Local Government Benchmarking Framework Analysis of April 2024 Data Release



Contents

| Introduction | 1 |
|-----------------|----|
| Our Approach | 1 |
| Analysis | 3 |
| Family Groups | 4 |
| People Services | 5 |
| Other Services | 10 |

Introduction

The Local Government Benchmarking Framework (LGBF) provides an opportunity to benchmark our performance with other local authorities in Scotland. It is administered by the Improvement Service in partnership with the Society of Local Authority Chief Executives (SOLACE) and highlighted within the Accounts Commission's Statutory Performance Information Direction 2021 which defines how local authorities should demonstrate they are achieving Best Value for the people they serve. As a result, several of the indicators are used within our current 2023-28 Council Plan. This report details our performance as at the data released in April 2024, most of which relates to 2022/23.

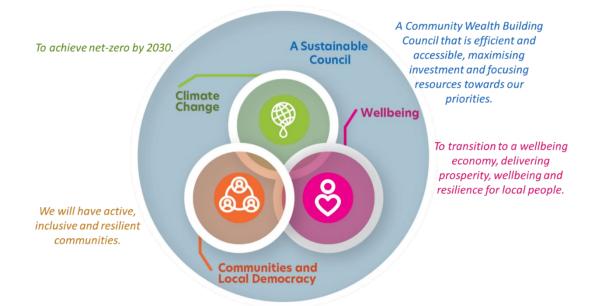
The LGBF brings together a range of 108 performance indicators covering nine key themes:

- Adult Social Care
- Children's Services
- Corporate Services
- Culture and Leisure
- Economic Development
- Environmental Services
- Financial Sustainability
- Housing
- Tackling Climate Change

These can be explored in full using the LGBF Dashboard.

Our Approach

The Direction 2021 Statutory Performance Indicator 1 includes a requirement for our council to report information that demonstrates how we are improving local services and local outcomes. This particularly relates to using the LGBF to enable comparison with similar bodies and over time, linked to the desired outcomes agreed with our partners and communities. As such, the Direction 2021 gives scope to identify the key LGBF measures that relate directly to our Council Plan priorities to help inform decision making. Our Council Plan 2023-28 priorities are:



The following LGBF PIs have been identified by the Corporate Policy and Performance Team as relating directly to our Council Plan priorities. This list is wider than the range of LGBF PIs directly included in our Performance Management Framework (PMF) as they serve a slightly different purpose. The PMF function is to manage performance on a six-monthly basis using frequent and immediate data. The LGBF suite provides as close to a like for like comparison as possible so is used to benchmark our performance and learn from others.

| LGBF Indicator Group | PI Code | Description | Use |
|-------------------------------|---------|---|--------------|
| Children's Services | CHN11 | Percentage of pupils entering positive destinations | PMF |
| Children's Services | CHN17 | Percentage of children meeting developmental milestones | PMF |
| Children's Services | CHN24 | Percentage of children living in poverty (after housing costs) | PMF |
| Tackling Climate Change | CLIM1 | CO2 emissions area wide per capita | PMF |
| Tackling Climate Change | CLIM2 | CO2 emissions area wide: emissions within scope of LA per capita | Benchmarking |
| Tackling Climate Change | CLIM3 | CO2 emissions from Transport per capita | Benchmarking |
| Tackling Climate Change | CLIM4 | CO2 emissions from electricity per capita | Benchmarking |
| Tackling Climate Change | CLIM5 | CO2 emissions from Natural Gas per capita | Benchmarking |
| Economic Development | ECON1 | Percentage of unemployed people assisted into work from council operated / funded employability programmes | Benchmarking |
| Economic Development | ECON10 | Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan | Benchmarking |
| Economic Development | ECON11 | Gross Value Added (GVA) per capita | Benchmarking |
| Economic Development | ECON12a | Claimant Count as a percentage of Working Age Population | Benchmarking |
| Economic Development | ECON12b | Claimant Count as a percentage of population aged between 16 and 24 years | Benchmarking |
| Economic Development | ECON4 | Percentage of procurement spend spent on local enterprises | Benchmarking |
| Economic Development | ECON5 | Number of business gateway start-ups per 10,000 population | Benchmarking |

| LGBF Indicator Group | PI Code | Description | Use |
|----------------------------|-----------------|--|--------------|
| Economic Development | ECON7 | Proportion of people earning less than the real living wage | PMF |
| Economic Development | ECON9 | Town Vacancy Rates | Benchmarking |
| Environmental Services | ENV3c | Street Cleanliness Score | PMF |
| Environmental Services | ENV4b | Percentage of A class roads that should be considered for maintenance treatment | Benchmarking |
| Environmental Services | ENV4c | Percentage of B class roads that should be considered for maintenance treatment | Benchmarking |
| Environmental Services | ENV4d | Percentage of C class roads that should be considered for maintenance treatment | Benchmarking |
| Environmental Services | ENV4e | Percentage of unclassified roads that should be considered for maintenance treatment | Benchmarking |
| Environmental Services | ENV6 | Percentage of total household waste arising that is recycled | PMF |
| Housing Services | HSN1b | Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year | PMF |
| Housing Services | HSN3 | Percentage of council dwellings meeting Scottish Housing Standards | PMF |
| Housing Services | HSN5a | Percentage of council dwellings that are energy efficient | PMF |
| Corporate Services | CORP 3b | Percentage of the highest paid 5% of employees who are women | Benchmarking |
| Corporate Services | CORP 3c | The gender pay gap (%) | Benchmarking |
| Corporate Services | CORP 7 | Percentage of income due from council tax received by the end of the year | PMF |
| Corporate Services | CORP 8 | Percentage of invoices sampled that were paid within 30 days | Benchmarking |
| Corporate Services | CORP 9 | Percentage of Scottish Welfare Fund Crisis Grant decisions within one day | Benchmarking |
| Corporate Services | CORP 10 | Percentage of Scottish Welfare Fund Community Care Grant decisions in 15 days | Benchmarking |
| Corporate Asset | CORP- ASSET1 | Percentage of operational buildings that are suitable for their current use | PMF |

