Item 2

5th April 2023

Glasgow City Council

Operational Performance and Delivery Scrutiny Committee

Report by Chief Executive

Contact: cormac.quinn@glasgow.gov.uk

Local Government Benchmarking Framework (LGBF):

Background, Report Context and Tools

Purpose of Report:

To outline the background and context to the Local Government Benchmarking Report which will be presented to the Committee in May 2023, and to highlight some of the tools that can aid analysis of the report

Recommendations:

The committee is asked to:

- note the background and context of LGBF reporting in Scotland and for Glasgow
- note that the My Local Council webpage is maintained and updated by the Improvement Service to allow access to the latest benchmarked data for member and the public
- note that the next Local Government Benchmarking Report (LGBF) will be presented to Committee in May 2023

Ward No(s): Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

***PLEASE NOTE THE FOLLOWING**:*

Any Ordnance Survey mapping included within this Report is provided by Glasgow City Council under licence from the Ordnance Survey in order to fulfil its public function to make available Council-held public domain information. Persons viewing this mapping should contact Ordnance Survey Copyright for advice where they wish to licence Ordnance Survey mapping/map data for their own use. The OS web site can be found at <http://www.ordnancesurvey.co.uk> "

If accessing this Report via the Internet, please note that any mapping is for illustrative purposes only and is not true to any marked scale

1.0 Background

1.1 The Local Government Benchmarking Framework (LGBF) is a high-level benchmarking tool; co-ordinated on behalf of local authorities across Scotland by the Improvement Service (IS); designed to support senior management teams and elected members to ask questions about key council services. It was began development in conjunction with local authorities in 2011, and has continued to refine and add benchmarked indicators each year.

1.2 It reflects a commitment by SOLACE (Scotland) and COSLA to develop better measurement and comparable data as a catalyst for improving services, targeting resources to areas of greatest impact and enhancing public accountability.

1.3 The framework provides high-level 'can openers' which are designed to focus questions on why variations in cost and performance are occurring between similar councils; and serves as a good 'ready reckoner' to track service delivery and outcomes against other authorities

1.4 Within the framework there is a further disaggregation of Scottish local authorities, subdividing benchmarked authorities into 4 'Family Groups' of 8 authorities which represent the authorities with the most in common with regard to particular geography, economy and the challenges or delivery inherent in that.

1.5 The framework now has 8 years of data. Publication of the LGBF forms part of each council's statutory requirements for public performance reporting, replacing the previous SPI regime.

1.6 The Improvement Service co-ordinates the data collection and the distribution to authorities for their own reports. The next LGBF report to this Committee will be in May 2023.

1.7 It should also be noted that the guidance around the collection of the Local Financial Reports (LFRs) on which much of the data is based can; in some cases, be interpreted slightly differently across some datasets, and therefore it's important to understand the context of some reporting variations, to properly identify the level of performance and service delivery.

1.8 The Improvement Service continues to add new measures each year. Over 20 have been added in the past 3 years.

2.0 Current Overview Report: Scotland wide context

2.1 The Improvement Service also produces an Overview Report which provides a Scotland wide look across all the local authorities at the financial context and the general trends as documented in the Benchmarking Framework.

2.2 Some of the findings of the latest report; published in March 2023, notes that; excluding non-recurring Covid funding; total revenue funding for councils has increased in real terms by 5.3% in 2021/22, and by 1.6% since 2013/14.

2.3 However, further context also acknowledges that continuing ringfencing associated with the Specific Revenue Grant process for 2021/22 represents a **1.2% real terms reduction** in revenue funding available to all councils to pursue local priorities. Furthermore, and where inflationary uplifts are not included in ongoing ringfenced allocations, there is a risk that the cost of delivering these obligations exceeds allocations **based on historic demand** and cost estimates which also represents a further reduction to core council budgets.

2.4 Against the above funding context the Improvement Service also acknowledge that between 13/14 and 21/22 councils have faced increased pressure on service delivery due to:

- A 2% increase in the overall population, and an 8% increase in the 65+ population
- A 5% increase in the number of households
- Pay pressures due to inflation and expansion of real living wage
- Workforce recruitment and retention issues
- Increasingly complex care needs, such as addictions, dementia, and mental health
- New policy areas (free personal care and Carer's Act, music tuition, period products)
- Uncertainty about future plans including the creation of the National Care Service

2.5 ***Cost of Living Impacts noted in the Overview Report***

a. *Changing Delivery context*
IS helpfully noted that re-orientation of services affected by Covid recovery and emerging Cost of Living Impacts, noting that Scottish Welfare Fund (SWF) spend increased from £38m to £54m between 2019/20 to 2020/21, an increase of 43.8%. This includes a 9.4% increase in the last 12 months.

b. *Measures*
IS recommends caution when setting this year's data against previous the year given the legacy of some Covid related data gaps and changes in methodology of collection.

c. *Volatile Inflationary picture*
It will be important to consider the continuing impact the applied rate of inflation might be having on the true scale of movement over time; when interpreting this year's data.

