



KPI Summary Report

Comhairle nan Eilean Siar

LGBF SPI 2013 – 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 includes SPIs that are 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.

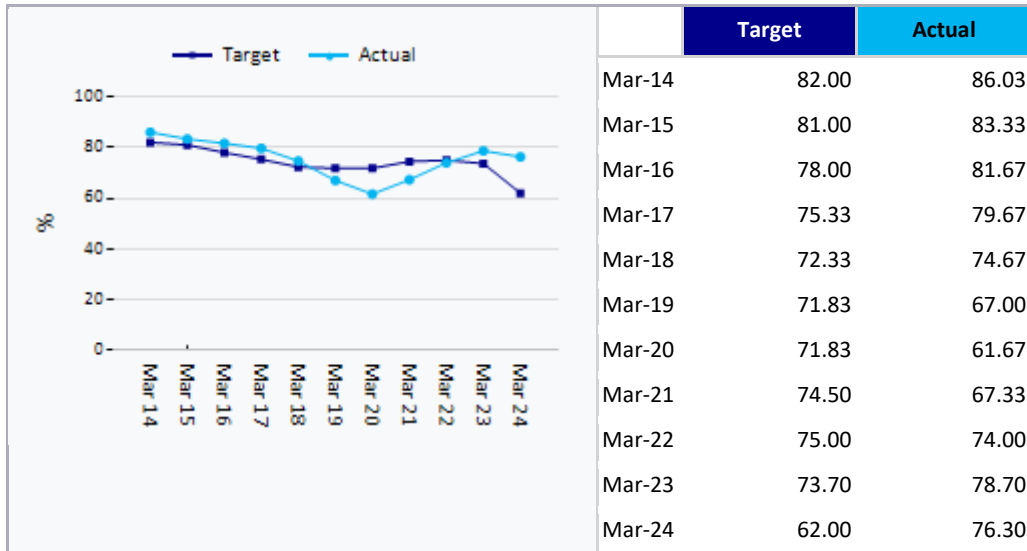
The 32 Scottish councils have also been divided into four LGBF Family Groups of eight councils. The core purpose of the Family Groups is to make comparisons between similar councils to identify strengths and weaknesses, to learn from councils who seem to be doing better and to improve local performance. The benchmarking data by the two Family Groups (People Services and Other Services), was extracted from the Improvement Service's online LGBF Public [Dashboard](#). 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 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 for the period 2023/24. The full report can be accessed on the Improvement Service's benchmarking [website](#).

 On Track	 Monitor	 Off Track	 Not Applicable
--	---	---	--



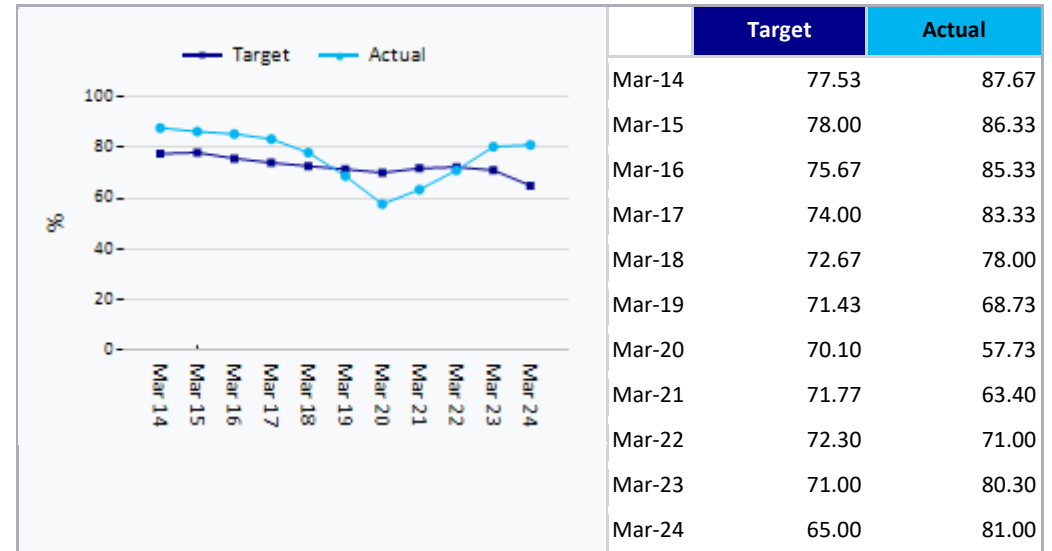
2.1.3.CS01 - ECS011b: (LGBF: CHN10): Percentage of Adults satisfied with local schools - Scottish Household Survey (3-year rolling avg.). Responsible Officer: Donald A. Macleod (%)



Target set by service. For comparison the Scottish average is 70.7% and the LGBF Family Group average is 70.1%.



