

Local Government Benchmarking Framework

1. Summary

The PRS Committee agreed to review the Local Government Benchmarking Framework (LGBF) in four sections over the year. This paper addresses the third section, giving consideration to Corporate Services and all Satisfaction data.

The Executive Director, Customer Services will speak to the indicators at the meeting.

Douglas Hendry
Executive Director, Customer Services

For further information
Jane Fowler
Head of Improvement and HR

2. SUMMARY

2.1 This paper sets out the third set of the suite of indicators for the Local Government Benchmarking Framework (LGBF) for consideration by the PRS Committee. The Executive Director, Customer Services will speak to the indicators at the meeting.

3. RECOMMENDATIONS

3.1 It is recommended that the Committee notes the content of this report.

4. DETAIL

4.1 The PRS Committee agreed to give consideration to Corporate Services and all Satisfaction measures at this meeting.

4.2 The LGBF is an ambitious attempt to provide comparative information relating to all 32 Scottish councils. There are acknowledged disparities in population profile, size and density; size of budget and levels of deprivation. Therefore any serious ambition to learn from other councils and improve services to our communities needs to be more focused on councils with similar characteristics. To allow for this, and to create groups of a manageable size, each council has been positioned into a Family Group of eight councils.

4.3 The indicators for Corporate Services relate to our Family Group of Aberdeenshire, Dumfries & Galloway, Western Isles, Highland, Orkney, Scottish Borders and Shetland.

4.4 We can see from the benchmarking data that although there has been a very slight rise in the costs of Corporate Services in the last reported year, overall since 2010/11 there has been a reduction of 36% in the proportionate costs of corporate support. This reflects the significant efficiencies in corporate support that have been implemented through the Council's modernisation process of centralisation and the subsequent service review process, which saw 20% removed from all support services. See Chart 1.

4.5 Performance relating to Council Tax collection continues to show improvement, both in terms of the amount collected and the cost of collection.

4.6 Invoices paid within 30 days is important for suppliers of goods and services – our performance against this indicator continues to improve.

4.7 Sickiness absence is poor and is reported to the PRS Committee in greater detail quarterly.

4.8 The Improvement Service has been leading a working group to consider improvements to gathering Satisfaction data. This work was expected to be further forward by now, but the progress report has been delayed. Local customer satisfaction, from direct services users, shows much better performance and is included in Service and Departmental scorecards.

5. CONCLUSION

5.1 The Local Government Benchmarking Framework is a positive development in improving services. Family Groups are bringing together service experts to improve understanding of best practice, leading to improved services for our communities.

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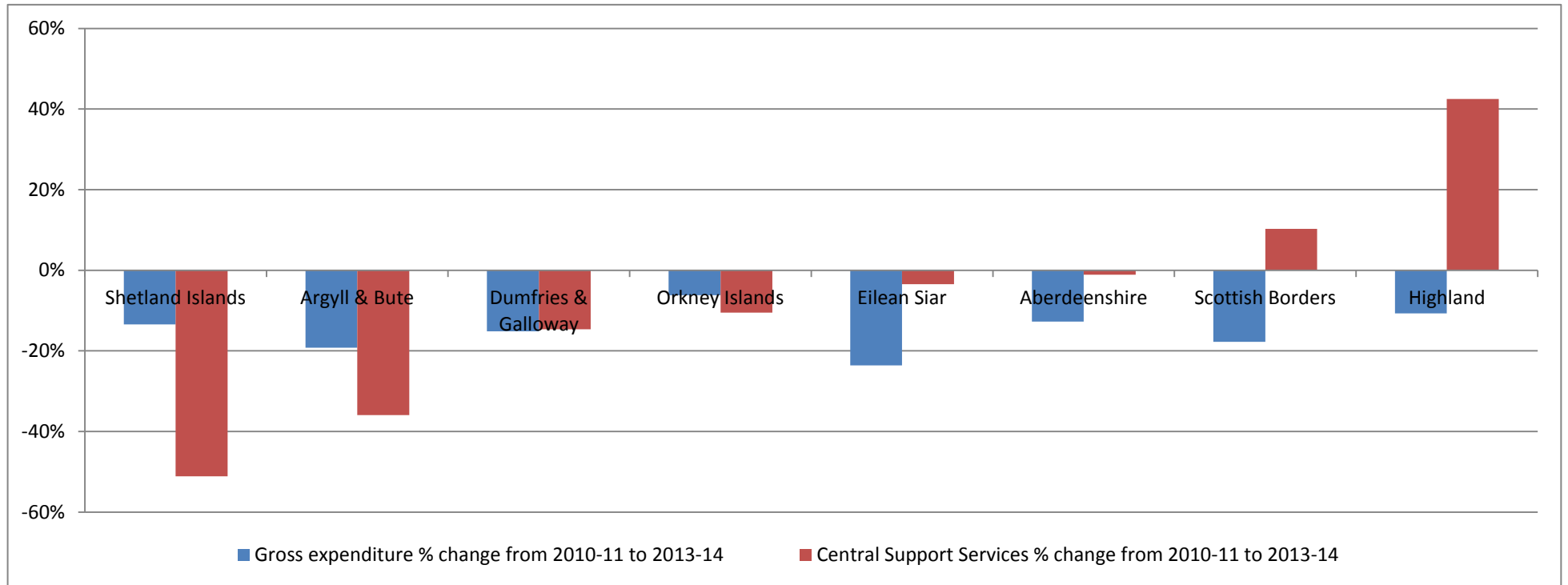
Local Government Benchmarking Framework – selected indicator set for Argyll and Bute Council

