








LOCAL GOVERNMENT BENCHMARKING FRAMEWORK (LGBF) SPI RESULTS 2022/23 – EILEAN SIAR






CHILDREN'S SERVICES

SPI: CHN (LGBF) Children's Services	Unit	Target	Actual	Indicator	Comments
4.1.4 ECS008 (LGBF: CHN1): Cost per Primary school Pupil. Responsible Officer: Donald A. MacLeod <sup>C</sup>	£	6,863.00	11,463.25	RED	The Target is the Scottish average and the Benchmark is the LGBF Family Group average: % Value Change 2010/11-2022/23: 4.4 % Value Change 2021/22-2022/23: 4.0
4.1.4 ECS010 (LGBF: CHN2): Cost per Secondary School Pupil. Responsible Officer: Donald A. MacLeod <sup>C</sup>	£	10,571.00	13,414.91	RED	The Target is the Scottish average and the Benchmark is the LGBF Family Group average: £10,571. % Value Change 2010/11-2022/23: 5.4 % Value Change 2021/22-2022/23: -3.2
4.1.4 ECS009 (LGBF: CHN3): Cost per Pre-School Education Registration. Responsible Officer: Donald A. MacLeod <sup>C</sup>	£	11,008.00	15,719.21	RED	The Target is the Scottish average and the Benchmark is the LGBF Family Group average: £12,680 % Value Change 2010/11-2022/23: 159.7 % Value Change 2022/23-2022/23: 5.4
2.1.1. ECS005b (SPI: CHN4): Leavers achievement: Percentage of pupils achieving 5+ awards at SCQF 5. Responsible Officer: Uilleam Macdonald	%	69.00	70.00	GREEN	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The Target is the Scottish average and the Benchmark is the LGBF Family Group average: 66%, for comparison.
2.1.1 ECS006b (SPI: CHN5): Leavers achievement: Percentage of pupils achieving 5+ awards at SCQF 6. Responsible Officer: Uilleam Macdonald	%	40.00	27.00	RED	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The Target is the Scottish average and the Benchmark is the LGBF Family Group average: 35%, for comparison.
2.1.2 ECS003: (LGBF: CHN8a): The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week. Responsible Officer: Jack Libby <sup>C</sup>	£	4,702.10	6,033.65	RED	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The Target is the Scottish average and the Benchmark is the LGBF Family Group average: £4,976.58, for comparison.
2.1.2 ECS001: (LGBF: CHN8b): The Gross Cost of "Children Looked After" in a Community Setting per Child per Week. Responsible Officer: Jack Libby <sup>C</sup>	£	403.53	158.65	GREEN	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The Target is the Scottish average and the Benchmark is the LGBF Family Group average: £327.23.
2.1.2 ECS002 (LGBF: CHN9): Balance of Care for looked after children: Percentage of "Looked After Children" (LAC) being cared for in the Community.	%	89.80	90.90	GREEN	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The COVID-19 pandemic impacted on how the service was delivered, resulting in an 8% decrease in 2020/21 (80%) in comparison to the previous year. The 2019/20 (pre-COVID) Scottish average and LGBF Family Group average are both 90%. Taking these percentages into consideration, the Comhairle set a service prioritisation for improvement 2022/23 Target of 83% increasing 1% each year towards a target of 90% by 2030 and the national and group average, and to exceed the baseline year.
2.1.3.CS01 - ECS011b: (LGBF: CHN10): Percentage of Adults satisfied with local schools - Scottish Household Survey (3-year rolling avg.). Responsible Officer: Donald A. Macleod	%	73.70	78.70	GREEN	For comparison, unless advised otherwise, the target is the Scottish average. The Benchmark is the LGBF Family Group average of 72.8% for the same period.
2.1.1.CS09 - ECS004 (LGBF: CHN11): Proportion of Pupils Entering Positive Destinations. Responsible Officer: Donald A. Macleod	%	95.73	97.64	GREEN	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The target is the Scottish average and the Benchmark is the LGBF Family Group average: 95.59%.
2.1.1 ECS099: (LGBF: CHN12a): Overall average total tariff. Responsible Officer: Donald A. Macleod	#	915.46	872.52	RED	The target is the Scottish average and the LGBF Family Group average is 848.05.
2.1.1 ECS101: (LGBF: CHN12c): Average total tariff SIMD quintile 2. Responsible Officer: Donald A. Macleod	#	781.00	765.00	AMBER	The target is the Scottish average and the Benchmark is the LGBF Family Group average: 808
2.1.1 ECS102: (LGBF: CHN12d): Average total tariff SIMD quintile 3. Responsible Officer: Donald A. Macleod	#	905.00	893.00	AMBER	The target is the Scottish average and the Benchmark is the LGBF Family Group average: 937. % Value Change 2011/12 to 2022/23: 2.4 % Value Change 2021/22 to 2022/23: -1.5
2.1.1 ECS103: (LGBF: CHN12e): Average total tariff SIMD quintile 4. Responsible Officer: Donald A. Macleod	#	0.00	0.00	GREEN	There is no data for the 2022/23 period for Eilean Siar. NB: where figures are small could be used to identify individuals they are suppressed and marked by an asterisk.