Analysis

Of the 33 LGBF PIs directly linked to our Council Plan 2023-2028 priorities, 25 have data for 2022/23. It should be noted this April 2024 data release relates to a time period prior to the current Council Plan, however the plan builds on progress made during the previous Council Plan to drive immediate and longer-term sustainable improvements for our residents. As a result, the analysis of these PIs is still valid for this time period.

During 2022/23 eight priority PIs were within the top quartile (32%) and six are within the second quartile (24%). Top quartile performance includes areas such as crisis grant payments, proportion of pupils entering positive destinations, household waste recycling and rent arrears.

Of the indicators with data 68% of our priority indicators demonstrate improved performance in the short term (one year comparison of 25 PIs with data) and 4% remain unchanged. For the same number of PIs over the medium term (three years), 60% have improved and 4% remain unchanged. Long term (10 years) 93.75% of indicators have improved (based on 16 PIs with comparable data).

Rank is naturally affected by other local authority performance and though useful as an indication of relative performance, it cannot be viewed in isolation. Over the short term, of the 25 PIs with data, 52% have improved rank and 12 % have maintained their position. For the same number of PIs over the medium term, 64% have improved and 4% have maintained their position. Over the long term, where data is available for 16 of the PIs, 62.5% have improved and 6.25% have maintained their position.

Family Groups

Family groups enable local authorities to make as close to a like for like comparison as possible with other councils by grouping those within similar traits depending on the indicator. Grouping is based on levels of deprivation (people services) or rurality (other services). Following a review in 2022/23 of previous LGBF reporting 2022/23, a more visual chart-based approach and analysis focussing on family groups was adopted. This more indepth consideration of each indicator is made possible by focussing on the indicators directly linking to our priorities.

We will be using this information to actively benchmark through approaching other local authorities to learn from their performance and/or gain context to their results. In addition, the Improvement Service is exploring the potential of a peer review system to support this approach in future.

In the following charts, North Ayrshire Council's performance is indicated by a thick dark blue line. For ease of viewing, only the data labels relating to North Ayrshire Council are included in the graphs. To support accessibility, a summary analysis is provided for each chart.

Full details, including the meta data behind each measure which explains how it is captured, is available through the <u>LGBF Dashboard</u>.

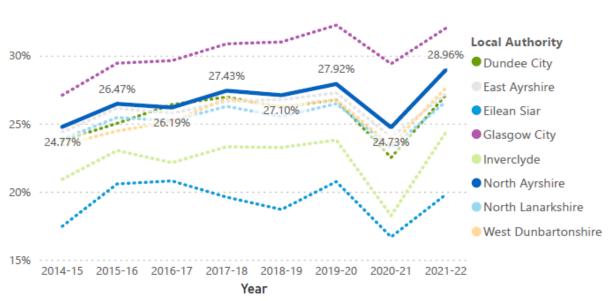
People Services

This section provides an overview of North Ayrshire's performance within our 'People Services' Family Group. This includes our priority indicators relating to Children, Social Work and Housing. Local authorities included in this comparison are:

- North Ayrshire Council
- Comhairle nan Eilean Siar
- Dundee City Council
- East Ayrshire Council
- North Lanarkshire Council
- Inverclyde Council
- West Dunbartonshire Council
- Glasgow City Council

35%

Proportion of children living in poverty (after housing costs)



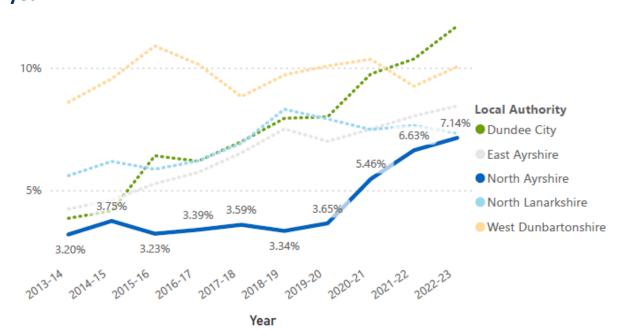
(Please note, the axis of this chart is 15% to 35% for clarity.)

Most recent child poverty statistics were released by Loughborough University and End Child Poverty in June 2024 and are not covered in the LGBF data release (in the chart above). The June data states 29.2% of children are in poverty after housing costs (as at 2022/23) which is 0.2 percentage points higher than in 2021/22 and we remain second highest behind Glasgow City Council (32.9%).

The LGBF data release in the chart above relates to 2021/22 and shows an increase from 24.7% to 28.9% of children living in poverty. However, due to changes in the methodology in gathering this information during the Covid-19 pandemic, 2020/21 isn't directly comparable to other years.

29.2% (2022/23) means approximately 7,181 of our children, young people and their families may be struggling every day to access essentials such as food, sanitary products, clothing and transport.

