



KPI Summary Report

Comhairle nan Eilean Siar

LGBF SPIs 2023/24 Results – Eilean Siar

Actual result in comparison to Target

On Track	Monitor	Off Track	N/A
≥	Within 10%	Adverse change greater than 10%	No data available
37	17	39	2
39%	18%	41%	2%

NB: Where the 2023/24 data is not available (DNA) the Actual 2022/23 result is provided and noted in the Comments.



LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
LGBF Children's Services (CHN)						
	4.1.4 ECS008 (LGBF: CHN01): Cost per Primary school Pupil. Responsible Officer: Donald A. Macleod	£	7,213.00	12,268.39	Off Track	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 ECS010 (LGBF: CHN02): Cost per Secondary School Pupil. Responsible Officer: Donald A. Macleod	£	8,957.00	14,821.94	Off Track	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 ECS009 (LGBF: CHN03): Cost per Pre-School Education Registration. Responsible Officer: Donald A. Macleod	£	11,659.00	17,322.83	Off Track	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
	2.1.1.CS07 - ECS005 (LGBF: CHN04): Percentage of secondary school pupils gaining 5+ awards at SCQF level 5. Responsible Officer: Donald A. Macleod	%	70.00	71.00	On Track	Target set by service, with the aspiration of achieving 75% by 2030.
	2.1.1.CS08 - ECS006 (LGBF: CHN05): Percentage of secondary school pupils gaining 5+ awards at SCQF level 6. Responsible Officer: Donald A. Macleod	%	35.00	37.00	On Track	Target set by service, with the aspiration of achieving 37% by 2030.
	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	£	4804.00	5800.00	Off Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: £4,788.
	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	£	422.29	245.56	On Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: £359.40.
	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. 83% 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

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
						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	%	62.00	76.30	On Track	Target set by service. For comparison, the Scottish average is 70.7% and the LGBF Family Group average is 70.1%.
	2.1.1.CS09 - ECS004 (LGBF: CHN11): Proportion of Pupils Entering Positive Destinations. Responsible Officer: Donald A. Macleod	%	98.50	97.80	Monitor	Target set by service. Scottish average: 95.7 LGBF Family Group Average: 95.6%
	2.1.1 ECS099: (LGBF: CHN12a): Overall average total tariff. Responsible Officer: Donald A. Macleod	#	918.00	837.00	Monitor	The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: 832. % Value Change 2011/12 to 2023/24: -2.8% % Value Change 2022/23 to 2023/24: -4.1%.
	2.1.1 ECS101: (LGBF: CHN12c): Average total tariff SIMD quintile 2. Responsible Officer: Donald A. Macleod	#	762.00	817.00	On Track	The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: 795. % Value Change 2011/12 to 2023/24: 1.2% Value Change 2022/23 to 2023/24: 6.8%.
	2.1.1 ECS102: (LGBF: CHN12d): Average total tariff SIMD quintile 3. Responsible Officer: Donald A. Macleod	#	889.00	841.00	Monitor	The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: 917. % Value Change 2011/12 to 2023/24: -3.6% % Value Change 2022/23 to 2023/24: -5.9%
	2.1.1 ECS103: (LGBF: CHN12e): Average total tariff SIMD quintile 4. Responsible Officer: Donald A. Macleod	#			N/A	This indicator measures the average total tariff score for pupils in the senior phase, for all pupils. Where figures are small and could be used to identify individuals, they are suppressed. No data published for Eilean Siar.
	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

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						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.
	2.1.2.CS03 - ECS125 (LGBF-CHN17): Percentage of Children Meeting Developmental Milestones at their 27-30 month review. Responsible Officer: Mary Clare Ferguson	%	82.10	74.73	Monitor	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: 77.3%.
	2.1.5 ECS126 (SPI: CHN18): Percentage of funded early years provision which is graded good/better. Responsibility: Carol Burns	%	89.80	80.00	Off Track	The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: 91.6%
	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.

