

Customer and Housing Services

Annual Performance Report 2016/17



Progress in delivery of strategic outcomes

Customer and Housing Services

In adopting a Transformation approach, we have become more efficient and at the same time we have delivered changes resulting in improvements to the way we work, the services we deliver and the quality of life experienced by local people. These changes are evidenced in the delivery of new affordable homes and better outcomes through Customer & Housing Services

We understand that customer expectations are changing so we need to ensure that the homes people live in and the services they receive meet their needs and aspirations as well as making sure they are also fit for our customers of the future.

We set standards which reflect the needs, expectations and rights of our service users and the general public. We outline these standards in the Service Plan, which are set at a challenging level and are reviewed each year.

Housing Services: Social Rented Housing is provided and maintained through the Housing Revenue Account funding, with the needs of the service met from the rent collected. The demand for social housing has resulted in the Council's Social Housing Programme of new build properties continuing to increase the housing stock. Houses are allocated to meet assessed need detailed in the **Housing Allocation Policy** to ensure that the most appropriate use is made of available properties. Managing our tenancies and contributing to the effective management of multi-tenure estates.

Community Safety Team: The Community Safety Team takes a lead role in the Community Safety & Justice Partnership. The team adopts a balanced approach to tackling community safety and anti-social behaviour issues, taking action against perpetrators of anti-social behaviour (ASB), including not only enforcement but also prevention, early intervention and support measures by Community Safety Officers to ensure Midlothian is a safe place to live, work and visit.

Also included is the Midlothian Community Mediation service that is offered free to all residents of Midlothian. Community Mediation is a positive and informal way for neighbours to find practical solutions to their problems. This service has recently expanded its remit to include a wider range of mediation, including family and employee mediation.
Community Safety and Justice Partnership.

The Midlothian Community Safety & Justice Strategy sets out how the partnership will utilise systematic and collaborative approaches to ensure Midlothian is a safe place to live. **The Community Justice Outcomes Improvement Plan** sets out how the Partnership aims to reduce offending and re-offending. The Community Safety & Justice Partnership structure has been developed to maximise the effect of partnership working in reducing re-offending.

Housing Planning & Performance: The Housing Planning & Performance Team manage the Performance Management Framework for all the Customer & Housing Services which contains a range of performance indicators with improvement targets, and participate in national benchmarking networks. The team also develop the **Midlothian Strategic Housing Investment Plan**, which informs the Scottish Government's Affordable Housing Investment Programme (AHIP), to support the delivery of affordable housing development. However, other funding streams which seek to support Local Housing Strategy priorities for affordable housing or compliment the AHIP resources are also detailed.

The **Local Housing Strategy** is submitted to the Scottish Government on a five year basis and sets out the Council's housing plans for developing, improving and managing the housing stock over that period. It includes a Needs & Demand analysis to ensure the mainstream provision and also particular needs of vulnerable groups including homeless, young people leaving care, older people and people with disabilities or support needs are met, as well as those of existing tenants and families.

Revenues Services: Comprises services for the development, operation and collection of local taxation through Council Tax, Housing Benefit and Council Tax Reduction. Also the administration of Scottish Welfare Fund (Crisis Grants and Community Care Grants); administration and collection of Housing Rents, of Non- Domestic Rate and of Accounts Receivable and administration of the delegated Welfare Reform services, to ensure processes across all revenue service and transactional activities are maximising income to the Council.

Customer Services: The Customer Service Strategy defines the key drivers that will enable Midlothian Council to deliver 'customer service excellence' to our communities. It outlines the commitment to provide choice to the customer in the way services are accessed and provided. This includes innovation, partnership working and optimising the use of technology within resource constraints. The Strategy will help us to change the way we deliver services utilising the latest technologies and linking to national frameworks.

2016/17 Progress

Housing: The Strategic Housing Investment Plan (SHIP) was submitted to the Scottish Government following Council approval, identifying sites for future development of affordable housing and allocation of resources. The SHIP indicates a requirement to increase the supply of affordable housing in all areas of Midlothian in order to meet a growing number of households who have a housing need as the private rented sector and owner occupied sectors will not be affordable as housing options for a number of households in Midlothian.

Feedback from Scottish Government More Homes Division to the Midlothian SHIP has been favourable, with an increased resource planning assumption to deliver affordable housing provision.

