

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

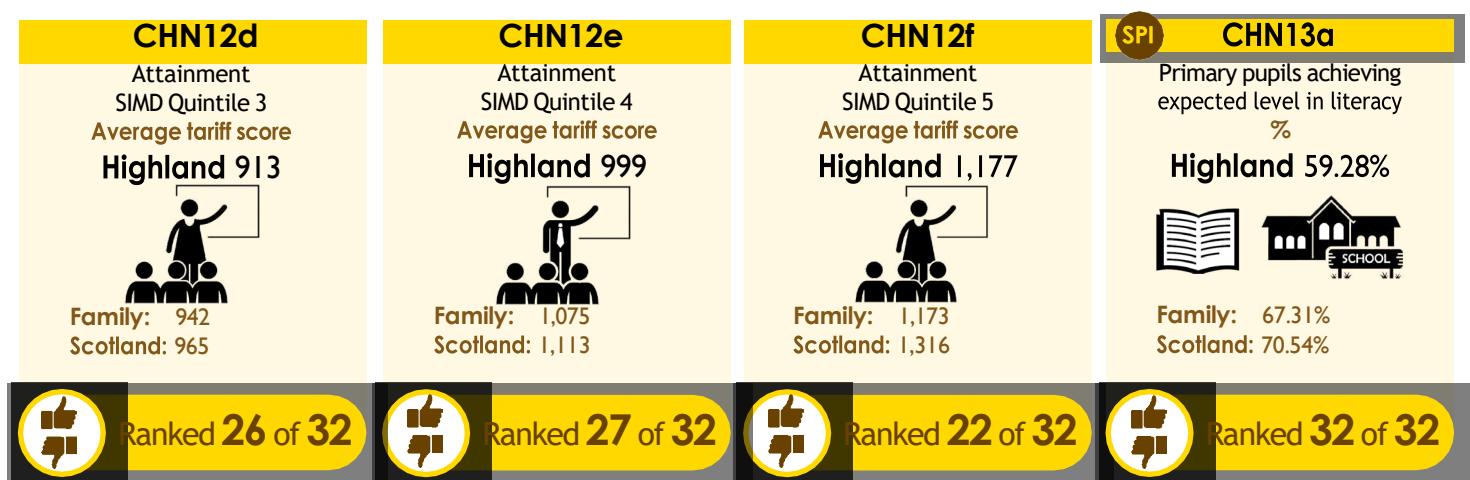
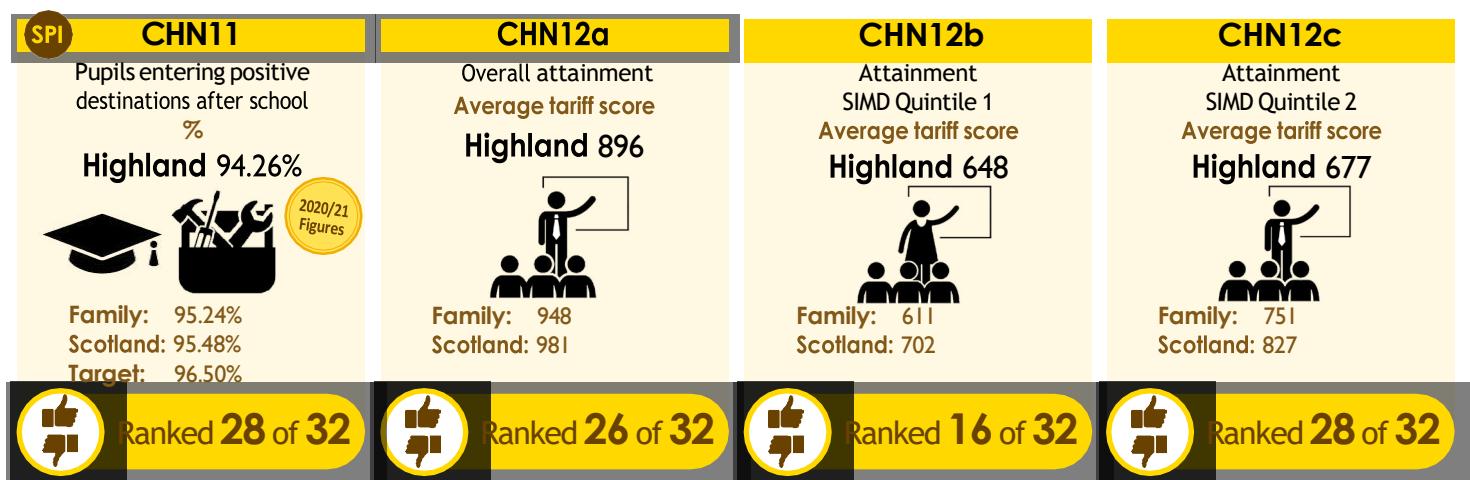
