

# Local Government Benchmarking Framework (LGBF)

2016-17 Results for the  
Scottish Borders

Feb 2018



# Background

- The [Local Government Benchmarking Framework](#) (LGBF) was launched in 2013, and reflects a commitment by SOLACE\* (Scotland) to develop better measurement/comparable data as a catalyst for improving services and enhancing public accountability across local government.
- LGBF is a statutory requirement for all authorities; reporting and use of the LGBF is assessed during Best Value audits
- Framework is constructed predominantly from measures already collected by Scottish Government, CIPFA etc. for other purposes

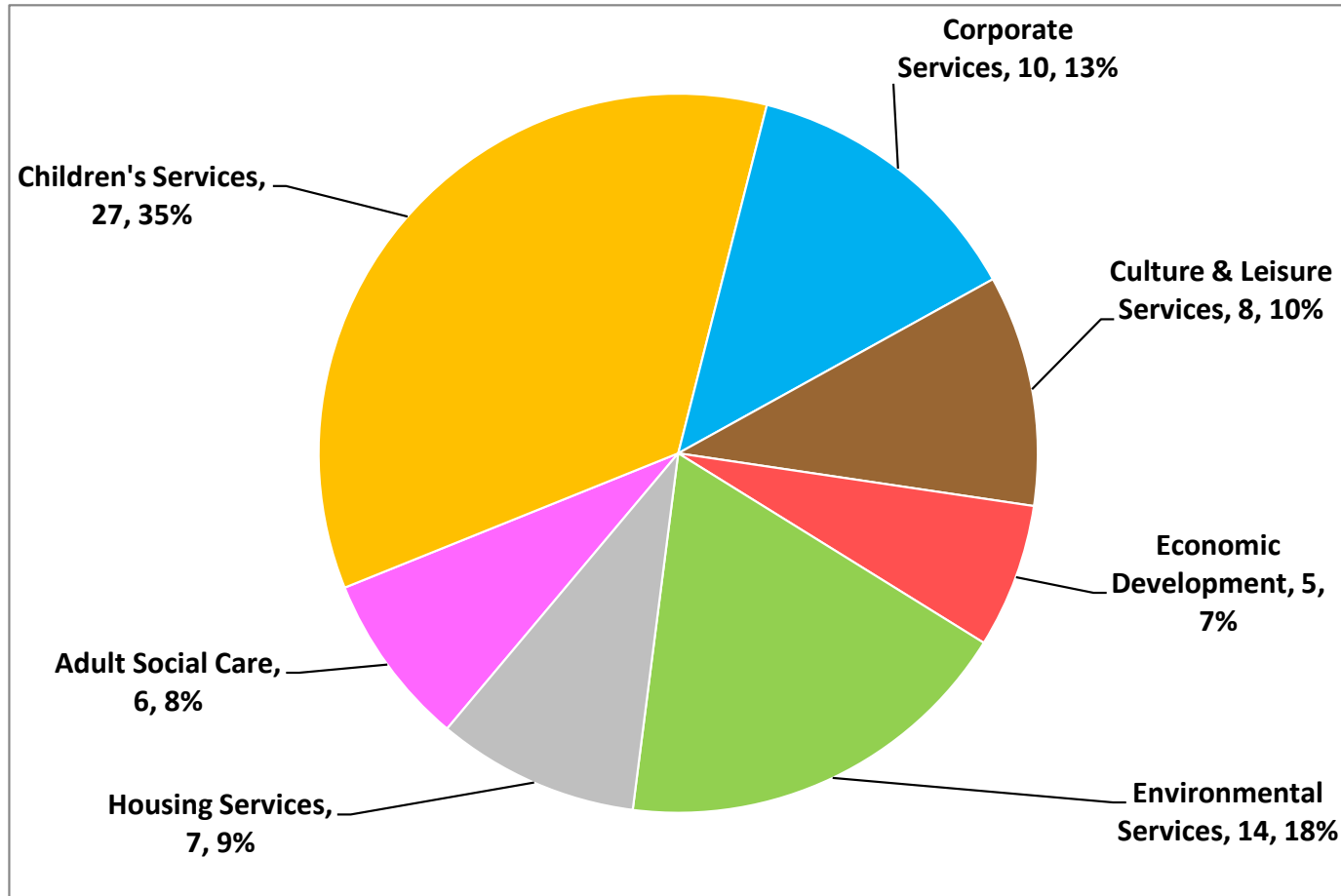
\*Society of Local Authority Chief Executives and Senior Managers - <http://www.solace.org.uk/>

# LGBF Purpose

- Supports councils to target transformational change resources to areas of greatest impact
  - Allows evidence based comparisons on spending, performance and customer satisfaction between similar councils.
- Provides high level '**can openers**' to support Senior Managers and Elected Members to ask questions
  - designed to help explore the choices that are being made locally about service design and delivery, and compare these to other councils, particularly within family groups.
  - Cost, performance and satisfaction across a theme should be considered collectively to give a rounded picture of performance.
- LGBF measures **cannot be interpreted in isolation**
  - should be used alongside other performance information to interpret and report on the progress being made against the council's strategic priorities.

# LGBF 2016/17

## Distribution of the 77 indicators by service area



# Key National Pressures 2016/17

## Expenditure

- Increasing expenditure in Education, Social Care, LAC, Roads and Waste Disposal ([similar for Scottish Borders](#))
- Significant reductions in budgets for Libraries ([similar for SB](#)), Street Cleaning ([only small reduction in SB](#)), Planning , and Environmental Health/Trading Standards ([different to SB](#))

## Performance / Service Provision

- Slow growth in home care provision, balance of care at home, and uptake of SDS options 1 and 2 ([different to SB](#))
- Increasing rent arrears ([n/a for SBC](#))
- Reduction in visitors to museums services ([similar for SB](#))
- Reduction in unemployed people supported into employment programmes ([stable in SB](#))
- Reduction in Business Gateway start ups ([stable in SB](#))
- Reduction in satisfaction with most key services ([similar for SB](#))

# Presentation of Data

- Online tool will present Scottish Border Council's position relative to ALL local authorities
- Sometimes more valuable to look at Scottish Border's position relative to other similar Local Authorities (FAMILY GROUP)- now part of the tool too

