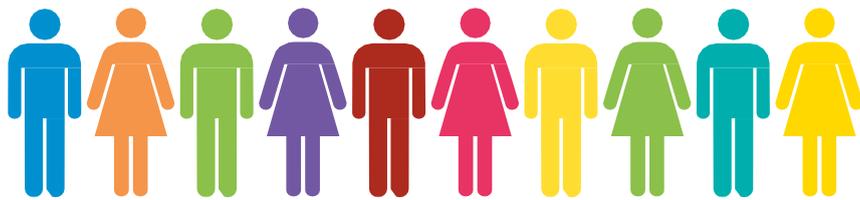


National



Benchmarked Performance Indicators

2019/20

www.highland.gov.uk/performance

National Benchmarking

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.

Performance Targets

-  Performance is 'On Target'
-  Performance is 'Within performance threshold'
-  Performance is 'No Significant Progress'

Where relevant, the LGBF performance indicators have targets that The Council is trying to achieve. Our current performance for each indicator is shown using the symbols on the left.

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 .

Indicator Type

-  Quality
-  Cost

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 £28.77



Family: £26.00
Scotland: £26.13
Target: N/A



Ranked 23 of 32

SPI

SW2

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

Highland 6.3%



Family: 5.4%
Scotland: 9.0%
Target: Rank 9



Ranked 11 of 32

SPI

SW3

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

Highland 54.4%



Family: 60.4%
Scotland: 61.7%
Target: Rank 23



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 8

2019/20
Figures



Ranked 24 of 32

SW4c

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

Highland 82.3%



Family: 79.2%
Scotland: 80.8%
Target: N/A

2019/20
Figures



Ranked 13 of 32

SW4d

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

Highland 75.4%



Family: 74.4%
Scotland: 75.4%
Target: N/A

2019/20
Figures



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

2019/20
Figures



Ranked 21 of 32

SW5

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

Highland £518



Family: £436
Scotland: £401
Target: N/A



Ranked 26 of 32

SW6

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

Highland 113



Family: 101
Scotland: 105
Target: N/A



Ranked 23 of 32

SW7

Care services graded "good" or "better"
%

Highland 83%



Family: 80%
Scotland: 82%
Target: N/A



Ranked 12 of 32

SW8

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

Highland 1,278



Family: 704
Scotland: 774
Target: N/A



Ranked 29 of 32

Children's Services

CHN1 - CHN23

CHN1



Spend on primary schools
£ per pupil
Highland £5,502



Family: £5,618
Scotland: £5,595
Target: Scottish Average



Ranked 14 of 32

CHN2



Spend on secondary schools
£ per pupil
Highland £7,281



Family: £7,561
Scotland: £7,531
Target: Scottish Average



Ranked 13 of 32

CHN3



Spend on pre-school education
£ per pre-school pupil
Highland £6,014



Family: £6,658
Scotland: £6,783
Target: Scottish Average



Ranked 10 of 32

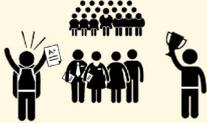
SPI

CHN4



Secondary school pupils achieving
5 plus awards at SCQF level 5
%

Highland 62%



Family: 63%
Scotland: 64%
Target: Rank 17



Ranked 19 of 32

SPI

CHN5



Secondary school pupils achieving
5 plus awards at SCQF level 6
%

Highland 34%



Family: 36%
Scotland: 38%
Target: Rank 18



Ranked 21 of 32

SPI

CHN6



Secondary school pupils from
deprived areas achieving
5 plus awards at SCQF level 5
%

Highland 37%



Family: 40%
Scotland: 47%
Target: Rank 22



Ranked 24 of 32

SPI

CHN7



Secondary school pupils from
deprived areas achieving
5 plus awards at SCQF level 6
%

Highland 15%



Family: 16%
Scotland: 21%
Target: Rank 22



Ranked 20 of 32

CHN8a



Spend on residential
accommodation for
'Looked After Children'
£ per child per week
Highland £4,661



Family: £3,960
Scotland: £3,930
Target: Scottish Average

2018/19
Figures



Ranked 24 of 32

CHN8b



Spend on providing
fostering/family placements for
'Looked After Children'
£ per child per week
Highland £254



