

































































































































APPENDIX 5: Local Government Benchmarking Framework - Comparative Performance

Total Performance Indicators =108 Cost =21 Satisfaction =11 Performance =76	Cost indicators where performance is:			Satisfaction indicators where performance is:			Performance indicators where performance is:		
	Better than previous year	Better than Scottish average	Better than family group average	Better than previous year	Better than Scottish average	Better than family group average	Better than previous year	Better than Scottish average	Better than family group average
Children's Services	40% (2/5)	40% (2/5)	40% (2/5)	0% (0/1)	100% (1/1)	100% (1/1)	31% (8/26)	42% (11/26)	46% (12/26)
Adult & Social Care Services	50% (1/2)	50% (1/2)	100% (2/2)	0% (0/4)	0% (0/4)	0% (0/4)	60% (3/5)	60% (3/5)	60% (3/5)
Corporate	100% (1/1)	100% (1/1)	100% (1/1)	n/a	n/a	n/a	46% (6/13)	62% (8/13)	46% (6/13)
Culture & Leisure	100% (4/4)	50% (2/4)	50% (2/4)	75% (3/4)	100% (4/4)	100% (4/4)	n/a	n/a	n/a
Environmental	71% (5/7)	71% (5/7)	86% (6/7)	50% (1/2)	100% (2/2)	100% (2/2)	100% (6/6)	67% (4/6)	67% (4/6)
Housing Services	n/a	n/a	n/a	n/a	n/a	n/a	60% (3/5)	40% (2/5)	20% (1/5)
Economic Development	0% (0/2)	50% (1/2)	50% (1/2)	n/a	n/a	n/a	64% (7/11)	36% (4/11)	36% (4/11)
Climate Change	n/a	n/a	n/a	n/a	n/a	n/a	80% (4/5)	80% (4/5)	60% (3/5)
Finance	n/a	n/a	n/a	n/a	n/a	n/a	20% (1/5)	40% (2/5)	40% (2/5)
Total	62% (13/21)	57% (12/21)	67% (14/21)	36% (4/11)	64% (7/11)	64% (7/11)	50% (38/76)	50% (38/76)	46% (35/76)

Children's Services

Total Performance Indicators = 32 P= Performance (26) C= Cost (5) S= Satisfaction (1)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Proportion of children looked after in the community (2022/23)		88.5%		15th			HSCP
C	Gross cost of children looked after in residential based services per child per week (2022/23)		£3,903		9th			HSCP
C	Gross cost of children looked after in a community setting per child per week (2022/23)		£251		4th			HSCP
C	Cost per primary school pupil (2022/23)		£7,946		28th			ELA
C	Cost per secondary school pupil (2022/23)		£9,053		24th			ELA
C	Cost per pre-school place (2022/23)		£13,175		27th			ELA
P	Percentage of pupils gaining 5 + awards at level 5 (2022/23)		58%		30th			ELA
P	Percentage of pupils gaining 5+ awards at level 6 (2022/23)		29%		27th			ELA
P	Percentage pupils in 20% most deprived areas getting 5+ awards at level 5 (2022/23)		48%		12th			ELA
P	Percentage pupils in 20% most deprived areas getting 5+ awards at level 6 (2022/23)		21%		13th			ELA
S	Percentage of adults satisfied with local schools (2022/23)		79.7%		8th			ELA
P	Percentage of school leavers in positive and sustained destinations (2022/23)		95.3%		17th			ELA

















Total Performance Indicators = 32 P= Performance (26) C= Cost (5) S= Satisfaction (1)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Percentage of children who have reached all expected developmental milestones at time of child's 27-30 month child health review (2022/23)		72.3%		32nd			HSCP
P	Percentage of funded Early Years Provision which is graded good or better (2022/23)		97.3%		1st			ELA
P	School attendance rates per 100 pupils (2022/23)		88%		31st			ELA
P	School attendance rates for Looked After Children per 100 Looked After Children (2022/23)		84.5%		16th			ELA
P	School exclusion rates per 1000 pupils (2022/23)		20.5		23rd			ELA
P	School exclusion rates for Looked After Children per 1000 looked after children (2022/23)		76.5		18th			ELA
P	Participation rate for 16–19 year-olds per 100 (2022/23)		93%		26th			ELA
P	Percentage child protection re-registrations within 18 months (2022/23)		0%		1st			HSCP
P	Percentage Looked After Children with more than one placement within the last year (2022/23)		14.2%		12th			HSCP
P	Percentage of children living in poverty after housing costs (2022/23)		28%		28th			H&E
P	Percentage of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy (2022/23)		73.5%		14th			ELA

Total Performance Indicators = 32 P= Performance (26) C= Cost (5) S= Satisfaction (1)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Percentage of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy (2022/23)		80.2%		16th			ELA
P	Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils (2022/23)		11.5%		1st			ELA
P	Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils (2022/23)		13.9%		3rd			ELA
P	Overall Average Total Tariff (2022/23) *		792		29th			ELA
P	Average Total Tariff SIMD Quintile 1 (2022/23)		647		13th			ELA
P	Average Total Tariff SIMD Quintile 2 (2022/23)		820		11th			ELA
P	Average Total Tariff SIMD Quintile 3 (2022/23)		958		11th			ELA
P	Average Total Tariff SIMD Quintile 4 (2022/23)		989		21st			ELA
P	Average Total Tariff SIMD Quintile 5 (2022/23)		1,098		24th			ELA









*The tariff scale provides a measure 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. This measure includes pupils who started senior phase in S4 and looks at their cumulative attainment either to the point of leaving or to the end of S6.





