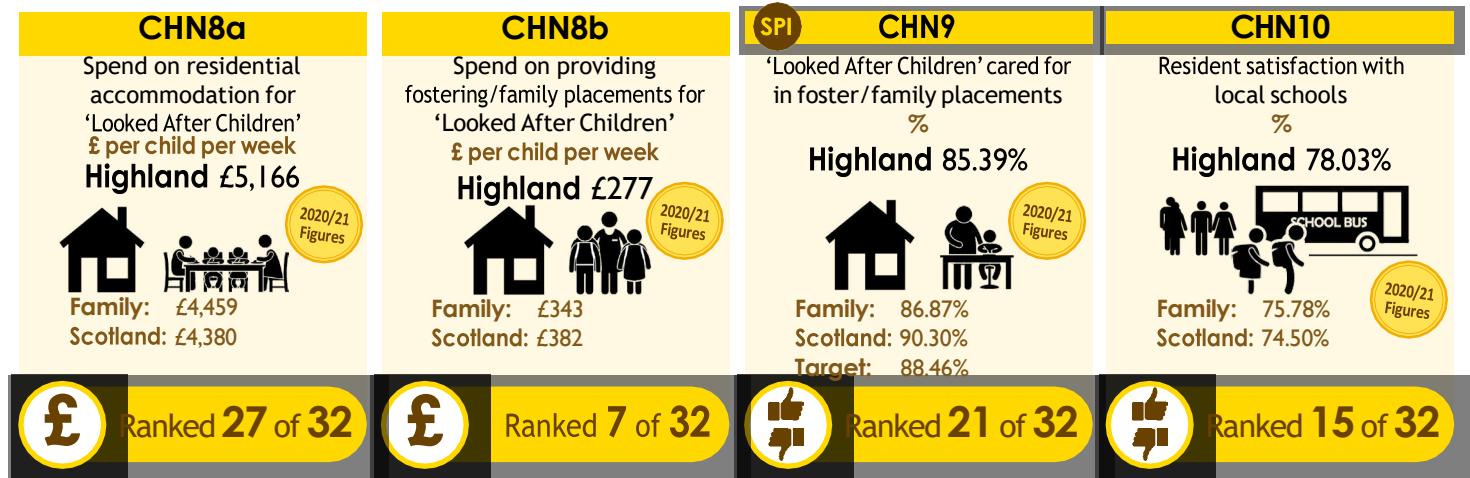
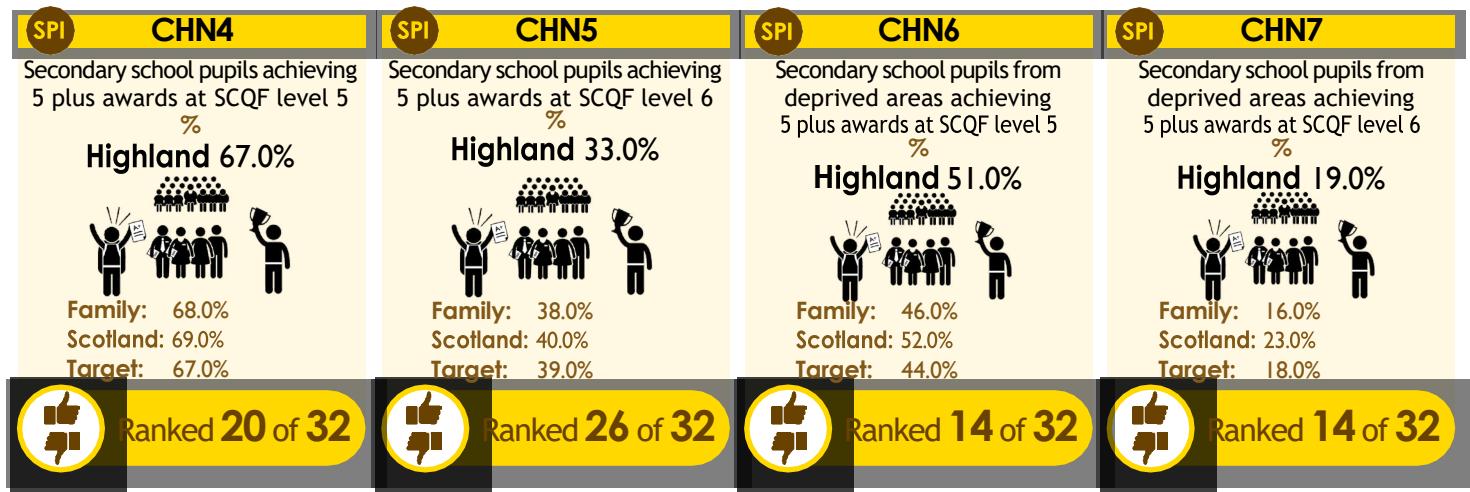
Highland £8,747



