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<b>Report To:</b>	<b>Policy &amp; Resources Committee</b>	<b>Date:</b>	<b>21 November 2023</b>
<b>Report By:</b>	<b>Corporate Director Education, Communities &amp; Organisational Development</b>	<b>Report No:</b>	<b>PR/22/23/KM</b>
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<b>Subject:</b>	<b>Corporate Policy and Performance Update: September-November 2023</b>		

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## **1.0 PURPOSE AND SUMMARY**

1.1  For Decision  For Information/Noting

1.2 This report provides the Committee with an update on Corporate Policy and Performance matters relating to:

- Publication of the first Census 2022 outputs;
- An update on national developments relating to Best Value;
- NRS Life Expectancy Statistics 2020/22;
- Success at national awards; and
- The results from the Citizens' Panel Summer 2023 Survey.

## **2.0 RECOMMENDATIONS**

2.1 It is recommended that the Committee notes the latest updates in relation to Corporate Policy and Performance.

2.2 The Committee is asked to note that officer discussions have taken place with National Records of Scotland and representations made regarding local population estimates, in response to the publication of the first Census outputs.

**Ruth Binks**  
**Corporate Director**  
**Education, Communities & Organisational Development**

### **3.0 BACKGROUND AND CONTEXT**

3.1 A Corporate Policy and Performance update report is considered at every meeting of the Policy and Resources Committee; the last such report was submitted to the meeting of the Committee on 19 September 2023.

#### **3.2 Census 2022 – First release of data**

3.3 The first Census outputs were published by National Records of Scotland (NRS) on 14<sup>th</sup> September 2023. A Briefing containing the headline Census results was circulated to all Elected Members on the day of publication. At present, the level of detail released is restricted to:

- Population estimates (rounded) by 5-year age group and sex at Scotland and Council level
- Number of households estimates (rounded) at Scotland and local authority level

3.4 Scotland's Census 2022 estimates the population of Inverclyde to be 78,400. This is:

- A decrease of 3,100 (3.8%) from the Census 2011 population figure of 81,500 and the second largest population decrease in Scotland.
- An increase of 1,700 (2.2%) from the NRS mid-2021 population estimate for Inverclyde, 76,700.

3.5 Whilst Scotland's population is now at its highest ever level, 5,436,600, population change varies significantly across the country. 17 Council areas saw a population increase between 2011 and 2022, with 10 Council areas having a population decrease. 5 areas saw minimal change (1% or less). The majority of the population increase has occurred in the central belt and has been driven by migration. Areas experiencing a population decrease are mostly situated in the west / southwest of Scotland, with the decrease attributable to a lower number of births than deaths.

3.6 There are more females than males living in Inverclyde. There are 40,700 females (52%) compared to 37,700 males (48%). This is similar to the gender split for Scotland, 51% female and 49% male and reflects that on average, females live longer.

3.7 Almost all age groups in Inverclyde under the age of 55, have seen a population decrease between Censuses, whilst the trend reverses for those aged over 55. Of particular note is:

- Number of children aged 0-4 years has decreased by 1,000 from 4,200 to 3,200.
- Number of young people aged 15-25 years has decreased by 2,100, from 10,100 to 8,000.
- Number of people aged 40-49 years has decreased by more than 4,000, from 13,050 to 9,000.
- Number of people aged 55-64 years has increased by 2,500 from 10,700 to 13,200.
- Number of people aged 70 and older has increased by 2,000 from 10,500 to 12,500.

The shift towards an ageing population will place greater demand and increased pressure on health and social care services.

3.8 The next Census 2022 release will be in Spring 2024 and will include more detailed population data which will help to identify key changes at small area level, including ethnic group; demography and migration; armed forces veterans; health, disability and unpaid care and education, labour market and travel to work.

