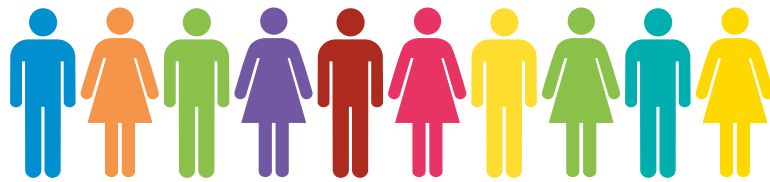


National Benchmarked Performance Indicators



Comharran- coileanaidh Tomhas-mheasta Nàiseanta

2020/21

www.highland.gov.uk/performance

National Benchmarking

Tomhas-measaidh Nàiseanta


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.

Indicator Type

-  Quality
-  Cost

Where relevant, the LGBF performance indicators have targets that The Council is trying to achieve. These are listed for each performance indicator. COVID-19 had a significant impact on the LGBF indicators for 2020/21, in most cases leading to a decrease in performance as services were disrupted or had to stop. For this reason, performance assessments are not included. Targets for 2020/21 are included for interest, but The Council will revise these in future years due to the impact of COVID-19.

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 .

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

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 £35.00



Family: £26.00
Scotland: £28.00
Target: N/A



Ranked **26** of 32

SPI

SW2

People that need support choose how their needs will be met

%
Highland 5.59%



Family: 6.34%
Scotland: 8.17%
Target: Rank 8



Ranked **14** of 32

SPI

SW3a

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

%
Highland 55.57%



Family: 60.60%
Scotland: 61.71%
Target: Rank 19



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%



Family: 76.8%
Scotland: 80.0%
Target: Rank 18



Ranked **24** of 32

SW4c

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

%
Highland 82.26%



Family: 79.16%
Scotland: 80.78%
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 75.40%



Family: 74.42%
Scotland: 75.43%
Target: N/A



Ranked **16** of 32

SW4e

Carers who feel supported to continue in their caring role

%
Highland 33.3%



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 £643



Family: £497
Scotland: £439
Target: N/A



Ranked **29** of 32

SW6

Rate of readmission to hospital within 28 days

per 1,000 discharges

Highland 117



Family: 119
Scotland: 120
Target: N/A



Ranked **15** of 32

SW7

Care services graded "good" or "better"

%

Highland 84%



Family: 85%
Scotland: 83%
Target: N/A



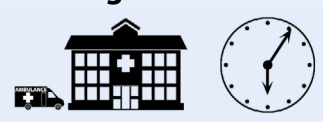
Ranked **20** of 32

SW8

Time people spend in hospital when they are ready for discharge

Days per 1,000 aged 75+

Highland 817



Family: 472
Scotland: 484
Target: N/A



Ranked **30** of 32

Children's Services

CHN1 - CHN23

CHN1

Spend on primary schools

£ per pupil

Highland £6,046



Family: £5,914
Scotland: £5,897
Target: Scottish Average



Ranked **20** of 32

CHN2

Spend on secondary schools

£ per pupil

Highland £7,755



Family: £7,764
Scotland: £7,629
Target: Scottish Average



Ranked **21** of 32

CHN3

Spend on pre-school education

£ per pre-school pupil

Highland £7,510




Family: £9,727
Scotland: £9,255
Target: Scottish Average



Ranked **5** of 32


SPI CHN4
Secondary school pupils achieving 5 plus awards at SCQF level 5
%
Highland 64.0%



Family: 66.0%
Scotland: 67.0%
Target: Rank 17

Ranked 23 of 32


SPI CHN5
Secondary school pupils achieving 5 plus awards at SCQF level 6
%
Highland 34%



Family: 39%
Scotland: 41%
Target: Rank 17

Ranked 26 of 32


SPI CHN6
Secondary school pupils from deprived areas achieving 5 plus awards at SCQF level 5
%
Highland 48.0%



Family: 47.0%
Scotland: 49.0%
Target: Rank 20

Ranked 14 of 32

SPI CHN7
Secondary school pupils from deprived areas achieving 5 plus awards at SCQF level 6
%
Highland 19.0%



