

# Key Performance Indicators

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## Performance Report 2021/22

## Introduction

The Highland Council collects data on a wide range of performance indicators, of these, there are 34 which the Council considers to be Key Performance Indicators (KPIs).

These provide a high-level overview of the Council's overall performance. The 34 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, the data is collected by all 32 Scottish Councils. The Highland Council's performance can therefore be compared to other all Councils, or those similar to the Highland Council, known as our 'Family Group'.



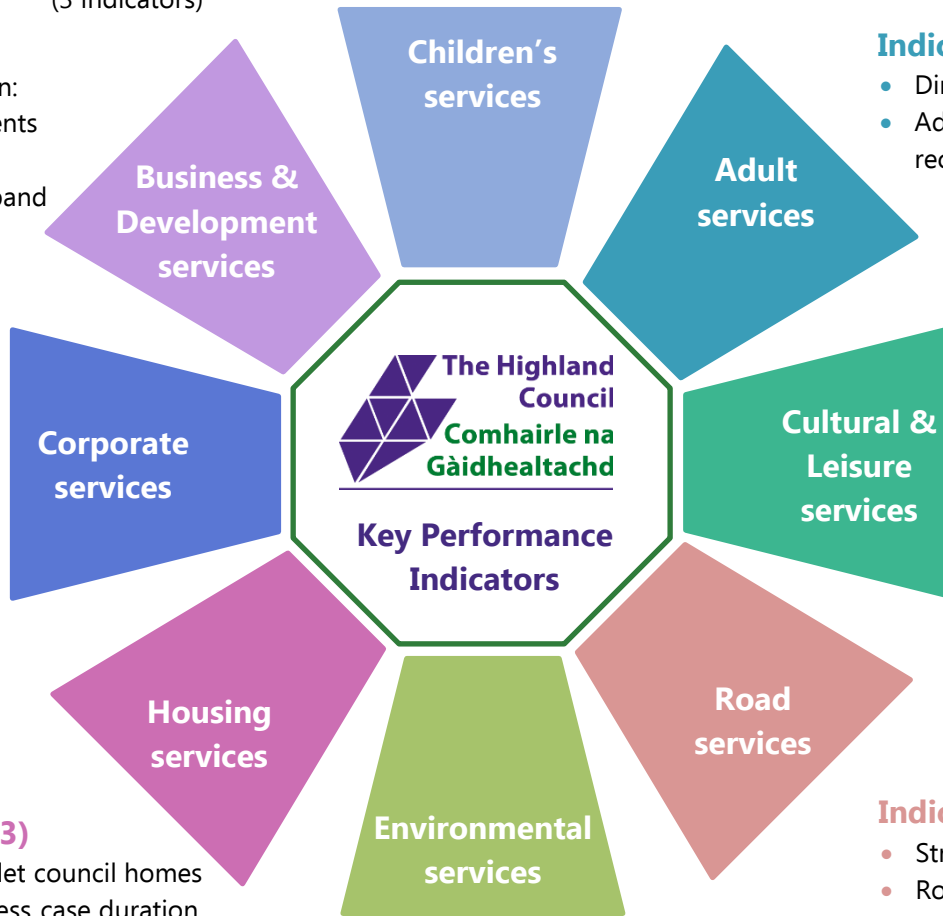
## Indicators (11)

- Achievement of CfE Levels (literacy)
- Achievement of CfE Levels (numeracy)
- Level 5 attainment by all children
- Level 6 attainment by all children
- School Leavers Complementary Tariff Score:  
Highest attaining 20% / Middle 60% / Lowest 20%  
(3 indicators)

- Pupils entering positive destinations
- School attendance (all pupils)
- School attendance (Looked After Children)
- Looked after children accommodated outwith Highland

## Indicators (5)

- Businesses supported by the Council and Business Gateway
- Average time per planning application: Consents / Majors / Local Developments (3 indicators)
- Properties receiving superfast broadband



## Indicators (2)

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

## Indicators (2)

- Cost per sports facility visit
- Cost per library visit

## Indicators (7)

- Staff sickness absence
- Council Tax received
- Council asset suitability
- Council CO2 emissions
- Council spend with local enterprises
- Avg days to process Housing Benefit & Council Tax Reduction: Claims / Changes (2 indicators)

