Renfrewshire Council

To: Audit, Risk and Scrutiny Board

On: 20 May 2024

Report by: Chief Executive

Heading: Local Government Benchmarking Framework 2022/23

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1. Summary

1.1 The Local Government Benchmarking Framework (LGBF) 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. Renfrewshire Council has participated in the development of the LGBF since its inception in 2010 and the framework has expanded to comprise 108 indicators. The purpose of the Framework is to support evidence-based comparisons and encourage shared learning and improvement. A report on performance against the indicators is provided to the Audit, Risk and Scrutiny Board each year following publication of the LGBF Annual Report by the Improvement Service. This year's national report was published at the end of February 2024.

1.2 The Improvement Service have changed the approach to publishing LGBF data; previously there was a large release of data at the start of each calendar year, and one update later in the year when data relating to children's services became available. Under the new arrangements, a suite of 64 indicators was published in December 2023 and a further 16 in February 2024. From April 2024, publication will be on a monthly basis.

1.3 This report provides an overview of Renfrewshire's performance in relation to the LGBF for 2022/23, as well as outlining the wider context and trends for local authorities across Scotland. Appendix 1 shows Renfrewshire's performance across the 80 indicators for which data is currently available, and provides a comparison with the two previous years and with the relevant family group of local authorities (i.e. local authorities with similar characteristics).

1.4 The Improvement Service provides an online dashboard which allows users to view and interact with the data. It allows comparison between a council and the national average, and with the family group. Previously, the IS ranked each council and published these rankings, but have moved away from this practice. Whilst rankings can be helpful in understanding how similar councils perform, they do not take context into account (for example, local policy priorities, or council structures). They also infer particular judgements, such as cheapest equalling best.

1.5 In order that elected members can have some insight into improvement relative to other councils, officers have calculated rankings and included in the data in Appendix 1. It should be noted that it is possible for performance to improve in real terms but for this not to be reflected in rankings because other councils have also improved.

1.6 There are 28 indicators for 2022/23 still to be published. For those which are available, Renfrewshire has performed as follows in terms of the LGBF:

- 36 indicators have improved performance;
- 44 indicators have falling performance;
- 41 indicators maintained or improved their ranking;
- 39 indicators have fallen in the rankings;
- 23 indicators are ranked in the top 8 best performing councils for that measure;
- 15 indicators are ranked in the 8 lowest performing councils for that measure;

1.7 Renfrewshire Council actively contributes to national discussions and learning on the Local Government Benchmarking Framework and uses it to identify opportunities to explore areas of challenge and of best practice.

1.8 The Council also publishes its statutory Public Performance Reporting document on the Council's website. Performance information gathered through the LGBF is included as part of the report which allows our residents to understand how the Council is performing, relative to other Councils. Services also publish performance information regularly through operational reports and updates on Service Improvement Plans and the Council Plan.

2. Recommendations

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

3. Background

3.1 All Scottish local authorities participate in the Local Government Benchmarking Framework (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, service improvement outturn reports, national and local surveys, inspections, and audits.

3.2 There are currently 108 indicators in the Framework, which cover the majority of council services across 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 In 2023, the Improvement Service moved to more frequent data releases, and this report covers the last two data releases, which have provided 2022/23 data for 80 indicators. In previous years, data was embargoed by the Improvement Service until the publication of a national overview, though Councils would be given access prior to publication in order to carry out verification. This is no longer the case, and data is made available to councils and the public at the same time. The Council still undertakes accuracy checks of the data.

3.4 The January 2024 release includes three new climate change indicators:

- CO^2 emissions from transport per capita;
- CO^2 emissions from electricity per capita;
- CO^2 emissions from gas per capita.

The most recent year for which data is available on the new indicators is 2021/22. More information is provided in Section 5 of this report.

3.5 The LGBF provides a useful means of comparing relative performance across all Scottish councils but like all performance information, it should be used with caution, with due consideration given to local priorities and investment decisions, and differences in council structures. It does not represent the full range of council service delivery.

4. National Context

4.1 Alongside the performance data, the Improvement Service publishes a national overview report each year, highlighting key trends across Scotland and considering local variation. The 2022/23 report has similar themes to last year's report though there is less of a focus on the pandemic and more of a focus on cost-of-living issues and inflationary pressures impacting both organisations and individuals.

4.2 The national report once again leads with a message about financial challenges in local government, noting that “the financial gap between councils’ income and expenditure has increased by over a third in 2022/23”. The report points to the need to progress the ambitions of the Verity House Agreement as key to supporting long-term financial sustainability. The report also notes the disproportionate reductions in particular service areas in order to protect social care and education.

