



# **KPI Summary Report**

**Comhairle nan Eilean Siar**

**LGBF SPI 2010 – 2024 Cost of Delivering Local Services**

## Introduction

Councils have a duty under the Local Government in Scotland Act 2003 to make appropriate arrangements to report publicly their performance in delivering their functions and services. The Accounts Commission has a statutory power to define the performance information that local authorities must publish and does so in its annual [Direction](#). The Improvement Service leads on the Local Government Benchmarking Framework (LGBF) that came into effect for reporting from 2013/14 and requires for KPIs to be benchmarked against other relevant bodies and compared to other accounting periods. While the data allows comparison of indicators it should be noted that each local authority sets its own priorities. Outcomes do not differ solely on performance but as a result of how each local authority organise their services to meet the needs of their communities. This means that what is suitable for one area may not be suitable somewhere else.

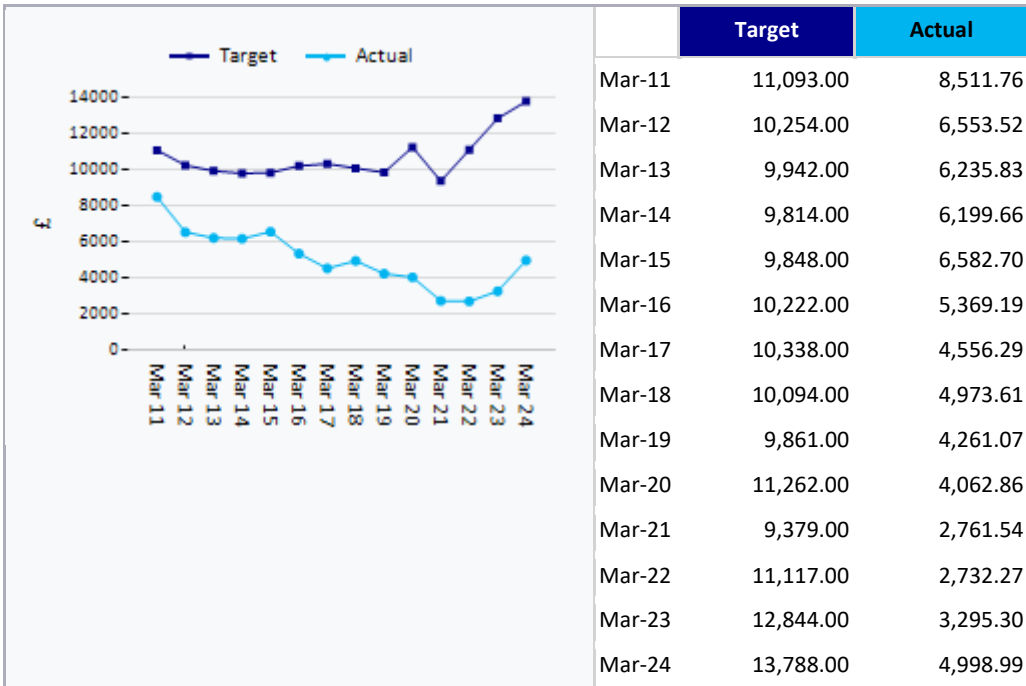
The 32 Scottish councils have been divided into four LGBF Family Groups of eight councils. The core purpose of the Family Groups is to make comparisons between similar councils to identify strengths and weaknesses, to learn from councils who seem to be doing better and to improve local performance. There are two Family Groups: People Services; and Other Services. For Corporate Services, Economic Development, Environmental Services and Culture and Leisure Services similar types of councils are grouped by their population density. For Children's Services, Adult Social Care Services and Housing Services indicators similar councils are grouped by their level of deprivation. The LGBF data was extracted from the Improvement Service's online [LGBF Dashboard](#).

The Improvement Service publishes a national benchmarking overview report each year which focuses on three areas: Trends across Scotland for the service groupings and key indicators since the base year; Factors shaping these trends across Scotland; and Identification of areas where unexplained variation exists, and significant improvement might be achieved. The [thirteenth overview report](#) was published 21 March 2025 and compares costs with services provided by Scotland's 32 councils. The Report introduces data from 2023/24 and reveals the extraordinary effort and achievements delivered across local government against an increasingly challenging backdrop. It also shows how sustained financial, demand and workforce pressures have substantially disrupted performance and efficiency improvements gained in previous years. The full report can be accessed on the Improvement Service's benchmarking [website](#).

 On Track	 Monitor	 Off Track	 Not Applicable
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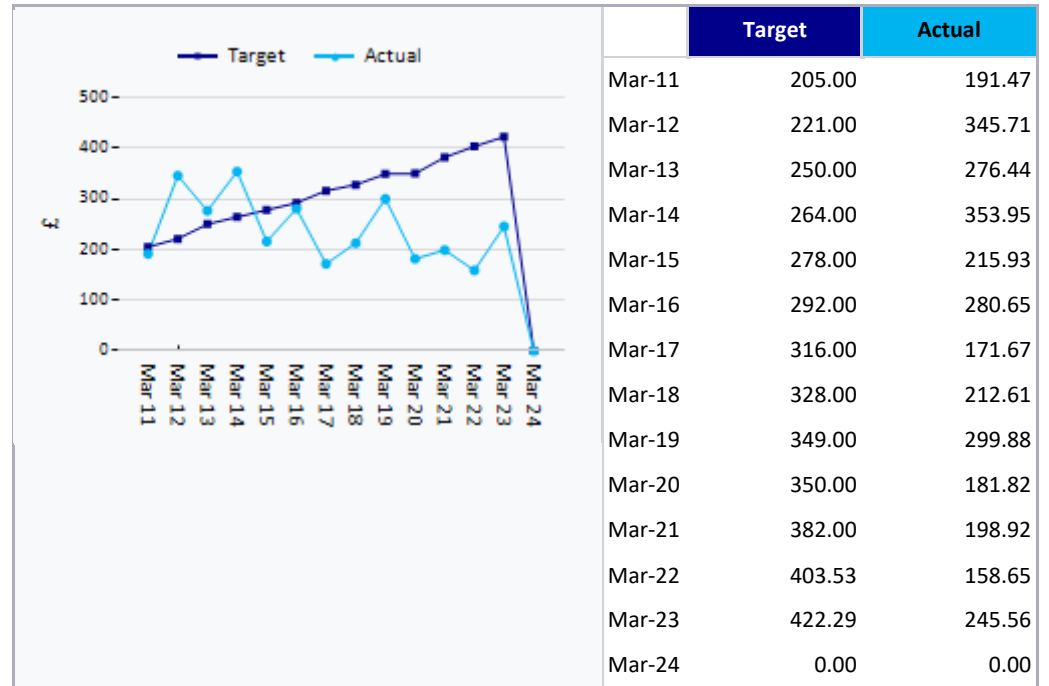
**1.1.3.CS03a - TS009ii (LGBF: ENV04a): Cost of maintenance per kilometre of roads (both capital and revenue costs). Responsibility: Calum Mackenzie (£)**



The target is the Scottish average. The Benchmark is the LGBF Family Group average: £6,996.