## "Place" Services

**Aberdeenshire**

**Argyll & Bute**

**Dumfries & Galloway**

**Eilean Siar**

**Highland**

**Orkney Islands**

**Scottish Borders**

**Shetland Islands**

## "People" Services

**Angus**

**Argyll & Bute**

**East Lothian**

**Highland**

**Midlothian**

**Moray**

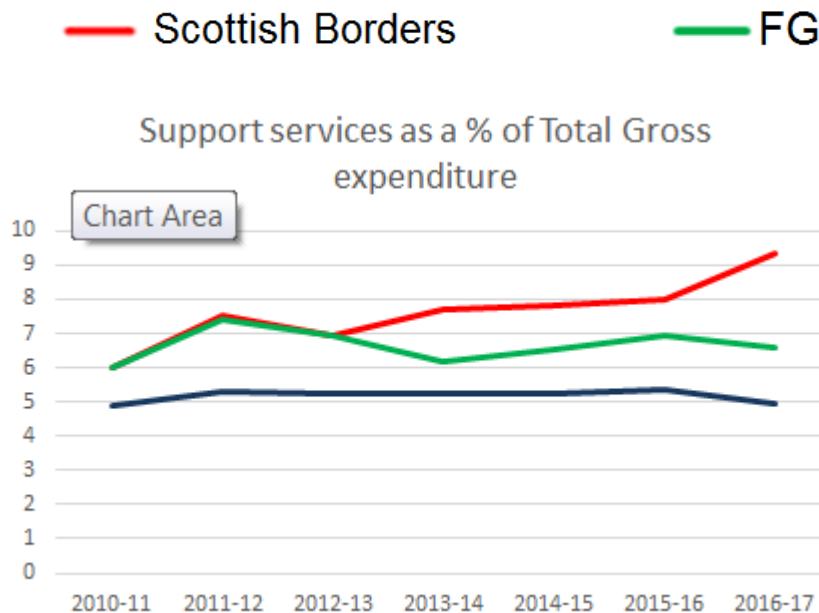
**Scottish Borders**

**Stirling**

# **Scottish Borders 16/17**

**Areas of Challenge**

# Support Services as a % of Total Gross Expenditure



## Result for 2016/17

Scottish Borders = 9.4%

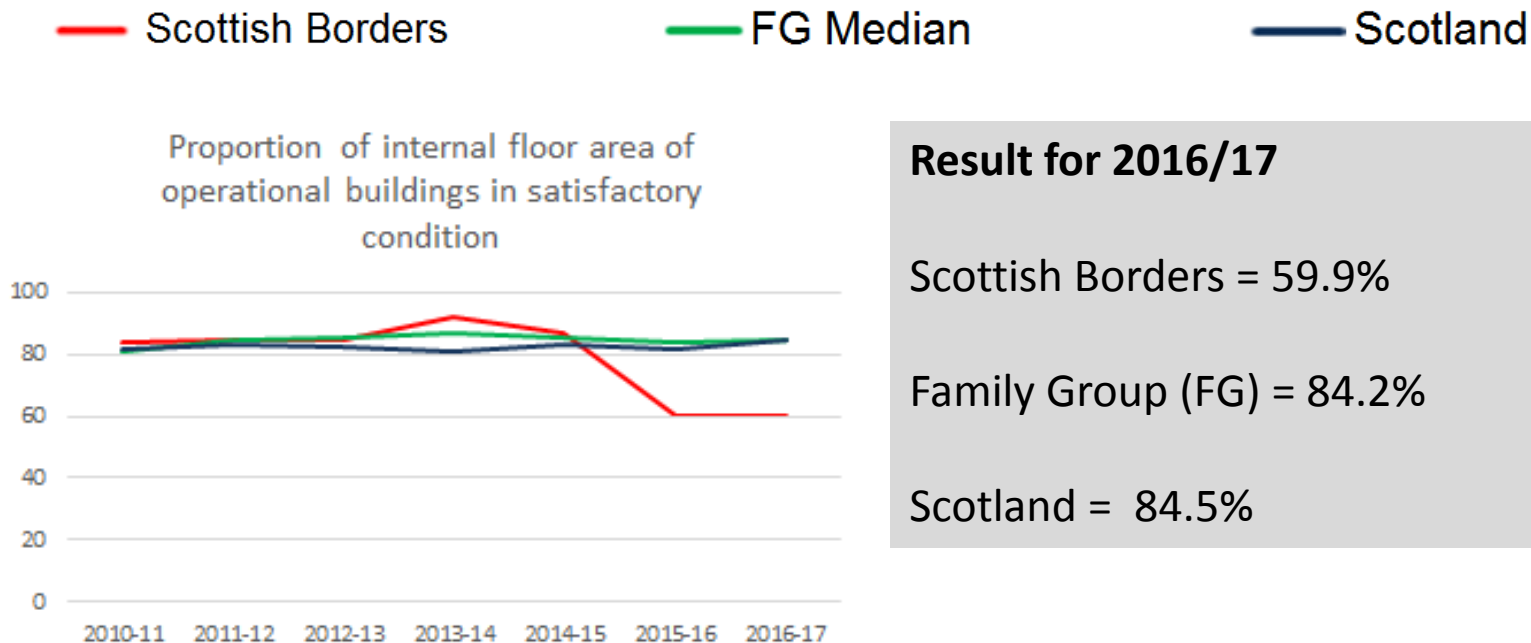
Family Group (FG) = 6.6%

Scotland = 4.9%

- Included are costs for: Finance, Legal, Human Resources, IT, Internal Audit, Procurement, Asset Management, and Corporate Services (review teams, customer care and service centres, communications, administration, etc.) – these functions sit **out with** our services and are accounted for within this measure- *different in other councils*
- 13 year contract with CGI for IT services; ambitious programme of digital transformation which will improve processes and the customer journey.
- Significant initial investment, which has been reflected in the 2016/17 support costs. This investment will lead to future service and support service efficiencies.



# Proportion of internal floor area of operational buildings in satisfactory condition

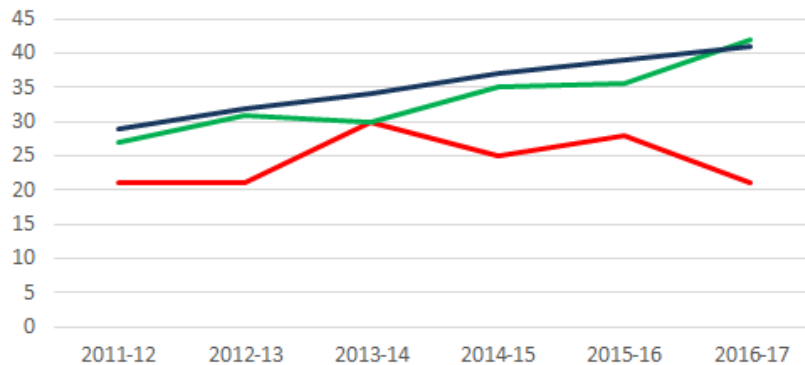


- The proportion of internal floor area of operational buildings in satisfactory condition remains below the Family Group and Scotland.
- However, **the recent completion of Kelso High School, Langlee Primary, Broomlands Primary** and moving of **Duns Primary** should impact this indicator positively from 2017/18 onwards. Scottish Borders Council continues rationalise the estate across each locality, the ambition is to only retain those buildings that are truly fit for purpose to deliver high quality services whether that be care, education or business support.