4.3 The report notes that demand for services continues to rise, with increasing poverty and financial hardship one driver of this. The Improvement Service highlight indicators on demand for Scottish Welfare Fund grants and Discretionary Housing Payments as evidence of this. At the same time, workforce pressures remain; the report notes that councils are struggling to recruit and retain the staff needed to provide the services communities rely on. Data indicates that staff absence levels are continuing to rise, exacerbating shortages.

4.4 The national report highlights the impact of these workforce challenges in social care, which are adding to the existing pressures associated with an ageing population. They highlight indicators which show a reduction in the number of care at home hours delivered and in the number of people receiving personal care at home.

4.5 The report does note some signs of post-pandemic recovery, with some educational attainment measures showing improvement on pre-pandemic levels.

4.6 Overall, the report finds that councils are continuing to demonstrate improvements despite the significant challenges being faced. Nonetheless, the Improvement Service note concern that the decisions now needed on service delivery in the current operating context will make it more difficult to continue delivering improvements.

5. Overview of Renfrewshire’s Performance

5.1 This section provides an overview of Renfrewshire’s LGBF performance in relation to our Council Plan themes, and by theme, with a focus on pandemic recovery and on cost measures. Appendix 1 provides the Council’s data, ranked position, the Scottish average, and the family group range for all the indicators.

5.2 As noted in 1.5 above, Renfrewshire Council ranked in the top eight performing councils for 23 indicators. Areas of strong relative performance include delayed discharges from hospital, recycling, road maintenance and completion of non-emergency housing repairs. There are 15 indicators ranked in the bottom eight performing councils and some areas identified for improvement include staff sickness absence, business start-ups and procurement spend with local businesses.

5.3 The list of indicators with falling performance includes eleven cost indicators (a more expensive service presents as falling performance in the LGBF framework) and six educational tariff score measures which are not comparable with the previous year due to differing assessment methods.

5.4 It is important to note that a further nine of the remaining 28 indicators with falling performance changed by less than 1%; this includes town vacancy rates, gross rent arrears, spend on self-directed support, and the collection rate for council tax.

5.5 More detail on specific indicators is covered below under each of the Council Plan themes.

Understanding Cost Indicators and Performance

5.6 The approach taken by the Improvement Service in relation to LGBF rankings on cost measures (of which there are 18) is to consider ‘cheapest’ as ‘best performing’. As such, any consideration of relative and absolute performance must take account of local policy decisions which target investment in priority areas. In Renfrewshire, current examples would be the investment in roads and waste. Similarly, differences in the structure of every council can also account for variation; an example of this would be indicator CORP1 which shows support services as a percentage of expenditure. In Renfrewshire, the model of centralised support means that more staffing costs are captured in that figure than in councils where each operational service has its own support staff.

5.7 Investment in roads has been a priority for the Council in recent years and this is demonstrated by the cost per kilometre of road, which is much higher than the average. The measures of road conditions look at the proportion requiring maintenance treatment and Renfrewshire out-performs the Scottish average by some distance for all four classes of road as well as showing continuous improvement in recent years.

5.8 The cost of sports attendances has fallen, and this in part reflects continued recovery from the pandemic, which has allowed for an increase in attendances, particularly for club sport. Targeted work to promote low-cost access to pools for children and families has also driven up attendances and therefore reduced the per-attendance cost. Demand remains constant for these services.

5.9 The cost of planning and building standards per planning application has risen in 2022/23. This is due to a reduction in planning applications since the previous year, meaning that the cost is spread across fewer applications. The level of applications is not within the Council’s control.

5.10 The indicator ENV5 Cost of Trading Standards and Environmental Health per 1000 population also includes the cost of money advice services, which are not provided by all local authorities. In Renfrewshire, Trading Standards and Environmental Health costs also appear higher than other areas because they include other service costs including the Wardens Service and CCTV.

5.11 It should be noted that cost measures only present part of an assessment of performance and alone, they should not be perceived to equate to quality.

Understanding Customer Satisfaction Measures

5.12 The LGBF reports on seven customer satisfaction measures, and uses the Scottish Household Survey (SHS) as its source for these indicators. Because of very low sample sizes once the survey is broken down to local authority level, the measures use an average over the most recent three year period; the 2022/23 figures are therefore an average of the period 2020/21, 2021/22 and 2022/23. This still gives a sample size of only around 450 people from Renfrewshire surveyed over a three year period, and reflect a person's perception; the person may or may not use the service they are being asked about. As the respondents are different each time, it is not possible to state whether a person's perception improves or worsens over time.

