

Key Performance Indicators

Performance Report 2020/21

Introduction

The Highland Council collects data on a wide range of performance indicators. Of these, there are 27 which the Council considers to be Key Performance Indicators (KPIs).

These provide a high-level overview of the Council's overall performance. The 27 indicators were selected as they provide key insights into effective service delivery across the Council's functions and provide a focus for strategic and operational improvement and decision making.

For many of these indicators, data is collected at each of the 32 Local Authorities in Scotland. The Highland Council's performance can therefore be compared to other councils – either all 32, or only those councils which are similar to The Highland Council, also known as our 'Family Group'.

COVID-19 has had a significant impact on the KPIs 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 in this report. Targets for 2020/21 are included for interest, but will require reworking in future years due to the impact of COVID-19.



Indicators

- Level 5 attainment by all children
- Level 5 attainment by children from deprived areas
- Pupils entering positive destinations
- Pupil attainment - overall average total tariff
- Sickness absence – teachers
- School attendance (all pupils)
- School attendance (Looked After Children)
- Looked after children accommodated outwith Highland

Indicators

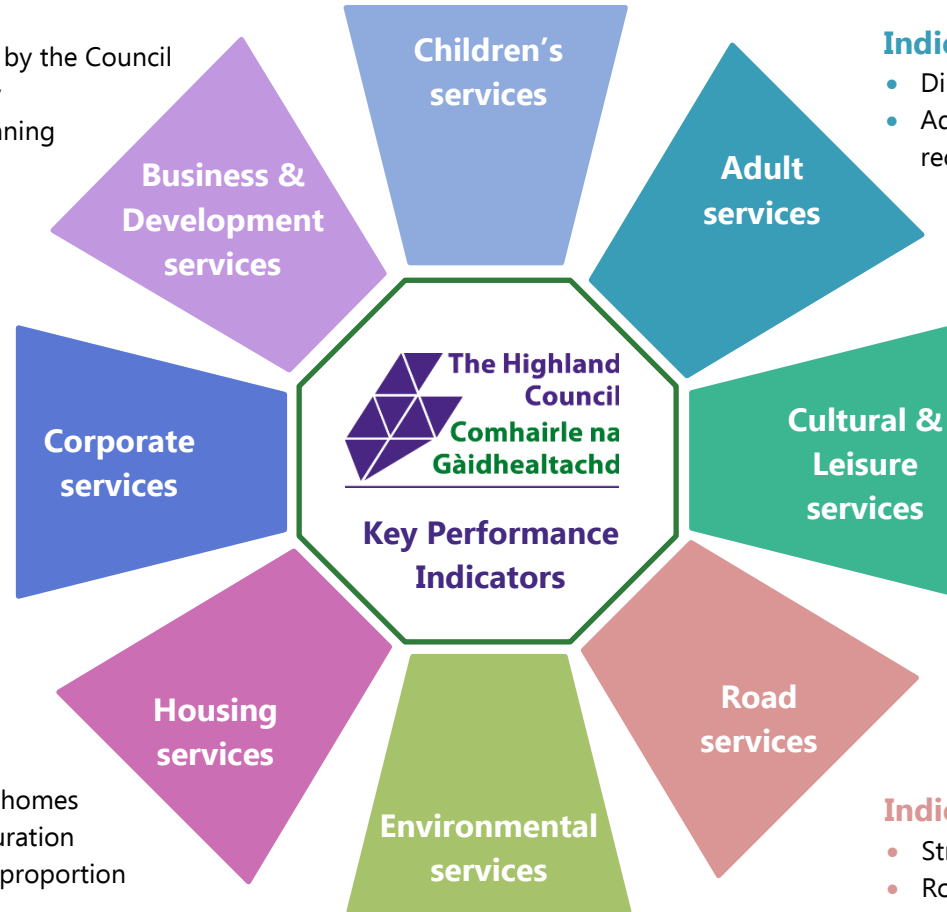
- Businesses supported by the Council and Business Gateway
- Average time per planning application
- Properties receiving superfast broadband

Indicators

- Staff sickness absence
- Council Tax received
- Council spend with Highland small and medium sized businesses
- Council asset suitability

