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# Comparing Council Performance: The Feasibility of Cross-National Comparisons within the UK

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# Comparing Council Performance: The Feasibility of Cross-National Comparisons within the UK

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## Summary

- There is interest from audit bodies, local government associations and government departments in cross-national comparisons of council performance, and there are sufficient indicators in the public domain to allow for some comparative analysis of expenditure and performance at service level.
- There is greater scope for comparisons between councils in Wales and England than with Scotland but the feasibility of comparing performance varies between services.
- Much of the financial data are collected in a consistent manner and there are at least 53 financial indicators that are comparable across all three countries.
- There are at least 39 performance indicators that are comparable across all three countries, but some notable gaps in social care and central services.
- Eight of the 30 indicators that form part of the Welsh National Strategic Indicators, are also collected in England and Scotland. Seven of the 24 Public Accountability Measures have close equivalents in the other two countries.
- We could not identify any indicators that would provide a reliable basis for comparing councils' corporate capacity and leadership. Inspection reports and peer reviews would be difficult to use for this purpose because inspection frameworks vary between countries and peer reviews are tailored to local context and priorities. This is an important evidence gap that should be addressed.
- It is important to take account of the impact of deprivation, sparsity and other socio-economic and demographic factors on council performance. CIPFA's Nearest Neighbours Model offers a way of doing this. An alternative approach would be to use variables from this model in a panel regression analysis which controlled for the factors that previous research has shown have the greatest impact on council performance.
- Comparative analysis should be a collaborative endeavour with buy-in from audit bodies and local government and ideally between governments. It would be important to test and refine the methodology and performance indicators identified in this report with the involvement of these and other stakeholders.
- Central and local government should consider ways of facilitating comparable analysis through the adoption of more consistent and comprehensive approaches to performance assessments across the UK.

# Introduction

The Public Policy Institute for Wales (PPIW) is funded by the Economic and Social Research Council (ESRC) and the Welsh Government and works directly with Welsh Ministers to help them to identify their evidence needs and access expert analysis and advice to meet those needs.

At the request of the Minister for Public Services, the PPIW commissioned the Chartered Institute of Public Finance and Accountancy (CIPFA) to conduct a study of the feasibility of comparing the performance of Welsh, English and Scottish councils. The study covers the 22 Welsh unitary authorities, 91 English unitary authorities and metropolitan districts and 32 Scottish unitary authorities. It comprises four elements:

- Collating a list of key data returns across Wales, England and Scotland
- Mapping the key data items across each of the countries
- Reviewing issues of comparability in terms of deprivation and funding arrangements
- Recommending a methodology for making comparisons.

## Stage 1: Collating a List of Key Data Returns across Wales, England and Scotland

### Introduction

There is a considerable amount of data collected about local authorities in Wales, England and Scotland, but the nature and timing of these sets often varies across the three countries. Wales and Scotland continue to use comprehensive performance frameworks to monitor local authority performance, whereas England abandoned its National Indicators framework in 2011 and now maintains a single data list.

Each country works largely independently in terms of collecting and publishing data, however, all three utilise the [CIPFA Service Reporting Code of Practice \(SeRCOP\)](#) as the basis for their financial returns, which allows for more straightforward comparisons of performance in this area.

Part of the first stage of the exercise involved reviewing the current performance frameworks that exist across the three countries, as well as the accessibility of the data.



## Wales

The performance of local authorities in Wales is predominantly measured by two sets of indicators: the statutory National Strategic Indicators, set by the Welsh Government, and the Public Accountability Measures, designed by local authorities.

The National Strategic Indicators, collected directly by the Welsh Government, are used to “measure the performance of local authorities at a national level and focus on key strategic priorities” (Welsh Government, N.D.). Data are available on the [StatsWales website](#).

The Public Accountability Measures “consist of a small set of ‘outcome focussed’ indicators” and “reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability” (Data Unit Wales, N.D.). Measures cover education, social care, waste and recycling, housing and homelessness, food hygiene, roads and transport and library and leisure services. The data are published annually in September via [Data Unit Wales](#).

As with England (see below) Welsh local authorities must submit Revenue Outturn and Revenue Account returns. Data for these returns, along with other local government finance statistical data, are published on [StatsWales](#).

## England

Since 2011, English local authorities have been required to submit 145 statutory data sets to central government, as outlined in the [single data list](#). This list, which replaced the previous national indicators, was introduced as it “facilitates transparency, bringing clarity for local authorities and the public as to what data central government collects, its purpose and what is available to them. It also allows the elimination of duplication and unnecessary collections” (DCLG, N.D.).

These data sets concern the performance of a wide range of public services, including social care, education, housing, finance, the environment, planning and cultural services. The sets are published on the [GOV.UK website](#).

Local authorities are required to report their revenue expenditure and spending forecast every three months (the quarterly revenue outturn). This information is collected by the [Department for Communities and Local Government \(DCLG\)](#). The information is submitted through two key financial returns: the Revenue Outturn (RO) and Revenue Account (RA) returns.

The Revenue Outturn details local authorities' actual expenditure for each quarter, while the Revenue Account is their expected expenditure as forecast at the beginning of the year. Both are published on the [GOV.UK website](#), along with the [forms and general guidance notes](#).

## Scotland

The Improvement Service supports Scottish councils in gathering and publishing data used for the [Local Government Benchmarking Framework](#) (Improvement Service Scotland, N.D.). The framework allows for a performance comparison of services for children, social work, housing, culture, leisure and the environment, as well as corporate services and economic development.

The financial returns required of local authorities in Scotland differ from those in England and Wales. The key returns are the [Provisional Outturn and Budget Estimates](#) (POBE) and the [Local Financial Returns](#). POBEs provide breakdowns by service of local authorities' provisional outturn expenditure and budget estimates, while the Local Financial Returns provide final outturn expenditure statistics. The forms and guidance for these returns can be found on the [GOV.SCOT website](#).

## Notes on Financial Data

The format of the financial returns across England, Scotland and Wales is based on the CIPFA SeRCOP which was established to “modernise the system of local authority accounting and reporting and ensure that it met the changed and changing needs of modern local government; particularly the duty to secure and demonstrate Best Value in the provision of services to the community” (CIPFA, 2014:1). The timing of key financial data releases is listed in Table 1.

**Table 1: Timing of next financial data release**

<b>Return</b>	<b>Country</b>	<b>Timing of publication</b>
<b>Budgets</b>		
Revenue Account	Wales	<a href="#">June 2015</a>
Revenue Account	England	<a href="#">July 2015</a>
Provisional Outturn and Budget Estimates	Scotland	<a href="#">May 2015</a>
<b>Outturn</b>		
Revenue Outturn	Wales	<a href="#">October 2015</a>
Revenue Outturn	England	<a href="#">December 2015</a>
Local Financial Returns	Scotland	<a href="#">February 2016</a>

## **CIPFA Data Returns**

CIPFA collects huge quantities of data across Wales, England and Scotland that can be used to measure local authority performance (see CIPFA Returns.xlsx). Core areas include:

### ***CIPFAstats***

This provides an authoritative, independent and professional source of comparative statistical information about local government services to subscribing local authorities and related public and private sector bodies. Core areas include children's services, adult social care, environmental services, leisure and culture, public protection, housing, planning, transport, personnel and general finance.