5.13 As well as the small sample size per local authority, and the use of value judgements rather than measurable quality, there are two further caveats to be considered when using SHS data. The first is that the LGBF uses the figures for those who actively express satisfaction, rather than those actively expressing dissatisfaction – this is relevant because many people state that they have no view. The second is that SHS statistics are provided with a note of the sampling error, which tells users how much margin of error there is with the figure depending on the estimate and the sample size. As an example of how this affects the data, consider the measure CHN10 Percentage of adults satisfied with local schools. In 2022, the SHS surveyed 140 people across Renfrewshire and 57% said they were satisfied with local schools. Another 39% said they were neither satisfied or dissatisfied, and only 5% (7 people) said they were dissatisfied. If the indicator reported on dissatisfaction rather than satisfaction, it would give a different impression. For that same indicator, the SHS tell us that the sampling error for a group of that size is between 4.5 and 5.5. That means they consider that the true figure, if the sample were extrapolated to the whole population could be as high as 10.5% but could equally be as low as zero.

Council Plan Themes: Place

5.14 Indicators relating to Renfrewshire's transport infrastructure show that the condition of roads is better than average, as measured by the percentage which require maintenance treatment; Renfrewshire ranks in the top 6 of councils for three out of four categories of road. Investment in roads remains considerably higher than the Scottish average (at almost £20,000 per kilometre in 2022/23, compared with £12,844 per kilometre).

5.15 Satisfaction with street cleaning, as measured by a relatively small sample in the Scottish Household Survey, is below what would be expected given the independent measure of street cleanliness indicates that that 93.3 of Renfrewshire streets monitored in 2022/23 met the required standard; this is higher than the national average of 90.6% of streets.. Officers are considering how this perception can be explored further given the low sample size.

5.16 The average time to process business and industry planning applications increased by almost four weeks this year, from 7.96 weeks to 12.94 weeks. This compares with a national average of 12.04 weeks. This measure was impacted significantly by staff absence and vacancies within the team. Recent recruitment coupled with improvements to the case management system should result in reduced processing time in the future. Processing time is also impacted by the Council's legal obligation to seek consultation responses from external stakeholders including the Scottish Environment Protection Agency (SEPA) and Transport Scotland, and officers have no control over the time taken to provide these. Renfrewshire's performance has previously been better than the Scottish average.

Council Plan Themes: Economy

5.17 Renfrewshire Council continues to perform well in relation to employability support, with 18.5% of people taking part in programmes in 2022/23 moving in to work. This compares favourably with a Scottish average of 12.9%. This indicator had a spike in performance in 2021/22 due to the availability of short-term Kickstart funding, which was targeted at youth employment and was very successful in Renfrewshire.

5.18 There has been a slight increase in the proportion of Renfrewshire Council procurement spend with local businesses; this has risen form 18.9% in 2021/22 to 19.3% in 2022/23. It remains below the national average, which is 29.6%. Almost £46m was spent with local businesses in 2022/23 and increasing this remains a key element of our Community Wealth Building work. Procurement strives to ensure opportunities are accessible to the local supply chain, for example through lotting tender opportunities, and work closely with Economic Development to provide support to local businesses and encourage them to bid for public sector contracts. Over the last two years, there have been a number of 'Meet the Buyer' events for local businesses, providing information on the tendering process for public sector contracts and opportunities to meet with companies looking for subcontractors to work on large Council capital works. It is hoped the impact of this will lead to an improvement in this indicator. The Council's updated Standing Orders Relating to Contracts have specified that wherever feasible, three-quarters of businesses invited to quote for contracts from £25,000 to £50,000 for goods and services and £500,000 for works should be local. As this change took place in June 2023, any impact will not yet show up in the data.

5.19 In 2022/23, there were 11.6 business start-ups per 10,000 population, compared with 14.9 in 2021/22 and a current national average of 14.3. Business Gateway are working with similar numbers of people, but are finding that fewer are taking the final step and setting up a business. One factor in this may be the current job market in

Renfrewshire and the availability of jobs, with people opting to take up better paid employment rather than take a risk on self-employment.

5.20 Town vacancy rates have increased slightly from 17.7% to 18%. The figure continues to be impacted by the approach to re-letting units in the Paisley Centre ahead of its redevelopment, namely the deliberate strategy to leave units vacant rather than re-market them.

Council Plan Themes: Fair

5.21 In the national report, the Improvement Service have noted what they consider to be the impact of cost-of-living pressures on LGBF indicators. In Renfrewshire the proportion of rent arrears relative to all rents due in the year has increased, and this is in line with a national trend. Arrears rose from 6.42% of rents due in 2020/21 to 7.99% in 2021/22 and 8.6% in 2022/23. This is still below the national average of 9.6%. In 2023, the Council introduced a Tenant Support Fund which can provide assistance with rent payments to tenants who fit the criteria. Tenants are also signposted to Advice Works, who can assist with benefit checks and income maximisation.

