AGENDA ITEM No. 4

EAST RENFREWSHIRE COUNCIL

CABINET

30 May 2024

Report by Chief Executive

LOCAL GOVERNMENT BENCHMARKING FRAMEWORK: 2022/23 PERFORMANCE

PURPOSE OF REPORT

1. The purpose of this report is to update Cabinet on the national Local Government Benchmarking Framework (LGBF) and present a high level comparative overview of the Council's performance against the LGBF indicators for 2022/23. Data tables are attached at Annex 1.

RECOMMENDATIONS

2. It is recommended that Cabinet:

(a) Scrutinise the Council's performance against the comparative information; and

(b) Consider whether any aspect of the Council's performance is in need of further exploration.

BACKGROUND

3. Since 2010, the Society of Local Authority Chief Executives (SOLACE)[1], and the Convention of Scottish Local Authorities (COSLA)[2], have worked with the Improvement Service (IS)[3] to develop and review a set of benchmarking indicators on behalf of Scottish councils. The key criterion of the indicators is that they are generally comparable across all 32 councils.

4. Benchmarking data from the LGBF has been recorded and publicly reported by all Scottish councils as a statutory requirement since 2010/11. All data is accessible via the Improvement Service online LGBF dashboard tool, which can be accessed here. The dashboard provides the capability to compare and visualise council performance against the national context, family groupings, Scottish average performance levels and trend and ranking data.

5. The LGBF dataset is split across 9 key service areas: Adult Social Care, Children's Services, Corporate Services, Culture and Leisure, Economic Development, Environmental Services, Financial Sustainability, Housing and Tackling Climate Change. One measure on cost of museums per visit is excluded as it is not relevant to the Council.

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[1] Solace is a members' network for local government and public sector professionals throughout the UK

[2] COSLA is a councillor-led, cross-party organisation who champions councils' work to secure the resources and powers they need

[3] The Improvement Service (IS) was set up to deliver improvement support to help councils to provide effective community leadership, strong local governance and deliver high quality, efficient local services

6. Three new indicators under the Tackling Climate Change service area have been added to the LGBF dataset. The indicators relate to Council Transport Emissions, Council Electricity Emissions and Council Natural Gas Emissions.

7. There is a time lag on the publication of the LGBF data and therefore the data in this report is for **financial year 2022/23**. The data is therefore not new, and some of the information will have been publicly reported at the East Renfrewshire level already as part of the Council's performance management arrangements, however the added value of this report is the comparative data insight provided.

NATIONAL OVERVIEW REPORT

8. The Improvement Service published a National Overview Report for 2022/23 on 1 March 2024. This report provides commentary on the national operating environment for local government and high-level analysis of Councils' performance. Five key pressure points for councils across Scotland are identified and these are summarised below:

- **Local Government Financial & Workforce Pressures**

The state of council finances worsened in 2022/23. Local government has endured a decade of austerity and funding has failed to match growing demand, needs, and rising costs. Financial challenges have coincided with new burdens and additional policy commitments, with the funding for these sometimes being ring fenced and eroded by inflation. Increasingly, councils have had to rely on strategies to reduce costs, reduce non-statutory service delivery and use temporary reserves to balance budgets. Inflation, cost and wage pressures have created new demands on councils to respond to growing inequality and financial hardship. Councils are tasked with managing a growing national reform agenda, including plans for a National Care Service, education reform, and meeting climate change targets, underscoring the urgency of advancing the joint Scottish Government and Local Government Verity House Agreement. An urgent solution is needed for sustainable council funding and increased local financial flexibility to safeguard essential frontline community services.

- **Poverty, Financial Hardship & the Cost-of-Living Crisis**

Levels of poverty in Scotland have increased over the past decade and the impact of both the Covid-19 pandemic and ongoing cost-of-living crisis has exacerbated the financial hardship experienced by low-income households. The most vulnerable in communities have been the most severely affected, and the deepening fiscal, workforce and demand pressures facing councils pose real risks to the vital services in tackling poverty, one of the three shared priorities within the Verity House Agreement.

- **Health & Social Care Pressures**

The biggest short-term and long-term pressure for council budgets is adult social care. Social care is the area where councils and their partners face significantly growing demands due to an ageing population and the increasing complexity of needs experienced by older and people with disabilities. Long-term underfunding has put the sector into crisis, with further pressures coming from the pandemic and the crisis in workforce recruitment and retention. Despite a successful shift towards home-based support amid these pressures, LGBF data shows capacity issues resulting in reduced home care hours, fewer recipients of personal care, and a national increase in delayed discharges.

- **Education for Children & Young People**

Recent LGBF data provides evidence that some key outcomes including educational attainment and positive destinations are showing continuing strong improvement, and in some cases moving beyond pre-pandemic levels. Others, however, such as attendance and the development of pre-school children lag behind pre-Covid levels and continue to show significant challenges. These trends should be understood in the context of increasing rates of mental health issues in children and young people which were growing pre-Covid and have accelerated in the last three years. There has also been a growth in support needs in relation to social, emotional and behavioural difficulties, and a particularly stark increase in speech, language and communication concerns, which will be important in future education trends.