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SPI: CHN (LGBF) Children's Services	Unit	Target	Actual	Indicator	Comments
2.1.1.CS01 - ECS105 (LGBF: CHN13a): Percentage of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy. Responsible Officer: Donald A. Macleod	%	68.00	78.40	 GREEN	Target set by service. Literacy attainment levels for primary pupils decreased in 2020/21 across all councils, except the Orkney Islands, with a 3% decrease seen in Eilean Siar (64%). The 2018/19 (pre-COVID) Scottish average was 72% and the LGBF Family Group average was 70%. Taking these percentages into consideration, the Comhairle set a service prioritisation for improvement 2022/23 Target of 68% increasing 1% each year towards a target of 75% by 2030 to exceed the group average and the baseline year. For comparison: Scottish average: 72.7%; LGBF Family Group average: 72.8%.
2.1.1.CS02 - ECS106 (LGBF: CHN13b): Percentage of P1, P4 and P7 pupils combined achieving expected CFE Level in Numeracy. Responsible Officer: Donald A. Macleod	%	73.00	82.20	 GREEN	Target set by service. Numeracy attainment levels for primary pupils decreased in 2020/21 across all councils, except Eilean Siar and Orkney Islands. Eilean Siar achieved 71% in 2020/21. The 2018/19 (pre-COVID) Scottish average was 75% and the LGBF Family Group average was 72%. Taking these percentages into consideration, the Comhairle set a service prioritisation for improvement 2022/23 Target of 73% increasing 1% each year towards a target of 80% by 2030 to exceed the group average and the baseline year. For comparison: Scottish average: 79.6%; LGBF Family Group average: 79.4%.
2.1.2.CS03 - ECS125 (LGBF-CHN17): Percentage of Children Meeting Developmental Milestones at their 27-30 month review. Responsible Officer: Mary Clare Ferguson	%	82.10	78.70	 AMBER	Target and Actual data is for the 2021/22 period, as the 2022/23 is not available at time of publication. The target is the Scottish average. LGBF Family Group average: 77.9%
2.1.5 ECS126 (SPI: CHN18): Percentage of funded early years provision which is graded good/better. Responsibility: Carol Burns	%	90.10	72.70	 RED	The target is the Scottish average. LGBF Family Group average: 90.1%. % Change 2010/11-2022/23: -5.5 and % Change 2021/22-2022/23: -1.2.
2.1.1.CS10 - ECS130 (LGBF: CHN19a): School Attendance Rates (per 100 pupils). Responsible Officer: Donald A. Macleod	%	94.00	93.00	 AMBER	Target set by service. Statistics on school pupil attendance and absence is collected every two years. The Comhairle is generally in the top quartile for attendance, reaching 2 out of 32 councils at its peak in 2016/17 with 95.20%, in comparison to the Scottish average and Family Group average of 92%. Eilean Siar achieved 93.70% in 2021/21. Taking these percentages into consideration, the Comhairle set a service prioritisation for improvement 2022/23 Target of 94%, increasing 1% biennially towards an aspirational target of 97% in 2030, thereby exceeding the previous highest rate recorded. For comparison 2022/23: Scottish average: 90.2% LGBF Family Group: 89.5%.
2.1.1.CS04 - ECS131 (LGBF: CHN19b): School Attendance Rates (per 100 Looked After Children). Responsible Officer: Donald A. Macleod	%	87.89	86.72	 AMBER	Statistics on school pupil attendance and absence is collected every two years, therefore, the data is for the 2020/21 period, as the LAC 2022/23 data is not available at time of publication. The target is the Scottish average. The LGBF Family Group average is 87%, for comparison. The Comhairle have been in the top quartile for LAC attendance since the baseline year, reaching 1 out of 32 councils in the last three reporting periods 2014/15 – 2018/19. The highest attendance rate recorded is 93.27% in 2016/17, in comparison to a Scottish average and Family Group average of 88%. The COVID-19 pandemic has had a significant impact on the delivery of the service, especially with the closure of schools, and has a negative effect on some pupils' attendance rates. Eilean Siar achieved 87% in 2020/21, lower than the baseline year. Taking these percentages into consideration, the Comhairle set a service prioritisation for improvement 2022/23 Target of 88%, increasing 2% biennially towards an aspirational target of 94% in 2030, thereby exceeding the previous highest rate recorded.
2.1.1.CS11 - ECS132 (LGBF: CHN20a): School Exclusion Rates (number) per 1,000 pupils. Responsible Officer: Donald A. Macleod	#	11.87	23.74	 RED	Statistics on school pupil attendance and absence is collected every two years. The Target and Actual data is for the 2020/21 period, as the 2022/23 data is not available at time of publication. The target is the Scottish average and the LGBF Family Group average is 14%. The COVID-19 pandemic has had a significant impact on the delivery of the service. The lowest exclusion rate recorded is 5% in 2016/17, in comparison to a Scottish average of 27% and a LGBF Family Group average of 29%. Taking the historic data into consideration, the Comhairle set a