# % of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 / Level 6 (SIMD - Quintile 1)

— Scottish Borders      — FG Median      — Scotland

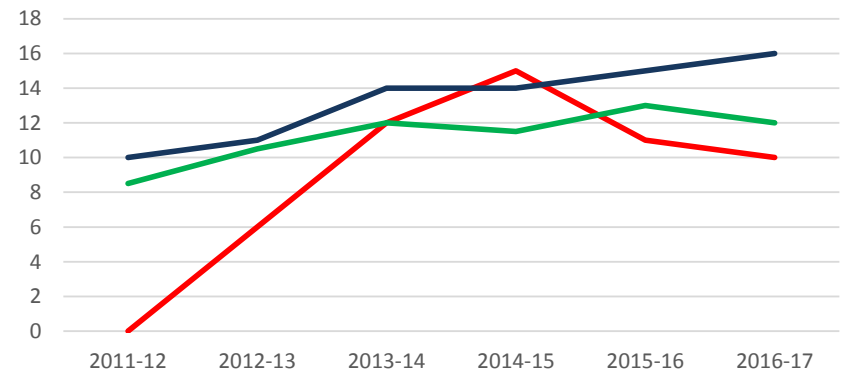
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)



## Result for 2016/17

Scottish Borders = 21%  
Family Group (FG) = 42%  
Scotland = 41%

% of Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)

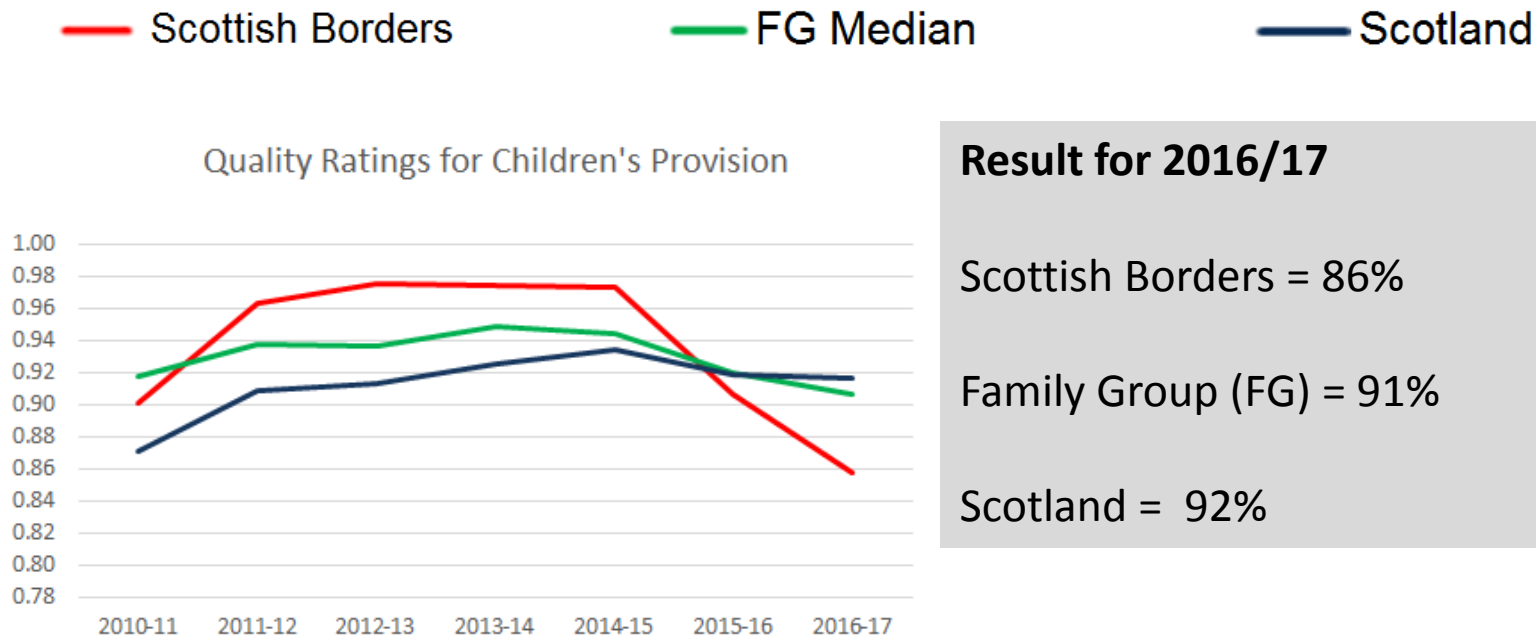


## Result for 2016/17

Scottish Borders = 10%  
Family Group (FG) = 12%  
Scotland = 16%

- % of pupils from the 20% most deprived areas (of Scotland) gaining 5+ awards at level 5 and level 6 has declined in the Scottish Borders and is lower than Family Group and Scotland.
- **Numbers are very small and can have a large impact on %**
- Targeted national resources are very low for Borders, compared to other local authorities

# Quality Ratings for Early Years Childcare Provision



## Result for 2016/17

Scottish Borders = 86%

Family Group (FG) = 91%

Scotland = 92%

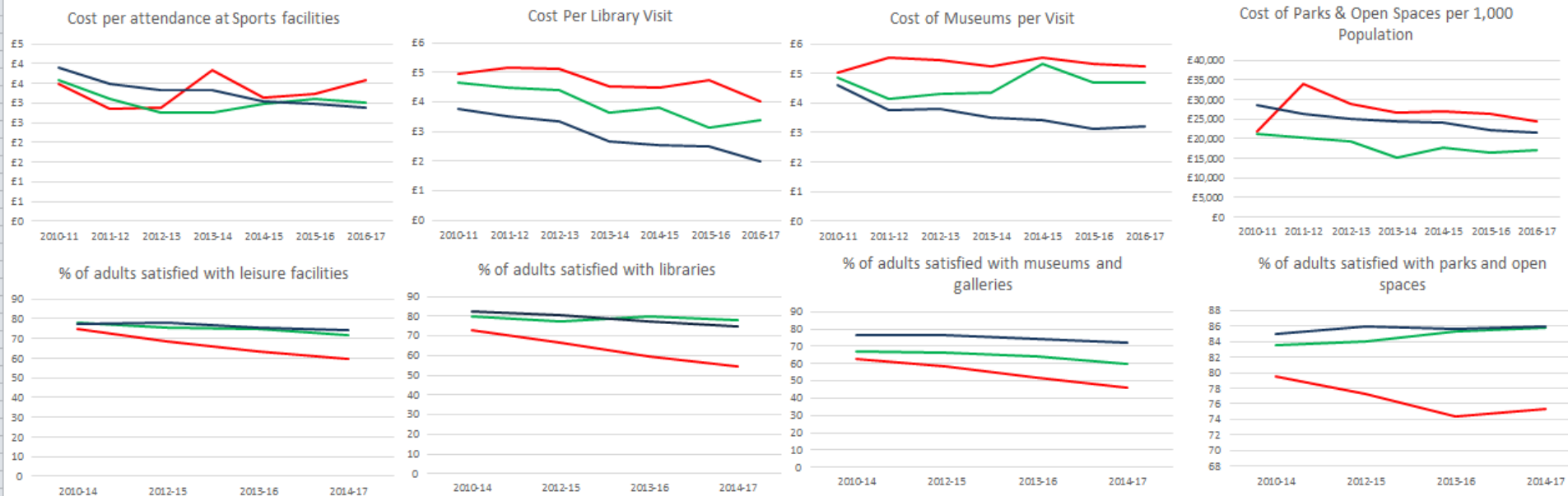
- 76 providers during 16/17
  - 3 had a “blank” grade recorded (due to changes/no inspection at that time)
  - 10 showed a Grade 3 (satisfactory) : 3 was the lowest grade recorded
- Most recent figures (December 2017) show an improvement (back up to over 90%) and will show in the LGBF next year
- Ongoing work with providers (some private sector) and partners to focus on improvement and on quality of early years provision

