



KPI Summary Report


Comhairle nan Eilean Siar

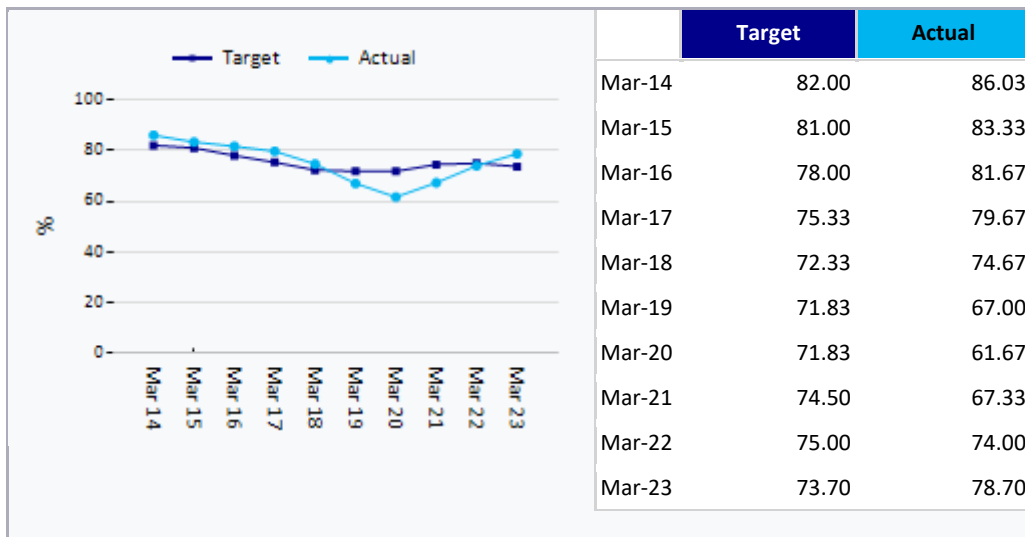
LGBF SPI 2014-2023 Residents' satisfaction with local services

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 2022/23 result is for the 2020-23 3-year rolling period. The 2020 Scottish Household Survey data, which was previously unavailable have been included in the 2023 publication (2021/22). The results of the SHS 2020 telephone survey are not directly comparable to SHS results for previous years. This is due to a reduced sample size and a change in methodology due to the COVID-19 pandemic.


 On Track	 Monitor	 Off Track	 Not Applicable
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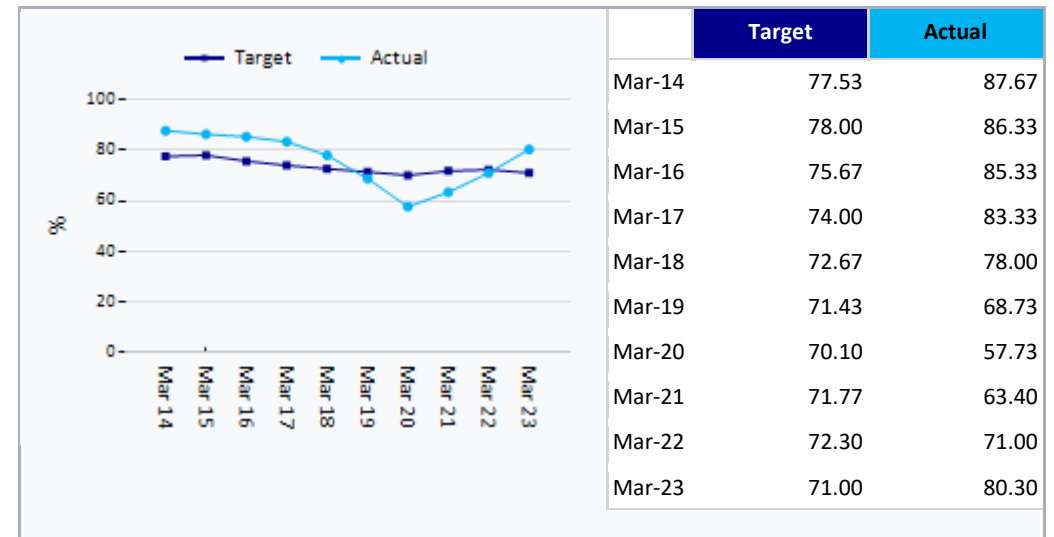
Organisation

 **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 (%)**



The target is the Scottish average. The LGBF Family Group average is 72.8%.