### ***CIPFA Value for Money (VfM) Toolkit***

Developed for authorities in England, this provides a pictorial view of an authority's costs and performance across all services, allowing councils to see which areas are performing well or are underperforming and which have costs that are higher/lower than average. The tool is updated three times annually from publically available data.

### ***CIPFA Benchmarking Clubs***

This is a quantitative benchmarking service that allows local authorities to measure and compare costs, activity levels and other workload related measures against other local authorities. Organisations can use the reports and interactive tools to identify areas where they can improve efficiency and performance. Core activity covers corporate services (including finance, governance and revenues and benefits), children's services and adult social care.



### ***CIPFA Value for Money (VfM) Indicators***

These are utilised by various public bodies in the UK to assess performance, providing a useful structure for measuring performance across Wales, England and Scotland within estates management, finance, human resources, ICT, procurement, legal and communications.

## Stage 2: Mapping the Key Data Items across Each of the Countries

### **Introduction**

At the end of stage one of the project, we had compiled a list of key data sets across Wales, England and Scotland. With these in place, we attempted to map the financial and performance indicators to ascertain the degree of comparability.

### **Financial Indicators**

We mapped the financial indicators according to the CIPFA SeRCOP, which provides best practice with regard to consistent financial reporting for services. In order to achieve this mapping, we completed three stages.

#### ***Mapping SeRCOP categories***

The first stage was to analyse the divisions and subdivisions of service for financial reporting across each SeRCOP category. The reason for this was to gain an overview of the consistency of financial reporting across the three counties. Where possible, we have mapped these divisions and subdivisions in the Excel spreadsheet labelled 'SeRCOP Map'.

#### ***Mapping Revenue Outturn/Local Financial Returns forms***

Once we mapped the SeRCOP divisions, we were able to identify which divisions of service were or were not reported in a consistent manner. From this we were able to compare the Revenue Outturn forms of the three countries. The Revenue Outturn forms collect details of costs of running local authority services. These forms are mapped in the 'Revenue Outturn Map' Excel spreadsheet.

Note that some data used in the Revenue Outturn forms is obtained from other sources. For example, local authorities in England also return a PSS-EX1 form, which requests financial

information on social care. To prevent duplication, the data from this is used in the Revenue Outturn return.

### ***Identifying a list of consistent categories***

Mapping the Revenue Outturn forms allowed us to understand which financial data was collected on a consistent basis across Wales, England and Scotland. This consistent data has been included in the Excel spreadsheet, 'Map of Indicators', and is also included in Appendix 1. The equivalent form for Revenue Outturn in Scotland is called the 'Local Financial Return'.

Using a traffic light system, we have summarised the comparability of financial data for each service area below, green being very comparable, amber being fairly comparable, and red being comparable at the headline level only.

Adult social care
Central services
Children's and education services
Cultural and related services
Environmental and regulatory services
Highways and transport services
Housing services
Planning services

### **Performance Indicators**

Mapping performance indicators was more challenging. While some indicators are collected consistently, such as waste collection and disposal, others differ significantly, for example in adult social care.

To identify appropriate indicators, we have utilised those used in CIPFA's Value for Money Toolkit, as well as Wales' National Strategic Indicators and Public Accountability Measures. Attempts to map data indicators according to the VfM Toolkit and National Strategic Indicators are included in the 'VfM Map' and 'NSI Map' Excel spreadsheets respectively. The comparable indicators, as well as their data sources, have been included in the Excel spreadsheet, 'Map of Indicators', and are also included in Appendix 1.

## Key Findings

Our key findings from this stage of the exercise are as follows.

- Many of the financial returns collect data consistently across Wales, England and Scotland. However, costs for social care and education are collected somewhat differently, and were more challenging to map. Consequently, we would be wary of comparing indicators for social care and education at a very detailed level.
- Revenue Outturn returns are more consistent between Wales and England than they are when comparing to Scotland. A particular difficulty is that some category divisions are much larger in Scotland than the other countries. For example, the single category 'Other Culture and Heritage' in Scotland is divided into subcategories in Wales and England (Archives, Arts Development and Support, Theatres and Public Entertainment, etc.). There are also cases where divisions are broader in Wales or England than they are in the other countries. This data can only be compared at a broad/headline level.
- Identifying comparable performance data has proved more challenging and represents a definite gap in our indicator set. While each country individually collects performance data covering a broad range of themes, these are often not consistent with data collected elsewhere.
- Police and fire services are arranged differently between the three countries, so they have been excluded from our analysis. Public health relates to England only and has also been excluded.
- The latest data are not always available at the same time of the year.

## Corporate Performance

In addition to mapping financial and performance indicators, this feasibility study also examined the comparability of corporate information. Such information could stem from local authority inspection reports, and an example relating to children's services follows below.

### ***Example of measuring corporate performance: children's service inspections***

The [Care and Social Services Inspectorate Wales](#) is updating its inspection frameworks for the services it regulates, including local authority social services inspections. It states that it intends that the new frameworks will:

*“include clear judgements for the public on the quality of the service and the outcomes for people receiving services. This approach is used by other inspectorates. Other inspectorates describe their judgements as ‘ratings’, ‘gradings’ or ‘rankings’.”*

Such ratings are utilised by similar organisations in England and Scotland.

[Local authority children’s services inspection outcomes in England](#)<sup>1</sup> are conducted by the Office for Standards in Education, Children’s Services and Skills (Ofsted). The “overall judgement” of inspection outcomes is broken down into three categories:

1. Children who need help and protection.
2. Children looked after and achieving permanence:
  - 2.1 adoption performance
  - 2.2 experiences and progress of care leavers.
3. Leadership, management and governance.

The categories are rated using a scale of “outstanding”; “good”; “requires improvement” and “inadequate”.

The [Care Inspectorate](#) is the independent scrutiny and improvement body for care services in Scotland, and provides joint inspections of children’s services. While its quality indicators differ from England’s, they do include areas such as “leadership and direction” and “management and support of staff”. The indicators use a six point scale of: level 6 – excellent; level 5 – very good; level 4 – good; level 3 – adequate; level 2 – weak; and level 1 – unsatisfactory.

### ***Potential cross-border comparisons***

Depending on the framework that Wales chooses to adopt in 2016, there is some potential to compare the inspection reports at a headline level, or at a level whereby only the key indicators are considered.

Taking the similarities of England and Scotland’s indicators as an example, one could subjectively compare England’s “leadership, management and governance” categories with the “leadership and direction” and “management and support of staff” sections of the Scotland reports. However, it is important to note that these comparisons would be qualitative in nature.

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<sup>1</sup> There have been 33 inspections of this type as at 15 September 2014.

A desk research exercise was undertaken with six inspection reports analysed for English and Scottish authorities. This revealed some consistent themes within the relevant sections, including:

- long-term planning;
- responding to immediate demands e.g. appointing temporary posts, procuring additional resources;
- strategic leadership, transparency and accountability;
- corporate parenting;
- adapting quickly to change;
- performance monitoring and reporting/case reviews;
- partnerships;
- management guidance and direction;
- quality assurance;
- stability of workforce;
- management oversight; and
- improvement plans.

A table that maps the inspection reports' divisions is included below. It should be noted that inspection reports may give greater emphasis to different themes, i.e. the reports are inclined to focus on areas where the authority requires improvement.

