

'Report later' measures

– update of Community and Enterprise Resources Resource Plan 2018-19 Quarter 4 Progress Report

Measure	Comments at Quarter 4 2018-19	Updated status at Quarter 2 2019/2020	Updated comments
Percentage of A class roads that should be considered for maintenance treatment (LGBF)	<p>The latest published results (2017-18) are included in the 2017-18 column with explanatory narrative in the comments column.</p> <p>The 2018-19 LGBF results will not be published by the Improvement Service until January 2020.</p>	Report later	<p>This is a Local Government Benchmarking Framework (LGBF) indicator. 2018-19 figures will be available in January 2020 and 2019/2020 figures will be available in January 2021.</p>
Percentage of B class roads that should be considered for maintenance treatment (LGBF)		Report later	
Percentage of C class roads that should be considered for maintenance treatment (LGBF)		Report later	
Percentage of U class roads that should be considered for maintenance treatment (LGBF)		Report later	
Cost of maintenance (expenditure) per kilometre of road (LGBF)		Report later	
Average time (weeks) per commercial planning application (16 weeks) (LGBF)		Report later	
Cost per planning application (LGBF)		Report later	
Cost of Trading Standards per 1,000 population (LGBF)		Report later	
Net cost of street cleaning per 1,000 population (LGBF)		Report later	
Percentage of adults satisfied with street cleaning (results from Scottish Household Survey) (LGBF)		Report later	
Cost of parks and open spaces per 1,000 population (LGBF)		Report later	
Percentage of adults satisfied with parks and open spaces (results from Scottish Household Survey) (LGBF)		Report later	
Net cost of waste collection per premise (LGBF)		Report later	
Net cost of waste disposal per premise (LGBF)		Report later	
Percentage of adults satisfied with refuse collection (results from Scottish Household Survey) (LGBF)		Report later	

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The percentage of total household waste that is recycled in line with the Government's 50% target (LGBF)		Report later	
Cost of Environmental Health per 1,000 population (LGBF)		Report later	
Percentage of procurement spend on local small/medium enterprises (LGBF)		Report later	
Number of business gateway start-ups per 10,000 population (LGBF)		Report later	
% of adults satisfied with leisure facilities (LGBF)		Report later	
Cost per attendance at sports facilities (LGBF)		Report later	
% of adults satisfied with libraries (LGBF)		Report later	
% of adults satisfied with museums and galleries (LGBF)		Report later	
Cost per library visit (LGBF)		Report later	
Cost of museums per visit (LGBF)		Report later	
10% reduction in the Council's greenhouse gas emissions achieved by March 2021, compared to 2015-16 (equivalent to 2% each year)	Carbon emissions for 2018-19 will be reported around July 2019.	Report later	<p>Emissions for 2018-19 are currently being collated, but early indications are that reductions have been achieved across all sources. Warmer weather and reductions in landfilled waste, along with the final year of the LED street lighting replacement programme, have helped achieve these reductions.</p> <p>Will be reported in quarter three 2019/20 report.</p>
A reduction in the amount of municipal waste that is sent to landfill in 2018-19 compared with 2017-18 (reduction of 40,000 tonnes)	Figure not available at this time, will be reported next quarter.	Red	The set-up of the Dunbar Energy from Waste plant took longer than anticipated. It was due to be fully operational by the 1 <sup>st</sup> July 2018. However, a longer than anticipated commission phase meant that the facility was not able to accept all of the Council's contract waste until December 2018. This meant more municipal waste ended up at landfill than the Council (or Viridor) anticipated. As a result, the

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			Council did not meet the 2018/19 target of reducing municipal waste sent to landfill by 40,000 tonnes. However, the Council did reduce it by 28,343 tonnes – from 94,137 tonnes sent to landfill in 2017/18 to 65,794 tonnes in 2018/19.
100% coverage of Performance Appraisals (PAs) of employees in scope	Managers and employees in the Resource are currently undertaking Performance Appraisals. Completion rate will be reported at the end of 2019/2020.	Red	<p>72% of 2017-18 PDRs were completed in 2018-19 against the target of 100%.</p> <p>In addition to the above figure, there may have been additional PDRs completed which were not officially recorded as such.</p> <p>The transition to the new way of recording Performance Appraisals (on People Connect) may also be a contributing factor to the lower completion rate.</p>
Satisfaction levels with Building Standards service sustained or improved against baseline (90%)	There were no Building Standards customer satisfaction returns for 2019/2020. The Building Standards Service is currently investigating more effective methods of gauging customer satisfaction which will lead to a better response rate.	This measure is not included in the 2019/2020 Resource Plan	<p>The 2018-19 measure was replaced by a project measure in 2019/2020, reflecting the requirement to investigate more effective methods of gauging customer satisfaction.</p> <p>A revised Planning survey has now been drafted, with the Building Standards survey to be progressed.</p>

(Data/Information correct as at 15 October 2019)