



**Report to: Operational Delivery Scrutiny Committee**

**Report by: The Chief Executive**

**Date: 19 May 2016**

**Contact: Anne Connolly, Strategic Adviser to the Chief Executive Ext: 75678**

## Local Government Benchmarking Framework

### Purpose of Report:

This report provides the committee with an overview of the Local Government Benchmarking Framework which forms part of the suite of Performance Indicators used by Audit Scotland to assess how the Council is performing in its duty to deliver Best Value.

### Recommendations:

The committee is asked to note this report and to:

- consider the Local Government Benchmarking Framework and provide comment;
- note that the Local Government Benchmarking Framework will be reported annually to the committee when the figures are updated and that further reports on benchmarking activities will be provided to committee as appropriate;
- note the ongoing programme of benchmarking work;
- refer the report to the Finance and Audit Scrutiny Committee for their consideration on the Value for Money cost indicators.

Ward No(s):

Citywide:  ✓

Local member(s) advised: Yes  No

consulted: Yes  No

## 1.0 Background

- 1.1 The Local Government Benchmarking Framework (LGBF) is used by the Council to consider how it is performing in its duty to deliver Value for Money and by Audit Scotland to assess how the Council is performing in its duty to deliver Best Value.
- 1.2 The LGBF provides benchmark comparisons across five key headings:
- Children's Services
  - Corporate Services
  - Adult Social Care
  - Culture and Leisure
  - Environmental Services
- 1.3 To facilitate comparisons within the LGBF, local authorities are grouped into two sets of benchmarking families. These groupings reflect either similar social or environmental characteristics, depending on the measure being considered.
- 1.4 A full set of charts of the indicators relevant to Glasgow (housing is excluded) is included at Appendix 1. For each chart, **Glasgow is highlighted in green**, benchmarking family group members are highlighted in blue, all other authorities are shaded grey.

## 2.0 National Comparisons

- 2.1 Table 1 below summarises the indicators which are ranked within the highest or lowest bottom eight local authorities (the highest and lowest quartiles). No value judgement is made about a high or low ranking as this may be affected by a number of factors including local choices on investment priorities and the socio-economic composition of each local authority.

Ranked in the Lowest Eight (Lowest Quartile)		Rank		Ranked in the Highest Eight (Highest Quartile)	Rank
<b>CHN1</b>	Cost per primary school pupil	8	<b>CHN3</b>	Cost per pre-school education registration	27
<b>CHN5</b>	% of pupils gaining 5+ Awards at Level 6	1	<b>CORP3b</b>	% of the highest paid employees who are women	31
<b>CHN10</b>	% of adults satisfied with schools	3	<b>SW2</b>	SDS spend on adults 18+ as a percentage of total social work spend on adults 18+	32
<b>CHN11</b>	Proportion of pupils entering positive destinations	4	<b>C&amp;L4</b>	Cost of parks and open spaces per 1,000 pop	32
<b>CORP 2</b>	Cost of democratic core services	5	<b>C&amp;L5c</b>	% adults satisfied with museums & galleries	26
<b>CORP7</b>	% due from Council Tax paid by year end	8	<b>ENV3a</b>	Net cost of street cleaning per 1,000 population	32
<b>CORPASS ET2</b>	% of internal floor area of operational buildings in satisfactory condition	4	<b>ENV5</b>	Cost of trading standards and environmental health per 1,000 population	27
<b>SW4</b>	% of adults satisfied with social care services	1	<b>ENV5b</b>	Cost of environmental health per 1,000 population	30
<b>C&amp;L2</b>	Cost per library visit	7	<b>ECON1</b>	Unemployed people assisted into work from Council operated/funded employability programmes	28
<b>C&amp;L5a</b>	% adults satisfied with libraries	7			
<b>C&amp;L5b</b>	% adults satisfied with parks & open spaces	4			
<b>C&amp;L5d</b>	% satisfaction with leisure facilities	5			
<b>ENV4d</b>	% of B class roads that should be considered for maintenance treatment	6			
<b>ENV6</b>	% of total waste arising that is recycled	5			
<b>ENV7a</b>	% of adults satisfied with refuse collection	6			
<b>ENV7b</b>	% of adults satisfied with street cleaning	2			

### **3.0 Indicators Ranked in the Lowest Eight**

#### **3.1 Cost per primary school Pupil**

With the exception of the rural authorities, the majority of Scottish local authorities spend a similar amount on primary school pupils. Glasgow's expenditure is the eighth lowest in the country.

#### **3.2 % of pupils gaining 5+ Awards at Level 6**

Glasgow records the lowest percentage of pupils gaining more than 5 awards at Level 6, however, the improvement achieved in recent years is evident, with the percentage increasing from 16% to 21.6%. This significant level of improvement is not shared by most other local authorities.

When deprivation is factored in, Glasgow's attainment levels occupies a position in the top third of authorities

#### **3.3 % of adults satisfied with schools**

A significant number of local authorities have experienced a reduction in the satisfaction rate for this year. The satisfaction data is from the Scottish Household Survey, and represents satisfaction levels for the public at large rather than for service users.

#### **3.4 Proportion of pupils entering positive destinations**

Glasgow has the fourth lowest proportion of pupils entering positive destinations in Scotland. There has been a consistent improvement in this area since 2011/12 with Glasgow moving from lowest ranked to fourth nationally in the past year. The Improvement Service (IS) has previously noted a "clear link between deprivation and lower levels of participation in higher education across Scotland" which impacts on positive destination figures.

#### **3.5 % due from Council Tax paid by year end**

Against a difficult economic background, Glasgow continues to show year on year improvement in this area.

## **4.0 Indicators Ranked in the Highest Eight**

### **4.1 Cost per pre-school education registration**

This indicator shows a high degree of variance across authorities. Reflecting the high levels of investment within the city, Glasgow records the sixth highest costs of any local authority for pre-school education registration, down from third in 2012/13.

### **4.2 % of the highest paid employees who are women**

Glasgow has the second highest proportion of employees in highly paid posts. From next year this indicator will be supplemented by an additional pay equality indicator.

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

Glasgow has significantly the highest percentage of total social work expenditure on self-directed spend, both nationally and within the benchmarking group. This is due to Glasgow implementing a legislative requirement earlier than other Councils. Other local authorities SDS spend will increase in due course as they implement the legislation.

## **5.0 Scotland-wide Benchmarking Programme**

5.1 Currently all Scottish local authorities are participating within their family groups in a range of benchmarking exercises that were initiated by the IS under the auspices of the LGBF.

5.2 The following benchmarking exercises are currently under way or are scheduled/planned for reporting during financial year 2016/17:

- Council Tax Collection Rates
- Looked After Children
- Sports Services
- Waste Management
- Museums
- Street Cleaning
- Equalities
- Human Resources

5.3 In the past year the Council Family Group has actively participated in the benchmarking family groups. In addition, Financial Services led the Council Tax Collection family group and Glasgow Life led the Museums family group discussions.

## **6.0 Other Benchmarking Activities**

- 6.1 The Council's ASPIR process recognises the importance of benchmarking for achieving and demonstrating Best Value and identifies that the LGBF is only one aspect of benchmarking activity currently taking place across all Scottish local authorities.
- 6.2 The ASPIR guidance requests that Services highlight current benchmarking activities including those not reflected within the LGBF.
- 6.3 The ASPIR guidance for 2016/17 has been revised to give increased prominence to the reporting of benchmarking exercises.

## **7.0 Policy and Resource Implications**

### **Resource Implications:**

Financial:	No new financial implications arising from the report
Legal:	No new legal issues
Personnel:	No direct personnel implications
Procurement:	No relevant procurement issues

**Council Strategic Plan:** No direct implications

### **Equality Impacts:**

EQIA carried out:	Not required as the report is not proposing a new service, policy, strategy or plan, significant change to/review of a service, policy, strategy or plan or a decision about budgets
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### **Sustainability Impacts:**

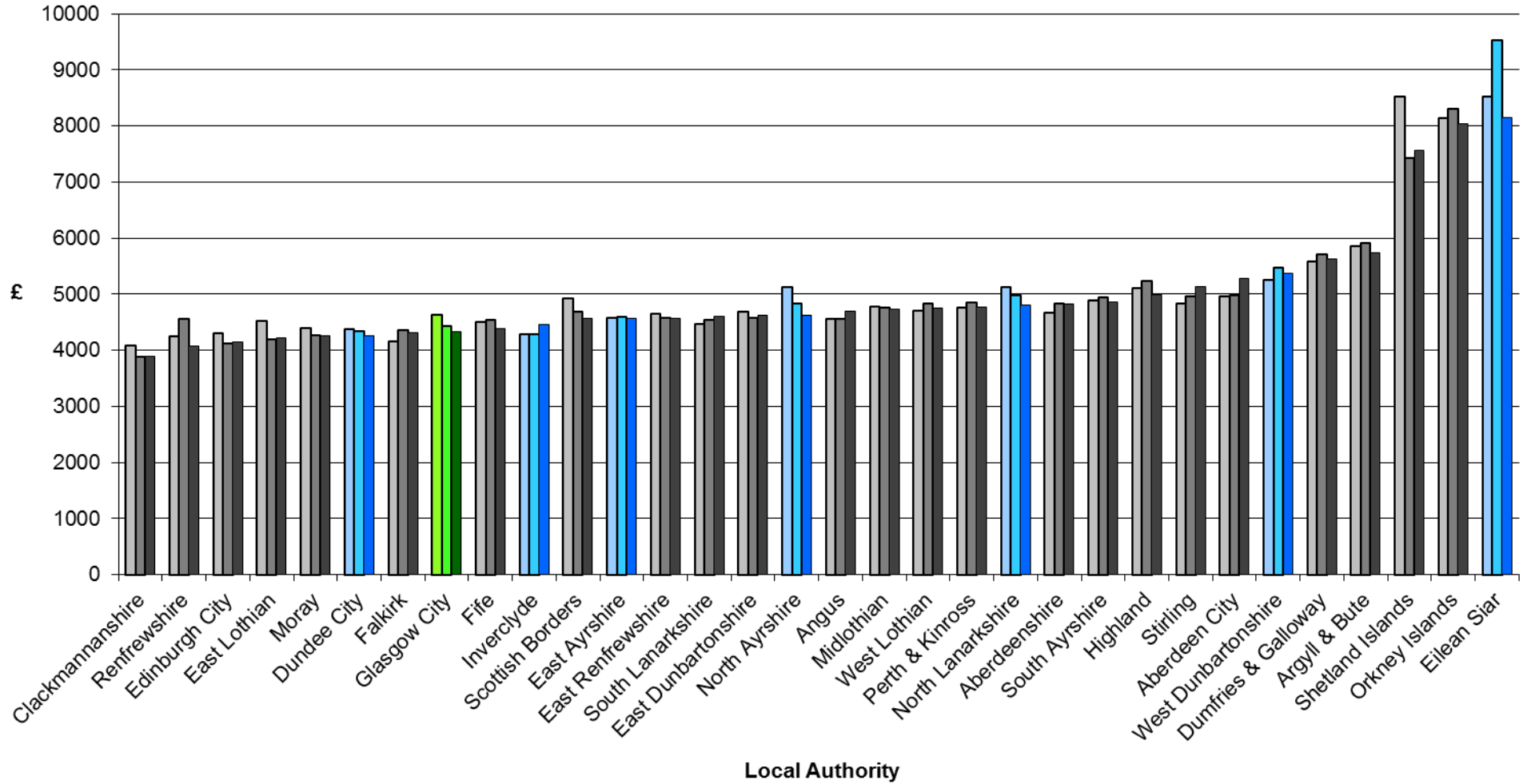
Environmental:	None directly identified from the report
Social:	None directly identified from the report
Economic:	None directly identified from the report

## **8.0 Recommendations**

The committee is asked to note this report and to:

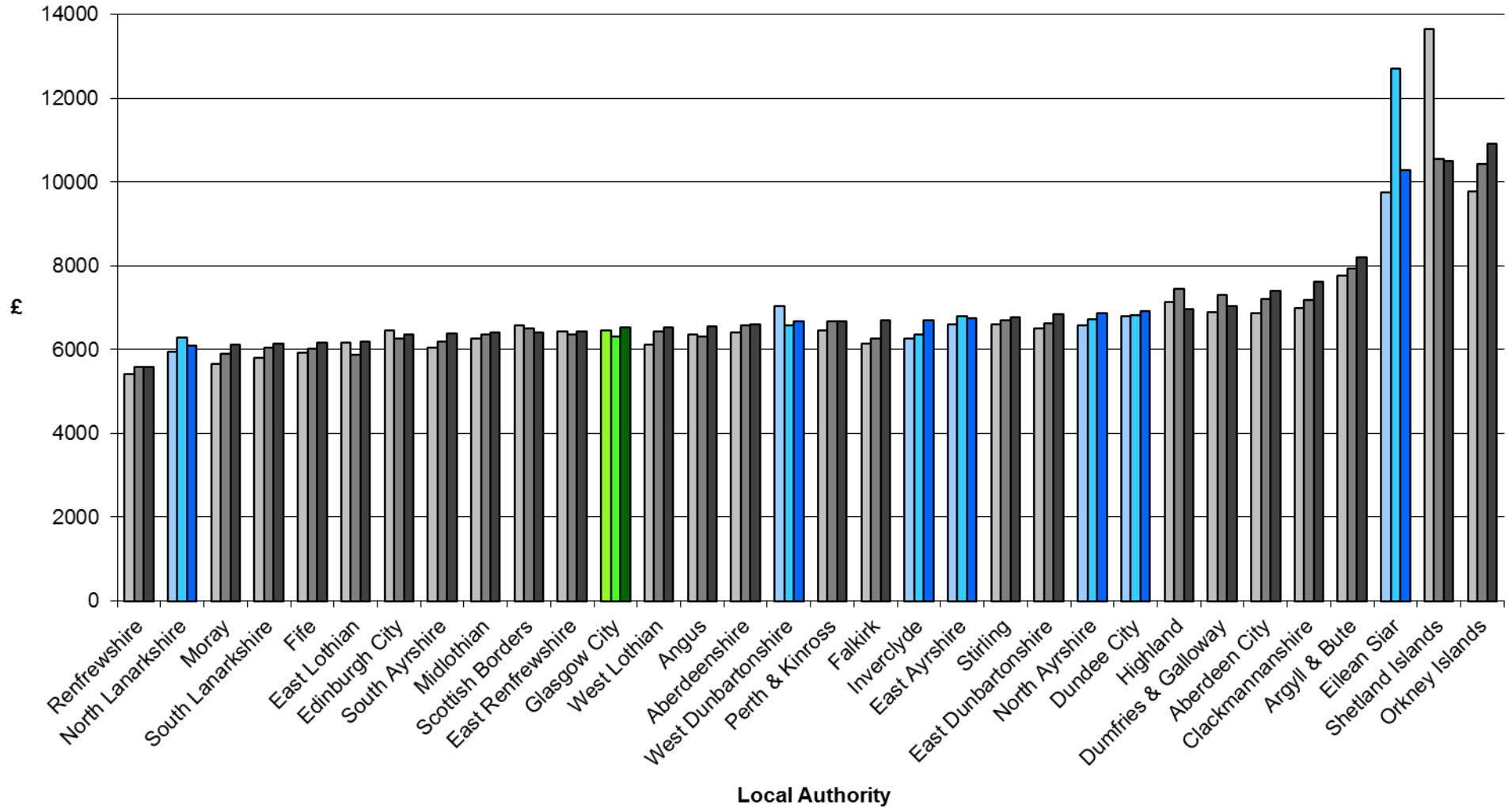
- consider the Local Government Benchmarking Framework and provide comment;
- note that the Local Government Benchmarking Framework will be reported annually to the committee when the figures are updated and that further reports on benchmarking activities will be provided to committee as appropriate;
- note the ongoing programme of benchmarking work;
- refer the report to the Finance and Audit Scrutiny Committee for their consideration on the Value for Money cost indicators.

**CHN1 - Cost per Primary School Pupil**  
**12/13, 13/14, 14/15**

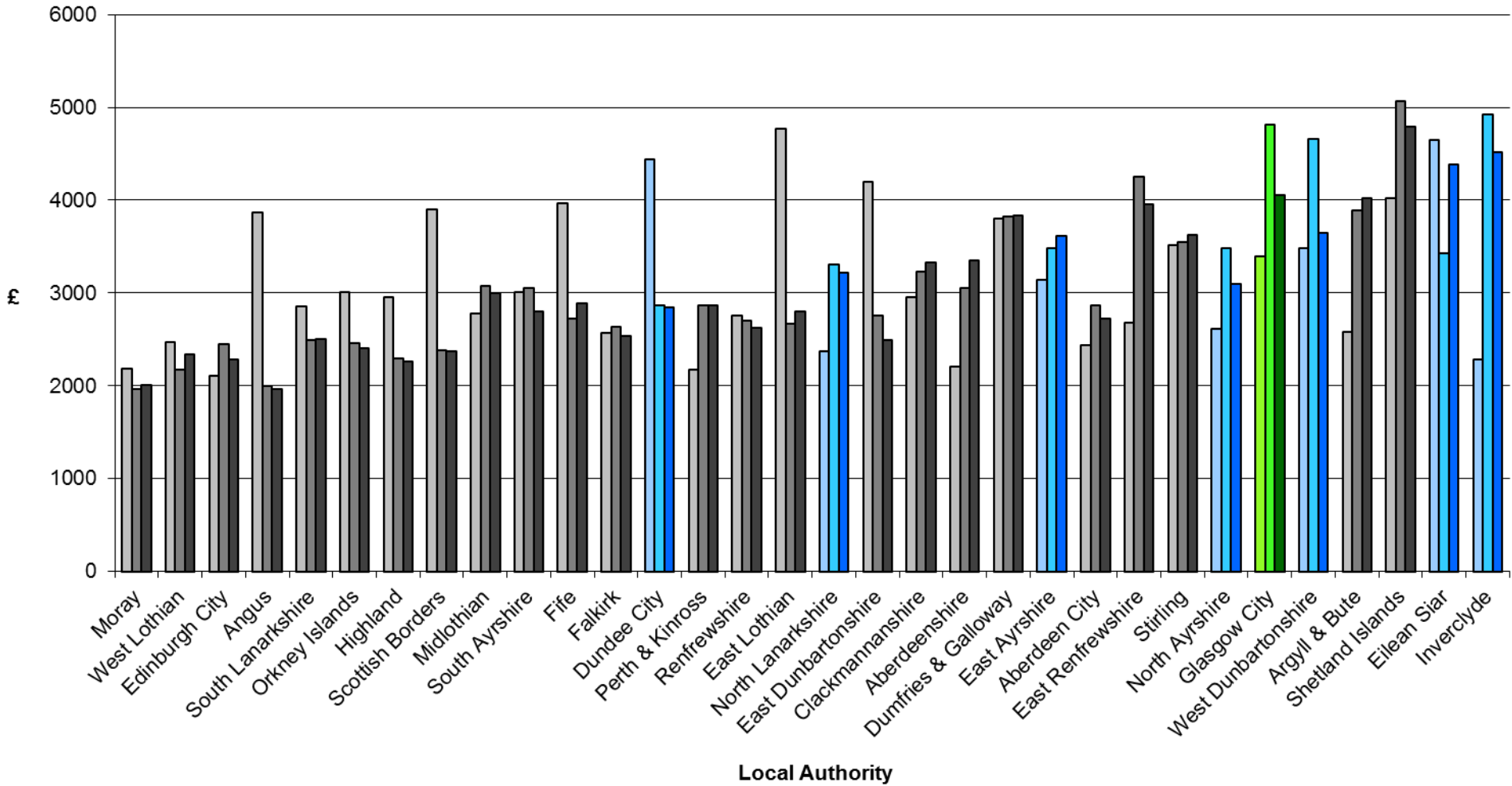




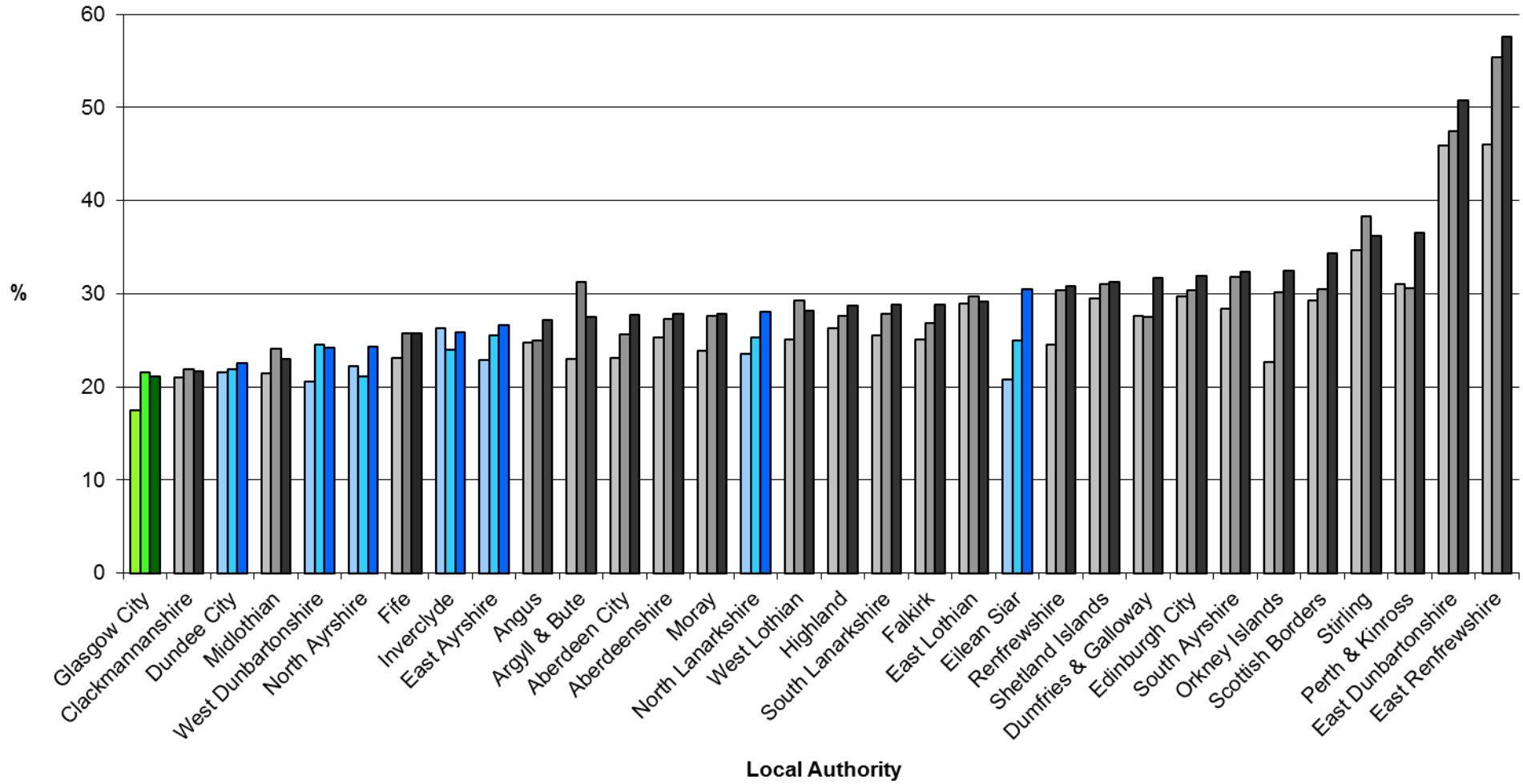
**CHN2 - Cost per Secondary School Pupil 12/13, 13/14, 14/15**



