

Corporate Policy and Sustainability

10.00am, Thursday 20 August 2020

Local Government Benchmarking Framework 2018/19 - Edinburgh Overview

Item number
Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 That Policy and Sustainability note the report setting out the detailed analysis of the LGBF benchmarking framework dataset for the 18/19 financial year.

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Local Government Benchmarking Framework 2018/19 – Edinburgh Overview

2. Executive Summary

- 2.1 This report provides an overview analysis of the 2018/19 benchmarking data provided by the Scottish Local Government Benchmarking Framework (LGBF)..
- 2.2 The LGBF is an analysis of the Council's performance set against the other 31 Council's year on year performance. The analysis provides a high level comparison which helps to inform the wider performance analysis that the Council does across and within service areas.
- 2.3 In summary, the report shows that Edinburgh has seen an overall improvement in both performance and rankings over the last year and that the city's performance compares favourably to the other Scottish cities. Where relevant, the report provides further detail and compares Edinburgh against the national picture, other comparable cities (Aberdeen, Dundee and Glasgow) and highlights changes in Edinburgh's performance between 2017/18 and 2018/19

3. Background

- 3.1 Led by [SOLACE](#), with the support of the [Improvement Service](#), the Local Government Benchmarking Framework aims to provide a benchmarking toolkit for local government.
- 3.2 The publication and use of this data forms part of the Council's statutory requirements for public performance reporting as directed by the Accounts Commission.
- 3.3 It should be noted that LGBF data is always retrospective and the framework provides benchmarking data and national rankings for services that were delivered in the financial year 2018/19. In comparison, the current Annual Performance Report refers to the financial year 2019/20.
- 3.4 This is benchmarking data for all Scottish Local Authorities and where the data is relevant can present a useful analysis of us in comparison to others.

4. Main report

- 4.1 The Local Government Benchmarking Framework [National Benchmarking Overview Report 2018/19](#) was published by the Improvement Service in January 2020. The report provides Scotland level results and trend analysis of benchmarking data for services delivered in 2018/19.
- 4.2 In addition, an online toolkit on the [My Local Council](#) website has been created to help councils benchmark with other councils.
- 4.3 The framework allows local authorities to compare their performance across a suite of indicators of efficiency (unit cost), outputs and outcomes, covering all areas of local government activity.
- 4.4 This dataset provides information ranking Edinburgh with the other councils as well as timeseries data for each of the indicators for Edinburgh.
- 4.5 Direct comparisons between councils can be challenging, due to differences in local priorities, pressures and issues; service structures; and how services are delivered. This benchmarking data should be used as a tool to support collaboration and sharing between councils to better understand the differences and the approaches which may deliver improvements.
- 4.6 The Local Government Benchmarking Framework is not a comprehensive summary of all the performance of the Council in 2018/19 rather, the data complements and informs the Council's own Corporate Performance Framework.

High level Overview

- 4.7 Comparing Edinburgh's latest figures to last year (2017/18):
 - Edinburgh's performance has improved in 41 of the indicators and declined in 38 indicators.
 - Edinburgh's ranking has improved in 43 indicators; remained the same in 9 indicators; and declined our ranking in 27 indicators.
- 4.8 In terms of overall ranking Edinburgh compares favourably with the other three most comparable cities of Aberdeen, Dundee and Glasgow:
 - Edinburgh has 26 indicators in the top quartile (top 8 Local Authorities) which is higher than Aberdeen (16 indicators), Dundee (18 indicators) and Glasgow (21 indicators).
 - Edinburgh has the fewest indicators in the bottom quartile at 17, with Aberdeen having 29, Dundee 25 and Glasgow 27.
- 4.9 The Appendix provides an overview of Council benchmarking performance in 2018/19 under the framework's seven themes, namely:
 - Children's Services
 - Adult Social Care Services
 - Environmental Services

- Culture and Leisure Services
- Housing Services
- Corporate Services
- Economic Development (including Planning)

- 4.10 Included in each section is a comparative overview of Edinburgh's 2018/19 benchmarking data with the Scotland wide average, and the cities of Aberdeen, Dundee, and Glasgow.
- 4.11 Appendix B provides a longer term comparison between Edinburgh and the cities of Aberdeen, Dundee and Glasgow looking at trends in performance between 2013/14 and 2018/19. While there are year on year fluctuations in all the indicators, Edinburgh's performs favourably with the other three cities when looking at the longer term trends.
- 4.12 In addition to the Local Government Benchmarking Framework, the Council also participates in several other benchmarking and service development groups. These include the Association for Public Service Excellence (APSE), Scotland's Housing Network and Keep Scotland Beautiful.
- 4.13 Along with the Local Government Benchmarking Framework, these allow the Council to share best practice and provide a focus for service improvement initiatives.

5. Next Steps

- 5.1 The Local Government Benchmarking Framework 2018/19 data analysis will be used to inform Senior Management Team discussions and the Council Performance Framework.

6. Financial impact

- 6.1 There is no financial impact associated with this report.

7. Stakeholder/Community Impact

- 7.1 The publication and use of the benchmarking data forms part of the Council's statutory requirements for public performance reporting, [as directed by the Accounts Commission](#).

8. Background reading/external references

- 8.1 LGBF National Overview Report 2018/19 published by the Improvement Service in January 2020.

8.2 My Local Council website.

9. Appendices

Appendix A: 2018/19 Edinburgh Overview

Appendix B: Four city comparison 2013/14 to 2018/19

Appendix A: 2018/19 Edinburgh Overview

LGBF 2018/19 summary

- This analysis of the most recent Local Government Benchmarking Framework (LGBF) data provides:
 - a summary of Edinburgh's comparative ranking and indicator performance compared to the previous year, 2017/18
 - indicator data and the national ranking position for all LGBF indicators
 - urban cities and Scotland average comparative data
 - an overview of national performance trends and local factors.

Edinburgh – national ranking summary (latest data - 2018/19)

- Compared to last year (17/18) we have improved our ranking in 43 indicators; maintained our ranking in 9 indicators; and declined our ranking in 27 indicators. This is summarised in the chart and table below:

Chart 1: Ranking improvement or decline – LGBF 18/19 compared with 17/18

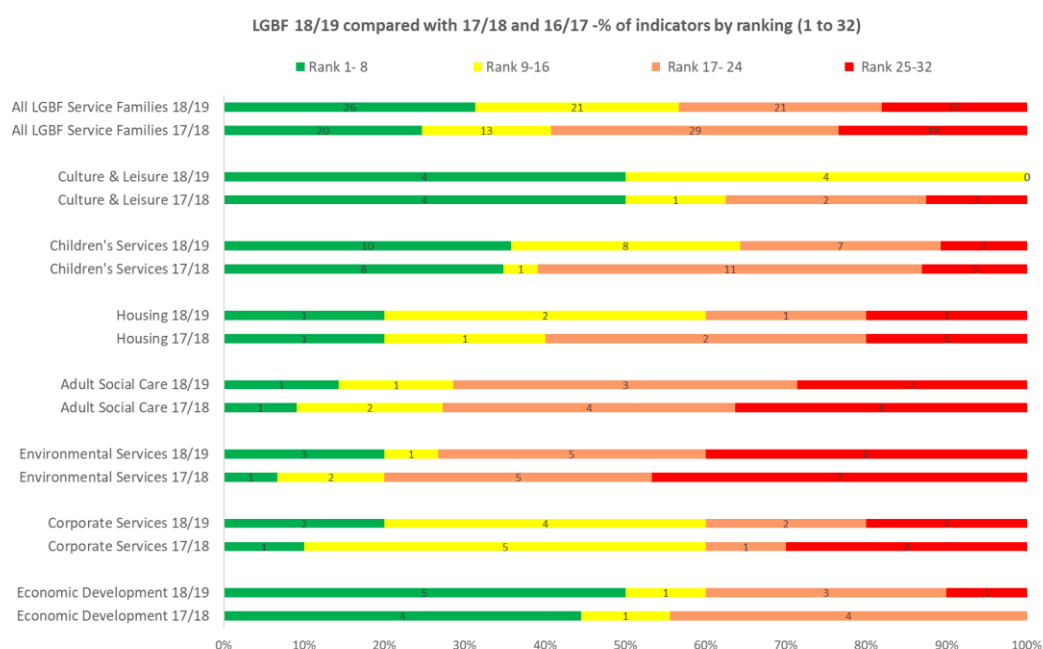


Table 1 – relative performance of Edinburgh LGBF indicators from 2017/18 to 2018/19, by LGBF family theme

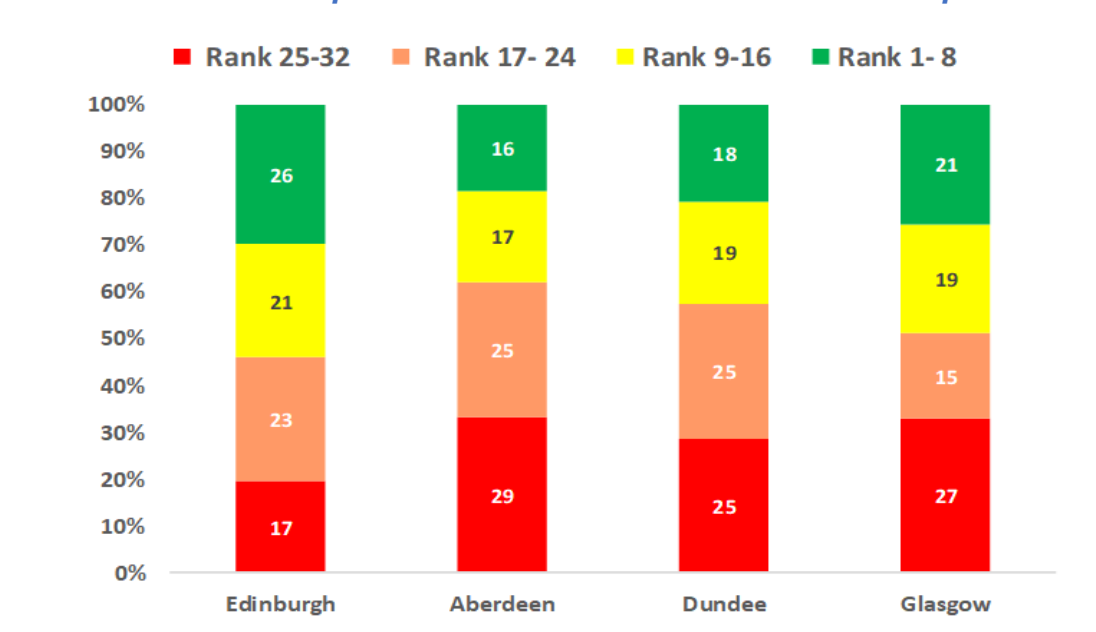
Ranking 18/19	Education	Corporate	Adult Social Care	Environmental	Housing	Econ Dev	Culture & Leisure	Total	%
Improved	15	5	2	7	4	4	6	43	54%
Declined	7	4	2	5	1	6	2	27	34%
Maintained	2	1	3	3				9	11%

Total	24	10	7	15	5	10	8	79	100%
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* Four Adult social care indicators are collected every 2 years with 17/18 being the latest data available

- Edinburgh compares favourably when considering overall rankings to the three most comparable urban cities, Aberdeen, Dundee and Glasgow. Edinburgh shows the highest number of indicators in the top two quartiles and the fewest in the bottom quartile of the four cities. The chart below shows the number of indicators that are ranked in each quartile for the four cities.