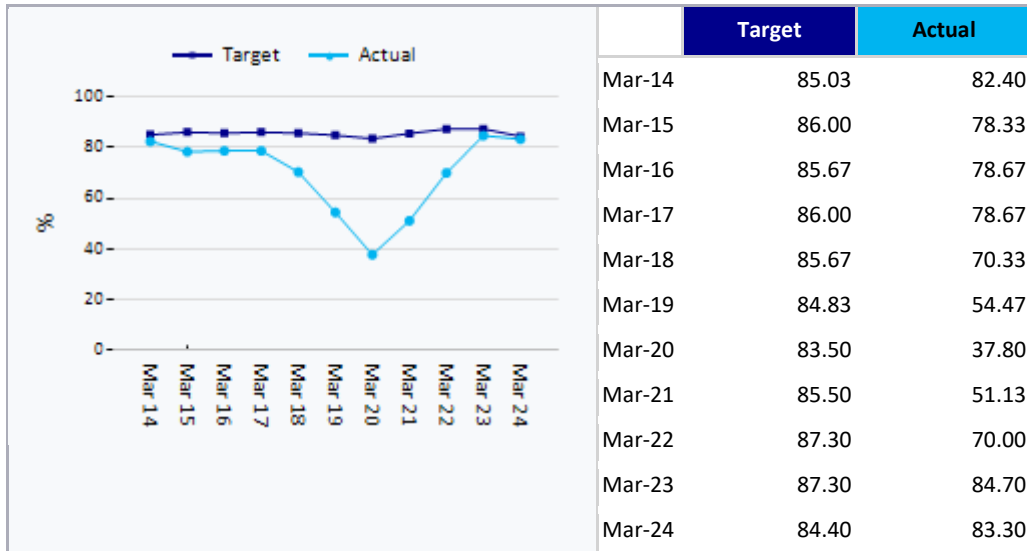
2.1.4.CS01 - ECS200 (LGBF: C&L05d): Percentage of adults satisfied with leisure facilities - Scottish Household Survey (3-year rolling avg.). Responsible Officer: Iain GG Campbell (%)



Target set by service. For comparison the Scottish average is 67% and the Benchmark is the LGBF Family Group average of 75%, both for the same period. 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%.



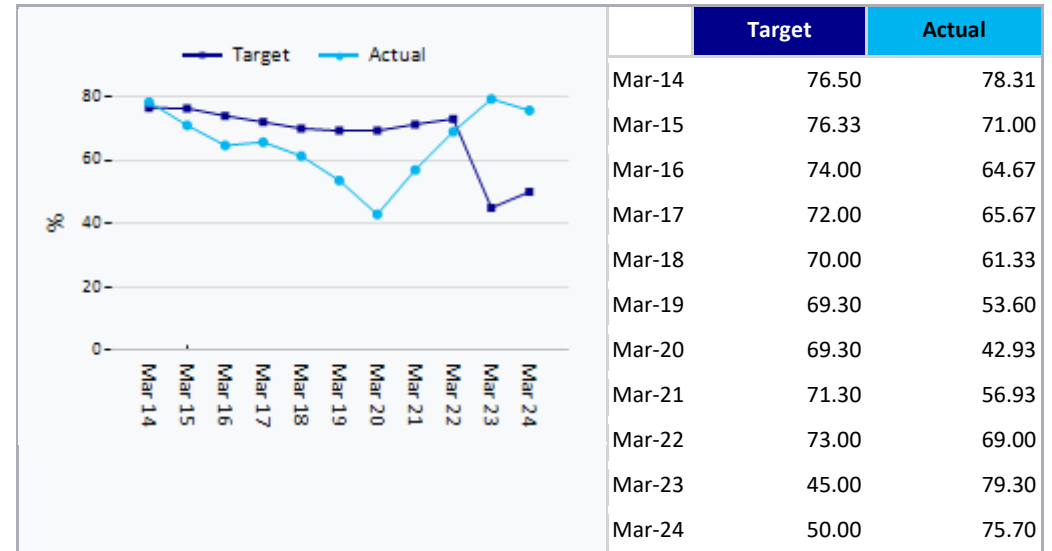
2.1.4.CS04 - ECS096 (LGBF-C&L05b): Percentage of adults satisfied with parks and open spaces - Scottish Household Survey (3-year rolling avg.).
Responsible Officer: Neil Macleod. (%)