## Indicators (3)

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

## Indicators (2)

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

## Indicators (2)

- Street cleanliness score
- Household waste recycled

# Adult Services

## Direct payment of adult social care funding

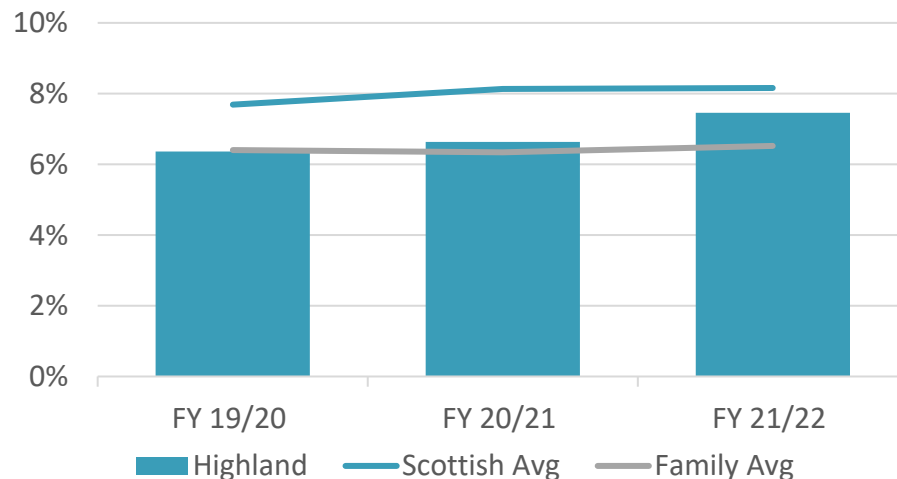
**7.5%** of adult social care funding was allocated using direct payments or personalised managed budgets in Highland in 2021/22. Our target was 7.7%.



The Scottish average was **8.2%** and for our family group it was **6.5%**.

**10<sup>th</sup>**

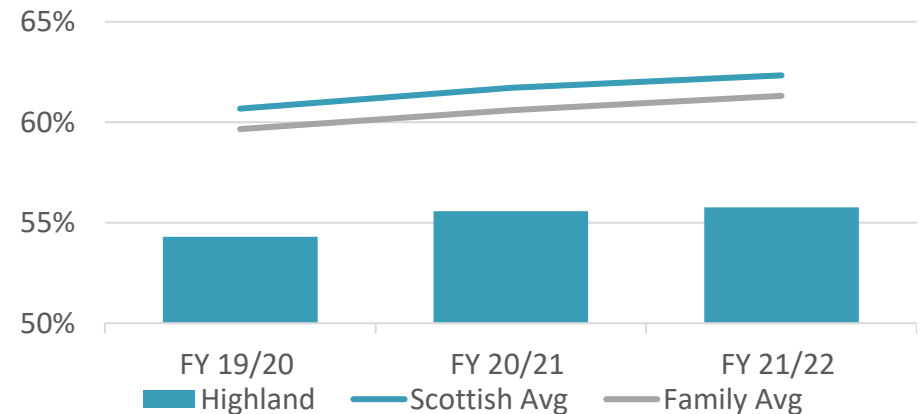
Highland is ranked **10<sup>th</sup>** in Scotland.



**55.8%** of people aged 65+ with long term care needs were receiving care at home in Highland in 2021/22. Our target was 61.3%.

**30<sup>th</sup>**

Highland is ranked **30<sup>th</sup>** in Scotland.



Care at home

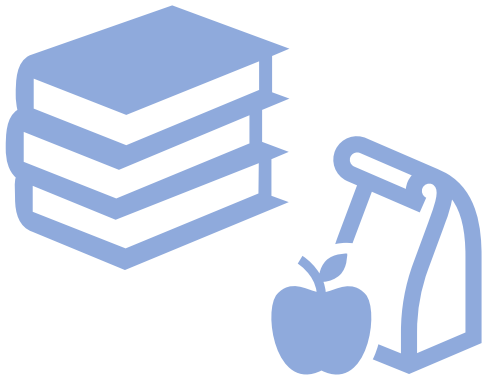
# Children's Services

## Achievement of Curriculum for Excellence Levels: Literacy

**59.3%** of P1, P4 and P7 pupils combined achieved expected CFE level in literacy.

The Scottish average was **70.5%** and for our family group it was **67.3%**.

Highland is ranked 32nd. The first target as a KPI has been set to 67% for 2022/23.