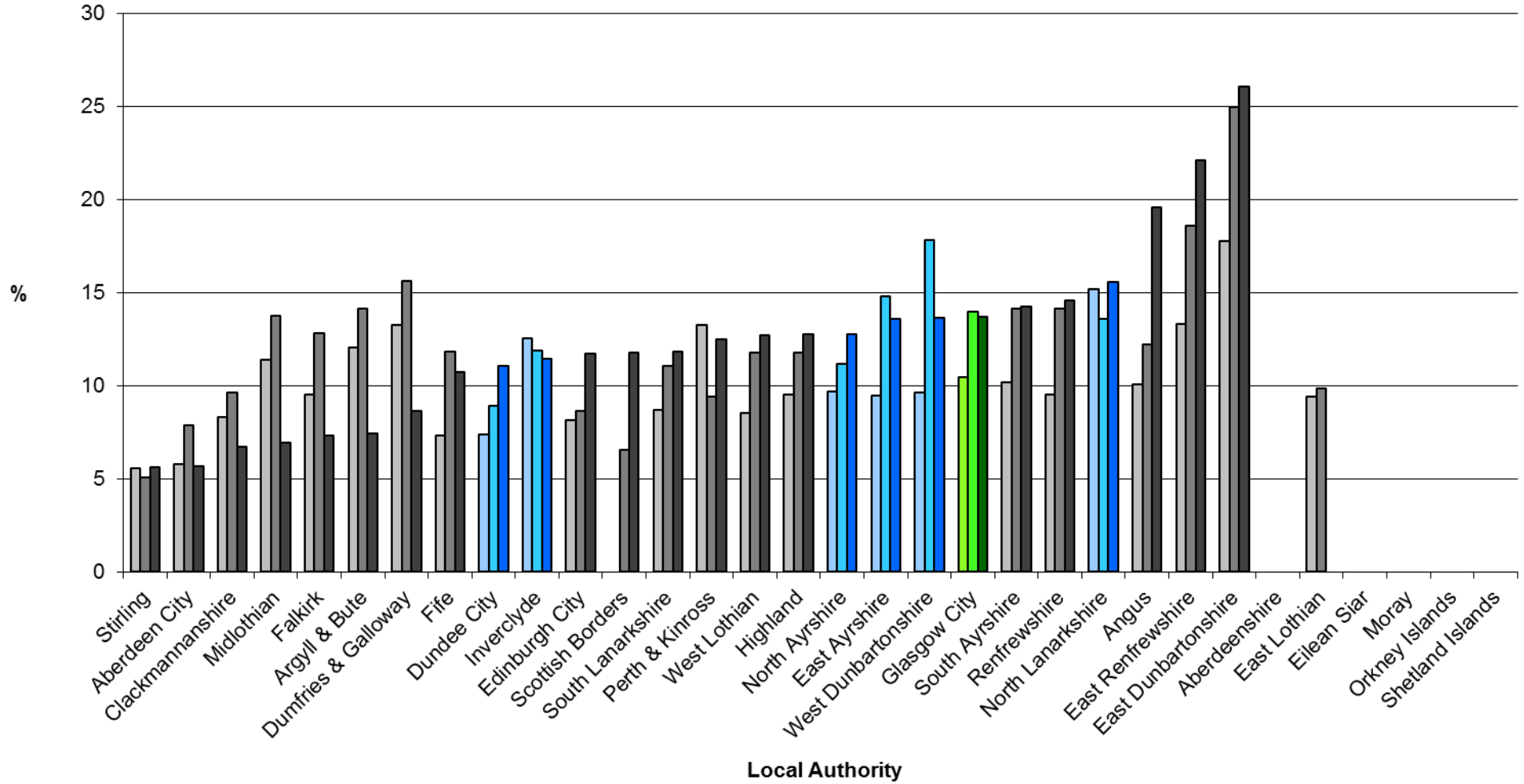
**CHN3 - Cost per pre-school Education Registration  
12/13, 13/14, 14/15**



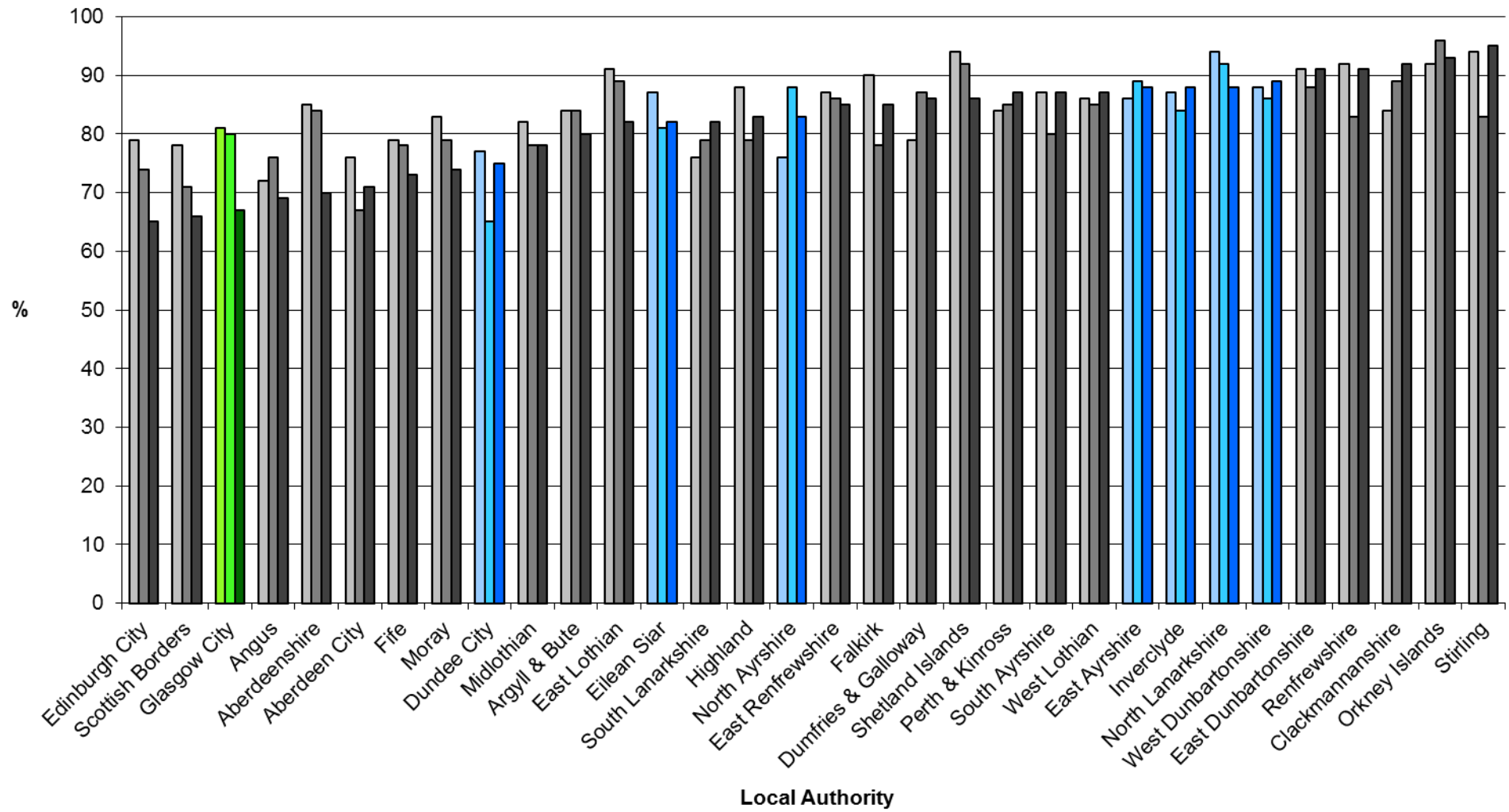
**CHN5 - % of Pupils Gaining 5+ Awards at Level 6  
12/13, 13/14, 14/15**



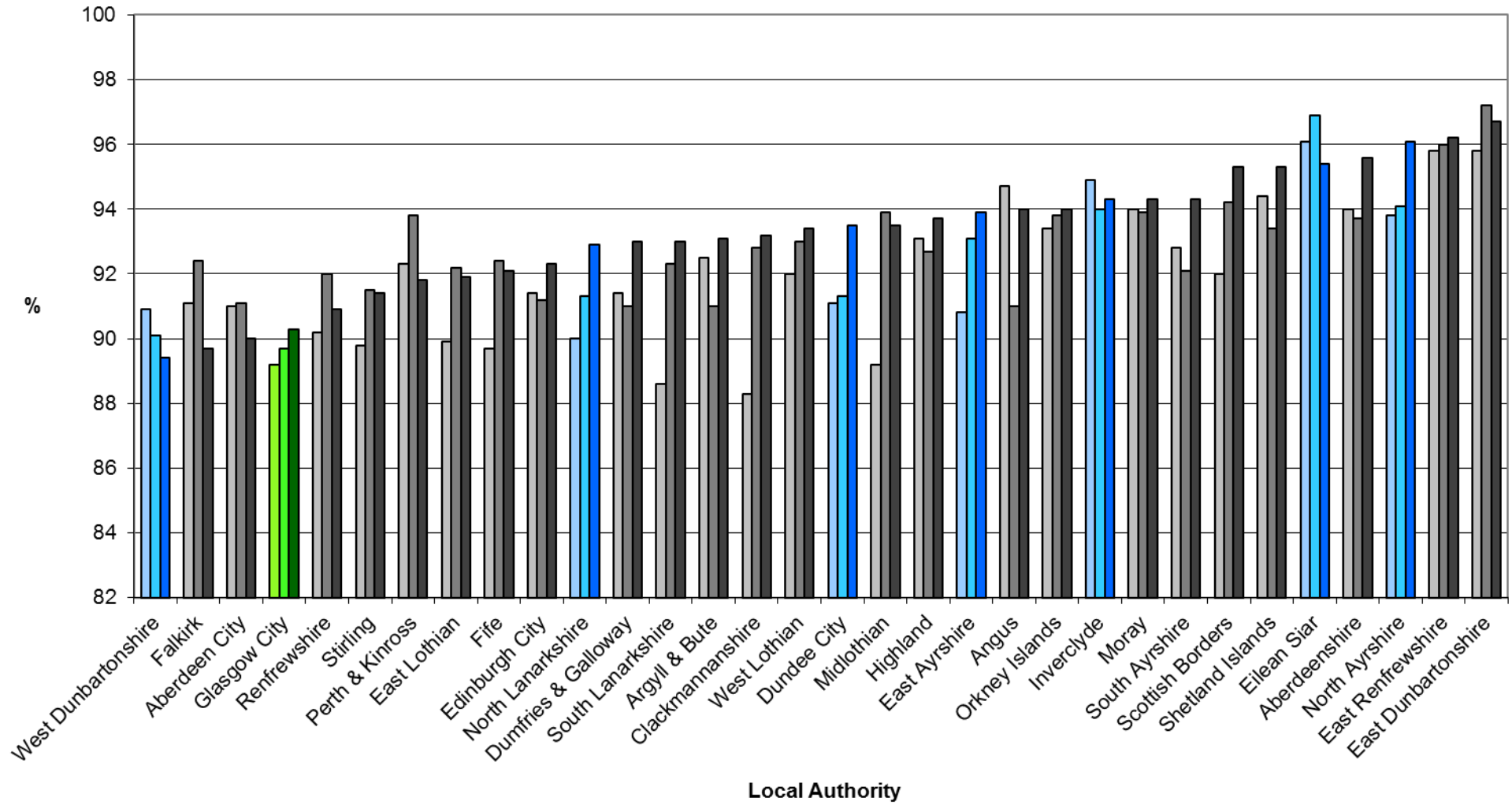
**CHN7 - % Pupils in 20% Most Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)  
12/13, 13/14, 14/15**



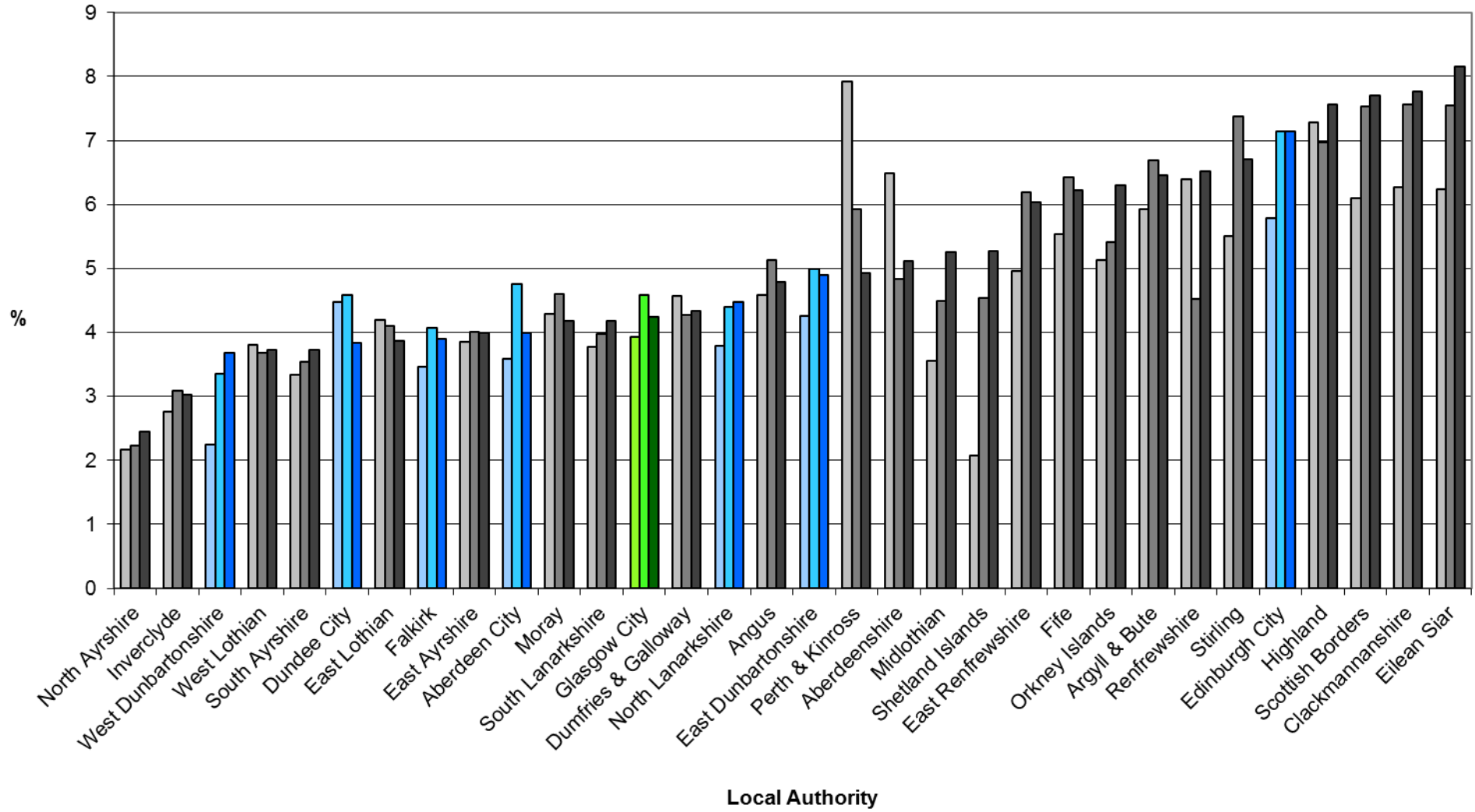
CHN10 - % of Adults Satisfied with Local Schools 12/13, 13/14, 14/15



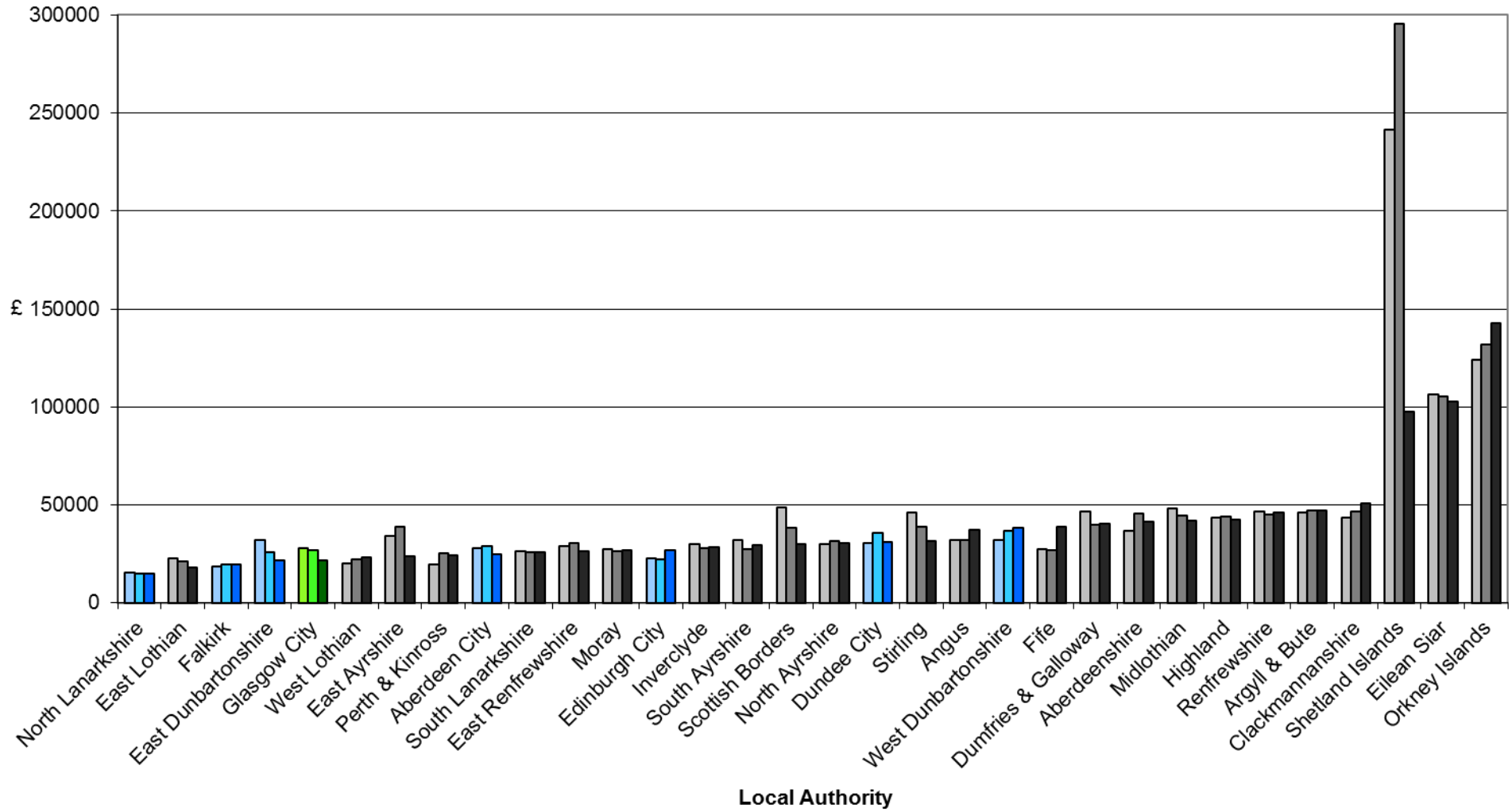
### CHN11 - Proportion of Pupils Entering Positive Destinations 12/13, 13/14, 14/15