The target is the LGBF Family Group Average. For comparison, the Scottish average is 85%. 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%. The actual result is for the 2021-24 3-year rolling period.



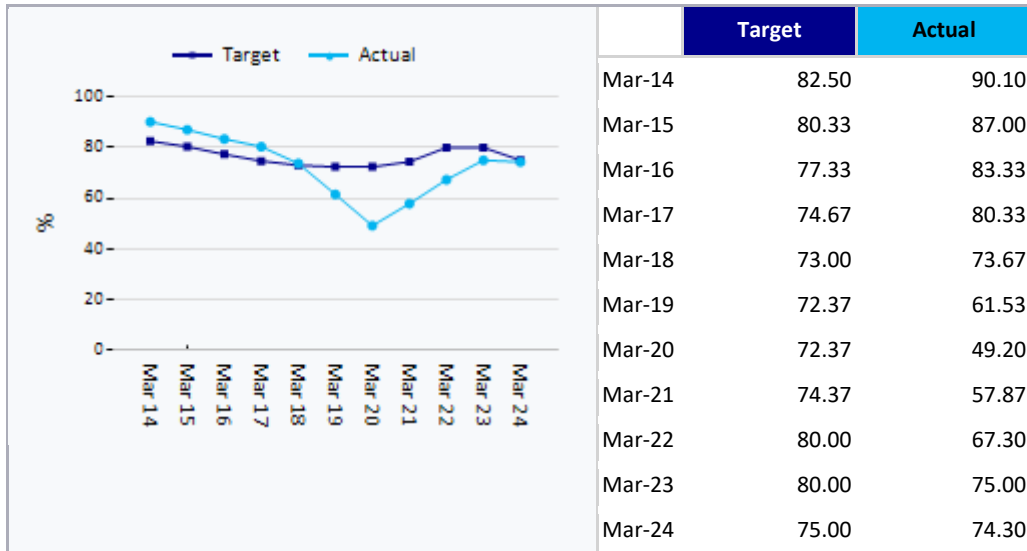
3.1.1.CS04 - CE157 (LGBF: C&L05c): Percentage of adults satisfied with museums and galleries - Scottish Household Survey (3-year rolling avg.).
Responsibility: Colin George Morrison (%)



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%.



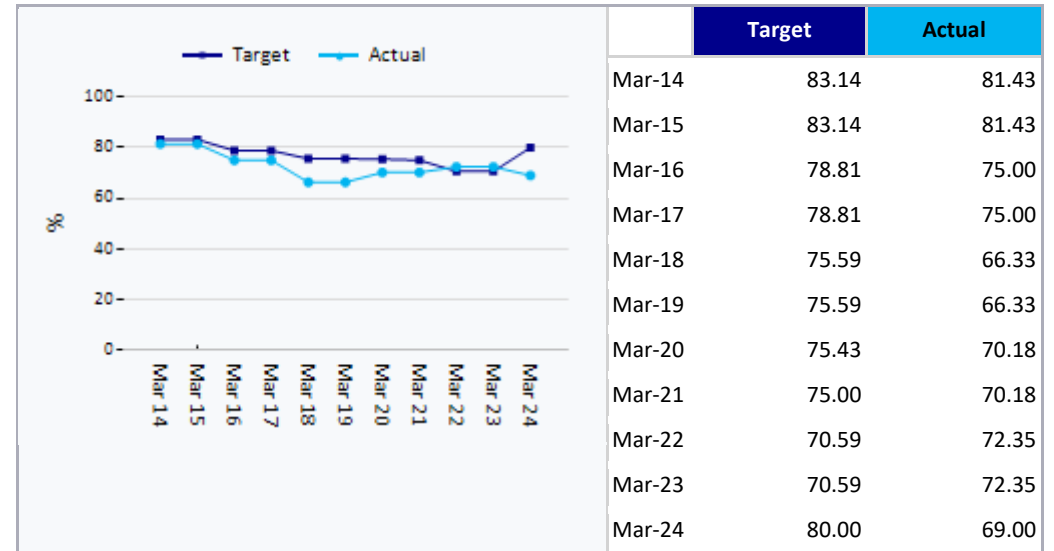
3.1.1.CS05 - ECS199 (LGBF: C&L05a): Percentage of adults satisfied with libraries - Scottish Household Survey (3-year rolling avg.). Responsibility: Neil Macleod (%)