- **Performance of Local Government Services**

Council service performance has improved across the last decade despite the challenging financial context. However, there is evidence of performance improvement slowing in recent years across all local authorities regardless of resources or policies, indicating system-wide causes. The long-term picture of council service performance remains positive, with 66% of performance indicators within the LGBF showing improvement since the base year. Yet, in 2022/23, for the first time, the rate of decline has overtaken the rate of improvement (45% and 43% respectively).

SERVICE SATISFACTION DATA

9. The LGBF dataset includes service satisfaction data from the Scottish Household Survey (SHS). A note of caution must be added when considering this data. The SHS responses are based on a lower sample size than the Council's citizen's panel satisfaction data. The Improvement Service uses aggregates of Scottish Household Survey data for the indicators below. These results can be contextualised using the Council's citizen's panel data which asks broadly comparable questions. The panel membership is drawn from a higher and more representative sample (bases of 570+). The SHS results for East Renfrewshire are based on a lower number of respondents (around 250). The table below shows significantly higher levels of satisfaction were recorded across schooling, libraries and leisure facilities in the citizens' panel, with satisfaction with parks and open spaces sitting at broadly the same level.

LGBF (SHS data) (2020-23 aggregate)	**Value**	**Citizen's Panel data (2022)**	**Value**
Satisfaction with service		**Rating service – very good/good**	
Proportion of adults satisfied with local schools	79%	Primary education Secondary education	91% 94%
Proportion of adults satisfied with libraries	61.3%	Libraries	86%
Proportion of adults satisfied with parks and open spaces	89.75	Public parks and open spaces	86%
Proportion of adults satisfied with leisure facilities	64%	Sport and leisure facilities	92%
Proportion of adults satisfied with refuse collection	81%	Wheeled bin refuse collection	83%
Proportion of adults satisfied with street cleaning	65%	Street cleaning/litter control	65%

10. The LGBF dataset can be regarded as a useful ‘can opener’ in flagging up issues worthy of further investigation (rather than viewing the data as a ‘league table’). For example, high costs for one indicator may reflect investment to affect a policy change rather than inefficient spend and a trade-off between cost and performance can be expected. When considering the data, it is also important to be aware of intended/expected levels of performance, rather than focusing on rank alone.

OVERVIEW OF COUNCIL PERFORMANCE

11. Of 95 measures (indicators with 22/23 updates and three new climate change indicators) analysed for ERC, 16 were ranked top in Scotland with 3 ranked bottom - proportion of procurement spend spent on local enterprises, the weekly cost of "children looked after" in residential services and gross value added per capita. In terms of performance value, the overall picture is positive; the Council has performed better than the Scottish average on 64% (61) of the measures, and was below the Scottish average on 36% (34) of the measures.

12. A more streamlined approach has been taken to reporting on LGBF data this year with less contextual and narrative information on performance provided. If further detail is needed, last year’s report can be accessed here. Annex 1 lists each indicator for 2022/23 and performance change against previous year’s value, Scottish average and rank. Some key areas of performance are highlighted below by service area.

Children's Services

- East Renfrewshire remained the top-ranking council in a number of children’s services indicators including the percentage of P1, P4 and P7 pupils achieving the expected Curriculum for Excellence level in literacy (87.6%) and numeracy (91.2%), and the council performed better than the Scottish average for both (72.7% and 79.6%, respectively).
- The percentage of pupils gaining 5 or more awards at Levels 5 and 6 remained the same (89% and 70%, respectively). These figures were higher than the Scottish average and East Renfrewshire was ranked top in both indicators.
- While the percentage of pupils from deprived areas gaining the same awards was also higher than the Scottish average, performance had dropped. At Level 5 the percentage reduced from 73% to 65% (rank remained at 2) and from 49% to 38% at Level 6 (rank dropped from 1 to 2). It should be noted that, due to the change in assessment methodology driven by the pandemic, including the implementation of the alternative certification model, comparisons between years at the senior phase should continue to be treated with some caution.
- East Renfrewshire was also top in school attendance rate (per 100 pupils), despite performance dropping slightly from 94.6% to 93%.
- The proportion of funded early year’s provision which is graded good/better rose from 91.2% to 94.1%, and East Renfrewshire’s rank increased from 14 to 7.
- The attainment gap between pupils in SIMD quintiles 1 and 5 stood at 26.6% in literacy and 22.4% in numeracy, both of which fell below the Scottish average of 20.5% and 17%, respectively. East Renfrewshire ranked 25/32 for gaps in literacy attainment and 26/32 for gaps in numeracy attainment.
- Rank fell from 3 to 9 in the percentage of adults satisfied with local schools, with satisfaction falling from 86% (2019-22) to 79% (2020-23), although note the higher Citizens’ panel satisfaction ratings of over 90% highlighted above in paragraph 9 for satisfactions with local schools.

- The percentage of child protection re-registrations within 18 months increased from 0% to 12.5%. The Scottish average was 5.6% and rank fell from 1 to 31. Note this indicator relates to a very small number of children in East Renfrewshire and is impacted by the re-registration of sibling groups.
- The gross cost of "children looked after" in residential services per child per week reduced from £9,633 to £8,742. However, this was significantly higher than the Scottish average of £4,804 and rank remained the lowest in Scotland. Our costs are higher as we spot purchase provision as we do not have internal residential units. We also have a significant number of children with complex need and disabilities and these placements are more costly.

