

Local

The Highland Council

& 2014/15

National



Statutory Performance Indicators



INTRODUCTION



The latest year's Statutory Performance Indicators for 2014/15 demonstrate improved performance on the year. This is a positive report of improving performance overall. 74% of our Statutory Performance Indicators have improved by 5% or more in the year 2014/15 which compares to 54% in the previous year's figures. There is improvement across all Council services and High Life Highland.

Indicators that have shown a change of:



Care & Learning

- The cost per museum visit has reduced from **£2.32** to **£2.10**
- The number of offence based referrals to Scottish Children's Reporter Administration (SCRA) reduced from **417** to **343**
- The proportion of children on the child protection register who were previously registered has fallen from **5.31%** to **3.67%**

Community Services

- The average time to complete an emergency council house repair reduced from **14.5 hours** to **9.1 hours**
- The percentage of rent lost through time between tenancies (voids) reduced from **1.2%** to **0.9%**
- The number of Anti-social Behaviour cases reported and resolved increased from **67.5%** to **76.3%**
- The percentage of tenants satisfied with the quality of their home increased from **70.9%** to **78.8%**
- The percentage of council house repairs completed at first visit increased from **73%** to **83%**
- The percentage of council housing at or above national energy efficiency ratings (NHER/SAP) increased from **75.7%** to **86.7%**

- The percentage of council housing meeting the Scottish Housing Quality Standards (SHQS) increased from **70.2%** to **85.2%**

Development & Infrastructure

- Asset management – the percentage of council buildings in acceptable condition increased from **58%** to **79.3%**
- The cost per archaeological consultation reduced from **£16.53** to **£14.42**

Finance and Corporate

- The cost per dwelling of collecting Council Tax reduced from **£14.22** to **£11.83**
- The percentage of women managers in the top 2% of earners increased from **35.8%** to **40.2%**

Indicators that have shown a change of:



Care & Learning

- The percentage of adults satisfied with leisure facilities declined from **87%** to **77%**

Community Services

- The average time people are in temporary/emergency accommodation increased from **11 weeks** to **16 weeks**
- The average time taken to re-let council homes increased from **37.6 days** to **42 days**

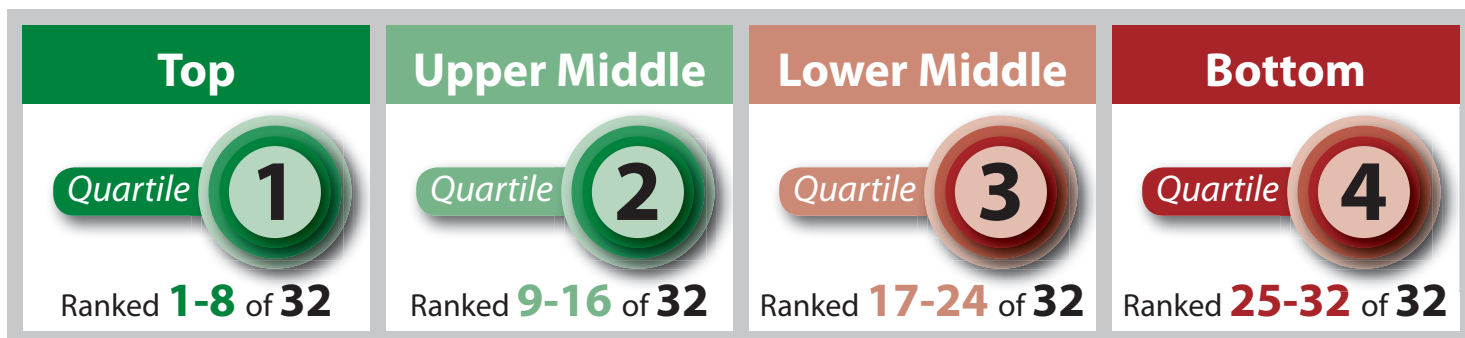
Development & Infrastructure

- The percentage of unemployed people assisted into work reduced from **7.4%** to **6.56%**

