
Report To: Education & Communities Committee **Date:** 21 January 2014

Report By: Corporate Director, Education, Communities & **Report No:**
Organisational Development **EDUCOM/01/14/KM**

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Subject: SOLACE Indicators – Improving Local Government Benchmarking

1.0 PURPOSE

- 1.1 The purpose of this report is to provide Committee with an overview of the relevant SOLACE (Society of Local Authority Chief Executives) indicators, which have been developed as part of the Local Government Benchmarking Project. The Project benchmarks specific performance data across a range of service areas and data has been published for financial years 2010/11 and 2011/12. This report highlights Inverclyde Council's position for those indicators that are of relevance to this Committee and any proposed action.
- 1.2 The report also updates Members on the further development of the Local Government Benchmarking Project nationally.

2.0 SUMMARY

- 2.1 At its meeting on 26 March 2013, the Policy and Resources Committee considered a report which provided details of the Local Government Benchmarking Project which is being progressed by the Improvement Service under the direction of SOLACE. The project was developed in order to:
- Support SOLACE to drive improvement in local government benchmarking
 - Develop a comparative performance support framework for Scottish local government
 - Support councils in targeting transformational change in terms of areas of greatest impact – efficiency, costs, productivity and outcomes
 - Focus on the 'big ticket' areas of spend plus corporate services
- 2.2 The SOLACE indicators will replace the Audit Scotland Statutory Performance Indicators from 2013/14.
- 2.3 A total of 55 indicators have been established across 7 service areas. This indicator set contains a number of indicators that are of relevance to this Committee. This includes indicators which fall under the headings of:
- Children's Services
 - Culture and Leisure Services
 - Environment Services
 - Corporate Services

The details of the individual indicators and performance for the periods 2010/11 and 2011/12 are tabled in Appendix 1.

- 2.4 It was also agreed at a meeting of the Policy and Resources Committee on 24 September that each Service Committee should receive a report on the indicators which relate to that Committee. This report fulfils that remit.
- 2.5 Data relating to financial year 2012/13 is not yet available. In November 2013, the Improvement Service carried out a consultation exercise seeking views on proposed changes to the 2012/13 and 2013/14 datasets. The outcome of this consultation is not yet known, however it is possible that some of the indicators presented within this report will change as the indicators are subject to further refinement.
- 2.6 A further national development has been the launch of a Family Groups Pilot. 'Family groups' are a small number of Councils with similar characteristics which have been grouped together to facilitate meaningful performance benchmarking. The pilot is initially focusing on two areas of performance, namely Roads and School Leaver Positive Destinations. The aim of the pilot is to generate learning and improvement and to allow Councils and the Improvement Service to develop, learn and test an approach that can be more widely implemented. Details of the Family Groups which Inverclyde Council belongs to and the performance of those Councils are provided in Appendix 2.

3.0 RECOMMENDATIONS

- 3.1 It is recommended that the Committee note:
 - a) this report and approve the proposals on the action for each of the indicators.
 - b) the ongoing work nationally around the Family Group benchmarking pilots, which is being led by the Improvement Service.
 - c) that once the 2012/13 data is available, a report on how Inverclyde Council has performed and any proposed improvement actions will be presented to this Committee and annually thereafter.

Albert Henderson
Corporate Director
Education, Communities & Organisational Development

4.0 BACKGROUND

4.1 At its meeting on 26 March 2013, the Policy and Resources Committee considered a report which provided details of the Local Government Benchmarking Project which is being progressed by the Improvement Service under the direction of SOLACE. The project was developed in order to:

- Support SOLACE to drive improvement in local government benchmarking
- Develop a comparative performance support framework for Scottish local government
- Support councils in targeting transformational change in terms of areas of greatest impact – efficiency, costs, productivity and outcomes
- Focus on the 'big ticket' areas of spend plus corporate services

4.2 SOLACE and the Improvement Service have devised a set of 55 indicators, of which Inverclyde reports on 50 (the remaining 5 being Housing Services). This indicator set contains a number of indicators that are of relevance to this Committee. This includes indicators which fall under the project headings of:

- Children's Services
- Culture and Leisure Services
- Environment Services
- Corporate Services

The details of the individual indicators and performance for the periods 2010/11 and 2011/12 are tabled in Appendix 1.