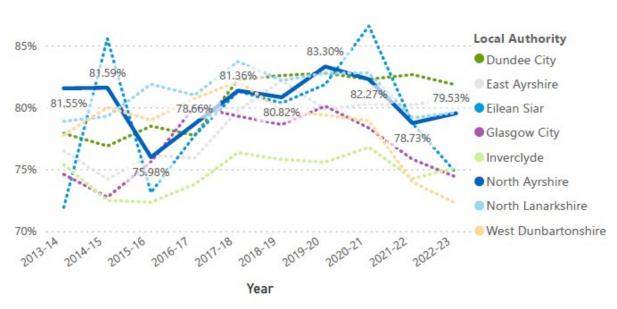
Our Child Poverty and Cost of Living Board Chaired by the Leader of our council implements our Child Poverty Strategy 2023-26. The Board continues to coordinate whole systems approaches where possible across our council, Health and Social Care Partnership, NHS Ayrshire and Arran, third sector partners and our communities.



Gross rent arrears (all tenants) as a percentage of rent due for the year

(Please note the axis for this chart is 0% - 10% for clarity)

The percentage of rent due for the year has increased from 6.63% in 2021-22 to 7.14% in 2022-23. This is lower than other family group members, however the increasing trend has continued since 2018-2019 and may be related to the cost-of-living crisis. Only North Lanarkshire is seeing a decrease in rent arrears during 2022-23. Cost of living support is available on our website (www.north-ayrshire.gov.uk) and is being supported across our partners, led by our Child Poverty and Cost of Living Board.

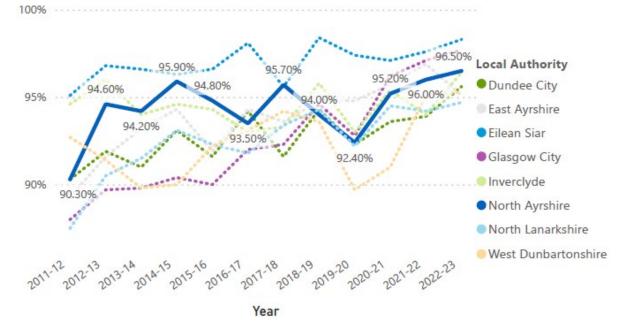


Proportion of children meeting developmental milestones

(Please note the axis for this chart is 70% - 90% for clarity)

90%

This indicator relates to the proportion of children meeting developmental milestones as reported by our Health and Social Care Partnership. Along with East Ayrshire, Inverclyde and North Lanarkshire within the family group, our performance has improved slightly from 2021-22 moving from 78.73% to 79.53%. Our Health and Social Care Partnership has lead responsibility for Child Health services (including child immunisation and infant feeding). Details of the work undertaken by our Health and Social Care Partnership around child health can be found in the North Ayrshire Health and Social Partnership's Annual Performance Report 2022-2023.



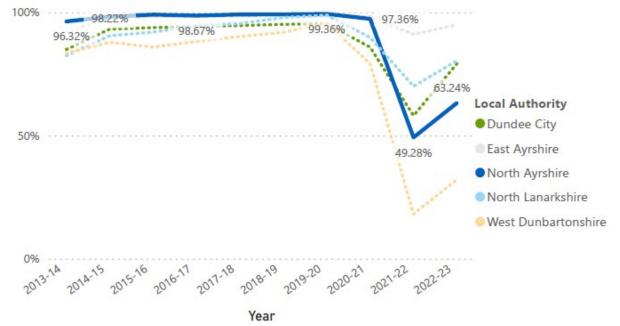
Proportion of pupils entering positive destinations

(Please note the axis for this chart is 90% - 100% for clarity)

Data is sourced from Scottish Government School Leaver Attainment and Initial Destinations information. Though data is included for 11 years, the source data notes state due to changes in the curriculum, trends over time may not be comparable.

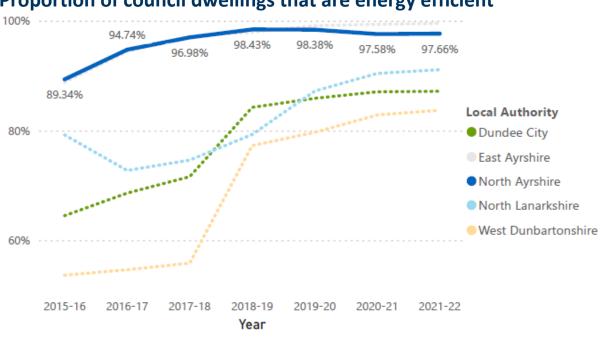
As detailed within our Education Service Improvement Plan we are designing tailored programmes with partners to provide enhanced support for specific groups of school leavers, including our young people with additional needs. This will improve opportunities for targeted learners to achieve and maintain an appropriate positive post-school destination.

Proportion of council dwellings meeting the Scottish Housing Quality Standards



The energy efficient elements of the Scottish Housing Quality Standards were replaced by the Energy Efficiency Standard for Social Housing (EESSH) that had to be met by landlords by 2020. The change in regulations reduced the testing period for electrical testing from every 10 years to every five years and impacted on the reportable Scottish Housing Quality Standard (SHQS) figures in 2021/22.

Prior to this change we were reporting an SHQS figure of 97.36% in reporting year 2020/21. This reduced to 49.3% in 2021/22 due to the number of properties which immediately fell outside the five-year testing period as a result of the targets when introduced. An action plan was developed and we have implemented several measures to meet the new targets to ensure we progress towards 100% compliance in this area. Our own performance is improving at a faster rate than the national average, from 49.28% in 2021/22 to 63.24% in 2022/23 compared to the Scottish average of 68.5% and 70.9% respectively so progress is being made in this area.