**CORP1 - Support Services as a % of Total Gross Expenditure 12/13, 13/14, 14/15**

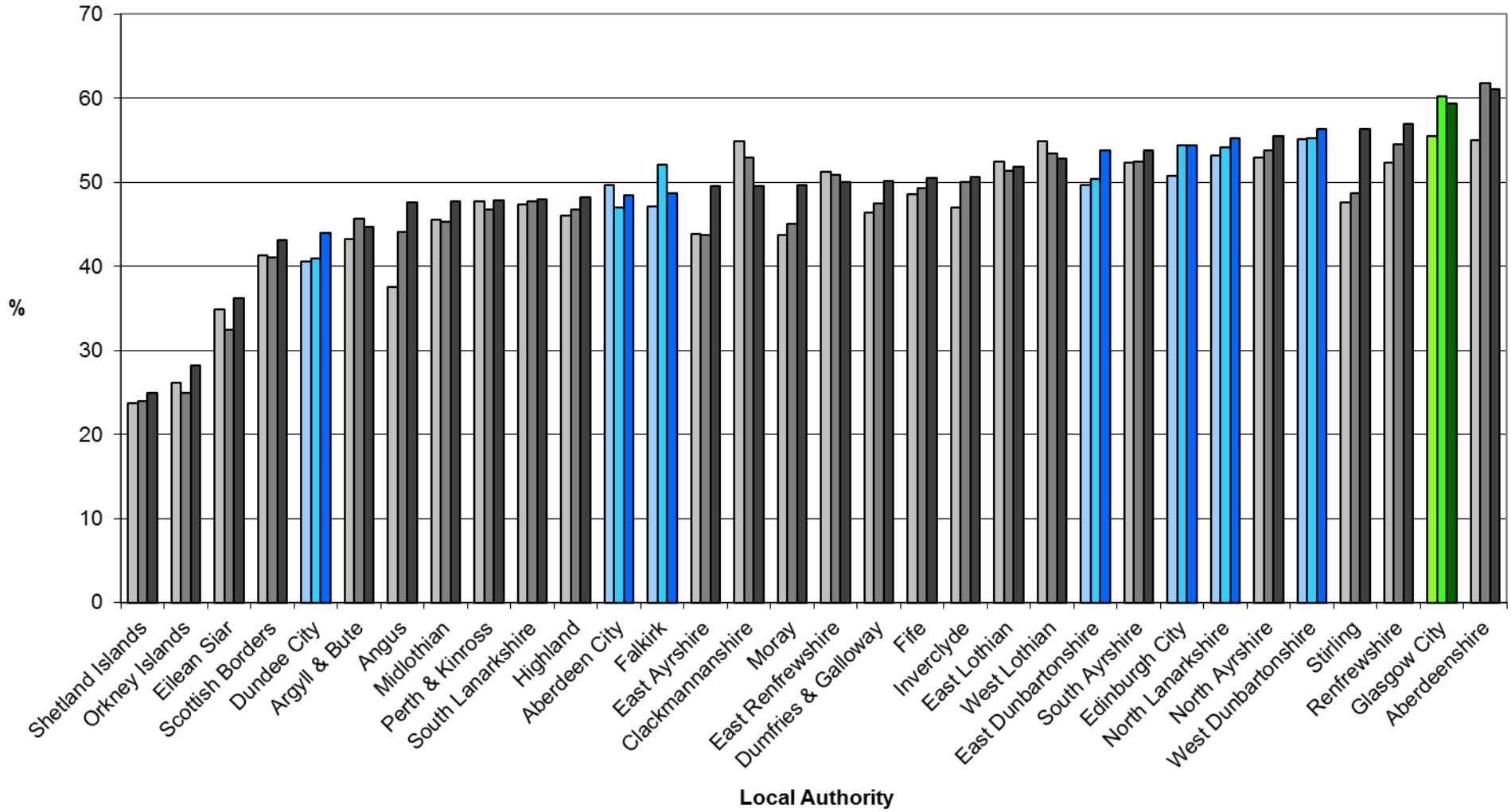


**CORP2 - Cost of Democratic Core per 1,000 population 12/13, 13/14, 14/15**

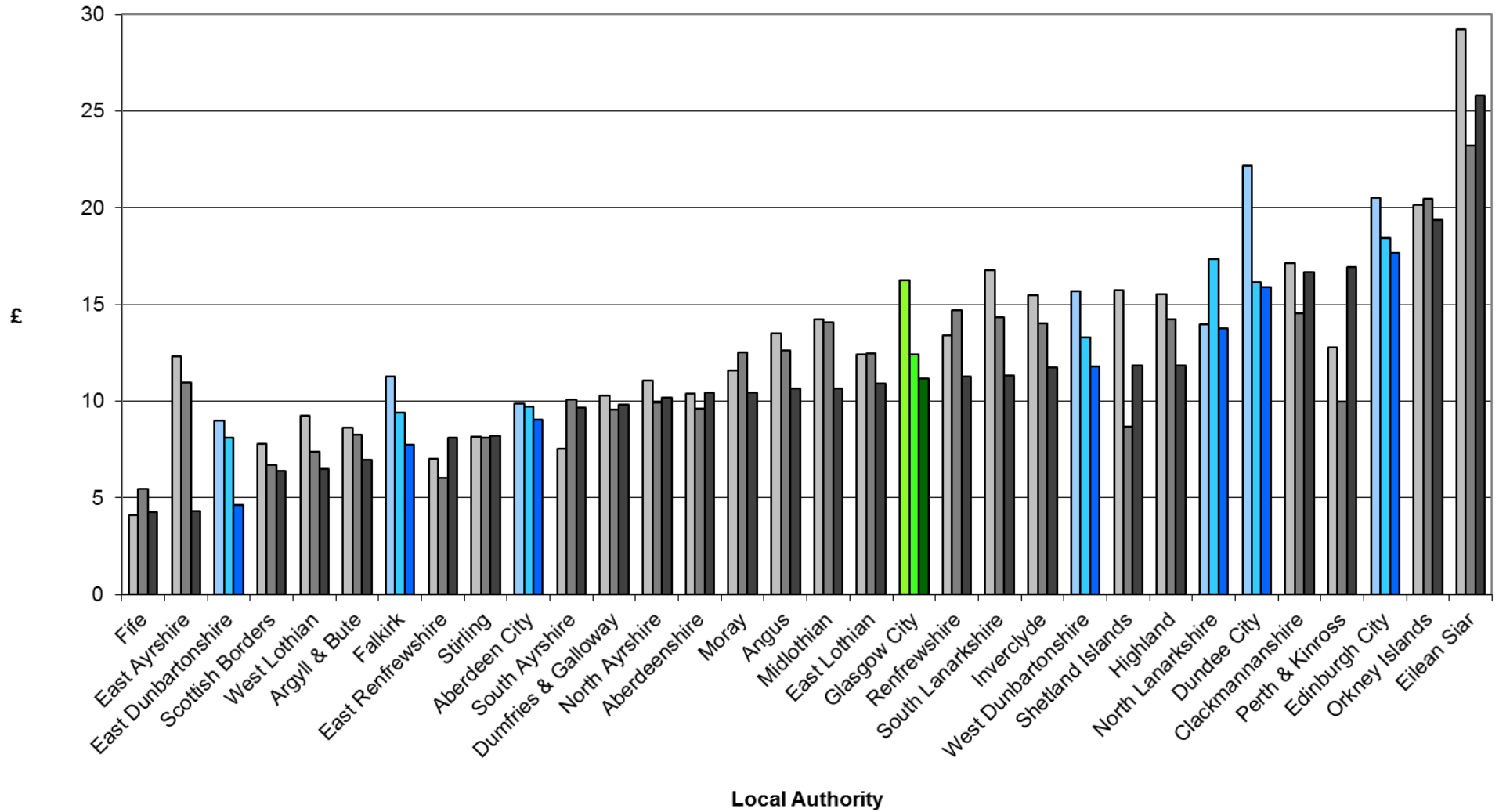




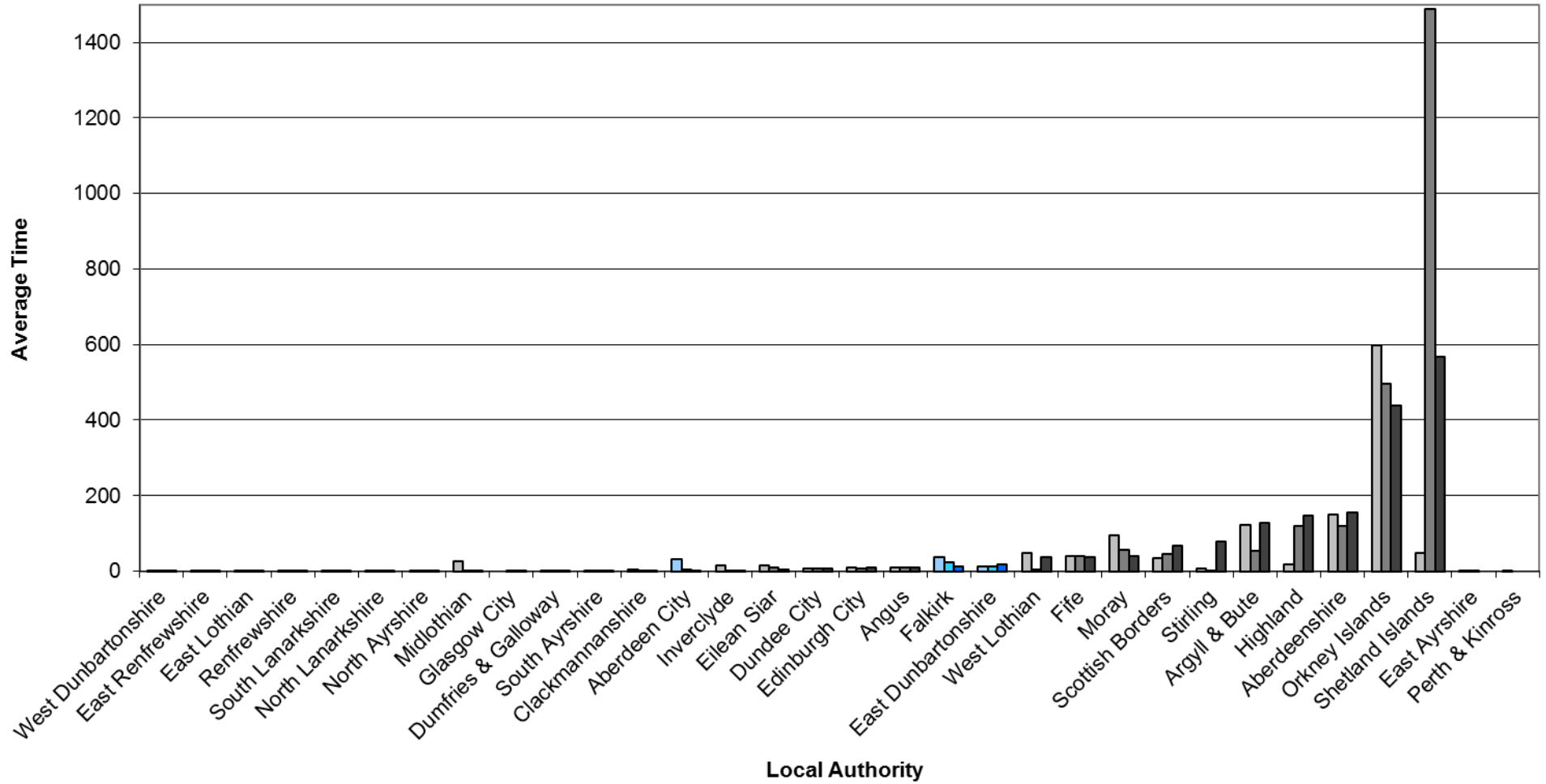
**CORP3b - The percentage of the highest paid 5% of employees who are women 12/13, 13/14, 14/15**



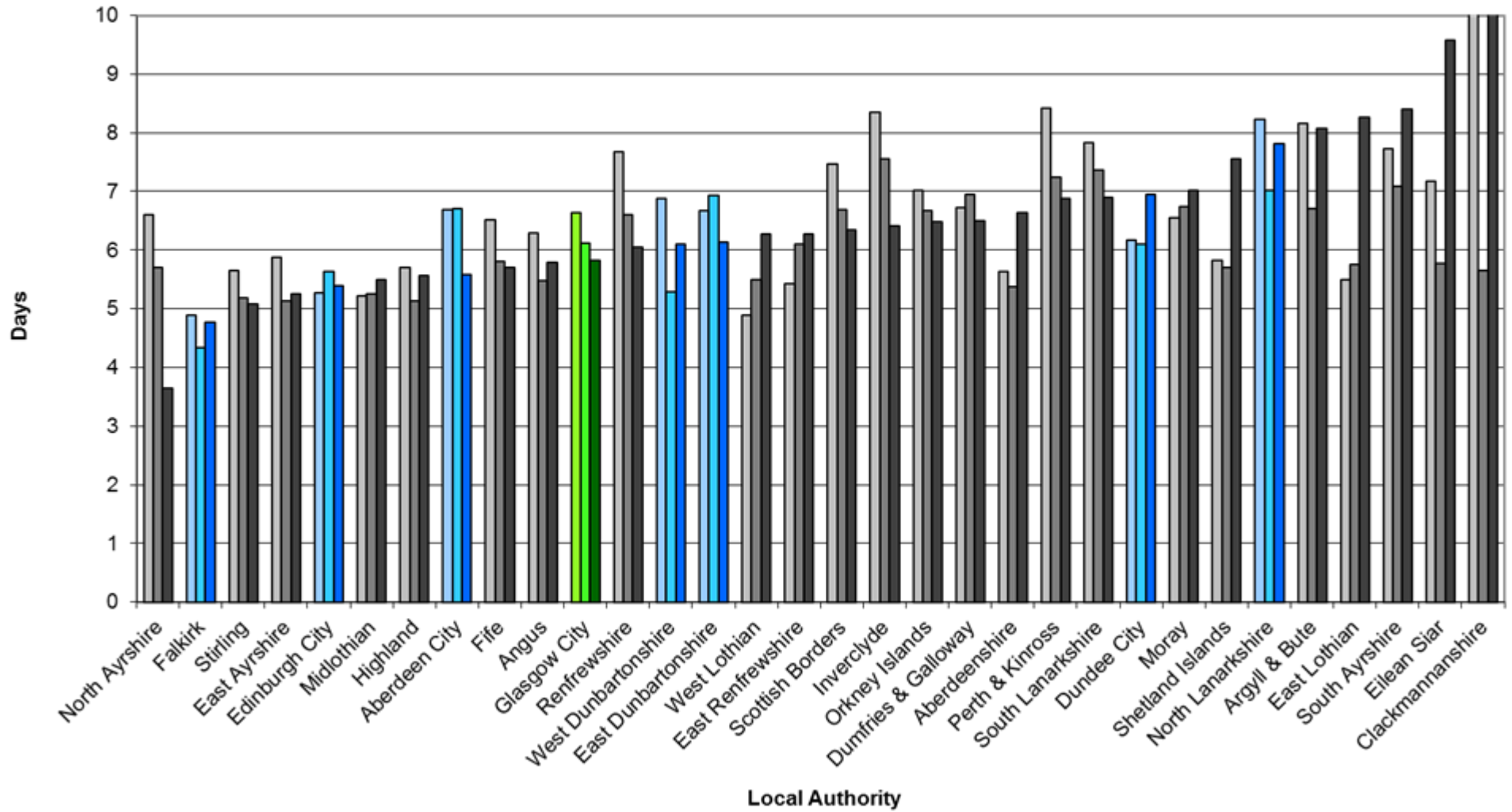
**CORP4 - The cost per dwelling of collecting Council Tax 12/13, 13/14, 14/15**



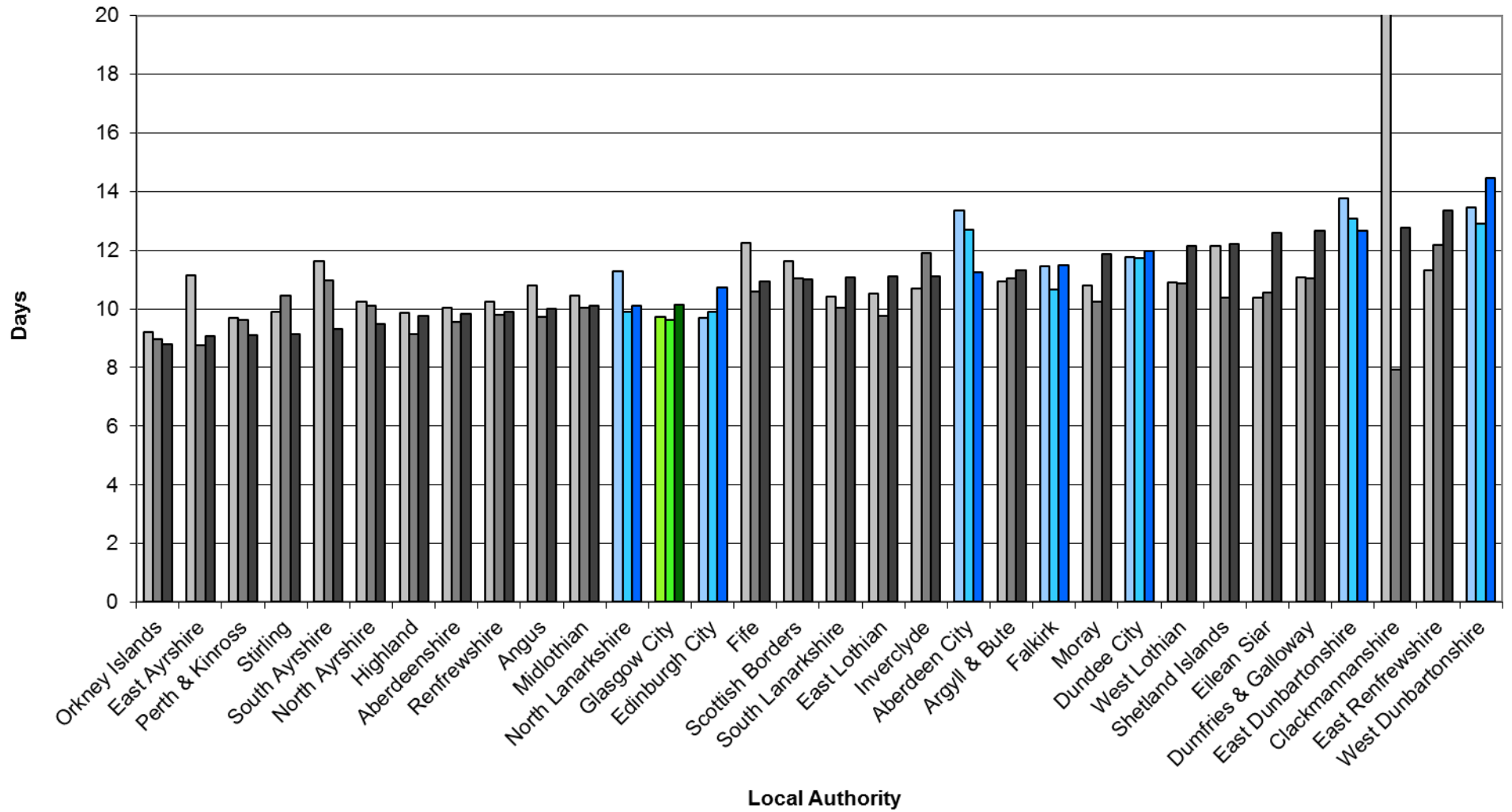
**CORP5b2 - (Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site 12/13, 13/14, 14/15**



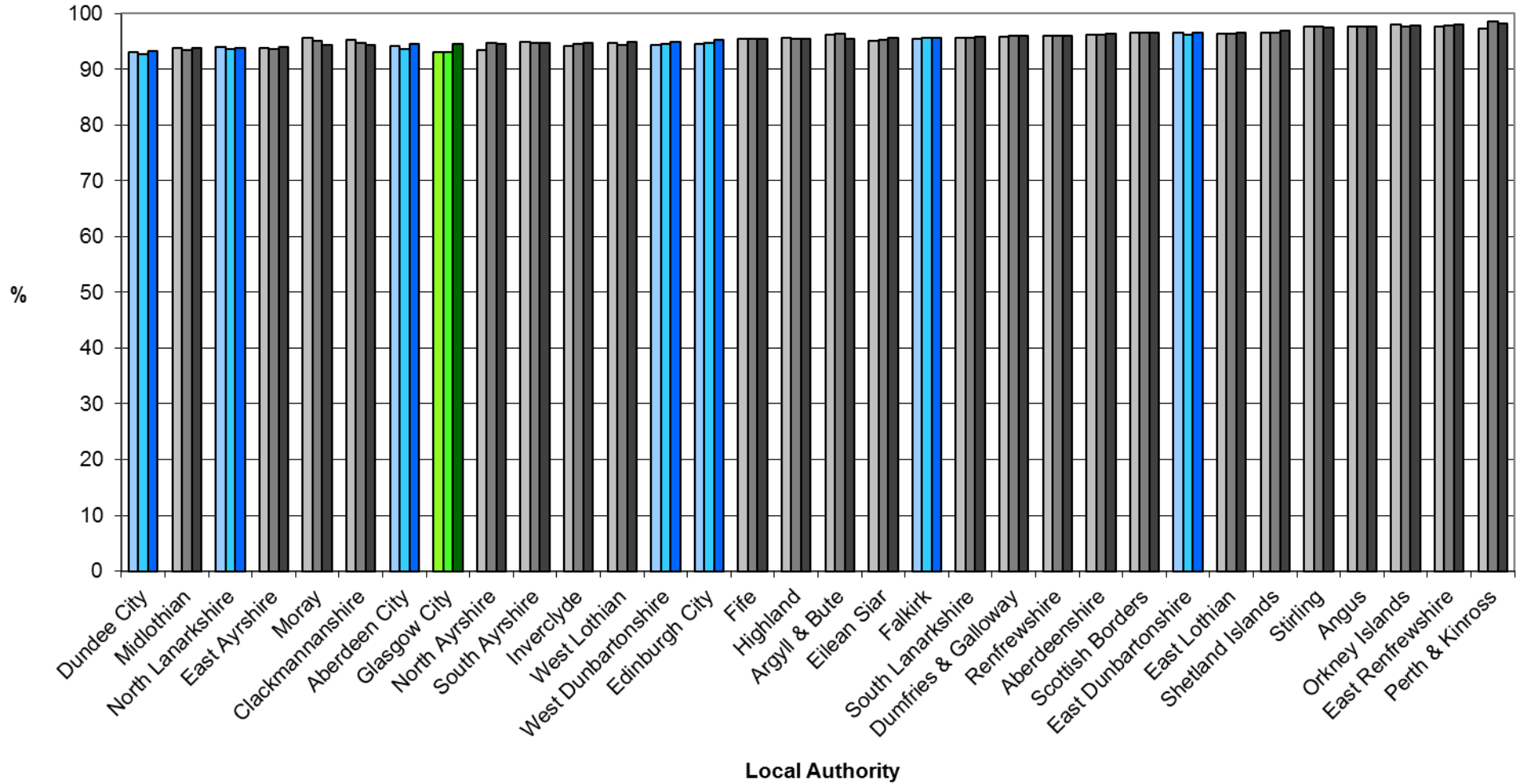
**CORP6a - Sickness Absence Days per Teacher12/13, 13/14, 14/15**



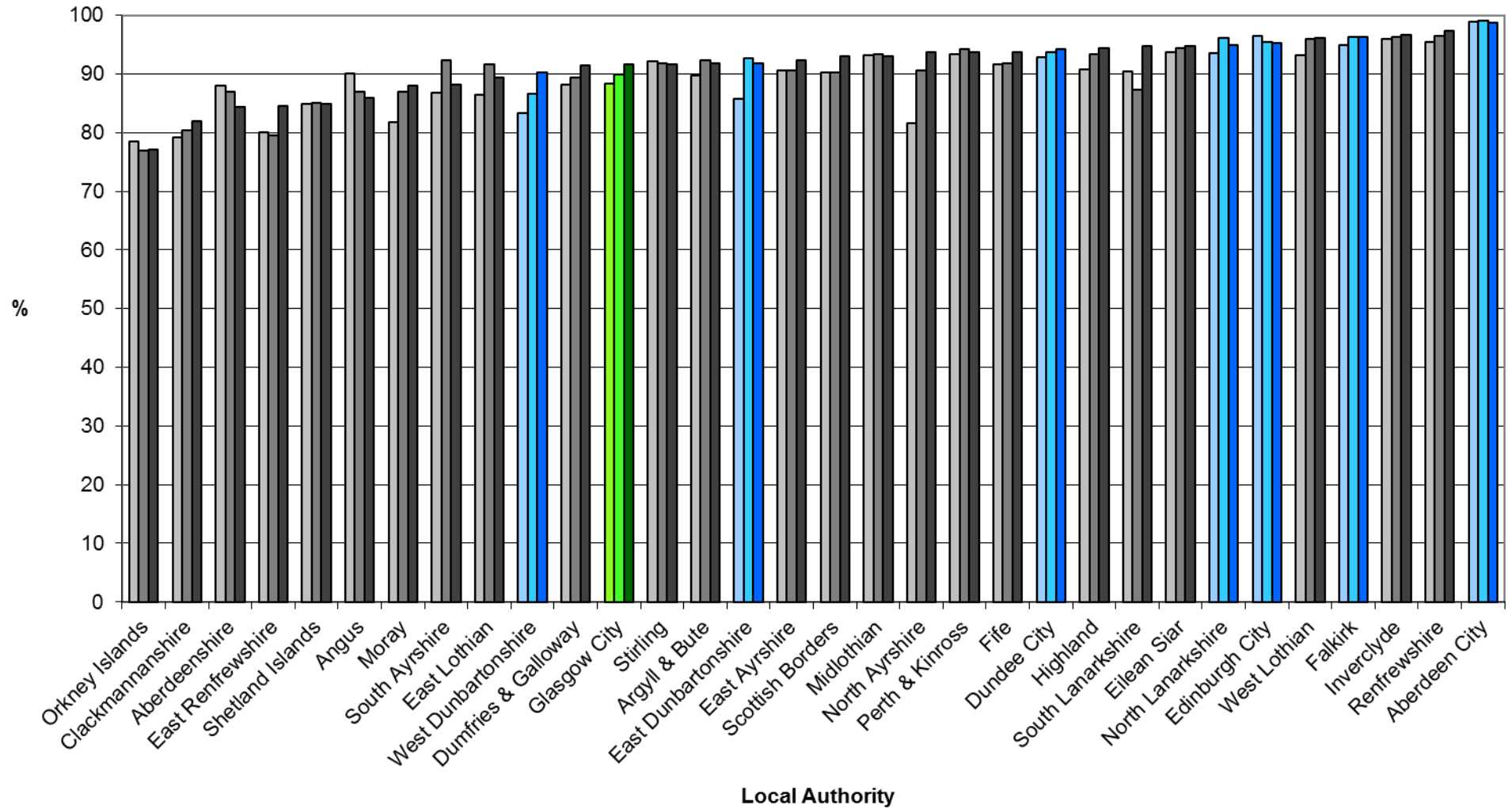
**CORP6b - Sickness Absence Days per Employee (non-teacher) 12/13, 13/14, 14/15**



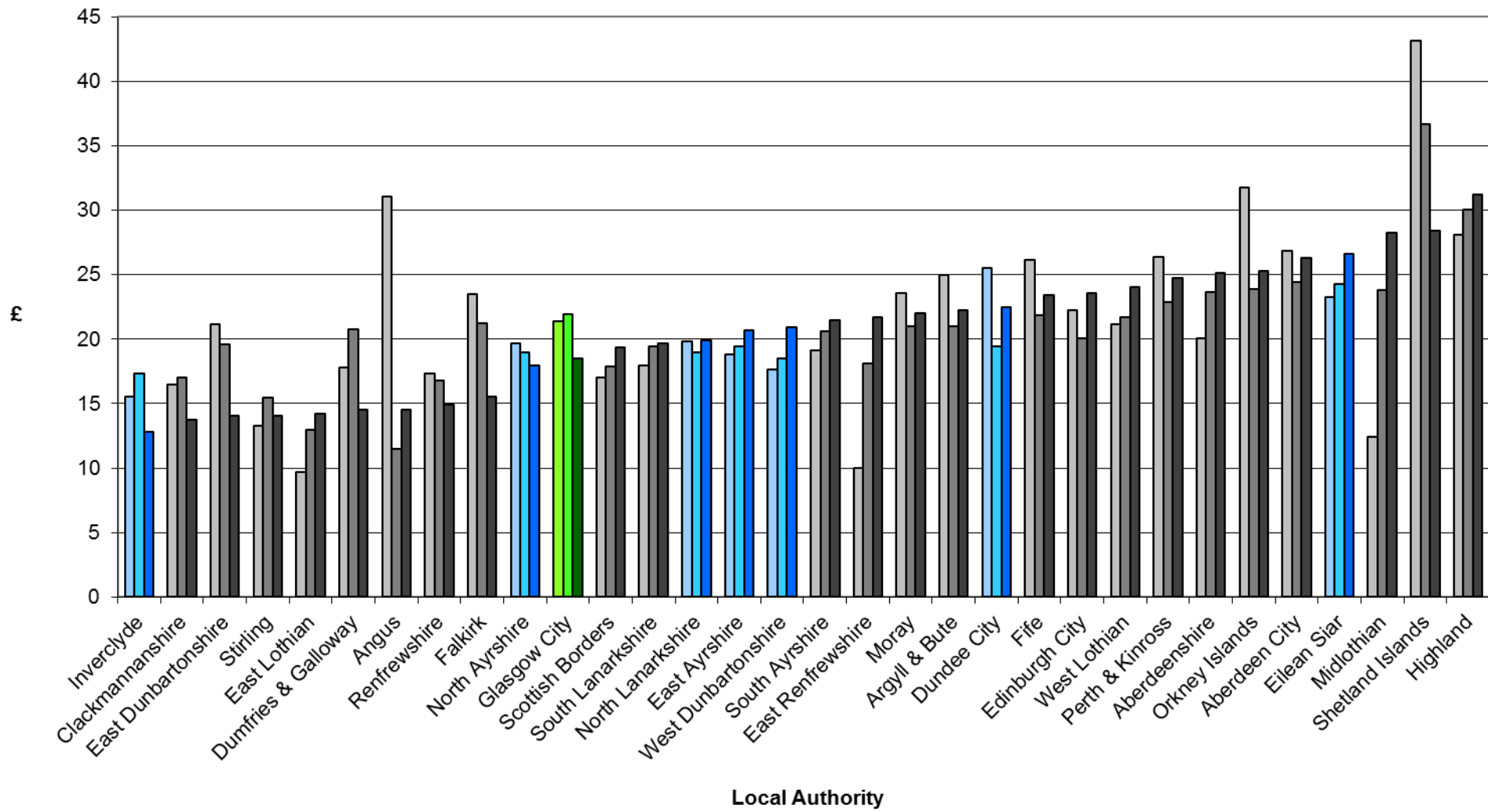
**CORP7 - Percentage of income due from Council Tax received by the end of the year 12/13, 13/14, 14/15**