4.3 The final indicator set that has been developed is intended to act as a corporate 'can opener' i.e. it should help Councils identify issues that merit further investigation, share good practice across authorities and drive forward improvement.

4.4 In its 2012 Direction on the Statutory Performance Indicators, published in December 2012, the Accounts Commission confirmed that the 25 specified Statutory Performance Indicators have been removed from the SPI Direction 2012 and will be replaced by the SOLACE Benchmarking indicators from 2014 onwards (reporting year 2013/14).

5.0 LOCAL GOVERNMENT BENCHMARKING FRAMEWORK – COMMENTARY ON PERFORMANCE

5.1 CHN1 – Cost per primary school pupil

The school estate is a high priority for the Council and consequently there has been huge investment in this area. In 2011/12 Inverclyde's primary school pupil costs were the 4th lowest in Scotland. Primary school rolls dropped by around 60 pupils over the two years (2010/11 and 2011/12). Teacher numbers have been maintained in line with the roll reduction and changes required as a result of amalgamation. School amalgamations have also taken place which would have also had an impact on pupil costs, however this will be to varying degrees depending on the costs that have been included in the calculations.

Action / Comment – No specific action proposed, officers will continue to look for opportunities to provide better value for money and deliver efficiencies on an ongoing basis.

5.2 CHN2 – Cost per secondary school pupil

The reprovisioning of the secondary school estate has been a priority improvement area for the council.

Inverclyde's entire secondary estate will, by 2013, have undergone refurbishment / rebuild. In 2011/12 Inverclyde ranked 17th in terms of costs per secondary school pupils and is similar to the national median. As noted above in 5.1, the huge investment in the school estate and school amalgamations will have had an impact on pupil costs. In addition, secondary school rolls dropped by around 80 pupils over the two years (2010/11 and 2011/12), whilst teacher numbers have been maintained in line with the roll reduction and changes required as a result of amalgamation.

Action / Comment - No specific action proposed, officers will continue to look for opportunities to provide better value for money and deliver efficiencies on an ongoing basis.

5.3 CHN3 – Cost per pre-school registration

Our costs in relation to pre-school registration are amongst the highest in Scotland, with a national ranking of 29, however Early Years is a strategic priority for the Council with the Early Years Framework etc. The Council has also dedicated support for GIRFEC implementation, vulnerable under 3's and also plans ahead for the impending expansion of hours for 3-5years. Policy direction is investment / early intervention, and in resource heavy areas. This will impact on our placement costs.

In addition, in the pre-school sector, 0-2yrs staffing ratios are different from 2-3yrs ratios, which are also different from 3-5yrs ratios. Not all authorities have Pre 3 services, so this will differ immediately from council to council. The costs will be higher for areas that have 0-2yrs services at a 1-3 ratio (as opposed to a 1-10 ratio in 3-5yrs work). There have been some estate movements and developments in the pre-5 sector during this period also.

Action / Comment - No specific action proposed, officers will continue to look for opportunities to provide better value for money and deliver efficiencies on an ongoing basis.

5.4 CHN4 – Percentage of pupils gaining 5+ awards at level 5 for standard grade (pre-appeal)

In 2011/12 there was a dip of 3% to 33% in the percentage of pupils gaining 5+ awards at level 5 for standard grade. Differentiations however will exist year on year with such measures, as cohorts differ in ability levels. Each school has a set of comparator schools and Inverclyde has a number of comparator authorities against which attainment levels are benchmarked. This is a longstanding element of post-exam analysis and self evaluation in the authority.

The attainment of our young people is a fundamental, ongoing priority for Inverclyde Council. Below this high level indicator there are additional priority areas for local attention in attainment (i.e. Attainment of Looked After Young People).

Action / Comment – Detailed local analysis at school and stage level has been carried out and areas / subjects identified where additional support is required to build on the 10/11 and 11/12 results at Standard Grade.

5.5 CHN5 – Pupils gaining 5+ awards at level 6 by S6 (pre-appeal)

There was an improvement of 2% to 24%, in the percentage of pupils gaining 5+ awards at level 6 by S6. Attainment performance is already monitored, analysed and benchmarked against comparator authorities.