Family: 22.0%
Scotland: 23.0%
Target: Rank 20

Ranked 18 of 32


CHN8a
Spend on residential accommodation for 'Looked After Children' £ per child per week
Highland £4,272



Family: £3,760
Scotland: £3,853
Target: Scottish Average

£ Ranked 22 of 32


CHN8b
Spend on providing fostering/family placements for 'Looked After Children' £ per child per week
Highland £252



Family: £306
Scotland: £350
Target: Scottish Average

£ Ranked 8 of 32


SPI CHN9
'Looked After Children' cared for in foster/family placements
%
Highland 83.03%



Family: 86.54%
Scotland: 90.07%
Target: 88.0%

Ranked 28 of 32


CHN10
Resident satisfaction with local schools
%
Highland 73.03%



Family: 73.03%
Scotland: 71.83%
Target: Scottish Average

Ranked 18 of 32


SPI CHN11
Pupils entering positive destinations after school
%
Highland 92.48%



Family: 93.31%
Scotland: 93.34%
Target: Rank 8

Ranked 20 of 32


SPI CHN12a
Overall attainment
Average tariff score
Highland 895



Family: 951
Scotland: 972
Target: Rank 17

Ranked 23 of 32


SPI CHN12b
Attainment
SIMD Quintile 1
Average tariff score
Highland 664



Family: 660
Scotland: 688
Target: Rank 20

Ranked 17 of 32


SPI CHN12c
Attainment
SIMD Quintile 2
Average tariff score
Highland 692



Family: 732
Scotland: 817
Target: Rank 20

Ranked 27 of 32


SPI CHN12d
Attainment
SIMD Quintile 3
Average tariff score
Highland 968



Family: 962
Scotland: 975
Target: Rank 17

Ranked 17 of 32


SPI CHN12e
Attainment
SIMD Quintile 4
Average tariff score
Highland 963



Family: 1,051
Scotland: 1,108
Target: Rank 20

Ranked 30 of 32


SPI CHN12f
Attainment
SIMD Quintile 5
Average tariff score
Highland 1,041



Family: 1,217
Scotland: 1,320
Target: Rank 18

Ranked 29 of 32


CHN13a
Primary pupils achieving expected level in literacy
%
Highland 49%



Family: 64%
Scotland: 67%
Target: N/A

Ranked 32 of 32


CHN13b
 Primary pupils achieving expected level in numeracy
 %
Highland 60%



Family: 71%
Scotland: 75%
Target: N/A

Ranked **32** of 32


CHN14a
 Primary pupils literacy attainment gap
 %
Highland 31%



Family: 30%
Scotland: 25%
Target: N/A

Ranked **25** of 32


CHN14b
 Primary pupils numeracy attainment gap
 %
Highland 30%



Family: 26%
Scotland: 21%
Target: N/A

Ranked **27** of 32

SPI CHN17
 Children meeting developmental milestones (27-30 months)
 %
Highland 87.64%




Family: 88.97%
Scotland: 85.70%
Target: Rank 8

2019/20 Figures

Ranked **9** of 32


SPI CHN18
 Funded early years provision rated good or better
 %
Highland 91.06%



Family: 90.81%
Scotland: 90.93%
Target: 96.00%

Ranked **17** of 32


SPI CHN19a
 School attendance rate
 %
Highland 91.50%



Family: 92.78%
Scotland: 92.00%
Target: Rank 24

Ranked **24** of 32

SPI CHN19b
 School attendance rate for Looked After Children
 %
Highland 85.67%




Family: 85.74%
Scotland: 86.78%
Target: Rank 16

2019/20 Figures

Ranked **23** of 32

SPI CHN20a
 School exclusion rate per 1,000 pupils
Highland 20.6




Family: 21.9
Scotland: 21.7
Target: Rank 16

2019/20 Figures

Ranked **18** of 32

SPI CHN20b
 School exclusion rate for Looked After Children per 1,000 Looked After Children
Highland 189.3




Family: 188.6
Scotland: 152.2
Target: Rank 18

2018/19 Figures

Ranked **21** of 32


CHN21
 16-19 year olds participating in learning, training or work
 %
Highland 92.6%