Adult Social Care

Overall there was a positive picture in the Adult Social Care indicators, with six out of seven indicators performing better than the Scottish average:

- The proportion of adult care services graded 'good' or better improved from 78.9% to 87%, leading to an improved rank from 16 to 1.
- Rates of readmission to hospital within 28 days per 1,000 discharges improved from 76.8 to 67.8. This was better than the Scottish average of 101.7 and placed East Renfrewshire second top in Scotland.
- Home care costs per hour for people aged 65 or over rose from £32.81 to £33.21 and were above the Scottish average of £31.85. This was the only indicator in this service area where East Renfrewshire’s performance was below the Scottish average. However, East Renfrewshire rose slightly in rank, from 16 to 15.

Corporate Services

- While the gender pay gap reduced from 5.7% to 4.6%, it remained above the Scottish average of 2.5%. The council slightly improved in rank from 27 to 25 in 2022/23, and positive trend data showed the pay gap had reduced from 9.3% in 2015-16.
- Despite sickness absence levels for teachers increasing from 4.6 days to 5.5 days lost this remained better than the Scottish average of 6.8 days. Rank dropped slightly from 4 to 5. East Renfrewshire’s rank for sickness absence days amongst all other staff, excluding teachers dropped from 11 to 21, with absence days increasing from 11.2 days to 14.2 days lost.
- The percentage of invoices sampled that were paid within 30 days improved from 86.6% to 89.3%, and rank improved from 25 to 23.
- While the cost per dwelling of collecting council tax in East Renfrewshire reduced from £19.06 to £12.37, the Council remained above the Scottish average £6.84 and ranked 30/32. This is principally due to costs of implementing a new Council Tax and Benefits ICT system, however it is expected that this cost will reduce from 2024/25 as a result of a significant restructure to achieve a budget saving later this year.
- The proportion of SWF Crisis Grant decisions within 1 day improved from 97.8% to 99.3%, and East Renfrewshire’s rank increased from 13 to 5.
- Proportion of Scottish Welfare Fund spent grew from 98.9% to 129.9% bringing it broadly in line with the Scottish average of 130%. Rank improved from 20 to 15.

Culture & Leisure

- Cost per library visit dropped significantly from £12.68 to £4.84. The Scottish average was £2.81 and East Renfrewshire ranked 24/32 overall.

- Satisfaction with libraries dropped amongst adults from 72% (2019-22, against the Scottish average of 74%) to 61.3% and East Renfrewshire ranked 28/32. Satisfaction with leisure facilities dropped from 71.3% (2019-22, against the Scottish average of 72.3%) to 64%. Rank dropped from 20 to 29 in this period. Although note the higher citizens' panel satisfaction ratings highlighted above of 92% for sports and leisure facilities and 86% for libraries.

Economic Development

There was a mixed level of performance across the economic development indicators with seven indicators improving and four showing a reduction in performance compared to 2021/22:

- Cost of planning and building standards per planning application decreased from £4,849 to £4,743 (below the Scottish average of £5,538) and rank improved from 17 to 9.
- East Renfrewshire had the lowest proportion of procurement spend spent on local enterprises in Scotland at 11.9%, a 1.8% decrease from 2021/22. The Scottish average for 2022/23 was 29.6%. Ranking on this indicator will always be comparably low for the Council given factors such as the existing supplier base and size and location of Council area.
- East Renfrewshire remained the top ranked council for claimant counts as a percentage of 16-24 population at 1.7%, the Scottish average was 3.5%.
- The proportion of properties receiving superfast broadband was 97.2%, a rise from 96.5%. This placed East Renfrewshire above the Scottish average of 95.5%. However, rank dropped from 13 to 18.
- Gross value added per capita increased from £11,203 to £11,472 but this remained significantly lower than the Scottish average of £27,039. Rank remained at 32.

Environmental Services

Overall, there was improving performance across 12 out of 15 indicators relating to environmental services, despite various fluctuations in rank:

- The percentage of total household waste that was recycled reduced from 58.1% to 56% and ranked from first to third, but performance remained above the Scottish average of 43.3%. The service continues to balance cost and quality of the recycling provision in an operating environment that is impacted by national government policy and legislative decisions.
- The net cost of waste collection per premises improved from £76.28 in 2021/22 to £74.97, sitting below the Scottish average of £75.64. This placed the council at a rank of 16.
- Despite a reduction in the overall costs of roads per km in East Renfrewshire from £30,483 to £25,017, costs remained almost twice the Scottish average of £12,844 and the Council remained at a rank of 31.
- Satisfaction with refuse collection dropped from 82.3% (2019-22) to 81% (2020-23), the Scottish average was 78%. Rank dropped from 13 to 19 in this period, although note the higher Citizens' panel satisfaction ratings highlighted above.

