

The City of Edinburgh Council

10.00am, Thursday, 24 June 2021

Local Government Benchmarking Framework 2019/20 – Edinburgh Overview – referral from the Policy and Sustainability Committee

Executive/routine
Wards
Council Commitments

1. For Decision/Action

- 1.1 The Policy and Sustainability Committee has referred a report on the Local Government Benchmarking Framework 2019/20 – Edinburgh Overview to the City of Edinburgh Council for decision.

Andrew Kerr

Chief Executive

Contact: Louise Williamson, Committee Services, Strategy and Communications Division,
Chief Executive Services

E-mail: louise.p.williamson@edinburgh.gov.uk

Referral Report

Local Government Benchmarking Framework 2019/20 – Edinburgh Overview – referral from the Policy and Sustainability Committee

2. Terms of Referral

- 2.1 On 10 June 2021 the Policy and Sustainability Committee considered a report by the Chief Executive which provided an overview analysis of the 2019/20 benchmarking data provided by the Scottish Local Government Benchmarking Framework (LGBF).
- 2.2 The report showed that Edinburgh had seen an overall improvement in performance over the last year and that the city's performance compared favourably to the other Scottish cities.
- 2.3 The Policy and Sustainability Committee agreed to refer the report by the Chief Executive to the City of Edinburgh Council for decision.

3. Background Reading/ External References

Minute of the Policy and Sustainability Committee of 10 June 2021.

4. Appendices

Appendix 1 – Report by the Chief Executive

Policy and Sustainability

10.00am, Thursday 10 June 2021

Local Government Benchmarking Framework 2019/20 - 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 19/20 financial year.

Andrew Kerr

Chief Executive

Contact: Gillie Severin, Strategic Change and Delivery Senior Management

E-mail: Gillie.Severin@edinburgh.gov.uk

Local Government Benchmarking Framework 2019/20 – Edinburgh Overview

2. Executive Summary

- 2.1 This report provides an overview analysis of the 2019/20 benchmarking data provided by the Scottish Local Government Benchmarking Framework (LGBF).
- 2.2 In summary, the report shows that Edinburgh has seen an overall improvement in performance over the last year and that the city's performance compares favourably to the other Scottish cities. The report provides further detail and compares Edinburgh against the Scottish average, other comparable cities (Aberdeen, Dundee and Glasgow) and highlights changes in Edinburgh's performance over the last 5 years where data is available.

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 2019/20. In comparison, the current Annual Performance Report refers to the financial year 2020/21.
- 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.
- 3.5 Currently the dataset holds data for 2019/20 for 80 out of the 97 indicators.

4. Main report

- 4.1 The Local Government Benchmarking Framework [National Benchmarking Overview Report 2019/20](#) was published by the Improvement Service in February 2021. The report provides Scotland level results and trend analysis of benchmarking data for services delivered in 2019/20.

- 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 First COVID-19 lockdown started on 23 March 2020 so trend analysis should not be impacted significantly. Only exception is the educational indicators that refer to academic year (up to August 2020).
- 4.6 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.
- 4.7 The Local Government Benchmarking Framework is not a comprehensive summary of all the performance of the Council in 2019/20 rather, the data complements and informs the Council's own Corporate Performance Framework.

High level Overview

- 4.8 Comparing Edinburgh's latest figures to last year (2018/19):
- Edinburgh's performance has improved in 43 of the indicators and declined in 37 indicators.
 - Edinburgh's ranking has improved in 35 indicators; remained the same in 9 indicators; and declined our ranking in 36 indicators.
- 4.9 In terms of overall ranking Edinburgh compares favourably with the other three most comparable cities of Aberdeen, Dundee and Glasgow:
- Edinburgh has the highest number of indicators above the Scottish average at 46, compared to Aberdeen with 38 indicators, Dundee with (31 indicators) and Glasgow (35 indicators).
 - Edinburgh has the fewest indicators in the bottom quartile at 17, with Aberdeen having 19, Dundee 24 and Glasgow 21.
- 4.10 The Appendix provides an overview of Council benchmarking performance in 2019/20 under the framework's nine themes, namely:
- Children's Services
 - Adult Social Care Services
 - Environmental Services
 - Culture and Leisure Services
 - Housing Services
 - Corporate Services

- Economic Development (including Planning)
- Financial Sustainability (new)
- Tackling Climate Change (new)

- 4.11 Included in each section is a comparative overview of Edinburgh's five year trend data with the Scotland wide average, and the cities of Aberdeen, Dundee, and Glasgow.
- 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 2019/20 data analysis will be used to inform Senior Management Team discussions and the Council Planning and 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 2019/20 published by the Improvement Service in January 2021.
- 8.2 My Local Council website.

9. Appendices

Appendix A: 2019/20 Edinburgh Overview

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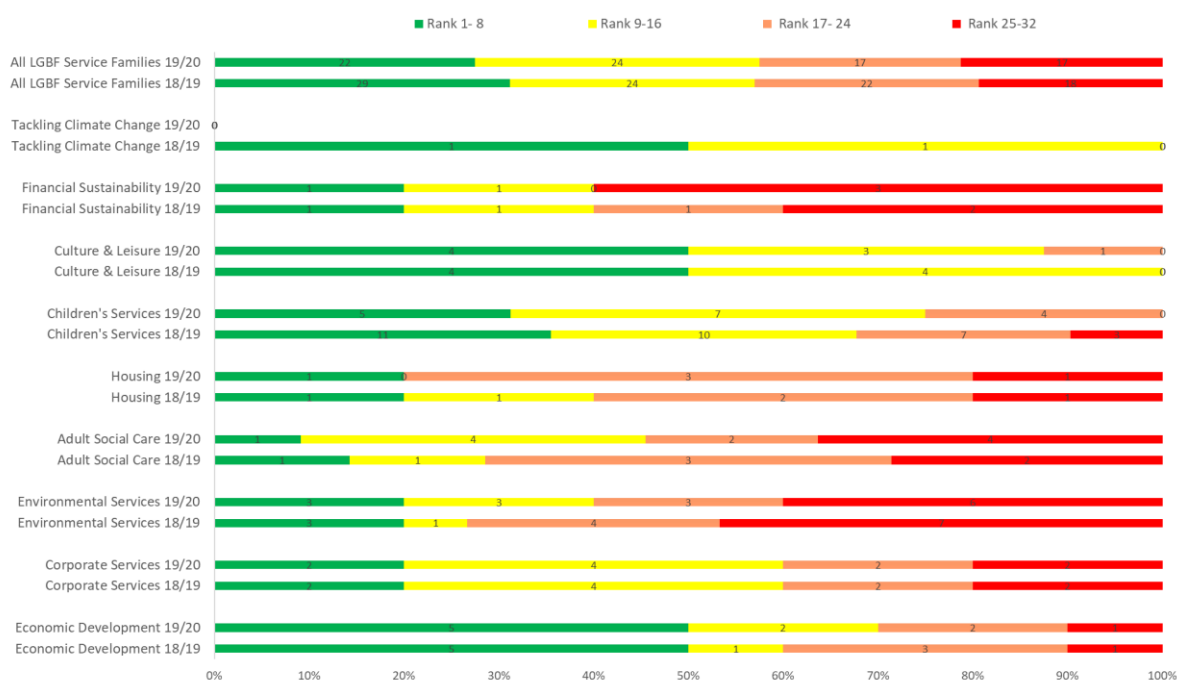
LGBF 2019/20 summary

1. This analysis of the most recent Local Government Benchmarking Framework (LGBF) data provides:
 - a. a summary of Edinburgh's comparative ranking and indicator performance compared to the previous year, 2018/19
 - b. indicator data and the national ranking position for all LGBF indicators
 - c. urban cities and Scotland average comparative data
 - d. an overview of national performance trends and local factors.

Edinburgh – national ranking summary (latest data – 2019/20)

2. Compared to last year (18/19) we have improved our ranking in 35 of the indicators and maintained our ranking in 9 of the indicators. However, our comparative ranking position compared to other councils has declined in 36 of the indicators. This is summarised in the chart and table below:

Chart 1: Ranking improvement or decline – LGBF 19/20 compared with 18/19

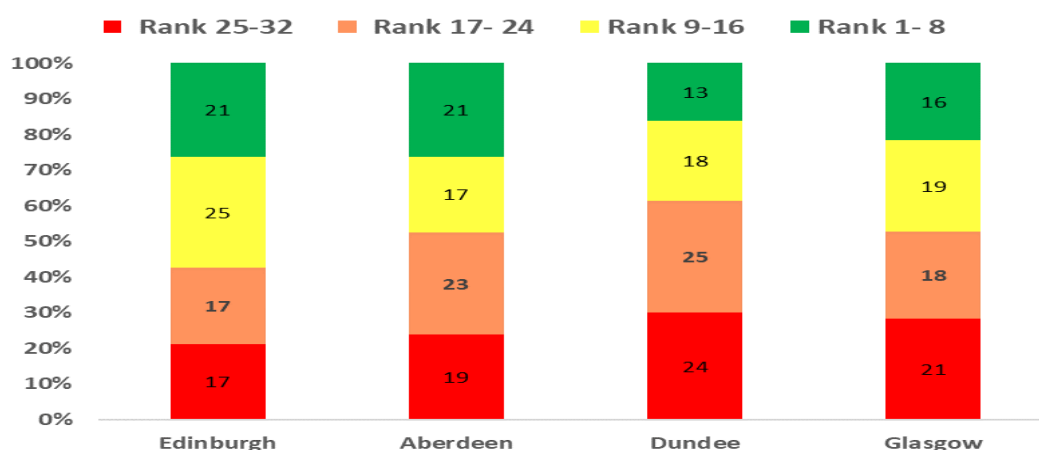


Ranking 19/20	Education	Corporate	Adult Social Care	Environmental	Housing	Econ Dev	Culture & Leisure	Financial Sustainability	Tackling Climate Change	Total	%
Improved	7	3	5	10	1	4	3	2	n/a	35	44%
Declined	7	6	6	4	3	3	4	3	n/a	36	45%
Maintained	2	1	0	1	1	3	1	0	n/a	9	11%
Total	16	10	11	15	5	10	8	5		80	100%

TABLE 1 – Summary of ranking positions 18/19 compared to 19/20

- This is a relational dataset so some of the changes in Edinburgh's rankings will be due to changes in how the other local authorities have performed rather than changes in Edinburgh's performance.
- 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: 2019/20 Ranking quartiles for Edinburgh with three comparable urban cities.



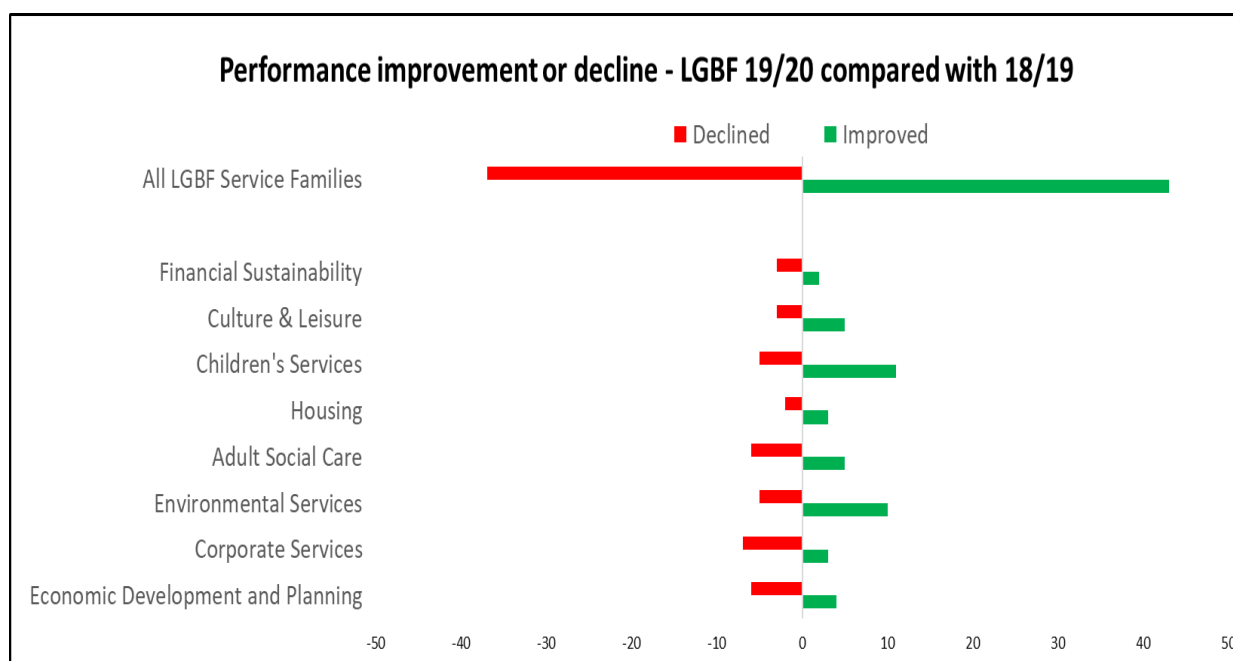
How did we perform in 19/20?

- Compared to last year (18/19) we have shown improvement in 43 of the indicators. However, our performance has declined in 37 of the indicators. This is summarised in the table and chart below:

Performance 19/20	Education	Corporate	Adult Social Care	Environmental	Housing	Econ Dev	Culture & Leisure	Financial Sustainability	Tackling Climate Change	Total	%
Improved	11	3	5	10	3	4	5	2	n/a	43	54%
Declined	5	7	6	5	2	6	3	3	n/a	37	46%
Maintained	0	0	0	0	0	0	0	0	n/a	0	0%
Total	16	10	11	15	5	10	8	5		80	100%

TABLE 2 – Summary of relative indicator values 18/19 compared to 19/20

Chart 3: Performance improvement or decline – LGBF 19/20 compared with 18/19



Initial Corporate Overview for 19/20

6. The following sections of the report provide an overview of the 2019/20 data by the LGBF themes.
7. Under each theme is an overview of the five year trend for each indicator as well as a comparison with the national and 3 other cities figures.

8. There are 31 indicators in the LGBF that relate to the efficiency and effectiveness of Education Services.
9. It should be noted that data is missing for:
 - a. 7 indicators – data to be published later on in 2021
 - b. 4 indicators – data is biennial so no updated data for 2019/20
 - c. 4 indicators – data was not collated due to COVID-19 and so will not be available.
10. Compared to last year for comparative ranking, we have improved in 7, declined in 7 and maintained our ranking position in 4. For performance we have improved in 11 and declined in 5.

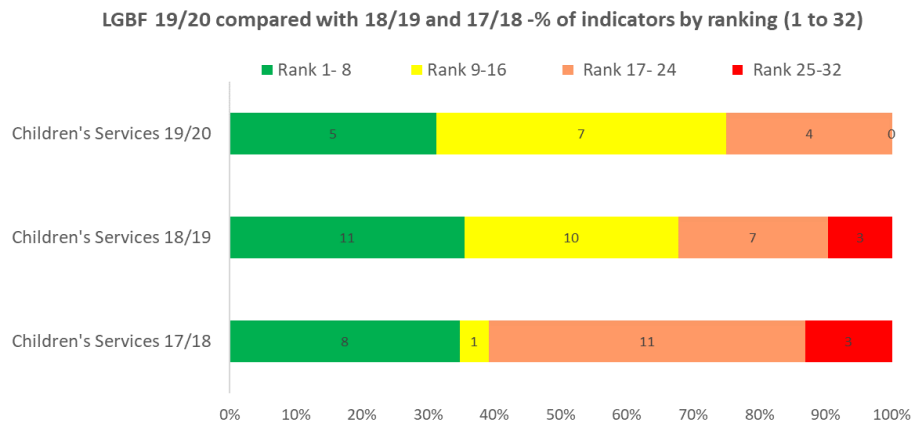
National trend summary (extract of national overview report)

11. Following reductions in spending of 2.5% between 2010/11 to 2018/19, 2019/20 saw a growth in education spend, increasing by 7.1% nationally. 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.
12. Across this period, provision has grown by 4%, including a 9% increase in primary school pupil numbers and a 5% growth in early years places.
13. 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. As a result of COVID-19, the assessment process was changed for 2019/20 and so attainment information for 2019/20 should not be directly compared to those in previous years or future years.
14. Satisfaction with schools has fallen from 83.1% to 73.0% since 2010/11. However, following year on year reductions to 2017/18, satisfaction rates improved in the past 2 years, from 70% to 73%. The LGBF satisfaction 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.

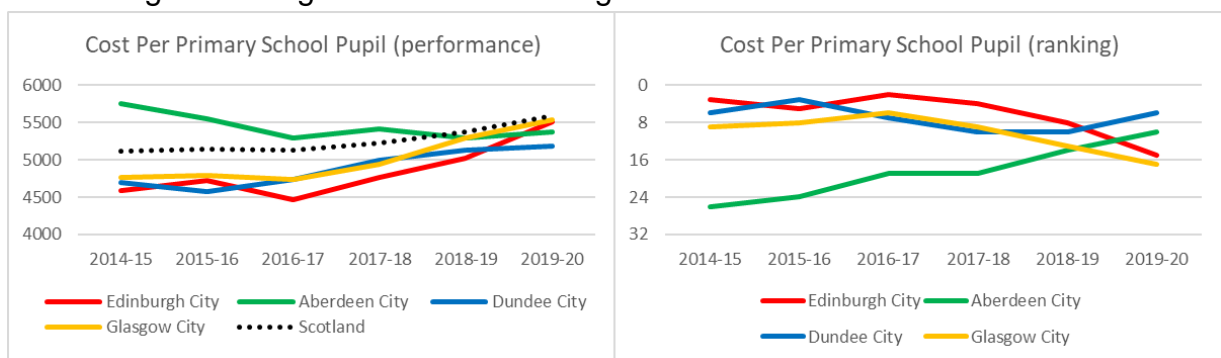
Education Services – 2019/20 Edinburgh indicator data

15. The proportion of Education indicators that are ranked in the top two quartiles (so above the national average) increases for the last two years as shown in the chart below.

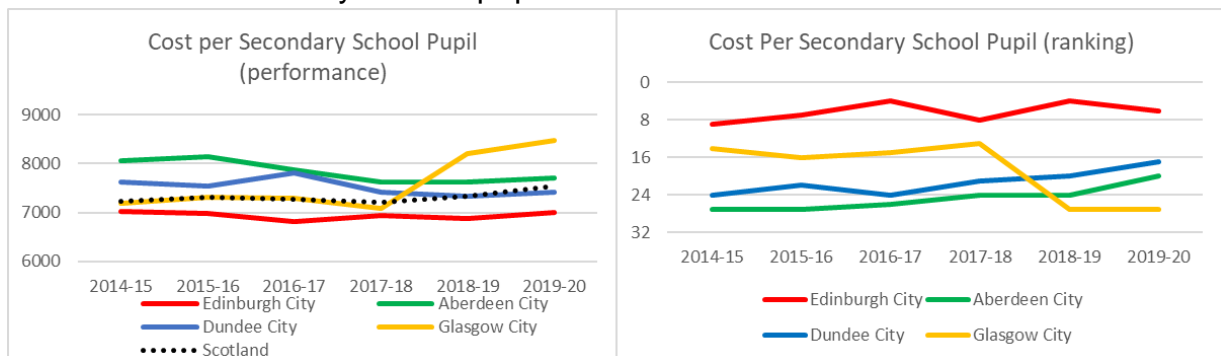
Chart 4: 2019/20 Ranking quartiles for Edinburgh with three comparable urban cities



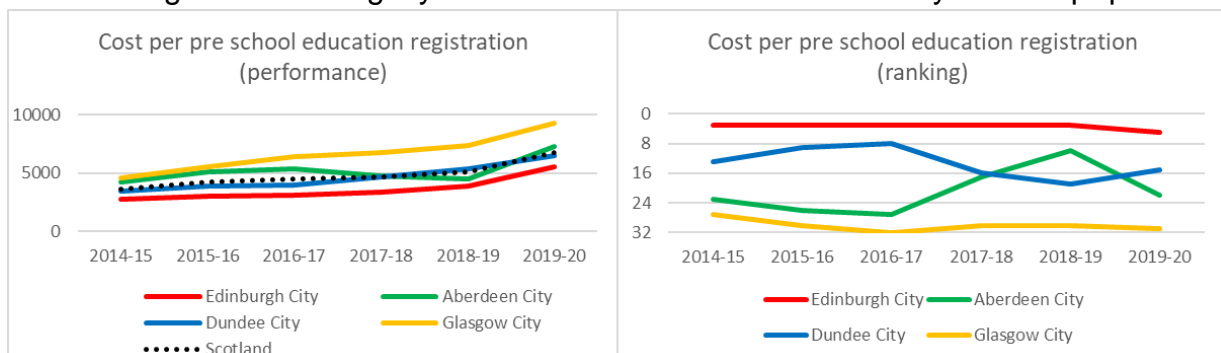
16. The Cost per Primary school pupil has continued to rise in Edinburgh for the last four years. Edinburgh is now comparable with Glasgow and just below the Scottish average. Ranking has fallen from a high of 2 in 2016/17 to 15 in 2019/10.



