

To: Audit, Risk and Scrutiny Board

On: 22 March 2021

Report by: Chief Executive

Heading: Local Government Benchmarking Framework 2019/20

1. Summary

- 1.1 In February 2021, the Improvement Service published the 2019/20 Local Government Benchmarking Framework (LGBF) performance data for all Scottish local authorities. The Framework is a high-level benchmarking tool which allows local authorities to compare their performance across a wide range of key service areas such as education, housing, and adult social care.
- 1.2 Renfrewshire Council has participated in the development of the LGBF since its inception in 2010, with the Framework now expanded to 97 indicators. The purpose of the Framework is to support evidence-based comparisons and encourage shared learning and improvement.
- 1.3 This report provides an overview of Renfrewshire's performance for 2019/20, as well as outlining the wider context and trends for local authorities across Scotland. This data provides a picture of performance prior to the Covid-19 pandemic, councils are now operating in a different environment and context, with many service areas being significantly impacted, some service areas that were paused, not fully resumed and others delivering a range of new responsibilities, which will need to be considered going forward. Therefore, this report should be used as valuable context for benchmarking and treated as baseline data prior to the pandemic and beyond.
- 1.4 Renfrewshire Council LGBF performance overview 2019/20:
- 38 indicators have improved since last year
 - 9 have remained the same
 - 32 indicators have declined in performance
 - 18 have no current data available
 - 26 indicators are in the top quartile (ranked 1st to 8th)
 - 12 indicators are in the bottom quartile (ranked 25th to 32nd)
- 1.5 For some of these indicators, Renfrewshire is pursuing targeted benchmarking to ensure comparability and consistency of data reported and to identify learning opportunities.

2. Recommendations

- 2.1 It is recommended that the Audit, Risk and Scrutiny Board notes the contents of the report.
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3. Background

- 3.1 All Scottish local authorities participate in the LGBF, which allows councils to compare their performance across a suite of indicators, including costs and performance of key council services, and levels of public satisfaction. Whilst there are always different views on the nature and calculation of specific indicators, the framework provides a tool for the Council to consider its performance in relation to delivering Best Value, as well as a platform for learning and sharing good practice. It is used in conjunction with other benchmarking tools, data and information that Council services use to assess performance, such as service key performance indicators, national and local surveys, inspections, and audits.
- 3.2 There are now 97 indicators in the Framework, which cover the majority of council services under the following ten categories:
- Children's services
 - Corporate services
 - Adult social care
 - Culture and leisure services
 - Environmental services
 - Housing services
 - Corporate asset management
 - Economic development
 - Financial Sustainability
 - Tackling Climate Change
- 3.3 There were several changes to the Framework this year, including: introducing a new Financial Sustainability category including five new indicators; and a new Tackling Climate Change category including two new indicators.
- 3.4 The data is collated, verified, and published for all Scottish councils by the Improvement Service. The final data for 2019/20 was published on 26 February 2020. A link to the Improvement Service reporting tool is available on the [performance section of the Council website](#), and a summary of the data is provided in appendix 1.

4. National Context

- 4.1 Alongside the performance data, the Improvement Service published a report providing an overview of the key trends across Scotland, prior to the COVID-19 pandemic. The National Benchmarking Overview Report 2019-20 by the Improvement Service highlights:

"In 2019/20, Councils were operating in a more challenging context than when the LGBF began in 2010/11. Total revenue funding for councils has fallen by 7.2% in real terms since 2010/11 (and by 5.4% since 2013/14). Recent uplifts in funding have been insufficient to offset the major reduction in funding experienced over the last ten years. Funding for Councils is not increasing at a sufficient pace to keep up with demands. The overall funding position as set out above is exacerbated by the following pressures councils have had to manage across the last ten years: growing demographic pressures (>4% per annum); increasing costs, including the impact of living wage and pay settlements; additional impacts on demand from increasing levels of poverty; and higher public expectations.."

- 4.2 In terms of general performance across Scotland, the report notes that local government has continued to do well in sustaining performance, for example: in improving outcomes for children and young people; transformation in provision of social care; gained ground in economic growth; and positive progress towards better environmental outcomes . However, there is evidence to suggest that strains in performance, satisfaction and system capacity are beginning to emerge and performance improvements gained in recent years are now beginning to slow, or decline. The Improvement Service notes nationally that longer term trends show that there is increasing levels of council-wide sickness absence, tenant rent arrears, hospital readmission rates and declining public satisfaction with local services.

5. Overview of Renfrewshire's Performance

- 5.1 This section provides an overview of Renfrewshire's performance for the 97 indicators, those indicators ranked in the top quartile (1st to 8th), and those ranked in the bottom quartile (25th-32nd) for 2019/20. Overall, performance shows that:
- 38 indicators have improved since last year
 - 9 have remained the same
 - 32 indicators have declined in performance
 - 18 have no current data available
- 5.2 The Council is in the top quartile for 26 indicators and in the bottom quartile for 12. Appendix 1 provides the Council's data, ranked position, the Scottish average, and the family group range for all the indicators.

