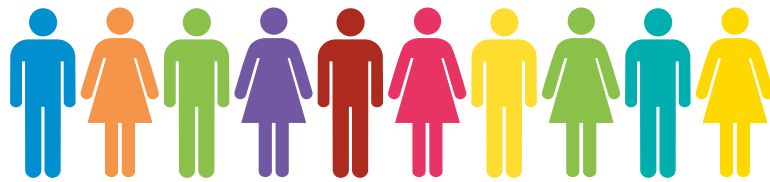


# National Benchmarked Performance Indicators



# Comharran- coileanaidh Tomhas-mheasta Nàiseanta

2021/22

[www.highland.gov.uk/performance](http://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. After elections in May 2022, the SPI set and reporting arrangements are currently being reviewed and will be refreshed for 2022/23 to reflect the new Council Programme and Corporate Plan for 2022-27.

The Council's Statutory Performance Indicators (SPIs)  are selected from locally determined performance indicators, and national indicators drawn from the LGBF. There are 37 LGBF indicators that The Council uses in its SPI dataset. These are highlighted on the next few pages SPI and include targets.

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** £33.00



**Family:** £27.00  
**Scotland:** £29.00



Ranked **24** of 32

**SPI**

**SW2**

Direct payments spend on 18+ adults

%  
**Highland** 7.46%



**Family:** 6.52%  
**Scotland:** 8.16%  
**Target:** 7.67%



Ranked **10** of 32

**SPI**

**SW3a**

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

%  
**Highland** 55.76%



**Family:** 61.31%  
**Scotland:** 62.34%  
**Target:** 60.96%



Ranked **30** of 32

**SPI**

**SW4b**

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

%  
**Highland** 84.30%



**Family:** 75.90%  
**Scotland:** 78.10%  
**Target:** 83.60%



Ranked **4** of 32

**SW4c**

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

%  
**Highland** 86.50%



**Family:** 75.60%  
**Scotland:** 78.82%



Ranked **4** of 32

**SW4d**

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

%  
**Highland** 72.07%



**Family:** 67.74%  
**Scotland:** 70.59%



Ranked **15** of 32

**SW4e**

Carers who feel supported to continue in their caring role

%  
**Highland** 28.70%



**Family:** 30.20%  
**Scotland:** 29.70%



Ranked **19** of 32

**SW5**

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

**Highland** £625



**Family:** £619  
**Scotland:** £649



Ranked **17** of 32

**SW6**

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

**Highland** 113



**Family:** 108  
**Scotland:** 110

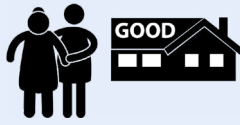


Ranked **18** of 32

**SW7**

Care services graded "good" or "better"

