

National Benchmarked Performance Indicators



Comharran-
coileanaidh
Tomhas-mheasta
Nàiseanta

2020/21

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

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



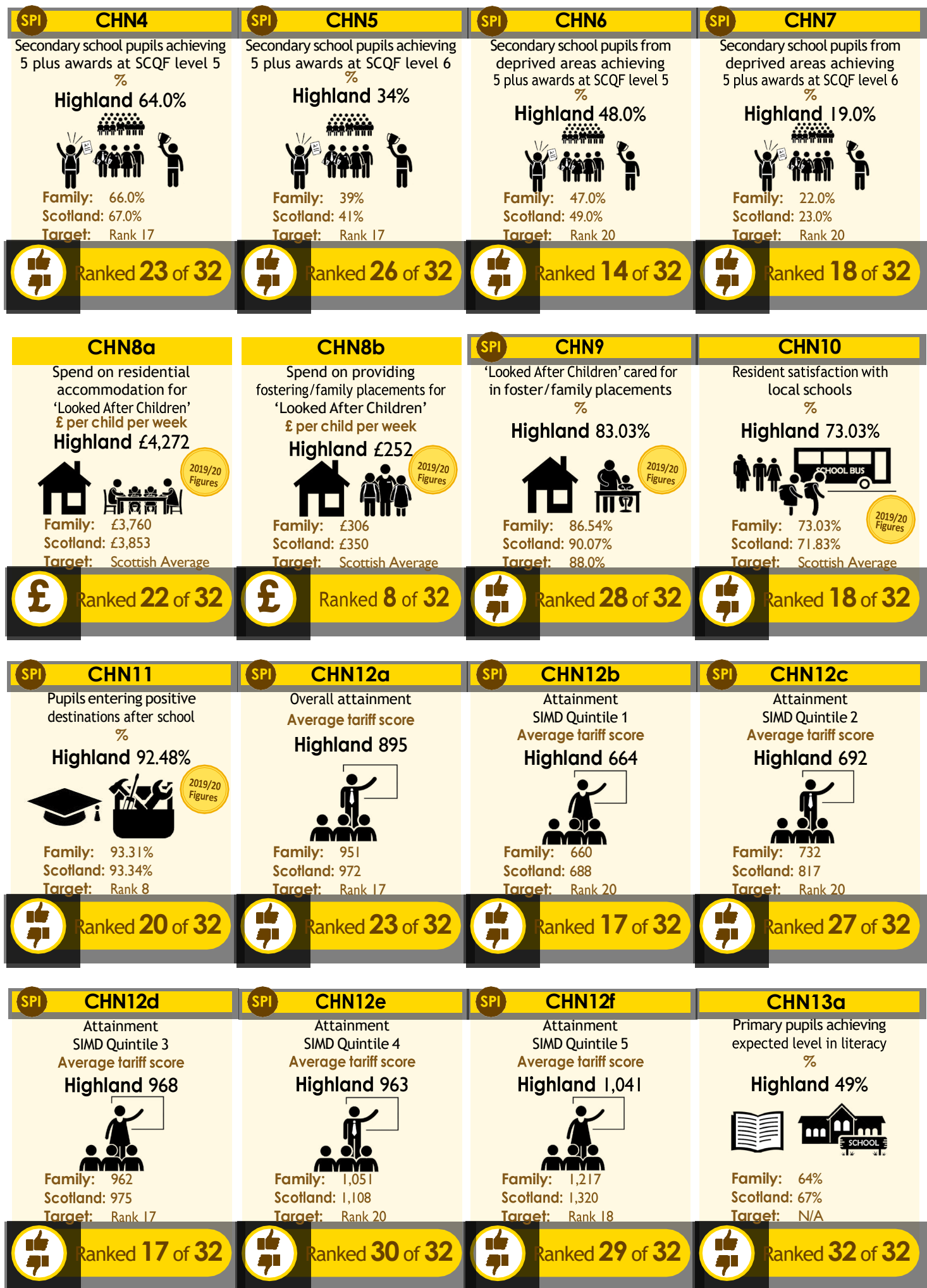