Trend arrow indicates change in Rank (↑ = improvement: → = no change: ↓ = decline: X = new indicator - no change available)

Code	Corporate Service Indicator	Rank 2013/14	Trend
CORP 1	Support services as a % of Total Gross expenditure	18	↑
CORP 2	Cost of Democratic Core per 1,000 population	29	↑
CORP 3b	The percentage of the highest paid 5% of employees who are women	23	↑
CORP 4	The cost per dwelling of collecting Council Tax	7	↓
CORP 5b2	Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site	26	↑
CORP 6	Sickness Absence Days per Employee	26	↓
CORP 7	Percentage of income due from Council Tax received by the end of the year	9	↑
CORP 8	Percentage of invoices sampled that were paid within 30 days	14	↑

Code	Satisfaction Indicator	Rank 2013/14	Trend
CHN 10	% of Adults Satisfied with Local Schools	14	↑
SW 4	% of Adults satisfied with social care or social work services	16	↑
C&L 5a	% of adults satisfied with libraries	18	↑
C&L 5b	% of adults satisfied with parks and open spaces	20	↑
C&L 5c	% of adults satisfied with museums and galleries	32	→
C&L 5d	% of adults satisfied with leisure facilities	32	→
ENV 7a	% of adults satisfied with refuse collection	10	↓
ENV 7b	% of adults satisfied with street cleaning	17	↓

Chart 1 – percentage change in Gross Expenditure and Central Support Costs between 2010/11 and 2013/14



CORP 1

Support services as a % of Total Gross expenditure

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11-2013/14	Change in rank 2010/11-2013/14	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeenshire	4.26	14	4.32	16	6.48	30	4.83	18	0.57	4	-1.65	-12
Argyll & Bute	8.49	30	6.15	25	5.93	25	6.73	26	-1.76	-4	0.80	1
Dumfries & Galloway	4.25	13	4.16	11	4.58	18	4.27	9	0.02	-4	-0.30	-9
Eilean Siar	6.44	28	6.87	30	6.24	27	8.14	32	1.70	4	1.90	5
Highland	4.73	18	6.81	29	7.29	31	7.54	30	2.82	12	0.26	-1
Orkney Islands	5.77	26	5.14	21	5.14	21	5.50	22	-0.27	-4	0.37	1
Scottish Borders	5.62	25	6.30	27	6.10	26	7.54	29	1.92	4	1.44	3
Shetland Islands	0.00	1	7.84	32	2.08	1	4.53	13	4.53	12	2.46	12
Scotland	4.57		4.77		4.67		5.13		0.56		0.45	

CORP 2

Cost of Democratic Core per 1,000 population

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	% Value Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	% Value Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
Aberdeenshire	36064.77	19	29515.35	12	36714.41	21	45801.97	26	27.00	7	24.75	5
Argyll & Bute	5033.63	1	44915.73	27	46317.61	25	46893.81	29	831.61	28	1.24	4
Dumfries & Galloway	42216.07	26	35647.71	21	46356.83	26	40094.50	23	-5.03	-3	-13.51	-3
Eilean Siar	106605.57	30	113266.87	30	106422.35	30	105437.96	30	-1.10	0	-0.92	0
Highland	31575.15	14	35827.67	22	43355.80	22	44176.86	24	39.91	10	1.89	2
Orkney Islands	334162.11	31	156746.03	31	123966.56	31	131942.51	31	-60.52	0	6.43	0
Scottish Borders	52928.15	28	42227.13	26	48447.81	29	38069.73	20	-28.07	-8	-21.42	-9
Shetland Islands	346294.64	32	383911.11	32	241447.65	32	295431.03	32	-14.69	0	22.36	0
Scotland	33475.42		31468.94		31778.46		32076.88		-4.18		0.94	

