AGENDA ITEM NO: 10

Report To:	**Policy and Resources Committee**	**Date:**	**3 June 2025**
Report By:	**Head of OD, Policy and Communications**	**Report No:**	**PR/11/25/RB/KM**
Contact Officer:	**Rhoda Braddick**	**Contact No:**	**01475 712146**
Subject:	**Local Government Benchmarking Framework 2023/24**		

1.0 PURPOSE AND SUMMARY

1.1 ☐For Decision ☒For Information/Noting

1.2 The purpose of this report is to provide the Committee with details of Inverclyde Council's Local Government Benchmarking Framework (LGBF) performance in 2023/24. The key messages from the LGBF National Benchmarking Overview Report 2023/24 are also summarised for the Committee.

1.3 Performance data for 2023/24 is provided for a total of 94 measures (excluding housing). Appendix 1 presents information on Inverclyde Council's performance by LGBF theme. 59 (63%) of the 94 measures have a performance ranking that places Inverclyde in the top half of all Councils in Scotland.

2.0 RECOMMENDATIONS

2.1 It is recommended that the Committee:

- Consider Inverclyde Council's LGBF performance 2023/24, details of which are provided in the appendix.

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; and
- 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 the LGBF was introduced in spring 2023, with a move to an online dashboard presenting data and analysis for each indicator at a Council, family group and Scotland level. One advantage of the dashboard is that new data is published throughout the year, providing Councils with benchmarking information in a timelier manner. There is however still a data lag in the national publication of a large number of LGBF measures.

3.4 This Committee previously considered a report on Inverclyde Council's LGBF performance 2023/24 at its meeting on 19 November 2024. At that point, new data was available for 37 measures within the framework. This report provides the Committee with details of Inverclyde Council's performance for all LGBF measures published as at the end of March 2025.

3.5 Each Committee Plan also contains LGBF KPIs of relevance to that Committee and benchmarking performance information has been included within the performance reports presented throughout the year.

3.6 NATIONAL BENCHMARKING OVERVIEW REPORT 2023/24

3.7 A national LGBF report is published each year and sets out the views of SOLACE, COSLA and the Improvement Service on how Councils are performing and the pressures they face. The 2023/24 report contains the following key messages:

- **Funding pressures:** In real terms, total Scottish Government revenue funding for councils has decreased by 1.8% in 2023/24. Local government has suffered from a decade of underfunding for core and existing services, with funding levels not keeping pace with increased demand, growing need and rising cost pressures.

- **Growing demand:** Ageing populations, along with rising costs are leading to increased demand for services, particularly in statutory services like social care and housing. The cost-of-living crisis has further increased demand for council services particularly by the most vulnerable in society. Communities are experiencing increasing poverty and financial hardship, at a time when councils have reducing capacity to support them.

  Further pressures are evident in the increasing rates of social, emotional and behavioural difficulties in children and young people recorded in recent years. There has been a 41% growth in the number of pupils in need of additional support for learning since 2017-18.

- **Workforce pressures:** Councils face multi-faceted workforce capacity pressures including an ageing workforce, increased service demand, skills gaps, and recruitment and retention difficulties which are impacting on organisational capacity and resilience. At a time of increasing service demands, additional workforce capacity issues have compounded and increased the scale of challenges. It is perhaps unsurprising therefore that LGBF data continues to record increases in staff absence, particularly for reasons of stress, mental health and fatigue. In 2023/24, council staff absence levels reached the highest level ever reported.

- **Adult Social Care Sector:** Councils and their partners face significantly growing social care demands largely due to supporting the increasingly complex needs of people with disabilities and an ageing population. While adult social care is an area of expenditure growth, this is not keeping pace with demographic demands, and financial pressures from rising inflation, pay uplifts and Covid-19 legacy costs are making it difficult to sustain services at their current level. Being able to meet statutory service delivery let alone improving outcomes and meeting public expectations is becoming increasingly challenging across the social care sector.

- **Local Government financial sustainability and spending decisions:** There is significantly limited capacity for councils to manage and mitigate ongoing financial pressures, with financial resilience tested because of funding constraints and ring-fencing. To bridge the growing budget gap, councils are relying increasingly on recurring savings, increases to Council Tax, and the use of reserves.