Financial Sustainability

There was a mixed picture in terms of ranking across the five financial sustainability indicators. One improved, one remained the same and three dropped:

- Uncommitted General Fund balance as a percentage of council annual budgeted net revenue dropped from 4.4% to 2.3% (the Scottish average was 3.2%). This led to a rank drop of 5 to 14. The council policy is to hold between 2% and 4% of uncommitted reserves as a percentage of the budget and the 2022/23 drop was within Council limits
- Actual outturn as a percentage of budgeted expenditure dropped from 98.7% to 96.1% (against the Scottish average of 98.6%). Rank dropped from 17 to 26. The reason for this drop is because our reserves increased year on year due to the introduction of the Service Concession reserve which enabled us to write off PPP/PFI debt over the life of the asset instead of the life of the contract.

Housing Services

Improvements in ranking and performance were achieved across the four housing indicators:

- The percentage of rent due in the year that was lost due to properties being empty (voids) improved from 1.4% to 1.0% in 2022/23, against the Scottish average of 1.7%. Additionally, the council's rank improved from 15 to 5.
- The percentage of council dwellings meeting Scottish Housing Standards improved from 49.5% in 2021/22 to 59.2%, however this remained lower than the Scottish average of 70.9%. Rank rose from 20 to 17.
- Gross rent arrears (all tenants) as a percentage of rent due for the reporting year improved from 10% to 7.4%. The Scottish average was 9.6% and East Renfrewshire's rank increased from 17 to 8.

Tackling Climate Change

These are new indicators on Climate Change that relate to Council Transport Emissions, Council Electricity Emissions and Council Natural Gas Emissions. Note most recent data for these indicators is from 2021-22.

- In CO2 emissions from transport per capita, East Renfrewshire's emissions grew from 14.74 (2020-21) to 16.44 (2021-22), with the Scottish average standing at 26.8. The council's rank nonetheless improved from 7 to 4.
- In CO2 emissions from electricity per capita, the council's emissions dropped from 50.43 to 45.65, taking it closer to Scottish average of 46.05. East Renfrewshire's rank improved from 28 to 18.
- CO2 emissions from natural gas per capita dropped from 116.42 to 86.91, this figure remained above the Scottish average of 57.22. This was due to East Renfrewshire's estate running primarily on natural gas boilers. East Renfrewshire ranked at 27/32.

PRE-COVID COMPARATIVE ANALYSIS

13. Further analysis has been carried out comparing the 2022/23 data with the position in 2019/20, prior to the pandemic. Some key points are highlighted below. Annex 2 lists indicators where the Council's rank has changed by five or more positions since the onset of the pandemic.

14. Of 95 measures (indicators with 22/23 updates and three new climate change indicators) analysed for ERC, performance improved in 52 (55%), remained the same in three (3%) and dropped in 40 (42%) when compared with its pre covid position. In terms of rank, improvements occurred in 41 indicators, with six of these improvements seeing East Renfrewshire become the top performing council in Scotland. East Renfrewshire remained in the same position in 19 indicators, with nine of these at the top, and one at the bottom (gross value added per capita). The Council dropped in rank in 35 indicators, two of which were to

the bottom position (procurement spend spent on local enterprises and the weekly cost of "children looked after" in residential services).

15. In Education, attainment remained at a sector-leading position across the majority of educational attainment indicators when compared with the 2019/20 position. However, given the changes in assessment methodology over recent years due to the impacts of the pandemic, most notably through the alternative certification model, any direct comparisons at the senior phase to pre-2020 should be treated with caution.

16. In Corporate Services, East Renfrewshire improved in ranking and performance for most indicators, on comparison with the pre-Covid position. Positive highlights include an increase in rank from 11 to 6 for the proportion of the highest paid 5% employees who are women, reflecting an improvement in performance from 59.3% to 62.6%. There was also a reduction in the gender pay gap from 6.3% to 4.6%, although rank only improved from 27 to 25 in this indicator. An indicator which dropped in performance was sickness absence days per council staff (excluding teachers) which increased from 13 to 14.2 days lost, despite rank improving from 26 to 21. Finally, the percentage of invoices sampled that were paid within 30 days improved from 75.3% in 2019/20 to 89.3%, and rank improved from 32 to 23.

17. On comparing Environmental Services measures with the pre-Covid position, performance improved in the net cost of waste collection per premise, with costs reducing from £77.84 to £74.97. Rank increased from 26 to 16. However, the proportion of total household waste arising that was recycled decreased from 68% to 56%, with rank dropping from 1 to 3.

18. In Housing, the proportion of rent due in the year that was lost due to voids reduced from 1.8% in 2019/20, to 1% in 2022/23, and rank improved from 22 to 5. The proportion of council dwellings meeting Scottish Housing Quality Standards (SHQS) dropped from 97.9% to 59.2%, with rank falling from 5 to 17. This drop is due to a reduction in the timeframe from ten to five years for the completion of electrical surveys as part of the SHQS. Performance has improved in 2023/4 to 77.3%.

19. In Economic Development the Council improved its performance in eight of the twelve indicators, remaining the same in one and dropping in three. It improved in rank for seven, remained the same for one and dropped in four. A highlight includes growth in the percentage of unemployed people who were assisted into work from council operated/funded employability programmes. Performance on this indicator increased from 13.4% to 17%, and rank improved from 17 to 12. However, there was a significant increase in the average time per business and industry planning application between 2019/20 and 2022/23, with weeks taken increasing from 7.8 to 17.6. Rank dropped from 9 to 27. Business and industry planning applications relate to a very small proportion of total applications (3% in 2022/23). Indicative figures on this indicator for 2023/4 show improved performance with timescales reducing to around 10 weeks.