Action / Comment – As noted in para 5.4

5.6 CHN6 – Percentage of pupils gaining 5+ awards at level 5 for standard grade by SIMD (pre-appeal)

Locally, children in the 20% most deprived Scottish Index of Multiple Deprivation areas are not achieving

the same levels of attainment as those in the 80% least deprived. This reflects the national picture of poorer attainment in the most deprived areas. Attainment levels in the most deprived 20% of SIMD areas in Inverclyde however (19.6%) are higher than the Scottish median (17.6%) and Inverclyde performs well compared to other councils with a national ranking of 8th place in 2011/12.

Action / Comment - Allocation of support staffing across schools is now done on the basis of a weighted, multi-variable analysis, to ensure that, across a number of relevant factors, support is placed where there is greatest need. SIMD is a significantly weighted factor in this exercise. This exercise was started for staffing in 2011-12 but not in 2010-11.

5.7 **CHN7 – Percentage of pupils gaining 5+ awards at level 6 for higher grade by SIMD (pre-appeal)**

Again, children's attainment in the 20% most deprived SIMD areas is poorer than those in the 80% least deprived areas. The percentage of pupils in Inverclyde who live in the 20% most deprived areas and attained 5+ awards at level 6 is higher than the Scottish median - 11.5% compared to the median of 8.9%. In 2010/11 Inverclyde Council ranked 6th compared to all Scottish Councils and this improved to 5th place in 2011/12.

Action / Comment – As noted in para 5.6

5.8 **CHN8a – The gross cost of 'children looked after' in residential based services per child per week** **CHN8b – The gross cost of 'children looked after' in a community setting per child per week**

Inverclyde Council's priority is that the total number of children looked after should decrease. Trends in children looked after has fallen over time with the number of children in residential placements showing a gradual decrease over the past five years. Current re-design of our local residential provision is ongoing.

In 2011/12 our costs relating to children looked after in a residential setting were £3,064 per week, which was above the Scottish median, placing us with national ranking of 21. Costs however are significantly lower than other authorities for children that are looked after in a community based setting. In 2011/12 our costs were £101.00, which was the 3rd lowest cost in Scotland. The Family Placement Strategy was implemented during this time which may have contributed to performance. The costs calculated for CHN8b would potentially be skewed by our Kinship Care placements, where these are not looked after children

There is currently no financial cost trend information available for community costs of children's placement.

Action / Comment – The service always seeks to continually improve. It is a priority of the Council to increase the speed of decision making in relation to looked after children in areas of community placements and there is an improvement plan in place to monitor this. As this is an area of focus for Inverclyde, benchmarking with other authorities will take place to identify whether additional investment should be made in this area to get better outcomes for our looked after children in community based settings. Reserves have been earmarked to support permanency planning for children and we will be assessing the impact in a planning review of the Children and Young People's Bill.

An extensive performance plan is in place and there are extensive monitoring and reporting arrangements in place across this area. This is carried out on a regular routine basis through for example:

- Organisational Performance Reporting(OPR)
- CHCP Quarterly Performance Service Reviews (QPSR)
- Regular management monthly reporting of Management Information.

The service is constantly involved in data and process benchmarking for the range of children's services e.g. a specific ADSW Residential Subgroup and work is in progress in relation to a previous Audit Scotland toolkit for 'GIRFEC' in Residential care which will be picked up as part of our future benchmarking approach. Benchmarking exercises with a range of other local authorities in Scotland has also taken place in the past year focusing on Costs of Kinship Care and Adoption.

5.9 **CHN 9 - Balance of care for looked after children: Percentage of children being looked after in the community**

The percentage of children being looked after in the community increased slightly from 89.1% in 2010/11 to 90.3% in 2011/12. This placed Inverclyde in 16th position relative to other Councils.

It is worth noting that the definition of 'community placement' in the indicator is strictly in terms of all types of placements other than in **residential establishment** i.e. foster, adoption, at home, with friends/family other community. Children looked after in a local residential establishment is included as a 'residential' placement' and is not defined as a community placement for this indicator.

Action / Comment – As noted in para. 5.8

5.10 **CHN 10 - Percentage of adults satisfied with local schools**

Satisfaction levels have been sourced from the Scottish Household Survey. It has been acknowledged by both the Improvement Service and SOLACE that this data has its limitations, particularly for smaller Councils. The data is also subject to time lag with results published in 2010. Inverclyde's national ranking in 2010 was 30 with a score of 79% . Satisfaction with schools ranges from 95.6% in Orkney to 75.1% in Aberdeen and Edinburgh Cities. The Improvement Service has indicated that it does not intend to use the Scottish Household Survey as a measure of satisfaction in future years.