Indicators

- Time to re-let council homes
- Homelessness case duration
- Gross rent arrears (as proportion of rent due)



Indicators

- Direct payments spend on adults
- Adults with long term care needs receiving personal care at home

Indicators

- Cost per leisure facility visit
- Cost per library visit
- Cost per museum visit

Indicators

- Street lighting energy consumption
- Road network to be considered for maintenance

Indicators

- Street cleanliness score
- Household waste recycled

Adult Services

Direct payment of adult social care funding

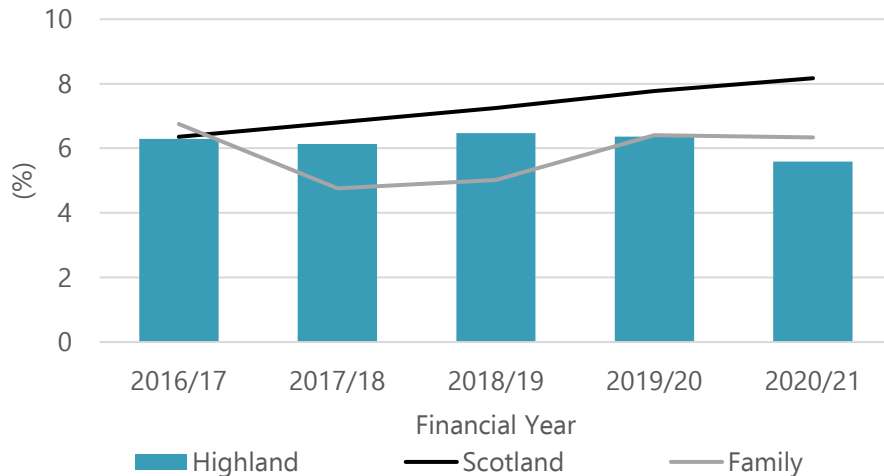
5.6% of adult social care funding was allocated using direct payments or personalised managed budgets in Highland in 2020/21.



The Scottish average was **8.2%** and for comparable councils it was **6.3%**.

14th

Highland is ranked **14th** in Scotland, and our target is to be in the top eight councils by 2021/22.



55.6% of people aged 65+ with long term care needs were receiving care at home in Highland in 2020/21.

Current rank

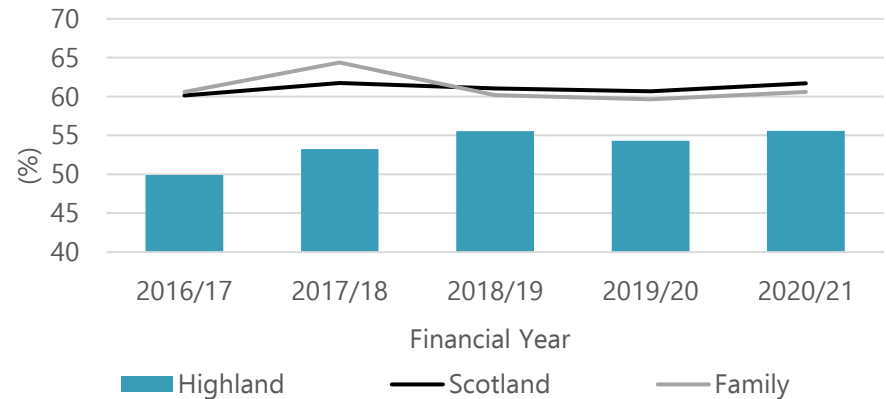
28th

2020/21

Target rank

16th

To be agreed



Care at home

Children's Services

Level 5 attainment – all pupils

64% of Highland secondary school pupils in 2020/21 achieved 5 or more awards at SCQF level 5 or higher.