%  
**Highland** 80%



**Family:** 80%  
**Scotland:** 76%



Ranked **13** of 32

**SW8**

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

**Highland** 1,019



**Family:** 620  
**Scotland:** 748



Ranked **28** of 32

# Children's Services

CHN1 - CHN24

**CHN1**

Cost per primary school pupil  
£ per pupil

**Highland** £6,423



**Family:** £6,389  
**Scotland:** £6,330



Ranked **20** of 32

**CHN2**

Cost per secondary school pupil  
£ per pupil

**Highland** £8,063



**Family:** £8,104  
**Scotland:** £7,905



Ranked **20** of 32

**CHN3**

Cost per pre-school education registration

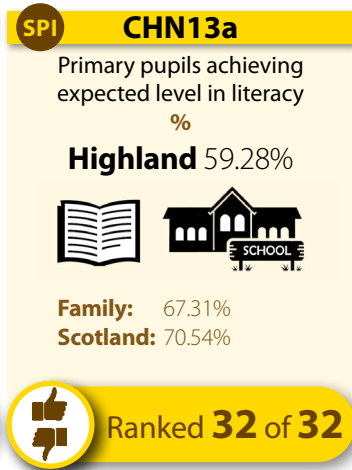
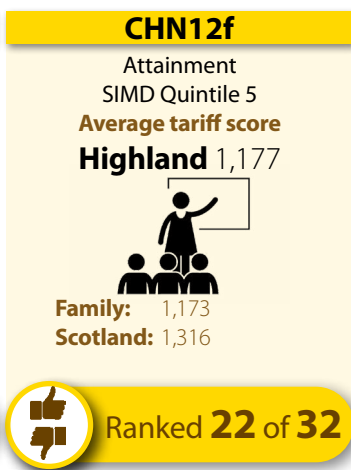
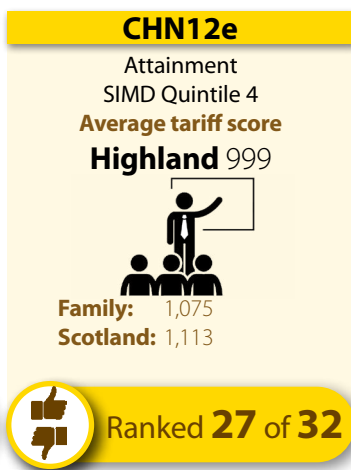
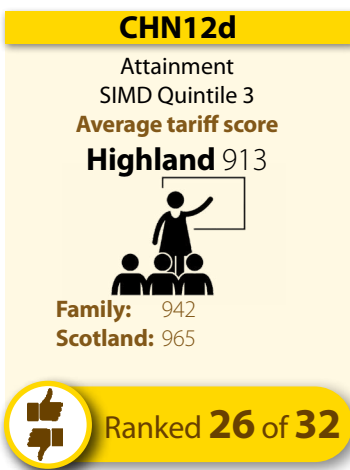
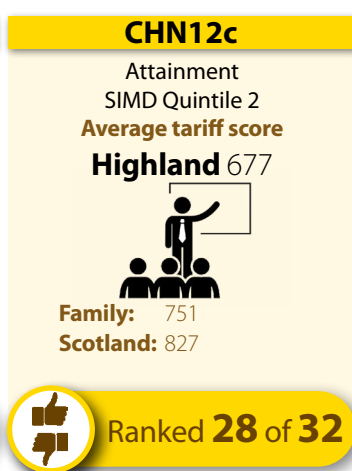
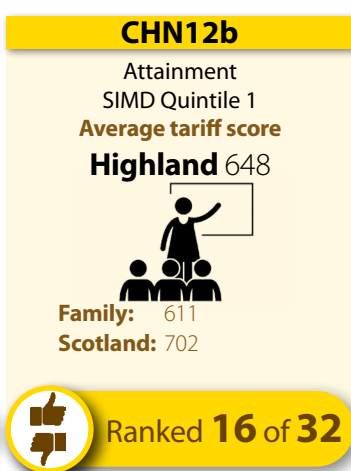
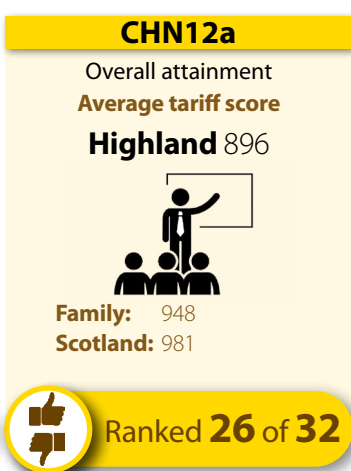
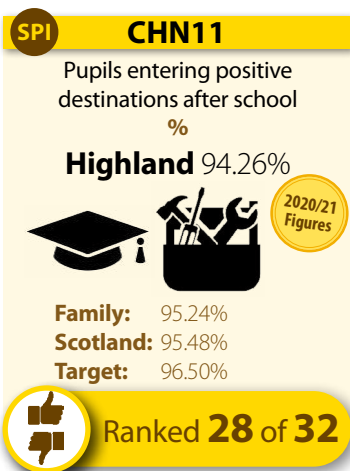
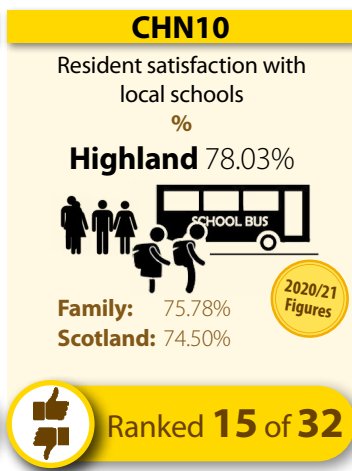
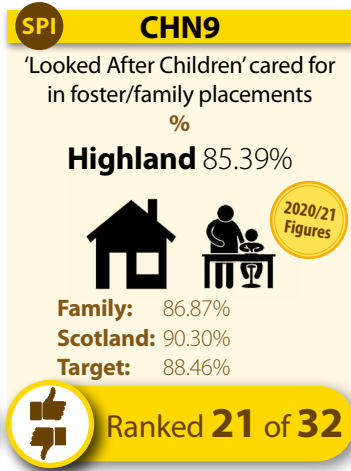
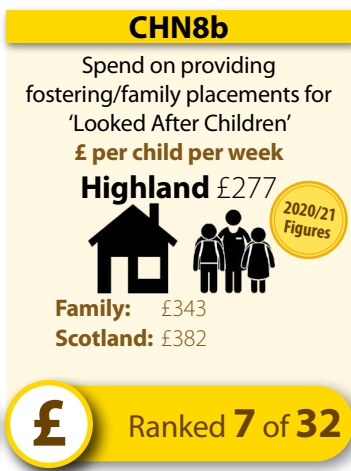
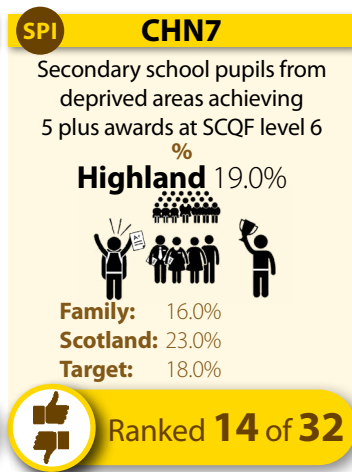
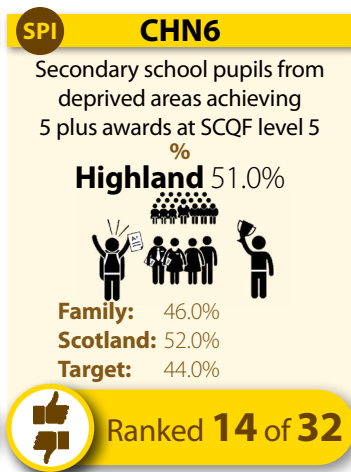
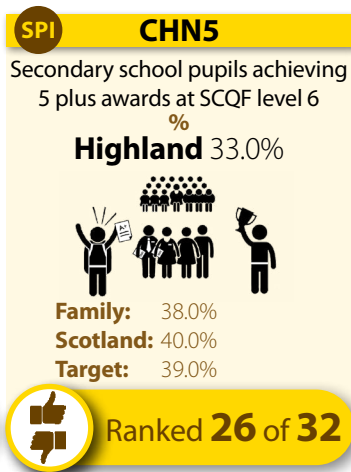
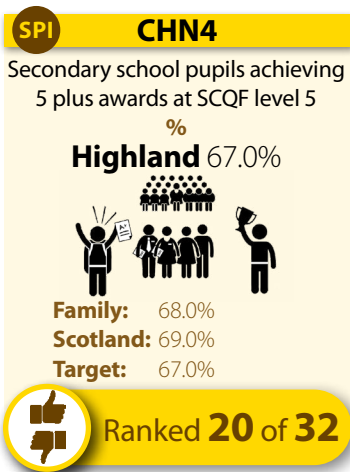
£ per pre-school pupil  
**Highland** £8,747