Chart 2: Performance improvement or decline – LGBF 18/19 compared with 17/18



- Compared to last year (17/18) we have improved our performance in 41 indicators and declined in 38 indicators. This is summarised in the graph and the table below:

Chart 3: Performance improvement or decline – LGBF 18/19 compared with 17/18

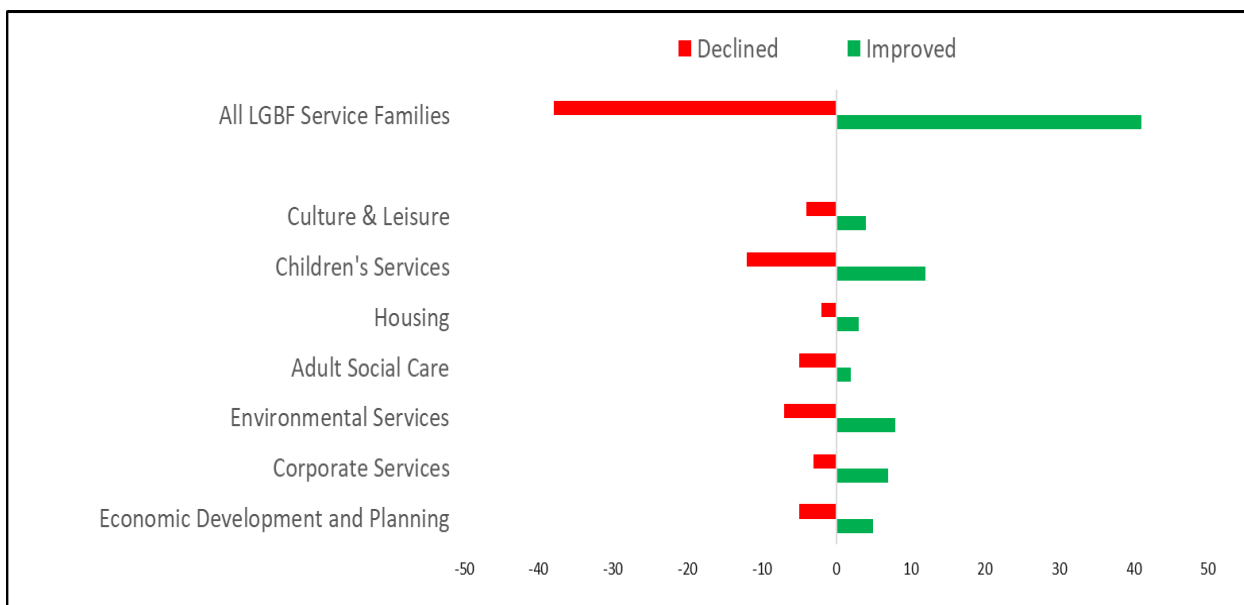


Table 2 – actual performance of Edinburgh LGBF indicators from 2017/18 to 2018/19, by LGBF family theme

Performance 18/19	Education	Corporate	Adult Social Care	Environmental	Housing	Econ Dev	Culture & Leisure	Total	%
Improved	12	7	2	8	3	5	4	41	52%
Declined	12	3	5	7	2	5	4	38	48%
Maintained								0	0%
Total	24	10	7	15	5	10	8	79	100%

5. The following sections of the Appendix outline for each LGBF theme:
- indicator data and the national ranking position for all LGBF indicators
 - urban cities and Scotland average comparative data
 - an overview of national performance trends
 - additional contextual information on relevant service areas and developments.

Children's Services

6. There are 31 indicators that relate to the efficiency and effectiveness of Children's Services. Data for 2018/19 for three indicators is still to be released.
7. This year, for the first time, data on Achievement of Curriculum for Excellence (CfE) Levels are included. Data for 2018/19 is included to provide baseline data.
8. Of the 24 indicators, compared to last year Edinburgh's ranking has improved in 15, maintained in 2 and declined in 7. In terms of Edinburgh's performance, it has improved in 12 and declined in 12.
9. Chart 4 provides a comparative summary of Edinburgh's 2018/19 indicator rankings with the most relevant urban cities.

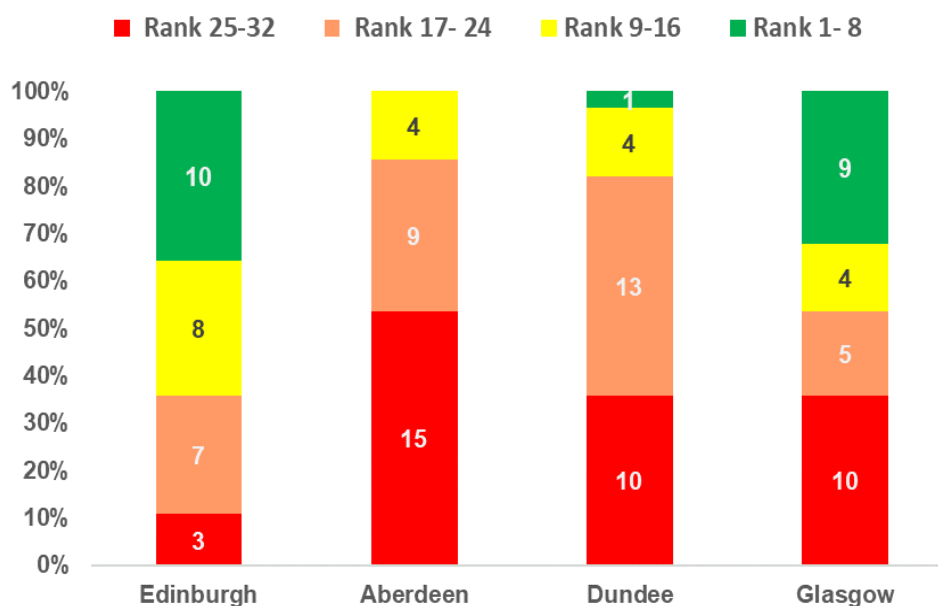


Chart 4 - 2018/19 Children Services, % of indicators by ranking band - city comparison

National trend summary, Children's Services

10. In the last 12 months, education spend has grown significantly, increasing by 4.5%. This reflects increased costs associated with the recent teacher pay award, access to additional monies via the Scottish Attainment Challenge and Pupil Equity Fund, and the Early Years Expansion programme. This growth in expenditure has reversed the longer-term reducing cost trend per pupil.
11. Pupil attendance rates have remained at around 93% since 2010/11 while exclusion rates have continued to show significant improvement, falling year on year from 40.0 to 21.6 across the period.
12. Measures of educational outcome have shown substantial positive progress since 2011/12 in the measures used in the LGBF, particularly for children from the most deprived areas in line with key priorities in education.
13. The [LGBF National Overview Report 2018/19](#) outlines that national satisfaction with schools has risen in the last 12 months following declining for the previous six years. This data is drawn from the Scottish Household Survey (SHS) and represents satisfaction levels for the public at large, rather than for service users. Evidence shows there are differences between satisfaction levels for the wider public and service users, with satisfaction levels for service users consistently higher than those reported by the general population.

Edinburgh benchmarking analysis and local context, Children's Services

14. 2018/19 LGBF Children's Service indicator data and ranking position for Edinburgh, selected urban cities and Scotland are detailed in full in Table 3 below.
15. Edinburgh's costs per pupil rank in the top quartile for the last five years and compares favourably to the ranks of Aberdeen, Dundee and Glasgow in 18/19.
16. Across the 14 attainment indicators, Edinburgh continues to perform well for overall attainment across the primary and secondary years with 8 indicators above the national average and 6 below. 5 indicators rank in the top quartile and only one in the lower quartile with the remaining 8 in the middle quartiles.
17. For the indicators relating to the 20% most deprived pupils, Edinburgh improves its ranking in two out of the three indicators (gaining 5+ awards at level 6, and Total Tariff SIMD Quintile 1) but sits below the national average and reducing the attainment gap remains an area of focus. The development and introduction of our Edinburgh Learns strategy provides head teachers with guidance, training and resources to support them to deliver equity in education whilst the '1 in 5' programme continues to focus on reducing the cost of the school day.
18. The proportion of pupils entering positive destinations figure increases for a second year and is the highest seen to date. This is reflected in Edinburgh's ranking improving from 27th in 16/17 to 13th in 18/19.
19. Participation rate, which looks at the longer term engagement of young people in learning, training and employment, continues to gradually rise in Edinburgh from 89.9% in 15/16 to 92.3% in 18/19. Edinburgh ranks at 12th in the second top quartile in 18/19 compared to the other three cities which rank in the lower quartile.
20. Adult satisfaction with schools has improved compared to previous years (16/17 and 17/18) by around 5% and is now at 67.4%. This is the second year in a row satisfaction with schools has increased and Edinburgh compares favourably with the other three cities. Local surveys to parents/carers, secondary and primary pupils separately show higher levels of satisfaction overall (around 80%) as well as allowing targeted action based on differences in responses from the different respondents/schools.
21. For Looked After Children (LAC) the cost for residential placements remains in the top quartile for the third year in a row reflecting the work done to reduce the use of secure care. Following two years of lower costs, the cost for community placements rises in 18/19 to £404 which is similar to the cost in 15/16 (£409). Edinburgh is ranked higher than Aberdeen and Dundee.
22. The proportion of Looked After Children (LAC) in community settings remains above 90% and reflects ongoing, relatively lower use of residential and secure placements.