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SPI: CHN (LGBF) Children's Services	Unit	Target	Actual	Indicator	Comments
					service prioritisation for improvement 2022/23 Target of 20%, decreasing 5% biennially towards an aspirational target of 5% in 2030, thereby returning to the lowest rate recorded.
2.1.2 ECS133 (SPI: CHN20b) School Exclusion Rates per 1,000 looked after children. Responsible Officer: Donald A. Macleod - SEO Area 1	#	77.81	454.55	 RED	Statistics on school pupil attendance and absence is collected every two years. The Target and Actual data is for the 2020/21 period, as the 2022/23 data is not available at time of publication. The target is the Scottish average and the LGBF Family Group average is 111.
2.1.1.CS12 - ECS127 (LGBF-CHN21 SLAED-IG6): Percentage of 16–19-year-olds participating in education, training, employment, or volunteering work. Responsible Officer: Donald A. Macleod	%	94.30	97.60	 GREEN	The target is the Scottish average. LGBF Family Group average: 93.6%.
2.1.2.CS13 - ECS128 (LGBF: CHN22): Percentage of child protection re-registrations within 18 months. Responsible Officer: Jack Libby	%	10.00	0.00	 GREEN	The Target and Actual data is for the 2020/21 period, as the 2022/23 data is not available at time of publication. Target set by service. Scottish average: 8% and LGBF Family Group average: 8.4%. For reference, Eilean Siar 0% 2014/15 - 2021/22.
2.1.2.CS14 - ECS129 (LGBF: CHN23): Percentage of looked after children with more than 1 placement in the last year (Aug-July). Responsible Officer: Jack Libby	%	15.90	15.9%	 GREEN	The Target and Actual data is for the 2020/21 period, as the 2022/23 data is not available at time of publication. The target is the Scottish average. LGBF Family Group average: 13.3%. The 2020/21 data covers the COVID-19 period and picks up the impacts of the pandemic on children and families, and on social work practices and the extent to which the recent trend in placement stability was affected by COVID-19. The change between 2011/12-2020-21 saw the rate drop 35% from 50% to 15%. In 2020/21 the Scottish average was 17% and the LGBF Family Group average was 14%. The aspiration is to reduce the 2020/21 Eilean Siar rate further. Although the COVID-19 data is not comparable with previous years, the Comhairle set a service prioritisation for improvement 2022/23 Target of 20%, decreasing 1% each year towards an aspirational target of 13% in 2030, thereby exceeding the lowest rate previously recorded in 2020/21 of 15%.
3.1.5.CS17 - ECS164: (LGBF: CHN24): Percentage of children living in poverty (After Housing Costs). Responsible Officer: Neil MacLeod	%	22.60	19.80	 GREEN	The Target and Actual data is for the 2020/21 period, as the 2022/23 data is not available at time of publication. The target is the Scottish average. LGBF Family Group average: 26.7%. NB: Data is published 2 years in arrears i.e. 2019/20 figures published in 2021.

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CORPORATE SERVICES












SPI: CORP (LGBF) Corporate Services	Unit	Target	Actual	Indicator	Comments
4.1.5.CS02 - AFR006 (LGBF-CORP1): Central Support Services (External to Services) as a Proportion of Council Running Costs. Responsibility: Norman MacDonald <sup>c</sup>	%	5.40	5.17	 GREEN	Target set by service. The Improvement Service has, over the last few years, been doing some work on standardising the treatment of support cost across councils, to ensure more meaningful comparisons. The Comhairle achieved a change of -2.46% from the baseline year 2010/11 to 2020-21 and the 2020/21 Scottish average and LGBF Family Group average are both 4%. Taking these percentages into consideration, the Comhairle set a service prioritisation for improvement 2021/22 Target of 5.60% decreasing 0.20% each year towards an aspirational target of 4% by 2030 towards the Family Group average and to exceed the baseline data year-on-year. For comparison: Scottish average: 4.0% LGBF Family Group average: 4.1%
4.1.3.CS01 - CE024 (LGBF: CORP3b): Percentage of the highest paid 5% of earners among Comhairle employees, that are women (exc. Teachers). Responsible Officer: Carmen MacDonald <sup>c</sup>	%	58.90	48.28	 RED	The target is the Scottish average. The Benchmark is the LGBF Family Group average: 51.5%. There has been movement in employee numbers but the percentage of women in the top 5% has remained relatively stable with a marginal decrease of 0.6%.
4.1.3.CS02 - CE066 (LGBF: CORP3c): The gender pay gap between average hourly rate of pay for male and female council employees. Responsible Officer: Carmen MacDonald <sup>c</sup>	%	9.00	11.36	 RED	Target set by service. The Scottish Parliament has signed up to the 50:50 by 2020 campaign. Setting a target that the gender pay gap will be within a tolerance level of either plus or minus 5% each year. This target is aspirational for the Comhairle but also deviation from it acts as a trigger for action. The Comhairle set a service prioritisation for improvement 2020/21 Target of 10%, reducing by 0.5% year on year towards the national tolerance level by 2030. For reference: Scottish average: 2.5% LGBF Family Group average: 5.0%. For comparison CnES: 2015 Actual: 16.4% 2017 Actual: 13.7% 2019 Actual: 14.4% 2020 Actual: 13.5% 2021 Actual: 14.1% 2022 Actual: 11.4%
4.1.4. AFR026 (LGBF: CORP4): The cost per dwelling of collecting Council Tax. Responsible Officer: Jenny MacLeod <sup>c</sup>	£	19.00	21.61	 RED	Target set by service. The COVID-19 pandemic impacted on the delivery of the service and although costs have fluctuated over the 10-year pre-covid period, the Comhairle have set an aspirational service prioritisation for improvement Target of working towards the LGBF Family Group average by 2030. Therefore, based on Eilean Siar's average result 2010-2019, a 2021/22 target of £20 was set, decreasing by £1 each year towards an aspirational target of £12.00 by 2030 to exceed the baseline data year-on-year. For comparison: Scottish average: £6.84 LGBF Family Group average: £8.47
4.1.5. CE054 (LGBF: CORP6a): Sickness Absence Days per FTE Employee (Teachers). Responsible Officer: Carmen MacDonald <sup>c</sup>	Days	6.00	9.10	 RED	Target set by service. A service prioritisation for improvement Target of 6 Days was set in 2021/22 with a view to reducing the actual result year on year towards the national tolerance level. It is recognised that sickness absence levels in 2021/22 continued to be impacted by COVID-19. Nationally teachers absence levels increased in 2021/22, however remained lower than pre-pandemic levels. The data for 2022/23 shows a notable increase from 7.6 days lost to 9.1 days lost per employee, this is in line with the national picture of increasing levels of sickness absence. In line with other Local Authorities there has been a rise in stress and mental health related sickness absence across the Comhairle's workforce. The management of sickness absence will continue to be a priority moving forward in an effort to support employees and improve the health and wellbeing of the workforce. For reference: Scottish average: 6.8 Days LGBF Family Group average: 7.1 Days
4.1.5. CE055 (LGBF: CORP6b): Sickness Absence Days per FTE Employee (exc. Teachers). Responsible Officer: Carmen MacDonald <sup>c</sup>	Days	10.00	14.40	 RED	Target set by service. A service prioritisation for improvement Target of 10 Days was set in 2021/22 with a view to reducing the actual result year on year towards the national tolerance level by 2030. It is recognised that sickness absence levels continued to be impacted by COVID-19 in 2021/22. Nationally sickness absence figures from 2021/22 were the highest ever reported. The data for 2022/23, although it shows a decrease of 2.1 days lost per employee, remains high with 14.4 days lost per employee. In line with other Local Authorities there has been a rise in stress and mental health related sickness absence across the Comhairle's workforce. The management of sickness absence will continue to be a priority moving forward in an effort to support employees and improve the health and wellbeing of the workforce. For reference: Scottish average: 13.2 Days LGBF Family Group average: 12.3 Days

