



# Local Government Benchmarking Framework 2020/21 Metadata

## Introduction

The core purpose of the Local Government Benchmarking Framework is to develop, on a collaborative basis, a comparative benchmarking framework for Scottish Local Government that supports the targeting of improvement activities and resources to areas of greatest impact – in terms of efficiency/ costs, productivity and outcomes.

Operating on this collaborative principle, a limited number of indicators has been developed for each major local authority service area. This entails a small number of 'headline' measures to capture costs, cost composition, and a small number of 'supporting' measures to facilitate interpretation of the headline cost measures.

The aim of the benchmarking suite is to help councils to better understand where their services vary in performance against the indicators. The process is then designed to focus questions to guide further exploration of the variation and to subsequently share good practice across councils in a collective and individual effort in driving improvement forward.

In most cases, the data to populate the high-level indicator is readily available with the data sources described within each indicator. No new data has been created for the purposes of this exercise as the project draws upon pre-existing audited or quality assured public data.

Where information on service costs is the key basis of an indicator, the Local Financial Returns (LFRs) have been utilised as the most robust source of comparable data on council expenditure that is currently available.

Where customer satisfaction indicators have been selected, the majority of these are drawn from the Scottish Household Survey (SHS). The SHS data is a data source that allows information at a national level to be generated on a wide range of topics. In terms of customer satisfaction data however it has some limitations when used at individual council level. In particular, the survey questions do not fully distinguish the views of the whole adult population on services from views of the direct users of some services. Of equal importance at the level of an individual council the sample size of the survey becomes a subset of the overall national sample and is as a result less statistically robust. As a result, data at an individual council level is presented as 3 year rolled averages to improve the robustness of the information available. While all councils individually gather customer satisfaction data in the short term, the SHS data is the only source of comparable information for all 32 councils on customer satisfaction. As part of the ongoing improvement of the benchmarking framework itself it has been agreed that councils will work together to improve the measurement of customer satisfaction on a comparative basis.

## Table of Contents

Children’s Services .....	6
CHN 1: Cost per Primary School Pupil.....	6
CHN 2: Cost per Secondary School Pupil.....	8
CHN 3: Cost per Pre-School Education Registration .....	10
CHN 4: % pupils achieving 5 or more awards at SCQF Level 5 or higher .....	12
CHN 5: % pupils achieving 5 or more awards at SCQF Level 6 or higher .....	12
CHN 6: % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher .....	12
CHN 7: % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher .....	12
CHN 8a: The Gross Cost of "Looked After Children" in Residential Based Services per Child per Week .....	14
CHN 8b: The Gross Cost of "Children Looked After" in a Community Setting per Child per Week.....	16
CHN 9: % children being looked after in the community .....	18
CHN 10: % of Adults Satisfied with local schools.....	19
CHN 11: Proportion of Pupils Entering Positive Destinations.....	21
CHN 12a: Overall Average Total Tariff .....	23
CHN 12b: Average Total Tariff SIMD Quintile 1 .....	23
CHN 12c: Average Total Tariff SIMD Quintile 2.....	23
CHN 12d: Average Total Tariff SIMD Quintile 3 .....	23
CHN 12e: Average Total Tariff SIMD Quintile 4 .....	23
CHN 12f: Average Total Tariff SIMD Quintile 5 .....	23
CHN 13a: % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy .....	25
CHN 13b: % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy .....	25
CHN 14a: Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils.....	26
CHN 14b: Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupil .....	26
CHN 17: % of children meeting developmental milestones .....	28
CHN 18: % of funded Early Years Provision which is graded good or better.....	30
CHN 19a: School Attendance Rate.....	32
CHN 19b: School Attendance Rate (Looked After Children).....	33
CHN 20a: School Exclusion Rate (per 1000 pupils) .....	35
CHN 20b: School Exclusion Rate (per 1000 looked after pupils) .....	36
CHN 21: Participation Rate for 16-19 year olds .....	38
CHN 22: % Child Protection Re-Registrations within 18 months.....	39
CHN 23: % Looked After Children with more than one placement within the last year .....	40
CHN 24: % of children living in poverty (After Housing Costs) .....	41

Corporate Services .....	42
CORP 1: Support Services as a % of total gross expenditure .....	42
CORP 3b: The percentage of the highest paid 5% employees who are women.....	44
CORP 3c: The gender pay gap .....	46
CORP 4: The cost per dwelling of collecting Council Tax .....	48
CORP 6a: Sickness Absence Days per Teacher .....	50
CORP 6b: Sickness Absence Days per Employee (non-teacher) .....	53
CORP 7: Percentage of income due from Council Tax received by the end of the year.....	56
CORP 8: Percentage of invoices sampled that were paid within 30 days.....	57
Adult Social Care .....	59
SW 1: Home care costs per hour for people aged 65 or over.....	59
SW 2: Direct payments + managed personalised budgets spend on adults (18+) as a % of total social work spend on adults (18+) .....	61
SW 3a: % of people aged 65 and over with long-term care needs who receive personal care at home .....	63
SW 4b: % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. ....	65
SW 4c: % of adults supported at home who agree that they are supported to live as independently as possible ...	65
SW 4d: % of adults supported at home who agree that they had a say in how their help, care or support was provided .....	65
SW 4e: % of carers who feel supported to continue in their caring role.....	65
SW 5: The Net Cost of Residential Care Services per Older Adult (+65) per Week .....	67
SW 6: Rate of readmission to hospital within 28 days per 1,000 discharges .....	69
SW 7: Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections .....	70
SW 8: Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+) .....	72
Culture & Leisure Services .....	74
C&L 1: Cost per attendance at sports facilities .....	74
C&L 2: Cost per library visit.....	76
C&L 3: Cost per visit to museums and galleries.....	77
C&L 4: Cost of Parks and Open Spaces per 1,000 of the Population .....	79
C&L 5a: % of adults satisfied with libraries.....	80
C&L 5b: % of adults satisfied with parks and open spaces .....	80
C&L 5c: % of adults satisfied with museums and galleries .....	80
C&L 5d: % of adults satisfied with leisure facilities.....	80
Environmental Services.....	82
ENV 1a: Net cost of waste collection per premise.....	82

ENV 2a: Net cost per Waste disposal per premise .....	84
ENV 3a: Net cost of street cleaning per 1,000 population .....	86
ENV 3c: Street Cleanliness Score .....	87
ENV 4a: Cost of roads per kilometre.....	88
ENV 4b, c, d and e: Percentage of A, B, C and U class roads that should be considered for maintenance treatment .....	90
ENV 5: Cost of Trading Standards and Environmental Health per 1,000 population .....	91
ENV 5a: Cost of trading standards, money advice and citizen advice per 1,000 population .....	91
ENV 5b: Cost of environmental health per 1,000 population.....	91
ENV 6: The % of total waste arising that is recycled .....	93
ENV 7b: % of adults satisfied with street cleaning services.....	95
Housing Services .....	97
HSN 1b: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year .....	97
HSN 2: Percentage of rent due in the year that was lost due to voids .....	99
HSN 3: Percentage of council dwellings meeting Scottish Housing Standards.....	101
HSN 4b: Average number of days taken to complete non-emergency repairs .....	103
HSN 5a: Percentage of council dwellings that are energy efficient.....	105
Corporate Services: Asset Management and Property.....	107
CORP ASSET 1: Proportion of operational buildings that are suitable for their current use.....	107
CORP ASSET 2: Proportion of internal floor area of operational buildings in satisfactory condition.....	109
Economic Development and Planning .....	111
ECON 1: % of unemployed people assisted into work from council operated / funded employability programmes .....	111
ECON 2: Cost of Planning & Building Standards per planning application .....	113
ECON 3: Average time per business and industry planning application (weeks) .....	115
ECON 4: % of procurement spend spent on local enterprises.....	117
ECON 5: No of business gateway start-ups per 10,000 population.....	118
ECON 6: Investment in Economic Development & Tourism per 1,000 Population .....	119
ECON 7: Proportion of people earning less than the real living wage.....	120
ECON 8: Proportion of properties receiving superfast broadband .....	121
ECON 10: Immediately available employment land as a % of total land allocated for employment purposes in the local development plan.....	123
ECON 11: Gross Value Added (GVA) per capita .....	124
ECON 12a: Claimant Count as a % of Working Age Population .....	125
ECON 12b: Claimant Count as a % of 16-24 Population .....	125



Tackling Climate Change .....	126
CLIM 1: CO <sub>2</sub> emissions area wide per capita .....	126
CLIM 2: CO <sub>2</sub> emissions area wide: emissions within scope of LA per capita.....	127
Financial Sustainability.....	129
FINSUS 1: Total Useable reserves as a % of council annual budgeted revenue .....	129
FINSUS 2: Uncommitted General Fund Balance as a % of council annual budgeted net revenue.....	130
FINSUS 3: Ratio of Financing Costs to Net Revenue Stream- General Fund.....	131
FINSUS 4: Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account.....	131
FINSUS 5: Actual outturn as a percentage of budgeted expenditure.....	132
Appendix 1: .....	134

## Children's Services

CHN 1: Cost per Primary School Pupil									
SERVICE AREA	Children Services								
DEFINITION AND FORMULA	<p>This indicator measures the cost (in £) per primary school pupil.</p> $CHN\ 1 = \frac{\text{Gross Expenditure on Primary Education (£)}}{\text{Number of Primary School Pupils}}$								
RATIONALE FOR MEASURE	<p>Expenditure on primary schools is a significant cost in terms of local authority education. Comparing between councils is important because this will help to identify where variations occur and inform discussion as to why variations exist. This in turn will help identify where best practice exists across councils so that learning can be shared.</p>								
DETAILED DEFINITION AND GUIDANCE	<p><u>Gross Expenditure on Primary Education:</u> Gross Expenditure on Primary Education is defined by Local Financial Returns (LFR) guidance for LFR 01: Education</p> <p>The LGBF figure is calculated using the following components of the LFR under 'Primary Education' Expenditure: <i>Gross Expenditure adjusted for LFR purposes - Support Services + Revenue Contributions to Capital (RCC)</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #d9ead3;">LFR01 Gross Expenditure Figures</th> </tr> <tr> <th style="background-color: #d9ead3;">Include</th> <th style="background-color: #d9ead3;">Exclude</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;">All expenditure and income relating to the education service, regardless of which department provides the service.</td> <td style="width: 50%;">Social Work component of local authority residential schools - these should be recorded in LFR 03.</td> </tr> <tr> <td></td> <td>School Crossing Patrols – these should be recorded in LFR 05.</td> </tr> </tbody> </table> <p><u>Number of Primary School Pupils:</u> The pupil census covers all publicly funded schools in Scotland (local authority and grant-aided). Where a school has more than one department, for example a secondary school with a primary department, these are counted as separate schools.</p> <p>A pupil attending a 'special unit' within a mainstream school would usually be included in the figures for the mainstream school (some schools and local authorities have reported special units separately).</p> <p>At September 2020 there was one grant-aided mainstream school, with primary and secondary departments, and seven grant-aided special schools. These schools are included in national totals but are identified separately in the local authority level</p>	LFR01 Gross Expenditure Figures		Include	Exclude	All expenditure and income relating to the education service, regardless of which department provides the service.	Social Work component of local authority residential schools - these should be recorded in LFR 03.		School Crossing Patrols – these should be recorded in LFR 05.
LFR01 Gross Expenditure Figures									
Include	Exclude								
All expenditure and income relating to the education service, regardless of which department provides the service.	Social Work component of local authority residential schools - these should be recorded in LFR 03.								
	School Crossing Patrols – these should be recorded in LFR 05.								

	tables. In publications prior to 2003 they were included within the local authority of their location.
DATA SOURCE	<p><u>Gross Expenditure on Primary Education:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>Primary School Pupils:</u> Pupil numbers is taken from the <a href="#">Pupil Census</a>, published by Scottish Government.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p>From 2016/17 data onwards:</p> <ul style="list-style-type: none"> <li>• 'Adjusted for LFR expenditure' figure is used.</li> <li>• Support costs are excluded.</li> <li>• RCC figures are included.</li> </ul> <p>Historic data is adjusted for:</p> <ul style="list-style-type: none"> <li>• Contributions from other LAs</li> <li>• Requisitions</li> <li>• Recharges</li> <li>• Contributions from IJB</li> </ul>

CHN 2: Cost per Secondary School Pupil								
SERVICE AREA	Children's Services							
DEFINITION AND FORMULA	<p>This indicator measures the cost (in £) per secondary school pupil.</p> $CHN\ 2 = \frac{\text{Gross Expenditure on Secondary Education (£)}}{\text{Number of Secondary School Pupils}}$							
RATIONALE FOR MEASURE	<p>Expenditure on secondary schools is a significant cost in terms of local authority education. Comparing between councils is important because this will help to identify where variations occur and inform discussion as to why variations exist. This in turn will help identify where best practice exists across councils so that learning can be shared.</p> <p>This financial indicator can be looked at alongside other information on attainment and positive destinations of pupils.</p>							
DETAILED DEFINITION AND GUIDANCE	<p><u>Gross Expenditure on Secondary Education:</u> Gross Expenditure on Secondary Education is defined by Local Financial Returns <a href="#">guidance</a> for LFR 01: Education.</p> <p>The LGBF figure is calculated using the following components of the LFR template under 'Secondary Education' Expenditure:</p> <p><i>Gross Expenditure adjusted for LFR purposes - Support Services + Revenue Contributions to Capital (RCC).</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #d9ead3;">LFR01 Gross Expenditure Figures</th> </tr> <tr> <th style="background-color: #d9ead3;">Include</th> <th style="background-color: #d9ead3;">Exclude</th> </tr> </thead> <tbody> <tr> <td rowspan="2" style="vertical-align: top;">All expenditure and income relating to the education service, regardless of which department provides the service.</td> <td>Social Work component of local authority residential schools - these should be recorded in LFR 03.</td> </tr> <tr> <td>School Crossing Patrols – these should be recorded in LFR 05.</td> </tr> </tbody> </table> <p><u>Number of Secondary School Pupils:</u> The pupil census covers all publicly funded schools in Scotland (local authority and grant-aided). Where a school has more than one department, for example a secondary school with a primary department, these are counted as separate schools.</p> <p>A pupil attending a 'special unit' within a mainstream school would usually be included in the figures for the mainstream school (some schools and local authorities have reported special units separately).</p> <p>At September 2020 there was one grant-aided mainstream school, with primary and secondary departments, and seven grant-aided special schools. These schools are included in national totals but are identified separately in the local authority level</p>	LFR01 Gross Expenditure Figures		Include	Exclude	All expenditure and income relating to the education service, regardless of which department provides the service.	Social Work component of local authority residential schools - these should be recorded in LFR 03.	School Crossing Patrols – these should be recorded in LFR 05.
LFR01 Gross Expenditure Figures								
Include	Exclude							
All expenditure and income relating to the education service, regardless of which department provides the service.	Social Work component of local authority residential schools - these should be recorded in LFR 03.							
	School Crossing Patrols – these should be recorded in LFR 05.							



	tables. In publications prior to 2003 they were included within the local authority of their location.
DATA SOURCE	<p><u>Gross Expenditure on Secondary Education:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>Number of Secondary School Pupils:</u> Pupil numbers are taken from the <a href="#">Pupil Census</a>, published by Scottish Government.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p>From 2016/17 data onwards:</p> <ul style="list-style-type: none"> <li>• Adjusted for LFR expenditure' figure is used.</li> <li>• Support costs are excluded.</li> <li>• RCC figures are included.</li> </ul> <p>Historic data is adjusted for:</p> <ul style="list-style-type: none"> <li>• Contributions from other LAs</li> <li>• Requisitions</li> <li>• Recharges</li> <li>• Contributions from IJB</li> </ul>

CHN 3: Cost per Pre-School Education Registration									
SERVICE AREA	Children's Services								
DEFINITION AND FORMULA	<p>This indicator measures the cost (in £) per pre-school child registration.</p> $CHN\ 3 = \frac{\text{Gross Expenditure Pre – Primary Education (£)}}{\text{Number of Pre – School Registrations}}$								
RATIONALE FOR MEASURE	<p>Expenditure on Early Learning and Childcare is a significant cost in terms of local authority education. It has been increasing sharply in recent years due to the Scottish Government's Early learning and childcare expansion policy, that aims to increase the number of free hours provided up to 30 hours a week.</p> <p>Comparing between councils is important because this will help understand where variations occur and to inform discussion as to why variations exist. This in turn will help identify where best practice exists across councils to help them implement the ELC (Early Learning and Childcare) extension locally.</p>								
DETAILED DEFINITION AND GUIDANCE	<p><u>Gross Expenditure on Pre-Primary Education</u> Gross Expenditure Pre-Primary Education is defined by Local Financial Returns (LFR) <a href="#">guidance</a> for LFR 1: Education.</p> <p>The LGBF figure is calculated using the following components of the LFR template under 'Pre-Primary Education' expenditure:</p> <p>Gross Expenditure adjusted for LFR purposes - Support Services + Revenue Contributions to Capital (RCC).</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;"><i>LFR01 Gross Expenditure Figures</i></th> </tr> <tr> <th style="text-align: center;"><i>Include</i></th> <th style="text-align: center;"><i>Exclude</i></th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">All expenditure and income relating to the education service, regardless of which department provides the service.</td> <td style="vertical-align: top;">Social Work component of local authority residential schools - these should be recorded in LFR 03.</td> </tr> <tr> <td></td> <td style="vertical-align: top;">School Crossing Patrols – these should be recorded in LFR 05.</td> </tr> </tbody> </table> <p><u>Number of Pre-school Registrations</u> Number of Children Registered includes all children from publicly funded pre-schools in Scotland.</p> <p>It covers children registered for pre-school places funded by the local authority at September each year.</p>	<i>LFR01 Gross Expenditure Figures</i>		<i>Include</i>	<i>Exclude</i>	All expenditure and income relating to the education service, regardless of which department provides the service.	Social Work component of local authority residential schools - these should be recorded in LFR 03.		School Crossing Patrols – these should be recorded in LFR 05.
<i>LFR01 Gross Expenditure Figures</i>									
<i>Include</i>	<i>Exclude</i>								
All expenditure and income relating to the education service, regardless of which department provides the service.	Social Work component of local authority residential schools - these should be recorded in LFR 03.								
	School Crossing Patrols – these should be recorded in LFR 05.								

<p>DATA SOURCE</p>	<p><u>Gross Expenditure on Pre-Primary Education:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>Number of Pre-School Registrations:</u> Pupil numbers is taken from <a href="#">Schools in Scotland - summary statistics</a> published by Scottish Government.</p>
<p>INDICATOR BASE YEAR</p>	<p>2010/11</p>
<p>DATA FREQUENCY</p>	<p>Annual</p>
<p>DATA PERIOD</p>	<p>Financial year</p>
<p>CHANGE LOG</p>	<p>From 2016/17 data onwards:</p> <ul style="list-style-type: none"> <li>• Adjusted for LFR expenditure' figure is used.</li> <li>• Support costs are excluded.</li> <li>• RCC figures are included.</li> </ul> <p>Historic data is adjusted for:</p> <ul style="list-style-type: none"> <li>• Contributions from other LAs</li> <li>• Requisitions</li> <li>• Recharges</li> <li>• Contributions from IJB</li> </ul>

CHN 4: % pupils achieving 5 or more awards at SCQF Level 5 or higher

CHN 5: % pupils achieving 5 or more awards at SCQF Level 6 or higher

CHN 6: % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 5 or higher

CHN 7: % pupils in lowest 20% SIMD achieving 5 or more awards at SCQF Level 6 or higher

SERVICE AREA	Children's Services
DEFINITION AND FORMULA	<p>These indicators provide a measure of achievement for senior phase (S4-S6) pupils who appear on the pupil census for local authority schools.</p> <p>The measure is provided at levels 5 and 6, for all pupils and for those from the 20% most deprived areas.</p>
RATIONALE FOR MEASURE	<p>A key stage of the education journey for Scottish students is their performance in their senior phase of secondary school. In comparing the achievement levels of young people, councils can share good practice to aid improvement across all council's areas.</p> <p>An outcome consistently sought at both the national and local level across the UK is an increase the educational attainment of children from deprived backgrounds. Therefore, as well as benchmarking the attainment of all school children, it is important to measure the attainment of this subgroup of pupils who live in deprived areas.</p>
DETAILED DEFINITION AND GUIDANCE	<p>The percentage of pupil cohort gaining 5 or more awards at SCQF level 5 and 5 or more awards at SCQF level 6.</p> <p>The measure takes account of all awards achieved in the senior phase by pupils (this includes qualifications and courses offered by non-SQA Award Providers). This measure counts all graded and ungraded awards which have an SCQF level between 5 and 6.</p> <p>All values are rounded to the nearest whole number.</p> <p>The basis for the data is different from published data available on the school information dashboard (formerly Parentzone) which is based on school leavers. To allow the most recent year's data to be included we have provided a proxy with pupils' attainment by S6 based on the S4 cohort (as was done with the preceding years).</p> <p>The data is based on SIMD 2012 for the years 2014 to 2016 and on SIMD 2016 for 2017 to 2020.</p>
DATA SOURCE	The calculated data is provided directly to the IS from Insight.

INDICATOR BASE YEAR	2011/12
DATA FREQUENCY	Annual
DATA PERIOD	Academic year
CHANGE LOG	<p>For 2020, the absence of external assessment information - and the Ministerial direction to award estimated grades - have led to a different pattern of attainment than we have seen in previous years.</p> <p>Attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. The results for 2020 and 2021 should not be directly compared to those in previous years or future years. The 2020 and 2021 Insight data cannot be used to directly demonstrate subject, school or authority improvement compared with previous years.</p>

**CHN 8a: The Gross Cost of "Looked After Children" in Residential Based Services per Child per Week**

SERVICE AREA	Children's Services								
DEFINITION AND FORMULA	<p>This indicator measures the gross amount (in £) Local Authorities spend on residential-based services for looked after children, per child per week.</p> $CHN\ 8a = \frac{Gross\ Residential\ Cost}{No\ of\ LAC\ in\ Residential\ Services} / 52$								
RATIONALE FOR MEASURE	<p>Residential services for Looked After Children is a key area of spending for councils. Councils are asked to shift the way they deliver care to Looked After Children from a Residential-based to a community-based model.</p> <p>This indicator can be looked at alongside other Looked After Children indicators: the cost per LAC in a Community Setting (CHN 8b) and the balance of care between residential and community-based care (CHN 9).</p>								
DETAILED DEFINITION AND GUIDANCE	<p><u>Gross Residential Cost:</u> This refers to the gross cost of residential based services for children as reported in the Local Financial Return (LFR 03: Social Work – under Total Accommodation-Based Services (includes Secure Accommodation, Residential Schools, Care Homes and All other)</p> <table border="1" data-bbox="528 1133 1347 1424"> <thead> <tr> <th colspan="2" data-bbox="528 1133 1347 1171"><i>Residential Schools</i></th> </tr> <tr> <th data-bbox="528 1171 871 1207"><i>Includes</i></th> <th data-bbox="876 1171 1347 1207"><i>Excludes</i></th> </tr> </thead> <tbody> <tr> <td data-bbox="528 1207 871 1312">Provision and placement costs for residential schools.</td> <td data-bbox="876 1207 1347 1312">Education contributions which should be recorded in LFR01.</td> </tr> <tr> <td data-bbox="528 1312 871 1424"></td> <td data-bbox="876 1312 1347 1424">Expenditure on children who have been placed temporarily to provide respite for their carers.</td> </tr> </tbody> </table> <p><u>The number of Looked After Children:</u> This indicator refers to the total number of looked after children in residential based care facilities.</p> <p>The result is then divided by 52 to obtain the cost per week.</p>	<i>Residential Schools</i>		<i>Includes</i>	<i>Excludes</i>	Provision and placement costs for residential schools.	Education contributions which should be recorded in LFR01.		Expenditure on children who have been placed temporarily to provide respite for their carers.
<i>Residential Schools</i>									
<i>Includes</i>	<i>Excludes</i>								
Provision and placement costs for residential schools.	Education contributions which should be recorded in LFR01.								
	Expenditure on children who have been placed temporarily to provide respite for their carers.								
DATA SOURCE	<p><u>Gross Residential Cost:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Further guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>The number of Looked After Children in Residential Services:</u> This is directly provided to the IS by Scottish Government.</p>								

INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p>From 2016/17 data onwards:</p> <ul style="list-style-type: none"> <li>• Adjusted for LFR expenditure' figure is used.</li> <li>• Support costs are excluded.</li> </ul> <p>Historic data is adjusted for:</p> <ul style="list-style-type: none"> <li>• Contributions from other LAs</li> <li>• Requisitions</li> <li>• Recharges</li> <li>• Contributions from IJB</li> </ul>

