



KPI Summary Report

Comhairle nan Eilean Siar

LGBF 2023/24 Service Prioritisation SPI Progress Report

Actual result in comparison to Target

On Track	Monitor	Off Track
\geq	Within 10%	Adverse change greater than 10%



LGBF 2023/24 SERVICE PRIORITISATION SPI PROGRESS REPORT

LGBF: Service Prioritisation SPIs	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.	%	69.00	78.50	On Track	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.
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	%	74.00	78.70	On Track	Target set by service: CHN13b – 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.
2.1.1.CS10 - ECS130 (LGBF: CHN19a): School Attendance Rates (per 100 pupils). Responsible Officer: Donald A. Macleod	%	94.00	91.50	Monitor	Target set by Service. As per the Improvement Service, the school attendance rates has changed from biennial to annual and was published in December 2024. However, the exclusion rates are still biennial. 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.
2.1.1.CS04 - ECS131 (LGBF: CHN19b): School Attendance Rates (per 100 Looked After	%	88.00	74.40	Off Track	Target set by Service. Same as 2022/23, as statistics on school pupil attendance and absence is collected every two years. The Comhairle have been in the top quartile for LAC attendance since the baseline

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Children). Responsible Officer: Donald A. Macleod					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 2021/21, 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	#	20.00	26.90	Off Track	Target set by Service. The school attendance rates has changed from biennial to annual and was published in December 2024. However, the exclusion rates are still biennial. 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 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. For comparison:2022/23: Scottish average: 16.6% LGBF Family Group 2022/23: 17.9%
2.1.2 ECS002 (LGBF: CHN09): Balance of Care for looked after children: Percentage of “Looked After Children” (LAC) being cared for in the Community.	%	83.00	83.90	On Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. Target set by service. 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

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					2030 and the national and group average, and to exceed the baseline year.
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	%	20.00	19.40	On Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. Target set by service. Scottish average: 17.2% and LGBF Family group average: 15.2%. 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%.
3.1.1.CD046ii (LGBF: C&L03): Net cost per museum visit. Responsibility: Colin George Morrison	£	7.00	42.14	Off Track	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 2023/24: £3.50 LGBF Family Group average 2023/24: £11.73
3.1.1.CS04 - CE157 (LGBF: C&L05c): Percentage of adults satisfied with museums and galleries - Scottish Household Survey (3-year rolling avg.). Responsibility: Colin George Morrison	%	50.00	75.70	On Track	Target set by service. 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. The benchmark is the LGBF Family Group average of 68% and, for comparison, the Scottish average is 85%, both for the same reporting period. The satisfaction data is drawn from the Scottish Household Survey and is 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%.

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3.1.2.CS09 - IJB035 (LGBF-SW04e): Percentage of carers who feel supported to continue in their caring role. Responsibility: Emma Macsween	%	46.00	32.60	Off Track	Target set by service. Results are above national average, and further work is required to undertake a local satisfaction survey of family carers to provide targeted information to drive a review of this indicator. For comparison, the Scottish average is 31.2% and the LGBF Family Group average is 32.0%. The Health and Care Experience Survey is undertaken every two years.
3.1.2.CS05 - IJB019 (LGBF: SW08): Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+). Responsibility: Emma Macsween	#	1,000.00	1,414.14	Off Track	Target set by service. The delayed discharge performance is influenced by the consistent operation of community-based services at maximum capacity. Continuous improvement actions are underway but future targets will be reviewed to accept the unavoidable impact of a service closure reducing the community bed capacity. For comparison, the Scottish average is 846 and the LGBF Family Group average is 894.
4.1.2.CS04 - TS014 (LGBF-ENV06): The Percentage of total waste arising that is recycled (Jan-Dec). Responsibility: Colm Fraser	%	34.00	35.10	On Track	Target set by service. For comparison, the Scottish average is 43.5% and the LGBF Family Group average is 37%, both for the same reporting period. This actual result is based on the Waste Data Flow Submission for Jan-Dec 2022. With the rollout of 3-weekly collections and 100% coverage of kerbside collections of Dry Mixed Recyclates from June 2023 we expect this figure to rise with more diversion of waste from landfill.
4.1.3.CS02 - CE066 (LGBF: CORP03c): The gender pay gap between average hourly rate of pay for male and female council employees. Responsible Officer: Carmen Macdonald	%	12.00	9.67	On Track	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 each year towards the national tolerance level by 2030. This was reviewed in comparison to 2019/20 (Baseline Year): 14.4% and the target amended to 12% in 2023/24 reducing year on year towards the national tolerance level by 2030. For reference: Scottish average: LGBF Family Group average: For comparison CnES: 2015 Actual:

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					<p>16.4% 2017 Actual: 13.7% 2019 Actual: 14.4% 2020 Actual: 13.5% 2021 Actual: 14.1% 2022 Actual: 11.4% 2023 Actual: 9.67% It is positive to note an overall reduction in the gender pay gap. Pay awards continue to be subject to annual agreement at a national level. As previously reported, there is a higher proportion of women in Grades A-C who continue to benefit from the implementation of the Scottish Local Government Living Wage, and this has a positive impact on the gender pay gap.</p>
<p>4.1.4. AFR017 (LGBF: CORP08): Percentage of invoices sampled that were paid within 30 days (annual). Responsible Officer: Norman Macdonald</p>	%	92.00	80.90	Off Track	<p>Target set by 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. For reference, Scottish average: 93.1%, LGBF Family Group average: 92.9%.</p> <p>Our electronic PMS allows a full count of all invoices processed within the period. However, the Comhairle was subject to a cyber-attack on 7 November 2023, which resulted in the loss of systems and data. This has seriously disrupted financial processes, and it has not been possible to provide the total number of invoices paid within 30 days at this time. We have, therefore, provided a sample of data for the 2023/24 period, which at 80.9% is comparable to the previous year 2022/23 of 82.5% (-1.59%).</p>
<p>4.1.4. AFR026 (LGBF: CORP04): The cost per dwelling of collecting Council Tax. Responsible Officer: Jenny Macleod</p>	£	18.00	17.94	On Track	<p>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: £5.89 LGBF Family Group average: £7.06</p>

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4.1.5.CS02 - AFR006 (LGBF-CORP01): Central Support Services (External to Services) as a Proportion of Council Running Costs. Responsibility: Norman Macdonald	%	5.20	5.66	Monitor	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: 4.1% LGBF Family Group average: 4.3%
4.1.4. CD132 (LGBF: ENV05a): Cost of Trading Standards per 1,000 population. Responsibility: Colm Fraser	£	12,250.00	18,209.76	Off Track	Target set by service. For comparison, the Scottish average is £7,266 and the LGBF Family Group average is £10,811. 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.
4.1.5. CE054 (LGBF: CORP06a): Sickness Absence Days per FTE Employee (Teachers). Responsible Officer: Carmen MacDonald	Days	6.00	8.17	Off Track	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. For reference, the Scottish average is 7.6 Days and the LGBF Family Group average is 8.2 Days.
4.1.5. CE055 (LGBF: CORP06b): Sickness Absence Days per FTE Employee (exc. Teachers). Responsible Officer: Carmen MacDonald	Days	10.00	15.21	Off Track	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. For reference, the Scottish average is 13.9 Days and the LGBF Family Group average is 13.3 Days.