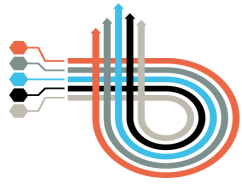


Local Government Benchmarking Framework & the Scottish Household Survey



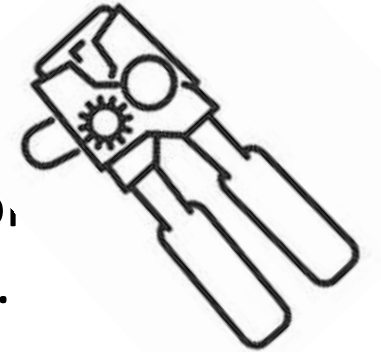


What is the LGBF?

A high-level benchmarking tool designed to support senior management teams and elected members to ask questions about key council services.

A Local Government led initiative (SOLACE), it now forms part of councils statutory requirements (replacing former SPI)

The framework provides high-level 'can openers' designed to focus questions on why variations in cost and performance are occurring between similar councils.



It provides a synoptic overview of Local Government including all key services.

Data is presented in the round to encourage a more overarching narrative in relation to progress (cost, performance & satisfaction). Complex relationships



LGBF reveals broad spending and performance trends across Scotland in the light of concerns about income and demand pressures.

- Overall reduction in revenue funding (-8.3%) but protected and unprotected services
- Long term improving trends in performance, but 2017/18 data provides indicative evidence that performance improvement is slowing down
- Concern around declining public satisfaction
- Forecast trends for further budget reductions



Table 2: Public satisfaction with services

	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	Change 2016-17 to 2017-18	Change 2010-11 to 2017-18
Local Schools	83	83	81	79	74	73	70	-3.0	-13.1
Libraries	84	83	81	77	74	73	72	-1.0	-11.5
Parks and Open Spaces	83	86	86	86	85	87	85	-2.0	1.9
Museums and Galleries	76	78	76	75	71	70	69	-1.0	-6.5
Leisure Facilities	75	80	78	76	73	73	72	-1.0	-2.6
Refuse Collection	81	83	83	84	82	79	75	-4.0	-5.9
Street Cleaning	73	75	74	74	73	70	66	-4.0	-7.3

Source: Scottish Household Survey

Interpreting the LGBF data

Information within the LGBF interpreted against the **strategic priorities** being pursued by each council.

Each council has the structure and service arrangements that it believes are the most **appropriate** and **cost effective** to support its local community.

