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**To: Audit, Scrutiny and Petitions Board**

**On: 1 June 2015**

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**Report by: Chief Executive**

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**Heading: Local Government Benchmarking Framework Indicator Profile for 2013/2014**

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## **1 Summary**

- 1.1 The Account Commission publishes an annual Direction which sets out the performance information that councils must report in each financial year. The Direction for 2013/14 performance data covers three categories - corporate management, service performance and the Local Government Benchmarking Framework.
  - 1.2 During the year, the Council published local performance information in board reports, key publications and on our website to demonstrate the delivery of Best Value in our service arrangements. The validated Local Government Benchmarking Framework data for 2013/14 was published by the Improvement Service on 31<sup>st</sup> March 2015.
  - 1.3 This report provides the Audit, Scrutiny and Petitions Board with an analysis of Renfrewshire Council's Local Government Benchmarking Framework data for 2013/14. It compares our performance to other councils, highlights improvements in our performance data and identifies areas for further improvement.
  - 1.4 Of the 55 national indicators in the Local Government Benchmarking Framework, 25 of our indicators (45%) have improved in ranking since last year; 9 indicators have retained the same ranking (16%); 17 indicators have declined in ranking (31%) and for 4 of the indicators, no trend information is available. Detailed analysis of the indicator suite is contained in appendix one.
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## **2 Recommendations**

- 2.1 It is recommended that the Audit, Scrutiny and Petitions Board note this report and the improvement actions now being implemented.

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### **3 Background**

- 3.1 The Accounts Commission's annual Direction for 2013/14 set out three categories of performance information which councils were required to report on - corporate management, service performance and, for the first time, the Local Government Benchmarking Framework.
- 3.2 During the year, the Council published local corporate management and service performance information in board reports, key publications and on our website to demonstrate the delivery of Best Value in our service arrangements. The Local Government Benchmarking Framework data was collated, verified and published for all Scottish councils by the Improvement Service. The validated Local Government Benchmarking Framework data for 2013/14 was published on 31<sup>st</sup> March 2015; a link to the Improvement Service reporting tool is available on the performance section of our website.
- 3.3 Renfrewshire Council has participated in the development of the Local Government Benchmarking Framework (LGBF) since its inception in 2010. The framework reports on a suite of 55 indicators which cover the majority of council services under eight service categories:
1. Children's Services
  2. Corporate Services
  3. Adult Social Care
  4. Culture and Leisure Services
  5. Environmental Services
  6. Housing Services
  7. Corporate Asset Management
  8. Economic Development

The framework indicators report on service costs, customer satisfaction and service effectiveness.

### **4. National Trends in 2013/14**

- 4.1 The annual report on the Local Government Benchmarking Framework data that is published by the Improvement Service gives a national picture about service delivery across Scotland. The analysis highlights a number of trends in the national dataset:
- In Education Services, the number of pre-school places has increased by 11.8% since 2010, despite a reduction in spend. There has also been a reduction in primary and secondary education costs per pupil since 2010/11; however, there has been a continued improvement in attainment;
  - Corporate support costs account for approximately 5% of gross revenue spending across councils and there is ongoing improvement in equal pay opportunities across genders.
  - In Adult Social Care, costs have reduced in relation to the unit costs for both care at home and residential care. The number of people receiving intensive care at home services is also increasing. There has also been a steady increase in the

percentage of budgets spent on self-directed support and this trend is expected to increase as the change in practice is embedded.

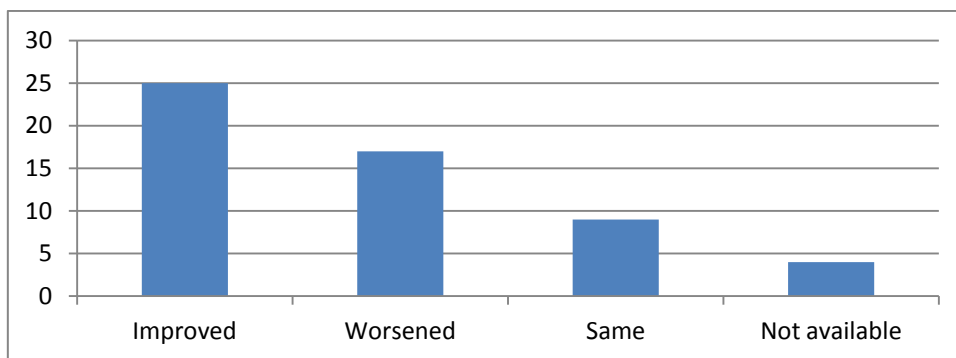
- Culture and Leisure Services has experienced significant increases in visitor numbers at sports facilities, libraries and museums at the same time as experiencing reductions in gross expenditure.
- Environmental Services indicators show that recycling rates are improving across Scotland whilst costs are reducing in waste management and street cleaning.
- Housing indicators show a reduction in rent lost through voids and there continues to be significant improvement in the number of dwellings meeting Scottish Housing Quality Standards.