Inverclyde Council's Citizens' Panel Survey, which was conducted in Autumn 2012, asked panel members about satisfaction with council services. The results of the survey showed that education and schools ranked in the top 5 of Council services.

Action / Comment – No further action proposed.

5.11 **CHN 11 - Proportion of pupils entering positive destinations**

This is a priority improvement area for the Council. In 2003, Inverclyde was 31st out of 32 authorities for positive destinations and there has been year on year improvement since then. The work that has been undertaken in recent years to improve positive destinations for our young people has been focused on the development of partnership processes rather than funding short term programmes, as Inverclyde no longer has the additional funding from Scottish Government that accompanied Inverclyde's previous status as a "NEET Hotspot". The sustainability of our local approach has been vital to us. Partnership working in this area has resulted in improvements in positive destinations.

As a result of this work, there has been a significant improvement in the proportion of pupils entering positive destinations, resulting in Inverclyde being one of the top performing authorities in this area, ranking 3rd in Scotland in 2011/12 at 94.8%. We also have no "unknown" young people in the School Leaver Destination Results (SLDR) count.

Action / Comment – No additional action proposed for this measure. Long standing benchmarking arrangements are already in place for this measure.

5.12 **C&L 1 - Gross cost per attendance at sports facilities**

Performance in relation to this indicator is the responsibility of Inverclyde Leisure. Costs per attendance at Inverclyde sports facilities are amongst the lowest in Scotland. In 2011/12 the cost was per attendance was £2.11 which was the 3rd lowest cost in Scotland and places this measure in the top performing quartile.

Action / Comment - No further action proposed.

5.13 **C&L5d – Percentage of adults satisfied with leisure facilities**

Satisfaction levels have been sourced from the Scottish Household Survey. It has been acknowledged by both the Improvement Service and SOLACE that this data has its limitations, particularly for smaller Councils. The data is also subject to time lag with results published in 2010

The Scottish Household Survey data shows a satisfaction rating of 85% with leisure facilities, which places Inverclyde within the top performance quartile with a ranking of 3.

Action / Comment - No further action proposed.

5.14 **C&L2 – Cost per library visit**

The costs per library visit decreased from £4.65 in 2010/11 to £4.13 in 2011/12, giving Inverclyde Council a ranking of 21 out of all Councils. The cost of running Inverclyde Libraries however compares well to all other authorities; Inverclyde provides the second cheapest mainland library service in Scotland. Costs per visit do not reflect this because of the relatively low number of visits which can be attributed to a variety of reasons: much lower number of libraries than average; all libraries are stand-alone (many other authorities have them in schools, sports centres etc); and no mobile library service.

It should also be noted that one library branch was closed Jan-Mar 2012, negatively impacting on visitor numbers, although the total for the year was still an improvement on 2010-11.

Some costs are static and common to all authorities regardless of the size of the authority or service e.g. economies of scale. All authorities with high costs per visit are smaller ones. There are concerns about whether Councils are counting the same things, e.g. Visitor figures include 'virtual' visits but there is no standard definition of this. The library service has been working hard to increase its visits figure and was pleased to see and report an improvement in 2011-12 from 2010-11.

Action / Comment – The service already undertakes robust self-evaluation and there is an annually updated service improvement plan in place. Inverclyde Libraries undertakes benchmarking with similar sized authorities across the central belt of Scotland.

5.15 **C&L5a – Percentage of adults satisfied with libraries**

Satisfaction levels have been sourced from the Scottish Household Survey. It has been acknowledged by both the Improvement Service and SOLACE that this data has its limitations, particularly for smaller Councils. The data is also subject to time lag with results published in 2010.

The Scottish Household Survey found that 90.3% of respondents were satisfied with the library service. This was the 5th highest ranking in Scotland. This reflects positive satisfaction rates with libraries that have been shown in our own Citizens' Panel survey. In the Autumn 2012 survey, Libraries, McLean Museum and Art Gallery topped the list of all Council services that respondents were either satisfied or very

satisfied with.

Action / Comment – No further action proposed.