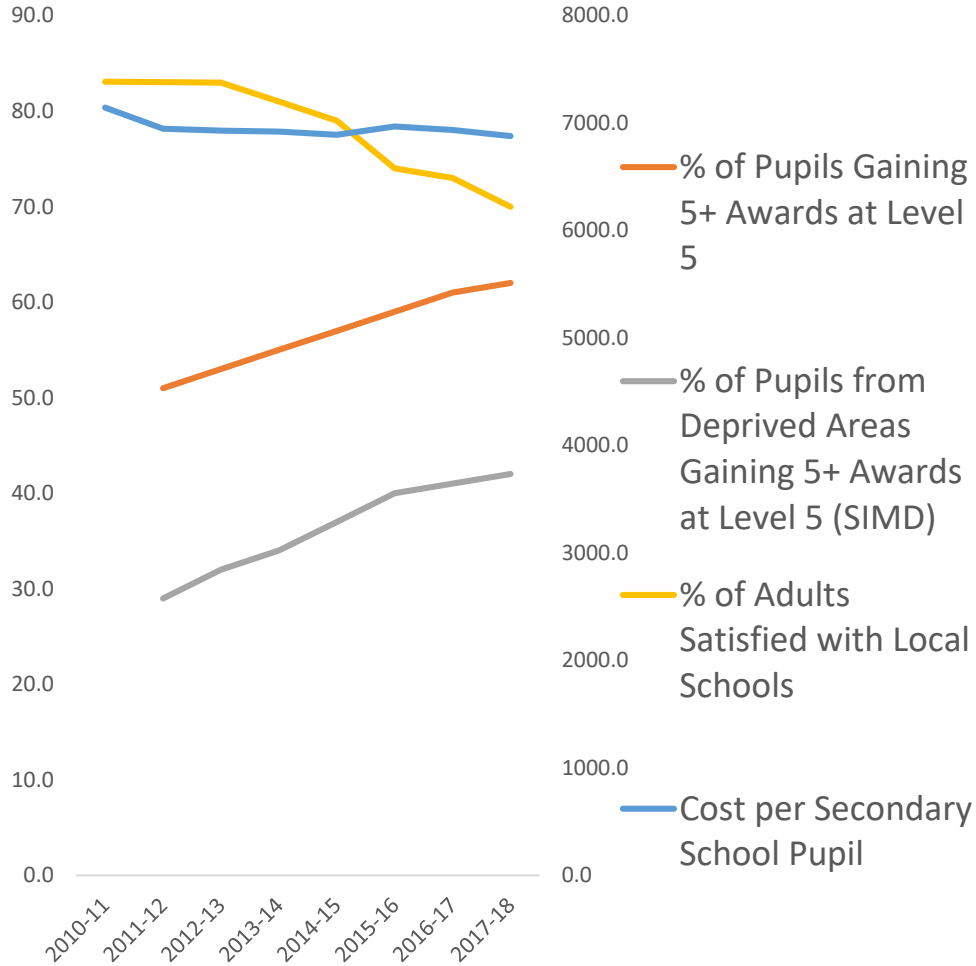
Each council is therefore unlikely to place the same priority on every area covered by the LGBF.

The relationships between cost, performance and satisfaction are complex. Requires local knowledge/intelligence to understand key drivers

