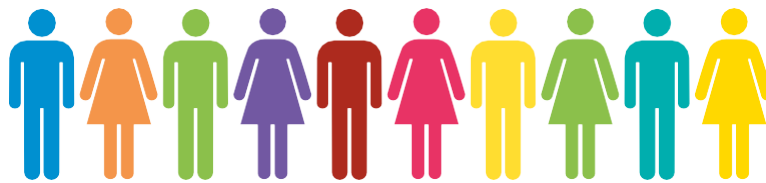


National Benchmarked Performance Indicators



Comharran-
coileanaidh
Tomhas-mheasta
Nàiseanta

2021/22

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. After elections in May 2022, the SPI set and reporting arrangements are currently being reviewed and will be refreshed for 2022/23 to reflect the new Council Programme and Corporate Plan for 2022-27.

The Council's Statutory Performance Indicators (SPIs)  are selected from locally determined performance indicators, and national indicators drawn from the LGBF. There are 37 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

Adult Social Care Services

SW1 - SW8

SW1

Council spend on care to support older people to live at home
£ per hour

Highland £33.00



Family: £27.00
Scotland: £29.00



Ranked 24 of 32

SPI

SW2

Direct payments spend on 18+ adults
%

Highland 7.46%



Family: 6.52%
Scotland: 8.16%
Target: 7.67%



Ranked 10 of 32

SPI

SW3a

Older people with long term care needs supported to remain at home
%

Highland 55.76%



Family: 61.31%
Scotland: 62.34%
Target: 60.96%



Ranked 30 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 £625



Family: £619
Scotland: £649



Ranked 17 of 32

SW6

Rate of readmission to hospital within 28 days
per 1,000 discharges

Highland 113



Family: 108
Scotland: 110



Ranked 18 of 32

SW7

Care services graded "good" or "better"
%

Highland 80%



Family: 80%
Scotland: 76%

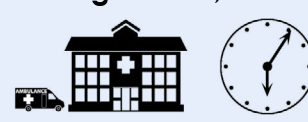


Ranked 13 of 32

SW8

Time people spend in hospital when they are ready for discharge
Days per 1,000 aged 75+

