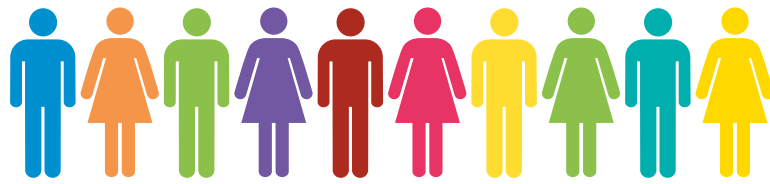


National Benchmarked Performance Indicators



Comharran- coileanaidh Tomhas-mheasta Nàiseanta

2022/23

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.

The Council's Statutory Performance Indicators (SPIs)  are selected from locally determined performance indicators, and national indicators drawn from the LGBF. There are 31 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

Adult Social Care Services

SW1 - SW8

SW1

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

Highland £54.00



Family: £34.00
Scotland: £32.00



Ranked **28** of 32

SPI

SW2

Direct payments spend on 18+ adults

%
Highland 7.25%



Family: 6.08%
Scotland: 8.70%
Target: 8.70%



Ranked **11** of 32

SPI

SW3a

People aged 65+ with long term care needs supported to remain at home

%
Highland 52.92%



Family: 60.14%
Scotland: 61.52%
Target: 61.69%



Ranked **31** 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 £628



Family: £668
Scotland: £684



Ranked **12** of 32

SW6

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

Highland 110



Family: 103
Scotland: 102



Ranked **21** of 32

SW7

Care services graded "good" or "better"