Family: £10,439
Scotland: £10,291



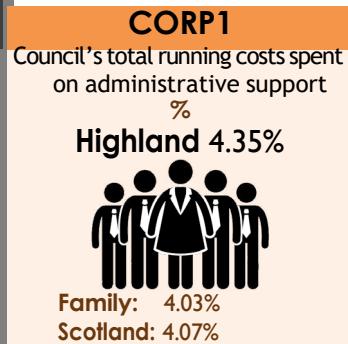
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<p>CHN13b Primary pupils achieving expected level in numeracy % Highland 68.80%</p> <p></p> <p>Family: 75.28% Scotland: 77.95%</p>	<p>CHN14a Primary pupils literacy attainment gap % Highland 28.02%</p> <p></p> <p>Family: 27.45% Scotland: 21.34%</p>	<p>CHN14b Primary pupils numeracy attainment gap % Highland 26.32%</p> <p></p> <p>Family: 22.55% Scotland: 17.76%</p>	<p>CHN17 Children meeting developmental milestones (27-30 months) % Highland 86.28%</p> <p></p> <p>Family: 88.18% Scotland: 85.06% Target: 86.57%</p> <p><small>2020/21 Figures</small></p>
<p></p> <p>Ranked 32 of 32</p>	<p></p> <p>Ranked 27 of 32</p>	<p></p> <p>Ranked 28 of 32</p>	<p></p> <p>Ranked 11 of 32</p>
<p>CHN18 Funded early years provision rated good or better % Highland 90.00%</p> <p></p> <p>Family: 90.50% Scotland: 89.40% Target: 96.00%</p>	<p>CHN19a School attendance rate % Highland 91.50%</p> <p></p> <p><small>2020/21 Figures</small></p> <p>Family: 92.78% Scotland: 92.00% Target: 92.59%</p>	<p>CHN19b School attendance rate for Looked After Children % Highland 86.92%</p> <p></p> <p><small>2020/21 Figures</small></p> <p>Family: 87.80% Scotland: 87.89% Target: 86.45</p>	<p>CHN20a School exclusion rate per 1,000 pupils Highland 12.8</p> <p></p> <p><small>2020/21 Figures</small></p> <p>Family: 10.4 Scotland: 11.9 Target: 20</p>
<p></p> <p>Ranked 16 of 32</p>	<p></p> <p>Ranked 24 of 32</p>	<p></p> <p>Ranked 22 of 32</p>	<p></p> <p>Ranked 17 of 32</p>
<p>CHN20b School exclusion rate for Looked After Children per 1,000 Looked After Children Highland 102.0</p> <p></p> <p><small>2020/21 Figures</small></p> <p>Family: 84.7 Scotland: 77.8 Target: 165.4</p>	<p>CHN21 16-19 year olds participating in learning, training or work % Highland 92.7%</p> <p></p> <p>Family: 93.2% Scotland: 92.4%</p>	<p>CHN22 Child protection re-registrations within 18 months % Highland 9.28%</p> <p></p> <p><small>2020/21 Figures</small></p> <p>Family: 6.43% Scotland: 7.01% Target: 8.11%</p>	<p>CHN23 Looked After Children with more than one placement last year % Highland 24.22%</p> <p></p> <p><small>2020/21 Figures</small></p> <p>Family: 20.14% Scotland: 16.79%</p>
<p></p> <p>Ranked 20 of 32</p>	<p></p> <p>Ranked 19 of 32</p>	<p></p> <p>Ranked 22 of 32</p>	<p></p> <p>Ranked 30 of 32</p>
<p>CHN24 Proportion of children living in poverty (after housing costs) % Highland 20.5%</p> <p></p> <p><small>2020/21 Figures</small></p> <p>Family: 19.7% Scotland: 20.9%</p>	<p>Corporate Asset C-AST1 - C-AST2</p>	<p>C-AST1 Council buildings suitable for their current use % Highland 75.9%</p> <p></p> <p>Family: 82.5% Scotland: 85.3% Target: 80.8%</p>	<p>C-AST2 Council buildings in a satisfactory condition % Highland 84.7%</p> <p></p> <p>Family: 89.8% Scotland: 90.1%</p>
<p></p> <p>Ranked 18 of 32</p>		<p></p> <p>Ranked 29 of 32</p>	<p></p> <p>Ranked 28 of 32</p>

