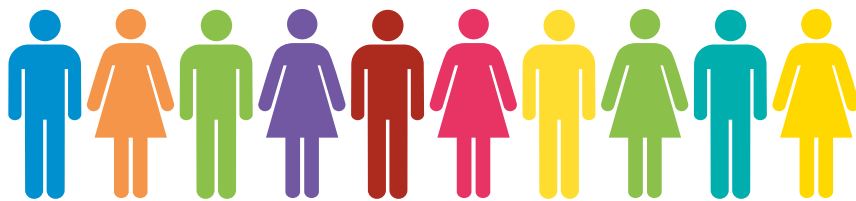


# National



## Benchmarked Performance Indicators

2019/20



[www.highland.gov.uk/performance](http://www.highland.gov.uk/performance)

# National Benchmarking


## What is the Local Government Benchmarking Framework (LGBF)?

Local councils across Scotland are required to publish a set of performance indicators using the LGBF each year. This ensures that Scottish councils report standard information on the services they provide to local communities. The indicators were selected through a wide consultation process to cover major service areas. It should be noted that there are a wide range of factors that influence the performance of these indicators including geography, service delivery models and budget priorities.

## Performance Targets

-  Performance is 'On Target'
-  Performance is 'Within performance threshold'
-  Performance is 'No Significant Progress'

Where relevant, the LGBF performance indicators have targets that The Council is trying to achieve. Our current performance for each indicator is shown using the symbols on the left.

The Council's Statutory Performance Indicators (SPIs) are selected from locally determined performance indicators, and national indicators drawn from the LGBF. There are 41 LGBF indicators that The Council uses in its SPI dataset. These are highlighted on the next few pages .

## Indicator Type

-  Quality
-  Cost

The Council's full set of local and national benchmark indicators are available on The Council's website:

[www.bit.ly/StatutoryPerformanceIndicators](http://www.bit.ly/StatutoryPerformanceIndicators)

# Adult Social Care Services

SW1 - SW8

SW1

Council spend on care to support older people to live at home  
£ per hour

Highland £28.77



Family: £26.00

Scotland: £26.13

Target: N/A



Ranked 23 of 32

SPI

SW2

People that need support choose how their needs will be met  
%

Highland 6.3%



Family: 5.4%

Scotland: 9.0%

Target: Rank 9



Ranked 11 of 32

SPI

SW3

Older people with long term care needs supported to remain at home  
%

Highland 54.4%



Family: 60.4%

Scotland: 61.7%

Target: Rank 23



Ranked 28 of 32

SPI

SW4b

Adults supported at home agree services had an impact in improving or maintaining their quality of life  
%

Highland 78.0%



2019/20 Figures

Family: 76.8%

Scotland: 80.0%

Target: Rank 8



Ranked 24 of 32

SW4c

Adults supported at home who agree that they are supported to live as independently as possible  
%

Highland 82.3%



2019/20 Figures

Family: 79.2%

Scotland: 80.8%

Target: N/A



Ranked 13 of 32

SW4d

Adults supported at home who agree they had a say in how their support was provided  
%

Highland 75.4%



2019/20 Figures

Family: 74.4%

Scotland: 75.4%

Target: N/A



Ranked 16 of 32

SW4e

Carers who feel supported to continue in their caring role  
%

Highland 33.3%



2019/20 Figures

Family: 32.4%

Scotland: 34.3%

Target: N/A



Ranked 21 of 32

SW5

Council spend on residential care for older people  
£ per week, per resident

Highland £518



Family: £436

Scotland: £401

Target: N/A



Ranked 26 of 32

SW6

Rate of readmission to hospital within 28 days  
per 1,000 discharges

Highland 113



Family: 101

Scotland: 105

Target: N/A



Ranked 23 of 32

SW7

Care services graded "good" or "better"  
%

Highland 83%



Family: 80%

Scotland: 82%

Target: N/A

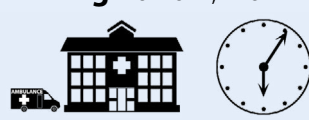


Ranked 12 of 32

SW8

Time people spend in hospital when they are ready for discharge  
Days per 1,000 aged 75+