Indicators in the top quartile

- 5.3 The Council ranked in the top quartile (1st to 8th) for 26 of the framework indicators:

Indicator	Rank 2019/20	Rank 2018/19
Cost per primary school	2 nd	3 rd
Cost per secondary school	2 nd	3 rd
Percentage of pupils gaining 5+ awards at level 5	7 th	9 th
Percentage of pupils from deprived areas gaining 5+ awards at level 5 (SIMD)	4 th	12 th
Percentage of pupils living in the 20% most deprived areas gaining 5+ awards at level 6 (SIMD)	6 th	10 th
Overall average total tariff score	8 th	11 th
Average total tariff SIMD Quintile 1	7 th	8 th
Average total tariff SIMD Quintile 3	7 th	6 th
Average total tariff SIMD Quintile 4	5 th	12 th
Average total tariff SIMD Quintile 5	7 th	8 th
Residential costs per week per resident for people aged 65 or over (adult social care)	4 th	6 th
Rate of readmission to hospital within 28 days per 1,000 discharges	8 th	7 th
Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	8 th	4 th

Indicator	Rank 2019/20	Rank 2018/19
Cost per attendance at sports facilities	7 th	5 th
Percentage of adults satisfied with leisure facilities	7 th	4 th
Net cost of street cleaning per 1,000 population	1 st	2 nd
Percentage of A class roads that should be considered for maintenance treatment	4 th	8 th
Percentage of B class roads that should be considered for maintenance treatment	8 th	10 th
Cost of environmental health per 1,000 population	1 st	1 st
Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	6 th	6 th
Proportion of operational buildings that are suitable for their current use	7 th	7 th
Average time per business and industry planning application (wk)	5 th	8 th
Proportion of properties receiving superfast broadband	8 th	8 th
Total usable reserves as a % of council annual budgeted revenue	4 th	3 rd
Ratio of financing costs to net revenue stream – general fund	4 th	7 th
Actual outturn as a percentage of budgeted expenditure	6 th	6 th

Indicators in the bottom quartile

- 5.4 The Council ranked in the bottom quartile (25th to 32nd) for 12 of the framework indicators. Additional context for these indicators is summarised below, with further detail in appendix 1.

Indicator	Rank 2019/20	Rank 2019/18
% of adults supported at home who agree that they had a say in how their help, care or support was provided	25 th	25 th
The cost per dwelling of collecting Council Tax	26 th	29 th
Sickness absence days per employee (non-teacher)	32 nd	28 th
Sickness absence days per teacher	27 th	18 th
Cost per library visit	32 nd	32 nd
Costs of parks and open spaces per 1,000 population	26 th	26 th
Cost of maintenance per kilometre of roads	26 th	28 th
Cost of trading standards, money advice and citizens advice per 1,000 population	31 st	30 th
Percentage of adults satisfied with street cleaning	31 st	29 th
Investment in Economic Development and Tourism per 1,000 population	27 th	24 th
Uncommitted General Fund Balance as a % of council annual budgeted net revenue	25 th	25 th
Ratio of financing costs to net revenue stream – housing revenue account	26 th	26 th

- 5.5 % of adults supported at home who agree that they had a say in how their help, care or support was provided

The data for this measure comes from the Bi-Annual Health Care and Experience Survey (Former GP Survey). The performance for this indicator is 73% and is slightly below the

Scottish average of 75.43%. Individuals receiving care and support, have a greater choice and control over how their services are provided, the year on year increase use of Self Directed Support will ensure that more people feel that they have a say in how their help, care or support was provided. The continued roll out and increased uptake of Self-directed Support will have a positive impact on performance. The next Health Care and Experience Survey will take place shortly after 2021/22.

5.6 The cost per dwelling of collecting Council Tax

Although in the bottom quartile, the cost of collecting council tax has reduced by 19.6% compared to the previous year, following a review of central support recharges that has seen the support cost figure reduce by 18%. Since the LGBF began in 2010/11, the cost has reduced from £17.31 to £8.75.

In addition to decreasing the cost of collecting Council Tax, the percentage of Council Tax due in the year, collected by year end, has consistently performed at 96% over the last six years.

5.7 Sickness absence days per employee (non-teacher)

As set out in Appendix 1, the organisation's performance in relation to absence has reduced, with the number of sickness absence days per employee increasing from 13.24 in 2018/19 to 14.14 in 2019/20. This represents a fall in ranking from 28th to 32nd position for the organisation. Whilst the national report produced recognises the increasing level of sickness absence reported by local authorities, the 19/20 performance figure for the organisation is several days higher than the national average of 11.93.

From previous reports provided to the Audit, Risk and Scrutiny Board in relation to the ongoing reporting of absence statistics, targeted work has been undertaken in recent years to address issues relating to absence. This has focused on working to improve the absence management process, and most importantly on the support that is available for both employees and managers to support absence issues.

Despite this work, performance has continued to decline and the Corporate Management Team have initiated a full system review of absence across the organisation as a key priority. This will include a fundamental look at the processes which exist and the support available, and it is anticipated that this will involve in-depth benchmarking and consideration of best practice in both local authority and non-local authority sectors.

