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<b>Report To:</b>	<b>Policy and Resources Committee</b>	<b>Date:</b>	<b>19 November 2024</b>
<b>Report By:</b>	<b>Head of OD, Policy and Communications</b>	<b>Report No:</b>	<b>PR/36/24/RB/KM</b>
<b>Contact Officer:</b>	<b>Rhoda Braddick</b>	<b>Contact No:</b>	<b>01475 712146</b>
<b>Subject:</b>	<b>SOLACE Improving Local Government Benchmarking Framework 2023/24 (September Refresh)</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 details of Inverclyde Council's LGBF performance 2023/24 for those measures published as at 30<sup>th</sup> September 2024.
- 1.3 2023/24 data is now available for 37 LGBF measures. Inverclyde Council continues to perform strongly at a national level with 25 of the 37 measures (68%) having a ranking that places Inverclyde in the top two performance quartiles of all Scottish authorities. Details of performance for all 37 measures, along with comparator benchmarking data is provided in Appendix 1.

## **2.0 RECOMMENDATIONS**

- 2.1 It is recommended that the Committee:
- Note the publication of LGBF 2023/24 data for 37 measures and Inverclyde Council's overall strong performance.

**Morna Rae**  
**Head of OD, Policy and Communications**

### 3.0 BACKGROUND AND CONTEXT

3.1 The Society of Local Authority Chief Executives (SOLACE) *Improving Local Government* initiative was developed to:

- support SOLACE to drive improvement in local government benchmarking.
- develop a comparative performance support framework for Scottish local authorities.
- support Councils to target transformational change in areas of greatest impact: efficiency, costs, productivity and outcomes.
- focus on the big ticket areas of spend, plus corporate services.

3.2 This led to the creation of the Local Government Benchmarking Framework (LGBF), which brings together a wide range of information about how all Scottish Councils perform in delivering services to local communities.

3.3 A new approach to reporting LGBF performance was introduced in spring 2023, with a move to an interactive dashboard which provides access to data for each measure at an authority, family group and national level. One significant advantage of the dashboard is that new data can be added throughout the year as it becomes available, providing Councils with benchmarking information in a more timely manner.

3.4 The latest dashboard update was published by the Improvement Service at the end of September 2024, with Inverclyde Council 2023/24 performance data now available for 37 measures.

### 3.5 LGBF 2023/24 PERFORMANCE OVERVIEW

3.6 A review of Inverclyde Council's performance shows that:

- 25 (68%) measures have a ranking that places performance in the top two quartiles (1-16).
- 5 (13%) measures have a ranking that places performance in the third quartile (17-24).
- 7 (19%) measures have a ranking that places performance in the fourth quartile (25-32).

Paragraphs 3.7 to 3.11 highlight performance areas of note. More information, including comparator data for Inverclyde's family group and the performance average for Scotland, is provided in appendix 1.

### 3.7 Children's Services

Biennial data for the attendance and exclusion for looked after pupils has been published, relating to reporting year 2022/23. It should be highlighted that the last reporting period for both measures was 2020/21, which was at the height of the pandemic. As such, it is not appropriate to make a direct performance comparison between the two reporting periods in the usual manner.

The attendance rate (per 100 looked after pupils) in Inverclyde is 82.2%, which is higher than the family group average, but lower than the Scotland average, 84.4%. The exclusion rate (per 1,000 looked after pupils) in Inverclyde was 77.9, which is lower than both the family group and national average.

The participation rate of 16–19-year-olds in Inverclyde increased by 0.9% from 92.6% in 2022/23 to 93.5% in 2023/24. Inverclyde's performance was higher than both the family group and Scottish average. This resulted in Inverclyde moving from the third quartile (20<sup>th</sup> position) to the second quartile (16<sup>th</sup> position).

The percentage of children living in poverty (after housing costs) increased from 24.4% to 26.1%. Child poverty also increased at a Scotland and Family Group level, however the increase was

less pronounced, with the family group recording a 0.5% increase and Scotland average increasing by 0.3%.

### **3.8 Corporate Services and Corporate Assets**

The Corporate Services and Corporate Assets element of the framework contains new data for 13 performance measures. Some of the data published was provided directly to the Improvement Service by Inverclyde Council as part of our annual LGBF return.

Further progress has been made in reducing Inverclyde's gender pay gap, which was 4.16% in 2023/24. This measure has improved year on year and has almost halved since 2018/19, when it was 8.2%. Despite the improvement, Inverclyde's national ranking fell into the fourth quartile, with performance ranking at 29.