Highland 1,278



Family: 704

Scotland: 774

Target: N/A



Ranked 29 of 32

# Children's Services

CHN1 - CHN23

CHN1



Spend on primary schools  
£ per pupil

Highland £5,502



Family: £5,618  
Scotland: £5,595  
Target: Scottish Average



Ranked 14 of 32

CHN2



Spend on secondary schools  
£ per pupil

Highland £7,281



Family: £7,561  
Scotland: £7,531  
Target: Scottish Average



Ranked 13 of 32

CHN3



Spend on pre-school education  
£ per pre-school pupil

Highland £6,014



Family: £6,658  
Scotland: £6,783  
Target: Scottish Average



Ranked 10 of 32

SPI

CHN4



Secondary school pupils achieving  
5 plus awards at SCQF level 5

Highland 62%



Family: 63%  
Scotland: 64%  
Target: Rank 17



Ranked 19 of 32

SPI

CHN5



Secondary school pupils achieving  
5 plus awards at SCQF level 6

Highland 34%



Family: 36%  
Scotland: 38%  
Target: Rank 18



Ranked 21 of 32

SPI

CHN6



Secondary school pupils from  
deprived areas achieving  
5 plus awards at SCQF level 5

Highland 37%



Family: 40%  
Scotland: 47%  
Target: Rank 22



Ranked 24 of 32

SPI

CHN7



Secondary school pupils from  
deprived areas achieving  
5 plus awards at SCQF level 6

Highland 15%



Family: 16%  
Scotland: 21%  
Target: Rank 22



Ranked 20 of 32

CHN8a



Spend on residential  
accommodation for  
'Looked After Children'  
£ per child per week  
Highland £4,661



Family: £3,960  
Scotland: £3,930  
Target: Scottish Average

2018/19  
Figures



Ranked 24 of 32

CHN8b



Spend on providing  
fostering/family placements for  
'Looked After Children'  
£ per child per week  
Highland £254



Family: £312  
Scotland: £349  
Target: Scottish Average

2018/19  
Figures



Ranked 8 of 32

SPI

CHN9



'Looked After Children' cared for  
in foster/family placements  
%

Highland 83.2%



Family: 86.4%  
Scotland: 89.9%  
Target: Rank 23

2018/19  
Figures



Ranked 26 of 32

CHN10



Resident satisfaction with  
local schools  
%

Highland 73.0%



Family: 73.0%  
Scotland: 71.8%  
Target: Scottish Average



Ranked 18 of 32

SPI

CHN11



Pupils entering positive  
destinations after school  
%

Highland 94.8%



Family: 94.8%  
Scotland: 95.1%  
Target: Rank 8

2018/19  
Figures



Ranked 18 of 32

SPI

CHN12a



Overall attainment  
Average tariff score  
Highland 839



Family: 872  
Scotland: 929  
Target: Rank 18



Ranked 21 of 32

SPI

CHN12b



Attainment  
SIMD Quintile 1  
Average tariff score  
Highland 520



Family: 601  
Scotland: 649  
Target: Rank 22



Ranked 26 of 32

SPI

CHN12c



Attainment  
SIMD Quintile 2  
Average tariff score  
Highland 703



Family: 677  
Scotland: 759  
Target: Rank 22



Ranked 20 of 32



# Corporate Asset

C-AST1 - C-AST2

SPI

C-AST1

Council buildings suitable for their current use

Highland 67.5%



Family: 80.5%  
Scotland: 82.5%  
Target: Family Average



Ranked 31 of 32

C-AST2

Council buildings in a satisfactory condition

Highland 82.4%



Family: 87.2%  
Scotland: 88.6%  
Target: Family Average



Ranked 28 of 32

# Corporate Services

CORP1 - CORP8

CORP1

Council's total running costs spent on administrative support

Highland 5.7%



Family: 4.5%  
Scotland: 4.1%  
Target: Scottish Average



Ranked 28 of 32

CORP3b

Women in top 5% earners in the Council

Highland 51%



Family: 49%  
Scotland: 57%  
Target: Scottish Average



Ranked 23 of 32

CORP3c

Gender pay gap in the Council?

