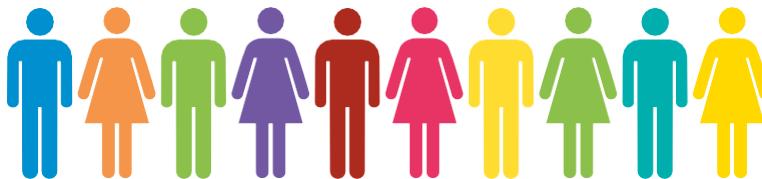


# National Benchmarked Performance Indicators



## 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

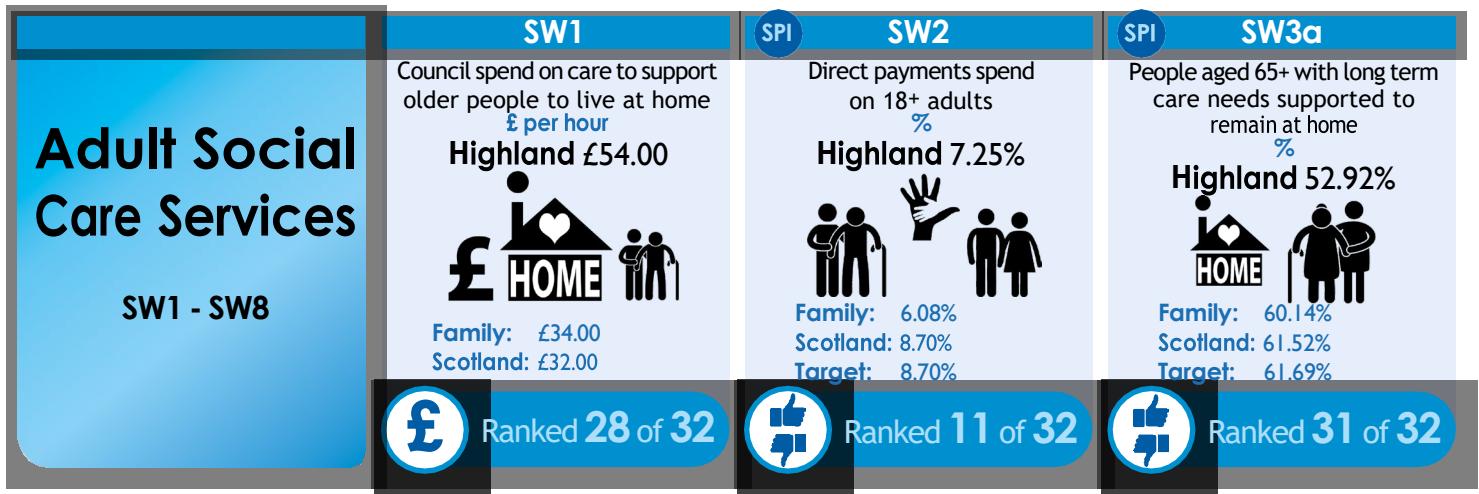
Where relevant, the LGBF performance indicators have targets that The Council is trying to achieve. These are listed for each performance indicator.