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 2021-24 3-year rolling period. For comparison to the same year's data, the Scottish average is 67% and the LGBF Family Group average is 71%.



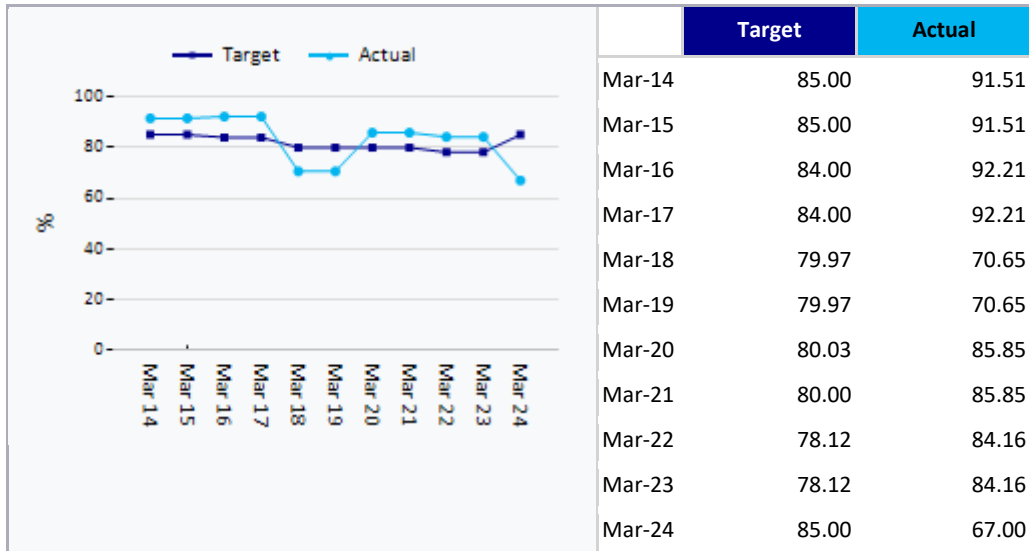
3.1.2 IJB034 (LGBF: SW04d): Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided. Responsibility: Emma MacSween (%)



The service survey had a return of 92% in relation to service users receiving the care and support as they have outlined in their care plan. The limitation of the 4 SDS options due to the fixed marketplace and level of unmet need can influence the national survey results. Results above Scottish average of 59.6% and the benchmark of the LGBF Family Group average of 62.5%. The Health and Care Experience Survey is undertaken every two years.