CHN 8b: The Gross Cost of "Children Looked After" in a Community Setting per Child per Week						
SERVICE AREA	Children's Services					
DEFINITION AND FORMULA	<p>This indicator measures the gross amount (in £) Local Authorities spend on community-based services for looked after children, per child per week.</p> $CHN\ 8b = \frac{Gross\ Community\ Cost}{No\ of\ LAC\ in\ Community\ Settings} / 52$					
RATIONALE FOR MEASURE	<p>Community-based services for Looked After Children are an important source of spending for councils. Councils are also asked to shift the way they deliver care to Looked After Children from a residential-based to a community-based model.</p> <p>This indicator can be looked at alongside other Looked After Children indicators: the cost per LAC in residential accommodation (CHN 8a) and the balance of care between residential and community-based care (CHN9).</p>					
DETAILED DEFINITION and GUIDANCE	<p><u>Gross Community Cost:</u> This refers to the gross cost of community-based services for children as reported in the <a href="#">Local Financial Return</a> LFR 03: Social Work. 'Gross Community Cost' corresponds to 'Fostering/Family Placement' (under Gross Expenditure, Community-Based Services).</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;"><i>LFR03 Gross Expenditure – Fostering/Family Placement</i></td> </tr> <tr> <td style="text-align: center;"><i>Include</i></td> </tr> <tr> <td>All foster carers fees, expenses, and allowances</td> </tr> <tr> <td>Staff and any other costs for foster carer recruitment, training, and support</td> </tr> <tr> <td>Costs for any family placement schemes</td> </tr> </table> <p><u>The number of Looked After Children:</u> This indicator refers to the total number of looked after children in community settings.</p> <p>The result is then divided by 52 to obtain the cost per week.</p>	<i>LFR03 Gross Expenditure – Fostering/Family Placement</i>	<i>Include</i>	All foster carers fees, expenses, and allowances	Staff and any other costs for foster carer recruitment, training, and support	Costs for any family placement schemes
<i>LFR03 Gross Expenditure – Fostering/Family Placement</i>						
<i>Include</i>						
All foster carers fees, expenses, and allowances						
Staff and any other costs for foster carer recruitment, training, and support						
Costs for any family placement schemes						
DATA SOURCE	<p><u>Gross Community Cost:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p>					



	<p><u>The number of looked after children in Community Settings:</u> This is directly provided to the IS by Scottish Government.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p>From 2016/17 data onwards:</p> <ul style="list-style-type: none"> <li>• 'Adjusted for LFR expenditure' figure is used.</li> <li>• Support costs are excluded.</li> </ul> <p>Historic data is adjusted for:</p> <ul style="list-style-type: none"> <li>• Contributions from other LAs</li> <li>• Requisitions</li> <li>• Recharges</li> <li>• Contributions from IJB</li> </ul>

CHN 9: % children being looked after in the community	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	<p>This indicator measures the proportion of looked after children (LAC) who are being looked after in a community rather than a residential setting.</p> $CHN\ 9 = \frac{\text{Number of children looked after in community setting}}{\text{Number of children looked after in community + residential settings}}$
RATIONALE FOR MEASURE	<p>The overall balance of care for children who are looked after is important for councils in relation to different experiences and outcomes in residential and community settings, and also to help understand local capacity and available resources. An understanding of the associated costs of both community and residential care costs for "Looked After Children" should be considered alongside this balance of care indicator.</p>
DETAILED DEFINITION AND GUIDANCE	<p>Total Number of Children Being Looked After in the Community refers to the children who are in the care of their local authority (Looked After Children) who are being looked after in a community setting.</p> <p>In Scotland, "Looked After Children" also include children under a supervision requirement order. This means that many of the looked after children in Scotland are still living at home, but with regular contact from social services. These children are counted as living in a community setting.</p> <p>Total Number of Looked After Children refers to the total number of children in the care of their local authority. This includes:</p> <ul style="list-style-type: none"> <li>• children within residential care facilities,</li> <li>• children within a community setting, including those who remain within their home</li> </ul>
DATA SOURCE	Data for this indicator is provided directly to the IS by Scottish Government.
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

CHN 10: % of Adults Satisfied with local schools	
SERVICE AREA	Children's services
DEFINITION AND FORMULA	This indicator measures the proportion (%) of adults surveyed as part of the Scottish Household Survey (SHS) who are fairly satisfied or very satisfied with local schools.
RATIONALE FOR MEASURE	<p>It is important to capture some element of the quality of children's services in terms of the service user's opinions.</p> <p>Currently only the Scottish Household Survey measures school satisfaction in a way that is comparable across all 32 Scottish councils.</p>
DETAILED DEFINITION AND GUIDANCE	<p>The satisfaction data drawn from the Scottish Household Survey is now presented in 3 year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence intervals for all figures reported are within 5.5%.</p> <p>From 2018/19 this question was also included in the Scottish Surveys Core Questions (SSCQ). The SSCQ gathers survey responses from identical questions in the Scottish Crime and Justice Survey, the Scottish Health Survey and the Scottish Household Survey into one output This provides a boosted sample size for this question.</p>
DATA SOURCE	This data is taken from the SHS & SSCQ but the % based only on those who gave an opinion on the service is not yet published and therefore were requested from the Scottish Government for inclusion in this framework. Further information on the Scottish Household Survey can be found <a href="#">here</a> .
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	<p>From 2018/19 this question was also included in the Scottish Surveys Core Questions (SSCQ). The SSCQ gathers survey responses from identical questions in the Scottish Crime and Justice Survey, the Scottish Health Survey and the Scottish Household Survey into one output. This provides a boosted sample size for this question.</p> <p>For 2019/20, due to COVID-19 restrictions the SSCQ were unable to be completed. Data is for this year is from SHS only.</p>

	<p>For 2020/21, Satisfaction data is not available for inclusion in the February publication of the LGBF. The publication of the Scottish Household Survey (SHS) satisfaction data is going to be later than expected due to the changed methodology used in 2020. Methodological changes introduced some comparability issues and there will be further discussions between the Board and the SHS team about how to usefully incorporate this data in the LGBF.</p>
--	--

## CHN 11: Proportion of Pupils Entering Positive Destinations

SERVICE AREA	Children's Services
DEFINITION AND FORMULA	<p>This indicator measures the proportion of pupils who are entering any positive destinations after leaving school as a proportion of all school leavers. A positive destination can be either higher or further education, employment, training, voluntary work, or personal skills development.</p> <p>Other destinations are Unemployed Seeking, Unemployed Not Seeking or Unknown.</p>
RATIONALE FOR MEASURE	<p>This valuable outcome indicator measures how well schools prepare young people for life beyond school. It is an aggregate measure of a wide range of post school destinations for young people.</p>
DETAILED DEFINITION AND GUIDANCE	<p>Data for this indicator is published by Scottish Government, in its '<i>School leaver initial destinations and attainment survey</i>', which collects information on the destination of school leavers (from publicly funded mainstream schools) in September.</p> <p>A school leaver is defined as a young person of school leaving age, who left school during or at the end of the school year. The school year is taken to run from 1 August to 31 July</p> <p>Data on initial destinations of school leavers is based on approximately three months after the end of the school term and their post review (previously post appeal) attainment information.</p> <p>This publication covers school leavers from all stages of secondary school. For most young people, S4 (≈15-16 year olds) is the last compulsory year of school, but the majority choose to stay on and complete S5 (≈16-17 year olds) and S6 (≈17-18 year olds).</p> <p>School leavers who moved away from Scotland are not included in the results.</p> <p><b>Note:</b> Destinations figures may reflect both choices made by pupils, as well as the opportunities available to them upon leaving school. The availability of opportunities (employment opportunities, for example) to 2019/20 school leavers may have been directly affected by the coronavirus (COVID-19) pandemic. Further analysis and interpretation of these statistics should take this into account. The coronavirus pandemic meant that the start dates for some opportunities such as apprenticeship programmes, college courses etc. were delayed in 2020. Had these started as originally planned, any school leavers participating in them would have been recorded as being in a positive destination. In those instances where they instead started later than planned, and after the reference date, it is possible that some of these school leavers may be recorded as being in an 'other' destination (Unemployed Seeking, Unemployed Not Seeking, Unknown) depending on the activity they were undertaking prior to these opportunities starting.</p>

DATA SOURCE	The Scottish Government publication ( <i>School leaver initial destinations and attainment survey</i> ) is available on this <a href="#">link</a> .
INDICATOR BASE YEAR	2011/12
DATA FREQUENCY	Annual
DATA PERIOD	Academic year
CHANGE LOG	Before 2014/15, this indicator was published by Skills Development Scotland.

<p>CHN 12a: Overall Average Total Tariff</p> <p>CHN 12b: Average Total Tariff SIMD Quintile 1</p> <p>CHN 12c: Average Total Tariff SIMD Quintile 2</p> <p>CHN 12d: Average Total Tariff SIMD Quintile 3</p> <p>CHN 12e: Average Total Tariff SIMD Quintile 4</p> <p>CHN 12f: Average Total Tariff SIMD Quintile 5</p>	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	These indicators measure the average total tariff score for pupils in the senior phase, for all pupils (CHN 12a) and by Scottish Index of Multiple Deprivation quintile (CHN 12b – 12f).
RATIONALE FOR MEASURE	<p>An outcome consistently sought at both the national and local level across the UK is to increase the educational attainment of children from deprived backgrounds. Therefore, as well as benchmarking the attainment of all school children, it is important to measure the attainment of this subgroup of pupils who live in deprived areas</p> <p>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.</p>
DETAILED DEFINITION AND GUIDANCE	<p><a href="#">Tariff points</a> for each unit or course are calculated based on the SCQF level of the award and the grade achieved (for graded courses). Tariff points are accumulated by individual pupils for all eligible qualifications that are the latest and best in a subject (e.g. if a pupil sits national 5 maths and then higher maths only the tariff points for higher maths will be included in their total). This method is used to ensure there is no incentive or dis-incentive to go through every level.</p> <p>All attainment in the senior phase (S4-S6), up to and including the year in question, is considered in the calculation regardless of the centre at which attainment was originally achieved or the centre at which the candidate was based at the time of the attainment e.g. in the case of school-college partnerships or candidates moving schools. The total tariff points for the candidate across all their subjects is calculated as a cumulative measure of their latest and best attainment in each subject to the given point in time plus points for any standalone units which are un-related to any other subject qualification.</p> <p>Average tariff scores are calculated from the latest and best achievement of pupils during the senior phase (S4-S6) across a range of awards included in the benchmarking tool Insight.</p> <p>The Insight Leavers cohort comprises of the pupils that have an SDS leavers record for that year and appeared in the previous year's school census e.g. for 2018 leavers it includes all pupils who appeared in the September 2018 school census and have an SDS leaver record for 2019 (and who do not reappear in the 2018 school census). This cohort is the basis for the data published on the School Information Dashboard (formerly Parentzone) in March.</p>

	<p>The Scottish Index of Multiple Deprivation (<a href="#">SIMD</a>) identifies small area concentrations of multiple deprivation across Scotland. SIMD data shows the difference between young people living in the most or least deprived areas, not the difference between young people from poor or rich backgrounds. Note that SIMD 2016 has been used for this classification for years 2017-2020. SIMD 2020 has been used for 2021.</p>
DATA SOURCE	<p>Tariff points for SIMD quintiles is calculated based on the Insight data and is provided for the LGBF by The Scottish Government.</p> <p>Overall average tariff is calculated by the Improvement Service.</p>
INDICATOR BASE YEAR	2011/12
DATA FREQUENCY	Annual
DATA PERIOD	Academic year
CHANGE LOG	<p>Attainment figures for the years up to and including 2019 are derived from different awarding approaches than 2020 and, separately, 2021. The results for 2020 and 2021 should not be directly compared to those in previous years or future years. The 2020 and 2021 Insight data cannot be used to directly demonstrate subject, school or authority improvement compared with previous years.</p> <p>While data is included for each year from 2011/12 to 2019/20, the curriculum has changed substantially over the last five years so data over time may not be comparable.</p>



CHN 13a: % of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy											
CHN 13b: % of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy											
SERVICE AREA	Children's Services										
DEFINITION AND FORMULA	These indicators measure the proportion of P1, P4 and P7 children that are achieving the expected level in Literacy (CHN 13a) and in Numeracy (CHN13b).										
RATIONALE FOR MEASURE	A key stage of the education journey for Scottish students is their performance throughout Broad General Education. In comparing the achievement levels of young people, councils can share good practice to aid improvement across all council's areas.										
DETAILED DEFINITION AND GUIDANCE	<p>The assessments of children's progress are based on teachers' professional judgements in schools.</p> <p>Teacher judgements cover the four organisers of reading, writing, listening and talking, and numeracy.</p> <p>The literacy variable has been created from the literacy organisers: reading, writing, and listening and talking. A pupil is deemed to have achieved the expected level in literacy if they have achieved the expected level in all three <u>literacy</u> organisers: reading, writing, listening and talking.</p>										
	<table border="1"> <thead> <tr> <th colspan="2"><i>Indicator</i></th> </tr> <tr> <th><i>Includes</i></th> <th><i>Excludes</i></th> </tr> </thead> <tbody> <tr> <td>Pupils in Primary 1, 4 &amp; 7 in mainstream schools (local authority and grant-aided schools)</td> <td>Independent Schools data</td> </tr> <tr> <td>All pupils based in special/schools</td> <td>Mainstream pupils for whom the teacher has been unable to make a professional judgement (less than 1% of pupils)</td> </tr> <tr> <td>Children with additional support needs</td> <td>Pupils for whom 'Not Yet Assessed' has been reported in one or more of the organisers</td> </tr> </tbody> </table>	<i>Indicator</i>		<i>Includes</i>	<i>Excludes</i>	Pupils in Primary 1, 4 & 7 in mainstream schools (local authority and grant-aided schools)	Independent Schools data	All pupils based in special/schools	Mainstream pupils for whom the teacher has been unable to make a professional judgement (less than 1% of pupils)	Children with additional support needs	Pupils for whom 'Not Yet Assessed' has been reported in one or more of the organisers
	<i>Indicator</i>										
	<i>Includes</i>	<i>Excludes</i>									
Pupils in Primary 1, 4 & 7 in mainstream schools (local authority and grant-aided schools)	Independent Schools data										
All pupils based in special/schools	Mainstream pupils for whom the teacher has been unable to make a professional judgement (less than 1% of pupils)										
Children with additional support needs	Pupils for whom 'Not Yet Assessed' has been reported in one or more of the organisers										
DATA SOURCE	Data for this indicator is collected from the Scottish Government publication: <a href="#">Achievement of curriculum for excellence levels.</a>										
INDICATOR BASE YEAR	2018/19										
DATA FREQUENCY	Annual										
DATA PERIOD	Academic year										

CHANGE LOG	This data was not collected in 2020 due to the Covid-19 pandemic.
------------	---

CHN 14a: Literacy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupils

CHN 14b: Numeracy Attainment Gap (P1,4,7 Combined) - percentage point gap between the least deprived and most deprived pupil

SERVICE AREA	Children’s Services
DEFINITION AND FORMULA	These indicators measure the gap in literacy and numeracy between children from Scotland’s most and least deprived areas.
RATIONALE FOR MEASURE	An outcome consistently sought at both the national and local level across Scotland is to close the poverty-related attainment gap between children and young people from the least and most disadvantaged communities. The attainment gap measures in Numeracy and Literacy provide useful focus on the progress being made in realising this ambition within the Broad General Education.
DETAILED DEFINITION AND GUIDANCE	<p>The data covers pupils in Primary 1, Primary 4 &amp; Primary 7 in mainstream schools and all pupils based in special schools/units. Teacher judgements cover the four organisers of reading, writing, listening and talking, and numeracy. Mainstream pupils for whom the teacher has been unable to make a professional judgement are not included in the published results (less than one per cent of pupils).</p> <p>A pupil is deemed to have achieved the expected level in literacy if they have achieved the expected level in all three literacy organisers: reading, writing, and listening and talking. Pupils will not be included in this calculation if ‘Not Yet Assessed’ has been reported in one or more of the organisers.</p> <p>The data included in the publication is provided to Scottish Government by local authorities and grant-aided schools. Independent schools are not included in the data collection.</p> <p>The Attainment Gap is calculated by taking the percentage point difference in achievement of CFE levels in between be those pupils from SIMD quintiles 1 and 5.</p> <p>This method matches that used in the National Improvement Framework and was agreed after a Scottish Government consultation on measuring the attainment gap.</p> <p>The Scottish Index of Multiple Deprivation (<a href="#">SIMD</a>) identifies small area concentrations of multiple deprivation across Scotland. SIMD data shows the difference between young people living in the most or least deprived areas, not the difference between young people from poor or rich backgrounds.</p>

DATA SOURCE	Data for this indicator is collected from the Scottish Government publication: <a href="#">Achievement of curriculum for excellence levels.</a>
INDICATOR BASE YEAR	2018/19
DATA FREQUENCY	Annual
DATA PERIOD	Academic year
CHANGE LOG	This data was not collected in 2020 due to the Covid-19 pandemic.

CHN 17: % of children meeting developmental milestones	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	This indicator measures the proportion (%) of all children receiving a 27-30 month review that had no concerns. The indicator is calculated by adding the “% with no concerns across all domains” and the “% with no concerns but some domains incomplete / missing” figures.
RATIONALE FOR MEASURE	Problems with early child development are important as they are strongly associated with long-term health, educational, and wider social difficulties. Detecting developmental problems early provides the best opportunity to support children and families to improve outcomes
DETAILED DEFINITION AND GUIDANCE	<p>The 27-30 month review was introduced in Scotland in April 2013. National <a href="#">guidance</a> on the purpose, content, and delivery of the reviews was published by the Scottish Government in December 2012 to support a consistent approach to provision of effective reviews across Scotland.</p> <p>During the 27-30 month review, the health professional (normally a health visitor) assesses children's developmental status and records the outcome (e.g. no concern, concern newly suspected as a result of the review, or concern or disorder already known prior to the review) against each of nine developmental domains (social, emotional, behavioural, attention, speech language &amp; communication, gross motor, fine motor, vision, and hearing).</p> <p>All available records for children turning 27 months in the period are included in the analyses as long as the review took place before the child turned 3 years. ISD receives quarterly data extracts from the child health surveillance program pre-school system for producing and publishing statistics</p> <p>The information presented comes from reviews provided to children becoming eligible for review between April and March.</p>
DATA SOURCE	Data for this indicator comes from <a href="#">Early child development Scotland</a> published by Public Health Scotland.
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Financial year

CHANGE LOG	<p>The introduction of a new domain in the 27-30 Month Review has led to an increase in the number of incomplete returns.</p> <p>In 2019/20, following discussion with colleagues in Public Health Scotland, the LGBF measure % Children meeting Developmental Milestones is now presented using the following methodology: Of all children receiving a 27-30 month review, the % which had no concerns across all domains + the % with no concerns recorded but some domains incomplete/missing.</p>
------------	---

CHN 18: % of funded Early Years Provision which is graded good or better	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	This indicator shows the quality of Early Years Provision by measuring the proportion of ELC providers rated at least "good" for all quality themes, as a percentage of all funded Early Years Provision, which was inspected by the Care Inspectorate.
RATIONALE FOR MEASURE	<p>From August 2014, the Children and Young People (Scotland) Act 2014 required local authorities to increase the amount of early learning and childcare from 475 hours a year to 600 hours for each eligible child. By August 2021, the Act introduces a further commitment to the near doubling of entitlement to funded early learning and childcare to 1140 hours a year for all three and four-year olds and eligible two-year olds.</p> <p>Improving quality of early years provision is a cornerstone of the Early Years expansion programme. The aim is to provide high quality experience for all children, which complements other early years and educational activity to close the attainment gap and recognises the value of those we entrust to give our children the best start in life.</p>
DETAILED DEFINITION AND GUIDANCE	<p>Data is presented as at 31 December in each year. Not included are cancelled services on 31 December each year.</p> <p>Not included is data for those services that did not submit an annual return. Therefore, the information might not match the 'Early Learning and Childcare Statistics' publication, where estimates and imputations are used to account for non-submissions.</p> <p><u>How the Care Inspectorate assesses quality themes during inspection:</u></p> <p><i>Quality themes</i></p> <ul style="list-style-type: none"> <li>• Quality of Care and Support: how well the service meets the needs of each person who uses it.</li> <li>• Quality of Environment: where the service is delivered, for example, how clean, well maintained, and accessible it is, how is the atmosphere of the service, how welcoming it is.</li> <li>• Quality of Staffing: the quality of the staff including their qualifications and training.</li> <li>• Quality of Management and Leadership: how the service is managed and led and how it develops to meet the needs of the people who use it.</li> </ul> <p><i>Each theme is evaluated using a six-point scale.</i></p> <p>6 – Excellent            5 – Very Good            4 – Good            3 – Adequate            2 – Weak            1 – Unsatisfactory</p>

DATA SOURCE	Data for this indicator is provided directly to the IS by the Care Inspectorate. The 'Early Learning and Childcare Statistics' publications can be found <a href="#">here</a> .
INDICATOR BASE YEAR	2011/12
DATA FREQUENCY	Annual
DATA PERIOD	Situation as at 31 December
CHANGE LOG	N/A

CHN 19a: School Attendance Rate	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	This indicator measures the average number of half-days attended, as a percentage of the total number of possible attendances for a local authority.
RATIONALE FOR MEASURE	<p>Good school attendance is key to ensuring that every child gets off to the best start in life and has access to support and learning that respond to individual needs and potential. Absence from school, whatever the cause, disrupts learning. The role of school attendance in the protection of children is key.</p> <p>Local Authorities record information on pupils' attendance and absence from school and the reasons for this. This information is used to monitor pupil engagement and to ensure pupils safety and wellbeing by following up on pupils who do not attend school.</p>
DETAILED DEFINITION AND GUIDANCE	<p>Holidays taken during term time must be categorised as unauthorised absence. However, it is acceptable under exceptional circumstances for schools to authorise a family holiday during term time.</p> <p>Pupils arriving late are marked as such, with a distinction made for those arriving in the second half of a morning or the second half of the afternoon. Where summary data is necessary, if a pupil has attended most of an opening it is counted as attendance, but if they have been absent for most of a session it is included as authorised absence.</p> <p>'Attendance or absence – schools open' includes attendance or absence only for the occasions when schools were open to pupils. Home-learning when the school was open but an individual pupil could not attend due to their personal circumstances (including COVID-19 related reasons) is included in this measure. The rates reported in the 'attendance or absence – schools open' measure is methodologically consistent to attendance rates from previous years as it is not affected by the known underreporting of absence from home-learning. Therefore this measure is comparable to previous years (bearing in mind the impact of COVID-19).</p>
DATA SOURCE	Data for this indicator can be found in the Scottish Government publication <a href="#">School Attendance and Absence Statistics</a> .
INDICATOR BASE YEAR	2011/12
DATA FREQUENCY	Biennial
DATA PERIOD	Academic year



CHANGE LOG	N/A
------------	-----

CHN 19b: School Attendance Rate (Looked After Children)	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	This indicator measures the average number of half-days attended, as a percentage of the total number of possible attendances for looked after pupils in a local authority for a local authority.
RATIONALE FOR MEASURE	<p>Good school attendance is key to ensuring that every child gets off to the best start in life and has access to support and learning that respond to individual needs and potential. Absence from school, whatever the cause, disrupts learning. The role of school attendance in the protection of children is key.</p> <p>Local Authorities record information on pupils' attendance and absence from school and the reasons for this. This information is used to monitor pupil engagement and to ensure pupils safety and wellbeing by following up on pupils who do not attend school.</p>
DETAILED DEFINITION AND GUIDANCE	<p>Holidays taken during term time must be categorised as unauthorised absence. However, it is acceptable under exceptional circumstances for schools to authorise a family holiday during term time.</p> <p>Pupils arriving late are marked as such, with a distinction made for those arriving in the second half of a morning or the second half of the afternoon. Where summary data is necessary, if a pupil has attended most of an opening it is counted as attendance, but if they have been absent for most of a session it is included as authorised absence.</p> <p>Looked After Children attendance and exclusion rates are only reported every two years.</p> <p>All children who were looked after by any local authority in Scotland at any point between August Y to July Y+1 and had a recorded Scottish Candidate Number available are included in the measure.</p> <p>Cells marked with * represent small numbers that have been suppressed to maintain confidentiality. Figures are for the local authority responsible for the looked after child. Looked after children may attend school in a different local authority to the one that is responsible for them.</p>

DATA SOURCE	<p>Data for this indicator is provided directly to the IS by Scottish Government.</p> <p>It is also available in Scottish Government’s Educational outcomes of <a href="#">Looked After Children</a> publication: (Table 3.4: <i>Percentage attendance for Children looked after within the last year by local authority and gender</i>)</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Biennial
DATA PERIOD	Academic year
CHANGE LOG	<p>Due to a change in methodology in 2018/2019, a data update was provided directly to the IS from Scottish Government.</p> <p>Instead of reporting separately on children looked after for the full year and those looked after for part of the year, results are now presented for all children looked after within the last year as one category. The time series has been corrected for all years.</p>