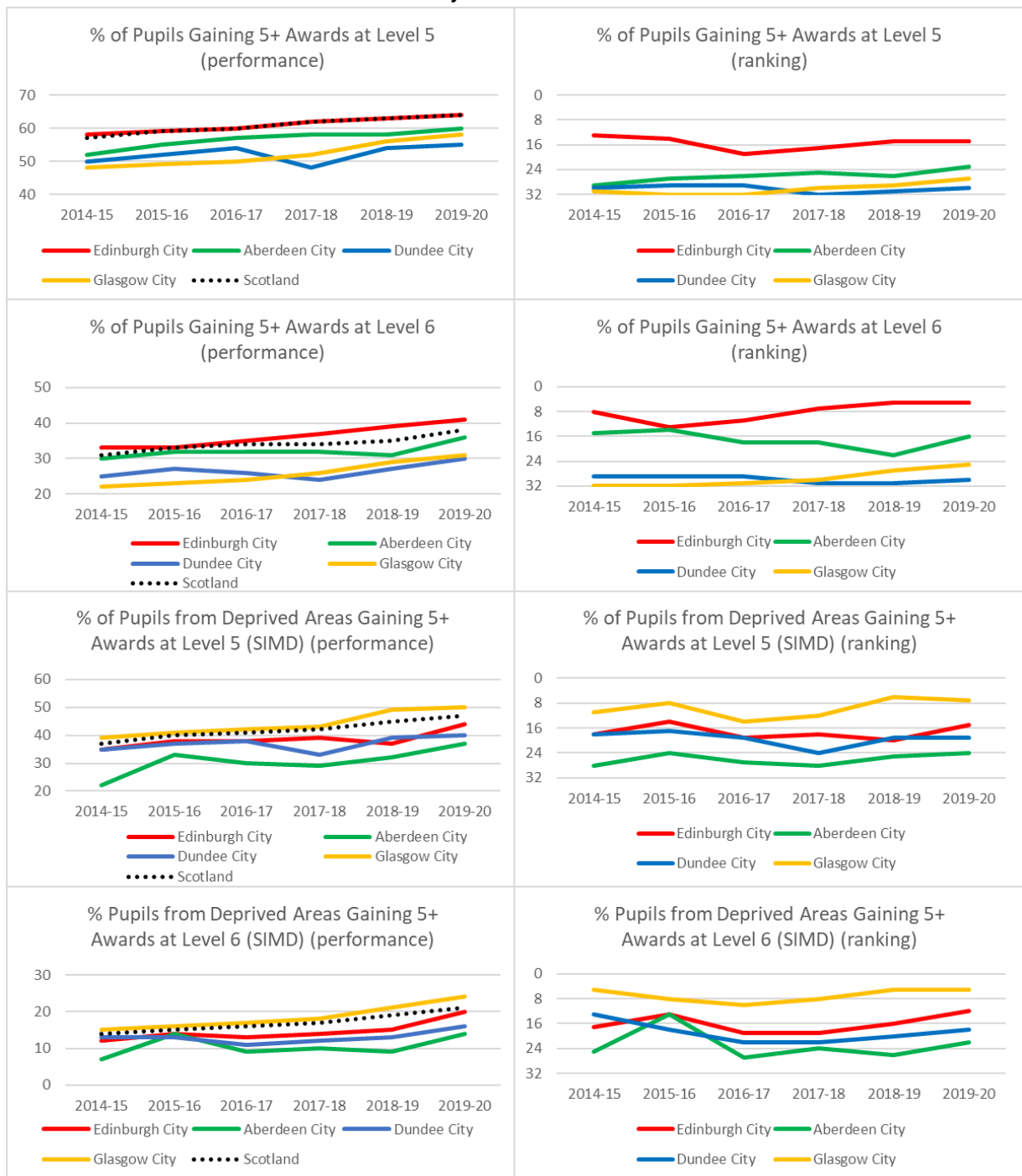
17. The cost per Secondary School Pupil in Edinburgh remains the lowest of the four cities and below the Scottish average. Ranking has fallen slightly from 4 to 6 but remains consistently in the top quartile.



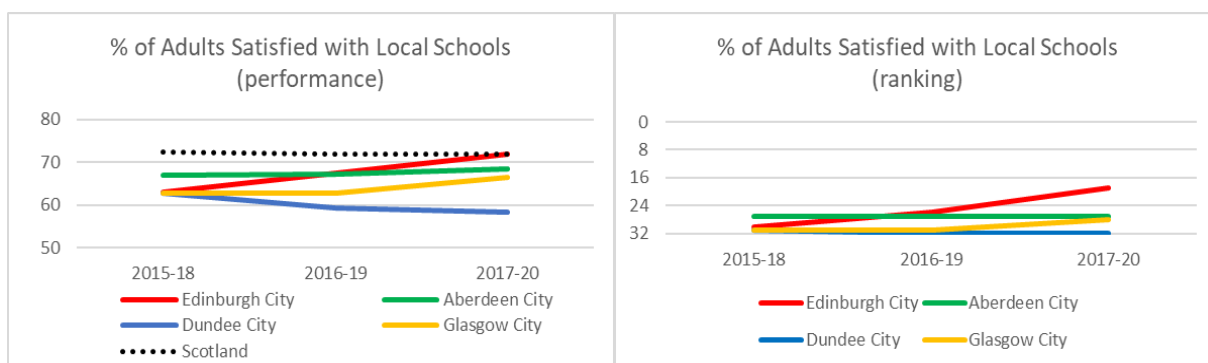
18. The Cost per pre-school education registration has risen for all four cities but Edinburgh remains the most cost effective and below the Scottish average. Ranking has fallen slightly from 3 to 5 but remains consistently in the top quartile.



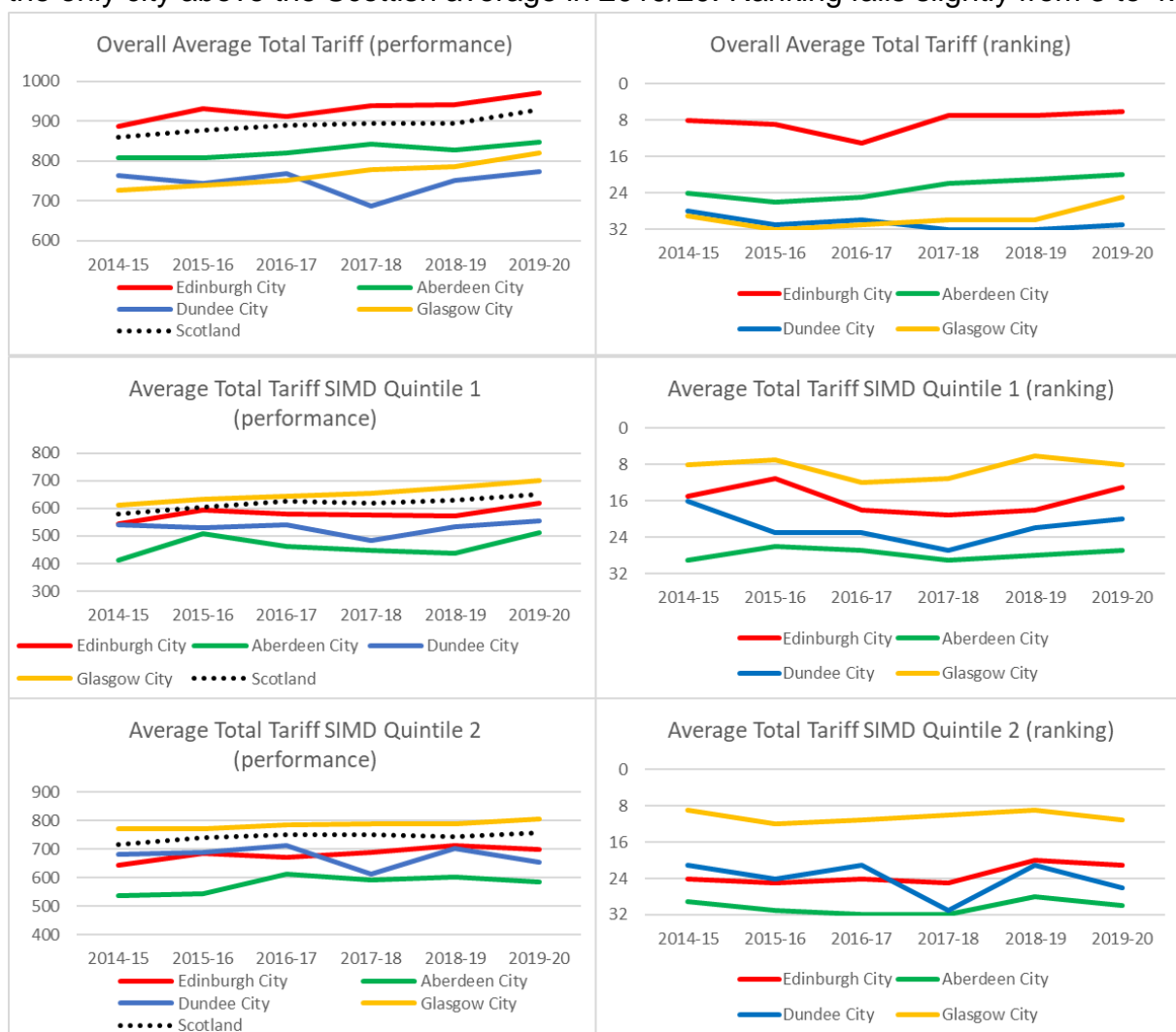
19. Direct comparison of the attainment measures with previous years cannot be undertaken this year. This is due to changes to the assessment process for the 2019/20 academic year due to COVID-19, which makes them not comparable. The trend charts are shown below for your information.

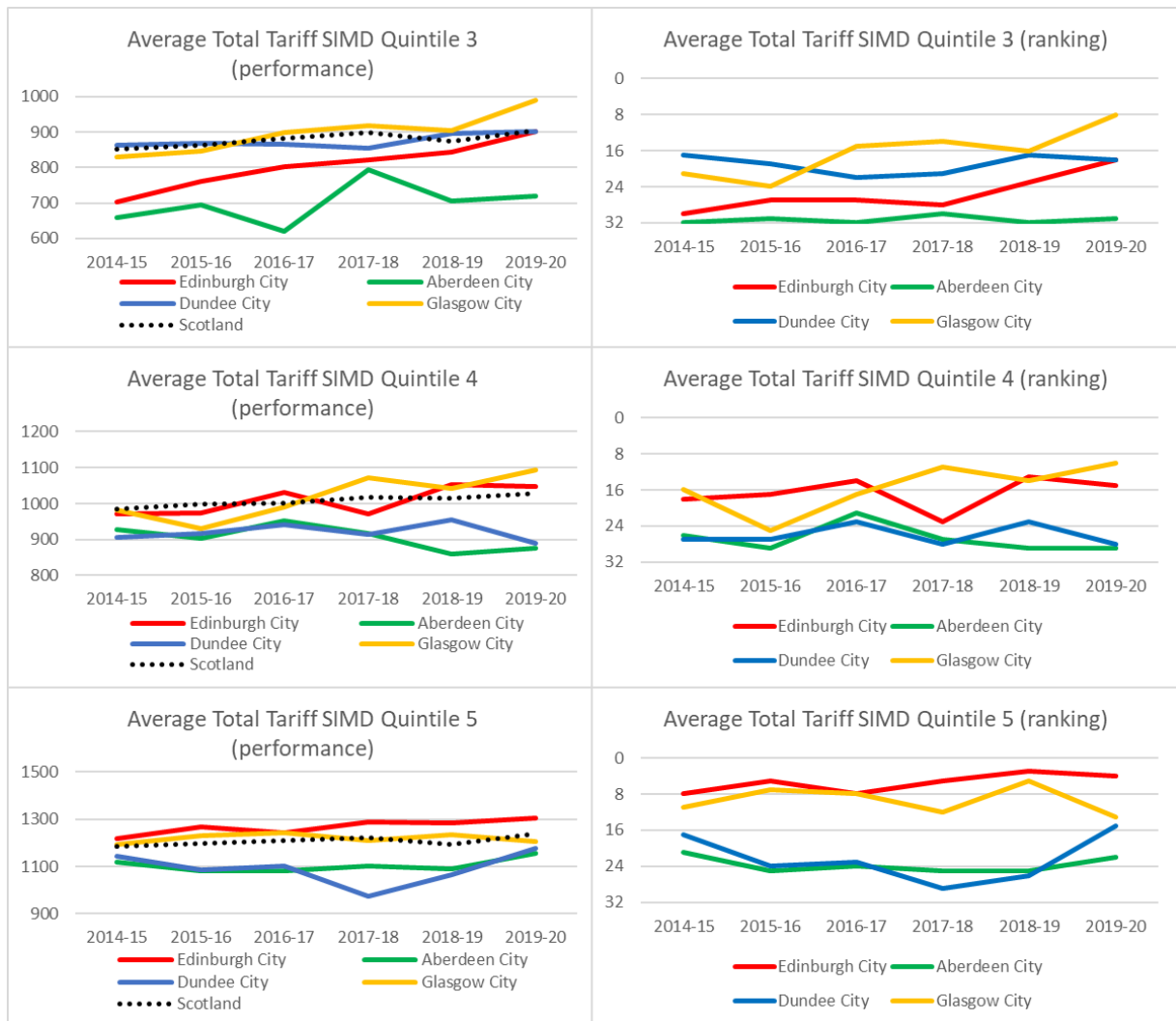


20. The [Edinburgh Learns strategy](#) (item 8.2) underpins our approach to improving performance in Schools and delivering the highest quality education, particularly for children impacted by poverty or the care system.
21. % of Adults Satisfied with Local Schools in Edinburgh has shown continuous improvement over the last five years and is now the best performer of the four cities and above the Scottish average. Ranking has risen to 19 from a low of 30.

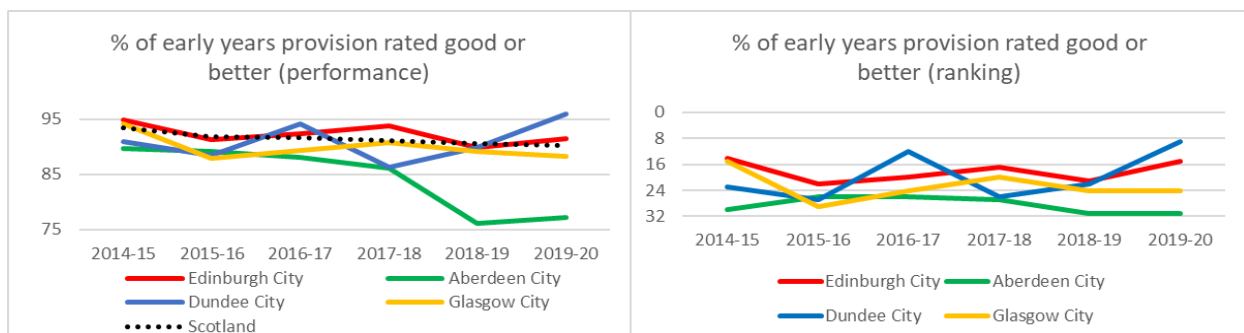


22. Overall Average Total Tariff remains the highest of the four cities and is still higher than the Scottish average. Ranking has been in the top quartile since 2017/18.
23. Edinburgh's performance for Average Total Tariff SIMD Quintile 1 continues to improve but continues to sit below Glasgow and the Scottish average.
24. Edinburgh's performance and ranking has dropped slightly for Average Total Tariff SIMD Quintile 2 and remains below the Scottish average.
25. Edinburgh has shown sustained positive performance improvement for the Average Total Tariff SIMD Quintile 3. Ranking has risen to the best-ever level of 18 from a low of 30.
26. Edinburgh continues to perform well in relation to Average Total Tariff SIMD Quintile 4, above the Scottish average.
27. Edinburgh has sustained positive trend for Average Total Tariff SIMD Quintile 5 and is the only city above the Scottish average in 2019/20. Ranking falls slightly from 3 to 4.

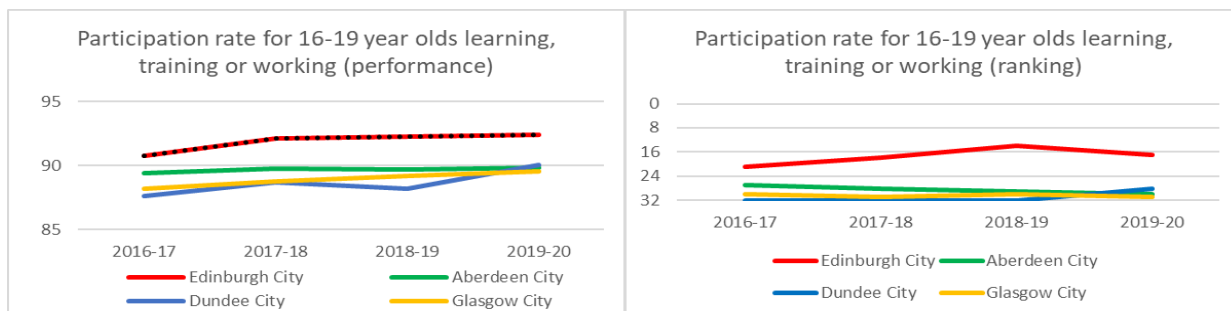




28. Edinburgh's percentage of early years provision rated good or better is in the low 90s over the past five years, with a slight dip to 89.6% in 2018/19. Ranking has risen to 15 in 2019/20 from 21 in 2018/19.



29. Edinburgh continues to improve performance in the participation rate for 16-19 year olds learning, training or working, and performs better than the three comparison cities. Ranking has fallen slightly from 15 to 17 between 2018/19 and 2019/20.



30. The remaining Education services indicators (including attendance rates, exclusion rates, positive destinations, various looked after children indicators and developmental milestones) do not have updated data for 2019/20.

Corporate and Asset Management Services

31. There are ten LGBF indicators that relate to the efficiency and effectiveness of Corporate and Asset Management Services.

32. For comparative ranking we have improved in 3, declined in 6 and maintained our ranking position in 1. For performance we have improved in 3 and declined in 7.