Proportion of council dwellings that are energy efficient

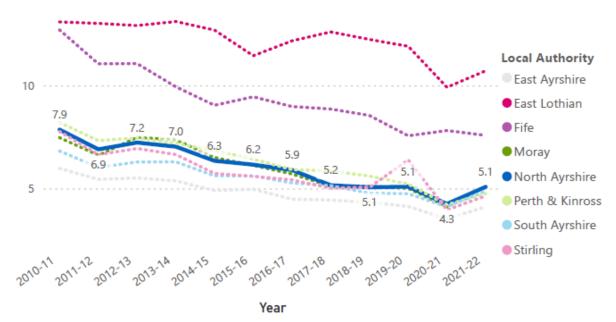
(Please note the axis for this chart is 60% - 100% for clarity)

The proportion of council dwellings that are energy efficient remains high, with performance improving slightly from 97.58% in 2020-21 to 97.66% in 2021-22. This is the best performance in our family group and higher than the Scottish average of 87.6%.

Other Services

This section provides an overview of North Ayrshire's performance within our 'Other Services' Family Group. This includes indicators relating to Corporate Services, Culture and Leisure, Economic Development, Environmental Services, Financial Sustainability and Tackling Climate Change. Local authorities included in this comparison are:

- North Ayrshire Council
- Perth and Kinross Council
- Stirling Council
- Moray Council
- South Ayrshire Council
- East Ayrshire Council
- East Lothian Council
- Fife Council



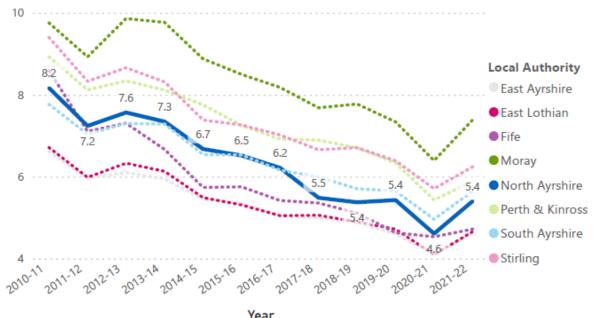
CO2 emissions area wide per capita (tonnes)

This measure looks at the CO2 emissions that are area-wide, not only in the scope of North Ayrshire Council. It is a contextual indicator that helps inform our approaches, however we seek to lead where possible. Tackling Climate Change a priority for our Council, with the aim to become net zero by 2030.

Four community renewable projects have been awarded funding through the Community Renewable Energy Generation Fund, totalling approximately £130,000. Additional awareness raising activity is underway to increase the uptake of the available funding.

Education programmes for our young people in our schools and communities are ongoing. Our Sustainability Team has delivered 52 climate change and energy lessons to 22 primary schools to date, with 10 schools visited between January and March 2024. The lessons support awareness of action on climate change and encourage action within schools through their climate action plans. We also work with local businesses to support their just transition to net zero. Our Business Development team has supported 209 businesses during 2023/24 to help reduce their environmental impact. A large focus of this work has been through collaboration and delivery of support including Net Zero Accelerator programmes and financial aid to adopt new technology.

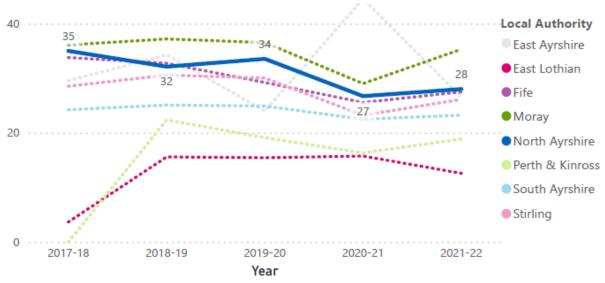




This measure shows the emissions within the control of North Ayrshire Council. Over the long term, all 32 local authorities have reduced their emissions over the past 11 years. However there has been an increase in CO2 emissions from 2020/21 to 2021/22 due to the Covid-19 restrictions easing and colder temperatures increasing the use of heating in buildings during this period. This is a UK wide trend.

Locally, our Sustainable North Ayrshire Strategy 2024-27 was approved by Cabinet in December, building on the significant progress made from the former strategy as listed in the attached report. Our Local Heat and Energy Efficiency Strategy and Delivery Plan were published in January 2024 following approval by Cabinet. These strategies provide a full analysis and actions to reduce emissions in North Ayrshire.

Details of the range of activities being undertaken can be found in our Council Plan Year End Progress Report 2023-24 accompanying this report.

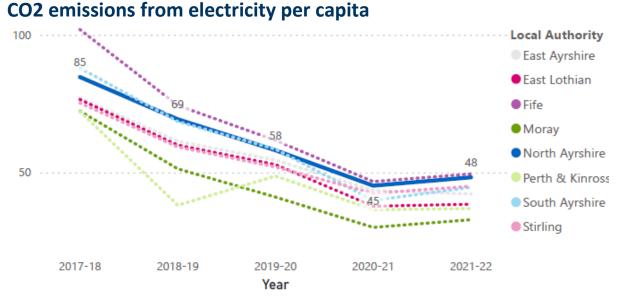


CO2 emissions from Transport per capita

This indicator records the annual carbon dioxide emissions from Transport per capita (in tonnes) in the local authority area. It should be noted in this release of data (April 2024) due to the use of inconsistent population estimates National Records Scotland (NRS) have advised that the mid-2022 estimates should not be compared to years prior to 2021. NRS are undertaking work to revise mid-2011 to mid-2021 estimates to ensure comparability between mid-2022 estimates and previous years.