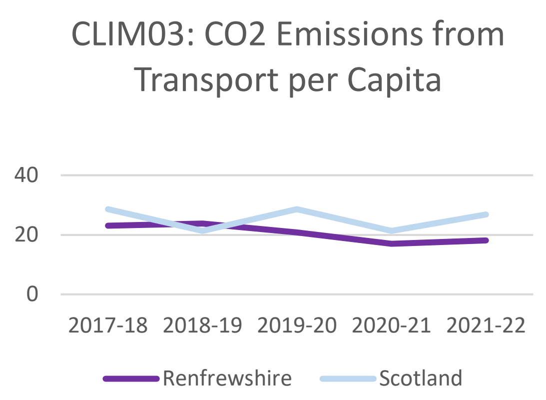
5.22 Renfrewshire Council dealt with more than 9,500 crisis grant applications in 2022/23, an increase of more than 500 on the previous year. The internal target for processing these is 2 days and this is being met; the LGBF measure is the percentage of decisions within 1 day and performance is lower than the previous year, at 83.3%. This does mean that the majority of crisis grants are still being processed within a single day despite rising applications. Most Community Care Grants – 90.1% in 2022/23 – are processed within the target 15 days, and Renfrewshire's performance is above the national average for that measure.

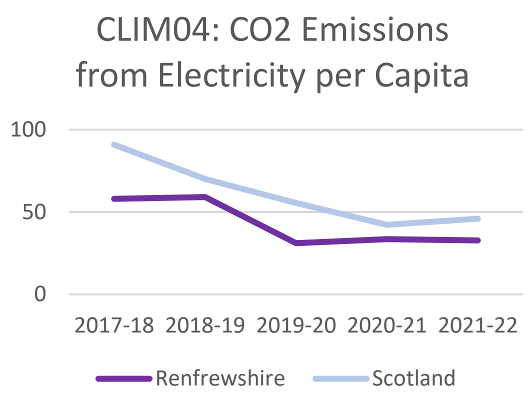
5.23 The percentage of people aged 65 and over who require long-term care and receive personal care at home has increased from 60.9% in 2021/22 to 63.1% in 2022/23. The service has been able to meet increased demand for services arising from hospital discharges however this remains extremely challenging.

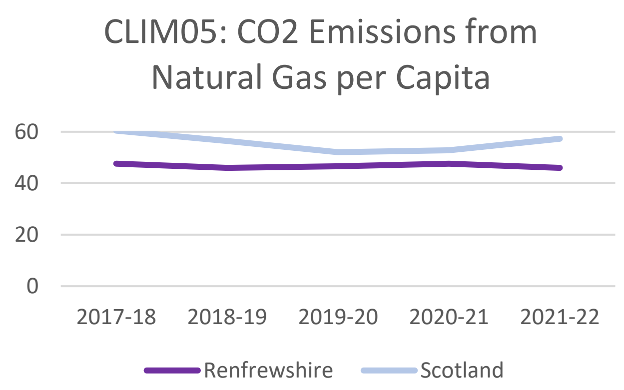
Council Plan Themes: Green

5.24 Three new climate change indicators have been introduced to the LGBF dataset, covering CO2 emissions from transport, electricity and gas. Whilst there is no data for 2022/23 yet, it is worth noting the trends to date; data has been provided for the period 2017/18 to 2021/22. These indicators include all emissions within the local authority area, regardless of whether they are within the scope of local authorities to control.

5.25 The graphs below show the trend for Renfrewshire and Scotland and show downward trends in all three categories of emission. They also show that Renfrewshire has lower levels of CO^2 emissions than the national average. More detailed data relating to climate is reported to Board as part of the Council's RenZero programme and through the statutory requirement to report on the Public Bodies Climate Change Duties annually.







5.26 Renfrewshire continues to perform well in relation to waste recycling, with 54% of household waste recycled, compared with a Scottish average of 43.3% and exceeding pre-pandemic levels. There has been a national improvement, with twelve councils now recycling at least half of household waste (compared with nine in 2021/22).

Council Plan Themes: Values

5.27 Staff absence continues to be an area of focus for the Council, and is an issue being experienced by all councils in Scotland. The average days lost per member of teaching staff rose from 5.9 in 2021/22 to 7.4 in 2022/23. Renfrewshire has been consistently above the national average in recent years. For non-teaching staff, the average days lost rose from 13.2 to 15.2. The LGBF data does not include Covid-related absences, but these will be factored in from 2023/24. The updated Managing Absence policy is one way in which the Council is targeting work to improve absence rates alongside a suite of updated policies and health and wellbeing supports.

5.28 The gender pay gap in Renfrewshire Council has continued to narrow and is now at 0.5%, down from 2.29% in the previous year. Recent pay deals which have enhanced earnings for the lowest paid staff, who are more likely to be women working in specific job roles, will have contributed to the narrowing of the gap.

5.29 Strong joint working has contributed to the continued minimisation of delays for patients leaving hospital through good discharge planning between acute services and social care. Renfrewshire continues to be one of the strongest performing areas in Scotland, with 266 days lost to delayed discharge per 1000 population over 75, compared with a national average of 919.1 days. There are also a range of services which support people to remain in the community and prevent hospital admissions and readmissions. This strong performance does place pressure on the system in terms of organisational resources to facilitate discharge when recruitment and maintaining service capacity are challenging.