%
Highland 83%



Family: 77%
Scotland: 75%

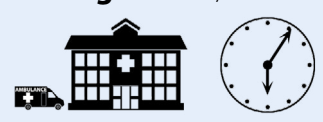


Ranked **4** of 32

SW8

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

Highland 1,249



Family: 817
Scotland: 919



Ranked **25** of 32

Children's Services

CHN1 - CHN24

CHN1

Cost per primary school pupil
£ per pupil

Highland £7,214



Family: £8,577
Scotland: £6,863



Ranked **24** of 32

CHN2

Cost per secondary school pupil
£ per pupil

Highland £9,050



Family: £10,571
Scotland: £8,482



Ranked **23** of 32

CHN3

Cost per pre-school education registration

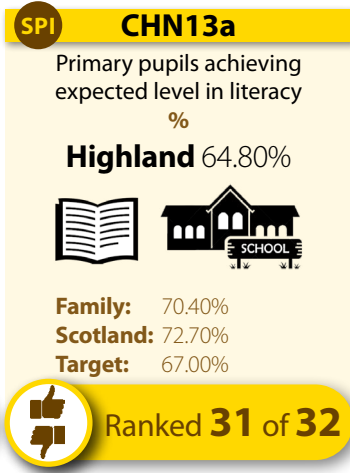
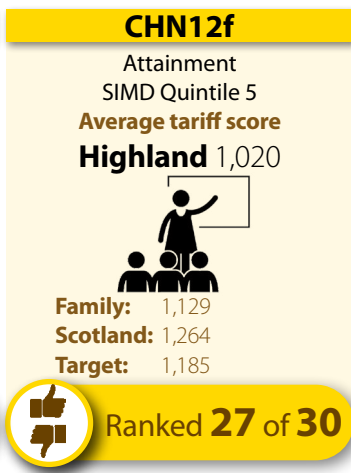
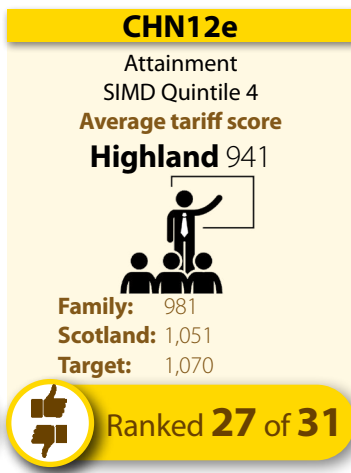
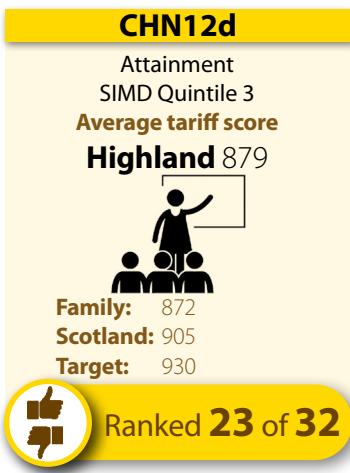
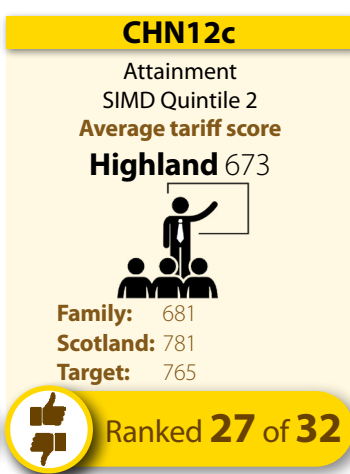
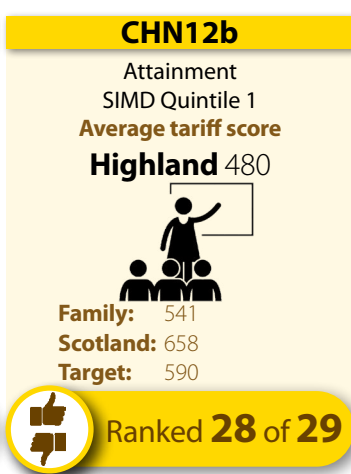
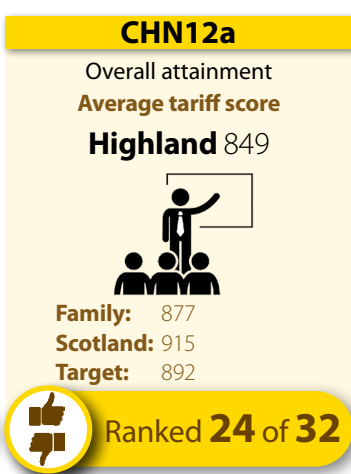
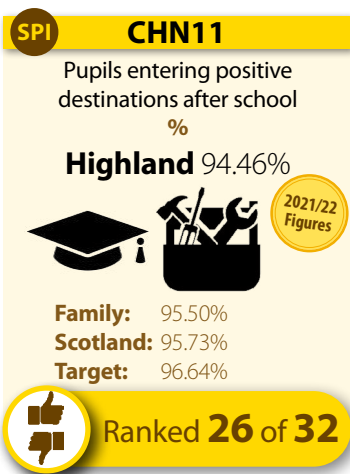
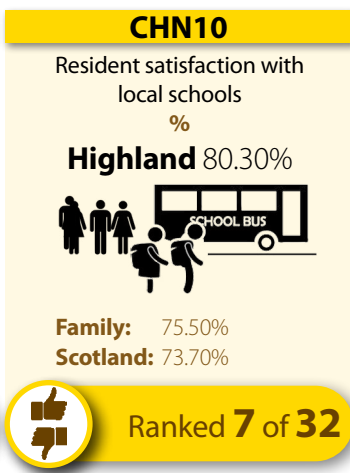
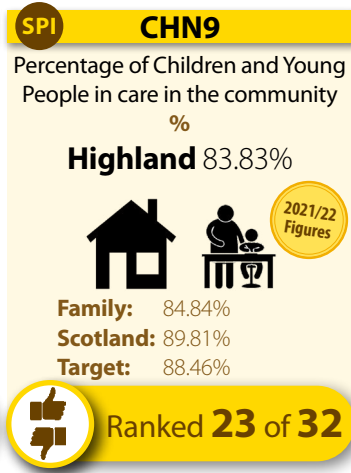
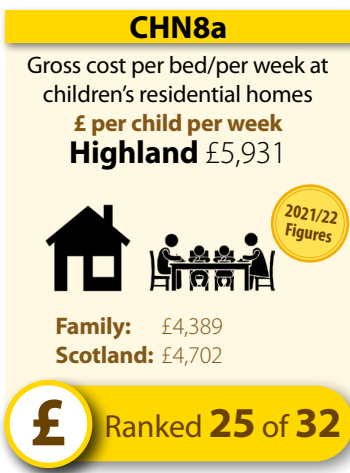
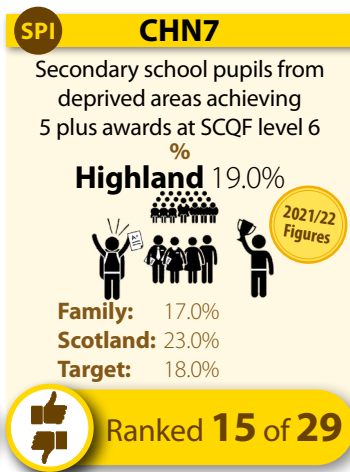
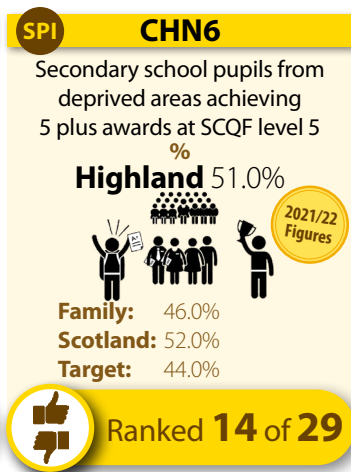
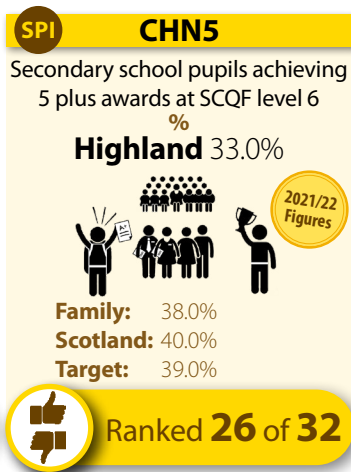
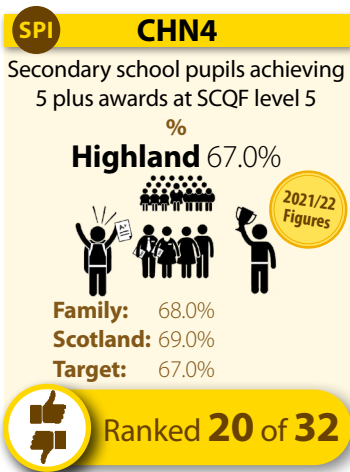
£ per pre-school pupil
Highland £8,839