Local Government Benchmarking Framework 2018/19 Children's Services									
Indicator	Edinburgh		Aberdeen		Dundee		Glasgow		Scottish average
	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	
Cost per primary school pupil	£4,899	8	£5,166	14	£5,012	10	£5,129	13	£5,259

Cost per secondary school pupil	£6,706	4	£7,445	24	£7,169	20	£7,969	27	£7,157
Cost per pre-school education registration	£3,760	3	£4,399	10	£5,239	19	£7,125	29	£5,014
% of Pupils Gaining 5+ Awards at Level 5	63%	15	58%	26	54%	31	55%	30	63%
% of Pupils Gaining 5+ Awards at Level 6	39%	5	31%	22	27%	31	29%	27	35%
% of Pupils from Deprived Areas Gaining 5+ Awards at Level 5 (SIMD)	37%	20	32.0%	25	39.0%	19	48.0%	6	44%
% Pupils from Deprived Areas Gaining 5+ Awards at Level 6 (SIMD)	15%	16	9.0%	26	13.0%	20	21.0%	5	18%
Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	2,796	7	5,921	29	4,104	17	5,772	28	3,930
Gross Cost of "Children Looked After" in a Community Setting per Child per Week	404	28	554	31	623	32	373	22	349
Balance of Care for looked after children: % of children being looked after in the Community	91.41%	10	90.59%	11	88.34%	19	92.97%	7	89.92%
% of Adults Satisfied with Local Schools (data over 3 years average 10/14, 12/15, 13/16, 14/17, 15/18 and 16/19)	67%	26	67%	27	59%	32	63%	31	72%
Proportion of pupils entering positive destinations	95.08%	13	93.74%	30	94.31%	25	94.62%	22	95.05%
% of children meeting developmental milestones	dna	0	dna	0	dna	0	dna	0	dna
% of early years provision rated good or better	89.9%	21	76.1%	31	89.8%	22	89.1%	24	90.6%
School attendance rates (per 100 pupils)	93.78	8	93.33	14	91.84	31	92.21	27	92.95
School attendance rate (looked after children)	dna	0	dna	0	dna	0	dna	0	dna
School Exclusion rates per 1000 children	16.54	10	52.94	32	25.48	23	13.80	8	21.65
School Exclusion rates per 1000 looked after children	dna	0	dna	0	dna	0	dna	0	dna
Participation rate for 16-19 year olds learning, training or working (per 100)	92.3%	14	89.7%	29	88.2%	32	89.2%	30	91.6%
% of child protection re-registrations within 18 months	5.00%	12	6.17%	17	4.17%	10	10.32%	28	7.22%
% LAC with more than 1 placement in the last year (Aug-July)	24.15%	20	24.91%	23	28.73%	27	10.06%	2	19.65%
Overall Average Total Tariff	939	7	826	21	749	32	782	30	892

Average Total Tariff SIMD Quintile 1	572	18	439	28	531	22	671	6	625
Average Total Tariff SIMD Quintile 2	711	20	601	28	704	21	787	8	740
Average Total Tariff SIMD Quintile 3	842	23	706	32	872	17	903	16	872
Average Total Tariff SIMD Quintile 4	1,052	13	860	29	954	23	1,039	14	1,013
Average Total Tariff SIMD Quintile 5	1,282	3	1,088	25	1,059	26	1,232	5	1,193
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy	77%	6	71%	18	72%	15	69%	24	72%
% of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy	83%	7	78%	20	78%	19	77%	21	79%
Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	26.43	25	24.11	22	19.20	7	20.89	13	20.66
Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils	20.54	22	20.36	21	16.25	10	14.88	5	17.00

Table 3 - 2018/19 Children Services indicators, performance and rank - Edinburgh, city and Scotland average comparison

Adult Social Care Services

23. There are eleven LGBF indicators that relate to the efficiency and effectiveness of Adult Social Care Services.
24. Four indicators are new and taken from the Core Suite of Integration Indicators. Another three indicators are from the Health and Care Experience Survey which is a biennial survey with no update for the 18/19 dataset so 17/18 data is shown in the table below.
25. Compared to 2017/18, Edinburgh's ranking has improved in 2, declined in 2 and maintained our ranking in 3 indicators. For performance, Edinburgh has improved in 2 and declined in 5.
26. Chart 5 provides a comparative summary of Edinburgh's 2018/19 indicator rankings with the most relevant urban cities (this includes the Health and Care Experience Survey indicators from the 17/18 dataset).

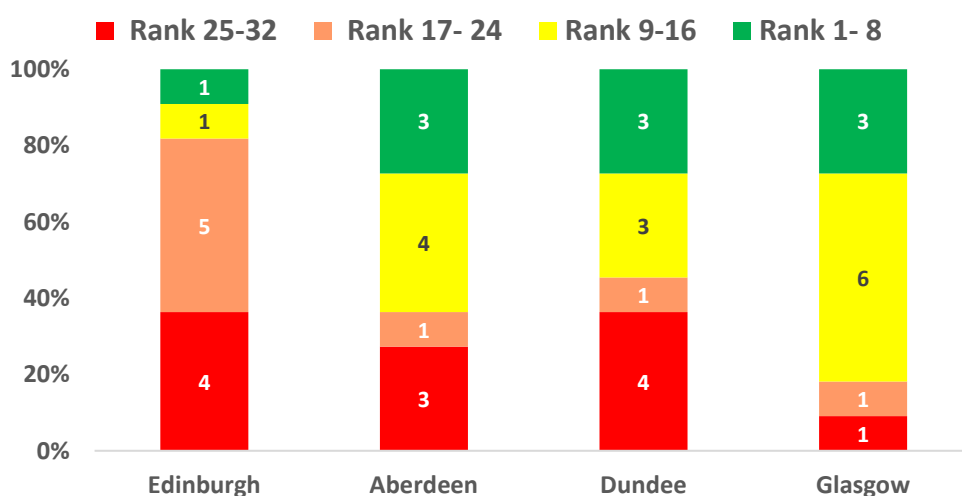


Chart 5 - 2018/19 Adult social care services, % of indicators by ranking band - city comparison

National trend summary

27. Significant variability exists across authorities reflecting the different stages of maturity integration authorities are currently at and the different local context and population profiles they serve.
28. Direct payments and personalised managed budgets have grown steadily across the period from 1.6% to 5.1% of total social work spend (excluding outliers), including a small increase in the past 12 months.
29. Progress has been made across the longer period in shifting the balance of care between acute and institutional settings to home or a homely setting. However, this has stalled in the past 12 months. The number of people receiving home care has decreased over time and the hours of care they receive on average has increased.
30. While there has been an overall improving picture in terms of Delayed Discharges, in the last 12 months, there has been an increase in the number of days people spend in hospital when they are ready to be discharged. Hospital readmissions per 1,000 discharges (within 28 days) have increased by 14.8% across the period. In the past 12 months, the growth has levelled off, increasing by 0.2%.
31. There has been an overall improvement in care quality ratings since 2011/12, Following four years of improvement, in the last 12 months inspectorate quality ratings have fallen.

Edinburgh benchmarking analysis and local context

32. 2018/19 LGBF adult social care indicator data and ranking position for Edinburgh, selected urban cities and Scotland are detailed in full in Table 4. For the indicators based on the Health and Care Experience Survey, the latest data (17/18) is shown.
33. The different configuration of services, such as the proportion of internal to external providers of adult social care services will have an impact on how different Local Authorities perform. Edinburgh continues to retain services in house while other authorities have chosen to outsource.
34. Edinburgh continues to perform well for self-directed support (SDS) spend as a percentage of social work spend and remains in the top quartile in 18/19. This measure reflects the spend of service users who have chosen SDS option one (a direct payment) and SDS option two (Individual Service Fund), both of which demonstrates increasing self-direction in how people access their care and support.
35. Over 65s home care costs show an increase from £25.06 in 2017/18 to £26.16 in 2018/19 and reflect the Edinburgh Integration Joint Board's and the Council's commitment to implement the Scottish Living Wage uplift for care workers and retaining services in house. This also reflects the rising costs of provision within Edinburgh.
36. After a gradual increase in the percentage of older people (65 years and older) with long term needs who are receiving care at home in Edinburgh, there has been a slight reduction over the last 12 months which mirrors the national trend. Edinburgh remains in the lower quartile of councils but moves from ranking 29th in 2017/18 to 27th in 2018/19.
37. For the new indicators, taken from the Core integration indicators set, data for earlier years has been added in to the dataset where available to allow trends over time to be considered.
38. One of the new indicators is the percentage of carers who feel supported to continue in their caring role. The latest data shows figures for 2017/18 and Edinburgh mirrors the decline in the Scottish figure (Edinburgh figures are 36.6% in 2015/16 to 34.8% in 2017/18; Scottish figures are 40.0% in 2015/16 to 36.6% in 2017/18).
39. Edinburgh's rank for rate of readmission to hospital within 28 days per 1,000 discharges remains the same in 18/19 at 23 with a rate (111.68) lower than Aberdeen (115.24) and Dundee (128.7) but higher than Glasgow with a rate of 97.88.
40. The proportion of care services graded 'good' or better tends to fluctuate but remains in the low to mid 80s which ranks Edinburgh consistently in the second top quartile.
41. The number of days people spend in hospital when they are ready to be discharged per 1,000 population (75+) rises from 1502 in 17/18 to 1620 days in 18/19. Edinburgh ranks in the lower quartile compared to the other three cities which rank in the top two quartiles in 18/19.
42. The Health and Social care Partnership continues to progress a number of workstreams to transform services which will decrease the number of days people are delayed in hospital. During 2019/20, we have reduced bed days lost to delayed discharge by 20%, from our baseline figure of 76,993 lost bed days in 2017/18, to 62,120 days in 2019/20.

Local Government Benchmarking Framework 2018/19 Adult Social Care Services									
Indicator	Edinburgh		Aberdeen		Dundee		Glasgow		Scottish average
	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	
Over 65s home care costs per hour	£26.16	20	£10.71	1	£27.12	22	£34.97	28	£24.59
Over 65s residential care costs per week per resident	£439	22	£220	3	£475	25	£298	8	£387
SDS (Direct Payments) spend on adults over 18 as % of total social work spend on adults over 18	7.23%	6	2.66%	28	2.43%	31	22.73%	1	7.32%
% of people 65+ with intensive needs receiving care at home	55.5%	28	54.6%	30	56.2%	26	61.8%	16	61.0%
% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	78.9%	19	79.3%	18	84.9%	5	79.5%	16	80.0%
% of adults supported at home who agree that they are supported to live as independently as possible	78.6%	26	82.1%	15	83.9%	9	81.6%	17	81.1%
% of adults supported at home who agree that they had a say in how their help, care or support was provided	73.8%	23	79.0%	9	77.9%	10	80.0%	5	75.6%
% of carers who feel supported to continue in their caring role	34.8%	26	40.1%	9	38.3%	14	37.6%	16	36.6%
Rate of readmission to hospital within 28 days per 1,000 discharges	111.68	23	115.24	28	128.7	32	97.88	12	102.96
Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	83.33	13	91.67	3	85.29	7	84.73	10	82.17
Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	1620.63	31	604.07	14	372.18	8	458.06	10	792.66

Table 4 - 2018/19 Adult social care indicators, performance and rank - Edinburgh, city and Scotland average comparison

Environmental Services

43. There are 15 LGBF indicators that relate to the efficiency and effectiveness of Environmental Services.
44. Compared to last year, Edinburgh's ranking has improved in seven, declined in five and been maintained in three. In terms of Edinburgh's performance, it has improved in eight and declined in seven.
45. Chart 6 provides a comparative summary of Edinburgh's 2018/19 indicator rankings with the most relevant urban cities.