Inspection frameworks in the three countries share some common themes and in theory an analysis of inspection reports might provide insights into issues such as corporate capacity and leadership. However there are differences of approach between inspectorates within and between countries and comparing reports would be time consuming and may not yield useful insights. It might though be something that inspectorates and/or national audit bodies could consider undertaking.

**Table 2: Scotland and England inspection report divisions**

Scotland		England	
Division	Subdivision	Division	Subdivision
Key performance outcomes	Improvements in the wellbeing of children and young people	Overall judgement	–
Impact on children, young people and families	Impact on children and young people	Children who need help and protection	–
	Impact on families	Children looked after and achieving permanence	Adoption performance
	–		Experiences and progress of care leavers
Impact on staff	Impact on staff	–	–
Impact on the community	Impact on communities	–	–
Delivery of key processes	Providing help and support at an early stage	Leadership, management and governance	
	Assessing and responding to risks and needs		
	Planning for individual children		
	Involving individual children, young people and families		
Policy, service and development and planning	Policies, procedures and legal measures		

Scotland		England
	Planning and improving services	
	Participation of children, young people, families and other stakeholders	
	Performance management and quality assurance	
Management and support of staff	Recruitment, deployment and joint working	
	Staff training, development and support	
Partnership and resources	Management of resources	
	Commissioning arrangements	
	Securing improvement through self-evaluation	
Leadership and direction	Visions, values and aims	
	Leadership of strategy and direction	
	Leadership of people	
	Leadership of improvement and change	
What is our capacity for improvement?	Global judgement based on an evaluation of the framework of quality indicators	

## Peer Reviews

Peer reviews also identify strengths and areas for improvements in key services and corporate capacity. The [Welsh Local Government Association](#) (WLGA) facilitates peer reviews for local authorities in Wales, and recommends that all Welsh councils should have these every four years. The review involves a desk-top analysis of an authority's documents, including organisational structures, corporate plans, financial plans and regulatory reports, as well as interviews with staff. The outcomes include a written report, which the WLGA recommends be made publicly available. Links to previous reviews can be found on the [WLGA website](#).

The [Local Government Association](#) (LGA), of which all but three English councils are members, also undertakes a "peer challenge" process, whereby a team of local government peers will spend time at a council to "provide challenge and share learning". Almost 200 councils will have received a corporate peer challenge by the end of 2014/15.

The financial peer review is a form of specialist peer challenge that "dovetails closely with the corporate peer challenge and looks at how councils are setting the strategy, making the decisions required and implementing the changes that will give them the best chance of balancing the books in the medium and long term". A financial peer review follows the structure below.

**Table 3: LGA financial peer review**

Financial leadership	Does the authority have plans for its long-term financial sustainability, which are owned by its members and officer leaders?
Financial strategy, planning and forecasting	Does the authority understand its short and long term financial prospects?
Decision-making	Are key decisions taken in the understanding of the financial implications, risks and options?
Financial outcomes	Are financial results (including those of the council's investments and transformation projects) monitored and acted upon so as to realise the authority's intentions?
Partnership and innovation	Is finance at the cutting edge of what the authority is working to achieve, working with partners and seeking innovative approaches?



In Scotland, [family groups](#) have been set up by councils to “support the meaningful interpretation of Local Government Benchmarking Framework data”. These family groups are based on socio-economic and demographic factors such as population density and deprivation to “provide a structure for similar councils to come together to drill-down into the benchmarking data”. Akin to the peer reviews in Wales and England, the objectives of the family groups is to “share good practice and work together to improve their services”.

However, it is important to note that the scope of the peer reviews across each country is tailored to reflect a council’s individual needs; consequently the reports will not be consistent in nature. While the reviews can be used to evaluate performance and identify where improvements need to be made, we would be wary of using these reviews for comparative purposes. It may be possible to identify recurring themes, challenges and lessons that are identified by peers and to compare the extent to which these are common to all three countries. This analysis might be something that the local government associations would want to consider undertaking on behalf of their members.

## Stage 3: Context

In addition to ensuring that data are collected consistently, a valid comparison would need to take account of the impact of exogenous factors that can affect council performance including deprivation, population density and other socio-economic and demographic characteristics.

### **Nearest Neighbours Model**

To adjust for these factors, a potential solution is to utilise an approach similar to CIPFA’s Nearest Neighbours Model, which identifies the authorities that are most similar in terms of specific demographic and socio-economic indicators. By selecting indicators that are available across the three countries, we can identify how individual Welsh authorities are performing compared to similar authorities in England and Scotland.

The Nearest Neighbours Model adopts a scientific approach to measuring the similarity between authorities. Developed to aid local authorities in benchmarking and other comparative exercises, specific family groups can be generated based upon a wide range of socio-economic indicators. Each of the variables used in the model is standardised (with a

mean value of zero and a standard deviation of one) and Euclidean ‘distances’<sup>2</sup> between all possible pairs of local authorities are calculated. To arrive at the final distance measure between authorities, these distances are then summed across for every single indicator and ‘rebased’ by assigning a distance of one to the farthest neighbour. All overall distances will then lie between zero and one.

However, the current model includes separate variables for Wales, England and Scotland. Our proposed solution is to find a consistent set of variables so that a common model can be used to compare authorities in all three countries. Theoretically, an authority in Wales would be able to compare performance with the ten to 15 authorities in Wales, England and Scotland that are ‘nearest’ in terms of their demographic and socio-economic profile. The variables used for each Nearest Neighbours Model are shown in table 4.

**Table 4: Nearest Neighbours Model variables**

<b>Wales</b>	<b>England</b>	<b>Scotland</b>
Population	Population	Population
% of population aged 65 to 74	Population aged 65 to 74	% of population aged 65 to 74
% of population aged 75+	Population aged 75 to 84	% of population aged 75 to 84
% of population aged 0 to 19	Population aged 85+	% of population aged 85 plus
Population change 1986 to 1989	Population aged 0 to 17	% of population aged 2 to 19
Population change 1991 to 1994	Population aged 0 to 4	% of population aged < 5
% of Income Support claimants	Population aged 11+	% of population aged > 16
% of people born outside UK and Ireland	Population aged 16 to 24	% of population aged 3 and 4
% of households where overcrowding exists	% of population of working age	% of population aged < 16
% of households in social rented accommodation	Female population of working age (18 to 64)	% of population aged 5 to 15
% of persons in lower NS-SEC (social) groups	Male population of working age (18 to 64)	% of population aged 16 to 64

<sup>2</sup> Euclidean distance  $(X, Y) = \sqrt{\sum_i (X_i - Y_i)^2}$  where  $(X, Y)$  are a pair of authorities.