- **Overall local government performance:** The evidence that local government performance improvement has slowed in recent years is to be expected. The long-term picture remains positive, with 68% of performance indicators within the LGBF showing improvement since the base year. In recent years however, year on year trends show a slowing in this improvement, and an increase in the number of performance indicators which are now declining. In the last two years, the rate of decline has overtaken the rate of improvement (45% compared to 39% respectively). If the current trend continues, the improvements and progress that has been achieved thus far, could potentially be lost and council service performance may start to decline over the longer-term.

- **Sector-led improvement:** Local government is taking clear pro-active steps to mitigate the effects of these challenges. To ensure the ongoing sustainability of services, local government has committed to a significant programme of sector led performance improvement and transformation. The Accounts Commission has emphasised that this burden of transformational change should not fall on local authorities alone given the need for wider public service reform.

3.8 INVERCLYDE COUNCIL'S LGBF PERFORMANCE 2023/24

3.9 The most recent LGBF refresh was carried out at the end of March 2025. At that point, new benchmarking data was available for a total of 94 of the 102 measures within the framework (excluding housing).

3.10 Inverclyde Council's LGBF performance data is presented by LGBF theme in Appendix 1. Benchmarking data for the family group and Scottish averages is also provided along with the national ranking. It is important to monitor performance over time as a measure can rank in a lower quartile, yet performance can be improving and vice versa.

3.11 Inverclyde's LGBF performance should be considered in the context of local pressures which mirror the key national messages in paragraph 3.7. This includes reduced financial resources to meet the needs of an ageing population; the cost-of-living crisis disproportionately affecting those in our communities already experiencing high levels of poverty and deprivation and health outcomes that were already poorer than the Scottish average prior to the pandemic.

3.12 Of the 94 measures presented within this report:

- 32 (34%) measures have a ranking that falls in quartile one (1-8).
- 27 (29%) measures have a ranking that falls in quartile two (9-16).
- 19 (20%) measures have a ranking that falls in quartile three (17-24).
- 16 (17%) measures have a ranking that falls in quartile four (25-32).

In 2023/24, 63% of measures ranked in quartiles one and two combined, in comparison to 60% in 2022/23.

3.13 Performance changes between 2022/23 and 2023/24

When comparing the annual change in performance between 2022/23 and 2023/24:

- 52 measures showed improved performance (55%)
- 41 measures declined in performance (44%)
- There was no change in one measure (1%)

The performance analysis above refers to measures where lower costs have been achieved, or there is improved efficiency or increased satisfaction levels, as opposed to an improvement in national ranking. A Council's LGBF ranking can decrease despite performance improving or staying the same, due to other Councils performance improving at a greater rate in the same period.

3.14 With regard to public satisfaction measures, the Committee is asked to note that the National Benchmarking Overview Report 2023/24 highlights a national decline in levels of satisfaction with Council services amongst the public. This is true for all service areas, except for parks and open spaces, and more recently, refuse collection. Public expectations have not reduced despite the reduction in local government resources and increased demand due to demographic and other changes.

3.15 It should also be remembered when reviewing the satisfaction data that these trends are taken from the Scottish Household Survey and relate to satisfaction of the public at large, rather than for service users. Satisfaction rates for service users tend to be consistently higher than those reported by the general population.

3.16 Paragraphs 3.17 to 3.23 highlight performance changes of note, with the commentary focusing on the measures that have not previously been reported to this Committee.

3.17 **Children's Services**

The cost per primary and secondary school pupil decreased compared to the previous year, whilst the cost per per-school education place increased slightly. Inverclyde had the fourth highest cost per pre-school education place in Scotland.

The percentage of P1, P4 and P7 (combined) achieving expected Curriculum for Excellence levels in literacy improved slightly from 2022/23, however there was a slight decrease in numeracy. Literacy and numeracy performance remined higher than both the Scottish and family group average.

The percentage of funded early years which is graded good or better improved, rising from 93.5% in 2022/23 to 96.9% in 2023/24, moving Inverclyde's ranking up from 9 to 2.

The overall average pupil tariff score decreased slightly from 922 to 866 due to a decrease in average tariff score in quintiles one, four and five. There was however an increase in the average total tariff score however in quintile two and quintile three.

There was a narrowing in both the literacy and numeracy attainment gap (P1, P4 and P7 combined) between 2022/23 and 2023/24, resulting in improved national rankings, moving from 23 to 11 for literacy and from 11 to 8 for numeracy.

