CONTACT INFO	Email – acameron2@eastlothian.gov.uk
DATE	2 June 2025

LA ELC Setting by Cluster	Weeks	Model	Options (if applicable)
DUNBAR			
Dunbar Nursery	48	2 Day	
East Linton Nursery	48	2 Day	
Innerwick Nursery	38	Full Week	
West Barns Nursery	38	Full Week	
HADDINGTON			
Haddington Primary	48	2 Day	
Knox ELC (E2s)	38	Full Week	
Letham Mains Primary	48	2 Day	
St Marys RC Nursery	48	2 Day	
Yester	48	3 & 4 Day	Models 1-3
MUSSELBURGH			
Campie Nursery	38	Full Week	
Craighall Nursery	38	Full Week	
Loretto Nursery	38	Full Week	
Burgh Nursery	38	Full Week	
Stoneyhill Nursery	48	2 Day	
Whitecraig Nursery	38	Full Week	
NORTH BERWICK			
Aberlady Nursery	48	2 Day	
Athelstaneford Nursery	38	Full Week	
Gullane Nursery	48	2 Day	
Law Nursery	48	2 Day	
PRESTONPANS			
Blindwells	38	Full Week	
Cockenzie Nursery	38	Full Week	
Longniddry Nursery	48	3 & 4 Day	Models 1-3
Preston Tower	48	3 & 4 Day	Models 1-4
Preston Tower (E2s)	48	4 Day	Model 4
St Gabriel's Nursery	38	Full Week	
ROSEHILL			
Pinkie Nursery	48	3 & 4 Day	Models 1-3
Rosehill ELC (E2s)	38	Full Week	
Wallyford Nursery	48	2 Day	

MODELS	
2 Day	Mon/Tues or Wed/Thur and Alt Fri (08:15-17:45)
Full Week	Mon-Thurs (08:30-15:00), Fri (08:30-12:30) Times vary slightly by school
Model 1	Mon, Tues (08.15-16.30) Wed (08.15-16.00)
Model 2	Wed-Fri (08.15-16.00)
Model 3	Mon/Tues & Thurs/Fri (09.00-15.00)
Model 4	Mon-Thurs (09.00-14.55)

TRANENT			
Elphinstone Nursery	38	Full Week	
Macmerry Nursery	38	Full Week	
Ormiston Nursery	48	2 Day	
Pencaitland Nursery	38	Full Week	
Sanderson's Wynd	48	3 & 4 Day	
Sanderson's Wynd Green Room	48	Full Week	
Sanderson's Wynd (E2s)	48	4 Day	Model 4
St Martin's RC Nursery	38	Full Week	
Windygoul Nursery	48	2 Day	

ELC EL&CC Team



EARLY LEARNING AND CHILDCARE PROFESSIONAL LEARNING

2025 / 26



CONTENTS



Page	Information
3	In-Service Day Information
4	Reminder of Mandatory eLearning
5	My Compliance
6	Core Training
12	Access to Previous and Self-Directed Training
13	Reflective Questions to Support Training Choices
14	Impact of Training
15	New Professional Learning for 2025/26
32	The Big Morning Out – In-Service October 2025
33	Wider Opportunities for Professional Learning
34	SEYP Networking
35	Early Years Networking Events
36	Senior Leadership EY Development Days 2025/26
37	Pedagogical Leadership for Early Learning and Childcare Leaders

IN-SERVICE DAY INFORMATION

- Monday 11th August 2025
No authority wide training planned
- Tuesday 12th August 2025
No authority wide training planned
- **Monday 20th October 2025**
Early Years Big Morning Out
Wallyford Primary School Campus
Registration 08.15 to 08.30
Workshops begin 08.40
Sounds for Musical Starters
Letham Mains Primary School
9am until 4pm
- Monday 23rd February 2026
No authority wide training planned
- Monday 18th May 2026
No authority wide training planned



MANDATORY E-LEARNING

All Local Authority Early Years staff have a responsibility to ensure that core mandatory training is up to date. In the table below you will see an overview of this mandatory training. Your status for these modules can be viewed by signing into the East Lothian [Learning Library](#) account.

These courses include:

- Working in East Lothian Council
- GDPR
- Health and Safety
- Freedom of Information
- Public Protection Everyone's Responsibility
- PREVENT
- Equality and Diversity Awareness
- IT & Information Security
- Managing Distressed and Challenging Behaviour
- Nurture Principles Early Years
- Data Protection at East Lothian Council
- Child Protection I



MANDATORY E-LEARNING



MyCompliance™

My Compliance courses are mandatory and are essential to ensure that we are reducing the risk of cyber attacks by ensuring all employees are updated, aware of and adhere to the strict regulations.

By completing MyCompliance courses, East Lothian Council can significantly enhance their cyber security posture and ensure a safer digital environment for everyone involved.

You will be sent email notifications of the courses that you need to complete to stay compliant.

Any queries or questions regarding my compliance should be directed to the IT Service Desk - itservicedesk@eastlothian.gov.uk or 01620 827 205

CORE TRAINING

The following core training is training advised **for all local authority staff**, and almost all can be accessed by funded partners, either by signing up using the links provided or by contacting staff development for access to online training.

Whilst you may have previously completed this training reflect...

Is your training incomplete or in need of a refresh?

Has a recent inspection or review identified an area of practice for you setting that could be improved by completing or refreshing?



Building High Quality Foundations

Underpinned by Pedagogical Leadership this is a back-to-basics series of training modules based on self-evaluation for improvement

- Developing a High-Quality Curriculum (2024)
- Environment (2024)
- Observations (2024)
- Planning (2024)
- Learning Stories (2024)
- Tracking and Monitoring (2025)
- Interactions (2025)
- Self-Evaluation (2025)
- Valuing the Voice of the Child (2025)
- Transitions (2025)
- Gathers (2025)
- Food Experiences (2025)

This documentation and training is available as self-directed learning supported by guidance both of which are readily available on both the [Early Years Training website](#) and the [Learning Library](#).

Initial training should be led by a member of the Management or Senior Leadership Team.



WHAT DOES CORE TRAINING INCLUDE?

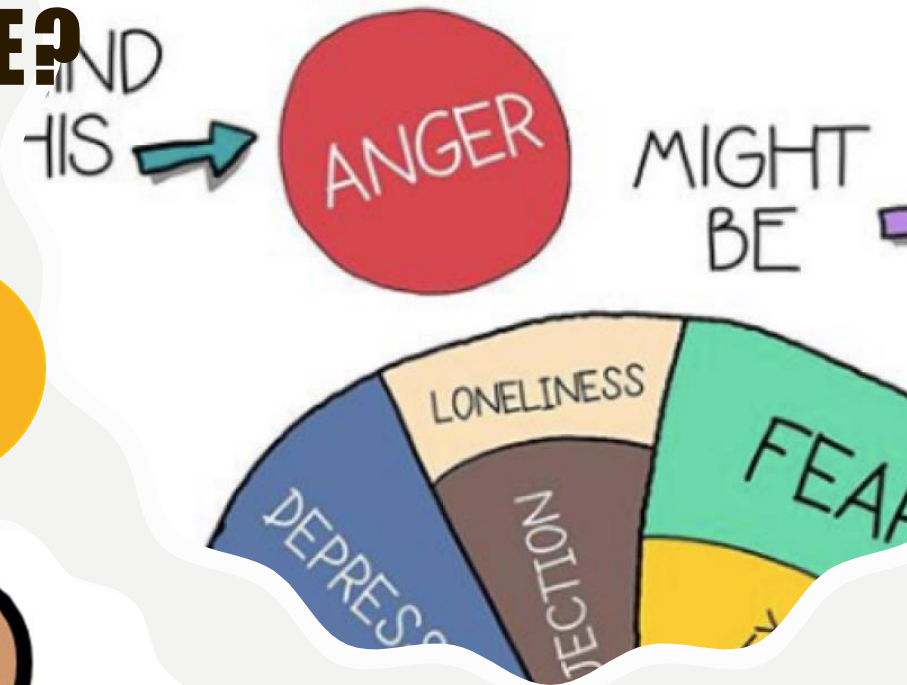
Managing Distressed and Challenging Behaviour

Based on East Lothian Council [policy](#) this training aims to:

- Review relevant national legislation and guidance
- To unpick and familiarise practitioners with East Lothian Council Policy.
- Consider ways of thinking about behaviour
- Explore how the Arousal Cycle works
- Consider the importance of self-care

A self-directed video training is available on both the [Early Years Training website](#). and the [Learning Library](#).

From
August
2025



ilation



co-regulat

WHAT DOES CORE TRAINING INCLUDE?

Paediatric First Aid



This course will enable those completing to:

- understand the role and responsibilities of a paediatric first aider;
- assess an emergency situation safely;
- provide first aid for an infant or child who are unresponsive;
- provide first aid to an infant or child who is choking;
- provide first aid to an infant or a child with external bleeding;
- provide first aid for an infant or a child who is in shock;
- provide first aid to an infant or child with bites, stings and minor burns.

A full list of the opportunities to gain your First Aid training and sign up will be available from end of June 2025.

Elementary Food Hygiene

COURSE OBJECTIVES

By the end of the course, you will be able to:

- Identify what is meant by pathogenic bacteria and the factors required for bacterial growth
- State and explain how food poisoning and food contamination can be prevented and the necessary controls required for prevention.
- Explain the need for high standards of personal hygiene.
- Describe acceptable methods of cleaning and disinfection
- Outline, briefly, the legislative requirements relating to food safety
- Undertake the multiple-choice test following the REHIS Elementary Food Hygiene Course

This course should be renewed within 3 years.
Course information will be shared directly with
SLT & SEYP's from the Early Years Central Service



WHAT DOES CORE TRAINING INCLUDE?

A Short Introduction to Understanding Trauma Informed Practice

Within this self-directed digital learning module, you will be introduced to trauma informed practice and how it can be used in the workplace.



To access this training visit the [Learning Library](#).

As with most training, reflecting on current practice and planning for improvement based on this training is essential and should be recorded as part of self-evaluation.

Infection, Prevention and Control in Childcare

Within this self-directed digital learning you will learn about:

- the spread of infection
- standard germ control procedures
 - germs and how they spread
 - chain of infection
- outbreaks of infection
- risk assessment
- food and kitchen hygiene

As with most training, reflecting on current practice and planning for improvement based on this training is essential and should be recorded as part of self-evaluation.

Visit

[Home](#) | [Turas](#) | [Learn \(nhs.scot\)](#)

To proceed with the training you are required to sign up to TURAS.

Once signed in search training for - **INFECTION
CONTROL AND CHILDCARE**

Trauma Informed Practice

Under Development
Watch this space!!





Learning Library

You will be able to find our self-directed training on the new East Lothian Council '[Learning Library](#)' as well as on the [Early Learning and Childcare Training](#) site at all times.

New training will continue to be promoted and shared via this annual flyer.

Available right now on the website and on the Learning Library you will find,

- The Health and Wellbeing Academy – an introduction to ASN
- Numeracy Academy
- Literacy Academy
- Self-Evaluation
- Risky Play
- Introduction to the Promise
- Child Voice
- Building High Quality Foundations



REFLECTIVE QUESTIONS TO SUPPORT MAKING YOUR CHOICES OF TRAINING

Is there training that would support in developing my setting improvement plan?

What training would support my professional development from my PRD?

Is there training that I could participate in with a colleague to lead and develop in our setting?

Is there training that would support and add value to my skill set and improve outcomes for children and families?

Is there an area of my practice I need to refresh or update?

THE IMPACT OF TRAINING

Any training you engage in should result in a positive impact for children, families, practice and pedagogy in your setting. It is important that you cascade your new learning to the rest of your team so that it can be implemented effectively.

Recording the development and implementation of training as part of robust approach to self-evaluation and improvement will ensure you capture stakeholder voices and reflect how you have engaged with national and local guidance as part of the improvement process.

To support with [self-evaluation](#), you may find our BHQF guidance helpful.



New Opportunities for Continual Lifelong Professional Learning

Adding value to your practice, setting and colleagues to improve outcomes for children and families

**THE FOLLOWING TRAINING IS NEWLY RESOURCED
AND DEVELOPED TRAINING FOR 2025/26**

ANY QUERIES EMAIL: FMcNEILL@EASTLOTHIAN.GOV.UK



Developing Strategies for Universal Practice

In response to practitioner requests this suite of training has been developed to support develop basic universal practice in settings that will support all learners including those requiring targeted support.

- **Progress Your Practice**
- **ASN Procedures and Process Unraveled**
- **Providing Positive Horizontal Transitions and Routines for Everyone**
- **Equity not Equality - adjustments to facilitate the right to inclusion will look different for every child**

Further information and how to access each element of training can found on the next few pages.

Progress Your Practice

This suite of practical videos has been produced to support the implementation of universal support strategies; each video focussed on a single strategy. Delivered by practitioners in East Lothian with a wealth of understanding in both Early Learning and Childcare and in supporting young people make the most of their nursery experience.

Below is an example of some of the support videos you can access with direct links, more can be accessed by visiting the [Learning Library](#) or [Early Learning and Childcare Training](#) website

- **Introducing Visuals**
- **Song Signifiers**
- **Co-Regulation**
- **Supporting a Child You Don't Know How to Support**
- **Creating a Strategy – identifying the right strategy, breaking down triggers and the adult role**
- **All Behaviour is Communication – what am I looking for?**
- **Objects of Reference**



ASN Processes and Procedures

If not used regularly we can become unfamiliar with the processes and procedures that are in place to access areas of support for ASN. The Central Team have created flowcharts and supportive practical recordings to guide you through these processes. Visit the [Learning Library](#) or [Early Learning and Childcare Training](#) website to access.

- **ERG** – Education Resource Group
- **Child Planning Meetings** – how, who and what do we need
- **Child and Young Persons Planning Framework**
- **IEP** – Individual Education Plan
- **PSP** – Personal Support Plan
- **Referrals** – for professional support S<, Ed. Psych, OT

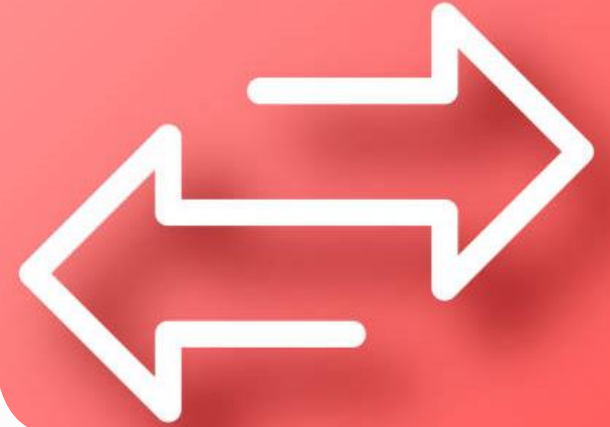


Available
from
August
2025

PROVIDING POSITIVE HORIZONTAL TRANSITIONS AND ROUTINES FOR EVERYONE

Aims

- Revisit horizontal transitions
- Explore why some children are particularly vulnerable at times of transition
- Refresh on the importance of positive transitions for all children
- Explore the importance of health and wellbeing to support transitions
- Provide opportunity for reflection, self-evaluation and development across settings.



Equity Not Equality

Adjustments to facilitate the right to inclusion will look different for every child

Aims

- Identify the difference between equity and equality and why it matters
- Develop the importance of valuing equity to ensure inclusion
- Explore way to promote equity within our settings by providing targeted support appropriate to students needs
- Provide ideas for creating an equitable environment
- Opportunities for reflection and self-evaluation on how your setting can be more equitable and inclusive

Available
from
August
2025



Equality



Equity

DEVELOPING A SENSORY CURRICULUM

Aims

- Develop understanding of a sensory curriculum
- Explore what a sensory curriculum might look like in Early Learning and Childcare
- Identify what sensory processing needs might look like in the Early Learning and Childcare Setting
- Explore sensory processing strategies for Early Learning and Childcare
- Provide practical ideas for adapting the environment
- Develop knowledge and understanding of providing proprioception and heavy work, oral motor needs and sensory experiences



Developing Curriculum in Early Learning and Childcare



To ensure that we are effectively delivering the curriculum to all learners this suite of training has been designed to refresh and support practitioners' knowledge and understanding of how Curriculum for Excellence links and should be implemented as part of play based learning and basic early years practice.

Introduction to the Principles of Curriculum Design – what does that look, feel and sound like in EL&CC?

Importance of Curriculum with 3–5-year-olds – why, how and links to progress and attainment for all children

Provocations in Play - build professional knowledge and understanding of what provocations are and how they can be used to support a child-centred approach to the curriculum and planning

Identifying Opportunities for Learning – making curricular links to observations of play to extend and challenge children's thinking, skill development and learning

Developing Creativity and Curiosity – identify what creativity and curiosity look like, identify ways to promote and develop this in settings

The Principles of Curriculum Design

Available
from
August
2025

Aims

- Develop our knowledge of what makes up Curriculum for Excellence
- Understand how the frameworks link to Curriculum for Excellence.
- Explore what an early year's experience looks like under Curriculum for Excellence
- Understand the importance of engaging with the curriculum to support observations, assessment and ensure effective tracking of children's progress.

curriculum for excellence



Self-directed training available on the Learning Library from August 2025.