In terms of more detailed information on the nature of absence, the two main types of illness classification presented across the time period were musculoskeletal and joint disorders and psychological (non-work related). To address this the Council provides a range of support services that employees can be referred to at an early stage for assistance, including counselling and physiotherapy support. There are a range of Council policies, guidance and training to assist managers and employees. Specifically, for musculoskeletal and joint disorder absences:

- the Council offers a physiotherapy service through the Council's Occupational Health Provider, and this service can be accessed by all employees;
- as part of the Council's Health and Safety Management system, occupations which include manual handling activities as part of the role, the task risk assessments are reviewed on an ongoing basis to ensure that safe working practices are maintained;
- HR and OD continue to investigate the practical options for further training and interventions available that may reduce the impact of musculoskeletal and joint disorders; and
- a successful pilot programme of providing a physiotherapy service specifically to front line services based at a depot has resulted in the service being made a permanent feature.

This involved the physiotherapist being onsite 2 days per month and is a blend of fixed appointments and drop-in sessions.

5.8 Sickness absence days per teacher

Similarly to the position outlined for sickness absence across the organisation, the whole system review proposed will also include a review to address the increase in the number of days of sickness absence for teachers, which has increased from 6.35 days in 18/19 to 7.78 days in 19/20.

The presenting issues for teaching staff where there have been increases over 2019/20 have occurred within Respiratory and ENT, whilst Psychological (non-work related) continued to be the highest presenting issue. There are a range of Council policies, guidance and training to assist managers and employees, specifically for Psychological (non-work related) absences the Council provides a range of support services that employees can be referred to at an early stage for assistance, and 'timefortalking', the Council's employee counselling service provider, continues to be utilised. The 'timefortalking' service operates a flexible approach to appointments offering telephone consultations in the early mornings or evenings as well as throughout the day and face to face sessions at their offices in Paisley. The consistent presenting issues to the service relating to Psychological (non-work related) include: loss/bereavement; stress/anxiety/panic; depression/self-worth; and family relationships.

5.9 Cost per library visit

The costs of the library service reported in this indicator is based on an apportionment of the service fee payable by Renfrewshire Leisure by the Council and share of other Council related costs. Discussions about the comparability and consistency of data reported in this indicator continue across the sector and further benchmarking will be undertaken to identify ways to consistently collate and report on the performance of the library service in the future.

5.10 Costs of parks and open spaces per 1,000 population

Although in the bottom quartile, the cost of parks and open spaces has reduced by 17% since 2018/19 or by £5,225 per 100,000 population. The reduced costs of parks and open spaces per 1,000 population for 2019/20 reflects internal changes to how income is included on the Local Finance Return, as grounds maintenance overheads that should be allocated to the rest of the Council were inappropriately included here in 2018/19. This was corrected in 2019/20.

5.11 Cost of maintenance per kilometre of roads

The cost of Renfrewshire's roads maintenance has increased from £17,416 in 2018/19 to £17,932 in 2019/20 and is above the Scottish average of £11,262. The 2019/20 costs reflect the £8.089m roads capital investment programme allocation expenditure on roads and pavements. This is part of overall investment of over £40m over five years, as agreed at Council on 2 February 2019.

5.12 Cost of trading standards, money advice and citizens advice per 1,000 population

This indicator now includes the additional costs relating to Advice works, business regulation costs and external advice services etc, which not all local authorities provide. For Trading Standards and Regulation service alone, the total cost per thousand people is £5,090 [based on Renfrewshire population of 179,100], which is more in line to the Scottish average of £5,896 rather than £12,613 for this indicator.

5.13 Percentage of adults satisfied with street cleaning

The percentage of adults satisfied with street cleaning has fallen from 60.1% to 52.77% between 2018/19 and 2019/20. The data is collated through the Scottish Household Survey which has a relatively low sample size of approximately 250 local residents.

The national LGBF report notes there are significant variations in terms of performance, with 40 percentage points between the highest and lowest satisfaction scores gained by local authorities through this survey.

Whilst this indicator is important as it relates to the perception of local people around street cleaning, recent results in relation to the cleanliness scores assigned to each local authority show significant improvements in performance in Renfrewshire, with the actual level of assessed cleanliness rising from 91.9% to 94.5%. This measure is based on a robust, externally audited process which has oversight from Keep Scotland Beautiful and shows a very positive improvement, with Renfrewshire rising from 21st to 12th in the rankings.

It is important that the service undertakes further research to explore and better understand the perceptions of local people in relation to street cleanliness and further engagement and consultation will be undertaken during 2021 to explore these issues further and to establish a local baseline for satisfaction

5.14 Investment in Economic Development and Tourism per 1,000 population

In Renfrewshire, investment in economic development and tourism increased by 33% in 2019/20. This represents a commitment by the council to invest in improving the economy for Renfrewshire through the Economic Strategy and subsequent Economic Recovery Plan.

5.15 Uncommitted General Fund Balance as a % of council annual budgeted net revenue

New financial sustainability measures were added for 2019/20, to be a comparable across all Scottish local authorities, to support discussions around financial decision making, on the robustness of budgets. This new indicator has been incorporated to provide an indication on the level of uncommitted reserves.

Renfrewshire's annual accounts 2019/20 state that the level of uncommitted reserves are lower than anticipated due to one-off transformation activity during the year and shows the movement to be 7.5% reduction since 2018/19.

