

Agenda Item	
Report No	

Local and National Statutory Performance Indicators 2015/16
Report by the Chief Executive

Summary

This report provides information on the outcome of local and nationally benchmarked Statutory Performance Indicators for 2015/16. The report shows improved performance by 5% or more in 2015/16 on 32 indicators, with 31 indicators showing a decline of 5% or more. Overall 75% of SPIs improved by 5% or more or performance was maintained compared to 74% the previous year. The report also shows that for the 80 indicators which are also nationally benchmarked there are 7 are in the top quartile and 22 in the bottom quartile.

1. Background

- 1.1 We are required to report on our Statutory Performance Indicators (SPIs) within 12 months of the end of the financial year they refer to. This replaces the requirement to submit data to Audit Scotland and publish by 30th September each year. Appendix 1 gives the value for each SPI and, where possible, compares it to the value in the previous financial year.
- 1.2 The principles that underpin the Council's values include that we will be fair, open and accountable. This means we will measure our performance, report on it publicly and listen to our communities, to ensure we are delivering services that provide best value for Council Taxpayers. This performance report contributes to achieving the Council's values, particularly those of being open and listening. This report is also scrutinised by Audit Scotland and our external auditors Grant Thornton.

2 Statutory Performance Indicators 2015/16

- 2.1 To take account of national work on benchmarking Audit Scotland reviewed their audit direction and guidance on SPIs and public performance reporting (PPR) for 2015/16. There are currently three strands to statutory performance reporting within this guidance and these are:
SPI1 – Corporate Management (including: responsiveness to communities, employees, costs, assets, sustainability and equalities)
SPI2 – Provision of Council Services
SPI3 – all Local Government Benchmarking Framework (LGBF) indicators
- 2.2 This report covers all indicators locally determined (SPI1 & 2) and LGBF (SPI3) and a summary of the audit direction for these indicators is provided as Appendix 3. The majority of LGBF (SPI3) indicators are also used as evidence for areas of activity identified under SPI1 and 2. The exception is a set of new indicators for primary school education which are reportable as benchmark indicators this year but are considered to still be under development.
- 2.3 The Highland Council has improved performance by 5% or more in 2015/16 on 32 indicators, with 31 indicators showing a decline of 5% or more. For 2015/16 we have 75% of SPIs improving by 5% or more or being maintained compared to 74% the previous year. Note that all cost indicators using financial information from Local Financial Returns (LFR) may be subject to change when the Scottish Government

publishes final audited figures in March 2017. The table below summarises performance, note that the number of indicators each year will vary depending on both local and national reviews.

The following key has been used where:		2014/15 Vs 2013/14	2015/16 Vs 2014/15
✓	performance has improved by 5% or more.	52	32
X	performance has declined by 5% or more.	32	31
=	there is no significant change in performance	58	63
	the indicator is new / changed / unreliable/ no comparison is possible / for contextual purposes only.	6	17

2.4 In line with Audit Scotland reporting, only those indicators moving by more than 5% are highlighted (Appendix 1). This is a recognised statistical technique used to ensure that any difference between the variables is real and not due to natural variation which is inevitable but not significant. These will be considered more fully in Strategic Committees. A summary is provided below of areas which have shown a significant change of +/-10%.

2.5 Areas which show improvement by 10% or more between 2014/15 and 2015/16 are:
Care & Learning

- Education - the average tariff score for S4-S6 pupils in the top quintile increased from 1045 to 1177.
- Social Care - the proportion of adults 18+ years who use direct payments for their care has increased from 4.16% to 5.26%
- Looked After Children - the time taken between a child being accommodated and permanency decreased from 15 months to 9.7 months.

Community Services

- Street Lighting - the cost of maintenance per street lighting unit reduced from £24.83 to £15.39.
- Housing – the average time taken to complete emergency repairs improved from 9.1 hours to 7.9 hours.
- Environmental Health – the number of domestic noise complaints which were resolved without a site visit increased from 66 to 107.
- Environmental Health – the number of domestic noise complaints requiring on site attendance reduced from 44 to 26.
- Environmental Health – the average number of hours on site for domestic noise complaints requiring attendance on site reduced from 146 to 53.5.

Development & Infrastructure

- Business - the cost per Business Supported has reduced from £817.77 to £655.51.
- Business - the cost per Film Industry Enquiry has reduced from £244.00 to £191.00.
- Leisure - the cost per participant on Ranger Guided Walks reduced from £13.84 to £8.45.

Finance and Corporate

- Rates - the cost of Non Domestic Rates collection per chargeable property reduced from £20.68 to £17.75.
- Democracy - the cost of the democratic core per 1,000 population reduced from £42,432.43 to £35,338.09.

