

CORPORATE STRATEGY ANNUAL REPORT 2023



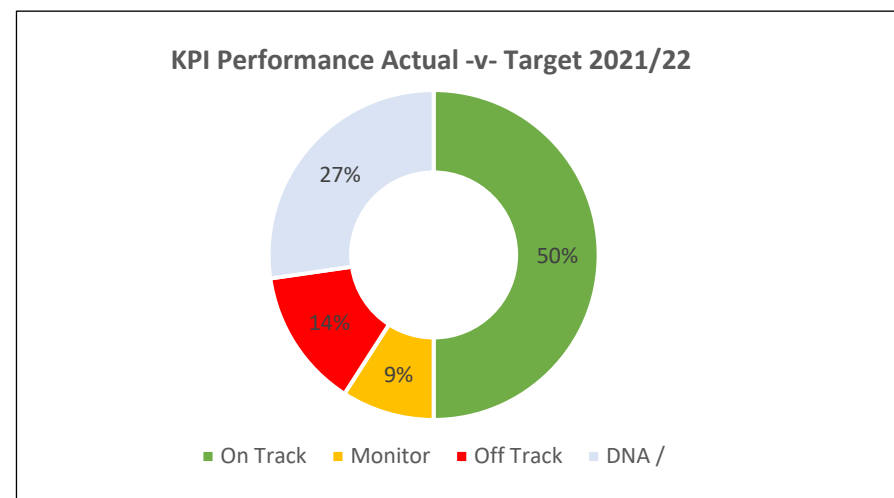
COMHAIRLE NAN EILEAN SIAR

OHCPP Local Outcome: 4 Governance Framework

Strategic Priority: 4.1 Be a sustainable and inclusive Council.














Strategic Outcomes:














- 4.1.1 Communities are empowered and continue to be at the heart of our decision making.
- 4.1.2 Reduction in our carbon footprint and development of an island route map to net zero.
- 4.1.3 Equality of opportunity is increased.
- 4.1.4 Efficient and sustainable services are provided to the community.
- 4.1.5 Effective governance of the Comhairle is in place.



C: Calculated KPI, T: Trend KPI

Strategic Priority: 4.1 Be a sustainable and inclusive Council.	Unit	Actual 2019/20	Actual 2020/21	Actual 2021/22	Trend
SO 4.1.1: Communities are empowered and continue to be at the heart of our decision making.					
4.1.1.CS01 - CE123: Number of 'Have Your Say' Consultations completed.	#	11.00	12.00	7.00	↓
4.1.1.CS02 - CE124: 'Have Your Say' Community Participation Requests received.	#	0.00	0.00	0.00	N/A
4.1.1.CS04 - CE151: Percentage of active Community Councils submitting Challenge fund applications. T	%	N/A	N/A	N/A	N/A
SO 4.1.2: Reduction in our carbon footprint and development of an island route map to net zero.					
4.1.2.CS01 – CE102 (LGBF: ECON4): Percentage of procurement spend spent on local enterprises.	%	37.37	30.24	26.86	↓
4.1.2.CS02 - CE152: Procurement and Commercial Improvement Programme (PCIP) score.	%	64.00	0.00	0.00	N/A

Strategic Priority: 4.1 Be a sustainable and inclusive Council.	Unit	Actual 2019/20	Actual 2020/21	Actual 2021/22	Trend
4.1.2.CS03 - CD164: The amount (Tonnes) of household waste generated.	T	13,709.00	13,147.00	14,125.00	
4.1.2.CS04 - TS014 (LGBF-ENV6): The Percentage of total waste arising that is recycled (Jan-Dec).	%	20.55	34.60	33.50	
4.1.2.CS05 - CD165: The amount (kilograms) of household waste generated and managed per person.	kg	513.00	500.00	530.00	
4.1.2.CS06 – CE133: Percentage of vehicles registered in the Western Isles which are Ultra Low Emission Vehicles (ULEVs).C	%	0.00	0.35	0.54	
4.1.2.CS07 – CE134: Percentage completion of Island Route Map to Net Zero (Climate Change Strategy).	%	N/A	N/A	0.00	
4.1.2.CS08 – CE135: £-investment secured for the development of low carbon solutions.	£	N/A	N/A	1,149.00	
4.1.2.CS09 – CE136: Reduction in Carbon footprint emissions (tCO2e)	#	12,751.00	10,253.00	10,935.00	
4.1.2.CS10 – CE137: Total estimated annual carbon savings from all projects implemented in the report year (tCO2e).	#	14.00	7.00	65.00	
4.1.2.CS11 – CE138: Number of electric vehicle charge points.	#	22.00	23.00	24.00	
SO 4.1.3: Equality of opportunity is increased.					
4.1.3.CS01 - CE024 (LGBF: CORP3b): Percentage of the highest paid 5% of earners among Comhairle employees, that are women (exc. Teachers). C	%	46.25	51.45	48.92	
4.1.3.CS02 - CE066 (LGBF: CORP3c): The gender pay gap between average hourly rate of pay for male and female council employees. C	%	14.40	13.50	14.07	
4.1.3.CS03 - CE153: Accessible transport: Number of wheelchair accessible Taxi vehicles and Private hire cars across the Western Isles.	#	N/A	4.00	4.00	
4.1.3.CS04 - CE118: Accessible transport: Percentage of Taxi vehicles and Private hire cars across the Western Isles that are wheelchair accessible. C	%	0.00	3.64	3.64	