CHN 20a: School Exclusion Rate (per 1000 pupils)	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	This indicator measures the number of exclusion cases per 1,000 pupils.
RATIONALE FOR MEASURE	<p>In Scotland, the power exists to exclude children and young people from school where it is considered that to allow the child or young person to continue attendance at school would be seriously detrimental to order and discipline in the school or the educational wellbeing of the learners there. It has traditionally been seen as both the ultimate sanction and a deterrent to serious indiscipline.</p> <p>There have been significant, concerted efforts by schools and local authorities to implement a range of different approaches and solutions to positively engage young people in their education and improve relationships and behaviour.</p> <p>The Scottish Government published detailed <a href="#">guidance</a> on managing school exclusions in June 2017.</p>
DETAILED DEFINITION AND GUIDANCE	<p>This indicator measures the number of exclusion cases. As children can be excluded more than once per year a single child may be counted more than once in these figures</p> <p>Exclusions include both temporary exclusions and pupils removed from the register.</p> <p>The rate is calculated based on Pupil Census figures.</p>
DATA SOURCE	Data is published by Scottish Government: <a href="#">School exclusion statistics</a> .
INDICATOR BASE YEAR	2011/12
DATA FREQUENCY	Biennial
DATA PERIOD	Academic year
CHANGE LOG	<p>COVID-19 impact on 2020/21 exclusions collection:</p> <p>The school year covered by the 2020/21 exclusions statistics was substantially impacted by the COVID-19 pandemic. Significantly, most schools in Scotland were shut in early 2021 and many had shorter local closures throughout the rest of the year. Additionally, many pupils were absent for periods of time when they had tested positive for COVID-19 or were required to self-isolate. It can therefore be said that some of the decrease in exclusions between 2018/19 and 2020/21 was due to the pandemic limiting the time pupils were in school. So long as one takes into account the different context of education in 2020/21 versus previous years, figures are comparable at national and local authority level.</p>

CHN 20b: School Exclusion Rate (per 1000 looked after pupils)	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	This indicator measures the number of exclusion cases per 1,000 Looked After pupils.
RATIONALE FOR MEASURE	<p>In Scotland, the power exists to exclude children and young people from school where it is considered that to allow the child or young person to continue attendance at school would be seriously detrimental to order and discipline in the school or the educational wellbeing of the learners there. It has traditionally been seen as both the ultimate sanction and a deterrent to serious indiscipline.</p> <p>There have been significant, concerted efforts by schools and local authorities to implement a range of different approaches and solutions to positively engage young people in their education and improve relationships and behaviour.</p>
DETAILED DEFINITION AND GUIDANCE	<p>All children who were looked after by any local authority in Scotland at any point between August Y to July Y+1 and had a recorded Scottish Candidate Number available are included in the measure.</p> <p>This indicator measures the number of exclusion cases. As children can be excluded more than once per year a single child may be counted more than once in these figures.</p> <p>Exclusions include both temporary exclusions and pupils removed from the register.</p> <p>The rate is calculated based on Pupil Census figures.</p> <p>Cells marked with * represent small numbers that have been suppressed to maintain confidentiality. Figures are for the local authority responsible for the looked after child. Looked after children may attend school in a different local authority to the one that is responsible for them.</p>
DATA SOURCE	<p>Data for this indicator is provided directly to the IS by Scottish Government.</p> <p>It is also available in the Scottish Government: <a href="#">Educational outcomes of Looked After Children publication</a> (Table 3.4: <i>Percentage attendance for Children looked after within the last year by local authority and gender</i>)</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Biennial
DATA PERIOD	Academic year

CHANGE LOG	<p>Due to a change in methodology in 2018/2019, a data update was provided directly to the IS from Scottish Government.</p> <p>Instead of reporting separately on children looked after for the full year and those looked after for part of the year, results are now presented for all children looked after within the last year as one category. The time series has been corrected for all years.</p> <p>Furthermore, since 2018/19, the number of Looked After Pupils is now used as a denominator (while the number of Looked After Children was used previously). The time series has been corrected for all years in 2020, inducing a drop in the attendance rates for all years (as the number of Looked After Pupils is smaller than the number of Looked After Children). This provides a more accurate measure that allows comparison with the general pupils' population figure (CHN20a).</p>
------------	---

CHN 21: Participation Rate for 16-19 year olds	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	This indicator measures the proportion (%) of 16-19 year olds that are engaged in learning, training, or work.
RATIONALE FOR MEASURE	This indicator allows to identify the participation status of the wider 16-19 cohort. This has replaced the school leaver destination follow up as the source of the national indicator, "Percentage of young adults (16-19 year olds) participating in education, training, or employment".
DETAILED DEFINITION AND GUIDANCE	<p>A young person is deemed to be participating when they are actively engaged with an organisation for the purpose of learning, training, or work – work includes volunteering. Within the context of Opportunities for All, all participation is positive and should be regarded as transitional - education and training are important phases in a young person's life that can improve their job options but are not destinations in themselves.</p> <p>The annual measure takes account of all statuses for individuals over the course of the year rather than focusing on an individual's status on a single day.</p> <p>The participation status of each customer is calculated by combining the number of days spent in each status between 1st April and 31st March. The overall participation headline classification (participating, not participating and unconfirmed) is based on the classification which has the highest sum of days.</p>
DATA SOURCE	<p>Data is collected by the IS from the Skills development Scotland publication: "<i>Participation of 16-19 year olds in learning, training, and work.</i>"</p> <p>All publications can be found <a href="#">here</a>.</p>
INDICATOR BASE YEAR	2015/16
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

CHN 22: % Child Protection Re-Registrations within 18 months	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	This indicator measures, of all Child Protection registrations in a year, the proportion (%) which have been registered previously within the past 18 months.
RATIONALE FOR MEASURE	<p>Re-registration data shows the number of children on child protection registers (CPRs) who come back onto registers.</p> <p>Re-registration rates could suggest that the decision to initially remove them from a CPR (child protection registers) was premature and that they are not actually safer. If re-registration were to increase, it may be reasonable to question whether children were being taken off plans before necessary safeguards have been put in place.</p>
DETAILED DEFINITION AND GUIDANCE	<p>Each year, data for Children Looked After and Child Protection are collected for the period 1 August to 31 July from all local authorities in Scotland.</p> <p>The numerator:</p> <ul style="list-style-type: none"> <li>- includes children who have been registered within: <ul style="list-style-type: none"> <li>• 6 months to &lt; 1year</li> <li>• Less than 6 months</li> <li>• 1 year to &lt; 18 months</li> </ul> </li> <li>- excludes children who have: <ul style="list-style-type: none"> <li>• Never been registered before</li> <li>• Not known if registered before</li> <li>• Been registered within 18 months to &lt; 2 years</li> <li>• Been registered 2 years+</li> </ul> </li> </ul> <p>The denominator includes all children entered on the Child Protection register.</p> <p>0's mean that the council has no registrations which are re-registrations within the past 18 months.</p>
DATA SOURCE	Data for this indicator is not published at Local Authority level and is directly provided to the IS by Scottish Government.
INDICATOR BASE YEAR	2012/13
DATA FREQUENCY	Annual
DATA PERIOD	Academic year
CHANGE LOG	N/A

CHN 23: % Looked After Children with more than one placement within the last year	
SERVICE AREA	Children's Services
DEFINITION AND FORMULA	<p>This indicator measures the number of looked after children with more than one placement within a year as a percentage of all looked after children.</p> $CHN\ 23 = \frac{\text{Number of Looked After Children with more than 1 placement}}{\text{Total number of Looked After Children}}$
RATIONALE FOR MEASURE	<p>Councils strive to be the best corporate parents they can be for those children and young people whose needs are best served by being in care. Sound attachment is now well understood as a critical underpinning for a child's healthy growth and development. The need for a safe, stable place to live and for ongoing secure relationships must be central to the child's plan.</p> <p>While no two cases will be the same, and each child must be placed in a situation that is appropriate to them, the need to secure and maintain attachments is an important factor to be considered in all care planning. Placement stability is therefore a key desired outcome, and consideration of the most effective means of securing long term stability for a child should be at the forefront of decision making. Evidence shows that effective and efficient decision making as early as possible in a child's life produces the most cost-effective interventions.</p>
DETAILED DEFINITION AND GUIDANCE	<p>Each year, data for Looked After Children and Child Protection are collected for the period 1 August to 31 July from all local authorities in Scotland.</p> <p>Figures include children who were formally looked after, under child protection measures or in secure care at some point between 1 August and 31 July.</p> <p>More information can be found <a href="#">here</a>.</p>
DATA SOURCE	Data for this indicator is not published at Local Authority level and is directly provided to the IS by Scottish Government.
INDICATOR BASE YEAR	2011/12
DATA FREQUENCY	Annual
DATA PERIOD	Academic year
CHANGE LOG	N/A



CHN 24: % of children living in poverty (After Housing Costs)	
SERVICE AREA	Children Services
DEFINITION AND FORMULA	This shows the percentage of children who are in households with incomes net of housing costs that are below 60% of the median.
RATIONALE FOR MEASURE	<p>Despite the Child Poverty (Scotland) Act 2017 setting ambitious targets to significantly reduce child poverty in Scotland by 2030 and placing a duty on local authorities and regional health boards in Scotland to produce annual Local Child Poverty Action Reports, rates of child poverty were rising in every local authority area in Scotland even before COVID-19.</p> <p>Projections suggest that the impact of the pandemic has the potential to exacerbate and entrench child poverty further. It is therefore essential that our response continues to go beyond mitigation and crisis management and that child poverty is seen as a key tenet of broader COVID recovery and renewal plans, seeking to maximise the use of all available resources and all policy levers to drive positive change.</p> <p>These figures are <i>After Housing Costs</i> which provides important alignment with the targets set out in the Child Poverty (Scotland) Act 2017. The End Child Poverty measure is also the most commonly used measure across local Child Poverty Action Reports and therefore provides a significant degree of alignment and consistency.</p>
DETAILED DEFINITION AND GUIDANCE	The data provided uses the DWP/HMRC local indicators combined with information about housing costs at the local level to estimate poverty rates after housing costs (AHC). This shows how many children are in households with incomes net of housing costs that are below 60% of the median.
DATA SOURCE	The data is published by <a href="#">End Child Poverty</a> . This publication uses data from Scottish Government: <a href="#">Children in Low-income Families: Local area statistics</a> and the <a href="#">Mid-Year Population Estimates</a> published by the National Records of Scotland (NRS).
INDICATOR BASE YEAR	2014/15
DATA FREQUENCY	Annual; Data is published 2 years in arrears i.e. 2019/20 figures published in 2021
DATA PERIOD	Financial year
CHANGE LOG	N/A

## Corporate Services

CORP 1: Support Services as a % of total gross expenditure	
SERVICE AREA	Corporate Services
DEFINITION AND FORMULA	<p>This indicator calculates the proportion of total running costs of councils which is spent on support services.</p> $CORP 1 = \frac{\text{Support Services} - \text{Total General Fund } (\pounds)}{\text{Total General Fund Gross Expenditure } (\pounds)}$
RATIONALE FOR MEASURE	This high-level indicator is important because it provides information on the level of support that is required in each Council for front-line services.
DETAILED DEFINITION AND GUIDANCE	<p><u>Support Services – Total General Fund:</u> Gross Expenditure is defined by the Local Financial Returns <a href="#">guidance</a> for LFR00: Subjective Analysis by Service.</p> <p>The LGBF figure is taken from LFR 00 under Total General Fund Services: Support Services</p> <p><u>Total General Fund Gross Expenditure:</u> Gross Expenditure is defined by the Local Financial Returns <a href="#">guidance</a> for LFR00: Subjective Analysis by Service.</p> <p>The LGBF figure is calculated using the following components of LFR 00 under Total General Fund Services: <i>Gross Expenditure adjusted for LFR purposes + Revenue Contributions to Capital - Transfer Payment to IJB</i></p>
DATA SOURCE	Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a> .
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	In 2019/20, historic Gross Expenditure figures were adjusted for LGBF purposes and to be comparable to 2019-20 data. Gross expenditure adjusted for LGBF purposes and comparable to 2019-20 data has been calculated as follows: General Fund Gross Expenditure on a Funding Basis (as per 2018-19 LFRs) Plus: General Fund Revenue Contributions to Capital (RCC) Minus: General Fund Contributions from Other Local Authorities Minus: Total (General Fund + HRA) Transfer Payments to IJBs.

	<p>Historical data for the 2019/20 adjustment above has been taken from Local Financial Return (LFR) 00, with the exception of 2010-11 data which has been compiled from the relevant service-level LFRs.</p>
--	---

CORP 3b: The percentage of the highest paid 5% employees who are women							
SERVICE AREA	Corporate Services						
DEFINITION AND FORMULA	<p>This indicator provides a picture of the current gender balance in more senior posts.</p> $CORP\ 3b = \frac{\text{Total Number of Women Employees in top 5\%}}{\text{Total Number of Employees in Top 5\%}}$						
RATIONALE FOR MEASURE	The delivery of quality services is dependent on a trained and motivated workforce, and it is essential that councils' employment policy reflects their commitment to equal opportunities. This helps identify areas of potentially unfair or discriminatory practices.						
DETAILED DEFINITION AND GUIDANCE	<p>The calculation of 'highest paid' should be based on gross pay including Islands weighting, performance related pay, bonus etc. However, it should exclude overtime, and fringe benefits (such as leases of free cars, health insurance, and a range of non-cash benefits). For part-time staff, salaries should be calculated on a pro-rata basis (FTE salary). Applies to temporary staff employed for over one year only and permanent staff. Staff on fixed terms contracts who have been employed by the authority for over a year should be considered permanent. Staff on job share should count as one post.</p>						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #fff9c4; text-align: center;"><i>Include</i></th> <th style="background-color: #fff9c4; text-align: center;"><i>Exclude</i></th> </tr> </thead> <tbody> <tr> <td>Gross pay including Islands weighting, performance related pay, bonus etc.</td> <td>Overtime, and fringe benefits (such as leases of free cars, health insurance, and a range of non-cash benefits).</td> </tr> <tr> <td>All other council employees on SJNC (Chief Officers) plus those traditionally on APT&amp;C conditions, and posts on SJC conditions/scales which traditionally have been employed on craft and manual worker conditions/grades should be included in the indicator.</td> <td><b>Teachers</b> (including peripatetic teachers, support for learning teachers, visiting specialists, home tutors, guidance teachers, and assistant head teachers, depute head teachers and head teachers) i.e. those on <b>teachers' terms and conditions and required to be GTC registered.</b></td> </tr> </tbody> </table>	<i>Include</i>	<i>Exclude</i>	Gross pay including Islands weighting, performance related pay, bonus etc.	Overtime, and fringe benefits (such as leases of free cars, health insurance, and a range of non-cash benefits).	All other council employees on SJNC (Chief Officers) plus those traditionally on APT&C conditions, and posts on SJC conditions/scales which traditionally have been employed on craft and manual worker conditions/grades should be included in the indicator.	<b>Teachers</b> (including peripatetic teachers, support for learning teachers, visiting specialists, home tutors, guidance teachers, and assistant head teachers, depute head teachers and head teachers) i.e. those on <b>teachers' terms and conditions and required to be GTC registered.</b>
	<i>Include</i>	<i>Exclude</i>					
	Gross pay including Islands weighting, performance related pay, bonus etc.	Overtime, and fringe benefits (such as leases of free cars, health insurance, and a range of non-cash benefits).					
All other council employees on SJNC (Chief Officers) plus those traditionally on APT&C conditions, and posts on SJC conditions/scales which traditionally have been employed on craft and manual worker conditions/grades should be included in the indicator.	<b>Teachers</b> (including peripatetic teachers, support for learning teachers, visiting specialists, home tutors, guidance teachers, and assistant head teachers, depute head teachers and head teachers) i.e. those on <b>teachers' terms and conditions and required to be GTC registered.</b>						
<p>All other council employees on SJNC (Chief Officers) plus those traditionally on APT&amp;C conditions, and posts on SJC conditions/scales which traditionally have been employed on craft and manual worker conditions/grades should be included in the indicator.</p> <p>The figures reported should be the number of staff employed by the council at 31 March.</p> <p>For part-time staff, salaries should be calculated on a pro-rata basis (FTE salary). Apply to permanent staff and temporary staff employed for over one year only. Staff on fixed terms contracts who have been employed by the authority for over a year should be considered permanent. Staff on job share should count as one post.</p>							

DATA SOURCE	Councils return this data direct to the Improvement Service. This data is available within a council's personnel and pay records.
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

CORP 3c: The gender pay gap	
SERVICE AREA	Corporate Services
DEFINITION AND FORMULA	<p>This indicator provides a picture of the gap in pay between men and women employed by councils.</p> $CORP\ 3c = \frac{\text{Average Hourly Rate of Pay (Male)} - \text{Average Hourly Rate of Pay (Female)}}{\text{Average Hourly Rate of Pay (Male)}}$
RATIONALE FOR MEASURE	<p>Employers are required (under Section 7 of <a href="#">The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012</a>) to publish a single gender pay gap figure, which is the percentage difference between men's and women's hourly pay, excluding overtime. The delivery of quality services is dependent on a trained and motivated workforce, and it is, therefore, essential that councils' employment policy reflects their commitment to equal opportunities. The indicator provides a picture of the current gender pay gap between male and female employees. This will help councils to identify areas of potentially unfair or discriminatory practices as well as providing a baseline for measuring improvement over time.</p> <p>The indicator does not deal with equalities relating to ethnicity, disability or sexual orientation.</p>
DETAILED DEFINITION AND GUIDANCE	<p>The gender pay gap is the percentage difference between men's and women's hourly pay. The information required is the gender of each employee and their basic rate of pay.</p> <p>You should determine the basic (excluding overtime) hourly rate of pay for each employee. If the basic pay data is expressed as an annual salary, then employers should divide this until they have an hourly rate. This will enable the pay of part-time employees to be compared with full-time employees.</p> <p>Calculate the average hourly rate of pay for male employees, and female employees. Calculate the mean average by adding together all the individual hourly rates of pay, and then divide this by the total number of employees. Do this separately for male employees and female employees.</p> <p><u>Calculation</u></p> <p><b>Step One</b> Determine the basic (excluding overtime) hourly rate of pay for each employee. If the basic pay data is expressed as an annual salary, then employers should divide this until they have an hourly rate. This will enable the pay of part time employees to be compared with full-time employees.</p> <p><b>Step Two</b> Calculate the average hourly rate of pay for male employees, and female employees. Find out the mean average by adding together all the individual hourly rates of pay, and then divide this by the total number of employees. Do this separately for male employees and female employees</p>

	<p><b>Step Three</b> Work out the percentage gap in pay, by using the following calculation:</p> $(A \div B) \times 100 = \text{TOTAL}$ $100 - \text{TOTAL} = \text{PAY GAP}$ <p>A = female average hourly rate B = male average hourly rate</p> <p>A positive figure indicates male employees are, on average, paid more per hour than female employees, a negative figure indicates female employees are, on average, paid more per hour than male employees) The figures reported should be the number of staff employed by the council at 31 March.</p> <p><b>All</b> council staff should be included in this calculation. The figures reported should be the number of staff employed by the council at 31 March.</p> <p>For this calculation, please <b>exclude</b> the following:</p> <ul style="list-style-type: none"> <li>• Any fringe benefits (such as leases of free cars, health insurance, and a range of non-cash benefits).</li> <li>• Any overtime pay</li> </ul>
DATA SOURCE	<p>Councils return this data annually direct to the Improvement Service as of 2015/16. As such no data is available from base year to 2014/15.</p> <p>This data is available within a council’s personnel and pay records. The information required is the gender of each employee and their basic rate of pay. Guidance drawn from EHRC <a href="#">Technical Guidance</a> and <a href="#">Close the Gap Guidance</a>.</p>
INDICATOR BASE YEAR	2015/16
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

CORP 4: The cost per dwelling of collecting Council Tax	
SERVICE AREA	Corporate Services
DEFINITION AND FORMULA	<p>This indicator looks at how efficient councils are at collecting the council tax due to them.</p> $CORP 4 = \frac{\text{Cost of Collecting Council Tax}}{\text{Number of Dwellings}}$
RATIONALE FOR MEASURE	<p>The ability of each council to negotiate a fee or income to recover the cost of collection for water and sewerage charges will have some impact on the council tax collection costs.</p> <p>The efficiency of the council's collection systems may be affected by the ability and willingness of taxpayers to pay, and the extent of enforcement action taken by the council to recover tax due to it.</p>
DETAILED DEFINITION AND GUIDANCE	<p>The calculation of the cost per dwelling should be recorded utilising the pro-forma issued by the CIPFA Scottish Directors of Finance Section for benchmarking.</p> <p>The cost includes billing, collection and debt recovery administration for both council tax and water charges less intervention income and recoveries received from the public water authorities. Intervention income is the warrant surcharge element of debt that has been collected by the Council without having been passed to the Sheriff Officer and is credited to the Council's Revenue Account.</p> <p>Exclude costs associated with (and income from) non-domestic rates and residual Community Charge collection and from the administration of Council Tax benefits.</p> <p>The Best Value Accounting Code of Practice (BVACOP) defines the total cost of an activity as all the costs which are attributable to undertaking that activity. Any discount for prompt/lump sum payment, is a direct cost of collecting council tax and is to be included in the cost for the purposes of the PI.</p> <p>The cost of collecting council tax should be reduced by any intervention income received by the Council. Intervention income is the warrant surcharge element of debt that has been collected by the Council without having been passed to the Sheriff Officer.</p> <p>The income is credited to the Finance service within the Consolidated Revenue Account.</p> <p>Councils should follow the CIPFA guidance, as endorsed by LASAAC and apportion overhead costs when determining the cost. The indicator should be calculated using capital charges in accordance with the Best Value Accounting Code of Practice. If difficulty is experienced apportioning capital charges for the indicator, a reasonable basis of apportionment should be agreed with the auditor.</p>



	<p>"For those authorities that have fully outsourced debt recovery activities to Sheriff Officers, exclude any of the income attributable to the 10% summary warrant surcharge. This is because the Sheriff Officer is incurring all direct collection costs.</p> <p>For those councils that have not, or have partially outsourced to the Sheriff Officer, then only include the amount of surcharge debt collected by 31 March 2019 for 2018/19. For example, if the value of the 10% summary warrant surcharge for 2018/19 was £800k and if by 31 March 2019 the Sheriff Officer had collected £100k, the income figure to include is £100k.</p> <p>'Dwellings' are those on the council's valuation list at 31 March at the end of the reporting year excluding those annotated as separate garages, car ports, car parking spaces and domestic storage premises.</p>
DATA SOURCE	<p>Councils return this data direct to the Improvement Service. This data is available in Council's accounting records and Council Tax system and CIPFA Directors of Finance calculation pro forma.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

CORP 6a: Sickness Absence Days per Teacher	
SERVICE AREA	Corporate Services
DEFINITION AND FORMULA	<p>This indicator calculated the sickness absence days per teacher.</p> $CORP\ 6a = \frac{\text{Total Number of Days Lost Per Year Through Sickness Absence (Teachers)}}{\text{Total Number of FTE Staff (Teachers)}}$
RATIONALE FOR MEASURE	<p>Sickness absence in the public sector is widely regarded as being a significant cost to councils. This indicator is important because it allows councils to compare these rates and establishes which councils are dealing effectively with this issue.</p> <p>This indicator looks at the effectiveness of the HR function in terms of impact on the overall levels of sickness absence for teachers through development of processes and procedures, and training for managers. Services should aim to reduce the number of shifts/days lost through sickness absence over time.</p>
DETAILED DEFINITION AND GUIDANCE	<p>This indicator is defined in accordance with ‘<i>Value for Money in public sector corporate services</i>’ (May 2007) and amended guidance issued in June 2011, published on behalf of the joint UK audit bodies and available on this <a href="#">link</a>.</p> <p>This guidance has been adopted across much of the public and private sectors as the standard way of reporting sickness absence, and, therefore, facilitates comparison across a wider range of organisations.</p> <p>It is recommended that when considering new systems, the provision of working patterns and whether the system can manage half day measurements should be in an organisation’s tender specification. The functionality to calculate working days lost as Full Time Equivalent working days lost should also be included in their tender specification, as should the functionality to allow the total working hours lost by an employee based on their working patterns to be reported.</p> <p>This indicator should be based on figures for the latest financial year. It includes all permanent, temporary or fixed term staff no matter how long they have been employed by the council. All casual/ supply employees who have no contract hours, and agency staff are to be excluded from the calculations.</p> <p>The numerator is the total number of working days lost due to sickness absence, which includes, absence which is self-certified, certified by a GP, long-term (even if staff are unpaid), industrial injury or disability.</p> <p>Where an employee reports sick part way through a working day/shift, authorities should record the information to the nearest half-day/shift (Working days/shifts, means days/shifts scheduled for work after holidays/leave days have been excluded). Where systems allow, the working days lost for LGE who work term time only should exclude days lost in non-term time.</p>

	<p>Authorised leave, which is not sickness absence, e.g., annual leave, school closure days, maternity, paternity, adoption, maternity support, parental leave or other similar authorised absence which is not sickness absence should not be included.</p> <p>The denominator is the average number of all FTE teachers employed during the financial year.</p> <p>For part-time teachers, councils should calculate the FTE for both the numerator and denominator on a consistent basis. For example, where the standard working week for full time employees is 36.25 hours, someone working a 15hr week counts as 41% FTE, therefore, such a teacher with 9 shifts lost due to sickness absence would have <math>9 \times .41 = 3.7</math> days sickness absence.</p> <div style="border: 1px solid black; padding: 10px; text-align: center; margin: 20px auto; width: 80%;"> <p>Example</p> <p>Total number of days lost per year through sickness absence = 700</p> <p>Total number of FTE teachers = 500</p> <p>Days lost per employee is <math>700 / 500 = 1.4</math></p> </div> <p>The following staff should be included within this category: <b>Teachers</b>  All posts involved in direct teaching i.e., those on teacher’s terms and conditions and required to be GTC registered plus working in a school (of any description) providing teaching services directly to pupils/students. This includes peripatetic teachers, support for learning teachers, visiting specialists, home tutors, guidance teachers, assistant head teachers, depute head teachers and head teachers.</p> <p><u>Maximum Working Days Lost</u></p> <p>On the rare occasion that an employee is off for a full year, the total working days lost should be calculated to ensure that no more than the maximum working days lost (excluding annual leave and public holidays) for an FTE are included in the sickness absence calculations. For example, a full-time employee working a standard 5-day week and with <math>\geq 5</math> years’ service should have a maximum of 224 working days lost.</p> <p>For teachers and school staff, non-term time should be excluded (in service time, for example training days, should be included)</p> <p>Note: Until 2013/14 this data was collected by Audit Scotland. In these years some data were excluded from the Scotland figure as it was deemed by the appointed auditor to be ‘unreliable’. More information is available on: <a href="http://www.audit-scotland.gov.uk/performance/docs/2013/2013_council_compendium_intro.pdf">http://www.audit-scotland.gov.uk/performance/docs/2013/2013_council_compendium_intro.pdf</a></p>
<p>DATA SOURCE</p>	<p>Councils return this data direct to the Improvement Service.</p>

	The aggregate records will be available centrally within a council, normally within the Human Resources or Finance Departments. The detailed records are likely to be held within services.
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	This indicator was reviewed by councils in 2016.