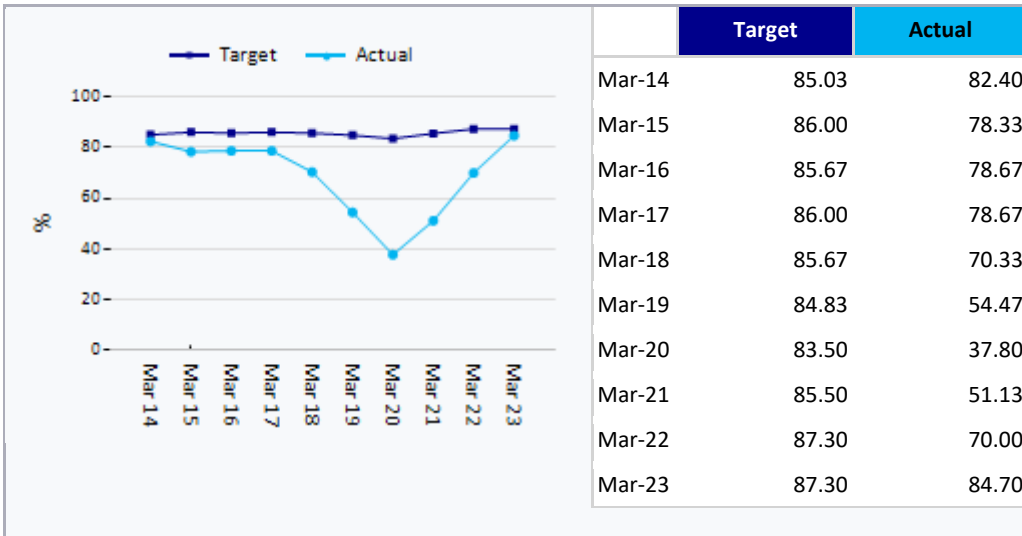
 **2.1.4.CS01 - ECS200 (LGBF: C&L5d): Percentage of adults satisfied with leisure facilities - Scottish Household Survey (3-year rolling avg.). (%)**



The Target is the Scottish average. LGBF Family Group average: 75.2% within the same period.



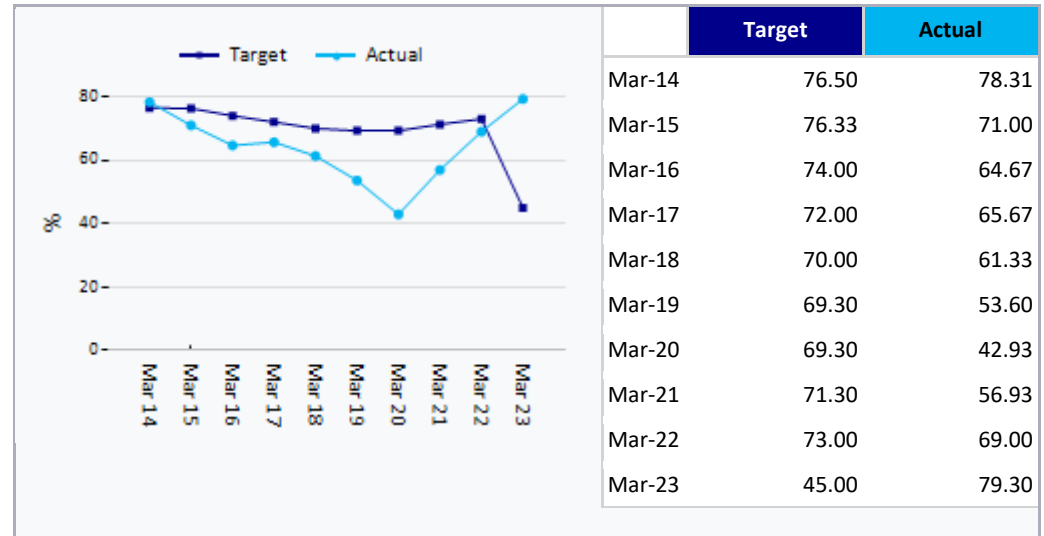
2.1.4.CS04 - ECS096 (LGBF-C&L5b): Percentage of adults satisfied with parks and open spaces - Scottish Household Survey (3-year rolling avg.).
Responsible Officer: Neil Macleod. (%)



The target is the Scottish average. LGBF Family Group average: 86.7%.