<b>Wales</b>	<b>England</b>	<b>Scotland</b>
Standardised mortality ratio for all persons	Proportion of females in population	% of population aged 65 to 69
Authorities with coast protection expenditure	Population aged 18 to 64	% of population aged 70 to 74
Authorities prone to flooding	Proportion of males in population	% of population aged 75 to 79
Offices per 1,000 population	Offices per 1,000 population	% of population aged 80 to 84
Area	Area	% of population aged 85 to 89
Unemployment as % of working population	% unemployment	% of population aged 90 +
Population density	Output area density	Primary school pupils (% of total population)
Ordinary sparsity (enumeration districts with 0.5 to 4 people per hectare)	Ordinary sparsity (output areas with 0.5 to 4 people per hectare)	Small schools (% of pupils in small schools)
Super sparsity (enumeration districts with < 0.5 people per hectare)	Super sparsity (output areas with < 0.5 people per hectare)	Secondary school pupils (% of total population)
Housing benefit caseload (weighted)	Housing benefit caseload (weighted)	Pupil meals (% of all pupils)
Shops per 1,000 population	Retail premises per 1,000 population	EA pupils – including adults but excluding special (% of all pupils)
% of households with less than 4 rooms	% of households with less than 4 rooms	EA pupils – excluding adults (% of all pupils)
Enumeration district based density	Output area based sparsity	Hostel places per 1,000 pupils
% day trips	Taxbase per head of population	Income support per 1,000 aged < 65
% total visitor nights	% daytime net inflow	Number of pupil nights (per all pupils)
% of households with shared amenities	% foreign visitor nights	Children subject to ‘family stress’
Taxbase as a % of population	% domestic visitor nights	Urban/rural settlement pattern 1991
Long-term unemployed as a % of total unemployed	% day visitors	Weighted AIDS and HIV+ cases (per million population)
% of people on housing benefit	Non-domestic rateable value per head of population	Standard mortality ratio – standardised index

<b>Wales</b>	<b>England</b>	<b>Scotland</b>
% of lone-parent households with children	% of properties in bands A to D	Limiting long-term illness – standardised index
	% of properties in bands E to H	Persons living alone – standardised index
	Area cost adjustment (other services block)	Pensioners on income support – standardised index
	Number of households	Council tax bands A to C – standardised index
	% ethnic minority	Children in care – standardised index
	Authorities who do not own HRA dwellings	Lone parents – standardised index
	Indices of Multiple Deprivation	

It should be noted that while the English model was last updated in 2014, the variables used within the Welsh and Scottish models have not been updated for a number of years, so there would be some additional work required to identify the data to be used.

The deprivation variable could draw on the Indices of Multiple Deprivation, which measure relative levels of deprivation across Wales, England and Scotland. While these indices are referenced in the Nearest Neighbours Model, they also differ in terms of the variables they include to determine deprivation (see table 5). Consequently, caution should be used when including these in the calculations. An alternative solution would be to adjust the indices so that the variables are consistent.

Should the Nearest Neighbours Model be utilised, the method's robustness could be tested using an iterative relocation process, which would consider each authority in turn and calculate whether its transfer to any other group would reduce the overall level of heterogeneity between clusters. Mode analysis could also be used, which is essentially a technique for deriving 'natural' clusters, and determining whether this creates similar groups to the ones used in our original method.

## **Panel Regression Analysis**

An alternative solution is to include the Nearest Neighbours Model variables in a panel regression analysis, which can be used to control for the potential influence of factors that might impact on public service performance. By accounting for factors such as deprivation,

population, employment and age, in addition to past performance, we could achieve a 'truer' reflection of performance. The method was used by Rhys Andrews and Steve Martin in their 2010 study on regional variations in public service outcomes, a summary of which is below.

- Spatial modelling was applied on performance indicators in health, education, and social services.
- In step 1 significant differences in 21 performance indicators were identified using a univariate analysis of variance.
- Step 2 used five potentially influential factors (diversity of need, relative prosperity, population size, population sparsity, and expenditure on public services) in a panel regression model to retrieve the true impact of the performance indicators.
- Step 3 extends on the control of external influence by taking performance from previous years into the equation.

However, it should be noted that this method cannot be fully tested until the data has been collected.

**Table 5: Map of indices of multiple deprivation in Wales, England and Scotland**

England: Index of Multiple Deprivation 2010		Wales: Index of Multiple Deprivation 2014		Scottish Index of Multiple Deprivation 2012	
Domain	%	Domain	%	Domain	%
<b>Income</b>	22.5%	<b>Income</b>	23.5%	<b>Income</b>	28%
<i>Adults and children in Income Support families</i>		<i>An adult, or dependent child of an adult, in receipt of income related benefits</i>		<i>Adults and children in Income Support or Income-based Employment Support Allowance households</i>	
<i>Adults and children in income-based Jobseeker's Allowance families</i>		<i>An adult, or dependent child of an adult, in receipt of Working and Child Tax Credits, with income less than 60% of the Wales median</i>		<i>Adults and children in Job Seeker's Allowance households</i>	
<i>Adults and children in Pension Credit (Guarantee) families</i>			<i>Adults in Guarantee Pension Credit households</i>		
<i>Adults and children in certain Child Tax Credit families</i>			<i>Adults and children in Tax Credit families</i>		
<i>Asylum seekers receiving subsistence/accommodation support</i>		<i>An asylum seeker</i>			
<b>Employment</b>	22.5%	<b>Employment</b>	23.5%	<b>Employment</b>	28%
<i>Claimants of Jobseeker's Allowance</i>		<i>Percentage of working-age population in receipt of employment related benefits</i>		<i>Unemployment claimant count averaged over 12 months</i>	
<i>Claimants of Incapacity Benefit</i>				<i>Working age Incapacity Benefit or Employment Support Allowance recipients</i>	
<i>Claimants of Severe Disablement Allowance</i>					

England: Index of Multiple Deprivation 2010		Wales: Index of Multiple Deprivation 2014		Scottish Index of Multiple Deprivation 2012	
Domain	%	Domain	%	Domain	%
<i>Claimants of Employment and Support Allowance</i>				<i>Working age Severe Disablement Allowance recipients</i>	
<i>Participants in New Deal for under 25s</i>					
<i>Participants in New Deal for 25 +</i>					
<i>Participants in New Deal for lone parents aged over 18</i>					
<b>Health and Disability</b>	13.5%	<b>Health</b>	14%	<b>Health</b>	14%
<i>Years of potential life lost</i>		<i>Cancer incidence (indirectly age-sex standardised)</i>		<i>Standardised mortality ratio</i>	
<i>Comparative illness and disability ratio</i>		<i>Limiting long-term illness (indirectly age-sex standardised)</i>		<i>Comparative illness factor</i>	
<i>Acute morbidity</i>		<i>Low weight single births (live births less than 2.5kg)</i>		<i>Proportion of live singleton births of low birth weight</i>	
<i>Mood or anxiety disorders</i>		<i>All cause death rate (indirectly age-sex standardised)</i>		<i>Estimated proportion of population being prescribed drugs for anxiety, depression or psychosis</i>	
				<i>Hospital stays related to alcohol misuse</i>	
				<i>Emergency stays in hospital</i>	