Family: £312
Scotland: £349
Target: Scottish Average

2018/19
Figures



Ranked 8 of 32

SPI

CHN9



'Looked After Children' cared for
in foster/family placements
%

Highland 83.2%



Family: 86.4%
Scotland: 89.9%
Target: Rank 23

2018/19
Figures



Ranked 26 of 32

CHN10



Resident satisfaction with
local schools
%

Highland 73.0%



Family: 73.0%
Scotland: 71.8%
Target: Scottish Average



Ranked 18 of 32

SPI

CHN11



Pupils entering positive
destinations after school
%

Highland 94.8%



Family: 94.8%
Scotland: 95.1%
Target: Rank 8

2018/19
Figures



Ranked 18 of 32

SPI

CHN12a



Overall attainment
Average tariff score
Highland 839



Family: 872
Scotland: 929
Target: Rank 18



Ranked 21 of 32

SPI

CHN12b



Attainment
SIMD Quintile 1
Average tariff score
Highland 520



Family: 601
Scotland: 649
Target: Rank 22



Ranked 26 of 32

SPI

CHN12c



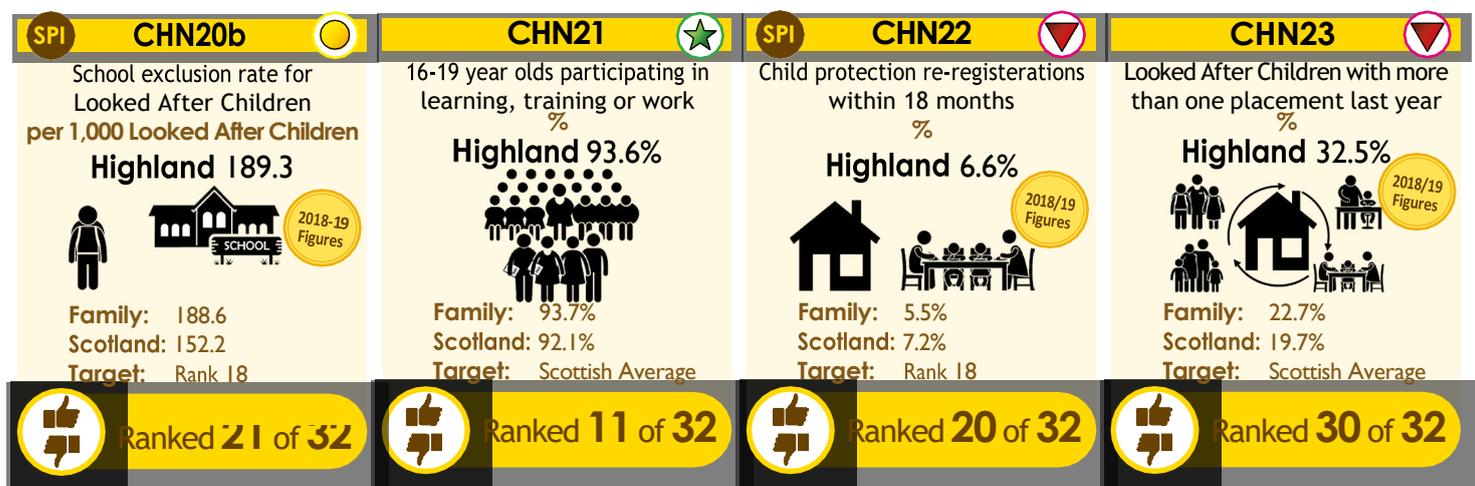
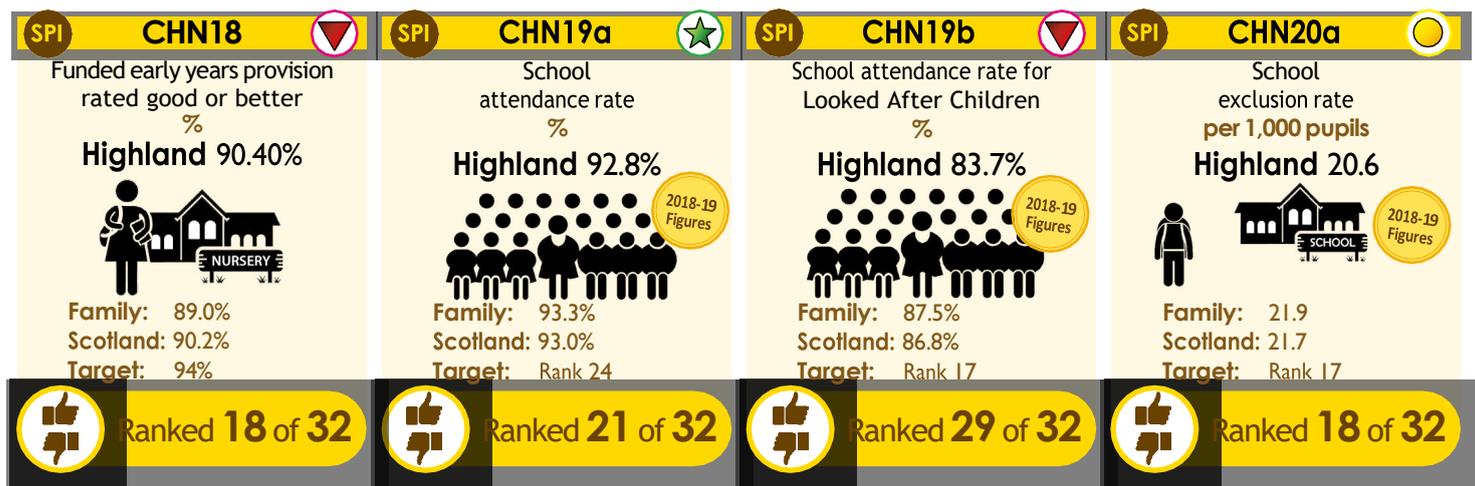
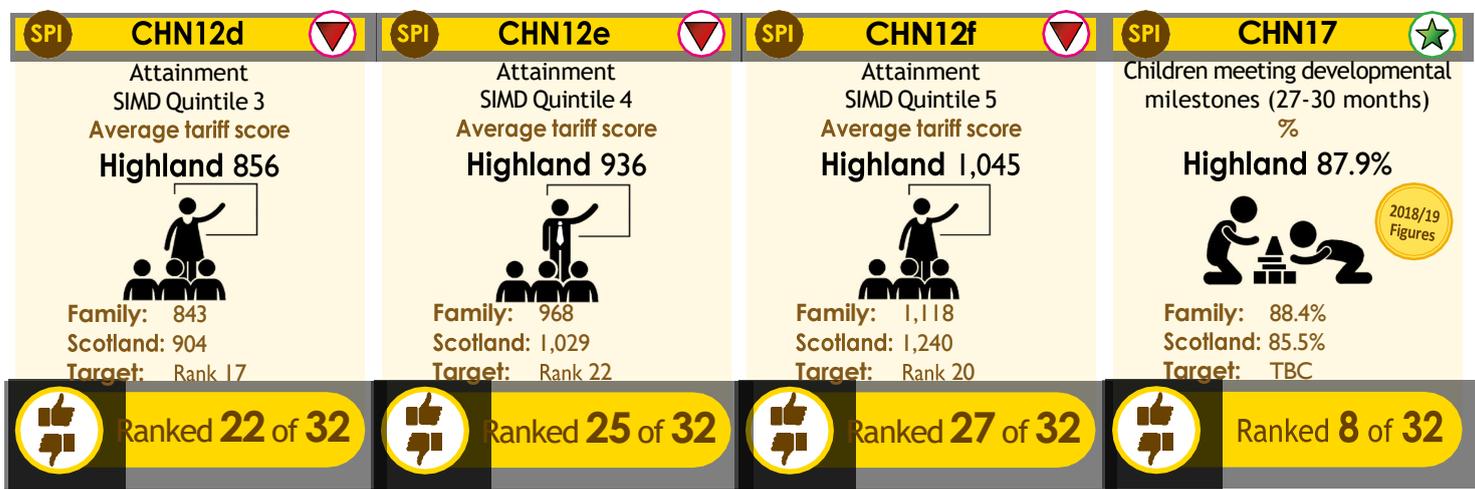
Attainment
SIMD Quintile 2
Average tariff score
Highland 703