**Family:** £10,439  
**Scotland:** £10,291



Ranked **6** of 32




**SPI CHN13b**  
 Primary pupils achieving expected level in numeracy  
 %  
**Highland** 68.80%



**Family:** 75.28%  
**Scotland:** 77.95%

**Ranked 32 of 32**


**SPI CHN14a**  
 Primary pupils literacy attainment gap  
 %  
**Highland** 28.02%



**Family:** 27.45%  
**Scotland:** 21.34%

**Ranked 27 of 32**


**SPI CHN14b**  
 Primary pupils numeracy attainment gap  
 %  
**Highland** 26.32%



**Family:** 22.55%  
**Scotland:** 17.76%

**Ranked 28 of 32**

**SPI CHN17**  
 Children meeting developmental milestones (27-30 months)  
 %  
**Highland** 86.28%




**Family:** 88.18%  
**Scotland:** 85.06%  
**Target:** 86.57%

**2020/21 Figures**

**Ranked 11 of 32**


**SPI CHN18**  
 Funded early years provision rated good or better  
 %  
**Highland** 90.00%



**Family:** 90.50%  
**Scotland:** 89.40%  
**Target:** 96.00%

**Ranked 16 of 32**

**SPI CHN19a**  
 School attendance rate  
 %  
**Highland** 91.50%




**Family:** 92.78%  
**Scotland:** 92.00%  
**Target:** 92.59%

**2020/21 Figures**

**Ranked 24 of 32**

**SPI CHN19b**  
 School attendance rate for Looked After Children  
 %  
**Highland** 86.92%




**Family:** 87.80%  
**Scotland:** 87.89%  
**Target:** 86.45

**2020/21 Figures**

**Ranked 22 of 32**

**SPI CHN20a**  
 School exclusion rate per 1,000 pupils  
**Highland** 12.8




**Family:** 10.4  
**Scotland:** 11.9  
**Target:** 20

**2020/21 Figures**

**Ranked 17 of 32**

**SPI CHN20b**  
 School exclusion rate for Looked After Children per 1,000 Looked After Children  
**Highland** 102.0




**Family:** 84.7  
**Scotland:** 77.8  
**Target:** 165.4

**2020/21 Figures**

**Ranked 20 of 32**


**CHN21**  
 16-19 year olds participating in learning, training or work  
 %  
**Highland** 92.7%



**Family:** 93.2%  
**Scotland:** 92.4%

**Ranked 19 of 32**

**SPI CHN22**  
 Child protection re-registrations within 18 months  
 %  
**Highland** 9.28%




**Family:** 6.43%  
**Scotland:** 7.01%  
**Target:** 8.11%

**2020/21 Figures**

**Ranked 22 of 32**

**CHN23**  
 Looked After Children with more than one placement last year  
 %  
**Highland** 24.22%




**Family:** 20.14%  
**Scotland:** 16.79%

**2020/21 Figures**

**Ranked 30 of 32**

**CHN24**  
 Proportion of children living in poverty (after housing costs)  
 %  
**Highland** 20.5%



**Family:** 19.7%  
**Scotland:** 20.9%

**2020/21 Figures**

**Ranked 18 of 32**

**Corporate Asset**  
**C-AST1 - C-AST2**


**SPI C-AST1**  
 Council buildings suitable for their current use  
 %  
**Highland** 75.9%



**Family:** 82.5%  
**Scotland:** 85.3%  
**Target:** 80.8%

**Ranked 29 of 32**

**C-AST2**  
 Council buildings in a satisfactory condition  
 %  
**Highland** 84.7%



**Family:** 89.8%  
**Scotland:** 90.1%

**Ranked 28 of 32**

# Corporate Services

CORP1 - CORP12

## CORP1

Council's total running costs spent on administrative support

**Highland** 4.35%



**Family:** 4.03%  
**Scotland:** 4.07%

Ranked **22** of 32

## CORP3b

Women in top 5% earners in the Council

**Highland** 51%



**Family:** 51%  
**Scotland:** 59%

Ranked **28** of 32

## CORP3c

Gender pay gap in the Council?