PERFORMANCE REPORTING ARRANGEMENTS

20. Within the Council, performance on the indicators is scrutinised in services and Departments and monitored as part of our performance management arrangements.

FINANCE AND EFFICIENCY

21. There is a small annual charge paid by all councils to participate in the LGBF which is covered within existing budgets. Participation in the framework is mandatory.

CONSULTATION

22. There is an ongoing review and development of the LGBF in consultation with councils and partners. We continue to work closely with the IS on the validation of the LGBF data and have contributed feedback as part of reviews of the dataset.

PARTNERSHIP WORKING

23. The Council participates in a range of LGBF Benchmarking learning events, where colleagues from services come together to collaborate to share practice and learn together. Benchmarking activity helps the Council to identify and learn from good practice in other councils. The use of LGBF and other benchmarking data to support service improvement is ongoing within the Council.

IMPLICATIONS OF THE PROPOSALS

24. As this report is primarily a progress and performance update, there are no implications in terms of staffing, property, legal, IT, equalities, and sustainability.

CONCLUSION

25. Despite the ongoing financial challenges faced by the Council, this high-level analysis shows that we continue to perform comparatively strongly in key outcome areas where we are making a positive impact on people's lives and the local environment. Performance, on the whole has also held firm when compared with pre-covid (2019/20) levels. There remains an understanding of where there is scope for improvement and services are working hard to affect change. Where our costs are above the national average, we have clear policy intentions underpinning our investment decisions.

26. The LGBF indicator set is only one means of recording and measuring the Council's performance. There is a wide range of performance information scrutinised and reported at Council and to Education committee providing detailed information on performance throughout the year. To achieve a balanced picture, the outcomes we report on through our Community Plan, incorporating Fairer East Ren, Outcome Delivery Plan and through various audits and inspections should continue to be considered.

RECOMMENDATIONS

27. It is recommended that Cabinet:

(a) Scrutinise the Council's performance against the comparative information; and

(b) Consider whether any aspect of the Council's performance is in need of further exploration.

REPORT AUTHORS

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BACKGROUND PAPERS

Local Government Benchmarking Framework: 2021-22 Performance, Cabinet, 11 May 2023

Annex 1 – 2021-22 v 2022-23 LGBF Data Comparison

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Children's Services								
Cost Per Primary School Pupil	£6,275	£6,229	Improving	£6,863	Better	Improving (top)	3	1
Cost per Secondary School Pupil	£8,466	£8,311	Improving	£8,482	Better	Improving	19	12
Cost per Pre-School Education place	£10,944	£11,539	Dropping	£11,008	Worse	Dropping	15	19
% of Pupils Gaining 5+ Awards at Level 5	89%	89%	Same	66%	Better	Same (top)	1	1
% of Pupils Gaining 5+ Awards at Level 6	70%	70%	Same	38%	Better	Same (top)	1	1
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	73%	65%	Dropping	50%	Better	Same	2	2
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	49%	38%	Dropping	22%	Better	Dropping	1	2
The gross cost of "children looked after" in residential base services per child per week	£9,633	£8,742	Improving	£4,804	Worse	Same (bottom)	32	32
The gross cost of "children looked after" in a community setting per child per week	£427	£433	Dropping	£422	Worse	Dropping	15	19
Proportion of children being looked after in the community	93.8%	92.2%	Dropping	89.2%	Better	Dropping	5	8
Proportion of Adults Satisfied with Local Schools	86% (2019-22)	79% (2020-23)	Dropping	73.7%	Better	Dropping	3 (2019-22 rank)	9 (2020-23 rank)
Proportion of Pupils Entering Positive Destinations	98.5%	98.7%	Improving	95.90%	Better	Improving (top)	3	1
Overall Average Total Tariff	1455	1446	Dropping	915	Better	Same (top)	1	1
Average Total Tariff SIMD quintile 1	1006	1037	Improving	658	Better	Same	2	2
Average total tariff SIMD quintile 2	1245	1140	Dropping	781	Better	Same (top)	1	1
Average total tariff SIMD quintile 3	1264	1286	Improving	905	Better	Same (top)	1	1
Average total tariff SIMD quintile 4	1492	1400	Dropping	1051	Better	Same (top)	1	1
Average total tariff SIMD quintile 5	1589	1612	Dropping	1264	Better	Same (top)	1	1