02 Corporate Services

Total Performance Indicators = 14 P= Performance (13) C= Cost (1)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Sickness absence days per teacher (2022/23)		6.4		12th			P&T
P	Sickness absence days per employee (non-teachers) (2022/23)		15.3		27th			P&T
P	Support services as a percentage of total gross expenditure (2022/23)		3.4%		10th			RES
P	Percentage of the highest paid 5% employees who are women (2022/23)		62%		8th			P&T
P	Gender pay gap (2022/23)		1.7%		16th			P&T
C	Cost of collecting council tax per dwelling (2022/23)		£2.48		1st			RES
P	Percentage of income due from council tax received by the end of the year (2022/23)		94.8%		28th			RES
P	Percentage of invoices sampled that were paid within 30 calendar days (2022/23)		88.8%		24th			RES
P	Percentage of operational buildings that are suitable for their current use (2022/23)		93%		8th			RES
P	Percentage of internal floor area of operational buildings in satisfactory condition (2022/23)		91.2%		16th			RES

































Total Performance Indicators = 14 P= Performance (13) C= Cost (1)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Proportion of Scottish Welfare Fund Crisis Grants decisions within 1 day (2023/24)		94.7%		23rd			CCF
P	Proportion of Scottish Welfare Fund Community Care Grants decisions within 15 days (2023/24)		80.3%		28th			CCF
P	Proportion of Scottish Welfare Fund budget spent (2022/23)		100.8%		26th			RES
P	Proportion of Discretionary Housing Payments funding spent (2022/23)		96.7%		11th			RES

03 Adult & Social Services













































Total Performance Indicators = 11 P= Performance (5) C= Cost (2) S= Satisfaction (4)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Self-directed support spend for people aged over 18 as a % of total social work spend on adults (2022/23)		1.8%		32nd			HSCP
C	Home care costs for people aged 65 or over per hour (2022/23)		£39.01		23rd			HSCP

Total Performance Indicators = 11 P= Performance (5) C= Cost (2) S= Satisfaction (4)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
S	Percentage of adults supported at home who agree that they are supported to live as independently as possible (2022/23)		62.7%		31st			HSCP
S	Percentage of adults supported at home who agree they had a say in how their help, care or support was provided (2023-24)		59.1%		22nd			HSCP
S	Percentage of carers who feel supported to continue in their caring role (2022/23)		26.7%		29th			HSCP
P	Rate of readmission to hospital within 28 days per 1,000 discharges (2022/23)		84.6		9th			HSCP
P	Percentage of care services graded "good" or better in Care Inspectorate inspections (2023/24)		81.4%		14th			HSCP
P	Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+) (2023/24)		1,327		27th			HSCP
P	Percentage of people aged 65 and over with long-term care needs who are receiving personal care at home (2022/23)		71.1%		3rd			HSCP
S	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (2023/24)		64%		29th			HSCP
C	Net residential costs per capita per week for older adults aged 65+ (2022/23)		£646		14th			HSCP

04 Culture & Leisure Services

Total Performance Indicators = 8 C= Cost (4) S= Satisfaction (4)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
C	Cost per attendance at sports facilities (2022/23)		£4.86		21st			WDLT
C	Cost per visit to libraries (2022/23)		£5.00		26th			CCF
C	Cost per museum visit (2022/23)		£0.01		1st			CCF
C	Cost of parks and open spaces per 1,000 population (2022/23)		£48,810		31st			R&N
S	Percentage of adults satisfied with libraries (2022/23)		82%		5th			CCF
S	Percentage of adults satisfied with parks and open spaces (2022/23)		87.7%		13th			R&N
S	Percentage of adults satisfied with museums and galleries (2022/23)		75.3%		9th			CCF
S	Percentage of adults satisfied with leisure facilities (2022/23)		76%		8th			WDLT









05 Environmental Services

Total Performance Indicators = 15 P= Performance (6) C= Cost (7) S= Satisfaction (2)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
C	Net waste collection cost per premises (2022/23)		£61.07		8th			R&N
C	Net waste disposal cost per premises (2022/23)		£152.40		30th			R&N
C	Net cost of street cleaning per 1,000 population (2022/23)		£8,543		4th			R&N
P	Street Cleanliness Index - Percentage Clean (2023/24)		87		28th			R&N
C	Road maintenance cost per kilometre (2022/23)		£22,802		27th			R&N
P	Percentage of Class A roads that should be considered for maintenance treatment (2022/23)		16.8%		5th			R&N
P	Percentage of Class B roads that should be considered for maintenance treatment (2022/23)		14.6%		1st			R&N
P	Percentage of Class C roads that should be considered for maintenance treatment (2022/23)		21.4%		6th			R&N
P	Percentage of unclassified roads that should be considered for maintenance treatment (2022/23)		30.2%		8th			R&N
C	Cost of trading standards and environmental health per 1,000 population (2022/23)		£19,957		12th			R&R
C	Cost of trading standards, money advice & citizens advice per 1,000 population (2022/23)		£6,530		16th			R&R

