# Culture and Leisure Costs and Satisfaction

— Scottish Borders

— FG Median

— Scotland



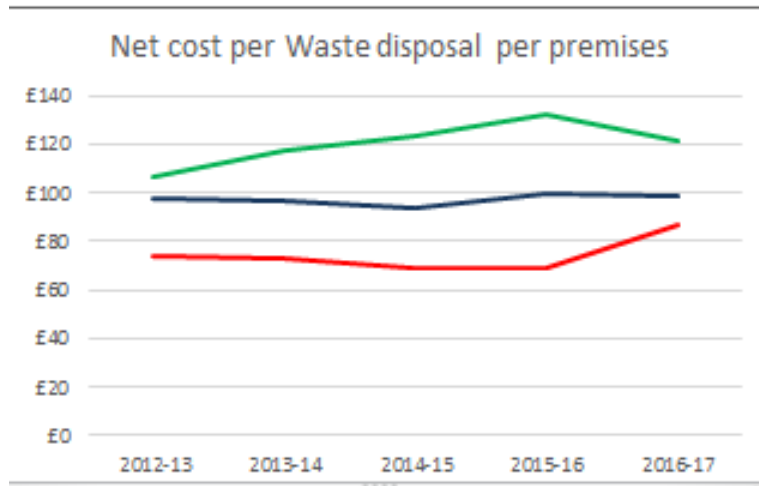
The trend for the Scottish Borders for Culture and Leisure services (including parks on open spaces)

- Higher costs compared to the Family Group and Scotland
- Lower levels of satisfaction compared to the Family Group and Scotland

Note that satisfaction results use Scottish Household Survey which surveys of sample of all adults not specifically service users.

# Net Cost per Waste Disposal per Premises

— Scottish Borders      — FG Median      — Scotland



## Result for 2016/17

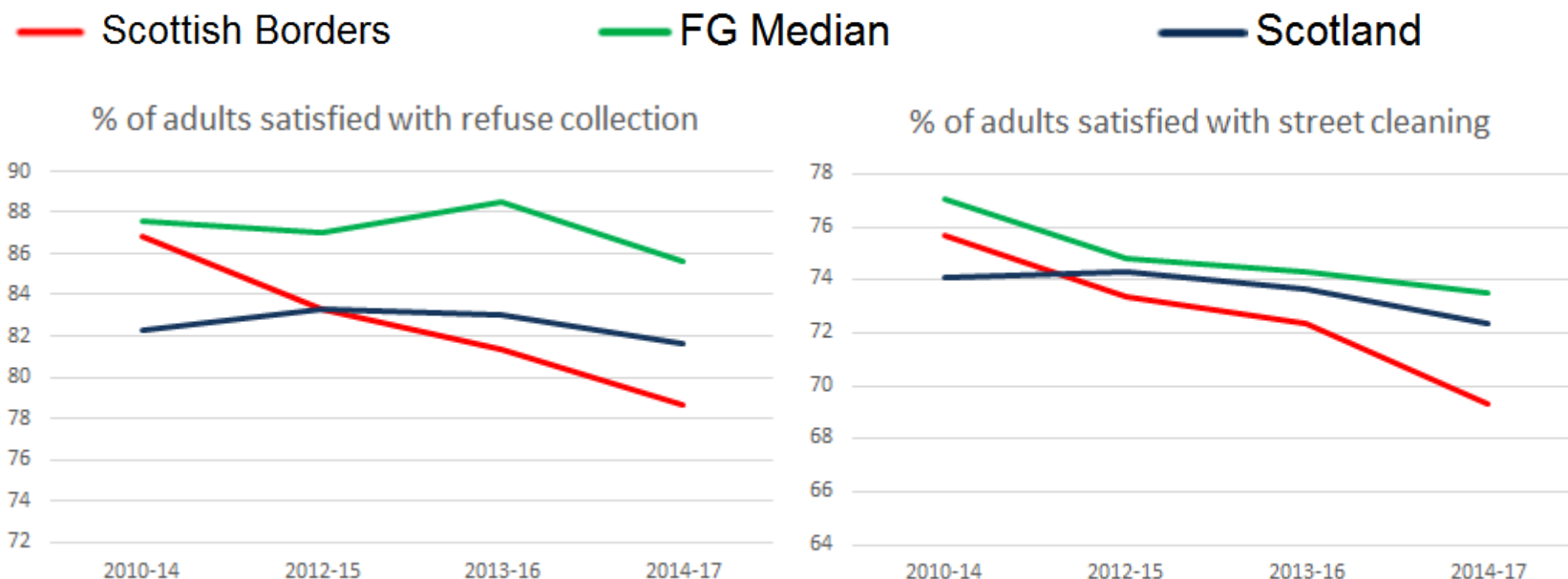
Scottish Borders = £87

Family Group (FG) = £120

Scotland = £99

- Waste disposal costs per premises have shown a slight increase since last year **but are still below the Family Group and Scotland.**
  - Note: there were premises and transport costs that have been incorrectly allocated in previous years
- Many factors out with our control with regards to waste disposal costs
- Current review of waste services will provide a sustainable, fit for purpose service that focuses on working with communities to reduce waste, recycle & reuse

# Satisfaction with refuse collection and street cleaning



- Satisfaction with refuse collection and street cleaning continues to decline and is below the level for the Family Group and Scotland.
- Although the satisfaction with street cleaning has declined the 'Cleanliness Score' for the Scottish Borders has maintained 93% or better from 2011/12 to 2016/17.