Corporate Services

CORP1 - CORP12



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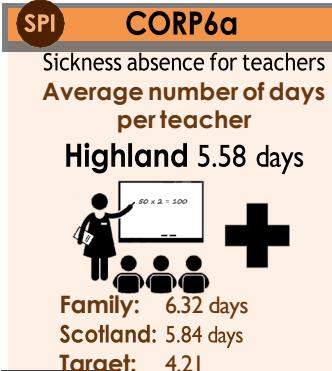
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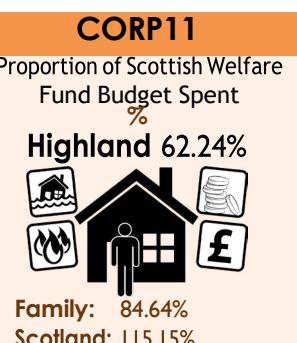
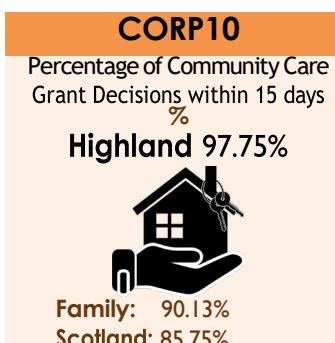
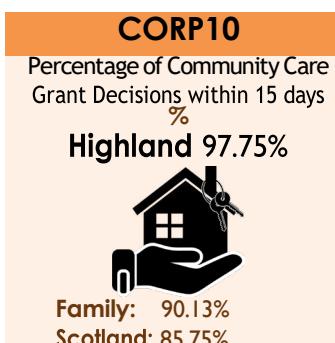
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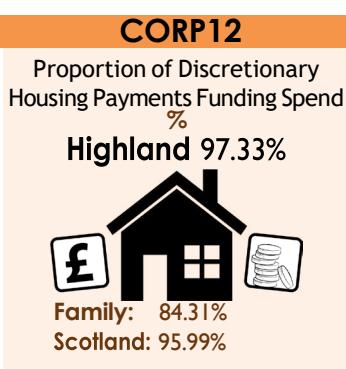