### 3.9 Response to the Census first release

- 3.10 Tackling depopulation has been a long-standing strategic priority for both Inverclyde Council and the Inverclyde Alliance, with Inverclyde being one of the first authorities to adopt a concerted approach in support of repopulation. What the new data clearly shows however is that there is a marked, national population shift from the west to the east of the country, particularly around Edinburgh. These increases were driven by migration from within Scotland and from elsewhere. This means that the effectiveness of any local measures to tackle depopulation are likely to be extremely limited. The Council area that saw the largest increase was Midlothian, with a population increase of 16.1% between the 2011 Census and the 2022 Census, followed by East Lothian, 12.7%. The estimated population change across all Scottish Council areas between Census 2011 and Census 2022, is provided in the appendix. A greater understanding of the drivers of migration between Council areas will be obtained next year, following the publication of more detailed data.
- 3.11 Population change is driven by births, deaths and migration. Births and deaths data is accurate, however migration is more difficult to estimate. According to NRS mid-year population estimates, over the period mid-2011/12 to mid-2020/21 the number of deaths compared to births resulted in population natural change of -3443 in Inverclyde. With natural change being greater than estimated change (-3,100), this would suggest that Inverclyde has been successful in achieving positive in-migration between Census 2011 and Census 2022, however not to the extent required to counteract the falling birth rate.
- 3.12 It is worth noting that Scotland also experienced negative population change between the two Census periods. Without migration, Scotland's population would have decreased by around 49,800.
- 3.13 Some members of the Committee will be aware that following the release of 2011 Census results, the Council Leader raised concerns directly with NRS regarding the under-estimation of the local population at that time. As the Census 2022 population estimate for Inverclyde is once again higher than the previous mid-year estimates, a meeting was held on 10<sup>th</sup> October 2023 between the Council's Chief Executive, the Chief Financial Officer and National Records of Scotland's Interim Director of Statistical Services and other NRS colleagues. The focus of the meeting was to discuss what improvements could be made to ensure that Inverclyde's population is not understated in forthcoming years, emphasising the importance of these statistics on local funding and wider policy decision making.
- 3.14 NRS has advised that discussions are ongoing, both internally and with partners, regarding strengthening and improving the quality of population estimates. A national 'reconciliation exercise' is planned to understand the reasons for the differences between the mid-year and Census population estimates, however the timeline for this is not yet confirmed. A wider conversation is also taking place at present between NRS and the Scottish Government on the wider reform of statistics. One area that is being considered is changing the methodology going forward, including the possible use of administrative data to improve the mid-year population estimates. A recommendation is due to be presented on statistical reform, including the future of the Census, to Ministers some time in 2024. The Committee will be kept fully apprised of developments in relation to national statistics as these are known.
- 3.15 **National Developments in relation to Best Value**
- 3.16 In September 2023, the Accounts Commission published two reports relating to Best Value audit in Councils, namely:
- Best Value in Scotland: Twenty years of auditing Best Value and next steps for Best Value reporting in Scottish Councils; and

- Best Value Thematic Work 2022/23 South Ayrshire Council: Leadership in the development of the council's strategic priorities.

### **A) Best Value in Scotland: Twenty years of auditing Best Value and next steps for Best Value reporting in Scottish councils**

- 3.17 The Accounts Commission report "Best Value in Scotland" provides a synopsis of how the Best Value audit approach has evolved since 2003 and its impact in driving improvements in performance, better governance and better use of public money and resources. The full report is available here: <https://www.audit-scotland.gov.uk/publications/best-value-in-scotland>
- 3.18 The Commission concludes that Best Value audit has helped to improve local government. Progress is noted in performance management, partnership working and community engagement. More progress is required in relation to public performance reporting, workforce planning, medium-to long-term financial planning, scrutiny and the pace and depth of improvement.
- 3.19 In setting out the next steps for Best Value, the Commission states that radical change is needed in how Councils operate and collaborate with partners. The following areas have been identified:

#### **Leadership**

- Difficult decisions will be required on future priorities and how to deliver services, to achieve the best possible outcomes.
- Effective leadership by councillors and senior officers will be crucial to setting clear priorities and robust planning to deliver them.
- Governance arrangements need to ensure that Councillors have sufficient information to support effective scrutiny and decision-making to deliver BV.