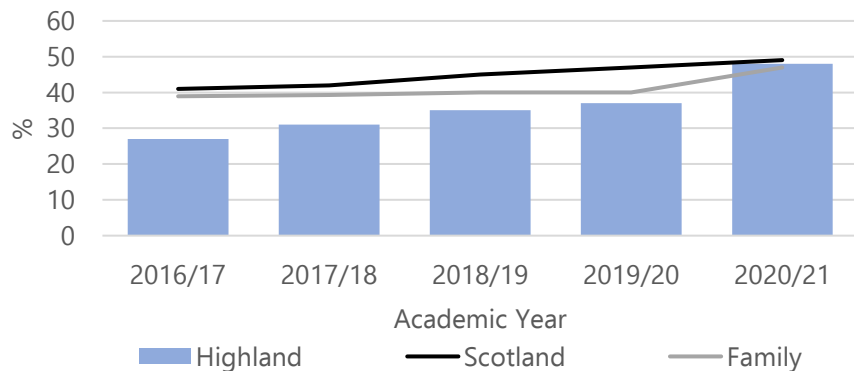


The average across Scotland was **67%**, and for comparable councils was **66%**.

23rd Highland is ranked **23rd**. Our target is to be at least **16th** by August 2022.

Level 5 attainment – from deprived areas

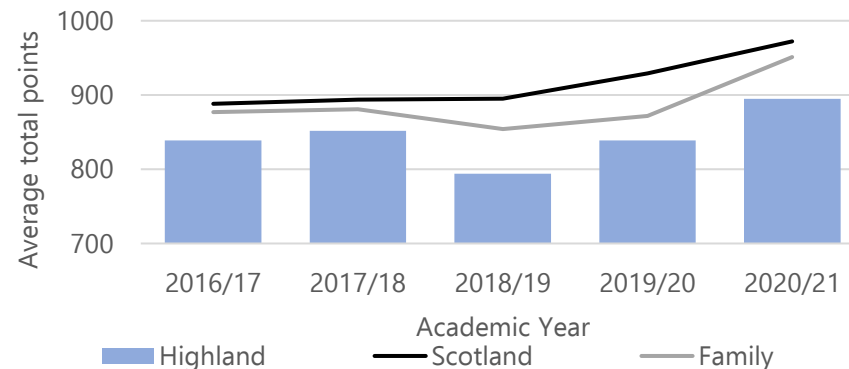
48% of Highland secondary school pupils from deprived areas achieved 5 or more awards at SCQF level 5 or higher in 2020/21.



14th Highland is ranked **14th**. Our target is to remain in the top 16 councils.

Average total attainment points

The average total points awarded for levels of attainment in 2020/21 in Highland was **895 points**.



21st Highland is ranked **21st**. Our target is to be at least **16th** by August 2022.

94.3% of Highland pupils entered positive destinations in 2020/21. This compares to **95.5%** across Scotland and **95.2%** for comparable councils.



27th Highland is ranked **27th** in Scotland. Our target is to be in the top 8 councils.

Pupil destinations

Children's Services

Sickness absence - teachers

Teachers took on average **3.2 days** of sickness absence in Highland in 2020/21.



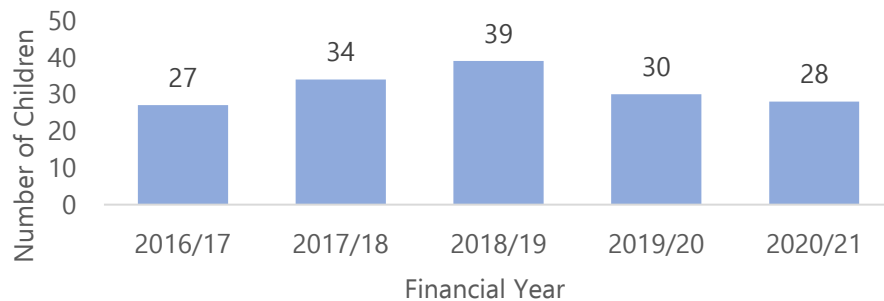
The Scottish average was **4.2 days** and for comparable councils it was **4.4 days**.

6th

Highland is ranked **6th**. Our target is to be in the top 16 councils.

Looked After Children out with Highland

The average number of Looked After Children accommodated outwith Highland in 2020/21 was **28**. Our target is for this to be 20 children by March 2022.



School attendance – All pupils

School attendance rates are calculated every two years. For 2020-21, the school attendance rate amongst all pupils in Highland was **91.50%**.