5.16 **C&L3 – Cost per museum visit**

Inverclyde ranked 20th in 2011/12 for this measure with a cost of £5.51 per museum visit. The Museum provides a comprehensive service over a number of disciplines including fine art, local history and world cultures to local users and tourists along with providing extensive on line collections information. The high quality collections include items of national and international importance. The Museum is one of Scotland's largest outwith the cities. Cities have a higher potential visiting population, so costs per visit for the McLean are relatively higher given the smaller local population which it serves directly. Inverclyde is not yet a fully developed tourist destination so the potential number of tourists visiting the area remains low. Given these influencing factors, a ranking of 20 out of 32 authorities for cost per museum visit is reasonable.

Usage figures for 2010/11 were revised downwards from those previously recorded owing to a reassessment of the web session statistics therefore there was actually an improvement in performance in 2011/12 compared with the year before, with web sessions rising from 2010/11 to 2011/12 in response to an increased web presence for collections related information on line. There was a period of total closure in January 2012 occasioned by storm damage to the building which reduced overall visitor figures.

As part of the McLean's service plan there has been considerable investment of time and effort in expanding the on-line presence of the Museum's collections, giving access to enquirers worldwide. This effort is ongoing and the launch of a new on line catalogue is planned for the near future.

The museum is a large Victorian standalone building but some museum services are housed within other Council buildings so the costs of looking after these buildings may not show up in their museum budgets; similarly some budgets used to fund certain museum services will be held centrally in some authorities

The Museum currently does not have disabled access to the upper floors and this reduces potential audiences; a major refurbishment programme is planned to address this issue and other access barriers throughout the building. The project also aims to modernise and improve all aspects of the service by working closely with library and archives colleagues and utilising digital platforms to the maximum. The upgraded facility will take account of sustainability issues.

Action / Comment – No benchmarking is planned in this area as there are very few local authority services of similar size and ambition to the Museum run by Inverclyde Council. Those venues where the comparison is closest are organised, managed and funded in different ways from the Museum, such as being one venue in a large service as opposed to being run from a single venue as the museum service is in Inverclyde.

5.17 **C&L5c – Percentage of adults satisfied with museums and galleries**

Satisfaction levels have been sourced from the Scottish Household Survey. It has been acknowledged by both the Improvement Service and SOLACE that this data has its limitations, particularly for smaller Councils. The data is also subject to time lag with results published in 2010.

The Scottish Household Survey data shows a satisfaction rating of 75% with museums and galleries, which places Inverclyde within the 2nd quartile with a ranking of 11. As noted in paragraph 5.17, in the Autumn 2012 survey, Libraries, McLean Museum and Art Gallery topped the list of services that Inverclyde respondents were either satisfied or very satisfied with.

Action / Comment – No further action proposed.

5.18 **ENV5 – Cost of trading standards and environmental health per 1,000 population**

Inverclyde ranked 16th relative to all Councils for the cost of trading standards and environmental health in 2011/12. There are concerns however over how the costs associated with this measure have been calculated and whether this has been done uniformly across all councils. The actual overall spend in these areas is likely to have decreased whilst the benchmarking indicator shows an increase in costs.

Action / Comment – Benchmarking involving actual spend is planned with APSE.

5.19 **CORP 5B2 – Average time (hours) between complaint and attendance on site for those requiring attendance on site** **CORP 5B3 – Average time (hours) between complaint and attendance on site for those dealt with under the Anti-Social Behaviour Act 2004**

In terms of the average time between complaint and attendance on site (for those requiring attendance on site), performance in Inverclyde has improved significantly, from 46.1 hours to 25.5 hours. In 2011/12 Inverclyde was ranked in 19th position for this indicator.

The average time for those complaints dealt with under the ASB 2004 Act remains unchanged at 0.6 hours and reflects the Scottish average. Inverclyde ranks in 13th position for this indicator.

Efforts have also been made to improve this indicator. In 2010/11 this measure was affected by attendance on site for complaints made on a Friday not taking place until the next working day (Monday). Greater use of the warden's service for initial attendance has brought this down as we can now attend on a Saturday or Sunday. Councils with a full time out of hours service will invariably be able to provide a faster response however the workload in Inverclyde would not justify such a service.

Those Councils achieving a better result to Inverclyde invariably have full time out of hours noise teams responding to complaints. Inverclyde operates a far cheaper call system. As a number of the officers on call are based outside Inverclyde it is very unlikely that we could reduce the average time under the current system. The vast increase in costs of a full time out of hours service would not be justified by the potential workload in Inverclyde even if funding were to be available.