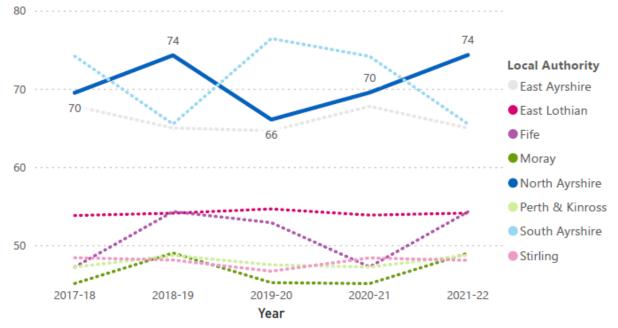
North Ayrshire currently sits above the national average of 26.81 tonnes. Only Moray Council is higher with 35.31 tonnes in our family group. We remain committed to helping our residents and businesses transition to active travel with the adoption of our Local Transport and Active Travel Strategy. 3,900m of active travel routes have been created or improved during 2023/24. We are also exploring community transport needs through our Community Transport study.

Our council is implementing our Fleet Decarbonisation Strategy to rationalise our fleet, converting to lower carbon alternatives and avoiding travel where possible. As at December 2023, we had 31 electric vehicles across our fleet. We are also encouraging the use of electric vehicles as we continue to develop the new Ayrshire Electric Vehicle Infrastructure Fund pathfinder project which aims to bring £5 million public electric vehicle charging investment into Ayrshire to deliver an additional 307 new electric vehicle chargers.



This indicator records the annual carbon dioxide emissions from electricity per capita (in tonnes) in the local authority area. As detailed above, there is work ongoing to make the population figures used for this indicator consistent to support trend analysis.

North Ayrshire currently sits above national average of 46.05 tonnes, recording 48 tonnes, with only Fife Council higher in our family group with 49.48 tonnes.

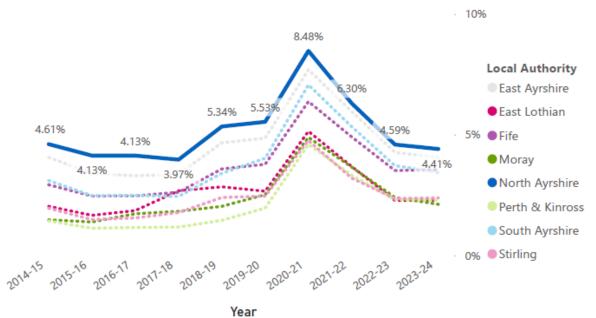


CO2 emissions from Natural Gas per capita

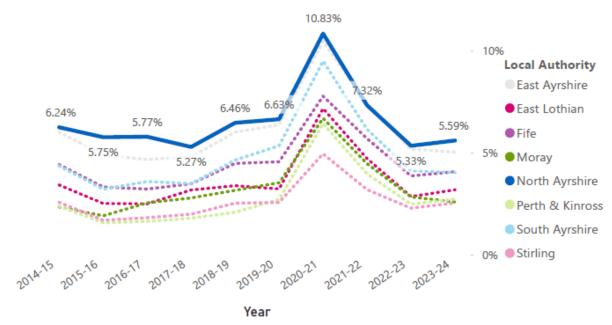
This indicator records the annual carbon dioxide emissions per capita (in tonnes) in the local authority area. As detailed above, there is work ongoing to make the population figures used for this indicator consistent to support trend analysis.

North Ayrshire currently sits above the national average of 57.22 tonnes. We currently have the highest natural gas emissions within our family group.

Claimant count as a percentage of working age population



North Ayrshire had the highest claimant count rates as a percentage of working age population within our family group 2023-24. From 2020/21 we have seen an improvement as we emerge from the pandemic. This decline in claimant counts from 2020/21 can be seen across the family group although the rate of improvement is beginning to reduce to pre pandemic levels. This measure is contextual and wider than the impact our council alone can influence. However, our Employability Service continues to support people into work with 475 people supported during 2023/24. We also work with anchor institutions through our Community Wealth Building Strategy to improve employment opportunities in North Ayrshire. More specific initiatives aimed at the younger workforce are detailed below.



Claimant count as a percentage of populations aged 16 to 24 years

North Ayrshire had the highest claimant count as a percentage of population aged 16 to 24 years within our family group. Similar to claimant count rates as a percentage of working age population, performance has improved since the lock down periods of the Covid-19

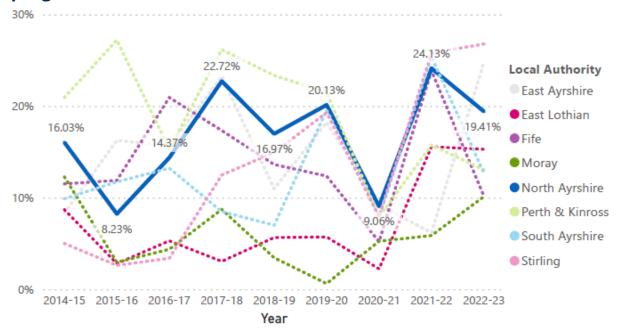
pandemic in 2020/21, however from 2022/23, there has been an increase from 5.33% to 5.59%. This is more in line with pre-pandemic figures. Though this indicator is much wider than our council's sphere of influence, work continues on our Modern Apprenticeship and Skills for Life programmes which support those aged up to 24 years into employment.