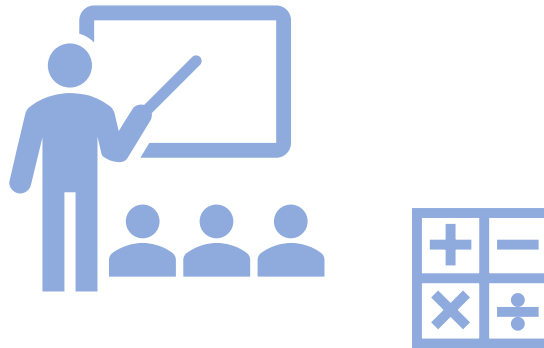


## Achievement of Curriculum for Excellence Levels: Numeracy

**68.8%** of P1, P4 and P7 pupils combined achieved expected CFE level in numeracy.

The Scottish average was **77.95%** and for our family group it was **75.3%**.

Highland is ranked 32nd. The first target as a KPI has been set to 75% for 2022/23.



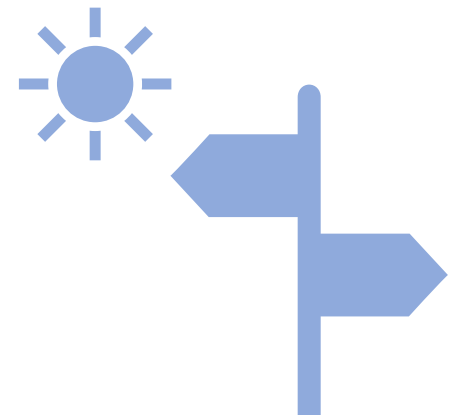
## Pupil destinations

**94.5%** of Highland pupils entered positive destinations in 2021/22. Our target was 96.5%.

This compares to **95.7%** across Scotland and **95.5%** for our family group.

**26<sup>th</sup>**

Highland is ranked **26<sup>th</sup>** in Scotland.



# Children's Services

## Level 5 attainment – all pupils

**67%** of Highland secondary school pupils in 2021/22 achieved 5 or more awards at SCQF level 5 or higher. Our target was 67%.

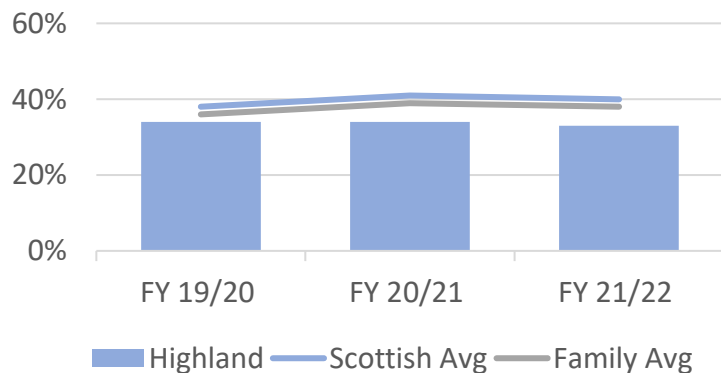


The average across Scotland was **69%**, and for our family group was **68%**.

**20<sup>th</sup>** Highland is ranked **20<sup>th</sup>**.

## Level 6 attainment – all pupils

**33%** of Highland secondary school pupils achieved 5 or more awards at SCQF level 6 or higher in 2021/22. Our target was 39%.



**26<sup>th</sup>** Highland is ranked **26<sup>th</sup>**.

## Complementary Average total attainment points

The complementary average tariff points awarded for levels of attainment in 2021/22 in Highland is split into 3 levels, all set against a target of our **virtual comparator**:

**1257** Highest attaining 20%: **1257** against a target of 1288.

Middle Attaining 60%: **618** against a target of 631.

**618**

**134** Lowest Attaining 20%: **134** against a target of 137.



# Children's Services

## School attendance – All pupils

School attendance rates are calculated every two years.

For 2019-21, the school attendance rate amongst all pupils in Highland was **91.5%**.  
The first target as a KPI has been set to match the Scottish Average from 2021-23 onwards.

The Scottish average was **92.0%** and for our family group it was **92.8%**.

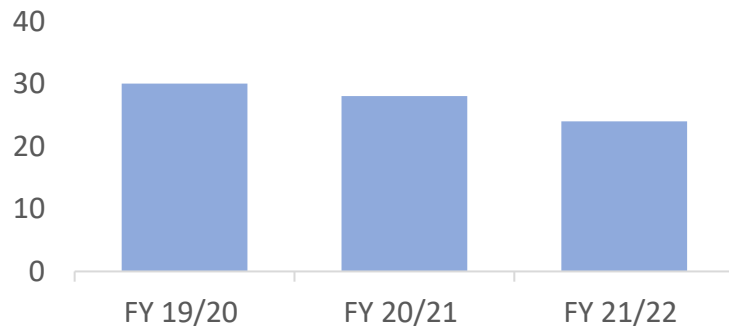


24<sup>th</sup>

Highland is ranked **24<sup>th</sup>**.