Family: 93.2%
Scotland: 92.2%
Target: Scottish Average

Ranked **16** of 32

SPI CHN22
 Child protection re-registrations within 18 months
 %
Highland 7.32%




Family: 5.65%
Scotland: 6.92%
Target: Rank 17

2019/20 Figures

Ranked **14** of 32

CHN23
 Looked After Children with more than one placement last year
 %
Highland 24.44%




Family: 19.51%
Scotland: 16.68%
Target: Scottish Average

2019/20 Figures

Ranked **28** of 32

CHN24
 Proportion of children living in poverty (after housing costs)
 %
Highland 23.6%



Family: 23.5%
Scotland: 24.3%
Target: TBC


2019/20 Figures

Ranked **15** of 32


Corporate Asset

C-AST1 - C-AST2

SPI C-AST1
Council buildings suitable for their current use
%
Highland 67.5%




Family: 80.8%
Scotland: 82.3%
Target: Family Average

 **Ranked 31 of 32**

C-AST2
Council buildings in a satisfactory condition
%
Highland 82.4%




Family: 88.1%
Scotland: 89.2%
Target: Family Average

 **Ranked 29 of 32**


Corporate Services

CORP1 - CORP8


CORP1
Council's total running costs spent on administrative support
%
Highland 4.19%




Family: 4.34%
Scotland: 4.06%
Target: Scottish Average

 **Ranked 22 of 32**

CORP3b
Women in top 5% earners in the Council
%
Highland 57%



Family: 51%
Scotland: 58%
Target: Scottish Average

 **Ranked 15 of 32**

CORP3c
Gender pay gap in the Council?
%
Highland 5.0%



Family: 6.9%
Scotland: 3.7%
Target: Scottish Average

 **Ranked 23 of 32**

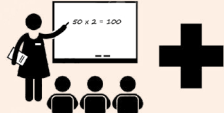
CORP4
Council spend on collecting council tax
£ per home
Highland £7.91




Family: £10.58
Scotland: £6.64
Target: £7.98

 **Ranked 19 of 32**


SPI CORP6a
Sickness absence for teachers
Average number of days per teacher
Highland 3.28 days




Family: 4.39 days
Scotland: 4.16 days
Target: Rank 18

 **Ranked 6 of 32**


SPI CORP6b
Sickness absence in the Council?
Average number of days per employee (non-teachers)
Highland 6.44 days




Family: 9.16 days
Scotland: 9.71 days
Target: 10.12 days

 **Ranked 1 of 32**


SPI CORP7
Council efficiency at collecting council tax
%
Highland 95.72%




Family: 95.95%
Scotland: 94.77%
Target: Scottish Average

 **Ranked 15 of 32**

CORP8
Council efficiency at paying invoices on time
%
Highland 94.09%



Family: 90.59%
Scotland: 91.76%
Target: 95.00%

 **Ranked 15 of 32**

Culture and Leisure Services

C&L1 - C&L5d

SPI C&L1
Council spend on sports and leisure facilities
£ per visit
Highland £24.99