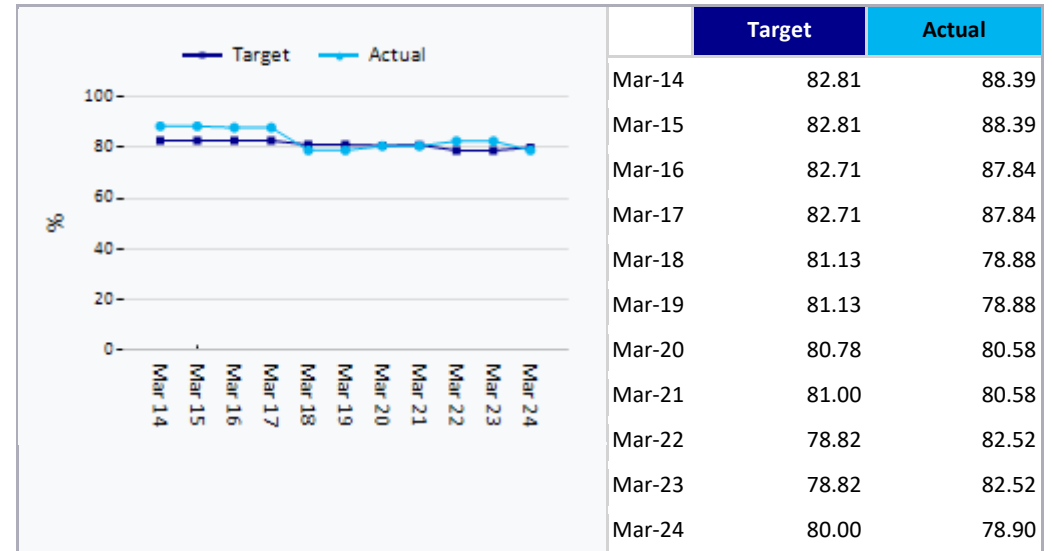
3.1.2.CS07 - IJB031b (LGBF: SW04b): Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. Responsibility: Emma MacSween (%)



The collation of the data for the indicator is not comparable to the service specific information. Service satisfaction data taken from a service user survey indicates 98% are very satisfied with being able to live independently and 97% in terms of service user confidence that their support enhances their confidence to live at home. Target to be reviewed. For comparison, the Scottish average is 69.8% and the benchmark is the LGBF Family Group average of 69.4%. The Health and Care Experience Survey is undertaken every two years.



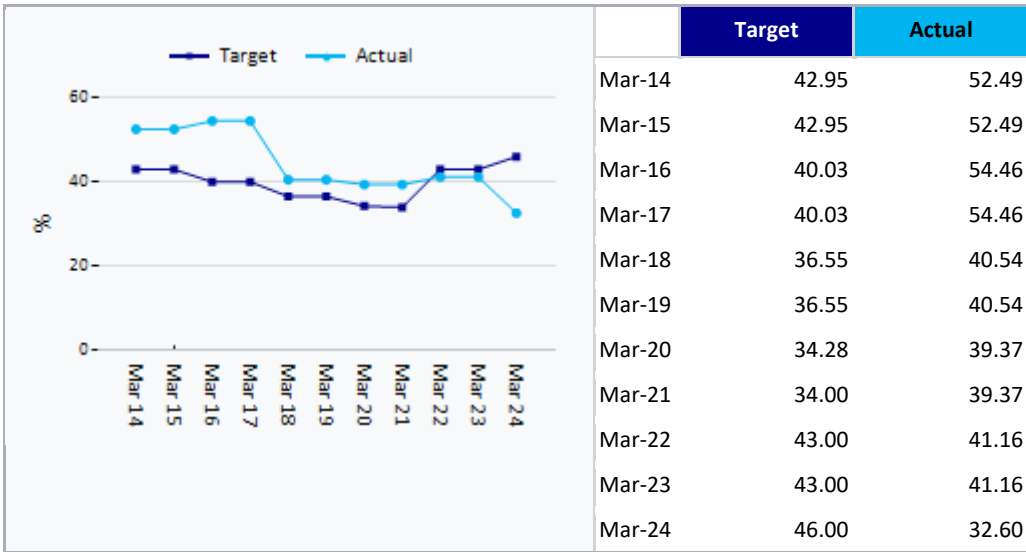
3.1.2.CS08 - IJB033 (LGBF-SW04c): Percentage of adults supported at home who agree that they are supported to live as independently as possible. Responsibility: Emma MacSween (%)



Local service survey data provides a return of 97% for users being very satisfied with the impact of the service in this regard. For comparison, the Scottish average is 72.4% and the benchmark is the LGBF Family Group average of 72.9%. The Health and Care Experience Survey is undertaken every two years.



