

Scottish Local Government



Benchmarking Indicators

2014/15

www.highland.gov.uk/performance

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.

Children's Services

CHN1

How much does my council spend on primary schools?

£ per pupil

Highland £4,981



Scottish Average £4,663

3

Ranked 24 of 32

CHN2

How much does my council spend on secondary schools?

£ per pupil

Highland £6,956



Scottish Average £6,589

4

Ranked 25 of 32

CHN3

How much does my council spend on pre-school education?

£ per pre-school pupil

Highland £2,865



Scottish Average £3,310

1

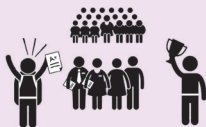
Ranked 7 of 32

CHN5

What % of secondary school pupils achieved 5 plus awards at SCQF level 6 at the end of sixth year?

%

Highland 28.7%



Scottish Average 29.3%

2

Ranked 15 of 32

CHN7

What % of secondary school pupils from deprived areas achieved 5 plus awards at SCQF level 6 at the end of sixth year?

%

Highland 12.8%



Scottish Average 12.8%

2

Ranked 11 of 32

CHN8a

How much does my council spend on providing residential accommodation for 'looked after children'?

£ per child per week

Highland £3,191



Scottish Average £3,133

3

Ranked 19 of 32

CHN8b

How much does my council spend on providing fostering/family placements for 'looked after children'?

£ per child per week

Highland £207



Scottish Average £262

1

Ranked 8 of 32

CHN9

How many 'looked after children' are being cared for in foster/family placements rather than residential accommodation?

%

Highland 82.0%



Scottish Average 90%

4

Ranked 30 of 32

CHN10

How satisfied are residents with local schools?

%

Highland 83.0%



Scottish Average 79.0%

3

Ranked 17 of 32

CHN11

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

%

Highland 93.7%



Scottish Average 92.9%

2

Ranked 14 of 32

Corporate Services

CORP1

How much of my council's total running costs is spent on administrative support services?
%

Highland 8%



Scottish Average 5%

4 Ranked **29** of **32**

CORP2

How much does my council spend on supporting elected members?
£ per 1,000 people

Highland £42,432




Scottish Average £30,693

4 Ranked **26** of **32**

CORP3b

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

Highland 48.2%



Scottish Average 51.7%

3 Ranked **22** of **32**

CORP4

How much does my council spend on collecting council tax?
£ per home

Highland £11.83



Scottish Average £10.95

4 Ranked **25** of **32**

CORP5b2

How long does it take my council to attend a domestic noise complaint on average?
Hours

Highland 146 hours



Scottish Average 58.9 hours

4 Ranked **27** of **32**

CORP6a

What is the level of sickness absence for teachers in my council?
Average number of days per teacher

Highland 5.56 days



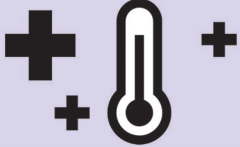
Scottish Average 6.28 days

1 Ranked **7** of **32**

CORP6b

What is the level of sickness absence in my council?
Average number of days per employee (non-teachers)

Highland 9.77 days




Scottish Average 10.80 days

1 Ranked **7** of **32**

CORP7

How efficient is my council at collecting council tax?
%

Highland 96%



Scottish Average 96%

3 Ranked **17** of **32**

CORP8

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

Highland 94%




Scottish Average 93%

2 Ranked **10** of **32**

C-AST1

How many council buildings are suitable for their current use?
%

Highland 64%



Scottish Average 79%

4 Ranked **30** of **32**

C-AST2

How many council buildings are in a satisfactory condition?
%

Highland 79%



Scottish Average 83%

4 Ranked **25** of **32**

Adult Social Care Services

SW1

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

4

Ranked 32 of 32

SW2

How many people needing social work support get to choose how their support needs will be met?

%

Highland 4%



Scottish Average 7%

1

Ranked 7 of 32

SW3

How many older people with intensive needs are supported by my council so that they can remain at home?

%

Highland 22%



Scottish Average 36%

4

Ranked 31 of 32

SW4

How satisfied are residents with local social care/ social work services

%

Highland 52%



Scottish Average 51%

2

Ranked 15 of 32

SW5

How much does my council spend on providing residential care for older people?