National trend analysis (extract of national overview report)

33. Corporate services spend has fallen by 26% in real terms since 2010/11, and now accounts for only 4.1% 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.

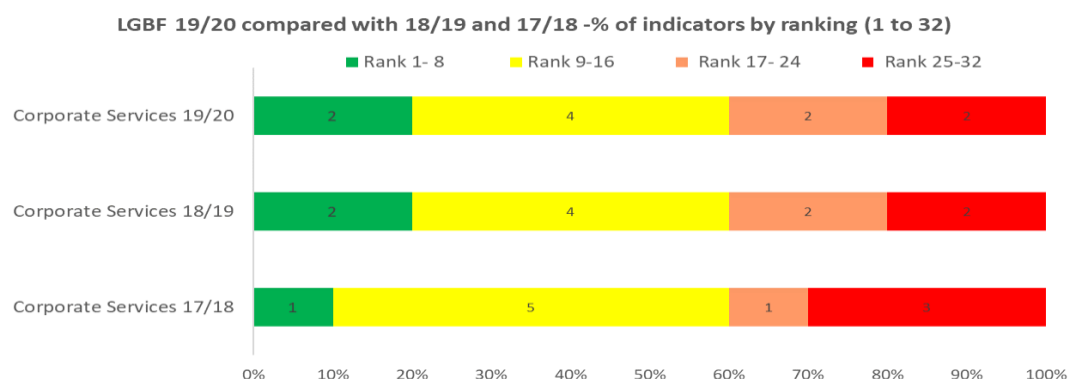
34. This reduction has been accompanied with significant improvement in key areas of performance. Council tax collection rates remain above 95%; the cost of council tax collection has reduced by 59% in real terms since 2010/11; the percentage of invoices paid within 30 days remains above 90%; the gender pay gap has narrowed across the last four years, from 4.5% to 3.4 and the proportion of the 5% highest earning staff who are female continues to rise.

35. Local Government absence levels are at their highest since 2010/11, revealing a 7% increase across the period. This reflects a 10% increase for non-teaching staff, and a 3% reduction for teaching staff.

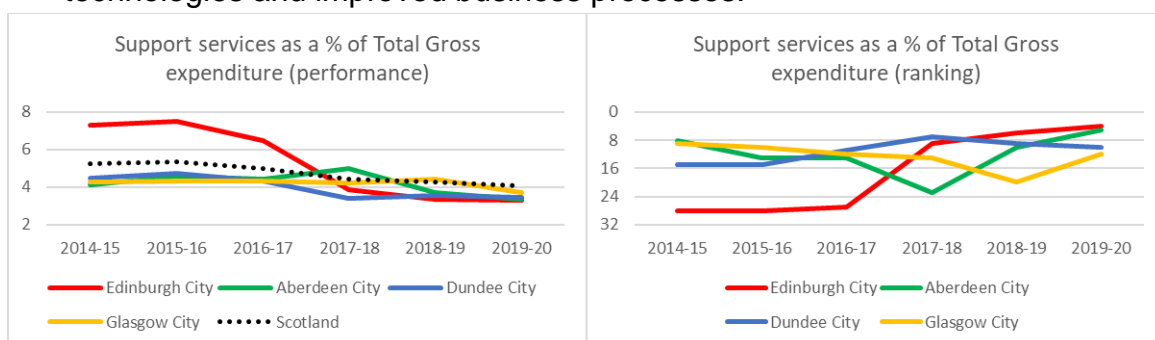
Corporate and Asset Management Services – 2019/20 Edinburgh indicator data

36. The proportion of Corporate indicators that are ranked in the top two quartiles (so above the national average) has been maintained for the last two years as shown in the chart below.

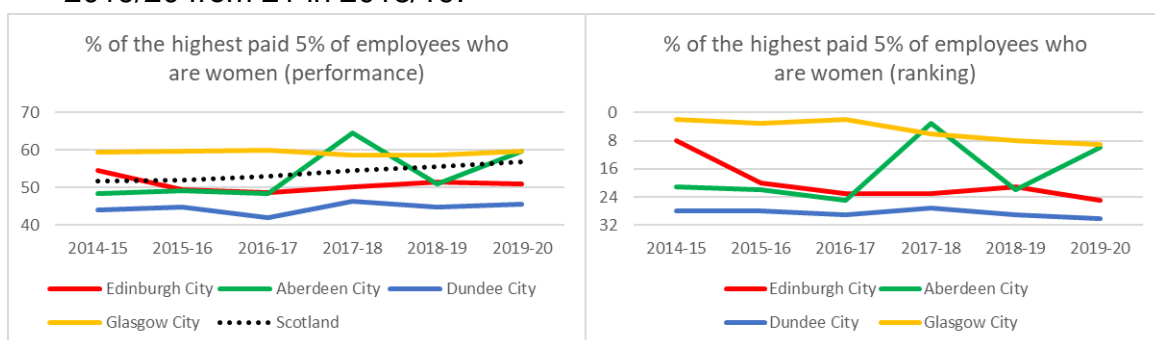
Chart 5: 2019/20 Ranking quartiles for Edinburgh with three comparable urban cities



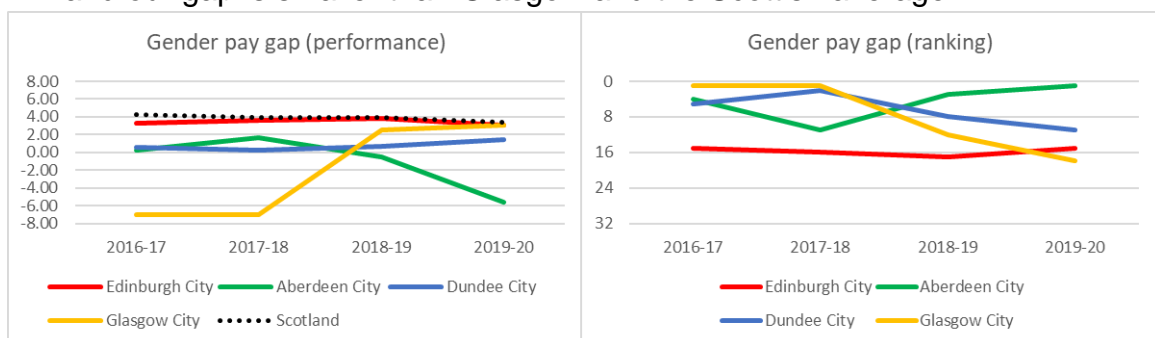
37. The cost of Support Services in Edinburgh continues to show value for money and Edinburgh is performing and ranking better than the three comparison cities and below the Scottish average. Ranking has risen from a low of 28 in 2015/16 to 4 in 2019/20. This continues to be driven by a proactive approach to centralising a wide range of corporate support services (including customer contact & transactional services), delayering and reducing management roles and the introduction of digital technologies and improved business processes.



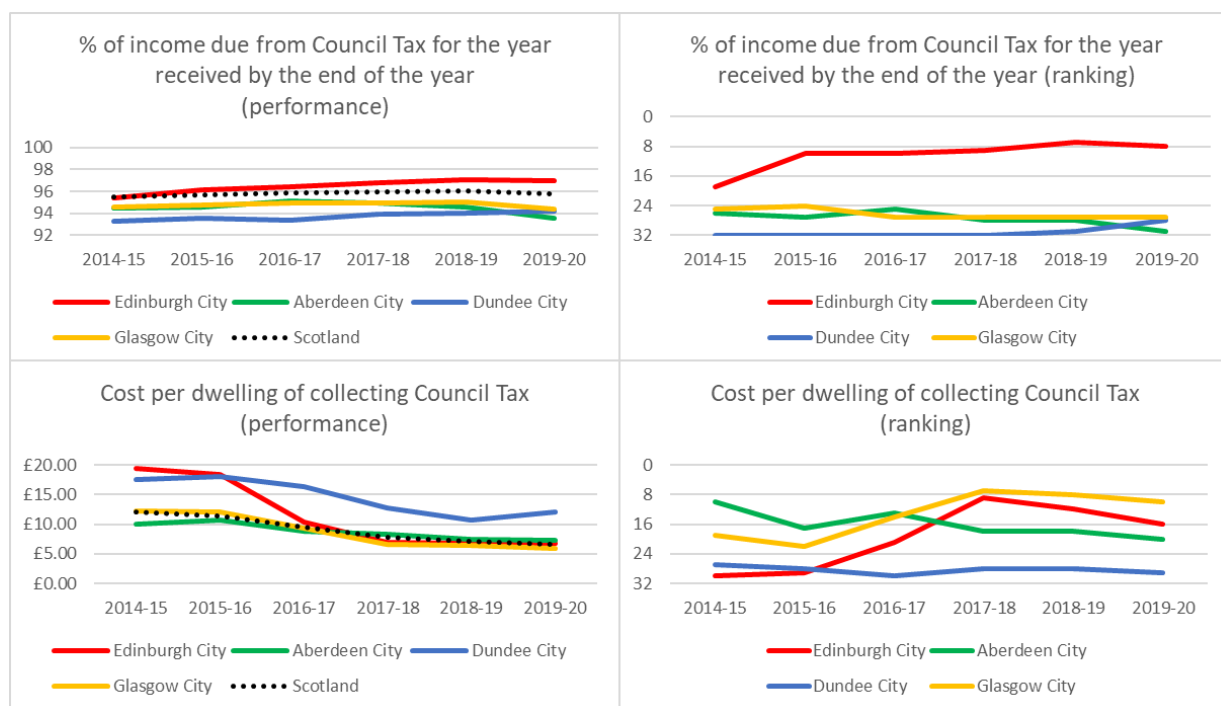
38. Edinburgh has shown consistent mid table performance for the % of the highest paid 5% of employees who are women, although ranking has fallen to 25 in 2019/20 from 21 in 2018/19.



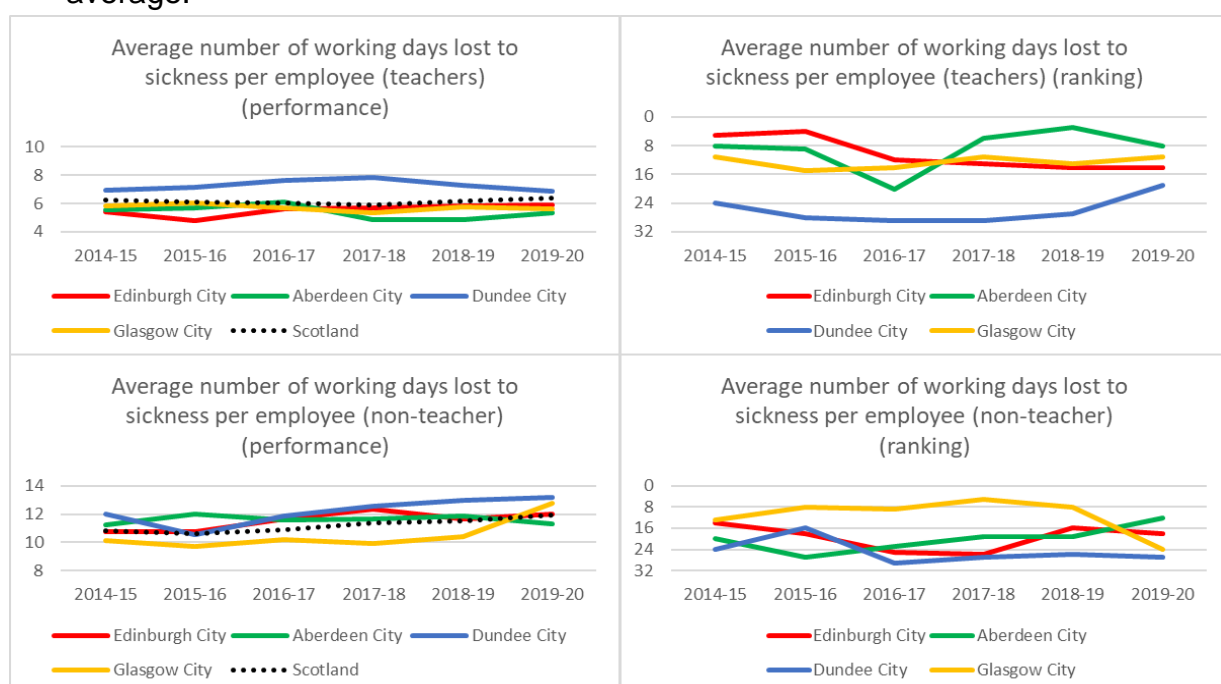
39. Edinburgh's performance and ranking for the Gender pay gap has improved slightly and our gap is smaller than Glasgow and the Scottish average.



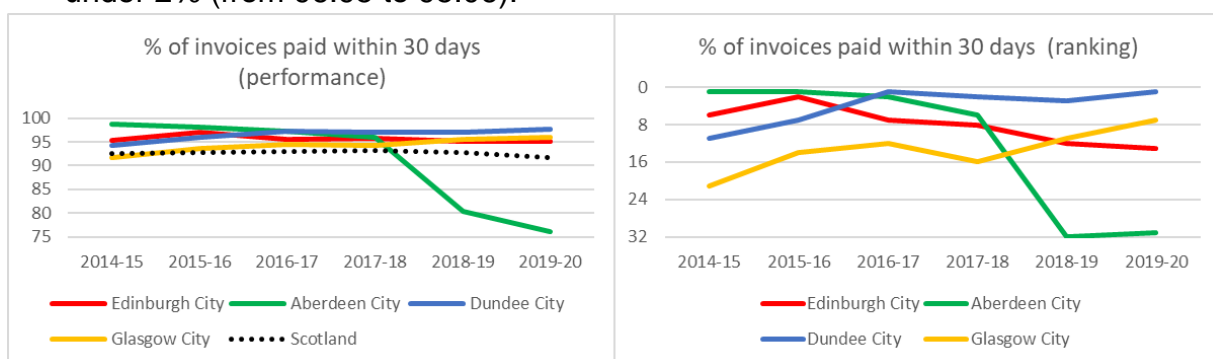
40. Council Tax collection rate in Edinburgh (at 96.95%) continues to outperform the Scottish cities and performs above the Scottish average, although ranking has fallen from 7 to 8. Overall Councils are collecting most of the income due from Council Tax with performance ranging from 93 to 98% in 2019/20.
41. The cost per dwelling of collecting Council Tax in Edinburgh increased slightly in 2019/20 and moves above the Scottish average for the first time in 3 years. Edinburgh continues to see a fall in ranking from 7 to 16 between 2017/18 and 2019/20.



42. The average number of sickness days lost to teachers has increased over the last 5 years but remains mid table of the 4 cities and below the Scottish average.
43. The average number of sickness days lost to non-teaching employees increased in 2019/20 but remains mid table of the 4 cities and marginally above the Scottish average.

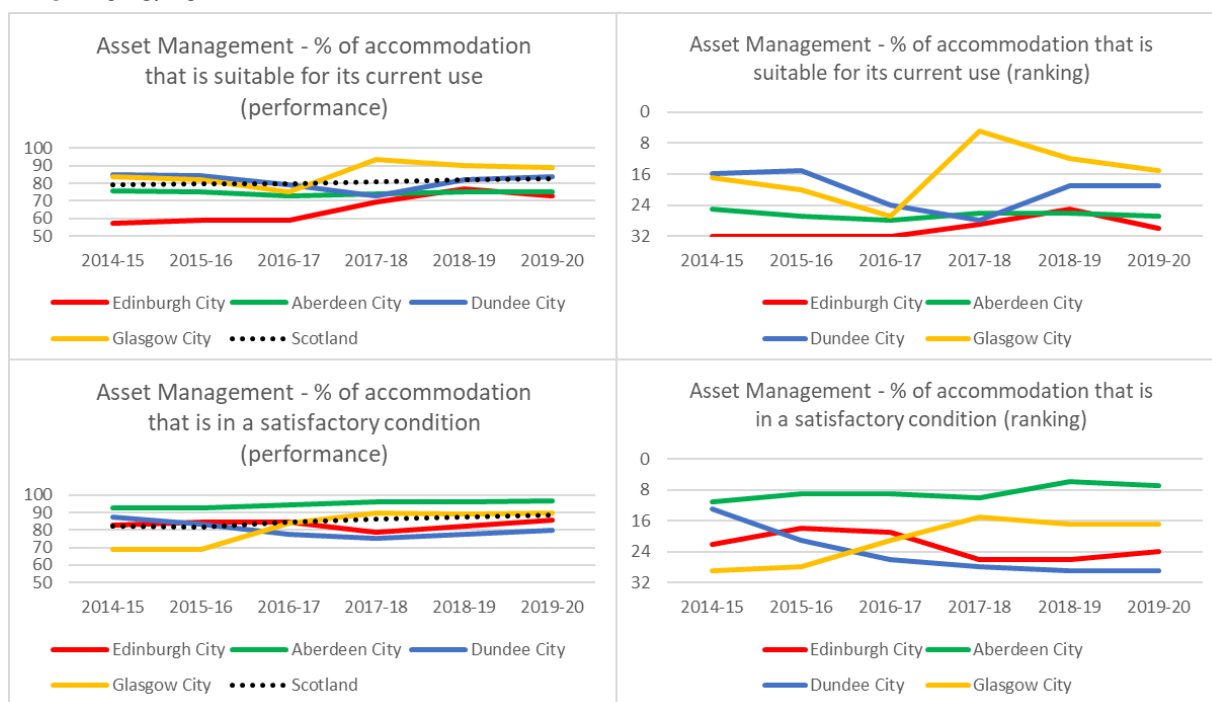


44. % of invoices paid within 30 days has marginally decreased over the last 3 years but performance has remained consistently above the Scottish average. Ranking has fallen from a high of 1 (in 15/16) to 13 although our performance decreases by under 2% (from 96.95 to 95.06).



45. % of accommodation that is suitable for its current use reduced to 72.89% and is the lowest performance of the 4 cities. Ranking has also fallen to 30 from 25 in 2018/19. 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.

46. % of accommodation that is in a satisfactory condition has increased to 85.47% but is still below the Scottish average. 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.



Adult Social Care

47. There are 11 LGBF indicators that relate to the efficiency and effectiveness of Adult Social Care Services.
48. For comparative ranking and performance, we have improved in 5 and declined in 6 indicators.

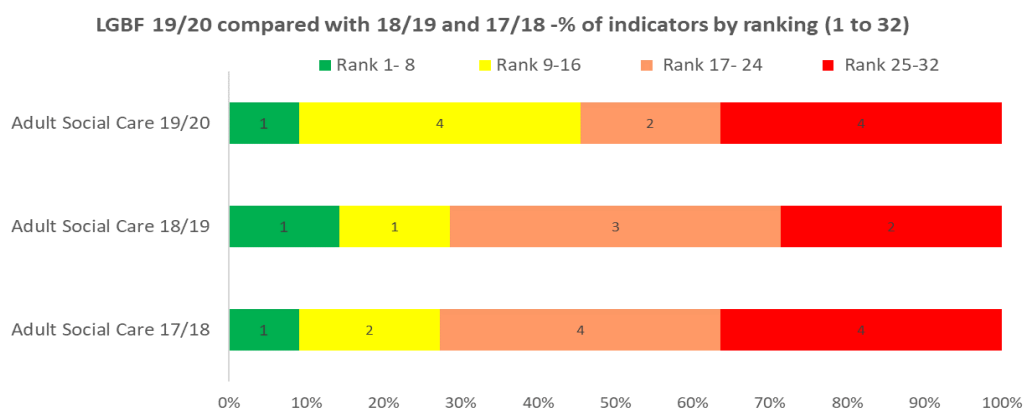
National trend analysis (extract of national overview report)

49. 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.
50. Councils' social care spending on adults has grown by 14.8% since 2010/11, and by 1.5% in 2019/20. Spending on home care and residential care for older people remains the most significant element of social care spend accounting for around 60% of the total. Direct payments and personalised managed budgets have grown steadily across the period from 1.6% to 9.0% of total social work spend.
51. 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.
52. While there has been an overall improving picture in terms of Delayed Discharges, improvements have levelled off in more recent years. Since 13/14, the number of days people spend in hospital when they are ready to be discharged has reduced by 16.1%, including a 2.4% reduction in 2019/20. However, there has been an 16.7% increase in hospital readmissions (within 28 days) across the same period. The trend has continued in 2019/20, increasing by 1.7%.
53. 'Satisfaction' measures in relation to quality of life, independent living, choice and control, and support for carers all reveal a decline across the period. The deterioration in perceived support for carers is most significant, showing an 8-percentage point reduction from 42.5% to 34.3% across the period.

