




















LGBF 2022/23 SERVICE PRIORITISATION SPI PROGRESS REPORT

LGBF: Service Prioritisation SPIs	Unit	Target	Actual	Indicator	Comments
2.1.1.CS01 - ECS105 (LGBF: CHN13a): Percentage of P1, P4 and P7 pupils combined achieving expected CFE Level in Literacy. Responsible Officer: Donald A. Macleod	%	68.00	78.40	 GREEN	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 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	%	73.00	82.20	 GREEN	Target set by service. 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.
2.1.1.CS10 - ECS130 (LGBF: CHN19a): School Attendance Rates (per 100 pupils). Responsible Officer: Donald A. Macleod	%	94.00	93.00	 AMBER	Target set by service. 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. For comparison 2022/23: Scottish average: 90.2% LGBF Family Group: 89.5%.
2.1.1.CS04 - ECS131 (LGBF: CHN19b): School Attendance Rates (per 100 Looked After Children). Responsible Officer: Donald A. Macleod	%	87.89	86.72	 AMBER	Data is published only every two years. 2022/23 LAC data not yet available, therefore, the Data is for the 2020/21 Period. 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	#	11.87	23.74	 RED	Data is published only every two years. 2022/23 data not yet available, therefore, the Data is for the 2020/21 Period. 2022/23 data due to be published July 2024. 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.
2.1.2 ECS002 (LGBF: CHN9): Balance of Care for looked after children: Percentage of "Looked After Children" (LAC) being cared for in the Community.	%	89.80	90.90	 GREEN	2022/23 data not yet available, therefore, the Data is for the 2021/22 Period. 2022/23 data due to be published July 2024. The target is the Scottish average and the Benchmark is the LGBF Family Group average: 90%. 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 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.
2.1.2.CS14 - ECS129 (LGBF: CHN23): Percentage of looked after children with more than 1 placement in the last year (Aug-July). Responsible Officer: Jack Libby	%	15.90	15.90	 GREEN	2022/23 data not yet available, therefore, the Data is for the 2021/22 Period. 2022/23 data due to be published July 2024. The target is the Scottish average and the Benchmark is the LGBF Family Group average: 13.3%. 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

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					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%.
3.1.1. CD046ii (LGBF: C&L3): Net cost per museum visit. Responsibility: Colin George Morrison	£	7.50	35.39	 RED	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 comparison - Scottish average: £3.07 LGBF Family Group average: £13.15
3.1.1.CS04 - CE157 (SPI: C&L5c): Percentage of adults satisfied with museums and galleries - Scottish Household Survey (3-year rolling avg.). Responsibility: Colin George Morrison	%	45.00	79.30	 GREEN	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 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%
3.1.2.CS09 - IJB035 (LGBF-SW4e): Percentage of carers who feel supported to continue in their caring role. Responsibility: Emma Macsween	%	43.00	41.16	 AMBER	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
3.1.2.CS05 - IJB019 (SPI: SW8): Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+). Responsibility: Emma Macsween	#	1,250.00	1,228.76	 GREEN	Target set by service. The level of delayed discharges has been significantly impacted by the response to the COVID-19 pandemic, which is evidenced in the 2020/21 data and, therefore, not comparable to historic data. The Comhairle's pre-COVID average, 2013/14 to 2019/20, is 1969 Days and a service prioritisation for improvement 2021/22 Target of 1500 Days has been set, with the aspiration to reduce this by 250 Days each year towards a target of 750 Days by 2025. The Health and Social Care Department is working with the Scottish Government on the project 'Discharge Without Delay' which focusses on a range of issues to help prevent delays in hospital discharge. Scottish average: 919 LGBF Family Group average: 946 % Value Change 2016/17-2022/23: -37.0 % Value Change 2021/22- 2022/23: -100.0
4.1.2.CS04 - TS014 (LGBF-ENV6): The Percentage of total waste arising that is recycled (Jan-Dec). Responsibility: David A Macleod	%	34.00	31.80	 AMBER	The Comhairle have set an aspirational service prioritisation for improvement target of 40% of total household waste arising that is recycled by 2030. The previous target of 30% was exceeded in 2021/22 with the rate rising to 33.5%. The 2022/23 target is set at 34%, increasing annually towards the aspirational recycling target to be more than the LGBF Family Group average. The current target is primarily to maintain the current recycling and to gradually build improvement with the roll out of additional kerbside collection services. There remains uncertainty due to the anticipated introduction of Scotland's Deposit Return Service in August 2023 and Extended Producer Responsibility in 2024. Both could help to increase local recycling rates but is not yet clear how they will impact or integrate with council services. For reference: Scottish average: 43.3% LGBF Family Group average: 37.0%
4.1.3.CS02 - CE066 (LGBF: CORP3c): The gender pay gap between average hourly rate of pay for male and female council employees. Responsible Officer: Carmen Macdonald	%	9.00	11.36	 RED	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 by 0.5% year on year towards the national tolerance level by 2030. For comparison: Scottish average: 2.5% LGBF Family Group average: 5.0%. For reference 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%

