

**LOCAL GOVERNMENT BENCHMARKING FRAMEWORK (LGBF): 2022/23**

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**1. INTRODUCTION**

- 1.1 This report provides a high-level summary of Argyll and Bute's performance as reported in the Local Government Benchmarking Framework data.
- 1.2 The report also outlines work currently underway with regard to the LGBF and how we may wish to use the data most effectively in the future. This work is being carried out as part of the wider Performance Excellence Project.

**2. RECOMMENDATIONS**

It is recommended that the Audit and Scrutiny Committee:

- 2.1 Considers the contents of this report and notes the trend of net improvement across the council's functions.
- 2.2 Notes the ongoing work being carried out as part of the wider Performance Excellence Project.

**3. DETAIL**

- 3.1 All Scottish Councils engage with the Local Government Benchmarking Framework (LGBF), which is managed by the Improvement Service. The purpose of the LGBF is to enable local authorities to improve their performance through benchmarking and the sharing of good practice.
- 3.2 In an effort to produce more timely data, the Improvement Service has recently made changes to its publication schedule. Its ambition is to improve the timeliness of the LGBF data. Six indicators are now being updated monthly. However, for the purposes of this report, data for the most recent full year for which data is available (2022/23) has been used, with comparisons being made with previous years.

- 3.3 The number of indicators within the LGBF has grown over time from 55 in 2010/11 to the current 108 (see Appendix 1). The breadth of areas covered by the indicators has also expanded and now encompasses the following service areas.
- Corporate services
  - Social Work services
  - Culture and Leisure
  - Environmental Services
  - Housing Services. (Argyll and Bute does not submit any data in this area.)
  - Corporate Assets / property
  - Economic Development
  - Financial Sustainability
  - Tackling Climate Change
- 3.4 The geography and demography of our area impact on indicators in a variety of ways. For some indicators, we recognise we cannot improve our performance relative to other councils (for example the cost of providing pre-school, primary, and secondary education per pupil, and indicators relating to roads conditions, where we consistently perform toward the bottom of the fourth quartile.)
- 3.5 Despite the caveats around our population profile and geography, the proportion of indicators in the bottom performance quartile has been decreasing over time.
- 3.6 Figures 1 and 2 show an overall pattern of relative improvement in recent years, with the percentage of our indicators in quartile 4 halving over the last five years. The use of quartiles allows us to compare our performance with the other Scottish local authorities.
- 3.7 The data needs to be treated with a degree of caution as it does not show continuous improvement by individual indicators. Performance of a single indicator may fluctuate from year to year; also the number of indicators reported varies from year to year. Rather, the figures show the percentage of indicators within each performance quartile to give a high-level overview of the council's performance relative to other local authorities. This profile of indicators has shifted to suggest a pattern of relative improvement. Where our performance falls within the quartiles 1 and 2, our performance is above the Scottish average.

Figure 1: Performance by quartile (2021/22 and 2022/23).