**CORP 6b: Sickness Absence Days per Employee (non-teacher)**

SERVICE AREA	Corporate Services
DEFINITION AND FORMULA	<p>This indicator calculated the sickness absence days per employee (non-teacher).</p> $CORP\ 6b = \frac{\text{Total Number of Days Lost Per Year Through Sickness Absence (Non – Teachers)}}{\text{Total Number of FTE Staff (Non – Teachers)}}$
RATIONALE FOR MEASURE	<p>Sickness absence in the public sector is widely regarded as being a significant cost to councils. This indicator is important because it allows councils to compare these rates and establishes which councils are dealing effectively with this issue.</p> <p>This indicator looks at the effectiveness of the HR function in terms of impact on the overall levels of sickness absence in the service through development of processes and procedures, and training for managers. Services should aim to reduce the number of shifts/days lost through sickness absence over time.</p> <p>Sickness rates tend to vary considerably between services, and the rates for operational staff within the fire &amp; rescue service are generally high in comparison with the public sector average. This is explained in part by the hazardous nature of the work, and the special needs in respect of fitness.</p> <p>This indicator is defined in accordance with ‘<i>Value for Money in public sector corporate services</i>’ (May 2007) and amended guidance issued in June 2011, published on behalf of the joint UK audit bodies and available on this <a href="#">link</a>.</p>
DETAILED DEFINITION AND GUIDANCE	<p>This guidance has been adopted across much of the public and private sectors as the standard way of reporting sickness absence, and, therefore, facilitates comparison across a wider range of organisations.</p> <p>It is recommended that when considering new systems, the provision of working patterns and whether the system can manage half day measurements should be in an organisation’s tender specification. The functionality to calculate working days lost as Full Time Equivalent working days lost should also be included in their tender specification, as should the functionality to allow the total working hours lost by an employee based on their working patterns to be reported.</p> <p>This indicator should be based on figures for the latest financial year. It includes all permanent, temporary or fixed term staff no matter how long they have been employed by the council. All casual/ supply employees who have no contract hours, and agency staff are to be excluded from the calculations.</p> <p>The numerator is the total number of working days lost due to sickness absence, which includes, absence which is self-certified, certified by a GP, long-term (even if staff are unpaid), industrial injury or disability.</p>

Where an employee reports sick part way through a working day/shift, authorities should record the information to the nearest half-day/shift (Working days/shifts, means days/shifts scheduled for work after holidays/leave days have been excluded). Where systems allow, the working days lost for LGE who work term time only should exclude days lost in non-term time.

Authorised leave which is not sickness absence, e.g., annual leave, school closure days, maternity, paternity, adoption, maternity support, parental leave or other similar authorised absence which is not sickness absence should not be included.

The denominator is the average number of all FTE staff employed during the financial year.

For part-time staff (excluding teachers), councils should calculate the FTE for both the numerator and denominator on a consistent basis. For example, where the standard working week for full time employees is 36.25 hours, someone working a 15hr week counts as 41% FTE, therefore, such an employee with 9 shifts lost due to sickness absence would have  $9 \times .41 = 3.7$  days sickness absence.

**Example**

Total number of days lost per year through sickness absence = 700

Total number of FTE staff (excluding teachers) = 500

Days lost per employee is  $700 / 500 = 1.4$

The following staff should be included within this category:

**Local government employees**

- All posts on JNC conditions/scales (Chief Officers) plus those on SNJC conditions which will include posts employed on management, administrative, technical, clerical and manual activities. Also, those GTC registered teachers not involved in direct teaching service delivery to pupils and working on initiatives of an authority-wide scale.
- Posts on SJNC conditions which cover Craft workers

Staff from Arm's Length External Operations (ALEOs) are not included in this measure

Maximum Working Days Lost

On the rare occasion that an employee is off for a full year, the total working days lost should be calculated to ensure that no more than the maximum working days lost (excluding annual leave and public holidays) for an FTE are included in the sickness absence calculations. For example, a full-time employee working a standard

	<p>5-day week and with <math>\geq 5</math> years' service should have a maximum of 224 working days lost.</p> <p>Note: Until 2013/14 this data was collected by Audit Scotland. In these years some data were excluded from the Scotland figure as it was deemed by the appointed auditor to be 'unreliable'. More information is available on: <a href="http://www.audit-scotland.gov.uk/performance/docs/2013/2013_council_compendium_intro.pdf">http://www.audit-scotland.gov.uk/performance/docs/2013/2013_council_compendium_intro.pdf</a></p>
DATA SOURCE	<p>Councils return this data direct to the Improvement Service.</p> <p>The aggregate records will be available centrally within a council, normally within the Human Resources or Finance Departments. The detailed records are likely to be held within services.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	This indicator was reviewed by councils in 2016.

CORP 7: Percentage of income due from Council Tax received by the end of the year	
SERVICE AREA	Corporate Services
DEFINITION AND FORMULA	<p>This indicator measures the % of income due from Council Tax received by the end of the year.</p> $CORP 7 = \frac{\text{Income Received from Council Tax}}{\text{Income Due From Council Tax} - \text{Reliefs \& Rebates Due}}$
RATIONALE FOR MEASURE	<p>This indicator may be used as a measure of the effectiveness of the council in collecting current council tax due to it.</p> <p>This allows efficiencies in the collection of council tax to be compared between councils.</p>
DETAILED DEFINITION AND GUIDANCE	<p>'Income due' means the amount of Council Tax payable for the year and, excludes all water charges, and any outstanding Council Tax (or Community Charge) from previous years.</p> <p>'Reliefs and rebates' means Council Tax Benefit, single person discount, and any other permitted reductions to individual bills.</p> <p>Tax recovered from previous years' debt should not be used to offset outstanding debt for the purpose of this indicator. The Council Tax (Administration and Enforcement) (Scotland) Amendment (No. 2) Regulations 2000 allow councils to bill and receive lump sum payments for council tax in the year prior to the council tax falling due. These amounts should be offset against the appropriate year for which the payments relate. This indicator may be seen as a measure of the effectiveness of the council in collecting current council tax due to it.</p>
DATA SOURCE	Councils return this data direct to the Improvement Service. Data is available for this indicator within the Council tax system
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A



**CORP 8: Percentage of invoices sampled that were paid within 30 days**

SERVICE AREA	Corporate Services
DEFINITION AND FORMULA	<p>This indicator measures the percentage of invoices sampled that were paid within 30 days.</p> $CORP 8 = \frac{\text{Number of Invoices Sampled and Paid Within 30 Days}}{\text{Number of Invoices Sampled}}$
RATIONALE FOR MEASURE	<p>This indicator shows the percentage of invoices paid by councils within 30 calendar days. Thirty calendar days reflects the normal credit term period in accordance with the Late Payments of Commercial Debts (Interests) Act 1998.</p> <p>Councils' policies or approaches towards the payment of invoices, which include immediate payment to local suppliers or payment in accordance with agreed credit terms, will affect this indicator. Some invoices will not be paid within the 30 days because they are disputed.</p>
DETAILED DEFINITION AND GUIDANCE	<p>The Late Payments of Commercial Debts (Interests) Act 1998 recognises a general payment period of 30 days unless other terms are mutually agreed. The indicator measures the number of undisputed invoices for commercial goods and services and excludes any standard period for payment of greater than 30 days imposed by the council.</p> <p>'Receipt' means date of receipt of the invoice by the council (not the payment section) at any location (including schools). If systems cannot record this date, two days should be added to the invoice date to allow postage time.</p> <p>Where the supplier has either wrongly dated or not dated the invoice, councils should use the date of receipt of the invoice at the council. If the invoice is sent in advance, the date of receipt of the goods or service should be used.</p> <p>'Date of payment' means the date:</p> <ul style="list-style-type: none"> <li>• of dispatch of a cheque or other payment instrument</li> <li>• of notification of bank for BACS payment</li> <li>• of bank processing if the council specifies a period after which the bank is to make payment following its receipt of the BACS tape.</li> </ul> <p><u>Inclusions</u></p> <ul style="list-style-type: none"> <li>• Internal payments between departments of the council (including DSOs) are excluded but invoices paid by DSOs to other bodies are included.</li> <li>• All invoices are to be counted, including those which fall within the scope of VAT (including zero rated and exempt items).</li> <li>• Payments to small businesses not large enough to fall within the scope of VAT should also be included.</li> </ul> <p><u>Exclusions</u></p> <ul style="list-style-type: none"> <li>• Invoices sent to schools for payment from delegated school budgets may be excluded.</li> </ul>

	<ul style="list-style-type: none"> <li>• Council Tax refunds, Rent Refunds, Clothing Grant payments and Housing Benefit payments are excluded.</li> <li>• Credit notes are excluded.</li> <li>• Direct debit arrangements, where it is the responsibility of the creditor to arrange for payment to be made, are excluded.</li> <li>• Adjustments should not be made to disputed invoices.</li> <li>• The use of purchase cards should be excluded.</li> </ul> <p>Where councils' systems cannot produce the data as defined above, a performance figure based on a sample of at least 500 invoices will be acceptable. Councils should ensure that the sampling includes:</p> <ul style="list-style-type: none"> <li>• all departments of the council</li> <li>• invoices from the council's various payment groups, for example, 14-day payments, next day payments.</li> </ul> <p>Councils making payment through credit card companies should ensure that they arrange for the company to pay invoices to creditors within 30 days. Where this condition is met within the 30 days then all individual payments within the credit card statement should count as being paid within 30 days.</p> <p>Note: Until 2013/14 this data was collected by Audit Scotland. In these years some data were excluded from the Scotland figure as it was deemed by the appointed auditor to be 'unreliable'. More information is available on: <a href="http://www.audit-scotland.gov.uk/performance/docs/2013/2013_council_compendium_intro.pdf">http://www.audit-scotland.gov.uk/performance/docs/2013/2013_council_compendium_intro.pdf</a></p>
DATA SOURCE	Councils return this data direct to the Improvement Service. Data is available for this indicator in the Creditors system.
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

## Adult Social Care

### SW 1: Home care costs per hour for people aged 65 or over

SERVICE AREA	Adult Social Care
DEFINITION AND FORMULA	<p>This indicator calculates home care costs per hour for people aged 65 or over. Home care is delivered in the client’s own home (including sheltered housing) and may include personal care, domestic help, laundry services, shopping services, and care attendant schemes.</p> $SW1 = \frac{\text{Home Care for Adults (65 +)Gross Expenditure (£)}}{\text{Total Number of Home Care Hours}}$
RATIONALE FOR MEASURE	Home Care is one of the largest expenditures in Social Work and as such is an important indicator. With the increasing shift in the balance of care to the community, any efficiency from councils could be usefully shared.
DETAILED DEFINITION AND GUIDANCE	<p><u>Home Care for Adults 65+ Gross Expenditure</u> Gross Expenditure is defined by the Local Financial Returns <a href="#">guidance</a> for LFR03: Social Work. The figure is lifted directly from LFR 03 (Additional Information) under Adult Social Care.</p> <p><u>Total Number of Home Care Hours</u> The definition of ‘home care’ for this indicator is identical to that used for the Scottish Government statistical return on Home Care. All or some of the home care services may be provided by different staff-groups or purchased from different agencies. The costs of such services are included whether they are provided by the local authority, purchased from another local authority or purchased from private or voluntary sector providers.</p> <p>People receiving home care aged 65+ are service users who were aged 65 years or over on 31 March.</p> <p>Home Care does not include 24/7 care (168 hours per week), which is classed as Housing Support.</p> <p><u>Note:</u> LFR costs relate to staff hours rather than client hours. Staff hours will be higher than client hours because staff will spend time travelling between clients and sometimes multiple staff may be required for certain tasks.</p>
DATA SOURCE	<p><u>Home Care for Adults 65+ Gross Expenditure</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>Total Number of Home Care Hours</u></p>

	Source: Scottish Government Quarterly Monitoring data return. Please note Scottish Government does not currently publish this data and therefore supply it directly to the Improvement Service.
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	Since 2019/20, the Scottish Government Social Care data collection includes quarterly data. The LGBF measure calculates the average of all 4 quarters.

SW 2: Direct payments + managed personalised budgets spend on adults (18+) as a % of total social work spend on adults (18+)							
SERVICE AREA	Adult Social Care						
DEFINITION AND FORMULA	<p>This indicator calculates the cost of Direct Payments (DP) and Managed Personalised Budgets (MPB) spend on adults as a proportion of the total social work spend on adults.</p> $SW2 = \frac{DP \text{ and } MPB \text{ Gross Expenditure (£)}}{Adult \text{ Social Care Gross Expenditure (£)}}$						
RATIONALE FOR MEASURE	<p>Councils and their partners continue to modernise and transform social care provision to enable increased choice and control in the way that people receive services.</p> <p>The Self-Directed Support Act 2013 puts a duty on local authorities to be transparent about the resources available to provide support and offer a choice as to how that support is managed/ delivered/ organised through the following four options:</p> <ol style="list-style-type: none"> <li>1. Direct payment (a cash payment): A person may choose to receive a direct payment to purchase support themselves. They will have access to advice and support from their local authority and their local support services, to assist them to do this.</li> <li>2. Personalised Managed Budget (PMB) where the budget is allocated to a provider the person chooses (sometimes called an individual service fund, where the council holds the budget but the person is in charge of how it is spent). The local authority arranges the chosen support on the person's behalf, and pays the service provider directly.</li> <li>3. A person may wish for the local authority to select, arrange and pay the service provider directly</li> <li>4. A mix of the above.</li> </ol> <p>The indicator SW2 refers to the percentage of total social work spend allocated via direct payments (DP) or Personalised Managed Budgets (PMB) (options 1 and 2) as an important measure of the progress being achieved in the personalisation of care agenda.</p>						
DETAILED DEFINITION AND GUIDANCE	<p>Gross expenditure on Direct Payments and Managed Personalised Budgets and Gross expenditure on Adults Social Work are defined by the Local Financial Returns <a href="#">guidance</a> for LFR03: Social Work.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2">Both numerator and denominator</th> </tr> <tr> <th>Include</th> <th>Exclude</th> </tr> </thead> <tbody> <tr> <td>                     The spend on:                     <ul style="list-style-type: none"> <li>• older persons,</li> <li>• adults with physical or sensory disabilities,</li> <li>• adults with learning disabilities,</li> <li>• adults with mental health needs,</li> </ul> </td> <td>                     the spend on:                     <ul style="list-style-type: none"> <li>• Service Strategy,</li> <li>• Children's Panel,</li> <li>• children and families,</li> <li>• Criminal Justice Social Work services.</li> </ul> </td> </tr> </tbody> </table>	Both numerator and denominator		Include	Exclude	The spend on: <ul style="list-style-type: none"> <li>• older persons,</li> <li>• adults with physical or sensory disabilities,</li> <li>• adults with learning disabilities,</li> <li>• adults with mental health needs,</li> </ul>	the spend on: <ul style="list-style-type: none"> <li>• Service Strategy,</li> <li>• Children's Panel,</li> <li>• children and families,</li> <li>• Criminal Justice Social Work services.</li> </ul>
Both numerator and denominator							
Include	Exclude						
The spend on: <ul style="list-style-type: none"> <li>• older persons,</li> <li>• adults with physical or sensory disabilities,</li> <li>• adults with learning disabilities,</li> <li>• adults with mental health needs,</li> </ul>	the spend on: <ul style="list-style-type: none"> <li>• Service Strategy,</li> <li>• Children's Panel,</li> <li>• children and families,</li> <li>• Criminal Justice Social Work services.</li> </ul>						

	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <ul style="list-style-type: none"> <li>services to asylum seekers and refugees,</li> <li>adults with addictions/substance misuse,</li> <li>adults with HIV/AIDS;</li> </ul> </div> <p><u>Direct Payments and Managed Personalised Budgets Gross Expenditure</u> The LGBF figure is calculated using the following components of LFR03, under Adult Social Care:</p> <p><i>SDS1 Direct Payments + SDS2 Managed Personalised Budget</i></p> <p><u>Adult Social Care Gross Expenditure</u> The LGBF figure is calculated using the following components of LFR03, under Adult Social Care: <i>Gross Expenditure Adjusted for LFR - Support Services + Revenue Contribution to Capital (RCC).</i></p>
DATA SOURCE	Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a> .
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	This indicator includes both direct payment spend and managed personalised budgets. Prior to 2013/14, only direct payment was included. However, from 2013/14 councils were able to submit both direct payments and managed personalised budgets. These have been combined to calculate % of SDS spend.

SW 3a: % of people aged 65 and over with long-term care needs who receive personal care at home	
SERVICE AREA	Adult Social Care
DEFINITION AND FORMULA	<p>This indicator measures the number of adults 65+ receiving personal care at home as a percentage of the total number of adults receiving long-term care.</p> $SW3a = \frac{\text{Clients (aged 65+) receiving personal care at home}}{\text{All clients (aged 65 +) receiving long term care}}$
RATIONALE FOR MEASURE	<p>This indicator measures the extent to which the council is maintaining people with long term care needs in the community. Home care is one of the most significant services available to local authorities to support people with community care needs to remain at home. There is significant evidence that this helps them remain more independent for longer.</p> <p>Increasing the flexibility of the service is a key policy objective for both central and local government, to ensure that people receive the type of assistance which they need, when they need it. The indicator demonstrates councils' progress towards this policy goal of shifting the balance of care.</p>
DETAILED DEFINITION AND GUIDANCE	<p><u>Clients aged 65+ receiving long term care</u> The denominator is the sum of:</p> <ul style="list-style-type: none"> <li>• Adults aged 65+ receiving personal care at home</li> <li>• Long stay Care Home Residents (aged 65+)</li> <li>• Continuing care clients (aged 65+)</li> </ul> <p><u>Long stay Care Home Residents (aged 65+)</u> For long stay residents, count all people who are resident in a care home on the last day of the quarter. Include:</p> <ul style="list-style-type: none"> <li>• Residents in LA funded and Private/Voluntary Care homes that you are paying a contribution for (irrelevant of funding level)</li> <li>• Residents supported within and out with your own local authority</li> <li>• All residents in care homes registered with the Care Commission</li> <li>• Self-funders who are receiving a free personal care or nursing care payment</li> </ul> <p>Home Care does not include 24/7 care (168 hours per week), which is classed as Housing Support.</p>
DATA SOURCE	Source: Scottish Government Quarterly Monitoring data return. Please note Scottish Government does not currently publish this data and therefore supply it directly to the Improvement Service.
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year

CHANGE LOG	<p>Since 2019/20, the Scottish Government Social Care data collection includes quarterly data. The LGBF measure calculates the average of all 4 quarters.</p> <p>NHS Continuing Care Census was ended in June 2015 and replaced by the Hospital Based Complex Clinical Care publication from 2016. Data from 2016 onwards is not therefore directly comparable with previous years.</p> <p>The Continuing Care data collection has been suspended due to Covid for 2019/20 and 2020/21. Figures have been modelled by Scottish Government.</p> <p>For 2020/21, due to data completeness issues, 3 Local Authority figures for <u>Clients aged 65+ receiving long term care</u> were modelled by Scottish Government using the following approach: “When modelling &gt;2 quarters of data, the rate of change for the rest of Scotland has been calculated to determine the value for the authority, based on the last submitted estimate”</p>
------------	---



SW 4b: % of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.	
SW 4c: % of adults supported at home who agree that they are supported to live as independently as possible	
SW 4d: % of adults supported at home who agree that they had a say in how their help, care or support was provided	
SW 4e: % of carers who feel supported to continue in their caring role	
SERVICE AREA	Adult Social Care
DEFINITION AND FORMULA	-
RATIONALE FOR MEASURE	<p>SW4b) This indicator reflects the aggregate impact of local person-centred work to improve personal outcomes, focusing on what is important for individuals' quality of life. It emphasises the increasing focus on personalisation of services, including the use of personal outcomes approaches.</p> <p>SW4c) This indicator reflects whether people who receive support feel that it helps them maintain their independence. Health and Social Care Partnerships need to provide community based services that focus on enablement, prevention and anticipatory care that mitigate increasing dependence on care and support.</p> <p>SW4d) This indicator reflects whether people receiving support feel that they have choice and control over how that support is provided. The increasing use of Self Directed Support should mean that more people feel that they have more control over the type of support they receive.</p> <p>SW4e) This indicator illustrates the proportion of carers who feel sufficiently supported to continue in their role. Health and social care services need to be planned and delivered with a strong focus on the wellbeing of carers so that they can sustain the important caring responsibilities they have in the community.</p> <p>These indicators are part of the Core Suite of Integration Indicators (indicators no. 2, 3, 7 and 8, respectively).</p>
DETAILED DEFINITION AND GUIDANCE	<p>The Health and Care Experience (HACE) survey asks about peoples' experiences of accessing and using their GP Practice and other local healthcare services; receiving care, support and help with everyday living; and caring responsibilities. Detailed definition and guidance can be found in the <a href="#">HACE survey Technical Report</a></p> <p><b>Sampling</b> is done within GP practice lists, to aim for sufficient responses to achieve a reasonably reliable result for each practice. The reliability of the result depends on the number of questionnaires returned and the variability of the responses. The sample size that was calculated for each practice is based on the minimum number of responses that would be required to achieve an estimate of a percentage that has a 95 per cent confidence interval with width +/- 8 percentage points, sampled from a finite population.</p>

	<p>Results at all levels of reporting are <b>weighted</b> to reduce potential bias by making the results more representative of the population.</p> <p>Eligible people are identified using an extract from the Community Health Index (CHI) database provided to Public Health Scotland.</p> <p>People eligible to be sampled for the survey were those registered to a Scottish GP practice and were aged 17 or over on the date the sampling procedure commenced. Patients with non-Scottish postcodes are excluded from the sampling frame.</p> <p>An initial letter asks respondents to complete the survey online, but also include a helpline number. Reminder letters including a paper version of the questionnaire are also sent out, to boost response rates.</p> <p><u>Note:</u> The LGBF uses a subset of this data. This indicator is based on only those respondents whose care was funded by the council or health board. This may differ from figures included in the National Report, which includes all respondents regardless of how their care is funded. Figures match Public Health Scotland <i>Core Suite of Integration Indicators</i>' publication.</p>
DATA SOURCE	<p>Data is published in the <a href="#">Scottish Health and Care Experience Survey</a> (Formerly the GP and Local NHS Services survey).</p> <p>The LGBF uses a subset of this data, provided directly by Scottish Government.</p>
INDICATOR BASE YEAR	2014/15
DATA FREQUENCY	Biennial
DATA PERIOD	Financial year
CHANGE LOG	N/A

SW 5: Residential costs per week per resident for people aged 65 or over					
SERVICE AREA	Adult Social Care				
DEFINITION AND FORMULA	<p>This indicator measures the net cost of residential care, per adult (aged 65+), per week.</p> $SW5 = \left( \frac{\text{Net Expenditure on Care Homes for older people (£)}}{\text{No of older adults in residential care}} \right) / 52$				
RATIONALE FOR MEASURE	<p>In terms of adult social care services, a major cost carried by local councils is the cost of caring for older adults in a residential setting. This indicator can be looked at alongside other 65+ Social Care indicators: <i>SW1 Home care costs per hour for people aged 65 or over</i> and <i>SW3a % of people aged 65 and over with long-term care needs who receive personal care at home</i>.</p>				
DETAILED DEFINITION AND GUIDANCE	<p><u>Net Expenditure on care homes for older people:</u> This refers to the net cost of residential based services for older adults as reported in the LFR and defined by the Local Financial Returns <a href="#">guidance</a> for LFR03: Social Work.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Include</th> <th style="text-align: center;">Exclude</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• free personal care;</li> <li>• free nursing care</li> </ul> </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> <li>• other accommodation-based services (non-respite)</li> </ul> </td> </tr> </tbody> </table> <p><u>Number of Older Adults in Residential Care:</u> This refers to the total number of long-stay residents supported in care homes (65+). For long stay residents, count all people who are resident in a care home on the last day of the quarter. Include:</p> <ul style="list-style-type: none"> <li>• Residents in LA funded and Private/Voluntary Care homes that you are paying a contribution for (irrelevant of funding level)</li> <li>• Residents supported within and out with your own local authority</li> <li>• All residents in care homes registered with the Care Commission</li> <li>• Self-funders who are receiving a free personal care or nursing care payment</li> </ul> <p>The result is then divided by 52 to obtain the cost per week.</p>	Include	Exclude	<ul style="list-style-type: none"> <li>• free personal care;</li> <li>• free nursing care</li> </ul>	<ul style="list-style-type: none"> <li>• other accommodation-based services (non-respite)</li> </ul>
Include	Exclude				
<ul style="list-style-type: none"> <li>• free personal care;</li> <li>• free nursing care</li> </ul>	<ul style="list-style-type: none"> <li>• other accommodation-based services (non-respite)</li> </ul>				
DATA SOURCE	<p><u>Net Expenditure on care homes for older people:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>Number of Older adults in Residential Care:</u> Scottish Government Quarterly Monitoring data return. Please note Scottish Government does not currently publish this data and therefore supply it directly to the Improvement Service.</p>				

INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	Since 2019/20, the Scottish Government Social Care data collection includes quarterly data. The LGBF measure calculates the average of all 4 quarters.