The Scottish average was **92.00%** and for comparable councils it was **92.78%**.



24th

Highland is ranked **24th**.

Our target is to maintain at least position 24 by December 2022.

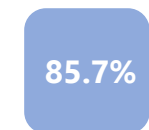


School attendance – Looked After Children

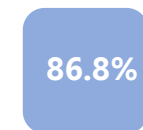
The latest school attendance rates for looked after children are from 2018-19. This data indicates an attendance rate of **85.7%**.

23rd

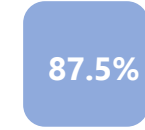
Highland is ranked **23rd**, and our target is to be at least 16th by December 2022.



Highland



Scotland



Comparable Councils

Cultural and Leisure Services

£24.99

Due to COVID, the average Council spend per customer visit to a sports or leisure facility in Highland increased in 2020/21.

The Scottish average was **£40.36** and for comparable councils it was **£23.37**.



10th

Highland is ranked **10th** in Scotland, and our target is to be in the top 8 by 2021/22.

There were **245,631 visits** to sports or leisure facilities in Highland in 2020/21.



Cost per leisure visit

Cost per library visit

£1.19

The average Council spend per customer visit to a library in Highland in 2020/21.

The Scottish average was **£2.88** and for comparable councils it was **£7.19**.



5th

Highland is ranked **5th** in Scotland, and our target is to remain in the top 8.

There were over **2.2 million visits** to our libraries in 2020/21.



The average Council spend per customer visit to a museum in Highland in 2020/21.

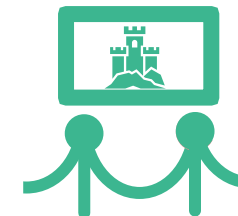
£2.75

The Scottish average was **£10.14** and for comparable councils it was **£70.64**.

8th

Highland is ranked **8th** in Scotland, and our target is to remain in the top 16.

There were more than **340,000 visits** to our museums in 2020/21.



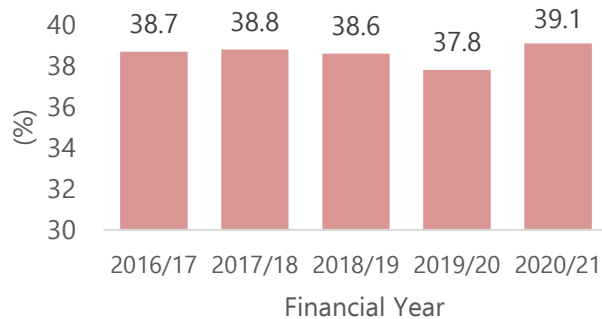
Cost per museum visit



Road Services

Road maintenance

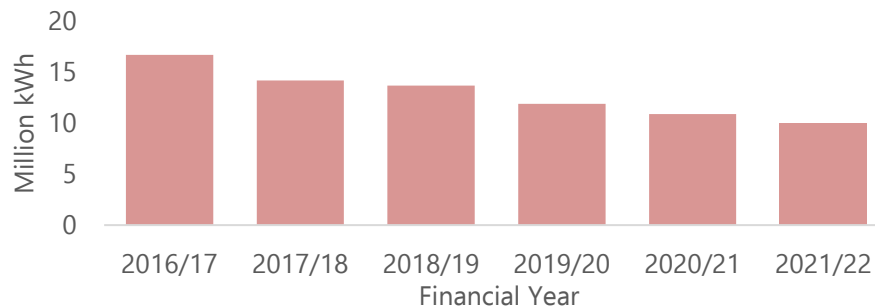
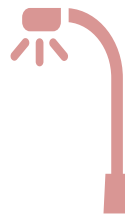
39.1% of the road network in Highland should be considered for maintenance treatment (2020/21).



Performance is **within the performance threshold** (better than the average of the 3 previous years).

Street lighting

10.9 million kWh of energy was consumed by our streetlights in 2020/21. Our target is to reduce this to less than 10 million kWh by March 2022.



Environmental Services

Street cleanliness

The street cleanliness score for Highland was **95.0%** in 2020/21.



The Scottish average was **90.1%** and for comparable councils it was **95.1%**.