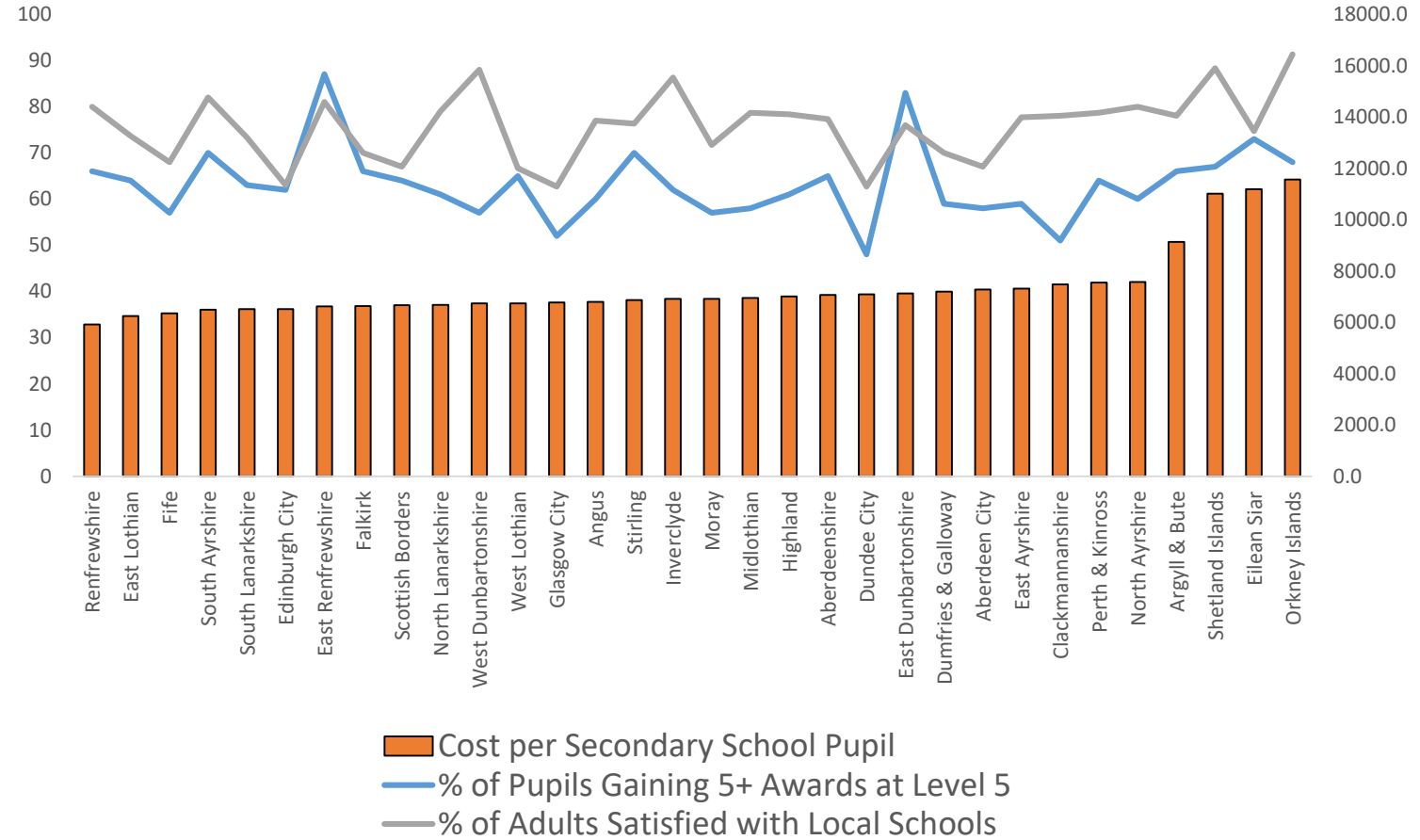


Education

Cost, performance & satisfaction – Over time

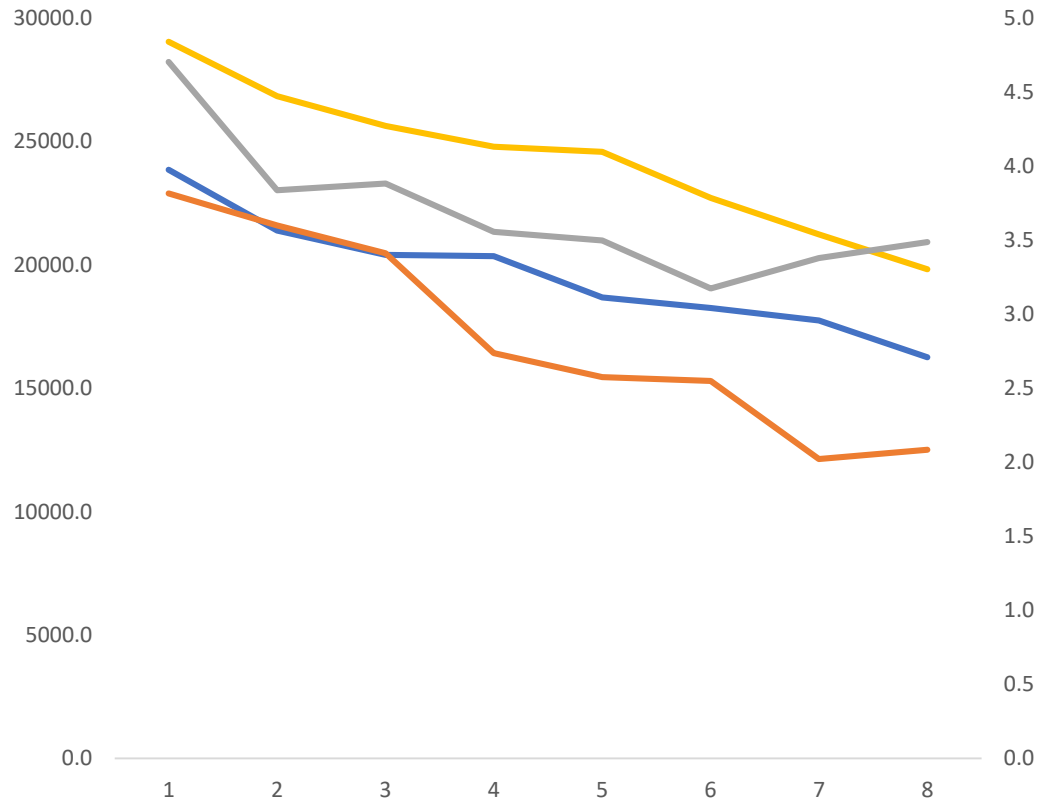


Cost, performance and satisfaction – By Council



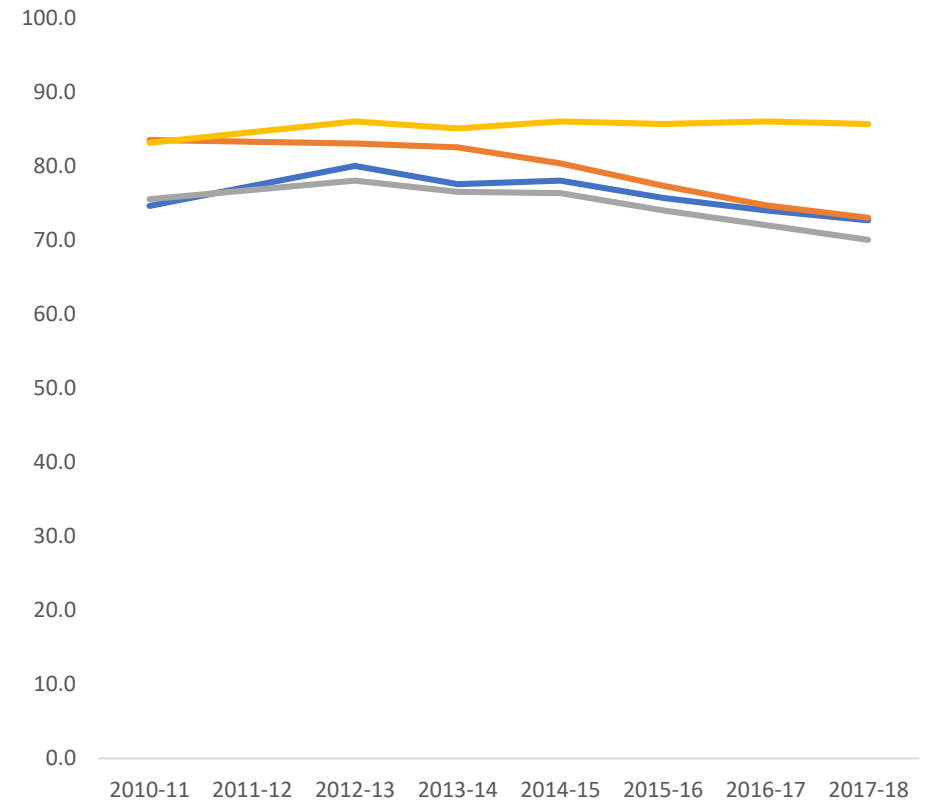