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 Ranked 21 of 32

 Ranked 10 of 32

 Ranked 29 of 32



 Ranked 11 of 32

Culture and Leisure Services

C&L1 - C&L5d

SPI

C&L1

Council spend on sports and leisure facilities

£ per visit

Highland £6.73



Family: £5.44

Scotland: £6.44

Target: £3.77

SPI

C&L2

Council spend on libraries

£ per visit

Highland £1.53



Family: £5.11

Scotland: £2.90

Target: £2.18

SPI

C&L3

Council spend on museums and galleries

£ per visit

Highland £1.29



Family: £13.56

Scotland: £4.75

Target: £4.34



Ranked 22 of 32



Ranked 4 of 32



Ranked 5 of 27

C&L4

Council spend on parks and open spaces
£ per 1,000 people

Highland £7,028



Family: £17,182
Scotland: £20,315

C&L5a

Satisfaction with local libraries
%

Highland 70.70%

2020/21 Figures



Family: 73.67%
Scotland: 74.37%

C&L5b

Satisfaction with local parks and open spaces
%

Highland 75.20%



Family: 78.38%
Scotland: 85.50%

C&L5c

Satisfaction with local museums and galleries
%

Highland 56.77%



Family: 64.98%
Scotland: 71.30%



Ranked 4 of 32



Ranked 22 of 32



Ranked 30 of 32



Ranked 26 of 32

C&L5d

Satisfaction with local leisure facilities
%

Highland 73.23%



