

# **WEST DUNBARTONSHIRE COUNCIL**

## **Report by Executive Director of Corporate Services**

### **Audit & Performance Review Committee**

**11 June 2014**

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**Subject: Local Government Benchmarking Framework 2012/13**

#### **1 Purpose**

- 1.1** The purpose of this report is to provide the Committee with the West Dunbartonshire position in the recently published Local Government Benchmarking Overview report for 2012/13.

#### **2 Recommendations**

- 2.1** It is recommended that members:
- Note the publication of the national overview report
  - Note the relative position of West Dunbartonshire across the suite of indicators used in the benchmarking report
  - Note the actions already underway within each department following publication of this information

#### **3 Background**

- 3.1** All 32 Scottish local authorities are participating in a new approach to performance scrutiny through the Local Government Benchmarking Framework (LGBF). This Framework brings together performance indicators covering information about a wide range of key services including education, housing, social work, and leisure, as well as service costs and customer satisfaction results.
- 3.2** Using the same indicators across all local authorities allows comparison of performance, identification of best practice, learning from each other, to facilitate continuous improvement. To support this comparative work the Improvement Service, who lead the LGBF team, produce an annual overview report. This report contains performance information for each Council against each indicator in the framework.

#### **4 Main Issues**

- 4.1** The first annual overview benchmarking report was published by the Improvement Service at the end of March 2014. The data used relates to the period 2012/13. The timetable for collating and reporting the indicators within the

framework is prescribed by the Improvement Service. Concerns have been raised at the late publication of this overview report and assurances have been made by Improvement Service that the next report, which will detail 2013/14 performance, will be published before the end of the financial year 2014/15.

- 4.2 Appendix 1 details the performance of West Dunbartonshire Council relative to other Local Authorities across all the PIs in the LGBF. Alongside the overall benchmarking work and the activity carried out locally each Local Authority is assigned to a 'family group' of comparable areas within the LGBF. This allows further consideration into areas of varying performance to understand data collation, performance and best practice.
- 4.3 Since publication in March 2014 the CMT and Heads of Service have considered the content of the report and the overall performance. The CMT have remitted each directorate to review the indicators which fall within their areas of responsibility, scrutinising performance and trend information on each indicator. This complements the performance information already available and in turn informs actions incorporated in service / department plans to sustain or improve performance.
- 4.4 The work underway in each department, linked to service planning, will ensure a focus on continuous improvement through identification of performance requiring review. This is in line with the Strategic Planning and Performance Framework which places an emphasis on continuous improvement through an ongoing process of customer feedback, benchmarking and consultation.

## **5 People Implications**

- 5.1 There are no people implications.

## **6 Financial Implications**

- 6.1 There are no financial implications from this report, however there may be financial implications following review of performance and remedial actions.

## **7 Risk Analysis**

- 7.1 The content of this report will form an element of the Council's public performance reporting (PPR) for 2013/14. The performance information and relevant remedial actions will also form an element of department plans so it is critical performance is understood and fully scrutinised to ensure appropriate action is taken.

## **8 Equalities, Health & Human Rights Impact Assessment (EIA)**

- 8.1 No issues were identified in relation to this report.

## **9 Consultation**

- 9.1** All departments were consulted in the submission of information to the LGBF and have been involved in reviewing the national overview report.

## **10 Strategic Assessment**

- 10.1** The LGBF is a nationally published suite of information which allows robust scrutiny of comparative performance. It allows us to learn from best practice in other areas to ensure progress is made on delivery of the strategic priorities of the Council.

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**Date:**

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**Appendices:** Appendix 1: Local Government Benchmarking Framework 2012/13 – Analysis for WDC

**Background Papers:** [Audit Scotland's Direction and Guide 2012](#)  
[Local Government Benchmarking Framework](#) – National Benchmarking Overview Report 2014

**Wards Affected:** All wards