5.16 Ratio of financing costs to net revenue stream – housing revenue account

The Council has made significant investment in housing in recent years, predominantly related to the achievement of the Scottish Housing Quality Standard. The majority of this investment was funded through borrowing which was assessed as affordable and prudent over the life of the 30-year business plan which the HRA operates when assessing potential investment. While still relatively high compared to other councils, the level of debt is reducing annually as can be seen from the movement in the % values; however this movement is also reflected in other councils, hence there is no change in the ranking.

6. **Significant Movement**

6.1 Listed below are indicators where there has been significant movement in the ranked position since 2018/19, by nine positions or more:

- **Percentage of adults satisfied with local schools (9th to 21st)** – This data is derived from the Scottish Household survey, whilst the data is proportionate at the Scottish level, it is acknowledged by the Improvement Service that there are limitations at Council level in relation to the very small sample sizes (250 in Renfrewshire in 2019). In addition, it includes responses from people who do not use local schools, therefore caution must be

used in terms of using this measure as being representative of the views of parents in Renfrewshire

- **Percentage of funded early years provision which is graded good/better (5th to 16th)** – This indicator refers to inspections carried out by the Care Inspectorate for all early years providers (these are funded providers). Should be noted that the sample size is relatively small for this indicator and performance is still at 91.2%. For each inspection year there is a focus on a different quality theme. The Council's quality improvement framework and programme of support visits to funded partner providers and local authority early years establishments supports them to maintain quality.
- **Sickness absence days per teacher (18th to 27th)** – please refer to paragraph 5.8
- **Home care costs per hour for people aged 65 and over (21st to 10th)** – RHSCP support planning and monitoring arrangements for a supported person is an ongoing recurring process that includes reviewing Care at Home support plans. This proactive approach ensures that support arrangements are person centred, based on informed choice, risk enablement, and are amended where required, for instance: due to changing circumstances, changing personal outcomes and assessment of whether previous support arrangements have been effective. The information gathered as part of the monitoring arrangements will inform the regular review of the supported person's support plan and will contribute to overall improved performance. RHSCP, in line with the national position, expect difficulties in drawing comparisons between 2019/20 and 2020/21 due significant differences in performance following the impact of COVID-19.
- **SDS (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a percentage of total social work spend on adults aged 18+ (11th to 24th)** – The successful implementation of self-directed support and, ultimately, the achievement of outcomes for each supported person requires a variety of activities to be co-ordinated and centred on supported people. Under the Self-Directed Support (Scotland) Act 2013, local authorities have duties that require them to offer greater choice and control to people who, following assessment, have eligibility for funded support. This shift in practice encourages greater choice, control and flexibility for social care users which means local systems and supports must also be flexible and effective at accommodating the service users choice and control. This flexible approach to support planning will generate movement between the four options and may impact performance in this area.

Additional analysis of this performance indicator also highlights a difference in the Local Financial Return calculation whereby option 3 spend has now been excluded and this has resulted in a decrease in performance. SDS is separated out in a different way from the previous Local Financial Return in 2018/19 and introduces complexities when drawing comparisons. Local action to recalculate the PI confirms that RHSCP would be **7.84%** (rather than 4%). HSCP would welcome an opportunity to clarify the expected data for this PI.

SDS uptake in Renfrewshire continues to increase with year on year growth. SDS Spend as a % Gross Costs Adult Services also continues to increase; from 4.02% in 17/18, 5.61% in 18/19 and 7.84% in 19/20. Option 3: Arranged Services, make up over half over the SDS support packages in place.

- **Percentage of adults satisfied with libraries (8th to 18th)** – Overall, it is important to note that data from this indicator is drawn from the Scottish household survey and respondents are not necessarily service users of Renfrewshire libraries. Whilst the data is proportionate at the Scottish level, it is acknowledged by the Improvement Service that there are limitations at Council level in relation to the very small sample sizes (250 in Renfrewshire in 2019). Although this indicator has decreased negatively in rankings, performance has only decreased by 7.5% (% change) and Renfrewshire's performance of 73.7%, is still above the Scottish average of 72.3%. Some potential factors during 2019/20 that might have attributed to the slight decrease in performance could be: dissatisfaction with the temporary library in Paisley; a reduction in the book budget has led in part to less choices available and longer waiting lists for popular titles; and there was a brief printer access issue for the public which staff on site were unable to resolve.

- **Cleanliness Score (21st to 12th)** – There are a few of factors which have impacted on the cleanliness score ranking improving from 21st to 12th position. Renfrewshire Council has a very successful Environment and Place programme and the community-based Team Up to Clean Up initiative. Team Up to Clean Up has involved council services working in partnership with communities to remove litter and waste from their communities, mainly through community litter picks. Environment & Place has funded additional Community litter pickers and this has contributed to the improvement of cleanliness in our communities. In 2019/20, street cleanliness scores? Has declined across Scotland, with colleagues from other Councils highlighting reductions in street cleaning budgets as having an adverse impact on performance.