8th

Highland is ranked **8th** in Scotland. Our target is to remain in the top 8.

Household waste that is recycled

We recycled **35.7%** of household waste in 2021.

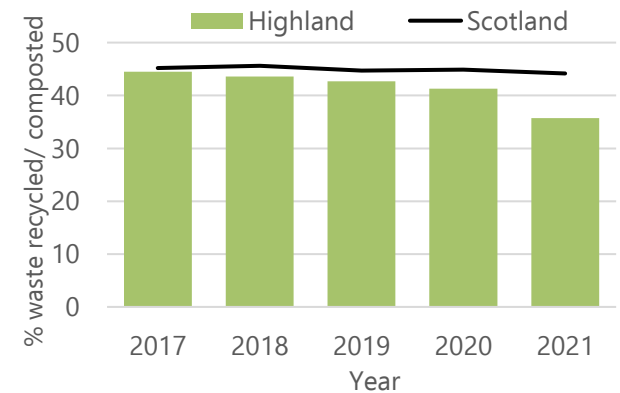
The Scottish average was **44.2%** and for comparable councils it was **33.4%**.



25th

We are ranked **25th** in Scotland.

Our target is to be above the national average by March 2022.



Housing Services

Re-letting Council houses

There are **14,315 Council houses** in Highland.

The average time to re-let Council homes in 2020/21 was **44.2 days**.

A total of **896 properties** were re-let.

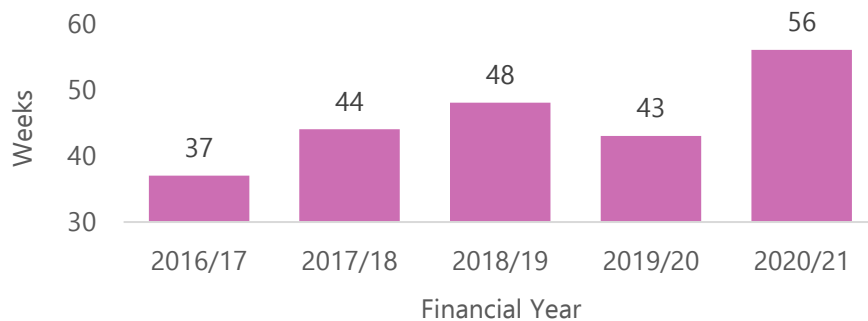


Our target is for this to be below 35 days.

Homelessness case duration

The average case duration for someone who is homeless in Highland was **56 weeks** (2020/21).

Our target is to reduce this to 35 weeks by March 2022.



In Highland, gross rent arrears as a percentage of total rent due was **5.4%** in 2020/21.

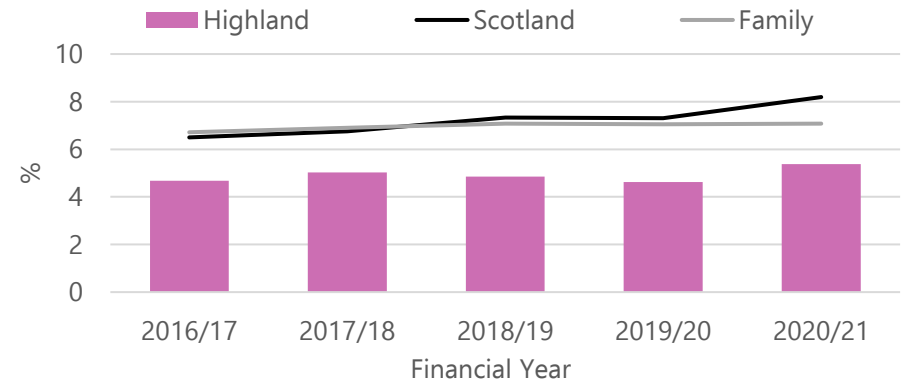


Our target is for this to be below 5%.



The Scottish average was **8.2%**. For comparable councils it was **7.1%**.

4th Highland is ranked **4th** in Scotland.



Rent arrears

For more information on Council Housing, visit: www.highland.gov.uk/housing



Corporate Services

Asset suitability

67.5% of Highland Council buildings were suitable for their current use in 2020/21.