#### **Use of Resources**

- Strengthening the use of data and consulting and involving communities will be critical to informing difficult decisions.
- Improve performance monitoring and reporting on outcomes.
- Seek innovative ways to deliver services to maintain or improve service performance.
- Set out medium-to long-term financial plans that detail how recurring savings will be made and reduce reliance on reserves.
- Building capacity, skills, strategic thinking, and comprehensive workforce data is needed for effective workforce planning and updating workforce plans to reflect new models of service delivery and ways of working.
- Good strategic medium to long term asset management planning is essential.
- Clear plans for strengthening the use of data to understand needs and inform decisions and resources.

#### **Partnership Working**

- Councils need to maximise the potential of collaboration by working with other Councils, the wider public sector and the third sector to redesign and provide services.
- Councils must rethink how they work together and with local partners and communities, to provide financially sustainable services whilst tackling national issues such as climate change, child poverty and inequalities.
- Service users and local communities should be involved in the redesign of services and communities supported to improve local outcomes.

#### **Continuous Improvement**

- Councils need to challenge old ways of doing things and take urgent action to reform.

### 3.20 **B) Best Value Thematic Inspection Work 2022/23**

- 3.21 As part of the new approach to auditing Best Value, the Commission has published the first of the new thematic inspection reports, focusing on the “Leadership of the development of new local strategic priorities’ within South Ayrshire Council. The full report is available here: <https://www.audit-scotland.gov.uk/publications/best-value-thematic-work-202223-south-ayrshire-council>
- 3.22 Over the period October 2023 to August 2027, the Commission will consider the BV thematic report alongside each Council’s Annual Audit Report. This will be done on a phased basis with the first tranche of Councils considered being Moray; Falkirk; Dundee City; Orkney Islands; South Ayrshire; Dumfries and Galloway, Clackmannanshire, and West Dunbartonshire. All Councils will be considered at least once over the five-year audit appointment. No details of the reporting schedule beyond the first year are known as yet.
- 3.23 The Accounts Commission has advised that the focus of the annual thematic work for 2023/24 will be Workforce Innovation, specifically: *How are Councils responding to the current challenging context for local government through innovating and improving how they use their workforce?*

Earlier this year, the Extended Corporate Management Team participated in a corporate self-assessment on the theme of workforce, using the Best Value statements as the assessment framework. A range of strengths and areas for improvement were identified and progress in the delivery of the improvement actions is monitored by the CMT. This improvement activity will be kept under review to ensure that the Council is well prepared for this forthcoming inspection.

- 3.24 Once the thematic inspection reports for all 32 Scottish Councils are published, the key messages and recommendations will be reviewed and common areas for improvement identified, with particular attention paid to those Councils with a similar socio-economic profile to Inverclyde. The result of this review will be presented to a future meeting of this Committee. Any areas for improvement will be incorporated into the Council’s Best Value planning activity.

### 3.25 **Life Expectancy in Scotland 2020/22**

- 3.26 Life expectancy in Scotland 2020/22 data was published by NRS on 26 September 2023. These figures are marked as provisional as they will be recalculated next year using the new census data. The last ten years will also be recalculated using rebased population estimates. As such, revisions in the data can be expected in the next publication.
- 3.27 Life expectancy in 2020/22 in Inverclyde was 74.6 years for males, compared to 76.5 years in Scotland and 78.7 years for females in 2020-2022, compared to 80.7 years in Scotland. Female life expectancy in Inverclyde is the fourth lowest in Scotland whilst male life expectancy is the sixth lowest in Scotland.
- 3.28 Inverclyde is referred to in the NRS report as one of a number of areas within Scotland where the annual rate of life expectancy growth has fallen dramatically since 2012/14. Other Councils in this position include Dundee and South Ayrshire.
- 3.29 At a national level, twenty-five Council areas have had a decrease in male life expectancy since 2012-2014 and for females, 22 Councils have experienced a decrease.
- 3.30 The decrease in life expectancy for both males and females in Inverclyde over the period 2017/19 – 2020/22 (covering the pandemic) is less than it was in the period 2012/14-2017/19. For Inverclyde males, life expectancy decreased by 4.3 weeks per year between 2017/19-2022/22,