## Looked After Children out with Highland

The average number of Looked After Children accommodated by the Council out with Highland in 2021/22 was **24**. Our target for this was 24 children accommodated.



## School attendance – Looked After Children

The latest school attendance rates for looked after children are from 2019-20. This data indicates an attendance rate of **86.9%**. Our target was 86.5%.

22<sup>nd</sup>

Highland is ranked **22<sup>nd</sup>**.

86.9%

Highland

87.9%

Scotland

87.8%

Comparable Councils

# Cultural and Leisure Services

## Cost per attendance at sports facilities

**£6.73**

As we recovered from Covid, the average Council spend per customer visit to a sports facility in Highland decreased in 2021/22. Our target was £3.77.

The Scottish average was **£6.43** and for our family group it was **£5.43**.



**22<sup>nd</sup>**

Highland is ranked **22<sup>nd</sup>** in Scotland.

There were **1,088,387 visits** to sports facilities in Highland in 2021/22.



## Cost per library visit

**£1.53**

The average Council spend per customer visit to a library in Highland in 2021/22. Our target was £2.18.

The Scottish average was **£2.90** and for our family group it was **£5.11**.



**4<sup>th</sup>**

Highland is ranked **4<sup>th</sup>** in Scotland.

There were over **2.5 million visits** to our libraries in 2021/22, including in-person and virtual visits.

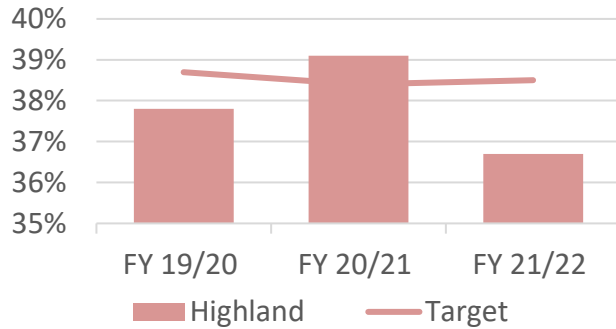




## Road Services

### Road maintenance

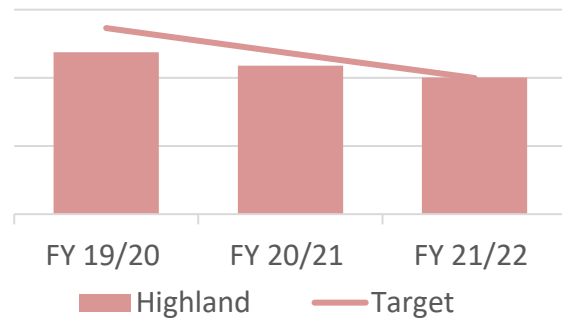
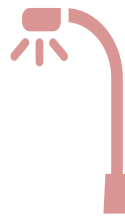
**36.7%** of the road network in Highland should be considered for maintenance treatment (2021/22).



Our target was 38.4%.

### Street lighting

**10.04 million kWh** of energy was consumed by our streetlights in 2021/22. Our target was 11.80 million kWh.



## Environmental Services

### Street cleanliness

The street cleanliness score for Highland was **93.7%** in 2021/22. Our target was 95%.



The Scottish average was **89.7%** and for our family group it was **94.2%**.

7<sup>th</sup>

Highland is ranked **7<sup>th</sup>** in Scotland.

### Household waste that is recycled

We recycled **37.3%** of household waste in 2021. Our target was 42.0%.

The Scottish average was **42.7%** and for our family group it was **35.9%**.

26<sup>th</sup>

We are ranked **26<sup>th</sup>** in Scotland.



# Housing Services

## Re-letting Council houses

The average time to re-let Council homes in 2021/22 was **35.5 days**.



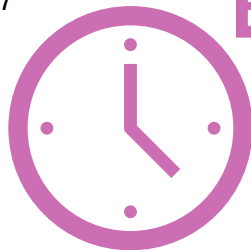
Our target was for this to be below 36 days.



## Homelessness case duration

The average case duration for someone who is homeless in Highland was **50 weeks** (2021/22). This is down 6 weeks from 20/21.

Our target was to reduce this to 37 weeks.

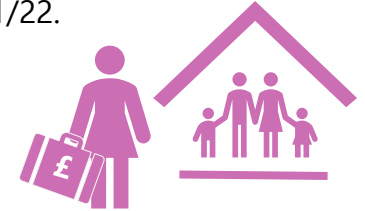


## Rent arrears

In Highland, gross rent arrears as a percentage of total rent due was **5.5%** in 2021/22.