Family: £9,727

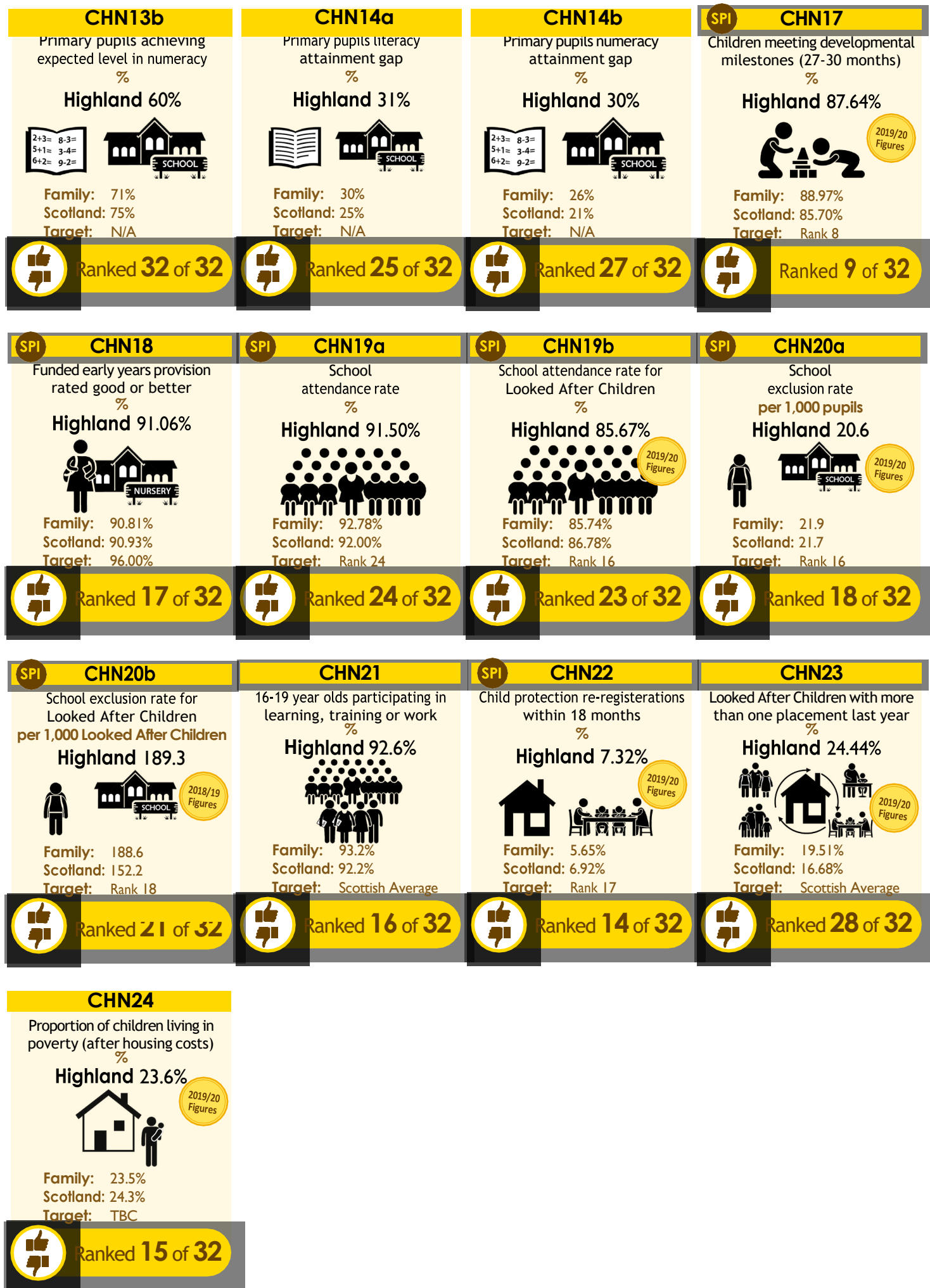
Scotland: £9,255

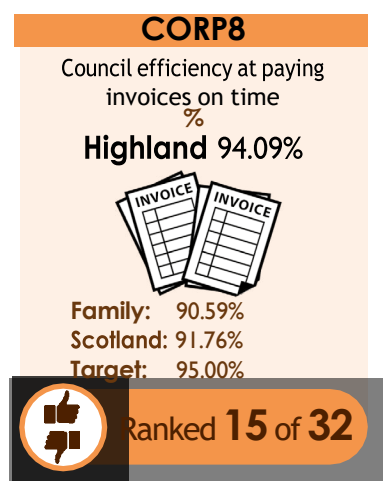