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4.1.4. AFR017 (SPI: CORP8): Percentage of invoices sampled that were paid within 30 days (annual). Responsible Officer: Norman Macdonald	%	91.00	82.50	 AMBER	Target set by service. The COVID-19 pandemic impacted on the delivery of the 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. Of the 49,863 invoices paid within the period 1 April 2022 - 31 March 2023, 41,135 were paid within 30 days. For reference: Scottish average: 90.6% LGBF Family Group average: 90.9%
4.1.4. AFR026 (SPI: CORP4): The cost per dwelling of collecting Council Tax. Responsible Officer: Jenny Macleod	£	19.00	21.61	 RED	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: £6.84 LGBF Family Group average: £8.47
4.1.5.CS02 - AFR006 (LGBF-CORP1): Central Support Services (External to Services) as a Proportion of Council Running Costs. Responsibility: Norman Macdonald	%	5.40	5.17	 GREEN	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 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: 4.0% LGBF Family Group average: 4.1%
4.1.4. CD132 (DD003) (LGBF: ENV5a): Cost of Trading Standards per 1,000 population. Responsibility: Colm Fraser	£	12,500.00	19,069.07	 RED	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. For comparison: Scottish Average: £7,060 LGBF Family Group Average: £10,573
4.1.5. CE054 (SPI: CORP6a): Sickness Absence Days per FTE Employee (Teachers). Responsible Officer: Carmen MacDonald	Days	6.00	9.10	 RED	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. It is recognised that sickness absences levels in 2021/22 continued to be impacted by COVID-19. Nationally teachers absence levels increased in 2021/22, however remained lower than pre-pandemic levels. The data for 2022/23 shows a notable increase from 7.6 days lost to 9.1 days lost per employee, this is in line with the national picture of increasing levels of sickness absences. In line with other Local Authorities there has been a rise in stress and mental health related sickness absence across the Comhairle's workforce. The management of sickness absence will continue to be a priority moving forward in an effort to support employees and improve the health and wellbeing of the workforce. For reference: Scottish average: 6.8 Days LGBF Family Group average: 7.1 Days
4.1.5. CE055 (SPI: CORP6b): Sickness Absence Days per FTE Employee (exc. Teachers). Responsible Officer: Carmen MacDonald	Days	10.00	14.40	 RED	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. It is recognised that sickness absence levels continued to be impacted by COVID-19 in 2021/22. Nationally sickness absence figures from 2021/22 were the highest ever reported. The data for 2022/23, although it shows a decrease of 2.1 days lost per employee, remains high with 14.4 days lost per employee. In line with other Local Authorities there has been a rise in stress and mental health related sickness absence across the Comhairle's workforce. The management of sickness absence will continue to be a priority moving forward in an effort to support employees and improve the health and wellbeing of the workforce. For reference: Scottish average: 13.2 Days LGBF Family Group average: 12.3 Days