Family: £23.37
Scotland: £40.36
Target: Rank 8

£ Ranked 10 of 32


SPI C&L2
Council spend on libraries
£ per visit
Highland £1.19



Family: £7.19
Scotland: £2.88
Target: Rank 8

£ Ranked 5 of 32

SPI C&L3
Council spend on museums and galleries
£ per visit
Highland £2.75



Family: £70.64
Scotland: £10.14
Target: Rank 16

£ Ranked 8 of 32


C&L4
Council spend on parks and open spaces
£ per 1,000 people
Highland £3,169



Family: £14,171
Scotland: £19,112
Target: Scottish Average

£ Ranked 2 of 32

C&L5a
Satisfaction with local libraries
%
Highland 65.37%




Family: 69.79%
Scotland: 72.37%
Target: Scottish Average

2019/20 Figures

👍 Ranked 28 of 32

C&L5b
Satisfaction with local parks and open spaces
%
Highland 72.20%

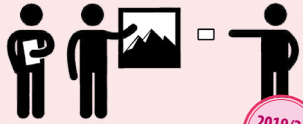


Family: 73.72%
Scotland: 85.00%
Target: Scottish Average

2019/20 Figures

👍 Ranked 30 of 32

C&L5c
Satisfaction with local museums and galleries
%
Highland 53.10%




Family: 61.73%
Scotland: 69.30%
Target: Scottish Average

2019/20 Figures

👍 Ranked 27 of 32

C&L5d
Satisfaction with local leisure facilities
%
Highland 68.57%



Family: 67.19%
Scotland: 70.10%
Target: Scottish Average

2019/20 Figures

👍 Ranked 19 of 32

Economic Development

ECON1 - ECON10

ECON1

Unemployed people assisted into work by the Council %

Highland 15.85%



Family: 5.96%
Scotland: 5.98%
Target: Scottish Average



Ranked **4** of 32

ECON2

Cost per planning application £

Highland £3,077



Family: £4,866
Scotland: £5,044
Target: Scottish Average



Ranked **2** of 32

SPI ECON3

Average time per Planning Application weeks

Highland 13.5



Family: 12.3
Scotland: 11.1
Target: Scottish Average



Ranked **27** of 32

SPI ECON4

Council spend to local small and medium sized enterprises %

Highland 46.99%



Family: 33.45%
Scotland: 29.11%
Target: Rank 8



Ranked **2** of 32

SPI ECON5

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

Highland 7.35



Family: 14.77
Scotland: 11.19
Target: Scottish Average



Ranked **26** of 32

ECON6

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

Highland £78,015



Family: £131,292
Scotland: £87,793
Target: Scottish Average



Ranked **20** of 32

ECON7

People earning less than the living wage %

Highland 14.90%



Family: 20.08%
Scotland: 15.20%
Target: Scottish Average



Ranked **8** of 32

SPI ECON8

Properties receiving superfast broadband %

Highland 84%



Family: 82%
Scotland: 94%
Target: 86%



Ranked **28** of 32

ECON9

How many town centre commercial units are vacant %

Highland 5.21%



Family: 7.50%
Scotland: 12.41%
Target: Scottish Average



Ranked **4** of 32

ECON10

Development land allocated for employment purposes is immediately available %

Highland 13.18%



Family: 38.47%
Scotland: 38.91%
Target: Scottish Average



Ranked **27** of 32

ECON11

Change in total economic output per person £

Highland £26,595



Family: £24,523
Scotland: £26,420
Target: TBC



Ranked **7** of 32

ECON12a

Working age population actively seeking employment and claiming state benefits %

Highland 5.40%



Family: 4.60%
Scotland: 6.10%
Target: TBC



Ranked **12** of 32

ECON12b

Young people actively seeking employment and claiming state benefits %

Highland 7.09%



Family: 6.20%
Scotland: 7.20%
Target: TBC



Ranked **13** of 32

Environmental Services

ENV1a - ENV7b

SPI ENV1a
 Council spend on refuse collection (net) £ per premise
Highland £83.66



Family: £64.67
Scotland: £72.35
Target: Rank 24

£ Ranked **28** of 32

SPI ENV2a
 Council spend on waste disposal (net) £ per premise
Highland £96.24



Family: £128.47
Scotland: £104.50
Target: Rank 24

£ Ranked **12** of 32

SPI ENV3a
 Council spend on street cleaning £ per 1,000 people
Highland £6,775



Family: £9,265
Scotland: £14,845
Target: Rank 8

£ Ranked **3** of 32


SPI ENV3c
 Cleanliness of my local streets %
Highland 94.96%



Family: 95.10%
Scotland: 90.10%
Target: Rank 8

👍 Ranked **8** of 32


ENV4a
 Council spend maintaining the condition of my roads £ per kilometre
Highland £5,057



Family: £4,726
Scotland: £9,667
Target: Scottish Average

£ Ranked **6** of 32


ENV4b
 Local A class roads in need of repair %
Highland 29.8%



Family: 29.9%
Scotland: 29.8%
Target: Scottish Average

👍 Ranked **20** of 32


ENV4c
 Local B class roads in need of repair %
Highland 37.0%



Family: 35.5%
Scotland: 34.0%
Target: Scottish Average

👍 Ranked **27** of 32

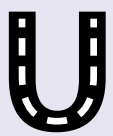
ENV4d
 Local C class roads in need of repair %
Highland 39.2%