England: Index of Multiple Deprivation 2010		Wales: Index of Multiple Deprivation 2014		Scottish Index of Multiple Deprivation 2012	
Domain	%	Domain	%	Domain	%
<b>Education, Skills and Training</b>	13.5%	<b>Education</b>	14%	<b>Education</b>	14%
<i>KS2 attainment</i>		<i>Key Stage 2 average point score</i>			
<i>KS3 attainment</i>		<i>Key Stage 4 capped point score</i>			
<i>KS4 attainment</i>		<i>Key Stage 4 Level 2 inclusive</i>		<i>Pupil performance on SQA at stage 4</i>	
<i>Secondary school absence</i>		<i>Repeat absenteeism</i>		<i>School pupil absences</i>	
<i>Staying on in education</i>					
<i>Entry to higher education</i>		<i>Proportion of people not entering higher education aged 18–19</i>		<i>17–21 year olds enrolling into full time higher education</i>	
<i>Adult skills</i>		<i>Number of adults aged 25–64 with no qualifications</i>		<i>Working age people with no qualifications</i>	
				<i>School leavers aged 16–19 not in education, employment or training</i>	
<b>Barriers to Housing and Services</b>	9.3%	<b>Access to Services</b>	10%	<b>Access</b>	9%
<i>Road distance to a GP</i>		<i>Average of public and private travel times to GP surgeries</i>		<i>Private/public drive time to GP</i>	
<i>Road distance to supermarket or convenience store</i>		<i>Average of public and private travel times to food shops</i>		<i>Private/public drive time to retail centre</i>	



England: Index of Multiple Deprivation 2010		Wales: Index of Multiple Deprivation 2014		Scottish Index of Multiple Deprivation 2012	
Domain	%	Domain	%	Domain	%
Road distance to primary school		Average of public and private travel times to primary schools		Private/public drive time to primary and secondary schools	
Road distance to post office		Average of public and private travel times to post office		Private/public drive time to post office	
		Average of public and private travel times to secondary schools			
		Average of public and private travel times to public library			
		Average of public and private travel times to pharmacies			
		Private travel times to petrol stations (private transport only)		Drive time to petrol station	
		Average of public and private travel times to leisure centre			
		<b>Housing</b>	5%	<b>Housing</b>	2%
Overcrowding		Proportion of people living in overcrowded households (bedrooms measure)		Persons in households which are overcrowded	
Houses without central heating (under Living Environment)		Proportion of population living in households with no central heating		Persons in households without central heating	
Housing affordability					
Homelessness					

England: Index of Multiple Deprivation 2010		Wales: Index of Multiple Deprivation 2014		Scottish Index of Multiple Deprivation 2012	
Domain	%	Domain	%	Domain	%
<b>Crime</b>	9.3%	<b>Community Safety</b>	5%	<b>Crime</b>	5%
<i>Burglary</i>		<i>Police recorded burglary</i>		<i>Domestic house breaking</i>	
<i>Violence</i>		<i>Police recorded violent crime</i>		<i>Crimes of violence</i>	
<i>Theft</i>		<i>Police recorded theft</i>		<i>Vandalism</i>	
<i>Criminal damage</i>		<i>Police recorded criminal damage</i>		<i>Common assault</i>	
		<i>Fire incidences</i>		<i>Drug offences</i>	
		<i>Anti-social behaviour (ASB)</i>		<i>Sexual offences</i>	
<b>Living Environment</b>	9.3%	<b>Physical Environment</b>	5%		
<i>Air quality</i>		<i>Air emissions</i>			
		<i>Air concentration</i>			
		<i>Flood risk</i>			
		<i>Proximity to waste disposal and industrial sites</i>			

England: Index of Multiple Deprivation 2010			Wales: Index of Multiple Deprivation 2014			Scottish Index of Multiple Deprivation 2012	
Domain	%		Domain	%		Domain	%
<i>Road traffic accidents</i>							
<i>Housing in poor condition</i>							

# Conclusions

## **Feasibility of Cross-national Comparisons**

This study suggests that there is genuine scope for comparing the performance of local authorities in Wales, England and Scotland. Using the Service Reporting Code of Practice (SeRCOP) to structure the divisions of service, 92 consistent financial and performance indicators have been identified across the three countries. Though some areas will have to be compared at a headline level due to inconsistencies in the way data are collected, other areas can be analysed more comprehensively.

Socio-economic and demographic factors can be factored into the data using a variety of methods, including the CIPFA Nearest Neighbours Model, which allows authorities to be grouped by relevant factors. However, while these methods are scientific in nature, it should be noted that they remain an attempt to simplify what are very complex socio-economic factors.

The list of chosen indicators is by no means an exhaustive one. Although considerable efforts have been made to achieve a wide-ranging map, some additional indicators may be uncovered through additional research and analysis. Similarly, we accept that the chosen indicators are subject to debate. We would recommend follow-up discussions with relevant stakeholders in Wales and across the UK (e.g. Data Unit Wales, Wales Audit Office, DCLG, the National Audit Office, Scottish Government, Improvement Service and Audit Scotland) in order to test and refine our proposed methodology and list of performance indicators.

What the mapping exercise did uncover, however, was a host of comparable indicators, and it demonstrates that many services can be compared despite England's move away from national indicators.

In terms of comparing other performance-related information, such as corporate performance or inspection reports, any exercise of this type would be largely qualitative and the outputs would be subjective in nature. Although some of these reports include overlaps in their focus and results, e.g. leadership and management, they often concentrate on areas where the authority has performed either very well or badly. This means that the reports differ in terms of their focus, dependant on the specific authority circumstances. This is an important gap in the current evidence base that Ministers and others might wish to consider how to address.

## Key Challenges

### *Financial indicators*

Scotland's Service Reporting Code of Practice (SeRCOP), which establishes proper practice with regard to consistent financial reporting for services, is distinct from the SeRCOP for Wales and England. This means that some of the subdivisions of service, i.e. the various discretionary segments that make up the headline service cost, differ across the three countries. Table 6 below provides an example of how "recreation and sport" in the Revenue Outturn and Local Financial Returns is broken down.

Although the financial returns ultimately collect the same data, the nature of the subdivisions (or lack of) means some parts can only be compared at a headline level. This was compounded by the fact that the SeRCOP service expenditure analysis for adult social care is different for all three countries. As a result we would advise that financial indicators for social care and education should only be considered at the headline level.

The other key challenge of comparing financial data is that some data are collected at different stages of the year, and wider consideration would need to be made on the appropriateness of the comparisons.

**Table 6: Division of recreation and sport**

<b>Wales</b>	<b>England</b>	<b>Scotland</b>
Recreation and sport	Community centres and public halls	Other recreation and sport
	Foreshore	
	Sports development and community recreation	Sports development and community recreation
	Sports and recreation facilities, including golf courses	Sports facilities

### **Performance indicators**

Finding consistent performance indicators was more challenging than obtaining financial indicators. England has replaced its national indicators with a single data list: 145 returns that local authorities must submit to central government. Consequently, any performance indicators for England will have to be calculated manually using the raw data.

However, we have been able to draw on Wales' National Strategic Indicators and Public Accountability Measures, as well as Scotland's Local Government Benchmarking Framework, and assess whether the data used to calculate these indicators is also available in England. We have also used the indicators included in CIPFA's Value for Money Toolkit, as well as external sources such as WasteDataFlow and the Office for National Statistics. Where indicators stem from the same source, countries can be compared more easily.

### **Additional Challenges and Further Work**

It is important to note that some of the methodology used to collect and collate performance indicators may be such that certain factors are excluded from the calculations, e.g. excluding IT costs when calculating central costs. Furthermore, having the *ability* to compare does not mean that the comparison is *appropriate*, and we anticipate that further discussions with local authorities will be required to ensure the indicators chosen are appropriate for use. We will also have to consider the application of the indicators i.e. whether they are used to demonstrate performance, provide a level of public accountability, or both.