Family: £11,476
Scotland: £11,008




Ranked **2** of 32



SPI CHN13b

Primary pupils achieving expected level in numeracy
%

Highland 72.20%




Family: 77.00%
Scotland: 79.60%
Target: 75.00%

Ranked 31 of 32

CHN14a

Primary pupils literacy attainment gap
%

Highland 23.80%




Family: 23.70%
Scotland: 20.50%
Target: 25.00%

Ranked 22 of 29

CHN14b

Primary pupils numeracy attainment gap
%

Highland 21.10%




Family: 20.30%
Scotland: 17.00%
Target: 22.00%

Ranked 23 of 29

CHN17

Children meeting developmental milestones (27-30 months)
%

Highland 83.41%



Family: 85.60%
Scotland: 82.14%


2021/22 Figures

Ranked 13 of 32

CHN18

Funded early years provision rated good or better
%

Highland 84.69%




Family: 90.73%
Scotland: 90.09%

Ranked 30 of 32

SPI CHN19a

School attendance rate
%

Highland 90.00%




Family: 90.75%
Scotland: 90.20%
Target: 90.20%

Ranked 18 of 32

SPI CHN19b

School attendance rates (Care Experienced)
% (Biennial)

Highland 86.92%



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


2020/21 Figures

Ranked 22 of 32

CHN20a

School exclusion rate per 1,000 pupils (Biennial)

Highland 12.8



Family: 10.4
Scotland: 11.9


2020/21 Figures

Ranked 17 of 29

CHN20b

School exclusion rates (Care Experienced) per 1,000 pupils (Biennial)