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2.1.1.CS04 - ECS131 (LGBF: CHN19b): School Attendance Rates (per 100 Looked After Children). Responsible Officer: Donald A. Macleod	%	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 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 ECS133 (SPI: CHN20b) School Exclusion Rates per 1,000 looked after children. Responsible Officer: Donald A. Macleod - SEO Area 1	#	96.90	256.40	Off Track	Data is published only every two years, therefore, data from 2022/23 . The Target is the Scottish average: 96.9 and the Benchmark is the LGBF Family Group average: 100.2	
2.1.1.CS12 - ECS127 (LGBF-CHN21): Percentage of 16–19-year-olds participating in education, training, employment, or	%	97.00	96.80	Monitor	Target set by service. For comparison, the Scottish average is 92.7% and the LGBF Family Group average is 92.3%.	

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	volunteering work. Responsible Officer: Donald A. Macleod					
	2.1.2.CS13 - ECS128 (LGBF: CHN22): Percentage of child protection re-registrations within 18 months. Responsible Officer: Carolann Passey	%	10.00	20.00	Off Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. Target set by service. Scottish average: 5.6% LGBF Family Group average: 6.5%.
	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%.
	3.1.5.CS17 - ECS164: (LGBF: CHN24): Percentage of children living in poverty (After Housing Costs). Responsible Officer: Neil MacLeod	%	21.80	18.50	On Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. The Target is the Scottish average, and the Benchmark is the LGBF Family Group: NB: Data is published 2 years in arrears i.e. 2019/20 figures published in 2021.
LGBF Corporate Services (CORP)						
	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

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
						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%
	4.1.3.CS01 - CE024 (LGBF: CORP03b): Percentage of the highest paid 5% of earners among Comhairle employees, that are women (exc. Teachers). Responsible Officer: Carmen MacDonald	%	47.00	53.28	On Track	Target set by service. New service prioritisation Targets set in the Corporate Strategy 2022-2027, as follows: Baseline 2019/20: 46.3% Target 2023/24: 47% Target 2030: 50% For comparison:- Scottish average: LGBF Family Group average: It is positive to note an increase in the number of women employees in the top 5% of earners. Whilst year on year there is movement in this bracket in terms of posts and postholder this years shows an increasing number of part-time roles being held by women within the top 5% of earner and this has had a positive impact on this indicator.
	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: 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

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						the Scottish Local Government Living Wage, and this has a positive impact on the gender pay gap.
	4.1.4. AFR026 (LGBF: CORP04): The cost per dwelling of collecting Council Tax. Responsible Officer: Jenny Macleod	£	18.00	17.94	On Track	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
	4.1.5. 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.
	4.1.5.CS01 - AFR032 (LGBF-CORP07): Percentage of income due from Council Tax received by the end of the year (Annual KPI). Responsibility: Jenny Macleod	%	96.00	95.60	Monitor	Target set by service. 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 Council Tax data at the current time. It is anticipated that we will have the data ready for the LFR's and that will produce the figures for the LGBF SPI too. It should be noted, however, that the 2023/24 data will be skewed due to the additional costs / loss of income relating to the cyber-attack.

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4.1.4. AFR017 (LGBF: CORP08): Percentage of invoices sampled that were paid within 30 days (annual). Responsible Officer: Norman Macdonald	%	92.00	80.90	Off Track	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%. 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%).	
4.1.4: AFR082 (LGBF CORP09) Percentage of SWF Crisis Grant Decisions within 1 day. Responsible Officer: Jenny Macleod	%	94.00	75.00	Off Track	The Target is the Scottish Average and, for comparison, the LGBF Family Group Average is 91.9%.	
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	%	90.00	100.00	On Track	Target set by service. For comparison, Scottish Average: 83.3% LGBF Family Group Average: 90%	
4.1.4: AFR080 (LGBF CORP11) Proportion of Scottish Welfare Fund (SWF) Budget Spent. Responsible Officer: Jenny Macleod	%	128.90	24.92	Off Track	Target is the Scottish Average for same year. For reference, LGBF Family Group Average for same year: 112.2%	
4.1.4: AFR081 (LGBF CORP12) Proportion of Discretionary Housing Payments (DHPs) Funding Spent.	%	101.00	89.82	Off Track	Target is the Scottish Average for same year. For reference, the LGBF Family Group Average for same year: 101.4%.	
1.1.3.CS02 - TS001 (LGBF: CORPAM1): Proportion of operational buildings that are suitable for their current use. Responsibility: Calum Mackenzie.	%	76.00	80.46	On Track	Target set by service. The service set a 2023/24 Target of 76% increasing annually towards an aspirational Target of 80% in 2030. For reference: Scottish Average: 85.5% LGBF Family Group Average: 82.4%	