Family: 677
Scotland: 759
Target: Rank 22



Ranked 20 of 32



| | | |
|---|--|--|
| <h1>Corporate Asset</h1> <p>C-AST1 - C-AST2</p> | <p>SPI C-AST1 </p> <p>Council buildings suitable for their current use %</p> <p>Highland 67.5%</p> <p>Family: 80.5% Scotland: 82.5% Target: Family Average</p> <p> Ranked 31 of 32</p> | <p>C-AST2 </p> <p>Council buildings in a satisfactory condition %</p> <p>Highland 82.4%</p> <p>Family: 87.2% Scotland: 88.6% Target: Family Average</p> <p> Ranked 28 of 32</p> |
|---|--|--|

| | | | |
|--|--|---|--|
| <h1>Corporate Services</h1> <p>CORP1 - CORP8</p> | <p>CORP1 </p> <p>Council's total running costs spent on administrative support %</p> <p>Highland 5.7%</p> <p>Family: 4.5% Scotland: 4.1% Target: Scottish Average</p> <p> Ranked 28 of 32</p> | <p>CORP3b </p> <p>Women in top 5% earners in the Council %</p> <p>Highland 51%</p> <p>Family: 49% Scotland: 57% Target: Scottish Average</p> <p> Ranked 23 of 32</p> | <p>CORP3c </p> <p>Gender pay gap in the Council? %</p> <p>Highland 5.8%</p> <p>Family: 6.6% Scotland: 3.4% Target: Scottish Average</p> <p> Ranked 24 of 32</p> |
|--|--|---|--|

| | | | |
|--|---|--|---|
| <p>CORP4 </p> <p>Council spend on collecting council tax £ per home</p> <p>Highland £7.75</p> <p>Family: £10.58 Scotland: £6.58 Target: £7.92</p> <p> Ranked 22 of 32</p> | <p>SPI CORP6a </p> <p>Sickness absence for teachers Average number of days per teacher</p> <p>Highland 6.9 days</p> <p>Family: 7.11 days Scotland: 6.4 days Target: Rank 20</p> <p> Ranked 20 of 32</p> | <p>SPI CORP6b </p> <p>Sickness absence in the Council? Average number of days per employee (non-teachers)</p> <p>Highland 9.7 days</p> <p>Family: 11.36 days Scotland: 11.93 days Target: 10.4 days</p> <p> Ranked 2 of 32</p> | <p>SPI CORP7 </p> <p>Council efficiency at collecting council tax %</p> <p>Highland 96.3%</p> <p>Family: 96.5% Scotland: 95.8% Target: Scottish Average</p> <p> Ranked 16 of 32</p> |
|--|---|--|---|