Family: 70.90%
Scotland: 71.77%

2020/21 Figures



Ranked 15 of 32

Economic Development

ECON1 - ECON12

ECON1
Unemployed people assisted into work by the Council
%

Highland 11.68%



Family: 28.01%
Scotland: 19.57%

ECON4

ECON2

Cost per planning application
£

Highland £2,548



Family: £4,235
Scotland: £4,341

ECON3

Average time per Planning Application weeks

Highland 13.6



Family: 12.5
Scotland: 11.7



Ranked 23 of 32



Ranked 1 of 32



Ranked 22 of 32

SPI

ECON4

SPI

ECON5

ECON6

ECON7

Council spend to local small and medium sized enterprises
%

Highland 49.76%



Family: 34.24%
Scotland: 29.88%
Target: 36.20%

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

Highland 8.49



Family: 18.80
Scotland: 14.41
Target: 11.19

Council investment in Economic Development and Tourism £ per 1,000 people

Highland £105,578



Family: £168,775
Scotland: £119,486

People earning less than the living wage
%

Highland 14.40%



Family: 18.80%
Scotland: 14.40%



Ranked 2 of 32



Ranked 28 of 32



Ranked 14 of 32



Ranked 9 of 27

SPI

ECON8

ECON9

ECON10

ECON11

Properties receiving superfast broadband
%

Highland 83%



Family: 79%
Scotland: 94%
Target: 86%