There was a slight increase in the cost per dwelling of council tax collection in 2023/24, however the national ranking improved from 29 to 27. Inverclyde's costs were higher than both the national and family group average.

Inverclyde was the best performing Council in Scotland for the proportion of Scottish Welfare Fund (SWF) Community Care decisions within fifteen days, with 100% performance achieved, whilst the proportion of SWF Crisis Grant decisions within 1 day was the fourth highest in Scotland, with performance sitting at 99.8%.

Inverclyde's performance ranks in the top performing quartile for a further two measures, namely, days lost due to sickness absence (teachers) and the percentage of operational buildings that are suitable for their current use.

In terms of where performance has decreased, the number of sickness absence days for non-teachers in Inverclyde increased from 11.3 days in 2022/23 to 13.2 days in 2023/24 but remained lower (i.e. better than) than the Scottish and family group average. There was also a small decrease in the percentage of council tax income received by the end of the year, falling by 1.2% from 95.9% to 94.7%.

### **3.9 Adult Social Work**

All seven adult social care measure rank in the top two performance quartiles.

The rate of readmission to hospital within 20 days (per 1,000 discharges) increased slightly from 76 to 79.2, however performance remained significantly better than the national and family group average, 103.9 and 103.5, respectively.

New biennial data from the Health and Care Experience Survey has also been published. There was a small improvement in the percentage of adults supported at home who agree that they had a say in how their help, care or support was provided, rising from 66.7% in 2021/22 to 67.8% in 2023/24.

Conversely, the percentage of Inverclyde adults supported at home who agree that they are supported to live as independently as possible decreased from 82.9% in 2021/22 to 75.9% in 2023/24. There was also a decrease in the percentage of Inverclyde adults supported at home who agree that their services and support had an impact in maintaining or improving their quality of life, falling from 79.6% to 73.6%. The decrease in the level of positive responses for these measures is also replicated at a Scotland and family group level.

Following a drop in recent years, the percentage of carers who feel supported to continue in their caring role increased from 28.7% in 2021/22 to 31.9% in 2023/24, which is just above the Scottish average, 31.2% and on a par with the Family Group, 32%.

Inverclyde's national ranking for the number of days spent in hospital when ready to be discharged moved from 7 to 10 following an increase in bed days from 460 to 554. Despite this, Inverclyde outperformed the average national and family group performance for the eighth year in a row.

### **3.10 Environmental Services and Climate Change**

Eight of the ten Environmental Services and Climate Change measures rank in the top two performance quartiles.

The street cleanliness score improved from 83.9% to 94.1%, resulting in a significant improvement in Inverclyde's national ranking from 31 to 12.

Performance data was published for the new Climate Change measures relating to transport, electricity and natural gas, along with the most recent data for the two established carbon measures. All five measures show improved performance in 2022/23 (most recent data available), recording a drop in CO<sub>2</sub> emissions. With the exception of CO<sub>2</sub> emissions from natural gas per capita, performance for all other carbon indicators is better than both the Scottish and family group average, with Inverclyde's performance ranking in the top quartile for each measure.

Despite an increase in the percentage of A, B, C and U Class roads that should be considered for maintenance treatment between 2021/23 and 2022/24, three of the four measures continue to rank in the top two quartiles. One measure lies outwith the top two quartiles, namely performance in relation to the maintenance of C class roads, which has moved from the third quartile (ranking 24) in 2021/23 to the fourth quartile (ranking 27) in 2022/24. Performance for this measure is below the Scottish and family group average.

### **3.11 Economic Development**

There was an improvement in both LGBF claimant count measures. The claimant count as a percentage of the working age population fell to its lowest level since 2016/17, 3.6%, which was slightly lower (i.e. better than) than the family group average, 3.8%.

The claimant count as a percentage of the 16–24-year population, whilst remaining higher than the national and family group average, also fell to its lowest level since 2016/17. Performance for both indicators remained in the fourth quartile.

There was a decrease in the number of business gateway start-ups per 10,000 population at a local, family group and national level in Inverclyde. Performance fell from 25.4 in 2022/23 to 20.2 in 2023/24, however performance remained higher than both the national and family group average, 13.6 and 15.8, respectively.

## **4.0 PROPOSALS**

4.1 The Committee is asked to note the recent publication of LGBF data 2023/24 for 37 measures and that Inverclyde Council continues to perform well when benchmarked against other Scottish local authorities.

4.2 Details of Inverclyde Council's LGBF 2023/24 for the remaining framework measures will be brought to this Committee following publication, expected in Spring 2025.