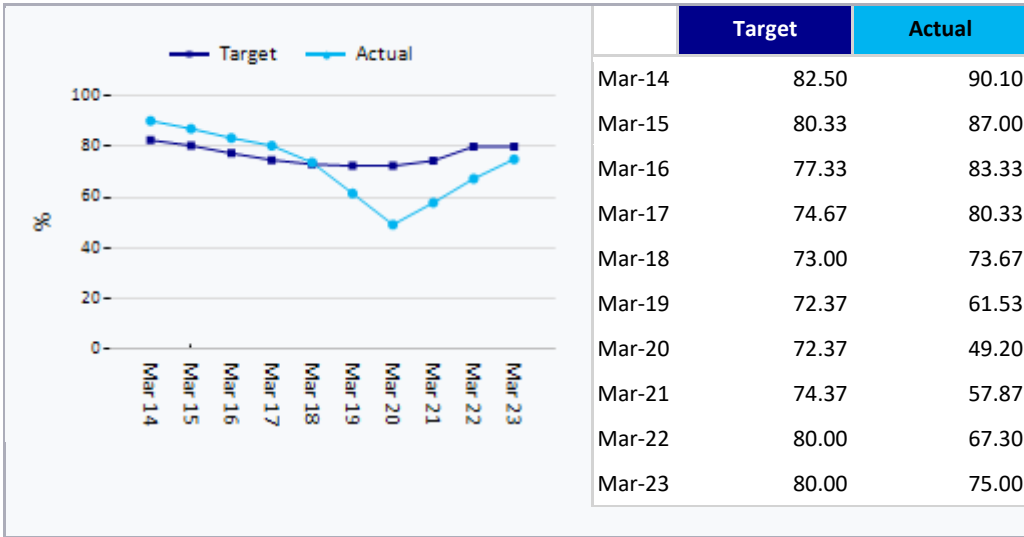
3.1.1.CS04 - CE157 (SLGBFI: C&L5c): Percentage of adults satisfied with museums and galleries - Scottish Household Survey (3-year rolling avg.).
Responsibility: Colin George Morrison (%)



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. For comparison - Scottish average: 71% LGBF Family Group average: 69%



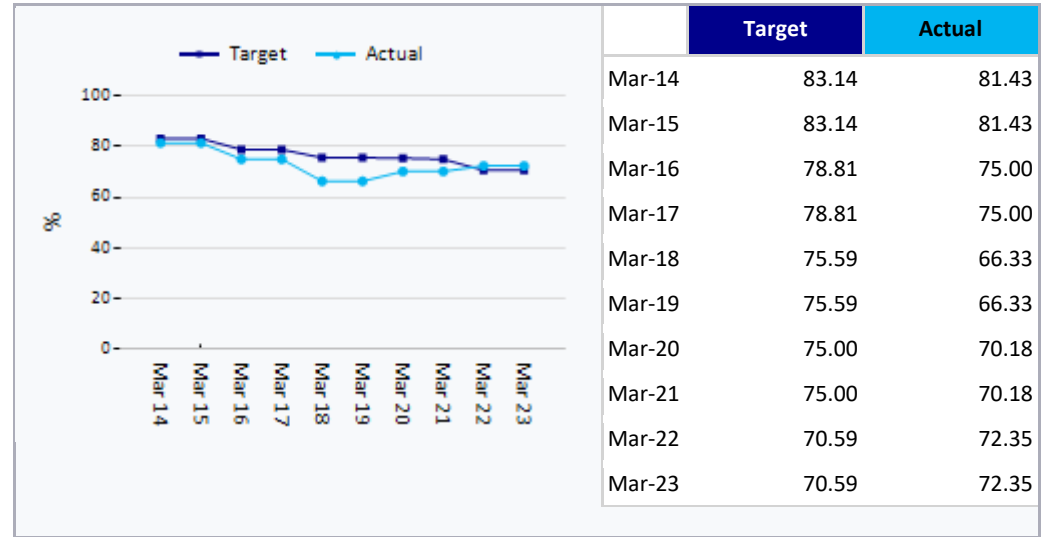
3.1.1.CS05 - ECS199 (LGBF: C&L5a): Percentage of adults satisfied with libraries - Scottish Household Survey (3-year rolling avg.). Responsibility: Neil Macleod (%)



Target set by service. A service improvement target is set at 80% and the Benchmark is the LGBF Family Group average: 75.1%. For reference, Scottish average: 71.0%.