Recommendation is to complete as a staff team to inform, develop and improve practice.

The Importance of Curriculum for Excellence with 3-5 Year Olds

Aims

- Refresh and support staff knowledge and understanding of early level as basis for their learning experiences in early learning and childcare and Primary 1
- Identify what a child's early years' experience will look like under CfE
- Develop an understanding of how the CfE supports us to be ambitious and have high expectations for all children.
- Explore the East Lothian frameworks and how they reflect CfE to create a progressive spiral curriculum
- Revisit the importance of engaging and understanding CfE to support observation, assessment and tracking to ensure we are recording a true reflection of attainment



Self-directed training available on the Learning Library from August 2025.
Recommendation is to complete as a staff team to inform, develop and improve practice.

Provocation and Invitation's to Learning

Available
from
August
2025

Aims

- Refresh the difference between a provocation and invitation
- Identify the value of provocation and invitation in Early Learning and Childcare
- Share why they are an effective way to engage learners
- Share practical examples linked to the planning for the curriculum
- Identify links between invitation and provocation and the Principles of Curriculum Design
- Provide challenge questions to support the evaluation and development of practice



Self-directed training available on the Learning Library from August 2025.

Recommendation is to complete as a staff team to inform, develop and improve practice.

Identifying Opportunities for Learning

Available
from
August
2025

Aims

- Support practitioners to understand the importance of identifying learning opportunities
- Unpick what a learning opportunity might look like
- Provide practical examples of making links between the learning opportunity and Early Level Curriculum for Excellence
- Link learning opportunities with interdisciplinary learning
- Provide challenge questions to support the evaluation and development of practice

Self-directed training available on the Learning Library from August 2025.

Recommendation is to complete as a staff team to inform, develop and improve practice.



curriculum for excellence



Developing Creativity and Curiosity

Aims

- Revisit the skills that underpin curiosity and creativity
- Review what Key Documents say about creativity and curiosity
- Analyse the practitioner role in promoting curiosity and creativity
- Make links between Curriculum for Excellence, curiosity and creativity
- Refresh understanding of sustained shared thinking and what this looks like in practice
- Identify how we can promote curiosity and creativity in our settings



Self-directed training available on the Learning Library from August 2025. Recommendation is to complete as a staff team to inform, develop and improve practice.

An Introduction to 2-Year-Olds

Brought to us by our colleagues in Fife Council this module introduces working with 2-year-olds. Initially, it focuses on aspects of development typically observed in 18–36-month-olds, before considering the ways that practitioners can help to facilitate for these developmental particularities in the spaces, interactions, experiences, and resources that they provide.

There are 4 parts to the module which include,

- **Typical Developmental Patterns**
- **Physical Environments and Resources**
- **Interactions**
- **Experiences and Families**

There are opportunities throughout the module to take a deeper dive into these areas to further develop your knowledge and understanding.

Non-Fife Council Staff who successfully complete the module and complete the [Reflection Form](#) will be sent a certificate to the email address.

For more information and to access the course [click here](#).



Early Years Training



Sounds for Musical Starters

This training resource for early years (nursery to P1/2) uses simple songs and rhymes as a basis to help develop language development:

- Research shows that the ability to keep a steady beat in music is strongly linked to reading ability later in life. (Nina Kraus)
- When we sing and chant rhymes we use a much slower tempo - the articulation is clearer for children to hear and copy
- Songs and rhymes are full of rhyming words
- We repeat songs, rhymes and games often therefore giving the children a chance to catch the text and participate. Often there is even repetition within the song itself e.g. The Wheels on the Bus go round and round, round and round, round and round

Active participation in singing and movement also helps children develop confidence, coordination and co-operation as well as obviously developing their musical skills.

The course is supported by resource packs and continued support through your training and development

[Click here to sign up for the course](#)

The learners in our Primary 1 setting are absolutely loving the content in the Sounds for Musical Starters course! It has really promoted engagement in music and singing, even encouraging more reserved pupils to take part. The songs and rhymes are really appealing to the age and stage of the learners too, allowing for adaptations to be made to support, challenge and grasp understanding. On top of the musical skills that the children are developing, the cross-curricular links and range of skills that the children are being exposed to through the songs and rhymes are also evident. Overall, our learners adore when the song cards and stretchy blanket come out, and the smiles on their faces when they're singing and rhyming says it all!

044

Tessa - P1 Teacher

"My colleague and I attended the Sounds for Musical Starters training course during the year 2024-2025. This whole course was excellent and allowed us as a team to develop our awareness of the different elements of musical learning for children in early years. The packs of songs provided were so engaging for the children and the support given to us was first class. We gained a lot of self-confidence in our own ability to provide musical experiences for our children. We would highly recommend this course."

Sarah & Vitoria - Nursery

Initial Training Day

Monday 20th October 2025

9am until 4pm

Letham Mains Primary School, Haddington

Twilight 1 – date and time to be confirmed

Twilight 2 - date and time to be confirmed

Twilight 3 - date and time to be confirmed

Still not sure that this course is for you and your learners, then click the links below to find out the benefits from practitioners who participated in previous sessions.



NURTURING NATURE – FAMILY LEARNING IN LOCAL GREENSPACE



This inspiring course was delivered in person in February 2025 and is now available to as self-directed learning using the link below,

<https://ltl.thinkific.com/courses/nurturing-nature>

Aim

To equip Early Years Practitioners with practical tools and understanding to deliver a family learning programme harnessing the benefits of their local green spaces.

Objectives

Participants will:

- Understand the benefits of the nurturing nature approach
- Consider ways of engaging with parents and carers in a natural environment
- Understand their role in modelling play and learning to families
- Explore practical examples of group management, risk benefit assessment and the resources required to lead these sessions
- Take away practical skills and resources to support delivery of the nurturing nature programme in their own setting

Cooking On An Open Fire



Revealing the magic of cooking with children on an open fire. Simple recipes for you to try and take away. Also includes professional discussion on safety regarding fire and hygiene. Food (simple!) included.

Brought to us by our colleagues in the Outdoor Learning Service this course follows on from basic fire pit training.

It would be beneficial for applicants to have completed fire pit training but is not compulsory.

Course organisation,

Wednesday 25th March 2026

**Outdoor Learning Centre, Musselburgh Racecourse,
Musselburgh**

1600 to 1730

Please dress for the weather

To apply fill in the [google application](#)

The **BIG** **MORNING** **OUT**

Early Learning and Childcare

Monday 20th October 2025
Wallyford Primary School Campus
Registration 0815 until 0830

Big Morning Out
Application Form

The Early Learning and Childcare Service are bringing to you **TEN** in person workshops to support you in developing practice in your setting. Each workshop will run 3 times over the morning,

0840 until 0930

0940 until 1030

1040 until 1130

You will choose 3 workshops from the offer below,

- **Self-Evaluation**
- **Risky Play**
- Creating Virtual Experiences and Interesting Spaces – Play and Learning With and Through Technology (Ed. Scotland)
- **A Guide to Using Visuals in Early Years**
- **Keys for Communication Support (S<)**
- **Observations**
- **SPHERA**
- **Valuing the Voice of the Child**
- **Accessing the Outreach Team**
- **Families Together East Lothian**

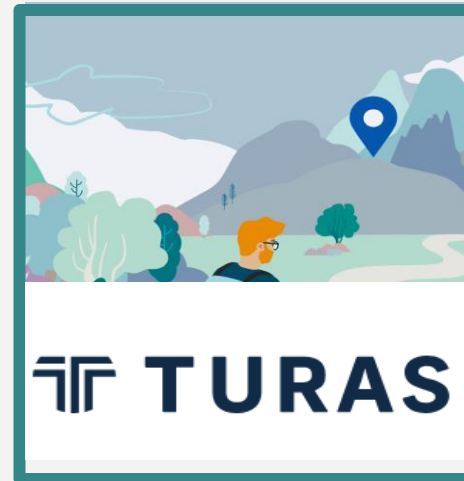
1130 to 1200 Feedback and Evaluation of the morning

In consultation with your SLT staff should decide which workshops would support improvement and development in your setting and who will attend what sessions. Then as individuals fill in the google form making 3 selections by Friday 12th September 2025.

You will be notified by email with the timings of your workshops.

Wider Opportunities to Engage in Professional Learning

Click on the visuals to visit and explore other opportunities for professional learning and development



SEYP Networking Meetings

These meetings are open to East Lothian Senior Early Years Practitioners as well as Room Leads and Managers from East Lothian Funded Providers.

The aims of the sessions include:

- **Bringing professionals together to allow them to engage in professional discussion and share different approaches to all things Early Learning and Childcare**
- **Promoting collaboration between settings for improvement and development**
- **Develop a shared and consistent understanding of local and national guidance, legislation and policy**

Session content is directed by those attending and will always be positive and solution focussed. Meetings are facilitated by our Quality and Equity Leads who have previous experience in similar roles to the attendees and who are still in settings providing High Quality consistent support.

Testimonials March 2025

I really look forward to attending the sessions and finding out new information and having a safe space to discuss the role. Sessions are informative and fun.

The network meetings are a great opportunity to share practice and mix with others with others in the same position. I really enjoy these sessions.



Planned Networking Meetings for 2025/26

Wednesday 17th September 2025

Monday 17th November 2025

Thursday 5th February 2026

Wednesday 11th March 2026

April - TBA

May – TBA

All meetings take place in the Saltire Rooms, John Muir House, Haddington. Sessions take place between 4.30pm and 6pm. SEYP's can attend from 4pm and network independently with peers prior to the session beginning.

Early Learning and Childcare Networking Opportunities



Network events are designed to bring together practitioners from both local authority and funded provider settings where they can network, meet new people and share high quality early learning and childcare practice.

These are drop-in sessions organised on a date and time that suits the host settings opening hours and staffing. The events usually last between 90 minutes and 2 hours but there is no expectation that you stay for the entire session.

Why should you and your team attend these events?

- Explore the environment for ideas and inspiration
- Enjoy the opportunity to talk to other practitioners about all things early years.
- Meet new practitioners and form professional friendships
- Find opportunities to collaborate on similar developments and improvement
- Counts towards your professional development
- Develop a new perspective on an area of practice!
- Engage in professional dialogue with your colleagues out with your own workspace

Planned Events for 2025/26

Thursday 25th September 2025

Elphinstone Primary School Nursery
4.30pm – 6.15pm

November

West Barns Primary School Nursery – date TBC

February

TBA – contact fmcneill@eastlothian.gov.uk if you would like to host a networking event

May

Aberlady Primary School Nursery – date TBC



Senior Leadership Development Days for EL&CC 2025/26



Head Teacher's and DHT's with a remit for nursery are invited to attend Development Days with a focus on Early Learning and Childcare.

An agenda will be sent in advance of each meeting.

Agenda may include,

- Latest national and local legislation and publications updates and what this means for you and your setting
- Current developments within the local authority
- Business Updates
- An opportunity to share, clarify...

Planned Dates for 2025/26

Wednesday 8th October 2025

1200 – 1600 Saltire Rooms, John Muir House, Haddington

Wednesday 28th January 2026

0900 – 1230 Saltire Rooms, John Muir House, Haddington

Wednesday 29th April 2026

0900 – 1230 Saltire Rooms, John Muir House, Haddington

Wednesday 3rd June 2026

0900 – 1230 Saltire Rooms, John Muir House, Haddington



Pedagogical Leadership for Early Learning and Childcare Leaders

An Education Scotland Professional Learning Programme

Open to
school SLT
and owners
/ managers
of funded
provider
settings

Programme Overview

A comprehensive professional learning programme designed specifically for Heads and Managers of Early Learning and Childcare (ELC) settings. The programme is provider neutral and open to all settings offering funded ELC.

Programme Aims

- The programme aims to enhance participants' knowledge and understanding while providing practical activities and ideas that can be used to support staff development.
- Sessions include direct input, group discussions, and practical activities, with tasks set between sessions to consolidate learning and provide evidence from practice for exploration in subsequent sessions.
- The in-person format fosters relationship-building and the sharing of practice.
- The programme follows the National Model of Professional Learning.

For further information: earlyyearscentralcontact@eastlothian.gov.uk
To apply please use this [Google Application](#)

Programme Structure

This programme takes place over four in-person days, 0930 until 1530, and focuses on:

- **Pedagogical Leadership:** Leading people, managing change and coaching for improvement.
- **Child-Centred Pedagogy in practice:** Enhancing the learning environment, observation/documentation and responsive and intentional planning.
- **Curriculum:** Curriculum making, supporting children under 3 and Curriculum for Excellence.
- **Observation:** Supporting staff to develop high quality observations and make judgements about children's progress.
- **Leading Continuous Improvement:** Effective self-evaluation and the model for improvement

Proposed Dates: Tuesday 26th August 2025; Thursday 30th October 2025; Thursday 29th January 2026; Tuesday 17th March 2026

Venue: to be confirmed



Please do not hesitate to contact,



earlyyearscentralcontact@eastlothian.gov.uk

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 12 June 2025

BY: Executive Director for Council Resources

SUBJECT: Q4 2024/25 Performance Indicators

4

1 PURPOSE

- 1.1 To provide Elected Members with information regarding the performance of Council Services during Q4 2024/25 (January – March 2025).

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.
- 3.2 Appendix 1 provides the results of the Key Performance Indicators for Q4 2024/25. The following are some of the performance measures from Appendix 1 that may be of particular interest to Members:

- **Homelessness** (CH01, CH02, CH03) – The number of homelessness cases increased slightly from 180 to 184. Overall, the year-end figure of 730 new applications in 2024/25 has seen a near 10% decrease on the 2023/24 figure of 808 applications. While there may be a slowdown in applications, there remains significant pressure on homelessness services.

The average number of days to re-housing has decreased from 340 days to 324 in Q4. Most of the quarters this year has shown a positive downward trend in the average number of days and closer to the target of 300. This

is in part due to the continuing positive allocations actions currently in place that see qualifying single person households access 2 bedroomed properties and the removal of the six-month delay prior to widening areas of choice and house types.

Homelessness assessments completed in under 28 days has improved further from 82.7% to 90% for Q4 and above target (80%). This improvement is a result of the introduction of the case management system and the hard work of Housing Options staff.

- **Fly-tipping (SCL_AS03)** – Fly-tipping incidents have continued to increase from 218 to 247 for Q4. The trend over the last few years has been gradually upwards from 79 incidents in June 2022 to the highest figure of 247 reported in Q4.
- **Number of Vehicles at Recycling Centres (T&WS11)** – Data is currently only available for Kinwegar with 54,854 visits between January and March 2025. The Service continues to work through ongoing technical issues.
- **Out of Work Allowance (JSA / Universal Credit) (EDSI_ELW02)** – For Q4, the % claiming out of work allowance is 2.3% with 1570 claimants. The rate remains below the Scottish average of 3.1%.
- **Sport & Pool Attendance (SCL_SD01 & SCL_SD02)** – Q4 saw 151,718 attendances at indoor sports and leisure facilities against a quarter target of 130,000. Interim annual visits reached 544,792 and above target, which is higher than the previous year's figure of 520,000 attendances. Visits to pools increased from 73,197 to 80,542. Total annual visits increased slightly to 313,432.
- **Housing Benefit Process Times (BEN01 & BEN02)** – Average time to process new claims in Housing Benefit has increased from 14.5 to 22.8 days. Performance remains within both the quarter and annual target of 26 days despite the recent increase. The annual figure is 18.78 and well within target. One key factor contributing to this shift is the reduction in caseloads due to the migration of claimants to Universal Credit (UC). As more people transition to UC, local authorities handle fewer Housing Benefit claims and these claims can be more complex.

Average time to process a change in circumstances in Housing Benefit improved further in Q4 from 3.57 to 1.84 days. Figures are within target (6 days) with an annual figure of 2.70 days. This reflects a highly efficient service and demonstrates the team's continued commitment to delivering timely support to our residents.

- **Business Rates & Council Tax Collection (REV06 & REV07)** – Business Rates collection has been strong in 2024/25 with a 98.9% collection rate and on target, despite significant legislative and software changes in recent years. The team has delivered an exceptional level of service during this time, ensuring customers have been fully supported and advised throughout.

Council Tax collection performance is also on target at 96.8%. 882 new properties were added to our domestic property base in 2024/25, taking our overall property base to 53,912 at end of year. The volume of work coming into the team has remained extremely high in 2024/25, ensuring Council income is maximised through efficient collection and debt recovery methods, whilst ensuring residents are signposted to money, benefits or debt advice when needed.

- **Rent Arrears (REV08)** – Rent arrears have reduced from £1.5M to £1.43M in Q4 against a target of £1.45M. This was partly helped by the rent-free week at end of the financial year.

Cost-of-living pressures have created financial challenges for many local residents. Maximising rent collection and reducing arrears levels has been challenging. The team has worked tremendously hard to support Council tenants and to encourage anyone in need of help to get in touch quickly. Establishing a network of outreach advice surgeries has helped ensure tenants receive face-to-face support when needed within their local area, helping to build strong connections with community partners. For example, the Jobcentre in Musselburgh and The Ridge in Dunbar.

