

# National Benchmarked Performance Indicators



## Comharran- coileanaidh Tomhas-mheasta Nàiseanta

2020/21

[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. COVID-19 had a significant impact on the LGBF indicators for 2020/21, in most cases leading to a decrease in performance as services were disrupted or had to stop. For this reason, performance assessments are not included. Targets for 2020/21 are included for interest, but The Council will revise these in future years due to the impact of COVID-19.

The Council's Statutory Performance Indicators (SPIs) are selected from locally determined performance indicators, and national indicators drawn from the LGBF. There are 41 LGBF indicators that The Council uses in its SPI dataset. These are highlighted on the next few pages .

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 £35.00



Family: £26.00  
Scotland: £28.00  
Target: N/A



Ranked 26 of 32

**SPI**

**SW2**

People that need support choose how their needs will be met  
%

Highland 5.59%



Family: 6.34%  
Scotland: 8.17%  
Target: Rank 8



Ranked 14 of 32

**SPI**

**SW3a**

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

Highland 55.57%



Family: 60.60%  
Scotland: 61.71%  
Target: Rank 19



Ranked 28 of 32

**SPI**

**SW4b**

Adults supported at home agree services had an impact in improving or maintaining their quality of life  
%

Highland 78.0%



Family: 76.8%  
Scotland: 80.0%  
Target: Rank 18



Ranked 24 of 32

**SW4c**

Adults supported at home who agree that they are supported to live as independently as possible  
%

Highland 82.26%



Family: 79.16%  
Scotland: 80.78%  
Target: N/A



Ranked 13 of 32

**SW4d**

Adults supported at home who agree they had a say in how their support was provided  
%