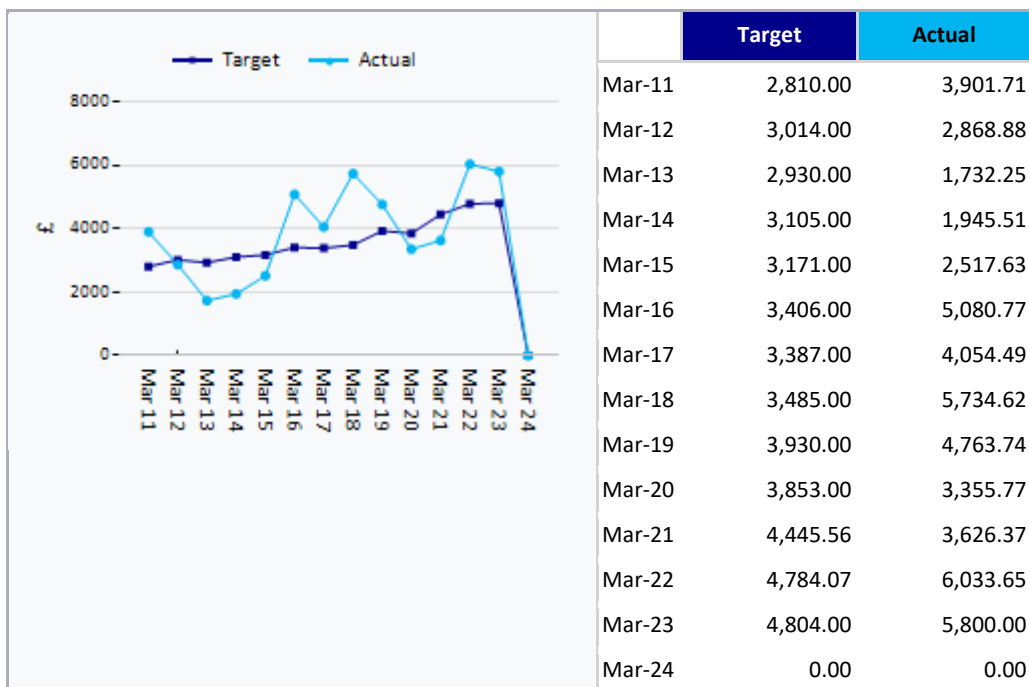
**2.1.2 ECS001: (LGBF: CHN08b): The Gross Cost of "Children Looked After" in a Community Setting per Child per Week. Responsible Officer: Jack Libby (£)**



March 2025 - 2023/24 DNA. The Target is the Scottish average, and the Benchmark is the LGBF Family Group average for the same year.



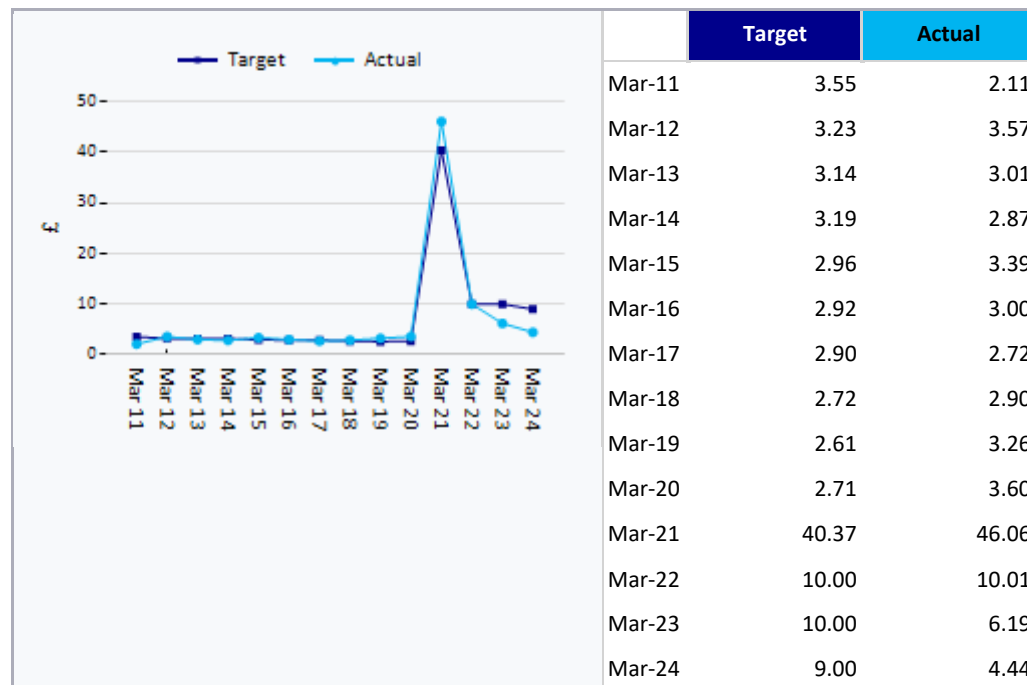
**2.1.2 ECS003: (LGBF: CHN08a): The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week. Responsible Officer: Jack Libby (£)**



March 2025 - 2023/24 DNA. The Target is the Scottish average, and the Benchmark is the LGBF Family Group average for the same year.