2.6 ***General points***

a. *Data 2021-22*

The IS note some data gaps resulting from changes to COVID reporting are still persisting.

b. *Unprotected spend trend*

Continued shift from unprotected spend to protected spend and statutory areas of responsibility.

Non-protected or non-statutory services are required to bear a disproportionate share of current and future savings. Since 2010/11, in real terms, this has included: 24% reduction in culture and leisure spending; 28% reduction in planning spending; 25% reduction in corporate support service spending; 16% reduction in roads spending; 27% reduction in trading standards and environmental health spending; and 13% reduction in environmental services spending

3.0 The MyLocal Council Dashboard

3.1 The Improvement Service developed a dashboard building on the work of the Welsh Government's Data Cymru team, reflecting the need to provide a one stop shop approach for the collation and analysis of Scotland wide data across all of Scotland's authorities.

3.2 One of the advantages of the development of this Scottish focused My Local Council performance dashboard is that a can allow the production of regular publicly available data, that can be hosted on publicly accessible forums such as a webpage or available for operational scrutiny by both service managers, elected members and the public.

3.3 The Dashboard continues to be refined and reviewed by the Improvement Services to reflect data refinement and comments from Local Authorities. This commences with the initial data release of the 2021-22 benchmarked data in December 2022 and the review period can continue up until June 2023.

3.4 Below I have provided some examples of the My Local Council pages and functionality:

mylocalcouncil

HOME MORE INFORMATION

Areas of council performance - Glasgow City

Instructions

You can look at your council's performance across a number of themes (or areas of council activity). Please choose a theme and then a specific performance indicator.



- Children's Services
- Corporate Services
- Adult Social Care Services
- Economic Development
- Environmental Services
- Culture and Leisure Services
- Housing Services
- Financial Sustainability
- Tackling Climate Change