Culture & Leisure

Costs over time



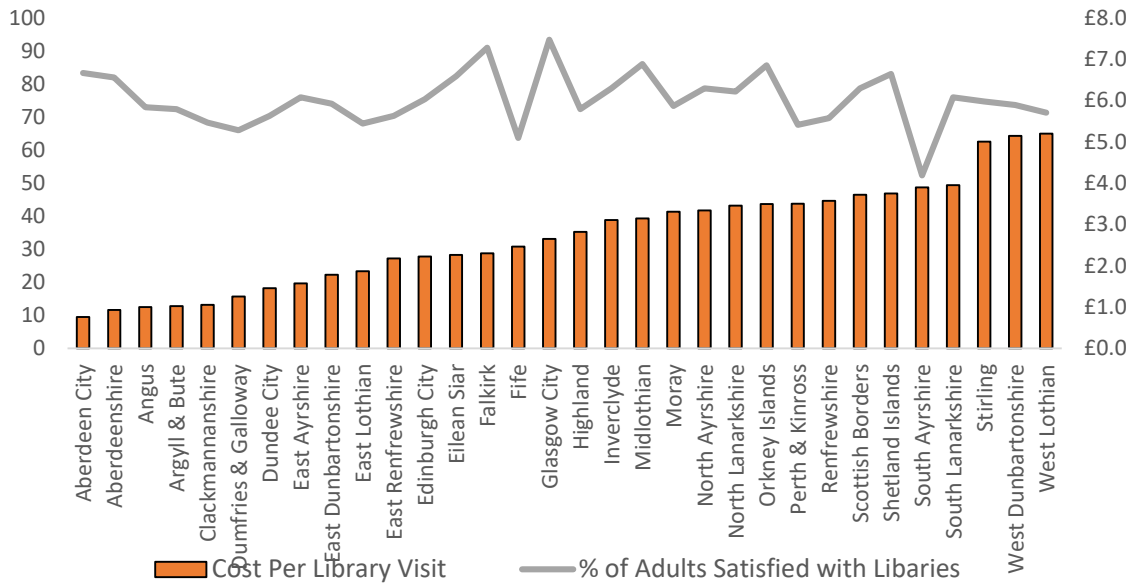
- Cost of Parks & Open Spaces per 1,000 Population
- Cost per attendance at Sports facilities
- Cost Per Library Visit
- Cost of Museums per Visit

Satisfaction over time

