

Report

Report to:	Performance and Review Scrutiny Forum
Date of Meeting:	28 May 2024
Report by:	Chief Executive

Subject:	Local Government Benchmarking Framework (LGBF) Dashboard Development
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ provide the Forum with an overview of a custom Local Government Benchmarking Framework (LGBF) dashboard, developed in partnership with the Local Government Improvement Service (IS)

2. Recommendation(s)

2.1. The Forum is asked to note the following recommendation(s):-

- (1) that the development of the South Lanarkshire Council Local Government Benchmarking Framework (LGBF) dashboard be noted.

3. Background

- 3.1. In the course of 2021, the Council raised a number of concerns about the LGBF with the IS and the LGBF Board.
- 3.2. Following this dialogue, the Council agreed to work with the IS to review how it uses the LGBF and in particular to develop an approach to LGBF reporting which will better reflect the Council's priorities and support scrutiny of progress in priority areas. Update reports on this work were brought to the Forum on 26 October 2021 and 16 August 2022.
- 3.3. A final report to the Forum on 21 March 2023 presented the outcome of the review of LGBF reporting, setting out enhanced reporting arrangements to better reflect the council's priorities and strengthen scrutiny of council performance through the Benchmarking Framework.
- 3.4. This report provides an overview of recent follow-up work to enhance our LGBF reporting further through the development of a custom LGBF dashboard for South Lanarkshire Council (SLC).

4. Using Dashboards to Explore LGBF

- 4.1. In 2024, the IS launched an online dashboard as the main portal to access LGBF data and analysis. The dashboard is part of the commitment by SOLACE 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.

- 4.2. As part of this, the IS offered to work with interested councils to explore how dashboard technology could be used at a local level to improve engagement with and use of the LGBF.
- 4.3. Building on the review of LGBF reporting undertaken in 2021-23, South Lanarkshire took the opportunity to work with the IS to develop a South Lanarkshire version of the LGBF dashboard.
- 4.4. Key features of the South Lanarkshire Council dashboard:
- ◆ based on the 36 “priority indicators” aligned to the council plan outcomes (see appendix 1 for the matrix of indicators aligned to the council plan)
 - ◆ focuses on SLC vs Scotland vs family group average performance
 - ◆ allows drill-down to examine family group members and their performance
 - ◆ provides at-a-glance time-trend information for each indicator
 - ◆ presents the LGBF data for SLC along with local commentary (as presented to the Forum in February)
- 4.5. Appendix 2 provides screenshots of the dashboard for information, showing the home page, indicator detail page and data definition pages.

5. Next Steps and Recommendations

- 5.1. Forum is asked to note the engagement with the LGIS on the LGBF dashboard and the development of the SLC dashboard as a further step in the Council’s review of how it uses the Framework.
- 5.2. The dashboard will be made available via a link on the Council website following this meeting of the Forum. The dashboard can be accessed via any device which supports internet browsing, including tablets and smartphones.

6. Employee Implications

- 6.1. There are no direct employee implications.

7. Financial Implications

- 7.1. There are no direct financial implications.

8. Climate Change, Sustainability and Environmental Implications

- 8.1. There are no direct climate change, sustainability and natural environment implications arising from this report.

9. Other Implications

- 9.1. Considering the detail of the report and identifying actions as appropriate contribute towards effective risk management.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

Paul Manning
Chief Executive

2 May 2024

Link(s) to Council Values/Priorities/Outcomes

- Accountable, effective, efficient and transparent
- Ambitious, self-aware and improving

Previous References

- LGBF Update – 26 October 2021
- LGBF Update – 16 August 2022
- LGBF Update – 21 March 2023

List of Background Papers

- None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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Appendix 1 – LGBF suite aligned to Connect Outcomes