Highland 102.0



Family: 84.7
Scotland: 77.8

2020/21 Figures

Ranked 20 of 26

CHN21

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

Highland 94.9%




Family: 95.20%
Scotland: 94.30%

Ranked 16 of 32

SPI CHN22

Child protection re-registrations within 18 months
%

Highland 1.49%



Family: 6.78%
Scotland: 8.01%
Target: 7.75%


2021/22 Figures

Ranked 5 of 32

CHN23

Children and Young people in care with more than one carer/address in the last year
%

Highland 26.60%



Family: 20.06%
Scotland: 15.86%
Target: 15.86%


2021/22 Figures

Ranked 30 of 32

CHN24

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

Highland 22.80%



Family: 22.60%
Scotland: 22.60%

2021/22 Figures

Ranked 14 of 32

Corporate Asset

C-AST1 - C-AST2

SPI C-AST1

Council buildings suitable for their current use
%

Highland 77.70%




Family: 83.10%
Scotland: 86.10%
Target: 83.10%

Ranked 29 of 32

C-AST2

Council buildings in a satisfactory condition
%

Highland 85.90%



Family: 89.30%
Scotland: 89.70%

Ranked 27 of 32

Corporate Services

CORP1 - CORP12

CORP1

Council's total running costs spent on administrative support

Highland 4.16%



Family: 4.10%
Scotland: 4.04%

Ranked 22 of 32

CORP3b

Women in top 5% earners in the Council

Highland 54%



Family: 52%
Scotland: 59%

Ranked 25 of 32

CORP3c

Gender pay gap in the Council?

Highland 4.50%



Family: 5.00%
Scotland: 2.50%

Ranked 24 of 32

CORP4

Council spend on collecting council tax

£ per home

Highland £5.27



Family: £7.59
Scotland: £6.84

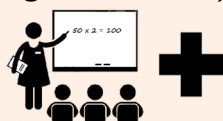
Ranked 8 of 32

CORP6a

Sickness absence for teachers

Average number of days per teacher

Highland 7.02 days



Family: 7.06 days
Scotland: 6.8 days

Ranked 20 of 32

SPI

CORP6b

Sickness absence in the Council?

Average number of days per employee (non-teachers)

Highland 9.24 days



Family: 12.3 days
Scotland: 13.2 days
Target: 13.2 days

Ranked 2 of 32

SPI

CORP7

Council efficiency at collecting council tax

Highland 96.71%



Family: 96.76%
Scotland: 96.19%
Target: 96.19%

Ranked 16 of 32

CORP8

Council efficiency at paying invoices on time

Highland 94.58%



Family: 90.95%
Scotland: 90.61%

Ranked 7 of 32

CORP9

Percentage of Crisis Grant decisions within 1 day

Highland 93.00%



Family: 95.10%
Scotland: 91.80%

Ranked 21 of 32

CORP10

Percentage of Community Care Grant Decisions within 15 days

Highland 97.80%



Family: 87.50%
Scotland: 87.30%

Ranked 9 of 32

CORP11

Proportion of Scottish Welfare Fund Budget Spent

Highland 44.20%



Family: 117.00%
Scotland: 130.00%

Ranked 31 of 32

CORP12

Proportion of Discretionary Housing Payments Funding Spend

Highland 92.87%



Family: 82.30%
Scotland: 94.39%

Ranked 14 of 32

Culture and Leisure Services

C&L1 - C&L5d

SPI C&L1
Council spend on sports and leisure facilities
£ per visit
Highland £3.74



Family: £3.75
Scotland: £4.89
Target: £2.98

£ Ranked 11 of 32

SPI C&L2
Council spend on libraries
£ per visit
Highland £1.31



Family: £3.24
Scotland: £2.81
Target: £2.14

£ Ranked 2 of 32

SPI C&L3
Council spend on museums and galleries
£ per visit
Highland £0.24



Family: £13.15
Scotland: £3.07
Target: £4.58

£ Ranked 4 of 27


C&L4
Council spend on parks and open spaces
£ per 1,000 people
Highland £7,813



Family: £20,686
Scotland: £23,311

£ Ranked 2 of 32


C&L5a
Satisfaction with local libraries
%
Highland 77.00%



Family: 75.08%
Scotland: 71.00%

👍 Ranked 11 of 32

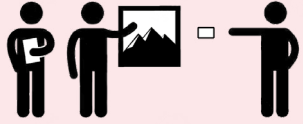
C&L5b
Satisfaction with local parks and open spaces
%
Highland 82.00%