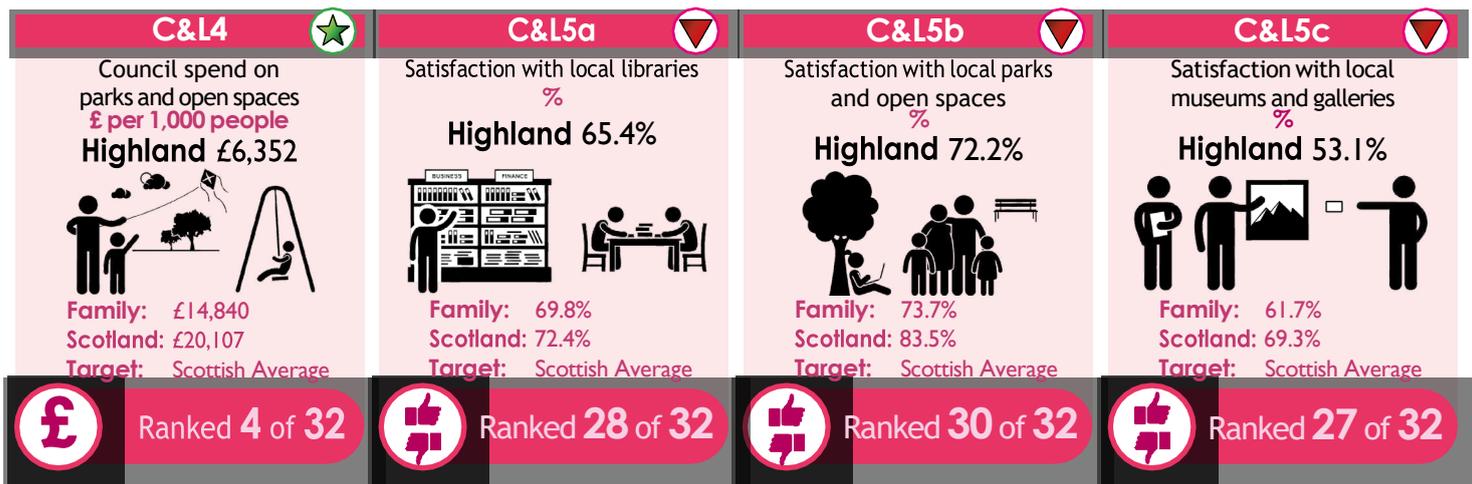
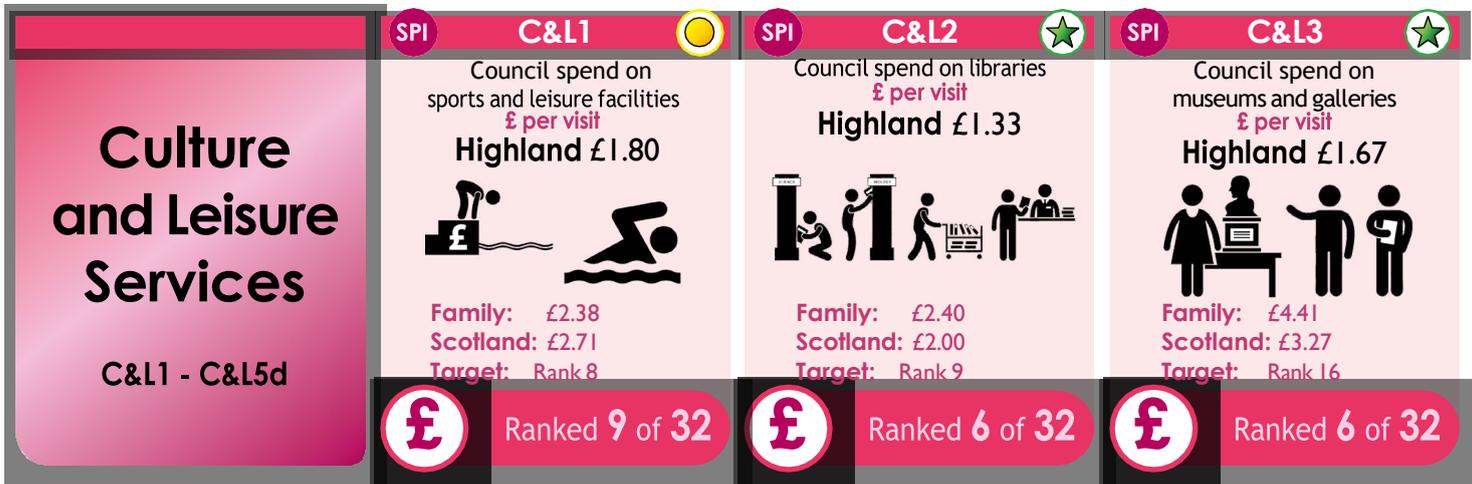
CORP8