**Highland** 4.5%



**Family:** 6.3%  
**Scotland:** 3.5%

Ranked **21** of 32

## CORP4

Council spend on collecting council tax

**£ per home**

**Highland** £8.11



**Family:** £10.03  
**Scotland:** £6.60

Ranked **23** of 32

## SPI CORP6a

Sickness absence for teachers

**Average number of days per teacher**

**Highland** 5.58 days



**Family:** 6.32 days  
**Scotland:** 5.84 days  
**Target:** 4.21

Ranked **16** of 32

## SPI CORP6b

Sickness absence in the Council?

**Average number of days per employee (non-teachers)**

**Highland** 8.17 days



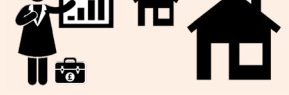
**Family:** 11.68 days  
**Scotland:** 12.43 days  
**Target:** 10.12 days

Ranked **1** of 32

## SPI CORP7

Council efficiency at collecting council tax

**Highland** 96.48%



**Family:** 96.09%  
**Scotland:** 95.73%  
**Target:** 94.77%

Ranked **14** of 32

## CORP8

Council efficiency at paying invoices on time

**Highland** 93.76%



**Family:** 90.90%  
**Scotland:** 92.20%

Ranked **16** of 32

## CORP9

Percentage of Crisis Grant decisions within 1 day

**Highland** 94.0%



**Family:** 93.4%  
**Scotland:** 93.3%

Ranked **21** of 32

## CORP10

Percentage of Community Care Grant Decisions within 15 days

**Highland** 97.75%



**Family:** 90.13%  
**Scotland:** 85.75%

Ranked **10** of 32

## CORP11

Proportion of Scottish Welfare Fund Budget Spent

**Highland** 62.24%



**Family:** 84.64%  
**Scotland:** 115.15%

Ranked **29** of 32

## CORP12

Proportion of Discretionary Housing Payments Funding Spend

**Highland** 97.33%



**Family:** 84.31%  
**Scotland:** 95.99%

Ranked **11** of 32

# Culture and Leisure Services

C&L1 - C&L5d

**SPI C&L1**  
Council spend on sports and leisure facilities  
£ per visit  
**Highland** £6.73



**Family:** £5.44  
**Scotland:** £6.44  
**Target:** £3.77

£ Ranked **22** of **32**

**SPI C&L2**  
Council spend on libraries  
£ per visit  
**Highland** £1.53



**Family:** £5.11  
**Scotland:** £2.90  
**Target:** £2.18

£ Ranked **4** of **32**

**SPI C&L3**  
Council spend on museums and galleries  
£ per visit  
**Highland** £1.29



**Family:** £13.56  
**Scotland:** £4.75  
**Target:** £4.34

£ Ranked **5** of **27**


**C&L4**  
Council spend on parks and open spaces  
£ per 1,000 people  
**Highland** £7,028



**Family:** £17,182  
**Scotland:** £20,315

£ Ranked **4** of **32**

**C&L5a**  
Satisfaction with local libraries  
%  
**Highland** 70.70%




**Family:** 73.67%  
**Scotland:** 74.37%

2020/21 Figures

👍 Ranked **22** of **32**

**C&L5b**  
Satisfaction with local parks and open spaces  
%  
**Highland** 75.20%

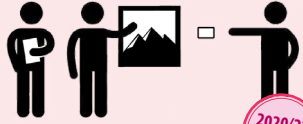


**Family:** 78.38%  
**Scotland:** 85.50%

2020/21 Figures

👍 Ranked **30** of **32**

**C&L5c**  
Satisfaction with local museums and galleries  
%  
**Highland** 56.77%



**Family:** 64.98%  
**Scotland:** 71.30%

2020/21 Figures

👍 Ranked **26** of **32**

**C&L5d**  
Satisfaction with local leisure facilities  
%  
**Highland** 73.23%



**Family:** 70.90%  
**Scotland:** 71.77%

2020/21 Figures

👍 Ranked **15** of **32**

# Economic Development

ECON1 - ECON12

## ECON1

Unemployed people assisted into work by the Council %

**Highland** 11.68%



**Family:** 28.01%  
**Scotland:** 19.57%



Ranked **23** of 32