Family: 86.70%
Scotland: 87.30%

👍 Ranked 30 of 32

C&L5c
Satisfaction with local museums and galleries
%
Highland 65.30%



Family: 69.20%
Scotland: 71.30%

👍 Ranked 18 of 32

C&L5d
Satisfaction with local leisure facilities
%
Highland 77.30%



Family: 75.20%
Scotland: 71.00%

👍 Ranked 6 of 32

Economic Development

ECON1 - ECON12

ECON1

Unemployed people assisted into work by the Council %

Highland 9.71%



Family: 14.05%
Scotland: 12.88%



Ranked **25** of **32**

ECON2

Cost per planning application £

Highland £3,300



Family: £5,136
Scotland: £5,538



Ranked **1** of **32**

ECON3

Average time per Planning Application weeks

Highland 18.4



Family: 13.1
Scotland: 12



Ranked **28** of **32**

SPI

ECON4

Council spend to local small and medium sized enterprises %

Highland 49.10%



Family: 35.60%
Scotland: 29.60%
Target: 36.30%



Ranked **1** of **32**

SPI

ECON5

Number of Business Gateway start-ups

per 10,000 population

Highland 13.23



Family: 18.3
Scotland: 14.3
Target: 14.3



Ranked **16** of **32**

ECON6

Council investment in Economic Development and Tourism

£ per 1,000 people

Highland £106,805



Family: £151,132
Scotland: £109,349



Ranked **12** of **32**

ECON7

People earning less than the living wage %

Highland 8.20%



Family: 18.40%
Scotland: 9.40%



Ranked **5** of **19**

SPI

ECON8

Properties receiving superfast broadband %

Highland 86%



Family: 84%
Scotland: 96%
Target: 86%



Ranked **27** of **32**

ECON9

How many town centre commercial units are vacant %

Highland 13.8%



Family: 12.1%
Scotland: 12.0%



Ranked **20** of **32**

ECON10

Development land allocated for employment purposes is immediately available %

Highland 15.80%



Family: 40.70%
Scotland: 22.80%



Ranked **19** of **32**

ECON11

Change in total economic output per person £

Highland £25,099



Family: £24,271
Scotland: £25,758



Ranked **8** of **32**

ECON12a

Working age population actively seeking employment and claiming state benefits %

Highland 2.38%



Family: 2.50%
Scotland: 3.20%



Ranked **10** of **32**

ECON12b

Young people actively seeking employment and claiming state benefits %

Highland 2.63%



Family: 3.00%
Scotland: 3.50%



Ranked **8** of **32**

Environmental Services

ENV1a - ENV7b

SPI ENV1a
Council spend on refuse collection (net) £ per premise
Highland £87.72



Family: £77.66
Scotland: £75.64
Target: £88.66

£ Ranked **23** of 32

SPI ENV2a
Council spend on waste disposal (net) £ per premise
Highland £103.06



Family: £123.94
Scotland: £95.28
Target: £114.35

£ Ranked **18** of 32

SPI ENV3a
Council spend on street cleaning £ per 1,000 people
Highland £9,880



Family: £14,118
Scotland: £16,068
Target: £9,880

£ Ranked **8** of 32


SPI ENV3c
Cleanliness of my local streets %
Highland 96.10%



Family: 92.48%
Scotland: 90.60%
Target: 94.40%

👍 Ranked **5** of 31


ENV4a
Council spend maintaining the condition of my roads £ per kilometre
Highland £7,857



Family: £6,749
Scotland: £12,844

£ Ranked **9** of 32


ENV4b
Local A class roads in need of repair %
Highland 26.20%



Family: 28.10%
Scotland: 27.40%

👍 Ranked **15** of 32


ENV4c
Local B class roads in need of repair %
Highland 34.30%



Family: 32.90%
Scotland: 31.50%

👍 Ranked **25** of 32

ENV4d
Local C class roads in need of repair %
Highland 39.30%



Family: 35.20%
Scotland: 32.70%

👍 Ranked **26** of 32

ENV4e
Local unclassified roads in need of repair %
Highland 40.70%



Family: 41.80%
Scotland: 36.40%

👍 Ranked **23** of 32

ENV5a
Council spend on trading standards, money advice, and citizen advice £ per 1,000 people
Highland £8,548