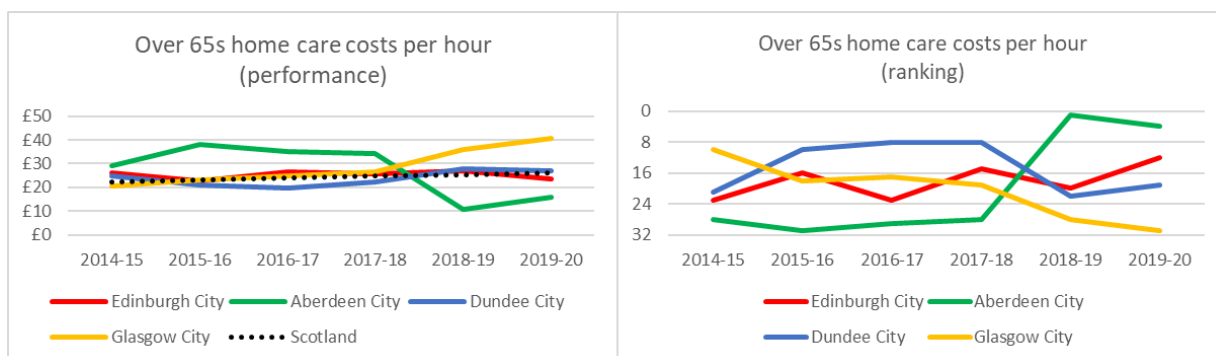
Adult Social Care – 2019/20 Edinburgh indicator data

54. The proportion of Adult Social Care indicators that are ranked in the top two quartiles (so above the national average) has increased in the last year as shown in the chart below.

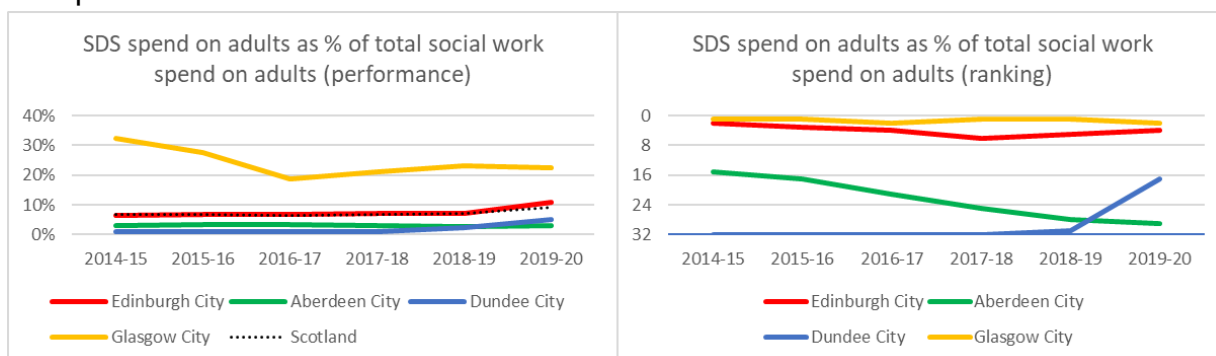
Chart 5: 2019/20 Ranking quartiles for Edinburgh with three comparable urban cities



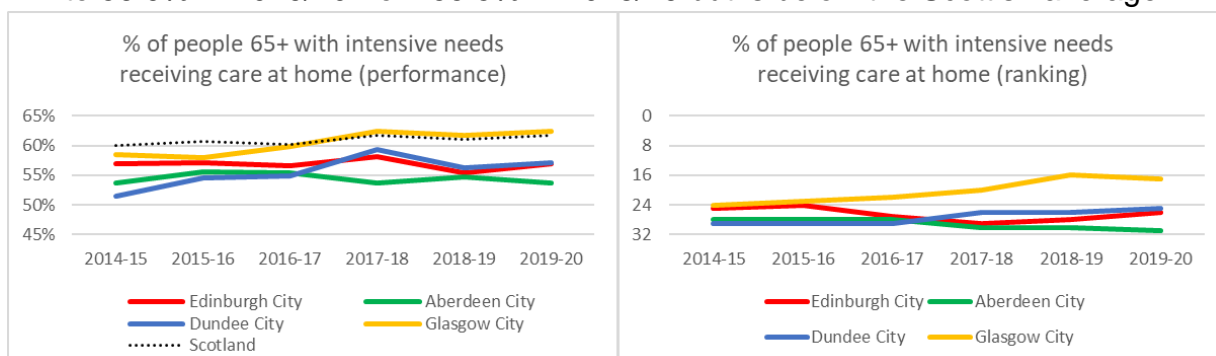
55. The different configuration of services, such as the proportion of internal to external providers of adult social care services will have an impact on how different Local Authorities perform. Edinburgh continues to retain services in house whilst other authorities have chosen to outsource.
56. The costs per hour of providing over 65s home care in Edinburgh continues to show value for money and Edinburgh is below the Scottish average. Ranking has risen from 20 to 12.



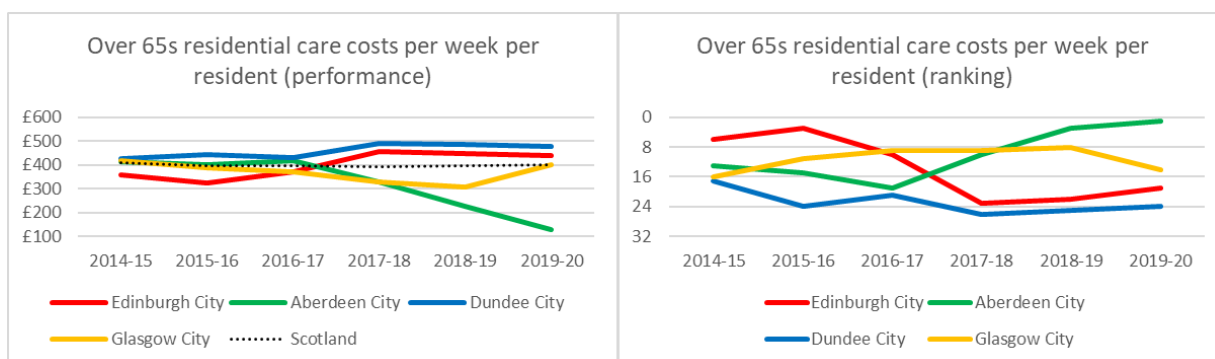
57. Edinburgh has shown an increase of almost 2% in SDS spend between 2018/19 and 2019/20 and ranking has risen to 4. Edinburgh is consistently in the top quartile.



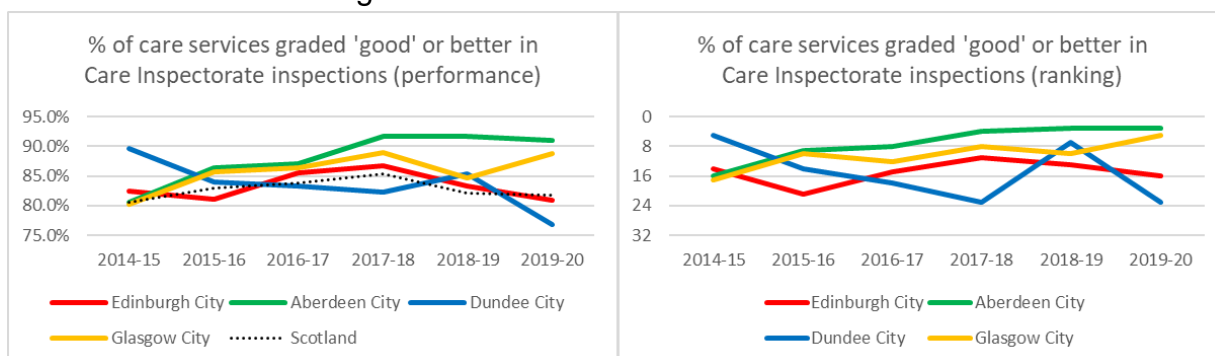
58. The % of people 65+ receiving intensive care at home has increased in Edinburgh to 56.9% in 2019/20 from 55.5% in 2018/19 but is below the Scottish average.



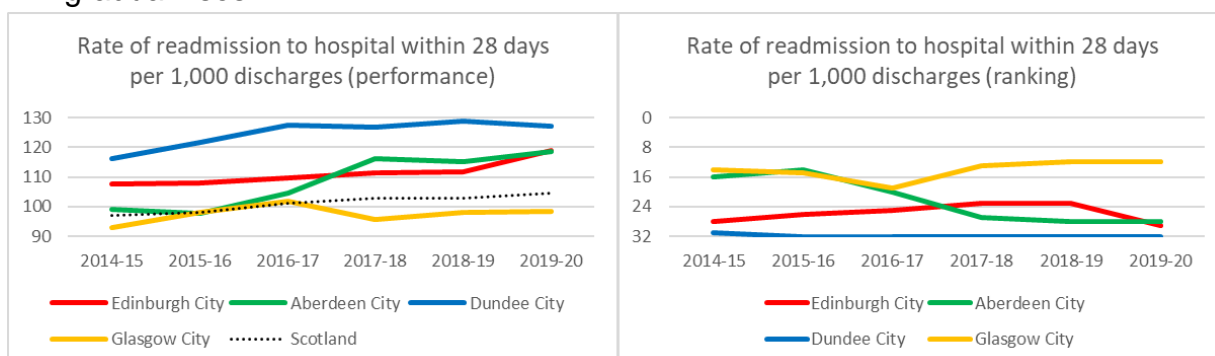
59. Over 65s residential care costs per week per resident in Edinburgh has decreased slightly from £456 in 2017/18 to £441 in 2019/20 but remains above the Scottish average (£401 in 2019/20). Edinburgh's ranking has risen for the last two years and now sits at 19 from 23 in 2017/18.



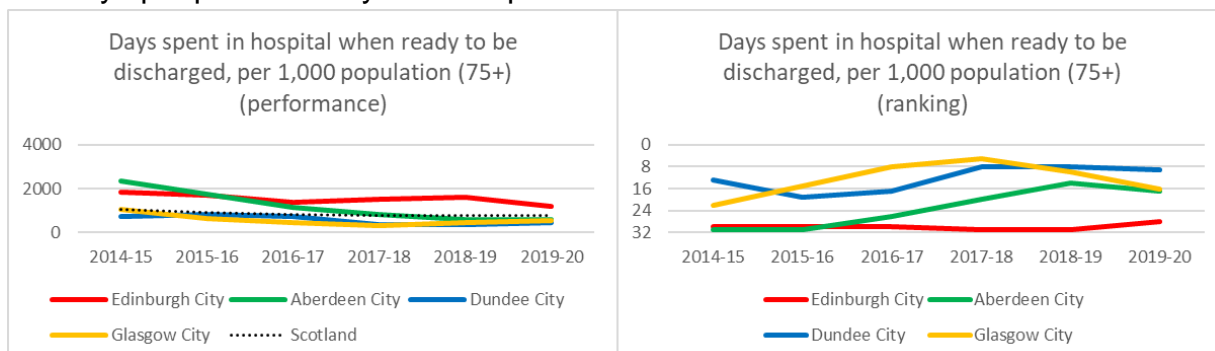
60. % of care services graded 'good' or better in Care Inspectorate inspections has decreased in Edinburgh to 80.9% from 83.3% in 2018/19 but continues to be close to the Scottish average.



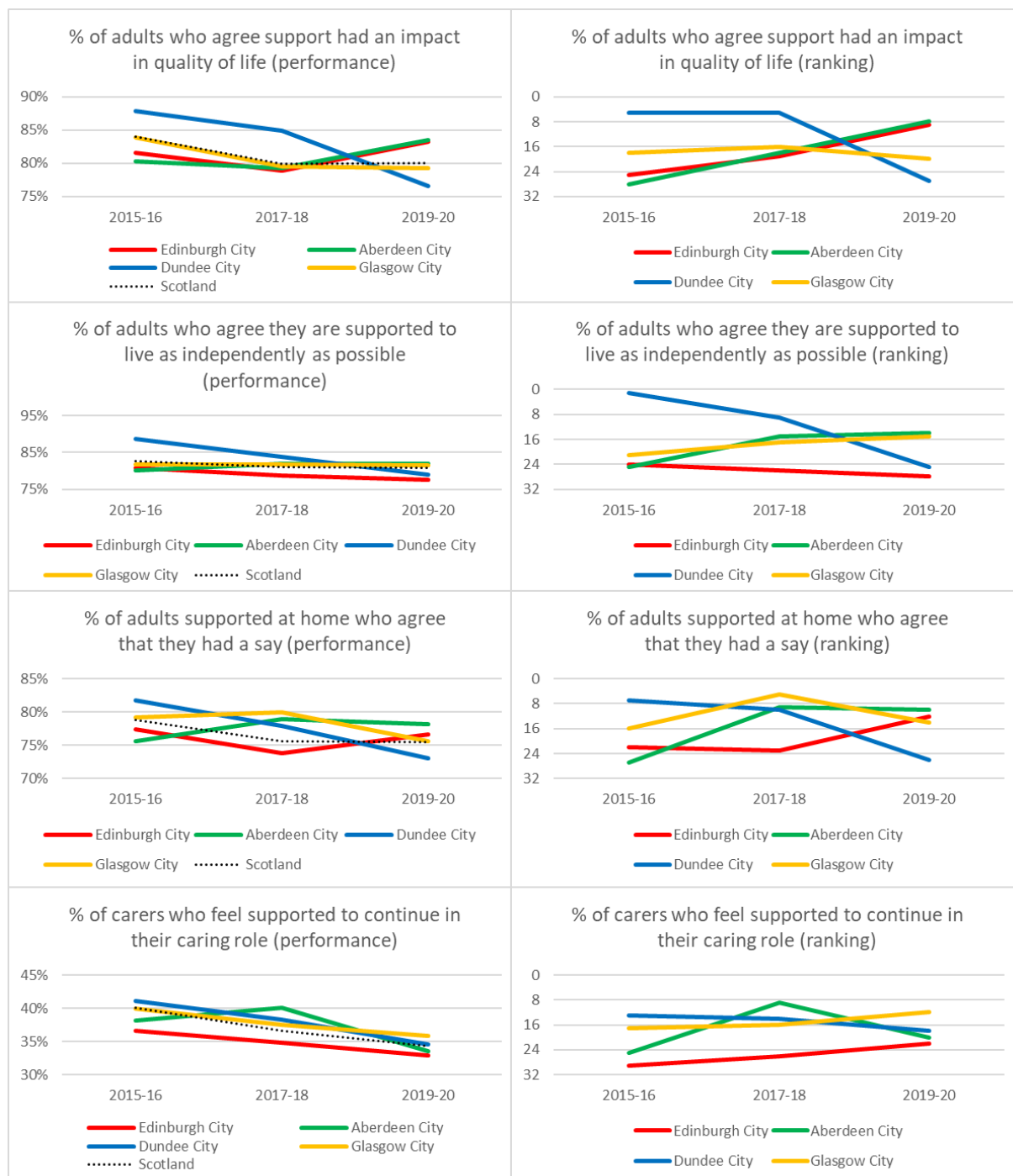
61. Edinburgh follows the gradual rise seen in the Scottish average in rate of readmission to hospital within 28 days per 1,000 discharges, but with a sharper rise to 111.68 in 2019/20. Edinburgh's ranking declines in 2019/20 after four years of gradual rises.



62. Days spent in hospital when ready to be discharged, per 1,000 population for over 75's has decreased in Edinburgh and this is starting to be seen in a rise in ranking in the last year, 31 to 28. However, Edinburgh remains ranked in the bottom quartile. The Health and Social care Partnership continues to advance a number of workstreams to transform services which will continue to drive down the number of days people are delayed in hospital.



63. There are increases in satisfaction Adult Social Care for % of adults who agree support had an impact in quality of life and for % of adults supported at home who agree that they had a say. The Scottish average remains the same between 2017/18 and 2019/20.
64. There is a decrease in satisfaction for % of adults who agree they are supported to live as independently as possible and % of carers who feel supported to continue in their caring role which mirrors a decrease in the Scottish average.



65. There are 15 LGBF indicators that relate to the efficiency and effectiveness of Environmental Services.

66. For comparative ranking we have improved in 10, declined in 4 and maintained our ranking in 1. For performance we have improved in 10 and declined in 5.

National trend analysis (extract of national overview report)

67. Real spending on environmental services has reduced by 11% since 2010/11 (and by a further 0.7% in 2019/20). This includes reductions in waste management (-2%) street cleaning (-31%) and trading standards and environmental health (-28%) since 2010/11.

68. Alongside the reduction in spending, there have been reductions in satisfaction with refuse and cleaning, and reductions in street cleanliness scores.

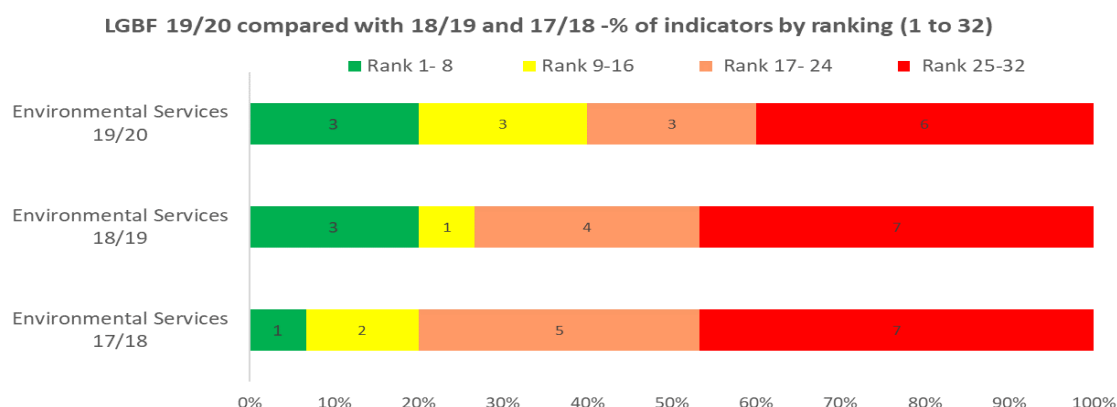
69. Following the decline in 2018/19, the rate of recycling in 2019/20 is showing a small improvement, from 44.7% to 44.9%.

70. Since 2010/11, real spending on roads has fallen by 24.2%, including a 4.5% reduction in 2019/20 (excluding outliers). Since 2010/11, the road conditions index indicates conditions have been largely maintained across all class of roads with around 30% to 35% of roads continuing to require maintenance.