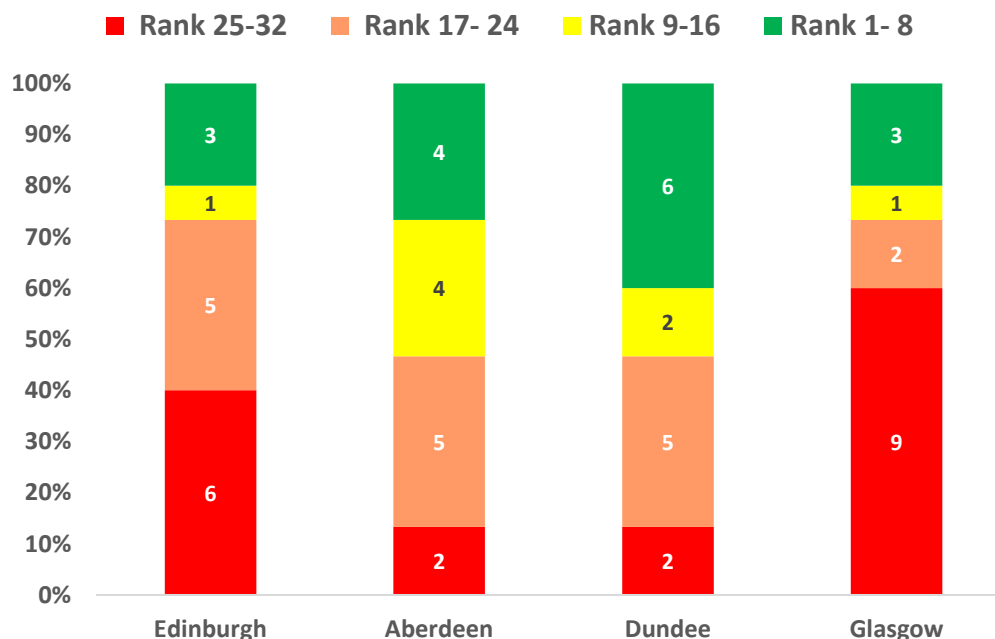


Chart 6 - 2018/19 Environmental Services, % of indicators by ranking band - city comparison

National trend summary

46. Real spending on environmental services has reduced by 10.3% since 2010/11 with reductions in waste management, street cleaning, trading standards and environmental health. Alongside this reduction in spend, there have been reductions in satisfaction with refuse and cleansing, and reductions in street cleanliness scores.
47. For the first time, and following year-on-year improvements, the rate of recycling also declined in the last 12 months.
48. Across the period, real spending on roads has fallen by 23.9%. However, the road conditions index indicates conditions have been largely maintained across all class of roads.

Edinburgh benchmarking analysis and local context

49. 2018/19 LGBF Environmental Services indicator data and ranking position for Edinburgh, selected urban cities and Scotland are detailed in full in Table 5.
50. The cost of waste collection continues to gradually increase from £70.19 in 17/18 to £71.48 and remains higher than in the national average. Edinburgh is now ranked 26th and is in the lower quartile. It should be noted that the cost of waste collection per premise in Edinburgh remains substantially lower than our closest comparator in Glasgow.

51. The cost of waste disposal decreases in 2018/19 and is now below the national average. Edinburgh's ranking improves from 27th in 2017/18 to 7th in 2018/19. Higher costs in previous years resulted from one-off costs, mainly due to the termination of the landfill contract and removal of legacy arrangements. The benefits of the capital investment in the Millerhill Energy from Waste facility and two new waste transfer stations at Seafield and Bankhead depots have made major contributions to this improvement.
52. Satisfaction with waste services increases slightly in 2018/19 to 63.6% but Edinburgh remains ranked in the lower quartile. This indicator shows average satisfaction level over 3 years (2016 to 2019) so changes in satisfaction levels following the introduction of a new individual bin collection service introduced in Autumn 2019 are not yet reflected in the data.
53. Edinburgh's recycling rate for 2018/19 shows a decrease from 41.0% in 17/18 to 38.8% in 18/19 but still compares favourably with the other cities and is considerably higher than Glasgow. The national average also shows a decrease in 2018/19. Recycling rates are calculated differently in the LGBF and our local KPI which results in different figures and trends being reported here and in our Annual Performance report.
54. Our street cleanliness score improved from 88.3% in 2017/18 to 92.2% in 2018/19 which is reflected in an improved ranking. Our street cleanliness scores and costs in Edinburgh remain similar to Dundee, with Glasgow showing both higher costs and lower cleanliness scores in 18/19. People's satisfaction with street cleanliness remains low in Edinburgh, remaining ranked in the lower quartile but this indicator is based on an average of three years, so improvements in services in 18/19 won't be clearly reflected in satisfaction levels yet.
55. The costs of providing roads maintenance services in 2018/19 for Edinburgh (£18,727 per km) is similar to Dundee (£19,679 per km), however Dundee is ranked significantly higher for the condition of its roads. The road networks composition differs greatly amongst Local Authorities with Edinburgh having a high percentage of its network unclassified. Road maintenance remains a priority with activities identified in the Transport Asset Management Plan. Improvements are also being supported by the Roads Services Improvement Plan which focuses on improving road asset management performance. It should be noted that Edinburgh's application of the Edinburgh Street Design Guidance generally means that the cost of each road resurfacing scheme will be more expensive than comparative authorities – none of whom have design guidance of this type.
56. Edinburgh's cost of environmental health per 1,000 population decreases from £24,951 in 2017/18 to £24,079 in 2018/19. However, Edinburgh remains ranked 29th and below the other urban cities. Our costs include services, such as the Public Space CCTV network and the community policing grant, that other Local Authorities are unlikely to pay for, rather than reflect only our core environmental health service. The number of premises regulated per full time equivalent is significantly higher in Edinburgh than the Scottish average due to Edinburgh has the highest number of food premises in Scotland.
57. The cost of trading standards decreases in Edinburgh in 18/19 resulting in an improvement in rank to 8th putting Edinburgh in the top quartile for the first time since 12/13 and ahead of the other urban cities.

Local Government Benchmarking Framework 2018/19 Environmental Services									
Indicator	Edinburgh		Aberdeen		Dundee		Glasgow		Scottish average
	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	
Net cost per Waste collection per premises	£71.48	26	£56.53	9	£54.22	8	£99.25	31	£67.21
Net cost per Waste disposal per premises	£79.59	6	£130.86	29	£93.12	14	£109.58	25	£97.37
% of total household waste arising that is recycled	38.8%	24	47.3%	18	35.8%	27	24.6%	29	44.7%
Net cost of street cleaning per 1,000 population	£16,741	23	£9,075	8	£15,536	22	£30,826	32	£14,840
Cleanliness Score (% age Acceptable)	92.0%	20	90.2%	25	92.1%	19	86.7%	31	92.8%
Cost of maintenance per kilometre of roads	£18,727	27	£16,068	22	£19,679	28	£16,151	23	£9,823
% of A class roads 17/19 shown that should be considered for maintenance treatment (every two years 17/19 shown)	28.1%	18	24.8%	12	20.3%	5	29.3%	23	30.0%
% of B class roads that should be considered for maintenance treatment (every two years 17/19 shown)	22.7%	6	20.9%	2	23.3%	7	20.1%	1	35.7%
% of C class roads that should be considered for maintenance treatment (every two years 17/19 shown)	32.5%	12	26.4%	7	13.8%	1	20.4%	3	36.3%
% of Unclassified class roads that should be considered for maintenance treatment (every four years 17/19 shown)	38.7%	21	31.8%	8	30.3%	3	31.0%	5	38.3%
% adults satisfied with refuse collection services (data over 3 years average 16/19 shown)	63.6%	31	83.0%	9	79.2%	21	72.7%	25	76.3%
% adults satisfied with street cleaning services (data over 3 years average 16/19 shown)	61.1%	28	65.3%	21	75.9%	4	57.8%	30	66.3%
Cost of Trading Standards and environmental	£27,890	27	£20,461	19	£21,324	22	£23,609	25	£20,759

health per 1,000 population									
Cost of trading standards per 1,000 population	£3,811	8	£5,229	16	£4,121	9	£4,705	12	£5,890
Cost of environmental health per 1,000 population	£24,079	29	£15,231	22	£17,203	23	£18,905	26	£14,869

Table 5 - 2018/19 Environmental Services indicators, performance and rank - Edinburgh, city and Scotland average comparison

Culture and Leisure Services

58. There are eight LGBF indicators that relate to the efficiency of Culture and Leisure services.
59. Compared to last year, Edinburgh's ranking has improved in six, and declined in two. In terms of Edinburgh's performance, Edinburgh has improved in four and declined in four.
60. Chart 7 provides a comparative summary of Edinburgh's 2018/19 indicator rankings with the most relevant urban cities.

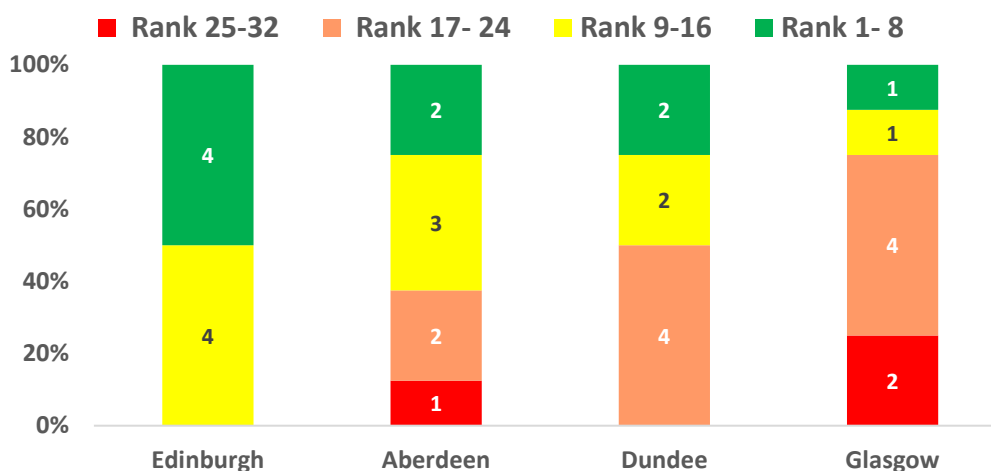


Chart 7 - 2018/19 Culture and Leisure Services, % of indicators by ranking band - city comparison

National trend summary

61. Despite a real reduction in spend of 23.5% since 2010/11, leisure and cultural services have sharply increased their usage rates and reduced their costs per use.
62. Public satisfaction rates have fallen for all culture and leisure services since 2010/11, with the exception of parks and open spaces.