2.6 Areas where performance has declined by 10% or more between 2014/15 and 2015/16 are:
Care & Learning

- Leisure spend - the net cost of parks and open spaces per 1,000 population increased from £12,561.00 to £17,351.00.
- Education spend - the cost per pre-school registration has increased from £2,864.66 to £3,679.87.
- Children - the number of offence based referrals to the Scottish Children's Reporters Administration (SCRA) increased from 343 to 423.
- Children - the number of persistent young offenders with 5+ referrals increased from 2 to 9.

Community Services

- Environmental Health spend - the cost of environmental health per 1,000 population increased from £16,924.00 to £18,914.00.
- Roads spend - the cost of maintenance per kilometre of road has increased from £4,734.00 to £6,411.00.
- Housing – the average time taken to re-let homes increased from 40.9 days to 48.2 days.
- Housing – the % of rent lost through voids increased from 0.9% to 1.0%.
- Roads – the % of unclassified roads that should be considered for treatment has increased from 38.8% to 46.4%.

Development & Infrastructure

- Planning - the cost per planning application increased from £3,425.50 to £4,286.70.

Finance and Corporate

- Creditors - the unit cost of creditors invoices increased from £1.14 to £1.30 between 2014/15 and 2015/16.
- Accounting - the cost of accounting as a % of net revenue budget plus housing revenue account (HRA) increased from 0.35% to 0.40% between 2014/15 and 2015/16.
- Debtors - the cost of issuing sundry debtors increased from £3.84 to £4.79 per account between 2014/15 and 2015/16.
- Debtors - the percentage of sundry debtors collected during the year reduced from 94.21% to 79.01% between 2014/15 and 2015/16.
- Procurement - the proportion of total direct spend with small to medium enterprises (SME) has reduced from 28% to 23.1%.

2.7 In addition to the analysis of SPIs above the Council is also benchmarked against other local authorities in Scotland and for 2015/16 the number of these indicators has increased from 56 to 80. Appendix 2 of this report summarises the results and benchmark positions for 2015/16.

2.8 For the benchmark indicators (LGBF) the Highland Council is in the top quartile (ranked 1-8) for 7 indicators and in the bottom quartile (ranked 25-32) for 22 indicators. It should be noted that there are a wide range of factors that influence these indicators including geography, service delivery models and budget priorities. The table below compares performance with the previous year:

LGBF	2014/15	2015/16
No. indicators in top quartile (1-8)	14	7
No. indicators in 2 nd quartile (9-16)	9	17
No. indicators in 3 rd quartile (17-24)	15	30
No. indicators in bottom quartile (25-32)	13	22
Rank/data not yet available	5	4
Total	56	80

2.9 Indicators in the top quartile are:

- Leisure facilities - cost/attendance - C&L1
- Cost of trading standards per 1,000 population – ENV5a
- Housing, average time to complete non-emergency repairs – HSN4b
- Gross rent arrears as % of rent due – HSN1
- Sickness – non teachers, average working days – Corp6b
- Social Care – direct payments spend on 18+ years adults – SW2
- Roads – cost of maintenance per km of roads – ENV4a

2.10 Indicators in the bottom quartile:

- Cost per secondary school pupil - CHN2
- Net cost of waste collection per premises – ENV1a
- % of unemployed people assisted into work – ECON1
- % of assets suitable for their purpose – CAST1
- No. of business gateway start-ups per 10,000 population – ECON5
- % of adults satisfied with museums and galleries – C&L5c
- Central support services as a proportion of running costs – Corp1
- % of adults satisfied with libraries – C&L5a
- Net residential costs per week older adults 65+ years – SW5
- Adult home care costs per hour aged 65 & over – SW1
- % of 65+ with intensive needs receiving care at home – SW3
- % class U roads that should be considered for treatment – ENV4e
- % women managers in top 5% earners – Corp3b
- % achieving expected levels in reading Primary 1 – CHN13a
- % achieving expected levels in reading Primary 3 – CHN13b
- % achieving expected levels in writing Primary 1 – CHN14a
- % achieving expected levels in writing Primary 3 – CHN14b
- % achieving expected levels in listening & talking Primary 1 – CHN15a
- % achieving expected levels in listening & talking Primary 3 – CHN15b
- % achieving expected levels in numeracy Primary 1 – CHN16a
- % achieving expected levels in numeracy Primary 3 – CHN16b
- Education, average tariff score (S4-S6) SIMD quintile 2 – CHN12c

2.11 As indicated in paragraph 2.2 primary school education indicators are still under development. The Director of Care and Learning advises that these indicators relate to teacher judgement in numeracy and literacy which were helpfully described by the Scottish Government as being 'experimental'. The data relates to achievement in the Broad General Education, and is based on professional judgements against Curriculum for Excellence levels. It is clear that there is not a consistent approach to the collection of this data across the country, and that teachers in Highland generally err on the side of caution when arriving at their judgements. It is therefore not considered appropriate to compare schools with very different circumstances in different parts of the country, and it is envisaged that fuller and more reliable information will be available in future years.