CORP 3b

The percentage of the highest paid 5% of employees who are women

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11-2013/14	Change in rank 2010/11-2013/14	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeenshire	57.71	1	60.07	1	55.00	3	61.84	1	4.13	0	6.84	-2
Argyll & Bute	34.97	29	41.41	27	43.23	26	45.65	23	10.68	-6	2.42	-3
Dumfries & Galloway	45.28	19	45.95	20	46.42	21	47.52	19	2.24	0	1.11	-2
Eilean Siar	33.96	30	33.93	30	34.88	30	32.50	30	-1.46	0	-2.38	0
Highland	45.70	18	54.01	3	46.01	22	46.72	22	1.02	4	0.71	0
Orkney Islands	28.28	31	27.17	31	26.14	31	25.00	31	-3.28	0	-1.14	0
Scottish Borders	40.76	24	41.63	24	41.31	27	41.01	28	0.26	4	-0.30	1
Shetland Islands	23.81	32	21.28	32	23.78	32	24.03	32	0.22	0	0.25	0
Scotland	46.26		48.50		48.71		50.70		4.44		1.99	

CORP 4

The cost per dwelling of collecting Council Tax

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	% Value Change 2010/11-2013/14	Change in rank 2010/11-2013/14	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeenshire	11.40	10	9.10	8	10.41	11	9.60	11	-15.78	1	-7.78	0
Argyll & Bute	11.95	11	7.22	5	8.61	6	8.25	7	-30.97	-4	-4.22	1
Dumfries & Galloway	9.82	7	10.63	12	10.30	10	9.58	10	-2.50	3	-6.99	0
Eilean Siar	22.15	30	19.50	30	29.23	32	23.20	32	4.74	2	-20.64	0
Highland	15.19	25	18.71	29	15.52	23	14.22	24	-6.35	-1	-8.35	1
Orkney Islands	26.56	32	24.20	32	20.14	29	20.46	31	-22.98	-1	1.58	2
Scottish Borders	11.33	9	8.46	6	7.82	4	6.72	3	-40.69	-6	-14.09	-1
Shetland Islands	14.39	20	12.81	17	15.75	25	8.67	8	-39.78	-12	-44.97	-17
Scotland	13.81		13.15		13.29		12.13		-12.19		-8.78	

CORP 5b2

(Domestic Noise) Average time (hours) between time of complaint and attendance on site, for those requiring attendance on site

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	% Value Change 2010/11-2013/14	Change in rank 2010/11-2013/14	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeenshire	65.00	24	72.00	26	150.00	30	120.00	29	84.62	5	-20.00	-1
Argyll & Bute	10.70	11	10.50	13	122.90	29	52.40	26	389.72	15	-57.36	-3
Dumfries & Galloway					0.80	8	1.10	14			37.50	6
Eilean Siar	9.30	10	8.00	11	16.00	18	9.40	20	1.08	10	-41.25	2
Highland	22.00	14	28.00	20	19.00	20	119.00	28	440.91	14	526.32	8
Orkney Islands	475.13	27	255.00	28	599.00	31	495.00	30	4.18	3	-17.36	-1
Scottish Borders	264.00	26	37.40	22	34.40	23	46.31	25	-82.46	-1	34.62	2
Shetland Islands			0.10	1	48.00	26	1488.00	31			3000.00	5
Scotland	47.84		31.58		43.21		80.73		68.75		86.84	