Action / Comment – This area is very difficult to benchmark owing to the very different services offered by different councils. Benchmarking has thus far been unproductive in this area as the very different approaches to recording and reacting to such complaints has made this irresolvable. We do intend to participate in a wider APSE benchmarking project for the whole of Environmental Health and Trading Standards services which might bring better results. A system has been in place for a number of years and this is in effect a "stable" PI.

6.0 **LOCAL GOVERNMENT BENCHMARKING FRAMEWORK – NEW DEVELOPMENTS**

6.1 At the end of October 2013, the Local Government Benchmarking Framework Project Board launched a Family Group Pilot. A 'Family Group' comprises eight Councils with similar characteristics which have been grouped together to facilitate meaningful performance benchmarking. The aim of the pilot is to test the dynamics and methodology of Family Group activity and establish the time, effort and resources required to make the wider Family Group benchmarking process work. It is intended that the exercise will proceed on the basis of a 'light-touch' approach whilst still providing a managed process which can

evidence output and learning from councils' benchmarking activities.

6.2 For the purposes of establishing family groups, the SOLACE indicator set has been split into two categories:

- **People services** (including education, social work and housing) - 4 groups of 8 Councils. Councils' groupings are based on the average social context of the local authority population.
- **Other services** (including environmental services and culture / leisure services) - 4 groups of 8. Council grouping are based on the dispersion of the local authority population (using data for the GAE indicator for population dispersion).

6.3 The board agreed all family groups should participate in the pilot and proposed one topic per grouping. The focus set by the board for the Family Group pilot is:

- Positive Destinations (for 'People' Family Groups) – this links with the wider national improvement agenda in relation to youth employment and transitions, and also represents an area where the indicator is more robust giving reasonable confidence in the data.
- Roads (for 'other' Family Groups) - analysis suggests this would offer the greatest value for the pilot as a politically important area, an area of significant spend, and also a group of indicators which are underpinned by good quality data and the availability of additional drill down data.

6.4 This pilot will be subject to review before agreeing a more comprehensive schedule of Family Group meetings going forward.

6.5 Details of Inverclyde Council's Family Groups are provided in Appendix 2.

6.6 At present, performance data relating to financial year 2012/13 is not available. In November 2013, the Improvement Service carried out a consultation exercise seeking views on proposed changes to the 2012/13 and 2013/14 datasets. The final data sets have not yet been released, however it is likely that some of the indicators presented in Appendix 1 to this report will change over the next two years as the indicators are subject to further review and refinement.

6.7 Once the 2012/13 data is available, a report on how Inverclyde Council has performed and any proposed improvement actions will be presented to this Committee and annually thereafter.

7.0 IMPLICATIONS

7.1 Finance
None

Legal
None

Human Resources
None

Equality & Diversity
None

Repopulation

Providing efficient and effective services will promote the Council positively and could contribute to making Inverclyde a more attractive place in which to live.

8.0 CONSULTATION

8.1 Information on the progress that has been made in delivering the ECOD CDIP has been provided by the lead officers of each improvement action.

9.0 BACKGROUND PAPERS

9.1 Data for all Scottish Council's can be viewed on the Improvement Service website:
<http://www.improvementservice.org.uk/benchmarking/>