Council Plan Themes: Improving Outcomes for Children and Young People

5.30 Following a return to the standard approach to assessment after two years of the SQA's Alternative Certification Model, all local authorities have experienced drops in tariff scores (which are a measure of educational attainment). Renfrewshire continues to perform well and the overall average total tariff per pupil is above the national average, at 969.58, compared with 915.46. The LGBF dataset also provides tariff scores by relative deprivation, using SIMD quintiles. These indicators show that Renfrewshire continues to out-perform the national average for all but the pupils living in the least-deprived areas. There remains ongoing tracking of pupil achievement across the senior phase, with targeted interventions and a flexible curriculum model designed to maximise attainment for all pupils.

5.31 There has been a widening in the attainment gap for literacy, largely due to a decline in talking and listening attainment in P1. The indicator has been reported since 2018/19, when it was 20.44%; due to the pandemic it was not collected in 2019/20, widened to 28.53% in 2020/21, reduced to 20.89% in 2021/22 and has widened again to 26.37% in 2022/23. The gap for numeracy has narrowed slightly to 17.93% and has almost returned to pre-pandemic levels.

5.32 There is a general trend towards falling school attendance when figures are compared with the last full pre-pandemic year of 2018/19. All councils in Scotland have attendance rates between 88% and 93%, compared with a range of 91.2% to 95.2% in 2018/19. Renfrewshire's average attendance rate in 2022/23 was 90%, which is in line with the Scottish average.

6. Monitoring and reporting of LGBF

6.1 The performance of the LGBF indicators will continue to be monitored by the Corporate Management Team, through service improvement planning processes 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.

6.2 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.

Implications of this report

1. **Financial –** No direct implications though the report includes cost-based measures.

2. **HR and Organisational Development –** no direct implications from the report but there are several indicators relating to staff.

3. **Community/Council Planning –** the indicators contribute to our understanding of performance in relation to Community Plan and Council Plan themes.

4. **Legal – none**

5. **Property/Assets –** no direct implications but the report references indicators relating to council assets.

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 it is for noting only.

8. **Health and Safety –** none

9. **Procurement** – no direct implication but the report includes details of an indicator relating to the Council's procurement spend.

10. **Risk –** none

11. **Privacy Impact – none**

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 –** no direct implications but the report includes measures relating to CO^2 emissions.

List of Background Papers: None

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Appendix 1: Renfrewshire's 2022/23 data

As noted in the main report, LGBF data is now published quarterly. This appendix includes only those indicators for which 2022/23 data is available.

Family Groups allow comparisons and encourage discussions between similar councils. Renfrewshire is currently in the following family groups:

- Family Group 3 for population type, which includes Children Services, Adult Social Care and Housing Services – Clackmannanshire, Dumfries & Galloway, Falkirk, Fife, Renfrewshire, South Ayrshire, South Lanarkshire, and West Lothian.
- Family Group 3 for area, which includes 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

16 of the 32 indicators have 2022/23 data available. Six are ranked in the top quarter, two are ranked in the bottom quarter.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
CHN1 Cost Per Primary School Pupil	12	8	12	£5,960.00	£6,059.00	£6,703.36	£6,862.59	£6576.77 (Falkirk) to £7121.51 (West Lothian)	3
CHN2 Cost per Secondary School Pupil	2	1	5	£7,010.00	£7,040.00	£7,805.75	£8,481.78	£7805.75 (Renfrewshire) to £9064.09 (Clackmannanshire)	1
CHN3 Cost per Pre-School Education Registration	8	9	8	£8,230.00	£9,578.00	£9,839.22	£11,007.90	£9318.76 (West Lothian) to £12904.12 (Clackmannanshire)	3
CHN12a Overall Average Total Tariff	7	9	10	1058	1037	969.58	915.46	1021.8 (Falkirk) to 764.89 (Clackmannanshire)	5
CHN12b Average Total Tariff SIMD quintile 1	9	7	6	700	743	695	658	723 (South Lanarkshire) to 477 (Dumfries & Galloway)	2
CHN12c Average total tariff SIMD quintile 2	10	12	10	898	870	830	781	925 (South Ayrshire) to 678 (Fife)	4