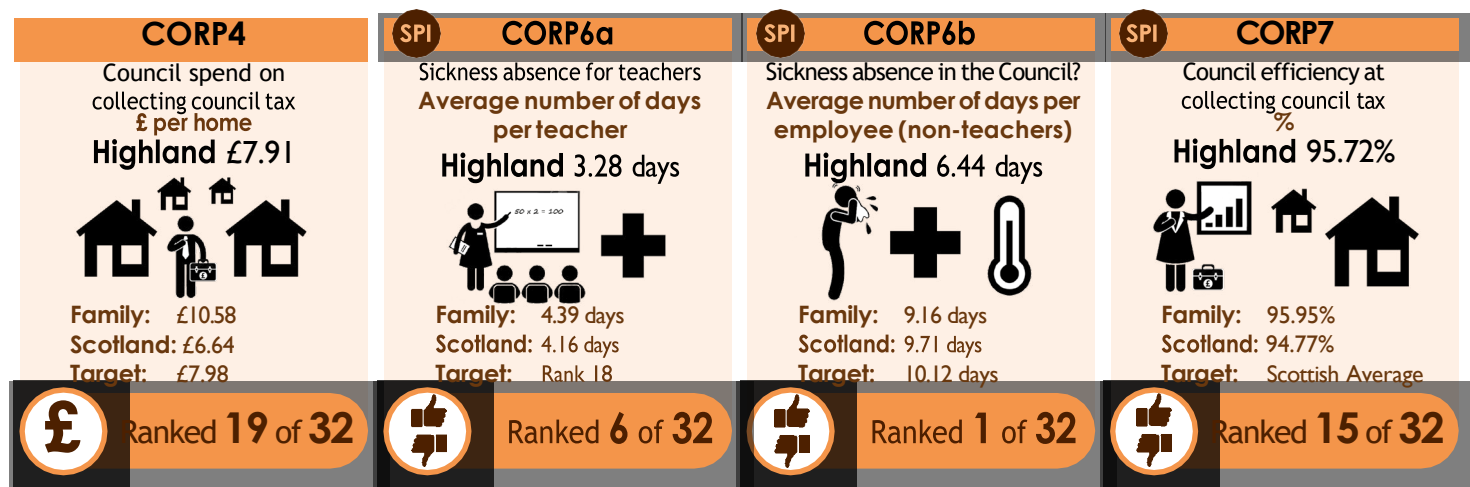
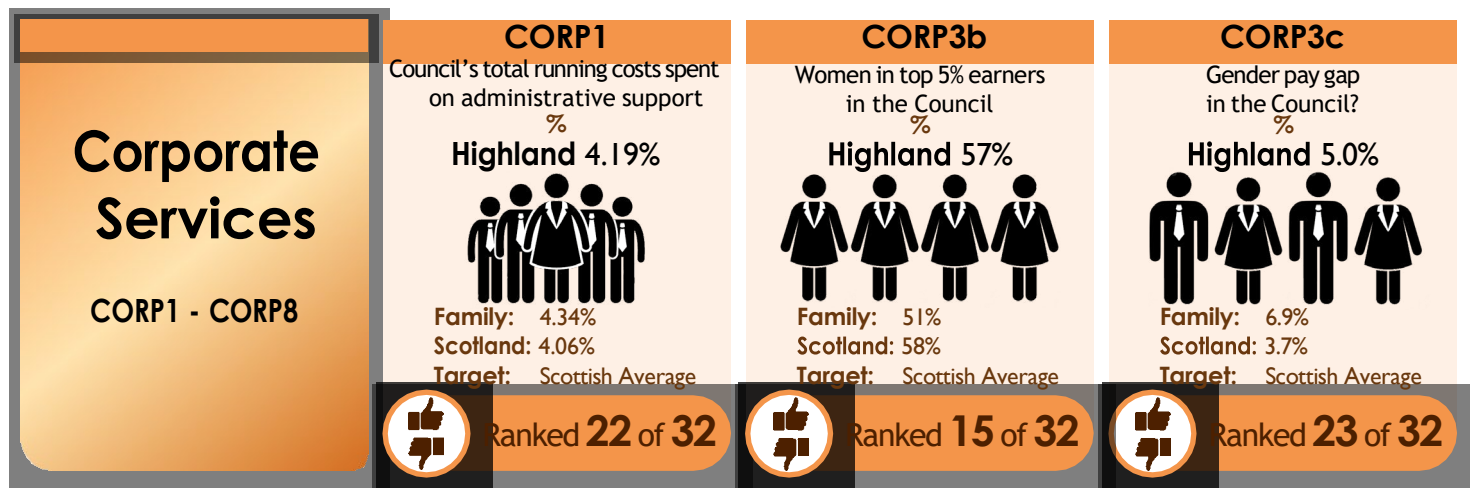
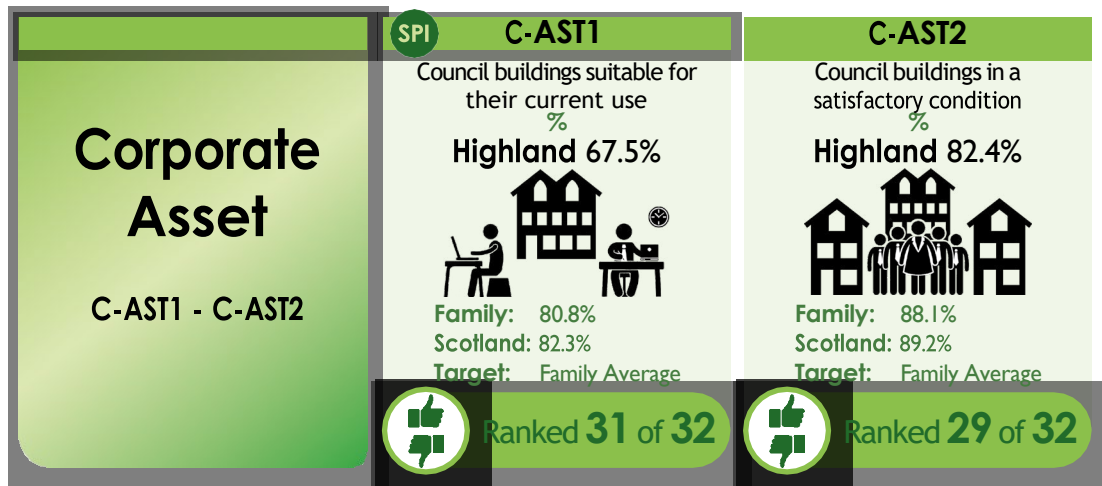
Target: Scottish Average