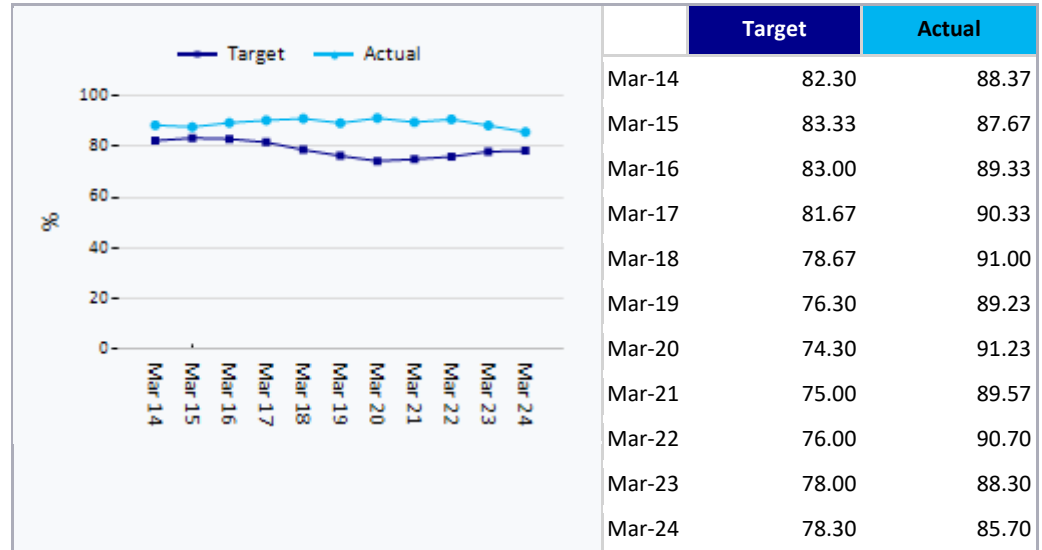
3.1.2.CS09 - IJB035 (LGBF-SW04e): Percentage of carers who feel supported to continue in their caring role. Responsibility: Emma Macsween (%)



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.



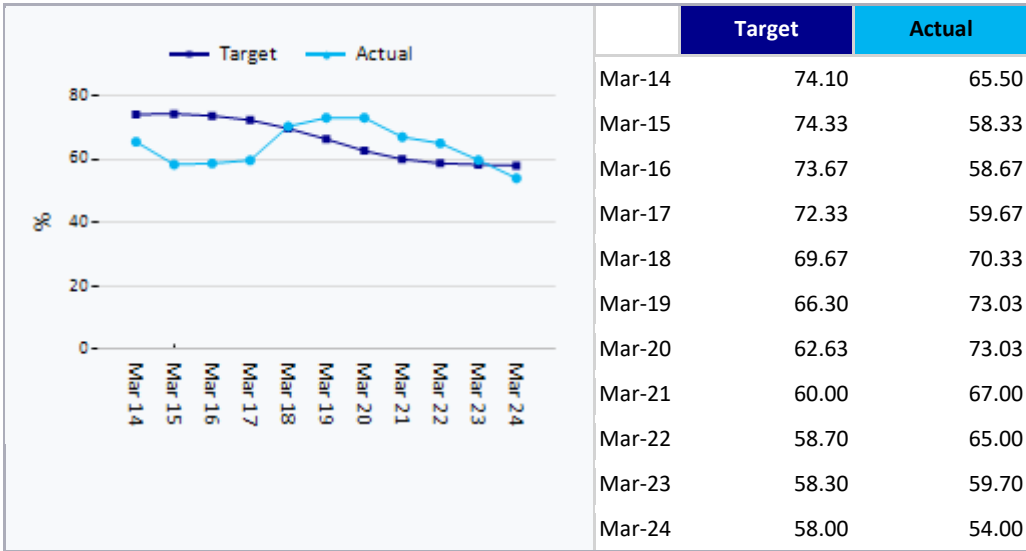
TS015 (LGBF: ENV07a): Percentage of adults satisfied with refuse collection (Scottish Household Survey 3-year rolling avg.). Responsibility: Colm Fraser (%)



The target is the Scottish average. The Benchmark is the LGBF Family Group average: 83.3% 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%.



TS016: (LGBF: ENV07b): Percentage of adults satisfied with street cleaning - Scottish Household Survey (3-year rolling avg.). Responsibility: Colm Fraser (%)



The target is the Scottish average, and the Benchmark is the LGBF Family Group average: 55.8%. 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%.