SW 6: Rate of readmission to hospital within 28 days per 1,000 discharges	
SERVICE AREA	Adult Social Care
DEFINITION AND FORMULA	<p>This indicator measures the Rate at which patients are readmitted to hospital within 28 days of being discharged.</p> $SW6 = \frac{\text{Number of readmissions to hospital within 28 days of discharge}}{\text{Total number of discharges}} \times 1000$
RATIONALE FOR MEASURE	<p>The readmission rate reflects several aspects of integrated health and care services including discharge arrangements and co-ordination of follow up care underpinned by good communication between partners.</p> <p>This indicator is also part of the Core Suite of Integration Indicators (indicator No. 14).</p>
DETAILED DEFINITION AND GUIDANCE	<p>This indicator is calculated by dividing the total number of discharges by the number of re-admissions to an acute hospital within 28 days of discharge. The figure is then multiplied by 1,000 to get the rate.</p> <p>A readmission occurs when a patient is admitted as an inpatient to any specialty in any hospital within a specified time period following discharge from a continuous inpatient stay.</p> <p>The 28-day follow-up was selected as this is the time that the initial support on leaving hospital, including medicines safety, could have a negative impact and result in readmission. A longer period of follow up would be more likely to include admissions that are unrelated to the initial one, whereas a shorter period (e.g. 7 days) is more likely to only pick up immediate issues linked to the hospital care.</p>
DATA SOURCE	<p>Data for this indicator is provided by Public Health Scotland and published in the <i>Core Suite of Integrations Indicators</i> <a href="#">publication</a>.</p> <p>Data source is the Acute Hospital Activity and NHS beds Information <a href="#">publications</a> (SMR 01).</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	Please note, due to data completeness issues which exist for hospital activity data between January to March 2021, PHS have advised Integration Authorities to report on calendar year 2020 rather than financial year ending 31 March 2021.

SW 7: Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	
SERVICE AREA	Adult Social Care
DEFINITION AND FORMULA	<p>This indicator measures the proportion of care services graded 'good' (4) or better in Care Inspectorate inspections.</p> $SW7 = \frac{\text{Number of Care Services Graded Good or better}}{\text{Total number of Care Services}}$
RATIONALE FOR MEASURE	<p>This indicator provides a measure of assurance that adult care services meet a reasonable standard. It would be envisaged however that services should not just aspire to adequacy and therefore the indicator looks at those who are “good” or better on all grading. Care services are expected to continuously improve.</p> <p>It is important that all partners work together to improve the standards of care homes and care at home services whether provided by the Local Authority, Health Board, third sector or private sector.</p> <p>This indicator is part of the Core Suite of Integration Indicators (indicator No.17).</p>
DETAILED DEFINITION AND GUIDANCE	<p>Data is based on services registered with the Care Inspectorate as at 31 March of each year. Grades are those published on the CI website, also at 31 March of each year.</p> <p>The information about the Local Authority in which the service provides care has been taken from the Care Inspectorate Annual Returns, and relates to 31 December in each year.</p> <p>Some services that are not premises based (Housing Support and Support Services-care at home) might provide a service in several Local Authorities. If a service deliver care in different Local Authorities, there are duplicate entries, one entry for each LA. Therefore the total number of services does not match the overall number of services registered, as published by the Care Inspectorate.</p> <p>Care services included in this indicator are:</p> <ul style="list-style-type: none"> <li>• Care Homes for adults and older people</li> <li>• Housing Support Services</li> <li>• Support Services including Care at Home and Adult Day Care</li> <li>• Adult placements</li> <li>• Nurse Agency</li> </ul> <p>This includes care provision provided by Local Authority, Health Board, Third Sector and Private Sector.</p> <p>The Care Inspectorate assesses care services on the following themes:</p> <ul style="list-style-type: none"> <li>• Quality of Care and Support</li> <li>• Quality of Environment (Care Homes only)</li> <li>• Quality of Staffing</li> <li>• Quality of Management and Leadership</li> </ul>

	<p>Care services are graded on a six point scale: 1) Unsatisfactory; 2) Weak; 3) Adequate; 4) Good; 5) Very good; 6) Excellent</p> <p>The indicator is calculated by taking total number of adult care services receiving a grading of 4 or above (i.e. “good”, “very good” or “excellent”) on all themes as a proportion of the total number of services graded.</p> <p>As not all services are inspected annually, services keep their grades until they are inspected again.</p> <p><u>Impact of Covid-19 on this indicator:</u> Advice from directors of Public Health in Scotland was that inspection visits would present a real risk of introducing and spreading COVID-19 in Scotland’s care homes. Therefore, to limit the spread of COVID-19, and with agreement from Scottish Government, the Care Inspectorate restricted their presence in services unless necessary. This approach resulted in the majority of services not being graded as normal and instead retaining the grades they had last received. Instead the Care Inspectorate intensified oversight using a range of remote and virtual approaches to ensure services were supported and operating well throughout the pandemic. Those inspections which were carried out were carried out in services where high risks were identified so likely to have poorer grades.</p>
DATA SOURCE	<p>Data for this indicator is supplied directly to the IS by the Care Inspectorate.</p> <p>Data is also published by Public Health Scotland in their <a href="#">Core Suite of Integration Indicators publication</a>.</p>
INDICATOR BASE YEAR	2011/12
DATA FREQUENCY	Annual
DATA PERIOD	Financial year – as at 31 <sup>st</sup> March each year
CHANGE LOG	<p>Before 2020/21, data for this indicator was obtained using the Care Inspectorate datastore. Entries in the datastore only reflect where services are based, not where they deliver care. We have changed our methodology to better reflect where care is being provided; a service can provide care through different Local Authorities. <u>All data from 2012/13 has been updated to reflect the new methodology.</u> This change does not affect figures at Scotland level, but some council level figures have been affected.</p>

SW 8: Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	
SERVICE AREA	Adult Social Care
DEFINITION AND FORMULA	<p>This indicator measures of Number of days people spend in hospital when they are ready to be discharged, as a rate per 1,000 population (75+)</p> $SW8 = \frac{\text{Total number of days spent in hospital when ready for discharge}}{\text{Mid Year Population Estimate}} \times 1000$
RATIONALE FOR MEASURE	<p>Timely discharge from hospital is an important indicator of quality and is a marker for person-centred, effective, integrated and harm-free care. A delayed discharge occurs when a patient aged 18 years and over, clinically ready for discharge, cannot leave hospital because the other necessary care, support or accommodation for them is not readily accessible and/or funding is not available, for example to purchase a care home place.</p> <p>Older people admitted to hospital are more likely to be delayed there once their treatment is complete. This, in turn, is particularly bad for their health and independence. The majority of delays in Scotland fall into the 75+ age group.</p> <p>The indicator on its own however does not tell us about the outcomes, as people need to be discharged to an appropriate setting that is best for their reablement. Focusing on discharging patients quickly at the expense of this is not desirable, and improvements need to be achieved by better joint working and use of resources</p>
DETAILED DEFINITION AND GUIDANCE	<p>This measure uses the total number of bed days people spend in hospital when they are ready to be discharged, divided by the Mid-Year Population Estimate for that year. This is then multiplied by 1000 to give the rate.</p> <p>The final figures give the number of bed days due to delayed discharge that have been recorded for people resident within the Local Authority area, per 1,000 population in the area.</p> <p>Further information on the methodology used can be found <a href="#">here</a>.</p>
DATA SOURCE	<p><u>Number of days ready for discharges</u> The data is published by PHS as part of the Delayed discharges in NHS Scotland annual: <a href="#">Annual summary of occupied bed days and census figures</a>.</p> <p><u>MYE Population</u> Data from <a href="#">Mid-Year Population Estimates</a> published by the National Records of Scotland (NRS).</p>
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Financial year



CHANGE LOG

**Note on Data** - Due to a methodological change in 2016/17, data for the years prior to this is not directly comparable. The change was a result of a quality improvement exercise. As a result, delays for healthcare reasons and those in non-hospital locations (e.g. care homes) are no longer recorded as delayed discharges.

It has also been advised that the 2012/13 data may not be accurate at a sub-Scotland issue due to implementation issues in the first year of collection.

Impact of Covid-19 on this indicator:

Delayed discharge figures in NHS Scotland have been affected by measures put in place to respond to COVID-19. Patients being moved out of hospital to increase capacity has likely contributed to the marked fall in delayed discharges in the most recent time period. Please see the [PHS Delayed Discharge publication](#) for more information.

## Culture & Leisure Services

C&L 1: Cost per attendance at sports facilities		
SERVICE AREA	Culture and Leisure Services	
DEFINITION AND FORMULA	<p>This indicator calculates the cost of sport and leisure facilities across councils, per attendance.</p> $C\&L\ 1 = \frac{Net\ Expenditure\ (\pounds)}{No.\ of\ attendances}$	
RATIONALE FOR MEASURE	<p>Keeping fit is closely linked to health-related issues and wider health &amp; wellbeing outcomes. This indicator encourages councils to consider their success in increasing attendances at sport facilities and fosters discussion about whether the sports facilities in the council are providing value for money compared with other council areas.</p>	
DETAILED DEFINITION AND GUIDANCE	<p><u>Net Expenditure</u> Net Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 02: Culture and Related Services.</p> <p>The LGBF figure is calculated using the following components of LFR 02 under Sport Facilities: <i>Net Expenditure on a funding basis – Support Costs + Revenue Contributions to Capital</i></p>	
	<p><u>No. of attendances:</u> Total number of attendances refers to the total number of visits to the sport and leisure facilities (excluding outdoor facilities), not the number of users.</p>	
	<i>No. of attendances</i>	
	<i>Include</i>	<i>Exclude</i>
	Attendances at Pools	Spectators (even if they are paying to watch a sporting event).
	Attendances at Indoor sport and leisure facilities	
	Attendances at Outdoor sport and leisure facilities	Members of the public who enter a sports complex to use the vending machines or purchase items such as goggles.
Estimates of user numbers in the case of group bookings (i.e. school visits) where customers are not counted individually.		
	<p>Note: Information in relation to ‘dual-use’ facilities (i.e. facilities which are available for public use only at certain restricted times) should be reported for the specific periods of public use.</p>	
DATA SOURCE	<p><u>Net Expenditure:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p>	

	<p><u>No. of attendances:</u> This data is supplied to the Improvement Service by councils via the LGBF Data (SPI) return.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial
CHANGE LOG	<p><u>From 2016/17 data onwards:</u> Support costs are excluded; RCC figures are included.</p> <p><u>Historic data is adjusted for:</u> Contributions from other LAs Requisitions Recharges Contributions from IJB</p>

C&L 2: Cost per library visit	
SERVICE AREA	Culture and Leisure Services
DEFINITION AND FORMULA	<p>This indicator calculates the cost of library services per attendance.</p> $C\&L\ 2 = \frac{Net\ Expenditure\ (\pounds)}{No.\ of\ attendances}$
RATIONALE FOR MEASURE	Libraries have developed into a more multi-function service therefore this measure captures the cost for any visit – whether to borrow books, internet use, reference use etc. This indicator allows councils to assess the value for money of spend on local library services.
DETAILED DEFINITION AND GUIDANCE	<p><u>Net Expenditure</u> Net Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 02: Culture and Related Services.</p> <p>The LGBF figure is calculated using the following components of LFR 02 under Library Services: <i>Net Expenditure on a funding basis – Support Costs + Revenue Contributions to Capital</i></p> <p><u>No. of attendances</u> Number of Attendances refers to the number of physical and virtual visits to library services, not the number of users. ‘Visits’ means visits by members of the public, including group visits and school visits. Visits should be counted individually and only estimated as a last resort. Virtual Visits satisfying the agreed The Association of Public Libraries Scotland (APLS) definition (see Appendix 1), should be included in the reported data.</p>
DATA SOURCE	<p><u>Net Expenditure:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>No. of attendances:</u> This data is supplied to the Improvement Service by councils via the LGBF Data (SPI) return.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<u>From 2016/17 data onwards:</u> Support costs are excluded; RCC figures are included.

	<p>Historic data is adjusted for:          Contributions from other LAs          Requisitions          Recharges          Contributions from IJB'</p> <p>In 2018/19, to support efforts to tighten this indicator new guidance on virtual visits was introduced (see <b>Appendix 1</b>).</p>
--	--

**C&L 3: Cost per visit to museums and galleries**

SERVICE AREA	Culture and Leisure Services
DEFINITION AND FORMULA	<p>This indicator calculates the cost of museums and galleries managed or supported by councils, per visit.</p> $C\&L\ 3 = \frac{Net\ Expenditure\ (£)}{No.\ of\ Attendances/usages}$
RATIONALE FOR MEASURE	Increasing usage by both personal visitors and through other enquiries are important indicators of the value of museum services.
DETAILED DEFINITION AND GUIDANCE	<p><u>Net Expenditure</u>          Net Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 02: Culture and Related Services.</p> <p>The LGBF figure is calculated using the following components of LFR 02 under Museums and Galleries:  <i>Net Expenditure on a funding basis – Support Costs + Revenue Contributions to Capital</i></p> <p><u>No of attendances/usages:</u>          Number of attendances/usages refer to the total number of visits, not visitors, to council funded or part-funded* museums and galleries and includes enquiries and outreach visits.</p> <p><i>*Part funded means where the council provides direct support with running costs, accommodation or other material requirements of the museum such as professional curatorial advice and guidance. Councils should report information on visits/usage at part funded museums in line with figures provided by those museums.</i></p>

	<b>Attendances / usages</b>		
	<b>Visits</b> by members of the public	<b>Public Enquiries</b> (through whatever medium) to gain knowledge from/about the museum collections	<b>Outreach Visits</b> by museum staff to specific audiences
	<b>INCLUDE</b>		
	Groups and School visits	Object Examinations	research boxes sent to schools as outreach
	Virtual visits	Catalogue Searches	visits to schools (estimates should be made on the council's average primary or secondary class size)
	<b>EXCLUDE</b>		
		General enquiries such as opening hours, tickets, location or media enquiries, briefings and interviews	
	For further guidance on the monitoring of 'virtual' museum service users, please visit The Museum Galleries Scotland <a href="#">here</a> .		
DATA SOURCE	<p><u>Net Expenditure:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>No. of attendances:</u> This data is supplied to the Improvement Service by councils via the LGBF Data (SPI) return.</p>		
INDICATOR BASE YEAR	2010/11		
DATA FREQUENCY	Annual		
DATA PERIOD	Financial year		
CHANGE LOG	<p><u>From 2016/17 data onwards:</u> Support costs are excluded; RCC figures are included.</p> <p><u>Historic data is adjusted for:</u> Contributions from other LAs Requisitions Recharges Contributions from IJB</p> <p>In 2018/19, to support efforts to tighten this indicator new guidance on virtual visits was introduced.</p>		

C&L 4: Cost of Parks and Open Spaces per 1,000 of the Population	
SERVICE AREA	Culture and Leisure Services
DEFINITION AND FORMULA	<p>This indicator calculates the cost of parks and open spaces per 1000 of the population.</p> $C\&L\ 4 = \frac{Net\ Expenditure\ (\pounds)}{MYE\ Population} \times 1000$
RATIONALE FOR MEASURE	The cost of community parks and open spaces combined with population size provides some link between costs and the population it serves.
DETAILED DEFINITION AND GUIDANCE	<p><u>Net Expenditure</u> Net Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 02: Culture and Related Services.</p> <p>The LGBF figure is calculated using the following components of LFR 02 under Community Parks and Open Spaces: <i>Net Expenditure on a funding basis – Support Costs + Revenue Contributions to Capital</i></p> <p><u>MYE Population:</u> This is the Mid year estimate of the population as published by the NRS. The estimates refer to the population as at 30 June each year.</p>
DATA SOURCE	<p><u>Net Expenditure:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>MYE Population:</u> Mid year population estimates are published by the National Records of Scotland (NRS) and can be found <a href="#">here</a>.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p><u>From 2016/17 data onwards:</u> Support costs are excluded; RCC figures are included.</p> <p><u>Historic data is adjusted for:</u> Contributions from other LAs Requisitions Recharges Contributions from IJB'</p>

C&L 5a: % of adults satisfied with libraries	
C&L 5b: % of adults satisfied with parks and open spaces	
C&L 5c: % of adults satisfied with museums and galleries	
C&L 5d: % of adults satisfied with leisure facilities	
SERVICE AREA	Culture and Leisure Services
DEFINITION AND FORMULA	These indicators measure the proportion (%) of adults surveyed who are fairly satisfied or very satisfied with culture and leisure services. Those who give no opinion are excluded from the calculation.
RATIONALE FOR MEASURE	As well as costs, it is important to capture some element of quality. This indicator measures the percentage of satisfaction with culture and leisure services. Currently the only data available on a comparable level across all 32 Scottish councils is derived from data collected within the Scottish Household Survey (SHS).
DETAILED DEFINITION AND GUIDANCE	<p>Culture and Leisure services included from the SHS are libraries and museums and galleries (under Culture), sport and leisure facilities (under Physical Activity and Sport), and parks and open spaces (under Environment).</p> <p>Several factors can have an impact on adult satisfaction and attendance levels to cultural and leisure services. Some of these are listed below:</p> <ul style="list-style-type: none"> <li>• number and size of facilities available for use</li> <li>• the age, quality and range of these facilities</li> <li>• the extent to which facilities and activities are publicised</li> <li>• the opening hours, variety, programming and cost of activities on offer</li> <li>• the location of pools in relation to other competing leisure facilities.</li> </ul> <p>The satisfaction data drawn from the Scottish Household Survey is now presented in 3 year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence intervals for all figures reported are within 5.5%.</p>
DATA SOURCE	This data is taken from the SHS & SSCQ but the % based only on those who gave an opinion on the service is not yet published and therefore were requested from the Scottish Government for inclusion in this framework. Further information on the Scottish Household Survey can be found <a href="#">here</a> .
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	Form the 2019/20 data due to COVID-19 restrictions and response the SSCQ were unable to be completed. Data is for this year is from SHS only.



For 2018/19, these questions were also included in the Scottish Surveys Core Questions (SSCQ). The SSCQ gathers survey responses from identical questions in the Scottish Crime and Justice Survey, the Scottish Health Survey and the Scottish Household Survey into one output This provides a boosted sample size.

For 2020/21, Satisfaction data is not available for inclusion in the February publication of the LGBF. The publication of the Scottish Household Survey (SHS) satisfaction data is going to be later than expected due to the changed methodology used in 2020. Methodological changes introduced some comparability issues and there will be further discussions between the Board and the SHS team about how to usefully incorporate this data in the LGBF.

## Environmental Services

ENV 1a: Net cost of waste collection per premise							
SERVICE AREA	Environmental Services						
DEFINITION AND FORMULA	<p>This indicator measures the total cost of waste collection per premise.</p> $ENV\ 1a = \frac{\text{Net expenditure on waste collection (£)}}{\text{No. of premises}}$						
RATIONALE FOR MEASURE	<p>One of the main environmental services provided by councils is waste collection. The cost of this per premise is a simple way of assessing this service. Using a net cost measure recognises that waste management has the potential to generate significant income for councils, and that councils' performance in this area is equally as important in managing its costs.</p>						
DETAILED DEFINITION AND GUIDANCE	<p><u>Net Expenditure – Waste Collection</u>            For the purpose of this indicator, it is assumed that 'collection' ends when the specialised refuse collection vehicles discharge waste at a transfer station, a treatment plant, a material recycling facility or at landfill.</p> <p>Net Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 06: Environmental Services.</p> <p>The LGBF figure is calculated using the following components of LFR 06 under Waste Collection:</p> <p><i>Net Revenue Expenditure on a funding basis – Support Services + Revenue Contributions to Capital</i></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="background-color: #c6e0b4;"><i>Net Waste Collection Costs</i></th> </tr> <tr> <th style="background-color: #c6e0b4;"><i>Include</i></th> <th style="background-color: #c6e0b4;"><i>Exclude</i></th> </tr> </thead> <tbody> <tr> <td>All expenditure and income relating to the environmental services, regardless of which department provides the service.</td> <td>Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.</td> </tr> </tbody> </table> <p><u>Number of Premises</u>            The number of premises in the council area from which waste is collected.</p>	<i>Net Waste Collection Costs</i>		<i>Include</i>	<i>Exclude</i>	All expenditure and income relating to the environmental services, regardless of which department provides the service.	Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.
<i>Net Waste Collection Costs</i>							
<i>Include</i>	<i>Exclude</i>						
All expenditure and income relating to the environmental services, regardless of which department provides the service.	Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.						

DATA SOURCE	<p><u>Net Expenditure:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>No. of Premises:</u> This data is supplied directly by councils via the LGBF Data (SPI) return.</p>
INDICATOR BASE YEAR	2012/13
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p><u>From 2016/17 data onwards:</u> Support costs are excluded; RCC figures are included.</p> <p><u>Historic data is adjusted for:</u> Contributions from other LAs Recharges Contributions from IJB's</p> <p><b>Note:</b> Data is available from 2012/13 onwards due to changing this measure from Gross to Net.</p>

ENV 2a: Net cost per Waste disposal per premise					
SERVICE AREA	Environmental Services				
DEFINITION AND FORMULA	<p>This indicator measures the total cost of waste disposal per premise.</p> $ENV\ 2a = \frac{Net\ expenditure\ on\ waste\ disposal\ (£)}{No.\ of\ premises}$				
RATIONALE FOR MEASURE	<p>One of the main environmental services provided by councils is waste disposal. The Net cost of this per premise is a simple way of assessing this service. Using a Net Cost measure recognises that waste management has the potential to generate significant income for councils, and that councils' performance in this area is equally as important in managing its costs.</p>				
DETAILED DEFINITION AND GUIDANCE	<p><u>Net Expenditure – Waste Disposal</u>  <b>Refuse disposal</b> includes the treatment of waste collected by the council and destined for final disposal in landfill. It includes sorting, compacting, baling, shredding, composting (exclusive of material not land-filled) recycling and incineration. The operation of transfer-loading stations and the provision of civic amenity sites or skips is regarded as disposal.</p> <p>Net Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 06: Environmental Services.</p> <p>The LGBF figure is calculated using the following components of LFR 06 under Waste Disposal:</p> <p><i>Net Revenue Expenditure on a funding basis – Support Services + Revenue Contributions to Capital</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #c6e0b4;">Include</th> <th style="background-color: #c6e0b4;">Exclude</th> </tr> </thead> <tbody> <tr> <td>Net Waste Collection Cost includes all expenditure and income relating to the environmental services, regardless of which department provides the service.</td> <td>Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.</td> </tr> </tbody> </table> <p><u>Number of Premises</u>            The number of premises in the council area from which waste is collected.</p>	Include	Exclude	Net Waste Collection Cost includes all expenditure and income relating to the environmental services, regardless of which department provides the service.	Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.
Include	Exclude				
Net Waste Collection Cost includes all expenditure and income relating to the environmental services, regardless of which department provides the service.	Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.				