Edinburgh benchmarking analysis and local context

63. 2018/19 LGBF Culture and Leisure services indicator data and ranking position for Edinburgh, selected urban cities and Scotland are detailed in full in Table 6.
64. The costs to provide museums run by Edinburgh are similar with the other cities and are average nationally. Although costs are similar, satisfaction with the quality of the museums and galleries in cities is highest for Edinburgh which is ranked 2nd overall in 2018/19.
65. Edinburgh continues to provide one of the lowest costing library services at £1.00 per visit in 2018/19 which is half the cost per visit of the other three cities. As well as being cost efficient, there is an increase in satisfaction levels in 18/19 compared to a continued downward trend nationally and Edinburgh improves ranking from 20th in 2017/18 to 14th in 2018/19.
66. The cost per visit to sports facilities is the lowest it has ever been in Edinburgh at £2.02 in 2018/19 which is lower than the three other major cities. Satisfaction levels with sports facilities increase in 2018/19 bringing Edinburgh in line with Aberdeen and Dundee and ahead of Glasgow. This is reflected in improved ranking from 25th in 17/18 to 16th in 2018/19.
67. Edinburgh's parks and open spaces continue to offer an excellent service at low cost shown through consistently sitting in the top quartile for both satisfaction and cost.

example of a service that is able to deliver a low cost service whilst also providing highly regarded facilities. Both indicators outperform the other major cities and are significantly better than Glasgow.

Local Government Benchmarking Framework 2018/19 Culture and Leisure Services									
Indicator	Edinburgh		Aberdeen		Dundee		Glasgow		Scottish average
	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	
Cost of Museums per Visit	£3.50	15	£3.00	12	£2.54	10	£3.65	17	£3.48
% of adults satisfied with museums and galleries (data over 3 years average 16/19 shown)	87.1%	2	66.6%	15	77.9%	6	84.1%	4	69.3%
Cost Per Library Visit	£1.03	4	£2.67	19	£2.91	21	£2.44	17	£2.05
% of adults satisfied with libraries (data over 3 years average 16/19 shown)	74.6%	14	73.1%	18	72.3%	19	72.1%	20	72.4%
Cost per attendance at Sports facilities	£2.02	11	£3.56	27	£2.42	16	£4.47	32	£2.62
% of adults satisfied with leisure facilities (data over 3 years average 16/19 shown)	72.3%	16	72.4%	15	72.1%	17	69.6%	21	71.4%
Cost of Parks and Open Spaces per 1,000 Population	£9,313	5	£11,764	6	£20,363	18	£30,236	28	£20,174
% of adults satisfied with parks and open spaces (data over 3 years average 16/19 shown)	89.1%	4	89.0%	5	88.7%	7	87.2%	10	84.8%

Table 6 - 2018/19 Culture and Leisure Services indicators, performance and rank - Edinburgh, city and Scotland average comparison

Housing Services

68. There are five LGBF indicators that relate to the efficiency and effectiveness of Housing services. Comparisons are done on the 26 local authorities which provide social housing.
69. For comparative ranking we have improved in 4 and declined in 1. For performance we have improved in 3 and declined in 2.
70. Chart 8 provides a comparative summary of Edinburgh's 2018/19 indicator rankings with the cities of Aberdeen and Dundee. Glasgow have stocked transferred their housing management to Registered Social Landlords, and are not included in the LGBF benchmarking data.

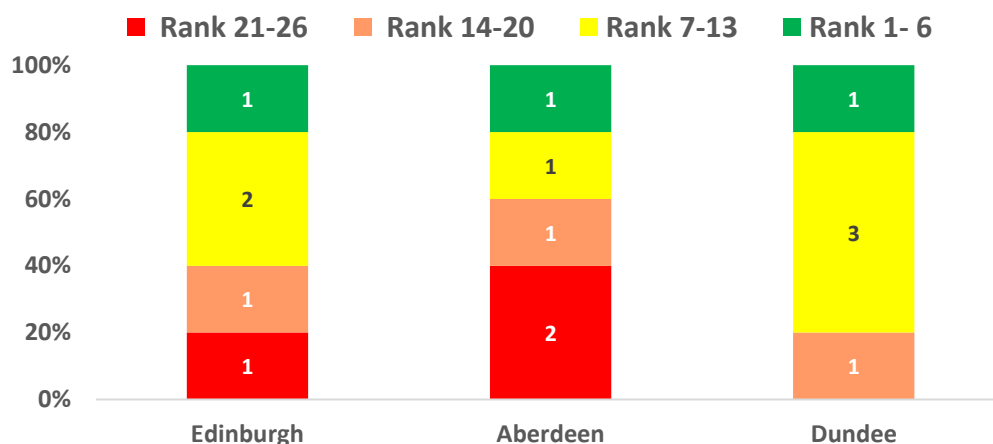


Chart 8 - 2018/19 Housing Services, % of indicators by ranking band - city comparison

National trend summary

71. Councils continue to manage their housing stock well with rent lost to voids continuing to remain low, and a large reduction in average repair times across this period. Both of these areas have seen a small decline in performance in the last 12 months however. There have been consistent and significant improvements in terms of housing standards and energy efficiency standards, both of which are now well above 90%.
72. However, at the same time, the continued and accelerating rate of growth in tenants' rent arrears from 5.6% to 7.3% between 2013/14 and 2018/19 reveals evidence of the increasing financial challenges facing both housing residents and councils alike.

Edinburgh benchmarking analysis and local context

73. 2018/19 LGBF Housing services indicator data and ranking position for Edinburgh, selected urban cities and Scotland are detailed in full in Table 7.
74. Edinburgh continues to be one of the leading Local Authorities in the turnaround of its empty homes and consistently ranks in the top quartile and moves from 4th to 3rd between 2017/18 and 2018/19. Comparably the other two cities (Aberdeen and Glasgow) rank in the third quartile.
75. Edinburgh shows a decrease in rent arrears for the second year in a row from 9.0% in 16/17 to 8.1% in 2018/19 but remains ranked in the middle quartiles similar to the other two cities. Edinburgh continues to use a more preventative approach, tackling rent arrears as early as possible and ensuring tenants engage with support services.

76. Edinburgh is making steady progress on increasing the percentage of homes which meet the Scottish Housing Quality Standard (SHQS) increasing by 10% between 2016/17 and 2018/19 (from 75.7% to 86.2%) but remains low in the rankings at 25th in 2018/19.
77. Steady progress is also seen for energy efficient Council dwellings with Edinburgh's ranking improving from 21st in 2016/17 to 9th in 2018/19 which is ahead of the other two cities. In 2018/19, over 99.8% of Council dwellings are energy efficient.
78. The time taken to complete non-emergency repairs in Edinburgh increases in 2018/19 to 10.73 days from 8.88 days in 17/18 and our ranking drops lags behind the Aberdeen and Dundee.

Local Government Benchmarking Framework 2018/19 Housing Services							
Indicator	Edinburgh		Aberdeen		Dundee		Scottish average
	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	
% of dwellings meeting SHQS	86.21%	25	83.29%	26	95.12%	16	94.32%
% of Council dwellings that are energy efficient (achieving national home energy/SAP standards)	99.82%	9	86.9%	26	99.4%	13	97.49%
Average time (no of days) taken to complete non-emergency repairs	10.73	22	4.88	2	5.15	4	7.80
% of rent due in the year that was lost due to voids	0.7%	3	1.5%	24	1.5%	23	1.0%
Gross rent arrears at 31 March each year as % of rent due for the reporting year (new measure from 2013)	8.1%	15	6.9%	10	7.9%	14	7.3%

Table 7 - 2018/19 Housing Services indicators, performance and rank - Edinburgh, city and Scotland average comparison

Corporate Services

79. There are ten LGBF indicators that relate to the efficiency and effectiveness of Corporate and Asset Management Services.
80. Compared to last year, Edinburgh's ranking has improved in five, declined in four and been maintained in one. In terms of Edinburgh's performance, it has improved in seven and declined in three indicators.
81. Chart 9 provides a comparative summary of Edinburgh's 2018/19 indicator rankings with the most relevant urban cities.

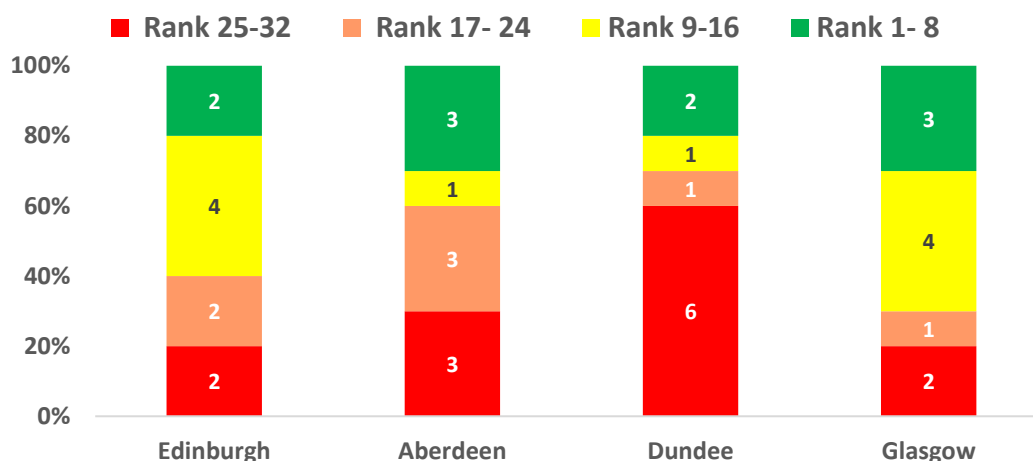


Chart 9 - 2018/19 Corporate Services, % of indicators by ranking band - city comparison

National trend summary

82. Corporate services spend has fallen in real terms since 2010/11, and corporate services now account for only 4.4% of total spending. This is the lowest corporate overhead ratio yet recorded and reflects councils' commitment to protect frontline services over 'back office' functions. It also reflects the maturation of councils' digital strategies.
83. This reduction has gone along with continuing improvement in key areas of performance. Council tax collection within year is at an all-time high of 96% and the cost of collection has reduced by over 56% in real terms since 2010/11. The gender pay gap has reduced across the last four years, although this has slowed in the last 12 months, and the proportion of the 5% highest earning staff who are female has risen to 56%. The percentage of all invoices paid within 30 days has increased to above 93%, again the highest rate yet recorded. There has also been continued improvement in the condition of councils' corporate assets over the period.
84. Local Government absence levels are at their highest since 2010/11, increasing by 3.6% across the period. This is alongside a 5% reduction in FTEs for Local Government staff across this period. Although teacher absence days have reduced overall since 2010/11, there has been an increase in the past 12 months. In comparison, sickness absence days for non-teaching staff show a clear increasing trend since 2010/11.

