The Highland Council

Agenda Item	**12**
Report No	**HCW/30/26**

Committee: **Health, Social Care and Wellbeing**

Date: **11 November 2026**

Report Title: **Quarterly Performance Monitoring Report – Q2 2026-2027**

Report By: **Assistant Chief Executive - People**

1 Purpose/Executive Summary

1.1 This report provides Members with the Q2 2026/2027 performance monitoring position for the Health & Social Care Service.

1.2 This report provides the following performance information:

- Corporate Indicators.
  Contribution to the Performance Plan.
- Statutory Performance Indicators (SPIs) outwith the Performance Plan.
- Service Plan Progress.

Additional performance information such as longer-term trend analysis and comparisons against Highland Council's family group average as well as the national picture is available via the Local Government Benchmarking Data if required.

1.3 Information is also included in relation to those indicators which are relevant for Adult Care Services. The Committee will be aware of services delivered by NHS Highland that form part of separate assurance reporting.

1.4 The content and structure are intended to: -

- assist Member scrutiny and performance management;
- inform decision making to aid continuous improvement; and
- provide transparency and accessibility.

2 Recommendations

2.1 Members are asked to:

i. **Scrutinise** and **note** the performance information for the Health, Social Care and Wellbeing

ii. **Note** the change to FOI reporting to align with Chief Officer structure.

3 Implications

3.1 **Resource** - Any resource implications are detailed in the report.

3.2 **Legal** - This report contributes to the Council's statutory duties to report performance and secure best value in terms of; Section 1(1)(a) of the Local Government Act 1992, and Section 1 of the Local Government in Scotland Act 2003, respectively.

3.3 **Risk** - There are no implications arising as a direct result of this report.

3.4 **Health and Safety (risks arising from changes to plant, equipment, process, or people)** - There are no immediate health and safety implications arising from this report.

3.5 **Gaelic** - There are no implications for Gaelic arising from this report.

4 Impacts

4.1 In Highland, all policies, strategies or service changes are subject to an integrated screening for impact for Equalities, Poverty and Human Rights, Children's Rights and Wellbeing, Climate Change, Islands and Mainland Rural Communities, and Data Protection. Where identified as required, a full impact assessment will be undertaken.

4.2 Considering impacts is a core part of the decision-making process and needs to inform the decision-making process. When taking any decision, Members must give due regard to the findings of any assessment.

4.3 This is a monitoring and update report and therefore an impact assessment is not required.

5 Service Performance – Corporate Indicators

5.1 Service performance in relation to Absence, Complaints, FOIs, and Invoice Payments are set out in the following sub-sections.

5.2 Service Attendance Management

5.2.1 Staff absence is a nationally benchmarked indicator. Effective absence management supports staff, maintains productivity, and contributes to the Council's benchmarked performance.

5.2.2 Absence data for Q1 2026/2027 is shown below: -

Service Sickness Absence - Health and Social Care

Average number working days per employee lost through sickness absence

Average Days Lost	Q2 25/26	Q3 25/26	Q4 25/26	Q1 26/27	Q2 26/27	Q3 26/27	Q4 26/27	Q1 27/28
Health and Social Care	5.08	5.43	4.39	3.52				
Integrated People Services	2.08	2.08	2.08	1.65				
Highland Council	3.02	4.09	3.97	3.55				

Absence data for Q2 2026/2027 was not available within the timeline for writing this report and will be reported in the next quarter.

5.3 Service Complaints Response Times

5.3.1 Monitoring complaints provides important feedback which can facilitate decision making and service design. Each Service is responsible for responding to complaints which are issued on their behalf by the Complaints and Information Team (CIT).

5.3.2 The Complaints data up to and including Q2 2026/2027 is shown below: -

Service Complaints - Health and Social Care

Number of closed complaints and the % compliant with the legislative timescale

Frontline Resolution within 5 days

	Q3 24/25		Q4 24/25		Q1 25/26		Q2 25/26		Q3 25/26		Q4 25/26		Q1 26/27		Q2 26/27	
Health and Social Care	3	100 %	4	75 %	4	75 %	7	86 %	2	100 %	5	80 %	3	67 %	3	100 %
Highland Council	155	88 %	183	87 %	174	91 %	223	90 %	200	85 %	262	82 %	261	84 %	259	83 %

Investigation Resolution within 20 days

	Q3 24/25		Q4 24/25		Q1 25/26		Q2 25/26		Q3 25/26		Q4 25/26		Q1 26/27		Q2 26/27	
Health and Social Care	10	40 %	4	50 %	8	25 %	10	30 %	5	40 %	10	20 %	12	33 %	17	29 %
Highland Council	90	42 %	71	51 %	68	47 %	86	40 %	94	55 %	110	51 %	111	43 %	140	34 %

Escalated Resolution within 20 days

	Q3 24/25		Q4 24/25		Q1 25/26		Q2 25/26		Q3 25/26		Q4 25/26		Q1 26/27		Q2 26/27	
Health and Social Care	1	0 %	0		1	100 %	2	50 %	2	0 %	3	33 %	2	0 %	2	50 %
Highland Council	26	46 %	34	44 %	30	33 %	27	26 %	22	27 %	31	23 %	45	24 %	39	36 %

5.4 Service Freedom of Information ('FOI') Response Times

5.4.1 FOI requests are co-ordinated by the Complaints and Information Team (CIT) in collaboration with Service teams which collate the information relevant to the request.