7. Monitoring and reporting of LGBF

- 7.1 The performance of the LGBF indicators will continue to be monitored by the Corporate Management Team, through the service delivery planning process and through further benchmarking activities to develop and share best practice. A report on the LGBF will continue to be submitted to the Audit, Risk and Scrutiny Board annually to review performance and monitor progress.
 - 7.2 Renfrewshire Council publishes its statutory public performance reporting document on the Council's website in March each year. Relevant performance information gathered through the LGBF is included as part of the report.
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Implications of this report

1. **Financial** – n/a
2. **HR and Organisational Development** – n/a
3. **Community/Council Planning** – n/a
4. **Legal** – n/a
5. **Property/Assets** – n/a
6. **Information Technology** – n/a
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 because for example it is for noting only. 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 and Safety** – n/a
9. **Procurement** – n/a
10. **Risk** – n/a
11. **Privacy Impact** – n/a
12. **Cosla Policy Position** – the LGBF framework represents a joint commitment by SOLACE (Scotland) and COSLA to develop better measurement and comparable data to target resources and drive improvements.
13. **Climate Risk** – n/a

List of Background Papers:

National Benchmarking Overview Report 2019/20 by The Improvement Service:

https://www.improvementservice.org.uk/_data/assets/pdf_file/0025/23848/Benchmarking-Overview-Report-2019-20.pdf

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Appendix 1 – Renfrewshire's 2019/20 data for all LGBF indicators

Family Groups were set up to facilitate comparisons and encourage discussions between similar councils. Renfrewshire is currently in the following two family groups:

Family Group 1 for Children Services, Adult Social Care and Housing Services – Clackmannanshire, Dumfries & Galloway, Falkirk, Fife, Renfrewshire, South Ayrshire, South Lanarkshire, and West Lothian.

Family Group 2 for Corporate Services, Culture and Leisure, Environmental Services, Corporate Assets, Economic Development, Financial Sustainability, Tackling Climate Change – Angus, Clackmannanshire, East Renfrewshire, Inverclyde, Midlothian, Renfrewshire, South Lanarkshire and West Lothian.

Children's Services

There are 31 indicators in the Children's Services category, data is currently not available for 15 indicators. For 2019/20, 12 have improved and 4 have declined.

- 10 are in the top quartile
- 0 are in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group
	2018/19	2019/20	2018/19	2019/20		
CHN1 – Cost per primary school pupil	3	2	£4,753	£5,064	£5,595	£5,064 (Renfrewshire) to £5,709 (South Lanarkshire)
CHN2 – Cost per secondary school pupil	3	2	£6,518	£6,787	£7,531	£6,641 (Fife) to £8,579 (Clackmannanshire)
CHN3 – Cost per pre-school education registration	21	23	£5,786	£7,411	£6,783	£5,448 (West Lothian) to £7,637 (Clackmannanshire)
CHN4 – Percentage of pupils gaining 5+ awards at Level 5	9	7	65%	69%	64%	51% (Clackmannanshire) to 72% (West Lothian)
CHN5 – Percentage of pupils gaining 5+ awards at Level 6	10	9	36%	40%	38%	25% (Clackmannanshire) to 52% (West Lothian).
CHN6 – Percentage of pupils living in the 20% most deprived areas gaining 5+ awards at level 5 (SIMD)	12	4	45%	55%	47%	38% (Fife) to 55% (Renfrewshire)
CHN7 – Percentage of pupils living in the 20% most deprived areas gaining 5+ awards at level 6 (SIMD)	10	6	18%	23%	21%	12% (Clackmannanshire) to 32% (West Lothian).

Indicator	Ranked Position		Data		Scottish Average	Family Group
	2018/19	2019/20	2018/19	2019/20		
CHN8a – The gross cost of “children looked after” in residential based services per child per week	n/a	n/a	n/a	n/a	n/a	n/a
CHN8b -The gross cost of “children looked after” in a community setting per child per week	n/a	n/a	n/a	n/a	n/a	n/a
CHN9 – Balance of care for ‘looked after children’: % of children being looked after in the community	n/a	n/a	n/a	n/a	n/a	n/a
CHN10 – Percentage of adults satisfied with local schools	9	21	79%	71%	71.83%	63.8% (Fife) to 78.77% (South Ayrshire)
CHN11 - % of pupils entering positive destinations	n/a	n/a	n/a	n/a	n/a	
CHN12a – Overall average tariff score	11	8	915	959	929	749 (Clackmannanshire) to 1000 (Falkirk)
CHN12b – Average total tariff SIMD Quintile 1	8	7	654	707	649	525 (Clackmannanshire) to 714 (Falkirk)
CHN12c – Average total tariff SIMD Quintile 2	7	15	817	759	759	685 (Clackmannanshire) to 887 (South Ayrshire)
CHN12d – Average total tariff SIMD Quintile 3	6	7	972	997	904	775 (Clackmannanshire) to 1015 (Falkirk)
CHN12e – Average total tariff SIMD Quintile 4	12	5	1062	1156	1029	974 (Clackmannanshire) to 1243 (South Lanarkshire)
CHN12f – Average total tariff SIMD Quintile 5	8	7	1217	1298	1240	1154 (Fife) to 1307 (West Lothian)
CHN13a - % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	n/a	n/a	n/a	n/a	n/a	n/a
CHN13b - % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	n/a	n/a	n/a	n/a	n/a	n/a
CHN14a – Literacy Attainment Gap (P1,4,7 Combined) – percentage point gap between the least deprived and most deprived pupils	n/a	n/a	n/a	n/a	n/a	n/a
CHN14b – Numeracy Attainment Gap (P1,4,7 Combined) – percentage point gap between the least deprived and most deprived pupils	n/a	n/a	n/a	n/a	n/a	n/a
CHN17 - % of children meeting developmental milestones	n/a	n/a	n/a	n/a	n/a	n/a
CHN18 – Percentage of funded early years provision which is graded good / better	5	16	96.88%	91.2%	90.2%	88.5% (South Lanarkshire) to 100% (Clackmannanshire)
CHN19a – School attendance rates (per 100 pupils)	n/a	n/a	n/a	n/a	n/a	n/a