How many town centre commercial units are vacant
%

Highland 4.80%



Family: 8.33%
Scotland: 11.40%

Development land allocated for employment purposes is immediately available
%

Highland 18.86%



Family: 40.71%
Scotland: 27.19%

Change in total economic output per person
£

Highland £23,892



Family: £23,354
Scotland: £24,721



Ranked 28 of 32



Ranked 4 of 32



Ranked 20 of 32



Ranked 9 of 32

ECON12a

Working age population actively seeking employment and claiming state benefits
%

Highland 2.90%



Family: 2.80%
Scotland: 3.70%

ECON12b

Young people actively seeking employment and claiming state benefits
%

Highland 2.94%



Family: 3.14%
Scotland: 3.68%



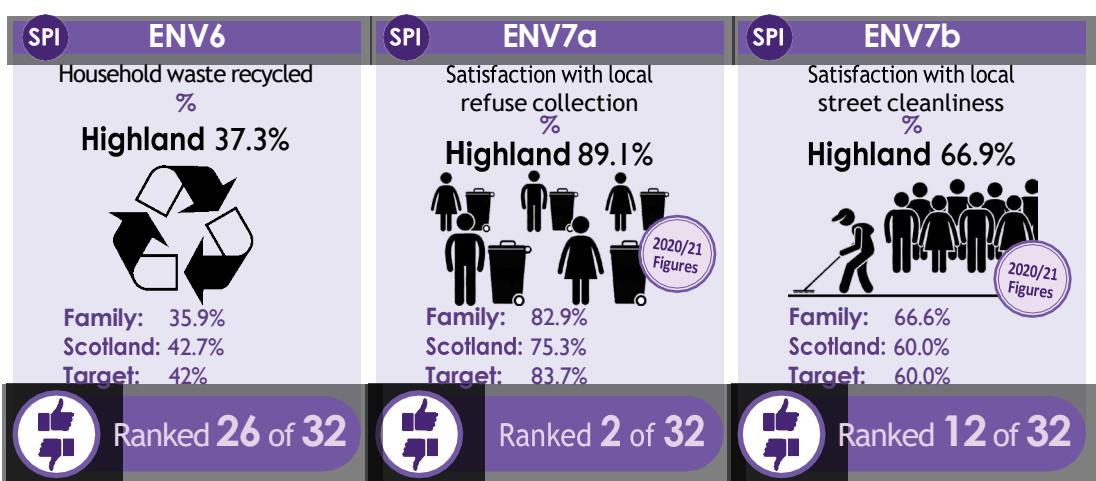
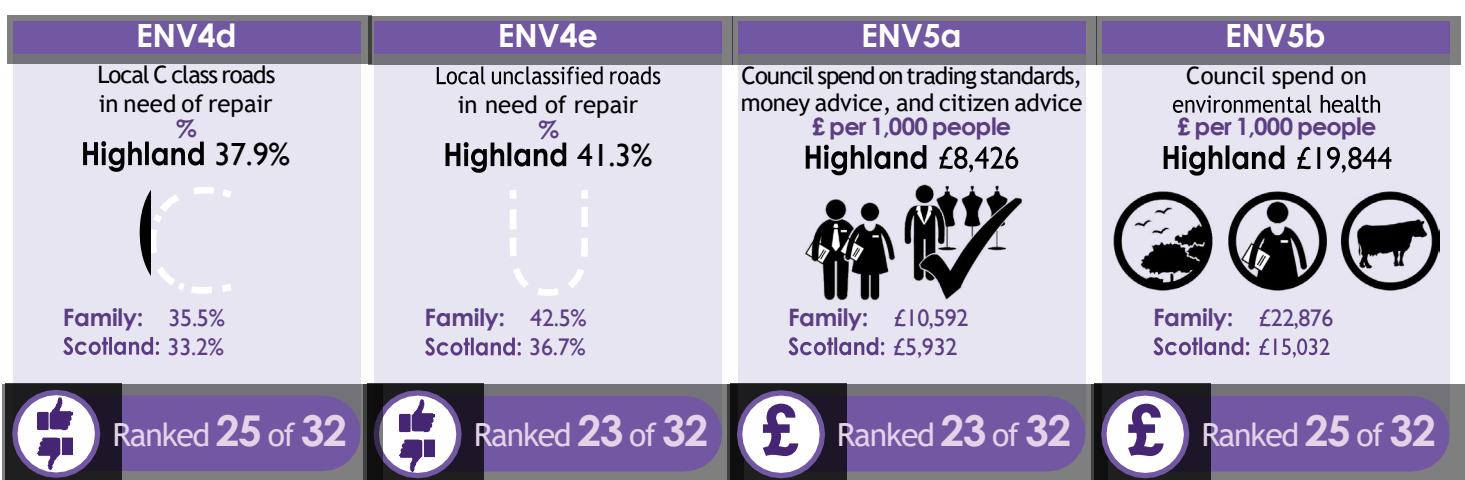
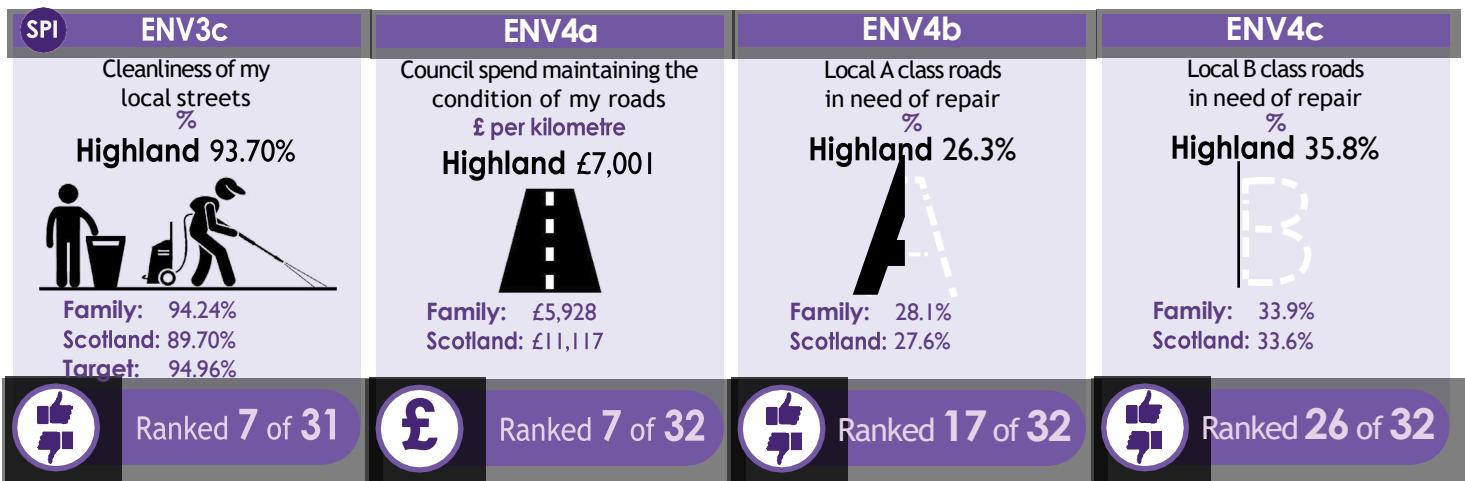
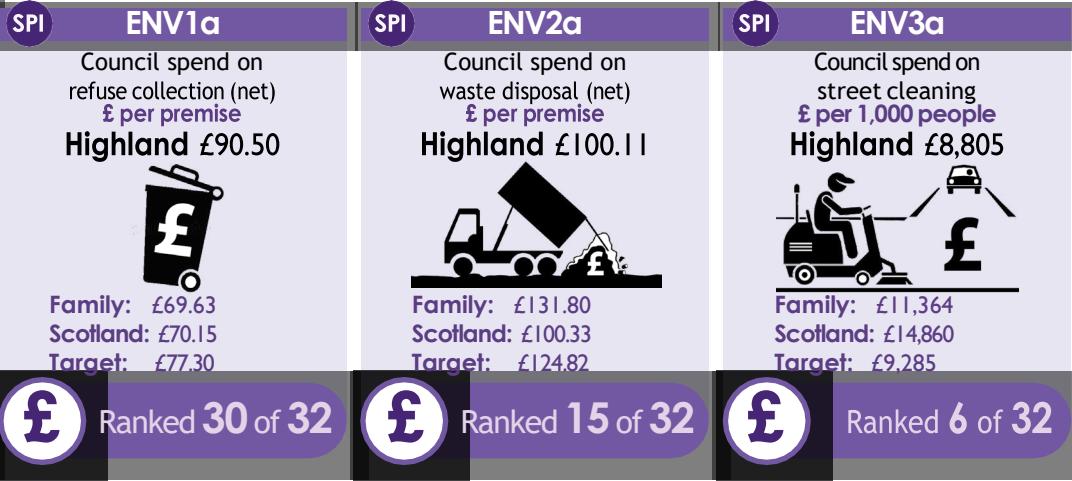
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Ranked 8 of 32

Environmental Services

ENV1a - ENV7b



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

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

Housing Services

HSN1b - HSN5

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 efficient

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