Highland 1,019



Family: 620
Scotland: 748



Ranked 28 of 32

Children's Services

CHN1 - CHN24

CHN1

Cost per primary school pupil
£ per pupil

Highland £6,423



Family: £6,389
Scotland: £6,330



Ranked 20 of 32

CHN2

Cost per secondary school pupil
£ per pupil

Highland £8,063



Family: £8,104
Scotland: £7,905



Ranked 20 of 32

CHN3

Cost per pre-school education registration
£ per pre-school pupil

Highland £8,747

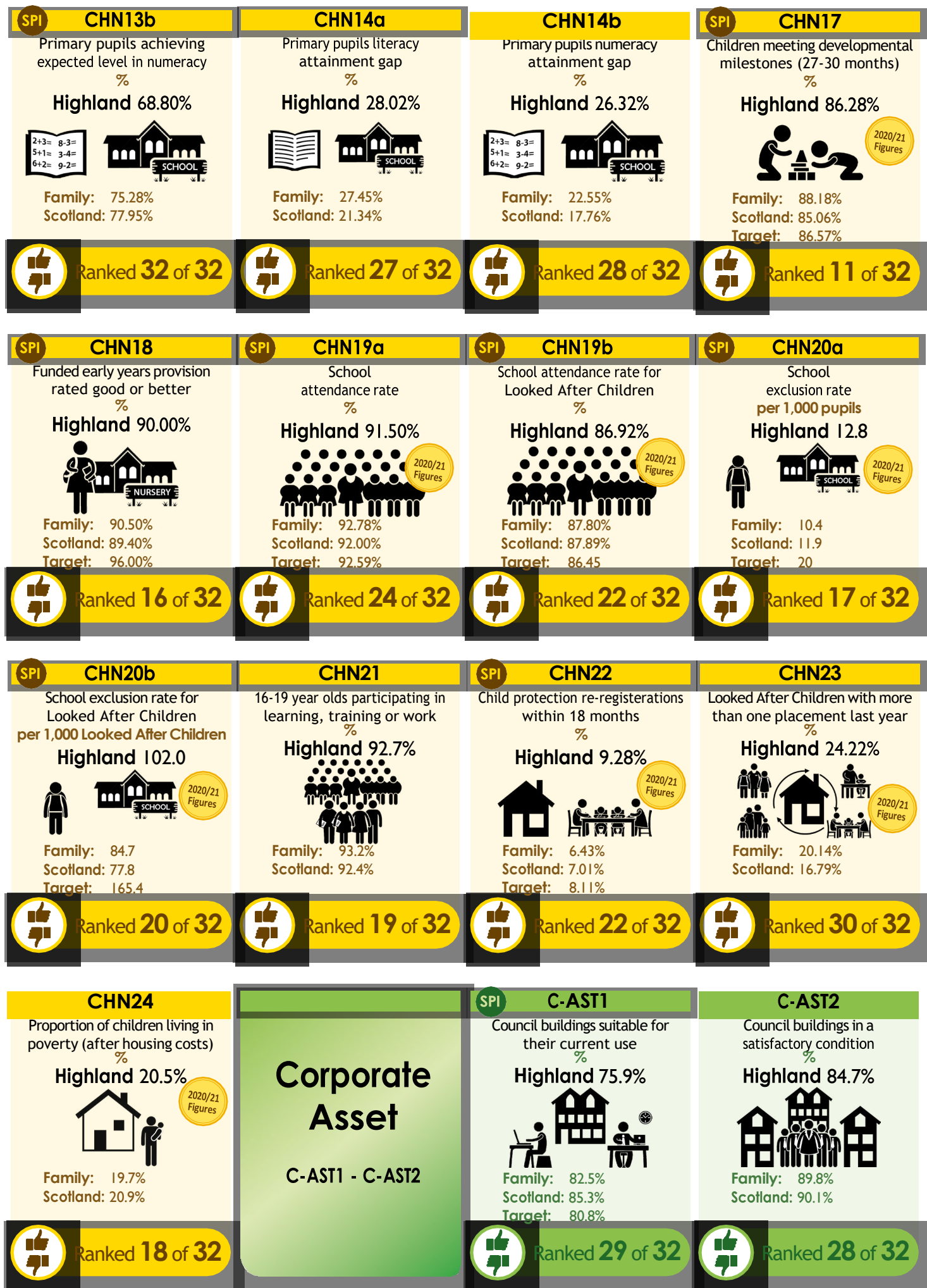


Family: £10,439
Scotland: £10,291



Ranked 6 of 32





Corporate Services

CORP1 - CORP12

CORP1

Council's total running costs spent on administrative support %

Highland 4.35%



Family: 4.03%
Scotland: 4.07%



Ranked 22 of 32

CORP3b

Women in top 5% earners in the Council %

Highland 51%



Family: 51%
Scotland: 59%



Ranked 28 of 32

CORP3c

Gender pay gap in the Council? %

Highland 4.5%



Family: 6.3%
Scotland: 3.5%



Ranked 21 of 32

CORP4

Council spend on collecting council tax £ per home

Highland £8.11



Family: £10.03
Scotland: £6.60



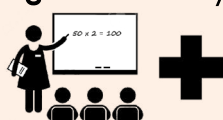
Ranked 23 of 32



CORP6a

Sickness absence for teachers
Average number of days per teacher

Highland 5.58 days



Family: 6.32 days
Scotland: 5.84 days
Target: 4.21



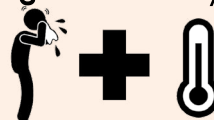
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CORP6b

Sickness absence in the Council?
Average number of days per employee (non-teachers)