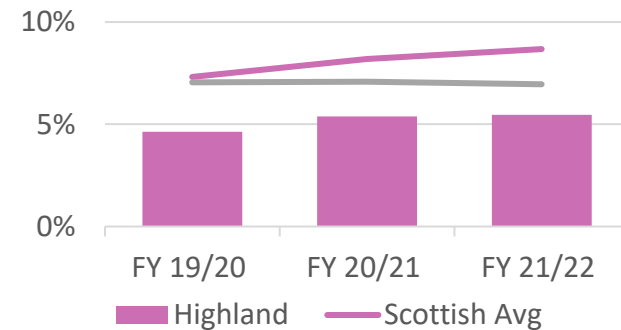
Our target was for this to be below 5%.



The Scottish average was **8.7%**. For our family group it was **6.95%**.

5<sup>th</sup>

Highland is ranked **5<sup>th</sup>** in Scotland.



For more information on Council Housing, visit: [www.highland.gov.uk/housing](http://www.highland.gov.uk/housing)



# Corporate Services

## Asset suitability

**75.9%** of Highland Council buildings were suitable for their current use in 2021/22. Our target was 80.8%.



The Scottish average was **85.3%**.

For our family group it was **82.5%**.

**29<sup>th</sup>**

Highland is ranked **29<sup>th</sup>** in Scotland.

## Council staff sickness absence

Our sickness absence rate for staff (all staff) in 2021/22 was **7.4 days**.

Our target was 9.3 days.



## Council Tax received

**96.5%** of Council Tax owed in 2021/22 was collected by the Council. Our target was 94.8%.



**14<sup>th</sup>**

Highland is ranked **14<sup>th</sup>** in Scotland.



The Scottish average was **95.7%**. For our family group it was **96.1%**.

## Regional procurement

**49.8%** of our procurement spend in 2021/22 was with local enterprises. Our target was 36.2%.

**2<sup>nd</sup>**

Highland is ranked **2<sup>nd</sup>** in Scotland.

The Scottish average was **29.9%** and for our family group it was **34.2%**.



# Corporate Services

## Council carbon emissions tonnes CO<sub>2</sub>e

The Council produced **33,766 tonnes** of Carbon Dioxide (CO<sub>2</sub>e) in 2021/22. Our target was 50,595 tonnes.

This is a **decrease of 1642 tonnes** from 2020/21.

That means we decreased by **4.6%**.

**-1642  
tonnes**



## Average days to process Housing Benefit & Council Tax Reduction

### New Claims

**9.4 days**

On average it took **9.4** days to process Housing Benefit & Council Tax Reduction new claims. Our target was 17.6 days.

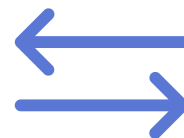
Highland was provisionally ranked **in the top CIPFA Quartile** in Scotland (based on rank position for 2020/21).



### Changes of Circumstance

On average it took **1.8** days to process Housing Benefit & Council Tax Reduction changes of circumstance. Our target was 3.3 days.

**1.8  
days**



Highland was provisionally ranked **in the top CIPFA Quartile** in Scotland (based on rank position for 2020/21).

# Business and Development Services

## Planning application timescales

13.1

Average time to process planning applications – Local Developments: **13.1 weeks**. Our target was 13 weeks.



Average time to process planning applications – all Majors: **56.7 weeks**. Our target was 36 weeks.

56.7

9.9

Average time to process planning applications – Other Consents: **9.9 weeks**. Our target was 10 weeks.



## Superfast broadband

**83%** of properties in Highland had access to superfast broadband in 2021/22.

The Scottish average was **94%** and for our family group it was **79%**.



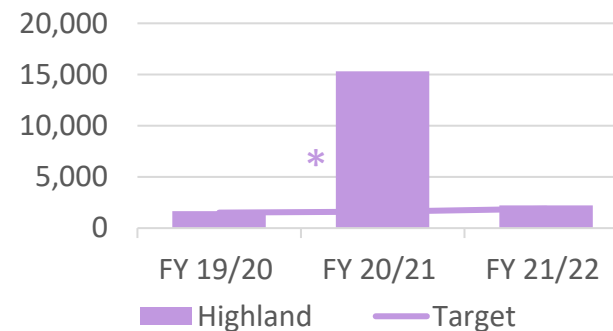
Our target was for **86%** of properties in Highland to have access to superfast broadband by March 2022.

## Highland businesses supported

**2,208 businesses** were supported by our Business Gateway and Economic Development services in 2021/22.



Our target was 1,600 businesses.



\* Includes all businesses supported by COVID grants