## 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 (Partnership Plan/Council Plan)	X	
Equalities, Fairer Scotland Duty & Children/Young People's Rights & Wellbeing		X
Environmental & Sustainability		X
Data Protection		X

## 5.2 Finance

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

There are no legal implications associated with this report.

## 5.4 Human Resources

There are no human resources implications associated with this report.

## 5.5 Strategic

This latest benchmarking data demonstrates that Inverclyde Council continues to be a high performing Council. This supports the delivery of the following Council Plan Theme of Performance: 'High quality, innovative services are provided, giving value for money'.

## 6.0 CONSULTATION

6.1 None.

## 7.0 BACKGROUND PAPERS

7.1 None.

## APPENDIX 1

## CHILDREN'S SERVICES

Ref	Title	2021/22	2022/23	2023/24	Scotland average	Family Group average	2021/22 Ranking	2022/23 Ranking	2023/24 Ranking
CHN19b	School Attendance Rate (per 100 Looked After Pupils) <b>Biennial data</b>	2020/21 84.9%	82.2%	-	84.4%	81.5%	2020/21 29	27	-
CHN20b	School Exclusion Rate (per 1,000 Looked After Pupils) <b>Biennial data</b>	2020/21 45.7	77.9	-	96.9	100.2	2020/21 4	19	-
CHN21	% of Participation Rate 16–19-year-olds	93.8%	92.6%	93.5%	92.7%	92.3%	8	20	16
CHN24	% of Children Living in Poverty	24.4%	26.1%	July 2025	21.8%	27.2%	21	22	-

## CORPORATE SERVICES

Ref	Title	2021/22	2022/23	2023/24	Scotland average	Family Group average	2021/22 Ranking	2022/23 Ranking	2023/24 Ranking
CORP03b	% of highest paid 5% of employees who are women	60.1%	59.5%	59.7%	60.8%	71.7%	11	14	15
CORP03c	Gender pay gap	6.6%	4.4%	4.2%	1.7%	1.8%	29	23	29
CORP04	Cost per dwelling of collecting Council Tax	£9.54	£11.62	£11.66	£5.89	£7.06	27	29	27
CORP06a	Sickness absence days (teacher)	4.4d	6.8d	6.7d	7.6 days	7.7days	2	15	7
CORP06b	Sickness absence days (non-teacher)	8.8d	11.3d	13.2d	13.9 days	15.1 days	2	6	12
CORP07	% of Income due from Council Tax Received by end of the year	95.7%	95.9%	94.7%	95.5%	94.2%	20	21	23
CORP08	% Invoices Sampled that were paid within 30 days	94.2%	95.1%	95%	93.1%	92.4%	10	4	13
CORP 09	Proportion of SWF crisis grant decisions within 1 day	99.8%	100%	99.8%	94%	91.9%	2	1	4
CORP 10	Proportion of SWF Community Care Grant decisions within 15 days	99.5%	99.5%	100%	83.3%	90%	4	3	1
CORP 11	Proportion of SWF budget spent	112.9%	108.6%	99.2%	128.9%	112.2%	13	21	27
CORP 12	Proportion of DHP funding spent	89.2%	97.6%	98%	101%	101.4%	16	10	17


Green = Rank 1-16 (Q1 & Q2)
  Yellow = Rank 17-24 (Q3)
  Red = Rank 25 – 32 (Q4)


**APPENDIX 1****CORPORATE ASSET**

Ref	Title	2021/22	2022/23	2023/24	Scotland average	Family Group average	2021/22 Ranking	2022/23 Ranking	2023/24 Ranking
<b>CORP ASSET1</b>	% of operational buildings suitable for current use	92.4%	94.1%	94%	85.5%	89.8%	7	7	<b>8</b>
<b>CORP ASSET2</b>	% of operational buildings in satisfactory condition	92.6%	93.3%	93.4%	89.8%	91.5%	14	10	<b>10</b>