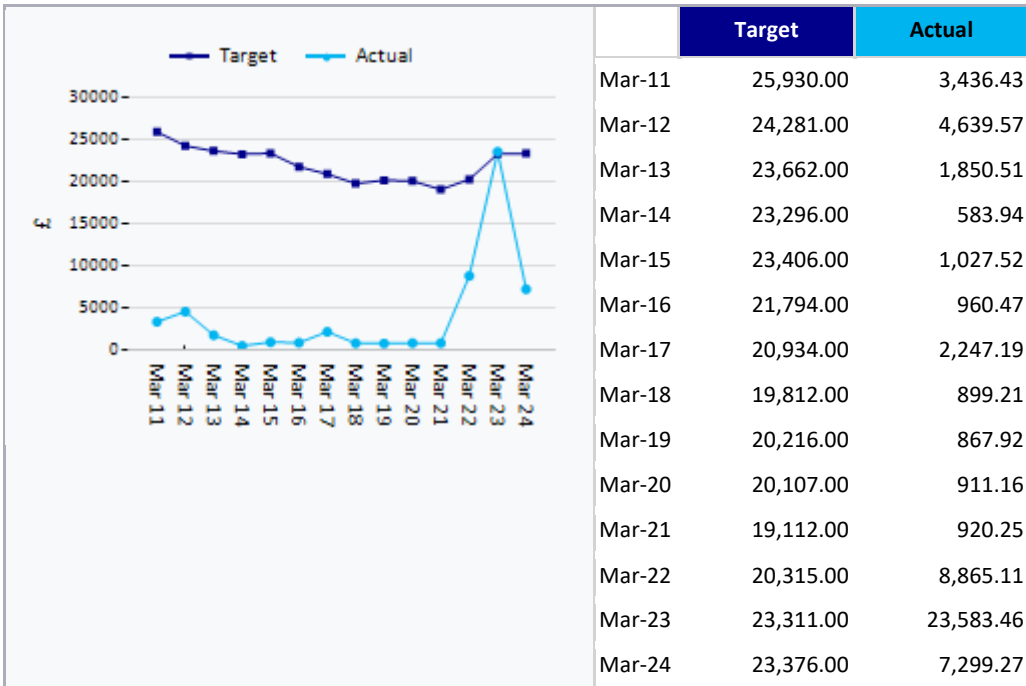
**2.1.4 ECS094ii (LGBF: C&L01): Net cost per attendance at Sports facilities (including swimming pools). Responsibility: Iain GG Campbell (£)**



£9 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 2023/24: £4.35 LGBF Family Group average 2023/24: £2.97



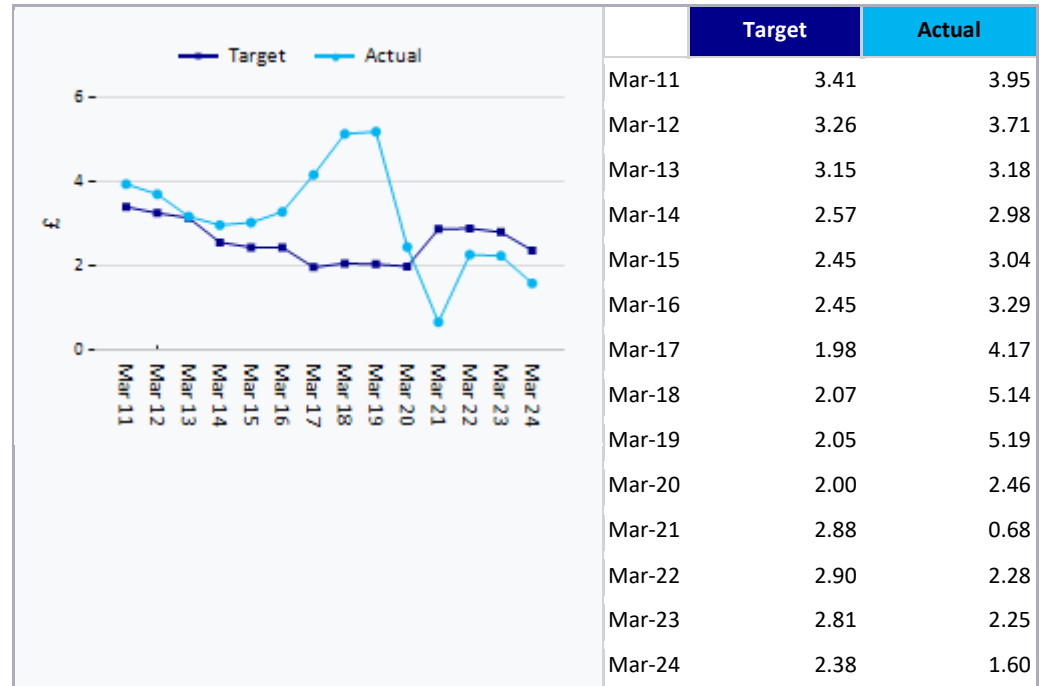
**2.1.4 ECS095ii: (LGBF: C&L04): Net cost of Parks & Open Spaces per 1,000 Populations. Responsibility: Iain GG Campbell (£)**



The target is the Scottish average, and the Benchmark is the LGBF Family Group average: £19,689.