As the Universal Credit Managed Migration continues and the volume of council tenants claiming this benefit rises, the team is working hard to help ensure the smooth transition to this new benefit and make sure rent arrears levels remain as low as possible.

- **Financial Gains (REV01)** – This indicator shows the cumulative amount of additional income received for clients through maximising entitlement to welfare benefits and other financial support.

The team has secured £1,620,975.68 in annual benefit related financial gains for 361 clients in 2024/25. This equates to an average gain of £4,490.24 for those eligible for financial support, much of which may have gone unclaimed had it not been for the work of the team. Almost half of the financial gains secured related to disability or health related benefits, such as Attendance Allowance. 42.07% related to working age benefits, such as Universal Credit. The remainder related to housing-related benefits such as Council Tax Reduction Housing Benefit, pensioner benefits such as Pension Credit, child and family-related benefits and bereavement-related support.

- **Invoices Paid on Time (CF001)** – 85.3% of invoices were paid on time and just below the target of 90%. There has been increased workload due to Finance system project. There is continued focus on statements to pre-empt issues, and on data cleansing and housekeeping of data for migrating to the new system. Interim annual figure is 87.5% and just under target.

4 POLICY IMPLICATIONS

- 4.1 There are no policy implications within 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 Appendix 1: 2024/25 Q4 Performance Indicators Report

AUTHOR'S NAME	Michelle Cockburn / Gary Stewart
DESIGNATION	Transformation & Digital Portfolio Manager / Policy Officer
CONTACT INFO	mcockburn@eastlothian.gov.uk gstewart1@eastlothian.gov.uk
DATE	27/05/2025

Appendix 1 - Council Plan Quarter Performance Report

Quarter 4 2024-25

Key to Icons

RAG status

★

Performance within target

●

Performance within tolerance levels

▲

Performance outwith target / tolerance levels

?

Missing data

!

No target







?!




No data or target


Growing Our Communities							
Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
CH01 Number of new homelessness cases	217	180	184	200	●	⬇️❌	
In Q4 the number of new applications increased only slightly on the previous quarter's figure to 184 new applications. However, when comparing last year's Q4 figure of 217, we have seen a significant decrease in applications. Overall, the year end figure of 730 new applications in 2024/25 has seen a near 10% decrease on the 2023/24 figure of 808 applications. While there may be a slow down in applications, there remains significant pressure on homelessness services.							
CH02 Average number of days to re-housing from temporary (homeless) to permanent accommodation	318	340	324	300	▲	⬇️✅	
The average number of days to re-housing continues to track in a positive direction with Q4's figure reducing from 340 days in the previous quarter to 324 days in Q4. When compared to the same Q4 figure of 317.8 days in 2023/24, we can see there has been a slight increase, however, overall across the 2024/25 reporting period the number of days to rehousing has followed a positive downward trend. This is in part due to the continuing positive allocations actions currently in place that see qualifying single person households access 2 bedroomed properties and the removal of the six month delay prior to widening areas of choice and house types.							
CH03 % homelessness assessments completed in under 28 days	81.0%	82.7%	90.0%	80.0%	★	⬇️✅	
The positive progress in the number of assessments completed within 28 days continues into Q4, with 90% of cases receiving a decision within 28 days. This compares to 78% in the same period in 2023/24. This improvement is a result of the introduction of the case management system and the hard work of housing options staff to improve on the previous Q3 position of 82.7%.							
EH01 % Food Hygiene high risk Inspections achieved	0.0%						
Due to a systems issue, performance indicator data is currently not available.							
EH02 % of Food Standards high risk Inspections achieved	100.0%						
Due to a systems issue, performance indicator data is currently not available.							
EH04 % Food Law Rating System high risk Inspections achieved	100.0%						
Due to a systems issue, performance indicator data is currently not available.							
RS01 Street lighting - repairs - average time in days	3.58	3.11	3.69	5	★	⬇️❌	



Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
RS02 Traffic lights - average time to repair failure (hours:mins)	13.1	9.34					
SCL_AS03 Number of Flytipping incidences	162	218	247	140	▲	✖	
Data on the fly-tipping trend over the last few years has been gradually increasing. This is from 79 incidents in June 2022 to the highest figure of 247 reported in Q4. This suggest a continuation in the upward trend in fly-tipping incidents.							
T&WS11 Number of vehicles accessing recycling centres							
For Kinwegar 54,854 visits between January and March 2025.							

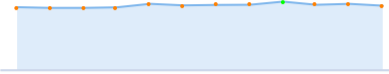

Growing Our Economy							
Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
DM11 Major developments: average number of weeks to decision	6.2	5.9	10.1				
DM12 Local developments: average time in weeks	7.1	6.7	6.9				
DM13 All Local developments: % determined within 2 months	93.6%	97.8%	94.3%				
DM14 Householder developments: average time (weeks)	7.0	6.6	6.7				
DM18 Approval Rates: Percentage of all applications granted in period	92.0%	97.3%	96.1%				
EDSI_B01 Number of Business Gateway-Start ups	62	21	17				
LPS01 % spend with contracted suppliers	83.7%	86.0%					
EDSI_B11 Number of jobs created by start ups assisted by Business Gateway	36	19					
EDSI_ELW02 Percentage of the population claiming Out of Work Allowance (JSA / Universal Credit)	2.4%	2.4%	2.3%	2.6%			
For Q4 % claiming out of work allowance is 2.3% with 1570 claimants. The rate remains below the Scottish average of 3.1%. Claimant count in the age group 18 to 21 decreased to 4.4% against the average of 4.8%.							

Growing Our People							
Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
HSCP AS01b Percentage of people aged 65+ with intensive care needs receiving personal care at home	55.9%	56.2%	55.9%		!	✖	
SCL_SD01 Number of attendances at indoor sports and leisure facilities	110361	144386	151718	130000	★	✔	
Q4 saw 151,718 attendances at indoor sports and leisure facilities against a quarter target of 130,000. Interim annual visits reached 544,792 and above target, which is higher than the previous year's figure of 520,000 attendances							
SCL_SD02 Number of attendances at pools	73030	73197	80542	110000	▲	✔	
Visits to pools increased from 73,197 to 80,542. Total annual visits increased slightly to 313,432.							
CS01 Average number of Placements for looked after children	1.66	1.69	1.77			✖	
Placement stability is a key factor in positive outcomes for young people. The average number of placement moves has increased slightly in this quarter. The number of children that have been subject to 4 placement moves in their care journey totals 8 . 7 children have experienced 5 placement moves.							
CS02 Percentage of children on Child Protection Register for more than 6 Months	36.8%	21.4%	28.6%			✖	
21 children are on the register - 6 of those children have been on for more than 6 months. The number of children that have been on the register for more than 6 months has remained the same but due to a lower number of children on the register the % has increased.							
CS03 Percentage of children who are re-registered within a 24 month period	0.0%	3.6%	4.8%		▲	✖	
1 child of the total 21 on the register had been on the register previously within the 24 months prior. The increase is solely down to the fact that the total on the register is lower, thus increasing the %.							
CS04 Rate per 1,000 children in Formal Kin Care	1.8	1.8	1.8				
Formal Kinship is when a child or young person is looked after by family or friends under a looked after statute , therefore not requiring the need for Foster Care or Residential Care. There are 43 young people in kinship care. The number in formal kincare continues to remain below the Scottish average of 4.0, although in East Lothian we do support a large number of families through informal kinship care.							
CS05 Rate per 1,000 children in Foster Care	3.5	2.7	2.5		●	✖	
The number of children in foster care stands at 60. The East Lothian rate of 2.5 is well below the Scottish average of 4.1 National rates continue to show a decrease year on year and our figures align with this. It should be noted that our rate of looked after and accommodated children has reduced over the last two years , thus impacting on the rate in foster care.							

Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
CS06 Rate per 1,000 children in Residential Care	1.4	1.2	1.2		!	➡	
<p>The number of children in residential care stands at 34. The residential rate is slightly below the national average 1.5. The service is working in partnership with Education and Connected Communities on its Belonging to East Lothian project. In relation to external residential , the service is committed to strengthening the planning arrangements to support young people in external residential care to return to East Lothian.</p>							
CS07 Rate per 1,000 children on Home Supervision	2.4	1.9	2.1		●	✔	
<p>The number of children subject to home supervision is currently 48, compared with 44 in the last quarter. 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. We are also continuing to strengthen our outreach offer for children and families to support children to stay at home. The rate is still under the Scottish average of 2.5% Please note the previous quarter had been reported as 1.3 instead of 1.9 per 1000.</p>							
HSCP_01a Number of standard delayed discharges at census day each month	15	25	14	10	▲	✔	
<p>The average number of Standard Delayed Discharges (SDD) at census day has decreased from the previous quarter and closer to the target of 10. Planning was underway at the end of Q3 in relation to East Lothian activity to support the Lothian wide Unscheduled Care Performance Improvement Programme, utilising additional Scottish Government funding earmarked to reduce pressure on acute hospitals. East Lothian activity will include increasing capacity within Care at Home, Discharge to Assess, and Social Work assessment.</p>							
HSCP_04 Number of hours of Care at Home provided by internal services	1599.0	1628.0	1726.0				
<p>There was an increase in the number of hours of care delivered by internal services at the end of Q4. Over time, the HSCP has increased the level of internal provision in response to a drop in provision by external commissioned services. Activity continues to focus on making the most efficient use of available care at home resources, including through the delivery of a cross-service daily Care at Home Huddle. A Care at Home Change Board leads on the strategic approach to care at home provision.</p>							
HSCP_03 Number of hours of Care at Home provided by external commissioned services - over 65	6153.0	6273.0	6487.0				
<p>The number of hours delivered by external providers in Q4 increased compared to the previous quarter. The position in relation to external care at home provision continues to be stable. The HSCP continues to closely monitor external provision of care at home services, providing support to providers where appropriate and intervening if necessary.</p>							
HSCP_02 Number of people who have been assessed and are waiting for a care at home package	112	92	74			✔	
<p>The number of people assessed and waiting for a package of care (POC) had decreased by the end of Q4 and lower than the same quarter of the previous year (74 people waiting compared to 112). Work is ongoing to closely monitor and manage care at home capacity through a daily Care at Home Huddle and delivery of ongoing efficiency measures. Regular review of existing packages is also key.</p>							
HSCP_01 Number of occupied Bed Days for Standard Delayed Discharges.	397	822	712	290	▲	✔	
<p>Occupied Bed Days for Standard Delayed Discharges decreased from the previous quarter but remained high relative to previous levels.</p>							
HSCP_06 Number of people waiting for a social care assessment	6	7	9			✗	

Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
HSCP_07 Percentage of adult Social Work cases completed at Duty stage.	83.0%						

Growing the Capacity of our Council							
Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
EBS01 Percentage of first reports (for building warrants and amendments) issued within 20 days	94.7%	91.3%	94.0%	95.0%	●	↕✓	
EBS02 % of building warrants issued within 10 days from receipt of all satisfactory information	92.2%	86.5%	85.9%	90.0%	●	↕✗	
BEN01 Average time in days to process new claims in housing benefit	16.53	14.54	22.87	26.00	★	↕✗	
<p>Q4 performance has increased from 14.5 to 22.8 days. Performance remains within both the quarter and annual target of 26 despite the recent increase. Ytd is 18.78 and well within target.</p> <p>The increasing average time to process new Housing Benefit claims is a concerning trend albeit still within target, particularly for those relying on timely support. One key factor contributing to this shift is the reduction in caseloads due to the migration of claimants to Universal Credit (UC). As more people transition to UC, local authorities handle fewer Housing Benefit claims and these claims can be more complex.</p>							
BEN02 Average number of days to process a change of circumstances (Housing Benefit)	1.37	3.57	1.84	6.00	★	↕✓	
<p>The average processing time for changes of circumstances in Housing Benefit for Q4 is 1.84 days and an annual figure of 2.70 days, which is well within the target of 6 days. This reflects a highly efficient service and demonstrates the team's continued commitment to delivering timely support to our residents.</p>							
REV06 Business Rates in-year collection	98.8%	81.7%	98.9%	98.8%	★	↕✓	
<p>Business Rates collection has been strong in 2024/25 and the team has exceeded their collection target, a fantastic achievement for a small team which has faced significant legislative and software changes in recent years. The team has delivered an exceptional level of service during this time, ensuring customers have been fully supported and advised throughout.</p>							
REV07 Council Tax in-year collection	96.8%	82.4%	96.8%	96.8%	★	↕✓	
<p>Council Tax collection has been strong in 2024/25, with the team meeting their collection target during another exceptionally busy year, where cost of living pressures continue to present challenges for many households.</p> <p>882 new properties were added to our domestic property base in 2024/25, taking our overall property base to 53,912 at end of year. 776 of these new properties were in Band D or above, 87.98%. Overall, East Lothian has reported a 31% increase in its domestic property base since start of 2005/06.</p> <p>The volume of work coming into the team has remained extremely high in 2024/25 and managing down this work whilst providing support for local residents in need of help has been challenging. The team has worked tremendously hard to ensure council income is maximised though efficient collection and debt recovery methods, whilst ensuring residents are signposted to money, benefits or debt advice when needed.</p>							
REV08 Value of current tenants rent arrears	£1,454,342.1	£1,506,956.2	£1,432,707.1	£1,454,342.1	★	↕✓	

Measure ↑	Same Qrt Previous Year	Previous Quarter	Actual (this qrt)	Qrt Target	RAG	Trend	Actual
<p>Current tenant rent arrears reduced in 2024/25, partly helped by the rent free week at end of the financial year. Cost of living pressures have created financial challenges for many local residents in 2024/25 and maximising rent collection and reducing arrears levels has been challenging. Establishing a network of outreach advice surgeries has helped ensure tenants receive face to face support when needed within their local area, helping to build strong connections with community partners for example the Jobcentre in Musselburgh and The Ridge in Dunbar.</p> <p>The team has worked tremendously hard to support council tenants and to encourage anyone in need of help to get in touch quickly to avoid a more serious situation arising.</p> <p>As the Universal Credit Managed Migration continues and the volume of council tenants claiming this benefit rises, the team is working hard to help ensure the smooth transition to this new benefit and make sure rent arrears levels remain as low as possible.</p>							
CF001 Percentage of invoices paid on time	86.5%	87.7%	85.3%	90.0%	●	✖	
<p>Performance down slightly and under target. There has been increased workload due to Finance system project. There is continued focus on statements to pre-empt issues, and on data cleansing and housekeeping of data for migrating to new finance system.</p>							
REV01 Value of Financial Gains Secured	£1,867,268.1	£1,251,581.3	£1,620,975.7	£1,600,000.0	★	✔	
<p>The team has secured £1,620,975.68 in annual benefit related financial gains for 361 clients in 2024/25. This equates to an average gain of £4,490.24 for those eligible for financial support, much of which may have gone unclaimed had it not been for the work of the team. Almost half of the financial gains secured related to disability or health related benefits, such as Attendance Allowance. 42.07% related to working age benefits, such as Universal Credit. The remainder related to housing related benefits such as Council Tax Reduction Housing Benefit, pensioner benefits such as Pension Credit, child and family related benefits and bereavement related support.</p>							

REPORT TO: Policy and Performance Review Committee

DATE: 12 June 2025

BY: Executive Director for Council Resources

SUBJECT: Local Government Benchmarking Framework 2023/24

5

1 PURPOSE

- 1.1 To provide Elected Members with a summary of East Lothian Council's performance according to the Local Government Benchmarking Framework 2023/24.

2 RECOMMENDATIONS

- 2.1 Members are asked to note the report and use the information provided to consider whether any aspect of the Council's benchmarking performance is in need of further investigation.

3 BACKGROUND

- 3.1 The Local Government Benchmarking Framework (LGBF) was developed by the Improvement Service (IS), on behalf of SOLACE (Society of Local Authority Chief Executives). Its core purposes are to help councils to gain greater insight into their performance in order to drive improvement, deliver better outcomes and to strengthen public accountability. This is done through the process of benchmarking and allows councils that are similar to compare performance, and to learn and understand better why variances occur.
- 3.2 The Framework covers nine service areas: children's services; corporate services; adult social care; culture and leisure; environmental; housing; economic development; financial sustainability; and climate change. The data is gathered from a number of sources including the Local Finance Return (LFR), Scottish Social Housing Charter, and the Scottish Household Survey (SHS). The LGBF now includes over 100 indicators around three factors – cost, performance, and satisfaction.

- 3.3 The Improvement Service published the National Overview Report for 2023/24 in March 2025. It should be noted that we do not yet have year-on-year comparable data for all indicators. There are several indicators which rely on nationally collected and verifiable data which will be available later in the year.

National Overview

- 3.4 The LGBF National Overview Report provides a high-level analysis of the performance of councils both during 2023/24 and over the longer term. It provides analysis of the national trends as well as variations across councils. It highlights financial, workforce, and demand pressure affecting councils, as well as their impact on services such as education, social care and in tackling poverty.
- 3.5 The 2023/24 report includes data from a period when communities and Council services continue to face significant financial challenges with inflationary pressures and the cost-of-living crisis. This is against a backdrop of increasing demand for services, rising costs and workforce pressures.
- 3.6 Funding for councils has not been increasing in real terms, with funding decreased in real terms by 1.8%. The financial challenges have coincided with new burdens and additional policy commitments, with the funding for these being ring fenced and eroded by inflation. This financial position has led to an increasing reliance on savings, charges, Council Tax increases, reserves and income to bridge the gap in funding.
- 3.7 Furthermore, the report highlights there is evidence of councils having to make increasingly difficult decisions about how they deliver services and what services may have to stop or reduce in order to balance budgets. This is having a negative impact on the performance and efficiency improvements gained in previous years, with some indicators starting to show a decline in performance.