Highland 75.40%



Family: 74.42%  
Scotland: 75.43%  
Target: N/A



Ranked 16 of 32

**SW4e**

Carers who feel supported to continue in their caring role  
%

Highland 33.3%



Family: 32.4%  
Scotland: 34.3%  
Target: N/A



Ranked 21 of 32

**SW5**

Council spend on residential care for older people  
£ per week, per resident

Highland £643



Family: £497  
Scotland: £439  
Target: N/A



Ranked 29 of 32

**SW6**

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

Highland 117



Family: 119  
Scotland: 120  
Target: N/A



Ranked 15 of 32

**SW7**

Care services graded "good" or "better"  
%

Highland 84%



Family: 85%  
Scotland: 83%  
Target: N/A



Ranked 20 of 32

**SW8**

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

Highland 817



Family: 472  
Scotland: 484  
Target: N/A



Ranked 30 of 32

# Children's Services

CHN1 - CHN23

**CHN1**

Spend on primary schools  
£ per pupil

Highland £6,046



Family: £5,914  
Scotland: £5,897  
Target: Scottish Average



Ranked 20 of 32

**CHN2**

Spend on secondary schools  
£ per pupil

Highland £7,755



Family: £7,764  
Scotland: £7,629  
Target: Scottish Average



Ranked 21 of 32

**CHN3**

Spend on pre-school education  
£ per pre-school pupil

Highland £7,510



Family: £9,727  
Scotland: £9,255  
Target: Scottish Average



Ranked 5 of 32

SPI	CHN4	SPI	CHN5	SPI	CHN6	SPI	CHN7
	Secondary school pupils achieving 5 plus awards at SCQF level 5 % <b>Highland 64.0%</b>  Family: 66.0% Scotland: 67.0% Target: Rank 17		Secondary school pupils achieving 5 plus awards at SCQF level 6 % <b>Highland 34%</b>  Family: 39% Scotland: 41% Target: Rank 17		Secondary school pupils from deprived areas achieving 5 plus awards at SCQF level 5 % <b>Highland 48.0%</b>  Family: 47.0% Scotland: 49.0% Target: Rank 20		Secondary school pupils from deprived areas achieving 5 plus awards at SCQF level 6 % <b>Highland 19.0%</b>  Family: 22.0% Scotland: 23.0% Target: Rank 20
	Ranked 23 of 32		Ranked 26 of 32		Ranked 14 of 32		Ranked 18 of 32
	<b>CHN8a</b> Spend on residential accommodation for 'Looked After Children' £ per child per week <b>Highland £4,272</b>  Family: £3,760 Scotland: £3,853 Target: Scottish Average <small>2019/20 Figures</small>		<b>CHN8b</b> Spend on providing fostering/family placements for 'Looked After Children' £ per child per week <b>Highland £252</b>  Family: £306 Scotland: £350 Target: Scottish Average <small>2019/20 Figures</small>		<b>CHN9</b> 'Looked After Children' cared for in foster/family placements % <b>Highland 83.03%</b>  Family: 86.54% Scotland: 90.07% Target: 88.0% <small>2019/20 Figures</small>		<b>CHN10</b> Resident satisfaction with local schools % <b>Highland 73.03%</b>  Family: 73.03% Scotland: 71.83% Target: Scottish Average <small>2019/20 Figures</small>
	Ranked 22 of 32		Ranked 8 of 32		Ranked 28 of 32		Ranked 18 of 32
	<b>CHN11</b> Pupils entering positive destinations after school % <b>Highland 92.48%</b>  Family: 93.31% Scotland: 93.34% Target: Rank 8 <small>2019/20 Figures</small>		<b>CHN12a</b> Overall attainment Average tariff score <b>Highland 895</b>  Family: 951 Scotland: 972 Target: Rank 17		<b>CHN12b</b> Attainment SIMD Quintile 1 Average tariff score <b>Highland 664</b>  Family: 660 Scotland: 688 Target: Rank 20		<b>CHN12c</b> Attainment SIMD Quintile 2 Average tariff score <b>Highland 692</b>  Family: 732 Scotland: 817 Target: Rank 20
	Ranked 20 of 32		Ranked 23 of 32		Ranked 17 of 32		Ranked 27 of 32
	<b>CHN12d</b> Attainment SIMD Quintile 3 Average tariff score <b>Highland 968</b>  Family: 962 Scotland: 975 Target: Rank 17		<b>CHN12e</b> Attainment SIMD Quintile 4 Average tariff score <b>Highland 963</b>  Family: 1,051 Scotland: 1,108 Target: Rank 20		<b>CHN12f</b> Attainment SIMD Quintile 5 Average tariff score <b>Highland 1,041</b>  Family: 1,217 Scotland: 1,320 Target: Rank 18		<b>CHN13a</b> Primary pupils achieving expected level in literacy % <b>Highland 49%</b>  Family: 64% Scotland: 67% Target: N/A
	Ranked 17 of 32		Ranked 30 of 32		Ranked 29 of 32		Ranked 32 of 32

**CHN13b**

Primary pupils achieving expected level in numeracy  
%

**Highland 60%**



Family: 71%  
Scotland: 75%  
Target: N/A



Ranked 32 of 32

**CHN14a**

Primary pupils literacy attainment gap  
%

**Highland 31%**



Family: 30%  
Scotland: 25%  
Target: N/A



Ranked 25 of 32

**CHN14b**

Primary pupils numeracy attainment gap  
%

**Highland 30%**



Family: 26%  
Scotland: 21%  
Target: N/A



Ranked 27 of 32

**SPI****CHN17**

Children meeting developmental milestones (27-30 months)  
%

**Highland 87.64%**



2019/20 Figures

Family: 88.97%  
Scotland: 85.70%  
Target: Rank 8



Ranked 9 of 32

**SPI****CHN18**

Funded early years provision rated good or better  
%



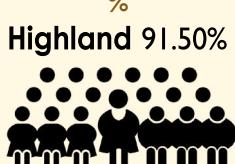
Family: 90.81%  
Scotland: 90.93%  
Target: 96.00%