During this year, the Right to Buy policy in Scotland, aimed at allowing council house ownership, ended on 1 August, 2016, although Right to Buy schemes are still operating in the rest of the United Kingdom. In Midlothian, the policy effects significantly reduced the council housing stock, increased the housing waiting lists, contributing to inequality of access to affordable, quality housing and expanded the buy to let landlord sector. There was a significant reduction in the availability of affordable rented housing in Midlothian from 1980 as 7,480 properties have been sold to date under the Right to Buy scheme. The Council subsequently commenced a Social Housing Programme for new build housing with the initial developments delivered from 2006.

Midlothian Council continues to progress the Social Housing Programme with developments completed and allocated to tenants this year in Penicuik, Loanhead and Bonnyrigg.

Homelessness: Homelessness presentations in Midlothian have reduced in the past year to continue that position over the past 3 years, which is now against the regional trend and results from the homeless prevention work and housing options developed.

Housing Options guidance was published nationally to complement the local work delivering housing solutions and reduce homelessness applications. Progress in Health & Homelessness around the need to modernise temporary accommodation and improve support for drug and alcohol and mental health services, with the importance of housing and related services in delivery of quality health and care services represented at strategic and operational levels in the public health network.

Customer Services: In the Customer Services Review, the staffing structure progressed to recruitment being completed in Q4. The public consultation in *Shaping our Future* will inform phase 3 of the review in changes to library opening hours, an increase in the number of transactions and resources available online, and the move towards enhanced self service functionality.

Community Safety: The Midlothian Community Safety and Justice Partnership structure was developed to replace the regional Criminal Justice arrangements implemented on 1 April, 2017. The partnership focuses on prevention, early intervention and diversionary activity to reducing reoffending as well as a problem solving approach to anti social behaviour and safeguarding communities.

Midlothian Licensing Board approved an Overprovision Statement 2016 based on a profile exercise on the impact of alcohol related harm and a public consultation.

The Serious & Organised Crime Integrity Group has been established for Midlothian with a range of partners. The group will focus on the principles of the national agenda to deter, disrupt, divert and deter criminality and potential areas of activity. A parallel Prevent Strategy group is also focussed on the counter terrorism agenda.

Expansion of the Midlothian Community Mediation Service has progressed this year beyond neighbour disputes. Staff volunteers have been trained and accredited and are now deployed directly. This has been an excellent opportunity to provide this service to other types of dispute to prevent them from escalating, and the service is attracting external interest in its outcomes.

Delivering Excellence: Service structure changes and areas of potential service transformation are fundamental towards continuing improvement and the next phase of savings being achieved, with proposals included in the public consultation in helping shape the future choices in Midlothian's public services.

In Customer Services, redesigned service functions have been delivered in a responsive website upgrade, which now provides a suitable platform for further service developments in channel shift and customer transactions. Also the telephony upgrade to improve customer service and free public wifi across the libraries and mobile library accessing more remote communities. Service Reviews are also planned in Community Safety and Revenues Services.

Projected savings targets in the Customer Services review have been achieved in the financial year.

Summary of the major challenges and actions to address them

Housing Services

Challenge

A unique collaboration between the six local authorities and the UK and Scottish Governments to drive forward the housing supply across the city region. Upfront infrastructure finance can deliver transformational change in regional housing supply and Midlothian Housing Services continue the collaborative development and refinement of current proposals.

Action

The ESES (Edinburgh and South East Scotland) City Deal continues to play an important part in the policy approach to housing, as a specific workstream which continues to be developed as a general "ask" in relation to the role of cities in economic development and public service delivery by strengthening the housing programme capability as a key driver for the south east of Scotland economy.

Revenues Services

Challenge

Continued uncertainty around the roll out of Universal Credit and other elements of Welfare Reform including funding for supported housing and homeless temporary accommodation. Reductions in Universal Credit, the benefit cap, changes to disability benefits and eligibility and levels of housing support are areas of concern.

In Welfare Reform, the risk of Local Housing Allowance applied as a rent cap to all new social rented tenancies signed on or after 1 April, 2016 but delayed by Department of Work and Pensions (DWP) until April, 2019 means that the Council and Housing Associations risks delivery of affordable housing provision. Welfare Reform will impact on the longer term funding of temporary accommodation and the affordability of a significant part of the social rented stock to those applicants whose housing support will be limited to the Shared Accommodation Rate.