DATA SOURCE	<p><u>Net Expenditure:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>No. of attendances:</u> This data is supplied directly by councils via the LGBF Data (SPI) return.</p>
INDICATOR BASE YEAR	2012/13
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p><u>From 2016/17 data onwards:</u> Support costs are excluded. RCC figures are included.</p> <p><u>Historic data is adjusted for:</u> Contributions from other LAs Recharges Contributions from IJB's</p> <p><b>Note:</b> Data is available from 2012/13 onwards due to changing this measure from Gross to Net.</p>

ENV 3a: Net cost of street cleaning per 1,000 population					
SERVICE AREA	Environmental Services				
DEFINITION AND FORMULA	<p>This indicator measures the cost of street cleaning per 1,000 population.</p> $ENV\ 3a = \frac{\text{Street Cleaning Net Expenditure (£)}}{\text{MYE population}} \times 1000$				
RATIONALE FOR MEASURE	Another significant service area within Environment is street cleaning.				
DETAILED DEFINITION AND GUIDANCE	<p><u>Net Expenditure – Street Cleaning</u>            Net Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 06: Environmental Services.</p> <p>The LGBF figure is calculated using the following components of LFR 06 under Other Waste Management (Not chargeable to roads):  <i>Street Cleaning Net Revenue Expenditure – Street Cleaning Support Costs</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #c6e0b4;">Include</th> <th style="background-color: #c6e0b4;">Exclude</th> </tr> </thead> <tbody> <tr> <td>Street Cleaning Cost includes all expenditure and income relating to the environmental services, regardless of which department provides the service.</td> <td>Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.</td> </tr> </tbody> </table>	Include	Exclude	Street Cleaning Cost includes all expenditure and income relating to the environmental services, regardless of which department provides the service.	Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.
Include	Exclude				
Street Cleaning Cost includes all expenditure and income relating to the environmental services, regardless of which department provides the service.	Any cleansing that relates to keeping carriageways free of litter for road safety purposes is excluded.				
DATA SOURCE	<p><u>Net Expenditure:</u>            Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>MYE Population.</u>            Taken from <a href="#">mid-year estimates</a> from the National Records of Scotland (NRS). These mid-year estimates used match the year of LFR collected data.</p>				
INDICATOR BASE YEAR	2010/11				
DATA FREQUENCY	Annual				
DATA PERIOD	Financial				
CHANGE LOG	N/A				

ENV 3c: Street Cleanliness Score	
SERVICE AREA	Environmental Services
DEFINITION AND FORMULA	This is a measure of the quality of the street cleansing services provided by councils.
RATIONALE FOR MEASURE	<p>The Cleanliness Score (% areas assessed as clean using A and B Code of Practice definitions) allows authorities to manage for improvement by tackling litter problem areas to achieve better results.</p> <p>Various factors will affect the overall cleanliness within a council's area. These will include:</p> <ul style="list-style-type: none"> <li>• Council policy on litter picking to a greater extent rather than street sweeping.</li> <li>• The lack of litter bins, especially in town centres.</li> <li>• Awareness and education of the public is a key priority and this will be done through actions and campaigns to alert the general public to the problems associated with cleanliness and in particular dog fouling.</li> <li>• The adoption and implementation of enforcement powers available to councils.</li> </ul>
DETAILED DEFINITION AND GUIDANCE	<p>The cleanliness index is achieved following inspection of a sample of streets and other relevant land.</p> <p>Relevant streets and land are defined in the Code of Practice on Litter and Refuse 1999. Streets and land refers to those areas for which the council is responsible. The index provides an indication of the standards of cleanliness in a council's area on four grades.</p> <p>Include: % of streets receiving A and B code of practice definitions (i.e. no litter and predominately free of litter and refuse with no accumulations).</p>
DATA SOURCE	Keep Scotland Beautiful publishes this data on an annual basis. Further information can be found <a href="#">here</a> .
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p><b>Note on Data</b> - For the 2019/20 data 12 councils were unable to complete the 3rd and final data reporting period before lockdown restrictions came into place. For these councils, 3rd period data was used from the same time period in 2018/19. In 2020/21, there were a reduction in audits completed due to Covid.</p>

ENV 4a: Cost of roads per kilometre								
SERVICE AREA	Environmental Services							
DEFINITION AND FORMULA	This indicator measures the cost of maintaining roads per kilometre of length.							
RATIONALE FOR MEASURE	A significant cost to local authorities is their expenditure on road maintenance. The condition of roads can be affected by factors such as - budgetary constraints, traffic flows/usage, and weather patterns. Like for like comparisons between councils may offer useful insights in terms of efficiency savings.							
DETAILED DEFINITION AND GUIDANCE	<p>Expenditure on Roads includes Revenue Expenditure on Road and Winter maintenance from the LFR plus Total Expenditure to be met from Capital Resources. We are currently working with SCOTS/APSE to incorporate their data, and when robust time series data is available this will be the future source for this measure. In the meantime, until this is available, we have worked with the Directors of Finance subgroup to amend the current measure to include both capital and revenue spend to provide a more meaningful measure of expenditure on roads.</p> <p><u>Gross Expenditure</u> Gross Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 05: Roads and Transport.</p> <p>The LGBF figure is calculated using the following components of LFR 05 under Roads Total Maintenance and LFR CR under Total Capital Expenditure:</p> <p>Roads Total Expenditure to be met from capital resources (CR) + Road &amp; Winter Gross Expenditure Adjusted for LFR – Support Services</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #d9ead3;"><i>Maintenance Expenditure</i></th> </tr> <tr> <th style="background-color: #d9ead3;"><i>Include</i></th> <th style="background-color: #d9ead3;"><i>Exclude</i></th> </tr> </thead> <tbody> <tr> <td rowspan="2">Includes all expenditure and income relating to roads and transport, regardless of which department provides the service is included. In particular, school-crossing patrols should be recorded here</td> <td>normal street sweeping or cleansing services</td> </tr> <tr> <td>school transport costs</td> </tr> </tbody> </table> <p>Km of roads refers to the length of public road, in kilometres.</p>	<i>Maintenance Expenditure</i>		<i>Include</i>	<i>Exclude</i>	Includes all expenditure and income relating to roads and transport, regardless of which department provides the service is included. In particular, school-crossing patrols should be recorded here	normal street sweeping or cleansing services	school transport costs
<i>Maintenance Expenditure</i>								
<i>Include</i>	<i>Exclude</i>							
Includes all expenditure and income relating to roads and transport, regardless of which department provides the service is included. In particular, school-crossing patrols should be recorded here	normal street sweeping or cleansing services							
	school transport costs							
DATA SOURCE	<p><u>Gross Expenditure:</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR &amp; Capital Return. Guidance and LFR template can be found <a href="#">here</a>.</p>							



	<p><u>KM of Roads</u> This data is provided directly to the IS from SCOTS/APSE</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial Year
CHANGE LOG	<p>Adjustment to 2016/17 data onwards: Adjusted LFR excludes support costs.</p> <p><u>Historic data is adjusted for:</u> Contributions from other LAs Recharges Contributions from IJB's</p>

ENV 4b, c, d and e: Percentage of A, B, C and U class roads that should be considered for maintenance treatment	
SERVICE AREA	Environmental Services
DEFINITION AND FORMULA	These four indicators calculate the proportion of b) A class roads, c) B class roads, d) C class roads and e) unclassified roads that need consideration for maintenance repair together with the portion of roads requiring further investigation and/or monitoring.
RATIONALE FOR MEASURE	A supplement to the cost indicator ENV4a Cost of roads per kilometer. These are comparative indicators that consider the quality of roads.
DETAILED DEFINITION AND GUIDANCE	<p>These four indicators calculate the proportion of b) A class roads, c) B class roads, d) C class roads and e) unclassified roads that need consideration for maintenance repair together with the portion of roads requiring further investigation and/or monitoring.</p> <p>For class A roads this indicator only considers those roads for which councils have responsibility. Note all trunk roads, including motorways, are dealt with by Transport Scotland and are therefore not included.</p> <p>‘Considered for maintenance treatment’ means that there is likely to be some defect in the condition of the road, but councils will need to carry out further detailed investigation and plan their programme having considered other factors including the impact on spending provision, user delays and safety concerns.</p>
DATA SOURCE	SCOTS (Society of Chief Officers of Transportation in Scotland) collect and publish this data as part of the Roads Asset Management Database: <a href="http://scotsnet.org.uk/">http://scotsnet.org.uk/</a>
INDICATOR BASE YEAR	2010/14
DATA FREQUENCY	Annual
DATA PERIOD	Calendar years; presented in 3 year rolled averages Note: Unclassified roads are presented in 4 year rolled averages
CHANGE LOG	N/A

ENV 5: Cost of Trading Standards and Environmental Health per 1,000 population

ENV 5a: Cost of trading standards, money advice and citizen advice per 1,000 population

ENV 5b: Cost of environmental health per 1,000 population

SERVICE AREA	Environmental Services
DEFINITION AND FORMULA	<p>Cost of trading standards and environmental health per 1,000 population.</p> $ENV\ 5a = \frac{\text{Trading Standards Gross Expenditure (£)}}{\text{MYE Population}} \times 1000$ $ENV\ 5b = \frac{\text{Environmental Health Gross Expenditure (£)}}{\text{MYE Population}} \times 1000$ <p>ENV 5 = ENV5a + ENV5b</p>
RATIONALE FOR MEASURE	<p>These are relatively small services, yet important in terms of consumer protection- these services are designed to protect the population – a per 1,000 population measure has been taken as the denominator.</p>
DETAILED DEFINITION AND GUIDANCE	<p><u>Gross Expenditure – Trading Standards</u> Gross Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 06: Environmental Services.</p> <p>The LGBF figure is calculated using the following components of LFR 06 under Trading Standards: <i>Gross Expenditure Adjusted for LFR Purposes – Support Costs + Revenue Contribution to Capital</i></p> <hr/> <p><u>Gross Expenditure – Environmental Health</u> Gross Expenditure is defined by Local Financial Returns <a href="#">guidance</a> for LFR 06: Environmental Services.</p> <p>The LGBF figure is calculated using the following components of LFR 06 under Environmental Health: <i>Gross Expenditure Adjusted for LFR Purposes – Support Costs + Revenue Contribution to Capital</i></p> <p><u>MYE Population</u> This is the mid-year estimate of the population as published by the NRS. The estimates refer to the population as at 30 June each year.</p>
DATA SOURCE	<p><u>Gross Expenditure – Environmental Health &amp; Trading Standards</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p>

	<p><u>MYE Population:</u> Taken from <a href="#">mid-year estimates</a> from the National Records of Scotland (NRS). These mid-year estimates used match the year of LFR collected data.</p>
INDICATOR BASE YEAR	2012/13
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p>Adjustment made to Historic data Adjusted for: Contributions from other LAs Recharges Contributions from IJB's</p>

ENV 6: The % of total waste arising that is recycled		
SERVICE AREA	Environmental Services	
DEFINITION AND FORMULA	This indicator shows the percentage of total waste arising that is recycled.	
RATIONALE FOR MEASURE	<p>This outcome measure will be useful in supporting ecological targets for agreed reductions in land fill waste. This indicator is returned to SEPA on a quarterly basis is a simple measure of the extent to which councils are meeting these targets.</p> <p>Disposal to landfill is the least preferred option in the waste hierarchy and should only be used as a last resort after re-use, recycling and recovery options, as an escalating scale of taxation on materials being sent to landfill has made this an increasingly expensive option.</p>	
DETAILED DEFINITION AND GUIDANCE	This indicator shows the percentage of total waste arising that is recycled.	
	<i>Household Waste</i>	
	<i>Include</i>	
	<i>Exclude</i>	
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>household collection rounds</p> <p>other household collections such as bulky waste collections, waste deposited by householders at household waste recycling centres recycling points/bring banks.</p> </td> <td style="width: 50%; vertical-align: top;"> <p>non-domestic properties which were previously counted:</p> <ul style="list-style-type: none"> <li>• hospitals and nursing homes</li> <li>• residential hostels</li> <li>• residential homes</li> <li>• schools</li> <li>• universities and other educational facilities</li> <li>• caravan sites and campsites</li> <li>• self-catering holiday accommodation, prisons and penal institutions</li> <li>• public halls</li> <li>• royal palaces and premises occupied by charities and used for charitable purposes.</li> </ul> </td> </tr> </table>	<p>household collection rounds</p> <p>other household collections such as bulky waste collections, waste deposited by householders at household waste recycling centres recycling points/bring banks.</p>
<p>household collection rounds</p> <p>other household collections such as bulky waste collections, waste deposited by householders at household waste recycling centres recycling points/bring banks.</p>	<p>non-domestic properties which were previously counted:</p> <ul style="list-style-type: none"> <li>• hospitals and nursing homes</li> <li>• residential hostels</li> <li>• residential homes</li> <li>• schools</li> <li>• universities and other educational facilities</li> <li>• caravan sites and campsites</li> <li>• self-catering holiday accommodation, prisons and penal institutions</li> <li>• public halls</li> <li>• royal palaces and premises occupied by charities and used for charitable purposes.</li> </ul>	
Only household waste is used to measure Scotland's progress towards the recycling targets.		
DATA SOURCE	Household waste data is available on the <a href="#">SEPA website</a> .	
INDICATOR BASE YEAR	2010/11	
DATA FREQUENCY	Annual	
DATA PERIOD	Calendar year	

CHANGE LOG	The definition of recycling changed in 2014 to exclude non-PAS compost. Recycling data for 2011 - 2013 has been modelled under the new definition to provide consistency for the time series.
------------	---

**ENV 7a: % of adults satisfied with refuse collection services**

SERVICE AREA	Environmental Services
DEFINITION AND FORMULA	This indicator measures the proportion (%) of all adults surveyed who were fairly satisfied or very satisfied with their refuse collection services. Those people who gave no opinion on the service were excluded from the results.
RATIONALE FOR MEASURE	It is important to capture an element of quality and public satisfaction with public services. This indicator measures the level of public satisfaction with regards to refuse collection. Currently the only data available on a comparable level across all 32 Scottish councils is from data gathered in the Scottish Household Survey.
DETAILED DEFINITION AND GUIDANCE	<p>The satisfaction data drawn from the Scottish Household Survey is now presented in 3 year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence intervals for all figures reported are within 5.5%.</p> <p>For 2018/19 this question was also included in the Scottish Surveys Core Questions (SSCQ).</p> <p>The SSCQ gathers survey responses from identical questions in the Scottish Crime and Justice Survey, the Scottish Health Survey and the Scottish Household Survey into one output This provides a boosted sample size for this question. This data is taken from the SHS &amp; SSCQ but the % based only on those who gave an opinion on the service is not yet published and therefore were requested from the Scottish Government for inclusion in this framework.</p>
DATA SOURCE	This data is taken from the SHS & SSCQ but the % based only on those who gave an opinion on the service is not yet published and therefore were requested from the Scottish Government for inclusion in this framework. Further information on the Scottish Household Survey can be found <a href="#">here</a> .
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	For 2018/19 this question was also included in the Scottish Surveys Core Questions (SSCQ). The SSCQ gathers survey responses from identical questions in the Scottish Crime and Justice Survey, the Scottish Health Survey and the Scottish Household Survey into one output. This provides a boosted sample size for this question.

	<p>For the 2019/20 data due to COVID-19 restrictions and response the SSCQ were unable to be completed. Data is for this year is from SHS only.</p> <p>For 2020/21, Satisfaction data is not available for inclusion in the February publication of the LGBF. The publication of the Scottish Household Survey (SHS) satisfaction data is going to be later than expected due to the changed methodology used in 2020. Methodological changes introduced some comparability issues and there will be further discussions between the Board and the SHS team about how to usefully incorporate this data in the LGBF.</p>
--	--

**ENV 7b: % of adults satisfied with street cleaning services**

SERVICE AREA	Environmental Services
DEFINITION AND FORMULA	This indicator measures the proportion (%) of all adults surveyed who were fairly satisfied or very satisfied with street cleaning services. Those people who gave no opinion on the service were excluded from the results.
RATIONALE FOR MEASURE	It is important to capture an element of quality and public satisfaction with public services. This indicator measures the level of public satisfaction with regard to street cleaning services. Currently the only data available on a comparable level across all 32 Scottish councils is from data gathered in the Scottish Household Survey.
DETAILED DEFINITION AND GUIDANCE	<p>The satisfaction data drawn from the Scottish Household Survey is now presented in 3 year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence intervals for all figures reported are within 5.5%.</p> <p>For 2018/19 this question was also included in the Scottish Surveys Core Questions (SSCQ).</p> <p>The SSCQ gathers survey responses from identical questions in the Scottish Crime and Justice Survey, the Scottish Health Survey and the Scottish Household Survey into one output This provides a boosted sample size for this question. This data is taken from the SHS &amp; SSCQ but the % based only on those who gave an opinion on the service is not yet published and therefore were requested from the Scottish Government for inclusion in this framework.</p>
DATA SOURCE	This data is taken from the SHS & SSCQ but the % based only on those who gave an opinion on the service is not yet published and therefore requested from the Scottish Government for inclusion in this framework. Further information on the Scottish Household Survey can be found on this <a href="#">link</a> .
INDICATOR BASE YEAR	2010/11

DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	<p>For 2018/19 this question was also included in the Scottish Surveys Core Questions (SSCQ). The SSCQ gathers survey responses from identical questions in the Scottish Crime and Justice Survey, the Scottish Health Survey and the Scottish Household Survey into one output. This provides a boosted sample size for this question.</p> <p>For the 2019/20 data due to COVID-19 restrictions and response the SSCQ were unable to be completed. Data is for this year is from SHS only.</p> <p>For 2020/21, Satisfaction data is not available for inclusion in the February publication of the LGBF. The publication of the Scottish Household Survey (SHS) satisfaction data is going to be later than expected due to the changed methodology used in 2020. Methodological changes introduced some comparability issues and there will be further discussions between the Board and the SHS team about how to usefully incorporate this data in the LGBF.</p>



## Housing Services

HSN 1b: Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year					
SERVICE AREA	Housing Services				
DEFINITION AND FORMULA	<p>Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year:</p> $HSN\ 1b = \frac{\text{Gross rent arrears year} - \text{end}}{\text{Rent due in year}}$				
RATIONALE FOR MEASURE	The successful collection of council tenants' rent indicates an effective service. This indicator will allow councils to share reasons when they are successful in having a low percentage of net rent due.				
DETAILED DEFINITION AND GUIDANCE	<p><u>Gross Rent Arrears (Year-end)</u>            The value (to the nearest £) of current and former tenant rent arrears as at 31 March each year (year-end) prior to any arrears written-off.</p> <p>Where the arrear is uneconomical to pursue or there is no prospect of recovery (e.g. debtor cannot be found or communicated with despite all reasonable attempts to trace or where the debtor is deceased and there is no likely settlement from the estate or next of kin), the debt is written off in accordance with the landlord's policy of irrecoverable debt.</p> <p>Rent paid in advance should not be used to offset the overall value.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: #fff9c4;"> <th style="text-align: center;">EXCLUDE</th> </tr> </thead> <tbody> <tr> <td>Offset credits</td> </tr> <tr> <td>The value of overpayments of housing costs (housing benefit/universal credit) debited to tenants' rent accounts;</td> </tr> <tr> <td>The value of any outstanding payments from people who have an agreement to pay their rent slightly later than the landlord's normal monthly rent cycle i.e. agreements to make payments in the next rental cycle.</td> </tr> </tbody> </table> <p><u>Rent due in Year</u>            The value (to the nearest £) of the total annual charges levied by the landlord, inclusive of rent and service charges, for dwellings. This is made up of the rent debits raised (including service charges) on all dwellings for the year. Subject to the exclusions listed below.</p>	EXCLUDE	Offset credits	The value of overpayments of housing costs (housing benefit/universal credit) debited to tenants' rent accounts;	The value of any outstanding payments from people who have an agreement to pay their rent slightly later than the landlord's normal monthly rent cycle i.e. agreements to make payments in the next rental cycle.
EXCLUDE					
Offset credits					
The value of overpayments of housing costs (housing benefit/universal credit) debited to tenants' rent accounts;					
The value of any outstanding payments from people who have an agreement to pay their rent slightly later than the landlord's normal monthly rent cycle i.e. agreements to make payments in the next rental cycle.					

	<i>Rent due in the year:</i>	
	<i>Includes</i>	<i>Excludes</i>
	Service Charges	<p><b>The rent for periods when...</b></p> <ul style="list-style-type: none"> <li>• properties are empty subject to an insurance claim being raised because of fire or flood damage;</li> <li>• properties are empty awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. N.B. Following completion of major repair work any subsequent period when a property is empty until the date of re-let should be included in the reported rent loss and rent due</li> <li>• houses are held for decanting tenants;</li> <li>• properties are empty and subject of a Governing Body/Sub- Committee/Council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished; or reconfigured.</li> </ul>
DATA SOURCE	The Scottish Housing Regulator collects this data as part of their annual return. This is available on the Scottish Housing Regulator website, as part of the ' <a href="#">Charter data – All social landlords</a> dataset'.	
INDICATOR BASE YEAR	2013/14	
DATA FREQUENCY	Annual	
DATA PERIOD	Financial year	
CHANGE LOG	Data for this measure is available from 2013/14 due to a change in methodology. Prior to 2013/14, this measure was HSN1a: Current tenant arrears as a percentage of net rent due.	

HSN 2: Percentage of rent due in the year that was lost due to voids	
SERVICE AREA	Housing Services
DEFINITION AND FORMULA	<p>The percentage of rent due in the year that was lost due to houses remaining empty when they are available for letting.</p> $HSN\ 2 = \frac{\textit{Rent lost through properties being empty}}{\textit{Rent due in year}}$
RATIONALE FOR MEASURE	<p>A significant cost to councils is the amount of rent due that is lost to voids. This indicator reveals the level of rent loss due to houses remaining empty when they are available for letting. The efficiency with which a council undertakes the process of managing changes in tenancy (particularly, the time taken to identify new tenants, and the time taken to identify and carry out any repairs necessary before a new tenant can move in) is an important determinant of performance.</p>
DETAILED DEFINITION AND GUIDANCE	<p><u>Rent lost through properties being empty</u>            In relation to a new let, the rent loss for an empty property is the amount of lost rental income (including services charges) for the time – measured in calendar days – from the date of handover to the landlord following the issue of the certificate of practical completion and the start date of the first tenancy. Subject to the exclusions listed below.</p> <p>In relation to a re-let, the rent loss for an empty property is the amount of lost rental income (including services charges) for the time – measured in calendar days – between the date of termination of a previous tenancy or repossession and the start date of a new tenancy. Subject to the exclusions listed below.</p> <p><u>Total rent due in year</u>            The total annual charges levied by the landlord, in respect of rent and service charges, for dwellings. This is made up of the rent debits raised (including services charges) on all dwellings that were available for let. Subject to the exclusions listed below.</p>

For 'Total Rent Due' and 'Rent Lost'	
INCLUDE:	EXCLUDE:
Service charges (where exclusions do not apply).	Lock-ups and garages from all calculations. Rent and service charges for periods when: <ul style="list-style-type: none"> <li>properties are empty subject to an insurance claim being raised because of fire or flood damage;</li> <li>properties are empty awaiting or undergoing major repairs/structural work (e.g. modernisation) during which period it would be unsafe for them to be occupied. N.B. Following completion of major repair work any subsequent void period occurring until the date of re-let should be counted as a void (i.e. any void period from the date of completion of major repair work to the start date of a new tenancy is to be included in reported void loss and rental income);</li> <li>properties are held for decanting tenants;</li> <li>properties are empty and subject of a Governing Body/Sub-Committee/Council decision that they are not to be let because they are surplus to long-term requirements, or to be transferred, disposed of or demolished; or reconfigured.</li> </ul>
DATA SOURCE	The Scottish Housing Regulator collects this data as part of their annual return. This is available on the Scottish Housing Regulator website, as part of the <a href="#">'Charter data – All social landlords dataset'</a> .
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

**HSN 3: Percentage of council dwellings meeting Scottish Housing Standards**

SERVICE AREA	Housing Services								
DEFINITION AND FORMULA	<p>The percentage of council dwellings that meet the Scottish Housing Quality Standard (SHQS).</p> $HSN\ 3 = \frac{\text{Properties meeting SHQS year end}}{\text{Properties within the scope of the SHQS at year end}}$								
RATIONALE FOR MEASURE	The indicator shows progress towards meeting the Scottish Government’s target that all council dwellings must meet the Scottish Housing Quality Standard (SHQS) by 2015 as part of the broader expectation placed on all social landlords.								
DETAILED DEFINITION AND GUIDANCE	<p><u>Properties meeting SHQS year end</u> Stock that has been assessed on and passed all criteria of the Standard, both externally and internally. This information is to be further broken down into local authority areas.</p> <p><u>Properties within the scope of the SHQS at year end</u> Properties within scope of the SHQS are detailed in their technical guidance. See data source.</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th colspan="2"><i>Properties within scope</i></th> </tr> <tr> <th><i>Include</i></th> <th><i>Exclude</i></th> </tr> </thead> <tbody> <tr> <td>Properties within scope of the SHQS as defined in the Scottish Governments guidance, “General principle: means self-contained homes, including a full range of facilities for the use of occupiers, provided for the purpose of social rents, and usually subject to tenancy agreements based on the model agreement for secure tenancies.”</td> <td>Properties which have any element of the SHQS subject to an exemption or abeyance</td> </tr> <tr> <td>Socially rented housing stock only</td> <td>Properties out with the scope of SHQS target</td> </tr> </tbody> </table>	<i>Properties within scope</i>		<i>Include</i>	<i>Exclude</i>	Properties within scope of the SHQS as defined in the Scottish Governments guidance, “General principle: means self-contained homes, including a full range of facilities for the use of occupiers, provided for the purpose of social rents, and usually subject to tenancy agreements based on the model agreement for secure tenancies.”	Properties which have any element of the SHQS subject to an exemption or abeyance	Socially rented housing stock only	Properties out with the scope of SHQS target
<i>Properties within scope</i>									
<i>Include</i>	<i>Exclude</i>								
Properties within scope of the SHQS as defined in the Scottish Governments guidance, “General principle: means self-contained homes, including a full range of facilities for the use of occupiers, provided for the purpose of social rents, and usually subject to tenancy agreements based on the model agreement for secure tenancies.”	Properties which have any element of the SHQS subject to an exemption or abeyance								
Socially rented housing stock only	Properties out with the scope of SHQS target								
DATA SOURCE	The Scottish Housing Regulator collects this data as part of their annual return. This is available on the Scottish Housing Regulator website, as part of the <a href="#">‘Charter data – All social landlords dataset.’</a>								
INDICATOR BASE YEAR	2013/14								

DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	The energy efficiency elements of SHQS have been replaced by the Energy Efficiency Standard for Social Housing (ESSH) which landlords should meet by 2020. The SHQS guidance has been updated to reflect this.