Highland 8.17 days



Family: 11.68 days
Scotland: 12.43 days
Target: 10.12 days



Ranked 1 of 32



CORP7

Council efficiency at collecting council tax %

Highland 96.48%



Family: 96.09%
Scotland: 95.73%
Target: 94.77%



Ranked 14 of 32

CORP8

Council efficiency at paying invoices on time %

Highland 93.76%



Family: 90.90%
Scotland: 92.20%



Ranked 16 of 32

CORP9

Percentage of Crisis Grant decisions within 1 day %

Highland 94.0%



Family: 93.4%
Scotland: 93.3%



Ranked 21 of 32

CORP10

Percentage of Community Care Grant Decisions within 15 days %

Highland 97.75%



Family: 90.13%
Scotland: 85.75%



Ranked 10 of 32

CORP11

Proportion of Scottish Welfare Fund Budget Spent %

Highland 62.24%



Family: 84.64%
Scotland: 115.15%



Ranked 29 of 32

CORP12

Proportion of Discretionary Housing Payments Funding Spend %

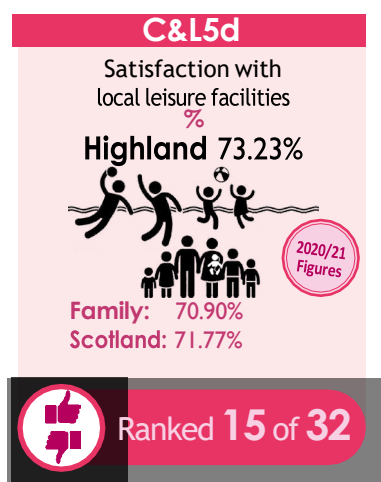
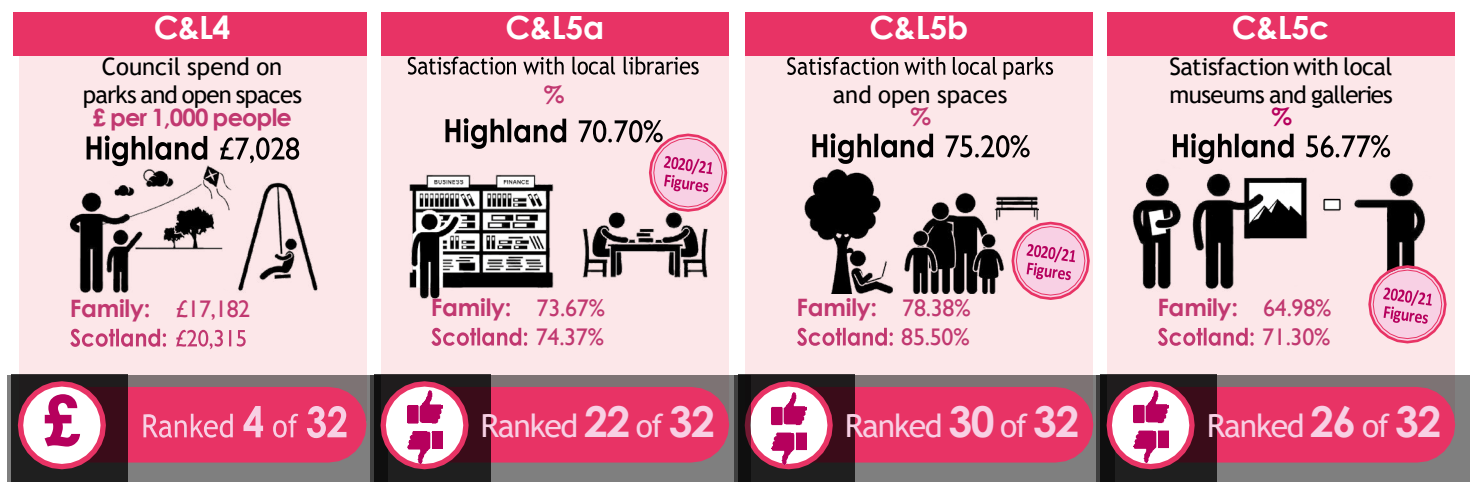
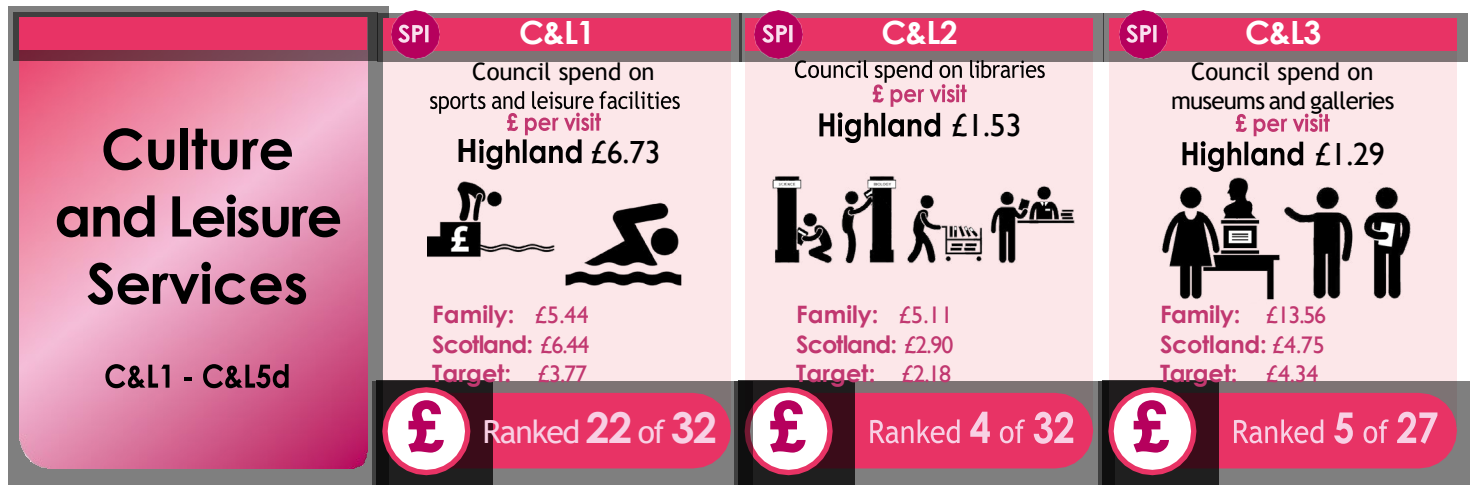
Highland 97.33%