The Scottish average was **82.3%**.

For comparable councils it was **80.8%**.



31st

Highland is ranked **31st** in Scotland.

Our target is to be better than the family group average by March 2022.

Council staff sickness absence

Our sickness absence rate for staff (non-teachers) in 2020/21 was **6.4 days**.

Our target is to maintain this to less than 10.12 days.

The Scottish average was **9.7 days**. For comparable councils it was **9.2 days**.

1st

We are ranked **1st** in Scotland.



95.7% of Council Tax owed in 2020/21 was collected by the Council.

15th

Highland is ranked **15th** in Scotland.

The Scottish average was **94.8%**. For comparable councils it was **96.0%**.

Our target is to remain higher than the national average.



Council Tax received

47.0% of our procurement spend in 2020/21 was with local small and medium sized enterprises.

2nd

Highland is ranked **2nd** in Scotland. Our target is to remain in the top 8.

The Scottish average was **29.1%** and for comparable councils it was **33.5%**.



Regional procurement



Business and Development Services

Planning application timescales

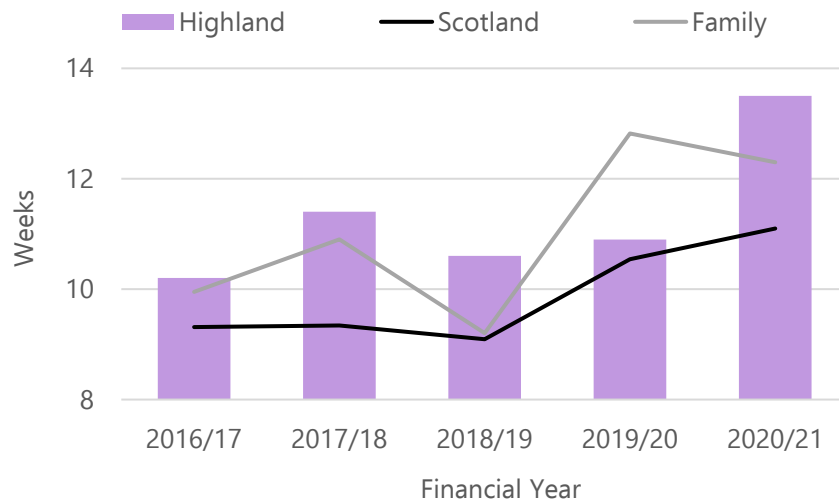
The average time taken to deliver a commercial planning application decision was **13.5 weeks** in 2020/21.



The Scottish average was **11.1 weeks** and for comparable councils it was **12.3 weeks**.

27th

Highland is ranked **27th** in Scotland. Our target is to be better than the national average by March 2022.



84% of properties in Highland had access to superfast broadband in 2020/21.



The Scottish average was **94%** and for comparable councils it was **82%**.



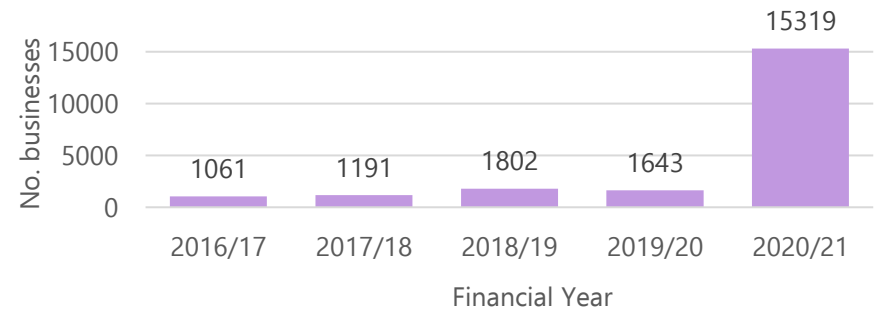
Our target is for **90%** of properties in Highland to have access to superfast broadband by March 2022.

Superfast broadband

15,319 businesses were supported by our Business Gateway and Economic Development services in 2020/21.



This exceeds our target to support 1,600 businesses per year by March 2022.



Highland businesses supported