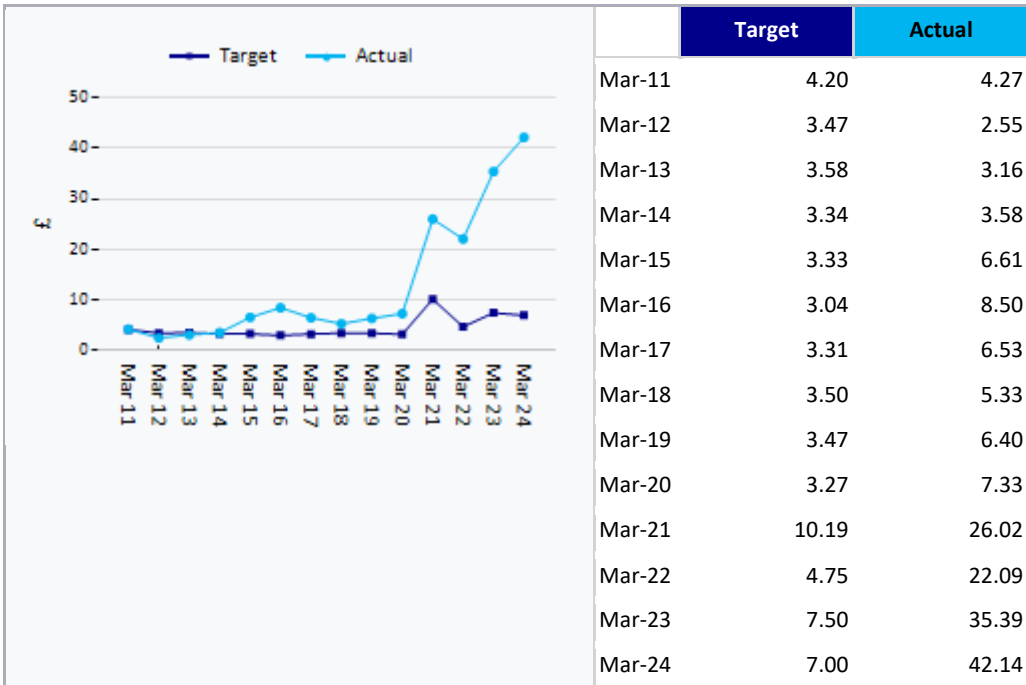


**3.1.1 DD045bii (LGBF: C&L02): Net cost per library visit. Responsible Officer: Renee Mason (£)**



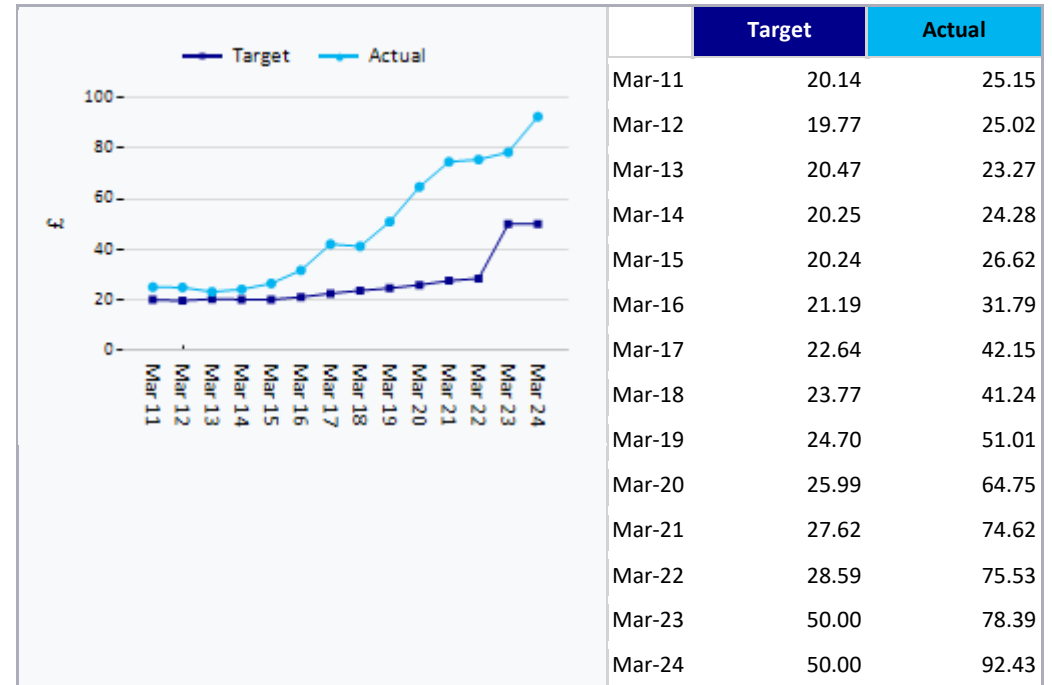
The target is the Scottish average, and the Benchmark is the LGBF Family Group average: £2.72

**3.1.1.CD046ii (LGBF: C&L03): Net cost per museum visit. Responsibility: Colin George Morrison (£)**



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

**3.1.2 IJB029 (LGBF: SW01): Older Persons (Over 65) Homecare Costs per Hour. Responsibility: Emma MacSween (£)**



The main service provision is provided by the local authority service, with agency workers employed to sustain packages while recruitment processes are undertaken. The externally commissioned services have bespoke procurement arrangements that exceed national comparators. The target will be re-set to better reflect the local system arrangements. For comparison: Scottish average: £33.61 LGBF Family Group average: £47.60



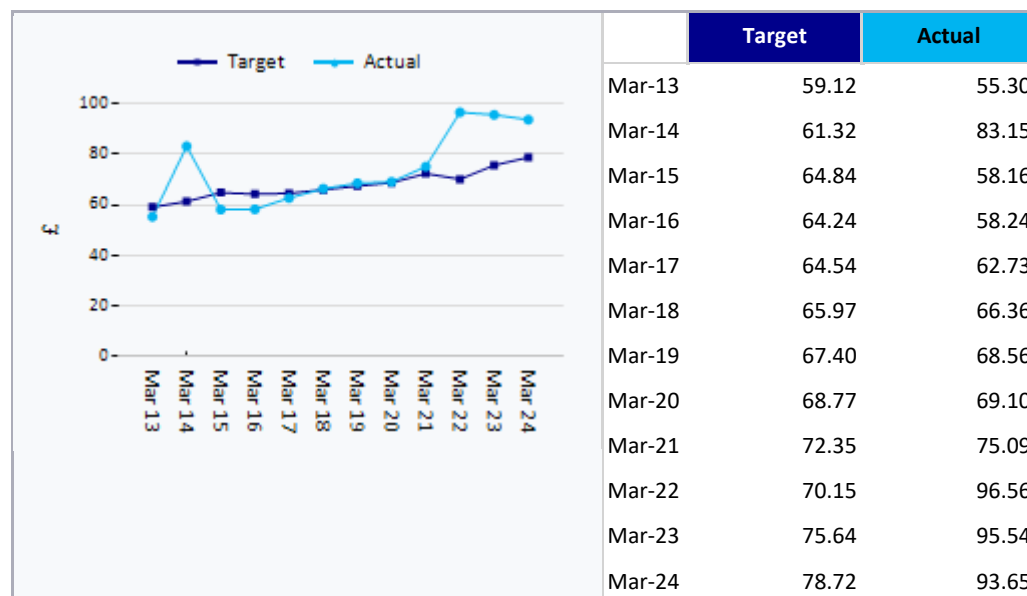
**3.1.2 IJB030 (LGBF: SW05): Net Cost of Residential Care Services per Older Adult (+65) per Week. Responsibility: Emma MacSween (£)**



*Inappropriate target set in error. Local market is predominately local authority provision with external provider rates exceeding the national benchmark rates. For comparison: Scottish average: £723 LGBF Family Group average: £724  
% Value Change 2010/11-2023/24: 28.1  
% Value Change 2022/23-2023/24: 9.1*