Highland 5.8%



Family: 6.6%  
Scotland: 3.4%  
Target: Scottish Average



Ranked 24 of 32

CORP4

Council spend on collecting council tax

Highland £7.75



Family: £10.58  
Scotland: £6.58  
Target: £7.92



Ranked 22 of 32

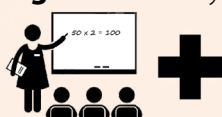
SPI

CORP6a

Sickness absence for teachers

Average number of days per teacher

Highland 6.9 days



Family: 7.11 days  
Scotland: 6.4 days  
Target: Rank 20



Ranked 20 of 32

SPI

CORP6b

Sickness absence in the Council?

Average number of days per employee (non-teachers)

Highland 9.7 days



Family: 11.36 days  
Scotland: 11.93 days  
Target: 10.4 days



Ranked 2 of 32

SPI

CORP7

Council efficiency at collecting council tax

Highland 96.3%



Family: 96.5%  
Scotland: 95.8%  
Target: Scottish Average



Ranked 16 of 32

CORP8

Council efficiency at paying invoices on time

Highland 95.9%



Family: 91.8%  
Scotland: 91.7%  
Target: 95%

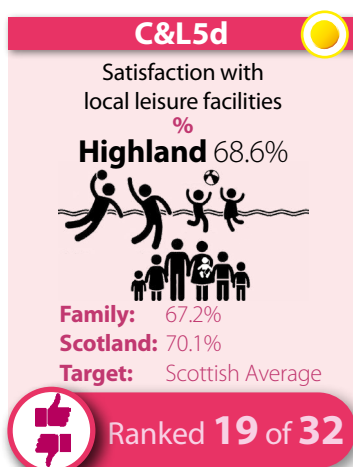
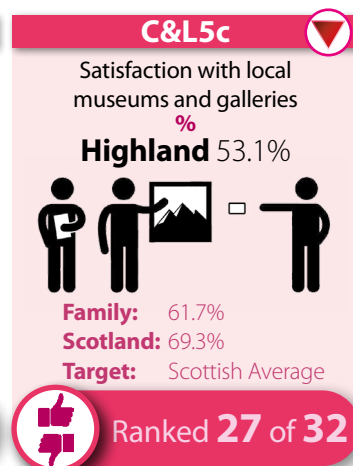
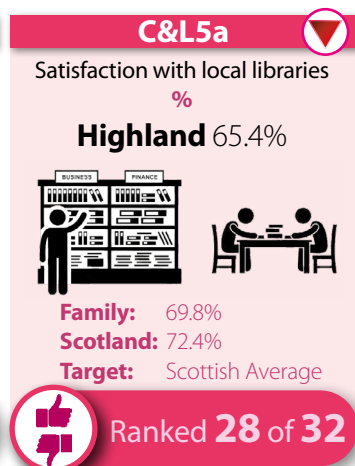
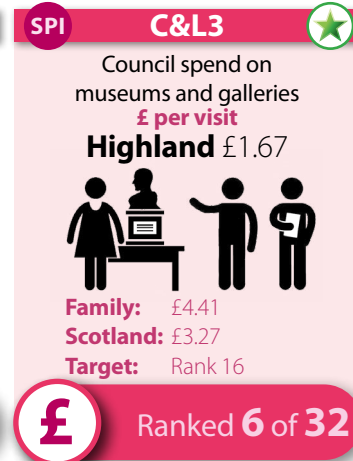