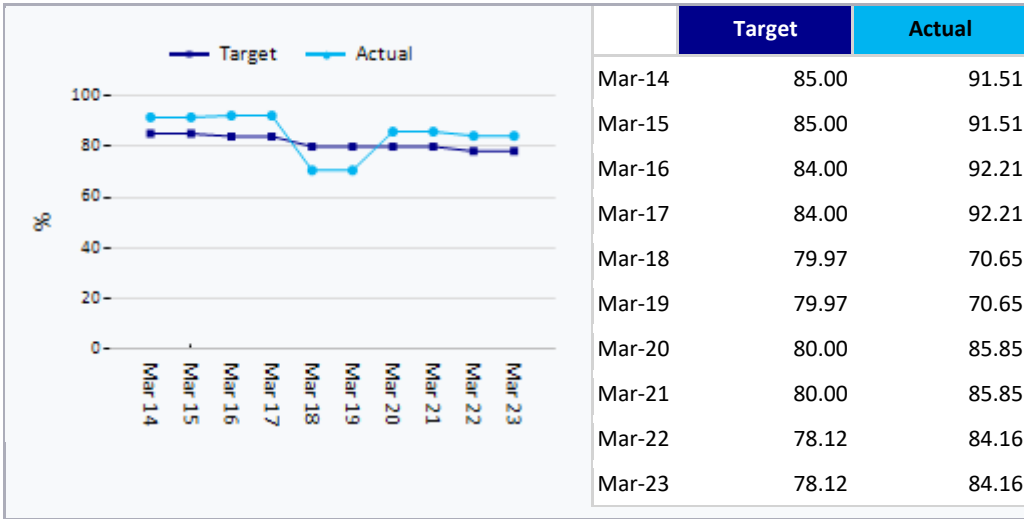
3.1.2 IJB034 (LGBF: SW4d): Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided. Responsibility: Emma MacSween (%)



The target is the Scottish average. LGBF Family Group average: 71.46. The Health and Care Experience Survey is undertaken every two years; therefore, actual result is 2021/22.



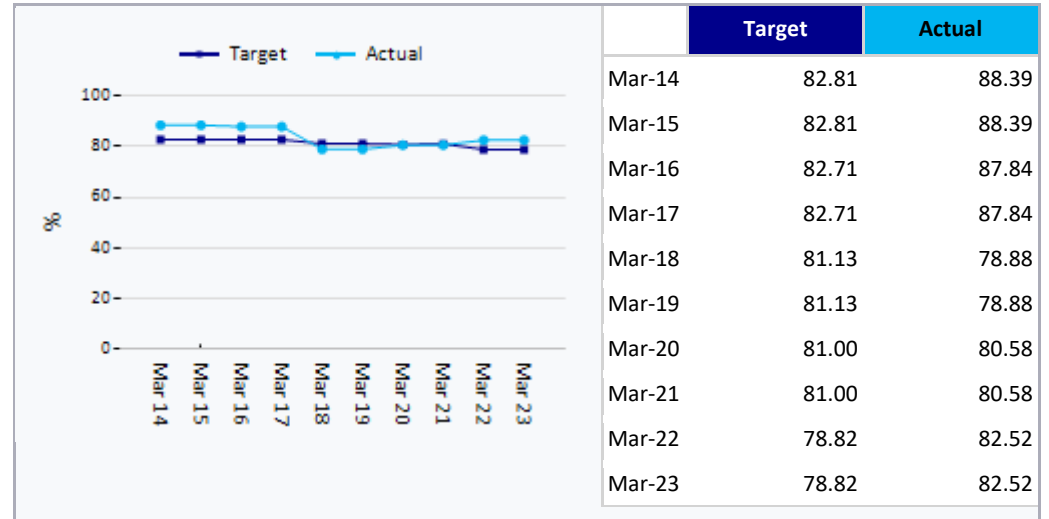
3.1.2.CS07 - IJB031b (LGBF: SW4b): Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. Responsibility: Emma MacSween (%)