Action

Universal Credit Full Service commenced for all claimants in Midlothian, except pensioner benefits, from 27 March, 2017. The Scottish Government propose to use its newly devolved Social Security powers to make Universal Credit payments more regular with the option of twice monthly payments instead of the current monthly payment. Social sector tenants will be permitted to have their rent paid directly to the landlord, and it is planned to extend this to the private sector also.

Challenge

Customer Services

The promotion of channel shift through digital participation and development of online skills is improving the capacity of customers to realise the benefits of digital by design services to respond to Welfare Reform changes and to complement the channel shift work already underway to maximise savings and efficiencies.

Action

Online transactions are increasing in Revenues and Library services for accessible and convenient contacts to customers. The Council's new website give us the technology to make a shift to deliver more transactions online as we know that many of our customers would prefer to engage with us online as it fits with their lifestyle and saves time.

Challenge**Syrian Vulnerable Persons Resettlement Scheme**

The rehousing of Syrian arrivals is taking place within existing housing allocation arrangements and the Council's responsibilities under the homelessness legislation. Midlothian Council is assisting with the resettlement and has agreement with the UK Government and Scottish Government to resettle up to 40 people over the period of the next 5 years. 23 people have already been settled and further arrivals are planned.

Action

Support requirements include access to cultural, dietary, religious facilities as well as translation and interpretation services. Some households are particularly vulnerable and require particular additional support through the relocation process. Integration into Midlothian communities involves school provision requests, registering with doctors, obtaining National Insurance numbers and biometrics to be eligible to access services and benefits.



In terms of rehousing, bringing people to safety is the main focus but in relocation from the camps the Council provides the opportunity for some element of mutual support in locating refugees.

Customer and Housing Services









Performance Indicator Summary 2016/17

Outcomes and Customer Feedback												
Priority	Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	123	32	74	N/A	176		16/17: Data Only				
	Average time in working days to respond to complaints at stage 1	2.1	10.7	13.2	N/A	1.6		16/17: On Target		5	Number of complaints complete at Stage 1	160
											Number of working days for Stage 1 complaints completed within target of 5 working days	251
	Average time in working days to respond to complaints at stage 2	7	25	23.3	N/A	6.1		16/17: On Target		20	Number of complaints complete at Stage 2	10
											Number of working days for Stage 2 complaints completed within target of 20 working days	61
	Percentage of complaints at stage 1 complete within 5 working days	80.19 %	70.37 %	71.21 %	N/A	84.38 %		16/17: Off Target A Council wide review to raise awareness and understanding for staff and therefore improve performance is planned for 2017/18		95%	Number of complaints complete at Stage 1	160
											Number of complaints at stage 1 responded to within 5 working days	135
	Percentage of complaints at stage 2 complete within 20 working days	68.75 %	33.33 %	50%	N/A	60%				95%	Number of complaints complete at Stage 2	10
											Number of complaints at stage 2 responded to within 20 working days	6



Making the Best Use of our Resources												
Priority	Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 12.40 0 m	£ 12.15 8 m	£ 12.24 7 m	£ 12.26 7 m			16/17: Performance against budget will be reported to the Council in June				

03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	9.12	1.98	5.31	7.73	6.61		16/17: Off Target Implementation of a Service Review has resulted in a reduced figure for Q4 as this data no longer includes staff who have transferred out of the service.		6.50	Number of days lost (cumulative)	978.93
											Average number of FTE in service (year to date)	148.03








Corporate Health






Priority	Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	92.5 %	100%	83.33 %	83.33 %	83.33 %		16/17: Off Target 10 out of 12 actions on target. Task action contained within body of report.		90%	Number of service & corporate priority actions	12
											Number of service & corporate priority actions on tgt/completed	10
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	96%	94%	96%	95%	94%		16/17: On Target		90%	Number received (cumulative)	7,420
											Number paid within 30 days (cumulative)	7,003
06. Improve PI performance	% of PIs that are on target/ have reached their target.	78.95 %	90%	40%	40%	60%		16/17: Off Target 4 out of 10 indicators on target. Task action contained in body of report. There are a further 8 indicators which do not have targets, and are included for data only.		90%	Number on tgt/ tgt achieved	6
											Number of PI's	10
07. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	100%	100%	100%		16/17: On Target No high risks requiring review		100%	Number of high risks reviewed in the last quarter	0
											Number of high risks	0

Improving for the Future

Priority	Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions progressing on target.	0%	100%	100%	50%	100%		16/17: On Target All audit actions completed during 2016/17, none outstanding at year end.		90%	Number of on target actions	0
											Number of outstanding actions	0















