

# Amendment by the Conservative Group

## City of Edinburgh Council

30 May 2019

### Items 8.5 and 8.6 – 2018 Edinburgh People Survey Headline Results and Local Government Benchmarking Framework 2017/2018 – Edinburgh Overview

Council:

- 1) Notes the reports by the Chief Executive on the 2018 Edinburgh People Survey headline Results and Local Government Benchmarking Framework 2017/2018 – Edinburgh Overview and express concern that:
  - a) The 2018 People's Survey once again highlights increasing dissatisfaction amongst Edinburgh residents with core services provided to all residents and the results particularly:
    - (i) Road maintenance, pavements/footpaths, street cleaning, rubbish collection and recycling, vandalism and graffiti, antisocial behaviour and dog fouling have shown a downward trend and that this has been consistent over the last seven years of SNP/Labour run Administrations and that, most strikingly only 35% of participants felt the Council provided value for money and only 36% felt that they have a say on local issues and services.
  - b) Within the Local Government Benchmarking Framework the Council was in the bottom half of Scottish Council performance more than half of the indicators (44 of 75), that this is a worsening position over time (36 of 75 in 2016/17) and that the number of indicators in the bottom half had increased across all the LGBF themes except Corporate services and that, once again, there are particularly poor scores on measures that relate to public satisfaction with services.
- 2) Council Considers that this is the result of a number of years where successive SNP/Labour Administrations had failed to properly prioritise service performance, improvement, benchmarking and Best Value to the detriment of Edinburgh citizens and the services they received.
- 3) Council agrees that Edinburgh citizens deserved better and that as a large, City based Council, Edinburgh should be using its scale and operational base to provide Scotland-leading services and further seeking to improve towards best practice on each service as measured in the UK and beyond.

- 4) Council therefore, instructs the Chief Executive to draw up a Comprehensive Improvement Plan setting out how the Council could achieve service standards across all services that met the Council's own SMART targets, achieved top half performance amongst Scottish Councils across all indicators and that identified measures of performance against recognised best practice.

The Comprehensive Improvement Plan should be presented to the Council within two cycles and must include specific timescales within which service improvements would be made along with plans to implement these which would be made available to be scrutinised at Council Executive Committees.

The plan should also clearly demonstrate how Council services will provide better value for money, anticipating improvement in that metric to at least 50% satisfaction by the time of the next survey.

**Moved by** Councillor Iain Whyte

**Seconded by** Councillor Phil Daggart