Indicator	Ranked Position		Data		Scottish Average	Family Group
	2018/19	2019/20	2018/19	2019/20		
CHN19b – School attendance rates (per 100 'looked after children')	n/a	n/a	n/a	n/a	n/a	n/a
CHN20a – School exclusion rates (per 1,000 pupils)	n/a	n/a	n/a	n/a	n/a	n/a
CHN20b – School exclusion rates (per 1,000 'looked after children')	n/a	n/a	n/a	n/a	n/a	n/a
CHN21 – Participation rate for 16-19 year olds (per 100)	18	18	91.7	92.3	92.13	89.33 (Clackmannanshire) to 92.41 (West Lothian)

Adult Services

There are 11 indicators in the Adult Services category. For 2019/20, 6 have improved, 1 has remained stable and 4 have declined.

- 3 are in the top quartile
- 1 is in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
SW1 – Home care costs per hour for people aged 65 or over	19	10	£26.40	£23.05	£26.13	£12.57 (Clackmannanshire) to £28.76 (South Ayrshire).
SW2 – SDS (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a percentage of total social work spend on adults 18+	12	24	5.8%	4.05%	8.99%	2.85% (Fife) to 8.77% (West Lothian).
SW3a - % of people aged 65 and over with long-term care needs who are receiving personal care at home	28	23	55.43%	59.46%	61.65%	59.46% (Renfrewshire) to 74.69% (Clackmannanshire).
SW4b - % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	20	13	78.81%	81.83%	80.03%	75.34% (West Lothian) to 82.35% (Clackmannanshire)
SW4c – Percentage of adults supported at home who agree that they are supported to live as independently as possible	24	19	79.21%	80.26%	80.78	77.57% (Fife) to 85.12% (Clackmannanshire).
SW4d – Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided	25	25	73.13%	73.13%	75.43%	70.66% (West Lothian) to 78.6% (Falkirk).
SW4e – Percentage of carers who feel supported to continue in their caring role	24	23	35.63%	32.9%	34.28%	30.89% (Clackmannanshire) to 37.41% (South Ayrshire).
SW5 – Average residential costs per week per resident for people aged 65	6	4	£298	£272	£401	£195 (Dumfries & Galloway) to £432 (West Lothian).
SW6 – Rate of readmission to hospital within 28 days per 1,000 discharges	7	8	88.27	92.53	104.69	92.53 (Renfrewshire) to 122.44 (South Ayrshire)
SW7 – Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	12	9	84.16	85.26	81.83	70.89 (South Ayrshire) to 92.86 (Clackmannanshire).

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
SW8 – Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	4	8	245.92	382.58	773.78	309.74 (Clackmannanshire) to 1699.45 (South Ayrshire).

Corporate

There are 8 indicators in the Corporate category. For 2019/20, 2 have improved, 2 have remained stable, and 4 have declined.

- 0 are in the top quartile
- 3 are in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
CORP 1 – Support services as a percentage of total gross expenditure	22	23	4.62%	5.01%	4.07	3.42% (Inverclyde) to 6.91% (Clackmannanshire).
CORP 3b – percentage of the highest paid 5% of employees who are women	11	17	57.11%	55.74%	56.74%	50.99 (Midlothian) to 60.65 (Angus)
CORP 3c – The gender pay gap	15	20	3.58	4.31	3.42	-0.78 (Angus) to 7.52 (Inverclyde)
CORP 4 – The cost per dwelling of collecting Council Tax	29	26	£10.88	£8.75	£6.58	£0.85 (Clackmannanshire) to 13.09 (East Renfrewshire).
CORP 6a – Sickness absence days per teacher	18	27	6.35	7.78	6.4	4.95 (Inverclyde) to 9.99 (Clackmannanshire).
CORP 6b – Sickness absence days per employee (non-teacher)	28	32	13.24	14.14	11.93	10.48 (Inverclyde) to 14.14 (Renfrewshire).
CORP 7 – Percentage of income due from Council Tax received by the end of the year	20	18	96.02%	96.02%	95.67%	95.14% (Midlothian) to 97.47% (East Renfrewshire)
CORP 8 – Percentage of invoices sampled that were paid within 30 days	18	18	92.21%	92.06%	91.72%	75.34% (East Renfrewshire) to 96.13% (Inverclyde).

Culture and Leisure

There are 8 indicators in the Culture and Leisure category, there is no data available for 1. For 2019/20, 1 has improved, and 6 have declined.