The target is the Scottish average. The LGBF Family Group average: 78.86. The Health and Care Experience Survey is undertaken every two years; therefore, actual result is 2021/22. Change 2013/14-2021/22: -7.35; Change 2019/20-2021/22: -1.69; Rank 2021/22: 5; Change in rank 2013/14-2021/22: -3; Change in rank 2019/20-2021/22: -1



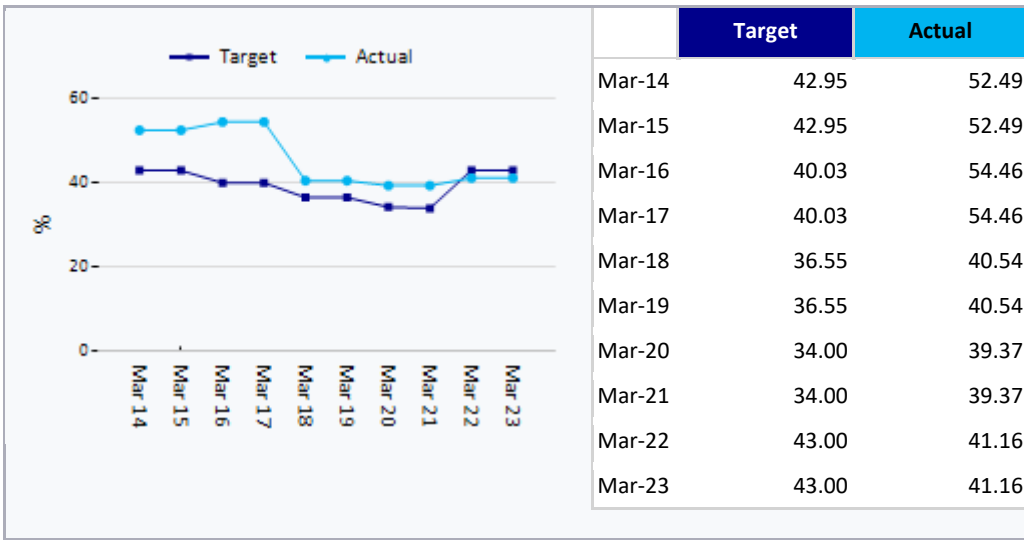
3.1.2.CS08 - IJB033 (LGBF-SW4c): Percentage of adults supported at home who agree that they are supported to live as independently as possible. Responsibility: Emma MacSween (%)



The target is the Scottish average. The LGBF Family Group average: 81.27%. The Health and Care Experience Survey is undertaken every two years; therefore, actual result is 2021/22. Change 2013/14-2021/22: -5.87; Change 2019/20-2021/22: 1.94 Rank 2021/22: 8; Change in rank 2013/14-2021/22: 6 Change in rank 2019/20-2021/22: 9



3.1.2.CS09 - IJB035 (LGBF-SW4e): Percentage of carers who feel supported to continue in their caring role. Responsibility: Emma Macsween (%)