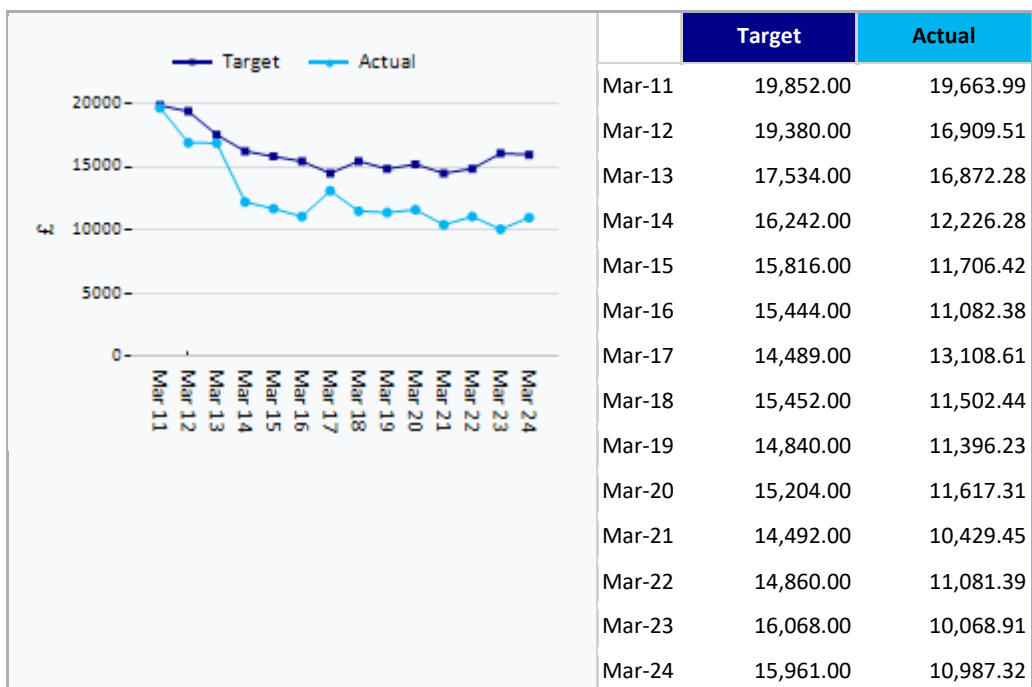
**4.1.2.TS004 (LGBF: ENV01a): Net cost of Waste collection per premise. Responsibility: Colm Fraser (£)**



*The target is the Scottish average. The Benchmark is the LGBF Family Group average: £79.44. The Comhairle will always have high collection costs due to its geography, premises density and inclusion of some ferry costs. This KPI will also be affected by the number of kerbside collection streams being provided, which will vary by council. The Comhairle has the 3rd highest cost in the family group and the 7th highest in Scotland.*



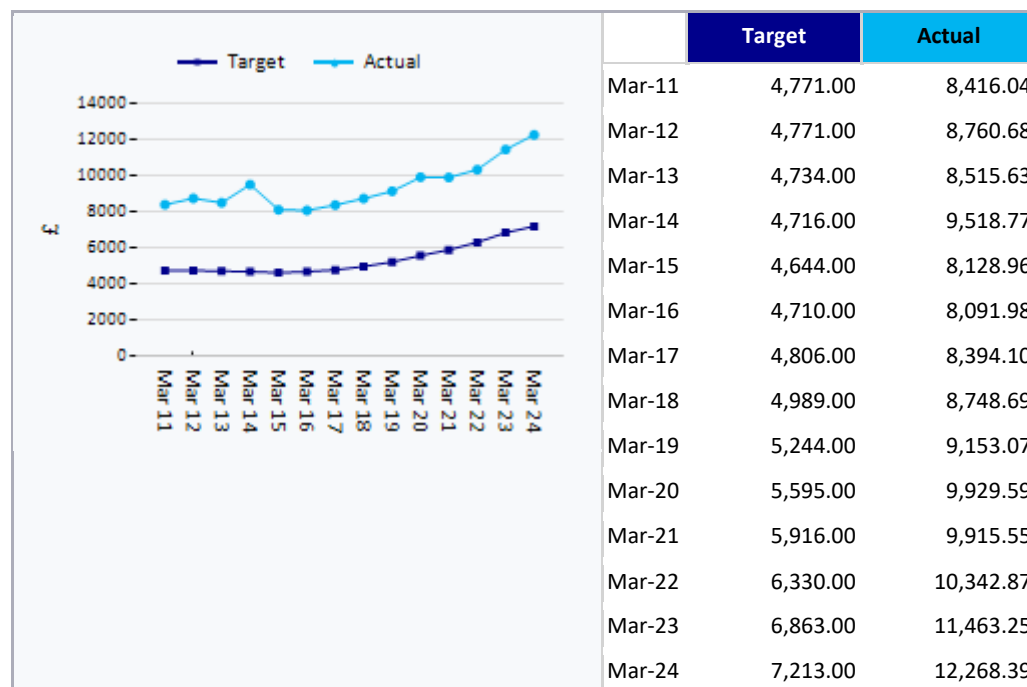
**4.1.2.TS007 (LGBF: ENV03a): Net cost of street cleaning per 1,000 population. Responsibility: Colm Fraser (£)**



The Target is the Scottish average. The benchmark is the LGBF Family Group average: £16,072.



**4.1.4 ECS008 (LGBF: CHN01): Cost per Primary school Pupil. Responsible Officer: Donald A. Macleod (£)**



The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: £9,238.