## 5. Overview of Renfrewshire's Performance

5.1 The Local Government Benchmarking Framework dataset enables councils to review their own performance over time, compare performance against peer authorities and identify areas for improvement. An overview of Renfrewshire's 2013/14 data set shows:

- 25 indicators have improved on their ranking position from last year
- 17 indicators have declined in the rankings
- 9 rankings have remained the same
- There are 4 indicators where trend information is unavailable either because the data has not yet been published or they are new indicators.

5.2 The table below illustrates performance indicator trends over the past year:



### Analysis of top quartile and significant improvements

5.3 The Council was ranked in the top quartile (1<sup>st</sup> to 8<sup>th</sup>) of Scottish councils for twelve of the framework indicators:

1. Percentage of pupils from deprived areas gaining 5+ awards at level 6 (SIMD) (6<sup>th</sup> at 14.17%);
2. Cost per secondary school pupil (1<sup>st</sup> at £5,582);
3. Balance of care for looked after children: % of children being looked after in the community (6<sup>th</sup> at 92%);
4. Percentage of highest paid 5% of employee who are women (4<sup>th</sup> at 54.52%);

5. Average time (hours) between time of noise complaint and attendance on site (2<sup>nd</sup> at 0.46 hours);
  6. Percentage of invoices paid within 30 days (2<sup>nd</sup> at 96.54%);
  7. Older persons (over 65) home care costs per hour (4<sup>th</sup> at £16.81);
  8. Net cost of waste collection per premises (4<sup>th</sup> at £43.81);
  9. Cost of trading standards per 1,000 population (3<sup>rd</sup> at £2,645);
  10. Average time taken to complete non emergency repairs (8<sup>th</sup> at 8.46);
  11. Proportion of operational buildings that are suitable for their current use (3<sup>rd</sup> at 91.91%);
  12. Percentage of unemployed people assisted into work from council operated/funded employability programmes (8<sup>th</sup> at 14.23%).
- 5.4 Our support costs have improved from 6.39% to 4.53% of total gross expenditure costs. As a result, this indicator has moved from 29<sup>th</sup> place to 13<sup>th</sup> and our support costs are now below the Scottish average of 5.07%.

### **Analysis of bottom quartile and declining performance**

- 5.5 The Council ranked in the bottom quartile (25<sup>th</sup> to 32<sup>nd</sup>) of Scottish Councils in ten of the framework indicators. Further information on why the indicators are in the bottom quartile and planned actions to improve performance are provided in appendix one.
- Cost of democratic core costs per 1,000 population: costs have reduced from £46,618 to £45,037 and this indicator has improved from 27<sup>th</sup> to 26<sup>th</sup> place;
  - The cost per dwelling of collection Council Tax moved from 18<sup>th</sup> to 27<sup>th</sup> place, as costs have increased from £13.40 to £14.69. However, this reflects additional costs incurred to increase the percentage of council tax collected to 96.02% (ranked 13<sup>th</sup>);
  - The gross cost of children looked after in residential based services per child per week has increased from £2,458 to £3,651 and has moved from 11<sup>th</sup> to 25<sup>th</sup> place;
  - The gross cost of children looked after in a community setting per child per week has increased from £336.81 to £353.61 and remains ranked in 28<sup>th</sup> place;
  - SDS spend on adults 18+ as a percentage of total social work spend on adults over 18 is ranked in 28<sup>th</sup> place. The percentage of spend has increased from 1.07% to 1.27%;
  - Percentage of people 65+ with intensive needs receiving care at home has improved in the rankings from 28<sup>th</sup> to 27<sup>th</sup> place. The percentage rate has increased from 26.21% to 28.21%;
  - The cost per library visit has dropped in the rankings from 24<sup>th</sup> to 26<sup>th</sup> place, as costs have increased from £4.35 to £4.45;
  - The cost per museum visit has improved in the rankings from 30<sup>th</sup> to 27<sup>th</sup> place as costs have reduced from £18.92 to £10.05;
  - Street cleanliness score has dropped in the rankings from 24<sup>th</sup> to 31<sup>st</sup> place as the percentage acceptable score has dropped from 94% to 87.4%;

- Percentage of dwellings meeting the Scottish Housing Quality Standard has remained at 26<sup>th</sup> place in the rankings; the percentage of dwellings meeting the standard has risen significantly from 32.3% to 62.1%.