Edinburgh benchmarking analysis and local context

85. 2018/19 LGBF Corporate services indicator data and ranking position for Edinburgh, selected urban cities and Scotland are detailed in full in Table 8.

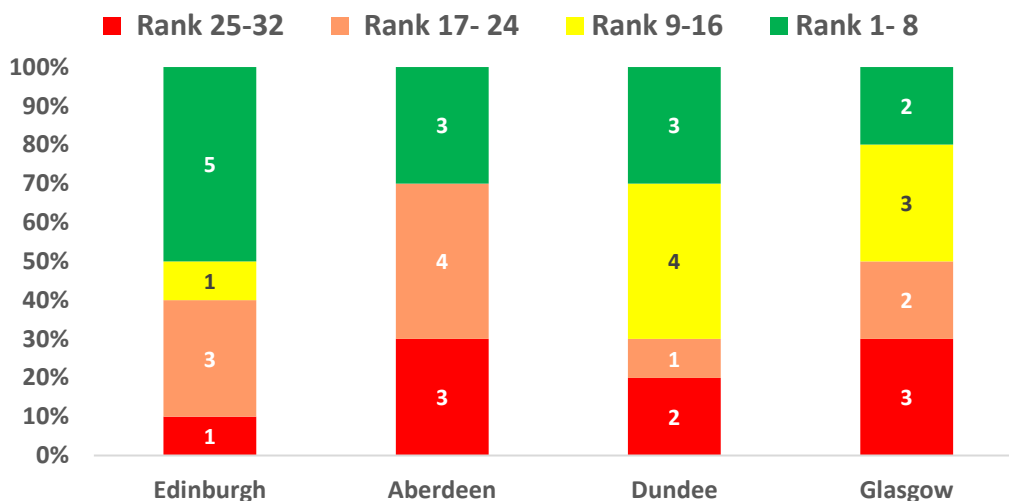
86. Support services as a % of total gross expenditure shows an improving trend from 7.5% in 2015/16 to 3.35% in 2018/19 and improved ranking from 27th to 6th. This has been as a result of a proactive approach to centralising a wide range of corporate support services (including customer contact & transactional services), delaying and reducing management roles and the introduction of digital technologies and improved business processes.
87. Edinburgh slightly increases the highest paid 5% of *employees who are women* to 51.5% in 2018/19 from 50.3% in 17/18 but remains ranking in the third quartile at 22nd alongside Aberdeen whilst Glasgow ranks in the top quartile.
88. The income due from Council Tax performance shows that Edinburgh compared to the other urban cities delivers the most efficient and cost effective service. Edinburgh's ranking has been gradually improving from a ranking of 23rd in 13/14 to 7th in 18/19.
89. Edinburgh showed an increase in the percentage of accommodation in a satisfactory condition from 78.7% in 17/18 to 82.2% in 18/19 while our ranking of 26th remained the same. Edinburgh continues to invest, approving an enhanced capital allocation of £118.9m for the Asset Management Works programme for operational properties over a five-year period in the budget process for 2018/19.
90. Edinburgh has improved its ranking for percentage of accommodation suitable for current use from 30th in 17/18 to 25th in 18/19 but remains in the bottom quartile with Glasgow. It is worth noting, that suitability is assessed by services who occupy the buildings, rather than by Property & Facilities Management (PFM) who may assess it differently.

Local Government Benchmarking Framework 2018/19 Corporate and Asset Management Services									
Indicator	Edinburgh		Aberdeen		Dundee		Glasgow		Scottish average
	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	
Support services as a % of Total Gross expenditure	3.4%	6	3.7%	10	3.6%	9	4.9%	26	4.37%
% of the highest paid 5% of employees who are women	51.5%	22	51.0%	23	44.7%	29	58.7%	8	55.79%
Gender pay gap	3.84	17	-0.56	3	0.72	8	2.52	12	3.96
Cost per dwelling of collecting Council Tax	£6.56	12	£7.20	18	£10.41	28	£6.26	8	£6.92
% of income due from Council Tax for the year received by the year end	97.0%	7	94.6%	28	94.1%	31	95.0%	27	96%
% of invoices paid within 30 days	95.2%	12	80.5%	32	97.0%	3	95.5%	11	92.7%
Average number of working days per employee (teachers)	5.80	14	4.87	3	7.28	27	5.79	13	6.21
Average number of working days per employee (non-teacher)	11.62	16	11.87	19	12.94	26	10.43	8	11.49
Asset Management - % of accommodation that is suitable for its current use	76.8%	25	75.4%	26	82.3%	19	89.9%	12	82.14%
Asset Management - % of accommodation that is in a satisfactory condition	82.2%	26	96.0%	6	77.8%	29	89.0%	17	87.21%

Table 8 - 2018/19 Corporate Services indicators, performance and rank - Edinburgh, city and Scotland average comparison

Economic Development and Planning Services

91. There are ten LGBF indicators that relate to Economic Development and Planning Services.
92. Compared to last year, Edinburgh's ranking has improved in four and declined in six. In terms of Edinburgh's performance, it has improved in five and declined in five indicators.
93. Chart 10 provides a comparative summary of Edinburgh's 2018/19 indicator rankings with the most relevant urban cities.



Graph 10 - 2018/19 Economic Development and Planning Services, % of indicators by ranking band - city comparison

National trend summary

94. Economic development and planning have seen some of the largest reductions in revenue spending since 2010/11. Against this backdrop, councils have endeavoured to maximise their impact through joint working with community planning partners, developing regional and growth deal proposals and influencing economic impact through procurement and recruitment policies.
95. Most measures of economic development and planning performance within the framework show maintained or improved performance across the period, although there is evidence that the improvement rate is slowing in some areas.
96. There is significant variation between councils in economic development and tourism investment per 1,000. This variation has widened significantly in 2018/19 after narrowing in recent years. There is no significant relationship with rurality, deprivation or size of council.
97. The percentage of procurement spend on local enterprises was the highest level reported since the base year. The trend has remained relatively stable since 2010/11, growing slightly in the past 3 years.
98. In terms of infrastructure for business, there is an improvement in terms of efficiency in processing business and industry planning applications.
99. Town vacancy rates have remained stable across the period despite challenging economic times. There has been a 24 percentage point increase in the availability of immediately available employment land, from 12.9% to 37.4% since 2014/15, declining slightly in the last 12 months. There has been a 36 percentage point improvement in

access to superfast broadband. Despite these improvements, the Business Gateway start-up rate has reduced from 19% to 16.7% across the period.

100. The percentage of unemployed people assisted into work from council funded/operated employability programmes has decreased in the last 12 months which returns it to a similar level as 2012/13. As unemployment has fallen to historically low levels, the focus for Council funded support has increasingly been directed towards long term workless people with multiple barriers. This client group require more intensive support and may take longer to re-enter the labour market.
101. The proportion of people earning less than the living wage has not reduced significantly across the period, fluctuating between 18% and 19%, and showing a slight deterioration in the last 12 months. This partly reflects the move towards a more flexible labour market including zero-hour contracts.

Edinburgh benchmarking analysis and local context

102. 2018/19 LGBF Economic Development and Planning services indicator data and ranking position for Edinburgh, selected urban cities and Scotland are detailed in full in Table 9.
103. The indicators used in the framework are part of the annual return to the Scottish Local Authorities Economic Development Group (SLAED) and it is widely recognised that Local Authorities are not responsible for delivering all of these services and performance cannot always be attributed to the actions taken by them. Edinburgh does however perform well in a number of these indicators with no results falling into the lower quartile.
104. Edinburgh ranks in top quartile for percentage of procurement spend on small and medium enterprises and town vacancy rates, significantly ahead of the other three urban cities.
105. Performance is also strong for the low number of the city's workforce earning less than the living wage and the proportion of properties with superfast broadband, with Edinburgh ranked 3rd for both in 18/19.
106. The time taken to complete planning applications rises to 11.64 in 18/19 which ranks Edinburgh in the lower quartile, and behind the other urban cities. However, Edinburgh's ranking for the costs per application improves to 19th in 18/19 ahead of Aberdeen and Glasgow. A Planning Improvement Plan is being implemented in Edinburgh to address underperforming areas and introduce enhancements to the service such as, ICT upgrades and improving customer communications.

Local Government Benchmarking Framework 2018/19 Economic Development and Planning Services									
Indicator	Edinburgh		Aberdeen		Dundee		Glasgow		Scottish average
	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	18/19 data	18/19 ranking	
% of unemployed people assisted into work by Council funded/operated employability programmes	6.79%	23	5.54%	27	18.68%	9	10.28%	19	12.59%
% of procurement	41.8%	5	21.5%	21	34.1%	9	33.1%	10	28.7%

spent on local small/medium enterprises									
No of business gateway start-ups per 10,000 population	16.93	19	23.03	5	21.38	9	6.05	32	16.70
Investment in Economic Development & Tourism per 1,000 Population	£61,605	15	£651,969	32	£175,092	29	£161,993	28	£102,086
% Earning less than the Living Wage	15%	3	14.2%	1	18.5%	7	16.2%	4	19.4%
Proportion of properties receiving superfast broadband	98.3%	3	93.0%	17	98.9%	1	97.8%	4	92.0%
Town Vacancy Rates	4.93	6	11.39	19	13.00	25	9.87	14	10.00
Immediately available employment land as a % of total land allocated for employment purposes in the local development plan	87.5%	3	23.3%	23	77.8%	5	49.9%	12	37.4%
Cost of planning & building standards per planning application	£4,733	19	£5,267	25	£4,207	14	£6,232	26	£4,439
Average time per business and industry planning application (weeks)	11.64	29	7.47	4	8.37	17	9.80	22	9.09

Table 9 - 2018/19 Economic Development and Planning indicators, performance and rank - Edinburgh, city and Scotland average comparison

Appendix B: Four city comparison (2013/14 – 2018/19)