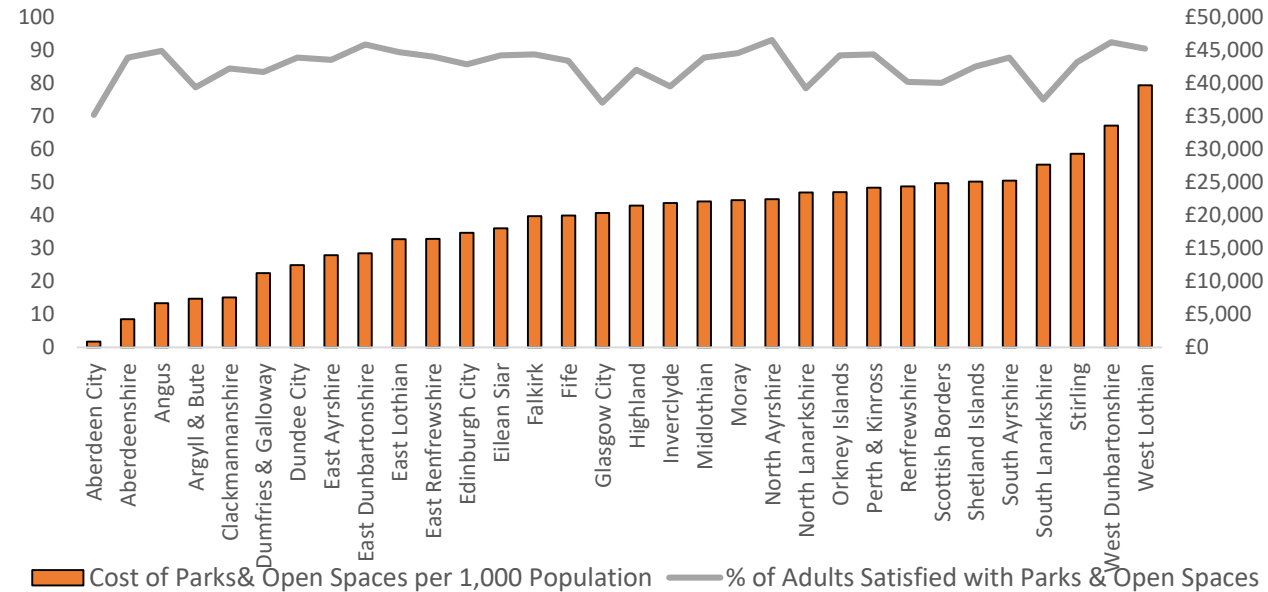


- % of adults satisfied with leisure facilities
- % of adults satisfied with libraries
- % of adults satisfied with museums and galleries
- % of adults satisfied with parks and open spaces