Communities and Environment Caring, connected, sustainable communities	Education and Learning Inspiring learners, transforming learning, strengthening partnerships	Health and Wellbeing People live the healthiest lives possible	Children and Young People Our children and young people thrive.	Housing and Land Good quality, suitable and sustainable places to live	Our Economy Thriving business, fair jobs and vibrant town centres	Delivering the Plan and achieving Best Value
Refuse collection (recycled waste) ENV6	LAC Pupil Attendance Rates (CHN19b)	Delayed Discharges (SW8)	Child Poverty Rates (CHN24)	Rent Arrears (HSN1b)	Superfast broadband (ECON8)	% of income due from Council Tax received (CORP7)
Street Cleansing Score (ENV3c)	Literacy Attainment Gap (CHN14a)	Hospital readmissions (SW6)	Developmental Milestones (CHN17)	Voids (HSN2)	Town centre vacancy rates (ECON9)	Uncommitted Gen. Fund (FinSus2)
Libraries Satisfaction (C&L5a) new	Numeracy Attainment Gap (CHN14b)	Home Care Costs (SW1)	LAC Placement Stability (CHN23)	Repair time (HSN4b)	Unemployment (ECON1)	Actual outturn as a % of budgeted expenditure (FINSUS5)
Leisure Satisfaction (C&L5d)	% Pupils Gaining 5+ Awards at Level 5 (SIMD) (CHN4)	Residential Care Costs (SW5)	Balance of Care CHN9	Energy Efficiency (HSN5a)	% earning less than the real Living Wage (ECON7)	
Museums and galleries Satisfaction (C&L5c) new	% School Leavers entering Positive Destinations (CHN11)		LAC Costs Community (CHN8b)		Roads Condition (all 4 measures ENV4b, ENV4c, ENV4d & ENV4e)	
Carbon Emissions (CLIM2)			LAC Costs Residential (CHN8a)			

Home page

Local Government Benchmarking Framework - Home Page

Council Outcomes

- Communities and Environment
- Education and Learning
- Health and Wellbeing
- Children and Young People
- Housing and Land
- Our Economy

What is the LGBF

South Lanarkshire Council uses benchmarking information to help understand performance with a view to making improvements. We have identified a 'strategic' subset of indicators, aligned to the six Council Outcomes listed in the [Council Plan 2022-27](#).

This dashboard reports on these indicators and gives insight into the Council's performance for the year and over time as well as comparison with the [family group](#) of eight 'similar' councils and the Scottish average.

The full suite of LGBF indicators continues to be reported annually in the [Public Performance Reports](#) on the council's website.

In addition, you can compare all LGBF results with other councils' using the Local Government Improvement Service Dashboard [explore the data](#) tool.

This dashboard was built in partnership with

Outcome page with multiple indicators

Local Government Benchmarking Framework 🏠

Council Outcomes

- Communities and Environment
- Education and Learning
- Health and Wellbeing
- Children and Young People
- Housing and Land
- Our Economy

Trend over Time

● South Lanarkshire
 ● Family Group (Average)
 ● Scotland

C&L05a - Proportion of adults satisfied with libraries

C&L05c - Proportion of adults satisfied with museums and galleries

C&L05d - Proportion of adults satisfied with leisure facilities

CLIM02 - CO2 emissions area wide: emissions within scope of LA per capita

Indicator detail page showing family group members and narrative

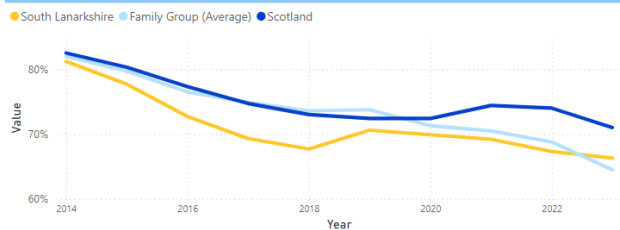
Local Government Benchmarking Framework



C&L05a - Proportion of adults satisfied with libraries



Trend over Time



Narrative

SLC has dropped 1% on our 21/22 satisfaction rates and 4.7% below the Scottish average, however when taken in the context of the 'family grouping' SLC sits 1.8% above the average for library services. It should also be noted that the household survey does not necessarily mean those completing the survey have used our services. SLLC conducted a Customer Satisfaction Survey in 22/23 to assess actual service delivery, nearly 3,000 customers responded (12% of members across services), with very positive feedback saying - service delivery 95%, staff performance 97% and value for money 95%.

Family Group Comparison