Ranked 5 of 32







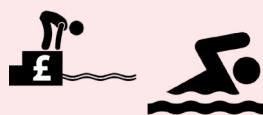
Culture and Leisure Services

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%



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

2019/20 Figures



Ranked 28 of 32

C&L5b

Satisfaction with local parks and open spaces
%
Highland 72.20%



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

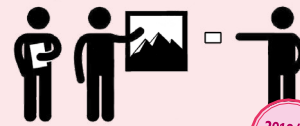
2019/20 Figures



Ranked 30 of 32

C&L5c

Satisfaction with local museums and galleries
%
Highland 53.10%



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

2019/20 Figures



Ranked 27 of 32

C&L5d

Satisfaction with local leisure facilities
%

Highland 68.57%

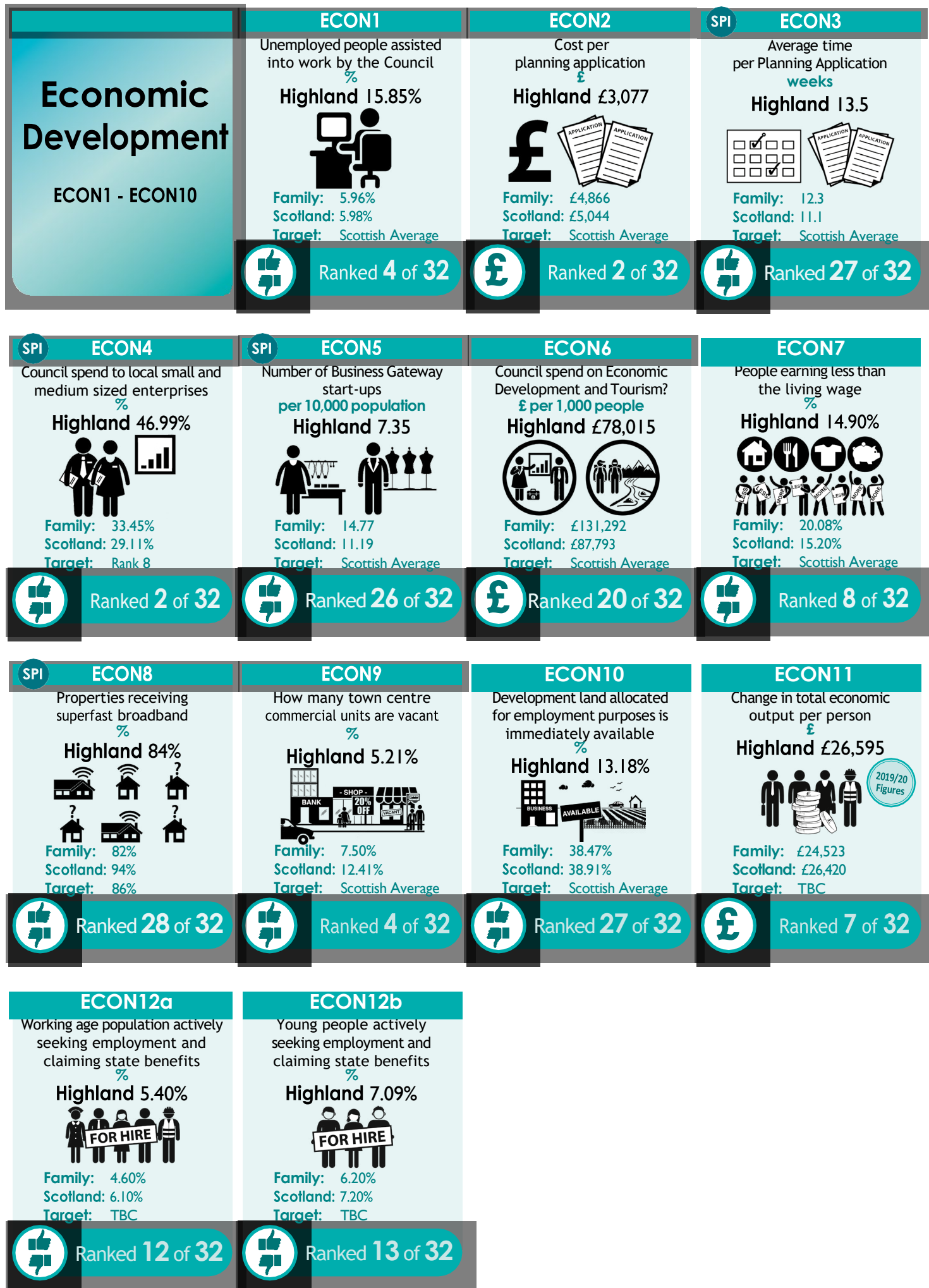


Family: 67.19%
Scotland: 70.10%
Target: Scottish Average

2019/20 Figures



Ranked 19 of 32



Environmental Services

ENV1a - ENV7b

SPI

ENV1a

Council spend on refuse collection (net)
£ per premise
Highland £83.66



Family: £64.67
Scotland: £72.35
Target: Rank 24



Ranked 28 of 32

SPI

ENV2a

Council spend on waste disposal (net)
£ per premise
Highland £96.24



Family: £128.47
Scotland: £104.50
Target: Rank 24



Ranked 12 of 32

SPI

ENV3a

Council spend on street cleaning
£ per 1,000 people
Highland £6,775



Family: £9,265
Scotland: £14,845
Target: Rank 8



Ranked 3 of 32

SPI

ENV3c

Cleanliness of my local streets
%

Highland 94.96%



Family: 95.10%
Scotland: 90.10%
Target: Rank 8



Ranked 8 of 32

ENV4a

Council spend maintaining the condition of my roads
£ per kilometre

Highland £5,057



Family: £4,726
Scotland: £9,667
Target: Scottish Average



Ranked 6 of 32

ENV4b

Local A class roads in need of repair
%

Highland 29.8%



Family: 29.9%
Scotland: 29.8%
Target: Scottish Average



Ranked 20 of 32

ENV4c

Local B class roads in need of repair