Ranked 17 of 32

**SPI****CHN19a**

School attendance rate  
%



Family: 92.78%  
Scotland: 92.00%  
Target: Rank 24



Ranked 24 of 32

**SPI****CHN19b**

School attendance rate for Looked After Children  
%



Family: 85.74%  
Scotland: 86.78%  
Target: Rank 16



Ranked 23 of 32

**SPI****CHN20a**

School exclusion rate per 1,000 pupils



Family: 21.9  
Scotland: 21.7  
Target: Rank 16



Ranked 18 of 32

**SPI****CHN20b**

School exclusion rate for Looked After Children per 1,000 Looked After Children

**Highland 189.3**



2018/19 Figures

Family: 188.6  
Scotland: 152.2  
Target: Rank 18



Ranked 21 of 32

**CHN21**

16-19 year olds participating in learning, training or work  
%



Family: 93.2%  
Scotland: 92.2%  
Target: Scottish Average



Ranked 16 of 32

**SPI****CHN22**

Child protection re-registrations within 18 months  
%



Family: 5.65%  
Scotland: 6.92%  
Target: Rank 17



Ranked 14 of 32

**CHN23**

Looked After Children with more than one placement last year  
%



2019/20 Figures

**Highland 24.44%**

Family: 19.51%  
Scotland: 16.68%  
Target: Scottish Average



Ranked 28 of 32

**CHN24**

Proportion of children living in poverty (after housing costs)  
%

**Highland 23.6%**



2019/20 Figures

Family: 23.5%  
Scotland: 24.3%  
Target: TBC



Ranked 15 of 32

# Corporate Asset

C-AST1 - C-AST2

SPI

## C-AST1

Council buildings suitable for their current use



**Highland 67.5%**



Family: 80.8%  
Scotland: 82.3%  
Target: Family Average



Ranked 31 of 32

## C-AST2

Council buildings in a satisfactory condition



**Highland 82.4%**



Family: 88.1%  
Scotland: 89.2%  
Target: Family Average



Ranked 29 of 32

# Corporate Services

CORP1 - CORP8

## CORP1

Council's total running costs spent on administrative support



**Highland 4.19%**



Family: 4.34%  
Scotland: 4.06%  
Target: Scottish Average



Ranked 22 of 32

## CORP3b

Women in top 5% earners in the Council



**Highland 57%**



Family: 51%  
Scotland: 58%  
Target: Scottish Average



Ranked 15 of 32

## CORP3c

Gender pay gap in the Council?



**Highland 5.0%**



Family: 6.9%  
Scotland: 3.7%  
Target: Scottish Average



Ranked 23 of 32

## CORP4

Council spend on collecting council tax £ per home

**Highland £7.91**



Family: £10.58  
Scotland: £6.64  
Target: £7.98



Ranked 19 of 32

SPI

## CORP6a

Sickness absence for teachers  
**Average number of days per teacher**

**Highland 3.28 days**



Family: 4.39 days  
Scotland: 4.16 days  
Target: Rank 18



Ranked 6 of 32

SPI

## CORP6b

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

**Highland 6.44 days**



Family: 9.16 days  
Scotland: 9.71 days  
Target: 10.12 days



Ranked 1 of 32

SPI

## CORP7

Council efficiency at collecting council tax %

**Highland 95.72%**



Family: 95.95%  
Scotland: 94.77%  
Target: Scottish Average



Ranked 15 of 32

## CORP8

Council efficiency at paying invoices on time %

**Highland 94.09%**



Family: 90.59%  
Scotland: 91.76%  
Target: 95.00%



Ranked 15 of 32

# Culture and Leisure Services

C&L1 - C&L5d

SPI C&L1

Council spend on sports and leisure facilities  
£ per visit  
**Highland £24.99**



Family: £23.37  
Scotland: £40.36  
Target: Rank 8



Ranked 10 of 32

SPI C&L2

Council spend on libraries  
£ per visit  
**Highland £1.19**



Family: £7.19  
Scotland: £2.88  
Target: Rank 8



Ranked 5 of 32

SPI C&L3

Council spend on museums and galleries  
£ per visit  
**Highland £2.75**



Family: £70.64  
Scotland: £10.14  
Target: Rank 16



Ranked 8 of 32

C&L4

Council spend on parks and open spaces  
£ per 1,000 people  
**Highland £3,169**