Customer and Housing Services Action report 16/17













Service Priority Actions						
Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
M.CSJ.CHS.04.01	01. Fewer people are victims of crime, abuse or harm	Target prolific house breakers and thieves through ASBOs and CRASBOs, working in partnership with the ASBVO group.	31-Mar-2019		100%	16/17: Complete The Antisocial Behaviour and Violent Offender (ASBVO) group are working to ensure a co-ordinated partnership approach to target prolific house breakers and thieves. The group monitors all ASBO's (Anti Social Behaviour Orders) in force and works in partnership to ensure new ASBO's are applied for as required.
M.CSJ.CHS.04.02		Work in partnership to raise public awareness of crime prevention through campaigns and crime prevention initiatives	31-Mar-2017		100%	16/17: Complete Crime prevention advice is provided at the programme of Community Safety road shows held throughout the year. The Community Safety & Justice Partnership has funded property marking kits which remain in demand, and launched the <i>Lock Down Crime</i> campaign providing home security tips.
CHS.S.02.01	02. The gap between average earnings of the working age population living and working in Midlothian and the Scottish average has decreased	Support financially vulnerable households in mitigating Welfare Reform impact.	31-Mar-2017		100%	16/17: Complete Awarded £828,492 in Discretionary Housing Payments to 1550 claimants to continue to mitigate the effects of Welfare Reform, including benefit cap and under occupancy charge.
CHS.S.02.02		Award monies through Scottish Welfare Fund, in line with set criteria, for Crisis Grants and Community Care Grants, to meet the need of vulnerable clients.	31-Mar-2017		100%	16/17: Complete Awarded £353,183 to 31 March 2017. £226,437 community care grants and £126,746 crisis grants within budget allocation for year.
CHS.S.03.02	03. More social housing has been provided taking account of local demand	Designate housing for particular needs within existing and new build stock	31-Mar-2017		90%	16/17: Off Target 1 unit has been completed at Edgefield Gardens, Loanhead. 12 units are under construction and the Complex Care development will be completed in Q1 2017/18.
M.SG.CHS.03.01		Deliver more social housing in partnership between Council, Registered Social Landlords and private developers	31-Mar-2017		100%	16/17: Complete 66 Units developed/acquired. Strategic Housing Investment Plan approved by Council which details plans for the development of at least 1,441 new affordable homes by 2022.
CHS.S.04.01	04. Homelessness has reduced, and people threatened with homelessness can access advice and support services	Deliver "Leaving Home" education programme in all schools	31-Mar-2017		100%	16/17: Complete Sessions have been delivered in all secondary schools.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CHS.S.04.02	04. Homelessness has reduced, and people threatened with homelessness can access advice and support services	Improve access to homelessness advice & assistance.	31-Mar-2017		100%	16/17: Complete A further reduction in homeless assessments for 2016/17, plus overall increase in advice and assistance delivered to households.
CHS.S.04.03		Minimise re-let timescales for mainstream housing.	31-Mar-2017		60%	16/17: Off Target Significant improvement in Housing Services re-letting properties. Relatively small pool of properties delayed due to issues with utilities, structural repairs and capital works.
CHS.S.04.04		Minimise re-let timescales for temporary accommodation.	31-Mar-2017		100%	16/17: Complete
CHS.S.05.01	05. SMP Reduction in Alcohol and Drug Misuse	Encourage licensed premises to apply for the best bar none scheme	31-Mar-2017		100%	16/17: Complete. 2 officers identified responsible for taking forward Best Bar None and Pub watch. 7 applications, 6 withdrew. 1 premises in Midlothian achieved Gold Award.
M.CSJ.CHS.01.03		Undertake a range of proactive communication and engagement activity regarding responsible alcohol consumption	31-Mar-2017		100%	16/17: Complete The Licensing Forum continues to promote responsible alcohol consumption. A responsible alcohol retailing group has been established for licensed premises and off-licences in Dalkeith. Work is also progressing to encourage more applicants to apply for the Best Bar None scheme.