Data on the percentage of adults satisfied with schools shows a further decrease in local satisfaction levels, falling from 73.7% (2020/23) to 67.7 (2021/24). This is the first time that satisfaction levels with local schools in Inverclyde has fallen below the national average.

There was a slight improvement of 0.3% in school attendance rates (per 100 pupils), 90.6% compared to 90.3% in 2022/23. Inverclyde's school attendance rate was higher than the Scottish and family group average, ranking Inverclyde in the top quartile.

The school exclusion rate for children that are looked after (per 1,000) pupils is published in the LGBF every two years. Due to a time lag in the publication of this data, the latest reporting year in 2022/23. There was an increase in the school exclusion rate of looked after pupils (per 1,000 pupils) between 2020/21 and 2022/23, rising from 45.7 to 77.9. Inverclyde's national ranking was 19.

3.18 **Corporate Services and Corporate Assets**

Details of Inverclyde's performance for all but one of the Corporate Services and Corporate Asset measures was previously considered by this Committee at its meeting on 19 November 2024. Data for one measure, 'Support services as a percentage of total gross expenditure' was not available at that time. There has been a small decrease in the percentage of total gross expenditure spent on support services, falling from 3.3% to 2.9%, which is lower than both the national and family group average and moved Inverclyde's national ranking from nine to four.

3.19 **Adult Social Work**

Home care costs per hour for people aged 65 and over in Inverclyde decreased slightly from £50.75 in 2022/23 to £50.23 in 2023/24. Despite lower costs, Inverclyde's national ranking moved from 27 to 28.

There was an increase in SDS spend on adults (as a percentage of the total adult social work spend) for the third year in a row, rising from 11.8% to 16.1%, its highest ever level, moving Inverclyde up in the national ranking to second in Scotland.

Inverclyde's rate of readmission to hospital within 28 days (per 1,000 discharges) continued to be one of the lowest in Scotland at 79.2. This is significantly lower than the Scottish average of 103.9 and the family group average of 103.5, placing Inverclyde in fifth position relative to all local authorities.

3.20 **Culture and Leisure**

Resident satisfaction with parks and open spaces increased between 2020/23 and 2021/24 from 88% to 90%, the second highest satisfaction score in Scotland. Conversely, there was a decrease in levels of satisfaction with libraries, museum and leisure facilities over the same period, however satisfaction levels across all three areas was higher than the family group average.

Inverclyde's cost per attendance at sport facilities, cost per visit to the museum and cost of parks and open spaces (per 1000 population), were all lower in 2023/24 compared to 2022/23, whilst the cost per library visit increased from £3.09 to £6.71. This increase is attributable to a large drop in 'virtual visit' numbers between 2022/23 to 2023/24 because of a change in the way Facebook statistics are collated. Another contributory factor is the non-renewal of the Ancestry subscription, which previously accounted for a relatively high number of virtual visits.

3.21 **Environmental Services and Climate Change**

There is a two-year time lag with all the climate change measures, which means that 2022/23 data is the most recently published. There was a decrease in CO_2 emissions across all five Climate Change measures and except for CO_2 emissions from natural gas per capita, Inverclyde's performance ranked in the top quartile of all Scottish Councils. Inverclyde's performance is also better than the average family group performance for all five climate change measures.

The net cost of waste collection in Inverclyde continued to be one of the lowest in Scotland in 2023/24, with a national ranking of fourth place, the same as in 2022/23. Waste collection costs decreased for the second year running, decreasing from £57.11 to £54.51, moving Inverclyde's ranking from 22 to 20.

The net cost of street cleaning increased, from £18,645 in 2022/23 to £21,856 in 2023/24 and was higher than the national and family group average for the sixth year in a row.

Satisfaction levels with refuse collection in Inverclyde remained amongst the highest in Scotland, with a national ranking of two. 90% of residents were satisfied with refuse collection services in 2021/24. Inverclyde ranks in the top 5 performing Councils for this measure since the LGBF baseline year 2010/14.

Satisfaction with street cleaning increased for the third year in a row, rising from 67.7% (2020/23) to 70% (2021/24), placing Inverclyde in fourth position nationally.