compared to a decrease of 6.3 weeks per year between 2012/14-2017/19. For females, life expectancy over the period 2017/19–2020/22 is estimated to have decreased by 5.3 weeks per year, compared to a decrease of 18 weeks per year in the period 2012/14 - 2017/19.

### 3.31 **Corporate Awards**

3.32 Key national awards for local government include those co-ordinated by the Association for Public Service Excellence (APSE), the Local Government Chronicle (LGC) and the Convention of Scottish Local Authorities (COSLA). Gaining external recognition can increase the profile of the Council, benchmark best practice and boost morale.

3.33 At the APSE Awards 2023, Inverclyde Council won the *Best Workforce Initiative* category for its submission on the Workforce Refresh Programme. The initiative tackled the dual issue of an ageing workforce and low youth employment. The initiative saw positive internal progression and an increase in the number of young people employed by the Council. Inverclyde Council was also a finalist in the APSE Council of the Year category.

3.34 At the COSLA Excellence Awards 2023, held on 28 September 2023, Inverclyde Council was announced as the winner of the *Strengthening communities and local democracy* category for work carried out in examining historic links to slavery.

### 3.35 **Results from the Citizens' Panel Summer 2023 Survey**

The Citizens' Panel was established in 2007 to enable the Council to regularly consult with Inverclyde residents on a wide range of issues and to obtain feedback to improve and develop services to meet the needs of local people. The Panel comprises 1,007 residents, with membership refreshed annually by one third. The Summer 2023 Survey is the first one completed by the newly-refreshed Panel membership.

3.36 Overall, 647 people, approximately 64% of Panel members, responded to the Summer 2023 Survey.

3.37 All sample Surveys are subject to a degree of random error. Based on the return rate for the Summer 2023 questionnaire, the margin of error is +/- 3%. It is important to bear this in mind when considering the results.

### 3.38 Legislative setting

The Community Empowerment (Scotland) Act 2015 aims to empower communities by strengthening their voices in decisions about public services. The Citizens' Panel is one of the key tools we use to deliver on this.

3.39 A Briefing for Elected Members on the results of the Citizens' Panel Summer 2023 was arranged prior to the meeting of the Policy and Resources Committee on 21 November 2023.

### 3.40 Survey topics, findings and commentaries

- Recycling

3.41 We introduced the recycling section of the survey by advising respondents that the Council provides a number of options to allow local residents to recycle a wide variety of materials.

3.42 Where available, comparable results from a Citizens' Panel questionnaire issued in 2015 are included in this section of the report.

3.43 • Food waste recycling

The Council's food waste recycling service allows residents to recycle all types of leftover or unwanted food. Out of date food still in its packaging can also be deposited in the outdoor food waste containers.

3.44 Just under half (48%) of Panel members said they use the kerbside food waste recycling service, down from 67% in 2015. Slightly more than a third (36%) said that they were aware that additional outdoor containers are available free of charge to residents who produce a lot of food waste.

3.45 • Glass recycling

When respondents were asked where they recycle their glass, the responses were:

	<b>2015</b> <b>%</b>	<b>2023</b> <b>%</b>
Neighbourhood Recycling Point	50	32
Recycling Centre, Pottery Street, Greenock	18 <sup>1</sup>	26
Supermarket	19	23
Recycling Centre, Craigmuschat Quarry, Gourrock	-	13
I do not recycle my glass	20	28

3.46 • Textiles recycling

When Panel members were asked where they recycle their textiles, the responses were:

	<b>2015</b> <b>%</b>	<b>2023</b> <b>%</b>
Charity shop	67	52
Neighbourhood Recycling Point	28	26
Recycling Centre, Pottery Street, Greenock	19 <sup>2</sup>	20
Supermarket	14	12
Recycling Centre, Craigmuschat Quarry, Gourrock	-	9
I do not recycle my textiles	5	14

3.47 • Recycling centres

The next part of the survey asked about the use of, and satisfaction levels with, the Council's Recycling Centres at Pottery Street, Greenock, and Craigmuschat Quarry, Gourrock.