If the decision is made to undertake a comparison exercise of Wales, England and Scotland, we would suggest that we hold discussions with appropriate bodies to consider which indicators to take forward. We have highlighted two examples below of ways to present this comparison analysis. It should be noted that there are several other solutions for comparing and/or benchmarking authority performance, but these examples demonstrate some outputs that are already in use, albeit on a national level as opposed to a cross-border exercise.

#### **Example 1: Performance Indicator Comparator Profile**

The following example demonstrates how a chosen performance indicator could be compared across 'nearest neighbour' authorities. A performance indicator for waste was chosen, and the report includes comparison data as well as individual information about the authority, such as whether or not the authority is improving. Such profiles enable authorities to examine how their service costs, performance and outcomes compare to their peers,

helping key decision makers to review areas for improvement and where good practice can be shared.

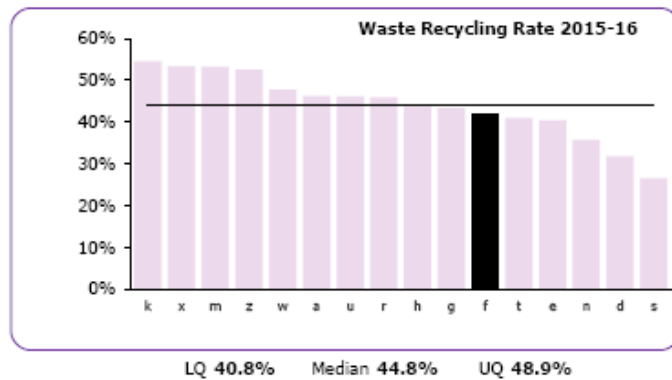
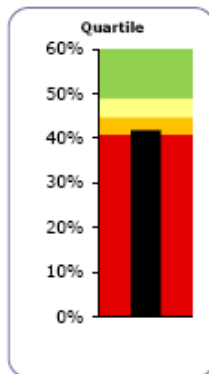
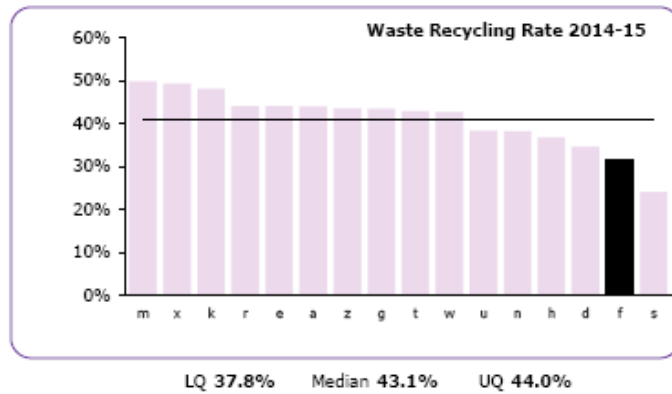
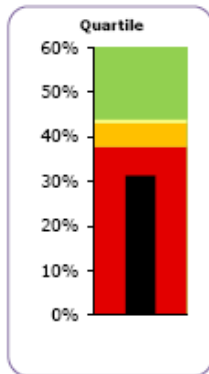
A series of individualised reports displaying graphical and tabular representations of the indicator set could be generated, clearly illustrating the comparative position of each council. We would suggest separate sections for each service grouping (central services, cultural and related services, etc.) with a clear summary of performance overall, followed by more detailed analysis of individual indicators.

The reports should be designed with data visualisations that enable simple but effective engagement with the data. A simple example based upon one of the indicators is provided below as an illustration of the types of comparisons that can be drawn.

This example is very much a starting point and we would suggest that the content and structure is reviewed thoroughly with local authority practitioners to ensure that the profile is as useful as possible to all users.

## % of Household Waste sent for Recycling

Waste Recycling Rates	Rate %	Average
2014-15	31.5%	40.9%
2015-16	41.9%	44.0%
Change over period	33.4%	7.8%

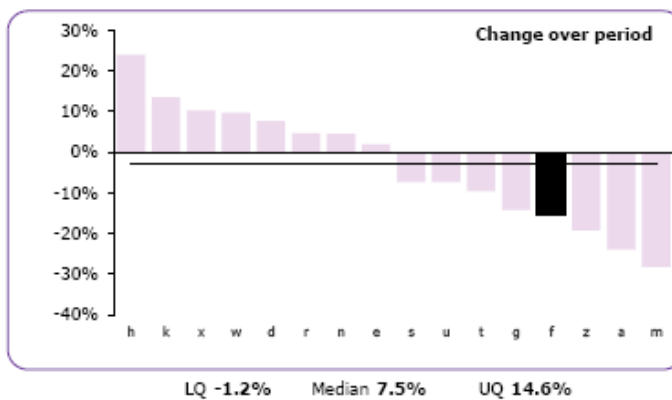


*Recycling rates have increased from 31.4% to 41.9%, a rise of 33.4%*

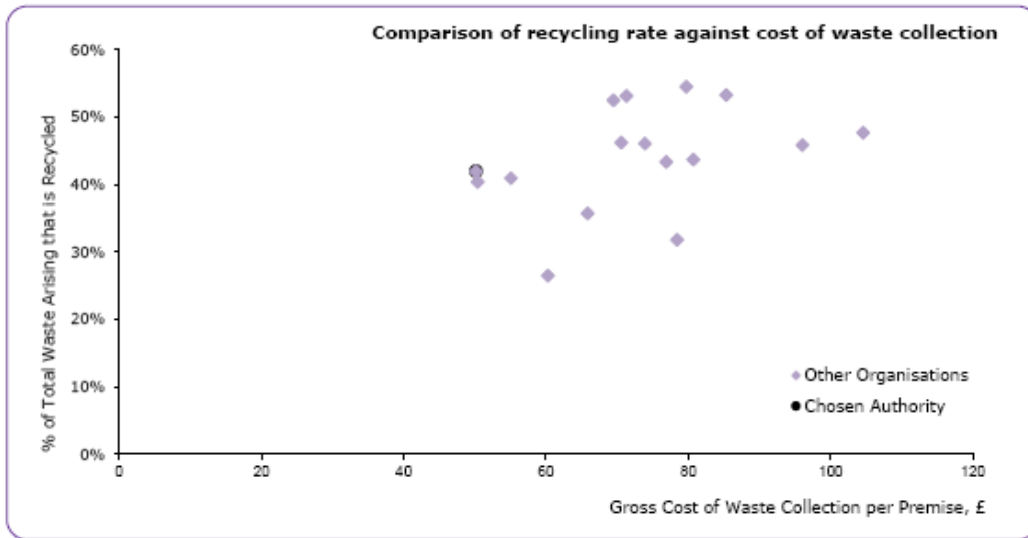
**Current Performance**



**Direction of Travel**







#### Indicator Definition

$$\text{Recycling Rate (\%)} = \frac{\text{Total Waste Recycled}}{\text{Total Waste Arising}}$$

Household waste includes household collection rounds, other household collections such as bulky waste collections, waste deposited by householders at household waste recycling centres and recycling points/ bring banks. The new definition excludes non-domestic properties which were previously counted.