The percentage of total household waste that was recycled in 2023/24 remained at 47%. This was the 14th highest recycling rate in Scotland.

3.22 **Economic Development**

There was a decrease in the percentage of unemployed people assisted into work from Council operated/funded employability programmes in 2023/24, falling from 35.9% to 24.2%. Despite this, Inverclyde's performance ranked sixth in Scotland and was higher than the Scottish and family group average, 12.1% and 20.1% respectively. Inverclyde's performance for this measure has been consistently better than both the family group and Scottish average every year since the LGBF baseline year 2012/13.

There was decrease in the level of investment in economic development and tourism per 1,000 population, down from £252,314 in 2022/23 to £212,409, however Inverclyde's expenditure was more than twice the family group average and significantly higher than the Scottish average, £118,765. This increase in investment resulted in a small change in Inverclyde's ranking from three to four.

3.23 **Financial Sustainability**

The Financial Sustainability section comprises of four measures with two of the four indicators ranking in the top two quartiles in 2022/23.

The ratio of financing costs to net revenue stream (general fund) is one of the Prudential Indicators published by Councils during the budget setting process. In Inverclyde the percentage fell from 9.7% to 0.4% which resulted in a change in national rank from 31 to 1.

4.0 PROPOSALS

4.1 The Committee is asked to review Inverclyde Council's LGBF performance 2023/24 and note the areas of high performance and identify any performance concerns arising from the latest data.

4.2 Details of performance for the remaining LGBF measures not currently available will be shared with Elected Members following national publication.

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 – PERFORMANCE BY QUARTILE RANKING

CHILDREN'S SERVICES

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
CHN1	Cost per primary school pupil	£7,587	£7,132	£7,110	£7,213	£7,221	26	14	**14**
CHN2	Cost per secondary school pupil	£9,219	£9,249	£9,073	£8,957	£8,913	23	20	**19**
CHN3	Cost per pre-school education place	£13,057	£14,887	£14,900	£11,659	£13,576	25	28	**29**
CHN4	Percentage of pupils gaining 5+ awards at level 5	69%	67%	64%	67%	64%	12	11	**20**
CHN5	Percentage of pupils gaining 5+ awards at level 6	40%	35%	34%	39%	34%	10	14	**23**
CHN6	Percentage of pupils from 20% most deprived areas gaining 5+ awards at level 5	58%	58%	52%	50%	50%	5	4	**6**
CHN7	Percentage of pupils from 20% most deprived areas gaining 5+ awards at level 6	26%	22%	20%	23%	22%	4	8	**12**
CHN10	Percentage of adults satisfied with Schools	**(2019/22)** 76.7%	**(2020/23)** 73.7%	**(2021/24)** 67.7%	70.7%	70.1%	(2019/22) 16	2020/23 21	**(2021/24) 27**
CHN11	Proportion of pupils entering positive destinations	94%	96.4%	95.4%	95.6%	95.7%	29	9	**21**
CHN12a	Overall average total tariff	1022	861	862	917	829	9	22	**20**
CHN12b	Average total tariff SIMD quintile 1	810	690	682	658	660	3	8	**7**
CHN12c	Average total tariff SIMD quintile 2	970	717	829	762	795	5	20	**6**
CHN12d	Average total tariff SIMD quintile 3	1,224	982	1,017	889	917	2	8	**5**
CHN12e	Average total tariff SIMD quintile 4	1,249	1,191	1,169	1049	1067	5	4	**5**
CHN12f	Average total tariff SIMD quintile 5	1,335	1,218	1,076	1260	1151	10	15	**23**
CNH13a	% of P1, P4 and P7 achieving expected CFE level in literacy	73.7%	76.4%	76.5%	74%	73%	9	9	**11**
CNH13b	% of P1, P4 and P7 achieving expected CFE level in numeracy	80.2%	83.3%	81.7%	80.3%	78.9%	10	6	**11**