Ranked 8 of 32



# Culture and Leisure Services

C&L1 - C&L5d



# Economic Development

ECON1 - ECON10

ECON1



Unemployed people assisted into work by the Council  
%

**Highland** 6.0%



**Family:** 8.4%  
**Scotland:** 12.7%  
**Target:** Scottish Average



Ranked **25** of 32

ECON2



Cost per planning application  
£

**Highland** £2,360



**Family:** £4,216  
**Scotland:** £4,385  
**Target:** Scottish Average



Ranked **1** of 32

SPI

ECON3



Average time per Planning Application  
weeks

**Highland** 10.9



**Family:** 12.8  
**Scotland:** 10.5  
**Target:** Scottish Average



Ranked **23** of 32

SPI

ECON4



Council spend to local small and medium sized enterprises  
%

**Highland** 47.3%



**Family:** 35.9%  
**Scotland:** 28.5%  
**Target:** Rank 8



Ranked **1** of 32

SPI

ECON5



Number of Business Gateway start-ups  
per 10,000 population

**Highland** 11.96



**Family:** 18.49  
**Scotland:** 16.41  
**Target:** Scottish Average



Ranked **31** of 32

ECON6



Council spend on Economic Development and Tourism?  
£ per 1,000 people

**Highland** £75,270



**Family:** £229,555  
**Scotland:** £103,194  
**Target:** Scottish Average



Ranked **21** of 32

ECON7



People earning less than the living wage  
%

**Highland** 18.3%



**Family:** 21.7%  
**Scotland:** 16.9%  
**Target:** Scottish Average



Ranked **13** of 32

SPI

ECON8



Properties receiving superfast broadband  
%

**Highland** 81%



**Family:** 77%  
**Scotland:** 93%  
**Target:** 83%



Ranked **28** of 32

ECON9



How many town centre commercial units are vacant  
%

**Highland** 4.9%



**Family:** 8.2%  
**Scotland:** 11.7%  
**Target:** Scottish Average



Ranked **2** of 32

ECON10



Development land allocated for employment purposes is immediately available  
%

**Highland** 12.3%



**Family:** 46.5%  
**Scotland:** 36.2%  
**Target:** Scottish Average

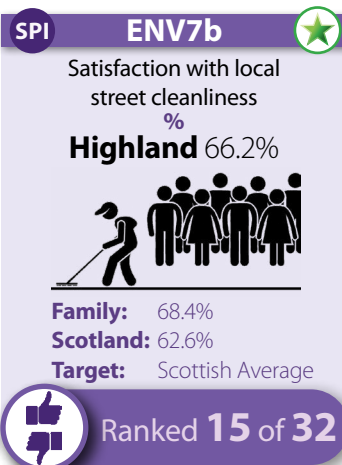
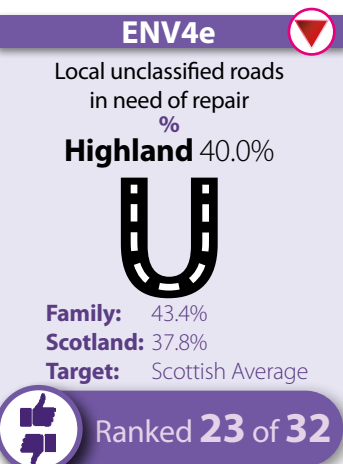
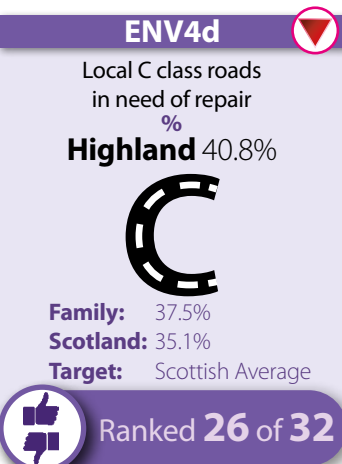
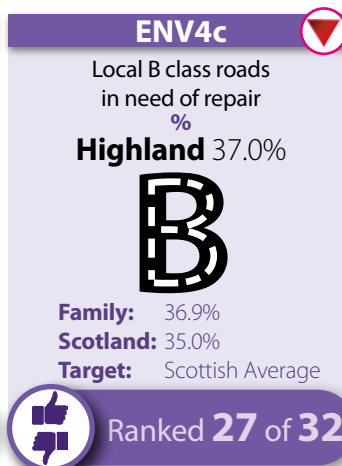
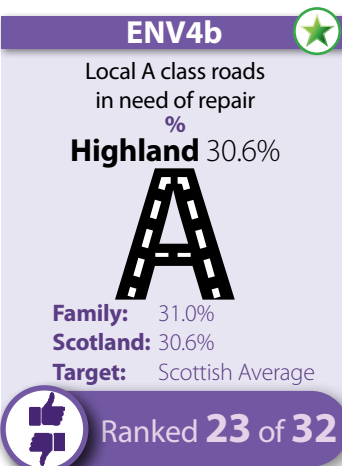
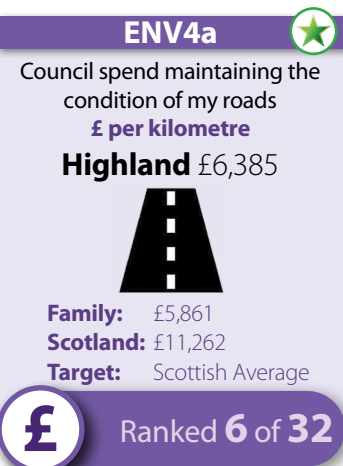