Interpretation of Benchmarking Results

- 3.8 The LGBF provides high-level 'can openers' which are designed to focus questions locally on why variations in cost and performance are occurring between similar councils to identify opportunities for learning.
- 3.9 All cost indicators are profiled as lower cost is better from 1 (lowest cost) to 32 (highest cost). The majority of performance and satisfaction indicators are profiled from 1 (best performing) to 32 (worst performing). Councils use ranking and quartile placements to determine their overall position across Scotland relative to other councils.
- 3.10 However, it should be noted that ranking alone is not a useful method of benchmarking council performance. Many councils will have different priorities in respect to each LGBF indicator. There will be operational differences and demographic and geographical influences that can impact on cost and performance.

Benchmarking & Family Groups

- 3.11 To provide more meaningful benchmarking comparison, similar councils are grouped into family groups (see Table 1). People services family groups are

based on the characteristics of people living in the area, with the least deprived in family group 1 and the most deprived in group 4. For other services, the family group are based on the type of area, with group 1 being the most rural and group 4 making up the larger cities and urban areas. East Lothian is in Group 2 for both benchmarking family groups. Further analysis by family groups and by other councils is available from the Benchmarking Dashboard. The link is available within the background papers section of this report.

Table 1: Benchmarking Family Groups

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

2023/24 Performance

- 3.12 Appendix 1 provides 2023/24 LGBF summary performance results for the Council in relation to each measure listed alphabetically. It provides a comparison with last year's performance, comparison against the Scottish average and the overall rank/quartile position.
- 3.13 Appendix 2 provides the LGBF Performance Report by category – cost, performance and satisfaction – and includes some explanatory commentary for each measure.
- 3.14 The full Local Government Benchmarking Framework includes 109 indicators. There are 75 indicators which relate to the performance of services in delivering outputs and outcomes; 22 indicators relate to the cost of delivering services; and 12 indicators measure satisfaction. All cost indicators have been adjusted for inflation to provide a real cost comparison on trend data.
- 3.15 Table 2 provides a breakdown of the number of indicators that improved or declined by at least 4% between 2022/23 and 2023/24 by indicator type. Although it should be noted that crude comparisons are not altogether useful as it is important to take account of the reasons behind the data and movements as outlined in some comments in Appendix 2. Only 91 indicators have comparable data to measure a percentage change of status from the previous year. In 2023/24, 26 (29%) indicators improved, 45 (49%) remained roughly static, and 20 (22%) declined.

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

	Improved Status	No Change Status	Declined
Cost	9	6	5
Performance	17	28	15
Satisfaction		11	
Grand Total	26	45	20

- 3.16 Comparison of East Lothian indicators against the Scottish average shows that 48 (53%) of the indicators are performing better than the Scottish average. East Lothian Council's quartile performance when ranking each performance indicator from 1 (highest performance/ lowest cost) to 32 (lowest performance/ highest cost) improved slightly during 2023/24. Just under a third (31%) of the Council's indicators are in quartile 1 and fewer than 1 in four (only 18.4%) are in quartile 4. Overall, 60.9% of indicators are within the first 2 quartiles (top 50%).

Table 3: Count of LGBF indicators by quartile and year

Quartile	2022/23	%	2023/24	%
Quartile 1	27	30.0 %	27	31.0 %
Quartile 2	23	25.6 %	26	29.9 %
Quartile 3	23	25.6 %	18	20.7 %
Quartile 4	17	18.9 %	16	18.4 %

- 3.17 It should be noted that the figures and percentages shown for the two years are not directly comparable due to updates for the previous year's data and the number of performance indicators with data for 2023/24. Not all indicators have data to report for 2023/24. The details of their release date for each indicator are available in the report commentary.
- 3.18 For the 87 indicators with data and a comparable quartile status, 17 declined (20%), 17 improved their quartile position (20%) and 53 (61%) showed no change. Within the 17 that declined, only 3 changed more than 2 quartiles. Within the 17 that improved, 4 changed more than 2 quartiles. Overall, ELC has maintained performance levels relative to the previous year's data. The details of these indicators are highlighted below within positive indicators and areas for further investigation.

Positive Indicators

- 3.19 The following are some of the indicators that showed marked improvement or performed comparatively well in 2023/24:

Cost indicators

- CHN1, CHN2 & CHN3: Cost per Primary Pupil, Secondary Pupil and Pre-School Education place – each of these cost indicators is in quartile 1. One of the main reasons why cost per pupil and pre-school place remain low is that almost all schools and pre-school establishments are at full or near full capacity.

- ENV2a: Net cost per Waste disposal per premise increased slightly to £83 and below the Scottish / family grp average. Rank position in first quartile.
- ECON6 Cost of Economic Development & Tourism per 1,000 Population reduced to £112,977 and just below the Scottish average. Rank position improved from 29th to 17th (quartile 3).
- ENV5b Cost of Environmental Health per 1000 population reduced to £10,374.5 and under the Scottish average. Now within the first quartile.

Performance Indicators

- ECON3: Average time per business and industry planning application (weeks) improved from 12.9 to 7.3 weeks. This is below the Scottish average and has resulted in an improvement in the rank position to 4th.
- ECON5: No of business gateway start-ups per 10,000 population improved to 16.5 and above the Scottish average of 13.6. For the year, there were 188 business gateway startups. Rank and quartile position have improved from 25th to 13th.
- CHN5: % of Pupils Gaining 5+ Awards at Level 6 increased from 36% to 40% and above the Scottish average (39%). Rank position improved to 8th place (top 25% of councils).
- CHN7: % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher improved from 10% to 22% and just below the Scottish average (23%). Rank position improved from 28th to 9th place.
- CHN14b: Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils reduced across all primary school stages to its lowest level to date for numeracy at 19.8 pp, exceeding the stretch aim of 21.0pp. Quartile position improved from 4th to 3rd.
- CHN21: Participation rates for 16-19 year-olds is above the Scottish average at 94.6% and ranking maintained at 6th overall.
- CORP 3c: the Gender Pay Gap decreased (improved) from 1.8% to 0.5% and is below the Scottish average of 2%. Rank position improved from 17th to 11th.
- CORP 6a: Sickness Absence Days per Teacher increased from 5.77 to 6.65. The rate remains below the Scottish average of 7.63 days per teacher and ranking 6th overall. 1074 teachers and a total of 7149 days lost.

- CORP 10: % Community Care Grant Decisions within 15 Days remained at 99% against a Scottish average of 87% and ranks 5th.
- CORP 12: Proportion of DHP Funding Spent. Discretionary Housing Payments (DHP) in Scotland provide essential financial support to those struggling with housing costs. East Lothian Council consistently strives to maximise its use and ensure funds are allocated effectively to support those in most need. 100% was spent during 2023/24 compared to 81.1% the previous year. This has improved rank and quartile position.
- ENV6: % of total household waste that is recycled fell slightly from 53.9% to 53% but remained well above the Scottish average of 43.3% and remained within quartile 1.
- HSN2: Percentage of rent due in the year that was lost due to voids reduced to 0.71. ELC rank position improved from 12th to 4th when compared to other councils.
- Econ 12a: Claimant count as a % of working age population fell from 3.7% to 2.3% and was well below the Scottish average of 3.2% and put East Lothian in quartile 1.
- CHN12b: Average Total Tariff SIMD Quintile 1 and CHN12f Average Total Tariff SIMD Quintile 5 have both improved quartile position.
- ENV4b Percentage of A class roads that should be considered for maintenance treatment is 28% and just under the Scottish average. Rank now within quartile 2.
- SW2 Direct payments + managed personalised budgets spend on adults (18+) as a % of total social work spend on adults (18+) increased to 6.5%. Figures show spend on DP / MPB has increased to £5.214M. The total gross spend on adult social care reduced to £79.765M in real terms.

Satisfaction indicators

- ENV7a % of adults satisfied with refuse collection is 87% and above the Scottish average. Rank position improved from 11th to 8th (quartile 1).
- Three out of the four Culture and Leisure satisfaction indicators are better than the Scottish average and within quartile 1.

- CHN10 % of adults satisfied with local schools. Improving satisfaction levels now above the Scottish average (71%). Rank position improved from 15th to 6th place and now within quartile 1.
- SW7 % Proportion of care services graded "good" or better in Care Inspectorate inspections has improved to 82.5%. Performance is above the Scottish average (77%). Ranking has improved to 13th place (quartile 2).

Areas for further investigation or improvement

3.20 Several indicators have declining performance or quartile position or are within the 3rd or 4th quartiles and may require further investigation through benchmarking activity:

Cost indicators

- CORP 8: Percentage of invoices sampled that were paid within 30 days improved from 83% to 86.5%. Performance remains below the Scottish average of 93% for 2023/34. Rank position remains within the 4th quartile. The new finance system will improve process times on payment of invoices and through the use of automation.
- C&L1: Cost per attendance at indoor sports and leisure facilities (inc. pools) has increased from £4.94 to £5.78. Number of attendances are decreasing from 848,892 to 684,966. Overall attendances remain lower than pre-pandemic levels with 2019/20 visits at 991,442. Total pool attendances are 297,775 and indoor visits are 387,191 for the year.

Performance indicators

- HSN4b: Average time taken (days) to complete non-emergency repairs has significantly increased from 9.2 to 16.2 days. There were 19,299 non-emergency repairs carried out in the year. Rank position has declined to 24th place. The increase in turnaround time for non-emergency repairs is largely attributable to a focus on improving void times and a redirection of significant resource to that area.
- CHN4: % of Pupils Gaining 5+ Awards at Level 5 increased by 1% to 62% and below the Scottish average of 67%. Rank position remains within the 4th quartile at 25th place. East Lothian's Raising Attainment Strategy 2023-2026 includes the Core Plus Stretch Aim measure of 60% for session 2023/24, rising to 62% in 25/26. The resultant 62% in session 23/24 exceeded the target set.

The causal factors leading to this indicator's performance for 2023/24 are complex and varies by school. East Lothian Council recognises the need for

improvement and is working with schools within our Service Improvement Plan and the associated Raising Attainment Strategy. Raising the attainment of our learners is underpinned by improvements in learning, teaching and assessment as well as ensuring wellbeing, equity and inclusion are realised. The combination of these service improvement priorities will all contribute to raising attainment in line with the national average.

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.

- CORP 3b: Percentage of the highest paid 5% of employees who are women increased slightly to 54.9% and below the Scottish average of 60%. Rank position is static at 27th place.
- CORP 6b: Sickness Absence Days per Employee (non-teacher) increased from 10.9 to 13.7 days. Number of days absent increased from 37,116 to 41,547. Number of employees decreased from 3400 to 3027.
- CORP-ASSET1: Percentage of operational buildings that are suitable for their current use maintained at 81.5%. Ranking slightly improved at 25th.
- SW3a: % of people aged 65 or over with long term care needs receiving personal care at home fell from 62.4 to 53.4 and is below Scottish average of 63%. Family group average 59.1%. Ranked position is now 31 and within the 4th quartile.
- ECON10: Available employment land as a % of total land allocated for employment purposes in DLP remained static at 7% with a rank of 25th place.
- CHN11: Proportion of pupils entering positive destinations dropped by 2% to 94.5 (Scottish average 96%). However, rank position relative to other council performance has declined from 11th to 28th. This is due to a narrow performance range for this indicator from the lowest of 92% to 99%. A small change in performance can lead to a bigger shift in rank position.
- Corp 9: % of Crisis Grant Decisions within 1 day decreased from 90.5% to 88%. Scottish average is 94%. Rank now within quartile 4 at 28th.
- ECON1: % Unemployed People Assisted into work from Council operated / funded Employability Programmes decreased to 9.8% in 2023/24. There were 167 people assisted into work and the unemployment count increased to 1,700. Rank position has moved from Quartile 2 to 3.

- ECON12a Claimant Count as % of Working Age Population and ECON12b Claimant Count as % of 16-24 Population have remained static and continue to be below the Scottish average. However, rank position relative to other council performance declined slightly and is now within quartile 2 for both indicators.
- ECON9 Town Vacancy Rates has increased to 12% for ELC and within the Scottish average. Rank position moved from 3rd to 15th and now within quartile 2.

Satisfaction indicators

- C&L5c % of adults satisfied with museums and galleries dropped slightly to 75% and now within quartile 2.
- ENV3c Street cleanliness score has remained consistent at 88% (-1.5%). The satisfaction score is below the Scottish average of 92% and rank position has declined from 18th to 27th place (quartile 4). It is important to note our residents' surveys has a high satisfaction rate for street cleanliness.

4 POLICY IMPLICATIONS

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

5 INTEGRATED IMPACT ASSESSMENT

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

6 RESOURCE IMPLICATIONS

- 6.1 Financial – none.
- 6.2 Personnel – none.
- 6.3 Other – none.

7 BACKGROUND PAPERS

- 7.1 Appendix 1: East Lothian LGBF Summary Report 2023/24

- 7.2 Appendix 2: East Lothian LGBF Performance Report 2023/24 (Service Categories)
- 7.3 Benchmarking Dashboard
<https://www.improvementservice.org.uk/benchmarking/explore-the-data>
- 7.4 National Benchmarking Overview Report 2023/24:
<https://www.improvementservice.org.uk/benchmarking/reports>

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Appendix 1 - LGBF Summary Report 2023/24

2023/24

East Lothian

Quartile



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



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



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



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

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

All other Performance & Satisfaction KPIs = **Higher is better**)

CHN19a, CHN20a & CHN20b: Previous Yr= 2 years

All previous costs values are real adjusted costs



ID & Title	Previous Years	Values	Overall Rank	Quartile	Quartile Status
CHN1 Cost Per Primary School Pupil	£6,766.2	£6,731.0	3	1	●
CHN2 Cost per Secondary School Pupil	£8,191.9	£8,358.2	4	1	●
CHN3 Cost per Pre-School Education place	£7,370.8	£7,452.5	1	1	●
CHN4 % of Pupils Gaining 5+ Awards at Level 5	61%	62%			◆
CHN5 % of Pupils Gaining 5+ Awards at Level 6	36%	0.40			●
CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	25%	0.36			◆
CHN7 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher	10%	0.22			▲
CHN8a The Gross Cost of "Children Looked After" in Residential based services per Child per Week	£5,104.7				
CHN8b The Gross Cost of "Children Looked After" in a community setting per Child per Week	£422.3				
CHN9 Balance of Care for 'looked after children': % of children being looked after in the community	84%				
CHN10 % of adults satisfied with local schools	77%	78%	6	1	●
CHN11 Proportion of pupils entering positive destinations	96%	94%	28	4	◆
CHN12a Overall Average Total Tariff	951.9	943.24	11	2	▲
CHN12b Average Total Tariff SIMD Quintile 1	495.0	546.00	22	3	▲
CHN12c Average Total Tariff SIMD Quintile 2	697.0	671.00	25	4	◆
CHN12d Average Total Tariff SIMD Quintile 3	989.0	928.00	15	2	▲
CHN12e Average Total Tariff SIMD Quintile 4	1071.0	1083.00	14	2	▲
CHN12f Average Total Tariff SIMD Quintile 5	1153.0	1228.00	12	2	▲
	66%	70%	29	4	◆
CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy					
CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	74%	75%	30	4	◆
CHN14a Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	23.3	22.54	21	3	▲
CHN14b Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	23.6	19.80	21	3	▲
CHN17 Percentage of children meeting developmental milestones	87%				
CHN18 % of funded early years provision which is graded good/better	91%	87%	24	3	▲
CHN19a % rate of school attendance	90%	90%	18	3	▲
CHN19b % school attendance for 'Looked After Children'	85%				
CHN20a school exclusion rate per 1000 pupils	21.2				
CHN20b School exclusion rate per 1000 Looked After Children	43.2				
CHN21 Participation Rates for 16-19 year olds	95%	95%	6	1	●
CHN22 % of child protection re-registrations within 18 months	0%				
CHN23 Percentage of looked after children with more than 1 placement in the last year (Aug-July)	13%				
CHN24 % of children living in poverty (After Housing Costs)	21%				
CORP 1 Support services as a % of Total Gross expenditure	5%	5%	27	4	◆
CORP 3b The percentage of the highest paid 5% of employees who are women	53%	55%	27	4	◆
CORP 3c The gender pay gap	1.8%	0.5%	11	2	▲
CORP 4 The cost per dwelling of collecting council tax	£8.5	£7.8	23	3	▲
CORP 6a Sickness Absence Days per Teacher	5.8	6.66	6	1	●
CORP 6b Sickness Absence Days per Employee (non-teacher)	10.9	13.73	13	2	▲
	97.6%	96.8%	8	1	●
CORP 7 Percentage of income due from Council Tax received by the end of the year					
CORP 8 Percentage of invoices sampled that were paid within 30 days	83%	87%	29	4	◆
Corp 9 % of Crisis Grant Decisions within 1 day	91%	88%	28	4	◆
CORP 10 % CCG Grant Decisions within 15 Days	99%	100%	8	1	●
CORP 11 The proportion of SWF Budget Spent	191%	110%	23	3	▲
CORP 12 Proportion of DHP Funding Spent	81%	100%	11	2	▲
CORP-ASSET1 % of operational buildings that are suitable for their current use	82%	82%	25	4	◆
CORP-ASSET2 % of internal floor area of operational buildings in satisfactory condition	88%	90%	19	3	▲
SW1 Home Care Costs per Hour for people 65 or over	£25.6	£27.8	10	2	▲
SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+	4.9%	6.5%	14	2	▲