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SPI: CORP (LGBF) Corporate Services	Unit	Target	Actual	Indicator	Comments
4.1.5.CS01 - AFR032 (LGBF-CORP7): Percentage of income due from Council Tax received by the end of the year (Annual KPI). Responsibility: Jenny MacLeod <sup>c</sup>	%	96.20	96.42	 GREEN	The target is the Scottish average. For reference - LGBF Family Group average: 95.2%
4.1.4. AFR017 (LGBF: CORP8): Percentage of invoices sampled that were paid within 30 days (annual). Responsible Officer: Norman Macdonald	%	91.00	82.50	 AMBER	Target set by service. The COVID-19 pandemic impacted on the delivery of the service. In keeping with the LGBF Family Group average 2020/21 (90%), the Comhairle set a service prioritisation for improvement Target in 2021/22 of 90%, increasing by 1% each year towards an aspirational target of 98% by 2030 to exceed the baseline data year-on-year. Of the 49,863 invoices paid within the period 1 April 2022 - 31 March 2023, 41,135 were paid within 30 days. For reference: Scottish average: 90.6% LGBF Family Group average: 90.9%
4.1.4: AFR082 (LGBF CORP9) Percentage of SWF Crisis Grant Decisions within 1 day. Responsible Officer: Jenny Macleod	%	91.80	99.30	 GREEN	The target is the Scottish Average. LGBF Family Group average is 94.6%.
4.1.4.CS12 - AFR021 (LGBF: CORP10): Scottish Welfare Fund - Proportion of SWF Community Care Grant decisions within 15 working days. Responsible Officer: Jenny Macleod	%	87.30	97.80	 GREEN	Target is the Scottish Average. LGBF Family Group average: 88%.
4.1.4: AFR080 (LGBF CORP11) Proportion of Scottish Welfare Fund (SWF) Budget Spent. Responsible Officer: Jenny MacLeod <sup>c</sup>	%	130.00	26.64	 RED	Target is the Scottish Average. LGBF Family Group average: 106%
4.1.4: AFR081 (LGBF CORP12) Proportion of Discretionary Housing Payments (DHPs) Funding Spent. <sup>c</sup>	%	94.40	87.68	 AMBER	Target is the Scottish Average. LGBF Family Group average: 95%
1.1.3.CS02 - TS001 (LGBF: CORPAM1): Proportion of operational buildings that are suitable for their current use. Responsibility: Calum MacKenzie. <sup>c</sup>	%	86.10	75.28	 RED	The target is the Scottish average. LGBF Family Group average: 83.1%.
TS002 (LGBF: CORPAM2): Proportion of internal floor area of operational buildings in satisfactory condition. Responsibility: Calum MacKenzie <sup>c</sup>	%	89.70	85.57	 AMBER	The target is the Scottish average. LGBF Family Group average: 89.3%.