Proportion of people earning less than the living wage

(Please note the axis for this chart is 0% - 30% for clarity)

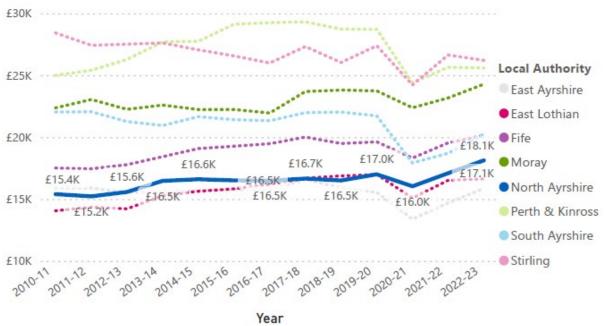
The proportion of people earning less than the living wage is continuing to decrease in North Ayrshire. Currently only East Ayrshire Council is performing better within our family group (9.20%). At 11.7% for 2021-22, we are performing better than the Scottish average of 14.4%. We are currently ranked 5th across all Scottish local authorities in this area. As detailed above, the implementation of our Community Wealth Building Strategy is key to working with partners to improve performance in this area and directly links to addressing child poverty in North Ayrshire.



Percentage of unemployed people assisted into work from Council programmes

(Please note the axis for this chart is 0% - 30% for clarity)

The percentage of unemployed people assisted into work from our employability programmes has decreased from 24.13% to 19.41% from 2021-22 to 2022-23. This measure can be impacted by how far an individual is from gaining skills required to obtain employment, as well as the current unemployment rate.



Gross Value Added (GVA) per capita

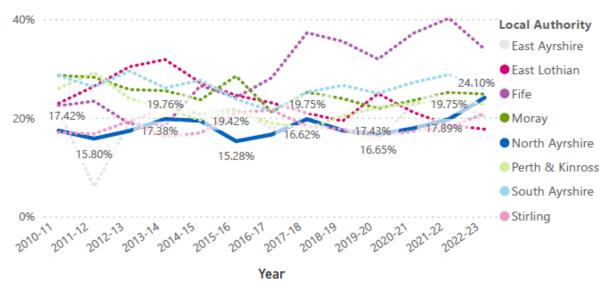
Gross Value Added (GVA) is something we can help influence as a local authority; however, it relies on all industry within North Ayrshire and is monitored for context. Currently North Ayrshire has a GVA of £18,127 which is an improvement from 2021-22 and part of a long-

term positive trend. This is below the family group average of £20,886 and the national average of £27,039.

Immediately available employment land as a percentage of total land allocated for employment purposes



In North Ayrshire, we have a greater amount of currently available employment land as a percentage of total allocated employment than other local authorities in our family group (15.3%) and the Scottish Average (22.8%). It is important to balance the amount of land available with demand, by having immediate availability it gives greater opportunities for inward investment. We are currently have the 7th highest availability in Scotland.



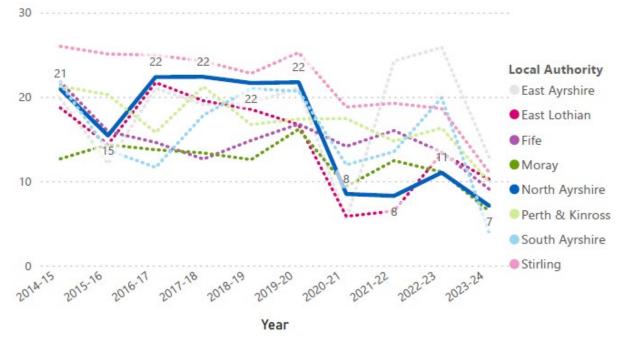
Proportion of procurement spent on local enterprises

(Please note the axis for this chart is 0% - 40% for clarity)

This indicator is a useful comparison for benchmarking purposes; however, it does not capture all spend as detailed in our 2020/21 Mid-Year Council Plan Progress Report. "The LGBF calculation excludes certain spend, most notably it excludes all suppliers spend below £1,000 and excludes all suppliers not categorised as core trade organisations. This is

therefore not an accurate reflection of the economic activity within North Ayrshire. As we have access to the source data used by the LGBF we are able to capture all spend data and refine the calculation at a local level to better capture our spend with local enterprises and shorten the time delay in reporting."

Performance has improved over recent years, with 24.1% of procurement spend on local enterprises according to LGBF calculations. Local calculations show procurement spend is 26.04% as at 2022/23, with 2023/24 results expected in July.



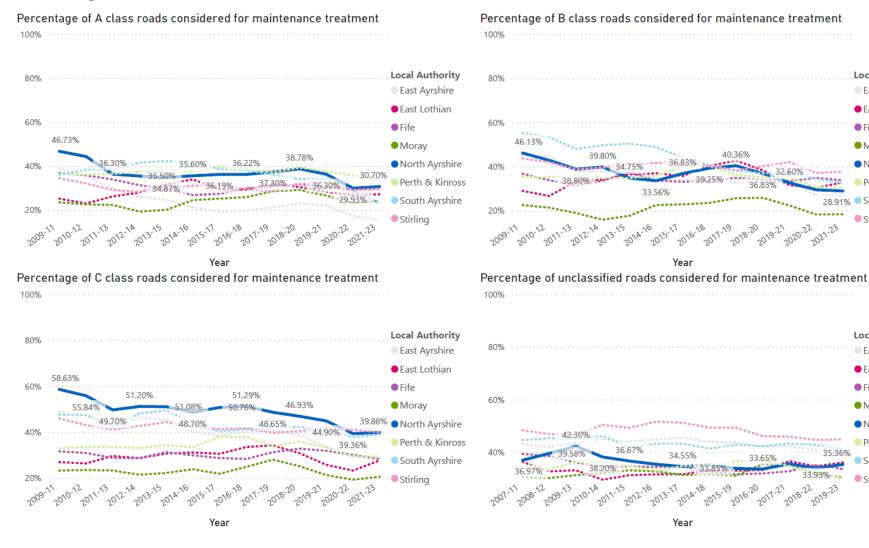
Number of business gateway start-ups per 10,000 population

The most recent data available as at September 2023 shows the number of business gateway start-ups per 10,000 population is seven. Though this is a decrease on the previous year, it is a trend reflected elsewhere due to economic conditions. Though business startups are welcomed, it is the sustainability of these businesses that is important to maintain employment and support our economy.