Council efficiency at paying invoices on time
%

Highland 95.9%

Family: 91.8%
Scotland: 91.7%
Target: 95%

Ranked **8** of 32



Economic Development

ECON1 - ECON10

ECON1



Unemployed people assisted into work by the Council
%

Highland 6.0%



Family: 8.4%
Scotland: 12.7%
Target: Scottish Average



Ranked 25 of 32

ECON2



Cost per planning application
£

Highland £2,360



Family: £4,216
Scotland: £4,385
Target: Scottish Average



Ranked 1 of 32

SPI

ECON3



Average time per Planning Application
weeks

Highland 10.9



Family: 12.8
Scotland: 10.5
Target: Scottish Average



Ranked 23 of 32

SPI

ECON4



Council spend to local small and medium sized enterprises
%

Highland 47.3%



Family: 35.9%
Scotland: 28.5%
Target: Rank 8



Ranked 1 of 32

SPI

ECON5



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

Highland 11.96



Family: 18.49
Scotland: 16.41
Target: Scottish Average



Ranked 31 of 32

ECON6



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

Highland £75,270



Family: £229,555
Scotland: £103,194
Target: Scottish Average



Ranked 21 of 32

ECON7



People earning less than the living wage
%

Highland 18.3%



Family: 21.7%
Scotland: 16.9%
Target: Scottish Average



Ranked 13 of 32

SPI

ECON8



Properties receiving superfast broadband
%

Highland 81%



Family: 77%
Scotland: 93%
Target: 83%



Ranked 28 of 32

ECON9



How many town centre commercial units are vacant
%

Highland 4.9%



Family: 8.2%
Scotland: 11.7%
Target: Scottish Average



Ranked 2 of 32

ECON10



Development land allocated for employment purposes is immediately available
%

Highland 12.3%



Family: 46.5%
Scotland: 36.2%
Target: Scottish Average



Ranked 28 of 32

Environmental Services

ENV1a - ENV7b

SPI ENV1a 

Council spend on refuse collection (net) £ per premise
Highland £72.60



Family: £58.30
Scotland: £68.77
Target: Rank 24

 Ranked 23 of 32

SPI ENV2a 

Council spend on waste disposal (net) £ per premise
Highland £103.62



Family: £131.59
Scotland: £98.65
Target: Rank 24

 Ranked 20 of 32

SPI ENV3a 

Council spend on street cleaning £ per 1,000 people
Highland £8,184



Family: £10,880
Scotland: £15,440
Target: Rank 8

 Ranked 6 of 32

SPI ENV3c 

Cleanliness of my local streets %

Highland 95.7%



Family: 96.4%
Scotland: 92.3%
Target: Scottish Average

 Ranked 7 of 32

SPI ENV4a 

Council spend maintaining the condition of my roads £ per kilometre

Highland £6,385



Family: £5,861
Scotland: £11,262
Target: Scottish Average

 Ranked 6 of 32

SPI ENV4b 

Local A class roads in need of repair %

Highland 30.6%



Family: 31.0%
Scotland: 30.6%
Target: Scottish Average

 Ranked 23 of 32

SPI ENV4c 

Local B class roads in need of repair %

Highland 37.0%



Family: 36.9%
Scotland: 35.0%
Target: Scottish Average

 Ranked 27 of 32

SPI ENV4d 

Local C class roads in need of repair %

Highland 40.8%



Family: 37.5%
Scotland: 35.1%
Target: Scottish Average

 Ranked 26 of 32

SPI ENV4e 

Local unclassified roads in need of repair %

Highland 40.0%



Family: 43.4%
Scotland: 37.8%
Target: Scottish Average

 Ranked 23 of 32

SPI ENV5a 

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

Highland £3,074



Family: £8,107
Scotland: £5,952
Target: Scottish Average

 Ranked 4 of 32

SPI ENV5b 

Council spend on environmental health £ per 1,000 people

Highland £18,089



Family: £20,535
Scotland: £13,771
Target: Scottish Average

 Ranked 26 of 32

SPI ENV6 

Household waste recycled %

Highland 41.3%



Family: 32.4%
Scotland: 44.9%
Target: Scottish Average

 Ranked 23 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 12.8%



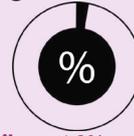
Family: 84.2%
Scotland: 16.9%
Target: N/A

Ranked 23 of 32

FINSUS02

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

Highland 2.6%



Family: 6.9%
Scotland: 3.8%
Target: N/A

Ranked 15 of 32

FINSUS03

Council's revenue spent on financing costs

Highland 13.0%



Family: 7.1%
Scotland: 7.2%
Target: N/A

Ranked 32 of 32

FINSUS04

Council housing revenue spent on financing costs

Highland 36.4%



Family: 23.8%
Scotland: 22.6%
Target: N/A

Ranked 22 of 32

FINSUS05

Percentage of Council budget spent.

Highland 98.9%



Family: 98.1%
Scotland: 99.4%
Target: N/A

Ranked 22 of 32

Housing Services

HSN1b - HSN5

SPI HSN1b

Rent owed to the council due to arrears (gross)

Highland 4.6%



Family: 7.1%
Scotland: 7.3%
Target: under 5%

Ranked 4 of 32

HSN2

Rent lost due to empty properties

Highland 0.7%



Family: 1.0%
Scotland: 1.1%
Target: 1.2%

Ranked 7 of 32

HSN3

Quality and standard of housing provided by the Council*

Highland 95.6%



Family: 94.7%
Scotland: 94.9%
Target: Scottish Average

Ranked 12 of 32

HSN4b

Time to complete non-emergency repairs average number of days

Highland 5.3 days



Family: 7.2 days
Scotland: 7.3 days
Target: 6.6 days

Ranked 4 of 32

HSN5

Council dwellings that are energy efficiency

Highland 73.9%



Family: 77.3%
Scotland: 84.1%
Target: N/A

Ranked 23 of 32

Tackling Climate Change

CLIM01 - CLIM02

CLIM01

Carbon emissions in the Council area.
Tonnes CO₂ per capita
Highland 0.81



Family: 5.28
Scotland: 5.26
Target: N/A

Ranked 2 of 32

CLIM02

Carbon emissions directly impacted by the Council
Tonnes CO₂ per capita
Highland 6.85



Family: 6.49
Scotland: 4.91
Target: N/A

Ranked 28 of 32