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
% of P1, P4 and P7 pupils achieving expected CFE Level in Literacy	85.8%	87.6%	Improving	72.7%	Better	Same (top)	1	1
% of P1, P4 and P7 pupils achieving expected CFE Level in Numeracy	89.6%	91.2%	Improving	79.6%	Better	Same (top)	1	1
Literacy Attainment Gap (P1,4,7 Combined)	27.8 pp	26.6 pp	Improving	20.5 pp	Worse	Improving	26	25
Numeracy Attainment Gap (P1,4,7 Combined)	25.2 pp	22.4 pp	Improving	17.0 pp	Worse	Improving	27	26
% of children meeting developmental milestones	83.6%	83.0%	Dropping	82.1%	Better	Dropping	12	13
Proportion of funded early years provision which is graded good/better	91.2%	94.1%	Improving	90.1%	Better	Improving	14	7
School exclusion rate (per 1,000 pupils)	1.2 (2020-21)	3.2	Dropping	16.6	Better	Dropping	1	2
School attendance rate (per 100 pupils)	94.6% (2020-21)	93%	Dropping	90.2%	Better	Improving (top)	4	1
Participation rate for 16-19 year olds (per 100)	97%	97.7%	Improving	94.3%	Better	Same (top)	1	1
The % of child protection re-registrations within 18 months	0.00%	12.5%	Dropping	5.6%	Worse	Dropping	1	31
The % of looked after children with more than 1 placement in the last year (Aug-July)	19.80%	14.4%	Improving	17.20%	Better	Improving	22	13
Corporate Services								
Support services as a % of total gross expenditure	4.50%	4.30%	Improving	4%	Worse	Improving	24	23
Proportion of the highest paid 5% employees who are women	61.9%	62.6%	Improving	58.9%	Better	Dropping	4	6
The gender pay gap (%)	5.70%	4.60%	Improving	2.50%	Worse	Improving	27	25
The cost per dwelling of collecting council tax	£19.06	£12.37	Improving	£6.84	Worse	Improving	31	30
Sickness absence days per teacher	4.6	5.5	Dropping	6.8	Better	Dropping	4	5
Sickness absence days per employee (non-teacher)	11.2	14.2	Dropping	13.2	Worse	Dropping	11	21
% of income due from council tax received by the end of the year	96.8%	97.6%	Improving	96.2%	Better	Improving	9	7
% of invoices sampled that were paid within 30 days	86.6%	89.30%	Improving	90.6%	Better	Improving	25	23

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Proportion of SWF Crisis Grant decisions within 1 day	97.8%	99.3%	Improving	91.8%	Better	Improving	13	5
Proportion of SWF Community Care Grant decisions within 15 days	99.5%	99.0%	Dropping	87.3%	Better	Dropping	3	5
Proportion of SWF Budget Spent	98.9%	129.9%	Improving	130.0%	Better	Improving	20	15
Proportion of DHP Funding Spent	83.4%	80.5%	Dropping	94.4%	Worse	Dropping	26	27
% of operational buildings that are suitable for their current use	84.8%	84.8%	Same	86.1%	Worse	Dropping	19	22
% of internal floor area of operational buildings in satisfactory condition	84.1%	86.6%	Same	89.7%	Worse	Improving	26	24
Adult Social Care								
Home care costs per hour for people aged 65 or over	£32.81	£33.21	Dropping	£31.85	Worse	Improving	16	15
Self-Directed Support (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a % of total social work spend on adults 18+	8.9%	9.3%	Improving	8.7%	Better	Same	7	7
% of people aged 65 and over with long-term care needs receiving personal care at home	64.40%	62.50%	Dropping	61.50%	Better	Improving	13	12
Residential costs per week per resident for people aged 65 or over	£452	£452	Same	£684	Better	Same	2	2
Rate of readmission to hospital within 28 days per 1,000 discharges	76.8	67.6	Improving	101.7	Better	Improving	3	2
Proportion of adult care services graded 'good' or better	78.90%	87%	Improving	75%	Better	Improving (top)	16	1
Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	342	415	Dropping	919	Better	Improving	7	6
Culture & Leisure								
Cost per attendance at sports facilities	£9.19	£5.14	Improving	£4.89	Worse	Improving	26	24
Cost per library visit	£12.68	£4.84	Improving	£2.81	Worse	Improving	30	24
Cost of parks & open spaces per 1,000 population	£6,588	£10,427	Dropping	£23,311	Better	Dropping	3	4

