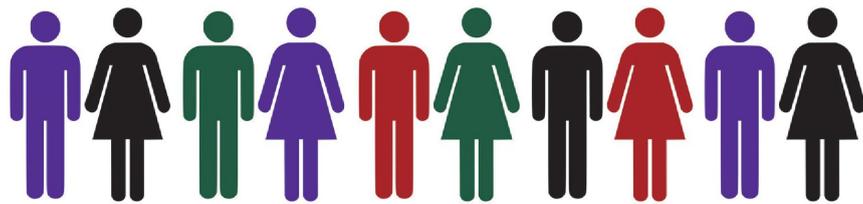


Local & National



Statutory Performance Indicators

2015/16

www.highland.gov.uk/performance

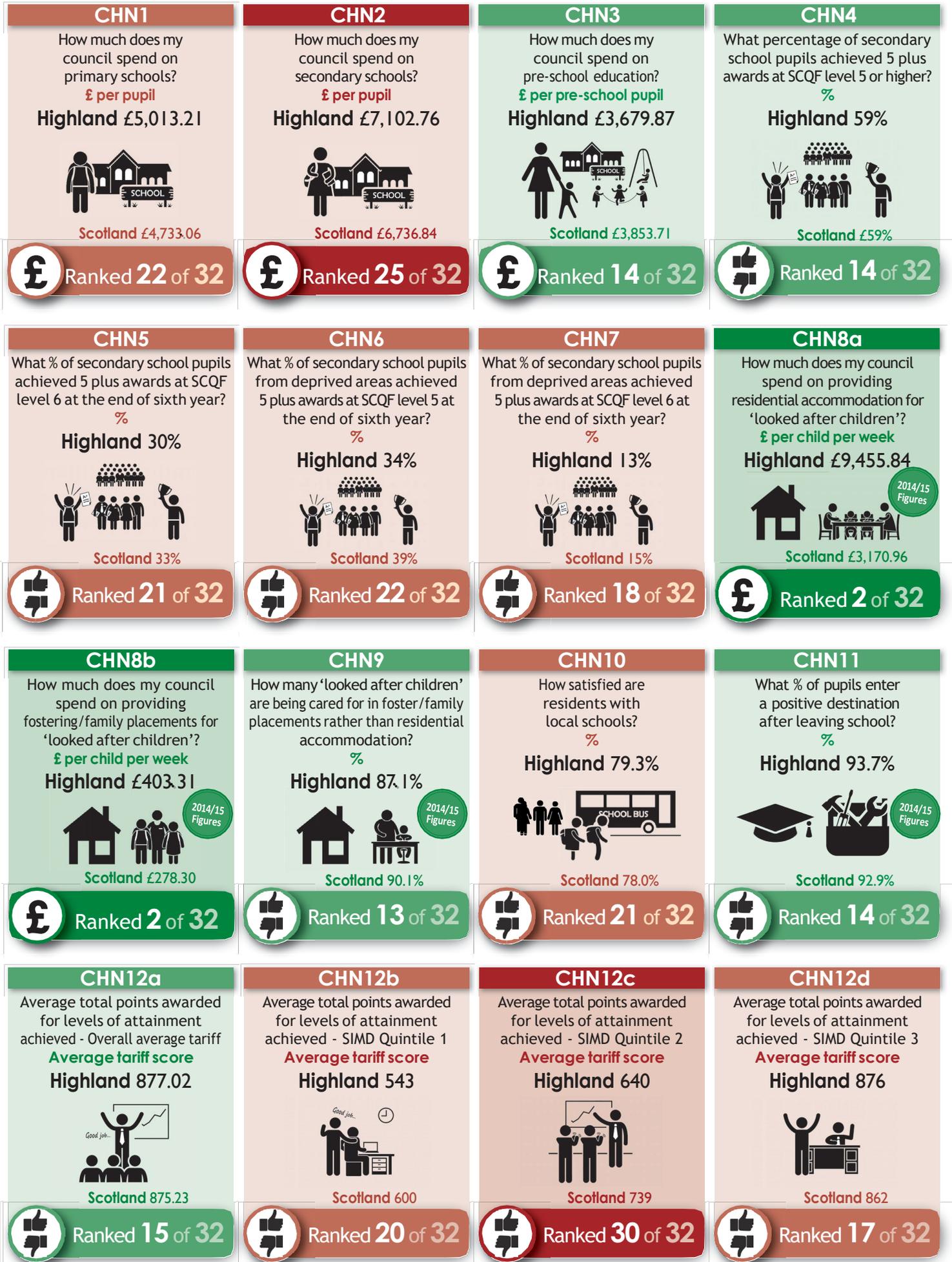
Benchmarking

What is the Local Government Benchmarking Framework (LGBF)?