mylocalcouncil

HOME MORE INFORMATION

Areas of council performance - Glasgow City

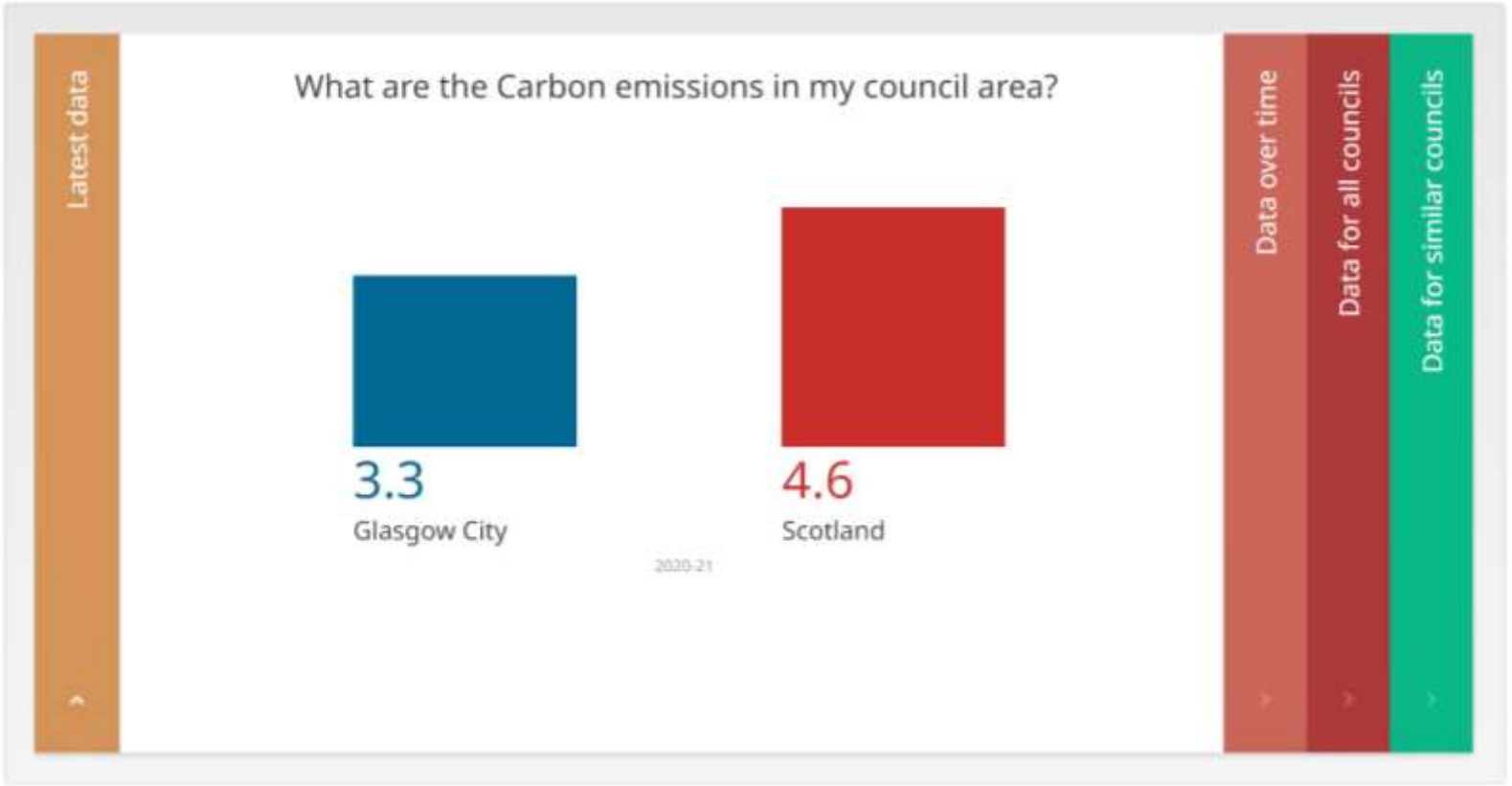
Instructions

You can look at your council's performance across a number of themes (or areas of council activity). Please choose a theme and then a specific performance indicator.



- Children's Services
- Corporate Services
- Adult Social Care Services
- Economic Development
- Environmental Services
- Culture and Leisure Services
- Housing Services
- Financial Sustainability
- Tackling Climate Change

What are the Carbon emissions in my council area?
What are the Carbon emissions directly impacted by the Council in my area?



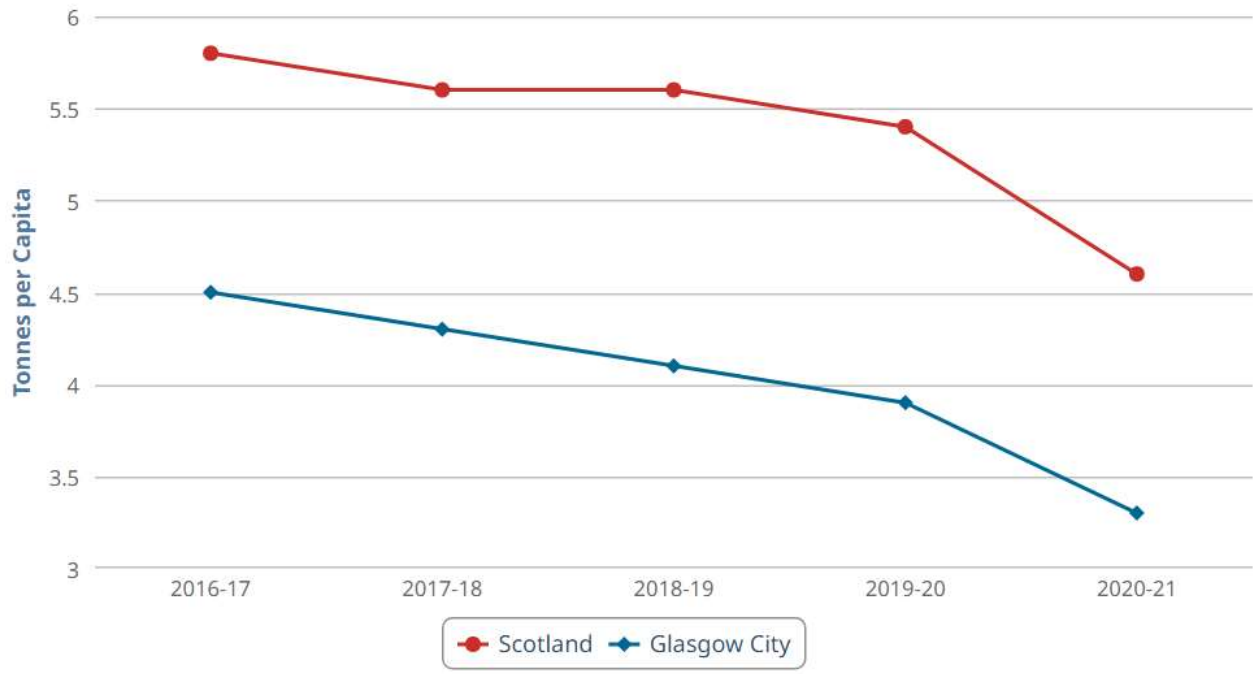
Other data available in this theme

Other councils

Latest data

Data over time

What are the Carbon emissions in my council area?