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



**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

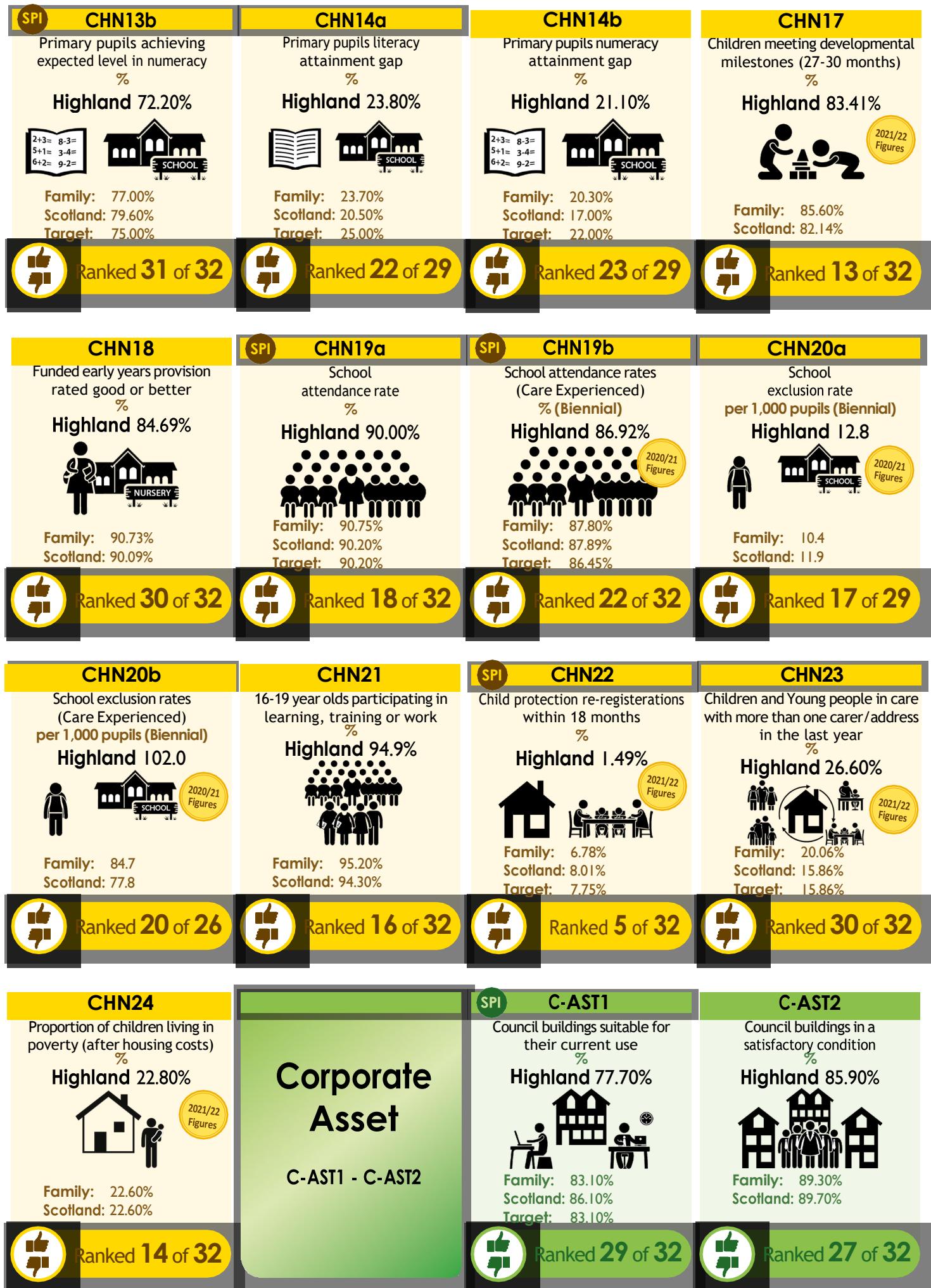
 Ranked 23 of 32

**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

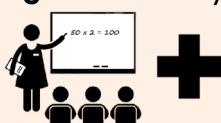


Ranked 8 of 32

## 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

## 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%**



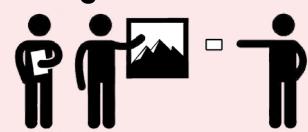
Family: 86.70%  
Scotland: 87.30%



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



Family: 14.05%  
Scotland: 12.88%



Ranked 25 of 32

## ECON2

Cost per planning application



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

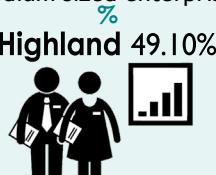


Ranked 28 of 32

SPI

## ECON4

Council spend to local small and medium sized enterprises



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



Ranked 1 of 32

SPI

## ECON5

Number of Business Gateway start-ups



Family: 18.3  
Scotland: 14.3  
Target: 14.3



Ranked 16 of 32

## ECON6

Council investment in Economic Development and Tourism



Family: £151,132  
Scotland: £109,349



Ranked 12 of 32

## ECON7

People earning less than the living wage



Family: 18.40%  
Scotland: 9.40%



Ranked 5 of 19

SPI

## ECON8

Properties receiving superfast broadband



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



Ranked 27 of 32

## ECON9

How many town centre commercial units are vacant



Family: 12.1%  
Scotland: 12.0%



Ranked 20 of 32

## ECON10

Development land allocated for employment purposes is immediately available



Family: 40.70%  
Scotland: 22.80%



Ranked 19 of 32

## ECON11

Change in total economic output per person



Family: £24,271  
Scotland: £25,758



Ranked 8 of 32

## ECON12a

Working age population actively seeking employment and claiming state benefits



Family: 2.50%  
Scotland: 3.20%



Ranked 10 of 32

## ECON12b

Young people actively seeking employment and claiming state benefits



Family: 3.00%  
Scotland: 3.50%



Ranked 8 of 32

# Environmental Services

ENV1a - ENV7b

SPI	ENV1a	SPI	ENV2a	SPI	ENV3a
	<p>Council spend on refuse collection (net) £ per premise</p> <p><b>Highland £87.72</b></p>  <p>Family: £77.66 Scotland: £75.64 Target: £88.66</p>		<p>Council spend on waste disposal (net) £ per premise</p> <p><b>Highland £103.06</b></p>  <p>Family: £123.94 Scotland: £95.28 Target: £114.35</p>		<p>Council spend on street cleaning £ per 1,000 people</p> <p><b>Highland £9,880</b></p>  <p>Family: £14,118 Scotland: £16,068 Target: £9,880</p>