2.12 Reports will be taken to the next cycle of Strategic Committees providing detailed analysis and information on improvement activity. Quarterly reporting of SPIs will also be provided to Strategic Committees where this is possible. The Improvement Service has developed an on-line tool to support Council's with public performance reporting. The tool is available at the following location:
<http://scotland.mylowcouncil.info/>

2.13 In addition to this annual report on SPIs, indicators are also monitored through

Service quarterly performance reviews (QPR) undertaken by the Chief Executive.

3.0 Internal Audit of SPIs

3.1 SPIs are subject to internal audit but such assurance is now programmed on a seven year cycle with the last audit for 2014/15. Between audits sampling of indicators is now carried out annually by the Corporate Performance Team.

4. Public Performance Reporting (PPR)

4.1 The Council has a statutory duty to report on its performance to the public. To assess how well we meet this duty Audit Scotland review information from this report, the results of the Annual Corporate Performance Report and the Public Performance Survey which were considered by Council on 8 September 2016 and 27 October 2016 respectively. The development of the performance pages on the Council website provides an important source of this and other information for both the public and Audit Scotland at www.highland.gov.uk/performance

5. Audit Direction for SPI and PPR 2016/17 to 2018/19

The Council's current set of SPIs is under review following the issue by Audit Scotland of an amended Audit Direction for financial years ending 31st March 2017, 2018 and 2019. Compared to the arrangement outlined in 2.1 above and appendix 3 the schedule moves to 2 areas for SPI and public performance reporting and the full scope of the instruction is as follows:

SPI 1 - Achievement of Best Value

Each council will report a range of information setting out:

- Its performance in improving local public services (including with partners).
- Its performance in improving local outcomes (including with partners).
- Its performance in engaging with communities and service users, and responding to their views and concerns.
- Its performance in achieving Best Value, including its use of performance benchmarking; options appraisal; and use of resources.

SPI 2 - Local Government Benchmarking Framework

Each council will report its performance in accordance with the requirements of the Local Government Benchmarking Framework.

6. Implications

6.1 Resources: There are no implications as a result of this performance report. The report however does contain an increased number of cost indicators which can support service improvement towards monitoring and reducing costs.

6.2 Legal: Implications relate to meeting statutory requirements for public performance reporting.

6.3 Equalities and Climate Change/Carbon Clever: A number of indicators are useful in supporting improvement activity including women in management, asset management (premises access/condition), street lighting electricity costs, waste recycling and Council carbon emissions tonnes CO2.

6.4 Risk: Audit Scotland produces an annual Assurance and Improvement Plan for the Council which assesses, with other scrutiny bodies, our performance including our SPIs. As last reported to Council on 12 May 2016 there are no significant scrutiny risks identified for the Council and also highlighted improvement in public performance reporting. There is also a risk of data being misinterpreted, for example, Highland spend on roads maintenance has increased in response to political and public priorities to improve road conditions but the national benchmark assumes that the

lowest cost per kilometre of road maintained demonstrates better performance.

6.5 Gaelic: There are no implications arising from this report.

6.6 Rural: It is worth noting that the rural nature of Highland often means the unit cost of service delivery is often higher and this presents a further challenge to achieving continuous improvement.

7. Recommendations

Members are asked to:

7.1 Note and comment on the out-turn of SPIs for 2015/16 and where relevant their national benchmark position;

7.2 Agree that reports are submitted to Strategic Committees at the next cycle to provide detailed analysis of SPIs and improvement actions.

7.3 Note the changes to Audit Direction for 2016/17 forward.

Signature:

Designation: Chief Executive

Author: Evelyn Johnston, Corporate Audit & Performance Manager
Brenda MacDonald, Corporate Performance Officer

Date: 14.02.17

Appendix 1: Statutory Performance Indicator Report 2015/16

Appendix 2: Local Government Benchmark Report 2015/16

Appendix 3: Audit Direction Summary on SPIs

✓	performance has improved by 5% or more.
X	performance has declined by 5% or more.
=	there is no significant change in performance
	the indicator is new / changed / verified data awaited