**CORP8 - Percentage of invoices sampled that were paid within 30 days 12/13, 13/14, 14/15**

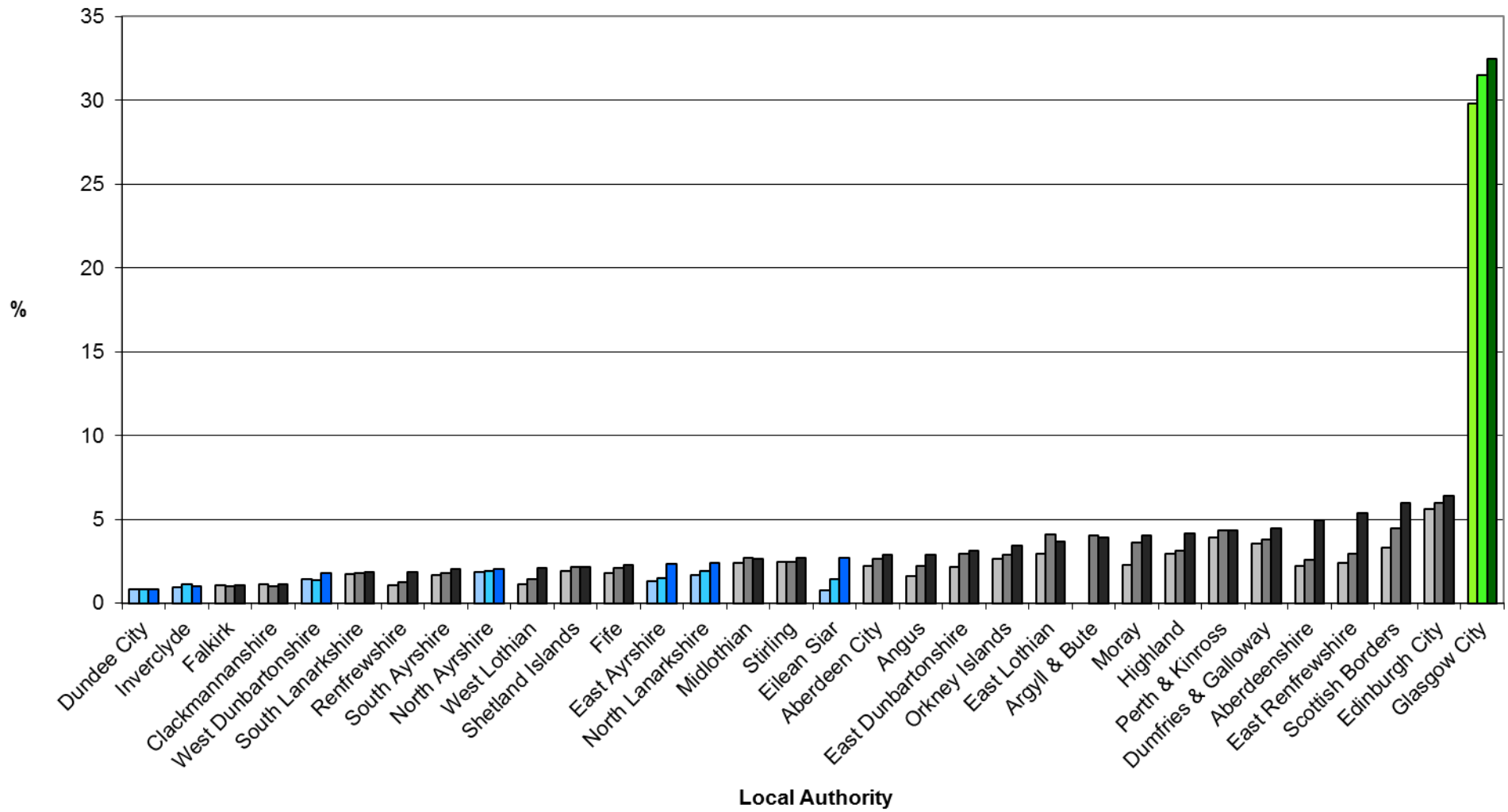


### SW1 - Older Persons (Over65) Home Care Costs per Hour 12/13, 13/14, 14/15

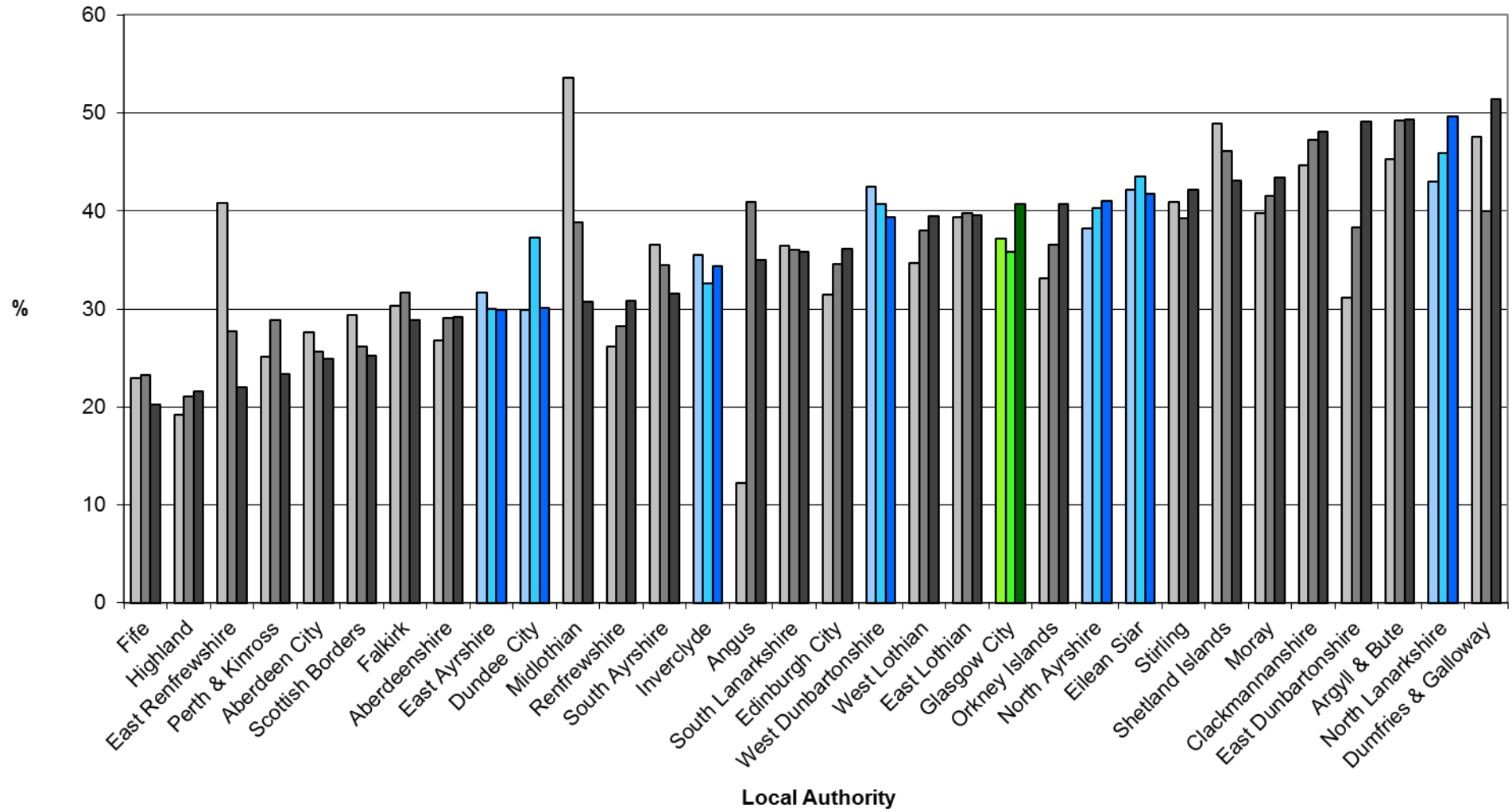




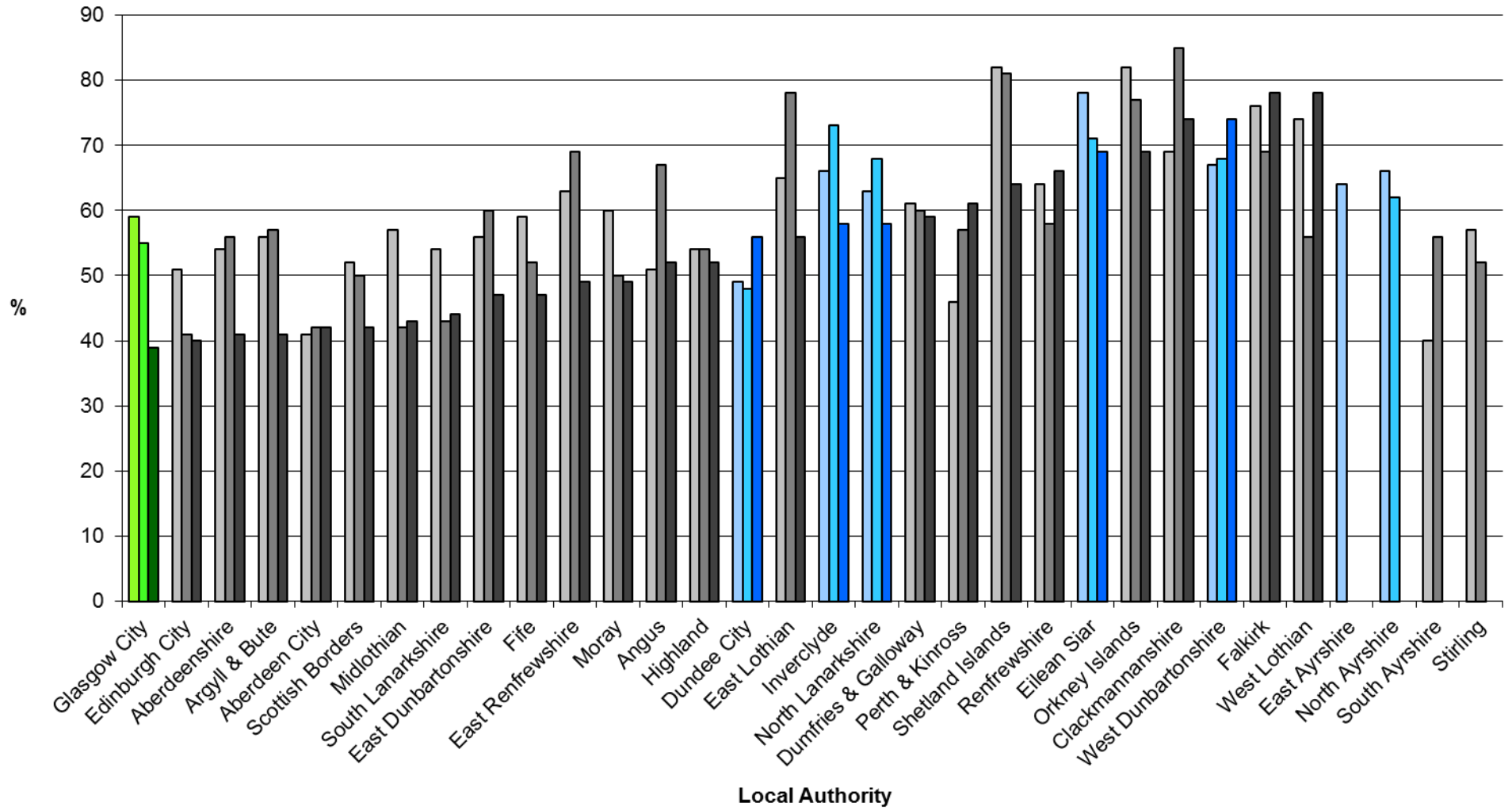
**SW2 - SDS spend on adults 18+ as a % of total social work spend on adults 18+ 12/13, 13/14, 14/15**



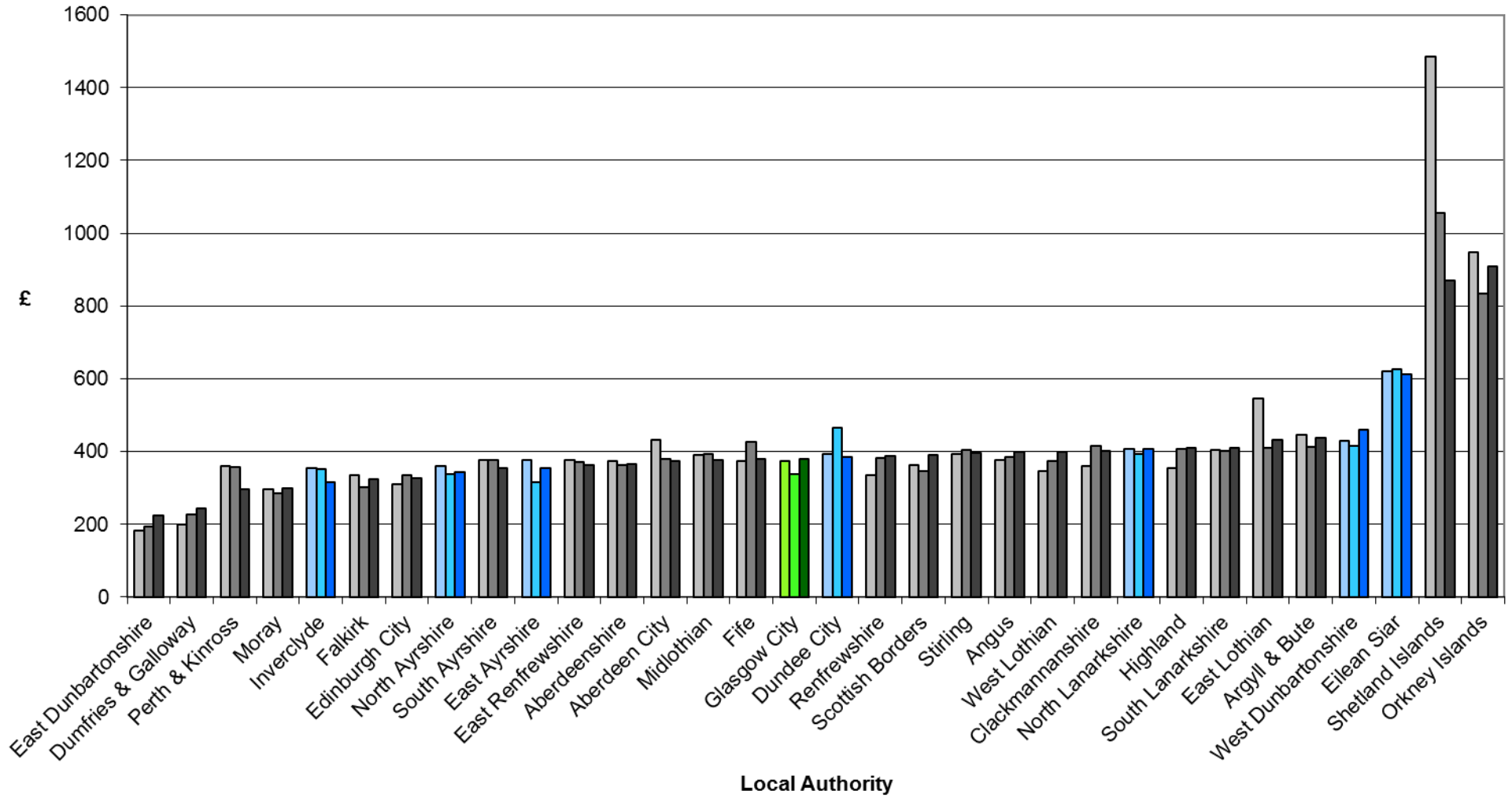
**SW3 - % of people 65+ with intensive needs receiving care at home 12/13, 13/14, 14/15**



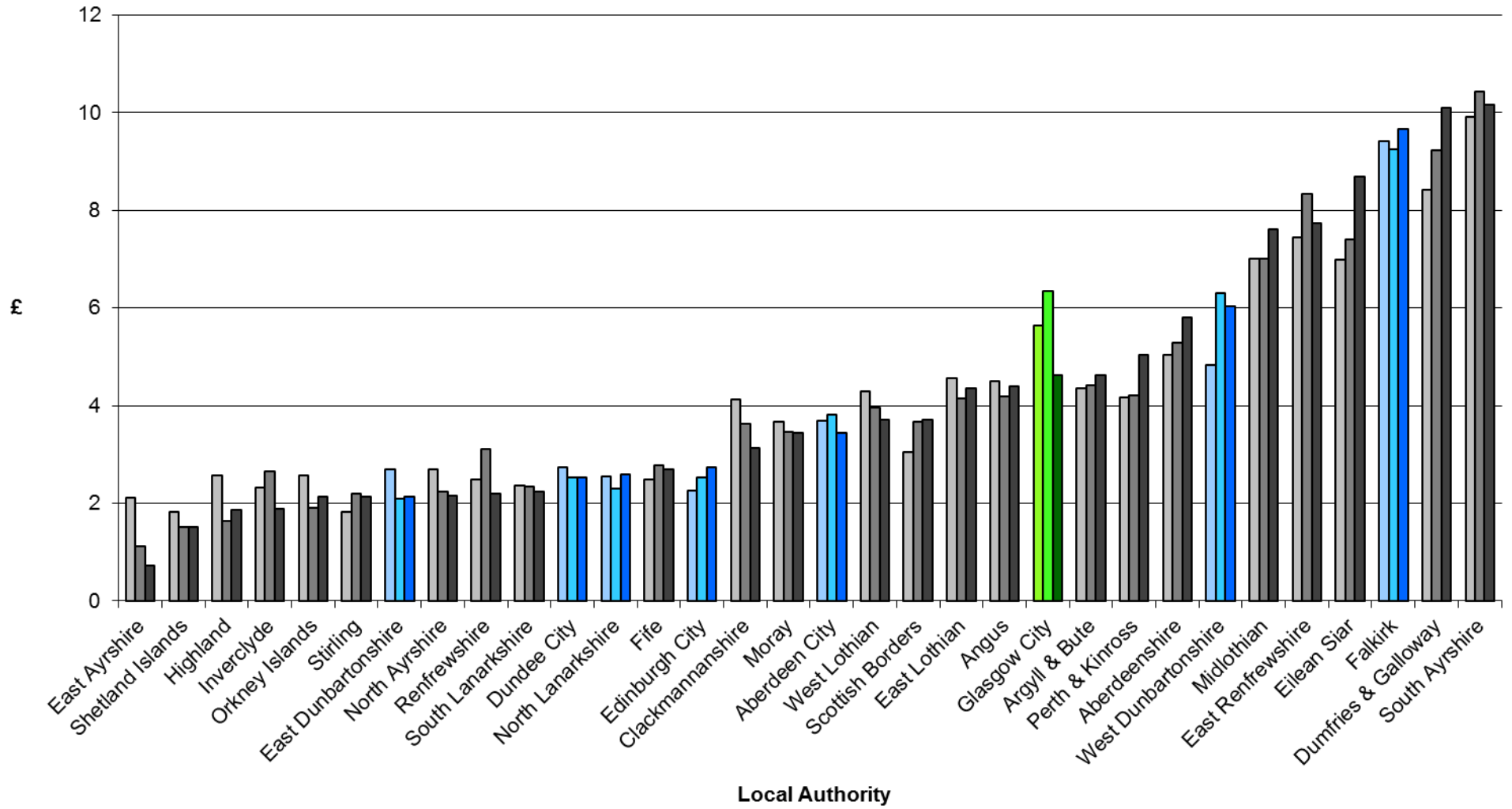
**SW4 - % of Adults satisfied with social care or social work services 12/13, 13/14, 14/15**



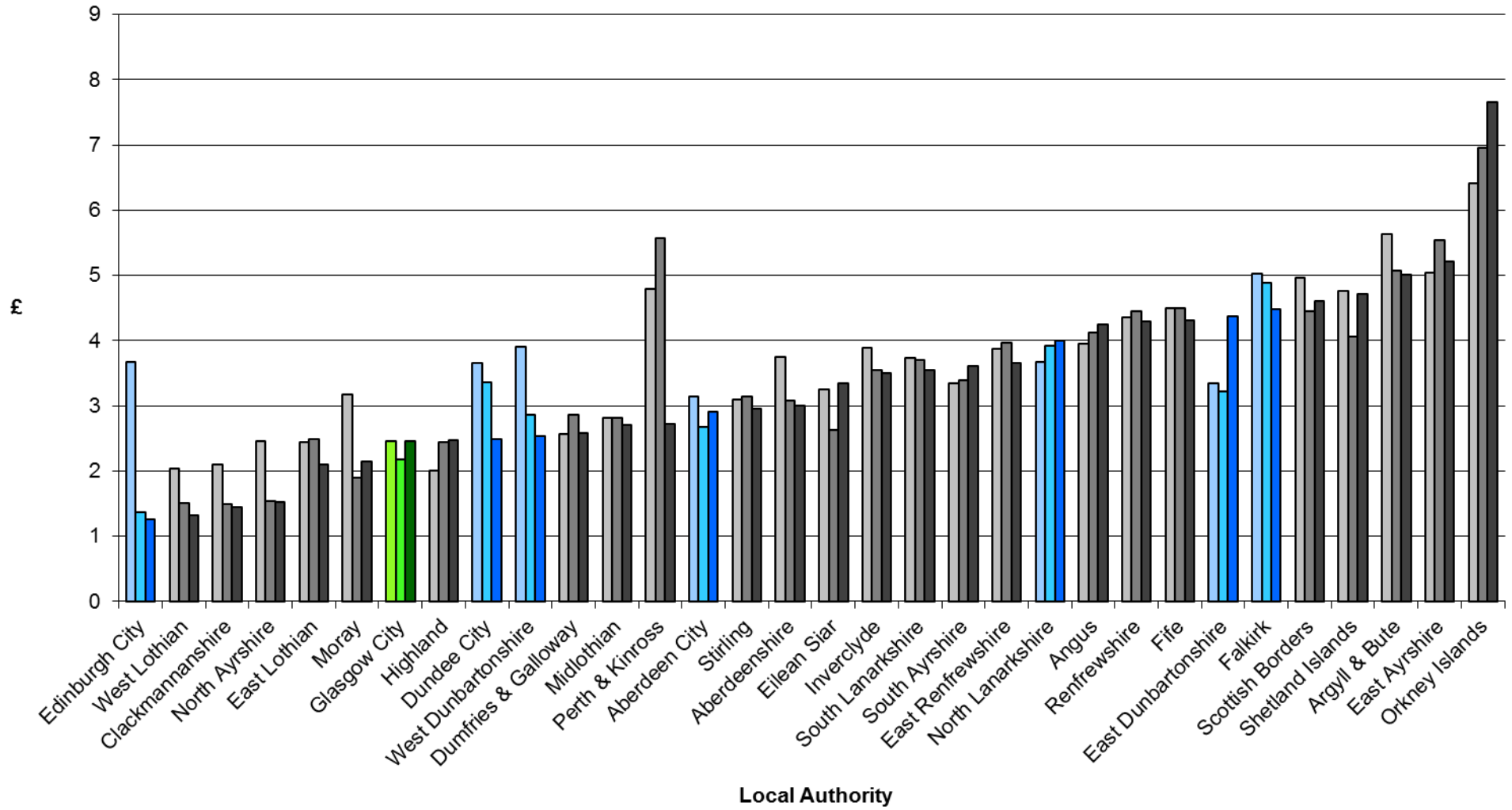
**SW5 - Average weekly cost per resident 12/13, 13/14, 14/15**