This includes hospitals and nursing homes, residential hostels, residential homes, schools, universities and other educational facilities, caravan sites and campsites, self catering holiday accommodation, prisons and penal institutions, public halls, royal palaces and premises occupied by charities and used for charitable purposes.

Refuse disposal includes any treatment of waste collected by the council which is recycled e.g. paper, cardboard, glass, textiles, ferrous and nonferrous metal, books, wood etc.

#### Data Sources

Data is available for each council via WasteDataFlow  
<http://www.wastedataflow.org>

## Example 2: Value for Money Toolkit

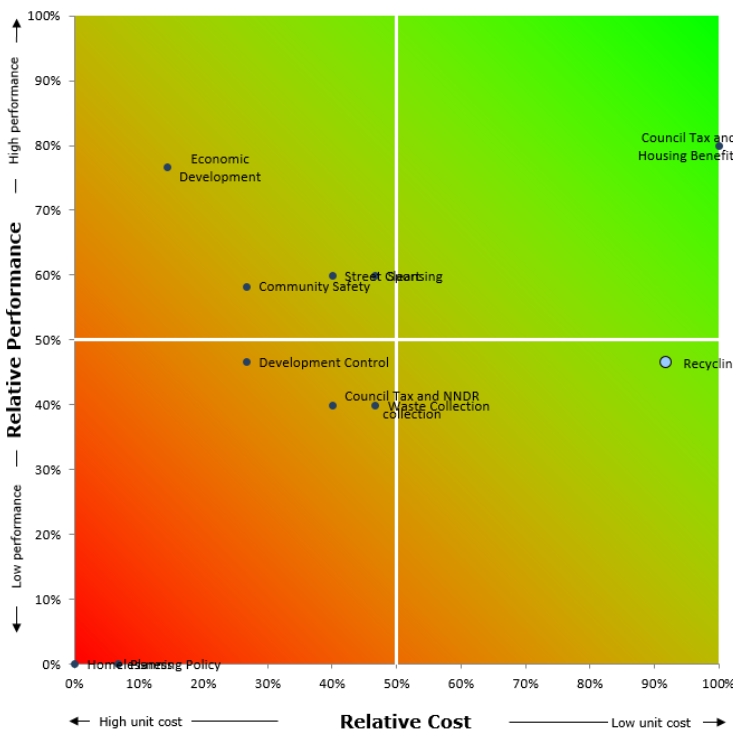
An alternative output is a visual tool that will allow authorities to compare performance from a number of indicators, whereby the relative service cost and performance will be presented in simple graphs. The example below demonstrates how one part of the tool might function.

The authority would be able to select a number of performance indicators, and the relative cost and performance could be compared against its 'nearest neighbours'. Cost data would be drawn from the latest Revenue Outturn/Local Financial Return data that is comparable across the three countries, while the performance indicators will be those that have been included in our final map. In this example, services grouped on the top left are good value, and those at the bottom right are services offering poor value.

The flexibility of the tool means that the outputs can focus on specific services and identify best practice in these areas.

### CIPFA VFM Toolkit - Tool 1 - Comparative Overview

- This tool gives a complete overview of how the authority's services compare to the specified group of authorities.
- Each service is plotted based on its relative scoring against the other authorities, (see Tool 2 for the detailed analysis).
- The services are plotted independently of each other, so they can all score well if this is what the data shows.



**Adur**

**Group: CIPFA Nearest Neighbours (NN)**

Data Labels for services:

Service name:

Highlight specific service:

Recycling

Service	Cost Score	P.I. Score
B Community Safety	26.7%	58.3%
A Council Tax and Housing Benefi	100.0%	80.0%
q Council Tax and NNDR collectio	40.0%	40.0%
E Culture and Heritage	86.7%	na
a Development Control	26.7%	46.7%
M Economic Development	14.3%	76.7%
F Homelessness	0.0%	0.0%
N Planning Policy	6.7%	0.0%
G Recycling	91.7%	46.7%
y Sport	46.7%	60.0%
k Street Cleansing	40.0%	60.0%
r Waste Collection	46.7%	40.0%

Source of cost data: RO Dataset 2013-14

Area Cost Adjustment: Off

## Appendix 1: Map of Indicators

Adult Social Care (Wales and England)/Social Work (Scotland)				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
FIN/ASC1	Service strategy	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC2	Assessment and care management	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC3	Care homes	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC4	Supported and other accommodation	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC5	Direct payments	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC6	Home care	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC7	Day care	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC8	Equipment adaptations	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC9	Older people (aged 65 or Over) including mentally ill	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC10	Adults aged under 65 with physical disability or sensory impairment	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC11	Adults aged under 65 with learning disabilities	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
FIN/ASC12	Adults aged under 65 with mental health needs	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15



Adult Social Care (Wales and England)/Social Work (Scotland)				Latest Statistics			Date Published		
FIN/ASC14	Other adult services	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Feb-15
PER/ASC1	Rate of delayed transfers of care for social care reasons per 1,000 population	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	Dec-14	May-15
PER/ASC2	The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	Dec-14	Nov-14
PER/ASC3	The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	Dec-14	Nov-14



Central Services				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
FIN/CS1	Council tax collection	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CS2	Non-domestic rates collection	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CS3	Elections	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CS4	Emergency planning	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CS5	General grants, bequests and donations	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CS6	Local land charges	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CS7	Registration of births, deaths and marriages	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CS8	Corporate and democratic management	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CS9	Non-distributed costs	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
PER/CS1	Council tax collection rate	Performance	Percentage	2013/14	2013/14	2013/14	Jun-14	Jul-14	2014
PER/CS2	National non-domestic rates collection rate	Performance	Percentage	2013/14	2013/14	2013/14	Jun-14	Jul-14	2014



Children's and Education Services (Wales and England)/Social Work (Scotland)				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
FIN/CES1	Total social care spend (children's services)	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Dec-14	Mar-15
FIN/CES2	Total education spend	Financial	Cost per pupil	2013/14	2013/14	2013/14	Oct-14	Dec-14	2015
FIN/CES3	Cost per primary school pupil	Financial	Cost per pupil	2013/14	2013/14	2013/14	2014	2014	2015
PER/CES1	The percentage of children looked after on 31 March who have had three or more placements during the year	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	Sep-14	Mar-15
PER/CES2	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	Sep-14	Mar-15
PER/CES3	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	Sep-14	Mar-15
PER/CES4	The percentage of young people formerly looked after with whom the authority is in contact who are known to be engaged in education, training or employment at age 19	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	May-15	Jun-14

Children's and Education Services (Wales and England)/Social Work (Scotland)				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
PER/CES5	The average external qualifications point score for 16 year old looked after children in any local authority managed learning setting	Outcome	Point score	2013/14	2013/14	2013/14	Sep-14	Dec-14	2014
PER/CES6	The percentage of all pupils in any local authority maintained school, aged 15 at the preceding 31 August that leave compulsory education, training or work based learning without an approved external qualification	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	May-15	Jun-14
PER/CES7	The average point score for pupils at the compulsory leaving age at the preceding 31 August, in schools maintained by the local authority	Outcome	Point score	2013/14	2013/14	2013/14	Sep-14	2014	2014
PER/CES8	The percentage of pupils at the compulsory leaving age at the preceding 31 August, in schools maintained by the local authority who achieved the Level 2 threshold including a GCSE grade A*–C in English or Welsh first language and mathematics	Outcome	Percentage	2013/14	2013/14	2013/14	Sep-14	Mar-15	Jun-14