Appendix 1

*See appendix 3 for ID explanations

ID	SPI	14/15	15/16	"+/- 5%"
1a\3	C&L5b - % adults satisfied - parks & open spaces [3 year rolled averages]	87.67 %	88.33 %	=
1a\3	ENV7a - % adults satisfied - refuse collection	86.33 %	87.67 %	=
1a\3	ENV7b - % adults satisfied - street cleaning	71.67 %	73.00 %	=
1a\3	C&L5c - % adults satisfied - museums & galleries [3 year rolled averages]	67.33 %	63.33 %	X
1a\3	C&L5d - % adults satisfied leisure facilities [3 year rolled averages]	81.33 %	78.33 %	=
1a\3	CHN10 - % adults satisfied - schools [3 year rolled averages]	83.3 %	79.3 %	=
1a\3	C&L5a - % adults satisfied - libraries [3 year rolled averages]	75.00 %	73.33 %	=
1b	School Meals - gross cost per meal provided	£ 2.96	£ 3.01	=
1b	School Transport - cost per pupil transported	£ 1,497.94	£ 1,511.80	=
1b	Central ICT cost (excluding curriculum) % Net Rev Budget	2.39	2.27	✓
1b	Cost of electricity/street lighting unit	£ 39.68	£ 40.43	=
1b	Cost of maintenance/street lighting unit	£ 24.83	£ 15.39	✓
1b	Access Team cost per km of core path	£ 78.69	£ 73.71	✓
1b	Cost per archaeological consultation	£ 14.42	£ 14.71	=
1b	Cost per business supported	£ 817.77	£ 655.51	✓
1b	Cost per Historic Environment Record consultation	£ 0.17	£ 0.18	X
1b	Cost/Building Warrant application	£ 470.31	£ 462.00	=
1b	Cost/film industry enquiry	£ 244.00	£ 191.00	✓
1b	Rangers cost per participant for guided walks	£ 13.84	£ 8.45	✓
1b	Creditors - unit cost/creditor invoice issued	£ 1.14	£ 1.30	X
1b	Cost of Accounting - % Net Rev Budget + HRA	0.35 %	0.40 %	X
1b	% Non-Domestic Rates collected by year end	97.18 %	97.30 %	=
1b	Cost sundry debtors/debtors account issued	£ 3.84	£ 4.79	X
1b	% income sundry debtors collected during year	94.21 %	79.01 %	X
1b	Overall Council Tax collection level - 5 years	96.6 %	97.1 %	=
1b	Cost Non-Domestic Rates collection/chargeable property	£ 20.68	£ 17.75	✓
1b\3	C&L3a - NET cost per museum visit	£ 1.98	£ 1.88	✓
1b\3	C&L1a - Leisure Facilities - NET cost/attendance	£ 1.86	£ 1.71	✓
1b\3	CHN1 - Cost per primary school pupil	£ 4,980.89	£ 5,013.21	=
1b\3	CHN2 - Cost per secondary school pupil	£ 6,955.91	£ 7,102.76	=
1b\3	ENV5a - Cost of Trading Standards per 1000 population	£ 3,822.39	£ 4,169.00	X
1b\3	C&L4a - NET cost of parks & open spaces per 1,000 population	£ 12,561.00	£ 17,351.00	X
1b\3	ENV3a - Net cost of street cleaning per 1,000 population	£ 11,283	£ 11,418	=
1b\3	ENV1a - Net cost of Waste collection per premises	£ 97.95	£ 94.44	=
1b\3	ENV2a - Net cost per Waste disposal per premises	£ 102.32	£ 107.57	X
1b\3	ENV5b - Cost of Environmental Health per 1000 population	£ 16,924	£ 18,914	X
1b\3	ECON2 - Cost per planning application	£ 3,425.50	£ 4,286.70	X
1b\3	Corp4 - Council Tax - Collection Costs	£ 11.83	£ 10.68	✓
1b\3	Corp7 - Council Tax - Annual % received	95.5 %	95.6 %	=
1b\3	Corp1 - Central Support Services as a proportion of running costs	7.6 %	7.7 %	=
1b\3	Corp2 - Democratic core cost per 1,000 population	£ 42,432.43	£ 35,338.09	✓
1b\3	CHN3 - Cost per pre-school education registration	£ 2,864.66	£ 3,679.87	X
1b\3	C&L2a - NET cost per visit to libraries	£ 2.48	£ 2.33	✓
1b\3	SW1 - Adult Home Care costs per hour aged 65 and over	£ 31.18	£ 32.66	=
1b\3	SW2 - Direct payments spend on 18+ adults	4.16 %	5.26 %	✓
1b\3	ENV4a - Cost of maintenance per km of roads	£ 4,734	£ 6,411	X
1b\3	CHN8a - Gross cost per bed/week Children's Residential Units	£ 9,455.84		
1b\3	CHN8b - Cost of Looked After Children (LAC) per child per week – community	£ 403.31		