- 2 are in the top quartile
- 2 are in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group range
	2018/19	2019/20	2018/19	2019/20		
C&L1 – Cost per attendance at sports facilities	5	7	£1.25	£1.61	£2.71	Family group ranges from £0.84 (Clackmannanshire) to £5.60 (East Renfrewshire).
C&L2 – Cost per library visit	32	32	£7.65	£8.78	£2.00	Family group ranges from £0.64 (Clackmannanshire) to £8.78 (Renfrewshire).
C&L3 – Cost of museums per visit	29	n/a	£44.47	n/a	£3.27	Only 4 councils in family group have data – Angus, Inverclyde, South Lanarkshire and West Lothian.
C&L4 – Costs of parks and open spaces per 1,000 population	29	26	£30,446	£25,221	£20,107	Family group ranges from £1,233 (Midlothian) to £26,093 (Inverclyde).
C&L5a – Percentage of adults satisfied with libraries	8	18	79.73%	73.73%	72.37%	Family group ranges from 62.4% (Midlothian) to 77.2% (Angus)
C&L5b – Percentage of adults satisfied with parks and open spaces	17	18	85%	83.77%	83.5%	Family group ranges from 77.1% (South Lanarkshire) to 90.53% (East Renfrewshire).
C&L5c – Percentage of adults satisfied with museums and galleries	10	10	74.67%	69.33%	69.3%	Family group ranges from 50.07% (Clackmannanshire) to 69.33% (Renfrewshire).
C&L5d – Percentage of adults satisfied with leisure facilities	4	7	81.3%	75.8%	70.1%	Family group ranges from 63.2% (Midlothian) to 80% (Inverclyde).

Environment

There are 15 indicators in the Environment category. For 2019/20, 8 have improved, 1 has remained stable, and 6 have declined.

- 4 are in the top quartile
- 3 are in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group range
	2018/19	2019/20	2018/19	2019/20		
ENV1a – Net cost per waste collection per premise	12	20	£60.90	£67.82	£68.77	Family group ranges from £40.98 (Inverclyde) to £89.30 (West Lothian).
ENV2a – Net cost of waste disposal per premise	24	23	£111.49	£106.52	£98.65	Family group ranges from £54.23 (Midlothian) to 106.52 (Renfrewshire).
ENV3a – Net cost of street cleaning per 1,000 population	2	1	£6,263	£5,974	£15,440	Family group ranges from £5,974 (Renfrewshire) to £20,270 (Inverclyde).
ENV3c – Cleanliness Score (% acceptable)	21	12	91.9%	94.5%	92.25	Family group ranges from 84.29% (Inverclyde) to 95.07% (Clackmannanshire)
ENV4a – Cost of maintenance per kilometre of roads	28	26	£17,416	£17,932	£11,262	Family group ranges from £6,868 (Angus) to £24,514 (East Renfrewshire).
ENV4b – Percentage of A class roads that should be considered for maintenance treatment	8	4	23.03%	19.97%	30.57%	Family group ranges from 15.48% (East Renfrewshire) to 28.63% (Angus).
ENV4c – Percentage of B class roads that should be considered for maintenance treatment	10	8	24.67%	24.09%	34.96%	Family group ranges from 18% (Clackmannanshire) to 37.91% (Angus).
ENV4d – Percentage of C class roads that should be considered for maintenance treatment	20	17	37.93%	34.19%	35.14%	Family group ranges from 28.99% (Clackmannanshire) to 43.93% (Inverclyde).
ENV4e – Percentage of unclassified roads that should be considered for maintenance treatment	17	15	36.93%	35.39%	37.83%	Family group ranges from 26.52% (West Lothian) to 42.98% (Clackmannanshire).

Indicator	Ranked Position		Data		Scottish Average	Family Group range
	2018/19	2019/20	2018/19	2019/20		
ENV5 – Cost of Trading Standards and environmental health per 1,000 population	9	15	£17,252	£18,252	£197.23	Family group ranges from £13,000 (Midlothian) to £23,445 (Inverclyde).
ENV5a – Cost of trading standards, money advice and citizens advice per 1,000 population	30	31	£11,845	£12,613	£5,952	Family group ranges from £2,600 (Clackmannanshire) to £12,613 (Renfrewshire).
ENV5b – Cost of environmental health per 1,000 population	1	1	£4,995	£5,639	£13,771	Family group ranges from £5,639 (Renfrewshire) to 18,933 (Inverclyde).
ENV6 – The percentage of total waste arising that is recycled	17	13	49.2%	53.05%	44.85%	Family group ranges from 46.37% (South Lanarkshire) to 67.79% (East Renfrewshire).
ENV7a – Percentage of adults satisfied with refuse collection	20	24	79.63%	70.63%	74.3%	Family group ranges from 64% (Clackmannanshire) 86.07% (Inverclyde).
ENV7b – Percentage of adults satisfied with street cleaning	29	31	60.1%	52.77%	62.63%	Family group ranges from 52.77% (Renfrewshire) to 72.3% (Angus).

Housing

There are 5 indicators in the Housing category. For 2019/20, 1 has improved, 3 have remained stable and 1 has declined.