## ECON2

Cost per planning application £

**Highland** £2,548



**Family:** £4,235  
**Scotland:** £4,341



Ranked **1** of 32

## ECON3

Average time per Planning Application weeks

**Highland** 13.6



**Family:** 12.5  
**Scotland:** 11.7



Ranked **22** of 32

## SPI ECON4

Council spend to local small and medium sized enterprises %

**Highland** 49.76%



**Family:** 34.24%  
**Scotland:** 29.88%  
**Target:** 36.20%



Ranked **2** of 32

## SPI ECON5

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

**Highland** 8.49



**Family:** 18.80  
**Scotland:** 14.41  
**Target:** 11.19



Ranked **28** of 32

## ECON6

Council investment in Economic Development and Tourism £ per 1,000 people

**Highland** £105,578



**Family:** £168,775  
**Scotland:** £119,486



Ranked **14** of 32

## ECON7

People earning less than the living wage %

**Highland** 14.40%



**Family:** 18.80%  
**Scotland:** 14.40%



Ranked **9** of 27

## SPI ECON8

Properties receiving superfast broadband %

**Highland** 83%



**Family:** 79%  
**Scotland:** 94%  
**Target:** 86%



Ranked **28** of 32

## ECON9

How many town centre commercial units are vacant %

**Highland** 4.80%



**Family:** 8.33%  
**Scotland:** 11.40%



Ranked **4** of 32

## ECON10

Development land allocated for employment purposes is immediately available %

**Highland** 18.86%



**Family:** 40.71%  
**Scotland:** 27.19%



Ranked **20** of 32

## ECON11

Change in total economic output per person £

**Highland** £23,892



**Family:** £23,354  
**Scotland:** £24,721

2020/21 Figures



Ranked **9** of 32

## ECON12a

Working age population actively seeking employment and claiming state benefits %

**Highland** 2.90%



**Family:** 2.80%  
**Scotland:** 3.70%



Ranked **11** of 32

## ECON12b

Young people actively seeking employment and claiming state benefits %

**Highland** 2.94%



**Family:** 3.14%  
**Scotland:** 3.68%



Ranked **8** of 32



# Environmental Services

ENV1a - ENV7b

**SPI ENV1a**  
Council spend on refuse collection (net) £ per premise  
**Highland** £90.50



**Family:** £69.63  
**Scotland:** £70.15  
**Target:** £77.30

£ Ranked **30** of **32**

**SPI ENV2a**  
Council spend on waste disposal (net) £ per premise  
**Highland** £100.11



**Family:** £131.80  
**Scotland:** £100.33  
**Target:** £124.82

£ Ranked **15** of **32**

**SPI ENV3a**  
Council spend on street cleaning £ per 1,000 people  
**Highland** £8,805



**Family:** £11,364  
**Scotland:** £14,860  
**Target:** £9,285

£ Ranked **6** of **32**


**SPI ENV3c**  
Cleanliness of my local streets %  
**Highland** 93.70%



**Family:** 94.24%  
**Scotland:** 89.70%  
**Target:** 94.96%

👍 Ranked **7** of **31**

**ENV4a**  
Council spend maintaining the condition of my roads £ per kilometre  
**Highland** £7,001



**Family:** £5,928  
**Scotland:** £11,117

£ Ranked **7** of **32**


**ENV4b**  
Local A class roads in need of repair %  
**Highland** 26.3%



**Family:** 28.1%  
**Scotland:** 27.6%

👍 Ranked **17** of **32**


**ENV4c**  
Local B class roads in need of repair %  
**Highland** 35.8%



**Family:** 33.9%  
**Scotland:** 33.6%

👍 Ranked **26** of **32**

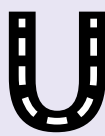
**ENV4d**  
Local C class roads in need of repair %  
**Highland** 37.9%