5.4.2 The performance for FOI response times during Q2 2026/2027 against a corporate target of 90% was as follows:

Service Freedom of Information Requests - Health and Social Care

% of FOIs closed compliant with the legislative timescale

% FOIs Compliant - Health and Social Care	Q3 24/25		Q4 24/25		Q1 25/26		Q2 25/26		Q3 25/26		Q4 25/26		Q1 26/27		Q2 26/27	
	44	68 %	52	73 %	56	88 %	45	89 %	38	74 %	42	83 %	26	92 %	48	50 %

% FOIs Compliant - Highland Council	Q3 24/25		Q4 24/25		Q1 25/26		Q2 25/26		Q3 25/26		Q4 25/26		Q1 26/27		Q2 26/27	
	570	73 %	617	71 %	577	81 %	601	77 %	581	73 %	578	65 %	563	84 %	599	65 %

Tables display the number of FOIs closed within the quarter and % of those that were compliant with the legislative timescale (20 working days) for the service and the Highland Council overall.
The Scottish Information Commissioner requires the Council to achieve a minimum compliance rate of 90%.

5.4.3 The figures are shown split by Chief Officer as opposed to the Health & Social Care service as a whole to reflect the new organisational structure.

5.4.4 All teams within the Health & Social Care Service continue to take steps to monitor performance and to identify further improvement actions.

5.5 Service Invoice Payment Times

5.5.1 These indicators measure the Council's efficiency at paying invoices within 30 days and 10 days of receipt as a percentage of all invoices paid. While payment of invoices within 30 days of receipt is a Council Statutory Performance Indicator, the Council also monitors the number of invoices paid within 10 days of receipt.

5.5.2 The targets for performance are 95% and 77% respectively for 30- and 10-days.

5.5.3 The figures are shown by cluster from Q1 2026/2027 onwards.
Invoice data for Q2 2026/2027 is shown below: -

Invoice Payment Times - PEOPLE Cluster

Invoice Payment within 30 days	Q1 26/27	Q2 26/27	Q3 26/27	Q4 26/27	Q1 27/28	Q2 27/28	Q3 27/28	Q4 27/28
People	92.8 %	90.4 %						
Highland Council	93.7 %	92.3 %						

Invoice Payment less than 10 days	Q1 26/27	Q2 26/27	Q3 26/27	Q4 26/27	Q1 27/28	Q2 27/28	Q3 27/28	Q4 27/28
People	64.1 %	70.4 %						
Highland Council	63.5 %	63.4 %						

6 Contribution to the Performance Plan

6.1 All Performance Plan elements, including relevant Statutory Performance Indicators (SPIs), under the Health & Social Care Service have been included in the Strategic Outcomes below.

6.2 There is no new data for Q2 2026/2027 at the time of writing the report. When new data is available, it will be reported at the next committee.

7 SPIs Not Included in the Performance Plan

7.1 The following outlines Health & Social Care Statutory Performance Indicators outwith the Performance Plan.

7.2

Health, Social Care & Wellbeing: SPIs						
SPIs not monitored in Performance Plan	Period	Data	Period	Data	Target Value	Completion/ Update Date
No. children needing to live away from the family home but supported in kinship care increases - Mon	M5 26/27	28.2 %	M6 26/27	29.5 %	25.0 %	
NEW % of statutory health assessments started within 4 weeks of a new episode of care - Quarterly	Q1 26/27	90.9 %	Q2 26/27		80.0 %	Quarterly Update
JS 01 % JSW reports submitted to court by due date - Quarterly	Q1 26/27	92.0 %	Q2 26/27	91.0 %		Quarterly Update
JS 02 % offenders on new Community Payback Orders (Supervision) seen within 5 working days - Quarter	Q1 26/27	52.4 %	Q2 26/27	59.0 %		Quarterly Update
JS 03 % offenders on new Community Payback Orders (Unpaid Work) 1st placement within 7 working days	Q1 26/27	36.9 %	Q2 26/27	38.0 %		Quarterly Update
JS 05 % Lvl 3 MAPPA cases reviewed once every 6 wks - Quarterly	Q1 26/27	100.0 %	Q2 26/27	100.0 %		Quarterly Update
JS 06 % Lvl 2 MAPPA cases reviewed once every 12 wks - Quarterly	Q1 26/27	100.0 %	Q2 26/27	100.0 %		Quarterly Update

8 Remaining Service Plan Items - Progress

8.1 The dashboards have been updated to remove elements that were previously reported as complete or archived, as well as elements that appear in multiple plans (i.e. in the Performance Plan or as an SPI).

8.2

Health and Social Care						
Actions PIs being Monitored in Service Plan	Period	Data	Period	Data	Target Value	Completion/ Update Date
% referrals to Family Nurse Partnership programme	M5 26/27	82.0 %	M6 26/27	82.1 %	85.0 %	
% Spend on Out of Authority accommodation	FY 24/25	62 %	FY 25/26	59 %	26 %	Annual update June
Home in Highland: No. Children in secure accommodation - Monthly	M5 26/27	0	M6 26/27	1	3	
Home in Highland: No. of accommodated children and young people - residential - Monthly	M5 26/27	63	M6 26/27	60	52	
No. of accommodated children and young people	M5 26/27	365	M6 26/27	366	275	
No. assessments for Bail Supervision	Q1 26/27	128	Q2 26/27	139	1	
Uptake of specialist CP advice and guidance to health staff Qtr	Q1 26/27	489	Q2 26/27	479		
Uptake of specialist CP advice/guidance to health staff - Month	M5 26/27	152	M6 26/27	163		

Designation:	Assistant Chief Executive - People
Date:	01 October 2026
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Background Papers:	None
Appendices:	None