Appendix 1

SOLACE Indicator	Description	Inverclyde 2010/11	Inverclyde 2011/12	Position 2011/12	Quartile	Best Performing 2011/12	Median 11/12
CHN1	Cost per primary school pupil	£4,738	£4,282	4 th	1 st	£4,121	£4,773
CHN2	Cost per secondary school pupil	£6,445	£6,387	17 th	3 rd	£5,346	£6,374
CHN3	Cost per pre-school education registration	£5,009	£4,196	29 th	4 th	£2,105	£2,954
CHN4	% pupils gaining 5+ awards at level 5 for standard grade (pre-appeal)	36%	33%	21 st	3 rd	67%	38%
CHN5	Pupils gaining 5+ awards at level 6 by S6 (pre-appeal)	22%	24%	19 th	3 rd	53%	25%
CHN6	% of pupils in 20% most deprived areas gaining 5+ awards at level 5 (Pre-Appeal)	20.1%	19.6%	8 th	2 nd	33.6%	17.6%
CHN7	% of pupils in 20% most deprived gaining 5+ Awards at Level 6 (Pre-Appeal)	10%	11.5%	5 th	1 st	31.6%	8.9%
CHN8a	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	£3,109	£3,064	21 st	3 rd	£1,697	£2,884
CHN8b	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	£93.90	£101.00	3 rd	1 st	£52.15	£219.90
CHN9	Balance of Care for looked after children: % of children being looked after in the Community	89.1%	90.3%	16 th	2 nd	£94.80	£89.90
CHN10	% of Adults Satisfied with local schools	79%	-	30 th	4 th	95.6%	85.2%
CHN11	Proportion of Pupils Entering Positive Destinations	88.4%	94.8%	3 rd	1 st	95.5%	90%
C&L1	Gross cost per attendance at Sports facilities	£1.72	£2.11	3 rd	1 st	£1.41	£4.18
C&L2	Cost Per Library Visit	£4.65	£4.13	21 st	3 rd	£1.41	£3.66
C&L3	Cost per museum visit	£4.13	£5.51	20 th	3 rd	£0.24	£4.31
C&L5a	% of adults satisfied with libraries	90.3%	-	5 th	1 st	93.3%	85.2%
C&L5c	% of adults satisfied with museums and galleries	75%	-	11 th	2 nd	96.6%	71.2%
C&L5d	% of adults satisfied with leisure facilities	85%	-	3 rd	1 st	96.8%	76.8%
ENV5	Cost of trading standards and environmental health per 1,000 population	£19,895	£22,381	16 th	2 nd	£10,751	£22,593

Appendix 1

SOLACE Indicator	Description	Inverclyde 2010/11	Inverclyde 2011/12	Position 2011/12	Quartile	Best Performing 2011/12	Median 11/12
CORP5b2	(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	46.1	25.5	19 th	3 rd	0.1	15.7
CORP5b3	(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those dealt with under the ASB Act 2004	0.6	0.6	13 th	2 nd	0.3	0.5

Family Groups

Appendix 2

Family Group - People Services

Year: 2010

Local Authority	Cost per primary school pupil £ 2010-11	Cost per secondary school pupil £ 2010-11	Cost per pre-school place £ 10-11	% of pupils gaining 5+ awards at level 5 2010-11	% of pupils gaining 5+ awards at level 6 2010-11	% pupils in 20% most deprived areas getting 5+ awards at level 5 2010-11	% pupils in 20% most deprived areas getting 5+ awards at level 6 2010-11	The gross cost of "children looked after" in residential based services per child per week £ 10-11	The gross cost of "children looked after" in a community setting per child per week £ 10-11	Balance of care for looked after children: % of children being looked after in the community 10-11	% of adults satisfied with local schools 10-11	% of pupils entering positive destinations 10-11
Dundee City	4732.0	6840.3	3144.4	27.0	20.0	13.0	7.4	3123.3	242.7	93.8	81.2	88.7
E. Ayrshire	4716.3	6621.7	4564.8	33.0	21.0	18.3	10.3	2091.1	214.7	90.9	84.0	88.4
Eilean Siar	8430.5	9869.4	4647.9	38.0	25.0	N/A	N/A	3901.7	191.5	83.6	90.1	92.6
Glasgow City	4755.6	6703.8	5052.6	24.0	15.0	17.1	7.1	3430.2	182.5	93.7	80.0	86.4
Inverclyde	4738.4	6445.3	5009.4	36.0	22.0	20.1	10.0	3108.6	93.9	89.1	79.0	88.4
N. Ayrshire	5361.9	6335.4	3976.9	32.0	19.0	16.4	9.2	2918.0	190.8	90.2	85.1	90.7
N. Lanark - shire	5020.0	6236.9	3467.0	33.0	19.0	20.2	8.7	2448.4	166.8	94.4	87.6	85.9
West Dunbarton-shire	5552.5	6877.7	4918.7	29.0	16.0	18.5	9.4	2962.5	48.0	89.0	81.8	91.5