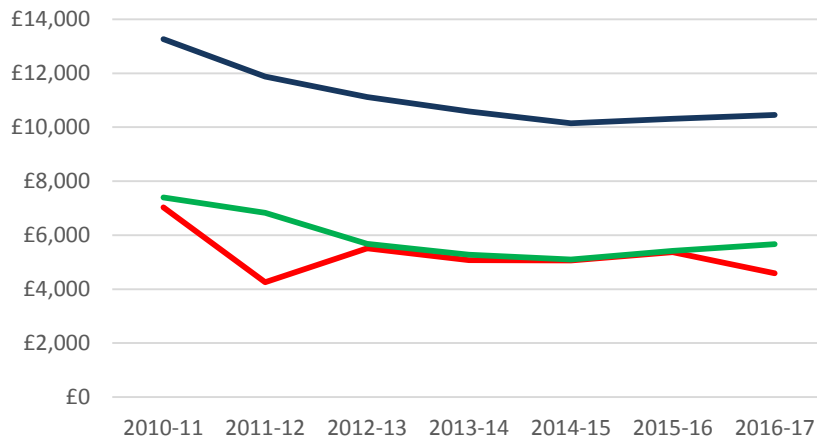
# Road Cost and Maintenance

— Scottish Borders

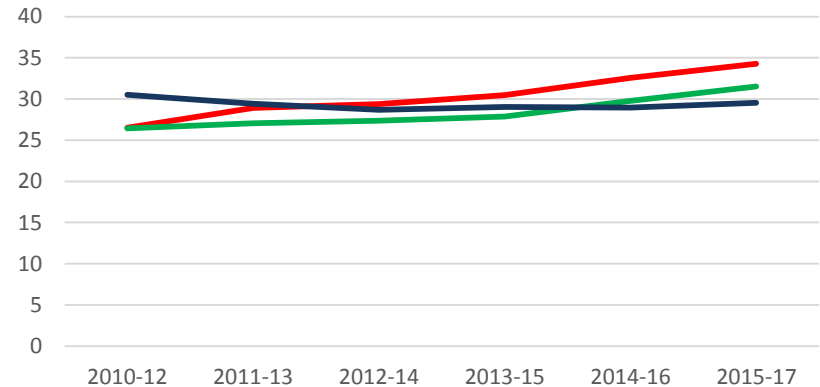
— FG Median

— Scotland

Cost of maintenance per kilometre of roads

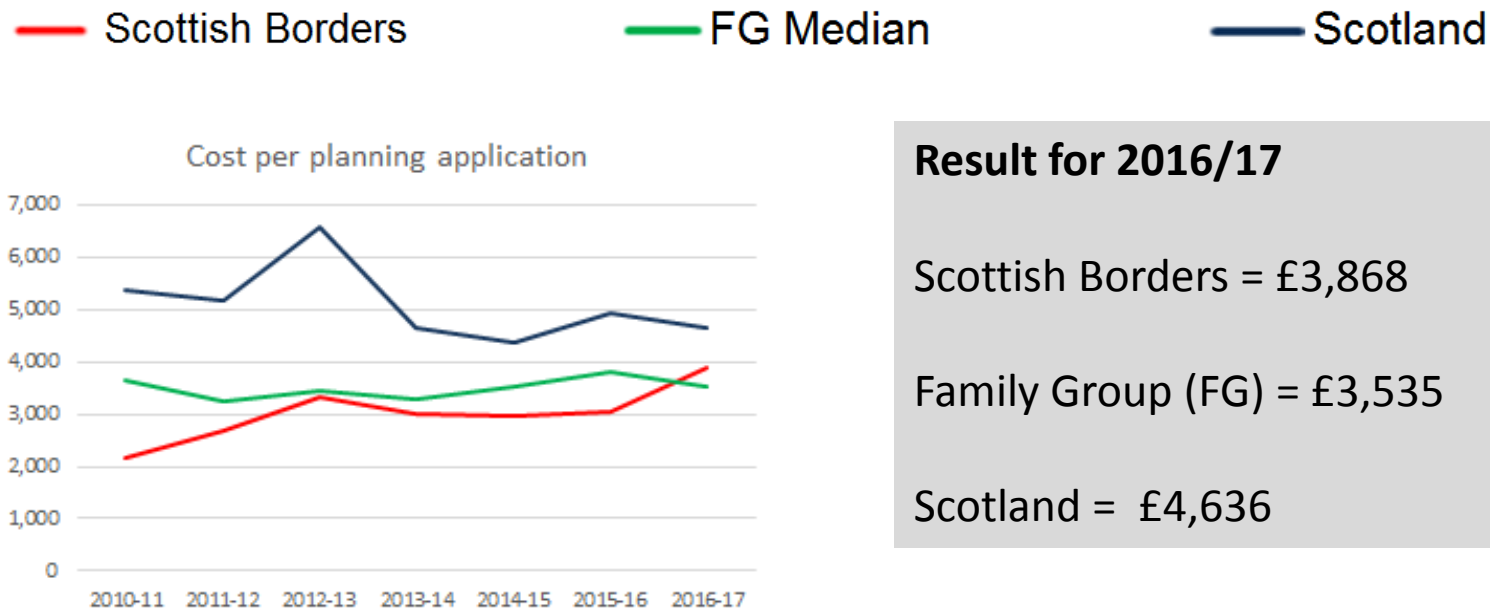


Percentage of A class roads that should be considered for maintenance treatment



- Slight increase in investment between 15/16 and 16/17
- Proportion of roads that should be considered for maintenance treatment is higher compared to Scotland and the FG (across all categories)
- Roads review to conclude early 2018. This will include optimising planned and unplanned maintenance regimes, combined with a range of services improvements which will deliver efficiencies for any given spend

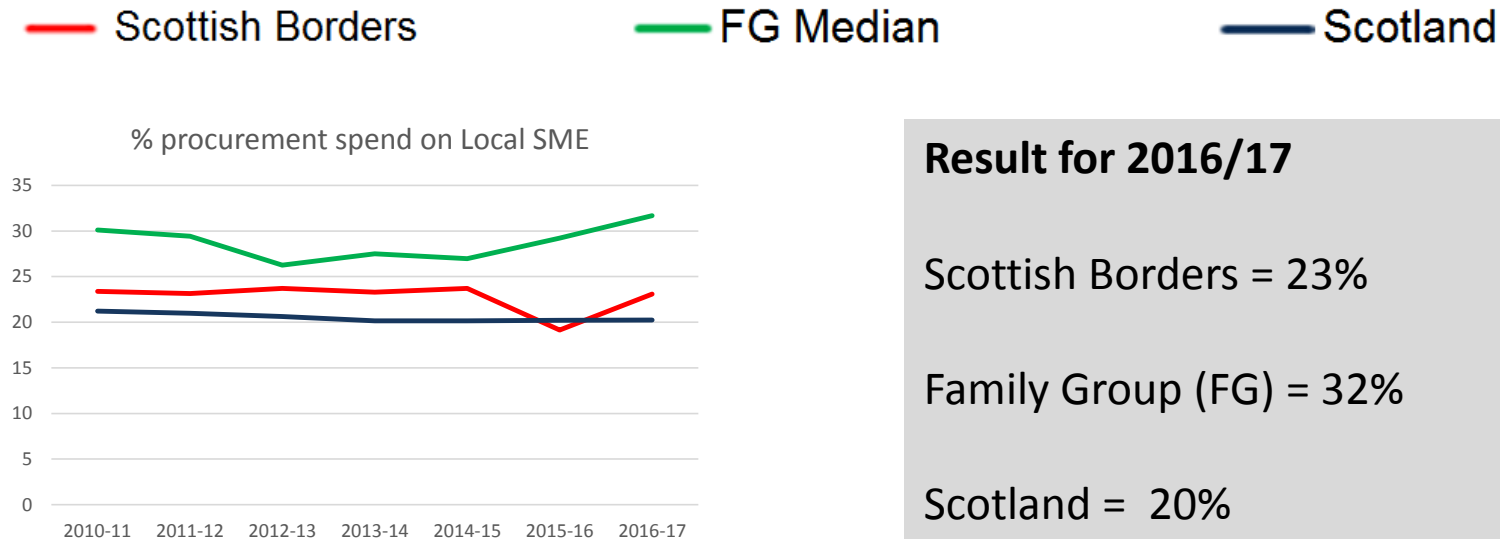
# Cost per Planning Application



- Cost per planning application in the Scottish Borders has increased over the last 5 years but remains below the Scottish level.
- Dependent on *type* of applications during 16/17 (large, complex)
- Includes all expenditure and income relating to planning **and economic development**, with exception of expenditure on tourism; wide range of services beyond planning included (depends on structure of service/departments)
- More detailed work done within service and Scottish Government to look at pure planning costs.