Family: £14,171  
Scotland: £19,112  
Target: Scottish Average



Ranked 2 of 32

C&L5a

Satisfaction with local libraries  
%

**Highland 65.37%**



2019/20 Figures

Family: 69.79%  
Scotland: 72.37%  
Target: Scottish Average



Ranked 28 of 32

C&L5b

Satisfaction with local parks and open spaces  
%

**Highland 72.20%**



2019/20 Figures

Family: 73.72%  
Scotland: 85.00%  
Target: Scottish Average

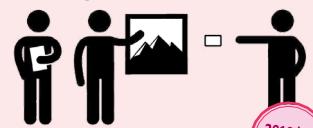


Ranked 30 of 32

C&L5c

Satisfaction with local museums and galleries  
%

**Highland 53.10%**



2019/20 Figures

Family: 61.73%  
Scotland: 69.30%  
Target: Scottish Average



Ranked 27 of 32

C&L5d

Satisfaction with local leisure facilities  
%

**Highland 68.57%**



2019/20 Figures

Family: 67.19%  
Scotland: 70.10%  
Target: Scottish Average



Ranked 19 of 32

# Economic Development

ECON1 - ECON10

## ECON1

Unemployed people assisted into work by the Council  
%

**Highland 15.85%**



Family: 5.96%  
Scotland: 5.98%  
Target: Scottish Average



Ranked **4 of 32**

## ECON2

Cost per planning application  
£

**Highland £3,077**



Family: £4,866  
Scotland: £5,044  
Target: Scottish Average



Ranked **2 of 32**

## ECON3

Average time per Planning Application weeks

**Highland 13.5**



Family: 12.3  
Scotland: 11.1  
Target: Scottish Average



Ranked **27 of 32**

## SPI

## ECON4

Council spend to local small and medium sized enterprises  
%

**Highland 46.99%**



Family: 33.45%  
Scotland: 29.11%  
Target: Rank 8



Ranked **2 of 32**

## SPI

## ECON5

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

**Highland 7.35**



Family: 14.77  
Scotland: 11.19  
Target: Scottish Average



Ranked **26 of 32**

## ECON6

Council spend on Economic Development and Tourism? £ per 1,000 people

**Highland £78,015**



Family: £131,292  
Scotland: £87,793  
Target: Scottish Average



Ranked **20 of 32**

## ECON7

People earning less than the living wage %

**Highland 14.90%**



Family: 20.08%  
Scotland: 15.20%  
Target: Scottish Average



Ranked **8 of 32**

## SPI

## ECON8

Properties receiving superfast broadband %

**Highland 84%**



Family: 82%  
Scotland: 94%  
Target: 86%



Ranked **28 of 32**

## ECON9

How many town centre commercial units are vacant %

**Highland 5.21%**



Family: 7.50%  
Scotland: 12.41%  
Target: Scottish Average



Ranked **4 of 32**

## ECON10

Development land allocated for employment purposes is immediately available %

**Highland 13.18%**



Family: 38.47%  
Scotland: 38.91%  
Target: Scottish Average



Ranked **27 of 32**

## ECON11

Change in total economic output per person £

**Highland £26,595**



Family: £24,523  
Scotland: £26,420  
Target: TBC



Ranked **7 of 32**

## ECON12a

Working age population actively seeking employment and claiming state benefits %

**Highland 5.40%**



Family: 4.60%  
Scotland: 6.10%  
Target: TBC



Ranked **12 of 32**

## ECON12b

Young people actively seeking employment and claiming state benefits %

**Highland 7.09%**



Family: 6.20%  
Scotland: 7.20%  
Target: TBC



Ranked **13 of 32**

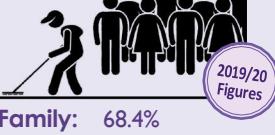
# Environmental Services

ENV1a - ENV7b

SPI	ENV1a	SPI	ENV2a	SPI	ENV3a
	<p>Council spend on refuse collection (net) £ per premise</p> <p><b>Highland £83.66</b></p>  <p>Family: £64.67 Scotland: £72.35 Target: Rank 24</p>		<p>Council spend on waste disposal (net) £ per premise</p> <p><b>Highland £96.24</b></p>  <p>Family: £128.47 Scotland: £104.50 Target: Rank 24</p>		<p>Council spend on street cleaning £ per 1,000 people</p> <p><b>Highland £6,775</b></p>  <p>Family: £9,265 Scotland: £14,845 Target: Rank 8</p>

SPI	ENV3c	ENV4a	ENV4b	ENV4c
	<p>Cleanliness of my local streets %</p> <p><b>Highland 94.96%</b></p>  <p>Family: 95.10% Scotland: 90.10% Target: Rank 8</p>	<p>Council spend maintaining the condition of my roads £ per kilometre</p> <p><b>Highland £5,057</b></p>  <p>Family: £4,726 Scotland: £9,667 Target: Scottish Average</p>	<p>Local A class roads in need of repair %</p> <p><b>Highland 29.8%</b></p>  <p>Family: 29.9% Scotland: 29.8% Target: Scottish Average</p>	<p>Local B class roads in need of repair %</p> <p><b>Highland 37.0%</b></p>  <p>Family: 35.5% Scotland: 34.0% Target: Scottish Average</p>