5.6 The performance of the Local Government Benchmarking Framework indicators will continue to be monitored and progressed through the service improvement planning process and through further benchmarking activities undertaken through the family groups to develop and share best practice. A report on the Local Government Benchmarking Framework will also be submitted to the Audit, Scrutiny and Petitions Board on an annual basis to review performance and monitor progress.

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## Implications of the Report

1. **Financial** – none.

2. **HR & Organisational Development** – none.

3. **Community Planning** –

Children and Young People – none.

Jobs and the Economy - none.

Community Care, Health and Wellbeing - none.

Safer and Stronger Renfrewshire - none.

Greener Renfrewshire – none.

Empowering our Communities – none.

4. **Legal** - none.

5. **Property/Assets** – none.

6. **Information Technology** – none.

7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report. If required, following implementation, the actual impact of the recommendations and the mitigating actions will be reviewed and monitored, and the results of the assessment will be published on the Council's website.

8. **Health & Safety** – none.

9. **Procurement** – none.

10. **Risk** - none.

11. **Privacy Impact** – none

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## List of Background Papers

(a) None

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## 1 Children's Services

- 1.1 The Children's Services indicators detailed in the table below report on cost per pupil, educational attainment and the costs of looking after children. Other authorities in this family group are: Falkirk, Clackmannanshire, Dumfries and Galloway, Fife, South Ayrshire, West Lothian and South Lanarkshire.

Children's Services						
Indicator	Rank (of 32)		Renfrewshire data		Scottish Average	Family group position
	2012/13	2013/14	2012/13	2013/14		
Cost per primary school pupil	3	12	£4,240	£4,560	£4,734	5
Cost per secondary school pupil	1	1	£5,425	£5,582	£6,532	1
Cost per pre-school education registration	11	11	£2,699	£2,622	£3,008	4
Percentage of pupils gaining 5+ awards at level 5	14	N/A	40.41%	N/A	N/A	N/A
Percentage of pupils gaining 5+ awards at level 6	18	10	24.49%	30.35%	28.08%	2
Percentage of pupils from deprived areas gaining 5+ awards at level 5 (SIMD)	8	N/A	21.82%	N/A	N/A	N/A
Percentage of pupils from deprived areas gaining 5+ awards at level 6 (SIMD)	14	6	9.53%	14.17%	12.59%	2
The gross cost of "children looked after" in residential based services per child per week	11	25	£2,458	£3,651	£3,098	8
The gross cost of "children looked after" in a community setting per child per week	28	28	£336.81	£353.61	£264.83	8
Balance of care for looked after children: % of children being looked after in the community	14	6	90%	92%	N/A	1
Percentage of adults satisfied with local schools	4	17	92%	83%	81%	4
Proportion of pupils entering positive destinations	24	22	90.2%	92%	92.3%	7

### 1.2 Children's Services – Key Points:

- Our attainment figures are above the national average and our ranking for pupils gaining 5+ at level 6 has improved from 18<sup>th</sup> to 10<sup>th</sup>. Our ranking position for children from deprived areas gaining 5+ at level 6 has improved from 14<sup>th</sup> to 6<sup>th</sup> position as our performance has improved by around 4.5% points. We performed above the national average and are 2<sup>nd</sup> in our family group;
- The satisfaction rates of adults with local schools was 83% and our ranking has dropped from 4<sup>th</sup> to 17<sup>th</sup>, however, our performance is above the national average;
- We have improved our position for pupils entering positive destinations to 22<sup>nd</sup> and at 92%, we are just below the national average;
- Costs per primary school pupil have increased which has moved our ranking from 3<sup>rd</sup> to 12<sup>th</sup> overall; however, costs remain below the national average;
- Costs per secondary school pupil have increased; however, our costs remain the lowest overall in Scotland;
- Our costs for pre-school education are below the national average and, although our costs have reduced slightly between years, we remain in 11<sup>th</sup> place overall;

- Nationally costs per place of pre-school education have decreased by over 3% to £3,008, whereas in Renfrewshire the same costs have gone down by 2.85% in 2013/14 (from £2,699 to £2,622). Primary and secondary education has seen a reduction in real costs per pupil to an average combined cost of £11,266. In Renfrewshire our figure is below the national average (at £10,142), despite increasing by 4.9%.