3.48 Three quarters (75%) of Panel members said they use the Recycling Centre at Pottery Street, up from 64% in 2015, while 39% of respondents said they use the facility at Craigmuschat Quarry.

3.49 Satisfaction levels with both Recycling Centres were very high, with 98% of Panel members who used the facilities indicating that they were satisfied with the site at Pottery Street, while 81% expressed satisfaction with the Craigmuschat Quarry Recycling Centre.

3.50 The responses in terms of ease of use were also very high: 95% of respondents said they found the Pottery Street facility easy to use, complemented by an 85% satisfaction level regarding ease of use at the Craigmuschat Quarry Recycling Centre.

<sup>1</sup> Figure includes the Kirn Drive Recycling Centre

<sup>2</sup> Figure includes the Kirn Drive Recycling Centre

3.51 When asked about satisfaction with the variety of materials that can be recycled at the Centres, the figures were again very high, at 97% for Pottery Street and 81% for the Gourrock site.

3.52 In terms of the materials that Panel members recycle at the Centres, the most popular responses were small electrical items (69%), mixed recyclates (63%), wood (48%), scrap metal (36%) and garden waste (30%).

3.53 • Bulk Uplift Service

The Council can uplift bulky household items such as furniture, mattresses, carpets and white goods.

3.54 Awareness of the Council's Bulk Uplift Service among Panel members was generally high, with slightly less than three quarters (74%) of respondents indicating that they had heard of it.

• Blue bins

3.55 The penultimate question in the recycling section of the Survey focussed on blue bins. Noting that blue bins are a convenient way to recycle from the kerbside, Panel members were asked if they were aware that the items listed can be recycled in their blue bins; the responses were:

	%
Plastic food containers (rinsed)	96
Plastic cosmetic bottles	91
Plastic detergent bottles	92
Glossy magazines and junk mail	93
Cardboard tubes and packaging	97
Biscuit and sweet tins	81
Envelopes	89

3.56 The final question in this section of the Survey asked if respondents were aware that additional blue bins are available free of charge to residents who produce a lot of recyclates. Just over a third (34%) said they were aware of this option, down from 46% when the question was asked in 2015.

3.57 **Recycling – service commentary**

We are encouraged by the positive responses to questions about recycling, in particular the 95% satisfaction level regarding the Pottery Street Recycling Centre and the 97% satisfaction level for the variety of recycling options available at the site.

It is also encouraging to note that 86% of respondents recycle their textiles and 72% continue to recycle their glass.

Feedback from respondents will help inform the devising of forthcoming advertising material. We have plans to focus on getting the message across about the wide range of facilities available at our Recycling Centres and highlight the availability of additional blue bins and food waste containers to householders who generate a lot of dry mixed recyclable materials and food waste.

To ensure we reach as wide a range of people as possible when promoting and encouraging recycling in Inverclyde, we will continue to use a variety of communication methods including information on the Council's website and refuse collection vehicles, advertising in the local press and, as in recent years, a stronger emphasis on social media and technology.



3.58 • **The Advice 1st service**

The Inverclyde Health and Social Care Partnership's Advice 1st service provides money, debt and welfare benefits advice and support. Skilled Advice Workers offer free, confidential, impartial, expert money advice and information services to local residents facing debt, housing and Benefit problems. Where people are at serious financial risk, emergency appointments can be arranged.

3.59 The first question in this part of the survey asked about awareness and use of the Advice 1st service. Just over a quarter (27%) of Panel members indicated that they had heard of the service, while 14% said they had used it.