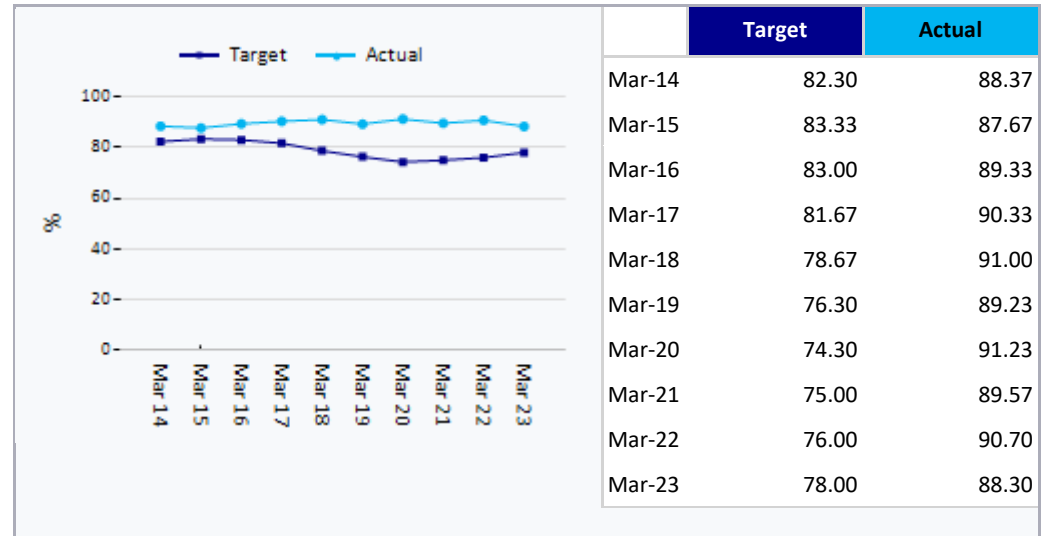
Target set by service. The Health and Care Experience Survey is undertaken every two years. Therefore, the actual result is 2021/22. The Comhairle has set a service prioritisation for improvement 2021/22 Target of 43%, increasing 3% biennially towards a target of 55% in 2030, thereby exceeding the baseline data.

The IJB received additional money in 2022, which will be recurring to provide support for carers. Meetings have been held with Third Sector and Independent providers to identify where spend would be most beneficial for unpaid carers. The majority of spend has been committed and further meetings scheduled to take place. Money will be used to stabilise existing services and expand the offer of support to carers.

For comparison: Scottish average: 29.69%; LGBF Family Group average: 30.69% Change 2013/14-2021/22: -11.33%; Change 2019/20-2021/22: 1.79% Rank 2021/22: 3; Change in rank 2013/14-2021/22: -2; Change in rank 2019/20-2021/22: 0



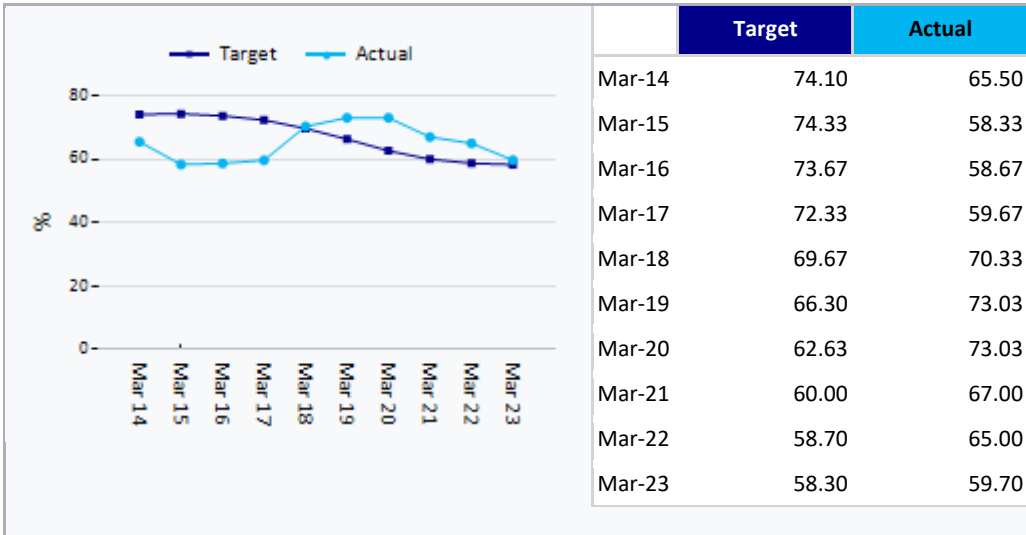
TS015 (LGBF: ENV7a): Percentage of adults satisfied with refuse collection (Scottish Household Survey 3-year rolling avg.). Responsibility: David A Macleod (%)



The target is the Scottish average. LGBF Family Group average: 85.4%.



TS016: (LGBF: ENV7b): Percentage of adults satisfied with street cleaning - Scottish Household Survey (3-year rolling avg.). Responsibility: David A Macleod (%)



The target is the Scottish average. LGBF Family Group average: 56.1%.