### Children's Services - Indicator spotlight

#### Percentage of pupils from deprived areas gaining 5+ awards at level 6 (SIMD)

##### Context:

The percentage of pupils from deprived areas gaining 5+ awards at level 6 (SIMD) is now above the Scottish average and has improved over the last few years. From 2012/13 to 2013/14, this indicator increased nearly 5%.

##### Improvement Actions:

To ensure that our improvement continues, our performance will be reviewed against our peers, and we will ensure that we are targeting and adapting our support provision to those from deprived areas. Closing the attainment gap is a key area of focus in our approach to Tackling Poverty. An action plan is currently being developed with community planning partners to address the findings and recommendations in the Tackling Poverty Commission's report to provide a sustainable route out of poverty.

## 2 Corporate Services

- 2.1 The Corporate Services indicators detailed in the table below report. This service is benchmarked with: Angus, Clackmannanshire, Midlothian, South Lanarkshire, Inverclyde, West Lothian and East Renfrewshire.

Corporate Services						
Indicator	Rank (of 32)		Renfrewshire data		Scottish Average	Family group position
	2012/13	2013/14	2012/13	2013/14		
Support services as a percentage of total gross expenditure	29	13	6.39%	4.53%	5.07%	5
Cost of democratic core per 1,000 population	27	26	£46,618	£45,037	£32,025	7
The percentage of the highest paid 5% of employees who are women	9	4	52.40%	54.52%	50.70%	1
The cost per dwelling of collecting Council Tax	18	27	£13.40	£14.69	£12.13	8
Average time (hours) between time of noise complaint and attendance on site, for those requiring attendance on site	5	2	0.61	0.46	80.73	1
Sickness absence days per employee	13	12	9.63	9.06	9.24	4
Percentage of income due from Council Tax received by the end of the year	12	13	95.94%	96.02%	95.16%	3
Percentage of invoices sampled that were paid within 30 days	4	2	95.35%	96.54%	91.93%	1



## 2.2 Corporate Services – Key Points:

- On average support costs account for 5% of total gross revenue spend across Scotland. In Renfrewshire support services as a % of total gross expenditure have reduced by 1.86% from 6.39% in 12/13 to 4.53% in 2013/14. Although our democratic core costs reduced by 3.4%, our costs are higher than other councils;
- Nationally the cost of collecting Council Tax has reduced to £12.13 per dwelling, whilst our cost of collection has increased to £14.69 (13/14) from £13.40 (12/13); this reflects the additional costs incurred to increase our overall collection rate above the national average to 96.02%;
- We are the 4<sup>th</sup> highest performer in the percentage of the highest paid 5% of employees who are women (54.52% compared to a national average of 51%) and first in our family group.

### Corporate Services - Indicator Spotlight

#### The cost per dwelling of collecting Council Tax

##### Context:

The cost of collection of Council Tax per chargeable dwelling was £14.69 in 2013/14, compared to the national average of £12.13. The higher than average cost reflects the additional costs incurred to collect Council Tax in a more deprived council area combined with the Council's drive to deliver improved year on year performance in Council Tax collection; this approach resulted in the Council collecting 96% of income due, approximately 1% above the Scotland average of 95.16%.

In comparison to our natural family group of councils – Glasgow; South Lanarkshire; North Lanarkshire; West Dunbartonshire; Inverclyde; Dundee; Edinburgh and Aberdeen – our cost is within the middle of the group which ranges from £9.70 in Aberdeen to £18.43 in Edinburgh. Our Council Tax collection rate is also 1.75% higher than the average collected by these councils, with Dundee collecting only 92.66% of income compared to 96.02% in Renfrewshire.

Our approach to Council Tax collection generates additional Council Tax income, as we collect approximately £559,000 above the national average Council Tax income collection rate. The higher than average cost reflects the challenges faced on a local level due to the socio-economic profile of the area, the current economic climate and the extra costs incurred to increase Council Tax income.

The Council provides a wide range of payment options to help our citizens pay on time, lower sheriff officer collection rates and to increase our collection rates which may not be provided by all other councils. Despite the increase in cost from last year, the performance has improved since 2011 by a reduction of 3.5%. The new Customer Access strategy will help to streamline customer transactions including the payment of Council Tax and this should help to reduce the cost of Council Tax collection.