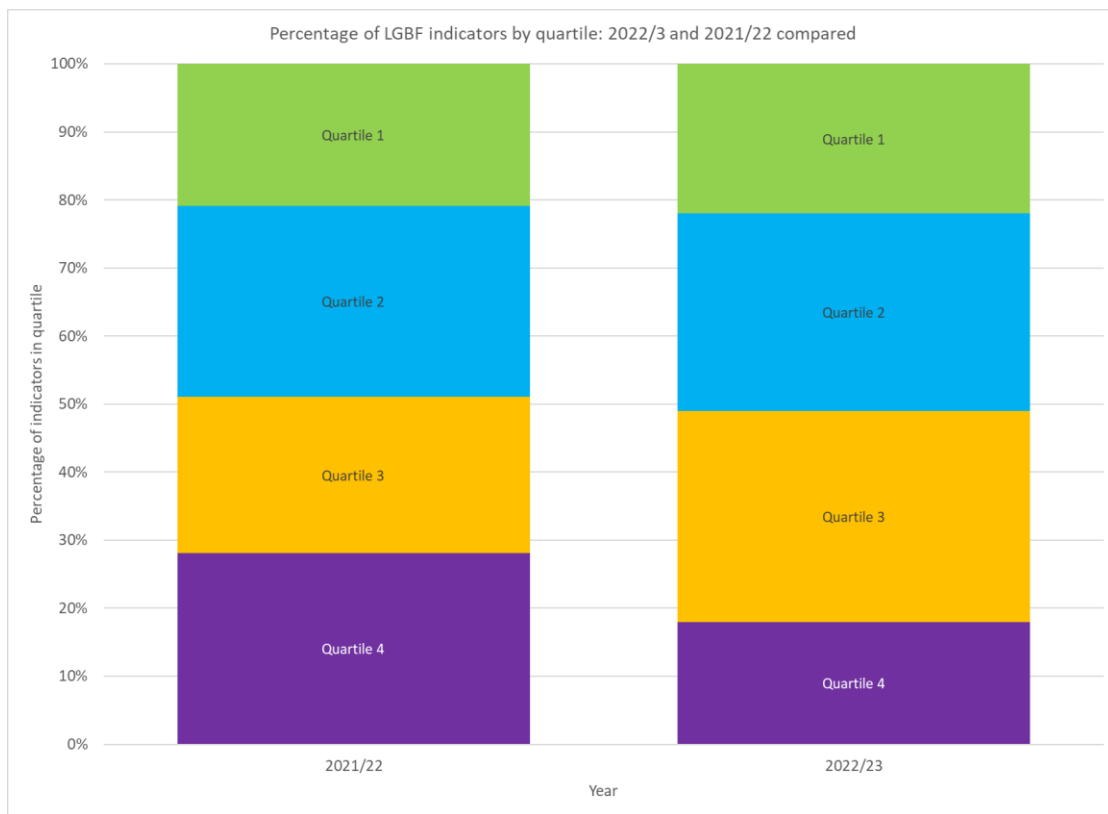
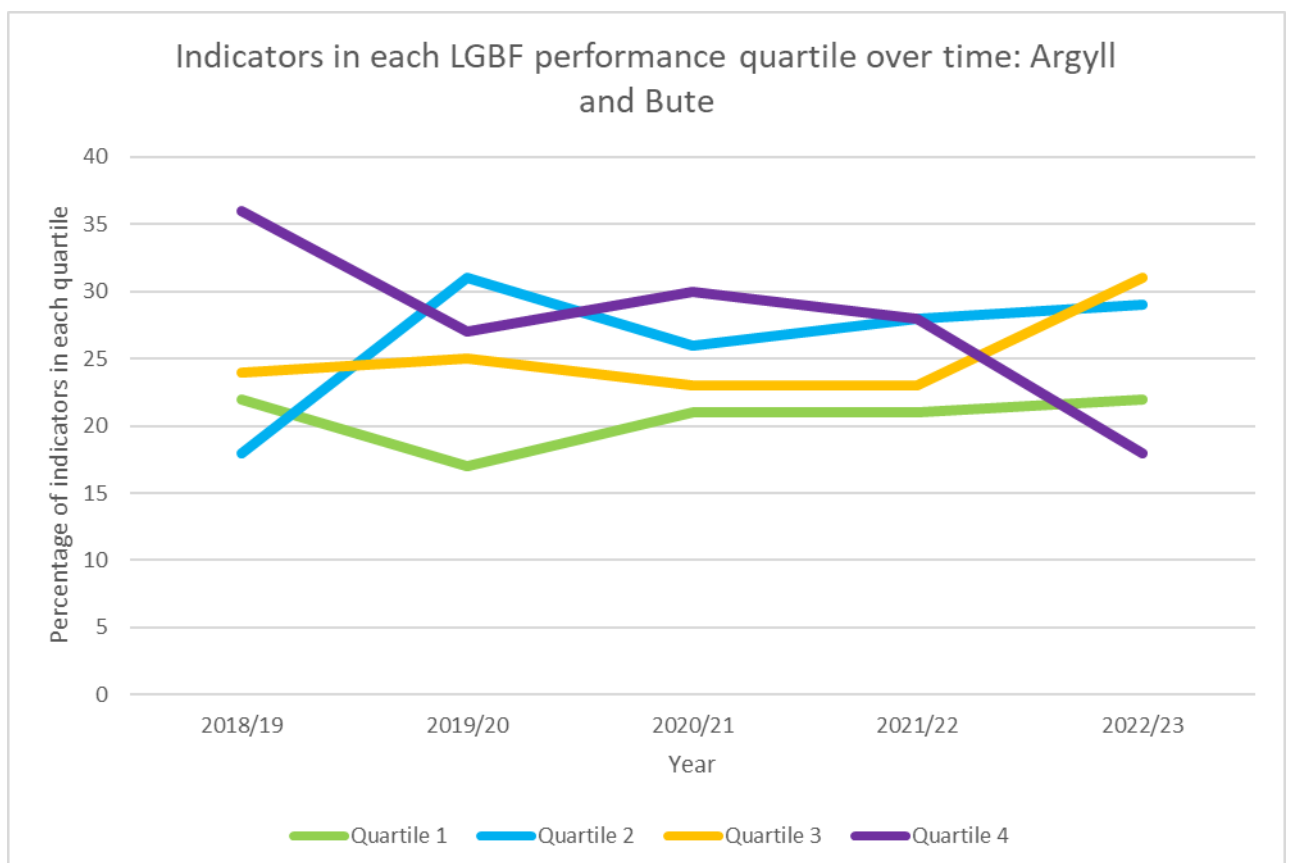