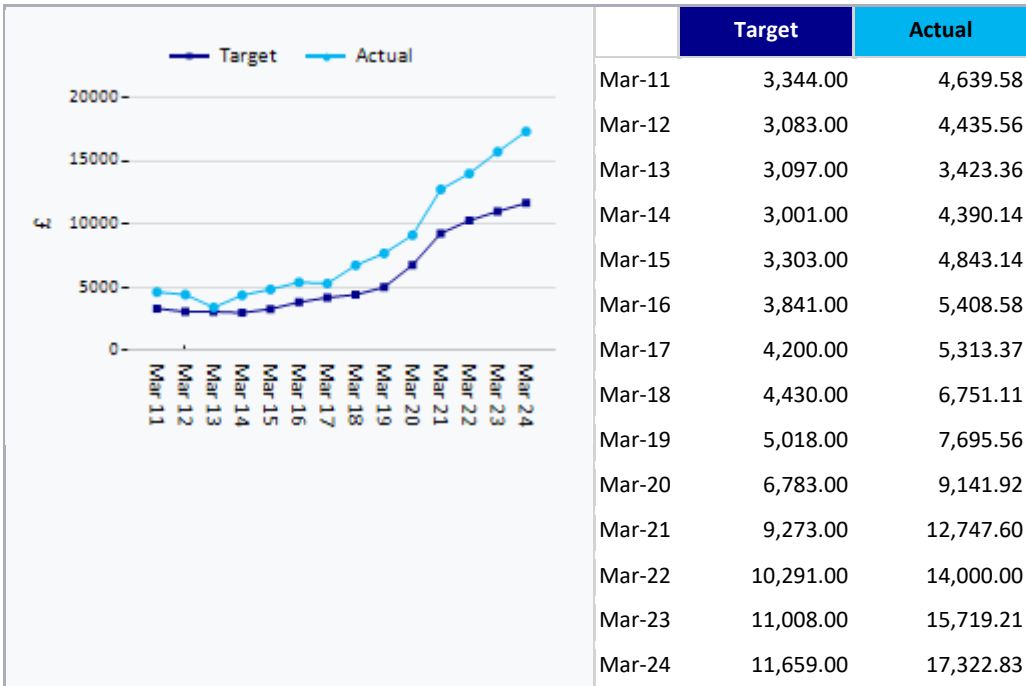
% Value Change 2010/11-2023/24: 4.3%

% Value Change 2021/22-2023/24: 1.4%





**4.1.4 ECS009 (LGBF: CHN03): Cost per Pre-School Education Registration.**  
Responsible Officer: Donald A. Macleod (£)



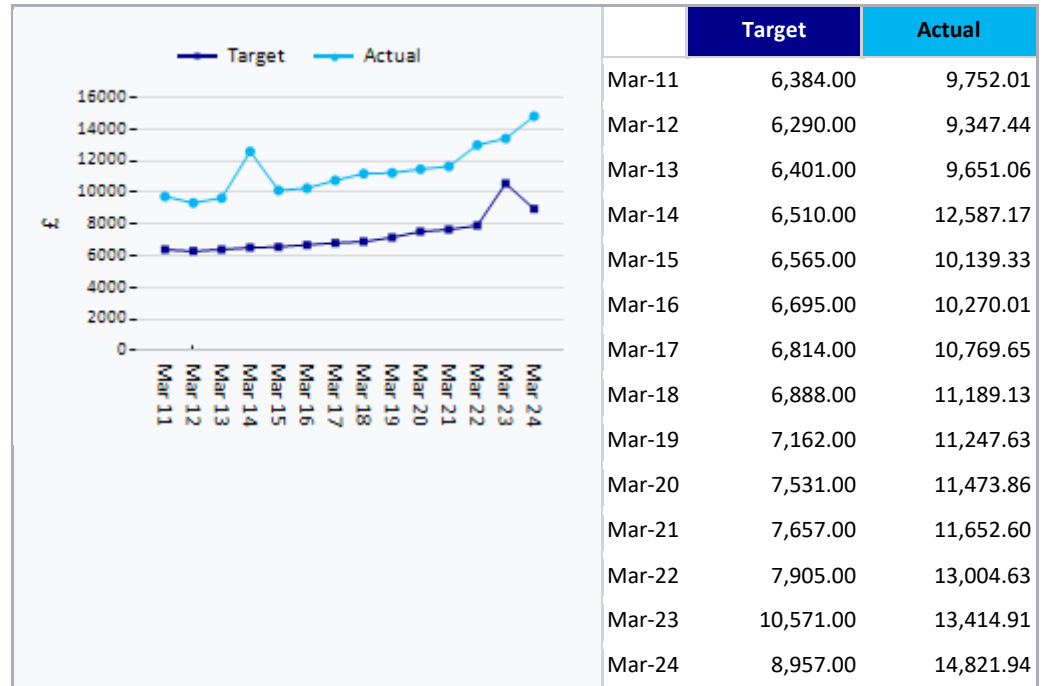
The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: £13,576.

% Value Change 2010/11-2023/24: 167.2

% Value Change 2022/23-2023/24: 4.4



**4.1.4 ECS010 (LGBF: CHN02): Cost per Secondary School Pupil. Responsible Officer: Donald A. Macleod (£)**



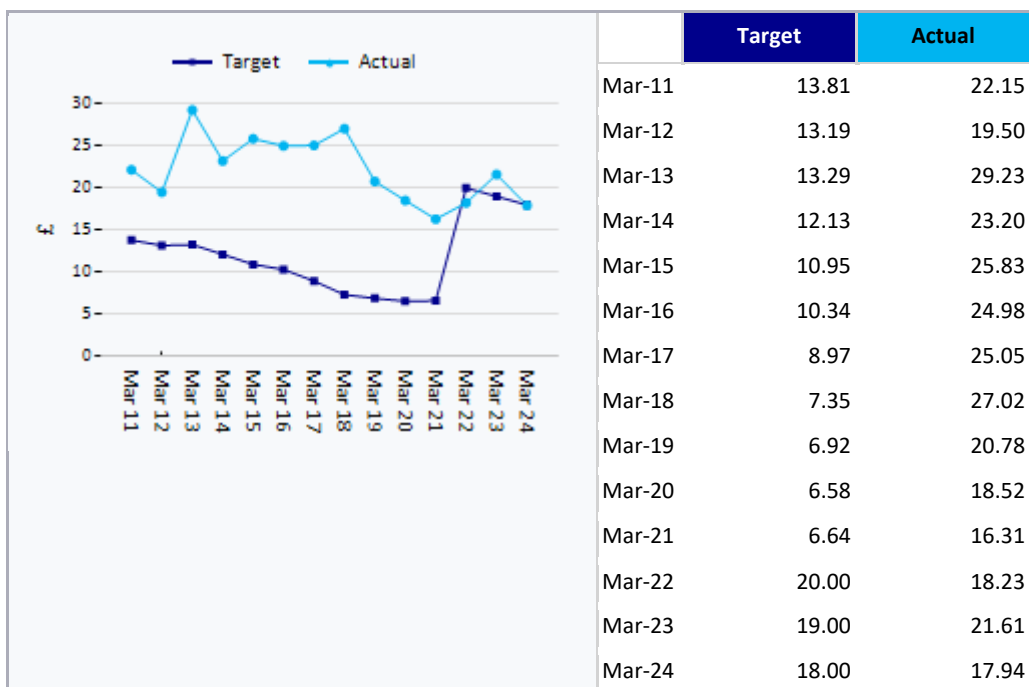
The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: £11,533.