Local councils across Scotland are required to publish their performance information using the LGBF each year. This ensures that councils report standard information on the services councils provide to local communities across Scotland. The indicators within the LGBF were selected through a wide consultation process to cover the major service areas of local authorities. The performance between all **32 Scottish Local Authorities** is reported in quartiles.



Children's Services



CHN12e

Average total points awarded for levels of attainment achieved - SIMD Quintile 4

Average tariff score
Highland 968



Scotland 997



Ranked 20 of 32

CHN12f

Average total points awarded for levels of attainment achieved - SIMD Quintile 5

Average tariff score
Highland 1,177



Scotland 1,195



Ranked 11 of 32

Corporate Services

CORP1

How much of my council's total running costs is spent on administrative support services?
%

Highland 7.7%



Scotland 5.5%



Ranked 29 of 32

CORP2

How much does my council spend on supporting elected members?
£ per 1,000 people

Highland £35,338.09



Scotland £29,980.64



Ranked 23 of 32

CORP3b

How many women are in top 5% earners?
%

Highland 47%



Scotland 52%



Ranked 26 of 32

CORP3c

What is the gender pay gap?
%

Highland 7.20%



Scotland 4.99%



Ranked 23 of 32

CORP4

How much does my council spend on collecting council tax?
£ per home

Highland £10.68



Scotland £10.34



Ranked 20 of 32

CORP5b2

How long does it take my council to attend a domestic noise complaint on average?
Hours

Highland 53.50 hours



Scotland 70.30 hours

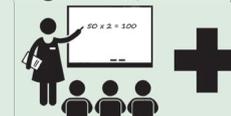


Ranked 23 of 32

CORP6a

What is the level of sickness absence for teachers in my council?
Average number of days per teacher

Highland 6.08 days



Scotland 6.12 days

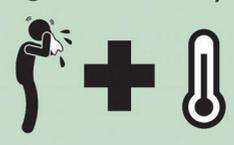


Ranked 16 of 32

CORP6b

What is the level of sickness absence in my council?
Average number of days per employee (non-teachers)

Highland 9.61 days



Scotland 10.63 days



Ranked 6 of 32

CORP7

How efficient is my council at collecting council tax?
%

Highland 95.6%



Scotland 96.2%



Ranked 20 of 32

CORP8

How efficient is my council at paying invoices on time?
%

Highland 91.3%



Scotland 92.8%



Ranked 19 of 32

C-AST1

How many council buildings are suitable for their current use?
%

Highland 64.2%



Scotland 79.6%



Ranked 31 of 32

C-AST2

How many council buildings are in a satisfactory condition?
%

Highland 80.3%



Scotland 81.5%



Ranked 22 of 32

Adult Social Care Services

SW1

How much does my council spend on providing care to support older people to live at home?
£ per hour
Highland £32.66
Scotland £21.58



£ Ranked **30** of **32**

SW2

How many people needing social work support get to choose how their support needs will be met?
%
Highland 5.26%
Scotland 6.65%



Ranked **6** of **32**

SW3

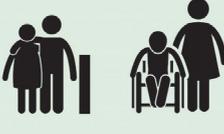
How many older people with intensive needs are supported by my council so that they can remain at home?
%
Highland 23.70%
Scotland 34.78%



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

SW4a

% of adults receiving any care or support who rate it as excellent or good?
%(3 year average)
Highland 83%
Scotland 84%



Ranked **11** of **32**

SW4b

% of adults supported at home
%
Highland 87%
Scotland 81%



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

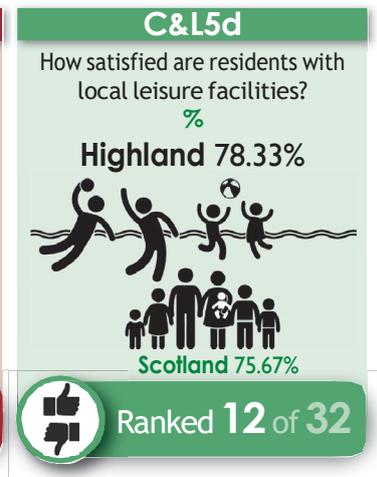
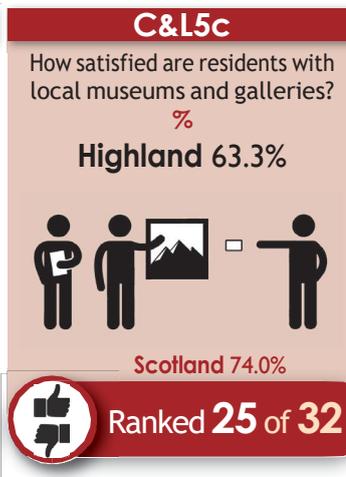
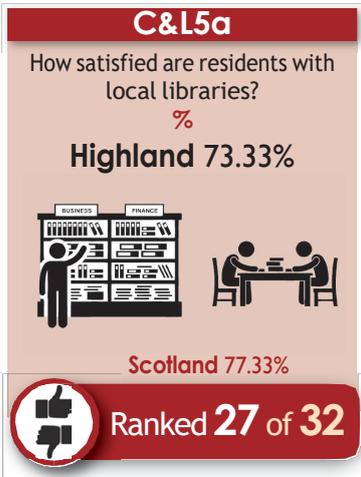
SW5