Figure 2: Percentage of indicators in each LGBF performance quartile over the past five years.



- 3.8 A comparison of the data for the years 2021/22 and 2022/23 shows that, for the 97 indicators for which comparison can be made:
- 34 indicators moved to a higher quartile, suggesting improved relative performance.
  - 34 indicators stayed within the same quartile.
  - 29 indicators moved to a lower quartile, suggesting worsening relative performance.
  - Notably, 15 indicators moved out of quartile four, compared with 6 moving into that quartile, a net upwards movement of 9 indicators. (12 indicators were in quartile 4 in both years. These included the previously mentioned indicators relating to cost of pre-school, primary and secondary education per pupil and roads conditions.)
- 3.9 For further information about how councils are collectively performing across Scotland, and how challenges facing local authorities have impacted on performance, see the [National Benchmarking Overview Report 2022-23](#).
- 3.10 For further information about performance for individual indicators and comparisons with our 'family groups' of councils, see the Improvement Service's [Local Government Benchmarking Framework Dashboard](#).
- 3.11 As part of the Performance Excellence Project, we have carried out a survey with managers to understand how they use the LGBF. We are following this up by considering how the LGBF may be used more effectively and efficiently, and in conjunction with other benchmarking activity. This work will shape the project's final proposals around performance management arrangements.
- 3.12 To ensure future benchmarking activity aligns with the new administration's corporate plan and updated set of corporate outcomes/priorities, we need to understand better which indicators are important to the council, and how these can best be used. The need to focus on the indicators which are most important to us is compounded by the increasing number of indicators within the LGBF dataset.
- 3.13 We are mindful of the longstanding concerns around the sample size and representativeness of satisfaction measures included in the LGBF. To address these issues, we are developing our own survey which will enhance our understanding of satisfaction with council services and allow for monitoring over time.

## 4.0 CONCLUSION

- 4.1 This report has outlined our performance position relative to other Scottish local authorities as revealed by the Local Government Benchmarking Framework data. Overall, the picture is a positive one, suggesting net overall improvements in performance.

- 4.2 Work to improve the effectiveness and efficiency of how we use the Local Government Benchmarking Framework data as part of our wider benchmarking activity will continue as part of the Performance Excellence Project.

## **5.0 IMPLICATIONS**

- 5.1 Policy: none arising directly from this report.
- 5.2 Financial: none arising directly from this report.
- 5.3 Legal: none arising directly from this report.
- 5.4 HR: none arising directly from this report.
- 5.5 Fairer Scotland Duty:
- 5.5.1 Equalities - protected characteristics: none arising from this report. An EqSEIA is not required for performance reporting.
  - 5.5.2 Socio-economic Duty: none arising from this report. An EqSEIA is not required for performance reporting.
  - 5.5.3 Islands none arising from this report. An EqSEIA is not required for performance reporting.
- 5.6 Climate Change: none arising from this report.
- 5.7 Risk: none arising from this report.
- 5.8 Customer Service: none arising from this report.
- 5.9 The Rights of the Child (UNCRC): none arising from this report.