%

Highland 37.0%



Family: 35.5%
Scotland: 34.0%
Target: Scottish Average



Ranked 27 of 32

ENV4d

Local C class roads in need of repair
%

Highland 39.2%



Family: 36.0%
Scotland: 33.6%
Target: Scottish Average



Ranked 26 of 32

ENV4e

Local unclassified roads in need of repair
%

Highland 44.3%



Family: 44.1%
Scotland: 38.3%
Target: Scottish Average



Ranked 26 of 32

ENV5a

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

Highland £8,143



Family: £8,835
Scotland: £5,857
Target: Scottish Average



Ranked 23 of 32

ENV5b

Council spend on environmental health
£ per 1,000 people

Highland £7,425



Family: £19,218
Scotland: £12,606
Target: Scottish Average



Ranked 4 of 32

SPI

ENV6

Household waste recycled
%

Highland 35.7%



Family: 33.4%
Scotland: 42.0%
Target: Scottish Average



Ranked 25 of 32

SPI

ENV7a

Satisfaction with local refuse collection
%

Highland 87.8%



Family: 81.1%
Scotland: 74.3%
Target: Scottish Average



Ranked 2 of 32

SPI

ENV7b

Satisfaction with local street cleanliness
%

Highland 66.2%



Family: 68.4%
Scotland: 62.6%
Target: Scottish Average



Ranked 15 of 32

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

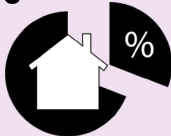


Ranked 31 of 32

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

Housing Services

HSN1b - HSN5

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

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 efficiency

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 CO₂ per capita
Highland 5.77



Family: 10.40

Scotland: 5.68

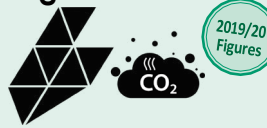
Target: N/A



Ranked 16 of 32

CLIM02

Carbon emissions directly impacted by the Council
Tonnes CO₂ per capita
Highland 6.57



Family: 6.20

Scotland: 4.62

Target: N/A



Ranked 29 of 32