Ranked **28** of 32



# Environmental Services

ENV1a - ENV7b



# Financial Sustainability

FINSUS01 - FINSUS05

## FINSUS01

Proportion of Council budget held in reserves.

Highland 12.8%



Family: 84.2%

Scotland: 16.9%

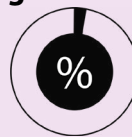
Target: N/A

Ranked 23 of 32

## FINSUS02

Proportion of Council revenue that is not committed to be spent.

Highland 2.6%



Family: 6.9%

Scotland: 3.8%

Target: N/A

Ranked 15 of 32

## FINSUS03

Council's revenue spent on financing costs

Highland 13.0%



Family: 7.1%

Scotland: 7.2%

Target: N/A

Ranked 32 of 32

## FINSUS04

Council housing revenue spent on financing costs

Highland 36.4%



Family: 23.8%

Scotland: 22.6%

Target: N/A

Ranked 22 of 32

## FINSUS05

Percentage of Council budget spent.

Highland 98.9%



Family: 98.1%

Scotland: 99.4%

Target: N/A

Ranked 22 of 32

# Housing Services

HSN1b - HSN5

SPI

## HSN1b

Rent owed to the council due to arrears (gross)

Highland 4.6%



Family: 7.1%

Scotland: 7.3%

Target: under 5%

Ranked 4 of 32

## HSN2

Rent lost due to empty properties

Highland 0.7%



Family: 1.0%

Scotland: 1.1%

Target: 1.2%

Ranked 7 of 32

## HSN3

Quality and standard of housing provided by the Council\*

Highland 95.6%



Family: 94.7%

Scotland: 94.9%

Target: Scottish Average

\*Measured by the Scottish Housing Quality Standard

Ranked 12 of 32

## HSN4b

Time to complete non-emergency repairs average number of days

Highland 5.3 days



Family: 7.2 days

Scotland: 7.3 days

Target: 6.6 days

Ranked 4 of 32

## HSN5

Council dwellings that are energy efficiency

Highland 73.9%



Family: 77.3%

Scotland: 84.1%

Target: N/A

Ranked 23 of 32

# Tackling Climate Change

CLIM01 - CLIM02

## CLIM01

Carbon emissions in the Council area.  
Tonnes CO<sub>2</sub> per capita

Highland 0.81



Family: 5.28

Scotland: 5.26

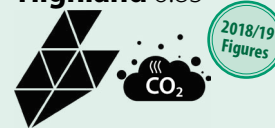
Target: N/A

Ranked 2 of 32

## CLIM02

Carbon emissions directly impacted by the Council  
Tonnes CO<sub>2</sub> per capita

Highland 6.85



Family: 6.49

Scotland: 4.91

Target: N/A

Ranked 28 of 32