

Use of the LGBF

Using the LGBF in Scrutiny, Improvement Planning and PPR

Perth & Kinross Council

Contact for Enquiries

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Perth and Kinross council have successfully used the local government benchmarking framework to inform a range of performance reports and reviews across the council. The LGBF supplemented with other local data provide a rich picture of the council's performance in relation to the delivery of their strategic priorities and objectives and have helped guide actions to improve performance and quality across the council.

Background

The publication and use of LGBF data forms part of the council's statutory requirements for public performance reporting as directed by the Accounts Commission. Perth and Kinross council are committed to use benchmarking data to enhance the relationship between indicators, data analysis and assessment to lever subsequent change and improvement. As part of a commitment to continuous improvement, the council is involved in a wide range of formal and informal benchmarking with other councils.

Key Activities

The benchmarking data is embedded in a range of reports and reviews including;

- Performance reporting
- Transformation projects
- Best value reviews
- Reviews undertaken by the Scrutiny Committee
- How good is our council self-evaluation
- Reviewed annually by the Chief Executive and Executive Directors

Benchmarking groups are used as a tool to discuss key areas of performance of services and include;

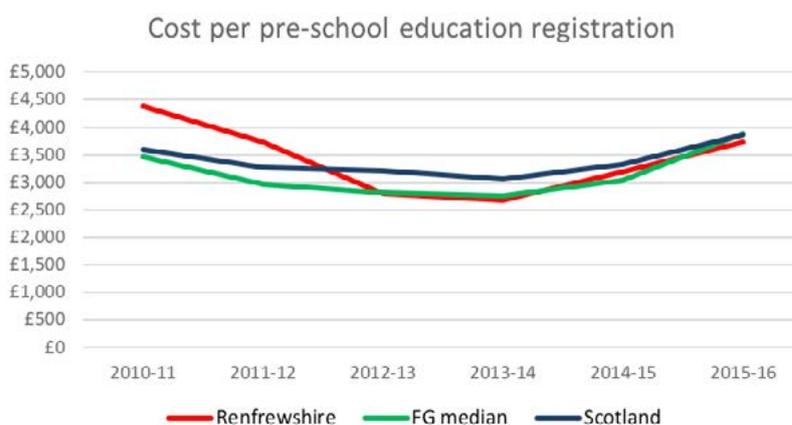
- LGBF family groups, featuring councils with similar characteristics (e.g. levels of deprivation/affluence, population etc.), who work together to interrogate the LGBF data and share learning and knowledge.

- Various other benchmarking groups and other networks such as the SCOTS Performance Management Working Group, Libraries ABC Benchmarking Group, Scottish Housing Best Value Network, the HMI and the SCOTXED Programme, SOCITM Benchmarking Club and Scottish Members Services Development Network.

Benefits and Impact

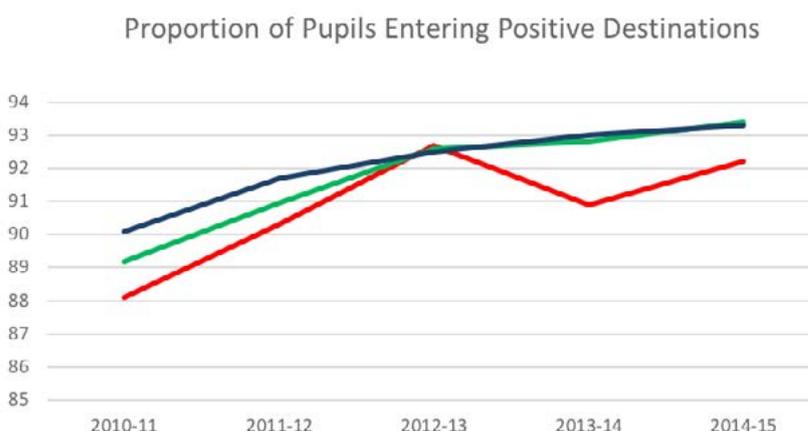
The following examples illustrate the impact and benefits of embedding local benchmarking data in scrutiny, improvement planning and PPR reporting.

Pre-School Education



- Between 2010/11 and 2014/15 there was a decrease of 11.5% in costs for pre-school education registration. However, over the last year there was an increase of 9.9%.
- By analyzing and drilling deeper into the data Perth and Kinross council was able form a more coherent picture of their performance and understand the reason for the increase in cost was the expansion of nursery provision to 2-year old's which the council received government funding for.

Positive Destinations



- School leavers entering positive destinations decreased in Perth and Kinross council between 2013/14 and 2014/15.

- Detailed work to analyse this trend focusing particularly on those unemployed not seeking employment enabled an understanding of the influencing factors that then resulted in programs and actions now in place to improve positive destinations for young people in Perth and Kinross.

Customer Satisfaction with Council Services

- Perth and Kinross council include customer satisfaction in their PPR reporting.
- In 2014/15 the council used the LGBF data over the last 5 years and compared this with customer satisfaction surveys such as the eight education Scotland inspections and the residents survey.
- Family group meetings are also held centered around the difference and similarity in performance and what could be behind these to inform decisions about future actions within the council.

Learning

Benchmarking data is one piece of the local intelligence, adding particular value through the comparative element it provides. Performance should be reported in the round against strategic priorities/outcomes and the benchmarking framework facilitates this.

The council is unlikely to place the same priority on every area covered by the LGBF, therefore SMT/EM's may wish to consider focusing in more detail on those elements of the LGBF which are most relevant for their own local priorities, with performance information being reported to show relative performance and progress in these areas.

Additional Information

<http://www.pkc.gov.uk/article/15250/Benchmarking-for-improvement>