**Family:** 35.5%  
**Scotland:** 33.2%

👍 Ranked **25** of **32**

**ENV4e**  
Local unclassified roads in need of repair %  
**Highland** 41.3%



**Family:** 42.5%  
**Scotland:** 36.7%

👍 Ranked **23** of **32**

**ENV5a**  
Council spend on trading standards, money advice, and citizen advice £ per 1,000 people  
**Highland** £8,426



**Family:** £10,592  
**Scotland:** £5,932

£ Ranked **23** of **32**

**ENV5b**  
Council spend on environmental health £ per 1,000 people  
**Highland** £19,844



**Family:** £22,876  
**Scotland:** £15,032

£ Ranked **25** of **32**

**SPI ENV6**  
Household waste recycled %  
**Highland** 37.3%



**Family:** 35.9%  
**Scotland:** 42.7%  
**Target:** 42%

👍 Ranked **26** of **32**


**SPI ENV7a**  
Satisfaction with local refuse collection %  
**Highland** 89.1%



**Family:** 82.9%  
**Scotland:** 75.3%  
**Target:** 83.7%

👍 Ranked **2** of **32**

**SPI ENV7b**  
Satisfaction with local street cleanliness %  
**Highland** 66.9%



**Family:** 66.6%  
**Scotland:** 60.0%  
**Target:** 60.0%

👍 Ranked **12** of **32**

# Financial Sustainability

FINSUS01 - FINSUS05

## FINSUS01

Proportion of Council budget held in reserves.

Highland 24.0%



Family: 104.3%  
Scotland: 24.4%



Ranked 15 of 32

## FINSUS02

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

Highland 3.0%



Family: 6.0%  
Scotland: 3.5%

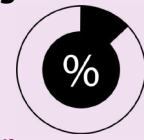


Ranked 13 of 32

## FINSUS03

Council's revenue spent on financing costs

Highland 11.60%



Family: 6.61%  
Scotland: 5.89%

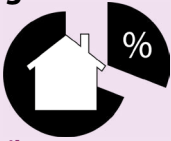


Ranked 32 of 32

## FINSUS04

Council housing revenue spent on financing costs

Highland 41.00%



Family: 23.89%  
Scotland: 22.12%



Ranked 26 of 26

## FINSUS05

Percentage of Council budget spent.

Highland 98.6%



Family: 97.4%  
Scotland: 98.3%



Ranked 18 of 32

# Housing Services

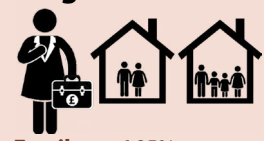
HSN1b - HSN5

SPI

## HSN1b

Rent owed to the council due to arrears (gross)

Highland 5.46%



Family: 6.95%  
Scotland: 8.67%  
Target: 5.00%



Ranked 5 of 26

## HSN2

Rent lost due to empty properties

Highland 1.02%



Family: 1.55%  
Scotland: 1.63%



Ranked 7 of 26

## HSN3

Quality and standard of housing provided by the Council\*

Highland 71.8%



Family: 72.5%  
Scotland: 69.7%

\*Measured by the Scottish Housing Quality Standard



Ranked 12 of 26

## HSN4b

Time to complete non-emergency repairs average number of days

Highland 7.5 days



Family: 9.2 days  
Scotland: 9.2 days

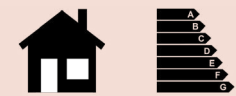


Ranked 6 of 26

## HSN5

Council dwellings that are energy efficiency

Highland 76.3%



Family: 81.3%  
Scotland: 87.8%



Ranked 22 of 26

# Tackling Climate Change

CLIM01 - CLIM02

## CLIM01

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

Highland 0.84



Family: 8.01  
Scotland: 4.62

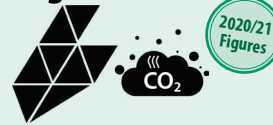


Ranked 1 of 32

## CLIM02

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

Highland 5.39



Family: 5.19  
Scotland: 4.09



Ranked 29 of 32