Benchmarking

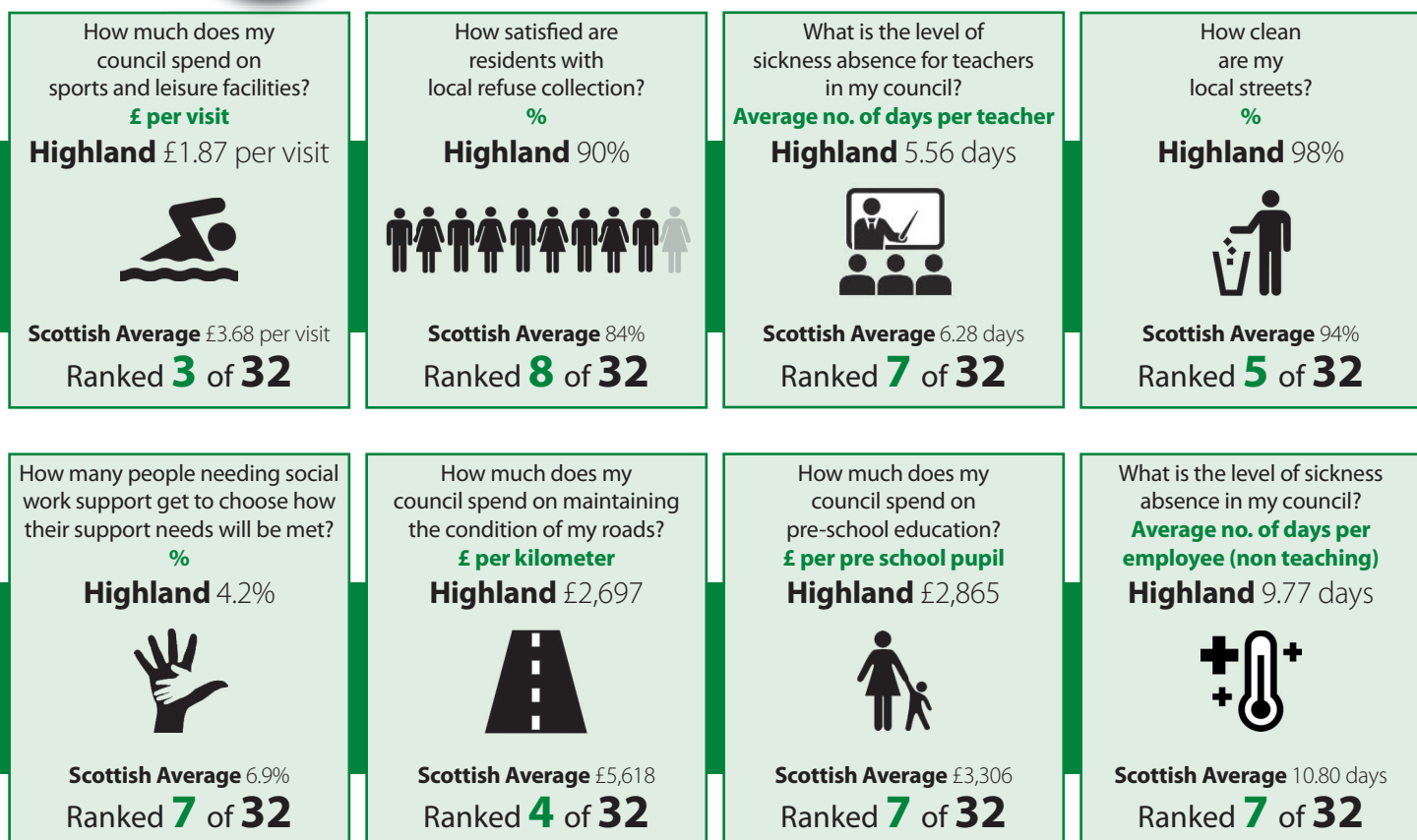
What is the Local Government Benchmarking Framework (LGBF)?

Local councils across Scotland are required to publish their performance information using the LGBF each year. This ensures that councils report standard information on the services councils provide to local communities across Scotland. The indicators within the LGBF were selected through a wide consultation process to cover the major service areas of local authorities. The performance between all **32 Scottish Local Authorities** is reported in quartiles.



For the LGBF indicators the Highland Council is in the top quartile (ranked 1-8) for 14 indicators and in the bottom quartile (ranked 25-32) for 13 indicators. It should be noted that there are a wide range of factors that influence these indicators including geography, service delivery models and budget priorities.

Quartile **1**



Quartile

2

How efficient is my council at paying invoices on time?
%

Highland 94.3%



Scottish Average 92.5%
Ranked **10** of **32**

What percentage of pupils enter a positive destination after leaving school?
%

Highland 93.7%



Scottish Average 92.9%
Ranked **14** of **32**

How much household waste is recycled by my council?
%

Highland 46%



Scottish Average 43%
Ranked **15** of **32**

How many of my local A class roads are in need of repair?
%

Highland 25%



Scottish Average 29%
Ranked **14** of **32**

Quartile

3

How efficient is my council at collecting council tax?
%

Highland 96%



Scottish Average 96%
Ranked **17** of **32**

How satisfied are residents with local schools?
%

Highland 83%



Scottish Average 79%
Ranked **17** of **32**

What is the current gender balance in more senior posts?
%

Highland 48.2%



Scottish Average 51.7%
Ranked **22** of **32**

How satisfied are residents with local leisure facilities?
%

Highland 77%



Scottish Average 76%
Ranked **17** of **32**

Quartile

4

How much does my council spend on secondary schools?
£ per pupil

Highland £6,956



Scottish Average £6,593
Ranked **25** of **32**

How much does my council spend on refuse collection (net)?
£ per premise

Highland £97.95



Scottish Average £65.17
Ranked **31** of **32**

How many unemployed people have been assisted into work by my council?
%

Highland 6.6%



Scottish Average 14.2%
Ranked **27** of **32**

How much does my council spend on providing care to support older people to live at home?
£ per hour

Highland £31.18



Scottish Average £20.01
Ranked **32** of **32**

To access to the full Statutory Performance Indicators report and the national benchmarking portal go to:
www.highland.gov.uk/performance