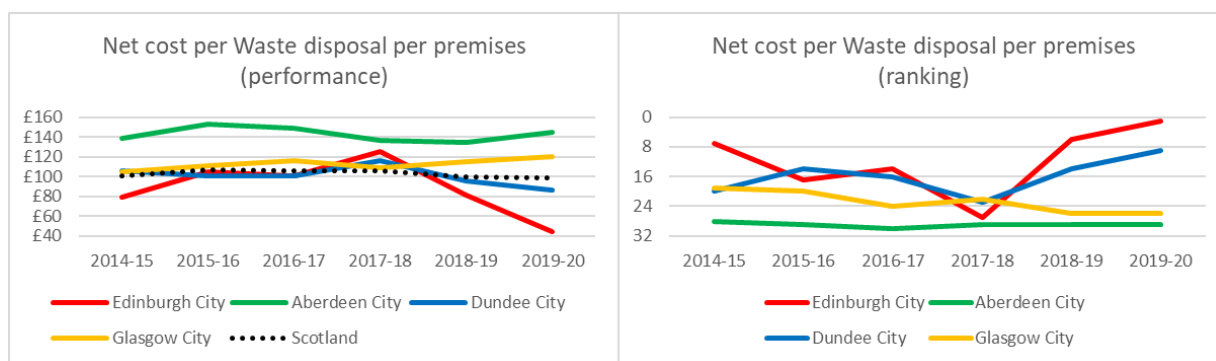
Environmental Services - 2019/20 Edinburgh indicator data

71. The proportion of Environmental Services indicators that are ranked in the top two quartiles (so above the national average) increases for the last two years as shown in the chart below.

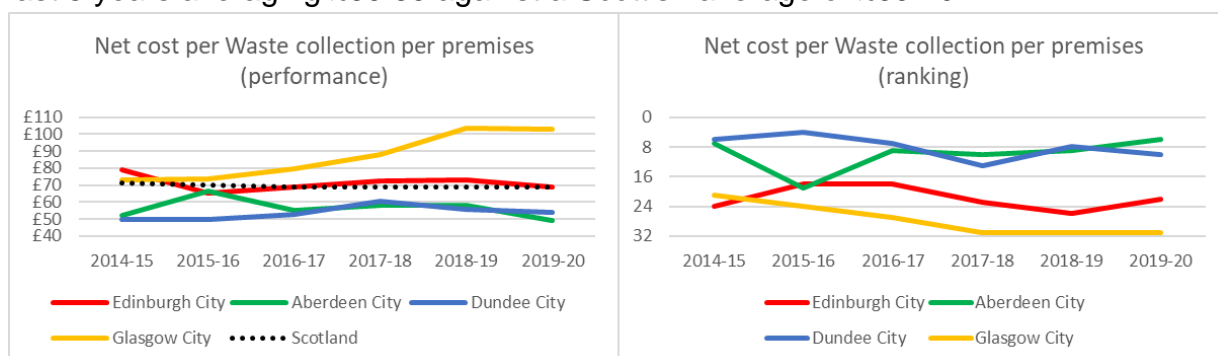
Chart 6: 2019/20 Ranking quartiles for Edinburgh with three comparable urban cities



72. In 2019/20 waste disposal costs show Edinburgh (£44.57) and Midlothian (£54.23) with Edinburgh ranking 1 and Midlothian 2, reaping the rewards of the first full operational year of Millerhill Recycling and Energy Recovery Facility. The previous year showed Edinburgh ranking 6 and Midlothian 10.

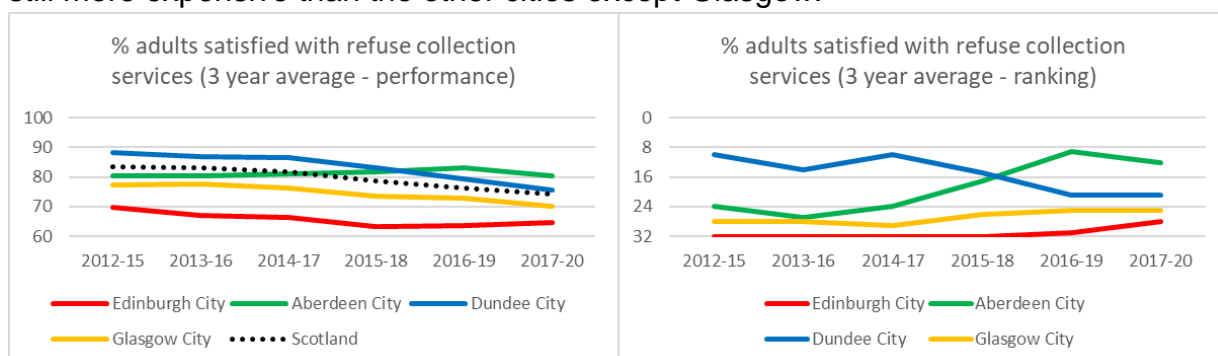


73. The net cost of collecting waste per premises has improved in Edinburgh over the last 5 years averaging £69.69 against a Scottish average of £69.20.



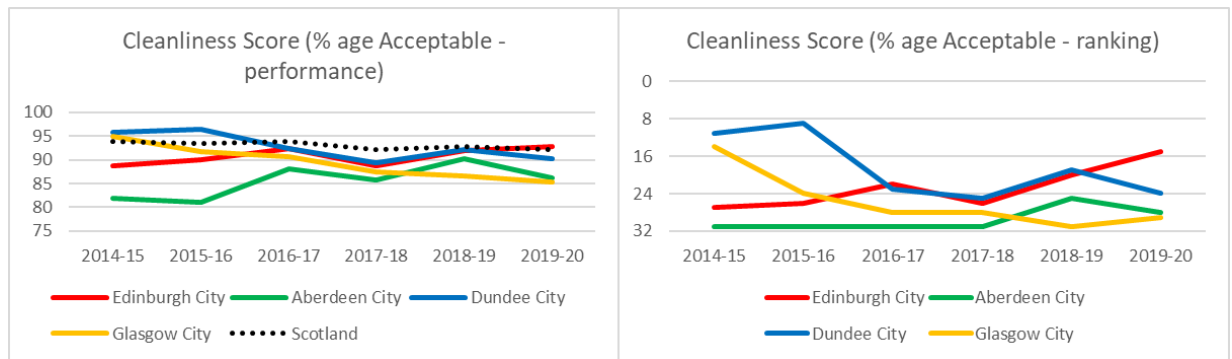
74. Satisfaction with refuse collection in Edinburgh has increased slightly in both performance and ranking but remains the lowest of all four cities. Whilst Edinburgh has shown slight increases in satisfaction over the last two years (from 63.33 to 64.6%), the Scottish average continues a 2% decline each year (from 78.67 to 74.30 over the same time period 2015-18 to 2017-20). This indicator shows average satisfaction level over 3 years (2017 to 2020) so changes in satisfaction levels following the introduction of a new individual bin collection service introduced in Autumn 2019 are only now beginning to be reflected in the data.

75. Edinburgh's costs and ranking for street cleaning have improved slightly in 2019/20 to £23,298 from £23,733 in 2018/19 and ranking to 30 from 31 in 2018/19 but are still more expensive than the other cities except Glasgow.

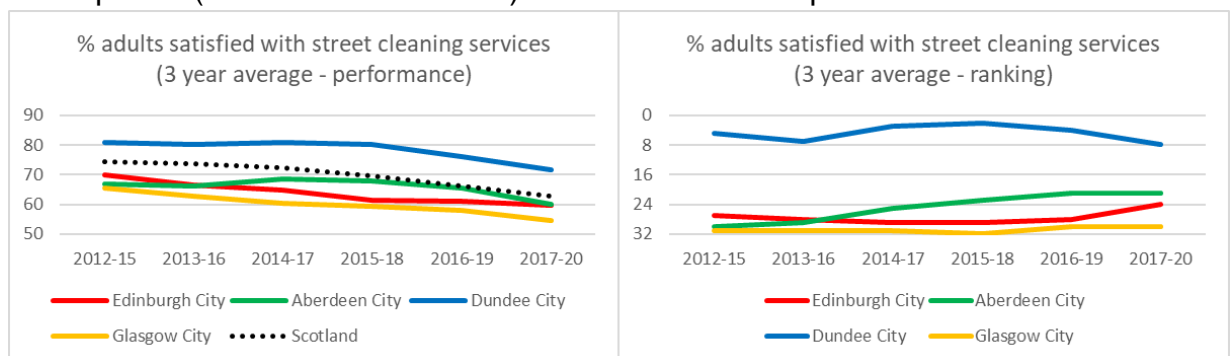


76. Edinburgh's performance and ranking for street cleanliness score have improved considerably over the last 3 years and are now the best of the four cities at 92.88

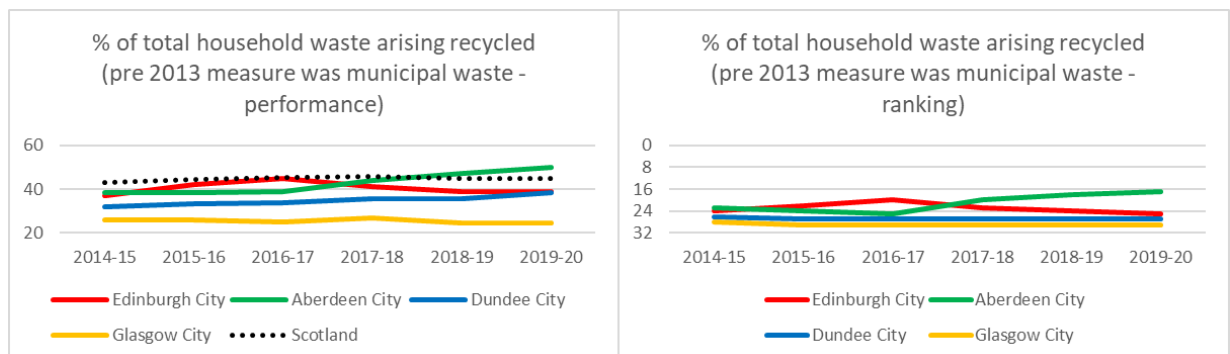
from 92 in 2018/19.



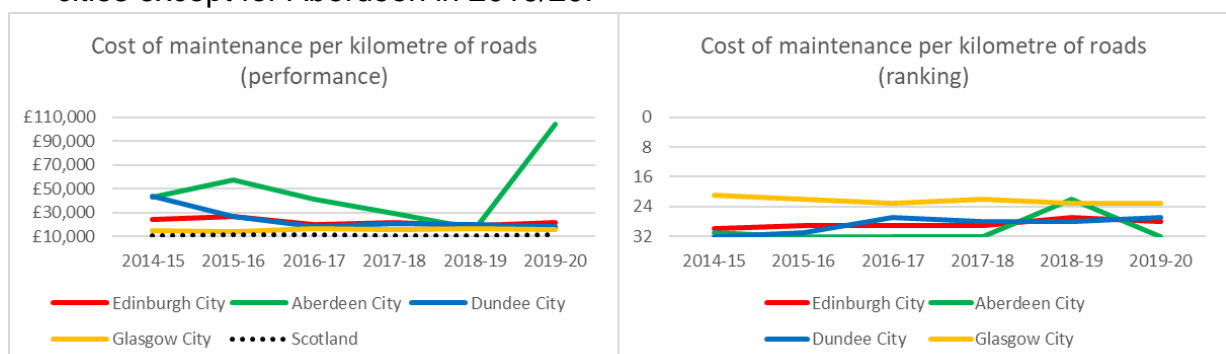
77. Satisfaction with street cleaning in Edinburgh has decreased slightly in performance, but ranking has risen and remains above Glasgow. Whilst Edinburgh has shown slight decreases in satisfaction (less than 1%) over the last two years (from 61.33% to 59.8%), the Scottish average shows a greater decline over the same period (from 69.67 to 62.63%) over the same time period.



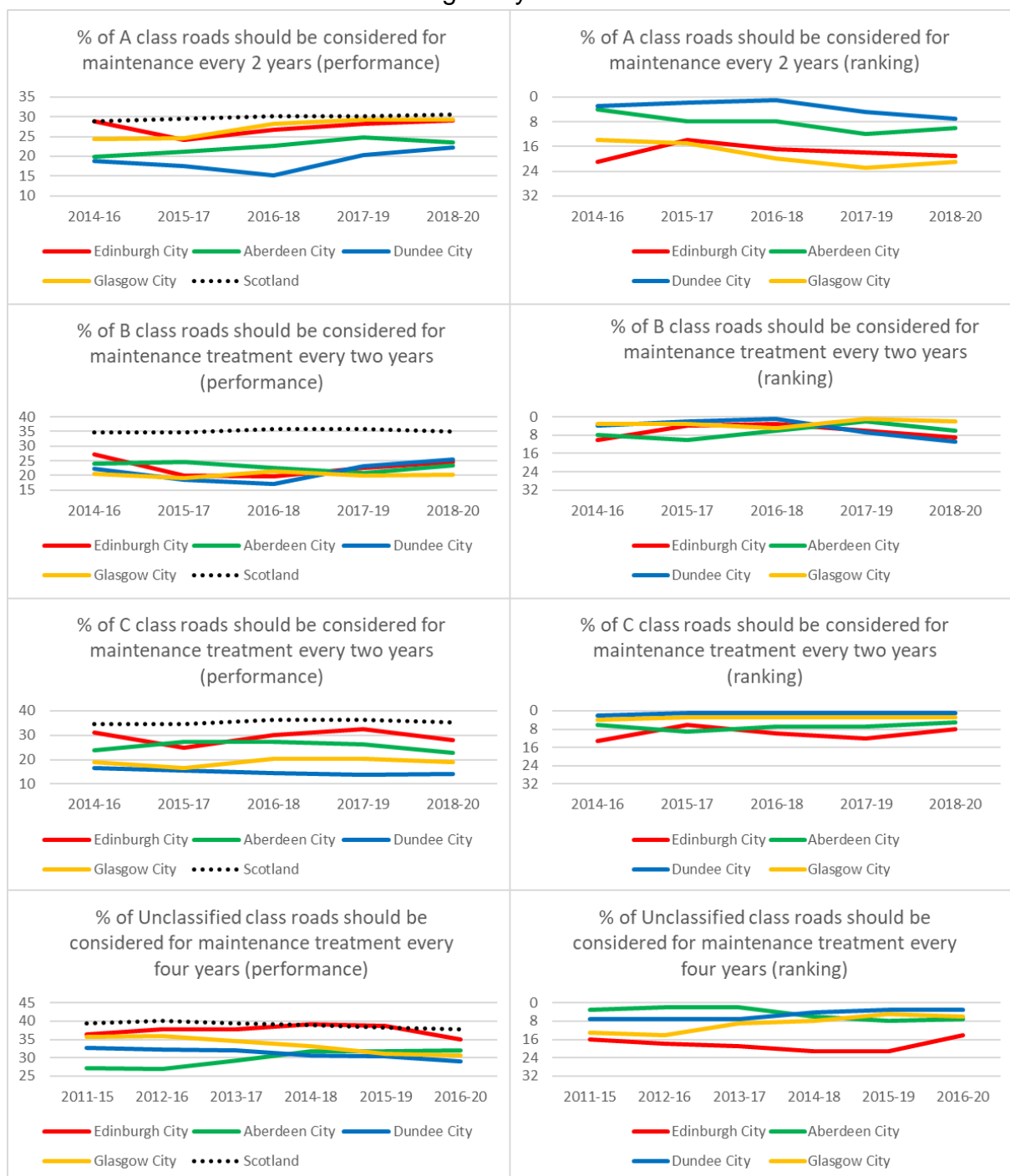
78. Although Edinburgh's household waste recycling rate has reduced to 38.62% in 2019/20, it is the second-best rate of the four cities but below the Scottish average of 44.85%.



79. The cost to maintain the road network has remained relatively stable in Edinburgh, at around £20,500, for the last six years which is a similar patten to the other three cities except for Aberdeen in 2019/20.

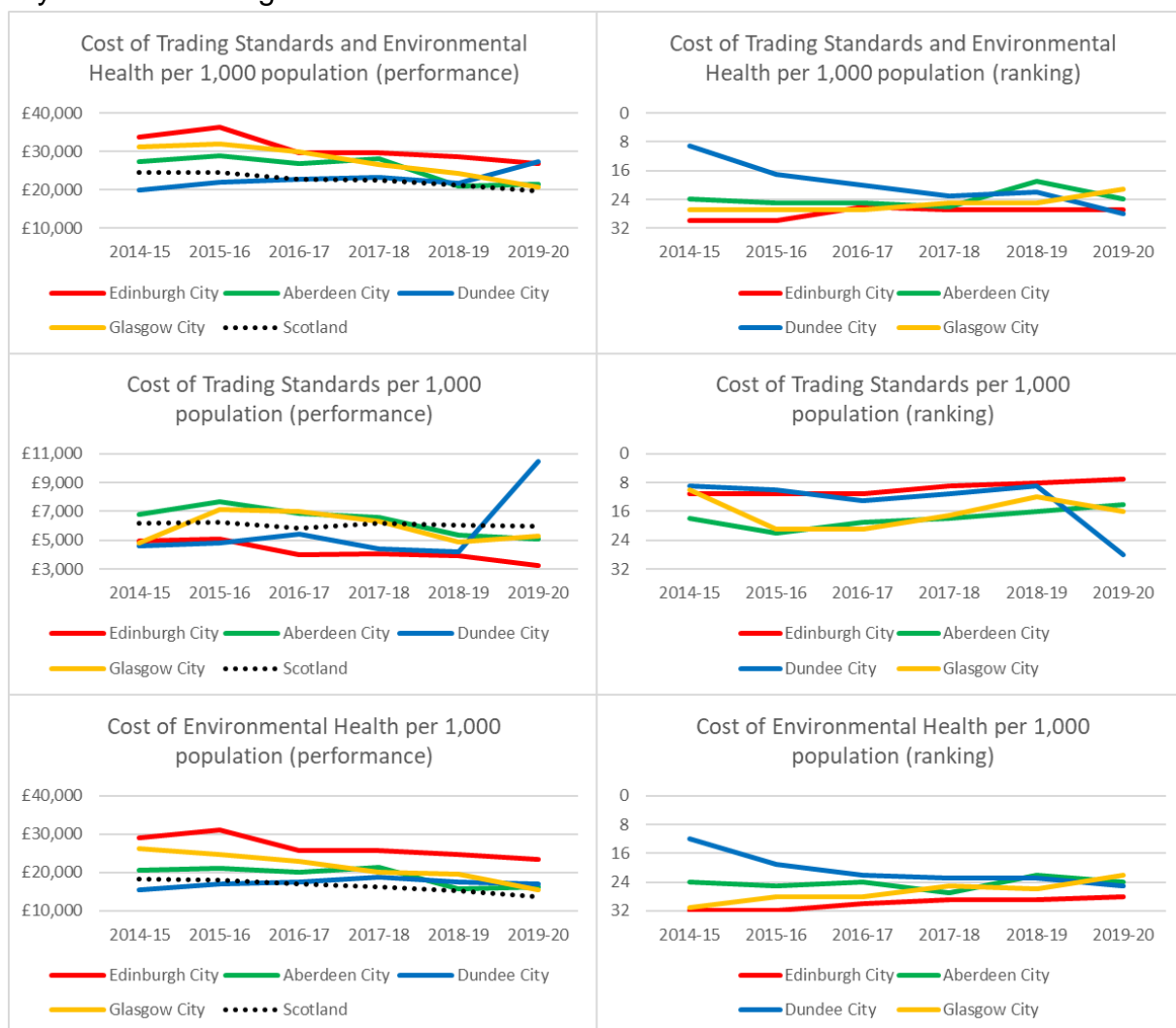


80. The % of Edinburgh's road across A, B and C classes requiring maintenance treatment sits consistently below the Scottish average for the past five years. This is the same of the other three cities.
81. For B class roads, Edinburgh continues to sit 10% below the Scottish average.
82. The % of unclassified roads in Edinburgh requiring maintenance treatment, at 35.10%, returns to below the Scottish average in 2019/20 at 35.10% after being above for the two previous years (2017/18 and 2018/19). Edinburgh's ranking has risen to 14 which is the best ranking in 9 years.