CHN12d Average total tariff SIMD quintile 3	6	6	4	1070	1055	999	905	999 (Renfrewshire) to 665 (Clackmannanshire)	1
CHN12e Average total tariff SIMD quintile 4	4	7	7	1311	1206	1153	1051	1206 (Falkirk) to 935 (Dumfries & Galloway)	5
CHN12f Average total tariff SIMD quintile 5	6	4	12	1390	1391	1234	1265	1377 (Falkirk) to 1080 (Clackmannanshire)	5
CHN13a % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	9	11	13	70	71.9	74	73	79.2 (West Lothian) to 64.5 (Dumfries and Galloway)	4
CHN13b % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	5	7	8	80	81.4	83	80	84.7 (West Lothian) to 72.4 (Clackmannanshire)	3
CHN14a Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	21	18	26	29	20.9	26.4	20.46	12.4 (Dumfries and Galloway) to 26.4 (Renfrewshire)	8
CHN14b Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	17	13	17	23	18.8	17.9	16.96	7.5 (Dumfries and Galloway) to 19.1 (Fife)	7
CHN18 % of funded early years provision which is graded good/better	7	15	22	95.45	90.28	90.10%	90	95.74% (South Ayrshire) to 84.21% (Clackmannanshire)	6
CHN19a School attendance rate	17	20	23	93.04	91.9	90	90	91 (Clackmannanshire, Dumfries and Galloway, and Falkirk) to 89 (South Ayrshire)	2

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2018/21	2019/22	2020/23	2018/21	2019/22	2020/23			
CHN10 % of Adults Satisfied with Local Schools	21	17	27	71.37	76.37	70	74	84% (South Ayrshire) to 69% (Dumfries & Galloway)	7

Corporate Services

Updated data is available for all twelve indicators. Two are ranked in the top quarter, four are ranked in the bottom quarter.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
CORP 1 Support services as a % of total gross expenditure	29	29	29	5.6	5.68	5.30%	4.04	2.8% (West Lothian) to 5.3% (Renfrewshire)	8
CORP 3b % of the highest paid 5% employees who are women	16	22	21	57.11	58.15	56.80%	58.90%	63.6% (Angus) to 56.8% (Renfrewshire)	8
CORP 3c The gender pay gap (%)	17	13	7	3.67	2.29	0.5%	2.50%	-0.14% (Angus) to 4.6% (East Renfrewshire)	2
CORP 4 The cost per dwelling of collecting council tax	25	21	21	£9.30	£8.03	£7.97	£6.84	£5.20 (West Lothian) to £12.37 (East Renfrewshire)	5
CORP 6a Sickness absence days per teacher	30	19	25	5.7	5.9	7.4	6.8	4.8 (East Renfrewshire) to 7.6 (Clackmannanshire)	7
CORP 6b Sickness absence days per employee (non-teacher)	31	21	26	11.89	13.19	15.2	13.2	11.3 (Inverclyde) to 15.7 (Clackmannanshire)	7
CORP 7 % of income due from council tax received by the end of the year	20	21	24	95.03	95.48	95.30%	96.20%	97.55% (East Renfrewshire) to 94.52% (Midlothian)	7
CORP 8 % of invoices sampled that were paid within 30 days	1	5	19	97.25	95.5	90.21%	90.60%	95.05% (Inverclyde) to 81.17% (Angus)	5
CORP 9 % of Crisis Grant decisions within 1 day	28	27	28	92.5	88.5	83.30%	91.80%	100% (Inverclyde) to 74.25% (West Lothian)	7
CORP 10 % of CCG Grant decisions within 15 days	18	18	16	93.75	91.75	90.10%	87.30%	99.5% (Inverclyde) to 71.5% (West Lothian)	6
CORP 11 The proportion of SWF Budget Spent	17	17	14	79.73	100.81	130%	130%	204% (West Lothian) to 86.5% (Angus)	3
CORP 12 Proportion of DHP Funding spent	8	12	1	105.02	101.73	106%	94.40%	106% (Renfrewshire) to 70.7% (Angus)	1

Adult Social Care

Updated data is available for seven of the eleven indicators. Three are ranked in the top quarter, none in the bottom quarter.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
SW1 Home care costs per hour for people aged 65 or over	12	8	12	£26.38	£22.01	£28.70	£31.85	£17.95 (Clackmannanshire) to £42.94 (Fife)	4
SW2 Self Directed Support (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a % of total social work spend on adults 18+	19	18	21	4.47	4.77	4.70%	8.7	8% (West Lothian) to 3.3% (Falkirk)	4
SW3a % of people aged 65 and over with long-term care needs who receiving personal care at home	30	5	11	53.51	60.91	63.1	61.50%	71.08% (Clackmannanshire) to 58.43% (South Ayrshire)	3
SW5 Residential costs per week per resident for people aged 65 or over	5	6	5	£464.00	£470.00	£526.72	£683.97	£442.38 (Dumfries & Galloway) to £991.62 (Fife)	3
SW6 Rate of readmission to hospital within 28 days per 1,000 discharges	7	6	4	100.11	86.7	76.71	101.7	76.71 (Renfrewshire) to 144.72 (Clackmannanshire)	1
SW7 Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	15	8	15	85.5	81.46	78	75	82 (Clackmannanshire) to 67 (Fife)	3
SW8 Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	16	5	3	368.24	295.92	266	919.1	266 (Renfrewshire) to 2216 (South Ayrshire)	1