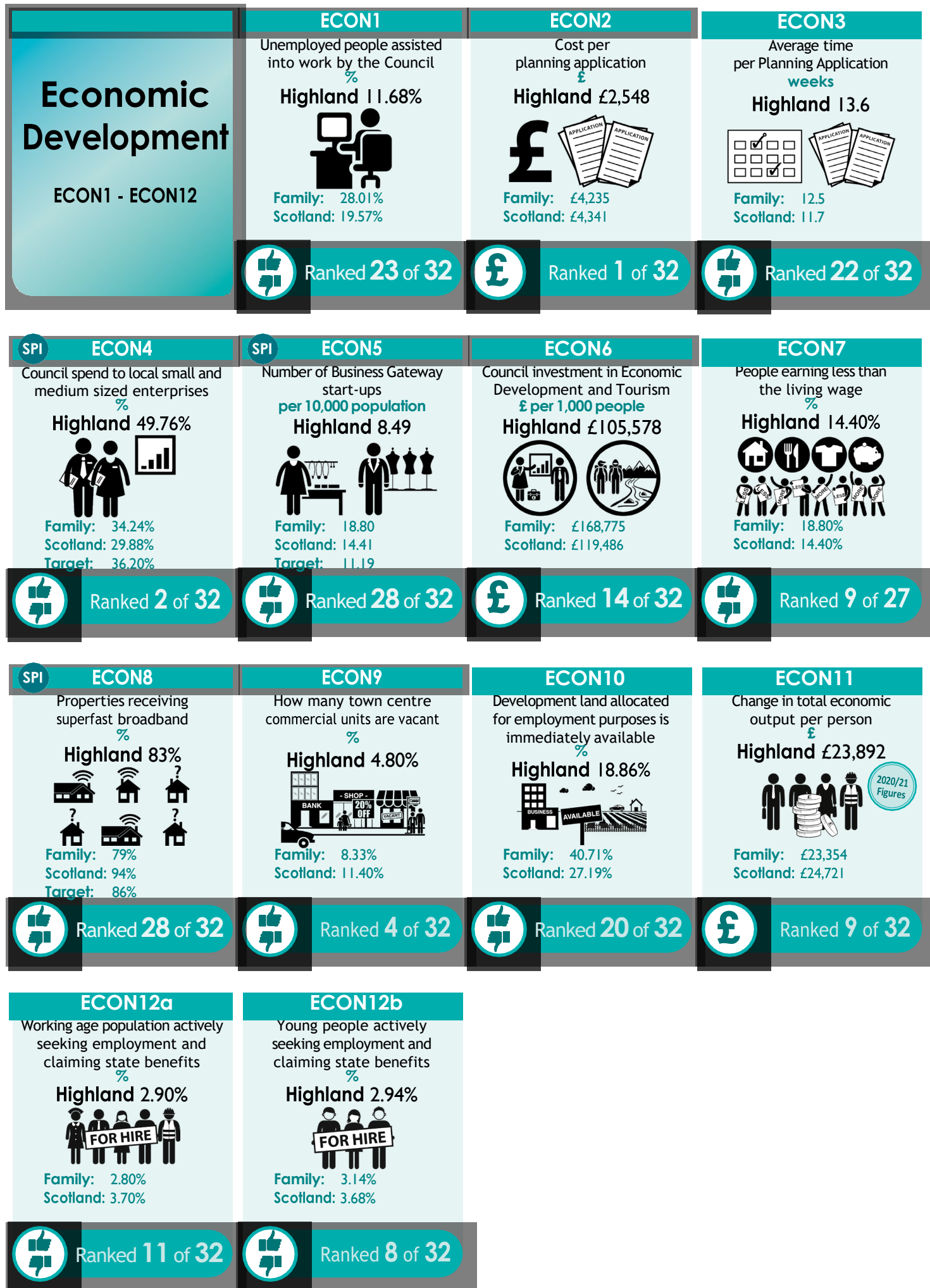


Family: 84.31%
Scotland: 95.99%



Ranked 11 of 32





Environmental Services

ENV1a - ENV7b

SPI

ENV1a

Council spend on refuse collection (net)
£ per premise
Highland £90.50



Family: £69.63
Scotland: £70.15
Target: £77.30



Ranked 30 of 32

SPI

ENV2a

Council spend on waste disposal (net)
£ per premise
Highland £100.11



Family: £131.80
Scotland: £100.33
Target: £124.82



Ranked 15 of 32

SPI

ENV3a

Council spend on street cleaning
£ per 1,000 people
Highland £8,805



Family: £11,364
Scotland: £14,860
Target: £9,285



Ranked 6 of 32

SPI

ENV3c

Cleanliness of my local streets
%

Highland 93.70%



Family: 94.24%
Scotland: 89.70%
Target: 94.96%



Ranked 7 of 31

ENV4a

Council spend maintaining the condition of my roads
£ per kilometre

Highland £7,001



Family: £5,928
Scotland: £11,117



Ranked 7 of 32

ENV4b

Local A class roads in need of repair
%

Highland 26.3%



Family: 28.1%
Scotland: 27.6%



Ranked 17 of 32

ENV4c

Local B class roads in need of repair
%

Highland 35.8%



Family: 33.9%
Scotland: 33.6%



Ranked 26 of 32

ENV4d

Local C class roads in need of repair
%

Highland 37.9%



Family: 35.5%
Scotland: 33.2%



Ranked 25 of 32

ENV4e

Local unclassified roads in need of repair
%

Highland 41.3%



Family: 42.5%
Scotland: 36.7%



Ranked 23 of 32

ENV5a

Council spend on trading standards, money advice, and citizen advice
£ per 1,000 people

Highland £8,426



Family: £10,592
Scotland: £5,932



Ranked 23 of 32

ENV5b

Council spend on environmental health
£ per 1,000 people

Highland £19,844



Family: £22,876
Scotland: £15,032



Ranked 25 of 32

SPI

ENV6

Household waste recycled
%

Highland 37.3%



Family: 35.9%
Scotland: 42.7%
Target: 42%



Ranked 26 of 32

SPI

ENV7a

Satisfaction with local refuse collection
%

Highland 89.1%



Family: 82.9%
Scotland: 75.3%
Target: 83.7%



Ranked 2 of 32

SPI