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	TS002 (LGBF: CORPAM2): Proportion of internal floor area of operational buildings in satisfactory condition. Responsibility: Calum Mackenzie	%	89.80	85.71	Monitor	The Target is the Scottish average 89.8% and the Benchmark is the LGBF Family Group average 90.3%.
LGBF Adult Social Care (SW)						
	3.1.2 IJB029 (LGBF: SW01): Older Persons (Over 65) Homecare Costs per Hour. Responsibility: Emma MacSween	£	50.00	92.43	Off Track	Target set by service. 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 IJB011 (LGBF: SW02): Self Directed Support (Direct Payments) spend on adults 18+ as a %age of total social work spend on adults 18+. Responsibility: Emma MacSween	%	5.00	2.39	Off Track	Target set by service. This indicator is not a measure of service performance. Direct payments are 1 of 4 options for self-directed support. Changes to comprehensive packages supported by direct payments will have an impact on the indicator. The social care market place on island is limited in terms of choice. Target will be reviewed. For comparison: Scottish average: 9.0% LGBF Family Group average: 10.4% Value Change 2010/11-2023/24: 2.0 % Value Change 2022/23-2023/24: -0.3
	3.1.2.CS03 - IJB032 (LGBF: SW03a): Percentage of people aged 65 or over with long term care needs receiving personal care at home. Responsibility: Emma MacSween	%	65.00	52.50	Off Track	Target set by service. Demographics, single occupancy households and the prevalence of dementia impact on the indicator in addition to the level of unmet need due to workforce issues. Target to be revised. For comparison: Scottish average: 62.6% LGBF Family Group average: 64.2%
	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	%	85.00	67.00	Off Track	Target set by service. 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

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						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	%	80.00	78.90	Monitor	Target set by service. 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 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	%	80.00	69.00	Off Track	Target set by service. 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.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 IJB030 (LGBF: SW05): Net Cost of Residential Care Services per Older Adult (+65) per Week. Responsibility: Emma MacSween	£	600.00	1,149.39	Off Track	Target set by service. 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
	3.1.2.CS04 - IJB036 (LGBF: SW06): Rate (number) of readmission to hospital within 28 days per 1,000 discharges. Responsibility: Emma Macsween	#	100.00	96.86	On Track	Target set by service. The Partnership have embedded service improvements in relation to planning for discharge. For comparison: Scottish average: 103.9 LGBF Family Group average:

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						103.9 % Value Change 2010/11-2023/24: 26.4 % Value Change 2022/23-2023/24: -10.4
	3.1.2.CS06 - IJB037 (LGBF: SW07): Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections. Responsibility: Emma MacSween	%	85.00	89.80	On Track	Target set by service. Despite the recruitment challenges the quality of services across the islands are performing well in comparison to national data. Target set by service. For comparison: Scottish average: 77% LGBF Family Group average: 81.1%
	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.
LGBF Culture and Leisure Services (C&L)						
	2.1.4 ECS094ii (LGBF: C&L01): Net cost per attendance at Sports facilities (including swimming pools). Responsibility: Iain GG Campbell	£	9.00	4.44	On Track	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
	3.1.1 DD045bii (LGBF: C&L02): Net cost per library visit. Responsible Officer: Renee Mason	£	2.38	1.60	On Track	The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: £2.72

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
	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
	2.1.4 ECS095ii: (LGBF: C&L04): Net cost of Parks & Open Spaces per 1,000 Populations. Responsibility: Iain GG Campbell	£	23,376.00	7,299.27	On Track	The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: £19,689.
	3.1.1.CS05 - ECS199 (LGBF: C&L05a): Percentage of adults satisfied with libraries - Scottish Household Survey (3-year rolling avg.). Responsibility: Neil Macleod	%	75.00	74.30	Monitor	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%.
	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.	%	84.40	83.30	Monitor	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	%	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%.