Culture and Leisure

Data is available for seven of the eight indicators. One is ranked in the top quarter, four in the bottom quarter.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
C&L1 Cost per attendance at sports facilities	18	16	15	£35.25	£5.72	£4.10	£4.89	£1.47 (West Lothian) to £17.88 (Midlothian)	4
C&L2 Cost per library visit	18	3	4	£5.35	£1.47	£1.38	£2.81	£1.38 (Renfrewshire) to £4.84 (East Renfrewshire)	1
C&L4 Cost of parks & open spaces per 1,000 population	27	29	32	£28,982	£32,162	£49,055.24	£23,311.37	£6,928.60 (Midlothian) to £49,055 (Renfrewshire)	8
C&L5a % of adults satisfied with libraries	18	24	32	69.07	62	56	71	75.3% (Angus) to 56 (Renfrewshire)	8
C&L5b % of adults satisfied with parks and open spaces	18	13	18	87.8	87.7	87	87	92.7% (Angus) to 86% (West Lothian)	6
C&L5c % of adults satisfied with museums and galleries	10	18	29	63.67	58	55	71	70.3% (Angus) to 40.7% (Clackmannanshire)	7
C&L5d % of adults satisfied with leisure facilities	7	13	28	74.47	71	67	71	75.7% (Inverclyde) to 36.7% (Clackmannanshire)	5

Environment

Updated data is available for all fifteen indicators. Five are ranked in the top quarter, five in the bottom quarter.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
ENV1a Net cost of waste collection per premise	15	26	25	£71.49	£68.42	£91.15	£79.20	£54.11 (Inverclyde) to £91.15 (Renfrewshire)	8
ENV2a Net cost of waste disposal per premise	12	17	16	£103.23	£101.81	£101.08	£99.76	£31.25 (Midlothian) to £113.97 (West Lothian)	5

ENV3a Net cost of street cleaning per 1,000 population	2	2	3	£6,642	£7,191	£7,986	£16,068	£7,986 (Renfrewshire) to £19,867.38 (Angus)	1
ENV3c Street Cleanliness Score	13	18	10	93.59	89.6	93.3	90.6	96.5% (Angus) to 83.9% (Inverclyde)	3
ENV4a Cost of Roads per kilometre	25	29	24	£16,278	£20,656	£19,994.10	£12,844	£9,246.77 (Angus) to £25,017.24 (East Renfrewshire)	6
ENV5 Cost of Trading Standards and environmental health per 1,000 population	18	28	29	£19,869	£32,462	£35,528.51	£22,302	£12,030.66 (Angus) to £35,528.51 (Renfrewshire)	8
ENV5a Cost of Trading Standards, money advice and citizens advice per 1000	30	30	29	£13,296	£13,032	£12,590	£7,060	£1,770 (Clackmannanshire) to £12,590 (Renfrewshire)	8
ENV5b Cost of environmental health per 1,000 population	1	26	28	£6,837	£20,257	£22,941	£15,239	£7,414.70 (Angus) to £22,941 (Renfrewshire)	8
ENV6 % of total household waste arising that is recycled	11	8	6	49.11	51.7	54%	43.3	56% (East Renfrewshire) to 41% (South Lanarkshire)	2
ENV4b % of A Class roads that should be considered for maintenance treatment	4	5	2	19.4	17.29	15.5	27.4	29.3% (Midlothian) to 15.5% (Renfrewshire)	1
ENV4c % of B Class roads that should be considered for maintenance treatment	7	7	4	23.7	21.24	19.2	31.5	35.2% (Angus) to 9.2% (Renfrewshire)	1
ENV4d % of C Class roads that should be considered for maintenance treatment	19	18	11	33.5	30.55	27	32.7	40.7% (West Lothian) to 26.2% (Clackmannanshire)	2
ENV4e % of U Class roads that should be considered for maintenance treatment	11	9	6	34.3	30.99	30.1	36.4	44% (Midlothian) to 28% (West Lothian)	2
ENV7a % of adults satisfied with refuse collection	28	29	28	66.3	67.3	73	78	91.3% (Inverclyde). to 73.3% (Renfrewshire)	8
ENV7b % of adults satisfied with street cleaning	32	31	31	47.77	47.3	51	58	67.7% (Inverclyde) to 50.7% (Renfrewshire)	8