Performance ranks in first national quartile

Performance ranks in the second national quartile

Performance ranks in the third national quartile

Performance ranks in fourth national quartile

APPENDIX 1 – PERFORMANCE BY QUARTILE RANKING

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
CHN14a	Literacy attainment gap (P1, P4 and P7 combined) pp gap between most and least deprived	20.6%	24.9%	19%	20.2%	17.1%	9	23	**11**
CNH14b:	Numeracy attainment gap (P1, P4 and P7 combined) pp gap between most and least deprived	17.3%	16.3%	15.8%	17.4%	15%	11	11	**8**
CHN18	Percentage of funded early years provision which is graded good/better	83.33%	93.5%	96.9%	89.8%	91.6%	31	9	**2**
CNH19a:	School attendance rate (per 100 pupils)	(2020/21) 92.3%	90.3%	90.6%	90.3%	89.4%	16	19	**16**
CHN19b	School Attendance Rate (per 100 Looked After Pupils) **Biennial data**	2020/21 84.9%	2022/23 82.2%	-	2022/23 84.4%	2022/23 81.5%	2020/21 29	**2022/23 27**	**-**
CHN20b	School Exclusion Rate (per 1,000 Looked After Pupils) **Biennial data**	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**	-

CULTURE AND LEISURE SERVICES

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
C&L1	Cost per attendance at sports facilities	£3.06	£2.77	£2.38	£4.35	£4.80	6	6	**7**
C&L2	Cost per library visit	£2.76	£3.09	£6.71	£2.38	£2.99	10	14	**29**
C&L3	Cost of museums per visit	£4.51	£4.54	£1.78	£3.50	£4.41	14	15	**8**
C&L4	Cost of parks & open spaces per 1,000 population	£29,716	£34,434	£30,448	£23,376	£22,167	25	28	**26**

Performance ranks in first national quartile

Performance ranks in the second national quartile

Performance ranks in the third national quartile

Performance ranks in fourth national quartile

APPENDIX 1 – PERFORMANCE BY QUARTILE RANKING

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
C&L05a	Percentage of adults satisfied with Libraries	(2019/22) 74.3%	(2020/23) 70%	(2021/24) 67.7%	**(2021/24)** 67%	**(2021/24)** 61.6%	(2019/22) 17	(2020/23) 20	**2021/24 21**
C&L05b	Percentage of adults satisfied with Parks and Open Spaces	(2019/22) 87.0%	(202/23) 88.3%	(2021/24) 90%	**(2021/24)** 85%	**(2021/24)** 86.1%	(2019/22) 19	(2020/23) 11	**(2021/24) 2**
C&L05c	Percentage of adults satisfied with Museums and Galleries	(2019/22) 59.7%	(2020/23) 63%	(2021/24) 61.7%	**(2021/24)** 69.3%	**(2021/24)** 58%	(2019/22) 25	(2020/23) 20	**(2021/24) 20**
C&L05d	Percentage of adults satisfied with Leisure Facilities	(2019/22) 77.0%	(2020/23) 75.7%	(2021/24) 73%	**(2021/24)** 67%	**(2021/24)** 61.7%	(2019/22) 7	(2020/23) 9	**(2021/24) 8**

ECONOMIC DEVELOPMENT

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
ECON 1	Percentage of unemployed people assisted into work from council operated/ funded employability programmes	35.31%	35.9%	24.2%	12.1%	20.1%	7	1	**6**
ECON 2	Cost per planning application	£7,224.00	£8,416.00	£6,189.00	£6,679	£6,134	29	28	**13**
ECON 3	Average time per business & industry planning application (weeks)	13.6w	13.8w	9.7w	10.7w	11.1w	23	22	**11**
ECON 4	Proportion of procurement spent on local enterprises	21.4%	24%	22.9%	30.7%	20.9%	22	21	**22**
ECON 5	Number of business gateway start-ups, per 10,000 population	28.8	24.9	19.8	13.6	15.1	3	**5**	**11**
ECON 6	Investment in Economic Development and Tourism per 1,000 population	£149,099	£252,314	£212,409	£118,765	£80,141	11	**3**	**4**

Performance ranks in first national quartile

Performance ranks in the second national quartile

Performance ranks in the third national quartile

Performance ranks in fourth national quartile

APPENDIX 1 – PERFORMANCE BY QUARTILE RANKING

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
ECON 7	Proportion of people earning less than the living wage	20.3%	-	14.9%	10.2%	11.4%	21	21	**16**
ECON 8	Proportion of properties receiving Superfast Broadband	97.1%	97.4%	97.6%	95.9%	97.2%	11	17	**17**
ECON 9	Town Centre Vacancy Rates	9.2%	7.6%	4.9%	12.3%	11.2%	13	9	**3**
ECON 11	Gross Value Added per capita	£14,931	£14,410	£14,873	£30,669	£21,201	30	31	**30**
ECON 12a	Claimant count as % of working age population	5.3%	3.9%	3.6%	3.1%	3.8%	26	27	**25**
ECON 12b	Claimant count as % of 16-24 year old population	6.3%	4.9%	4.9%	3.4%	4.5%	28	28	**28**