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ADULT SOCIAL CARE









SPI: SW (LGBF) Adult Social Care	Unit	Target	Actual	Indicator	Comments
3.1.2 IJB029 (LGBF: SW1): Older Persons (Over 65) Homecare Costs per Hour. Responsibility: Emma MacSween <sup>c</sup>	£	50.00	78.39	 RED	Target set by service. For comparison: Scottish average: £31.85; LGBF Family Group average: £42.92. % Value Change 2010/11-2022/23: 138.9 % Value Change 2021/22-2022/23: -2.6
3.1.2 IJB011 (LGBF: SW2): Self Directed Support (Direct Payments) spend on adults 18+ as a %age of total social work spend on adults 18+. Responsibility: Emma MacSween <sup>c</sup>	%	5.00	2.69	 RED	Target set by service. For comparison: Scottish average: 8.7%, LGBF Family Group average: 6.1%. % Value Change 2010/11-2022/23: 2.6 % Value Change 2021/22-2022/23: 0.4
3.1.2.CS03 - IJB032 (LGBF: SW3a): Percentage of people aged 65 or over with long term care needs receiving personal care at home. Responsibility: Emma MacSween	%	65.00	53.40	 RED	Target set by service. For comparison: Scottish average: 61.5%, LGBF Family Group average: 64.4%.
3.1.2.CS07 - IJB031b (LGBF: SW4b): Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. Responsibility: Emma MacSween	%	78.12	84.16	 GREEN	The target is the Scottish average. LGBF Family Group average: 78.86. The Health and Care Experience Survey is undertaken every two years; therefore, actual result is 2021/22. Change 2013/14-2021/22: -7.35; Change 2019/20-2021/22: -1.69; Rank 2021/22: 5; Change in rank 2013/14-2021/22: -3; Change in rank 2019/20-2021/22: -1
3.1.2.CS08 - IJB033 (LGBF-SW4c): Percentage of adults supported at home who agree that they are supported to live as independently as possible. Responsibility: Emma MacSween	%	78.82	82.52	 GREEN	The target is the Scottish average. LGBF Family Group average: 81.27%. The Health and Care Experience Survey is undertaken every two years; therefore, actual result is 2021/22. Change 2013/14-2021/22: -5.87; Change 2019/20-2021/22: 1.94 Rank 2021/22: 8; Change in rank 2013/14-2021/22: 6 Change in rank 2019/20-2021/22: 9
3.1.2 IJB034 (LGBF: SW4d): Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided. Responsibility: Emma MacSween	%	70.59	72.35	 GREEN	The target is the Scottish average. LGBF Family Group average: 71.46. The Health and Care Experience Survey is undertaken every two years; therefore, actual result is 2021/22. Change 2013/14-2021/22: -9.08; Change 2019/20-2021/22: 2.17 Rank 2021/22: 14; Change in rank 2013/14-2021/22: 6; Change in rank 2019/20-2021/22: 16
3.1.2.CS09 - IJB035 (LGBF-SW4e): Percentage of carers who feel supported to continue in their caring role. Responsibility: Emma Macsween	%	43.00	41.16	 AMBER	Target set by service. The Health and Care Experience Survey is undertaken every two years. Therefore, the actual result is 2021/22. The Comhairle has set a service prioritisation for improvement 2021/22 Target of 43%, increasing 3% biennially towards a target of 55% in 2030, thereby exceeding the baseline data. The IJB received additional money in 2022, which will be recurring to provide support for carers. Meetings have been held with Third Sector and Independent providers to identify where spend would be most beneficial for unpaid carers. The majority of spend has been committed and further meetings scheduled to take place. Money will be used to stabilise existing services and expand the offer of support to carers. For comparison: Scottish average: 29.69%; LGBF Family Group average: 30.69%. Change 2013/14-2021/22: -11.33%; Change 2019/20-2021/22: 1.79% Rank 2021/22: 3; Change in rank 2013/14-2021/22: -2; Change in rank 2019/20-2021/22: 0
3.1.2 IJB030 (LGBF: SW5): Net Cost of Residential Care Services per Older Adult (+65) per Week. Responsibility: Emma MacSween <sup>c</sup>	£	600.00	998.38	 RED	Target set by service. For comparison: Scottish average: £684, LGBF Family Group average: £688. % Value Change 2010/11-2022/23: 19.2 % Value Change 2021/22- 2022/23: -1.4
3.1.2.CS04 - IJB036 (LGBF: SW6): Rate (number) of readmission to hospital within 28 days per 1,000 discharges. Responsibility: Emma Macsween <sup>c</sup>	#	100.00	110.45	 RED	Target set by service. For comparison: Scottish average: 101.7, LGBF Family Group average: 104.1. % Value Change 2010/11-2022/23: 44.2 % Value Change 2021/22-2022/23: 2.1
3.1.2.CS06 - IJB037 (LGBF: SW7): Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections. Responsibility: Emma MacSween	%	85.00	83.00	 AMBER	Target set by service. For comparison: Scottish average: 75.0%, LGBF Family Group average: 78.6%.
3.1.2.CS05 - IJB019 (LGBF: SW8): Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+). Responsibility: Emma Macsween <sup>c</sup>	#	1,250.00	1,228.76	 GREEN	Target set by service. The level of delayed discharges has been significantly impacted by the response to the COVID-19 pandemic, which is evidenced in the 2020/21 data and, therefore, not comparable to historic data. The Comhairle's pre-COVID average, 2013/14 to 2019/20, is 1969 Days

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SPI: SW (LGBF) Adult Social Care	Unit	Target	Actual	Indicator	Comments
					<p>and a service prioritisation for improvement 2021/22 Target of 1500 Days has been set, with the aspiration to reduce this by 250 Days each year towards a target of 750 Days by 2025. The Health and Social Care Department is working with the Scottish Government on the project 'Discharge Without Delay' which focusses on a range of issues to help prevent delays in hospital discharge. Scottish average: 919, LGBF Family Group average: 946.                      % Value Change 2016/17-2022/23: -37.0 % Value Change 2021/22- 2022/23: -100.0</p>

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CULTURE AND LEISURE SERVICES