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## **APPENDICES**

Appendix 1: List of Local Government Benchmarking Framework indicators

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<b>Indicator Code</b>	<b>Indicator Title</b>	<b>Service Area</b>
C&L01	Cost per attendance at Sports facilities	Culture & Leisure Services
C&L02	Cost per Library Visit	Culture & Leisure Services
C&L03	Cost per Museum Visit	Culture & Leisure Services
C&L04	Cost of Parks & Open Spaces per 1,000 Population	Culture & Leisure Services
C&L05a	Proportion of adults satisfied with libraries	Culture & Leisure Services
C&L05b	Proportion of adults satisfied with parks and open spaces	Culture & Leisure Services
C&L05c	Proportion of adults satisfied with museums and galleries	Culture & Leisure Services
C&L05d	Proportion of adults satisfied with leisure facilities	Culture & Leisure Services
CHN01	Cost per Primary School Pupil	Children's Services
CHN02	Cost per Secondary School Pupil	Children's Services
CHN03	Cost per Pre-School Education place	Children's Services
CHN04	% of Pupils Gaining 5+ Awards at Level 5	Children's Services
CHN05	% of Pupils Gaining 5+ Awards at Level 6	Children's Services
CHN06	% of Pupils from 20% most Deprived Areas Gaining 5+ Awards at Level 5	Children's Services
CHN07	% of Pupils from 20% most Deprived Areas Gaining 5+ Awards at Level 6	Children's Services
CHN08a	Gross Costs of 'Children Looked After' in residential-based services per child per week	Children's Services
CHN08b	Gross Cost of "Children Looked After" in a community setting per child per Week	Children's Services
CHN09	Proportion of children being looked after in the community	Children's Services
CHN10	Proportion of adults satisfied with local schools	Children's Services
CHN11	Proportion of pupils entering positive destinations	Children's Services
CHN12a	Overall Average Total Tariff	Children's Services
CHN12b	Average Total Tariff SIMD Quintile 1	Children's Services
CHN12c	Average Total Tariff SIMD Quintile 2	Children's Services
CHN12d	Average Total Tariff SIMD Quintile 3	Children's Services
CHN12e	Average Total Tariff SIMD Quintile 4	Children's Services
CHN12f	Average Total Tariff SIMD Quintile 5	Children's Services
CHN13a	% of P1, P4 and P7 pupils achieving expected CFE level in Literacy	Children's Services
CHN13b	% of P1, P4 and P7 pupils achieving expected CFE level in Numeracy	Children's Services
CHN14a	Literacy Attainment Gap (P1,4,7 Combined)	Children's Services
CHN14b	Numeracy Attainment Gap (P1,4,7 Combined)	Children's Services
CHN17	Proportion of Children meeting developmental milestones	Children's Services
CHN18	Proportion of funded early years provision which is graded good/better	Children's Services
CHN19a	School attendance rates (per 100 pupils)	Children's Services
CHN19b	School attendance rates (per 100 'looked after pupils')	Children's Services
CHN20a	School exclusions rates (per 1,000 pupils)	Children's Services
CHN20b	School exclusions rates (per 1,000 'looked after pupils')	Children's Services

<b>Indicator Code</b>	<b>Indicator Title</b>	<b>Service Area</b>
CHN21	Participation rate for 16-19 year olds (%)	Children's Services
CHN22	Proportion of Child Protection re-registrations within 18 months	Children's Services
CHN23	Proportion of LAC with more than 1 placement in the last year	Children's Services
CHN24	Proportion of children living in poverty (after housing costs)	Children's Services
CLIM01	CO2 emissions area wide per capita	Tackling Climate Change
CLIM02	CO2 emissions area wide: emissions within scope of LA per capita	Tackling Climate Change
CLIM03	CO2 emissions from Transport per capita	Tackling Climate Change
CLIM04	CO2 emissions from Electricity per capita	Tackling Climate Change
CLIM05	CO2 emissions from Natural Gas per capita	Tackling Climate Change
CORP01	Support services as a percentage of Total Gross expenditure	Corporate Services
CORP03b	Proportion of the highest paid 5% of employees who are women	Corporate Services
CORP03c	Gender pay gap (%)	Corporate Services
CORP04	Cost per dwelling of collecting Council Tax	Corporate Services
CORP06a	Sickness absence days per teacher	Corporate Services
CORP06b	Sickness absence days per employee (non-teacher)	Corporate Services
CORP07	Percentage of income due from Council Tax received by the end of the year	Corporate Services
CORP08	Percentage of invoices sampled that were paid within 30 days	Corporate Services
CORP09	Proportion of SWF Crisis Grant decisions within 1 day	Corporate Services
CORP10	Proportion of SWF Community Care Grant decisions within 15 days	Corporate Services
CORP11	Proportion of SWF budget spent	Corporate Services
CORP12	Proportion of DHP funding spent	Corporate Services
CORP-ASSET01	% of operational buildings that are suitable for their current use	Corporate Services
CORP-ASSET02	% of internal floor area of operational buildings in satisfactory condition	Corporate Services
ECON01	Percentage of Unemployed People Assisted into work from Council Programmes	Economic Development
ECON02	Cost of Planning & Building Standards per planning application	Economic Development
ECON03	Average time per business and industry planning application (weeks)	Economic Development
ECON04	Proportion of procurement spent on local enterprises	Economic Development
ECON05	No of business gateway start-ups per 10,000 population	Economic Development
ECON06	Investment in Economic Development & Tourism per 1,000 population	Economic Development
ECON07	Proportion of people earning less than the living wage	Economic Development
ECON08	Proportion of properties receiving Superfast Broadband	Economic Development
ECON09	Town Vacancy Rates	Economic Development
ECON10	Immediate available employment land as a % of total land allocated for employment purposes	Economic Development
ECON11	Gross Value Added (GVA) per capita	Economic Development