LGBF – Edinburgh comparison (2013/14 – 2018/19)

1. The Local Government Benchmarking Framework (LGBF) provides a timeseries of indicators so local authorities can consider their relative performance across a wide range of services.
2. However, caution should be used when making direct comparisons between councils as there is variation in size, urbanisation and demographics of Councils across Scotland. It is more helpful for Edinburgh to focus on the relative performance with the three big urban cities (Aberdeen, Dundee and Glasgow) when looking at the LGBF Benchmarking data.
3. This comparison still has limitations due to differences in local priorities, pressures and issues; and how services are delivered in differing Council structures which means that caution needs to be taken when making detailed comparisons. For example, Glasgow has outsourced its housing provision which means there are gaps in the data set as well as this having indirect impact on other indicators within the LGBF.
4. However, Edinburgh does utilise the 4 city comparisons where possible to understand changes between the four cities over the same time period, and gain an insight to relative performance.
5. As this is a relational dataset, each year shows fluctuations across the indicators for each council. This report provides an overview of trends between 2013/14 and 2018/19 for the four cities to provide a view of the longer term changes in our relative performance.
6. The table below shows that since 2014 a similar overall performance picture can be seen across the 4 cities:

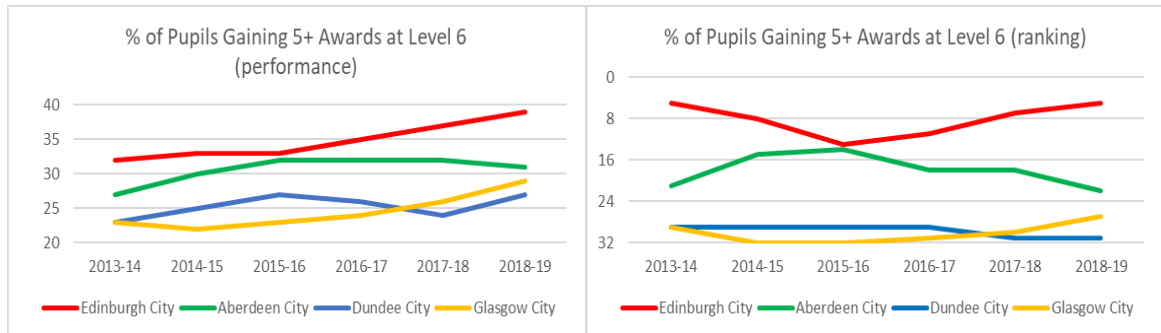
Performance: four cities comparison (13/14 – 18/19)

	Performance			Ranking		
	Improved	Decreased	No change	Improved	Decreased	No change
Edinburgh	47	36	0	42	31	10
Aberdeen	51	31	1	43	35	5
Dundee	44	39	0	37	38	8
Glasgow	43	35	0	35	30	13

7. While Edinburgh's performance across most of the LGBF indicators show gradual changes in performance, there are some indicators where Edinburgh shows a different pattern to the other three cities.

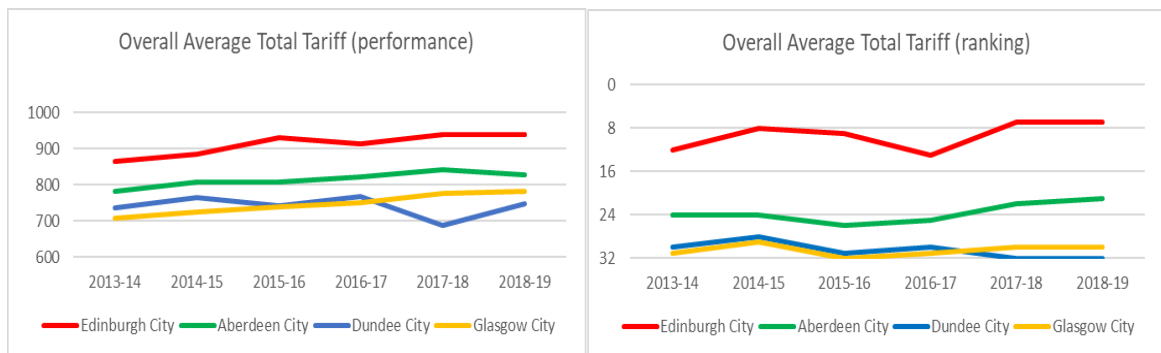
Consistently strong performance

8. There are LGBF indicators where Edinburgh persistently performs and ranks ahead of the other cities across the 4 years. These indicators appear across different sections of the LGBF.
9. *Percentage of pupils gaining 5+ awards at level 6*
Edinburgh is ahead of the other three cities and the gap has been widening since 2015/16.



10. Overall Average Total Tariff

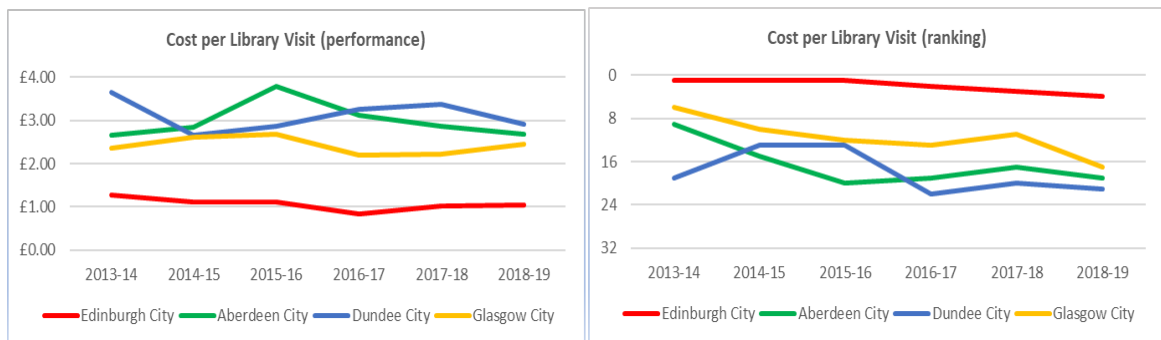
Edinburgh is ahead of the other three cities and ranks in the top two quartiles consistently.



Note: The tariff scale provides a wider measure of achievement for S4-S6 using a mixture of the latest and best achievement in each subject area for national qualifications and a range of wider awards. Qualifications are awarded tariff points based on their SCQF level.

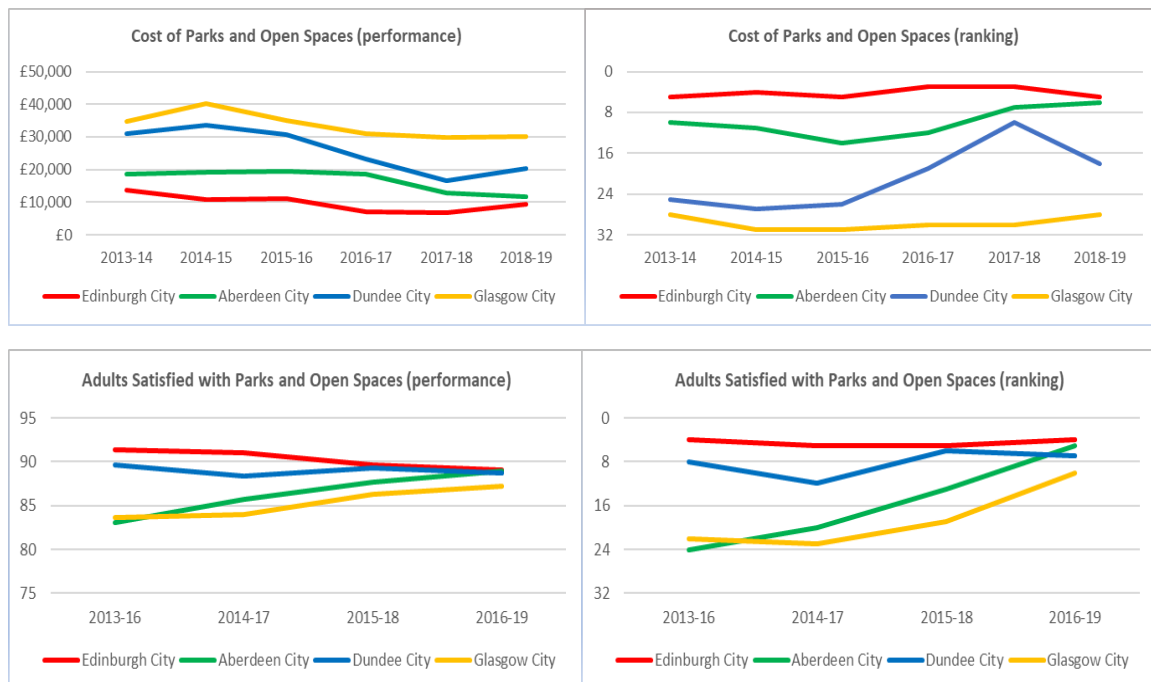
11. Cost per library visit

The cost per library visit in Edinburgh is half that of the other three cities and Edinburgh consistently ranks in the top quartile.



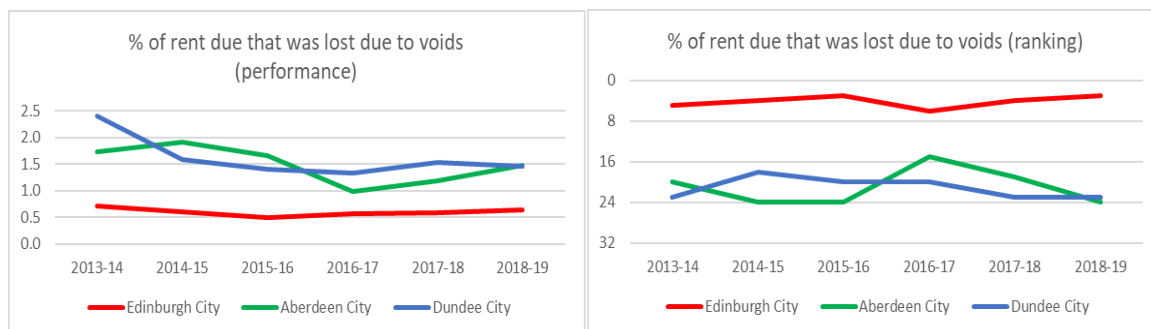
12. Parks and open spaces

The cost of parks and open spaces in Edinburgh remains low and is ahead of the other three cities, while the satisfaction with Edinburgh's parks and open spaces remains high (around 90%). Edinburgh consistently ranks in the top quartile for both cost and satisfaction.