HSN 4b: Average number of days taken to complete non-emergency repairs											
SERVICE AREA	Housing Services										
DEFINITION AND FORMULA	<p>This indicators measures the average number of days taken to complete non-emergency repairs</p> $HSN\ 4b = \frac{\text{Working days to complete non-emergency repairs}}{\text{Non-emergency repairs completed}}$										
RATIONALE FOR MEASURE	This customer-focused quality indicator is a useful measure which councils can use to help compare approaches to responding to repairs more quickly.										
DETAILED DEFINITION AND GUIDANCE	<p>This is the average time taken (expressed in working days) between the earliest date a request is received by the landlord (from either the tenant or a repairs inspector) until the work is satisfactorily completed in the opinion of the landlord.</p> <p><b>Working days</b> This excludes weekends and official public holidays. Other days when your office is closed (for example extended office closure over Christmas holiday period) should be counted as they are still working days.</p> <p><b>Non-emergency repairs</b> Any reactive repair work which falls out with the category of an emergency repair. Follow-on repairs resulting from emergency repairs which are treated as separate works orders should be recorded as non-emergency repairs.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #fff9c4;"><i>Non-emergency repairs</i></th> </tr> <tr> <th style="background-color: #fff9c4;"><i>Include</i></th> <th style="background-color: #fff9c4;"><i>Exclude</i></th> </tr> </thead> <tbody> <tr> <td>The time taken to carry out any pre-inspections in the length of time taken to complete a repair</td> <td>Repairs carried out under the defects liability period on any new built properties</td> </tr> <tr> <td>'Right to repair' repairs that in your opinion meet the above definition of a non-emergency repair</td> <td>Repairs to void properties Repairs to lock-ups or garages</td> </tr> <tr> <td>Repairs completed in the current reporting year, which were raised in the previous year, but not completed until the current year</td> <td>Any 'no access' cases (i.e. where a contractor has been unable to access the property to carry out the repair).</td> </tr> </tbody> </table>	<i>Non-emergency repairs</i>		<i>Include</i>	<i>Exclude</i>	The time taken to carry out any pre-inspections in the length of time taken to complete a repair	Repairs carried out under the defects liability period on any new built properties	'Right to repair' repairs that in your opinion meet the above definition of a non-emergency repair	Repairs to void properties Repairs to lock-ups or garages	Repairs completed in the current reporting year, which were raised in the previous year, but not completed until the current year	Any 'no access' cases (i.e. where a contractor has been unable to access the property to carry out the repair).
<i>Non-emergency repairs</i>											
<i>Include</i>	<i>Exclude</i>										
The time taken to carry out any pre-inspections in the length of time taken to complete a repair	Repairs carried out under the defects liability period on any new built properties										
'Right to repair' repairs that in your opinion meet the above definition of a non-emergency repair	Repairs to void properties Repairs to lock-ups or garages										
Repairs completed in the current reporting year, which were raised in the previous year, but not completed until the current year	Any 'no access' cases (i.e. where a contractor has been unable to access the property to carry out the repair).										
DATA SOURCE	The Scottish Housing Regulator collects this data as part of their annual return. This is available on the Scottish Housing Regulator website, as part of the ' <a href="#">Charter data – All social landlords</a> dataset'.										
INDICATOR BASE YEAR	2013/14										

DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A



HSN 5a: Percentage of council dwellings that are energy efficient							
SERVICE AREA	Housing Services						
DEFINITION AND FORMULA	<p>The percentage of council dwellings that meet the Energy Efficiency Standard for Social Housing (EESH) standard.</p> $HSN\ 5a = \frac{\text{Self – contained properties that meet EESH Total}}{\text{Self – contained properties in scope of EESH Total}}$						
RATIONALE FOR MEASURE	This indicator will allow councils to compare themselves against best practice on energy efficiency and will assist them in reducing CO2 emissions.						
DETAILED DEFINITION AND GUIDANCE	<p><u>Self-contained properties that meet EESH Total</u> Properties which have had all required works carried out and now meet the EESH in line with Scottish Government guidance</p> <p><u>Self-contained properties in scope of EESH Total</u> The scope of Energy Efficiency Standard for Social Housing (EESH) is the same as for the Scottish Housing Quality Standard (SHQS): they both apply to self-contained homes, including a full range of facilities for the use of occupiers, provided for the purpose of social rent, and usually subject to tenancy agreements based on the model agreement for secure tenancies.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2"><i>Properties in scope</i></th> </tr> <tr> <th><i>Include</i></th> <th><i>Exclude</i></th> </tr> </thead> <tbody> <tr> <td>Properties for which an exemption is anticipated to apply in line with Scottish Government Guidance</td> <td>Non self-contained units within your stock Leased properties from other landlords, or properties you do not own, within your total stock.</td> </tr> </tbody> </table>	<i>Properties in scope</i>		<i>Include</i>	<i>Exclude</i>	Properties for which an exemption is anticipated to apply in line with Scottish Government Guidance	Non self-contained units within your stock Leased properties from other landlords, or properties you do not own, within your total stock.
<i>Properties in scope</i>							
<i>Include</i>	<i>Exclude</i>						
Properties for which an exemption is anticipated to apply in line with Scottish Government Guidance	Non self-contained units within your stock Leased properties from other landlords, or properties you do not own, within your total stock.						
DATA SOURCE	<p>The Scottish Housing Regulator collects this data as part of their annual return. This is available on the Scottish Housing Regulator website, as part of the '<a href="#">Charter data – All social landlords</a>' dataset'.</p> <ul style="list-style-type: none"> <li>• Scottish Government Guidance on <a href="#">EESH</a>.</li> <li>• Scottish Government Guidance on <a href="#">SHQS</a></li> </ul>						
INDICATOR BASE YEAR	2015/16						
DATA FREQUENCY	Annual						
DATA PERIOD	Financial year						

CHANGE LOG

To improve the relevance of this measure, the basis on which it is calculated was changed in 2019/20. Previously this measure had been calculated on progress towards the Scottish Housing Quality Standards. It is now based on progress towards meeting the Energy Efficiency Standard for Social Housing (EESH). The source remains the Scottish Housing Regulator and historic data has been included back to 2015/16.

## Corporate Services: Asset Management and Property

CORP ASSET 1: Proportion of operational buildings that are suitable for their current use	
SERVICE AREA	Corporate Services: Asset Management and Property
DEFINITION AND FORMULA	<p>The proportion of operational buildings that are suitable for their current use.</p> $CORP ASSET 1 = \frac{\text{Number of Operational Buildings That Are Suitable For their Current Use}}{\text{Total Number of Operational Buildings}}$
RATIONALE FOR MEASURE	<p>This indicator is important in terms of good asset management practice.</p> <p>Each council will have its own 'mix' of properties used for service provision. The choice of that mix is a matter for the council and will vary with a range of factors such as settlement pattern and population density. However, it is important both to staff and service users that those properties are maintained are suitable for the service provided.</p> <p>Factors that may affect the reported performance of councils include:</p> <ul style="list-style-type: none"> <li>• variations in the assessment process;</li> <li>• the mix of properties in use;</li> <li>• the extent to which councils are constrained by the use of listed buildings where possible modification is limited.</li> </ul>
DETAILED DEFINITION AND GUIDANCE	<p>The indicator reflects on the extent to which buildings are suitable for their use and the delivery of services and uses the SEMP core facts criteria. These categories are defined as follows:</p> <p><b>A:</b> Good – Performing well and operating efficiently (supports needs of staff and delivery of services)</p> <p><b>B:</b> Satisfactory – Performing well but with minor problems (generally supports needs of staff and delivery of services)</p> <p><b>C:</b> Poor – Showing major problems and/or not operating optimally (impedes the performance of staff and/or delivery of services)</p> <p><b>D:</b> Bad – Does not support the delivery of services (seriously impedes the delivery of services)</p> <p>“Operational accommodation” is all property used for the delivery of services. It includes schools and temporary buildings, but excludes rented housing stock and properties available for commercial let.</p> <p>The indicator is measured in accordance with the SEMP process and being “suitable for its current use” means assessed as either performing as intended and operating efficiently or performing as intended but showing minor deterioration (i.e. being in Category A or B of the noted condition categories).</p> <p>The measurement of suitability requires that properties meet any statutory requirements (including health &amp; safety requirements) as well as the operational requirements of the service. It is important, therefore, that the initial assessment of</p>

	<p>suitability is undertaken by relevant service management and that these assessments undergo a moderation process with a view to ensuring consistency of approach within the council for properties providing similar services.</p> <p>If a property is occupied by different services in such a way as to allow the separate assessment of different areas (e.g.: a swimming pool and library) there is no reason to seek to create a joint assessment and the building can be identified as individual premises.</p> <p>Nevertheless, if a property is occupied jointly by a range of services, in a way that does not allow the separate assessment of floor area, a joint or corporate assessment of suitability will be needed.</p> <p>The indicator requires each council to assess all of its operational buildings for suitability. Scottish councils are each using an agreed suite of local asset management indicators as part of their asset management processes in accordance with guidance drawn up by the Federation of Property Societies. This guidance recognises that property assessments should be undertaken at least every five years. That is, for 2019/20, assessments should have been undertaken no earlier than April 2015. Where the use to which a property is put changes, a fresh assessment of suitability should be undertaken.</p> <p>New builds added to the register can be classified as 'A', however 'new' assets onto the system that are not new builds ought to have been subject to some form of survey prior to purchasing/leasing to determine the grade. If this has not been undertaken prior to purchasing/ leasing they are unclassified until an assessment takes place.</p> <p>It is expected that the use of "desk top" surveys will reduce as full suitability surveys are completed on all buildings.</p> <p>In many councils, contractors in either private or voluntary sectors now undertake work previously undertaken in-house. In each case, where the council has 'client' responsibility for out-sourced work which would otherwise be undertaken by directly employed staff, it must ensure that information needed for the purpose of meeting the requirements of the Direction is available to it and published in accordance with the Direction.</p>
DATA SOURCE	Councils return this data direct to the Improvement Service. Data is available for this indicator in Council property management records
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year

CHANGE LOG	N/A
------------	-----

**CORP ASSET 2: Proportion of internal floor area of operational buildings in satisfactory condition**

SERVICE AREA	Corporate Services: Asset Management and Property
DEFINITION AND FORMULA	<p>Proportion of internal floor area of operational buildings in satisfactory condition.</p> $CORP ASSET 2 = \frac{\text{Gross Internal Floor Area that is in a Satisfactory Condition}}{\text{Gross Internal Floor Area of Operational Buildings}}$
RATIONALE FOR MEASURE	<p>This indicator is important in terms of good asset management practice.</p> <p>Each council will have its own 'mix' of properties used for service provision. The choice of that mix is a matter for the council and will vary with a range of factors such as settlement pattern and population density. However, it is important both to staff and service users that those properties are maintained are suitable for the service provided, in accordance with guidance drawn up by the Federation of Property Societies.</p> <p>Factors that may affect the reported performance of councils include:</p> <ul style="list-style-type: none"> <li>• variations in the assessment process;</li> <li>• the mix of properties in use;</li> <li>• the extent to which councils are constrained by the use of listed buildings where possible modification is limited.</li> </ul>
DETAILED DEFINITION AND GUIDANCE	<p>This indicator measures the percentage of gross internal floor area (m<sup>2</sup>) of operational buildings, using the condition categories as specified in the Federation of Property Societies (FPS) asset management indicators, recognising assessment categories A and B as satisfactory. These categories are defined as follows:</p> <p><b>A:</b> Good – Performing as intended and operating efficiently  <b>B:</b> Satisfactory – Performing as intended but showing minor deterioration  <b>C:</b> Poor – Showing major defects and/or not operating as intended  <b>D:</b> Bad – Life expired and/or serious risk of imminent failure</p> <p>“Gross internal floor area” is defined as the total internal floor surface area within the external walls. It includes space in cupboards, toilets and cloakrooms etc.</p> <p>“Operational accommodation” is all property used for the delivery of services. It includes schools and temporary buildings but excludes rented housing stock and properties available for commercial let.</p> <p>The indicator requires each council to assess all of its operational buildings for condition. Scottish councils are each using an agreed suite of local asset management indicators as part of their asset management processes in accordance with guidance drawn up by the Federation of Property Societies. This guidance recognises that property assessments should be undertaken at least every five years.</p>

	<p>That is, for 2019/20, assessments should have been undertaken no earlier than April 2015. Where the use to which a property is put changes, a fresh assessment of suitability should be undertaken.</p> <p>It is expected that the use of “desk top” surveys will reduce as full condition surveys are completed on all buildings.</p> <p>In many councils, contractors in either private or voluntary sectors now undertake work previously undertaken in-house. In each case, where the council has ‘client’ responsibility for out-sourced work which would otherwise be undertaken by directly employed staff, it must ensure that information needed for the purpose of meeting the requirements of the Direction is available to it and published in accordance with the Direction.</p>
DATA SOURCE	<p>Councils return this data direct to the Improvement Service. Data is available for this indicator in Council property management records</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

## Economic Development and Planning

ECON 1: % of unemployed people assisted into work from council operated / funded employability programmes

SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	<p>This indicator measures the total number of registered unemployed people in a year who have received support from a Council funded or operated employability programme and who go on to access employment. The indicator expresses those accessing employment as a percentage of total unemployed in the Council area (using Unemployment count: model based).</p> $ECON\ 1 = \frac{\text{Number of Unemployed People Assisted into Work from Council Employability Programmes}}{\text{Unemployment count (model based)}}$
RATIONALE FOR MEASURE	<p>This high level indicator is important because:</p> <ul style="list-style-type: none"> <li>• employment is a key priority for most Councils /LOIPs (Local Outcome Improvement Plans);</li> <li>• through accessing employment an individual gains not only a positive <i>economic</i> outcome, but can typically also lead to improvements across a wider range of outcomes and reductions in demand for public services;</li> <li>• most Councils participate in employment-related support – either via direct provision and/or via funding delivery by third parties. This indicator would include both;</li> <li>• The indicator relates to effectiveness of the service by focusing on those individuals that actually access employment following support.</li> <li>• By expressing the indicator as a percentage of total unemployment in the area, it also gives an indication of the reach / penetration of Council funded / operated Employability programmes.</li> </ul>
DETAILED DEFINITION AND GUIDANCE	<p><u>Unemployed People Assisted into Work from Council Funded/Operated Employability Programmes</u></p> <p>This is administrative data provided by each Council as part of their annual SLAED Indicators return (<i>Ref. SLAED Indicator OC13</i>). This is a straightforward count within the financial year of the total number of unemployed people who have progressed into employment following their participation in a Council funded/operated employability programme. The data submitted by Councils is not independently verified.</p> <p>The indicator counts unique individuals that have been registered for an unemployment related benefit (typically via DWP). It only relates to individuals that have accessed employment support from a Council operated and/or funded programme.</p> <p>As this indicator is included in the SLAED Indicators Framework, the data is already available for all Councils.</p>

	<p>Detailed definition is available from the SLAED Indicators Framework Guide.</p> <p><u>Unemployment count (model based)</u> This data is model based and is taken from the Annual Population Survey, comprising of the four quarters of the Labour Force Survey and a boost to build a more accurate estimate.</p> <p>This was selected as the most suitable denominator because the data is available at Local Authority level and has been taken from several sources; therefore, the definition of unemployment is sufficiently wide. This includes all people aged 16+ without a job who were available to start work in the two weeks following their interview and who had either looked for work in the four weeks prior to interview or were waiting to start a job they had already obtained.</p>
DATA SOURCE	<p><u>Unemployed People Assisted into Work from Council Funded/Operated Employability Programmes</u> <a href="#">SLAED</a> Indicators Framework– Indicator OC13 (each council’s Employment Service performance management information is provided directly to the IS for this indicator).</p> <p><u>Unemployment count (model based)</u> M01 Regional labour market: Modelled unemployment for local and unitary authorities, <a href="#">Annual Population Survey</a>, ONS</p>
INDICATOR BASE YEAR	2012/2013
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	<p>For 2020/21, due to data completeness issues, five LA figures for <i>Unemployed People Assisted into Work from Council Funded/Operated Employability Programmes</i> were modelled using the following approach:</p> <p>Rate of change for Scotland calculated and used to model submitted figure</p>



ECON 2: Cost of Planning & Building Standards per planning application	
SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	<p>This indicator is a measure of the total cost involved per planning application.</p> $ECON 2 = \frac{\text{Total Planning Costs (£)}}{\text{No of Planning Applications}}$
RATIONALE FOR MEASURE	<p>Although spend on planning accounts for a relatively small amount of overall spend this is a strategically important area in terms of the future development and use of land in our towns, cities and countryside.</p> <p>An efficient and well-functioning planning service plays an important role in facilitating sustainable economic growth and delivering high quality development in the right places.</p>
DETAILED DEFINITION AND GUIDANCE	<p><u>Total Planning Costs</u> Total Planning Costs is calculated using the following components of the Local Financial Return (LFR 07: Building, Planning and Development).</p> <p><i>Gross Expenditure Adjusted for LFR purposes - Support Services + Revenue Contribution to Capital (RCC).</i></p> <p>This calculation is inclusive of <b>Building Standards</b> and Planning (<b>Development Management and Planning Policy</b>) only.</p> <p><u>Number of decided planning applications</u> This data is collected by Scottish Government from Local and Planning Authorities as part of the Planning Performance Framework.</p> <p>The Planning Authority Performance Data is a statistical collection undertaken to establish the number of planning applications determined by Scottish Planning Authorities, and their performance in processing them.</p>
DATA SOURCE	<p><u>Total Planning Costs</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. LFR guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>Number of Decided Planning Applications</u> Data published by Scottish Government: <a href="#">Planning Performance Statistics</a>. See 'Tables by Development Type' (Table 4)</p>
INDICATOR BASE YEAR	2010/2011
DATA FREQUENCY	Annual
DATA PERIOD	Financial year

CHANGE LOG	<p>Before 2018/19, this measure also included costs for environmental initiatives. After discussions with Heads of Planning (HOPS) group, it was agreed that this should be removed. Updates have been made to previous years' data to make the indicator comparable across all years.</p> <p><u>From 2016/17 data onwards:</u> Adjusted for LFR expenditure figure is used; support costs are excluded; RCC figures are included.</p> <p><u>Historic data is adjusted for:</u> Contributions from other LAs Requisitions Recharges Contributions from IJB</p>
------------	--

ECON 3: Average time per business and industry planning application (weeks)	
SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	This indicator measures the average time taken to deliver a local business and industry planning application decision.
RATIONALE FOR MEASURE	Although spend on planning accounts for a relatively small amount of overall spend this is a strategically important area in terms of the future development and use of land in our towns, cities and countryside. An efficient and well-functioning planning service plays an important role in facilitating sustainable economic growth and delivering high quality development in the right places.
DETAILED DEFINITION AND GUIDANCE	<p>The average time to process Business and Industry applications is sourced from the Planning Authority Performance Statistics, which are collected by Scottish Government from Local and Planning Authorities as part of the Planning Performance Framework.</p> <p>For planning applications, developments are put into one of three categories: local, major or national. The LGBF measure only includes local developments.</p> <ul style="list-style-type: none"> <li>• <u>Local developments</u> include applications for changes to individual houses and smaller developments for new housing as well as applications covering areas of development such as minerals, business &amp; industry, waste management, electricity generation, freshwater fish farming, marine finfish farming, marine shellfish farming, telecommunications, Approval of Matters Specified in Conditions (AMSCs) and other developments. Most applications will be for local developments.</li> <li>• <u>Major developments</u> include applications for 50 or more homes, as well as certain waste, water, transport and energy-related developments, larger retail developments, and other types of major developments.</li> </ul> <p>Classification between local and major developments depends on the particular development type.</p> <p><u>The category "business and industry"</u> developments includes construction of a building or structure for any of the following: use as an office, for research and development of products or processes, for any industrial process or for use for storage or as a distribution centre. To be classed as major the gross floor space as a result of the development must exceed 10,000 square metres or the site area must exceed 2 hectares.</p> <p>Note – As the Scotland figure published by Scottish Government includes National Parks, the figure in the LGBF is an average of the Local Authority figures.</p> <p>The measure only includes local, post-2009 applications (excludes “legacy cases”).</p>

DATA SOURCE	Data is directly taken from the latest Planning Performance Statistics <a href="#">publication</a> on the Scottish Government website.
INDICATOR BASE YEAR	2012/13
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

ECON 4: % of procurement spend spent on local enterprises	
SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	This indicator measures the proportion of procurement spent on local enterprises.
RATIONALE FOR MEASURE	Procurement spend in local government accounts for a significant proportion of total spend. This measure, focussing on the proportion of this spend which is targeted at local enterprises is an important indicator of the progress councils are making in delivering on their standing commitment to invest in their local economies and create employment.
DETAILED DEFINITION AND GUIDANCE	<p>This indicator only includes enterprises defined as “Core trade” i.e. where the councils spend is over £1,000.</p> <p>“Local” – is defined as enterprises within the same Local Authority.</p> <p>Enterprise’s location is defined by their postcode.</p> <p>For the purposes of this indicator where supplier’s size or postcode is not known they have been excluded from the calculation</p>
DATA SOURCE	Data is directly queried from the Procurement Hub by the IS. A DXC account is required to access the data on <a href="http://observatory.spikescavell.com">http://observatory.spikescavell.com</a>
INDICATOR BASE YEAR	2010/2011
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	Before 2017/18 this measure looked at procurement spend on Local Small/ Medium enterprises. All historic data has been updated using the new definition.