ENVIRONMENTAL SERVICES

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
ENV1a	Net cost of waste collection per premise	£60.46	£57.11	£54.51	£78.72	£75.72	8	4	**4**
ENV2a	Net cost of waste disposal per premise	£111.95	£117.43	£108.58	£104.38	£99.01	16	22	**20**
ENV3a	Net cost of street cleaning per 1,000 population	£22,787	£18,645	£21,856	£15,961	£16,072	28	23	**27**
ENV3c	Street Cleanliness Score	85.1%	83.9%	94.1%	92.1%	90%	29	31	**12**
ENV4a	Cost of roads per kilometre	£24,710	£26,202	£30,231	£13,788	£18,745	29	29	**30**
ENV4b	% 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**
ENV4c	% B Class Roads which should be considered for treatment	(2020/22) 30.4%	(2021/23) 26.9%	**(2022/24)** 28.1%	**(2022/24)** 32.5%	**(2022/24)** 28.1%	(2020/22) 20	(2021/23) 14	**(2022/24) 16**

Performance ranks in first national quartile

Performance ranks in the second national quartile

Performance ranks in the third national quartile

Performance ranks in fourth national quartile

APPENDIX 1 – PERFORMANCE BY QUARTILE RANKING

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
ENV4d	% C Class Roads which should be considered for treatment	(2020/22) 36.4%	(2021/23) 36.7%	**(2022/24)** 41.5%	**(2022/24)** 33.4%	**(2022/24)** 32.7%	(2020/22) 24	(2021/23) 24	**(2022/24) 27**
ENV4e	% U Class Roads which should be considered for treatment	(2018/22) 33.5%	(2019/23) 31.7%	**(2020/24)** 33.3%	**(2020/24)** 36.2%	**(2020/24)** 35.3%	(2018/22) 14	(2019/23) 12	**(2020/24) 15**
ENV 5	Cost of Trading Standards and Environmental Health	£122,383	£27,563	£23,644	£22,804	£19,161	32	24	**19**
ENV5a	Cost of Trading Standards, Money Advice & Citizen Advice per 1000	£3,718	£3,988	£3,804	£7,266	£6,774	6	5	**5**
ENV5b	Cost of environmental health per 1,000 population.	£118,665	£23,576	£19,839	£15,538	£12,387	32	27	**24**
ENV6	Percentage of total household waste arising that is recycled	48.5%	46.8%	46.9%	43.5%	49%	12	16	**14**
ENV07a	Satisfaction with Refuse Collection	(2019/22) 92.3%	(2020/23) 91.3%	**(2021/24)** 90%	78.3%	82.7%	(2019/22) 1	(2020/23) 2	**(2021/24) 2**
ENV07b	Satisfaction with Street Cleaning	(2019/22) 67.0%	(2020/23) 67.7%	**(2021/24)** 70%	58%	55.8%	(2019/22) 9	(2020/23) 5	**(2021/24) 4**

FINANCIAL SUSTAINABILITY SERVICES

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
FINSUS 1	Total useable reserves as a % of council annual budgeted revenue	23.67%	17%	20.8%	23.9%	24.9%	16	27	**18**
FINSUS 2	Uncommitted General Fund Balance as a % of council annual budgeted net revenue	2.3%	3.5%	2%	2.3%	1.6%	21	7	**25**
FINSUS 3	Ratio of financing costs to net revenue stream- General Fund	10.16%	9.7%	0.4%	5.8%	4.1%	31	32	**1**
FINSUS 5	Actual outturn as a % of budgeted expenditure	99.4%	98%	100.4%	99.6%	99.7%	14	18	**9**