Total Performance Indicators = 15 P= Performance (6) C= Cost (7) S= Satisfaction (2)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
C	Cost of environmental health per 1,000 population (2022/23)		£13,430		16th			R&R
P	Percentage of total household waste that is recycled (2022/23)		38.8%		25th			R&N
S	Percentage of adults satisfied with refuse collection (2022/23)		85.3%		12th			R&N
S	Percentage of adults satisfied with street cleaning (2022/23)		62.7%		13th			R&N





































06 Housing Services

Total Performance Indicators = 5 P= Performance (5)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (2022/23)		10%		16th			RES
P	Percentage of council rent that was lost due to houses remaining empty (2022/23)		1.3%		13th			H&E
P	Percentage of council dwellings that meet the Scottish Housing Quality Standard (2022/23)		32.2%		24th			H&E

Total Performance Indicators = 5 P= Performance (5)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Average time taken in days to complete non-emergency repairs (2022/23)		9.3		16th			H&E
P	Percentage of council houses that are energy efficient (2021/22)		83.7%		16th			H&E

07 Economic Development

Total Performance Indicators = 13 P= Performance (11) C= Cost (2)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Percentage unemployed people assisted into work from Council operated / funded Employability Programmes (2022/23)		23.3%		7th			H&E
C	Cost per planning application (2022/23)		£7,977		29th			R&R
P	Average time taken to deliver a commercial planning application decision (2022/23)		13.1		21st			R&R
P	Percentage of procurement spent on local enterprises (2022/23)		16.7%		29th			R&R









Total Performance Indicators = 13 P= Performance (11) C= Cost (2)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Number of business gateway start-ups per 10,000 population (2023/24)		22.8		7th			R&R
C	Investment in Economic Development & Tourism per 1,000 population (2022/23)		£121,335		12th			R&R
P	Proportion of people earning less than the living wage (2021/22)		14.6%		10th			H&E
P	Proportion of properties receiving superfast broadband (2022/23)		99.5%		1st			R&R
P	Town vacancy rates (2022/23)		15%		22nd			R&R
P	Immediately available employment land as a percentage of total land allocated for employment purposes (2022/23)		37.4%		10th			R&R
P	Gross Value Added (GVA) per capita (2022/23)		£20,802		22nd			R&R
P	Claimant count as a percentage of working age population (2023/24)		4.4%		30th			H&E
P	Claimant count as a percentage of 16-24 population (2023/24)		5.6%		31st			H&E

08 Tackling Climate Change





Total Performance Indicators = 5 P= Performance (5)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	CO2 emissions area wide per capita (2022/23)		3.83	↑	8th	↑	↑	R&R
P	CO2 emissions area wide: emissions within scope of local authority per capita (2022/23)		3.74	↑	8th	↑	↑	R&R
P	CO2 emissions from transport per capita (2022/23)		22.1	↓	14th	↑	↓	R&R
P	CO2 emissions from electricity per capita (2022/23)		44.02	↑	19th	↓	↓	R&R
P	CO2 emissions from natural gas per capita (2022/23)		47.89	↑	11th	↑	↑	R&R




09 Finance




Total Performance Indicators = 5 P= Performance (5)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Total useable reserves as a percentage of council annual budgeted revenue (2022/23)		12.4%	↑	32nd	↓	↓	RES
P	Uncommitted General Fund Balance as a percentage of council annual budgeted net revenue (2022/23)		2%	▬	26th	↓	↓	RES
P	Ratio of financing costs to net revenue stream - General Fund (2022/23)		4%	↓	9th	↑	↑	RES

Total Performance Indicators = 5 P= Performance (5)		How we perform locally			How we compare nationally			Owner
		Latest year status	Latest comparative value	Performance against previous year value	National position (1st-32nd)	Scottish average	Family group average	
P	Ratio of financing costs to net revenue stream - Housing Revenue Account (2022/23)		29.4%		19th			RES
P	*Actual outturn as a percentage of budgeted expenditure (2022/23)		104%		1st			RES

*Ranked position against National, Scottish and Family group is based on LGBF calculations, where by a higher figure is more favourable. Within WDC we would rate best performance as note this PI as adrift of target. close to 100%, in this respect we would

PI Status	
	Target significantly missed
	Target narrowly missed
	Target met or exceeded
	Data only PI

How we perform locally	
	Better than previous year
	No change
	Worse than previous year

How we compare nationally	
	Better
	No change
	Worse

Owner	Service Area
CCF	Citizen, Culture & Facilities
ELA	Education
&E	Housing & Employability
HSCP	Health & Social Care Partnership

P&T	People & Technology
R&R	Regulatory & Regeneration
RES	Resources