83. Edinburgh's costs for Trading Standards and Environmental Health has continued to fall over the last 3 years from £29,742 in 2017/18 to £26,745 in 2019/20 and follows the same downward trend as the Scottish average. Our ranking remains static at the lower end of the four cities.

84. Edinburgh's costs for Trading Standards has continued to fall over the last 4 years and ranking is the best of the four cities and at 7 for 2019/20, sits in the top quartile.
85. Edinburgh's costs for Environmental Health has continued to fall over the last 4 years but ranking is the lowest of the four cities.



Housing

86. There are five LGBF indicators that relate to the efficiency and effectiveness of Housing services.

87. For comparative ranking we have improved in 1, declined in 3 and maintained our ranking in 1. For performance we have improved in 3 and declined in 2.

National trend analysis (extract of national overview report)

88. Councils continue to manage their housing stock well. Since 2010/11, the average time taken to complete non-emergency repairs has reduced by 28%, from 10.1 days to 7.3 days. Rent lost to voids has also reduced across this period, from 1.3% to 1.1%. However, since 2017/18 the % of rent lost has begun to increase.

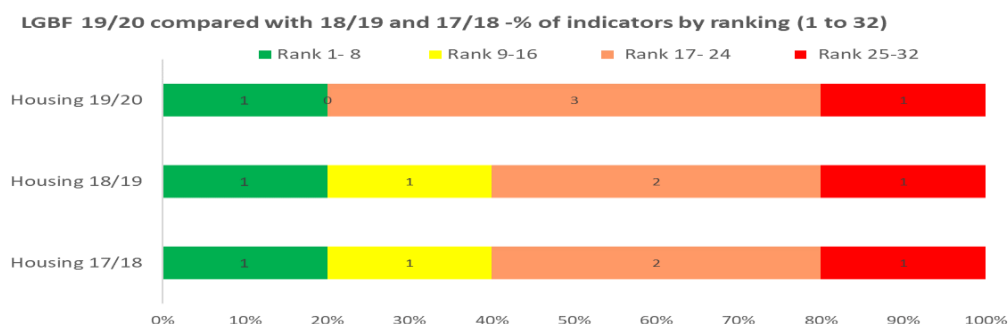
89. There have been consistent and significant improvements in terms of housing standards, with 95% of properties now meeting SHQS. Energy efficiency has also continued to improve, with the percentage of council dwellings that are energy efficient rising by 29 percentage points, from 65% to 84% between 2015/16 and 2019/20. (Note, to reflect new energy efficiency standards, the LGBF now uses the Energy Efficiency Standard for Social Housing (EESH) as a reference).

90. At the same time, the continued rate of growth in tenants' rent arrears from 5.6% to 7.3% between 2013/14 and 2019/20 reveals evidence of the increasing financial challenges facing both housing residents and councils alike. In 2019/20, this rate stabilised for the first time since 2013/14.

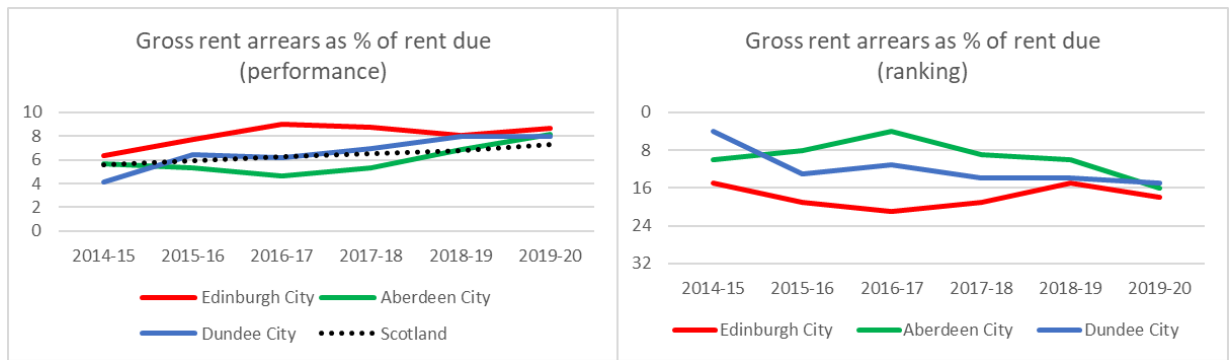
Housing - 2019/20 Edinburgh indicator data

91. The proportion of Housing indicators that are ranked in the top two quartiles (so above the national average) has fallen in the last year as shown in the chart below.

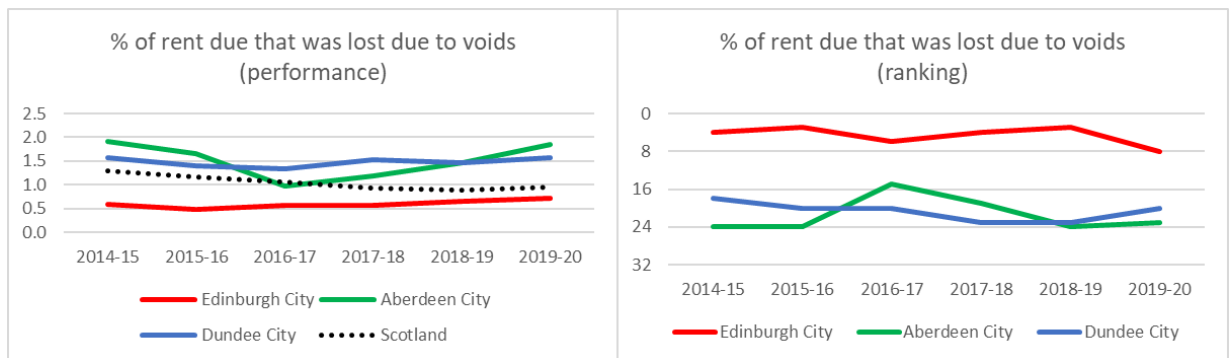
Chart 7: 2019/20 Ranking quartiles for Edinburgh with two comparable urban cities



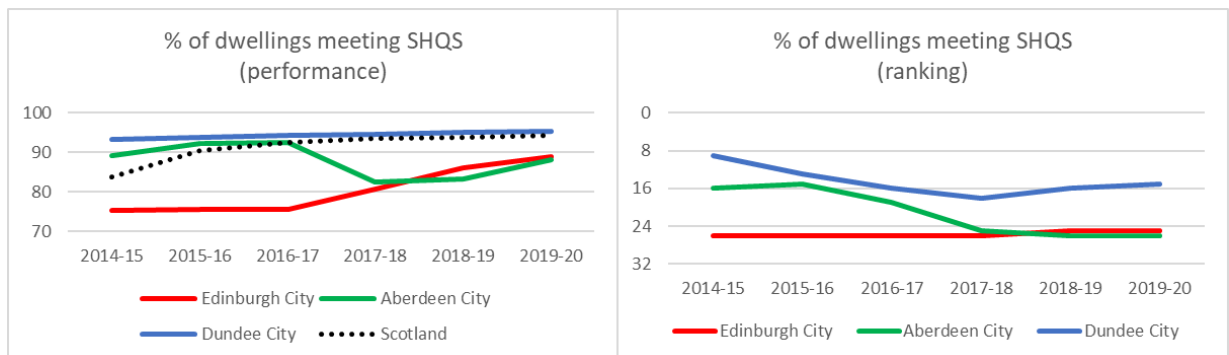
92. After showing decreases in Rent arrears as a % of rent due for the past two years, Edinburgh shows a slight rise in 2019/20. All three cities are above the Scottish average. Edinburgh's ranking declined from 15 to 18.



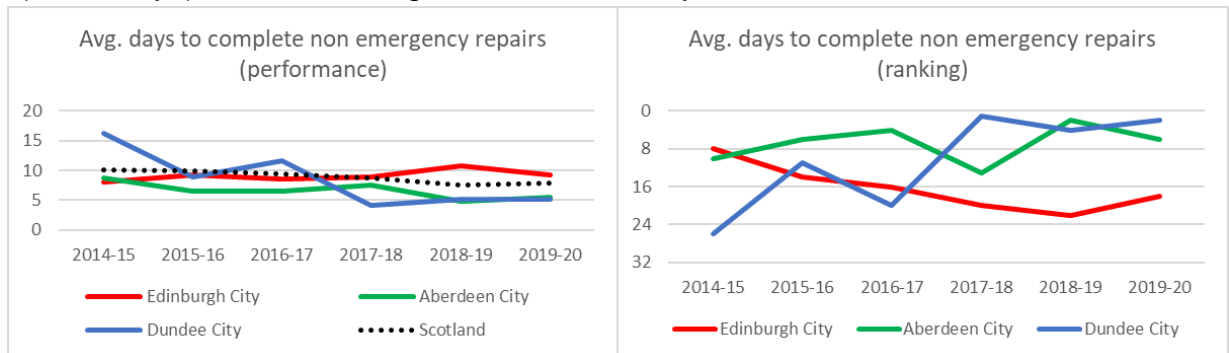
93. Void rent loss increased slightly in Edinburgh to 0.71% in 2019/20 from 0.65% in 2018/19, but performance is still below the Scottish average and is the best performance and ranking of the three cities.



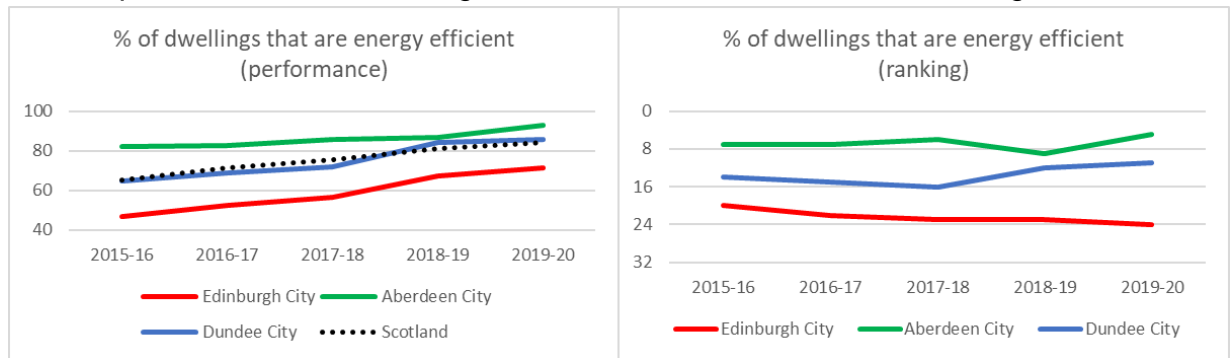
94. % of dwellings meeting SHQS has increased steadily over the last 5 years (from 75% in 15/16 to 89% in 2019/20) and matches Aberdeen's performance since 2017/18. Edinburgh is still below the Scottish average and the other city of Dundee.



95. There is an improvement on 2018/19 performance for completion of non-emergency repairs, but Edinburgh, at 9.17 days, is still above the Scottish average (of 7.8 days) and has the highest number of days of the three cities.



96. There has been steady performance over the last 5 years in % of dwellings that are energy efficient, but Edinburgh is still below the Scottish average and has the lowest performance and ranking of the three cities who have a Housing service.



- 97. There are ten LGBF indicators that relate to Economic Development and Planning.
- 98. For comparative ranking we have improved in 4, declined in 3 and maintained our ranking in 3. For performance we have improved in 4 and declined in 6.

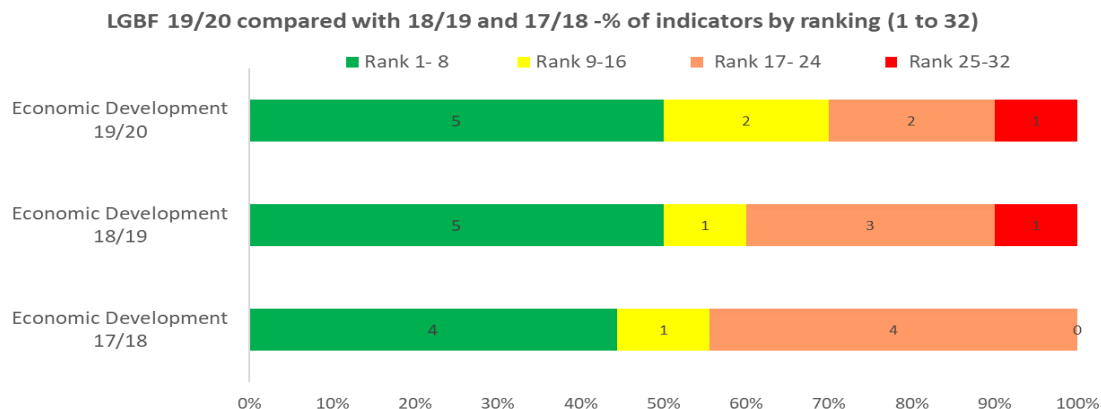
National trend analysis (extract of national overview report)

- 99. Economic development and tourism expenditure have increased by 10% since 2010/11. This growth is driven by significant capital expenditure across this period reflecting the regional economic growth agenda. This has grown by 121% since 2010/11 but reduced by 22% in 2019/20. Capital expenditure now forms 42% of total economic development expenditure, compared to 21% in 2010/11. Since 2010/11, revenue expenditure has fallen by 19.7%, although has increased by 11.6% in 2019/20.
- 100. In terms of infrastructure for business, there is a 25% improvement in terms of efficiency in processing business and industry planning applications, reducing from 14 weeks to 10.5 weeks between 2012/13 and 2019/20. However, in 2019/20 this has shown a 16% increase, from 9 weeks to 10.5 weeks.
- 101. The cost per planning application has risen by 4.5% since 2010/11 but reduced by 3.6% in 2019/20. Across the period, the number of planning application received by local authorities has declined by 29%, including a 2.5% reduction in 2019/20. Meanwhile expenditure on planning has reduced by 26% since 2010/11, including a further 6% in 2019/20. Planning has seen some of the largest reductions in expenditure of all service areas.
- 102. Town vacancy rates have remained relatively stable across the period through challenging economic times, with figures currently at 11.7%. There has been a 23 percentage point increase in the availability of immediately available employment land, from 12.9% to 36.2% since 2014/15, but declining slightly in the 3 most recent years.
- 103. There has been continuous year-on-year improvement in the access to superfast broadband, now reaching 93% of properties.
- 104. The Business Gateway start-up rate has reduced from 19% to 16.4% across the period.
- 105. Councils continue to spend over 25% of their procurement on local enterprises. This has increased over recent years, to 28.5% in 2019/20. Given the pressures on council budgets this is a positive outcome as it suggests that the drive to reduce costs has not resulted in local enterprises being displaced by national suppliers of goods and services.

Economic Development – 2019/20 Edinburgh indicator data

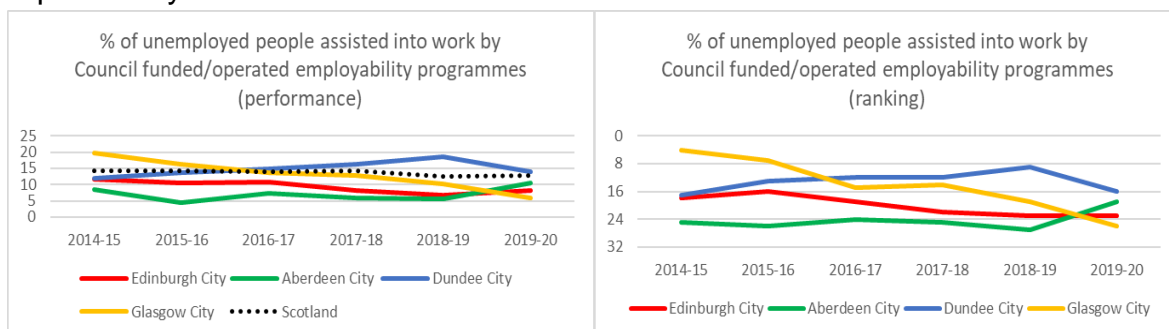
- 106. The proportion of Economic Development indicators that are ranked in the top two quartiles (so above the national average) increases in the last two years as shown in the chart below.

Chart 8: 2019/20 Ranking quartiles for Edinburgh with three comparable urban cities

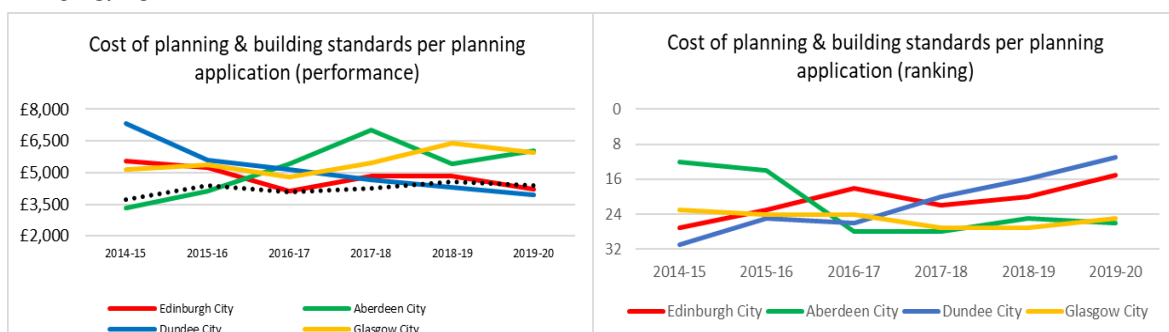


107. The indicators are part of the annual return to the Scottish Local Authorities Economic Development Group (SLAED) and it is widely recognised that Local Authorities are not responsible for delivering all of these services and performance cannot always be attributed to the actions taken by them.

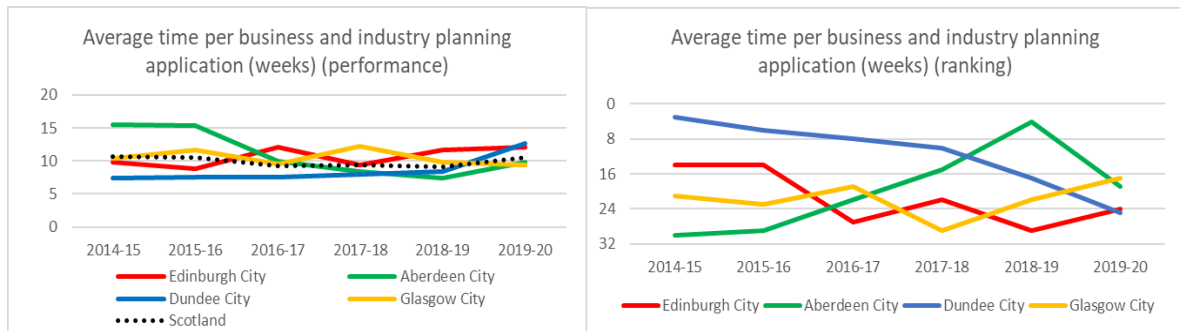
108. Performance in relation to % of unemployed people assisted into work by Council funded/operated employability programmes improved in 2019/20 but remains below the Scottish average. Ranking at 23, remained the same as the previous year.