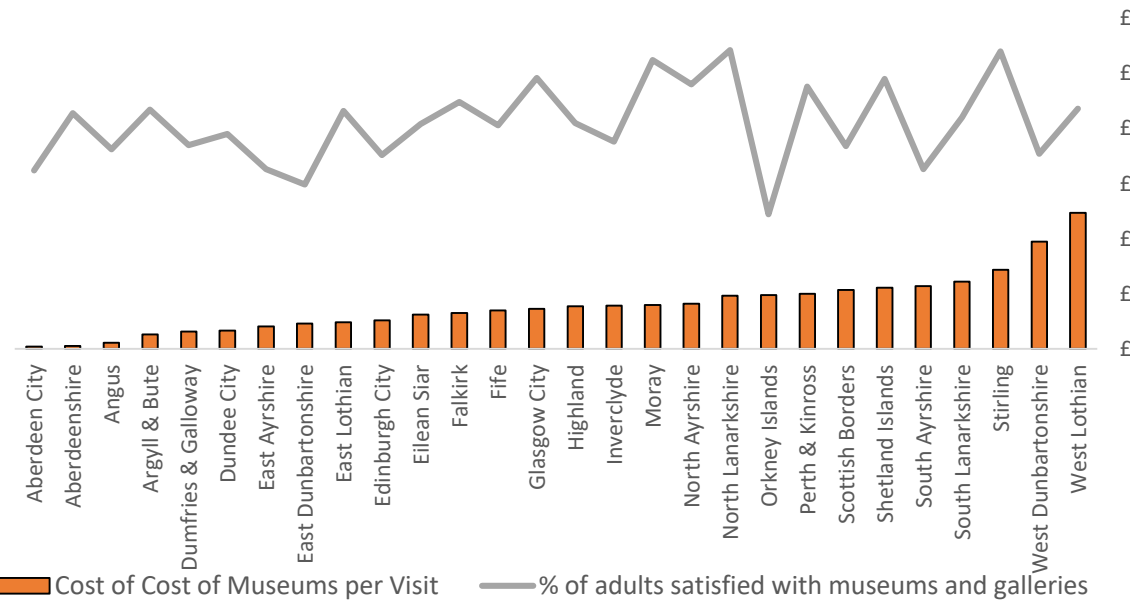
Libraries



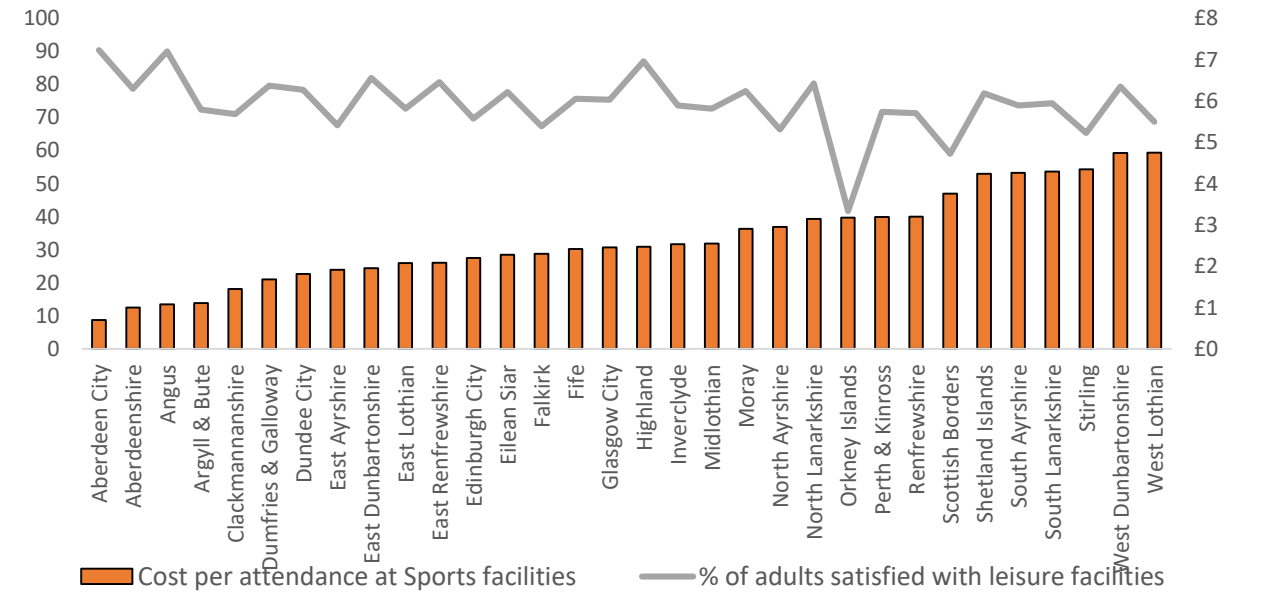
Parks & Open Spaces



Museums