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

ID & Title	Previous Years	Values	Overall Rank	Quartile	Quartile Status
SW3a % of people aged 65 or over with long term care needs receiving personal care at home	62%	53%	31	4	◆
SW4a Percentage of adults receiving any care or support who rate it as excellent or good					
SW4b % of adults who agree that their services had an impact in improving their quality of life		76%	4	1	●
SW4c % of adults supported at home who agree they are supported to live as independently as possible		75%	15	2	▲
SW4d % of adults supported at home who agree they had a say in how their care/support was provided		64%	11	2	▲
SW4e % of carers who feel supported to continue in their caring role		36%	5	1	●
SW5 Residential Care Costs per week per resident for people aged 65 or over	£681.6	£641.7	12	2	▲
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges	87.7	90.55	10	2	▲
SW7 % Proportion of care services graded "good" or better in Care Inspectorate inspections	77%	83%	13	2	▲
SW8 Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	193.6	213.91	4	1	●
C&L1 Cost per attendance at sports facilities	£4.9	£5.8	26	4	◆
C&L2 Cost per library visit	£3.7	£4.2	21	3	▲
C&L3 Cost of museums per visit	£3.9	£3.4	12	2	▲
C&L4 Cost of parks & open spaces per 1,000 population	£36,022.4	£35,924.0	29	4	◆
C&L5a % of adults satisfied with libraries	85%	79%	4	1	●
C&L5b % of adults satisfied with parks and open spaces	93%	89%	4	1	●
C&L5c % of adults satisfied with museums and galleries	78%	75%	9	2	▲
C&L5d % of adults satisfied with leisure facilities	87%	82%	3	1	●
ENV1a Net cost per Waste collection per premise	£81.9	£80.4	19	3	▲
ENV2a Net cost per waste disposal per premise	£82.4	£83.3	6	1	●
ENV3a Net cost of street cleaning per 1,000 population	£12,670.7	£11,570.3	12	2	▲
ENV3c Street cleanliness score	90%	88%	27	4	◆
ENV4a Cost of maintenance per kilometre of roads	£14,265.7	£11,080.5	13	2	▲
ENV4b Percentage of A class roads that should be considered for maintenance treatment	27%	28%	16	2	▲
ENV4c Percentage of B class roads that should be considered for maintenance treatment	33%	34%	24	3	▲
ENV4d Percentage of C class roads that should be considered for maintenance treatment	28%	29%	16	2	▲
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	36%	36%	19	3	▲
ENV5 Cost of trading standards and environmental health per 1,000 population	£15,458.3	£13,583.6	3	1	●
ENV5a Cost of Trading Standards, Money Advice & Citizen Advice per 1000	£2,984.7	£3,209.1	3	1	●
ENV5b Cost of Environmental Health per 1000 population	£12,473.6	£10,374.5	7	1	●
ENV6 % of total household waste arising that is recycled	53%	53%	6	1	●
ENV7a % of adults satisfied with refuse collection	86%	87%	8	1	●
ENV7b % of adults satisfied with street cleaning	77%	75%	2	1	●
HSN1b Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	5.8%	6.3%	5	1	●
HSN2 Percentage of rent due in the year that was lost due to voids	1.1%	0.7%	4	1	●
HSN3 Percentage of dwellings meeting Scottish Housing Standards	87%	90%	7	1	●
HSN4b Average time taken (days) to complete non-emergency repairs	9.2	16.3	24	3	▲
HSN5a Percentage of council dwellings that are energy efficient					
ECON1 Unemployed People Assisted into work from Council operated / funded Employability Programmes	15%	10%	22	3	▲
ECON2 Cost of Planning & Building Standards per planning application	£4,348.8	£3,915.8	2	1	●
ECON3 Average time per business and industry planning application (weeks)	12.9	7.3	4	1	●
ECON4 % of procurement spent on local enterprises	18%	19%	28	4	◆
ECON5 No of business gateway start-ups per 10,000 population	13.0	16.5	13	2	▲
ECON6 Cost of Economic Development & Tourism per 1,000 Population	£226,017.3	£112,977.0	17	3	▲
ECON7 Proportion of people earning less than the living wage	27%	16%	20	3	▲
ECON8 Proportion of properties receiving superfast broadband	96%	96%	20	3	▲
ECON9 Town Vacancy Rates	5%	12%	15	2	▲
ECON10 Available employment land as a % of total land allocated for employment purposes in LDP	7%	7%	25	4	◆

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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years
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ID & Title	Previous Years	Values	Overall Rank	Quartile	Quartile Status
ECON11 Gross Value Added (GVA) per capita	£16,636.2				
ECON12a Claimant Count as % of Working Age Population	2%	2%	11	2	▲
ECON12b Claimant Count as % of 16-24 Population	3%	3%	13	2	▲
CLIM1 CO2 emissions area wide per capita	10.02				
CLIM2 CO2 emissions area wide: emissions within scope of LA per capita	4.2				
FINSUS1 Total useable reserves as a % of council annual budgeted net revenue	14%	17%	26	4	◆
CLIM3 CO2 emissions from Transport per capita	12.36				
CLIM4 CO2 emissions from Electricity per capita	34.38				
CLIM5 CO2 emissions from Natural Gas per capita	46.73				
FINSUS2 Uncommitted General Fund Balance as a % of council annual budgeted net re	2%	2%	12	2	▲
FINSUS3 Ratio of Financing Costs to Net Revenue Stream – General Fund	3%	4%	10	2	▲
FINSUS4 Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	30%	33%	21	3	▲
FINSUS5 Actual outturn as a percentage of budgeted expenditure	102%	103%	3	1	●

Appendix 2 - LGBF Performance Report 2023/24 (Service Categories)

Fiscal_YR	2023/24
Local Authority	East Lothian

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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years
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LGBF ID & Title	Previous Years	Values		Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
Children's Services									
CHN1 Cost Per Primary School Pupil	£6,766.2	£6,731.0	●	£35.2	£7,213.5	3	6	1	● Cost per primary school pupil has decreased slightly to £6731 per pupil. East Lothian Council rank position has moved to 3rd place and below the Scottish average. Primary education gross expenditure reduced to £56877 (£000s). Number of pupils reduced slightly to 8450.
CHN2 Cost per Secondary School Pupil	£8,191.9	£8,358.2	●	£166.3	£8,957.5	4	2	1	● Secondary education gross expenditure increased in real terms to £55,724 (£000s). Number of pupils increased from 6594 to 6667. Overall, ELC ranks 4th when compared to other councils.
CHN3 Cost per Pre-School Education place	£7,370.8	£7,452.5	●	£81.7	£11,658.9	1	1	1	● Cost per pre-school education place increased to £7452 per pupil and below the Scottish average. Number of places increased to 2106. ELC ranks first for this cost indicator.
CHN4 % of Pupils Gaining 5+ Awards at Level 5	61.0%	62.0%		1%	67%	25	24	4	◆ East Lothian's Raising Attainment Strategy 2023-2026 includes the Core Plus Stretch Aim measure of 60% for session 2023/24, rising to 62% in 2025/26. The resultant 62% in session 23/24 exceeded the target set. Performance increased by 1% to 62% and below the Scottish average of 67%. Rank position remains within the 4th quartile at 25th place.
See additional comment in CHN5									

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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years
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LGBF ID & Title	Previous Years	Values		Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile		LGBF Comments
CHN5 % of Pupils Gaining 5+ Awards at Level 6	36.0%	40.0%	●	4%	39%	8	12	1	●	<p>CHN4 and CHN5 - 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. Each secondary school also has a PT Equity to track and monitor the attainment of children and young people impacted by poverty.</p> <p>Note: The stage and the point at which a young person leaves school during or at the end of a school year will have an impact on this measure. School leavers may also have gained attainment in years with different certification methods prior to 2023-24. Due to changes in how qualifications were assessed and graded in the years 2020 to 2023 comparisons of attainment between 2023-24 and earlier years should be treated with significant caution and do not allow for conclusions to be drawn on changes in education performance during this time.</p>

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LGBF ID & Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
CHN6 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher	25%	36%	11%	50%	26	29	4	◆ Comment applies to CHN6 & CHN7 - The number of school leavers in SIMD Quintile 1 in East Lothian is typically very small (approx 5% of the total leavers 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. Each secondary school also has a PT Equity to track and monitor the attainment of children and young people impacted by poverty. Note: The stage and the point at which a young person leaves school during or at the end of a school year will have an impact on this measure. School leavers may also have gained attainment in years with different certification methods prior to 2023-24. Due to changes in how qualifications were assessed and graded in the years 2020 to 2023 comparisons of attainment between 2023-24 and earlier years should be treated with significant caution and do not allow for conclusions to be drawn on changes in education performance during this time.
CHN7 % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher	10%	22%	12%	23%	9	28	2	▲ see comment on CHN6
CHN8a The Gross Cost of "Children Looked After" in Residential based services per Child per Week	£5,104.7					20		Official data being released in June 2025
CHN8b The Gross Cost of "Children Looked After" in a community setting per Child per Week	£422.3					12		Official data being released in June 2025
CHN9 Balance of Care for 'looked after children': % of children being looked after in the community	84%					22		Official data being released in June 2025

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LGBF ID & Title	Previous Years	Values		Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
CHN10 % of adults satisfied with local schools	77%	78%	●	1%	71%	6	15	1	Improving satisfaction levels now above the Scottish average and within quartile 1.
CHN11 Proportion of pupils entering positive destinations	96.3%	94.5%		-2%	96%	28	11	4	◆ School Leaver Destinations 94.5% for leaver cohort 2023/24. Rank position relative to other council performance has declined from 11th to 28th. This is due to a narrow performance range for this indicator from the lowest of 92% to 99%. A small change in performance can lead to a bigger shift in rank position.
CHN12a Overall Average Total Tariff	951.9	943.24	●	-8.7	916.9	11	11	2	▲ Comment for all Total Tariff Indicators - 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. Each secondary school also has a PT Equity to track and monitor the attainment of children and young people impacted by poverty. Note: The stage and the point at which a young person leaves school during or at the end of a school year will have an impact on this measure. School leavers may also have gained attainment in years with different certification methods prior to 2023-24. Due to changes in how qualifications were assessed and graded in the years 2020 to 2023 comparisons of attainment between 2023-24 and earlier years should be treated with significant caution and do not allow for conclusions to be drawn on changes in education performance during this time.
CHN12b Average Total Tariff SIMD Quintile 1	495.0	546.00		51.0	658.0	22	27	3	▲ See comment in CHN12a. Quartile position has improved
CHN12c Average Total Tariff SIMD Quintile 2	697.0	671.00		-26.0	762.0	25	23	4	◆ See comment in CHN12a. Performnace now within quartile 4
CHN12d Average Total Tariff SIMD Quintile 3	989.0	928.00	●	-61.0	889.0	15	7	2	▲ See comment in CHN12a
CHN12e Average Total Tariff SIMD Quintile 4	1071.0	1083.00	●	12.0	1049.0	14	16	2	▲ See comment in CHN12a
CHN12f Average Total Tariff SIMD Quintile 5	1153.0	1228.00		75.0	1260.0	12	20	2	▲ See comment in CHN12a. Quartile position has improved
CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	66.3%	69.8%		3.6%	74.0%	29	30	4	◆ Literacy rates of pupils across the primary stages in East Lothian increased in 2023-24 to their highest rate since 2020/21 at 69.8% (up 3.6 pp on the previous year). Literacy rates of pupils living in the least and the most deprived areas in East Lothian also increased with learners from the most deprived areas recording their highest achievement rates to date at 54.7%.

Fiscal_YR	2023/24
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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years
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LGBF ID & Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	73.8%	75.3%	1.5%	80%	30	28	4	◆ Numeracy rates of pupils across the primary stages in East Lothian increased in 2023-24 to their highest rate since 2020/21 at 75.3% (up 1.5 pp on the previous year). Numeracy rates of pupils living in the least and the most deprived areas in East Lothian also increased with learners from the most deprived areas recording their highest achievement rates to date at 63.7%.
CHN14a Literacy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	23.3	22.5	-0.7	20.2	21	19	3	▲ The attainment gap in East Lothian reduced across all primary school stages to its lowest level to date for literacy at 22.5 pp. In line with the Scottish Attainment Challenge and the East Lothian Council Raising Attainment Strategy, there are stretch aims in place to target improvement in this measure.
CHN14b Numeracy Attainment Gap (P1,4,7) - % point gap between the least and most deprived pupils	23.6	19.8	-3.8	17.4	21	27	3	▲ The attainment gap in East Lothian reduced across all primary school stages to its lowest level to date for numeracy at 19.8 pp, exceeding the stretch aim of 21.0pp. In line with the Scottish Attainment Challenge and the East Lothian Council Raising Attainment Strategy, there are stretch aims in place to target improvement in this measure.
CHN17 Percentage of children meeting developmental milestones	86.9%					7		Official data being released in June 2025
CHN18 % of funded early years provision which is graded good/better	91.5%	86.7%	-5%	89.8%	24	17	3	▲ This indicator shows the quality of Early Years Provision by measuring the proportion of ELC providers rated at least "good" for all quality themes, as a percentage of all funded Early Years Provision, which was inspected by the Care Inspectorate. Quality themes include: Quality of Care and Support: how well the service meets the needs of each person who uses it. Quality of Environment: where the service is delivered, for example, how clean, well maintained, and accessible it is, how is the atmosphere of the service, how welcoming it is. Quality of Staffing: the quality of the staff including their qualifications and training. Quality of Management and Leadership: how the service is managed and led and how it develops to meet the needs of the people who use it.

Fiscal_YR	2023/24
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LGBF ID & Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
CHN19a % rate of school attendance	90.0%	90.3%	●	90.3%	18		3	▲ Overall school attendance in 2023-24 was up slightly on the previous year at 90.3% (+0.3pp) in line with the national average. The East Lothian Council Raising Attainment Strategy sets out the stretch aims in place for each school to improve attendance. Schools across East Lothian use a variety of strategies to promote good attendance and support those who are struggling to attend school.
CHN19b % school attendance for 'Looked After Children'	85%					15		Official data being released in September 2025
CHN20a school exclusion rate per 1000 pupils	21.2					25		Data for this indicator is reported every 2nd year.
CHN20b School exclusion rate per 1000 Looked After Children	43.2					9		Official data being released in September 2025

Fiscal_YR	2023/24
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CHN21 Participation Rates for 16-19 year olds	94.9%	94.6%	●	-0.4%	92.7%	6	6	1	Annual Participation Measure is 94.6% for 23/24 next report due August 25
CHN22 % of child protection re-registrations within 18 months	0.0%						1		Official data being released in June 2025
CHN23 Percentage of looked after children with more than 1 placement in the last year (Aug-July)	13.1%						9		Official data being released in June 2025
CHN24 % of children living in poverty (After Housing Costs)	21.3%						9		Official data being released in June 2025. This 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. The data is published by End Child Poverty. Other data sources are from Scottish Government: Children in Low-income Families: Local area statistics and the Mid Year Population Estimates published by the National Records of Scotland (NRS).

Fiscal_YR	2023/24
Local Authority	East Lothian

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Corporate Services								
CORP 1 Support services as a % of Total Gross expenditure	4.9%	5.3%	0.4%	4%	27	26	4	◆
CORP 3b The percentage of the highest paid 5% of employees who are women	53.4%	54.9%	1.5%	60%	27	27	4	◆
CORP 3c The gender pay gap	1.8%	0.5%	● -1.2%	2%	11	17	2	▲ A positive figure indicates male employees are, on average, paid more per hour than female employees. With an average hourly rate for male and female of £20.69 and £20.58, male employees are paid 0.5% more (11p) on average. ELC ranks 11th for this indicator
CORP 4 The cost per dwelling of collecting council tax	£8.5	£7.82	-£0.6	£5.9	23	22	3	▲ The number of properties are 53,030 and the council tax spend was £414,517, therefore the cost of collection is £7.82. This is a small decrease on the previous year.
CORP 6a Sickness Absence Days per Teacher	5.8	6.66	● 0.9	7.6	6	8	1	● Teacher sickness absence increased with absence days per teacher rising from 5.77 to 6.65. The rate remains below the Scottish average of 7.63 days per teacher and ranking 6th overall. 1074 teachers and a total of 7149 days lost.
CORP 6b Sickness Absence Days per Employee (non-teacher)	10.9	13.73	● 2.8	13.9	13	4	2	▲ Sickness absence days for local government employees (exc teachers) increased to 13.7 days on average. Number of days absent increased from 37,116 to 41,547. Number of employees decreased from 3400 to 3027.
CORP 7 Percentage of income due from Council Tax received by the end of the year	97.6%	96.8%	● -0.8%	95%	8	6	1	● ELC Council tax collection performance reduced slightly to 96.8%. The figure is above the Scottish average and just remains in quartile 1. The figure is derived by calculating the income received from council tax for the year of £69,848,423 and dividing this by the income due from council tax for the year, excluding reliefs and rebates of £72,157,652. These figures relate to council tax charges and payments only and exclude water and sewerage.
CORP 8 Percentage of invoices sampled that were paid within 30 days	83.0%	86.56%	3.6%	93%	29	29	4	◆ Invoices paid on time improved to 86.5%. Performance remains below the Scottish average for 2023/34. The Creditors team continues to focus on accuracy and timely payment. There has been an extra focus on statements to anticipate potential issues with suppliers and resolution of mismatches on PECOS orders. The team have been very much involved in the project to replace the finance system.