ID	SPI	14/15	15/16	"+/- 5%"
1c	Personnel - HR cost per employee	£ 231.16	£ 223.45	=
1c	Personnel - ratio of employees to HR staff	201.20	216.00	√
1c	Payroll - cost/payslip produced	£ 3.25	£3.29	=
1c	Pensions - cost per member	£ 27.65	£ 26.67	=
1c	Sickness Days Lost per Employee	8.38	8.43	=
1c\3	Corp6a - Sickness Teachers – Average working days lost	5.56	6.08	X
1c\3	Corp6b - Sickness THC - Non Teachers - Average working days lost	9.77	9.61	=
1d\3	CAST2 - Asset Management - Condition	79.3 %	80.3 %	=
1d\3	CAST1 - Asset Management - Suitability	64.3 %	64.2 %	=
1e	Cost Procurement Section % Net Rev Budget	0.09 %	0.09 %	=
1e\3	ECON4 - Total direct spend with Highland SME to increase by 5% by 2017	28.0 %	23.1 %	X
1e\3	Corp8 - Invoices Payment within 30 days	94.3 %	91.3 %	=
1f	Council carbon emissions tonnes CO2e	63,841	63,665	=
1g	Women managers in top 2% of earners	40.2 %	40.0 %	=
1g\3	Corp3c - Gender Pay Gap		7.2%	
1g\3	Corp3b - Women managers in top 5% of earners	48 %	47 %	=
2a	Benefits Admin costs - Gross cost per Case	£ 52.03	£ 46.84	√
2b	Gross Residential Costs per week Older Adults 65+	£ 443.13	£ 466.28	X
2b	Gross Residential Costs per week Adults 18-64	£ 789.07	£ 744.48	√
2b\3	SW5 - Net Residential Costs per week Older Adults 65+	£ 410.77	£ 426.74	=
2b\3	SW3 - % of 65+ with intensive needs receiving care at home	21.57 %	23.70 %	√
2b\3	SW4a - % of adults receiving any care or support who rate it as excellent or good [3 year average]	82.76 %	83.49 %	=
2b\3	SW4b - % of adults supported at home	85.60 %	86.66 %	=
2c	Criminal Justice - 100% of sex offenders subject to receive review within timescales - Annual	100.0 %	100.0 %	=
2c	Criminal Justice - % offenders on new Community Payback Orders seen within 5 working days - Annual	76.0 %	71.1 %	X
2c	Criminal Justice - Average hours per week taken to complete a CPO	4.6	4.4	=
2c	Criminal Justice - % CJSW reports submitted to court by due date - annual	94.3 %	93.5 %	=
2d	No. Sport and Leisure Management - Attendances for Pools	2,184	2,176	=
2d	Museums - no. visits/usage virtual/in person	2,954	3,092	=
2d	Museums - no. visits/usage in person	1,495	1,534	=
2d	No. Sport & Leisure Management - Attendances other facilities	8,567	9,175	√
2d	Library Usage - no. visits per 1,000 pop.	9,925	10,661	√
2e	Average time taken (days) to deal with Tree Preservation Order applications	25	30	=
2e	Number of businesses supported by Council Economic Development and Business Gateway	788	862	√
2e\3	ECON1 - Percentage of Unemployed People Assisted into work	6.1 %	5.8 %	=
2e\3	ECON 3 - Average Time (weeks) Per Planning Application	9.9	10.7	X
2e\3	ECON 5 - No of business gateway start-ups per 10,000 population	11.0	10.8	=
2f\3	CHN13a - % achieving expected levels in Reading P1		72.9 %	
2f\3	CHN13b - % achieving expected levels in Reading P3		67.4 %	
2f\3	CHN13c - % achieving expected levels in Reading P7		68.5 %	
2f\3	CHN14a - % achieving expected levels in Writing P1		67.8 %	
2f\3	CHN14b - % achieving expected levels in Writing P3		58.4 %	
2f\3	CHN14c - % achieving expected levels in Writing P7		60.4 %	
2f\3	CHN15a - % achieving expected levels in Listening and Talking P1		81.7 %	
2f\3	CHN15b - % achieving expected levels in Listening and Talking P3		74.8 %	
2f\3	CHN15c - % achieving expected levels in Listening and Talking P7		75.6 %	
2f\3	CHN16a - % achieving expected levels in Numeracy P1		76.7 %	
2f\3	CHN16b - % achieving expected levels in Numeracy P3		65.7 %	
2f\3	CHN16c - % achieving expected levels in Numeracy P7		60.8 %	
2f\3	CHN12a - Overall Average Total Tariff (S4-S6)	862.09	877.02	=
2f\3	CHN12b - Average Total Tariff SIMD Quintile 1	566	543	=