% Value Change 2010/11-2023/24: 8.8

% Value Change 2021/22-2023/24: 4.7



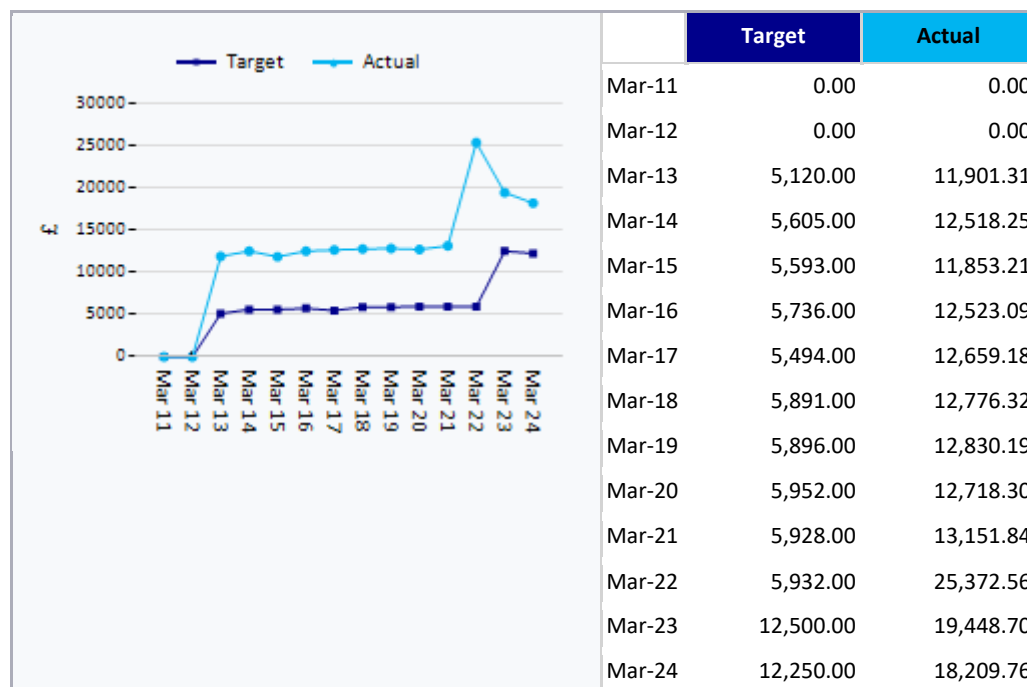
**4.1.4. AFR026 (LGBF: CORP04): The cost per dwelling of collecting Council Tax. Responsible Officer: Jenny Macleod (£)**



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



**4.1.4. CD132 (LGBF: ENV05a): Cost of Trading Standards per 1,000 population. Responsibility: Colm Fraser (£)**



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.



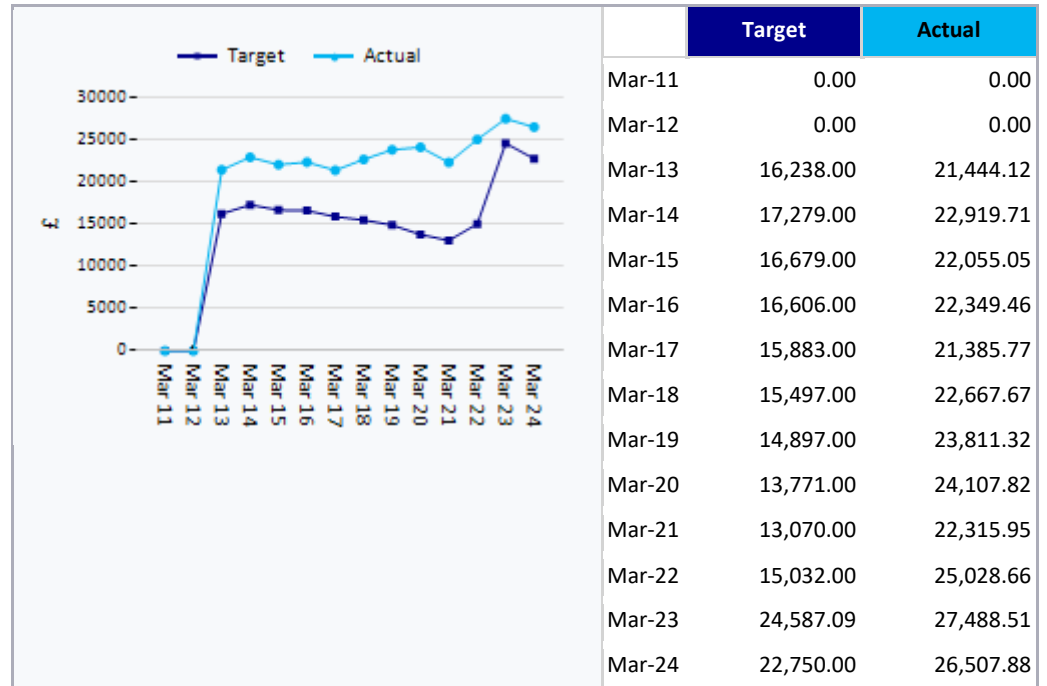
**4.1.4. CD133 (LGBF: ENV05): Cost of Trading Standards and Environmental Health per 1,000 population. Responsibility: Colm Fraser (£)**



Target set by service. For comparison, the Scottish Average is £22,804 and the LGBF Family Group Average is £35,710. 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.



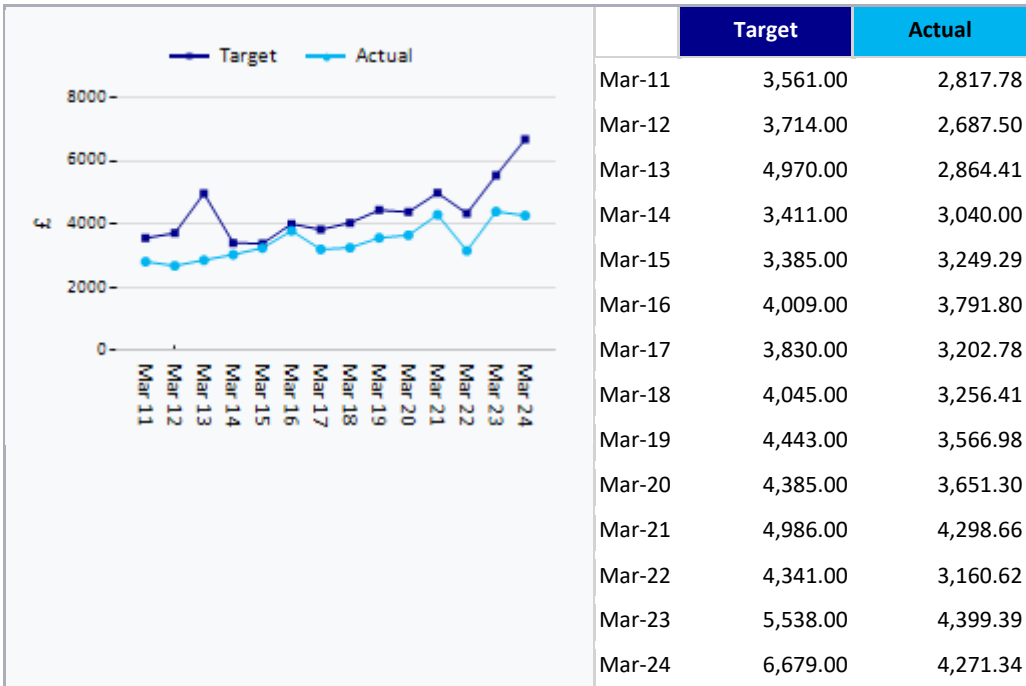
**4.1.4. CD135 (LGBF: ENV05b): Cost of Environmental Health per 1,000 population. Responsibility: Colm Fraser (£)**



Target set by service. For comparison, the Scottish Average is £15,538 and the LGBF Family Group Average is £24,899.