Family: £10,573
Scotland: £7,060

£ Ranked **22** of 32

ENV5b
Council spend on environmental health £ per 1,000 people
Highland £21,293



Family: £24,392
Scotland: £15,239

£ Ranked **26** of 32

SPI ENV6
Household waste recycled %
Highland 37.20%



Family: 37.00%
Scotland: 43.30%
Target: 37.00%

👍 Ranked **26** of 32


SPI ENV7a
Satisfaction with local refuse collection %
Highland 92.00%



Family: 85.40%
Scotland: 78.00%
Target: 86.70%

👍 Ranked **1** of 32

SPI ENV7b
Satisfaction with local street cleanliness %
Highland 69.70%



Family: 65.40%
Scotland: 58.30%
Target: 58.30%

👍 Ranked **3** of 32

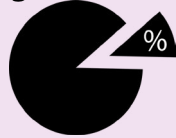
Financial Sustainability

FINSUS01 - FINSUS05

FINSUS01

Proportion of Council annual budget held in reserves.

Highland 25.30%



Family: 93.80%
Scotland: 24.50%

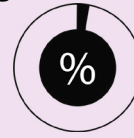


Ranked 14 of 32

FINSUS02

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

Highland 10.20%



Family: 5.90%
Scotland: 3.20%



Ranked 3 of 32

FINSUS03

Council's revenue spent on financing costs

Highland 7.20%



Family: 5.81%
Scotland: 5.42%



Ranked 24 of 32

FINSUS04

Council housing revenue spent on financing costs

Highland 38.70%



Family: 23.78%
Scotland: 21.38%



Ranked 26 of 32

FINSUS05

Percentage of Council budget spent.

Highland 95.20%



Family: 97.70%
Scotland: 98.60%



Ranked 29 of 32

Housing Services

HSN1b - HSN5

SPI HSN1b

Rent owed to the council due to arrears (gross)

Highland 7.05%



Family: 7.78%
Scotland: 9.59%
Target: 5.00%



Ranked 5 of 26

HSN2

Rent lost due to empty properties

Highland 0.96%



Family: 1.60%
Scotland: 1.71%



Ranked 6 of 26

HSN3

Quality and standard of housing provided by the Council*

Highland 40.30%



Family: 53.10%
Scotland: 70.90%

*Measured by the Scottish Housing Quality Standard



Ranked 22 of 26

HSN4b

Time to complete non-emergency repairs
Average number of days
Highland 7.6 days



Family: 8.8 days
Scotland: 9.7 days



Ranked 10 of 26

HSN5

Council dwellings that are energy efficiency

Highland 76.30%



Family: 81.30%
Scotland: 87.60%



Ranked 23 of 26

Tackling Climate Change

CLIM01 - CLIM05

CLIM01

Carbon emissions in the Council area.
Tonnes CO₂ per capita
Highland -0.36



Family: 7.27
Scotland: 5.1



Ranked **2** of **32**

CLIM02

Carbon emissions directly impacted by the Council
Tonnes CO₂ per capita

Highland 6.41



Family: 5.97
Scotland: 4.57



Ranked **30** of **32**

CLIM03

Carbon emissions from Transport per 1,000 population
Tonnes CO₂ per capita

Highland 30.51



Family: 169.51
Scotland: 26.81



Ranked **26** of **32**

CLIM04

Carbon emissions from Electricity per 1,000 population
Tonnes CO₂ per capita
Highland 52.49



Family: 75.31
Scotland: 46.05



Ranked **27** of **32**

CLIM05

Carbon emissions from Natural Gas per 1,000 population
Tonnes CO₂ per capita
Highland 22.33



Family:
Scotland: 57.22



Ranked **2** of **32**

National Benchmarked Performance Indicators



Comharran- coileanaidh Tomhas-mheasta Nàiseanta