Data for all councils

Data for similar councils

Other data available in this theme

Other councils

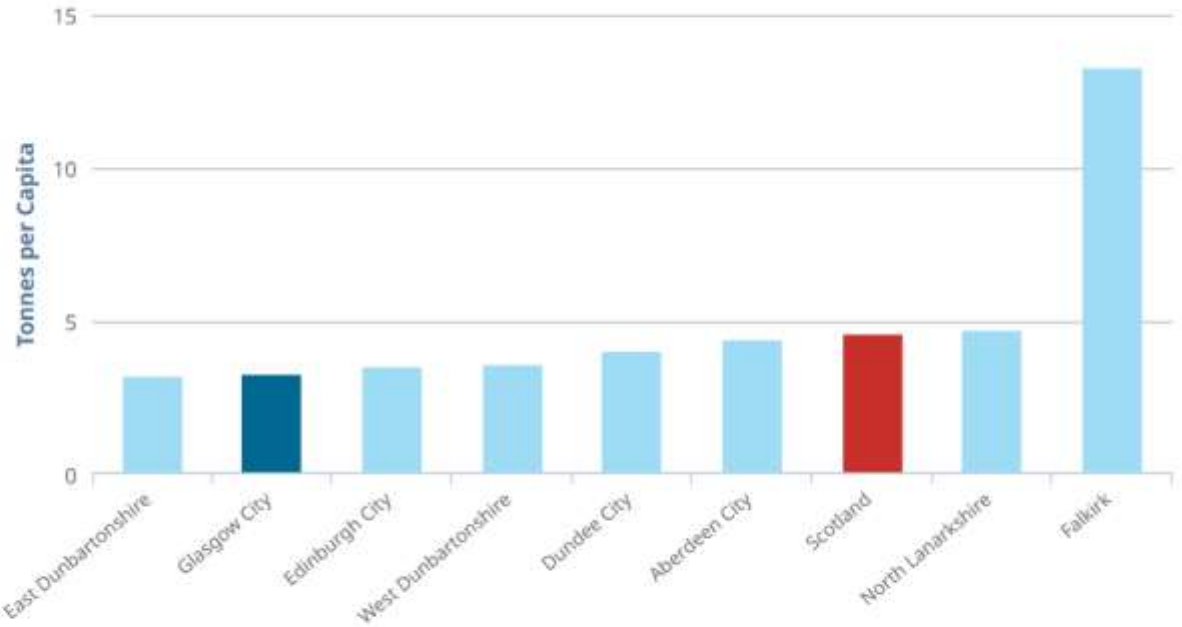
Latest data

Data over time

Data for all councils

Data for similar councils

What are the Carbon emissions in my council area?



For Corporate Services, Economic Development, Environmental Services, Culture and Leisure Services, Financial Sustainability and Tackling Climate Change similar types of councils are grouped by their population density

Other data available in this theme

Other councils

4.0 Next Steps

4.1 The Corporate Policy and Governance Team are currently preparing the Local Government Benchmarking Report (LGBF) complete with full and detailed trend tables; segmented into family groups across a three year trend, anm approach which is not yet available on the Improvement Service webpage.

4.2 This Local Government Benchmarking Report (LGBF) report will be presented to Committee in May 2023.

5 Policy and Resource Implications

Resource Implications:

Financial:	None identified at this stage
Legal:	None identified at this stage
Personnel:	None identified at this stage
Procurement:	None identified at this stage

Council Strategic Plan:	This supports the Grand Challenge of Enabling staff to deliver essential services in a sustainable, innovative and efficient way for our communities by focusing on how our performance data is presented for public and operational scrutiny

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.	Yes, as it supports Outcome 3: Service users are provided with information accessible to them on services provided by the Council Family particularly, those who face barriers through disability, language and digital exclusion
What are the potential equality impacts as a result of this report?	No significant impact identified at this point; although the accessibility of performance data will be considered as the proposal develops
Please highlight if the policy/proposal will help address socio-economic disadvantage.	No significant socio-economic impacts identified at this point; as the report focuses on how to structure our performance reporting

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:	No significant climate impacts identified at this point; as the report focuses on how to structure our performance reporting

What are the potential climate impacts as a result of this proposal?

Will the proposal contribute to Glasgow's net zero carbon target?

Privacy and Data Protection Impacts:

Are there any potential data protection impacts as a result of this report Y/N

If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out

6 Recommendations

The committee is asked to note this report and to:

- note the background and context of LGBF reporting in Scotland and for Glasgow
- note that the My Local Council webpage is maintained and updated by the Improvement Service to allow access to the latest benchmarked data for member and the public
- note that the next Local Government Benchmarking Report (LGBF) will be presented to Committee in May 2023