Town Vacancy Rates

100% Local Authority 80% East Ayrshire East Lothian 60% Fife Moray 40% North Ayrshire Perth & Kinross South Ayrshire 20% 12.55% 13.30% 12.22% 5.58% 9.99% 9.99% 12.55% 13.30% 12.22% 500007 2014-15 2015-16 2016-17 2017-18 2018-19 2019-20 2020-21 2021-22 2022-23 Year

Town vacancy rates have reduced to 7% which is the lowest in our family group and below the national average of 12%. This is the first time we have performed below the national average since 2017/18. Town vacancy rates are a measure of the performance of our town centres and cannot be viewed in isolation. A suitable mix of various retail and service organisations in our towns is crucial to support ongoing regeneration.



Percentage of roads that should be considered for maintenance treatment

Local Government Benchmarking Framework – April 2024 Analysis

Local Authority

East Ayrshire

East Lothian

North Ayrshire

Perth & Kinross

South Ayrshire

Local Authority

East Ayrshire

East Lothian

North Ayrshire

Perth & Kinross

South Ayrshire

Fife

Moray

Stirling

2019-23

2018-22

Fife

28.919

2021-23

Moray

Stirling

The percentage of roads that should be considered for maintenance treatment is shown in the four charts on the previous page and reflects the mixture of rural and urban areas in North Ayrshire. The requirement for maintenance remained relatively constant over the past there years. Please note, these are two-year rolling averages. Most recent information from our Council Plan Year End Progress Report 2023-24 shows 32.5% of our road network overall should be considered for maintenance treatment, slightly lower than previous years and within the target of 34.8%.

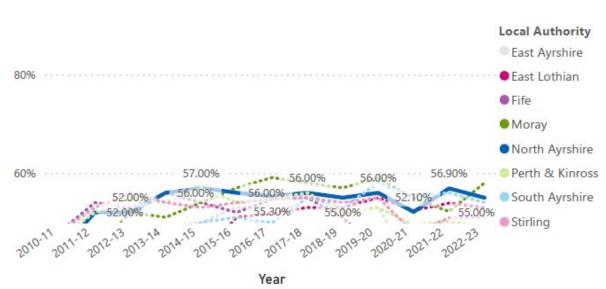
100% 94.64% **97.30%** 96.90% Local Authority 90.60% East Ayrshire 84.60% 80% East Lothian Fife Moray North Ayrshire 60% Perth & Kinross South Ayrshire Stirling

Street Cleanliness Score

Year

(Please note the axis for this chart is 60% - 100% for clarity)

Street cleanliness was impacted by the pandemic as resources were diverted to other services such as waste collection. Most recent data available within our Council Plan Year End Progress Report 2023/24 shows this has improved, with a provisional figure of 89.1%, above our year end target of 87% as at 2023/24.



Proportion of total household waste arising that is recycled

(Please note the axis for this chart is 60% - 100% for clarity)

100%

The draft calculations for the 2023 recycling performance have been submitted to SEPA and are subject to verification so may change prior to issuing in October 2024. The estimated household waste recycling performance for the calendar year 2023 is estimated to be 56.1%, an improvement on the published 2022/23 figure of 55%. A new Zero Waste Strategy is being developed during 2024 to explore the potential opportunities for improving reuse and recycling performance.

We participate in the Clyde Valley Residual Waste Contract. Our council and four partnering councils (East Dunbartonshire, East Renfrewshire, North Lanarkshire and Renfrewshire) are converting non-recyclable/residual waste into energy. More details can be found in this video Turning waste into energy - North Ayrshire Council - YouTube

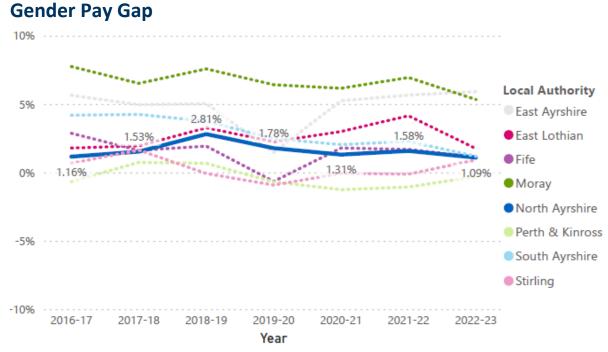


Proportion of the highest paid 5% of employees who are women

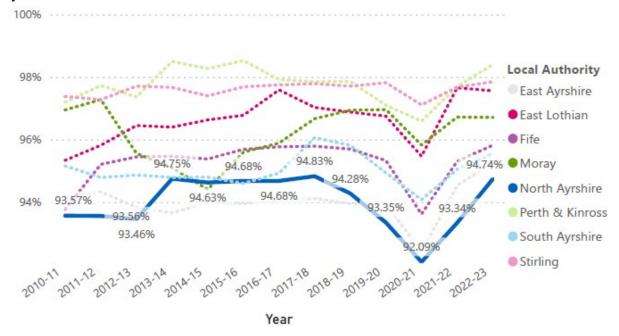
(Please note the axis for this chart is 60% - 100% for clarity)

100%

There is an overall long-term positive trend in this area, increasing from 61.17% to 61.30% over the last reporting period.