Cultural and Related Services				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
FIN/CRS1	Museums and galleries	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CRS2	Library service	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CRS3	Recreation and sport	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CRS4	Tourism	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/CRS5	Culture and heritage (excluding museums and galleries)	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
PER/CRS1	The number of physical visits per 1,000 population (return non-compulsory)	Performance	Number	2013/14	2013/14	2013/14	Dec-14	Dec-14	Dec-14
PER/CRS2	Total library book issues per 1,000 population (return non-compulsory)	Performance	Number	2013/14	2013/14	2013/14	Dec-14	Dec-14	Dec-14
PER/CRS3	Percentage of library books supplied in 7 days after request (return non-compulsory)	Outcomes	Percentage	2013/14	2013/14	2013/14	Dec-14	Dec-14	Dec-14
PER/CRS4	Number of archive visitors per 100,000 population (return non-compulsory)	Performance	Number	2013/14	2013/14	2013/14	Dec-14	Dec-14	Dec-14
PER/CRS5	Total number of recreation and sport facilities per 100,000 population (return non-compulsory)	Performance	Number	2013/14	2013/14	2013/14	Dec-14	Dec-14	Dec-14





Environmental and Regulatory Services (Wales and England)/ Environmental Services (Scotland)				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
FIN/ERS1	Waste collection	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/ERS2	Waste disposal	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/ERS3	Trading standards	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/ERS4	Street cleansing (not chargeable to highways)	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/ERS5	Flood defence and land drainage	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
PER/ERS1	Waste collected per head	Performance	Weight	2013/14	2013/14	2013/14	Jan-March-2014	Jan-March-2014	Jan-March-2014
PER/ERS2	Percentage of municipal waste landfilled	Performance	Percentage	2013/14	2013/14	2013/14	Jan-March-2014	Jan-March-2014	Jan-March-2014
PER/ERS3	Flytipping rate	Performance	Weight	2013/14	2013/14	2013/14	Jan-March-2014	Jan-March-2014	Jan-March-2014
PER/ERS4	Percentage of household waste sent for reuse, recycling and composting	Performance	Percentage	2013/14	2013/14	2013/14	Jan-March-2014	Jan-March-2014	Jan-March-2014
PER/ERS5	Proportion of registered businesses with a high trading standards risk ( <i>return non-compulsory</i> )	Performance	Percentage	2013/14	2013/14	2013/14	Jan-15	Jan-15	Jan-15

Environmental and Regulatory Services (Wales and England)/ Environmental Services (Scotland)				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
PER/ERS6	Consumer enquiries and complaints per registered business ( <i>return non-compulsory</i> )	Performance	Number	2013/14	2013/14	2013/14	Jan-15	Jan-15	Jan-15
PER/ERS7	Business requests for advice per registered business ( <i>return non-compulsory</i> )	Performance	Number	2013/14	2013/14	2013/14	Jan-15	Jan-15	Jan-15
PER/ERS8	Inspections per registered business ( <i>return non-compulsory</i> )	Performance	Number	2013/14	2013/14	2013/14	Jan-15	Jan-15	Jan-15



Highways and Transport Services				Latest Statistics			Date Published		
	Type	Unit	Wales	England	Scotland	Wales	England	Scotland	
FIN/HTS1	Winter service	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/HTS2	Concessionary fares	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/HTS3	Parking	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/HTS4	Public transport coordination	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/HTS5	Support to operators	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/HTS6	Structural/environmental maintenance	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/HTS7	Street lighting	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
PER/HTS1	People killed or seriously injured in road traffic accidents	Outcome	Number of people	2013/14	2013/14	2013/14	Feb-15	Feb-15	Feb-15
PER/HTS2	Overall satisfaction with the condition of highways ( <i>return non-compulsory</i> )	Outcome	Satisfaction	2013/14	2013/14	2013/14	2014	2014	2014
PER/HTS3	Overall satisfaction with highways maintenance ( <i>return non-compulsory</i> )	Outcome	Satisfaction	2013/14	2013/14	2013/14	2014	2014	2014
PER/HTS4	Overall satisfaction with road safety environment ( <i>return non-compulsory</i> )	Outcome	Satisfaction	2013/14	2013/14	2013/14	2014	2014	2014

Highways and Transport Services				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
PER/HTS5	Overall satisfaction with road safety education ( <i>return non-compulsory</i> )	Outcome	Satisfaction	2013/14	2013/14	2013/14	2014	2014	2014
PER/HTS6	Overall satisfaction with street lighting ( <i>return non-compulsory</i> )	Outcome	Satisfaction	2013/14	2013/14	2013/14	2014	2014	2014

Housing Services		Type	Unit	Latest Statistics			Date Published		
				Wales	England	Scotland	Wales	England	Scotland
FIN/HS1	Council Tax and Housing Benefits	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/HS2	Homelessness (Finance)	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
PER/HS3	Number of Affordable Housing Units provided as a percentage of all additional housing units provided	Performance	Percentage	2013/14	2013/14	2013/14	Oct-14	Nov-14	Mar-15
PER/HS4	Number of Additional Housing Units	Performance	Number	2013/14	2013/14	2013/14	Oct-14	Nov-14	Mar-15
PER/HS5	Number living in temporary accommodation per 1,000 households	Performance	Number per 1,000 households	2013/14	2013/14	2013/14	Mar-15	Mar-15	Mar-15
PER/HS6	Total cases of prevention and relief per 1,000 households	Outcome	Number per 1,000 households	2013/14	2013/14	2013/14	Mar-15	Mar-15	Mar-15
PER/HS7	Time taken to process housing benefit change of circumstances	Outcome	Time taken	2013/14	2013/14	2013/14	Oct-14	Oct-14	Oct-14
PER/HS8	Time taken to process new housing benefit claims	Outcome	Time taken	2013/14	2013/14	2013/14	Oct-14	Oct-14	Oct-14
PER/HS9	Proportion of public housing meeting the Decent Homes Standard	Outcome	Standards	2013/14	2013/14	2013/14	Oct-14	Oct-14	Oct-14



Planning Services (Wales and England)/Planning and Development Services (Scotland)				Latest Statistics			Date Published		
		Type	Unit	Wales	England	Scotland	Wales	England	Scotland
FIN/PS1	Development Control	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/PS2	Economic Development	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/PS3	Planning Policy	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/PS4	Building Control	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/PS5	Environmental Initiatives	Financial	Cost per head	2013/14	2013/14	2013/14	Oct-14	Nov-14	Feb-15
FIN/PS6	Processing of planning applications as measured against targets for all application types	Performance	Time taken	2013/14	2013/14	2013/14	Apr-15	Mar-15	Jul-14
FIN/PS7	Processing of planning applications as measured against targets for 'major' application types	Performance	Time taken	2013/14	2013/14	2013/14	Apr-15	Mar-15	Jul-14
FIN/PS8	Overall Employment Rate	Outcome	Percentage	2015	2015	2015	May-15	May-15	May-15
FIN/PS9	New Business Registration Rate	Outcome	Percentage	2013	2013	2013	Nov-14	Nov-14	Nov-14

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