**ADULT SOCIAL WORK**

Ref	Title	2021/22	2022/23	2023/24	Scotland average	Family Group average	2021/22 Ranking	2022/23 Ranking	2023/24 Ranking
<b>SW04b</b>	% of adults supported at home who agree that their services and support had an impact in maintaining or improving their quality of life	79.6%	-	73.6%	69.8%	69.4%	12	-	<b>10</b>
<b>SW04c</b>	% of adults supported at home who agree that they are supported to live as independently as possible	82.9%	-	75.9%	72.4%	72.9%	7	-	<b>13</b>
<b>SW04d</b>	% of adults supported at home who agree that they had a say in how their help, care or support was provided	66.7%	-	67.8%	59.6%	62.5%	25	-	<b>6</b>
<b>SW04e</b>	% of carers who feel supported to continue in their caring role	28.7%	-	31.9%	31.2%	32%	21	-	<b>15</b>
<b>SW06</b>	Rate of Readmission to hospital within 28 days per 1,000 discharges	90.6	76	79.2	103.9	103.5	8	4	<b>5</b>
<b>SW07</b>	% of adult care services graded good or better	85.1%	80%	80.6%	77%	81.1%	6	11	<b>16</b>
<b>SW08</b>	Number of days people spend in hospital when the are ready to be discharged per 1,000 population	291	460	554	901	934	7	7	<b>10</b>

 Green = Rank 1-16 (Q1 & Q2)

 Yellow = Rank 17-24 (Q3)

 Red = Rank 25 – 32 (Q4)

## APPENDIX 1

## TACKLING CLIMATE CHANGE

Ref	Title	2021/22	2022/23	2023/24	Scotland average	Family Group average	2021/22 Ranking	2022/23 Ranking	2023/24 Ranking
CLIM01	CO <sub>2</sub> emissions area wide per capita	4.06t	3.6t	dna	(2021/22) 4.81t	(2022/23) 5.24t	9	4	dna
CLIM02	CO <sub>2</sub> emissions per capita (within scope of LA)	4.15t	3.7t	dna	(2022/23) 4.27t	(2022/23) 4.12t	11	7	dna
CLIM03	CO <sub>2</sub> emissions from transport per capita	38.56t	15.11t	dna	(2022/23) 27.67t	(2022/23) 19.39t	30	4	dna
CLIM04	CO <sub>2</sub> emissions from electricity per capita	38.09t	31.64t	dna	(2022/23) 43.46t	(2022/23) 37.66t	6	3	dna
CLIM05	CO <sub>2</sub> emissions from natural gas per capita	69.39t	62.84t	dna	(2022/23) 57.32t	(2022/23) 63.22t	22	21	dna

## ECONOMIC DEVELOPMENT

Ref	Title	2021/22	2022/23	2023/24	Scotland average	Family Group average	2021/22 Ranking	2022/23 Ranking	2023/24 Ranking
ECON5	Number of business gateway start-ups, per 10,000 population	29.5	25.4	20.2	13.6	15.8	3	4	11
ECON12a	Claimant count as % of working age population	5.3%	3.9%	3.6%	3.1%	3.8%	27	25	26
ECON12b	Claimant count as % of 16-24 year old population	6.4%	4.8%	4.7%	3.5%	4.5%	29	27	25

## ENVIRONMENTAL SERVICES


Ref	Title	2021/22	2022/23	2023/24	Scotland average	Family Group average	2021/22 Ranking	2022/23 Ranking	2023/24 Ranking
ENV3C	Street Cleanliness Score	85.1%	83.9%	94.1%	92.1%	90%	29	31	12
ENV04b	% A Class Roads which should be considered for treatment	(2020/22) 16.7%	(2021/23) 16.0%	(2022/24) 17.4%	(2022/24) 28.9%	(2022/24) 24%	(2020/22) 2	(2021/23) 4	(2022/24) 3


Green = Rank 1-16 (Q1 & Q2)
  Yellow = Rank 17-24 (Q3)
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**APPENDIX 1**

<b>ENV04c</b>	% B Class Roads which should be considered for treatment	(2020/22) 30.4%	(2021/23) 26.9%	<b>(2022/24)</b> 28.1%	<b>(2022/24)</b> 32.5%	<b>(2022/24)</b> 28.1%	(2020/22) 20	(2021/23) 14	<b>(2022/24)</b> 16
<b>ENV04d</b>	% C Class Roads which should be considered for treatment	(2020/22) 36.4%	(2021/23) 36.7%	<b>(2022/24)</b> 41.5%	<b>(2022/24)</b> 33.4%	<b>(2022/24)</b> 32.7%	(2020/22) 24	(2021/23) 24	<b>(2022/24)</b> 27
<b>ENV04e</b>	% U Class Roads which should be considered for treatment	(2018/22) 33.5%	(2019/23) 31.7%	<b>(2020/24)</b> 33.3%	<b>(2020/24)</b> 36.2%	<b>(2020/24)</b> 35.3%	(2018/22) 14	(2019/23) 12	<b>(2020/24)</b> 15

 Green = Rank 1-16 (Q1 & Q2)

 Yellow = Rank 17-24 (Q3)

 Red = Rank 25 – 32 (Q4)