Customer and Housing Services Performance Indicator Report 16/17








Service Priority Performance Indicators

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.CHS.02.01a	02. The gap between average earnings of the working age population living and working in Midlothian and the Scottish average has decreased	Number of calls received regarding Scottish Welfare Fund	7,391	1,959	2,006	1,855	7,806			16/17: Data Only 1986 Scottish Welfare Fund calls received. 7806 year to date.		
BS.CHS.02.01b		Number of calls leading to application to Scottish Welfare Fund	4,220	1,105	1,036	1,012	4,270			16/17: Data Only		
BS.CHS.02.01c		% of claims to Scottish Welfare Fund dealt with within 48 hours	97.94%	98.37%	96.53%	94.96%	93.68%			16/17: Data Only		
CHS.S.02.01d		Average processing time for new claims (internally calculated)	20 days	19 days	18 days	18 days	19 days			16/17: On Target	19 days	2015/16 Scottish Average - 23 days
CHS.S.02.01e		Average processing time for change of circumstances (internally calculated)	6 days	9 days	8 days	10 days	7 days			16/17: On Target	7 days	2015/16 Scottish Average - 7 days
CHS.S.03.02a	03. More social housing has been provided taking account of local demand	Number of housing units provided for particular needs with existing and new build stock.	New for 16/17	0	1	1	1			16/17: Off Target 1 unit has been completed at Edgefield Gardens, Loanhead. 12 units are under construction and the Complex Care development will be completed in Q1 2017/18.	13	
M.SG.CHS.03.01a		Number of social housing completions	83	10	18	46	66			16/17: On Target 66 units completed/ acquired during 2016/17.	66	

PI Code	Priority	PI	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
BS.CHS.S.04.03a	04. Homelessness has reduced, and people threatened with homelessness can access advice and support services	Re-let time permanent properties (days)	52 days	42 days	50 days	48 days	48 days			16/17: Off Target Significant improvement in Housing Services re-letting properties. Relatively small pool of properties delayed due to issues with utilities, structural repairs and capital works.	45 days	14/15 SHBVN peer group average 42 days
CHS.S.04.01a		Deliver "Leaving Home" education programme to all High Schools in Midlothian area (% of schools)	100%	25%	0%	67%	100%			16/17: Data Only School education programme delivered to all secondary schools.		
CHS.S.04.02a		Number of customers accessing advice and assistance service	New for 16/17	219	208	171	820			16/17: Data Only Range of housing advice and options available to customers.		
CHS.S.04.04a		Re-let time temporary accommodation properties		34	36	29	31			16/17: On Target	35	
M.CSJ.CHS.01.01b	05. SMP Reduction in Alcohol and Drug Misuse	No of licensed premises participating in the best bar none scheme	4	0	4	7	5			16/17: On Target Police Scotland responsible for progressing Best Bar None (BBN). 7 premises applied, 6 withdrew and 1 received a Gold Award in BBN this year.	5	
CORP7	06. Local Government Benchmarking Framework Corporate Indicator which is reported quarterly	Percentage of income due from council tax received by the end of the year % (LGBF)	94.4%	27.5%	52.8%	78.5%	95.5%			16/17: On Target Improvement of 0.1% from previous year. Income received increased by £1.60 million from last year, including £0.537 million in direct deductions under DWP Water Direct scheme.	94.2%	15/16 Rank 29 (Bottom Quartile). 14/15 Rank 31 (Bottom Quartile).

Balanced Scorecard Indicators

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17		
		Value	Value	Value	Value	Value	Status	Note
M.CSJ.ASC.03.04a	Proportion of MAPPA clients convicted of a Group 1 or 2 offence	0%	N/A	0%	N/A	0%		16/17: On Target No sex offenders have been charged with offences stated.
BS.ASC.06a	Percentage of women offenders from Midlothian who engage with support services	New for 2016/17	N/A	42%	42%	55.5%		16/17: On Target
BS.CHS.01	Reduce the percentage of initial warning cases escalated to ABC	2%	N/A	0.66%	N/A	0.8%		16/17: On Target
BS.CHS.02	Reduce the percentage of acceptable behaviour contracts (ABC) breached	31.25%	25%	27.8%	33%	57%		16/17: Off Target 4 out of 7 ABC's breached during 2016/17. ABC's are signed on a voluntary basis and Community Safety Officers work closely with individuals to agree terms and monitor antisocial behaviour activity.
BS.CHS.02.01a	Number of calls received regarding Scottish Welfare Fund	7,391	1,959	2,006	1,855	7,806		16/17: Data Only 1986 Scottish Welfare Fund calls received. 7806 year to date.
BS.CHS.02.01b	Number of calls leading to application to Scottish Welfare Fund	4,220	1,105	1,036	1,012	4,270		16/17: Data Only
BS.CHS.02.01c	% of claims to Scottish Welfare Fund dealt with within 48 hours	97.94%	98.37%	96.53%	94.96%	93.68%		16/17: Data Only
BS.CHS.03	Number of high risk fire home safety visits	334	N/A	161	N/A	161		16/17: Off Target Visits to high risk dwellings account for a proportion of the home safety visits carried out.
BS.CHS.04	Percentage of ASBOs breached	20%	0%	33%	66%	50%		16/17: Off Target The Council currently has a small number of Anti Social Behaviour Orders (ASBOs) in force, adversely affecting the percentage performance.
BS.CHS.10	Number of young people receiving support through the Youth Homelessness Service	263	55	42	53	192		16/17: Data Only
BS.CHS.11	Total number of homeless households accommodated in Midlothian temporary accommodation	520	N/A	485	472	467		16/17: Data Only Snapshot at year end. Reduction in private rented accommodation leased through private sector leasing scheme, ending December 2017.