Fiscal_YR	2023/24
Local Authority	East Lothian

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CORP-ASSET1 % of operational buildings that are suitable for their current use	81.6%	81.5%		-0.1%	85%	25	27	4	◆ Target for annual improvement for Suitability is currently set at 0.5% in order to reach a realistic target which is achievable based on budgetary constraints, corporate objectives and other factors. Reasons and explanation of why performance may change for 2023/24, compared with previous years, may be the result of factors including: New build works; Refurbishment works, of existing buildings, which have improved Suitability; Changes to Estate (e.g. properties acquired/disposed properties changing from Non; Operational to Operational) which could inadvertently affect overall percentage of Suitability of the Estate; and Recent Condition Surveys have been carried out.
CORP-ASSET2 % of internal floor area of operational buildings in satisfactory condition	88.0%	90.3%	●	2.3%	90%	19	23	3	▲ Reasons and explanation why performance may change for 2023/24 compared with previous years may be the result of a number of factors including: New build works; Refurbishment works, of existing buildings, which have improved Condition; Changes to Estate (e.g. properties acquired/disposed, properties changing from NonOperational to Operational) which could inadvertently affect overall percentage of Condition of Estate; and Recent Condition Surveys have been carried out.
CORP 10 % CCG Grant Decisions within 15 Days	99.0%	99.5%	●	0.5%	83.3%	8	5	1	● The team has successfully achieved a remarkable 99.5% target within the designated 15 working days, demonstrating efficiency, commitment, and excellence in performance.
CORP 11 The proportion of SWF Budget Spent	191.0%	110.0%		-80.9%	128.9%	23	2	3	▲ This KPI highlights the considerable reduction in additional funding for 2023/24 and underscores the stringent financial measures adopted to sustain the scheme's operational delivery. The ranking in this factor reflects a fiscally positive outcome, demonstrating improved alignment with the allocated budget.
CORP 12 Proportion of DHP Funding Spent	81.1%	100.0%		18.9%	101.0%	11	26	2	▲ Discretionary Housing Payments (DHP) in Scotland provide essential financial support to those struggling with housing costs. We consistently strive to maximise its use, ensuring funds are allocated effectively to support those in most need.
Corp 9 % of Crisis Grant Decisions within 1 day	90.5%	88.0%		-2.5%	94.0%	28	22	4	◆ A crisis grant aims to support individuals on low incomes facing emergencies or disasters, with assessment prioritisation being crucial to service delivery. Given the demanding target of processing applications within one working day, ELC's performance remains strong, despite a slight decrease to 88% within the timeframe.

Fiscal_YR	2023/24
Local Authority	East Lothian

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Adult Care Services									
SW1 Home Care Costs per Hour for people 65 or over	£25.6	£27.78	●	£2.1	£33.6	10	9	2	▲ The cost of home care per hour increased to £27.7. This is lower than the Scottish average of £33.6. Overall, the number of home care hours provided and costs have increased. Service pressures led to available provision being focussed on those with the highest level of need / risk. People were signposted to alternative sources of community support, family, day centres, etc. to help reduce demand on services (this included the introduction of the new VCEL Community First service). The cost per hour of home care varies considerably according to the service provider. The change in the average hourly is at least in part due to a change in 'mix' of providers.
SW2 SDS spend on adults 18+ as a % of total social work spend on adults 18+	4.9%	6.5%		1.6%	9%	14	20	2	▲ Self Directed Support (SDS) covers both Direct Payments (DP) and Managed Personalised Budgets (MPD), which offer different degrees of choice and control for service users, with use of DP offering the greatest level of choice. Further analysis by type of SDS is useful in terms of measuring progress in delivering the personalisation of care agenda. SDS spend as % of total social work spend increased to 6.5% and below the Scottish average. Figures show spend on DP / MPB has increased to £5.214M. The total gross spend on adult social care reduced to £79.765M in real terms.
SW3a % of people aged 65 or over with long term care needs receiving personal care at home	62.4%	53.4%		-9.0%	63%	31	15	4	◆ % of people aged 65 or over with long term care needs receiving personal care at home fell slightly to 53.4% and is below Scottish average of 62.6%. Family group average 59.1%. Ranked position now 31.
SW4b % of adults who agree that their services had an impact in improving their quality of life		76%	●		70%	4		1	● This indicator is reported every 2 years. The latest is 76% and has improved on the 63% in 21/22.
SW4c % of adults supported at home who agree they are supported to live as independently as possible		75%	●		72%	15		2	▲ This indicator is reported every 2 years. The latest is 74.7% and has improved on the 72.1% reported in 21/22.

Fiscal_YR	2023/24
Local Authority	East Lothian

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SW4d % of adults supported at home who agree they had a say in how their care/support was provided		64%	●	60%	11		2	▲ This indicator is reported every 2 years. The latest is 63.85% and has improved on the 60.6% reported in 21/22.

Fiscal_YR	2023/24
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SW4e % of carers who feel supported to continue in their caring role		36%	●		31%	5		1	● This indicator is reported every 2 years. The latest is 35.7% and has improved on the 30.7% reported in 21/22.
SW5 Residential Care Costs per week per resident for people aged 65 or over	£681.6	£641.7	●	-\$39.8	£723.0	12	14	2	▲ Residential care costs per week for people aged 65 and over reduced to £641.72. Number of long stay residents increased to 620.
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges	87.67	90.55	●	2.88	103.9	10	10	2	▲ Rate of readmission has increased from 87.6 to 90.5 per 1000 discharges. A number of factors contribute to reducing the number of readmissions to hospitals within 28 days of discharge – these include effective discharge arrangements and the coordination of appropriate initial support and follow up and ongoing care to people leaving hospital. Rate of readmission remains below the Scottish / family group average and rank position remains in 10th place.
SW7 % Proportion of care services graded "good" or better in Care Inspectorate inspections	77.0%	82.5%	●	5.5%	77%	13	17	2	▲ The % Proportion of care services graded "good" or better in Care Inspectorate inspections has improved to 82.5%. Performance is above the Scottish average. Ranking has improved to 13th place. The percentage used in this indicator is prone to fluctuation as there is a relatively small number of inspections in East Lothian when compared to larger HSCPs. This means that even one negative inspection result brings the percentage down more significantly.
SW8 Number of days people spend in hospital when they are ready to be discharged (per 1000 pop 75+)	193.6	213.91	●	20.3	841.5	4	1	1	● A delay in discharge can be due to the necessary care, support or accommodation not being available to meet the needs of someone who is clinically ready to leave hospital. Our continued high level of performance in relation to delayed discharge is the result of key health and social care services working collaboratively to ensure people are able to be discharged from hospital in a timely manner.

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Environmental Services								
ENV1a Net cost per Waste collection per premise	£81.9	£80.38	-£1.5	£78.7	19	19	3	▲ Net cost of waste collection per premise reduced to £80.38 in real terms, with costs slightly higher than the Scottish average. Cost lower than family grp average of £82.6. Net expenditure reduced to £4,681 (£000) and the number of properties increased to 58,238.
ENV2a Net cost per waste disposal per premise	£82.4	£83.3	● £0.9	£104.4	6	8	1	● Net cost in waste disposal per premise increased slightly to £83 and below the Scottish / family grp average. Rank position in first quartile.
ENV3a Net cost of street cleaning per 1,000 population	£12,670.7	£11,570.3	● -£1,100.5	£15,960.9	12	13	2	▲ Net cost of street cleaning per 1000 population reduced to £11,570 in real terms. This is below the Scottish / family grp average. Net expenditure reduced to £1,316 (£000s) against an increasing population (113,740).
ENV3c Street cleanliness score	90.0%	88.5%	-1.5%	92%	27	18	4	◆ ELC street cleanliness score has remained consistent at 88.5%. Our local residents surveys has a high satisfaction rate for street cleanliness.
ENV4a Cost of maintenance per kilometre of roads	£14,265.7	£11,080.5	● -£3,185.2	£13,788.3	13	16	2	▲ Gross expenditure increased to £12,778,000 . Km of road is 1153. Overall, cost per km are lower than Scottish avarege
ENV4b Percentage of A class roads that should be considered for maintenance treatment	27.2%	28.0%	● 1%	29%	16	19	2	▲ All A Class roads are surveyed every 2 years.
ENV4c Percentage of B class roads that should be considered for maintenance treatment	32.8%	33.9%	1%	32%	24	22	3	▲ 50% of B Class roads are surveyed every 2 years.
ENV4d Percentage of C class roads that should be considered for maintenance treatment	27.7%	29.4%	● 2%	33%	16	12	2	▲ 50% of C Class roads are surveyed every 4 years.
ENV4e Percentage of unclassified roads that should be considered for maintenance treatment	36.1%	36.1%	● 0%	36%	19	19	3	▲

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ENV5 Cost of trading standards and environmental health per 1,000 population	£15,458.3	£13,583.6	●	-£1,874.7	£22,804.0	3	3	1	●	
ENV5a Cost of Trading Standards, Money Advice & Citizen Advice per 1000	£2,984.7	£3,209.1	●	£224.4	£7,266.0	3	3	1	●	Costs have increased in real terms from £2984 to £3209 per 1000 population. ELC remains within the first quartile. Costs lower than the Scottish / family grp average.
ENV5b Cost of Environmental Health per 1000 population	£12,473.6	£10,374.5	●	-£2,099.1	£15,538.0	7	9	1	●	Cost performance within the first quartile. The majority of environmental indicators are better than the Scottish average
ENV6 % of total household waste arising that is recycled	53%	53.1%	●	0%	43.5%	6	7	1	●	Total waste that is recycled has been maintained at 53.1% and remains above the Scottish average.
ENV7a % of adults satisfied with refuse collection	86%	87%	●	1%	78%	8	11	1	●	Satisfaction levels maintaining at similar levels. Rank position improved.
ENV7b % of adults satisfied with street cleaning	77%	75%	●	-2%	58%	2	2	1	●	Satisfaction scores at similar levels.

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Housing Services									
HSN1b Gross rent arrears as at 31 March each year as a % of rent due for the reporting year	5.8%	6.3%	●	0.5%	9%	5	4	1	● Gross rent arrears as a percentage of rent due increased to 6.3% and remains below the Scottish / family grp average.
HSN2 Percentage of rent due in the year that was lost due to voids	1.09%	0.71%	●	-0.4%	1.8%	4	12	1	● Percentage of rent due in the year that was lost due to voids reduced to 0.71. ELC rank position is 4th when compared to other councils.
HSN3 Percentage of dwellings meeting Scottish Housing Standards	86.9%	89.7%	●	2.7%	78%	7	6	1	● Scottish Housing Standard continues to improve to 89.7% and now well above the Scottish average and in the 1st quartile.
HSN4b Average time taken (days) to complete non-emergency repairs	9.2	16.3		7.1	10.0	24	15	3	▲ There were 19,299 non-emergency repairs carried out in the year. Average working days taken per repair has significantly increased from 9.2 to 16.3 days. Rank position has declined to 24th place. The increase in turnaround time for non-emergency repairs is largely attributable to a focus on improving void times and a redirection of significant resource to that area, whilst continuing to ensure that emergency repair response targets were met. Despite the increase, the average time remains under the Repairs & Maintenance Policy target of 20 days and tenant satisfaction with repairs during the period was 88.75% against a Scottish LA average of 87.31%.

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Local Authority	East Lothian

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Economic development									
ECON1 Unemployed People Assisted into work from Council operated / funded Employability Programmes	15%	9.8%		-5%	12%	22	13	3	▲ This indicator is a measure of the total number of registered unemployed people in a year having received support from a Council funded / operated employability programme and who go on to access employment. % of unemployed people assisted in to work has decreased to 9.8% in 2023/24. There were 167 people assisted into work and the unemployment count increased to 1,700. No. assisted into work as of Q3 is 151 cumulative which is an increase of 16% from same period 2022/23
ECON2 Cost of Planning & Building Standards per planning application	£4,348.8	£3,915.8	●	£433.0	£6,679.1	2	5	1	●
ECON3 Average time per business and industry planning application (weeks)	12.9	7.3	●	-5.7	10.7	4	19	1	● Average time per business and industry planning application (weeks) improved from 12.9 to 7.3 weeks. This is below the Scottish average and has resulted in an improvement in the rank position to 4th.
ECON4 % of procurement spent on local enterprises	17.7%	18.7%		1.0%	31%	28	28	4	◆ This measure, focusses on the proportion of procurement spend which is targeted at local enterprises. It is an important indicator of the progress councils are making in delivering on their standing commitment to invest in their local economies and create employment. There are factors that can affect performance such as supply chain and geographical issues. For ELC, the % of procurement spent on local businesses increased slightly to 18.7% and is below the Scottish average of 30%. It is recognised that not all of our goods, works or services will be available to procure locally (within East Lothian) and similarly other neighbouring Local Authorities will not be able to source all their goods, works or services within their own Local Authority areas. It is therefore important that we work across boundaries to collectively invest in our "local" economies. Local 1 is defined as East Lothian first, expanding to the Lothians, which includes Edinburgh, Midlothian and West Lothian (Local 2) and finally expanding to the Edinburgh and South-East Scotland City Region (Local 3), which includes Fife and Scottish Borders local authorities.

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ECON5 No of business gateway start-ups per 10,000 population	13.0	16.5	●	3.5	13.6	13	25	2	▲ 188 business gateway startups during the year and above the Scottish average.
ECON6 Cost of Economic Development & Tourism per 1,000 Population	£226,017.3	£112,977.0	●	-£113,040.4	£118,765.4	17	29	3	▲

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 CHN19a,CHN20a & CHN20b: Previous Yr= 2 years
 All previous costs values are real adjusted costs



LGBF ID & Title	Previous Years	Values		Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
ECON7 Proportion of people earning less than the living wage	27%	16%		-11%	10%	20	20	3	▲ Taken from the Annual Survey for Hours and Earnings by ONS based on the calendar year. The previous data is for 2021/22 at 27%. This indicator shows an decline in the number of working people earning less than the living wage.
ECON8 Proportion of properties receiving superfast broadband	96%	96%	●	0%	96%	20	20	3	▲
ECON9 Town Vacancy Rates	5%	12%	●	7%	12%	15	3	2	▲ Town vacancy rate has increased to 12% for ELC and within the Scottish average. Quartile position has now move to 2
ECON10 Available employment land as a % of total land allocated for employment purposes in LDP	7%	7%		0%	25%	25	26	4	◆
ECON11 Gross Value Added (GVA) per capita	£16,636.2						28		Official data being released in June 2025. Gross Value Added (GVA) per capita measures change in total economic output at the local level per head of population. GVA is a strong tool in comparing the strength and productivity of a local economy. This will be useful in monitoring the economic recovery.
ECON12a Claimant Count as % of Working Age Population	2.3%	2.3%	●	0%	3.1%	11	7	2	▲ Claimant count as a % of the working age population remained static at 2.3%.Total claimant count is 1,540 within a working age population of 66,893.
ECON12b Claimant Count as % of 16-24 Population	2.7%	3.0%	●	0%	3.4%	13	7	2	▲ Claimant % increased for this age group to 2.95%. Total claimant count is 301 within a working age population (16 to 24) of 10,204.