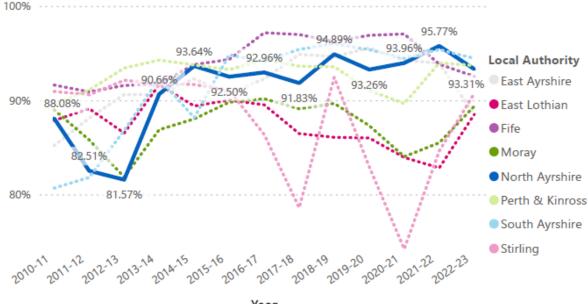


Our Gender Pay Gap has continued its gradual decline from 2018/19 reducing from 2.81% to 1.09%. Work continues to minimise horizontal and vertical segregation in our workplace.



Percentage of income due from Council Tax received by the end of year

North Ayrshire Council continues to perform least well within our family group, with Perth and Kinross Council having the strongest performance with 98.40% of income due from Council Tax received by the end of year compared to 94.74% for North Ayrshire. However, performance has improved since 2021/22 (93.34%). This represents £61.3 million out of £64.7 million (excluding relief and rebates) of Council Tax owed in 2022/23. We are currently ranked 29th out of the 32 local authorities.

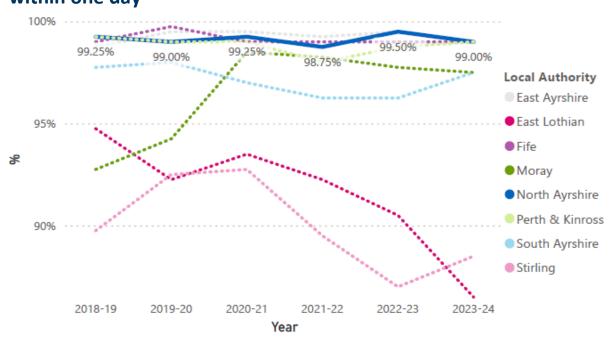


Percentage of invoices sampled that were paid within 30 days

Year

North Ayrshire Council has the second strongest performance within our family group with

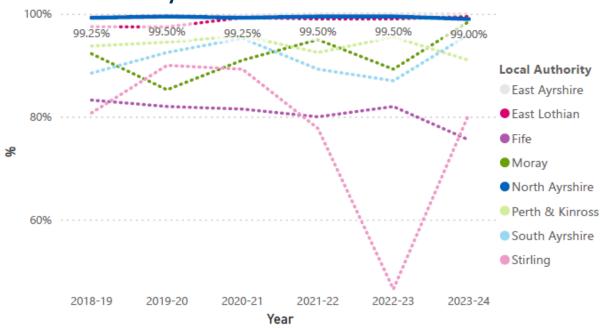
93.31% invoices sampled paid within 30 days. The highest performing was South Ayrshire with 94.45%. We are currently ranked 11th in Scotland for the speed of our payments.



Percentage of Scottish Welfare Fund Crisis Grant decisions made within one day

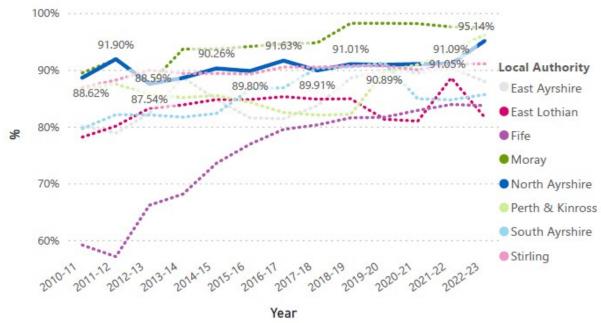
The most recent data related to the end of September 2023 when 99% of Scottish Welfare Fund Crisis Grant decisions were made within one day. This is equal to East Ayrshire, Fife and Perth and Kinross councils. This is above the Scottish average of 93.5%. We are currently 7th in Scotland.

During 2022/23, 3,605 crisis grants were paid to our residents. Work is ongoing through the Council Plan and Child Poverty Action Plan alongside our partners in the public, private and third sector to support our residents to obtain more stable financial support through employment, maximising income and reducing household costs.



Percentage of Scottish Welfare Community Care Grant decisions made within 15 days

The most recent data related to the end of September 2023 when 99% of Scottish Welfare Fund Community Care Grant decisions were made within 15 days. This is the third highest within our Family Group behind only East Ayrshire and East Lothian. This is above the Scottish average of 86%. We are currently ranked 10th in Scotland.



Percentage of operational buildings suitable for their current use

95.1% of our operational buildings are suitable for their current use. This is higher than the family group average of 89.9% and the Scottish average of 86.1%. Moray Council continues to perform the strongest in this area likely due to having considerably fewer operational

buildings, 160 as at 2022/23. Whereas the number of operational buildings in North Ayrshire is 247.

We strive to make our reporting as accessible as possible. If you have any questions or require further information on our Council's performance please contact:

The Corporate Policy and Performance Team Tel: 01294 310000 Email: <u>NorthAyrshirePerforms@north-ayrshire.gov.uk</u>