Housing

Data is available for four of the five indicators. One indicator is ranked in the top quarter, none are in the bottom quarter.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
HSN1b Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year	7	9	11	6.42	7.99	8.6	9.60%	4.3 (South Ayrshire) to 13.9 (Falkirk)	3
HSN2 % of rent due in the year that was lost due to voids	18	20	19	1.58	2.03	1.9	1.70%	0.6% (South Lanarkshire) to 2% (Falkirk)	6
HSN3 % of council dwellings meeting Scottish Housing Standards	13	20	13	91.65	57.11	68	71	93.8% (West Lothian) to 39.3% (Clackmannanshire)	6
HSN4b Average number of days taken to complete non-emergency repairs	17	24	3	10.71	14.57	6.1	9.9	5.4 (Clackmannanshire) to 11.6 (South Lanarkshire)	2

Corporate Asset

Data is available for both indicators. None are in either the top or bottom quarters of the ranking.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
CORP-ASSET1 Proportion of operational buildings that are suitable for their current use	8	9	11	92.11	91.39	90.90%	86.10%	96.68% (West Lothian) to 65.24% (Midlothian)	6
CORP-ASSET2 Proportion of internal floor area of operational buildings in satisfactory condition	9	11	11	95.12	94.49	93.16%	89.71%	97.5% (Clackmannanshire) to 82.78% (Midlothian)	5

Economic Development

Data is available for twelve of the thirteen indicators. Two are ranked in the top quarter and two in the bottom quarter.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
ECON1 % of unemployed people assisted into work from council operated / funded employability programmes	2	5	11	17.85	40.24	18.47	12.88	35.9 (Inverclyde) to 8 (Angus)	4
ECON2 Cost of Planning & Building Standards per planning application	17	11	16	£5,417	£4,106	£5,517	£5,538	£3,738 (Angus) to £7,973 (Inverclyde)	6
ECON3 Average time per business and industry planning application (weeks)	15	6	20	9.88	7.96	12.94	12.04	9.34 (Clackmannanshire) to 22.91 (South Lanarkshire)	4
ECON4 % of procurement spend spent on local enterprises	25	25	26	19.3	18.87	19.30%	29.6	41.29% (Angus) to 11.9% (East Renfrewshire)	5
ECON5 No of business gateway start-ups per 10,000 population	30	20	27	4.91	14.89	11.6	14.3	25.4 (Inverclyde) to 11.6 (Renfrewshire)	8
ECON6 Investment in Economic Development & Tourism per 1,000 Population	9	9	8	£112,422	£140,676	£125,431	£109,348.5 3	£244,185 (Inverclyde) to £33,000 (Angus)	2
ECON7 Proportion of people earning less than the real living wage	19	19	15	21.6	19.8	12.5	23	9.7% (West Lothian) to 14.5% (Angus)	3
ECON8 Proportion of properties receiving superfast broadband	10	8	7	96.5	98	98.60%	95.50%	98.7% (Clackmannanshire) to 88.6% (Angus)	3
ECON9 Town Vacancy Rates	17	26	20	11.75	17.7	18	12	7% (East Renfrewshire) to 23% (Clackmannanshire)	7
ECON10 Immediately available employment land as a % of	1	3	12	98.05	98.05	32.7	22.8	67.1% (Inverclyde) to 0.6% (Clackmannanshire)	2

total land allocated for employment purposes in the local development plan									
ECON12a Claimant Count as % of Working Age Population	22	20	19	6.3	3.6	3.1	3.2	1.7 (East Renfrewshire) to 3.9 (Inverclyde)	5
ECON12b Claimant Count as % of 16-24 Population	20	16	20	7.77	3.48	3.6	3.5	1.7 (East Renfrewshire) to 4.8 (Inverclyde)	5

Financial Sustainability

Updated data is available for all five indicators. Three are ranked in the top quarter and none are in the bottom quarter.

Indicator	Ranked Position			Data			Scottish Average	Family Group (Min/Max)	Family Group Ranking
	2020/21	2021/22	2022/23	2020/21	2021/22	2022/23			
FINSUS1 Total useable reserves as a % of council annual budgeted revenue	4	3	3	43.29	46.23	49.2	24.5	49.2% (Renfrewshire) to 17% (Inverclyde)	1
FINSUS2 Uncommitted General Fund Balance as a % of council annual budgeted net revenue	19	20	19	2.51	2.4	2.2	3.2	3.4% (Inverclyde) to 0.4% (West Lothian)	3
FINSUS3 Ratio of Financing Costs to Net Revenue Stream - General Fund	9	4	7	4.7	3.11	3	5.4	9.6 (Inverclyde) to 0.3 (Midlothian)	2
FINSUS4 Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	26	25	22	51.4	40.64	32.5	21.38	7.2 (Clackmannanshire) to 36 (Midlothian)	7
FINSUS5 Actual outturn as a percentage of budgeted expenditure	15	8	4	98.85	100.02	101.7	98.6	101.7 (Renfrewshire) to 95.8 (Midlothian)	1

Tackling Climate Change

No 2022/23 data is available yet for these indicators.