# % of Procurement Spent on Local Small/Medium Enterprises



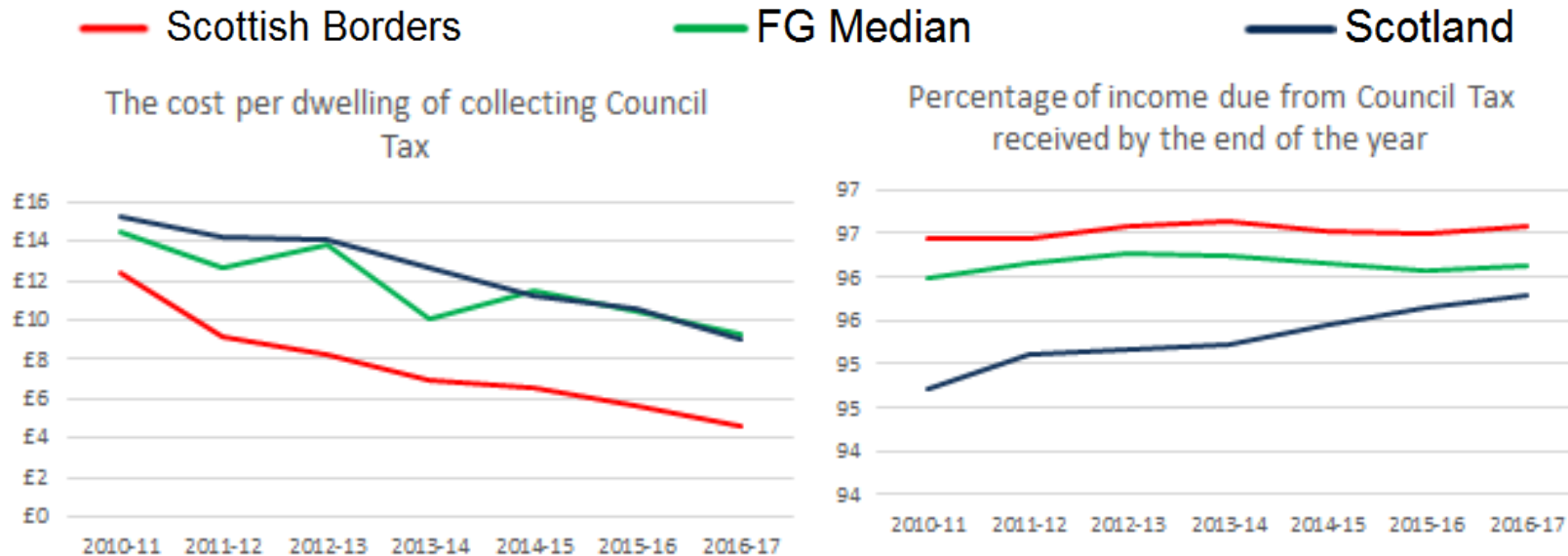
- The % of procurement spend locally is higher in the Scottish Borders compared to Scotland but lower than Family Group.
- A significant level of expenditure is made by SBC to SMEs with businesses that have their headquarters outwith the Scottish Borders and so are not included in the 23% and are often locally based.
- Detailed analysis by SBC Procurement Service of the spend in 15/16 shows the true figure to be 42.2%, SBC is fully committed to supporting local businesses as far as possible within public sector procurement regulations via the [Commercial and Comissioned Services Strategy 2018-2023](#).

# Scottish Borders

Areas of Strength in 16/17 



# Council Tax Collection Cost and Income Received



## Result for 2016/17

Scottish Borders = £4.59  
Family Group (FG) = £9.29  
Scotland = £8.99

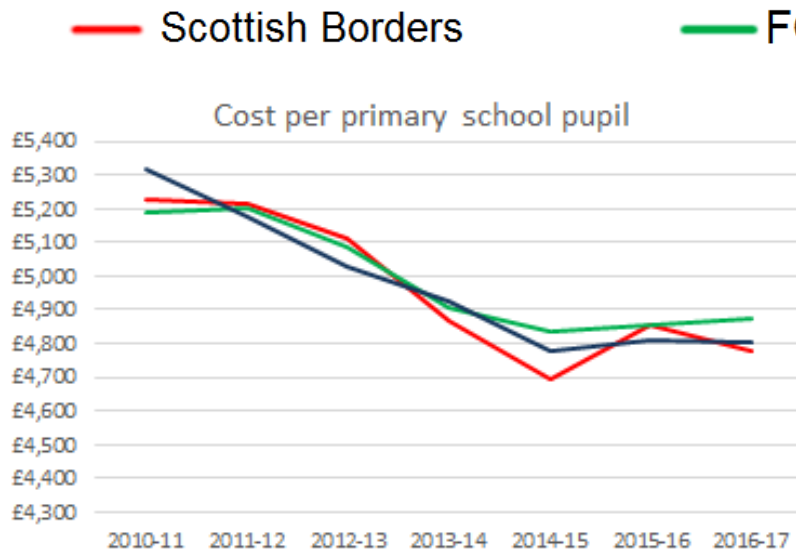
## Result for 2016/17

Scottish Borders = 96.6%  
Family Group (FG) = 96.1%  
Scotland = 95.8%

- Costs reducing and income due has increased slightly
- Over time, management structures and overheads have been reduced within the Customer Services area, where staff deal with a range of customer-focussed issues
- Further restructuring and the formation of the Customer Advice and Support Service should continue to impact positively on costs



# Costs per Pupil for Primary and Secondary

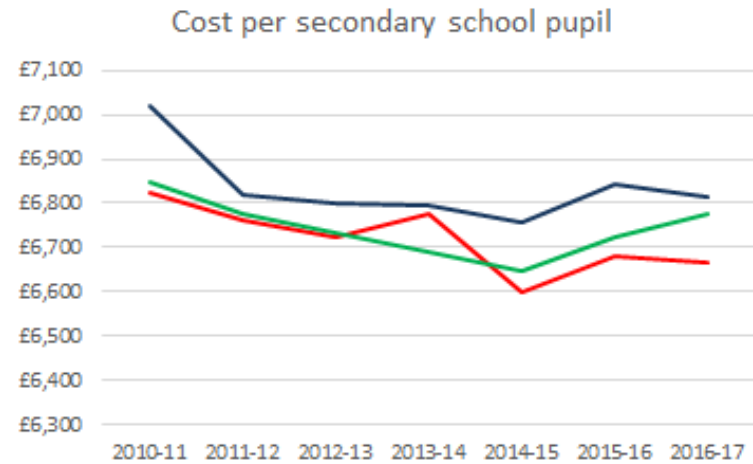


## Result for 2016/17

Scottish Borders = £4,777

Family Group (FG) = £7,877

Scotland = £4,804



## Result for 2016/17

Scottish Borders = £6,666

Family Group (FG) = £6,777

Scotland = £6,817

- Costs per pupil for both primary and secondary were slightly below our Family Group and Scotland and are on a downward trajectory.
- Costs will be impacted further by the ongoing review of management and admiration structures within schools (where significant savings have already been delivered) and the ongoing review of the school estate, including the closure of costly rural schools.