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
	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 (%)	%	65.00	81.00	On Track	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%.
LGBF Environmental Services (ENV)						
	4.1.2.TS004 (LGBF: ENV01a): Net cost of Waste collection per premise. Responsibility: Colm Fraser	£	78.72	93.65	Off Track	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.
	TS006 (LGBF: ENV02a): Net cost per Waste disposal per premise. Responsibility: Colm Fraser	£	104.38	168.37	Off Track	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.
	4.1.2.TS007 (LGBF: ENV03a): Net cost of street cleaning per 1,000 population. Responsibility: Colm Fraser	£	15,961.00	10,987.32	On Track	The Target is the Scottish average. The benchmark is the LGBF Family Group average: £16,072.
	4.1.2.TS008 (LGBF: ENV03c): Street Cleanliness Score (%age Acceptable). Responsibility: Colm Fraser	%	92.11	97.50	On Track	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: 90%. % Change since base year: 0.2% and since previous year: 7.0%
	1.1.3.CS03a - TS009ii (LGBF: ENV04a): Cost of maintenance per kilometre of roads (both capital and revenue costs). Responsibility: Calum Mackenzie	£	13,788.00	4,998.99	On Track	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: £6,996.

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
1.1.3.CS03b - TS010 (LGBF: ENV04b):	Percentage of A class roads that should be considered for maintenance treatment. Responsibility: Calum Mackenzie	%	28.90	30.30	Monitor	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: 28.1% Data Period: Calendar years, presented in 3 year rolled averages.
1.1.3.CS03c - TS011 (LGBF: ENV04c):	Percentage of B class roads that should be considered for maintenance treatment. Responsibility: Calum Mackenzie	%	32.50	35.60	Monitor	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: Data Period: Calendar years, presented in 3 year rolled averages.
1.1.3.CS03d - TS012 (LGBF: ENV04d):	Percentage of C class roads that should be considered for maintenance treatment. Responsibility: Calum Mackenzie	%	33.40	43.10	Off Track	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: Data Period: Calendar years, presented in 3 year rolled averages.
1.1.3.CS03e - TS013 (LGBF: ENV04e):	Percentage of Unclassified class roads that should be considered for maintenance treatment. Responsibility: Calum Mackenzie	%	50.00	43.50	On Track	Target set by service. For comparison, the Scottish average is 36.2% and the LGBF Family Group average is 41.1%. The 2023/24 Target of 50% is set by the Service, reducing to 45% by 2030.
4.1.4. CD133 (LGBF: ENV05):	Cost of Trading Standards and Environmental Health per 1,000 population. Responsibility: Colm Fraser	£	35,000.00	44,717.63	Off Track	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. 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.

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
4.1.4.	CD135 (LGBF: ENV05b): Cost of Environmental Health per 1,000 population. Responsibility: Colm Fraser	£	22,750.00	26,507.88	Off Track	Target set by service. For comparison, the Scottish Average is £15,538 and the LGBF Family Group Average is £24,899.
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.
	TS015 (LGBF: ENV07a): Percentage of adults satisfied with refuse collection (Scottish Household Survey 3-year rolling avg.). Responsibility: Colm Fraser	%	78.30	85.70	On Track	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	%	58.00	54.00	Monitor	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%.
LGBF Housing Services (HSN) - No LGBF KPIs						
LGBF Economic Development and Planning (ECON)						
1.1.4.	CS10 - CE065 (LGBF: ECON01, SLAED: OC13): Percentage of Unemployed People Assisted into work from Council Funded/Operated Employability Programmes. Responsible Officer: Dolina Smith	%	45.00	30.75	Off Track	Target set by service. Baseline Year 2019/20: 25.67%. For comparison, the Scottish average is 12.1% and the LGBF Family Group average is 20.1%, both for the same reporting period. The service have set milestone Targets increasing year on year towards an aspirational Target to assist 48% of unemployed people into work from council funded / operated employability programmes by 2030.