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Proportion of adults satisfied with libraries	72% (2019-22)	61.3% (2020-23)	Dropping	71% (2020-23)	Worse	Dropping	21 (2019-22 rank)	28 (2020-23 rank)
Proportion of adults satisfied with parks and open spaces	92% (2019-22)	89.7% (2020-23)	Dropping	87.30%	Better	Dropping	6 (2019-22 rank)	9 (2020-23 rank)
% of adults satisfied with leisure facilities	71.3% (2019-22)	64% (2020-23)	Dropping	71%	Worse	Dropping	20 (2019-22 rank)	29 (2020-23 rank)
Environmental Services								
Net cost of waste collection per premise	£76.28	£74.97	Improving	£75.64	Better	Improving	18	16
Net cost of waste disposal per premise	£92.74	£89.31	Improving	£95.28	Better	Dropping	10	11
Net cost of street cleaning per 1,000 population	£11,068	£10,333	Improving	£16,068	Better	Dropping	8	9
Street Cleanliness Score	89.80%	89.90%	Improving	90.60%	Worse	Dropping	16	19
Cost of roads per kilometre	£30,483	£25,017	Improving	£12,844	Worse	Same	31	31
% of A Class roads that should be considered for maintenance treatment	20.5% (2020-22)	18.7% (2021-23)	Improving	27.4% (2021-23)	Better	Improving	9 (2020-22)	6 (2021-23)
% of B Class roads that should be considered for maintenance treatment	23.8% (2020-22)	21.8% (2021-23)	Improving	31.5% (2021-23)	Better	Improving	10 (2020-22)	6 (2021-23)
% of C Class roads that should be considered for maintenance treatment	33.4% (2020-22)	28.7% (2021-23)	Improving	32.7% (2021-23)	Better	Improving	20 (2020-22)	15 (2021-23)
% of unclassified Class roads that should be considered for maintenance treatment	42.3% (2018-22)	41.2% (2019-23)	Improving	36.4% (2019-23)	Worse	Dropping	25 (2019-22)	26 (2019-23)
Cost of Trading Standards and environmental health per 1,000 population	£18,429	£16,929	Improving	£22,302	Better	Improving	10	6
Cost of Trading Standards, Money Advice & Citizens Advice per 1000	£9,432	£9,020	Improving	£7,060	Worse	Improving	26	23
Cost of environmental health per 1,000 population	£8,994	£7,911	Improving	£15,239	Better	Same	2	2
Proportion of total household waste arising that is recycled	58.10%	56%	Dropping	43.30%	Better	Dropping	1	3
Proportion of adults satisfied with refuse collection	82.3% (2019-22)	81% (2020-23)	Dropping	78% (2020-23)	Better	Dropping	13 (2019-22)	19 (2020-23)

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Proportion of adults satisfied with street cleaning	66.3% (2019-22)	65% (2020-23)	Dropping	58.3% (2020-23)	Better	Same	10 (2019-22)	10 (2020-23)
Housing Services								
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	10%	7.4%	Improving	9.6%	Better	Improving	17	8
Proportion of rent due in the year that was lost due to voids	1.4%	1%	Improving	1.7%	Better	Improving	15	5
Proportion of council dwellings meeting Scottish Housing Standards	49.50%	59.20%	Improving	70.90%	Worse	Improving	20	17
Average number of days taken to complete non-emergency repairs	8.3	7.1	Improving	9.7	Better	Improving	12	8
Economic Development								
% of unemployed people assisted into work from council operated / funded employability programmes	17.50%	17%	Dropping	12.90%	Better	Improving	16	12
Cost of planning and building standards Per Planning Application	£4,849	£4,743	Improving	£5,538	Better	Improving	17	9
Average time per business and industry planning application (weeks)	18.5	17.6	Improving	12	Worse	Improving	28	27
Proportion of procurement spend spent on local enterprises	13.70%	11.90%	Dropping	29.60%	Worse	Dropping (bottom)	30	32
No of business gateway start-ups per 10,000 population	19.7	18.1	Dropping	14.3	Better	Dropping	12	13
Investment in of Economic Development & Tourism per 1,000 Population	£31,759	£55,187	Improving	£109,349	Worse	Improving	32	28
Proportion of properties receiving superfast broadband	96.50%	97.20%	Improving	95.50%	Better	Dropping	13	18
Town Vacancy Rates	4.50%	7%	Dropping	12%	Worse	Dropping	3	6
Immediately available employment land as a % of total land allocated for employment purposes in the local development plan	100%	100%	Same	22.80%	Better	Same (top)	1	1
Gross Value Added (GVA) per capita	£11,203	£11,472	Improving	£27,039	Worse	Same (bottom)	32	32
Claimant Count as a % of Working Age Population	2.60%	1.70%	Improving	3.20%	Better	Improving	3	2

LGBF Indicator	2021-22 ERC Value (unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	2022-23 Scottish average value (unless stated otherwise)	Against Scottish average (value)	Rank performance	2021-22 Rank (unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Claimant Count as a % of 16-24 Population	2.80%	1.70%	Improving	3.50%	Better	Same (top)	1	1
Tackling Climate Change								
CO2 emissions from Transport per capita (new indicator – latest data from 2021-22)	14.74 (2021-22)	16.44 (2021-22)	Dropping	26.81 (2021-22)	Better	Improving	7 (20-21 rank)	4 (21-22 rank)
CO2 emissions from electricity per capita (new indicator – latest data from 2021-22)	50.43	45.66	Improving	46.05	Better	Improving	28 (20-21 rank)	18 (21-22 rank)
CO2 emissions from Natural Gas per capita (new indicator – latest data from 2021-22)	116.42	86.91	Improving	57.22	Worse	Improving	29 (20-21 rank)	27 (21-22 rank)
Financial Sustainability								
Total useable reserves as a % of council annual budgeted revenue	21.80%	22.30%	Improving	24.50%	Worse	Improving	23	20
Uncommitted General Fund Balance as a % of council annual budgeted net revenue	4.40%	2.30%	Dropping	3.20%	Worse	Dropping	5	14
Ratio of Financing Costs to Net Revenue Stream - General Fund	7.20%	7.20%	Same	5.40%	Worse	Dropping	23	24
Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	31.30%	31.50%	Dropping	21.30%	Worse	Same	21	21
Actual outturn as a percentage of budgeted expenditure	98.70%	96.10%	Dropping	98.60%	Worse	Dropping	17	26