## 3. Adult Social Care

- 3.1 The Adult social care indicators are detailed in the table below. This service is benchmarked with: Falkirk, Clackmannanshire, Dumfries and Galloway, Fife, South Ayrshire, West Lothian and South Lanarkshire.

Adult Social Care						
Indicator	Rank (of 32)		Renfrewshire data		Scottish Average	Family group position
	2012/13	2013/14	2012/13	2013/14		
Older persons (over 65) home care costs per hour	8	4	£17.30	£16.81	£20.25	1
SDS spend on adults 18+ as a % of total social work spend on adults 18+	27	28	1.07%	1.27%	6.40%	6
Percentage of people 65+ with intensive needs receiving care at home	28	27	26.21%	28.21%	34.74%	7
Percentage of adults satisfied with social care or social work services	11	15	64%	58%	55%	4
Net residential costs per week for older persons (over 65)	5	17	£335.00	£381.90	£368.35	5

### 3.2 Adult Social Care Indicators – Key Points:

- Nationally, the homecare cost per hour per adult over the age of 65 is £20.25. In Renfrewshire the costs have reduced over the past year by 2.88% from £17.30 (12/13) to £16.81 (13/14);
- Residential care costs per adult over the age of 65 have reduced in the last 12 months to £368.35. In Renfrewshire our costs from last year have increased by 14% to £381.90; this increase is mostly due to inclusion of cleaning costs for the first time;
- Nationally, the percentage of people with intensive needs receiving care at home continues to increase to 34.7%. In Renfrewshire the percentage has also increased by 2% points from 26.21% (12/13) to 28.21% (13/14);
- Self-directed support is now being embedded in day to day practice, and spend which has gone through the new process continues to increase year on year. In 2012/13, 1.07% of spend on adult social care in Renfrewshire could be classed as self-directed support, and this rose to 1.27% in 2013/14. These figures relate to the period prior to legislation which allowed full roll-out of the SDS approach;
- Adults satisfied with social care/work services has decreased year on year since 2010/11, from 62% in 2010/11 to 55% in 2013/14. This trend is replicated in Renfrewshire where satisfaction levels have also dipped from 64% (12/13) to 58% (13/14), although we remain above the national average. The surveys used to measure this indicator also include opinions from those people who have not used social care, so an element of the return will be based on perception.

### **Indicator Spotlight**

#### **SDS spend on adults 18+ as a % of total social work spend on adults 18+**

Self-directed support (SDS) means giving service users the chance to have greater choice and control over the social care services which meet their assessed needs. For some people this may mean having a direct payment to buy services, for others it means having a say in the services provided on their behalf. Since a change in the law on 1 April 2014, all Social Work service users are offered services on the basis of SDS.

Since 2010/11 our position in the rankings has been stable, however these rankings do not show the local improvements in performance over the period. Before April 2014, we were only able to offer SDS to those people who wanted to, and were able to, have a direct payment. Social Work has been working hard over the last few years to increase the number of people receiving a direct payment, and there was a 32% increase during 2012/13. Uptake has continued to grow during 2013/14 in line with the measured and paced increase agreed.

The majority of local authorities spend less than 3% of their adult services budgets on SDS, but the percentage will increase considerably over the next few years as the new legislation is implemented. In Renfrewshire, this is being rolled out on a phased basis, with new service users following the SDS process and existing service users transferring as their scheduled reviews arise. Under new joint arrangements, performance in this area will be addressed through the Strategic Commissioning Plans of the new Integrated Joint Board. Adult Services will continue to offer self directed support to clients and expects to see a continued steady growth in provision.

### **Indicator Spotlight**

#### **Percentage of people 65+ with intensive needs receiving care at home**

This indicator is a proxy measure for the percentage of clients (65+) with intensive care needs provided for in the community. It takes those receiving 10 hours or more of care at home, those in residential care and those in long term hospital care as the population with intensive care needs and expresses those receiving 10+ care at home as a percentage of this total.

This indicator uses care at home hours as a proxy for intensive care in the community and as such does not take into account other elements of packages such as the responder service, community meals and telecare that are an important component of care at home in Renfrewshire.

Renfrewshire has improved performance in this area over the last three years but parallel improvements in other Authorities has led to performance remaining in the bottom quartile in relative terms.

Under new joint arrangements, performance in this area will be addressed through the Strategic Commissioning Plans of the new Integrated Joint Board.

### Indicator spotlight

#### Percentage of adults satisfied with social care or social work services

This indicator measures the proportion (%) of all adults surveyed who were satisfied or very satisfied with their social care or social work services.