3.60 The reasons why respondents had contacted the Advice 1st service were:

	%
Benefits	38
Personal Independence Payments	28
Housing and Council Tax Benefit	24
Help to appeal	19
Consumer debts	10
Employment rights advice	10
Help and advice about money, debt or budgeting	10
Legal advice relating to housing	10
Eviction	5

3.61 No respondents said they contacted the service regarding the following issues: Employment Support Allowance; help with immediate costs, for example, food or heating; Job Seekers' Allowance sanctions; Mandatory Reconsiderations; or Under occupancy (*bedroom tax*).

6.62 Of the Panel members who had used the Advice 1st service, everyone (100%) said they found the support they received helpful. When asked about the outcome of their contact with Advice 1st, more than half (58%) of Panel members said they are now aware of Benefits they are entitled to, while 42% said that they received help and advice about money, debt or budgeting.

3.63 **Advice 1st – service commentary**

The feedback from the Citizens' Panel is extremely positive and will be useful in supporting future priorities and service development. It is especially pleasing to learn that, without exception, everyone who used the Advice 1st service found the support they received helpful. It is always welcome to receive such positive feedback and to evidence the value of the services offered. The type of support recipients have received reflects the range of skills and the breadth of provision which citizens can expect to receive from a referral to Advice 1st as a single point of access. This may be from the different elements of the Team or by close joint working and referral to other Teams and locally or nationally commissioned services.

We note that some of the reasons for contacting the Advice 1st service include consumer debts (10%) and employment rights advice (10%) and we would expect that these have been provided by other services such as Citizens' Advice Scotland or The Inverclyde Advice and Employment Rights Centre. Again, this highlights the excellent range of support and services delivered in different ways in Inverclyde.

3.64 • **Inverclyde Council's performance**

The final part of the survey asked questions on areas that the Council measures its performance against. Where comparator information is available, it is provided below. Additional information

provided by Citizens' Panel members on the Council's performance is incorporated into the Annual Performance Report which is included elsewhere on the agenda for today's meeting of the Committee.

### 3.65 Council services

Respondents were asked how satisfied they were with seven Council services. Panel members were asked to respond to this question only if they had used the service(s) in the last year. The responses are outlined in the Appendix, together with comparable information, as appropriate, from the SOLACE Improving Local Government Benchmarking Framework (LGBF) 2022/23.

Appendix

### 3.66 How safe do you feel in your neighbourhood?

	<b>2018</b> %	<b>2020/21</b> %	<b>2023</b> %
Outside during the day	90	94	87

### 3.67 Customer feedback

The reputation of the Council is good

	<b>2018</b> %	<b>2020/21</b> %	<b>2023</b> %
Agree	41	26	23

### 3.68 **Inverclyde Council's performance – service commentary**

The Council is acutely aware of the importance of providing high quality services to local residents and visitors to the area, particularly with the aim of retaining and enhancing Inverclyde's population.

- Council services

In terms of the Council services asked about at paragraph 3.65, Panel members' satisfaction with six of those services either improved or was maintained between 2020/21 and 2023. The exception was leisure services which saw a very small drop in the satisfaction level, falling from 60% in 2020/21 to 58% in 2023.

Although rising slightly between 2020/21 and 2023, social care or social work services traditionally attracts the lowest satisfaction rating with Panel members; this may reflect the fact that respondents had not used this particular service in the last year and therefore responded to the question accordingly.

- Community safety

Panel members were also asked about their feelings of safety. There was a small decrease in the proportion of people who feel safe in their neighbourhood outside at during the day, falling from 94% in 2020/21 to 87% in 2023.

- Customer feedback

Just under a quarter (23%) of Panel members agreed that the Council's reputation is good, down from 26% in 2020/21 and from 41% in 2018.

While it is challenging to say with any certainty why Panel members are less satisfied with aspects of Inverclyde Council service delivery than they were in previous reporting periods, contributory factors may include budgetary cuts and strike action affecting local schools and nurseries.