PI Code	Performance Indicator	2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17	2016/17		
		Value	Value	Value	Value	Value	Status	Note
BS.CHS.19	Number of new build properties	New for 2016/17	N/A	20	46	59		16/17: Data Only
BS.CHS.S.04.03a	Re-let time permanent properties (days)	52 days	42 days	50 days	48 days	48 days		16/17: Off Target Significant improvement in Housing Services re-letting properties. Relatively small pool of properties delayed due to issues with utilities, structural repairs and capital works.
BS.RHM.a.06.1	Number of void properties re-let	219	37	65	73	258		16/17: Data Only
C&L5a	Percentage of adults satisfied with libraries (LGBF)	68.33%	Annual Measures					Local Government Benchmarking Framework Data for 2016/17 will be published in January 2018
CORP4	Cost of collecting council tax per dwelling (LGBF)	£10.94						
M.CSJ.CHS.01.02e	Recovery College: number of people engaging in education, training, volunteering and employment	New for 2016/17	No data available					16/17: No Data Available (15-16 The Recovery College had 35 students, 24 gaining some level of qualification, 6 moved into further education and 5 people gained employment.) No data available for H2, for nearly all of our MELDAP (Mid and East Lothian Drug and Alcohol Partnership) commissioned services we will have to reduce funding by up to 23%.
M.SG.CHS.04.01a	Number of new homes completed		Annual Measures			80		16/17: Off Target 80 social housing units completed and construction ongoing. The number of units completed is lower than anticipated due to a lower number of completions by Registered Social Landlord Partners and delays to the construction of two council housing sites. 69 sites have been identified for investment over the next five years.
M.SG.CHS.05.05a	Increase the number of households accessing energy saving or fuel advice and assistance schemes					2,449		16/17: Off Target Partial figure as Q4 data is not available yet. H1: 1331 Q3 only: 1118 Awaiting Q4 data. 16/17: Off Target H2 figure 1,947

Published Local Government Benchmarking Framework

Customer and Housing Services



LGBF Category - Corporate Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
CORP4	Cost of collecting council tax per dwelling (LGBF)	£14.08	£13.65	£14.23	£14.09	£10.65	£10.94	15/16 Rank 21 (Third Quartile). 14/15 Rank 17 (Third Quartile).
CORP7	Percentage of income due from council tax received by the end of the year % (LGBF)	93.0%	93.6%	93.9%	93.5%	93.8%	94.4%	15/16 Rank 29 (Bottom Quartile). 14/15 Rank 31 (Bottom Quartile).

LGBF Category - Culture and Leisure

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
C&L2	NET Cost per library visit (LGBF)	£2.96	£3.01	£2.53	£2.66	£2.46	£1.67	15/16 Rank 5 (TOP Quartile). 14/15 Rank 12 (Second Quartile).
C&L5a	Percentage of adults satisfied with libraries (LGBF)	82.8%		78%	81%	72%	68.33%	15/16 Rank 31 (Bottom Quartile). 14/15 Rank 25 (Bottom Quartile).

LGBF Category Housing Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
HSN1b	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (LGBF)	New measure for 2013/14			4.3%	6.57%	6.85%	15/16 Rank 16 (Second Quartile). 14/15 Rank 18 (Third Quartile).
HSN2	Percentage of rent due in the year that was lost due to voids (LGBF)	1.4%	1.3%	1.6%	1.6%	0.6%	0.8%	15/16 Rank 12 (Second Quartile). 14/15 Rank 4 (TOP Quartile).