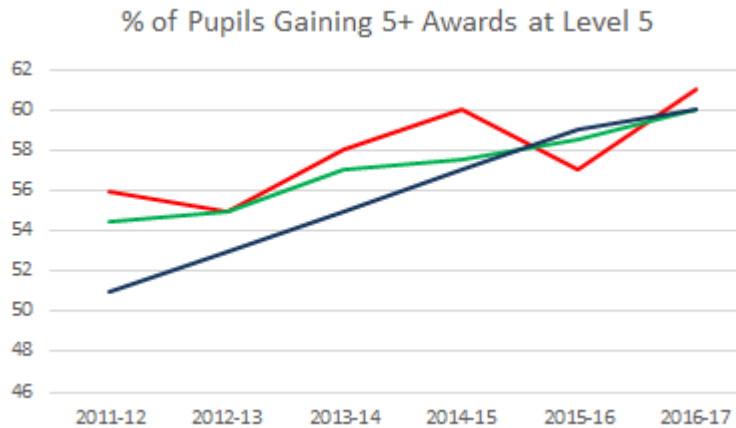


# Overall Pupil Attainment

— Scottish Borders

— FG Median

— Scotland

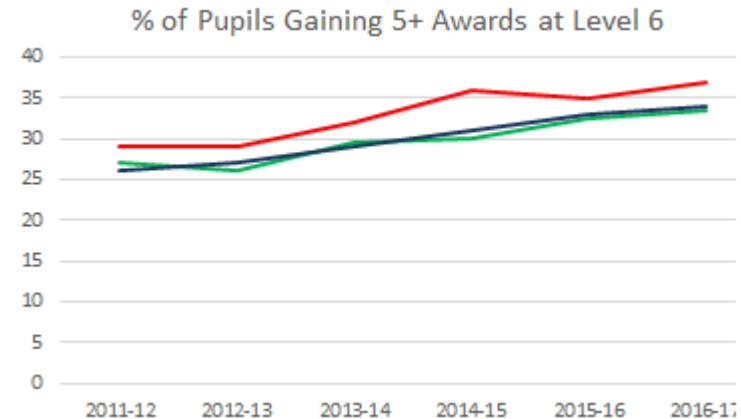


## Result for 2016/17

Scottish Borders = 61%

Family Group (FG) = 60%

Scotland = 60%



## Result for 2016/17

Scottish Borders = 37%

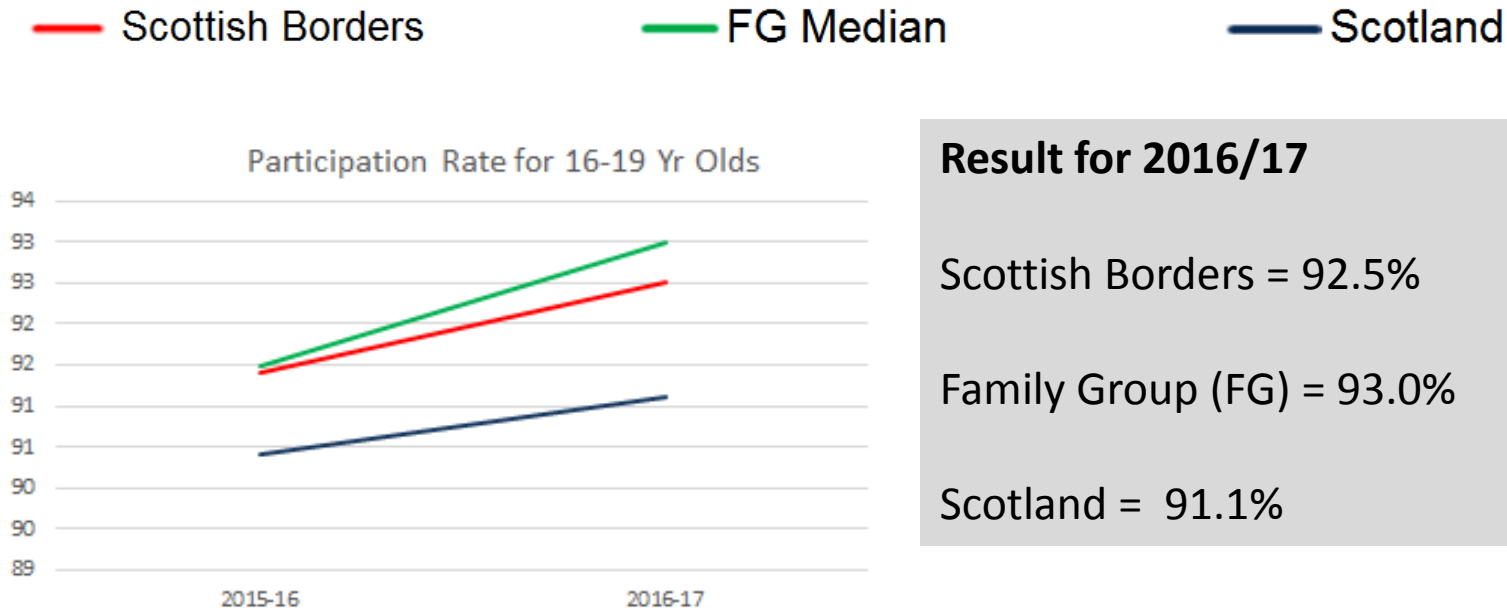
Family Group (FG) = 34%

Scotland = 34%

Overall attainment for Scottish Borders pupils has improved and is higher than Family Group and Scotland