Fiscal_YR	2023/24
Local Authority	East Lothian

Key to Icons

Values

● = Better than the Scottish Average (Profile based)

Quartile

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LGBF ID & Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
Culture & Leisure Services								
C&L1 Cost per attendance at sports facilities	£4.9	£5.8	£0.8	£4.4	26	20	4	◆ Cost per attendance at indoor sports and leisure facilities (inc pools) has increased from £4.94 to £5.78. Net expenditure at £3,957 (£000s). Number of attendances are decreasing from 848,892 to 684,966. Overall attendances still remain lower than pre-pandemic levels with 2019/20 visits at 991,442. Total pool attendances are 297,775 and indoor visits are 387,191 for the year. Visit to outdoor facilities (95,837) are not included in the calculation.
C&L2 Cost per library visit	£3.72	£4.16	£0.4	£2.4	21	17	3	▲ Cost of library per visit has increased from £3.7 to £4.16. Visits decreased slightly to 552,121. Physical visits for the year is at 422,094 and virtual visits is 130,027. Net expenditure increased to £2296 (£000s).
C&L3 Cost of museums per visit	£3.9	£3.4	● -£0.6	£3.5	12	12	2	▲ During 2023/24 there was a real terms decrease in cost per museum visit from £3.9 to £3.4. Net expenditure of museums and galleries is £359,000. Also, the number of museum visits increased from 93,761 to 106,487.
C&L4 Cost of parks & open spaces per 1,000 population	£36,022.4	£35,924.0	-£98.3	£23,376.3	29	29	4	◆ Cost of parks and open spaces within East Lothian has reduced to £35,924 per 1000 population. The indicator only measures cost and does not take into account the quality, purpose and quantity of parks and open spaces managed by local authorities.
C&L5a % of adults satisfied with libraries	85%	79%	● -6%	67%	4	3	1	● Satisfaction levels continue to be above the Scottish average and within quartiles1
C&L5b % of adults satisfied with parks and open spaces	93%	89%	● -3%	85%	4	3	1	● Satisfaction levels continue to be above the Scottish average and within quartiles1
C&L5c % of adults satisfied with museums and galleries	78%	75%	● -3%	69%	9	8	2	▲ Satisfaction levels continue to be above the Scottish average
C&L5d % of adults satisfied with leisure facilities	87%	82%	● -5%	67%	3	2	1	● Satisfaction levels continue to be above the Scottish average and within quartiles1

Fiscal_YR	2023/24
Local Authority	East Lothian

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CHN19a,CHN20a & CHN20b: Previous Yr= 2 years
All previous costs values are real adjusted costs



LGBF ID & Title	Previous Years	Values		Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
Financial Sustainability									
FINSUS1 Total useable reserves as a % of council annual budgeted net revenue	14%	17%		3%	24%	26	29	4	◆ This indicator pertains to Movement in Reserves Statement data. The Budget is the approved budget for the start of the financial year. Total usable reserves include Capital Grants Unapplied and Capital Fund. This measure has been incorporated to provide an indication on the level of how a Council is placed to meet unforeseen events. A low level of unallocated reserves may be a sign that a council could struggle if any unknown financial surprises were to occur.
FINSUS2 Uncommitted General Fund Balance as a % of council annual budgeted net revenue	2.3%	2.4%	●	0.1%	2%	12	14	2	▲ This measure has been incorporated to provide an indication on the level of uncommitted reserves. A low level of uncommitted reserves may be a sign that a council could struggle if any unknown financial surprises were to occur. This indicator is calculated as the ratio of uncommitted general fund balance to net revenue expenditure.
FINSUS3 Ratio of Financing Costs to Net Revenue Stream – General Fund	2.7%	4.3%	●	1.5%	6%	10	6	2	▲ This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure by identifying the proportion of the revenue budget required to meet financing costs, net of investment income. This indicator is one of the Prudential indicators currently published by Councils during their budget setting process.

Fiscal_YR	2023/24
Local Authority	East Lothian

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LGBF ID & Title	Previous Years	Values		Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
FINSUS4 Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	30.2%	33.1%		3.0%	20%	21	20	3	▲ This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure for the HRA, by identifying the proportion of the revenue budget required to meet financing costs, net of investment income
FINSUS5 Actual outturn as a percentage of budgeted expenditure	102.0%	102.9%	●	0.9%	100%	3	2	1	● The need for budgets and forecasts to reflect actual spending becomes increasingly important for councils with decreasing or low levels of usable reserves to draw on. Councils cannot continue to rely on underspends in certain services offsetting overspending elsewhere. Where services have been found to consistently overspend, budgets should be revised to reflect true spending levels and patterns. This requires good financial management to ensure spending is accurately forecast and monitored within the year. This measure looks at how well the Council has adhered to their financial plans, i.e. good financial management. The budget is set at the beginning of the year and measured against the actual expenditure occurred.

Fiscal_YR	2023/24
Local Authority	East Lothian

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LGBF ID & Title	Previous Years	Values	Variation	Scottish Average	Overall Rank	Prev Yr Rank	Quartile	LGBF Comments
Tackling Climate Change								
CLIM1 CO2 emissions area wide per capita	10.0					29		Official data being released in June 2025
CLIM2 CO2 emissions area wide: emissions within scope of LA per capita	4.2					14		Official data being released in June 2025
CLIM3 CO2 emissions from Transport per capita	12.4					2		Official data being released in June 2025
CLIM4 CO2 emissions from Electricity per capita	34.4					6		Official data being released in June 2025
CLIM5 CO2 emissions from Natural Gas per capita	46.7					9		Official data being released in June 2025

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 12 June 2025

BY: Executive Director for Council Resources

SUBJECT: Customer Feedback Reporting 2024/2025

6

1 PURPOSE

- 1.1 To report on the use of the Council's Complaints Handling Procedure for 2024/2025 (1 April 2024 to 31 March 2025).
- 1.2 To raise awareness of implemented and planned improved processes as result of trends seen in the reporting.

2 RECOMMENDATIONS

- 2.1 To note the report and, where appropriate, highlight areas for further consideration.

3 BACKGROUND

- 3.1 East Lothian Council complies with the model complaints handling procedure (CHP) for local authorities introduced by the Scottish Public Services Ombudsman (SPSO):

Stage 1 (Frontline Resolution) – Complaint dealt with at point of service within 5 working days

Stage 2 (Investigation) – Complaint investigated; acknowledged within 3 working days and response provided within 20 working days. If complainants remain dissatisfied after completing this process they have a legal right of appeal to the SPSO.

- 3.2 Complaints handled at Stage 1 – where customers are not satisfied with the response, escalate to Stage 2. Such complaints continue to be recorded separately. This ensures that the reporting of complaints “escalated to Stage 2” are more accurate.
- 3.3 The Customer Feedback and FOI team are in the process of recruiting a new officer to assist the team due to the increase of complaints and

Information requests. A continuation of cross-skilling has enabled the team to provide continued stabilisation within both teams. The teams now permanently work from home with no impact on service delivery allowing the teams to comply with the regulatory requests in accordance with legislation.

- 3.4 The Complaint Handling Completion Form continues to capture valuable data, including resolutions and learnings and it helps develop new practices. The learnings and service improvements are captured within each service area's improvement log and shared with Service Managers quarterly. This remains a valuable tool for supporting Services in making continuous improvements and maintaining a Customer First approach.
- 3.5 The Customer Satisfaction Survey has now been fully embedded. The survey captures the feedback around how the complaint process was handled. We sent 138 survey requests to customers and 28 were returned. The findings are included in our quarterly benchmarking data and shared with our regulator, the SPSO.
- 3.6 The Council continues to record and report on complaints received by the Contact Centre, local area offices and the Customer Feedback Team. Service areas are encouraged to report complaints they receive through these channels to ensure recording is as accurate as possible.
- 3.7 The new OCP (On-line Customer Portal) is working well. Further adaptations and improved processes continue to ensure improved efficiencies.
- 3.8 This report covers all Council services.

Customer Feedback Overview 2024/2025

- 3.9 During 2024/2025, East Lothian Council received **648** complaints, compared with **580** in 2023/2024. Overall 2024/2025 saw an increase from the previous year in both Stage 1 and Stage 2 complaints. This is detailed further below. There has been a decrease in comments received, with Waste still receiving 41% of all comments. Changes to bin 3-weekly collection and the fee for garden waste collection remain the main points of topic.

2024/2025

Stage	Complaints	Compliments	Comments
1	542	322	370
2	106		

2023/2024

Stage	Complaints	Compliments	Comments
1	519	255	465
2	61		

3.10 Complaint **response times** were as follows:

Stage 1: 40% (190 of 475) responded to within 5 working days.

Stage 2: 95.1% (77 of 81) responded to within 20 working days.

3.11 Response times have slightly decreased since 2024/2025 at 40% for Stage 1 compared to 42% in 2023/2024 and increased from 66% to 95.1% for Stage 2.

Whilst the response time is longer than the SPSO guidelines, customers are advised if their Stage 2 complaint is going to take more than 20 days and provided with regular updates, where required.

Complaint Analysis 2024/2025

3.12 Stage 1 complaints

Outcomes in 2024/2025 were as follows:

542 Stage 1 complaints received

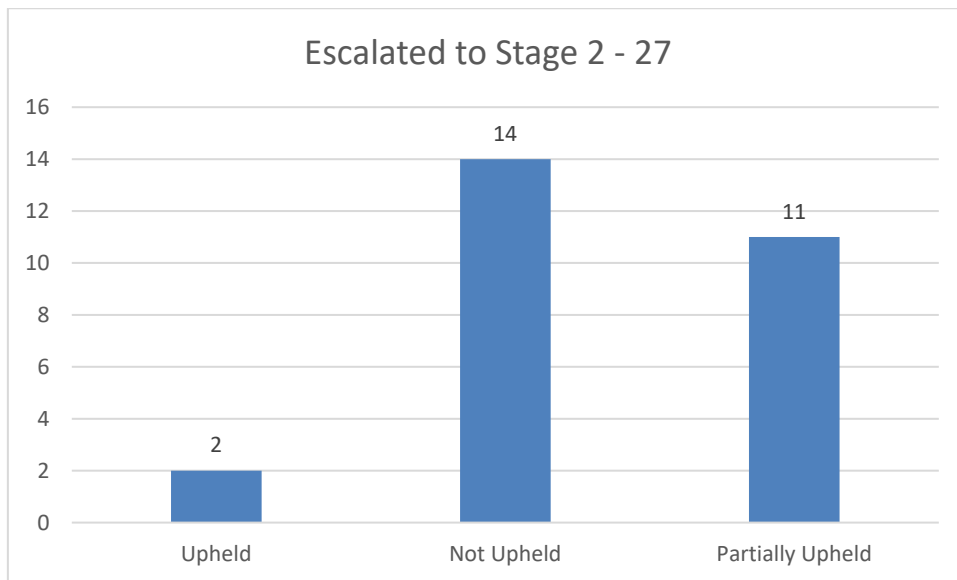
Not Upheld - 142

Partially Upheld - 55

Upheld - 39

Resolved - 239

Escalated to Stage 2 - 27



Please note: Totals may not match as not all complaints are closed in the same quarter as in which they are received.

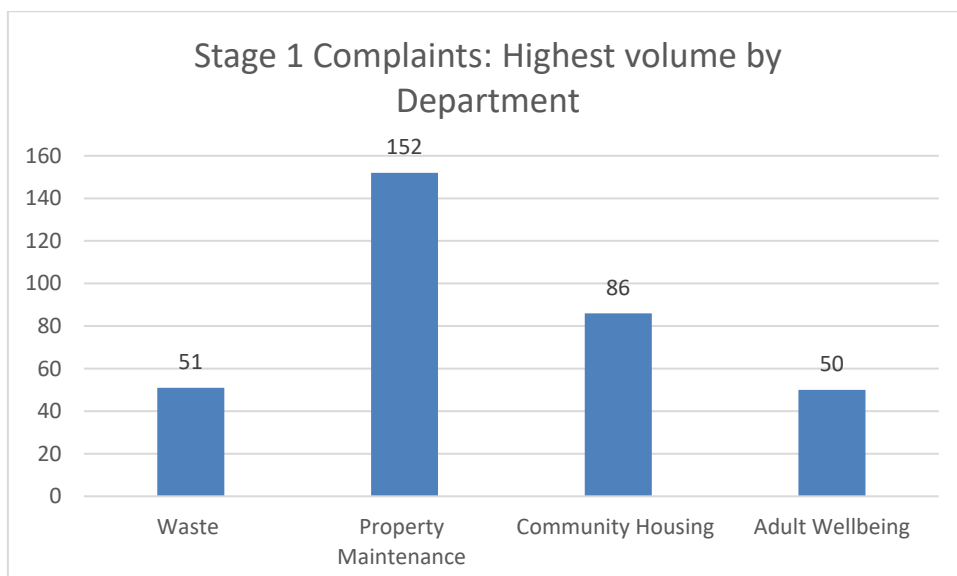
The service areas receiving the highest volume of **Stage 1** complaints in **2024/2025** were:

Waste 9% (51)

Property Maintenance 28% (152)

Community Housing 16% (86)

Adult Wellbeing 9% (50)



Please note: Totals may not match as not all complaints are closed in the same quarter as in which they are received

Waste received 9% (51) of all Stage 1 complaints received in 2024/2025 (542). Of the complaints received, over 35% were resolved.

Adult Wellbeing received 9% (50) of all Stage 1 complaints received in 2024/2025 (542). Of the complaints received, over 40% were resolved.

Community Housing received 16% (86) of all Stage 1 complaints (542) and has seen a decrease from 104 in 2023/2024. Of the complaints received, over 36% were resolved.

Property Maintenance received 28% (152) of all Stage 1 complaints received in 2024/2025 (542). Stage 1 complaints have seen a decrease from 231 in 2023/2024 to 152 this year. Of the complaints received, over 49% were resolved

3.13 Stage 2 complaints

Outcomes in 2024/2025 were as follows:

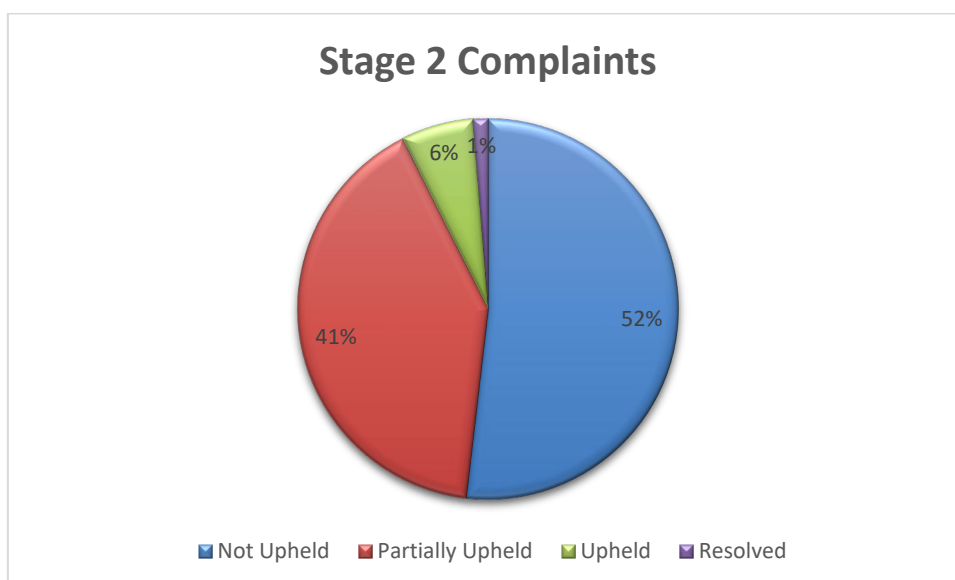
106 Stage 2 complaints received

Not Upheld - 42

Partially Upheld - 33

Upheld - 5

Resolved - 1



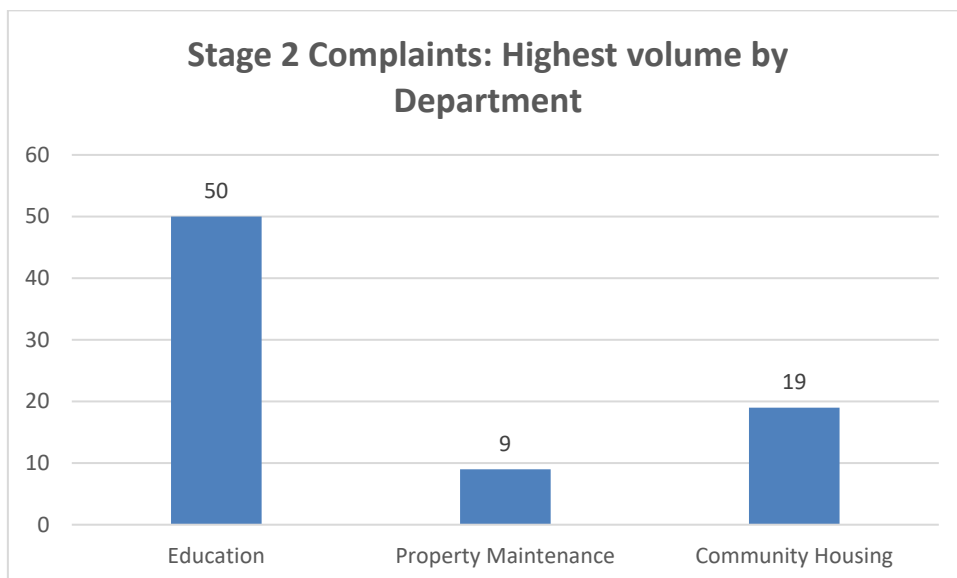
Please note: Totals may not match as not all complaints are closed in the same quarter as in which they are received.

The service areas receiving the highest volume of **Stage 2** complaints in **2024/2025** were:

Education 47% (50)

Property Maintenance 8% (9)

Community Housing 18% (19)



Education received 47% (50) of all Stage 2 complaints received in 2024/2025 (106). Of the complaints received, over 32% were not upheld. 15% of Education complaints were in relation to bullying and 8% were in relation to ASN pupils.