Family: 36.0%
Scotland: 33.6%
Target: Scottish Average

👍 Ranked **26** of 32

ENV4e
 Local unclassified roads in need of repair %
Highland 44.3%



Family: 44.1%
Scotland: 38.3%
Target: Scottish Average

👍 Ranked **26** of 32


ENV5a
 Council spend on trading standards, money advice, and citizen advice £ per 1,000 people
Highland £8,143



Family: £8,835
Scotland: £5,857
Target: Scottish Average

£ Ranked **23** of 32

ENV5b
 Council spend on environmental health £ per 1,000 people
Highland £7,425



Family: £19,218
Scotland: £12,606
Target: Scottish Average

£ Ranked **4** of 32

SPI ENV6
 Household waste recycled %
Highland 35.7%



Family: 33.4%
Scotland: 42.0%
Target: Scottish Average

👍 Ranked **25** of 32

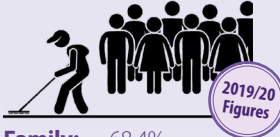
SPI ENV7a
 Satisfaction with local refuse collection %
Highland 87.8%



Family: 81.1%
Scotland: 74.3%
Target: Scottish Average

👍 Ranked **2** of 32

SPI ENV7b
 Satisfaction with local street cleanliness %
Highland 66.2%



Family: 68.4%
Scotland: 62.6%
Target: Scottish Average

👍 Ranked **15** of 32

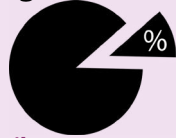
Financial Sustainability

FINSUS01 - FINSUS05

FINSUS01

Proportion of Council budget held in reserves.

Highland 23.2%



Family: 104.8%
Scotland: 23.6%
Target: N/A



Ranked 15 of 32

FINSUS02

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

Highland 6.9%



Family: 5.4%
Scotland: 3.5%
Target: N/A

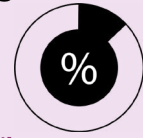


Ranked 4 of 32

FINSUS03

Council's revenue spent on financing costs

Highland 11.40%



Family: 6.30%
Scotland: 6.24%
Target: N/A



Ranked 31 of 32

FINSUS04

Council housing revenue spent on financing costs

Highland 37.70%



Family: 23.79%
Scotland: 22.91%
Target: N/A



Ranked 25 of 32

FINSUS05

Percentage of Council budget spent.

Highland 96.4%



Family: 97.3%
Scotland: 97.4%
Target: N/A



Ranked 20 of 32

Housing Services

HSN1b - HSN5

SPI HSN1b

Rent owed to the council due to arrears (gross)

Highland 5.38%



Family: 7.08%
Scotland: 8.19%
Target: 5% or lower



Ranked 4 of 32

HSN2

Rent lost due to empty properties

Highland 0.84%



Family: 1.44%
Scotland: 1.38%
Target: 1.74%



Ranked 8 of 32

HSN3

Quality and standard of housing provided by the Council*

Highland 97.7%



Family: 93.8%
Scotland: 90.3%
Target: Scottish Average

*Measured by the Scottish Housing Quality Standard



Ranked 5 of 32

HSN4b

Time to complete non-emergency repairs
average number of days

Highland 7.9 days



Family: 9.5 days
Scotland: 7.3 days
Target: 9 days



Ranked 14 of 32

HSN5

Council dwellings that are energy efficiency

Highland 74.6%



Family: 79.4%
Scotland: 86.4%
Target: 74.2%



Ranked 24 of 32

Tackling Climate Change

CLIM01 - CLIM02

CLIM01

Carbon emissions in the Council area.
Tonnes CO₂ per capita

Highland 5.77



Family: 10.40
Scotland: 5.68
Target: N/A

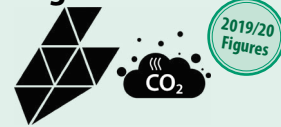


Ranked 16 of 32

CLIM02

Carbon emissions directly impacted by the Council
Tonnes CO₂ per capita

Highland 6.57



Family: 6.20
Scotland: 4.62
Target: N/A



Ranked 29 of 32