SPI: C&L (LGBF) Culture and Leisure Services	Unit	Target	Actual	Indicator	Comments
2.1.4 ECS094ii (LGBF: C&L1): Net cost per attendance at Sports facilities (including swimming pools). Responsibility: Iain GG Campbell <sup>c</sup>	£	10.00	6.19	 GREEN	Target set by service. The COVID-19 pandemic impacted on how the service was delivered, as sports facilities faced extended periods of closure, which were then followed by periods of limited openings. This had a severe impact on the number of attendees and resulted in a 1,179% increase in cost per attendance between 2019/20 and 2020/21. The 2019/20 (pre-COVID) Scottish average is £3.50 and the LGBF Family Group average is £3 (adjusted for inflation). Taking these costs into consideration, the Comhairle set a service prioritisation for improvement 2022/23 Target of £10 decreasing £1 each year towards a target of £3 by 2030 and the LGBF group average. For reference: Scottish average 2022/23: £4.89, LGBF Family Group average 2022/23: £3.75.
3.1.1 DD045bii (LGBF: C&L2): Net cost per library visit. Responsibility: Neil MacLeod <sup>c</sup>	£	2.81	2.13	 GREEN	The target is the Scottish average. LGBF Family Group average: £3.24.
3.1.1. CD046ii (LGBF: C&L3): Net cost per museum visit. Responsibility: Colin George Morrison <sup>c</sup>	£	7.50	35.39	 RED	Target set by service. The Comhairle set a service prioritisation for improvement 2022/23 Target of £7.50, decreasing by £0.50 each year towards a target cost of £4.00 by 2030, thereby exceeding the baseline data. For reference: Scottish average 2022/23: £3.07, LGBF Family Group average 2022/23: £13.15.
2.1.4 ECS095ii: (LGBF: C&L4): Net cost of Parks & Open Spaces per 1,000 Populations. Responsibility: Iain GG Campbell <sup>c</sup>	£	23,311.00	21,921.92	 GREEN	The target is the Scottish average. The Benchmark is the LGBF Family Group average: £20,686.
3.1.1.CS05 - ECS199 (LGBF: C&L5a): Percentage of adults satisfied with libraries - Scottish Household Survey (3-year rolling avg.). Responsibility: Neil Macleod	%	80.00	75.00	 AMBER	Target set by service. The satisfaction data drawn from the Scottish Household Survey is now presented in 3-year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures is within 5.5%. The actual result is for the 2020-23 3-year rolling period. A service improvement target is set at 80% and the Benchmark is the LGBF Family Group average: 75.1%. For reference, Scottish average: 71.0%.
2.1.4.CS04 - ECS096 (LGBF-C&L5b): Percentage of adults satisfied with parks and open spaces - Scottish Household Survey (3-year rolling avg.). Responsible Officer: Neil Macleod.	%	87.30	84.70	 AMBER	The target is the Scottish average. LGBF Family Group average: 86.7%. The satisfaction data drawn from the Scottish Household Survey is now presented in 3-year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures is within 5.5%. The actual result is for the 2020-23 3-year rolling period.
3.1.1.CS04 - CE157 (SLGBFI: C&L5c): Percentage of adults satisfied with museums and galleries - Scottish Household Survey (3-year rolling avg.). Responsibility: Colin George Morrison	%	45.00	79.30	 GREEN	Target set by service. The satisfaction data drawn from the Scottish Household Survey is now presented in 3-year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures is within 5.5%. The Comhairle set a service prioritisation for improvement 2020-23 Target of 45%, increasing by 5% each year towards a satisfaction rate of 80% by 2030, thereby exceeding the baseline data. For comparison - Scottish average: 71%, LGBF Family Group average: 69%.
2.1.4.CS01 - ECS200 (LGBF: C&L5d): Percentage of adults satisfied with leisure facilities - Scottish Household Survey (3-year rolling avg.).	%	71.00	80.30	 GREEN	The Target is the Scottish average. LGBF Family Group average: 75.2%. The satisfaction data drawn from the Scottish Household Survey is now presented in 3-year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures is within 5.5%. The actual result is for the 2020-23 3-year rolling period.





LOCAL GOVERNMENT BENCHMARKING FRAMEWORK (LGBF) SPI RESULTS 2022/23 – EILEAN SIAR

ENVIRONMENTAL SERVICES

SPI: ENV (LGBF) Environmental Services	Unit	Target	Actual	Indicator	Comments
TS004 (LGBF: ENV1a): Net cost of Waste collection per premise. Responsibility: David A MacLeod <sup>C</sup>	£	75.64	95.54	 RED	The target is the Scottish average. LGBF Family Group average: £77.66.
TS006 (LGBF: ENV2a): Net cost per Waste disposal per premise. Responsibility: David A MacLeod <sup>C</sup>	£	95.28	142.55	 RED	The Target is the Scottish average. LGBF Family Group average: £123.94.
TS007 (LGBF: ENV3a): Net cost of street cleaning per 1,000 population. Responsibility: David A MacLeod <sup>C</sup>	£	16,068.00	9,872.37	 GREEN	The Target is the Scottish average. LGBF Family Group average: £14,746.
TS008 (LGBF: ENV3c): Street Cleanliness Score (%age Acceptable). Responsibility: David A Macleod	%	90.60	90.50	 AMBER	The target is the Scottish average. LGBF Family Group average: 86.4%
1.1.3.CS03a - TS009ii (LGBF: ENV4a): Cost of maintenance per kilometre of roads (both capital and revenue costs). Responsibility: Calum MacKenzie <sup>C</sup>	£	12,844.00	3,927.85	 GREEN	The target is the Scottish average. LGBF Family Group average: £6,749.
1.1.3.CS03b - TS010 (LGBF: ENV4b): Percentage of A class roads that should be considered for maintenance treatment. Responsibility: Calum Mackenzie	%	27.40	31.50	 RED	The target is the Scottish average. LGBF Family Group average: 28.1%. Data Period: Calendar years, presented in 3 year rolled averages.
1.1.3.CS03c - TS011 (LGBF: ENV4c): Percentage of B class roads that should be considered for maintenance treatment. Responsibility: Calum Mackenzie	%	31.50	35.70	 RED	The target is the Scottish average. LGBF Family Group average: 32.9%. Data Period: Calendar years, presented in 3 year rolled averages.
1.1.3.CS03d - TS012 (LGBF: ENV4d): Percentage of C class roads that should be considered for maintenance treatment. Responsibility: Calum Mackenzie	%	32.70	44.40	 RED	The target is the Scottish average. LGBF Family Group average: 35.2%. Data Period: Calendar years, presented in 3 year rolled averages.
1.1.3.CS03e - TS013 (LGBF: ENV4e): Percentage of Unclassified class roads that should be considered for maintenance treatment. Responsibility: Calum Mackenzie	%	36.40	45.20	 RED	The target is the Scottish average. LGBF Family Group average: 41.8%. LGBF Data 2019-23 Data Period: Calendar years; presented in 4 year rolled averages.
4.1.4. CD133 (DD001) (LGBF: ENV5): Cost of Trading Standards and Environmental Health per 1,000 population. Responsibility: Colm Fraser <sup>C</sup>	£	36,000.00	46,021.02	 RED	Target set by service. The Comhairle have set an aspirational service prioritisation for improvement target of £29,000 by 2030. Therefore, based on Eilean Siar's average results for the periods 2010/11 to 2020/21, a 2022/23 target of £36,000 was set, decreasing by £1,000 each year towards an aspirational target to be less than the 2020/21 LGBF Family Group average. For comparison 2022/23: Scottish Average: £22,302, LGBF Family Group Average: £34,965.
4.1.4. CD132 (DD003) (LGBF: ENV5a): Cost of Trading Standards per 1,000 population. Responsibility: Colm Fraser <sup>C</sup>	£	12,500.00	19,069.07	 RED	Target set by service. The Comhairle have set an aspirational service prioritisation for improvement target of working towards costs less than the 2012/13 baseline year of £11,901 by 2030. Therefore, based on Eilean Siar's average results for the periods 2012/13 to 2020/21, a 2022/23 target of £12,500 was set, decreasing by £250 each year towards an aspirational target of £10,750 by 2030. For comparison 2022/23: Scottish Average: £7,060, LGBF Family Group Average: £10,573.
4.1.4. CD135 (DD002) (LGBF: ENV5b): Cost of Environmental Health per 1,000 population. Responsibility: Colm Fraser <sup>C</sup>	£	24,587.09	26,951.95	 AMBER	Target is last year's actual result for year on year benchmarking. For comparison 2022/23: - Scottish Average: £15,239, LGBF Family Group Average: £24,392.
4.1.2.CS04 - TS014 (LGBF-ENV6): The Percentage of total waste arising that is recycled (Jan-Dec). Responsibility: David A Macleod	%	34.00	31.80	 AMBER	Target set by service. The Comhairle have set an aspirational service prioritisation for improvement target of 40% of total household waste arising that is recycled by 2030. The previous target of 30% was exceeded in 2021/22 with the rate rising to 33.5%. The 2022/23 target is set at 34%, increasing annually towards the aspirational recycling target to be more than the LGBF Family Group average. The current target is primarily to maintain the current recycling and to gradually build improvement with the roll out of additional kerbside collection services. There remains uncertainty due to the anticipated introduction of Scotland's Deposit Return Service in August 2023 and Extended Producer