Property Maintenance received 8% (9) of all Stage 2 complaints received in 2024/2025 (106). Of the complaints received, over 44% were not upheld.

Community Housing received 18% (19) of all Stage 2 complaints (106). Of the complaints received, over 47% were not upheld.

- 3.14 A table of all Service Area Complaints in 2023/2024 are shown in [Appendix 1](#). Service Area Response Timescales are shown in [Appendix 2](#).

Compliments Overview 2024/2025

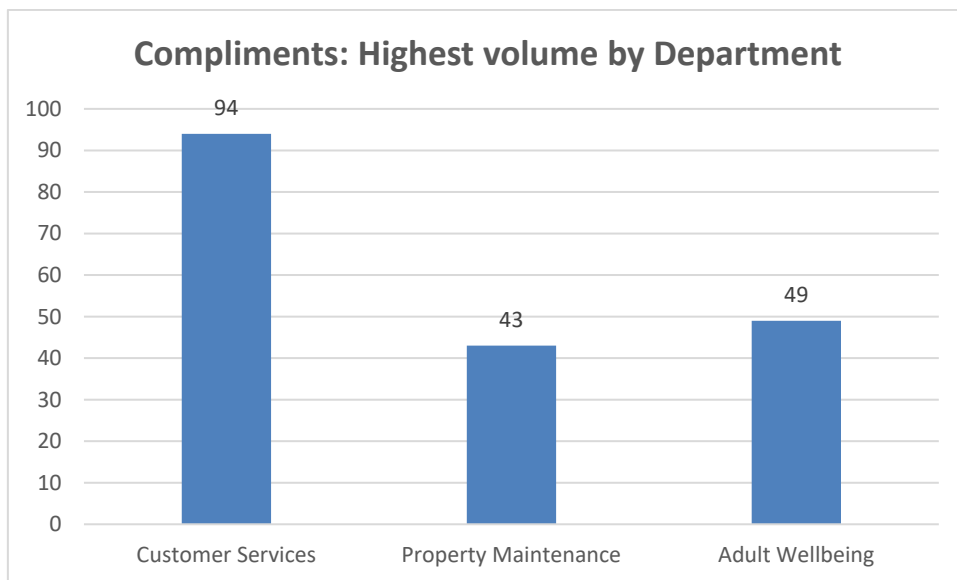
- 3.15 **322** compliments were received in **2024/2025**.

The following Service Areas received a high percentage of compliments:

Property Maintenance 13% (43)

Customer Services 29% (94)

Adult Wellbeing 15% (49)



This follows the trend seen in previous years as these Service Areas have a high volume of customer facing interactions and as such have more opportunity to receive more feedback; both compliments and complaints.

Comments Overview 2024/2025

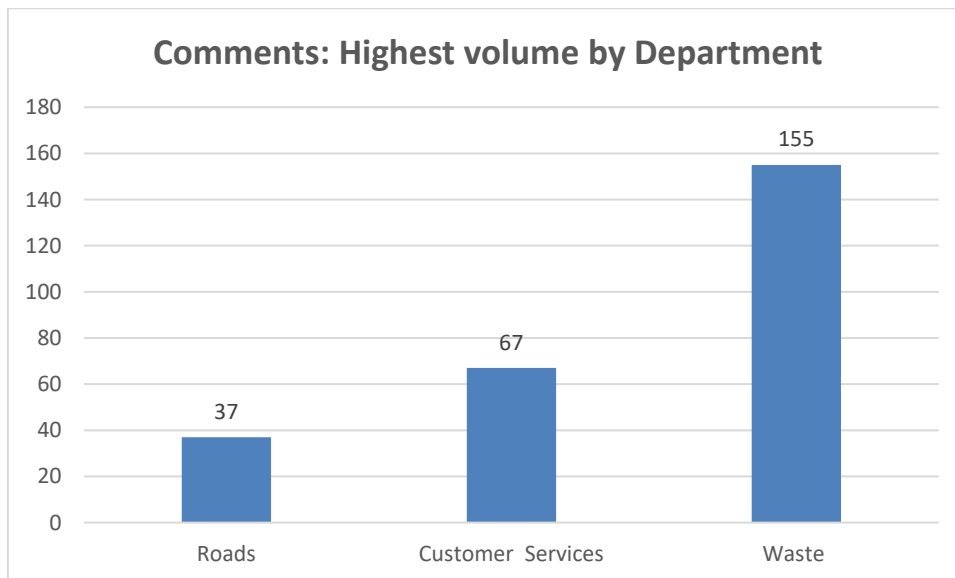
3.15 **370** comments were received in **2024/2025**.

The following Service Areas received a high percentage of comments:

Roads 10% (37)

Customer Services 18% (67)

Waste 42% (155)



This follows the trend seen in previous years as these service areas have a high volume of customer facing interactions and as such have more opportunity to receive more feedback; both compliments and comments.

Complaint Trends Found Across Service Areas

3.16 All - Services Communication

Across all service areas of the Council, lack of communication is the most frequently reported issue.

Effective communication is crucial when handling customer enquiries/complaints. It not only ensures that issues are addressed promptly and efficiently but also fosters trust and transparency between the Council and its residents. Communication with customers early and throughout the handling of enquiries also reduces the likelihood that complaints will be escalated, minimising demands on staff time overall.

Looking forward to 2025-26 based on this years trends, improvements to effective communication are likely to have a significant impact.

After communication, the following topics were the most frequently reported subjects of complaints, by service area:

Education

- Bullying – pupil to pupil
- ASN funding
- ASN provision
- Staff conduct

ELHSCP

- Care providers
- Care packages

Housing

- Neighbour issues
- Not calling tenants back when requested
- Property conditions at let

Property Maintenance

- Damp & Mould
- Conditions of properties
- Ongoing repairs
- Cancelled appointments
- Lack of response

Waste

- Recycling centre
- Brown bin payment
- Bin collections
- Staff conduct
- Recycling service

3.17 Number of Complaints Received per Individual

Total number of complaints: 648

Total number of complainants: 559

Complainants who submitted 1 complaint only: 536

Complainants who submitted 2-5 complaints: 22

Complainants who submitted 6-10 complaints: 1

Complainants who submitted more than 10 complaints: 0

Highest number of complaints submitted by a single individual: 6

4 POLICY IMPLICATIONS

4.1 None

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

AUTHOR'S NAME	Susan Farrow
DESIGNATION	Team Leader – Customer Feedback and FOI
CONTACT INFO	sfarrow@eastlothian.gov.uk x7742
DATE	22/05/2025

Appendix 1 Customer Feedback Breakdown by Service 2024/2025

Service Area	Stage 1 Received	Not Upheld	Partially Upheld	Upheld	Resolved	Escalated to stage 2	Stage 2 Received	Not Upheld	Partially Upheld	Upheld	Resolved	Compliments	Comments
Adult Wellbeing													
Total	50	7	6	11	20	3	6	2	2	1	0	49	6
Building Standards													
Total	2	1	0	0	1	0	0	0	0	0	0	2	0
Children's Services													
Total	16	2	1	0	10	2	3	0	1	0	0	0	0
Community Housing													
Total	86	18	14	8	31	13	19	9	7	2	0	4	24
Community Partnerships													
Total	4	1	0	0	2	1	0	0	0	0	0	4	0
Web & Corporate Communications													
Total	0	0	0	0	0	0	0	0	0	0	0	15	6
Customer Services													
Total	2	0	2	0	0	0	1	0	1	0	0	94	67
Education													
Total	49	17	4	4	13	9	50	14	16	3	1	3	7
Engineering Services													
Total	0	0	0	0	0	0	0	0	0	0	0	0	2

Service areas which have not received any complaints or comments/compliments in 2024/2025 have not been included in this overall report

Service Area	Stage 1 Received	Not Upheld	Partially Upheld	Upheld	Resolved	Escalated to stage 2	Stage 2 Received	Not Upheld	Partially Upheld	Upheld	Resolved	Compliments	Comments
Environmental Services													
Total	32	12	3	2	6	5	5	1	2	0	0	6	13
Planning													
Total	8	6	0	0	0	2	4	4	0	0	0	0	2
Facilities													
Total	0	0	0	0	0	0	0	0	0	0	0	2	3
Property Maintenance													
Total	152	39	11	9	74	11	9	4	3	2	0	43	9
Roads													
Total	25	2	2	3	15	1	2	2	0	0	0	19	37
Transportation													
Total	12	2	1	0	3	5	1	1	0	0	0	1	4
Sports & Countryside													
Total	16	2	1	1	8	1	3	3	0	0	0	42	24
Waste													
Total	51	22	2	1	18	4	1	1	0	0	0	26	155
Revenues Services													
Total	9	2	1	0	4	1	0	0	0	0	0	7	2
Governance													
Total	7	2	3	0	2	0	0	0	0	0	0	3	4
Strategic Asset & Estates													
Total	3	0	2	0	0	1	0	0	0	0	0	0	0
Economic Development													
Total	0	0	0	0	0	0	1	0	0	0	0	0	1
People and Council Support													
Total	0	0	0	0	0	0	1	1	0	0	0	0	1
Housing Assets inc Central Heating													
Total	14	9	1	0	4	0	0	0	0	0	0	0	2

Service areas which have not received any complaints or comments/compliments in 2024/2025 have not been included in this overall report

Appendix 2 Customer Feedback Response Times by Service 2024/2025

Service Area	Stage 1 % responded to within 5 Working days	Stage 2 % responded to within 20 Working days
Adult Wellbeing	26%	82%
Building Standards	100%	*
Children's Services	36%	60%
Community Housing	24%	81%
Community Partnerships	0%	100%
Customer Services	100%	100%
Education	43%	69%
People and Council Support	*	0%
Environment Services	26%	90%
Housing Assessts Inc Central Heating	57%	*
Strategic Asset & Estates	33%	100%
Governance	50%	*
Planning	33%	33%
Property Maintenance	34%	80%
Revenues Services	87%	100%
Roads	73%	66%
Sports Countryside & Leisure	66%	100%
Transportation	66%	100%
Waste	74%	100%
** no complaints recorded		

REPORT TO: Policy and Performance Review Committee

MEETING DATE: 12 June 2025

BY: Executive Director for Council Resources

SUBJECT: Performance Framework Refresh

7

1 PURPOSE

- 1.1 To provide Members of the Policy & Performance Review Committee (PPRC) with an update on the review of our current approach to performance reporting.
- 1.2 The scope of the report is to review the approach to Council Plan performance PPRC reporting, to ensure reports comply with any statutory requirements and follow good public performance reporting practices.

2 RECOMMENDATIONS

- 2.1 To note the progress made to date.
- 2.2 To approve the proposed approach to performance reporting.
- 2.3 To note that the reports outlined in the new approach will be brought to members in line with the agreed work programme for session 2025/2026.

3 BACKGROUND

- 3.1 In December 2024, a Review of Performance Reporting and Indicators report was presented to PPRC. This report outlined the statutory duties placed upon the Council as well as the new Statutory Performance Information Direction guidance. The report further committed the Council to review the new Direction and Guidance and identify any gaps in our current reporting and report back to PPRC at a future meeting.
- 3.2 In March 2025, the Head of Corporate Support worked with the Improvement Service and Committee members to complete a self-assessment to support PPRC to identify improvement actions to better carry out its scrutiny remit and add value to the Council.
- 3.3 Since then, a review of good practice on performance reporting being adopted by other Scottish local authorities has been undertaken, that has informed the development of the proposed approach to performance reporting.

- 3.4 Work is progressing well with the Council Management Team to review the current indicators and select the specific indicators to be presented to PPRC from September 2025.

Performance Reporting Hierarchy

- 3.5 A performance reporting hierarchy refers to how different aspects of an organisation's performance are structured and presented in reports, typically from a high-level overview to more granular details. This hierarchy helps organise and communicate information about performance against key objectives, focusing on different levels of management and their responsibilities.
- 3.6 Strategic level: this level provides a broad overview of overall performance, focusing on key strategic objectives and organisational goals set out in the Council Plan and subsequent strategic priorities approved by the Council in February 2024.
- 3.7 Tactical level: this level will delve into specific Heads of Service areas, analysing performance against defined targets and metrics for the group of services they are responsible for.
- 3.8 Operational level: this level will focus on individual projects, tasks, and processes, providing detailed information on performance outcomes and any potential areas for improvement.

Proposed Reporting Approach and Frequency

- 3.9 It is proposed that Strategic (Council) level reports are presented to PPRC annually in June of each year. This will replace the current top 10/50 indicators reports.
- 3.10 It is further proposed that Tactical (Head of Service) level reports are presented to PPRC at least quarterly. Each Head of Service will present a performance report, spread across each of the four sessions detailed in the PPRC work programme. These will replace the current quarterly reports.
- 3.11 Both reports noted above will present performance updates structured around the Council's strategies and priorities:
- Ensure the financial sustainability of the Council through the delivery of approved savings and transforming the way we deliver services (contributes to the long-term objective: Grow our Capacity)
 - Target resources on statutory services and focus on the highest risks and those most in need (sits under the long-term objective: Grow our People)
 - Deliver key infrastructure, economic development and environmentally sustainable projects within available council resources and maximising external funding (contributes to the long-term objectives: Grow our Economy and Grow our Communities).
- 3.12 Operational (Service) level performance is managed in line with our service planning guidance and reported via statutory reporting required by specific legislation or regulations. Reporting of these will remain in line with the current reporting regime.

- 3.13 An outline of the proposed Strategic and Head of Service level report formats is shown in Appendix 1 and 2, respectively.
- 3.14 It is planned that the first annual report will be reported to PPRC in September 2025, following approval of this report.
- 3.15 It is further planned that the first Heads of Service level reports will be presented to PPRC in September.

4 POLICY IMPLICATIONS

- 4.1 No policy implications.

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 Review of Performance Reporting and Indicators December 2024:
https://www.eastlothian.gov.uk/meetings/meeting/17421/policy_and_performance_review_committee
- 7.2 Statutory Performance Information Direction (from 2025/26):
https://audit.scot/uploads/docs/um/spi_direction_2024.pdf
- 7.3 Performance Portal [East Lothian Council Performance Portal](#)

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Appendix 1 – Annual Report Outline: Strategic (Council) level reports - Delivering Strategic Priorities

For each of the three Council Strategic Priorities we will present Strategic (Council) level performance using this format:





Delivering Strategic Priorities and the Council Plan

Ensure the financial sustainability of the Council through the delivery of approved savings and transforming the way we deliver services (contributes to the long-term objective: Grow our Capacity)

What we will do	Due date	Status	Update
Develop the Councils ??	31/03/2026	Closed	?? Developed and approved by CMT / Cabinet / Committee / Council on x date
Deliver the Councils ?? Strategy	31/03/2027	On target	Strategy approved on x date, latest report on progress reported to CMT / Cabinet / Committee / Council on x date
Deliver the Councils ?? Plan	31/03/2028	Delayed	Plan approved on x date, latest report on progress reported to CMT / Cabinet / Committee / Council on x date
Deliver the Councils ??	31/03/2029	Off target	Not started, planned to commence on x date

Delivering Strategic Priorities and the Council Plan

Ensure the financial sustainability of the Council through the delivery of approved savings and transforming the way we deliver services (contributes to the long-term objective: Grow our Capacity)

Indicator	Current Status	22/23 Value	22/23 Target	23/24 Value	23/24 Target	24/25 Value	24/25 Target	Explanation of performance
								
								
								
								

Appendix 2 – Bi-Annual Report Outline: Tactical (Head of Service) level reports - Actions and Indicators

For each of the three Council Strategic Priorities we will present Tactical (Head of Service) level performance using this format:





Delivering Strategic Priorities and the Council Plan

Ensure the financial sustainability of the Council through the delivery of approved savings and transforming the way we deliver services (contributes to the long-term objective: Grow our Capacity)

What we will do	Due date	Status	Update
Develop the Councils ??	31/03/2026	Closed	?? Developed and approved by CMT / Cabinet / Committee / Council on x date
Deliver the Councils ?? Strategy	31/03/2027	On target	Strategy approved on x date, latest report on progress reported to CMT / Cabinet / Committee / Council on x date
Deliver the Councils ?? Plan	31/03/2028	Delayed	Plan approved on x date, latest report on progress reported to CMT / Cabinet / Committee / Council on x date
Deliver the Councils ??	31/03/2029	Off target	Not started, planned to commence on x date

Delivering Strategic Priorities and the Council Plan

Ensure the financial sustainability of the Council through the delivery of approved savings and transforming the way we deliver services (contributes to the long-term objective: Grow our Capacity)

Indicator	Current Status	22/23 Value	22/23 Target	23/24 Value	23/24 Target	24/25 Value	24/25 Target	Explanation of performance
								
								
								
								

Policy and Performance Review Committee: Work Programme - Session 2025/2026

Date	Performance Monitoring / Inspection Reports	Other Reports / Reports Requested by Members
18 September 2025	Q1 Performance 25/26 Annual and Top 50 Indicators	Impact of Transformation
15 January 2026	Q2 Performance 25/26	ASN
2 April 2026	Q3 Performance 25/26	
11 June 2026	Q4 Performance 25/26	

Other Reports (to be scheduled):

Belonging to East Lothian