ID	SPI	14/15	15/16	"+/- 5%"
2f\3	CHN12c - Average Total Tariff SIMD Quintile 2	644	640	=
2f\3	CHN12d - Average Total Tariff SIMD Quintile 3	873	876	=
2f\3	CHN12e - Average Total Tariff SIMD Quintile 4	990	968	=
2f\3	CHN12f - Average Total Tariff SIMD Quintile 5	1,045	1,177	√
2f\3	CHN11 - Pupils entering positive destinations	93.7 %		
2f\3	CHN04 - SCQF Level 5 attainment by all children	59.0 %	59.0 %	=
2f\3	CHN05 - SCQF Level 6 attainment by all children	30.0 %	30.0 %	=
2f\3	CHN6 - SCQF Level 5 attainment by children from deprived backgrounds	37.0 %	34.0 %	X
2f\3	CHN07 - SCQF Level 6 attainment by children from deprived backgrounds	13.00 %	13.00 %	=
2g	No. of offence based referrals to SCRA reduces	343	423	X
2g	Time taken (months) between a child being accommodated & permanency decision decreases	15.0	9.7	√
2g	% of Looked After Children in kinship care	14.6 %	15.8 %	X
2g	No of persistent young offenders with 5+ referrals	2	9	X
2g	% children on child protection register previously registered	3.67 %	3.93 %	X
2g	No of accommodated Looked After Children	80	73	√
2g\3	CHN9 - % of Looked After Children in the community	87.1 %		
2h	Average time in temporary/emergency accommodation (weeks) SHR25	16	15	√
2h	Average time taken to re-let (days) SHR35	40.9	48.2	X
2h	Homelessness - Presentations received in period	1,010	999	=
2h	Average time to complete emergency repairs (hours) SHR11	9.1	7.9	√
2h\3	SHR12/HSN4b - Average time to complete non-emergency repairs [days]	7.32	7.53	=
2h\3	HSN1/SHR31 - Gross rent arrears as % of rent due	4.42 %	4.76 %	X
2h\3	HSN2/SHR34 - % rent loss through voids	0.9 %	1.0 %	X
2h\3	HSN3/SHR7 – Scottish Housing Quality Standards - % total meeting SHQS	85.15 %	90.83 %	√
2h\3	HSN5/SHR8 - % properties at or above NHER or SAP ratings	86.7 %	92.4 %	√
2i	Trading Standards - consumer complaints - 14 days	71.9 %	76.1%	√
2i	Trading Standards - business advice - 14 days	94.0 %	91.3%	=
2i	No. Domestic Noise Complaints resolved without a site attendance	66	107	√
2i	No. Domestic Noise Complaints - dealt with under ASB Part V	0	0	=
2i	No. Domestic Noise Complaints - requiring attendance on site	44	26	√
2i\3	ENV 3c - Street Cleanliness Score	98 %	93 %	X
2i\3	Corp5b2 - Domestic Noise Complaints - requiring attendance on site the average time [hours]	146.00	53.50	√
2j	% of traffic light failures completed in 3 hours	92.74 %	96.64 %	=
2j	% of street light failures completed in 7 days	97.27 %	96.61 %	=
2j	% of street lighting columns 30+ years old	42.89 %	42.89%	=
2j	Road network to be considered for maintenance	36.2 %	39.1 %	X
2j\3	ENV4b - Road network - A Class - % that should be considered for maintenance treatment	25.3 %	26.9 %	X
2j\3	ENV4c - Road network - B Class - % that should be considered for maintenance treatment	35.5 %	34.7 %	=
2j\3	ENV4d - Road network - C Class - % that should be considered for maintenance treatment	41.8 %	39.0 %	√
2j\3	ENV4e - Road Network - U Class - % that should be considered for maintenance treatment	38.8 %	46.4 %	X
2k	Household Waste - Collected Tonnes	130,352	131,571	=
2k	Household Waste - % Composted	13.5 %	12.2 %	X
2k	Household Waste - % Recycled	32.6 %	32.4 %	=
2k\3	ENV6 - % Household waste recycled and composted CY	46.1 %	44.5 %	=

Appendix 2

National Ranks: 1-8 Top Quartile and 25-32 Bottom Quartile
 FY – Financial Year CY – Calendar Year AY – Academic Year