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
4.1.4.DD060 (LGBF: ECON02): Cost of Planning & Building Standards per planning application. Responsibility: Morag Ferguson	£	6,679.00	4,271.34	On Track	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: £6,319.	
3.1.3.CS04 - DD061 (LGBF: ECON03): Average time (weeks) taken to deliver a commercial (business and industry) planning application decision. Responsibility: Morag Ferguson	Weeks	8.67	13.90	Off Track	Statutory Target 8.67 weeks. For comparison, the Scottish Average is 10.7 weeks and the LGBF Family Group Average is 12.8 weeks.	
4.1.2.CS01 – CE102 (LGBF: ECON04): Percentage of procurement spend spent on local enterprises. Responsible Officer: Tim Langley	%	60.00	29.50	Off Track	Target set by service. For reference, the Scottish average is 30.7% and the LGBF Family Group average is 36.4%.	
1.1.5 - DD063 (LGBF: ECON05): Number of business gateway start-ups per 10,000 population. Responsibility: Domhnall Macdonald	#	13.60	19.59	On Track	The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: 17%	
CD100 (DD073) (LGBF: ECON6): Investment in Economic Development & Tourism per 1,000 Population. Responsibility: Murdo MacKay	£	118,765.00	285,132.54	On Track	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: £167,541.	
CD128 (CE098) (LGBF: ECON07 / SLAED:IG5): Percentage of Employees earning less than Living Wage. Responsibility: Domhnall MacDonald	%			N/A	The Improvement Service extract the LGBF ECON07 data for percentage of people earning below living wage from the Office for National Statistics (ONS) publication on Annual Survey of Hours and Earnings (ASHE) and for the year 2023/24 they did not provide data for Eilean Siar. This is because either the coefficient of variation of estimates for Eilean Siar is too large making the data unreliable and hence, they had to suppress them from publication on quality grounds or because there is a risk of disclosure of individual employees or employers. ONS do not specify which one of these reasons apply to Eilean Siar.	
1.1.2.CS01 - CD131 (DD075) (LGBF: ECON08): Proportion of properties able to	%	95.90	85.10	Off Track	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: 86%	

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
	access Superfast Broadband. Responsible Officer: Calum Mackenzie					
	1.1.3.CS01 - CD076 (DD076) (LGBF: ECON09, SLAED:OC8): Town Vacancy Rates. Responsibility: Domhnall MacDonald	%	6.00	3.30	On Track	Target set by service. For reference, the Scottish average is 12% and the LGBF Family Group average is 11%.
	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	%	24.50	100.00	On Track	For comparison, the Target is the Scottish average, and the Benchmark is the LGBF Family Group average of 44.7%.
	CD111 (LGBF: ECON11 / SLAED:OC1): Gross Value Added (GVA) per Capita (in pounds per person, in council area). Responsible Officer: Domhnall MacDonald	£	27,039.00	19,670.00	Off Track	The Target is the Scottish average. The Benchmark is the LGBF Family Group average: £23,669.
	1.1.4.CS04 - CD034 (LGBF: ECON12a): Percentage of people (Claimants) that were in Receipt of Out of Work Benefits.	%	6.00	1.86	On Track	Target set by service. Based on 2020 (3%) the service predict the percentage to rise to 6% (Target) in 2023/24 and to 10% in 2030. For comparison, the Scottish average 2023/24 is 3.1% and the LGBF Family Group average is 3.8%.
	CD035 (LGBF: ECON12b): Percentage of people (Claimants) aged 16-24 that were in Receipt of Out of Work Benefits.	%	3.40	2.32	On Track	The Target is the Scottish average and the LGBF Family Group average is 4.5% for comparison. ECON12b - Data for this indicator is available on a monthly basis. The yearly values presented represent an average of the monthly values.
LGBF Financial Sustainability (FINSUS)						
	4.1.5.CS07 - AFR097 (LGBF-FINSUS01): Total useable reserves as a % of council annual budgeted revenue. Responsible Officer: Norman Macdonald	%	23.90	31.90	On Track	The Target is the Scottish average, and the LGBF Family Group average is 96.8%.
	4.1.5.CS08 - AFR098 (LGBF-FINSUS02): Uncommitted General Fund Balance as a %	%	2.30	2.70	On Track	The Target is the Scottish average, and the LGBF Family Group average is 10.1%.