CORP 6

Sickness Absence Days per Employee

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	% Value Change 2010/11-2013/14	Change in rank 2010/11-2013/14	% Value Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeenshire	8.62	4	8.58	6	8.71	3	8.40	4	-2.52	0	-3.49	1
Argyll & Bute	9.55	15	8.77	9	10.24	22	9.94	26	4.16	11	-2.92	4
Dumfries & Galloway	10.04	21	9.64	23	9.80	18	9.88	24	-1.61	3	0.81	6
Eilean Siar	12.08	31	12.45	31	9.67	14	9.50	21	-21.36	-10	-1.82	7
Highland	9.38	13	8.45	5	8.68	1	7.86	2	-16.25	-11	-9.51	1
Orkney Islands	9.30	12	9.24	14	8.86	6	8.60	5	-7.52	-7	-2.93	-1
Scottish Borders	10.43	26	9.38	19	10.55	25	9.88	23	-5.33	-3	-6.33	-2
Shetland Islands	11.31	29	12.03	30	11.22	28	9.67	22	-14.44	-7	-13.78	-6
Scotland	9.80		9.30		9.79		9.24		-5.66		-5.60	

CORP 7

Percentage of income due from Council Tax received by the end of the year

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11-2013/14	Change in rank 2010/11-2013/14	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeenshire	95.81	12	96.20	10	96.25	11	96.19	10	0.38	-2	-0.06	-1
Argyll & Bute	96.15	10	96.12	11	96.28	10	96.30	9	0.15	-1	0.02	-1
Dumfries & Galloway	95.53	13	95.71	14	95.78	13	96.04	12	0.52	-1	0.26	-1
Eilean Siar	94.60	19	94.60	21	95.17	20	95.20	18	0.59	-1	0.03	-2
Highland	95.40	14	95.50	17	95.59	15	95.49	16	0.09	2	-0.10	1
Orkney Islands	97.56	1	97.53	3	98.08	1	97.72	3	0.15	2	-0.36	2
Scottish Borders	96.45	8	96.45	9	96.57	7	96.65	6	0.20	-2	0.07	-1
Shetland Islands	96.43	9	96.55	8	96.49	8	96.64	7	0.21	-2	0.15	-1
Scotland	94.70		95.10		95.16		93.08		-1.62		-2.08	

CORP 8

Percentage of invoices sampled that were paid within 30 days

Local Authority	2010/11	Rank	2011/12	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11-2013/14	Change in rank 2010/11-2013/14	Change 2012/13-2013/14	Change in rank 2012/13-2013/14
Aberdeenshire	87.33	23	87.73	19	87.97	22	87.00	25	-0.33	2	-0.97	3
Argyll & Bute	88.99	17	85.91	22	89.77	19	92.39	14	3.40	-3	2.63	-5
Dumfries & Galloway	91.68	7	91.29	11	88.21	21	89.33	23	-2.35	16	1.12	2
Eilean Siar	88.43	20	85.74	24	93.68	6	94.40	8	5.98	-12	0.72	2
Highland	89.71	15	92.25	8	90.72	14	93.33	12	3.62	-3	2.60	-2
Orkney Islands	77.69	31	79.65	32	78.45	32	76.88	32	-0.81	1	-1.57	0
Scottish Borders	91.16	9	91.06	13	90.28	17	90.17	21	-1.00	12	-0.11	4
Shetland Islands	85.46	24	81.92	30	84.86	26	85.02	29	-0.44	5	0.16	3
Scotland	89.50		90.20		90.47		91.93		2.43		1.46	

CHN 10

% of Adults Satisfied with Local Schools

2010/11	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
81.5%	24	84%	18	84%	14	2.5%	+10	0.0	+4

SW4

% of Adults satisfied with social care or social work services

2010/11	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
59.3%	24	56%	21	57%	16	-2.3%	+8	1.0	+5

C&L5a

% of adults satisfied with libraries

2010/11	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
75.3%	32	61%	32	81%	18	5.7%	+14	20.0	+14

C&L5b

% of adults satisfied with parks and open spaces

2010/11	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
70.3%	32	65%	32	84%	20	13.7%	+12	19.0	+12

C&L5c

% of adults satisfied with museums and galleries

2010/11	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
50.0%	31	39%	32	42%	32	-8.0%	-1	3.0	0

C&L5d

% of adults satisfied with leisure facilities

2010/11	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
59.9%	31	52%	32	65%	32	5.1%	-1	13.0	0

ENV7a

% of adults satisfied with refuse collection

2010/11	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
89.2%	6	90%	5	90%	10	0.8%	-4	0.0	-5

ENV7b

% of adults satisfied with street cleaning

2010/11	Rank	2012/13	Rank	2013/14	Rank	Change 2010/11- 2013/14	Change in rank 2010/11- 2013/14	Change 2012/13- 2013/14	Change in rank 2012/13- 2013/14
79.2%	7	79%	8	77%	17	-2.2%	-10	-2.0	-9