The Scottish Household Survey could previously provide a full set of local authority data only on a bi-annual basis, the most recent being SHS 2009/2010 from August 2011. The survey was substantially redesigned meaning that going forward, local authority data will be released on an annual basis (first results from SHS 2012 around August 2013). Some caution should be taken as the sample sizes for some Local Authorities can be small.

This indicator is taken from information gathered by the Scottish Household Survey and represents a fairly small sample at a Local Authority level. Despite a small decrease in satisfaction in 13/14, Renfrewshire remains above the Scottish average and has maintained a consistent level in the last three surveys.

Under new joint arrangements, performance in this area will be addressed through the Strategic Commissioning Plans of the new Integrated Joint Board. Satisfaction with Services will be addressed in the wider context of reporting focussed on the achievement of outcomes for clients.

## 4 Culture and Leisure Services

- 4.1 The indicators in this set reflect cost and satisfaction with leisure and cultural facilities. This service is benchmarked with: Angus, Clackmannanshire, Mid Lothian, South Lanarkshire, Inverclyde, West Lothian and East Renfrewshire.

Culture & Leisure Services						
Indicator	Rank (of 32)		Renfrewshire data		Scottish Average	Family group position
	2012/13	2013/14	2012/13	2013/14		
Cost per attendance at sports facilities	7	14	£2.49	£3.11	£3.88	3
Cost per library visit	24	26	£4.35	£4.45	£2.70	8
Cost of museums per visit	30	27	£18.92	£10.05	£3.72	6
Cost of parks & open spaces per 1,000 population	18	18	£30,847	£31,737	£30,738	4
Percentage of adults satisfied with libraries	15	18	84%	81%	81%	3
Percentage of adults satisfied with parks and open spaces	21	20	83%	84%	86%	4
Percentage of adults satisfied with museums and galleries	15	9	79%	83%	76%	2
Percentage of adults satisfied with leisure facilities	14	14	83%	81%	78%	3

## 4.2 Cultural and Leisure Indicators – Key Points:

Costs per visit to libraries and sports centres have increased, but our cost per visit to museums has decreased. Across museums and sports centres there were large increases in the number of visits; this can be attributed to increased investment in existing and new facilities.

- Library costs increased from £4.35 (12/13) to £4.45 (13/14);
- Museum costs reduced from £18.92 (12/13) to £10.05 (13/14);
- Sports Centres rose from £2.49 (12/13) to £3.11 (13/14).

## 5. Environmental Services

5.1 The Environmental Services indicators are detailed in the table below. This service is benchmarked with: Angus, Clackmannanshire, Midlothian, South Lanarkshire, Inverclyde, West Lothian and East Renfrewshire.

Environmental Services						
Indicator	Rank (of 32)		Renfrewshire data		Scottish Average	Family group position
	2012/13	2013/14	2012/13	2013/14		
Net cost of Waste collection per premises	5	4	£42.85	£43.81	£61.32	2
Net cost per Waste disposal per premises	13	13	£78.20	£77.09	£91.75	5
The % of total waste arising that is recycled	20	15	40.11	44.3%	42.2%	5
% of adults satisfied with refuse collection	23	16	82	85%	83%	4
Net cost of street cleaning per 1,000 population	29	17	£22,225	£15,520	£16,260	6
Cleanliness Score (%age Acceptable)	24	31	94	87.4%	96.1%	8
% of adults satisfied with street cleaning	20	24	74	71%	74%	8
Cost of maintenance per kilometre of roads	13	15	£6,691	£6,549	£6,082	2
Percentage of A class roads that should be considered for maintenance treatment	17	16	25.79	25.8%	28.7%	6
Percentage of B class roads that should be considered for maintenance treatment	10	14	28.89	28.9%	35.2%	6
Percentage of C class roads that should be considered for maintenance treatment	18	21	35.80	39.2%	36.6%	6
Percentage of U class roads that should be considered for maintenance treatment	19	22	39.4	41.5%	39.4%	6
Cost of trading standards per 1,000 population	1	3	£1,566	£2,645	£5,609	2
Cost of environmental health per 1,000 population	21	24	£18,066	£22,369	£18,322	8