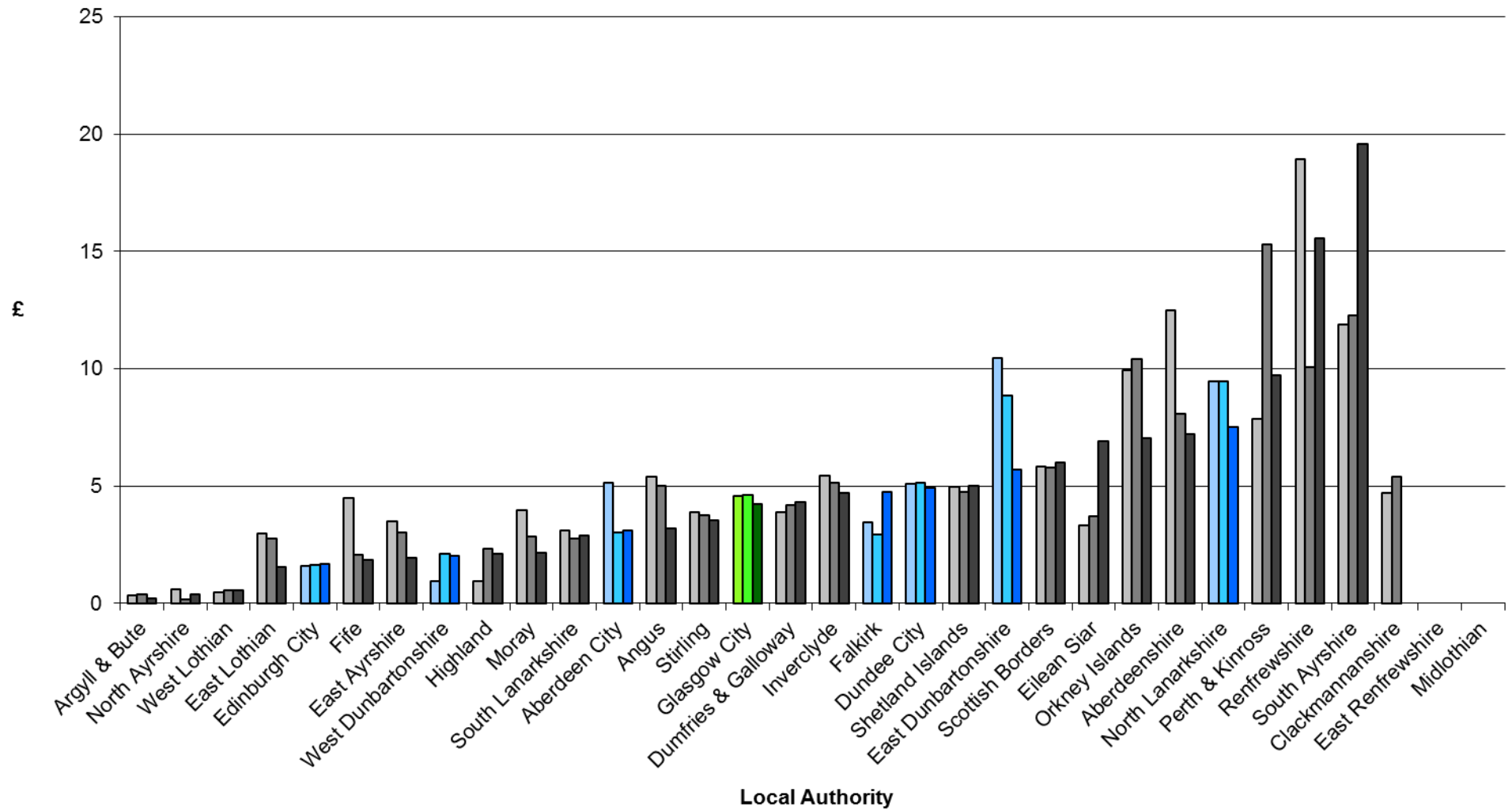
### C&L1 - Cost per Attendance at Sports Facilities 12/13, 13/14, 14/15



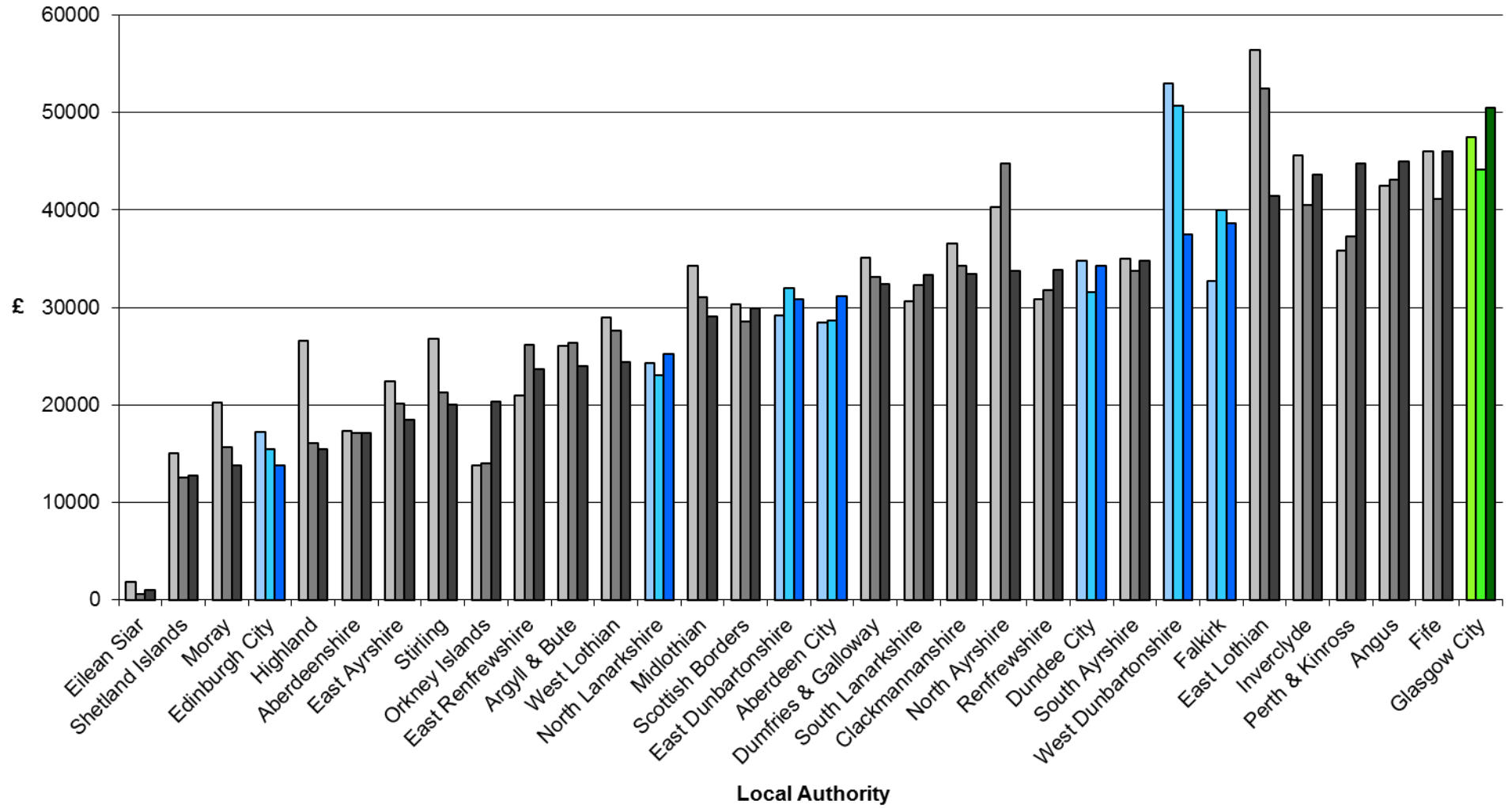
### C&L2 - Cost per Library visit 12/13, 13/14, 14/15



### C&L3 - Cost of Museums per visit 12/13, 13/14, 14/15

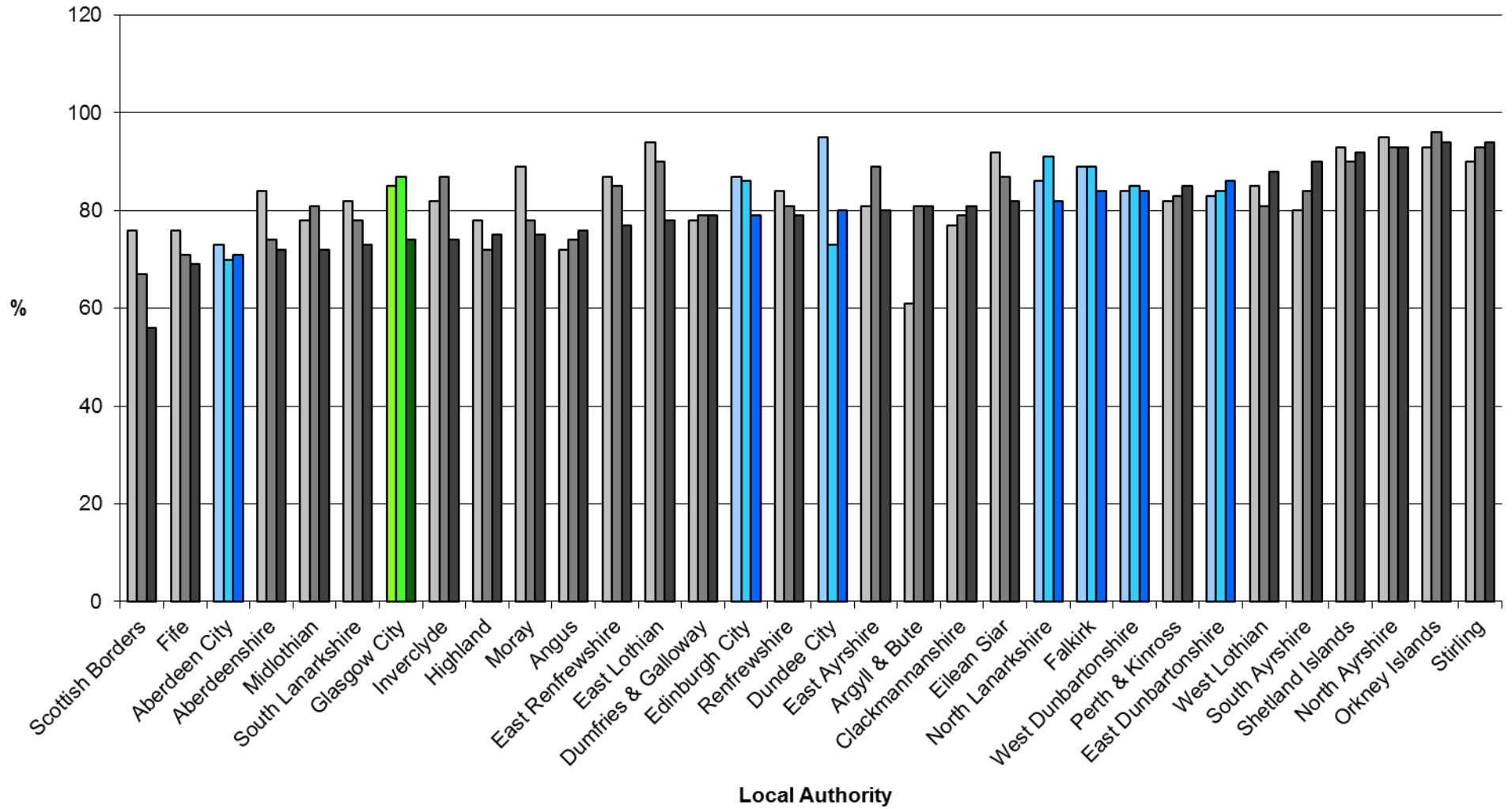


### C&L4 - Cost Parks & Open Spaces per 1000 Population 12/13, 13/14, 14/15

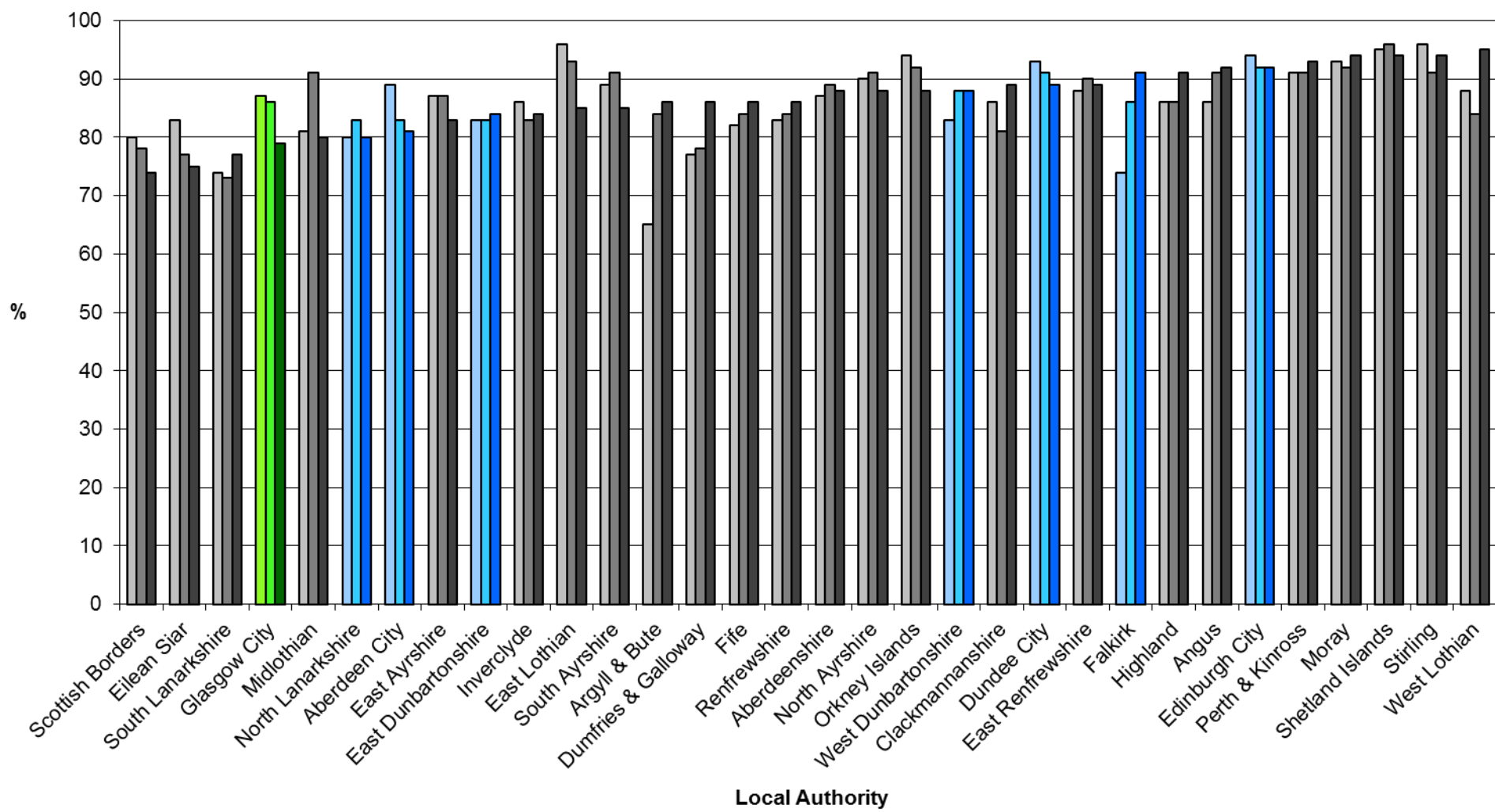




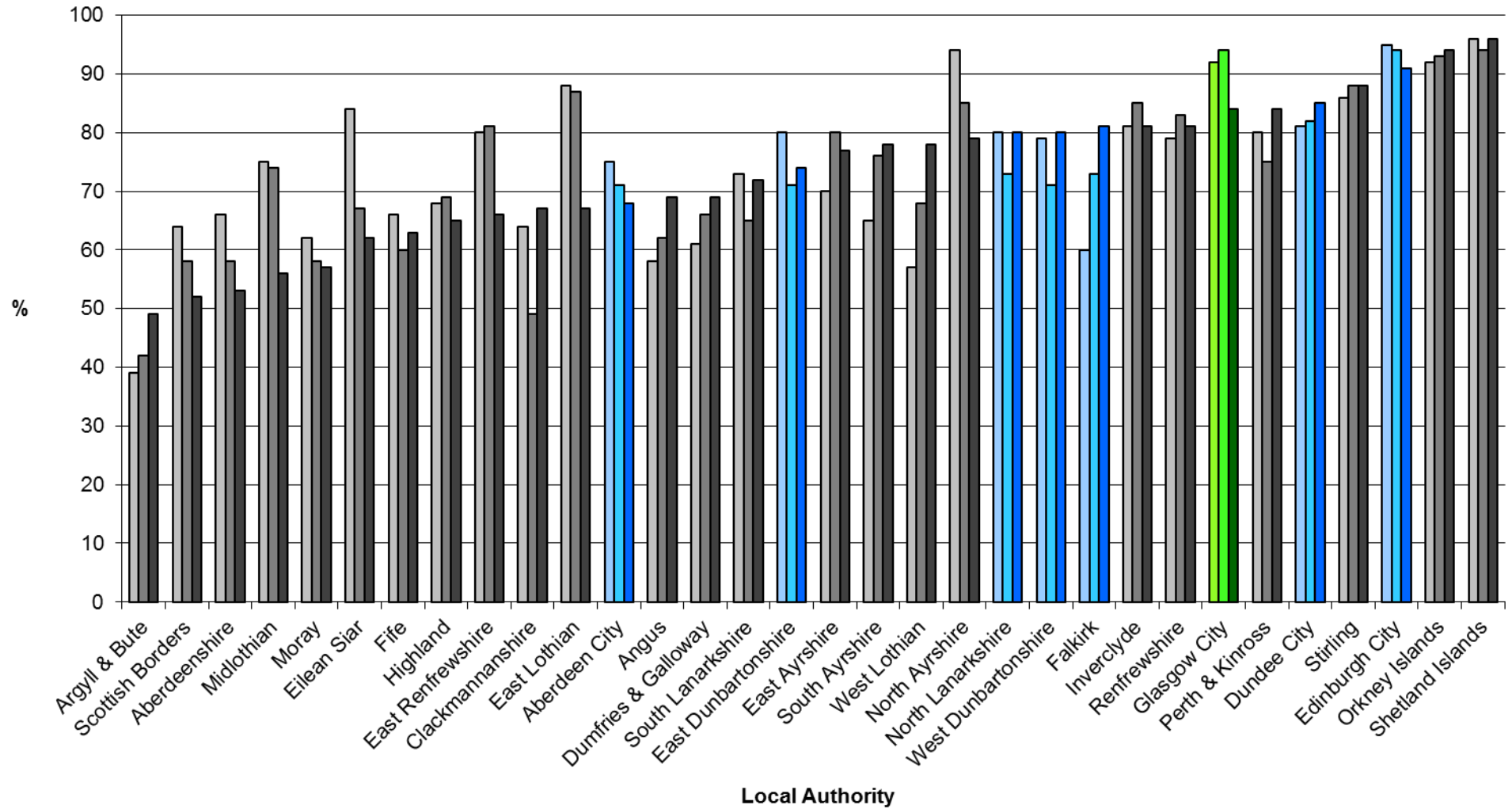
**C&L5a - % of adults satisfied with libraries 12/13, 13/14, 14/15**



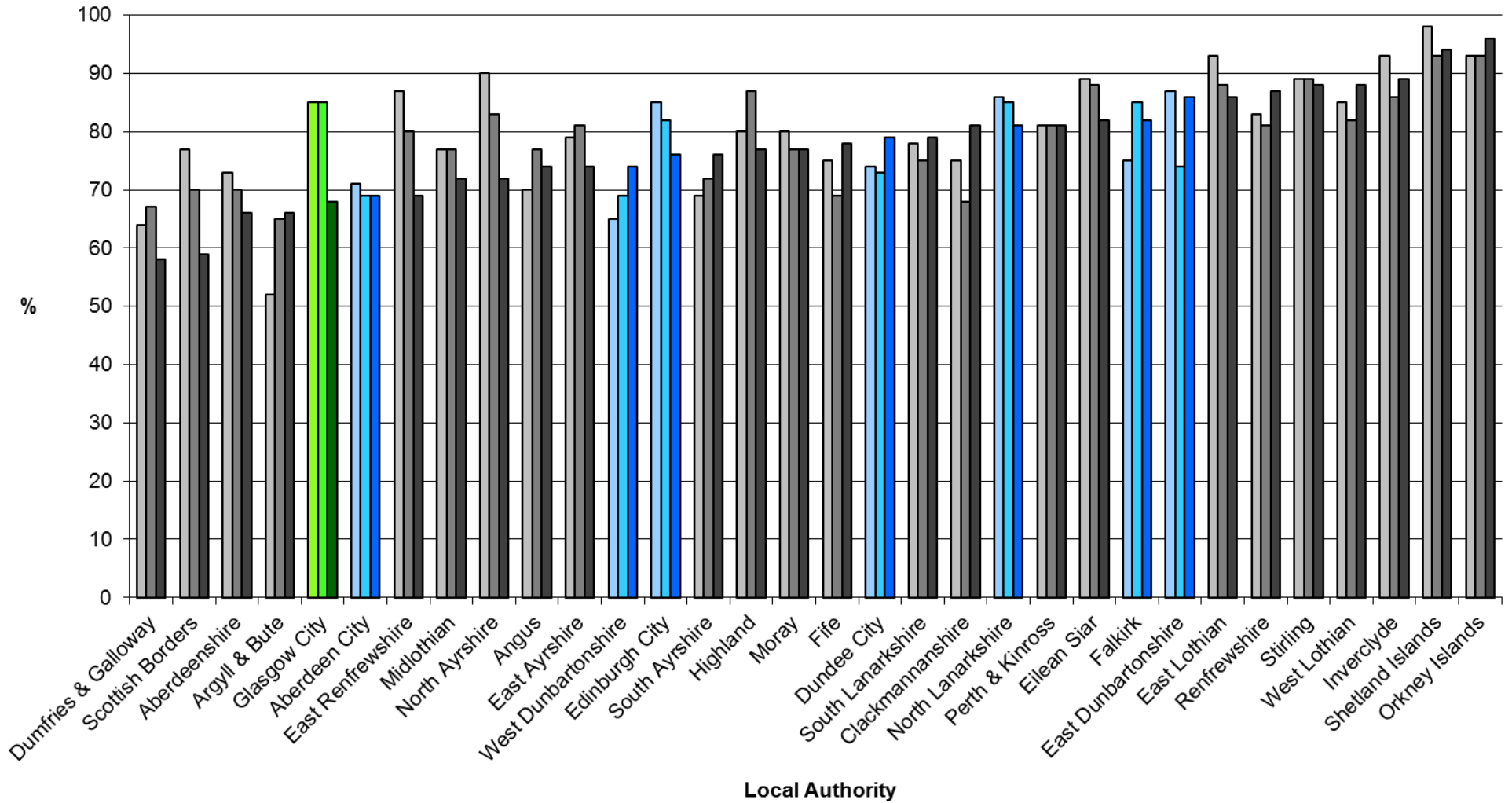
**C&L5b - % of adults satisfied with parks and open spaces 12/13, 13/14, 14/15**