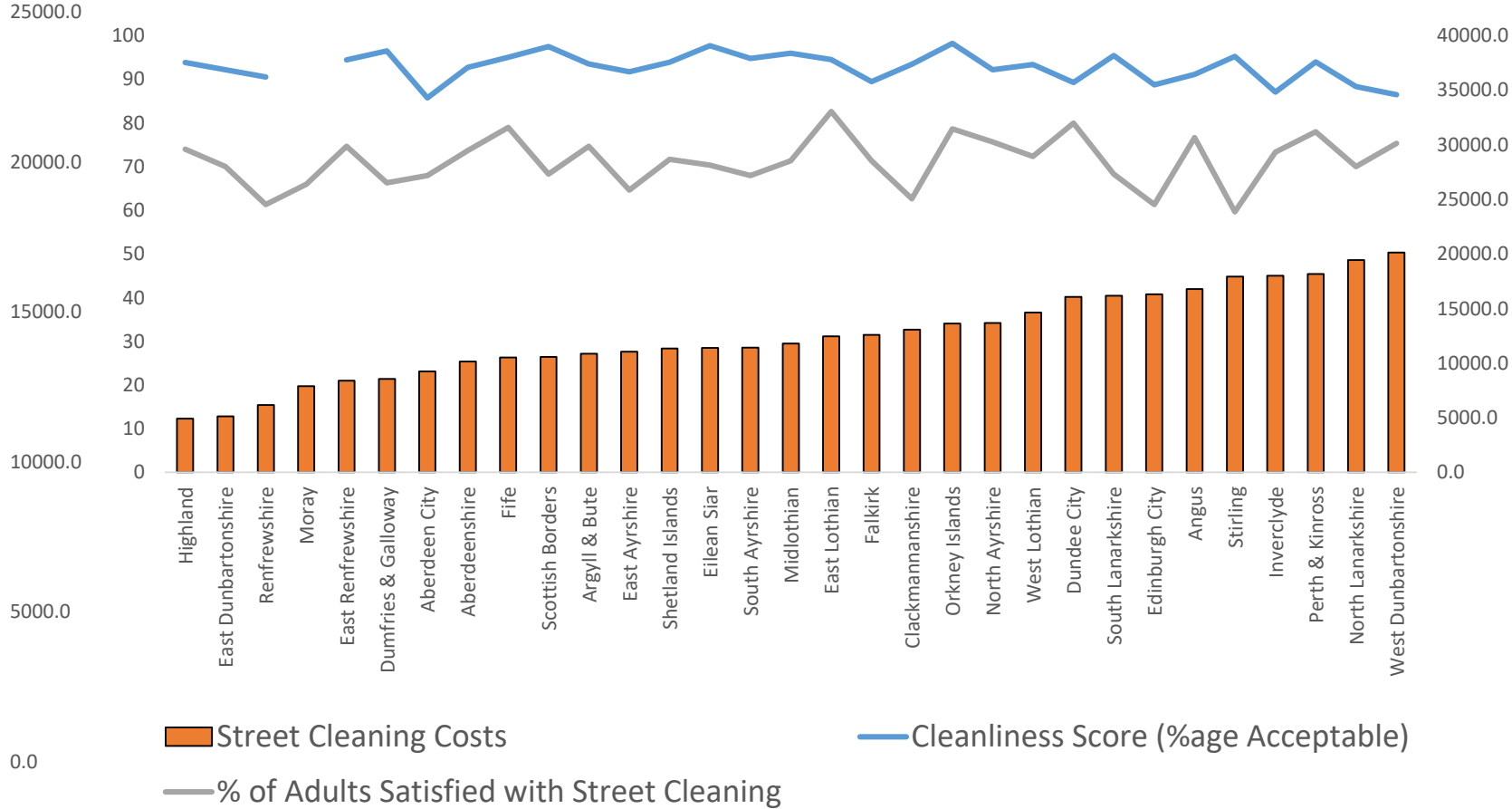
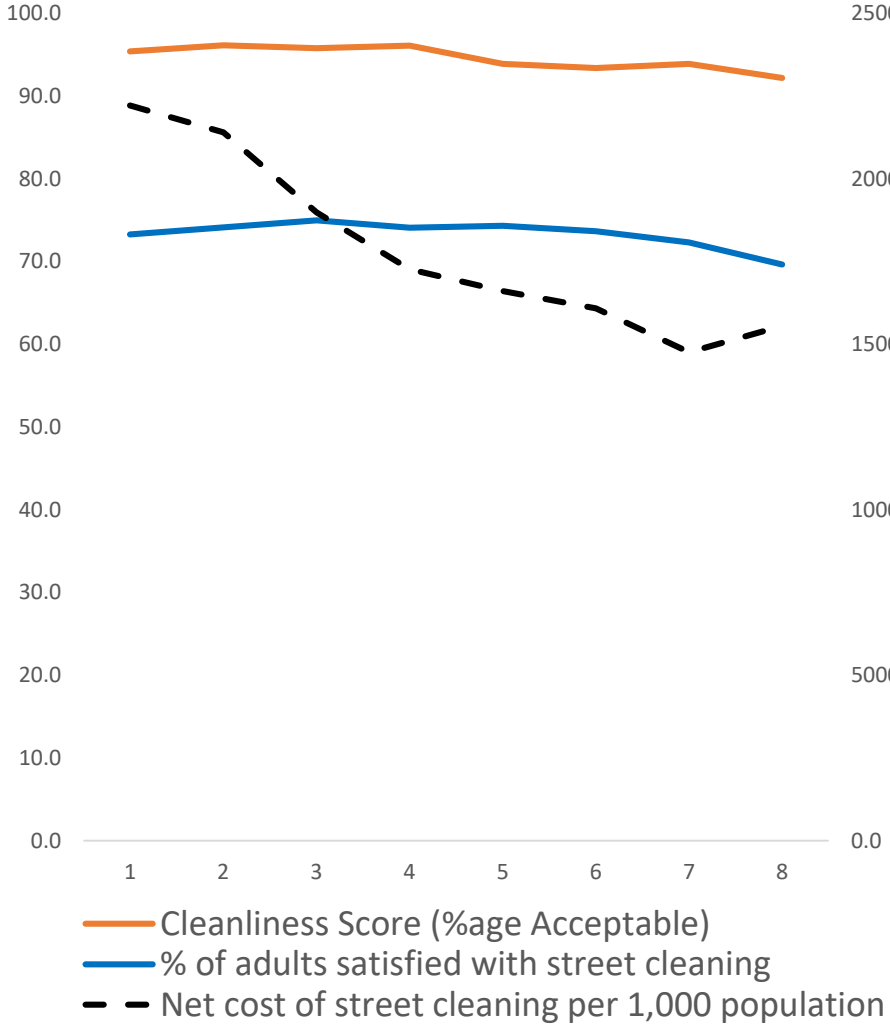
Sports



Cleansing

Cost, performance and satisfaction – By council

Cost, performance and satisfaction – Over time



■ Street Cleaning Costs
 — Cleanliness Score (%age Acceptable)
 — % of Adults Satisfied with Street Cleaning