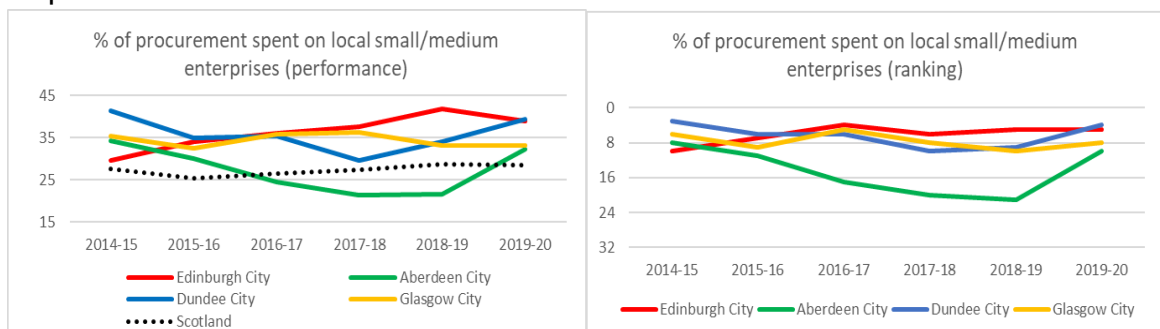
109. The Cost of planning & building standards reduced from £4,848 in 2018/19 to £4,194 in 2019/20 and is now below the Scottish average. Edinburgh's ranking continues to rise and sits in the second top quartile at 15 in 2019/20 from 20 in 2018/19.



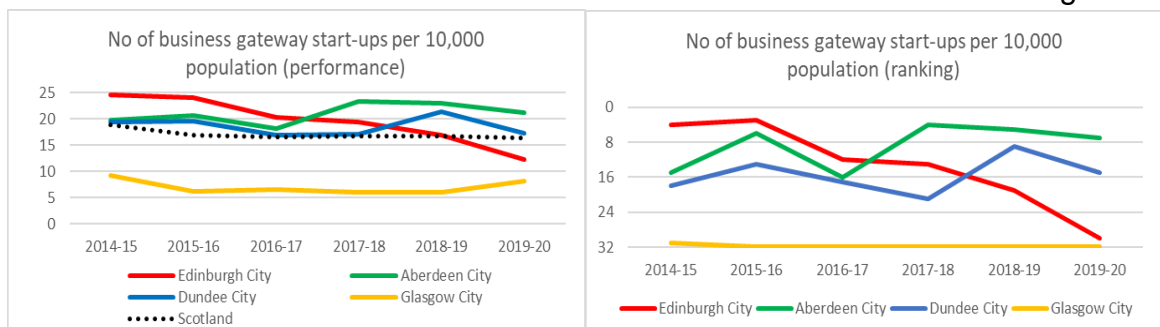
110. The average number of weeks to process business and industry planning applications increased slightly (to 12.64 weeks) and Edinburgh remains above the Scottish average (10.5 weeks). However, our ranking has risen from 29 to 24.



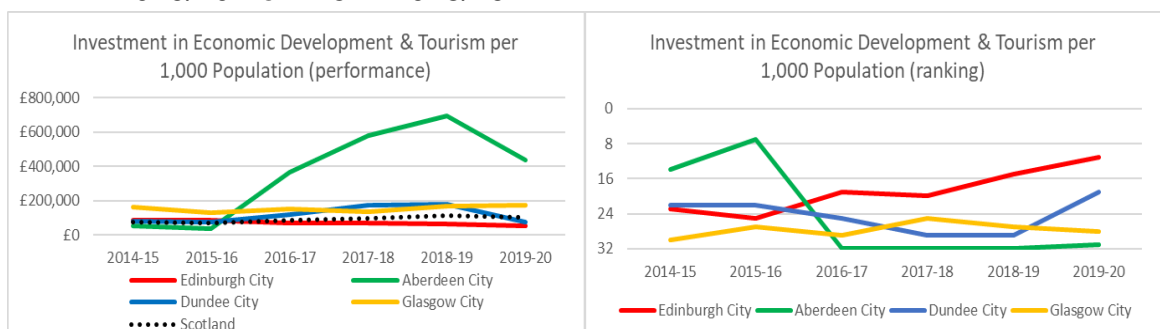
111. Edinburgh's performance in % of procurement spent on local small/medium enterprises decreased slightly and is marginally behind Dundee but still well above the Scottish average. Ranking remains at 5 and consistently in the top quartile since 2015/16.



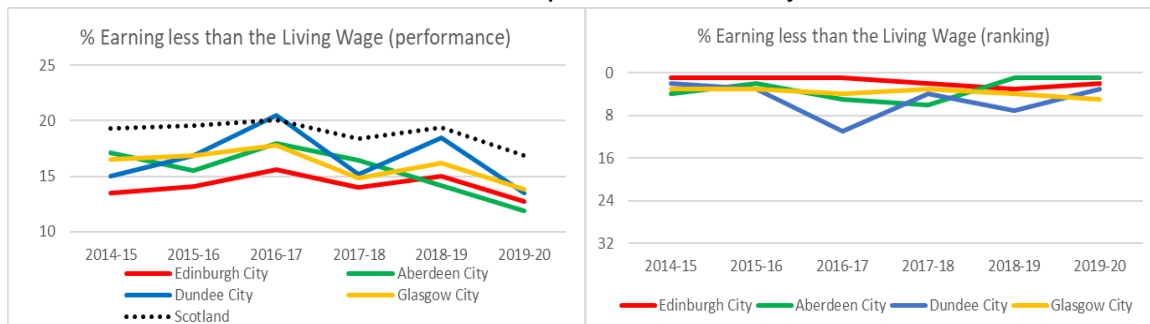
112. The number of business gateway start-ups per 10,000 population in Edinburgh continues to fall at a greater rate than Aberdeen and Dundee. Edinburgh has fallen below the Scottish average for the first time but remains ahead of Glasgow. Edinburgh's ranking has declined to 30 from a high of 3 in 2015/16. Similar to the national trend, Edinburgh diverted Business Gateway support to early stage growth companies who had the potential to innovate and create high value jobs. This coupled with a focus on providing a better 'self-help' service, enabling more potential start-ups to find the information they need without Advisor intervention means that recorded numbers have been decreasing.



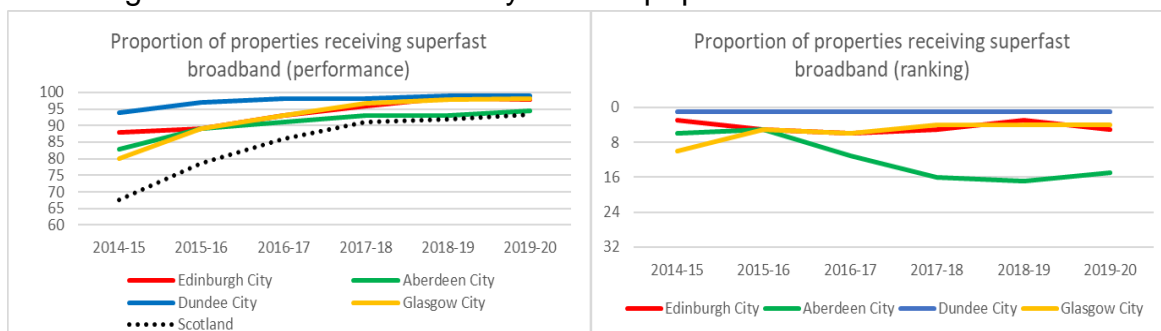
113. Investment in Economic Development & Tourism per 1,000 Population in Edinburgh has reduced steadily over the last 5 years but our ranking has risen to 11 in 2019/20 from 15 in 2018/19.



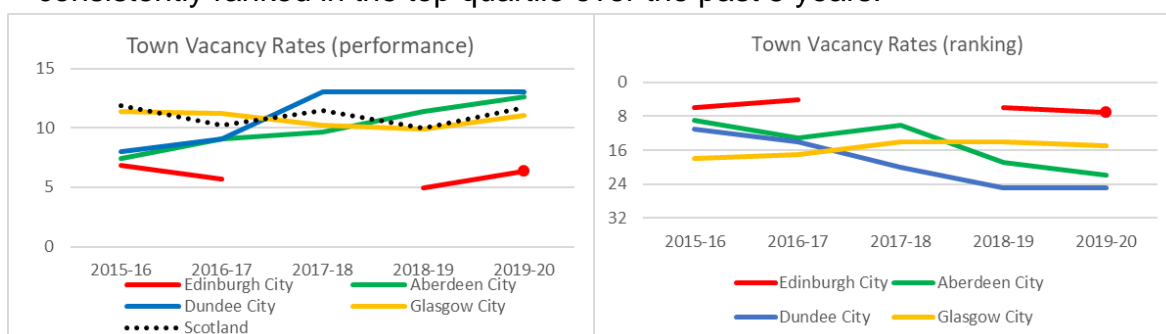
114. Performance in % Earning less than the Living Wage continues to improve in Edinburgh with only Aberdeen outperforming us out of the 4 cities. Edinburgh consistently sits below the Scottish average by around 4% (for 2019/20, Edinburgh was 12.7 compared to the Scottish average of 16.9). Edinburgh now ranks 2 and have remained in the top 3 for the last 6 years.



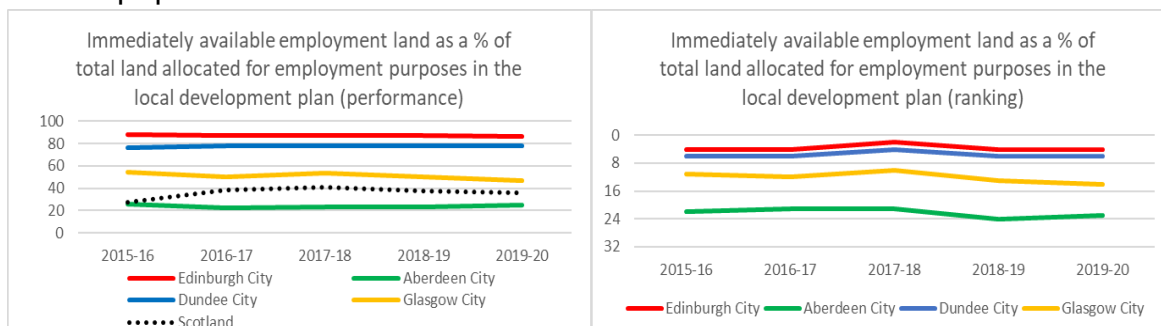
115. The trend across Scotland of the proportion of properties receiving superfast broadband has grown exponentially to 93.27% from 78.62% in 2014/15. Edinburgh has shown a continued steady increase in performance and our ranking has remained consistently in the top quartile.



116. Vacancy rates in Edinburgh increased slightly in 2019/20 but remain the lowest of the four cities and well below the Scottish average. Edinburgh is consistently ranked in the top quartile over the past 5 years.



117. Immediately available employment land has remained relatively static across all four cities over the last 6 years. Edinburgh's performance remains over 50% better than the Scottish average and ranking remains 4 and consistently in the top quartile.



Culture and Leisure Services

118. There are eight LGBF indicators that relate to the efficiency Culture and Leisure services.
119. For comparative ranking we have improved in 3, declined in 4 and maintained our ranking in 1. For performance we have improved in 5 and declined in 3.

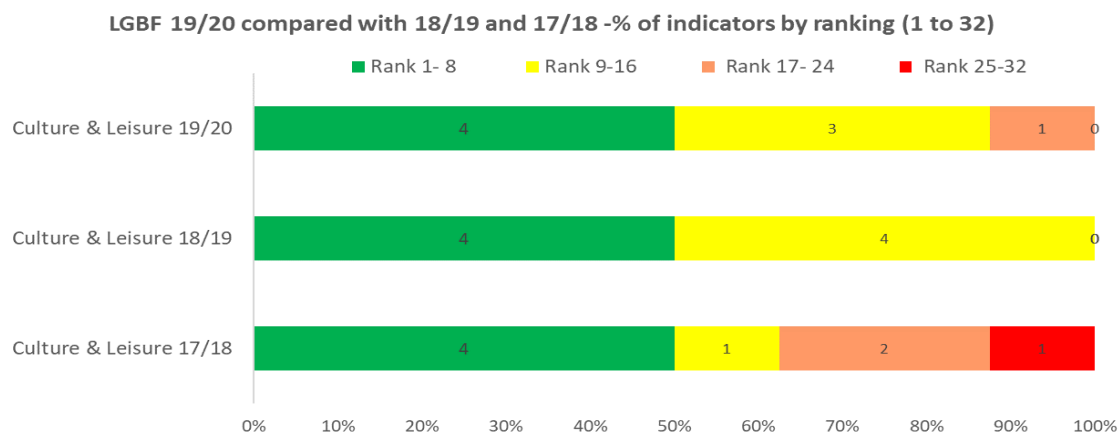
National trend analysis (extract of national overview report)

120. There has been a real reduction in spend of 26.5% since 2010/11, leisure and cultural services have sharply increased their usage rates, partly driven by the expansion in digital provision, and reduced their costs per use. During this time the substantial increases in visitor numbers across sports (14%), libraries (41%), and museums (35%) have resulted in unit cost reductions of 35%, 50% and 34% respectively.
121. In the past 12 months, there has been a further 3.3% real reduction in spend, marking 8 years of reducing spend on culture and leisure services. Attendances to libraries and museums are still on the rise over the last 12 months, by 1.3% and 4% respectively, leading to a further reduction in cost per use. However, sports facilities have seen a 4.5% drop in attendances over the same period which moderates the effect of 3.2% reduction in spend and has resulted in a 1.3% increase in cost per attendance at sport facilities.
122. Public satisfaction rates have fallen for all culture and leisure services since 2010/11, except for parks and open spaces. Since the base year, satisfaction with libraries has reduced by 12 percentage points, museums and galleries by 7 percentage points, and leisure facilities by 7 percentage points. 4. However, for the first time since 2010, satisfaction rates showed improvement in 2019/20, by 1.2 percentage points for libraries, 0.6 for parks and open spaces and 1.6 for museums and galleries.

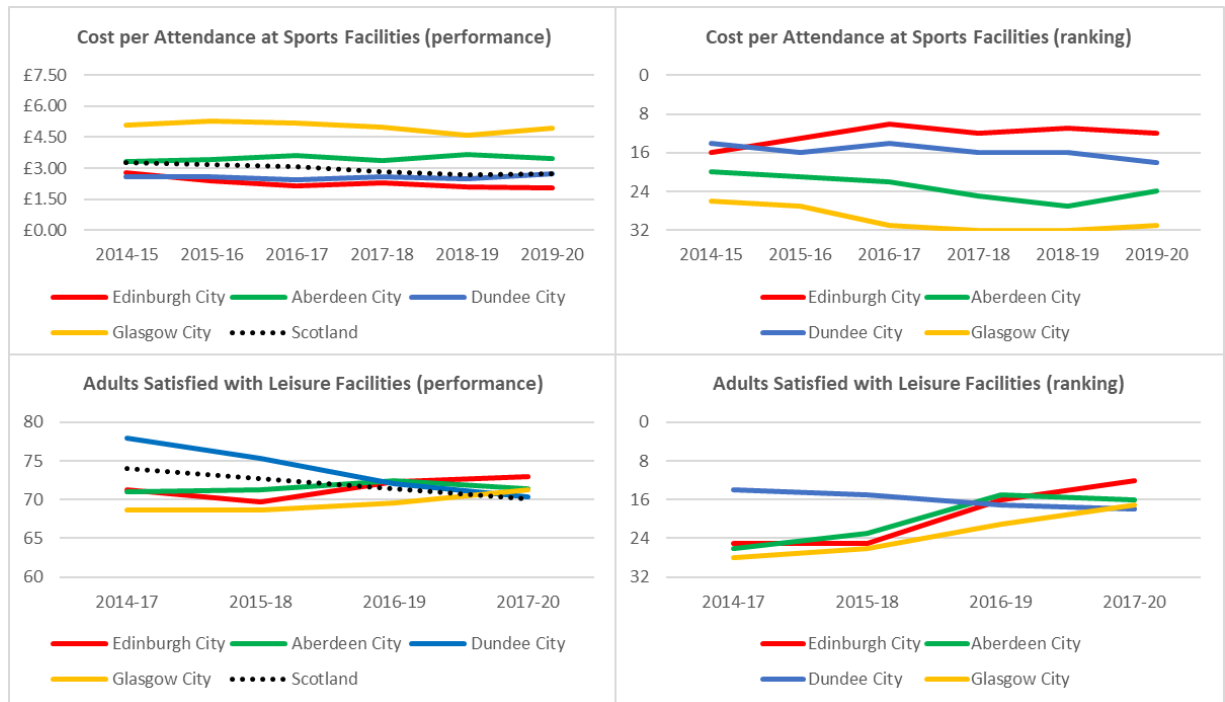
Culture and Leisure Service – 2019/20 Edinburgh indicator data

123. Almost all the Culture and Leisure indicators are ranked in the top two quartiles (so above the national average) for the last two years as shown in the chart below.

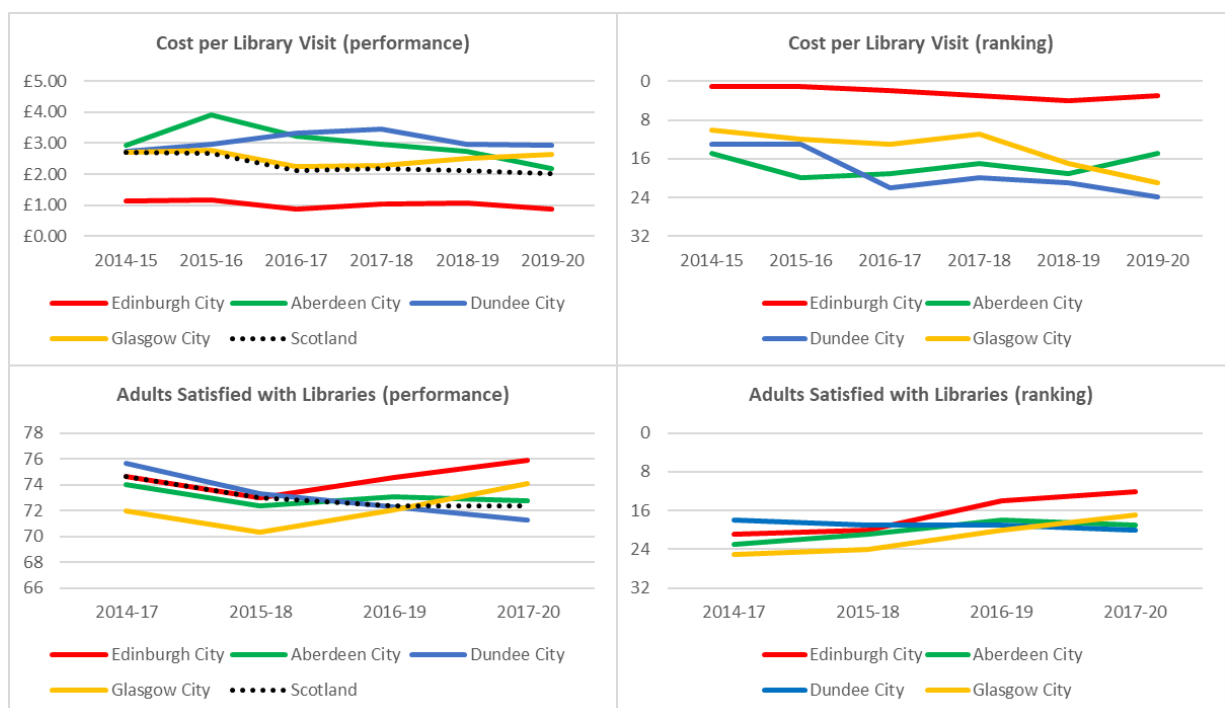
Chart 9: 2019/20 Ranking quartiles for Edinburgh with three comparable urban cities