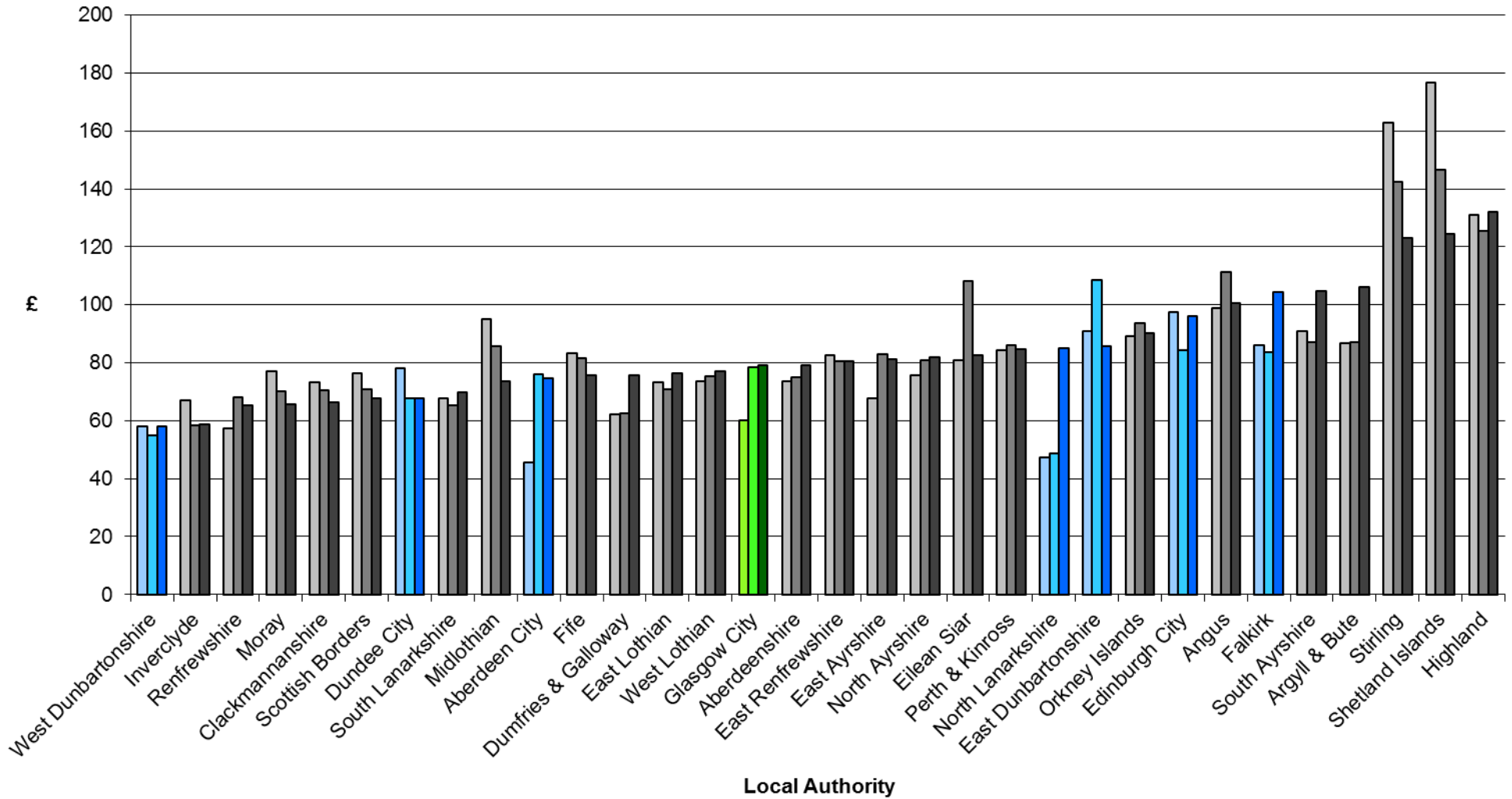
**C&L5c - % of adults satisfied with museums and galleries 12/13, 13/14, 14/15**



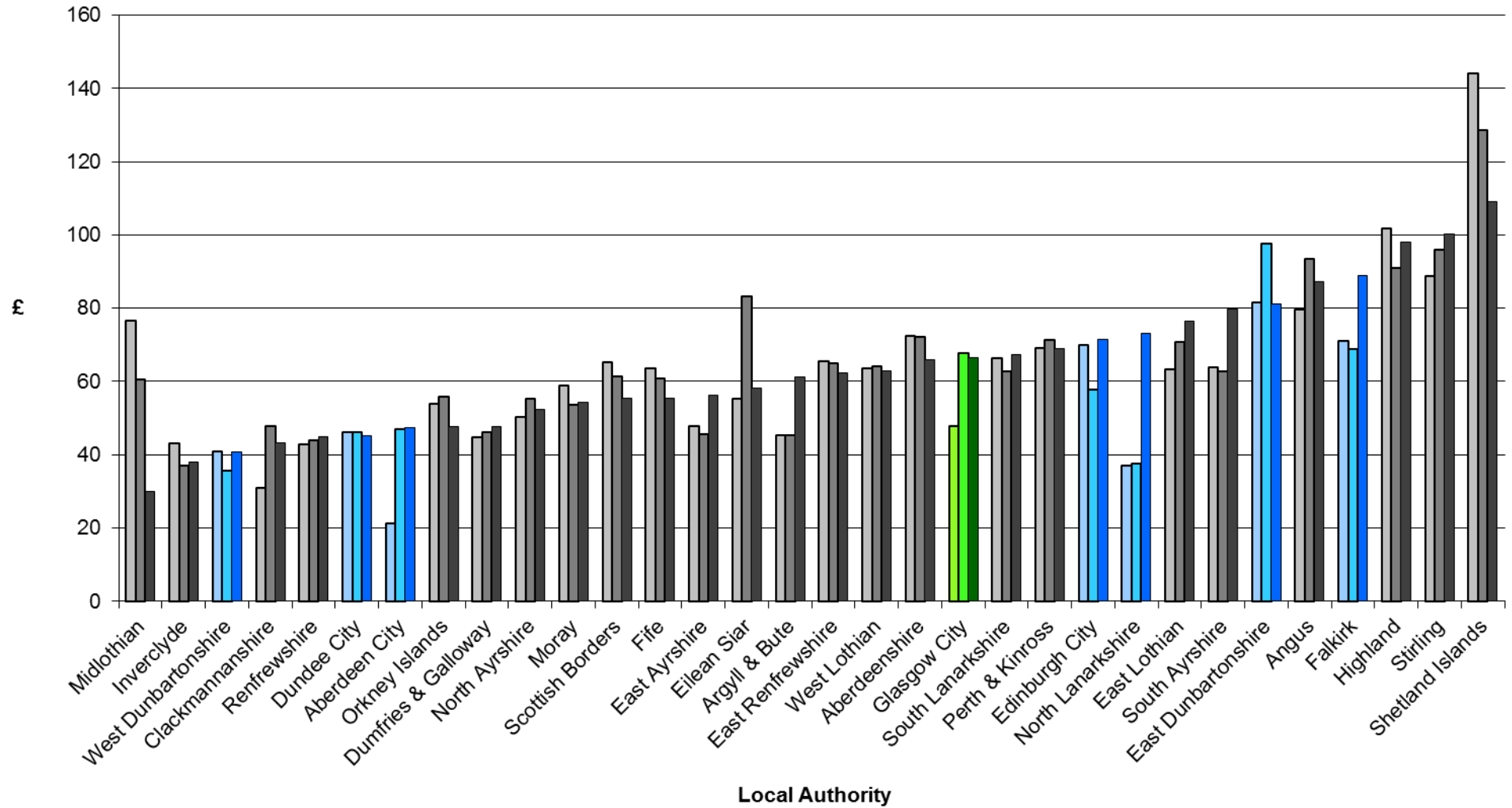
**C&L5d - % of adults satisfied with leisure facilities 12/13, 13/14, 14/15**



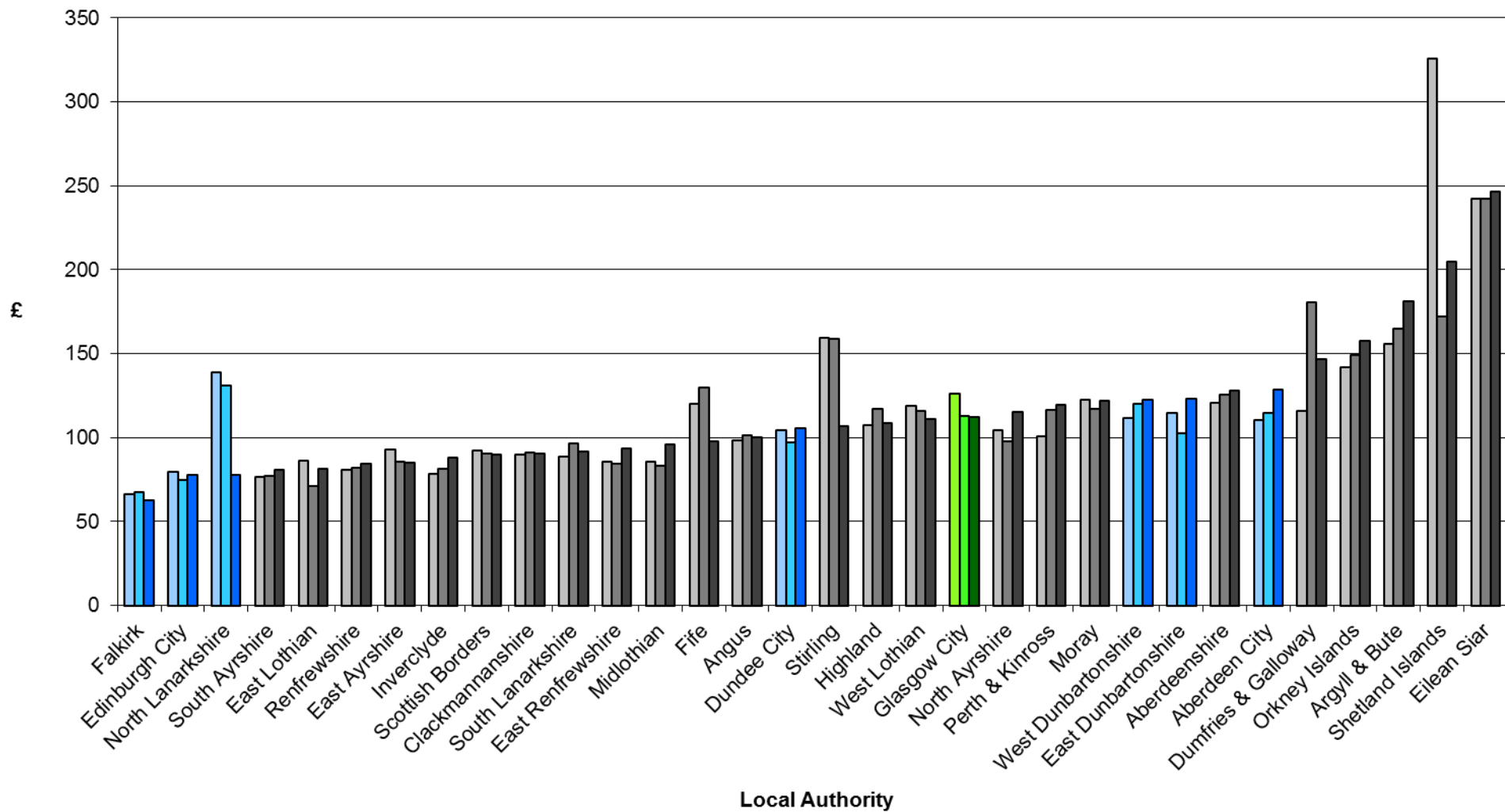
**ENV1 - Gross cost of Waste Collection per Premises 12/13, 13/14, 14/15**



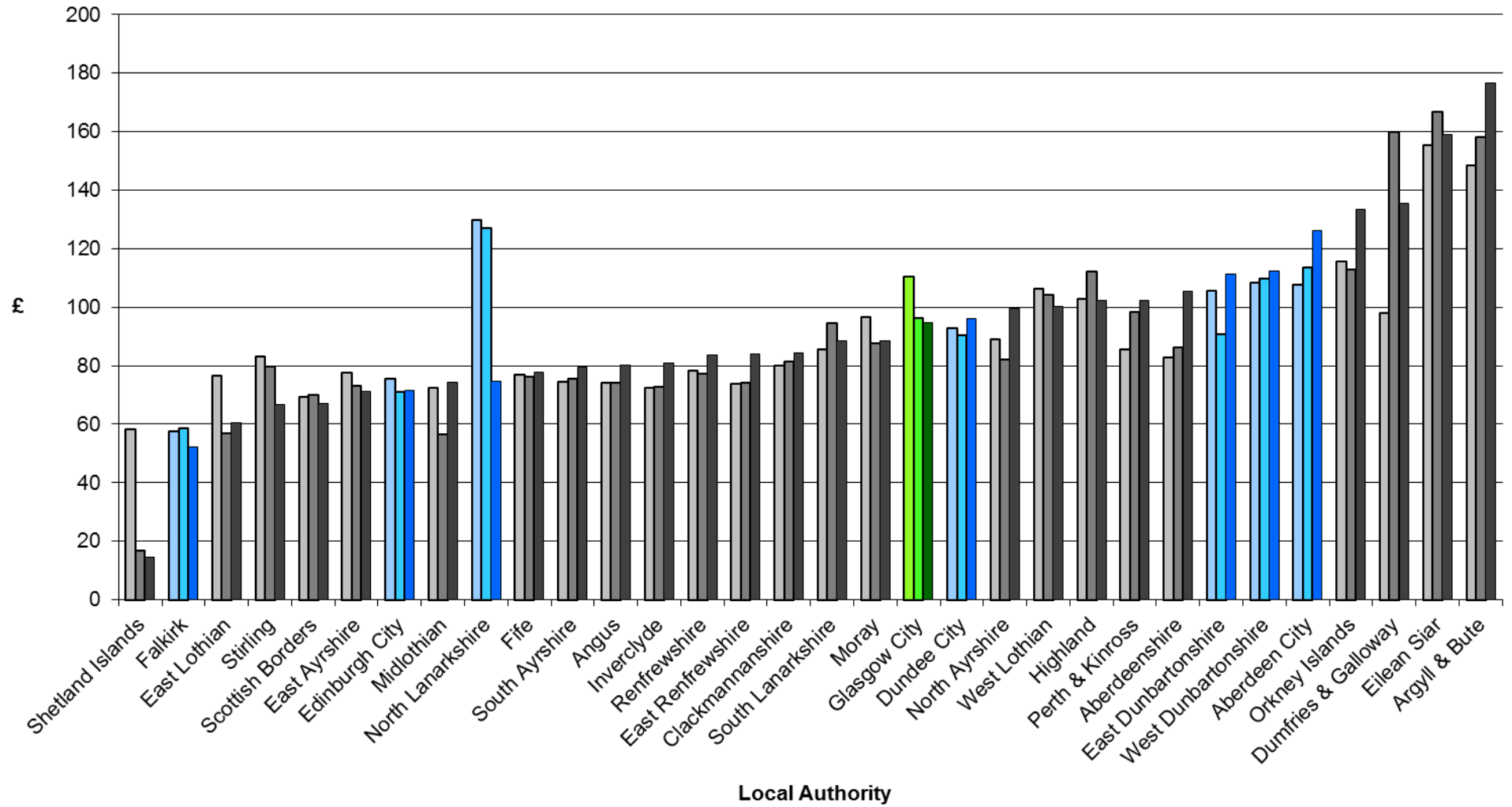
### ENV1a - Net cost per Waste Collection per Premises 12/13, 13/14, 14/15



### ENV2 - Gross cost per Waste Disposal per Premises 12/13, 13/14, 14/15

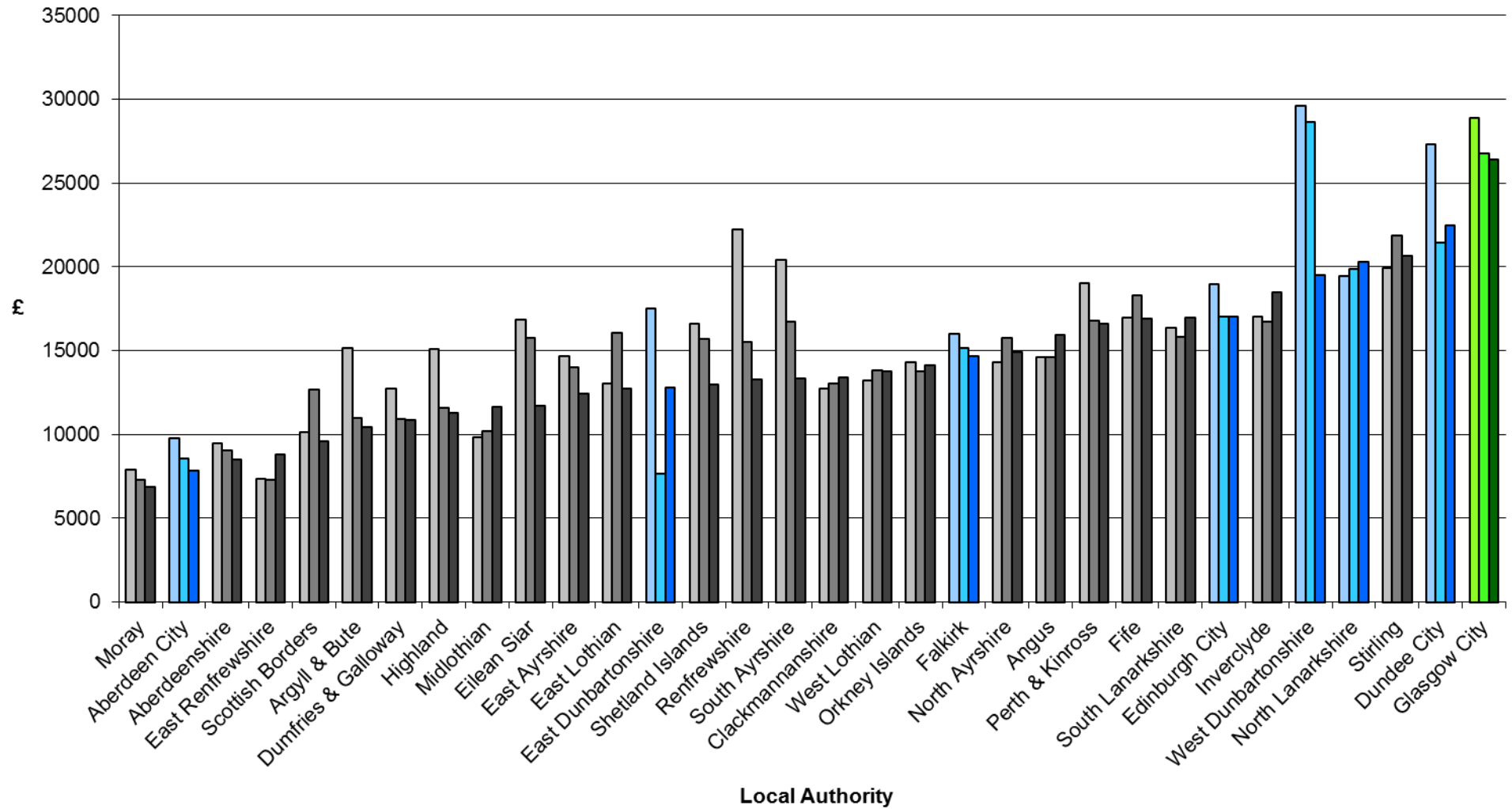


ENV2a - net cost per waste Disposal per Premises 12/13, 13/14, 14/15

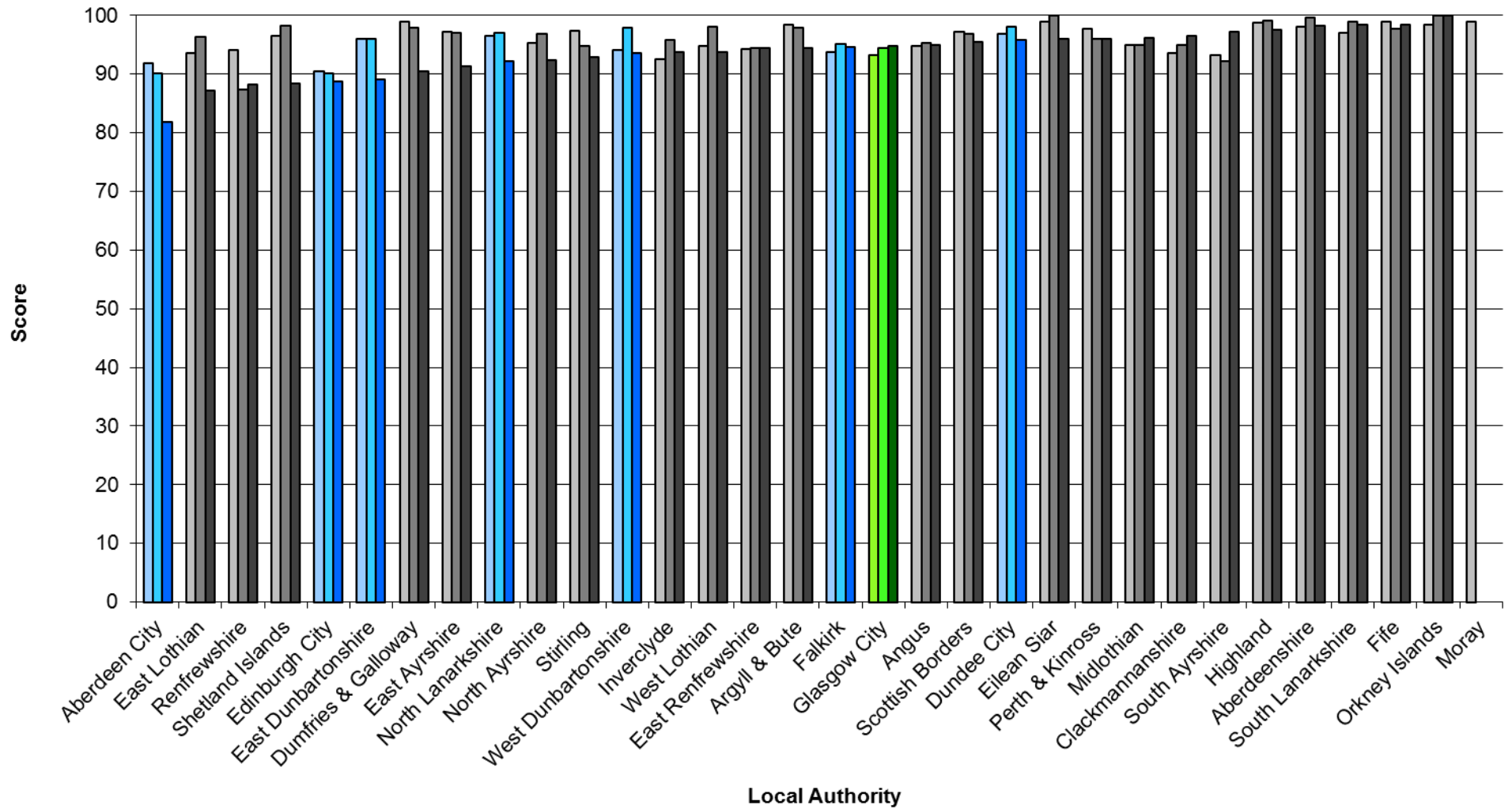




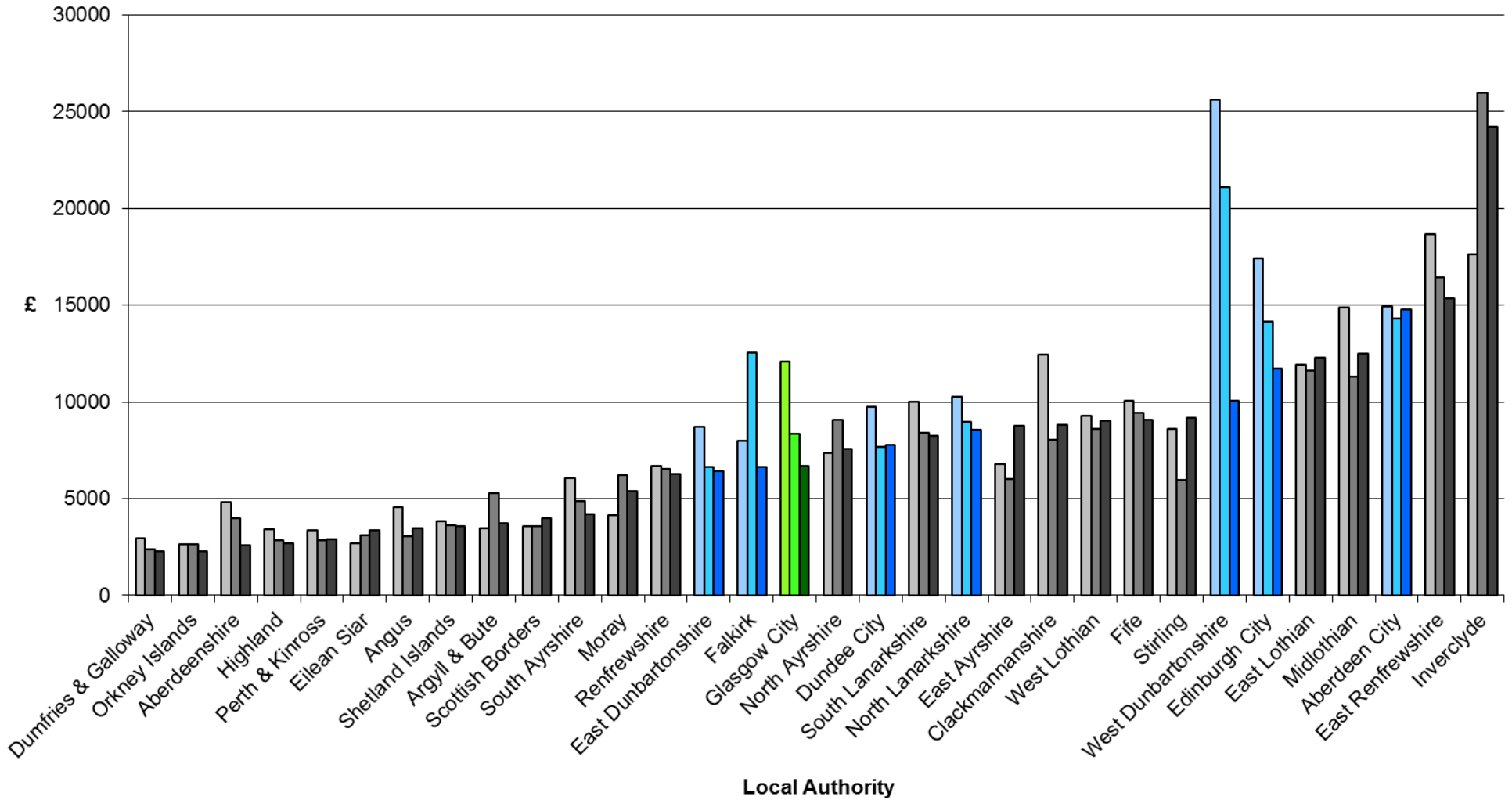
### ENV3a - net cost of street Cleaning per 1,000 Population 12/13, 13/14, 14/15