<b>Indicator Code</b>	<b>Indicator Title</b>	<b>Service Area</b>
ECON12a	Claimant Count as a % of Working Age Population	Economic Development
ECON12b	Claimant Count as % of 16-24 Population	Economic Development
ENV01a	Net cost per Waste collection per premises	Environmental Services
ENV02a	Net cost per Waste disposal per premises	Environmental Services
ENV03a	Net cost of street cleaning per 1,000 population	Environmental Services
ENV03c	Street Cleanliness Score	Environmental Services
ENV04a	Cost of roads per kilometre	Environmental Services
ENV04b	Percentage of A class roads considered for maintenance treatment	Environmental Services
ENV04c	Percentage of B class roads considered for maintenance treatment	Environmental Services
ENV04d	Percentage of C class roads considered for maintenance treatment	Environmental Services
ENV04e	Percentage of unclassified roads considered for maintenance treatment	Environmental Services
ENV05	Cost of Trading Standards and environmental health per 1,000 population	Environmental Services
ENV05a	Cost of Trading Standards, Money Advice & Citizens Advice per 1,000 population	Environmental Services
ENV05b	Cost of environmental health per 1,000 population	Environmental Services
ENV06	Proportion of total household waste arising that is recycled	Environmental Services
ENV07a	Proportion of adults satisfied with refuse collection	Environmental Services
ENV07b	Proportion of adults satisfied with street cleaning	Environmental Services
FINSUS01	Total useable reserves as a % of council annual budgeted revenue	Financial Sustainability
FINSUS02	Uncommitted General Fund Balance as a % of annual budgeted net revenue	Financial Sustainability
FINSUS03	Ratio of Financing Costs to Net Revenue Stream - General Fund	Financial Sustainability
FINSUS04	Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account	Financial Sustainability
FINSUS05	Actual outturn as a percentage of budgeted expenditure	Financial Sustainability
HSN01b	Gross rent arrears (all tenants) as a percentage of rent due for the year	Housing Services
HSN02	Proportion of rent due in the year that was lost due to voids	Housing Services
HSN03	Proportion of council dwellings meeting Scottish Housing Quality Standards	Housing Services
HSN04b	Average number of days taken to complete non-emergency repairs	Housing Services
HSN05a	Proportion of council dwellings that are energy efficient	Housing Services
SW01	Home care costs per hour for people aged 65 or over	Adult Social Care Services
SW02	SDS (DP + MPB) spend on adults as a % of total adult social work spend	Adult Social Care Services
SW03a	% of people 65+ with long-term care needs who are receiving personal care at home	Adult Social Care Services

<b>Indicator Code</b>	<b>Indicator Title</b>	<b>Service Area</b>
SW04b	% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	Adult Social Care Services
SW04c	% of adults supported at home who agree that they are supported to live as independently as possible	Adult Social Care Services
SW04d	% of adults supported at home who agree that they had a say in how their help, care or support was provided	Adult Social Care Services
SW04e	% of carers who feel supported to continue in their caring role	Adult Social Care Services
SW05	Residential costs per week per resident for people aged 65 or over	Adult Social Care Services
SW06	Rate of readmission to hospital within 28 days per 1,000 discharges	Adult Social Care Services
SW07	Proportion of adult care services graded good or better	Adult Social Care Services
SW08	Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	Adult Social Care Services