

Council's service and public performance reporting

89. The council reports quarterly and annually on its performance scorecards to the relevant Policy Development and Scrutiny Panels (PDSP) using a RAG rating against the target performance. Some PDSPs were newly created in 2022/23 and the performance indicators are not comparable year on year but comparisons over a longer period will provide better data on direction of travel of council performance.

Local Government Benchmarking Framework

90. The council participates in the [Local Government Benchmarking Framework \(LGBF\)](#). The framework brings together a wide range of information about how all Scottish councils perform in delivering services, including the cost of services and how satisfied citizens are with them.

91. The most recent [National Benchmarking Overview Report 2022-23 \(improvementservice.org.uk\)](#) was published by the Improvement Service in March 2024. The report summarises the performance of all Scottish councils. The report highlighted:

- *'In terms of overall council service performance, the long-term picture remains positive, with 66% of performance indicators within the LGBF showing improvement since the base year. In recent years, however, year on year trends show a slowing in this improvement, and an increase in the number of performance indicators which are now declining. In 2022/23, for the first time, the rate of decline has overtaken the rate of improvement (45% and 43% respectively). It is apparent that given the deepening fiscal, workforce and demand pressures facing the sector, councils are having to make increasingly difficult decisions about the shape and level of service delivery, and these are beginning to have a clear impact on service performance. If the current trend continues, the improvements and progress that has been achieved thus far, could potentially be lost and council service performance may start to decline over the longer-term'.*

92. The LGBF indicators allow comparison over time and/or with the other 31 Scottish local authorities. For West Lothian Council, a comparison to the base year (2010/11) shows that overall, the council has improved in relation to 58% of indicators, with 7% staying the same and 36% deteriorating. West Lothian Council will need to continue to use the LGBF information to help them identify where they are performing well and where the council can learn from other council experience and good practice.

Factfile

93. The council's online Annual Report 'Factfile' provides an overview of the council's activities and achievements in the five priority areas set out in the Corporate Plan 2023-28. This is a clear, accessible summary of key performance measures. At the date of writing this report, the 'Factfile 2024' annual report of performance in 2023/24 had not yet been published; it is due for publication in early 2025.