	 <p>Ranked <b>23 of 32</b></p>		 <p>Ranked <b>18 of 32</b></p>		 <p>Ranked <b>8 of 32</b></p>

SPI	ENV3c	ENV4a	ENV4b	ENV4c
	<p>Cleanliness of my local streets %</p> <p><b>Highland 96.10%</b></p>  <p>Family: 92.48% Scotland: 90.60% Target: 94.40%</p>	<p>Council spend maintaining the condition of my roads £ per kilometre</p> <p><b>Highland £7,857</b></p>  <p>Family: £6,749 Scotland: £12,844</p>	<p>Local A class roads in need of repair %</p> <p><b>Highland 26.20%</b></p>  <p>Family: 28.10% Scotland: 27.40%</p>	<p>Local B class roads in need of repair %</p> <p><b>Highland 34.30%</b></p>  <p>Family: 32.90% Scotland: 31.50%</p>
	 <p>Ranked <b>5 of 31</b></p>	 <p>Ranked <b>9 of 32</b></p>	 <p>Ranked <b>15 of 32</b></p>	 <p>Ranked <b>25 of 32</b></p>

	ENV4d	ENV4e	ENV5a	ENV5b
	<p>Local C class roads in need of repair %</p> <p><b>Highland 39.30%</b></p>  <p>Family: 35.20% Scotland: 32.70%</p>	<p>Local unclassified roads in need of repair %</p> <p><b>Highland 40.70%</b></p>  <p>Family: 41.80% Scotland: 36.40%</p>	<p>Council spend on trading standards, money advice, and citizen advice £ per 1,000 people</p> <p><b>Highland £8,548</b></p>  <p>Family: £10,573 Scotland: £7,060</p>	<p>Council spend on environmental health £ per 1,000 people</p> <p><b>Highland £21,293</b></p>  <p>Family: £24,392 Scotland: £15,239</p>
	 <p>Ranked <b>26 of 32</b></p>	 <p>Ranked <b>23 of 32</b></p>	 <p>Ranked <b>22 of 32</b></p>	 <p>Ranked <b>26 of 32</b></p>

SPI	ENV6	SPI	ENV7a	SPI	ENV7b
	<p>Household waste recycled %</p> <p><b>Highland 37.20%</b></p>  <p>Family: 37.00% Scotland: 43.30% Target: 37.00%</p>		<p>Satisfaction with local refuse collection %</p> <p><b>Highland 92.00%</b></p>  <p>Family: 85.40% Scotland: 78.00% Target: 86.70%</p>		<p>Satisfaction with local street cleanliness %</p> <p><b>Highland 69.70%</b></p>  <p>Family: 65.40% Scotland: 58.30% Target: 58.30%</p>
	 <p>Ranked <b>26 of 32</b></p>		 <p>Ranked <b>1 of 32</b></p>		 <p>Ranked <b>3 of 32</b></p>

# 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

### 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 efficient

**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- coileanaidh Tomhas-mheasta

# Nàiseanta