Annex 2 – Pre Covid v 2022-23: LGBF indicators with changes in rank greater than, or equal to, five positions. (up or down in ranking)

LGBF Indicator	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	Rank performance	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Children's Services						
Cost Per Primary School Pupil	£5,874	£6,229	Dropping	Improving (top)	7	1
The gross cost of "children looked after" in residential based services per child per week	£4,585	£8,742	Dropping	Dropping (bottom)	21	32
The gross cost of "children looked after" in a community setting per child per week	£249	£433	Dropping	Dropping	4	19
Proportion of children being looked after in the community	94.9%	92.2%	Dropping	Dropping	3	8
Proportion of Adults Satisfied with Local Schools	84.3% (2017-20)	79% (2020-23)	Dropping	Dropping	4	9 (2020-23 rank)
Literacy Attainment Gap (P1,4,7 Combined)	20.4 pp (2018-19)	26.6 pp	Dropping	Dropping	10 (2018-19)	25
Numeracy Attainment Gap (P1,4,7 Combined)	13.1 pp (2018-19)	22.4 pp	Dropping	Dropping	1 (2018-19)	26
The % of looked after children with more than 1 placement in the last year (Aug-July)	18.8%	14.4%	Improving	Improving	22	13
Corporate Services						
Proportion of the highest paid 5% employees who are women	59.30%	62.6%	Improving	Improving	11	6
Sickness absence days per employee (non-teacher)	13	14.2	Dropping	Improving	26	21
% of invoices sampled that were paid within 30 days	75.3%	89.3%	Improving	Improving	32	23
Proportion of SWF Crisis Grant decisions within 1 day	96.8%	99.3%	Improving	Improving	18	5
Proportion of SWF Budget Spent	97.5%	129.9%	Improving	Improving	21	15
Adult Social Care						
Home care costs per hour for people aged 65 or over	£29.94	£33.21	Dropping	Improving	21	15
% of people aged 65 and over with long-term care needs receiving personal care at home	57%	62.50%	Improving	Improving	23	13

LGBF Indicator	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	Rank performance	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Proportion of adult care services graded 'good' or better	84.40%	87%	Improving	Improving (top)	17	1
Culture & Leisure						
Cost per attendance at sports facilities	£6.25	£5.14	Improving	Improving	32	24
Cost per library visit	£2.15	£4.84	Dropping	Dropping	11	24
Cost of parks & open spaces per 1,000 population	£18,199	£10,427	Improving	Improving	23	4
Proportion of adults satisfied with libraries	75.3% (2017-20)	61.3% (2020-23)	Dropping	Dropping	13 (2017-2020)	28 (2020-23 rank)
Proportion of adults satisfied with parks and open spaces	90.5% (2017-20)	89.7% (2020-23)	Dropping	Dropping	2 (2017-2020)	9 (2020-23 rank)
% of adults satisfied with leisure facilities	67.3% (2017-20)	64% (2020-23)	Dropping	Dropping	23 (2017-2020)	29 (2020-23 rank)
Environmental Services						
Net cost of waste collection per premise	£77.84	£74.97	Improving	Improving	26	16
% of A Class roads that should be considered for maintenance treatment	15.5% (2018-20)	18.7% (2021-23)	Dropping	Dropping	1	6
% of B Class roads that should be considered for maintenance treatment	26.3% (2018-20)	21.8% (2021-23)	Improving	Improving	13	6
Proportion of adults satisfied with refuse collection	79.9% (2017-20)	81% (2020-23)	Improving	Dropping	14 (2017-2020)	19 (2020-23 rank)
Housing Services						
Proportion of rent due in the year that was lost due to voids	1.80%	1%	Improving	Improving	22	5
Proportion of council dwellings meeting Scottish Housing Standards	97.90%	59.20%	Dropping	Dropping	5	17
Economic Development						
% of unemployed people assisted into work from council operated / funded employability programmes	13.40%	17%	Improving	Improving	17	12

LGBF Indicator	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 ERC Value (unless stated otherwise)	Performance (value)	Rank performance	ERC Pre Covid rank (2019-20 unless stated otherwise)	2022-23 Rank (unless stated otherwise)
Cost of planning and building standards Per Planning Application	£4,698	£4,743	Dropping	Improving	16	9
Average time per business and industry planning application (weeks)	7.8	17.6	Dropping	Dropping	9	27
No of business gateway start-ups per 10,000 population	15.1	18.1	Improving	Improving	20	13
Proportion of properties receiving superfast broadband	96%	97.20%	Improving	Dropping	11	18
Town Vacancy Rates	11.90%	7%	Improving	Improving	20	6
Tackling Climate Change						
CO2 emissions from electricity per capita (new indicator – latest data from 2021-22)	52.3	45.66 (2021-22)	Improving	Dropping	13	18 (21-22 rank)
Financial Sustainability						
Total useable reserves as a % of council annual budgeted revenue	18.30%	22.30%	Improving	Dropping	12	20
Uncommitted General Fund Balance as a % of council annual budgeted net revenue	4.00%	2.30%	Dropping	Dropping	6	14
Actual outturn as a percentage of budgeted expenditure	99.20%	96.10%	Dropping	Dropping	19	26

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