	ENV4d	ENV4e	ENV5a	ENV5b
	<p>Local C class roads in need of repair %</p> <p><b>Highland 39.2%</b></p>  <p>Family: 36.0% Scotland: 33.6% Target: Scottish Average</p>	<p>Local unclassified roads in need of repair %</p> <p><b>Highland 44.3%</b></p>  <p>Family: 44.1% Scotland: 38.3% Target: Scottish Average</p>	<p>Council spend on trading standards, money advice, and citizen advice £ per 1,000 people</p> <p><b>Highland £8,143</b></p>  <p>Family: £8,835 Scotland: £5,857 Target: Scottish Average</p>	<p>Council spend on environmental health £ per 1,000 people</p> <p><b>Highland £7,425</b></p>  <p>Family: £19,218 Scotland: £12,606 Target: Scottish Average</p>

SPI	ENV6	SPI	ENV7a	SPI	ENV7b
	<p>Household waste recycled %</p> <p><b>Highland 35.7%</b></p>  <p>Family: 33.4% Scotland: 42.0% Target: Scottish Average</p>		<p>Satisfaction with local refuse collection %</p> <p><b>Highland 87.8%</b></p>  <p>Family: 81.1% Scotland: 74.3% Target: Scottish Average</p> <p>2019/20 Figures</p>		<p>Satisfaction with local street cleanliness %</p> <p><b>Highland 66.2%</b></p>  <p>Family: 68.4% Scotland: 62.6% Target: Scottish Average</p> <p>2019/20 Figures</p>

# Financial Sustainability

FINSUS01 - FINSUS05

## FINSUS01

Proportion of Council budget held in reserves.  
%

Highland 23.2%



Family: 104.8%  
Scotland: 23.6%  
Target: N/A



Ranked 15 of 32

## FINSUS02

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

Highland 6.9%



Family: 5.4%  
Scotland: 3.5%  
Target: N/A



Ranked 4 of 32

## FINSUS03

Council's revenue spent on financing costs  
%

Highland 11.40%



Family: 6.30%  
Scotland: 6.24%  
Target: N/A



Ranked 31 of 32

## FINSUS04

Council housing revenue spent on financing costs  
%

Highland 37.70%



Family: 23.79%  
Scotland: 22.91%  
Target: N/A



Ranked 25 of 32

## FINSUS05

Percentage of Council budget spent.  
%

Highland 96.4%



Family: 97.3%  
Scotland: 97.4%  
Target: N/A



Ranked 20 of 32

## SPI

## HSN1b

Rent owed to the council due to arrears (gross)  
%

Highland 5.38%



Family: 7.08%  
Scotland: 8.19%  
Target: 5% or lower



Ranked 4 of 32

## Housing Services

HSN1b - HSN5

## HSN2

Rent lost due to empty properties  
%

Highland 0.84%



Family: 1.44%  
Scotland: 1.38%  
Target: 1.74%



Ranked 8 of 32

## HSN3

Quality and standard of housing provided by the Council\*  
%

Highland 97.7%



Family: 93.8%  
Scotland: 90.3%  
Target: Scottish Average

\*Measured by the Scottish Housing Quality Standard



Ranked 5 of 32

## HSN4b

Time to complete non-emergency repairs  
average number of days

Highland 7.9 days



Family: 9.5 days  
Scotland: 7.3 days  
Target: 9 days



Ranked 14 of 32

## HSN5

Council dwellings that are energy efficient  
%

Highland 74.6%



Family: 79.4%  
Scotland: 86.4%  
Target: 74.2%



Ranked 24 of 32

# Tackling Climate Change

CLIM01 - CLIM02

## CLIM01

Carbon emissions in the Council area.  
Tonnes CO<sub>2</sub> per capita

Highland 5.77



2019/20 Figures

Family: 10.40  
Scotland: 5.68  
Target: N/A



Ranked 16 of 32

## CLIM02

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

Highland 6.57



2019/20 Figures

Family: 6.20  
Scotland: 4.62  
Target: N/A



Ranked 29 of 32