ENV7b

Satisfaction with local street cleanliness
%

Highland 66.9%



Family: 66.6%
Scotland: 60.0%
Target: 60.0%



Ranked 12 of 32

Financial Sustainability

FINSUS01 - FINSUS05

FINSUS01

Proportion of Council budget held in reserves.

Highland 24.0%



Family: 104.3%
Scotland: 24.4%



Ranked 15 of 32

FINSUS02

Proportion of Council revenue that is not committed to be spent.

Highland 3.0%



Family: 6.0%
Scotland: 3.5%



Ranked 13 of 32

FINSUS03

Council's revenue spent on financing costs

Highland 11.60%



Family: 6.61%
Scotland: 5.89%



Ranked 32 of 32

FINSUS04

Council housing revenue spent on financing costs

Highland 41.00%



Family: 23.89%
Scotland: 22.12%



Ranked 26 of 26

FINSUS05

Percentage of Council budget spent.

Highland 98.6%



Family: 97.4%
Scotland: 98.3%



Ranked 18 of 32

Housing Services

HSN1b - HSN5

SPI

HSN1b

Rent owed to the council due to arrears (gross)

Highland 5.46%



Family: 6.95%
Scotland: 8.67%
Target: 5.00%



Ranked 5 of 26

HSN2

Rent lost due to empty properties

Highland 1.02%



Family: 1.55%
Scotland: 1.63%



Ranked 7 of 26

HSN3

Quality and standard of housing provided by the Council*

Highland 71.8%



Family: 72.5%
Scotland: 69.7%

*Measured by the Scottish Housing Quality Standard



Ranked 12 of 26

HSN4b

Time to complete non-emergency repairs average number of days

Highland 7.5 days



Family: 9.2 days
Scotland: 9.2 days



Ranked 6 of 26

HSN5

Council dwellings that are energy efficiency

Highland 76.3%



Family: 81.3%
Scotland: 87.8%



Ranked 22 of 26

Tackling Climate Change

CLIM01 - CLIM02

CLIM01

Carbon emissions in the Council area.
Tonnes CO₂ per capita
Highland 0.84



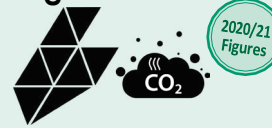
Family: 8.01
Scotland: 4.62



Ranked 1 of 32

CLIM02

Carbon emissions directly impacted by the Council
Tonnes CO₂ per capita
Highland 5.39



Family: 5.19
Scotland: 4.09



Ranked 29 of 32