# Participation Rate for 16-19 year olds



## Result for 2016/17

Scottish Borders = 92.5%

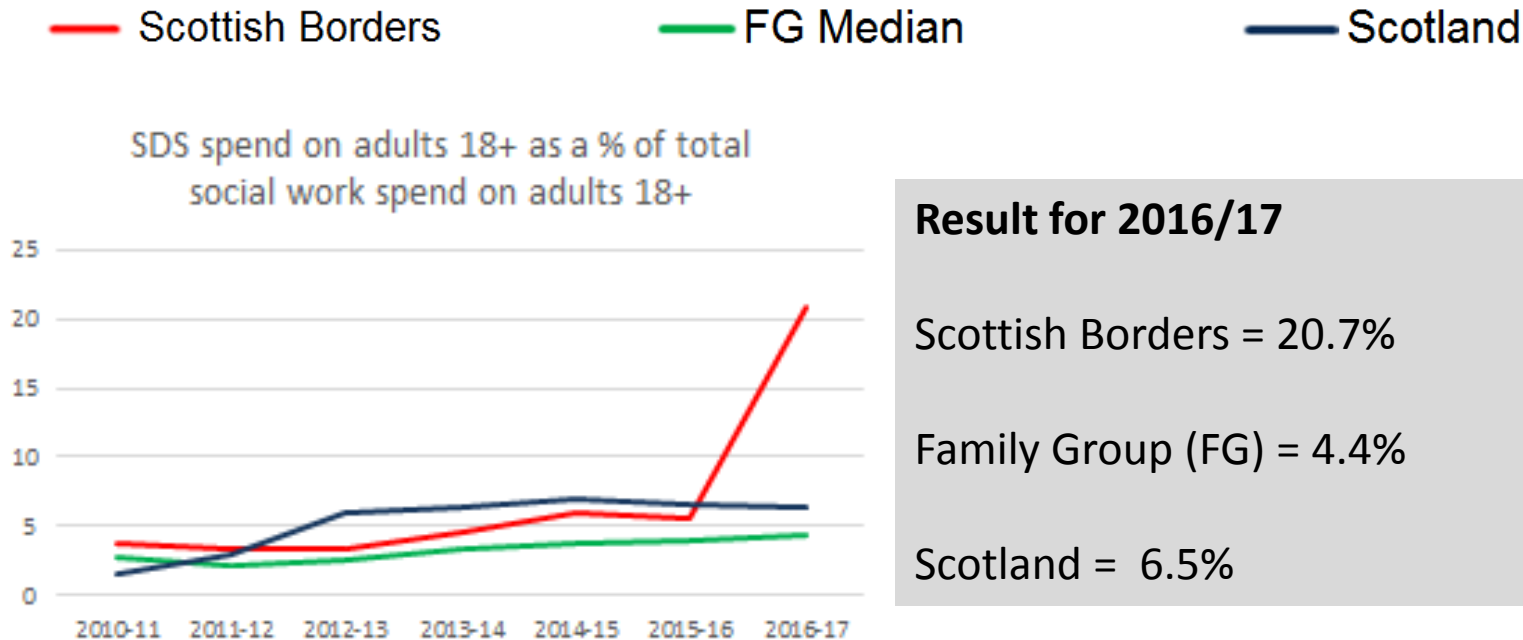
Family Group (FG) = 93.0%

Scotland = 91.1%

- Participation Measure (first published in 2015) which identifies the status of the wider 16-19 cohort (*not just those who have left school*).
- Between 2015-16 and 2016-17 the proportion of 16-19 year olds participating in education, training or employment in the Scottish Borders increased slightly, similar to the result for the Family Group and Scotland.



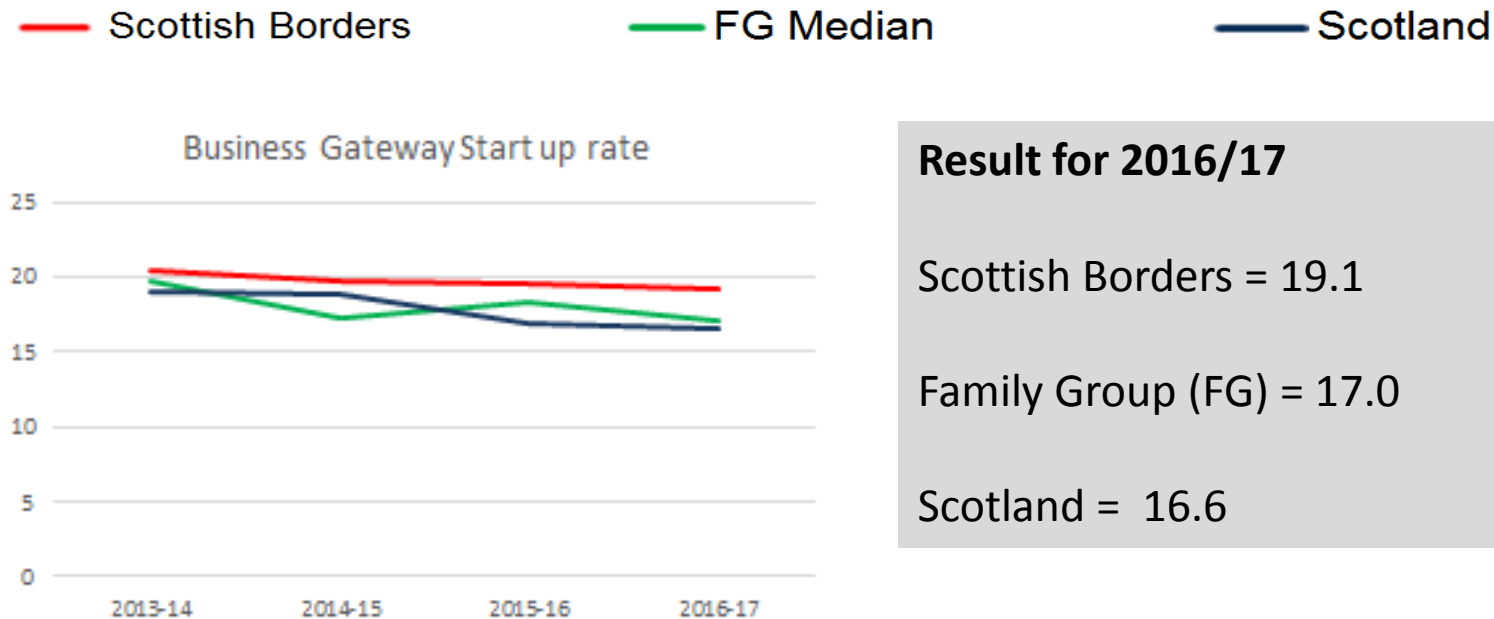
# Self Directed Support (SDS) spend on adults 18+ as a % of total social work spend on adults 18+



- Sharp increase in spend on Self Directed Support (SDS) in 2016/17 for the Scottish Borders, in contrast to both the Family Group and Scotland as a whole.
- Social Work continues to move clients onto SDS, target = all clients by end 2018
- Early Intervention and prevention work, along with the development of new models of care are a key focus of the Health and Social Care Integrated Joint Board and will continue to impact positively on what, where and how social care resources are spent collectively in the future



# Business Gateway Start-Ups per 10,000 population



## Result for 2016/17

Scottish Borders = 19.1

Family Group (FG) = 17.0

Scotland = 16.6

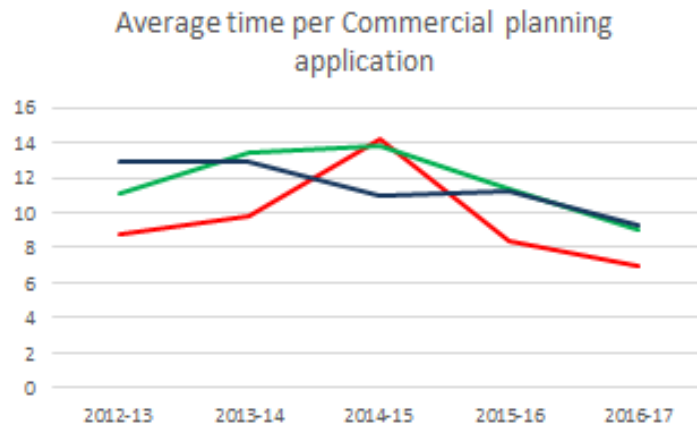
- The Scottish Borders continues to have a higher rate of Business Gateway “Start Ups” compared to the Family Group and Scotland.
- The development of the new South of Scotland Enterprise Agency over the next few years will ensure that start-ups are provided with the appropriate supported to grow within the Scottish Borders’ unique rural economy





# Average Time Per Commercial Planning Application

— Scottish Borders      — FG Median      — Scotland



## Result for 2016/17

Scottish Borders = 6.9 weeks

Family Group (FG) = 9.3 weeks

Scotland = 9.3 weeks

- The average time for **business or industry planning applications** continues to decrease and is below the Family Group and Scotland level, assisting not only the applicant but the local construction sector too.
- Recently the Council received a [Scottish Award for Quality in Planning](#) in the “Process Category” relating to time to process all planning applications.

# Where to see the 2016/17 LGBF Results

Online tool: *[My Local Council](#)*

4 aspects to data presentation:

- Latest data: Local Council compared to Scotland
- Data overtime: Local Council compared to Scotland
- Latest data for all councils
- Latest data for similar councils (family group)

Any questions or comments please contact:

[Performance@scotborders.gov.uk](mailto:Performance@scotborders.gov.uk)