SPI	FY 14/15	Rank 14/15	FY 15/16	Rank 15/16	Scotland
C&L1a - Leisure Facilities - NET cost/attendance	£ 1.86	7	£ 1.71	7	£2.99
C&L2a - NET cost per visit to libraries	£ 2.48	8	£ 2.33	10	£2.44
C&L3a - NET cost per museum visit	£ 1.98	9	£ 1.88	9	£ 3.07
C&L4a - NET cost of parks & open spaces per 1,000 population	£12,561.00	6	£17,351.00	12	£22,232.00
C&L5a - % adults satisfied - libraries [3 year rolled averages]	75.00 %	27	73.33 %	27	77.33 %
C&L5b - % adults satisfied - parks & open spaces [3 year rolled averages]	87.67 %	15	88.33 %	16	85.67 %
C&L5c - % adults satisfied - museums & galleries [3 year rolled averages]	67.33 %	24	63.33 %	25	74.00 %
C&L5d - % adults satisfied leisure facilities [3 year rolled averages]	81.33 %	12	78.33 %	12	75.67 %
CAST1 - Asset Management – Suitability for use	64.3 %	30	64.2 %	31	79.6 %
CAST2 - Asset Management - Condition	79.3 %	25	80.3 %	22	81.5 %
CHN01 - Cost per primary school pupil	£ 4,980.89	24	£ 5,013.21	22	£4,733.06
CHN02 - Cost per secondary school pupil	£ 6,955.91	25	£ 7,102.76	25	£6,736.84
CHN03 - Cost per pre-school education registration	£ 2,864.66	7	£ 3,679.87	14	£3,853.71
CHN10 - % adults satisfied - schools [3 year rolled averages]	83.3 %	18	79.3 %	21	78.0 %
CHN8a - Gross cost per bed/week Children's Residential Units	£ 9,455.84	2			
CHN8b - Cost of LAC per child per week - community	£403.31	2			
Corp1 - Central Support Services as a proportion of running costs	7.6 %	29	7.7 %	29	5.5 %
Corp2 - Democratic core cost per 1,000 population	£42,432.43	26	£35,338.09	23	£29,980.64
Corp3b - Women managers in top 5% of earners	48 %	22	47 %	26	52 %
Corp3c - Gender Pay Gap			7.2%	23	4.99 %
Corp4 - Council Tax - Collection Costs	£ 11.83	25	£ 10.68	20	£ 10.34
Corp5b2 - Domestic Noise Complaints - requiring attendance on site the avg. time [hours]	146.00	27	53.50	23	70.30
Corp6a - Sickness Teachers - working days lost	5.56	7	6.08	16	6.12
Corp6b - Sickness THC - Non Teachers - Average working days lost	9.77	7	9.61	6	10.63
Corp7 - Council Tax - Annual % received	95.5 %	17	95.6 %	20	95.7 %
Corp8 - Invoices Payment within 30 days	94.3 %	10	91.3 %	19	92.8 %
ECON 3 - Average Time (weeks) Per Planning Application	9.9	15	10.7	21	11.2
ECON 5 - No of business gateway start-ups per 10,000 population	11.0	30	10.8	29	16.9
ECON1 - Percentage of Unemployed People Assisted into work	6.1 %	28	5.8 %	25	
ECON2 - Cost per planning application	£ 3,425.50	9	£ 4,286.70	15	£ 4,832.00
ECON4 - Total direct spend with Highland SME to increase by 5% by 2017	28.0 %	4	23.1 %	11	19.7 %
ENV 3c - Street Cleanliness Score	98 %	5	93 %	21	93 %
ENV1a - Net cost of Waste collection per premises	£ 97.95	31	£ 94.44	32	£63.44
ENV2a - Net cost per Waste disposal per premises	£ 102.32	22	£ 107.57	23	£97.02
ENV3a - Net cost of street cleaning per 1,000 population	£ 11,283	8	£ 11,418	11	£ 15,480
ENV4a - Cost of maintenance per km of roads	£ 4,734	3	£ 6,411	7	£ 10,791
ENV4b - Road network - A Class	25.3 %	14	26.9 %	19	29.0 %
ENV4c - Road network - B Class	35.5 %	20	34.7 %	24	34.8 %
ENV4d - Road network - C Class	41.8 %	21	39.0 %	22	34.7 %
ENV4e - Road Network - U Class	38.8 %	19	46.4 %	26	40.1 %

SPI	FY 14/15	Rank 14/15	FY 15/16	Rank 15/16	Scotland
ENV5a - Cost of Trading Standards per 1000 population	£ 3,822.39	8	£ 4,169.00	8	£ 5,873.30
ENV5b - Cost of Environmental Health per 1000 population	£ 16,924	21	£ 18,914	24	£ 16,849
ENV7a - % adults satisfied - refuse collection	86.33 %	17	87.67 %	13	83.00 %
ENV7b - % adults satisfied - street cleaning	71.67 %	25	73.00 %	21	73.67 %
HSN1/SHR31 - Gross rent arrears as % of rent due	4.42 %	6	4.76 %	5	6.25 %
HSN2/SHR34 - % rent loss through voids	0.9 %	13	1.0 %	16	1.05 %
HSN3/SHR7 - SHQS - % total meeting SHQS	85.15 %	19	90.83 %	22	92.50 %
HSN4b/SHR12 - Average time to complete non-emergency repairs [days]	7.32	6	7.53	7	9.38
HSN5/SHR8 - % properties at or above NHER or SAP ratings	86.69 %	26	92.36 %	23	96.16 %
SW1 - Adult Home Care costs per hour aged 65 and over	£ 31.18	32	£ 32.66	30	£ 21.58
SW2 - Direct payments spend on aged 18+ adults	4.16 %	8	5.26 %	6	6.65 %
SW3 - % of aged 65+ with intensive needs receiving care at home	21.57 %	31	23.70 %	30	34.78 %
SW4a - % of adults receiving any care or support who rate it as excellent or good [3 year average]	82.76 %	24	83.49 %	11	84.00 %
SW4b - % of adults supported at home	85.60 %	13	86.66 %	10	81.00 %
SW5 - Net Residential Costs per week Older Adults 65+	£ 410.77	25	£ 426.74	25	£ 368.85