## 5.2 Environmental Services Indicators – Key Points:

- Nationally, recycling rates continue to improve to 42.2% (2013/14). By comparison, Renfrewshire's recycling rate has improved by 4.2% points to 44.3% (2013/14) which is just over 2% above the national average;
- Across Scotland, street cleaning costs per 1,000 head of population continue to reduce, whilst the cleanliness score and satisfaction rates improve. In Renfrewshire, satisfaction rates in street cleaning have reduced from 74% (2012/13) to 71% in (2013/14), as has our street cleanliness score from 94% (2012/13) to 87.4% (2013/14). In addition the net cost of street cleaning per 1,000 head of population has reduced to £15,520 (2013/14) from £22,224 (2012/13);
- Overall costs for roads maintenance per km in Scotland have reduced in real terms by -21.2% since 2010/11 to £6,082.13. Renfrewshire has seen overall costs for road maintenance reduced by 27.6% since 2010/11. Last year saw a reduction of 2.12% to £6,548.94.

### Indicator spotlight

#### Street Cleanliness Score (%age Acceptable)

The Street Cleanliness score is a measure of the quality of the street cleansing services provided by councils where streets are a percentage of streets considered 'acceptably clean'.

Renfrewshire's Cleanliness Score was 95.9% in 2010/11 and was 87.4 % in 2013/14; the Scottish average in 2013/14 was 96.1%. The Council was ranked 15th in both 2010/11 and 2011/12, in 2012/13 it was ranked 24th and in 2013/14 it was ranked 31<sup>st</sup>. The provisional survey score for Renfrewshire in 2014/15 has increased to 88.2%.

Over the past five years new service specifications have been introduced, including increasing the amount of seasonal working and moving to 4 on 4 off shift patterns. A change of approach has seen targeted street cleaning to Town Centres, main arterial routes and known litter hotspots. Street cleaning activities in areas out with these areas has reduced accordingly.

As part of the Environmental Strategy, officers are visiting businesses in Paisley, Johnstone and Renfrew Town Centres to address issues with trade waste disposal in order to improve the standard of cleanliness in our Town Centres. Fixed penalty notices are issued for fly-tipping and warnings are issued for incorrect waste storage and presentation. Education and advice are provided by officers. These visits and inspections are made on a twice weekly basis to ensure the improvements made to date are sustained.

The service also benchmarks with other local authorities, looking at quality, cost and good practice and a Land Audit Management System has been developed and implemented to audit the performance of StreetScene Services.

### Indicator spotlight

#### % of adults satisfied with street cleaning

This indicator measures the proportion (%) of all adults surveyed who were satisfied or very satisfied with street cleaning services. The data is gathered in the Scottish Household Survey (SHS) and, whilst the data is proportionate at Scotland level, it is acknowledged by the Improvement Service that there are limitations at council level in relation to the very small sample sizes.

Satisfaction increased from 72.9% in 2010/11 to 74% 2012/13 but decreased to 71% in 2013/14 (3% below the Scottish average). In addition to the issues referred to in the Street Cleanliness Score indicator, the statistical issues highlighted above (i.e. small survey sample size) also impact on performance.

The Improvement Service has indicated that they will be working with councils and the Scottish Government to develop improved satisfaction measures across the LGBF suite of indicators. The service will contribute to this process through the benchmarking family process.

## 6 Housing Services

- 6.1 The Housing Services indicators are detailed in the table below. This service is benchmarked with: Falkirk, Clackmannanshire, Fife, South Ayrshire, West Lothian and South Lanarkshire.

Housing Services						
Indicator	Rank (of 26)		Renfrewshire data		Scottish Average	Family group position
	2012/13	2013/14	2012/13	2013/14		
Gross rent arrears as a percentage of rent due	N/A	21	N/A	6.73	5.50	6
Percentage of rent due in the year that was lost due to voids	25	24	3.13	2.57	1.29	7
Percentage of dwellings meeting SHQS	26	26	32.3	62.10	83.67	7
Average length of time taken to complete non-emergency repairs (days)	N/A	8	N/A	8.46	10.17	2
Percentage of council dwellings that are energy efficient	26	22	72.86	85.07	94	7

### 6.2 Housing Services Indicators – Key Points:

- This is the first year of reporting the gross rent arrears indicator; we are ranked 21<sup>st</sup> overall and 1% point above the national average;
- Our performance in rent loss to voids has shown a slight improvement from last year and has moved out of the bottom quartile. We are continuing to implement our improvement action plan which has further improved performance in 2014/15;
- Our compliance with the Scottish Housing Quality Standard (SHQS) has almost doubled to 62.1%; however, we remain 26<sup>th</sup> overall, the main reason for this is that Renfrewshire started the programme later. The SHQS programme has since been completed on schedule, resulting in 100% compliance by March 2015;
- We are ranked 8<sup>th</sup> overall for the average length of time taken to complete non emergency repairs and 2<sup>nd</sup> in our family group;

- We have improved 4 places to 22<sup>nd</sup> for the percentage of council dwellings that are energy efficient.