Performance ranks in first national quartile

Performance ranks in the second national quartile

Performance ranks in the third national quartile

Performance ranks in fourth national quartile

APPENDIX 1 – PERFORMANCE BY QUARTILE RANKING

CORPORATE SERVICES AND CORPORATE ASSETS

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
CORP1	Support services as a % of total gross expenditure	3.2%	3.3%	2.9%	4.1%	4.3%	8	9	**4**
CORP03b	% of highest paid 5% of employees who are women	60.1%	59.5%	59.7%	59.8%	61.2%	11	14	**15**
CORP03c	Gender pay gap	6.6%	4.4%	4.2%	2.0%	1.8%	29	23	**28**
CORP04	Cost per dwelling of collecting Council Tax	£9.89	£12.27	£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 Scottish Welfare Fund crisis grant decisions within 1 day	99.8%	100%	99.8%	94%	91.9%	2	1	**4**
CORP 10	Proportion of Scottish Welfare Fund Community Care Grant decisions within 15 days	99.5%	99.5%	100%	83.3%	90%	4	3	**1**
CORP 11	Proportion of Scottish Welfare Fund budget spent	112.9%	108.6%	99.2%	128.9%	112.2%	13	21	**27**
CORP 12	Proportion of Discretionary Housing Payment funding spent	89.2%	97.6%	98%	101%	101.4%	16	10	**17**
CORP ASSET1	% of operational buildings suitable for current use	92.4%	94.1%	94%	85.5%	89.8%	7	7	**8**
CORP ASSET2	% of operational buildings in satisfactory condition	92.6%	93.3%	93.4%	89.8%	91.5%	14	10	**10**

Performance ranks in first national quartile	Performance ranks in the second national quartile	Performance ranks in the third national quartile	Performance ranks in fourth national quartile

APPENDIX 1 – PERFORMANCE BY QUARTILE RANKING

ADULT SOCIAL WORK

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
SW01	Home care costs per hour for people aged 65 or over	£44.86	£50.75	£50.23	£33.61	£47.60	30	27	**28**
SW02	SDS spend: Direct Payments + Managed Personalised Budgets spend on adults 18+ as a percentage of total social work spend	7.8%	11.8%	16.1%	9%	10.4%	10	4	**2**
SW03a	% of people aged 65 or over with long-term care needs receiving personal care at home	59.4%	58.3%	66.5%	62.6%	64.2%	20	25	**9**
SW04b	% 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	-	**10**
SW04c	% 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	-	**13**
SW04d	% 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	-	**6**
SW04e	% of carers who feel supported to continue in their caring role	28.7%	-	31.9%	31.2%	32%	21	-	**15**
SW05	Residential costs per week per resident for people aged 65 or over	£599	£846	£707	£723	£724	9	27	**14**
SW06	Rate of Readmission to hospital within 28 days per 1,000 discharges	90.6	76	79.2	103.9	103.5	8	4	**5**
SW07	% of adult care services graded good or better	85.1%	80%	80.6%	77%	81.1%	6	11	**16**

Performance ranks in first national quartile

Performance ranks in the second national quartile

Performance ranks in the third national quartile

Performance ranks in fourth national quartile

APPENDIX 1 – PERFORMANCE BY QUARTILE RANKING

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
SW08	Number of days people spend in hospital when they are ready to be discharged per 1,000 population	286	435	514	841	875	6	7	**10**

TACKLING CLIMATE CHANGE

Ref	Title	2021/22	2022/23	2023/24	Scotland	Family Group	2021/22 ranking	2022/23 ranking	2023/24 Ranking
CLIM01	CO_2 emissions area wide per capita	4.06t	3.6t	dna	**(2021/22)** 4.81t	**(2022/23)** 5.24t	9	**4**	dna
CLIM02	CO_2 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_2 emissions from transport per capita per 1000 population	37.7t	14.79t	dna	**(2022/23)** 27.83t	**(2022/23)** 19.26t	29	**4**	dna
CLIM04	CO_2 emissions from electricity per capita per 1000 population	37.25t	30.97t	dna	**(2022/23)** 43.72t	**(2022/23)** 37.39t	5	**3**	dna
CLIM05	CO_2 emissions from natural gas per capita per 1000 population	67.86t	61.52t	dna	**(2022/23)** 57.57t	**(2022/23)** 63.59t	22	**19**	dna

n.b. Climate change measures are subject to a two-year data lag from date of publication.

Performance ranks in first national quartile

Performance ranks in the second national quartile

Performance ranks in the third national quartile

Performance ranks in fourth national quartile