SPI	AY 14/15	Rank 14/15	AY 15/16	Rank 15/16	Scotland
CHN04 - SCQF Level 5 attainment by all children	59.0 %	11	59.0 %	14	59.0 %
CHN05 - SCQF Level 6 attainment by all children	30.0 %	15	30.0 %	21	33.0 %
CHN06 - SCQF Level 5 attainment by children from deprived backgrounds	37.0 %	13	34.0 %	22	39.0 %
CHN07 - SCQF Level 6 attainment by children from deprived backgrounds	13.00 %	13	13.00 %	18	15.00 %
CHN09 - % of Looked After Children in the community	87.1 %	13			
CHN11 - Pupils entering positive destinations	93.7 %	14			
CHN12a - Overall Average Total Tariff (S4-S6)	862.09	14	877.02	15	875.23
CHN12b - Average Total Tariff SIMD Quintile 1	566	13	543	20	600
CHN12c - Average Total Tariff SIMD Quintile 2	644	26	640	30	739
CHN12d - Average Total Tariff SIMD Quintile 3	873	15	876	17	862
CHN12e - Average Total Tariff SIMD Quintile 4	990	13	968	20	997
CHN12f - Average Total Tariff SIMD Quintile 5	1,045	27	1,177	11	1,195
CHN13a - % achieving expected levels in Reading P1			72.9 %	29	80.8 %
CHN13b - % achieving expected levels in Reading P3			67.4 %	28	75.2 %
CHN13c - % achieving expected levels in Reading P7			68.5 %	21	72.3 %
CHN14a - % achieving expected levels in Writing P1			67.8 %	29	78.2 %
CHN14b - % achieving expected levels in Writing P3			58.4 %	30	69.3 %
CHN14c - % achieving expected levels in Writing P7			60.4 %	19	65.1 %
CHN15a - % achieving expected levels in Listening and Talking P1			81.7 %	25	85.0 %
CHN15b - % achieving expected levels in Listening and Talking P3			74.8 %	27	80.9 %
CHN15c - % achieving expected levels in Listening and Talking P7			75.6 %	19	77.4 %
CHN16a - % achieving expected levels in Numeracy P1			76.7 %	28	83.9 %
CHN16b - % achieving expected levels in Numeracy P3			65.7 %	25	73.1 %
CHN16c - % achieving expected levels in Numeracy P7			60.8 %	21	67.8 %
SPI	CY 2015	Rank 2015	CY 2016	Rank 2016	Scotland
ENV6 - % Household waste recycled and composted CY	46.1 %	15	44.5 %	20	44.3%

SPI Framework 2015/16

There are now three sections to SPI returns as follows:

Corporate management

SPI 1: Each council will report a range of information, sufficient to demonstrate that it is securing Best Value in relation to:

- a) responsiveness to its communities
- b) revenues and service costs
- c) employees
- d) assets
- e) procurement
- f) sustainable development
- g) equalities and diversity.

Service performance

SPI 2: (previously 25 Prescribed Indicators)¹. Each council will report a range of information sufficient to demonstrate that it is securing Best Value in providing the following services (in partnership with others where appropriate):

- a) benefits administration
- b) community care
- c) criminal justice social work
- d) cultural & community services covering at least sport & leisure, museums, the arts and libraries
- e) planning (both environmental and development management)
- f) the education of children
- g) child protection and children's social work
- h) housing & homelessness
- i) protective services including environmental health, and trading standards
- j) roads and lighting
- k) waste management services

SOLACE benchmarks

SPI 3: Each council will report its performance in accordance with the requirements of the Society of Local Authority Chief Executive (SOLACE) benchmark project. This relates to the Local Government Benchmarking Framework (LGBF)

¹ While Audit Scotland have removed the requirement of the 25 SPIs (SPi2) as outlined above there is still a requirement under 'Service Performance' to provide performance reporting on the same functions as previously prescribed by the fixed SPIs.