#### **Indicator Spotlight**

##### **Percentage of rent due in the year that was lost due to voids**

Rent loss due to voids is the amount of rent lost due to a property lying empty, measured in calendar days, between the date of termination of a previous tenancy or repossession and the start date of a new tenancy. As well as being reported to the LGBF, this indicator is also reported in the Scottish Social Housing Charter.

The level of void loss was partly due to the time taken to repair void properties, the impact of incorporating SHQS works within the void period (as a result of the compressed programme to achieve 2015 compliance) and the implementation of the regeneration and marketing initiatives; which whilst positive in the long term, have an impact on days to let and rent loss. Although performance is below the Scottish average, the % rent loss due to voids has shown continuous improvement over the last 3 years.

An Action Plan was developed which focused on areas for improvement across all work areas within the void management process. Actions taken have delivered sustained improvements. We are continuing to implement improvement actions, including:

- Continued operation of the property shop at Moss Street in Paisley town centre
- Marketing properties to compliment pilot choice-based letting initiatives.
- Increasing the desirability of properties and areas through SHQS works and regeneration projects.

#### **Indicator spotlight**

##### **Percentage of council dwellings that are energy efficient**

The Energy Efficiency of dwellings is one of 5 primary SHQS compliance criteria. Compliance with the energy efficiency element of SHQS is based on achieving agreed energy ratings.

The Council's ability to meet full compliance can be compromised by lack of access to properties or lack of agreement from private owners to participate in common works programmes. In these circumstances properties are put into a recognised abeyance category until such time as access can be achieved, often when the property is void or when agreement can be reached with owners to carry out work in common blocks. Future capital programmes will make provision for addressing abeyances.

Final SHQS outcomes will be available by June 2015 which will reflect investment up to 1 April 2015. Total HRA capital expenditure in 2014/2015 is likely to outturn around £32M and includes significant programmes of external wall insulation works, cavity wall insulation, loft insulation and central heating replacements all of which will contribute to the improved energy performance of the housing stock.

To assist with these programmes the Council has also benefitted during 2014/2015 from major support (estimated at approximately £8M) under the Government's ECO (Energy Company Obligation) programme, as well as funding from a Scottish Government programme to assist owners to participate in common works which deliver energy efficiency benefits.

It is anticipated that the overall investment in 2014/15 will make a significant contribution to the percentage of houses that meet the energy efficiency target at the end of financial year 2014/15. The Council will continue to address abeyances through consultation with tenants, void house programmes and promotion of agreements with owners on common works.



## 7 Corporate Assets

- 7.1 The Corporate Asset indicators are detailed in the table below. This service is benchmarked with: Angus, Clackmannanshire, Midlothian, South Lanarkshire, Inverclyde, West Lothian and East Renfrewshire.

Corporate Assets						
Indicator	Rank (of 32)		Renfrewshire data		Scottish Average	Family group position
	2012/13	2013/14	2012/13	2013/14		
Proportion of operational buildings that are suitable for their current use	3	3	90.79	91.91%	78.21%	2
Proportion of internal floor area of operational buildings in satisfactory condition	13	13	87.22	88.52%	80.92%	3

### 7.2 Corporate Asset Indicators – Key Points:

- In both indicators, we are well above the national average. We remain 3<sup>rd</sup> and 13<sup>th</sup> overall for suitability and satisfactory condition of buildings.

## 8 Economic Development

- 8.1 The economic development indicators are detailed in the table below. This service is benchmarked with: Angus, Clackmannanshire, Midlothian, South Lanarkshire, Inverclyde, West Lothian and East Renfrewshire.

Economic Development						
Indicator	Rank (of 32)		Renfrewshire data		Scottish Average	Family group position
	2012/13	2013/14	2012/13	2013/14		
Percentage of unemployed people assisted into work from council operated/funded employability programmes	17	8	6.91	14.23%	12.58%	2

### 8.2 Economic Development Indicators – Key Points:

- In the last 12 months, the Scotland average for % of unemployed people assisted into work from Council funded/operated employability programmes rose from 9.6% to 12.6% of total unemployed. Performance in Renfrewshire has improved from 6.9% (2012/13) to 14.2 % (2013/14). We are 8<sup>th</sup> overall.