LOCAL GOVERNMENT BENCHMARKING FRAMEWORK (LGBF) SPI RESULTS 2022/23 – EILEAN SIAR














SPI: ENV (LGBF) Environmental Services	Unit	Target	Actual	Indicator	Comments
TS015 (LGBF: ENV7a): Percentage of adults satisfied with refuse collection (Scottish Household Survey 3-year rolling avg.). Responsibility: David A Macleod	%	78.00	88.30	 GREEN	Responsibility in 2024. Both could help to increase local recycling rates but is not yet clear how they will impact or integrate with council services. For reference 2022/23: Scottish average: 43.3%, LGBF Family Group average: 37.0%.  The target is the Scottish average. LGBF Family Group average: 85.4%. The satisfaction data drawn from the Scottish Household Survey is now presented in 3-year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures is within 5.5%. The 2020 Scottish Household Survey data, which was previously unavailable have been included in the 2023 publication (2021/22). The results of the SHS 2020 telephone survey are not directly comparable to SHS results for previous years. This is due to a reduced sample size and a change in methodology due to the COVID-19 pandemic.
TS016: (LGBF: ENV7b): Percentage of adults satisfied with street cleaning - Scottish Household Survey (3-year rolling avg.). Responsibility: David A Macleod	%	58.30	59.70	 GREEN	The target is the Scottish average. LGBF Family Group average: 56.1%. The satisfaction data drawn from the Scottish Household Survey is now presented in 3-year rolled averages to deliver the required level of precision at a local level. By rolling the data across the 3 years, the confidence interval for all figures are within 5.5%. The 2020 Scottish Household Survey data, which was previously unavailable have been included in the 2023 publication (2021/22). The results of the SHS 2020 telephone survey are not directly comparable to SHS results for previous years. This is due to a reduced sample size and a change in methodology due to the COVID-19 pandemic.

HOUSING SERVICES

SPI: HSN (LGBF) Housing Services - No LGBF SPIs					
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LOCAL GOVERNMENT BENCHMARKING FRAMEWORK (LGBF) SPI RESULTS 2022/23 – EILEAN SIAR