- 1 is in the top quartile
- 0 are in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
HSN1b – Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	6	6	5.76%	5.73%	7.31%	Family group ranges from 3.42% (South Ayrshire) to 10.11% (Clackmannanshire).
HSN2 – Percentage of rent due in the year that was lost due to voids	22	19	1.43%	1.52%	1.07%	Family group ranges from 0.45% (Clackmannanshire) to 1.52% (Renfrewshire).

HSN3 – Percentage of council dwellings meeting SHQS	17	17	94.49%	94.65%	94.86%	Family group ranges from 93.01% (Fife) to 97.78% (Falkirk).
HSN4b – Average number of days taken to complete non-emergency repairs	10	17	6.9	7.76	7.33	Family group ranges from 5.55 (Falkirk) to 14.19 (South Lanarkshire).
HSN5 – Percentage of council dwellings that are energy efficient	18	20	73.97%	78.01%	84.1%	Family group ranges from 78.01% (Renfrewshire) to 96.37% (Falkirk)

Corporate Asset

There are 2 indicators in the Corporate Asset category. For 2019/20, 1 remained stable, and 1 has declined.

- 1 is in the top quartile
- 0 are in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
CORP-ASSET 1 – Proportion of operational buildings that are suitable for their current use	7	7	92.58%	92.14%	82.47%	Family group ranges from 66.86 (Midlothian) to 96.79 (South Lanarkshire).
CORP-ASSET 2 – Proportion of internal floor area of operational buildings in satisfactory positions	9	10	95.20%	94.45%	88.62%	Family group ranges from 83.41% (Midlothian) to 99.64% (West Lothian).

Economic Development

There are 10 indicators in the Economic Development category. For 2019/20, 5 have improved, and 5 have declined.

- 2 are in the top quartile
- 1 are in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
ECON1 – Percentage of unemployed people assisted into work from Council operated / funded Employability programmes	10	12	17.51%	15.27%	12.66%	Family group ranges from 3.6% (Angus) to 25.94% (Inverclyde).

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
ECON2 – Cost per planning application	7 (1)	10	£3,374	£3,941	£4,385	Family group ranges from £2,818 (Clackmannanshire) to £7,148 (Inverclyde).
ECON3 – Average time per business and industry planning application (wk)	8	5	7.74	6.8	10.54	Family group ranges from 6.34 (Clackmannanshire) to 19.1 (Midlothian).
ECON4 – Percentage of procurement spend on local enterprises	13	19	29.92%	22.16%	28.51%	Family group ranges from 9.612% (East Renfrewshire) to 27.6% (West Lothian).
ECON5 – Number of business gateway start-ups per 10,000 population	22	19	16.65	16.53	16.41	Family group ranges from 13.98 (South Lanarkshire) to 20.37 (Clackmannanshire).
ECON6 – Cost of Economic Development & Tourism per 1,000 population	24	27	£109,044	£147,554	£103,194	Family group ranges from £20,146 (Angus) to £147,554 (Renfrewshire).
ECON7 – Proportion of people earning less than the living wage	20	22	25.1	23.2	16.9	Family group ranges from 13.6 (West Lothian) to 30.9 (Inverclyde).
ECON8 – Proportion of properties receiving superfast broadband	8	8	96.4	97.2	93.27	Family group ranges from 87.1 (Angus) to 97.2 (Renfrewshire).
ECON9 – Town Vacancy Rates	18	16	10.65	11.09	11.71	Family group ranges 5.45 (Midlothian) to 20.75 (Inverclyde).
ECON10 – Immediately available employment land as a % of total land allocated for employment purposes in the local development plan	24	22	21.97%	24.91%	36.23%	Family group ranges from 1.78% (Angus) to 94.07% (East Renfrewshire).

Financial Sustainability

There are 5 indicators in the new Financial Sustainability category. For 2019/20, 3 have improved, 1 has remained stable and 1 has declined.

- 3 are in the top quartile
- 2 are in the bottom quartile

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
FINSUS1 – Total usable reserves as a % of council annual budgeted revenue	3	4	39.4%	37.94%	16.87%	Family group ranges from 13.29% (South Lanarkshire) to 42.1% (Midlothian).
FINSUS2 – Uncommitted General Fund Balance as a % of council annual budgeted net revenue	25	25	1.9%	1.64%	3.8%	Family group ranges from 0.49% (Angus) to 4.85% (Clackmannanshire).
FINSUS3 – Ratio of Financing Costs to Net Revenue Stream – General Fund	7	4	5.42	3.97	7.2	Family group ranges from 3 (Midlothian) to 12.63 (Inverclyde).
FINSUS4 – Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	26	26	51.72	46.51	22.56	Family group ranges from 8.8 (Angus) to 46.51 (Renfrewshire).
FINSUS5 – Actual outturn as a percentage of budgeted expenditure	6	6	100.22	100.22	99.35	Family group ranges from 95.28 (Angus) to 100.25 (Midlothian).

Tackling Climate Change

Indicator	Ranked Position		Data		Scottish Average	Family Group Range
	2018/19	2019/20	2018/19	2019/20		
CLIM1 - CO2 emissions area wide per capita	16	n/a	5.07	n/a	n/a	n/a
CLIM2 - CO2 emissions are wide: emissions within scope of LA per capita	11	n/a	4.37	n/a	n/a	n/a