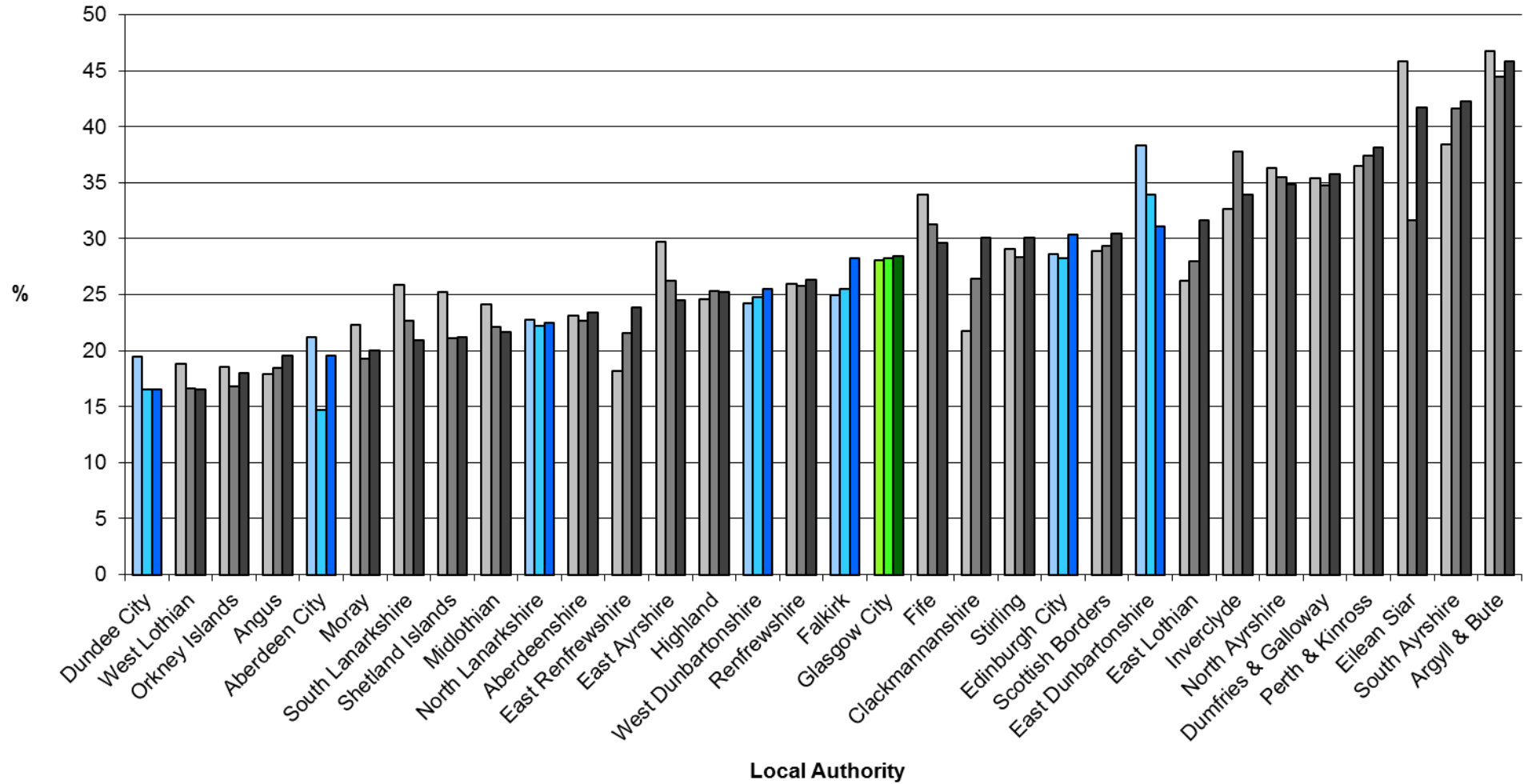
ENV3c - Cleanliness Score (%age Acceptable) 12/13, 13/14, 14/15



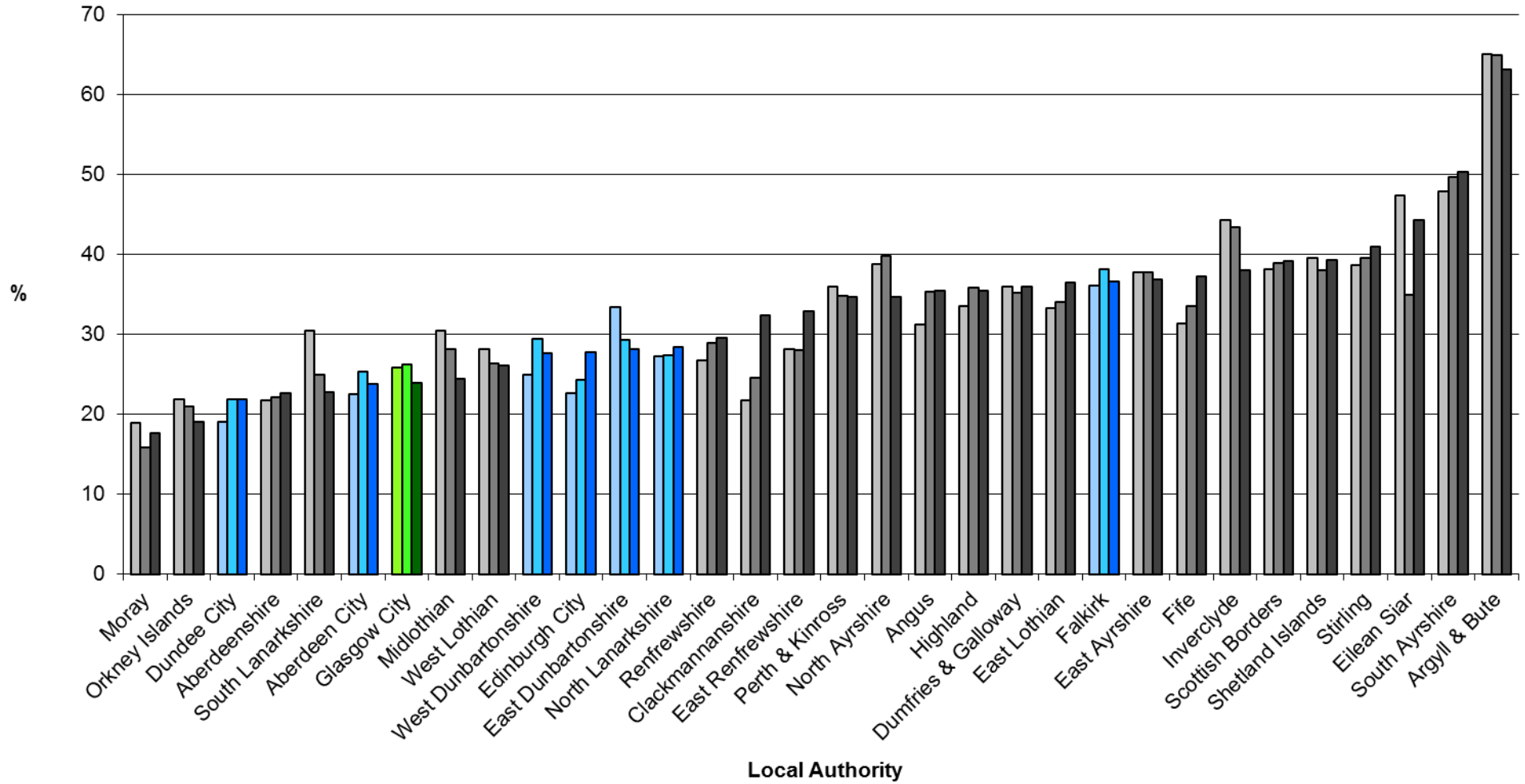
**ENV4a - Cost of Maintenance per kilometre of roads 12/13, 13/14, 14/15**



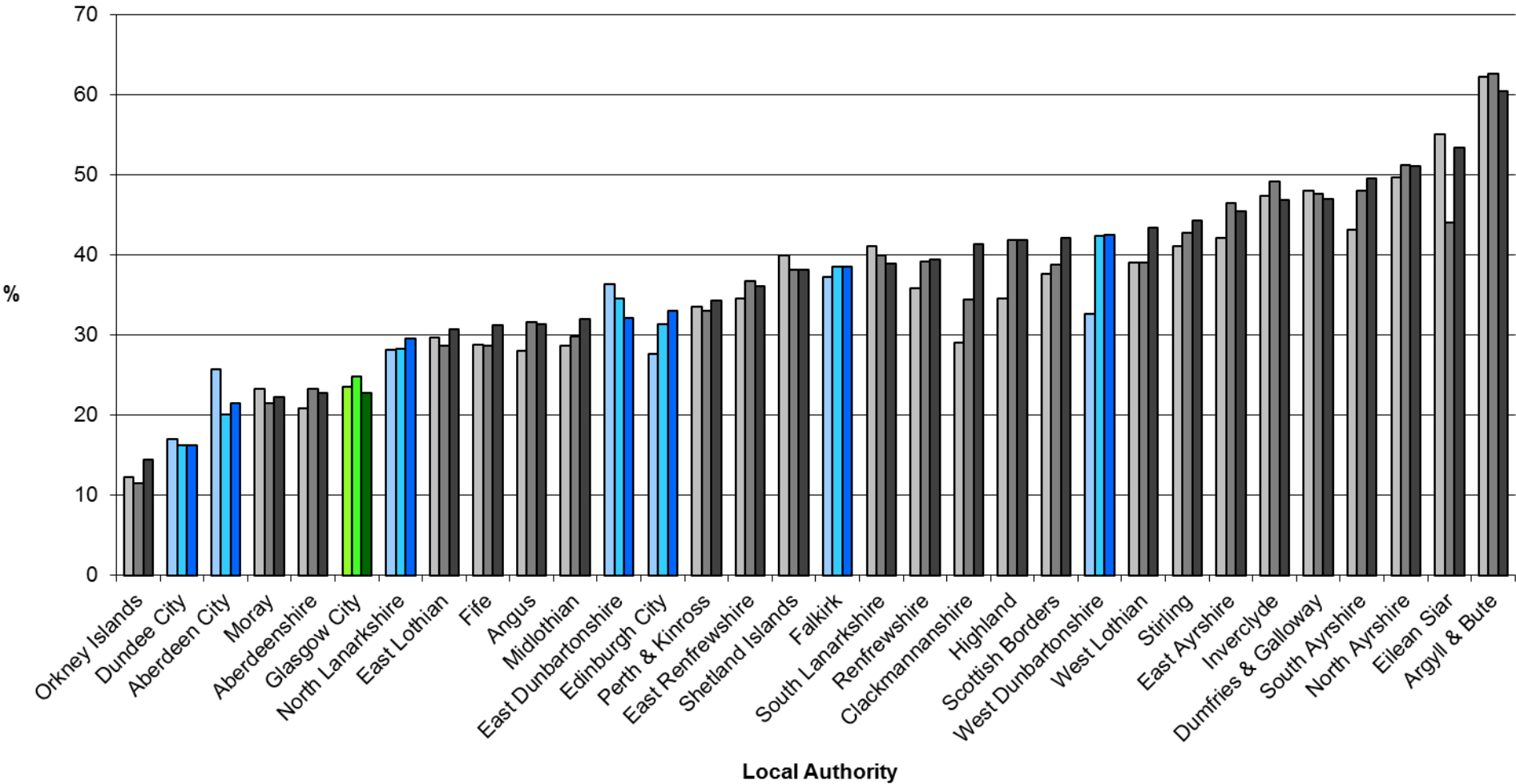
**ENV4b - Percentage of A class roads that should be considered for Maintenance Treatment 11/13, 12/14, 13/15**



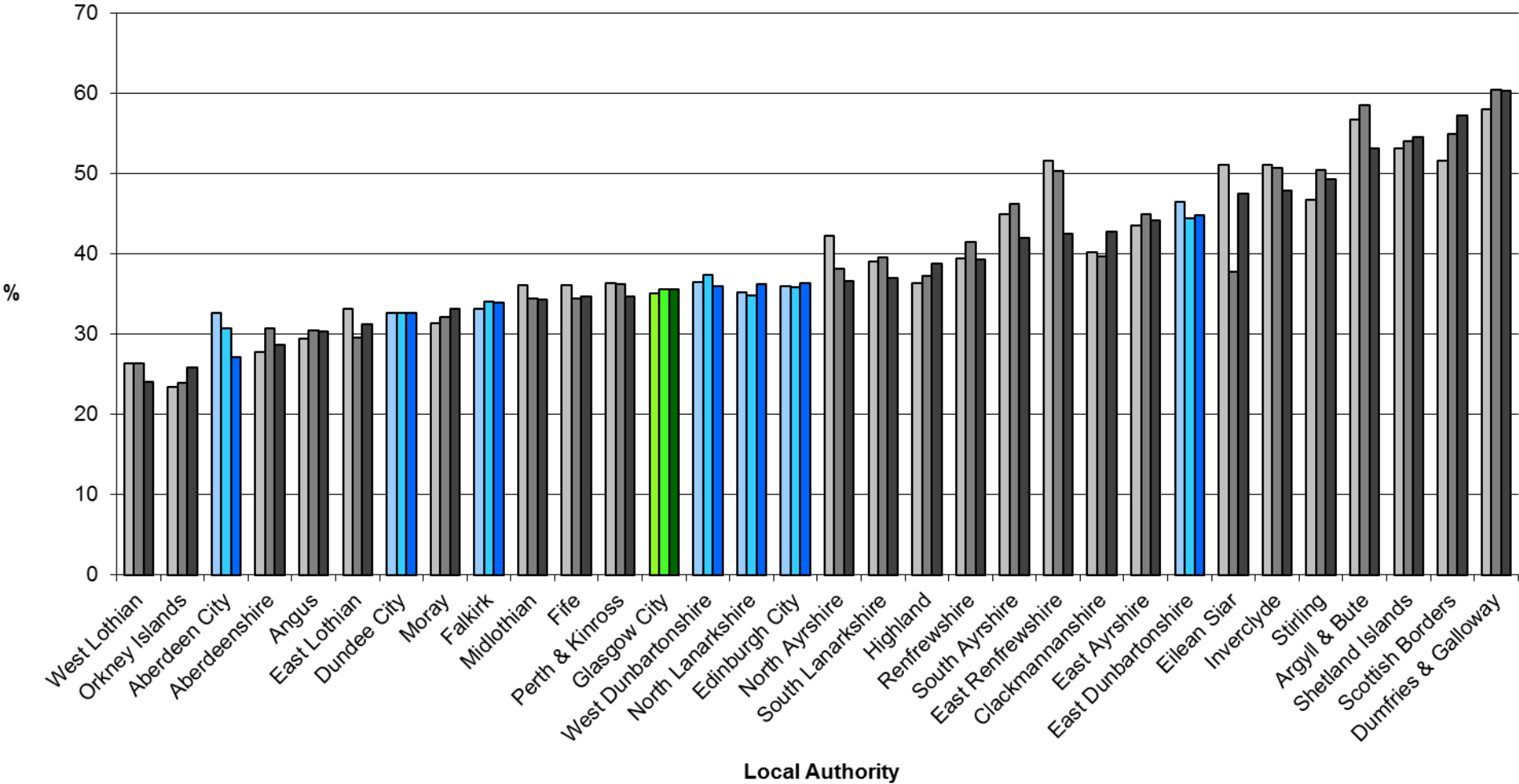
**ENV4c - Percentage of B class roads that should be considered for Maintenance Treatment 11/13, 12/14, 13/15**



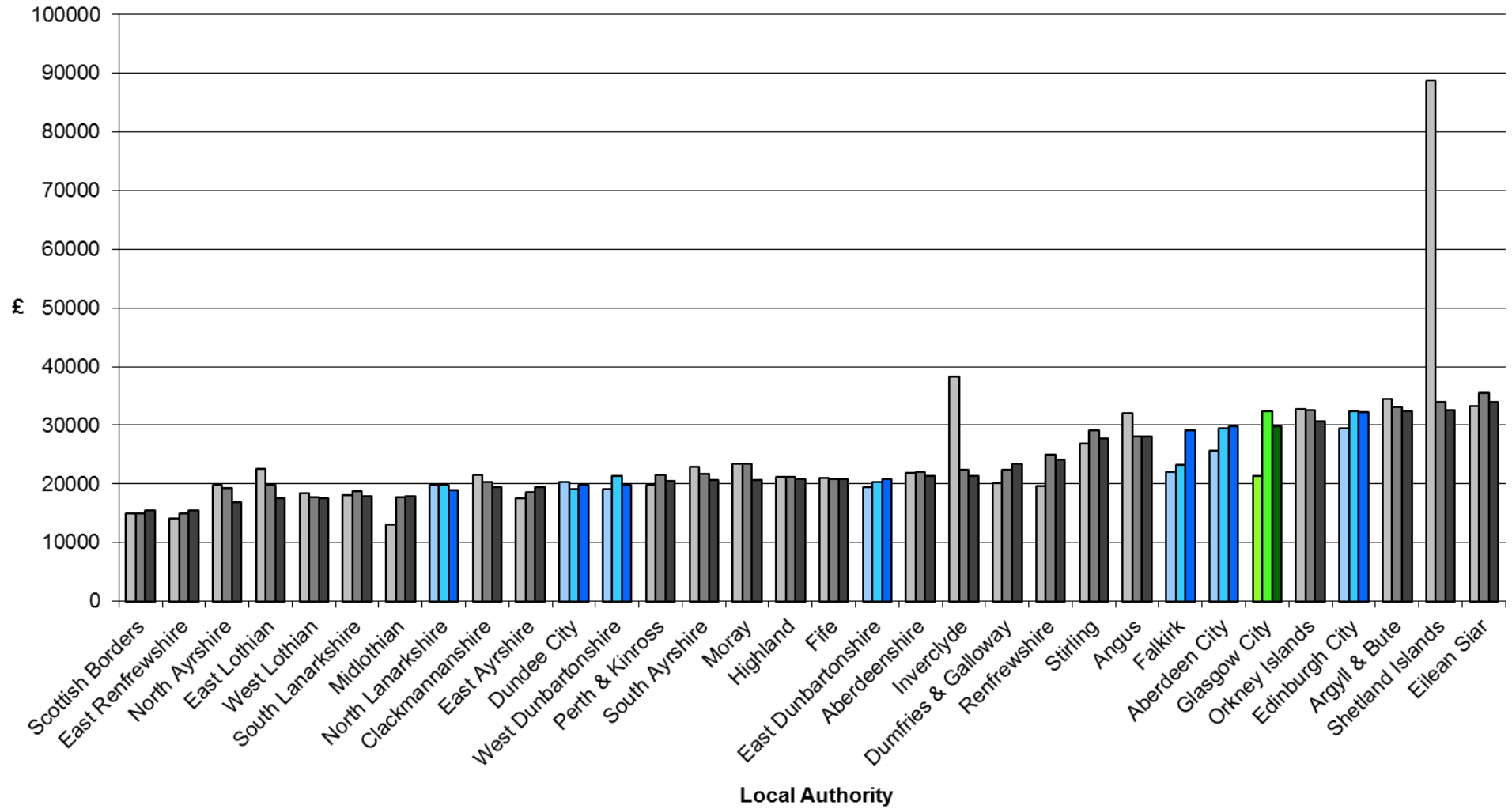
**ENV4d - Percentage of C class roads that should be considered for Maintenance Treatment 11/13,  
12/14, 13/15**