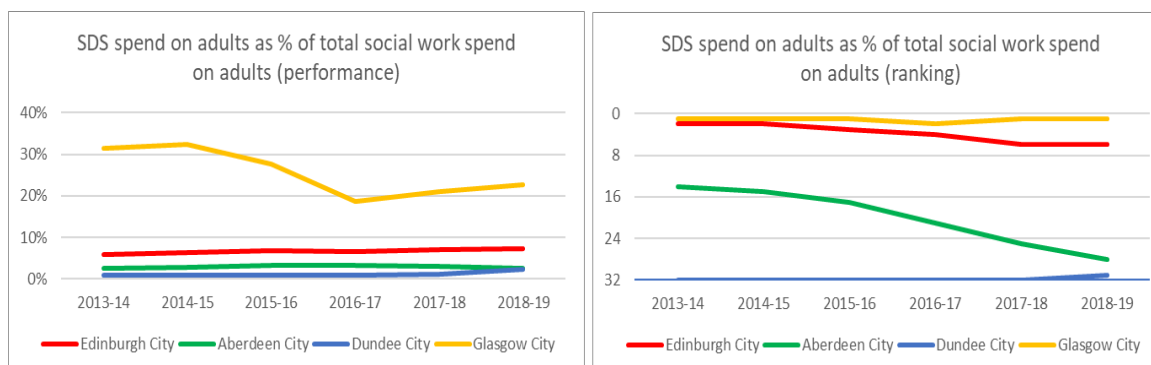
13. Percentage rent due lost to voids

Edinburgh reports a very low level of rent due lost to void. This is reflected in Edinburgh ranking consistently in the top quartile ahead of Aberdeen and Dundee. Glasgow has outsourced its housing provision and so there is no data for the housing section of LGBF.



14. SDS spend on adults as % of total social work spend on adults

Edinburgh has ranked in the top quartile for SDS spend on adults since 2013/14 and with only Glasgow showing a higher percentage.

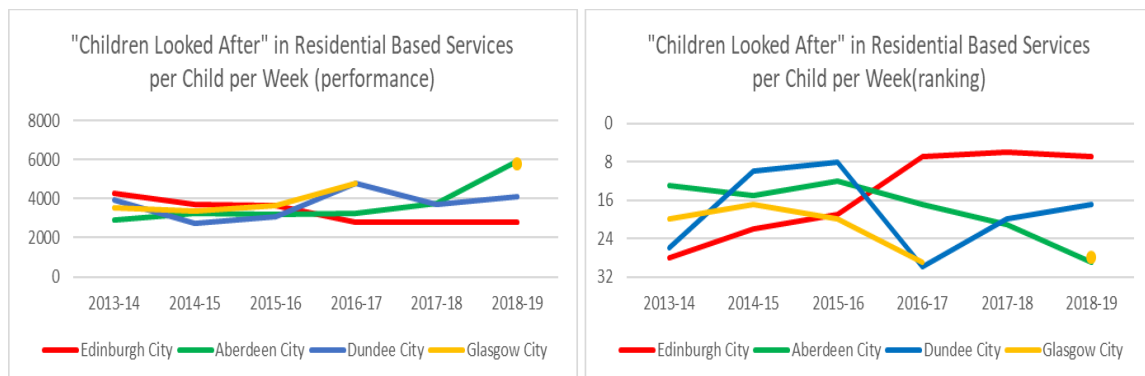


Significant improvement in performance:

15. There are LGBF indicators where Edinburgh has shown significant improvement over the last four years showing areas where action has resulted in changes to performance in services which led to Edinburgh moving up the LGBF rankings. A range of different areas are shown suggesting that improvement work is not focused on a single service area.

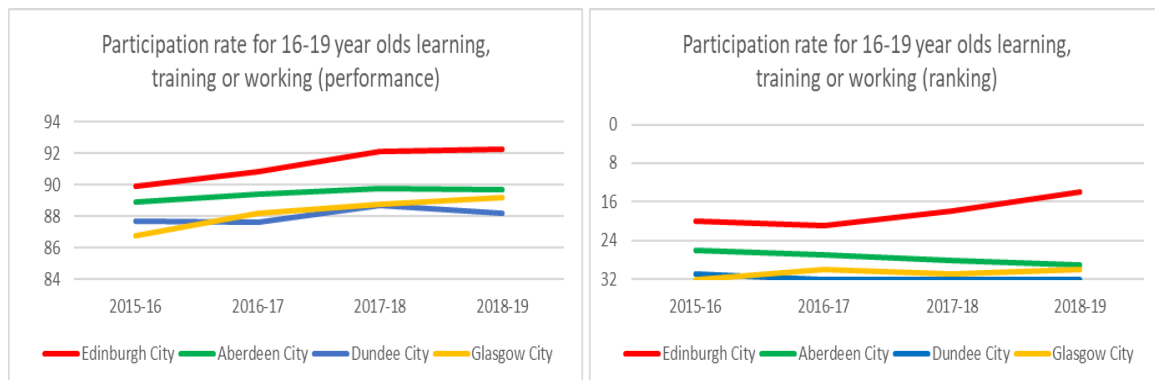
16. Gross cost of children looked after in a residential setting

Work undertaken to devise alternatives to residential care for young people has resulted in significant reductions in costs per week for looked after children in residential services. This is reflected in improved ranking for Edinburgh since 2013/14.



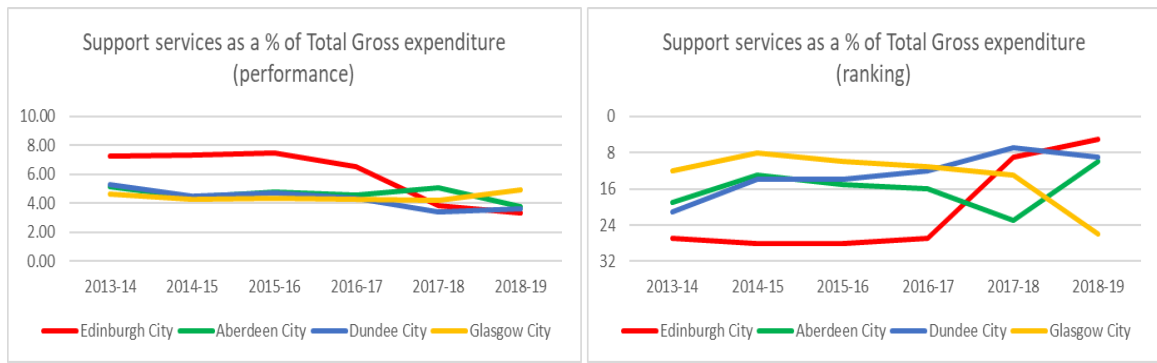
17. Participation rate for 16 - 19 year olds learning, training or working

While all four cities show some increase in participation rates since 2012/13, Edinburgh improved performance since 2016/17 is reflected in Edinburgh's ranking moving up into the second top quartile while the other three cities remain in the bottom quartile.



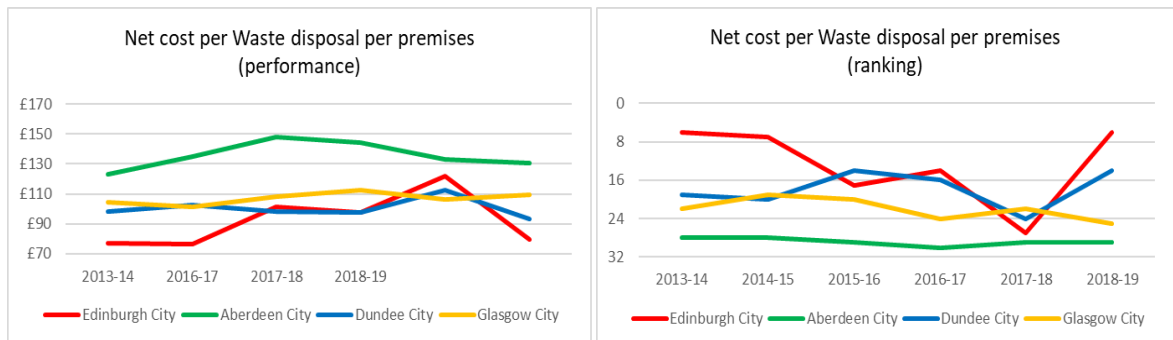
18. Support service as a % of total spend

Edinburgh spend on support services has improved following a multifaceted approach across corporate support services including the introduction of digital technologies, improved business processes and proactive approaches to centralising of corporate support services. This improved performance has moved Edinburgh's ranking from bottom quartile to top quartile and ahead of the other three cities.



19. Net cost of waste disposal

Following several years of investing in how Edinburgh disposes of waste, Edinburgh’s cost per waste disposal returns to 2013/14 levels and ranking within the top quartile.

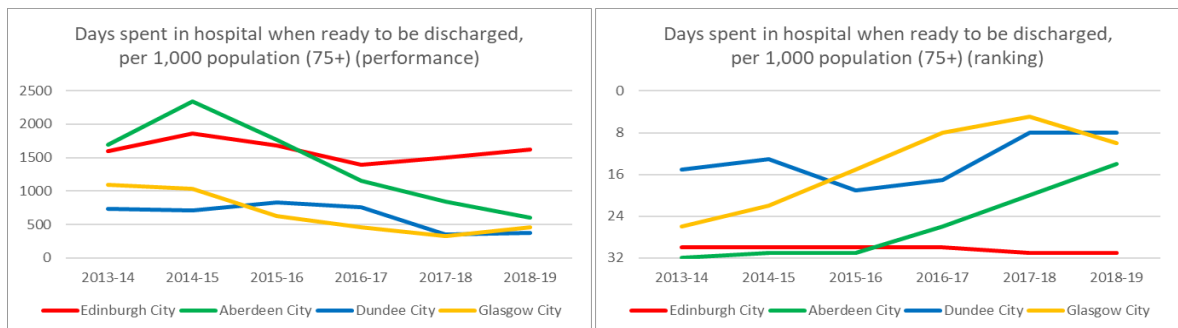


Areas of persistent concern

20. There are only a few LGBF indicators where Edinburgh persistently ranks in the bottom quartile across the last four years (where the other three cities do not also appear in the bottom quartile consistently too). These are areas of focus currently within Edinburgh with action plans in place to continue to address the issues.

21. Days spent in hospital ready for discharge

Edinburgh remains ranked in the bottom quartile while the other three cities have shown improvements in rankings. The Health and Social care Partnership continues to progress a number of workstreams aimed to transform services and improve performance. During 2019/20, improvements in the KPIs are beginning to be realised.



22. This report gives a high level overview of trends in the LGBF dataset when comparing Edinburgh to the other three cities. While these are useful ‘can openers’ for further discussion, caution should be taken in focusing on single indicators and seeing these as an absolute indicator of the Council’s performance in any given area.