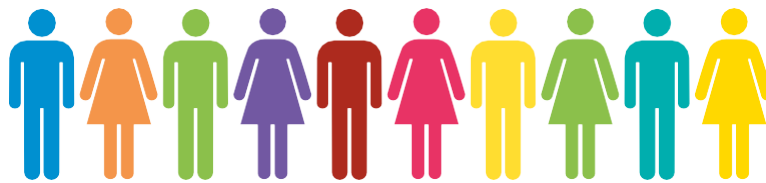


# National Benchmarked Performance Indicators



Comharran-  
coileanaidh  
Tomhas-mheasta  
Nàiseanta

2022/23

[www.highland.gov.uk/performance](http://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](http://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%

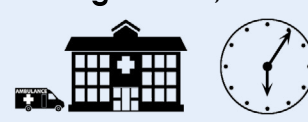


Ranked 4 of 32

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

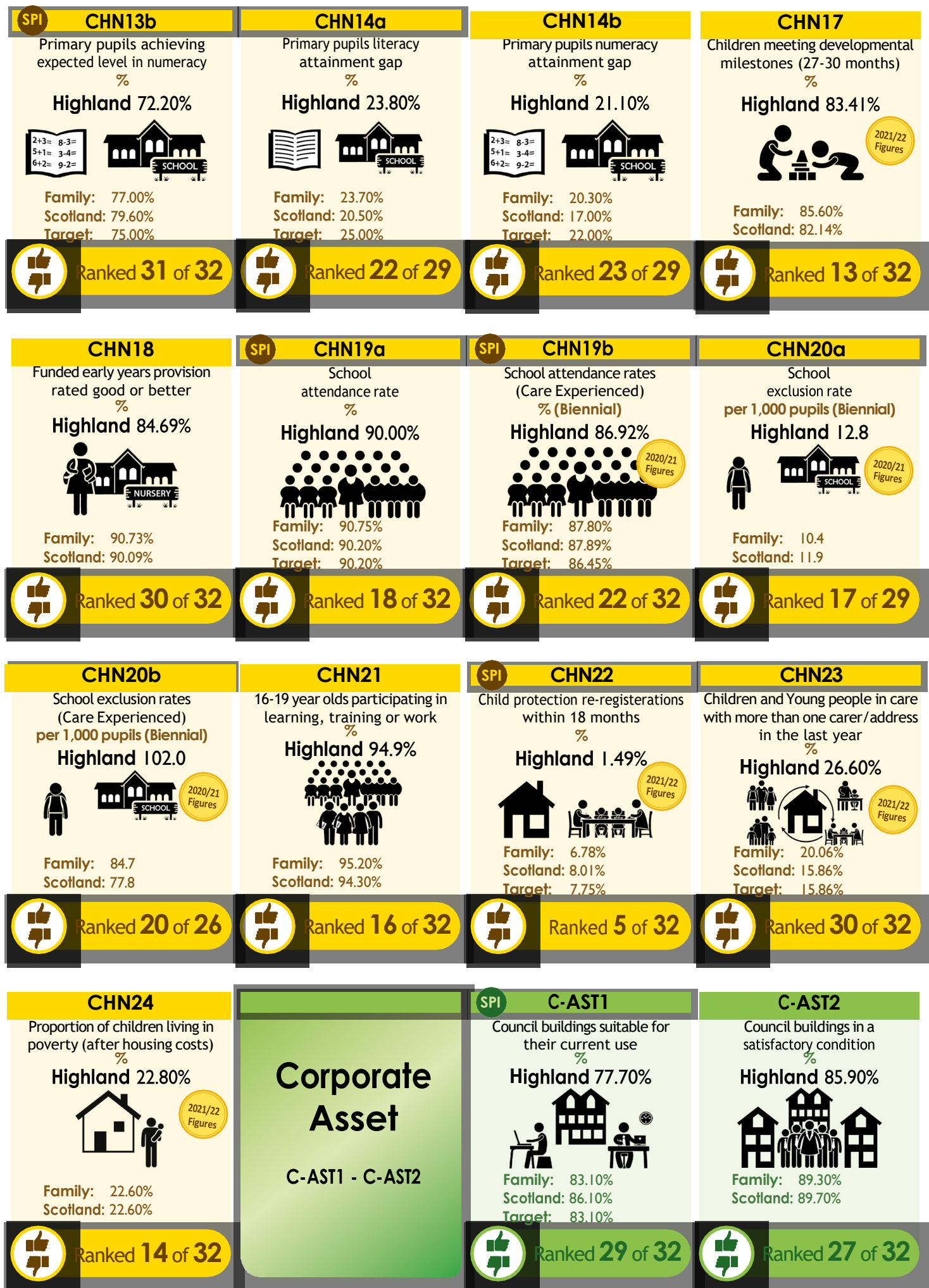


Family: £11,476  
Scotland: £11,008



Ranked 2 of 32







# 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

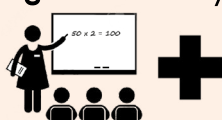


Ranked 8 of 32

## CORP6a

Sickness absence for teachers  
Average number of days per teacher

Highland 7.02 days



Family: 7.06 days  
Scotland: 6.8 days



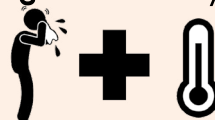
Ranked 20 of 32

## 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%



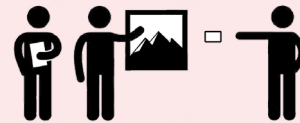
Family: 86.70%  
Scotland: 87.30%



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%