ECON 5: No of business gateway start-ups per 10,000 population	
SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	<p>This indicator provides the rate of business gateway start-ups per 10,000 population.</p> $ECON5 = \frac{\text{Number of Start Ups Trading}}{\text{MYE Population}} \times 10,000$
RATIONALE FOR MEASURE	<p>This high-level indicator is important because new business formation is a good indicator of how conducive we are to entrepreneurship in the business environment. Small businesses are the lifeblood of local town centres and communities. A fundamental aim of Local Government is to improve the business creation and growth of small businesses in their areas. The provision of good quality support and assistance remains crucial to increasing new business formation and sustainable growth of enterprises.</p>
DETAILED DEFINITION and GUIDANCE	<p><u>Number of Start Ups Trading</u> In looking at the intermediate outcome of BG Start-up support, the key economic outcome is that the business has begun trading. This measure seeks to capture this aspect of the route to impact.</p> <p><u>Mid-Year Estimate Population</u> MYE Population refers to the mid-year estimate population, published by NRS.</p>
DATA SOURCE	<p><u>Number of Start Ups Trading</u> Business Gateway National Unit, COSLA</p> <p><u>Mid-Year Estimate Population</u> Population is taken from mid-year (June) estimates from the National Records of Scotland (NRS). These <a href="#">mid-year estimates</a> match the year of LFR collected data.</p>
INDICATOR BASE YEAR	2013/2014
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

ECON 6: Investment in Economic Development & Tourism per 1,000 Population	
SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	<p>This indicator measures the Investment in Economic Development &amp; Tourism per 1,000 Population.</p> $ECON6 = \frac{\text{Gross Expenditure on Econ Dev and Tourism (£)}}{\text{MYE Population}} \times 1000$
RATIONALE FOR MEASURE	<p>This indicator provides a measure of each Council's expenditure on the delivery of their economic development service, both in terms of capital projects and revenue costs. Councils' continued investment in direct economic development activities achieves significant outcomes.</p>
DETAILED DEFINITION AND GUIDANCE	<p><u>Gross Expenditure on Economic Development &amp; Tourism</u> Includes:</p> <ul style="list-style-type: none"> <li>• <i>Economic Development - Gross Expenditure adjusted for LFR Purposes</i>, from LFR 07</li> <li>• <i>Tourism - Gross Expenditure adjusted for LFR</i>, from LFR 02*</li> <li>• <i>Total Expenditure to be met from Capital Resources on Tourism and Economic Development</i>, from the LFR Capital Resources (CR).</li> </ul> <p>Support services are excluded from the calculation as they are already counted in the CORP1 indicator.</p> <p>*In the Local Financial Return, Gross Expenditure on Economic Development Services data excludes Expenditure on tourism and so for LGBF purposes, this is taken from LFR02.</p> <p><u>Mid-Year Estimate Population</u> MYE Population refers to the mid-year estimate population, published by NRS.</p>
DATA SOURCE	<p><u>Gross Expenditure on Economic Development &amp; Tourism</u> Please note, to allow for timely publication, this data is initially provided directly by Councils to the Improvement Service via a separate return. This is later refreshed using the published LFR. Guidance and LFR template can be found <a href="#">here</a>.</p> <p><u>Mid-Year Estimate Population</u> Population is taken from mid-year (June) estimates from the National Records of Scotland (NRS). These <a href="#">mid-year estimates</a> match the year of LFR collected data.</p>
INDICATOR BASE YEAR	2010/2011
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

ECON 7: Proportion of people earning less than the real living wage	
SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	This indicator measures the percentage of employees (18+) earning less than the real living wage.
RATIONALE FOR MEASURE	Inclusive growth is a central part of the government's economic strategy and local authorities are important partners in the drive to reduce income inequality. Economic Development Services play an important role in this through supporting people to develop the skills to progress in the labour market, by attracting higher value employment opportunities and by encouraging employers to pay the living wage. This measure allows for the impact of interventions in addressing low pay to be monitored.
DETAILED DEFINITION AND GUIDANCE	<p>The Annual Survey of Hours and Earnings (ASHE) is the official source of UK earnings and hours worked estimates. ASHE data is published annually by the Office for National Statistics (ONS) and is based on a 1% sample of the Pay As You Earn (PAYE) system.</p> <p>The <a href="#">real living wage</a> rates have been independently calculated by the Resolution Foundation according to the cost of living based on household goods and services. Current and historical living wage calculations are available. Hourly earnings exclude any overtime payments. The Local Authorities are 'workplace' based, so these include all those that work in the Council area regardless of where they live.</p> <p>The Indicator is part of the SLAED indicators (<i>Ref. SLAED Indicator IG5</i>).</p>
DATA SOURCE	<a href="#">Annual Survey of Hours and Earnings</a> , published by the ONS.
INDICATOR BASE YEAR	2012/2013
DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	For 2020/21 the title was amended to clarify the data uses the real living wage.



ECON 8: Proportion of properties receiving superfast broadband	
SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	This indicator measures the proportion of properties receiving at least “superfast broadband” (> 30Mbit/s).
RATIONALE FOR MEASURE	<p>Access to good digital infrastructure is a key driver of economic competitiveness and productivity. Local authorities have a role alongside telecoms companies in facilitating and enabling the development of effective digital infrastructure and this indicator measures the impact of this work.</p> <p>30 Mbits/s is the EU’s definition of superfast broadband and it is the Scottish Government’s ambition for this to be available to all premises by the end of 2021.</p>
DETAILED DEFINITION AND GUIDANCE	<p>Ofcom collects and analyses data from major fixed telecoms operators (BT, Virgin Media, Sky, Talk Talk, Vodafone and KCOM) as well as coverage information provided by alternative network providers (B4RN, BU-UK, City Fibre, Gigaclear, Hyperoptic, ITS and Relish).</p> <p>This data contains broadband coverage from the operators, aggregated at 2011 census output area level.</p> <p>The required digital infrastructure speed needed to have superfast broadband is 30Mbit/s.</p> <p>This indicator includes residential and non-residential properties.</p>
DATA SOURCE	Ofcom Connected Nations Annual <a href="#">Report</a> .
INDICATOR BASE YEAR	2013/2014
DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	N/A

ECON 9: Town Vacancy Rates	
SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	This indicator measures the number of vacant commercial units as a percentage of total units for the local authority's key town centres.
RATIONALE FOR MEASURE	The vibrancy of town centres is a strategic priority for Economic Development and Planning Services. An important measure of the extent to which town centre management / regeneration policies and initiatives are working is the level of vacant units within town centres
DETAILED DEFINITION AND GUIDANCE	Towns should have a population of at least 5,000 people. This indicator does not include edge of town and out of town retail units.  The Indicator is one of the SLAED indicators. Detailed definition and guidance available from SLAED Indicators Framework Guide.
DATA SOURCE	Data for this indicator is submitted by councils as part of their annual return under the <a href="#">SLAED</a> Indicators Framework ( <i>Ref. SLAED Indicator OC8</i> )
INDICATOR BASE YEAR	2012/13
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	For 2020/21, due to data completeness issues, eight Local Authority figures for <i>Town Vacancy Rates</i> were modelled using the following approach: Rate of change for Scotland calculated and used to model submitted figure

**ECON 10: Immediately available employment land as a % of total land allocated for employment purposes in the local development plan**

SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	<p>Immediately available employment land as a % of total land allocated for employment purposes in the local development plan.</p> $ECON10 = \frac{\text{Immediately available employment land}}{\text{Total amount of available employment land}}$
RATIONALE FOR MEASURE	The availability of land for development is a significant factor that affects local economic growth and it falls within Councils' local development planning powers to influence this. This measure shows how 'investor ready' and competitive a Council is in providing infrastructure to do business.
DETAILED DEFINITION AND GUIDANCE	<p>Councils should supply the total amount of available employment land and, of this, the amount deemed to be immediately available.</p> <p>Available employment land is undeveloped land allocated for employment use (Class 4, Class 5 and Class 6) in Local Plans or which has valid planning consent.</p>
DATA SOURCE	Data for this indicator is submitted by councils as part of their annual return under the <a href="#">SLAED Indicators Framework</a> (Ref. SLAED Indicator OP5)
INDICATOR BASE YEAR	2014/2015
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	For 2020/21, due to data completeness issues, seven Local Authority figures for <i>Town Vacancy Rates</i> were modelled using the following approach: Rate of change for Scotland calculated and used to model submitted figure

## ECON 11: Gross Value Added (GVA) per capita

SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	Gross Value Added (GVA) per capita measures change in total economic output at the local level per head of population.
RATIONALE FOR MEASURE	GVA is a strong tool in comparing the strength and productivity of a local economy. This will be useful in monitoring the economic recovery.
DETAILED DEFINITION AND GUIDANCE	<p>GVA is calculated as the total of all goods and services that are produced during the reference period (output), less goods and services used up or transformed in the production process, such as raw materials and other inputs (intermediate consumption).</p> <p>This is then divided by the total population to give the per capita figure.</p> <p>This data is classified as National Statistics, according to the Code of Practice for official statistics.</p> <p>Data is published 1 year in arrears.</p>
DATA SOURCE	Data published by the <a href="#">Office of National Statistics</a> .
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	N/A

ECON 12a: Claimant Count as a % of Working Age Population

ECON 12b: Claimant Count as a % of 16-24 Population

SERVICE AREA	Economic Development and Planning
DEFINITION AND FORMULA	The number of people of working age claiming either jobseeker's allowance or universal credit as a percentage of the working age population
RATIONALE FOR MEASURE	<p>Employability is a key policy objective and Local Authorities are currently working to deliver a range of employment support programmes. These schemes often include working in partnership with commercial and third sector providers.</p> <p>16-24 year olds have been disproportionately affected by the pandemic. Schemes like The Young Persons Guarantee and No One Left Behind are being administered locally to improve opportunities for young people to get into work.</p>
DETAILED DEFINITION AND GUIDANCE	<p>The number of people of working age claiming either jobseeker's allowance or claim Universal Credit <b>and</b> are required to seek work and be available for work.</p> <p>This is then divided by the population aged 16-64 to create the indicator.</p> <p>For 12b the same calculation is made but only for this aged 16 to 24.</p> <p><b>Note</b> - Under Universal Credit a broader span of claimants is required to look for work than under Jobseeker's Allowance. As Universal Credit Full Service is rolled out in particular areas, the number of people recorded as being on the Claimant Count is therefore likely to rise.</p> <p>Claimant Count. Data is rounded to the nearest 5. Under certain circumstances, some people are able to claim both contribution-based Jobseeker's Allowance and Universal Credit at the same time. Consequently, there has been a small amount of double counting which does not materially effect the indicator.</p>
DATA SOURCE	<p>Data is sourced from the <a href="#">ONS NOMIS Data Portal</a></p> <p>NOMIS uses MYE Population Estimates for population figures.</p>
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

## Tackling Climate Change

CLIM 1: CO <sub>2</sub> emissions area wide per capita	
SERVICE AREA	Tackling Climate Change
DEFINITION AND FORMULA	This indicator records the annual carbon dioxide emissions per capita (in tonnes) in the local authority area.
RATIONALE FOR MEASURE	Climate Change is a major policy agenda for local government. The focus on green recovery and sustainability within local and national Covid-19 recovery and renewal plans provide a further impetus for this. Progress in this indicator contributes to national carbon reduction targets.
DETAILED DEFINITION AND GUIDANCE	<p>All emissions included in the national inventory are covered, except aviation, shipping and military transport, for which there is no obvious basis for allocation to local areas.</p> <p>Except for the energy industry, emissions from the production of goods are assigned to where the production takes place. Therefore, emissions from the production of goods which are exported will be included, and emissions from the production of goods which are imported are excluded.</p> <p>Factors which may contribute to variation between councils in <b>area wide</b> emissions include:</p> <ul style="list-style-type: none"> <li>• Heavy Industry - some areas have power stations and/or heavy industry which could have very large emissions, while many have little heavy industry at all.</li> <li>• Land Use, Land Use Change and Forestry (LULUCF) i.e. activities/forestry which offset emissions</li> <li>• Transport - Some authorities will have more through traffic than others or will have more dispersed populations, so transport emissions may be higher for these reasons</li> <li>• Domestic emissions – these are less variable from place to place, but there are still many influencing factors that may need to be taken into account such as the fuel types used locally, the type and condition of the housing (including its insulation), the average temperature (urban areas can be much warmer and therefore easier to heat than rural areas), average household size, type of household and the income and preferences of the occupiers.</li> <li>• Population Density – Where there is a greater proportion of residential areas there tend to be fewer large industrial facilities, which contributes to the low per capita emissions</li> <li>• Gas consumption rates - Some areas have low gas consumption rates for domestic electricity for example Shetland do not have a gas network and Argyll &amp; Bute has a high proportion of properties without a gas supply.</li> </ul>

DATA SOURCE	Data is collected from the Scottish Government <i>UK local authority and regional carbon dioxide emissions national statistics</i> <a href="#">publication</a> .  Please note there is a two-year lag in data publication i.e. 2019 figures are published in June 2021
INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	N/A

**CLIM 2: CO<sub>2</sub> emissions area wide: emissions within scope of LA per capita**

SERVICE AREA	Tackling Climate Change					
DEFINITION AND FORMULA	This indicator records the annual carbon dioxide emissions per capita (in tonnes) in the local authority area that are <b>within the scope</b> of influence of the local authority.					
RATIONALE FOR MEASURE	Climate Change is a major policy agenda for local government. The focus on green recovery and sustainability within local and national Covid-19 recovery and renewal plans provide a further impetus for this. Progress within this indicator contributes to national carbon reduction targets.					
DETAILED DEFINITION AND GUIDANCE	<p><b>Within scope</b> emissions form a subset of the indicator above, excluding certain emissions (see table) which it has been considered local authorities are unable to directly influence.</p> <table border="1" style="margin-left: 40px;"> <thead> <tr> <th style="background-color: #d9ead3;">Not within scope</th> </tr> </thead> <tbody> <tr> <td>Emissions from sites within <b>the</b> EU ETS (except power stations, whose emissions are indirectly included via the end-user estimates which cover electricity use).</td> </tr> <tr> <td>Emissions from motorway traffic</td> </tr> <tr> <td>Emissions from diesel railways</td> </tr> <tr> <td>Emissions from the Land Use, Land Use Change, and Forestry (LULUCF) sector.</td> </tr> </tbody> </table> <p>Removing these emissions has a significant impact on some Local Authorities.</p>	Not within scope	Emissions from sites within <b>the</b> EU ETS (except power stations, whose emissions are indirectly included via the end-user estimates which cover electricity use).	Emissions from motorway traffic	Emissions from diesel railways	Emissions from the Land Use, Land Use Change, and Forestry (LULUCF) sector.
Not within scope						
Emissions from sites within <b>the</b> EU ETS (except power stations, whose emissions are indirectly included via the end-user estimates which cover electricity use).						
Emissions from motorway traffic						
Emissions from diesel railways						
Emissions from the Land Use, Land Use Change, and Forestry (LULUCF) sector.						
DATA SOURCE	Data is collected from the Scottish Government <i>UK local authority and regional carbon dioxide emissions national statistics</i> <a href="#">publication</a> .  Please note there is a two-year lag in data publication i.e. 2019 figures are published in June 2021					

INDICATOR BASE YEAR	2010/11
DATA FREQUENCY	Annual
DATA PERIOD	Calendar year
CHANGE LOG	N/A



## Financial Sustainability

FINSUS 1: Total Useable reserves as a % of council annual budgeted revenue	
SERVICE AREA	Financial Sustainability
DEFINITION AND FORMULA	Total Useable reserves as a % of council annual budgeted revenue.
RATIONALE FOR MEASURE	<p>As demand for services is increasing and cost pressures are rising, local authorities are feeling the financial pressure which is impacting on budgets. Local authorities are also facing higher levels of scrutiny over their decision-making, with Audit Scotland stating that “although no council is currently using reserves which risk their financial resilience, they would continue to have an interest in how councils set their reserves policies and utilise those reserves as funding pressures continue in the coming years.” Creating a common set of financial sustainability measures which are comparable across all Scottish local authorities, will support robust discussions around financial decision making, on the robustness of budgets.</p> <p>This measure has been incorporated to provide an indication on the level of how a Council is placed to meet unforeseen events. A low level of unallocated reserves may be a sign that a council could struggle if any unknown financial surprises were to occur.</p>
DETAILED DEFINITION AND GUIDANCE	<p>This indicator is calculated as the ratio of total usable reserves to council annual budgeted revenue.</p> <ul style="list-style-type: none"> <li>• Total usable reserves from as per Movement in Reserves Statement. should be used</li> <li>• The budget is the approved budget for the start of the year</li> <li>• Total usable reserves should <b>include</b> Capital Grants Unapplied and Capital Fund</li> </ul>
DATA SOURCE	Councils return this data direct to the Improvement Service as part of the LGBF Finance Validation. This indicator pertains to <b>Movement in Reserves Statement</b> data.
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

FINSUS 2: Uncommitted General Fund Balance as a % of council annual budgeted net revenue	
SERVICE AREA	Financial Sustainability
DEFINITION AND FORMULA	Uncommitted General Fund Balance as a % of council annual budgeted net revenue
RATIONALE FOR MEASURE	<p>As demand for services is increasing and cost pressures are rising, local authorities are feeling the financial pressure which is impacting on budgets. Local authorities are also facing higher levels of scrutiny over their decision-making, with Audit Scotland stating that “although no council is currently using reserves which risk their financial resilience, they would continue to have an interest in how councils set their reserves policies and utilise those reserves as funding pressures continue in the coming years.” Creating a common set of financial sustainability measures which are comparable across all Scottish local authorities, will support robust discussions around financial decision making, on the robustness of budgets.</p> <p>This measure has been incorporated to provide an indication on the level of uncommitted reserves. A low level of uncommitted reserves may be a sign that a council could struggle if any unknown financial surprises were to occur.</p>
DETAILED DEFINITION AND GUIDANCE	This indicator is calculated as the ratio of uncommitted general fund balance to net revenue expenditure.
DATA SOURCE	Councils return this data direct to the Improvement Service as part of the LGBF Finance Validation. This indicator pertains to <b>Financial Statements</b> data.
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

### FINSUS 3: Ratio of Financing Costs to Net Revenue Stream- General Fund

SERVICE AREA	Financial Sustainability
DEFINITION AND FORMULA	Ratio of Financing Costs to Net Revenue Stream - General Fund
RATIONALE FOR MEASURE	<p>As demand for services is increasing and cost pressures are rising, local authorities are feeling the financial pressure which is impacting on budgets. Local authorities are also facing higher levels of scrutiny over their decision-making, with Audit Scotland stating that “although no council is currently using reserves which risk their financial resilience, they would continue to have an interest in how councils set their reserves policies and utilise those reserves as funding pressures continue in the coming years.” Creating a common set of financial sustainability measures which are comparable across all Scottish local authorities, will support robust discussions around financial decision making, on the robustness of budgets.</p> <p>This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure by identifying the proportion of the revenue budget required to meet financing costs, net of investment income</p>
DETAILED DEFINITION and GUIDANCE	This indicator is one of the Prudential indicators currently published by Councils during their budget setting process.
DATA SOURCE	Councils return this data direct to the Improvement Service as part of the LGBF Finance Validation. This indicator pertains to <b>Prudential Indicators</b> data.
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

### FINSUS 4: Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account

SERVICE AREA	Financial Sustainability
DEFINITION AND FORMULA	Ratio of Financing Costs to Net Revenue Stream – Housing Revenue
RATIONALE FOR MEASURE	<p>As demand for services is increasing and cost pressures are rising, local authorities are feeling the financial pressure which is impacting on budgets. Local authorities are also facing higher levels of scrutiny over their decision-making, with Audit Scotland stating that “although no council is currently using reserves which risk their financial resilience, they would continue to have an interest in how councils set their reserves policies and utilise those reserves as funding pressures continue in the coming years.” Creating a common set of financial sustainability measures which are</p>

	<p>comparable across all Scottish local authorities, will support robust discussions around financial decision making, on the robustness of budgets.</p> <p>This is an indicator of affordability and highlights the revenue implications of existing and proposed capital expenditure for the HRA, by identifying the proportion of the revenue budget required to meet financing costs, net of investment income</p>
DETAILED DEFINITION AND GUIDANCE	This indicator is one of the Prudential indicators currently published by Councils during their budget setting process.
DATA SOURCE	Councils return this data direct to the Improvement Service as part of the LGBF Finance Validation. This indicator pertains to <b>Prudential Indicators</b> data.
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

#### FINSUS 5: Actual outturn as a percentage of budgeted expenditure

SERVICE AREA	Financial Sustainability
DEFINITION AND FORMULA	Actual outturn as a percentage of budgeted expenditure (per Actual Outturn Report submitted to Committee).
RATIONALE FOR MEASURE	<p>As demand for services is increasing and cost pressures are rising, local authorities are feeling the financial pressure which is impacting on budgets. Local authorities are also facing higher levels of scrutiny over their decision-making, with Audit Scotland stating that “although no council is currently using reserves which risk their financial resilience, they would continue to have an interest in how councils set their reserves policies and utilise those reserves as funding pressures continue in the coming years.” Creating a common set of financial sustainability measures which are comparable across all Scottish local authorities, will support robust discussions around financial decision making, on the robustness of budgets.</p> <p>The need for budgets and forecasts to reflect actual spending becomes increasingly important for councils with decreasing or low levels of usable reserves to draw on. Councils cannot continue to rely on underspends in certain services offsetting overspending elsewhere. Where services have been found to consistently overspend, budgets should be revised to reflect true spending levels and patterns. This requires good financial management to ensure spending is accurately forecast and monitored within the year.</p>

DETAILED DEFINITION AND GUIDANCE	This indicator is calculated as the total actual revenue expenditure as a percentage of the total budgeted revenue expenditure. The source for the data would be the year-end financial outturn paper submitted to Councillors.
DATA SOURCE	Councils return this data direct to the Improvement Service as part of the LGBF Finance Validation. This indicator pertains to <b>Actual Outturn Report submitted to Committee.</b>
INDICATOR BASE YEAR	2013/14
DATA FREQUENCY	Annual
DATA PERIOD	Financial year
CHANGE LOG	N/A

## Appendix 1: Public Libraries: Types of Core Data Gathered for a Virtual Visits Indicator

Data Type	Description	Formula	Collection Frequency
Number of individuals engaging with a library Facebook account	<p>Number of people who engaged with your Page - Engagement includes any click or story created. (unique users)- these stories include liking your Page, posting to your Page's Timeline, liking, commenting on or sharing one of your Page posts, answering a question you posted, responding to one of your events, mentioning your Page, tagging your Page in a photo or checking in at your location.</p> <p>The number of "Impressions" a post makes should not be counted as engagements</p>	No of individuals accessing library Facebook services expressed as a whole number	Monthly/Quarterly/Annually Please note the longer the post is online, the more engagements it will have.
Number of individuals engaging with a library Twitter account	<p>Engagements is the total number of times a user has interacted with a Tweet. This includes all clicks anywhere on the Tweet (including hashtags, links, avatar, username, and Tweet expansion), retweets, replies, follows and favourites. Number of new followers, direct messages received, mentions received to posts can also be counted.</p> <p>The number of "Impressions" a post makes should not be counted as engagements</p>	No of individuals accessing library Twitter services expressed as a whole number	Quarterly/Annually Please note the longer the post is online, the more engagements it will have.

<p>Number of individuals accessing a web-based LMS page</p>	<p>Number of individuals, expressed as unique IP addresses, accessing a web-based LMS page. OPAC visits. Google Analytics will provide the total number of sessions within the date range and a 30 min time period. A session is the period time a user is actively engaged with your website, mobile app, etc. All usage data (Screen Views, Events, Ecommerce, etc.) is associated with a session.</p>	<p>No of individuals, described as unique IP addresses, accessing web-based LMS services, expressed as a whole number.</p>	<p>Monthly/Quarterly/Annually</p>
<p>Number of individuals accessing library e-book, e-audio and e-magazine sites Please note, platform supplier should be able to provide figures for visits only and not new members as is currently the case with some.</p>	<p>Number of individuals accessing library e-book, e-audio and e-magazine sites, within a 30 min period. The data gathered is limited to visits, expressed as the library membership number. Data is taken from web-based and mobile app solutions.</p>	<p>No of individuals, expressed as library membership numbers, expressed as a whole number.</p>	<p>Monthly/Quarterly</p>
<p>Number of visits to the Library Website pages (on Trust or Council websites)</p>	<p>The number of times the library webpages are viewed, by one unique user during one unique visit. The total number of sessions, to one or more library pages on the library website, within the date range and a 30 min period before return. A session is the period time an individual is actively engaged with the library website. All usage data (Screen Views, Searches, Transactions, etc.) is associated with a session.</p>	<p>No of views of individual library pages expressed as a whole number.</p>	<p>Monthly/Annually</p>
<p>Number of visits to reference sites supported by the library e.g. Ancestry, Encyclopaedia Britannica, Britannica Image Quest, Busy Things, Grid Club, Issues Online, SCRAN, British Standards Online, COBRA, Kompass, Toal Patent, Theory Test Pro, Go Citizen, Oxford suite of reference resources (8),</p>	<p>The number of times these sites are accessed by individuals, or the number of page view (e.g. Ancestry) via a unique IP address, from within and outwith the library. All usage data (Screen Views, Searches, Transactions, etc.) is associated with an access.</p>	<p>No of visits to these sites as a whole number</p>	<p>Monthly/Annually</p>

<p>Who's Who, 19th century British Newspapers, Scotsman, UK Newstand, UK Press Online. Transparent Language Bykie Online, International Newsstand</p>			
<p>Number of times a Library App is launched.</p>	<p>The number of times the library app is launched on a device within the date range, and a 30 min period before return.</p>	<p>No of times the library app is launched within the date range expressed as a whole number</p>	<p>Monthly/Quarterly/Annually</p>
<p>Number of individuals engaging with a library Instagram account</p>	<p>Engagements - total number of times an individual has interacted with the page. This includes the number of followers the account has and total number of post likes per month.</p> <p>The number of "Impressions" a post makes should not be counted as engagements</p>	<p>No of individuals accessing library Instagram services expressed as a whole number</p>	<p>Monthly/Quarterly/Annually Please note the longer the post is online, the more engagements it will have.</p>