ECONOMIC DEVELOPMENT AND PLANNING





SPI: ECON (LGBF) Economic Development and Planning	Unit	Target	Actual	Indicator	Comments
1.1.4.CS10 - CE065 (LGBF: ECON1, SLAED: OC13): Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes. Responsible Officer: Dolina Smith <sup>c</sup>	%	12.90	26.67	 GREEN	The target is the Scottish average. LGBF Family Group average: 21.5%.
DD060 (LGBF: ECON2): Cost of Planning & Building Standards per planning application. Responsibility: Morag Ferguson <sup>c</sup>	£	5,538.00	4,399.39	 GREEN	The target is the Scottish average. LGBF Family Group average: £5,136.
3.1.3.CS04 - DD061 (LGBF: ECON3): Average time (weeks) taken to deliver a commercial (business and industry) planning application decision. Responsibility: Morag Ferguson	Weeks	8.67	14.00	 RED	Statutory Target. For comparison: Scottish Average: 12 weeks LGBF Family Group Average: 13.1 weeks.
4.1.2.CS01 – CE102 (LGBF: ECON4): Percentage of procurement spend spent on local enterprises. Responsible Officer: Tim Langley	%	29.60	28.40	 AMBER	The target is the Scottish average. LGBF Family Group average: 35.6%. For 2022/23, spend on large capital projects was significant. It is not possible to extrapolate sub-contract spend with local companies from overall capital spend. It is therefore likely that local spend is higher than the actual percentage. Change 2010/11-2022/23: -4.2 Change 2021/22-2022/23: +1.6 Rank 2022/23: 12 Change in rank 2010/11-2021/22: -6 Change in rank 2021/22-2022/23: +2
1.1.5 - DD063 (LGBF: ECON5): Number of business gateway start-ups per 10,000 population. Responsibility: Domhnall MacDonald <sup>c</sup>	#	14.30	18.02	 GREEN	The target is the Scottish average. LGBF Family Group average: 18.3.
CD100 (DD073) (LGBF: ECON6): Cost of Economic Development & Tourism per 1,000 Population. Responsibility: Murdo MacKay <sup>c</sup>	£	109,349.00	332,507.51	 RED	The target is the Scottish average. LGBF Family Group average: £151,132.
CD128 (CE098) (LGBF: ECON7 / SLAED:IG5): Percentage of Employees earning less than Living Wage. Responsibility: Domhnall MacDonald	%	0.00	0.00	 GREEN	The Improvement Service advise that the figures marked with * are due to the data either being unreliable or unavailable. * Councils: Shetland Islands, Orkney Islands, and Eilean Siar have no data to report.
1.1.2.CS01 - CD131 (DD075) (LGBF: ECON8 / SLAED:IG8): Proportion of properties able to access Superfast Broadband. Responsibility: Murdo MacKay	%	95.50	85.30	 RED	The target is the Scottish average. LGBF Family Group average: 83.8%.
1.1.3.CS01 - CD076 (DD076) (LGBF: ECON9, SLAED:OC8): Town Vacancy Rates. Responsibility: Domhnall MacDonald	%	11.40	3.30	 GREEN	The target is the Scottish average. LGBF Family Group average: 12.3%.
CD109 (DD077) (LGBF: ECON10 / SLAED:OP5): Immediately available employment land as a % of total land allocated for employment purposes in the local development plan. Responsibility: Mairi MacIver	%	22.80	100.00	 GREEN	The target is the Scottish average. LGBF Family Group average: 38%.
CD111 (LGBF: ECON11 / SLAED:OC1): Gross Value Added (GVA) per Capita (in pounds per person, in council area). Responsible Officer: Domhnall MacDonald	£	25,757.59	20,758.26	 RED	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication as it is published 1 year in arrears. The target is the Scottish average. LGBF Family Group average: £24,271 for comparison.
1.1.4.CS04 - CD034 (LGBF: ECON12a): Percentage of people (Claimants) that were in Receipt of Out of Work Benefits. <sup>c</sup>	#	4.00	2.11	 GREEN	The target is the Scottish average. LGBF Family Group average: 3.2%.
CD035 (LGBF: ECON12b): Percentage of people (Claimants) aged 16-24 that were in Receipt of Out of Work Benefits. <sup>c</sup>	#	3.50	2.11	 GREEN	The target is the Scottish average and the LGBF Family Group average is 4.5%, for comparison.

LOCAL GOVERNMENT BENCHMARKING FRAMEWORK (LGBF) SPI RESULTS 2022/23 – EILEAN SIAR

FINANCIAL SUSTAINABILITY

SPI: FINSUS (LGBF) Financial Sustainability	Unit	Target	Actual	Indicator	Comments
4.1.5.CS07 - AFR097 (LGBF-FINSUS1): Total useable reserves as a % of council annual budgeted revenue. Responsible Officer: Norman Macdonald	%	24.50	35.00	 GREEN	The target is the Scottish average and the LGBF Family Group average is 93.8%, for comparison.
4.1.5.CS08 - AFR098 (LGBF-FINSUS2): Uncommitted General Fund Balance as a % of council annual budgeted net revenue. Responsible Officer: Norman Macdonald	%	3.20	2.40	 RED	The target is the Scottish average and the LGBF Family Group average is 5.9%, for comparison.
4.1.5.CS09 - AFR099 (LGBF-FINSUS3): Ratio of Financing Costs to Net Revenue Stream - General Fund. Responsible Officer: Norman Macdonald	%	5.40	7.20	 RED	The target is the Scottish average and the LGBF Family Group average is 5.8%, for comparison.
4.1.5.CS10 - AFR101 (LGBF-FINSUS5): Actual outturn as a percentage of budgeted expenditure. Responsible Officer: Norman MacDonald <sup>C</sup>	%	98.60	97.41	 AMBER	The target is the Scottish average and the Benchmark is the LGBF Family Group average of 97.7%, for comparison.

TACKLING CLIMATE CHANGE

SPI: CLIM (LGBF) Tackling Climate Change	Unit	Target	Actual	Indicator	Comments
1.1.1.CS04 - AFR102 (LGBF: CLIM01): CO2 emissions area wide per tonne, per capita. Responsible Officer: Calum Mackenzie	T	5.10	19.33	 RED	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The target is the Scottish average and the Benchmark is the LGBF Family Group average: 7.27t.
1.1.1.CS04 - AFR103 (LGBF: CLIM02): CO2 emissions area wide: emissions within scope of Local Authority per capita. Responsible Officer: Calum Mackenzie	T	4.57	5.29	 RED	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The target is the Scottish average and the Benchmark is the LGBF Family Group average: 5.97t.
1.1.1. AFR105 (LGBF: CLIM03): CO2 emissions from transport per 1,000 population. Responsible Officer: Calum Mackenzie	T	26.81	24.15	 GREEN	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The target is the Scottish average and the LGBF Family Group average is 169.51t per 1,000 population.
1.1.1. AFR106 (LGBF: CLIM04): CO2 emissions from electricity per 1,000 population. Responsible Officer: Calum Mackenzie	T	46.05	78.09	 RED	Target and Actual data is for the 2021/22 period, as the 2022/23 data is not available at time of publication. The Target is the Scottish average in the same period for benchmarking. The LGBF Family Group average is: 75.31t per 1,000 population.

<sup>T</sup>Trend KPI

<sup>C</sup>Calculated KPI