**ENV4e - Percentage of unclassified roads that should be considered for Maintenance Treatment  
09/13, 10/14, 11/15**

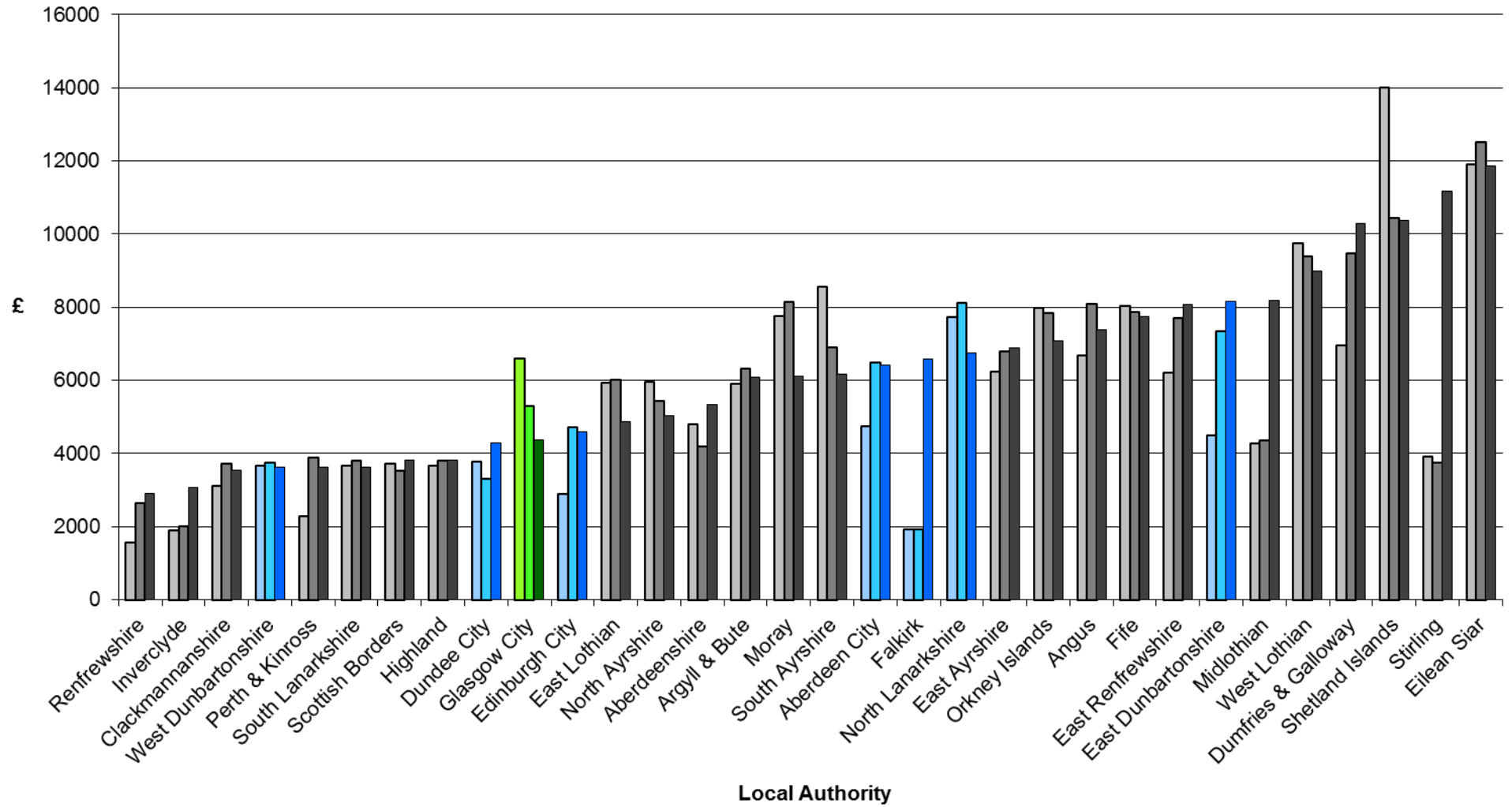


**ENV5 - cost of trading standards and environmental health per 1,000 population 12/13, 13/14, 14/15**

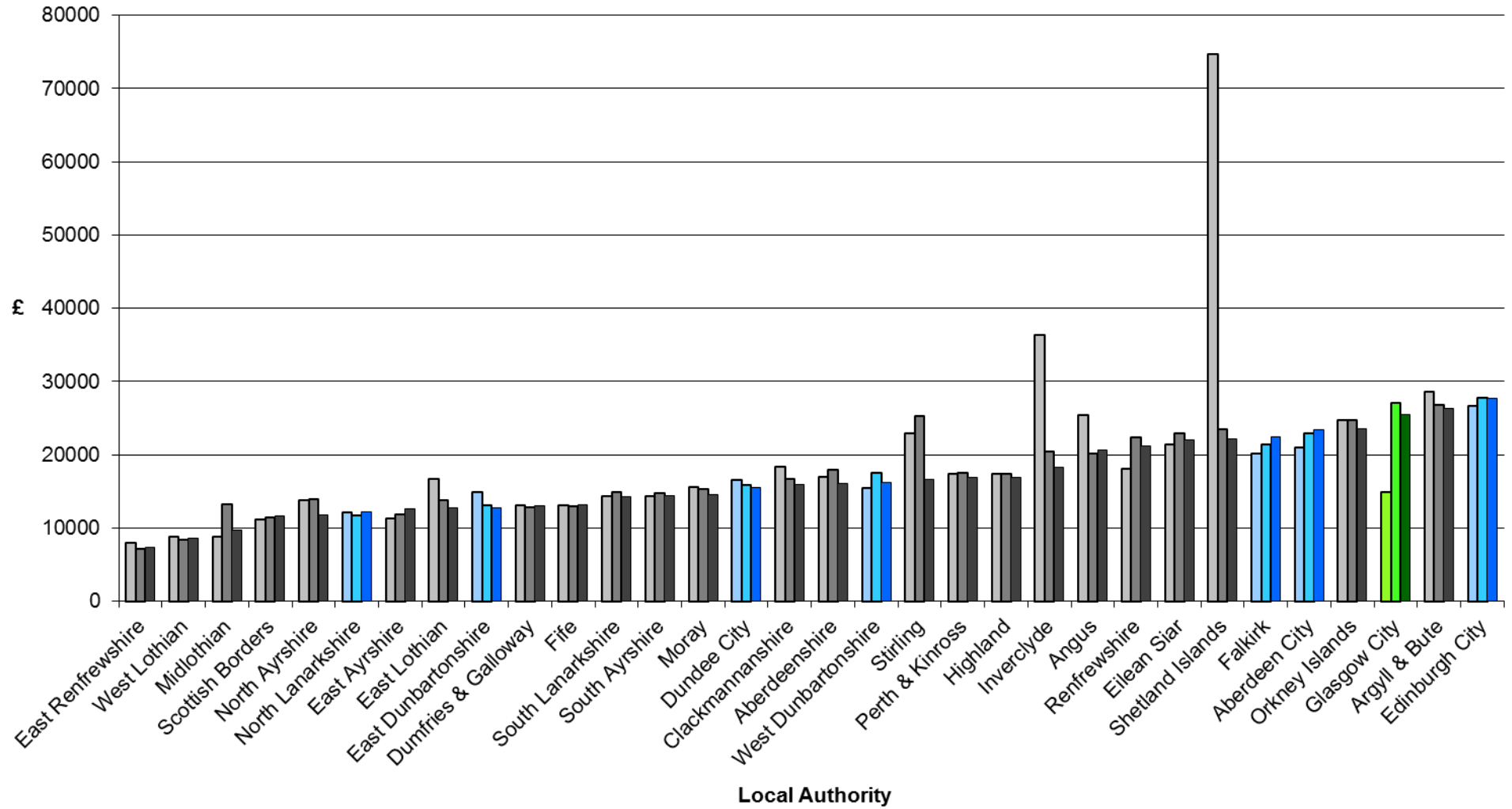




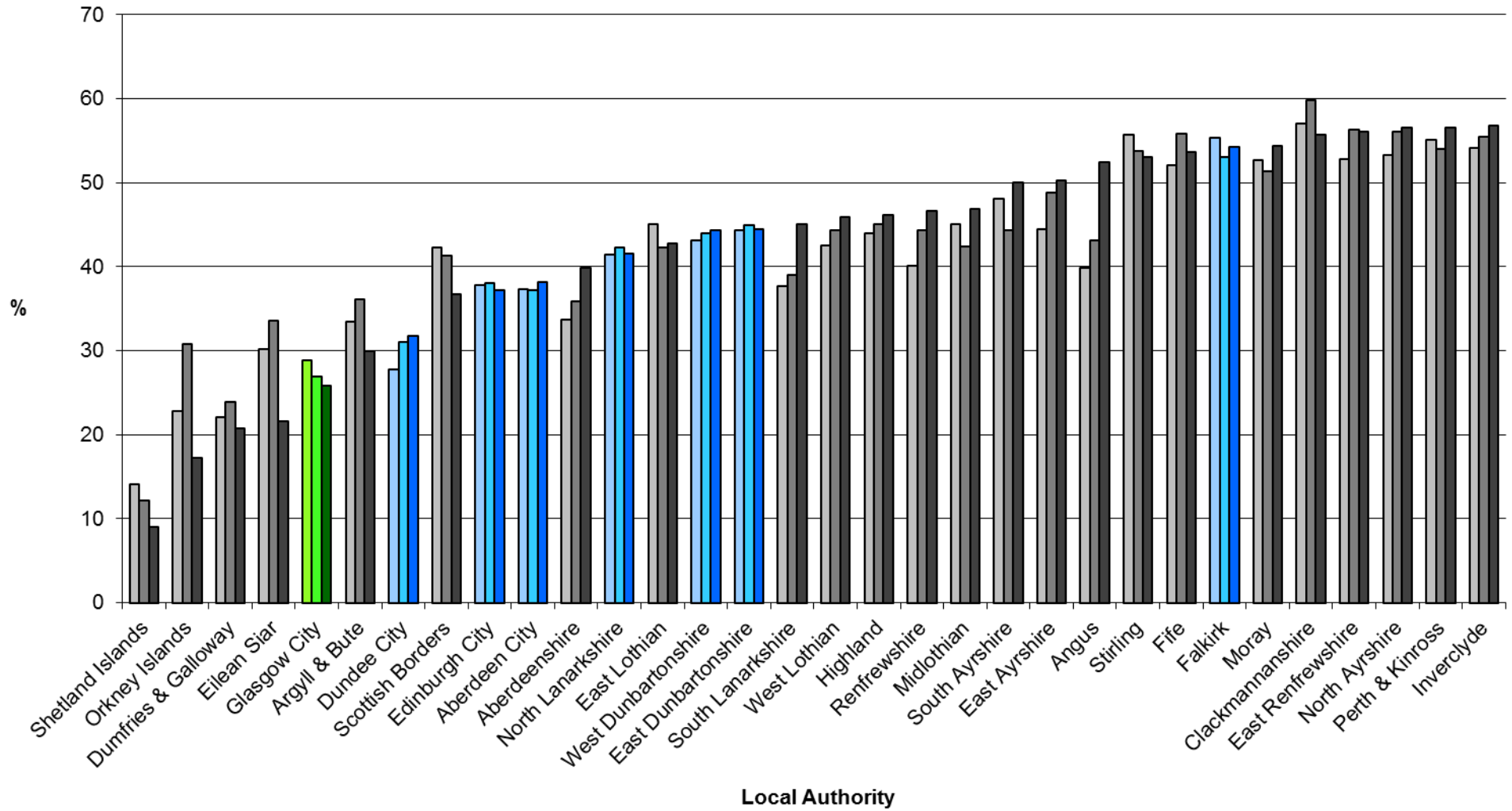
ENV5a - Cost of trading standards per 1,000 population 12/13, 13/14, 14/15



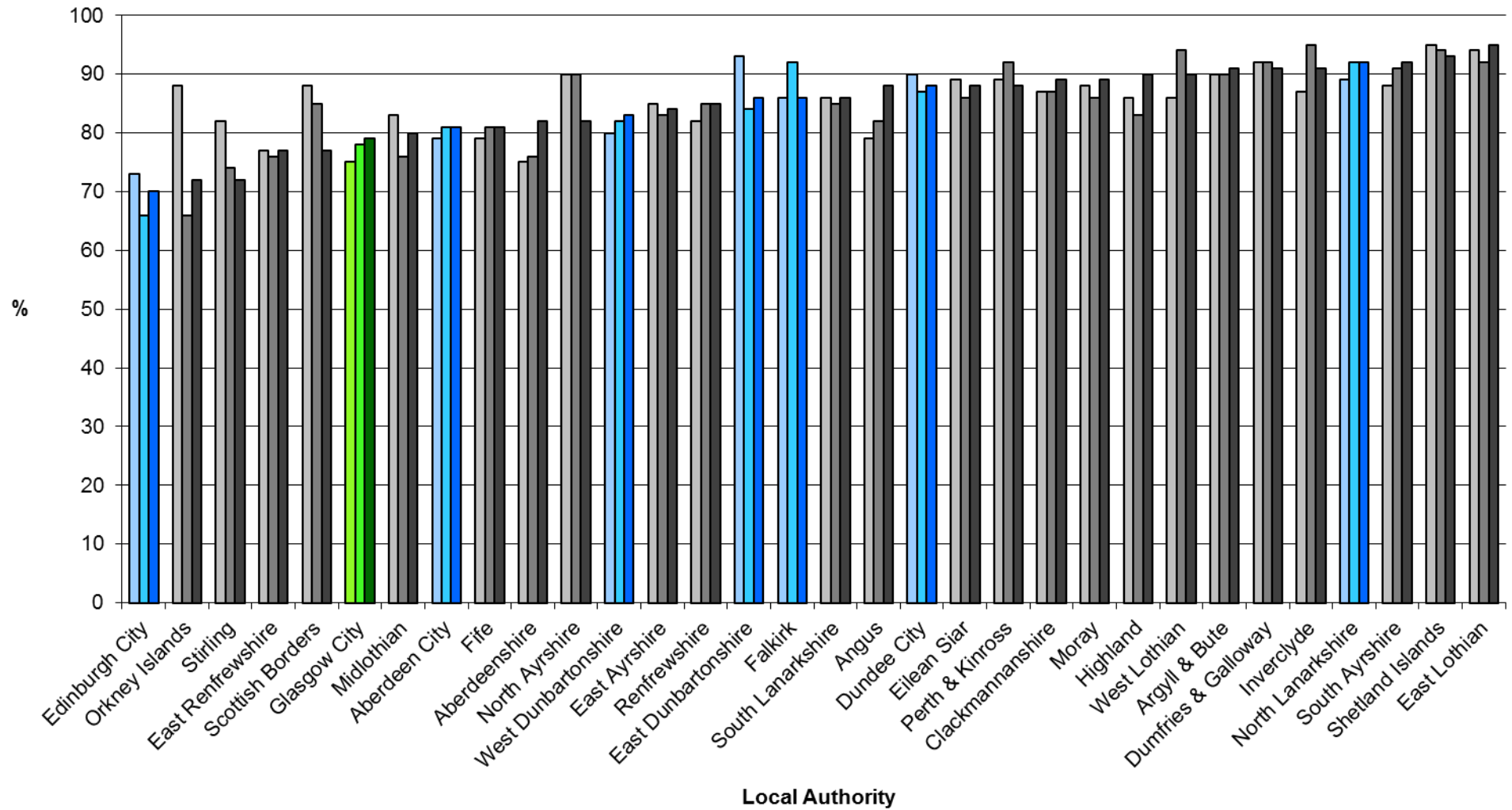
**ENV5b - Cost of environmental health per 1,000 population 12/13, 13/14, 14/15**



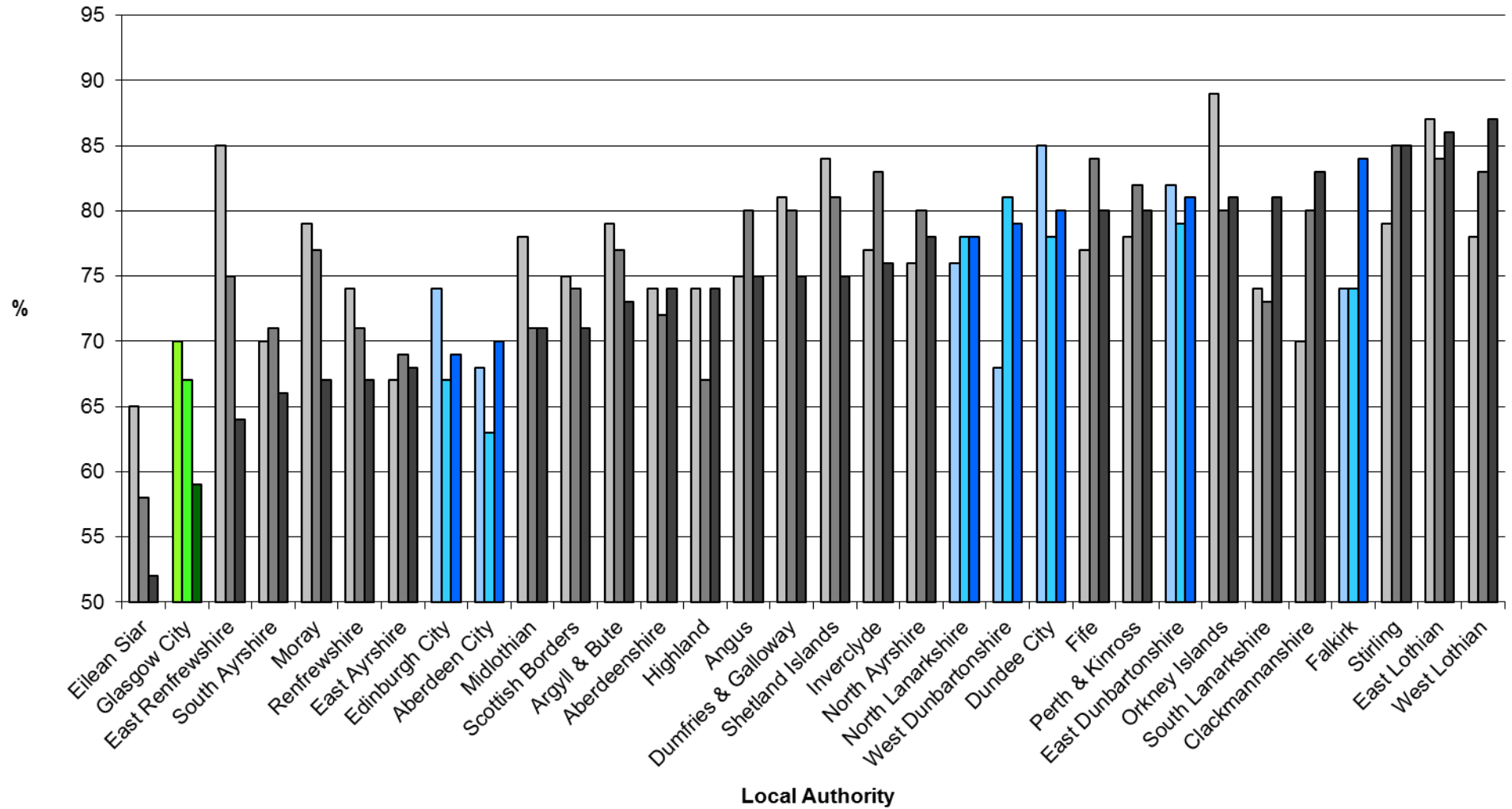
**ENV6 - The % of total waste arising that is recycled 12/13, 13/14, 14/15**



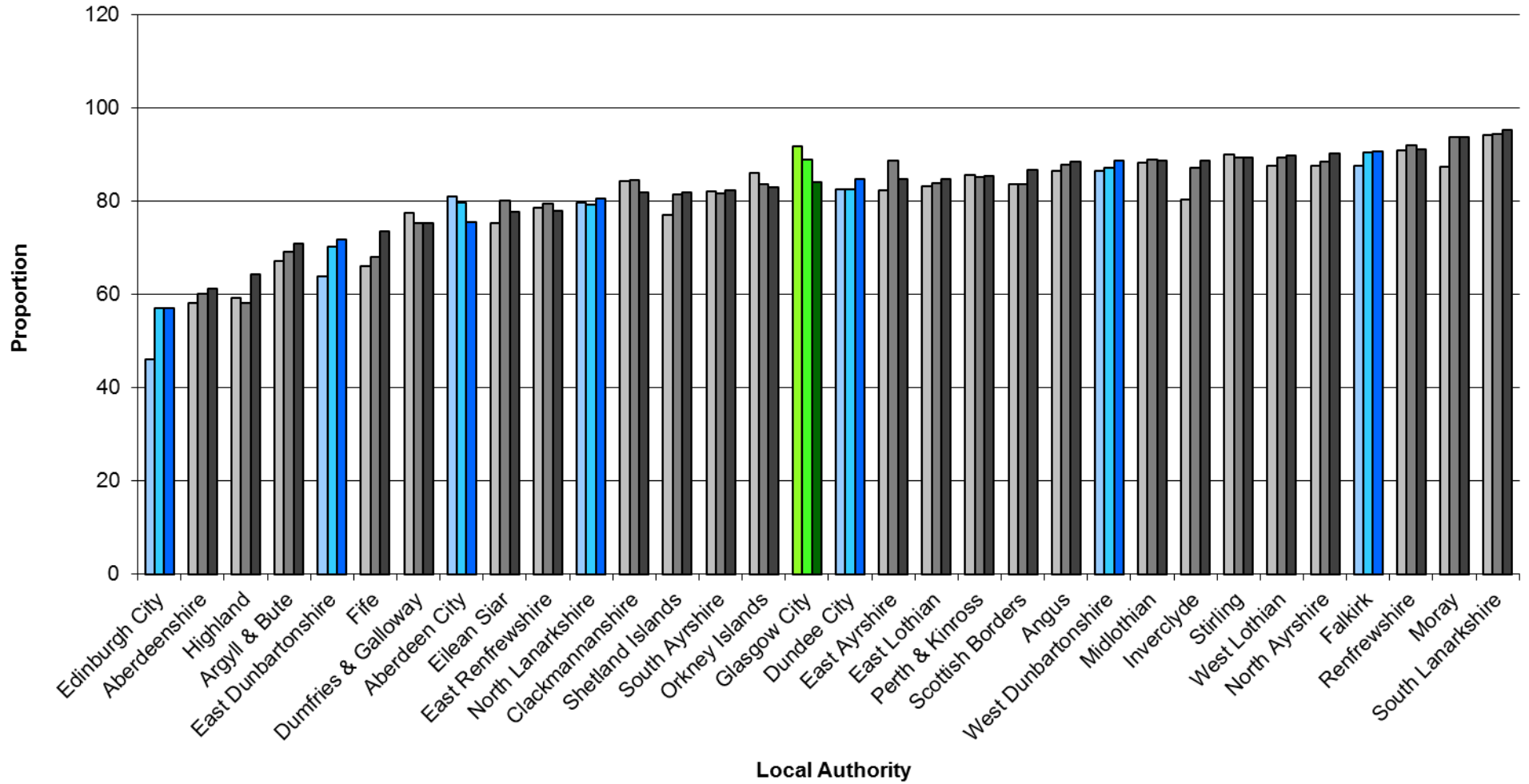
ENV7a - % of adults satisfied with refuse collection 12/13, 13/14, 14/15



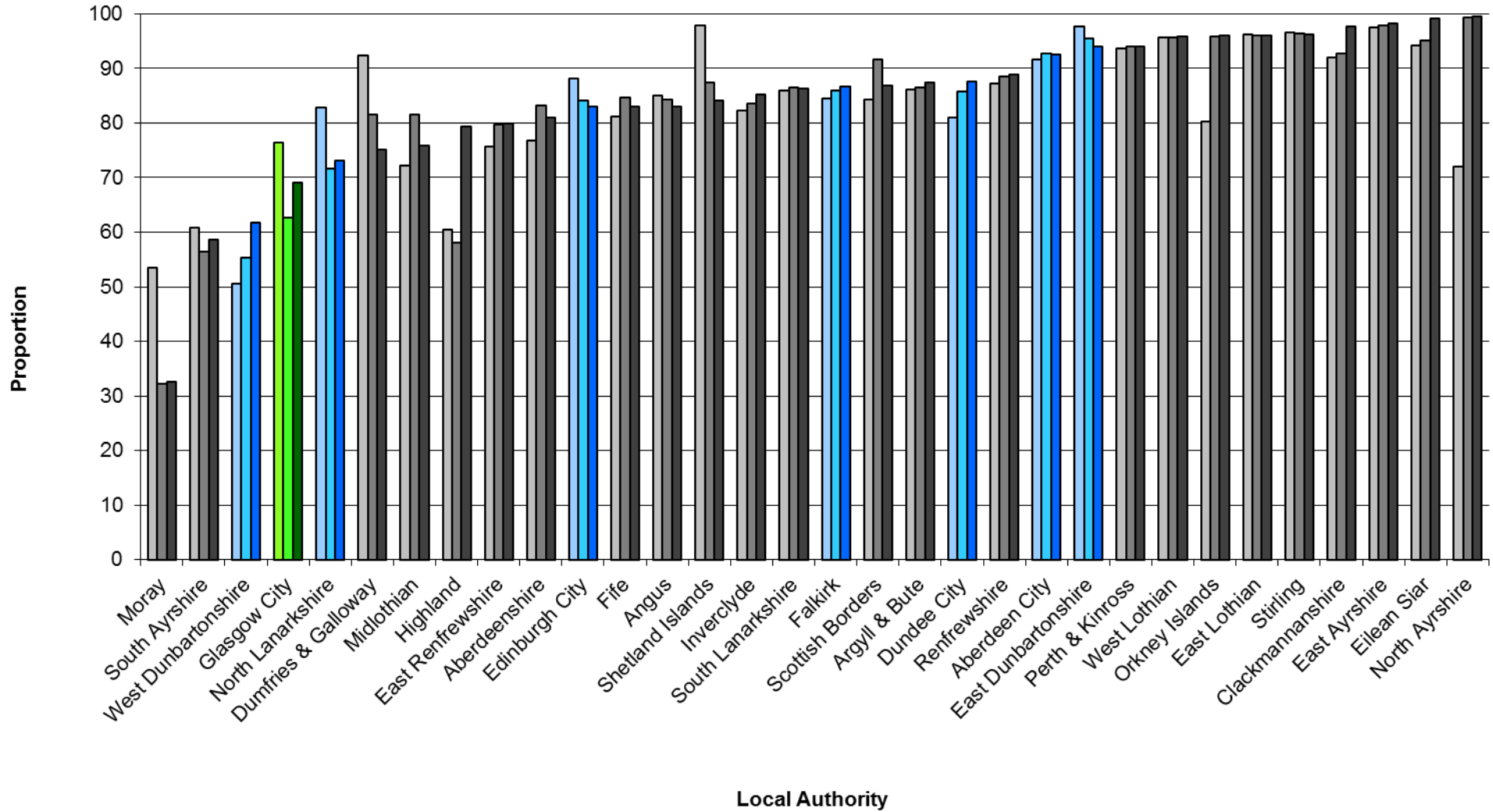
ENV7b - % of adults satisfied with street cleaning 12/13, 13/14, 14/15



**CORP ASSET1 - Proportion of operational buildings that are suitable for their current use 12/13,  
13/14, 14/15**



**CORP ASSET 2 - Proportion of internal floor area of operational buildings in satisfactory condition  
12/13, 13/14, 14/15**



**ECON 1 - % Unemployed People Assisted into work from Council operated / funded Employability Programmes 12/13, 13/14, 14/15**