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4.1.3.CS05 – CE166: Accessible transport: Number of concessionary fare passes issued to older people (60+).T	#	N/A	8,154.00	8,364.00	
4.1.3.CS06 – CE168: Accessible transport: Number of concessionary fare passes issued to disabled and visually impaired people, including companion. T	#	N/A	329.00	304.00	
SO 4.1.4: Efficient and sustainable services are provided to the community.					
4.1.4.CS01 - IJB051: NHS Scotland (Western Isles) - Total number of complaints received. T	#	76.00	83.00	147.00	
4.1.4.CS02 - IJB052: NHS Scotland (Western Isles) – Percentage of complaints closed at Stage One within 5 working days. T	%	88.00	100.00	92.00	
4.1.4.CS03 - IJB053: NHS Scotland (Western Isles) – Percentage of Non-escalated complaints closed at Stage Two within 20 working days. T	%	54.00	51.00	49.00	
4.1.4.CS04 - IJB054: NHS Scotland (Western Isles) – Percentage of escalated complaints closed within 20 working days. T	%	0.00	0.00	100.00	
4.1.4.CS05 – CE116: Comhairle: Number of Corporate complaints received. T	#	75.00	69.00	68.00	
4.1.4.CS06 – CE045 (SPSO5a): (LO7) Percentage of complaints closed (Apr-Mar) at stage 1 within five working days. C	%	74.36	72.73	85.29	
4.1.4.CS07 - CE043 (SPSO 5b): Percentage of complaints closed (Apr-Mar) at stage 2 within 20 working days, excluding escalated stage 1 complaints. C	%	41.94	41.67	55.88	
4.1.4.CS08 – CE139: Comhairle: Percentage of escalated corporate complaints closed within 20 working days. C	%	25.00	100.00	N/A	
4.1.4.CS09 - AFR036(A): Housing Benefit and Council Tax Reduction: number of days taken to process new applications. C	Days	30.49	21.79	24.43	
4.1.4.CS10 - AFR037(A): Housing Benefit and Council Tax Reduction accuracy checks (determinations).	%	100.00	100.00	0.00	
4.1.4.CS11 - AFR022(A): Time taken to process a Crisis Grant (Days). C	Days	1.04	1.26	1.27	

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4.1.4.CS12 - AFR021 (LGBF: CORP10): Percentage of Community Care Grants (CCG) Grant Decisions within 15 Days.	%	94.50	97.00	98.75	↑
4.1.4.CS Population - Total mid-year population estimates (MYE).	#	26,720.00	26,500.00	26,640.00	↑
4.1.4.CS Population - aged 16-24: CD035b (SPI: ECON12bii) (MYE).	#	2,083.00	2,087.00	2,087.00	↑
4.1.4.CS Population - aged 16-64: CD034b: Number of the population that is of working age (MYE).	#	15,500.00	15,500.00	15,517.00	↑
SO 4.1.5: Effective governance of the Comhairle is in place.					
4.1.5.CS01 - AFR032 (LGBF-CORP7): Percentage of income due from Council Tax received by the end of the year. C	%	96.19	95.37	96.15	↑
4.1.5.CS02 - AFR006 (LGBF-CORP1): Central Support Services (External to Services) as a Proportion of Council Running Costs. C	%	5.79	5.61	5.01	↓
4.1.5.CS03 - AFR104: Irrecoverable debts written off in financial year. T	£	N/A	109,035.00	260,614.00	↑
4.1.5.CS04 - CE140: Percentage of Internal Audit recommendations found to be outstanding at the Follow-up Review. C	%	41.76	41.61	37.24	↓
4.1.5.CS06 - CE154: Uptake rate of training by Elected Members.	%	N/A	N/A	N/A	N/A
4.1.5.CS07 - AFR097 (LGBF-FINSUS1): Total useable reserves as a % of council annual budgeted revenue.	%	22.30	29.00	32.50	↑
4.1.5.CS08 - AFR098 (LGBF-FINSUS2): Uncommitted General Fund Balance as a % of council annual budgeted net revenue.	%	3.20	3.20	3.40	↑
4.1.5.CS09 - AFR099 (LGBF-FINSUS3): Ratio of Financing Costs to Net Revenue Stream - General Fund.	%	8.43	7.57	7.51	↓
4.1.5.CS10 - AFR101 (LGBF-FINSUS5): Actual outturn as a percentage of budgeted expenditure. C	%	97.81	93.55	93.63	↑