Per person, per week

Highland £411



Scottish Average £372

3

Ranked 24 of 32

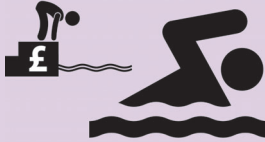
Culture and Leisure Services

C&L1

How much does my council spend on sports and leisure facilities?

£ per visit

Highland £1.87



Scottish Average £3.68

1

Ranked 3 of 32

C&L2

How much does my council spend on libraries?

£ per visit

Highland £2.48



Scottish Average £2.59

2

Ranked 9 of 32

C&L3

How much does my council spend on museums and galleries?

£ per visit

Highland £2.10



Scottish Average £3.53

2

Ranked 9 of 32

C&L4

How much does my council spend on parks and open spaces?

£ per 1,000 people

Highland £15,474



Scottish Average £31,274

1

Ranked 5 of 32

C&L5a

How satisfied are residents with local libraries?

%

Highland 75%



Scottish Average 77%

3

Ranked 23 of 32

C&L5b

How satisfied are residents with local parks and open spaces?

%

Highland 91.0%



Scottish Average 86.0%

1

Ranked 8 of 32

C&L5c

How satisfied are residents with local museums and galleries?

%

Highland 65.0%



Scottish Average 75.0%

4

Ranked 25 of 32

C&L5d

How satisfied are residents with local leisure facilities?

%

Highland 77.0%



Scottish Average 76.0%

3

Ranked 17 of 32

Environmental Services

ENV1a

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

£ per premise

Highland £97.95



Scottish Average £64.85

4 Ranked **31** of **32**

ENV2a

How much does my council spend on waste disposal (e.g. recycling and landfill) (net)?

£ per premise

Highland £102.32



Scottish Average £90.90

3 Ranked **23** of **32**

ENV3a

How much does my council spend on street cleaning?

£ per 1,000 people

Highland £11,283



Scottish Average £15,816

1 Ranked **8** of **32**

ENV3b

How clean are my local streets?

%

Highland 98%



Scottish Average 94%

1 Ranked **5** of **32**

ENV4a

How much does my council spend maintaining the condition of my roads?

£ per kilometre

Highland £2,697



Scottish Average £5,617

1 Ranked **4** of **32**

ENV4b

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

%

Highland 25%



Scottish Average 29%

2 Ranked **14** of **32**

ENV4c

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

%

Highland 36%



Scottish Average 36%

3 Ranked **20** of **32**

ENV4d

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

%

Highland 42%



Scottish Average 37%

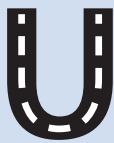
3 Ranked **21** of **32**

ENV4e

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

%

Highland 39%



Scottish Average 39%

3 Ranked **19** of **32**

ENV5a

How much does my council spend on providing trading standards?

£ per 1,000 people

Highland £3,822



Scottish Average £5,739

1 Ranked **8** of **32**

ENV5b

How much does my council spend on providing environmental health

£ per 1,000 people

Highland £16,924



Scottish Average £17,698

3 Ranked **21** of **32**

ENV6

How much household waste is recycled by my council?

%

Highland 46%



Scottish Average 43%

2 Ranked **15** of **32**

ENV7a

How satisfied are residents with local refuse collection?

%

Highland 90.0%



Scottish Average 84.0%

1 Ranked **8** of **32**

ENV7b

How satisfied are residents with local street cleanliness?

%

Highland 74%



Scottish Average 74%

3 Ranked **19** of **32**

Housing Services

HSN1

How much rent is owed to the council due to arrears (gross)?

%

Highland 4%



Scottish Average 6%

1

Ranked **6** of **32**

HSN2

How much rent was lost due to empty properties?

%

Highland 1%



Scottish Average 1%

2

Ranked **13** of **32**

HSN3

What is the quality and standard of housing provided by my council measured by the Scottish Housing Quality Standard?

%

Highland 85.2%



Scottish Housing Regulator

Scottish Average 90.4%

3

Ranked **19** of **32**

HSN4

How long does it take my council to complete non emergency repairs?

average number of days

Highland 7.3 days



Scottish Average 9.9 days

1

Ranked **6** of **32**

HSN5

How energy efficient is the housing provided by my council as measured by the Scottish Housing Quality Standard?

%

Highland 86.7%



Scottish Housing Regulator

Scottish Average 96.5%

4

Ranked **26** of **32**

Economic Development

ECON1

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

%

Highland 6.6%



Scottish Average 14.2%

4

Ranked **27** of **32**