Further, it is noted that the Scottish Government's consultation on potential changes to the Council Tax charges for the highest Banded properties may have influenced Panel members' responses to the satisfaction questions, albeit the outcome of that consultation is not one over which Inverclyde Council has any direct control.

More widely, a reduction in satisfaction with Council services is not unique to Inverclyde Council and is a situation being faced by a number of other Scottish local authorities. East Renfrewshire Council, for example, saw a drop in the satisfaction rate with Council services, falling from 67% in 2021 to 63% in 2023. Glasgow City Council saw an increase in the dissatisfaction rate with Council services, rising from 27% in 2022 to 32% in 2023. Meanwhile, the percentage of West Dunbartonshire Council citizens satisfied with how the Council runs services reduced from 84% in 2020/21 to 80% in 2021/22.

The Citizens' Panel's responses to questions in this section of the survey will be used in the long-term measurement of the Council's reputation. The Council's reputation rests on a vast range of factors from how individuals interact with services on a day-to-day basis, its media reputation, to how local government in Scotland and across the United Kingdom is viewed collectively. The reputation information and responses to the Citizens' Panel questions will help to shape how the Council promotes and markets its services locally and outside Inverclyde.

The promotion of Inverclyde and of the Council's services is important in helping to promote the area as a place to do business, visit and live – key factors in supporting the delivery of the Inverclyde Alliance Partnership Plan (IAPP) 2023/33 and of the Council Plan 2023/28 (specifically *Theme 5: A thriving place* and *Theme 2: Place* respectively).

#### 4.0 PROPOSALS

4.1 It is proposed that the Committee notes the latest updates relating to the area of Corporate Policy and Performance.

#### 5.0 IMPLICATIONS

5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial		X
Legal/Risk	X	
Human Resources		X
Strategic (IAPP 2023/33/Council Plan 2023/28)	X	
Equalities, Fairer Scotland Duty and Children/Young People's Rights and Wellbeing		X
Environmental and Sustainability		X
Data Protection		X

#### 5.2 Finance

There are no financial implications arising from this report.

## One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

## Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
N/A					

### 5.3 Legal/Risk

Inverclyde Council has a statutory duty to deliver Best Value. Where a Council is perceived not be delivering Best Value there is a risk of remedial action being taken by the Accounts Commission.

### 5.4 Human Resources

There are direct no human resources implications arising from this report.

### 5.5 Strategic

The content of this report is of relevance to the following IAPP 2023/33 Theme:

#### Theme 5: A thriving place

- Development of strong community-based services that respond to local need.

The matters referred to in this report are of relevance to the following Council Plan 2023/28 Theme:

#### Theme 3: Performance

- High quality and innovative services are provided, giving value for money.

## 6.0 CONSULTATION

6.1 None.

## 7.0 BACKGROUND PAPERS

7.1 None.

	Citizens' Panel Summer 2023 Survey			SOLACE Improving Local Government Benchmarking Framework 2022/23			
	% who were satisfied			% adults satisfied			
	2019	2021/22	2023				Scottish average
Leisure services	77	60	58	2017/20 80	2018/21 78.7	2019/22 77	2019/22 72.3
Libraries	77	73	74	2017/20 75.2	2018/21 76.5	2019/22 74.3	2019/22 74
Local schools	77	67	71	2017/20 78	2018/21 78.7	2019/22 76.7	2019/22 75
Parks and open spaces	81	69	69	2017/20 87.7	2018/21 86	2019/22 87	2019/22 87.3
Refuse collection	76	75	80	2017/20 86.1	2018/21 88.4	2019/22 92.3	2019/22 76
Social care or social work	56	41	42	-	-	-	-
The McLean Museum and Art Gallery <sup>3</sup>	58	65	76	2017/20 54.9	2018/21 59.6	2019/22 59.7	2019/22 73

<sup>3</sup> The LGBF measure is entitled % adults satisfied with museums and galleries

### Council area estimated population change 2011-2022