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
	of council annual budgeted net revenue. Responsible Officer: Norman Macdonald					
	4.1.5.CS09 - AFR099 (LGBF-FINSUS03): Ratio of Financing Costs to Net Revenue Stream - General Fund. Responsible Officer: Norman Macdonald	%	5.80	6.40	Off Track	The Target is the Scottish average, and the LGBF Family Group average is 5.8%.
	4.1.5.CS10 - AFR101 (LGBF-FINSUS05): Actual outturn as a percentage of budgeted expenditure. Responsible Officer: Norman Macdonald	%	99.60	97.73	Monitor	The Target is the Scottish average, and the LGBF Family Group average is 100%.
LGBF Tackling Climate Change (CLIM)						
	4.1.2.CS04 - AFR102 (LGBF: CLIM01): CO2 emissions area wide per capita (tCO2e per capita) (calendar year).	T	4.81	14.87	Off Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. The Target is the Scottish average and for comparison, the Benchmark is the LGBF Family Group average of 5.70T. This indicator records the annual carbon dioxide emissions per capita (in tonnes) in the local authority area.
	4.1.2.CS04 - AFR103 (LGBF: CLIM02): CO2 emissions area wide: emissions within scope of Local Authority per capita. (calendar year)	T	4.27	4.65	Monitor	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. The Target is the Scottish average, and the Benchmark is the LGBF Family Group average: 5.15T. This indicator records the annual carbon dioxide emissions per capita (in tonnes) in the local authority area that are within the scope of influence of the local authority and is obtained from the UK Government UK local authority and regional carbon dioxide emissions national statistics publication.
	4.1.2.CS04 - AFR105 (LGBF: CLIM03): CO2 emissions from transport per 1,000 population. (financial year)	T	27.83	30.87	Off Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. The Target is the Scottish average and, for comparison, the LGBF Family Group average is 138.87T per 1,000 population. This indicator records the annual carbon dioxide emissions from Transport per capita (in tonnes) in the local authority area. This indicator reports the following for transport emissions: Transport Fuel All Cars/Vans (Petrol, Diesel, Hybrid, EV, unknown fuel Aviation Spirit Marine Gas & Oil SSN & The Improvement

LGBF SPIs 2023/24 Results – Eilean Siar		Unit	Target	Actual	Indicator	Comments
						Service have worked together to ensure the quality of this data for use in the LGBF. Although different collection methods are used for some elements this does not materially affect the indicator. SSN & The Improvement Service will continue to work with councils to improve the quality of data reporting under some of the elements included within this indicator.
	4.1.2.CS04 - AFR106 (LGBF: CLIM04): CO2 emissions from electricity per 1,000 population. (financial year)	T	43.72	75.91	Off Track	March 2025 - 2023/24 DNA, therefore, Actual for the 2022/23 period. The Target is the Scottish average in the same period for benchmarking. The LGBF Family Group average is: 96.87T. This indicator records the annual carbon dioxide emissions from electricity per capita (in tonnes) in the local authority area. The numerator is obtained from the Sustainable Scotland Network Annual Reports. This indicator reports all emissions reported under grid electricity (Generation and transmission & distribution losses). SSN & The Improvement Service have worked together to ensure the quality of this data for use in the LGBF. Although different collection methods are used for some elements this does not materially affect the indicator. SSN & The Improvement Service will continue to work with councils to improve the quality of data reporting under some of the elements included within this indicator.