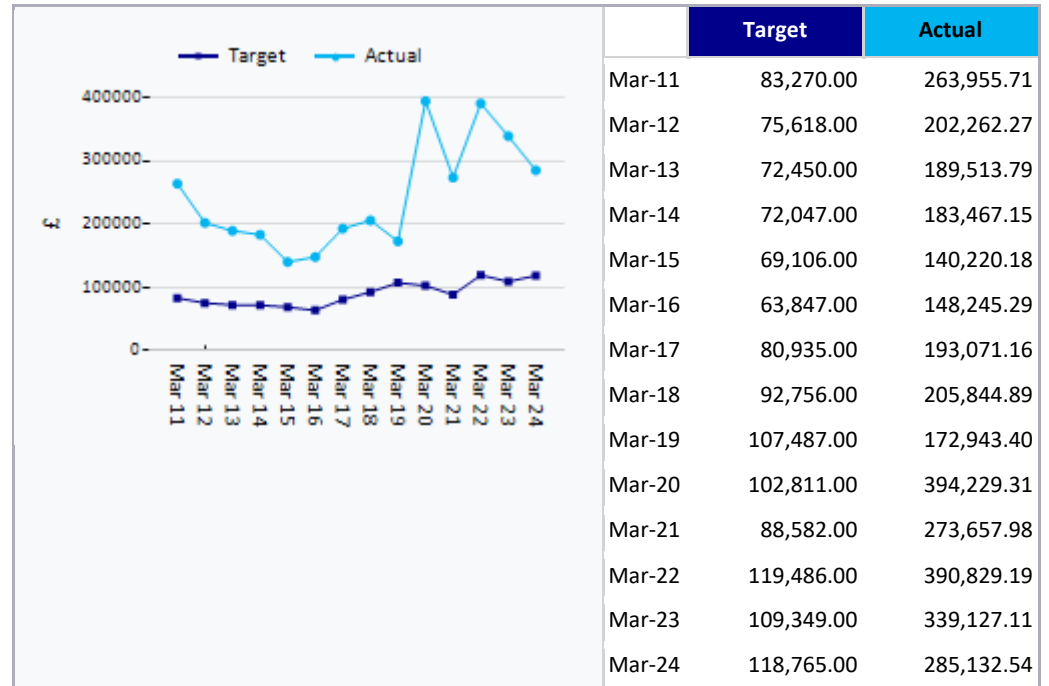
**4.1.4.DD060 (LGBF: ECON02): Cost of Planning & Building Standards per planning application. Responsibility: Morag Ferguson (£)**



The target is the Scottish average. The Benchmark is the LGBF Family Group average: £6,319.



**CD100 (DD073) (LGBF: ECON6): Investment in Economic Development & Tourism per 1,000 Population. Responsibility: Murdo MacKay (£)**

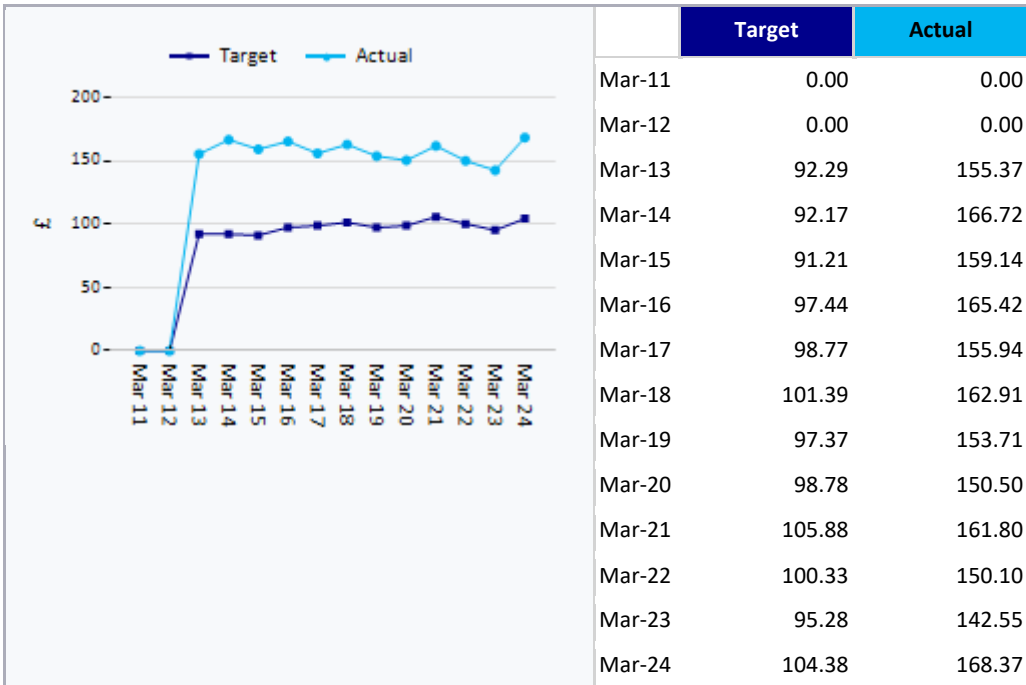


The target is the Scottish average. The Benchmark is the LGBF Family Group average: £167,541.



**TS006 (LGBF: ENV02a): Net cost per Waste disposal per premise.**

**Responsibility: Colm Fraser (£)**



*The Target is the Scottish average. The benchmark is the LGBF Family Group average: £140.19. The Comhairle will always have high disposal costs due to its geography. The Comhairle currently maintains a landfill site and an anaerobic digestion plant as well as having significant transport costs to move waste to mainland treatment or recycling facilities. The Comhairle has the 2nd highest cost in the family group and in Scotland.*