How much does my council spend on providing residential care for older people?
Per person, per week
Highland £426.74
Scotland £368.85



£ Ranked **25** of **32**

Culture and Leisure Services



Environmental Services

ENV1a
How much does my council spend on refuse collection (net)?
£ per premise
Highland £94.44



Scotland £63.44

£ Ranked 32 of 32

ENV2a
How much does my council spend on waste disposal (e.g. recycling and landfill) (net)?
£ per premise
Highland £107.57



Scotland £97.02

£ Ranked 23 of 32

ENV3a
How much does my council spend on street cleaning?
£ per 1,000 people
Highland £11,418



Scotland £15,480

£ Ranked 11 of 32

ENV3c
How clean are my local streets?
%
Highland 93%



Scotland 93%

Ranked 21 of 32

ENV4a
How much does my council spend maintaining the condition of my roads?
£ per kilometre
Highland £6,411



Scotland £10,791

£ Ranked 7 of 32

ENV4b
How many of my local A class roads are in need of repair?
%
Highland 27%

A

Scotland 29%

Ranked 19 of 32

ENV4c
How many of my local B class roads are in need of repair?
%
Highland 34.7%

B

Scotland 34.8%

Ranked 24 of 32

ENV4d
How many of my local C class roads are in need of repair?
%
Highland 39.0%

C

Scotland 34.7%

Ranked 22 of 32

ENV4e
How many of my local unclassified class roads are in need of repair?
%
Highland 46.4%



Scotland 40.1%

Ranked 26 of 32

ENV5a
How much does my council spend on providing trading standards?
£ per 1,000 people
Highland £4,169.00



Scotland £5,873.30

£ Ranked 8 of 32

ENV5b
How much does my council spend on providing environmental health
£ per 1,000 people
Highland £18,914



Scotland £16,849

£ Ranked 24 of 32

ENV6
How much household waste is recycled by my council?
%
Highland 45.5%



Scotland 44.3%

Ranked 20 of 32

ENV7a
How satisfied are residents with local refuse collection?
%
Highland 87.7%



Scotland 83.0%

Ranked 13 of 32

ENV7b
How satisfied are residents with local street cleanliness?
%
Highland 73.00%



Scotland 73.67%

Ranked 21 of 32

Housing Services

HSN1

How much rent is owed to the council due to arrears (gross)?
%

Highland 4.76%



Scotland 6.25%

£ Ranked 5 of 32

HSN2

How much rent was lost due to empty properties?
%

Highland 1.00%



Scotland 1.05%

£ Ranked 16 of 32

HSN3

What is the quality and standard of housing provided by my council measured by the Scottish Housing Quality Standard?
%

Highland 90.83%



Scotland 92.50%

Ranked 22 of 32

HSN4

How long does it take my council to complete non emergency repairs?
average number of days

Highland 7.53 days



Scotland 9.38 days

Ranked 7 of 32

HSN5

How energy efficient is the housing provided by my council as measured by the Scottish Housing Quality Standard?
%

Highland 92.36%



Scotland 96.16%

Ranked 23 of 32

Economic Development

ECON1

How many unemployed people have been assisted into work by my council?
%

Highland 5.8%



Scotland 13.9%

Ranked 25 of 32

ECON2

Cost per planning application?
£

Highland £4,286.70



Scotland £4,832.00

£ Ranked 15 of 32

ECON3

Average time (weeks) per Planning Application
weeks

Highland 10.7



Scotland 11.2

Ranked 21 of 32

ECON4

Total direct spend with Highland Small/Medium Enterprises to increase by 5% by 2017
%

Highland 23.1%



Scotland 19.7%

Ranked 11 of 32

ECON5

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

Highland 10.8



Scotland 16.9

Ranked 29 of 32