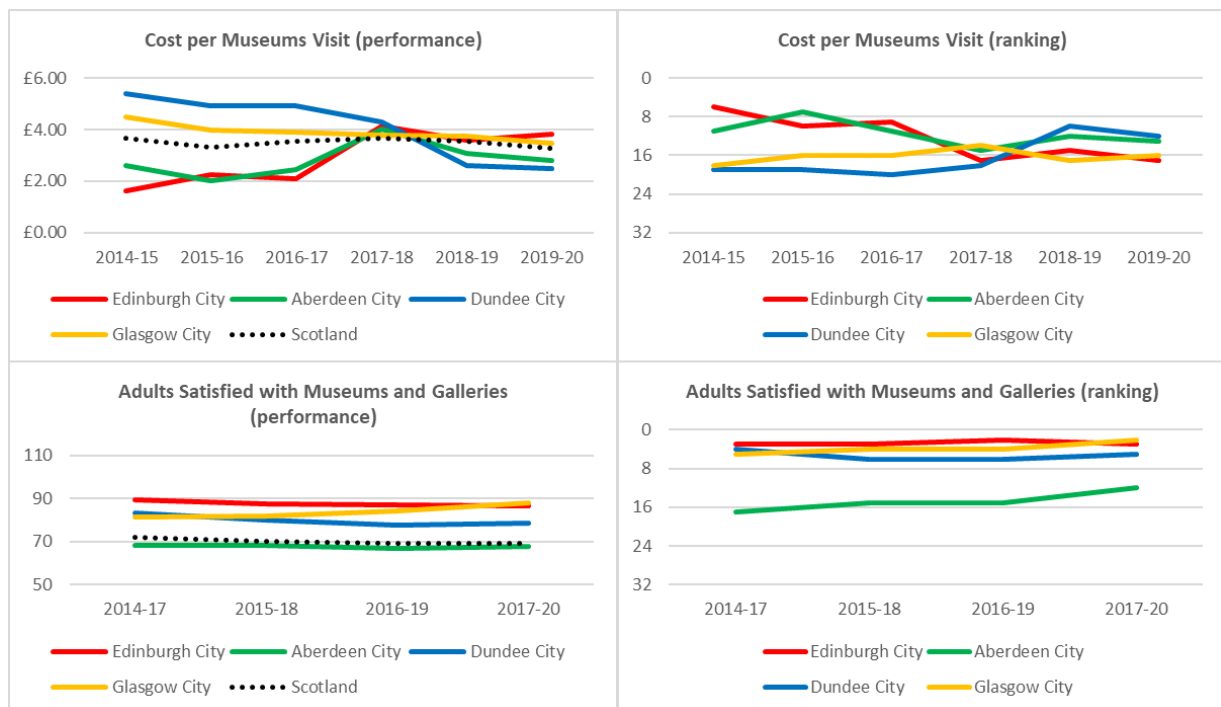
124. The cost to attend sports facilities in Edinburgh continues to show value for money and Edinburgh is performing and ranking best of all cities and below the Scottish average. Satisfaction with leisure facilities has increased over the last 5 years, and Edinburgh now leads performance in the four cities. Satisfaction is also above the Scottish average. Our ranking has risen from 25 to 12.



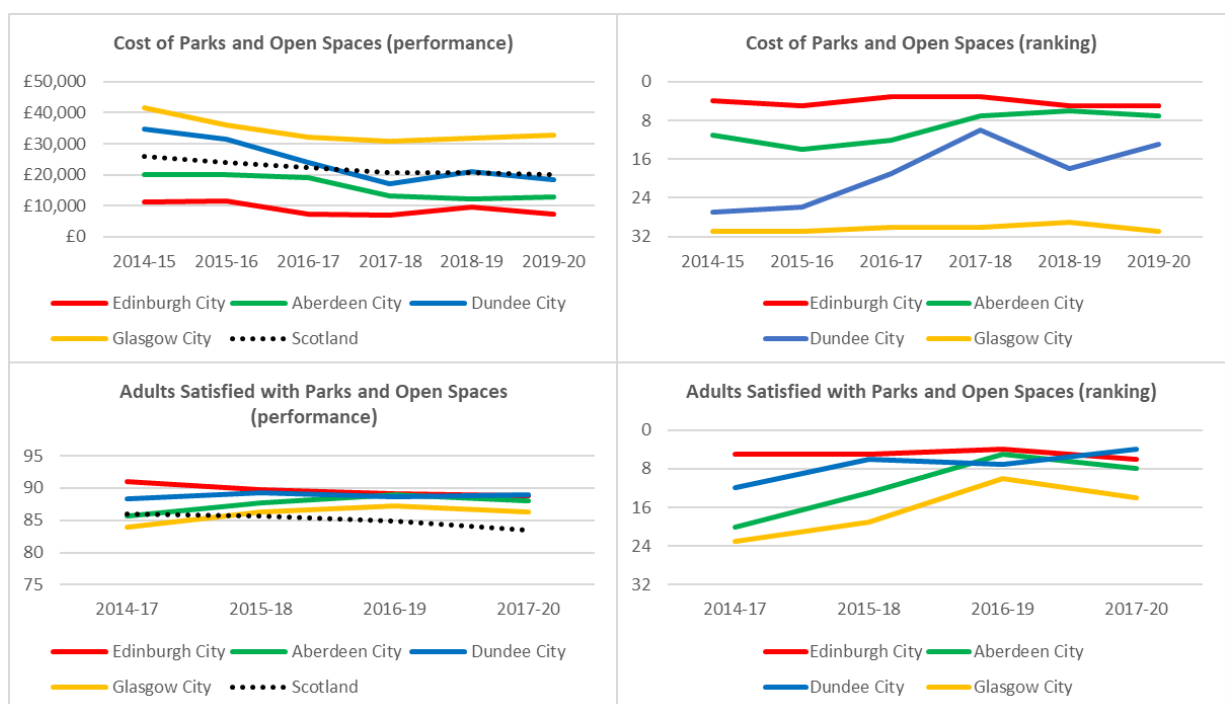
125. The cost to visit Libraries in Edinburgh continues to show value for money and Edinburgh shows the best performance and ranking of all four cities and is considerably below the Scottish average. As well as being cost efficient, there has been steady increase in satisfaction with Libraries in Edinburgh over the last 5 years, which is highest of the four cities and our ranking has risen from 20 to 12 over that time.



126. The cost to visit museums in Edinburgh is now the most expensive of the four cities and above the Scottish average. While satisfaction with Museums and Galleries has decreased slightly over the last 5 years, Edinburgh remains comparable with Glasgow with satisfaction well above the Scottish average. Edinburgh ranks consistently in the top quartile.



127. The cost of parks and open spaces in Edinburgh is still the most cost effective of all the four cities and is less than half the Scottish average. While satisfaction with parks and open spaces has decreased slightly over the last 5 years, Edinburgh remains comparable with Aberdeen and Dundee with satisfaction well above the Scottish average. Edinburgh ranks consistently in the top quartile, 5 for the last 2 years.



128. This is a new section focusing on Council's financial sustainability and covers three areas:
- a. Reserves - giving an indication of how councils are placed to meet unforeseen events (2 indicators)
 - b. Cost of borrowing - highlighting the revenue implications of existing and proposed capital expenditure (2 indicators)
 - c. Budget management - giving an indication of financial management to ensure spending is accurately forecast and monitored within the year (1 indicator)
129. The five indicators are:
- d. Total useable reserves as a % of council annual budgeted revenue
 - e. Uncommitted General Fund Balance as a % of council annual budgeted net revenue
 - f. Ratio of Financing Costs to Net Revenue Stream - General Fund
 - g. Ratio of Financing Costs to Net Revenue Stream - Housing Revenue Account
 - h. Actual outturn as a percentage of budgeted expenditure

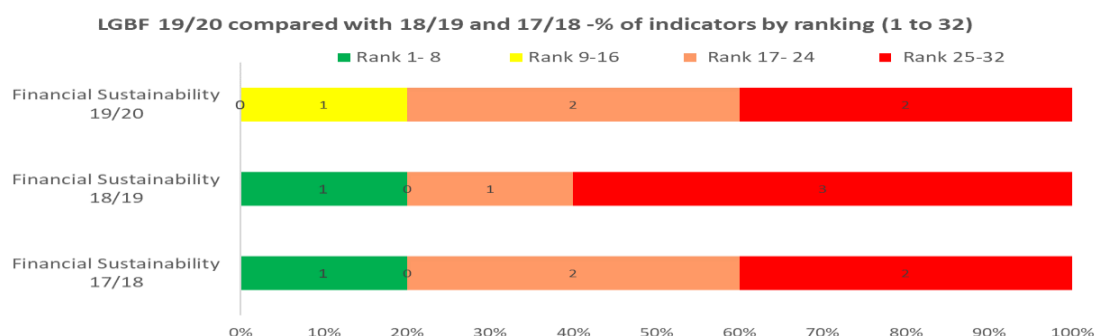
National trend analysis (extract of national overview report)

130. From 2013/14, the proportion of income councils held in reserves has increased from 15.8% to 16.9%, showing that councils have added to their usable reserves across the period.
131. Uncommitted General Fund Balance as a % of council annual budgeted net revenue has remained stable at around 4%, and is currently 3.8%, within the approved rate for such balances of 2% to 4%.
132. The proportion of council revenue income being used to service debt has fallen from 8.5% to 7.2% since 2013/14 (and from 25.9% to 22.6% for HRA). Factors driving this are likely to be implementation of the 2016 Loans Fund regulations which allowed the re-profiling of principal repayments over a longer period thus reducing the annual loan charges. Effective borrowing, reduced interest rates and possible reduced capital investment may also be factors.
133. Actual outturn as a percentage of budgeted expenditure has remained between 99% and 100% since 2013/14, showing slight but steady improvement across the period.

Financial Sustainability – 2019/20 Edinburgh indicator data

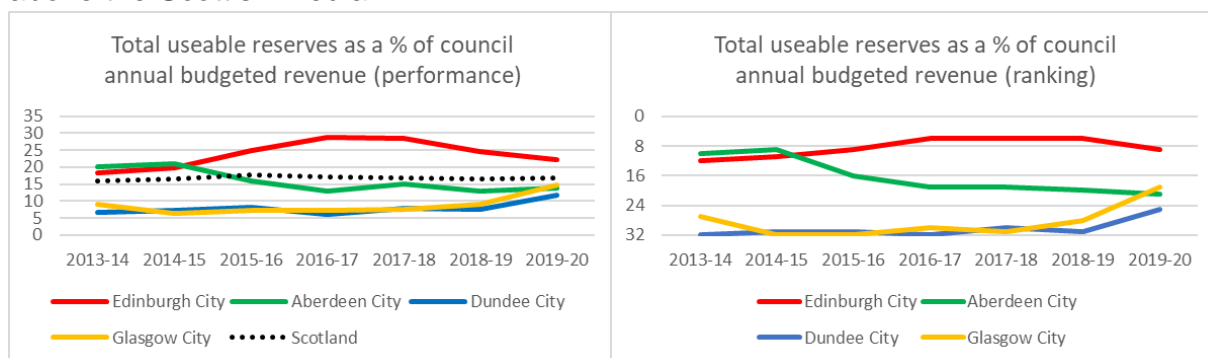
134. The rankings of the Financial Sustainability indicators are shown in the chart below.

Chart 10: 2019/20 Ranking quartiles for Edinburgh with three comparable urban cities

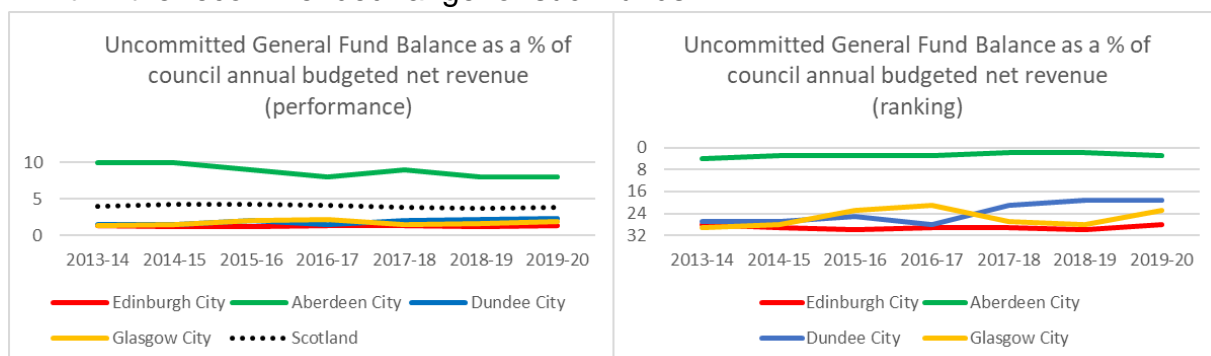


135. As this is the first year this data has been included in the LGBF dataset, the full timeseries is shown in the charts below.

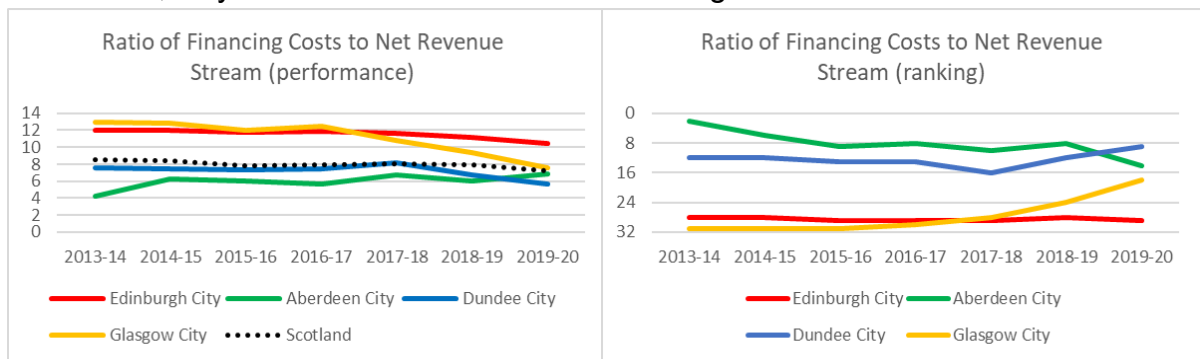
136. The total useable reserves as a % of council annual budgeted revenue indicator is ranked with closest to the median as 1 and furthest away as 32. Edinburgh shows a consistent higher proportion of Total Useable reserves as a proportion of council annual budgeted revenue than the other three cities and is above the Scottish Median.



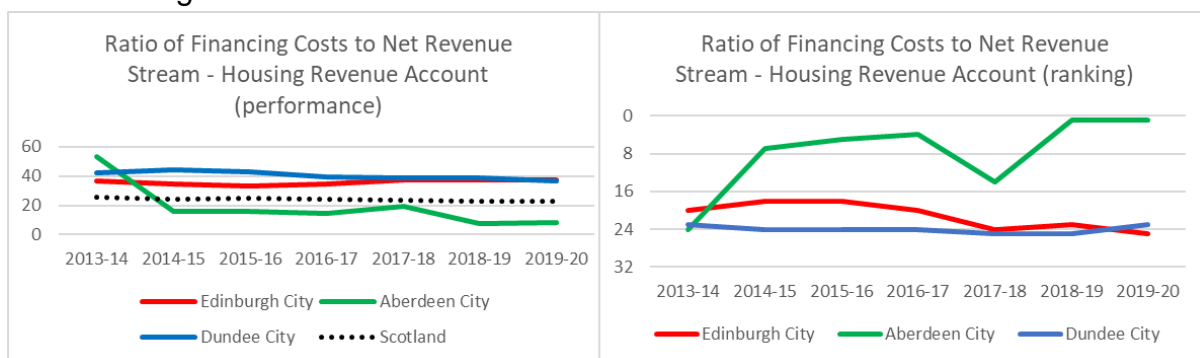
137. The Uncommitted General Fund Balance as a % of council annual budget net revenue indicator is ranked by closest to the approved rate for such balances of 2% to 4% (as recommended by Audit Scotland). All Councils that fall between 2 – 4% were given the rank of 1 with remaining Councils ranked using variance from this. Edinburgh, along with Glasgow and Dundee, shows a low level of Uncommitted General Fund Balance as a % of council annual budget net revenue, and is below the Scottish figure. As part of a wider realignment of the Council's reserves approved in February 2021, however, the level of uncommitted balances has subsequently been increased from £13m to £25m and thus falls within the recommended range for such funds.



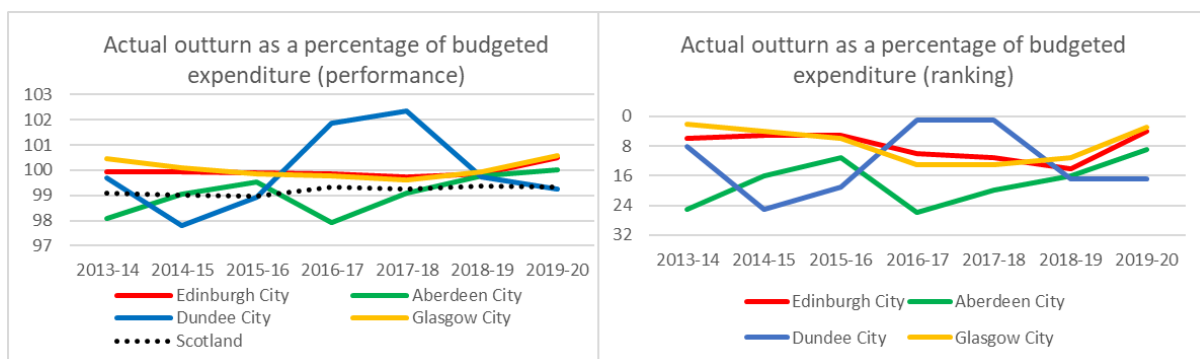
138. Edinburgh's ratio of Financing Costs to Net Revenue stream shows a gradual downward trend but remains above the Scottish figure. These costs are, however, fully reflected within the Council's budget framework.



139. Edinburgh's ratio of Financing Costs to Net Revenue stream (housing revenue account) has been level for the last three years and remains above the Scottish figure.



140. Edinburgh consistently shows close alignment between actual outturn and budgeted expenditure reporting performance between 99.75% to 100.48% across the timeseries.



Tackling Climate Change

141. This is a new section focusing on how Councils are tackling climate change.

142. Initially this section includes two high level indicators, but more indicators will be added to this section in future datasets. Data has been backdated to 2010/11 with the latest data available for 2018/19.

National trend analysis (extract of national overview report)

143. Given the significance of this major policy agenda for local government, work is underway to identify a suite of measures which could support Local Government in its efforts to contribute to national carbon reduction targets. As a starting point, two high-level measures on total CO2 emissions have been included this year – CO2 area wide emissions, and CO2 area wide emissions within scope of local authorities.

144. The area wide and within scope CO2 emissions measures follow a similar trend between 2010/11 and 2018/19, revealing a reduction in emissions of around 30%. Variation between authorities is significantly wider for area wide emissions (0.7 to 14.9) than for within scope emissions (3.5 to 7.9). Family Group analysis reveals a clear relationship with geography for within scope emissions, with rural authorities reporting significantly higher CO2 emissions. No such relationship is evident for area wide emissions.

Tackling Climate Change – 2019/20 Edinburgh indicator data

145. Edinburgh is in the top two quartiles for both the Tackling Climate Change indicators for the latest two years data (2017/18 and 2018/19).

146. As this is the first year of this data, the full timeseries is shown in the charts below.

147. Edinburgh shows a gradual reduction in both CO2 area wide emissions, and CO2 area wide emissions within scope of local authorities and sits below the Scottish average alongside Dundee. Edinburgh's ranking shows a gradual rise across the timeseries for both indicators.