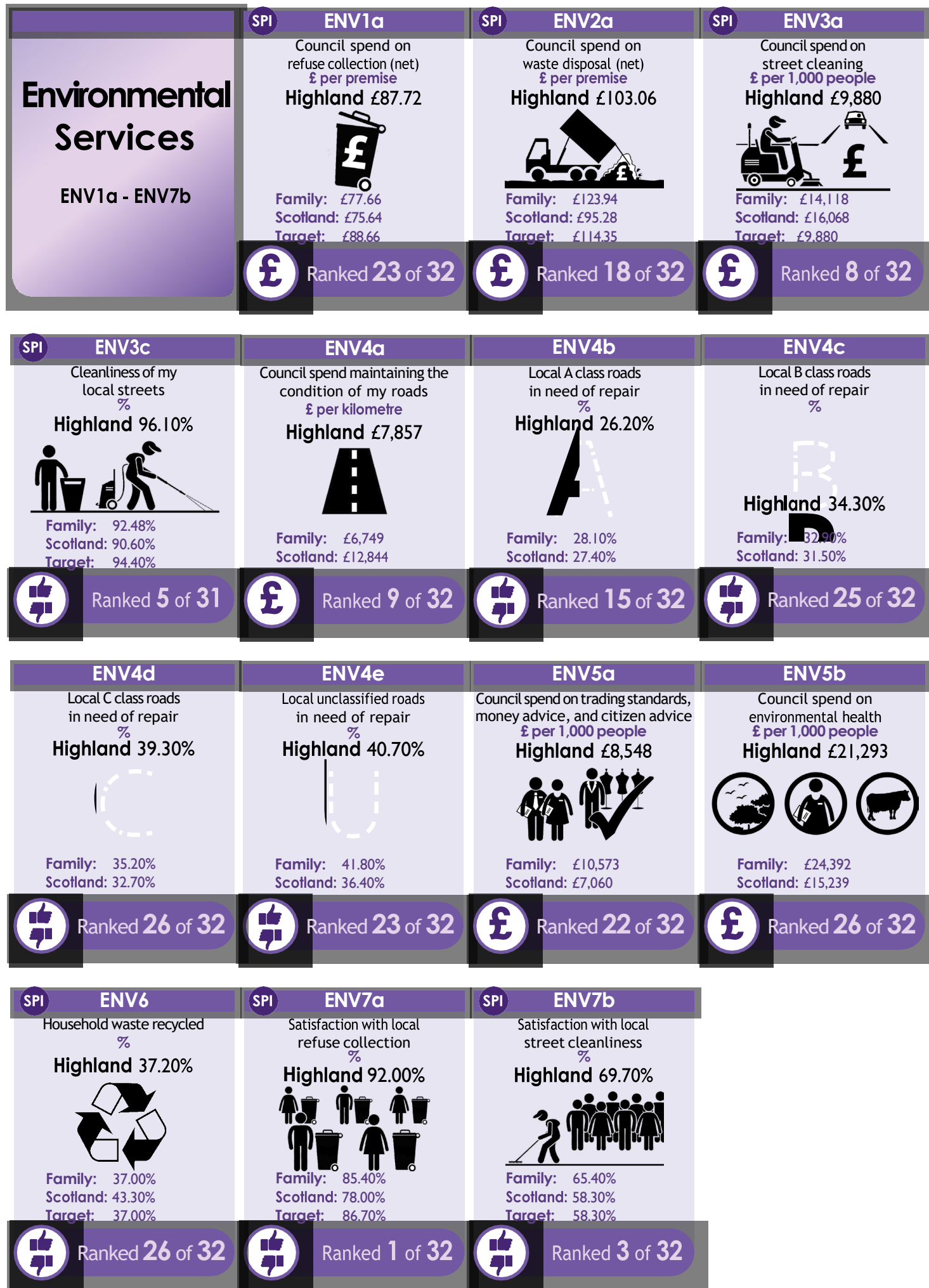


Family: 3.00%  
Scotland: 3.50%



Ranked 8 of 32





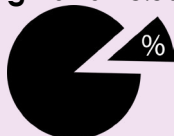
# Financial Sustainability

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%

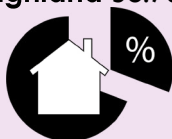


Ranked 24 of 32

## 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 CO<sub>2</sub> per capita  
Highland -0.36



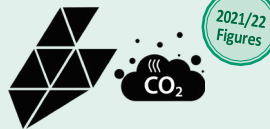
Family: 7.27  
Scotland: 5.1



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

## CLIM02

Carbon emissions directly impacted by the Council  
Tonnes CO<sub>2</sub> 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 CO<sub>2</sub> 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 CO<sub>2</sub> 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 CO<sub>2</sub> per capita  
Highland 22.33



Family:  
Scotland: 57.22



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

# National Benchmarked Performance Indicators



Comharran-  
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