Family Groups

Appendix 2

Family Group - People Services

Year: 2011

Local Authority	Cost per primary school pupil £ 2011-12	Cost per secondary school pupil £ 2011-12	Cost per pre-school place £ 11-12	% of pupils gaining 5+ awards at level 5 2011-12	% of pupils gaining 5+ awards at level 6 2011-12	% pupils in 20% most deprived areas getting 5+ awards at level 5 2011-12	% pupils in 20% most deprived areas getting 5+ awards at level 6 2011-12	The gross cost of "children looked after" in residential based services per child per week £ 11-12	The gross cost of "children looked after" in a community setting per child per week £ 11-12	Balance of care for looked after children: % of children being looked after in the community 11-12	% of adults satisfied with local schools 10-11	% of pupils entering positive destinations 11-12
Dundee City	4552.3	6760.9	2949.4	26.0	20.0	12.4	6.6	3171.8	287.2	93.6	81.2	90.0
E. Ayrshire	4432.2	6361.8	3902.9	33.0	20.0	20.8	8.2	3910.1	199.6	93.4	84.0	89.9
Eilean Siar	8765.0	9471.4	4435.6	38.0	28.0	N/A	N/A	2868.9	345.7	79.6	90.1	95.5
Glasgow City	4658.9	6414.1	4768.8	27.0	16.0	18.5	9.1	3355.2	208.1	92.9	80.0	87.6
Inverclyde	4284.0	6386.7	4195.9	33.0	24.0	19.6	11.5	3063.7	101.0	90.3	79.0	94.8
N. Ayrshire	5420.6	6427.1	3803.6	30.0	18.0	18.5	9.9	2895.0	200.6	89.5	85.1	89.7
N.Lanarkshire	5148.7	5888.7	3138.2	33.0	22.0	20.2	11.0	2708.5	175.4	94.8	87.6	87.4
West Dunbartonshire	5469.1	6708.9	4648.9	32.0	21.0	24.1	11.3	3008.9	52.1	88.3	81.8	92.6

Family Groups

Appendix 2

Family Group – Other Services

Year: 2010

Local Authority	Cost per attendance at sports facilities £ 10-11	Cost per library visit £ 10-11	Cost per museum visit £ 10-11	% of adults satisfied with libraries 10-11	% of adults satisfied with museums and galleries 10-11	% of adults satisfied with leisure facilities 10-11	Cost of trading standards and environmental health per 1,000 population £ 10-11	Average time between time of noise complaint and attendance on site (hours) 10-11	Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours) 10-11
Angus	4.0	3.5	19.3	89.1	65.3	81.9	29031.4	21.0	0.0
Clackmannanshire	4.9	1.6	9.3	79.3	46.9	70.7	23523.6	10.7	0.3
E. Renfrew shire	8.4	4.7	No Service	86.3	68.6	77.2	12296.2	0.4	0.3
Inverclyde	1.7	4.6	4.1	90.3	75.0	85.0	19894.7	46.1	0.6
Midlothian	5.5	3.1	No Service	82.8	62.2	79.8	14789.3	55.9	0.3
Renfrewshire	2.4	4.5	23.9	82.1	75.0	72.4	10596.2	N/A	0.5
South Lanarkshire	3.8	3.5	3.6	83.6	75.9	76.5	18494.3	0.8	0.5
West Lothian	4.3	3.4	0.4	81.0	64.4	80.0	17811.5	47.0	1.0

Family Groups

Appendix 2

Family Group – Other Services

Year: 2011

Local Authority	Cost per attendance at sports facilities £ 11-12	Cost per library visit £ 11-12	Cost per museum visit £ 11-12	% of adults satisfied with libraries 10-11	% of adults satisfied with museums and galleries 10-11	% of adults satisfied with leisure facilities 10-11	Cost of trading standards and environmental health per 1,000 population £ 11-12	Average time between time of noise complaint and attendance on site (hours) 11-12	Average time between time of noise complaint and attendance on site as dealt with under the ASB Act (hours) 11-12
Angus	4.2	3.6	8.8	89.1	65.3	81.9	29684.5	12.5	0.0
Clackmannanshire	4.3	1.4	4.5	79.3	46.9	70.7	21233.0	3.8	0.3
E. Renfrewshire	7.2	4.1	No Service	86.3	68.6	77.2	10751.3	0.5	0.4
Inverclyde	2.1	4.1	5.5	90.3	75.0	85.0	22380.7	25.5	0.6
Midlothian	5.5	3.1	No Service	82.8	62.2	79.8	14884.1	22.1	0.3
Renfrewshire	2.5	3.6	24.4	82.1	75.0	72.4	17556.4	N/A	0.5
South Lanarkshire	3.4	3.3	3.3	83.6	75.9	76.5	17184.8	0.9	0.5
West Lothian	4.4	2.0	0.4	81.0	64.4	80.0	18804.6	64	0.6