



Local Government Benchmarking Framework (LGBF)

Benchmarking Overview

2020-21



Preface

All 32 Scottish councils signed up to the Local Government Benchmarking Framework, that provides a common approach to benchmarking, which is grounded in reporting standard information on services councils provide to local communities across Scotland.

The core purpose of local government's efforts through this work is to support all councils to improve their services by working and learning together. By engaging in benchmarking, services will learn how to continue to improve their use of performance information; improve their understanding of variations which affect achievements and enabling the opportunity to share effective service practices across councils. This information is made publically available, so that the public in turn can hold services to account for what is achieved on their behalf. The public are encouraged to use the information to ask questions of services in order to engage with services in the improvement process.

When reading the information, it is important to remember though that councils across Scotland do not have common service structures. Each council has the structure and service arrangements that it believes are the most appropriate and cost effective to support its local community. Equally, all councils report their performance locally within developed and agreed public reporting frameworks. Therefore to ensure comparability across councils, it has been necessary to develop standard service definitions, and standard classifications for spending and performance.

Councils developed a process to drill into the information collated through the Local Government Benchmarking Framework to understand, in more detail, why variations occur. The process was organised around 'family groups' of councils so that councils similar in terms of the type of population that they service (e.g. relative deprivation and affluence) and the type of area in which they serve them (e.g. urban, semi-rural, and rural) can compare. This allows improvements to the benchmarking framework to be identified and good practice to be shared between councils.

The indicators in the Framework cover how much councils spend on particular services, service performance and how satisfied people are with the major services provided. All the information that this report draws upon uses standard definitions and is therefore comparable to a high degree of accuracy.

The indicators in the Local Government Benchmarking Framework are designed to focus questions on why variations in cost and performance are occurring between similar councils. They do not supply the answers, those emerge as councils engage with each other to drill down and explore why these variations are happening. The LGBF Workshop Programme has been added to the platform for learning and improvement.

Our ambition in undertaking benchmarking is to continue to increase the quality of life and develop the well-being of everyone in Moray.

All of the information generated by the Framework has been placed in a dedicated website [mylocalcouncil](#) showing movement on indicators across themes, times and all councils.

Summary

The Local Government Benchmarking Framework (LGBF) data provides evidence of trends in how resources are allocated, performance of services and levels of customer satisfaction. This year's results introduces data from 2020/21 and provides an evidence-based picture of the impact of the pandemic as well as the extraordinary effort and achievement during this exceptional period.

Exceptions based on 32 local authorities, areas of service delivery ranked in the lowest quartile are presented below as Notes to Benchmarking Results. Care should be taken when making comparison over time and with others due to the complexities around altered delivery and operating landscapes during the reporting period.

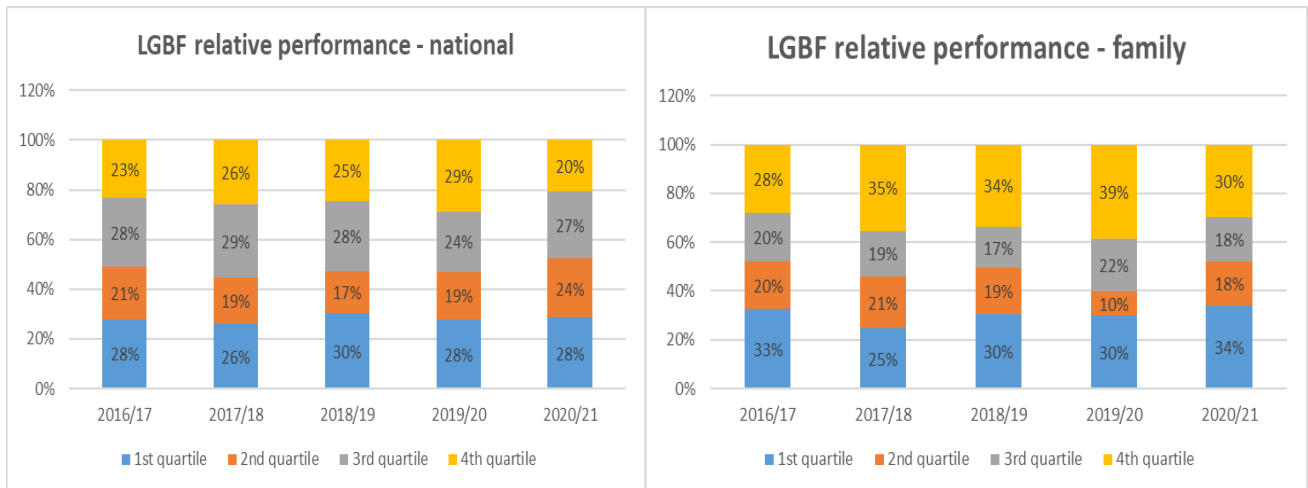
The National Benchmarking Overview Report 2020/21 is available [here](#).

Notes to Benchmarking Results (indicators ranked in the lowest quartile)	
No	Comment
Children's Services	
1,3,4,5,6,7,8,9	Senior phase attainment levels against both breadth and depth measures are higher in 2020/21 than in previous years, however improvement is not at a pace to lift results out of the lowest quartile in a number of indicators. Assessment processes were different in 2020 and 2021 due to the cancellation of exams and external assessment of coursework in 2020, and the use of the Alternative Certification Model in 2021, therefore some results are not directly comparable with previous and future years. Data sets relating to Achievement of Curriculum for Excellence Levels (ACEL) and Insight are being used to drive improvement across attainment indicators.
2	There has been improvement in the overall proportion of children accommodated in community based placements and an overall reduction in the number of children looked after. Placement of those residentially out of area is due to no provision for specific specialist needs being available in Moray.
10	There has been a seven percentage point improvement in the percentage of funded early years provision which is graded good/better but no change in ranking. During 2022 the service saw a change of Care Inspectorate quality framework in June. Prior to June 2022 ELC settings were graded against the following; Quality of care and support, Quality of environment, Quality of management and leadership and Quality of staffing. Where from June 2022 onwards the settings are graded against; How good is our care, play and learning? How good is our setting? How good is our leadership? and How good is our staff team? The slight variance in themes has impacted on some of the evaluations that have been received. Providers continue to be supported and challenged by Continuous Improvement Officers. Individual service level agreements being established to ensure Early Learning Centre needs are met and contract monitoring commenced to provide equitable approaches to service monitoring and quality of provision. There are regular opportunities for Early Years Managers to collaborate at online and face to face forums throughout the year. Ongoing support is provided by Learning and Teaching and Early Intervention teachers with training based on needs analysis provided.
Corporate Services	
11	There has been an improvement in the Council's workforce gender pay gap in contrast with an increase nationally, Moray remains within the lowest quartile. The gap in pay is the percentage difference between male employees' average hourly rate of and female employees average hourly rate of pay, where a positive figure indicates male employees are, on average, paid more per hour than female employees. Across Scotland, results range from -5.57 to 14.08, reinforcing the likely variations in methods of calculation and the unique workforce composition of each council.
12	All invoice payments are made immediately on receipt of authorised invoices from departments (a measure taken during the pandemic to support the local economy), therefore performance reflects the pace of budget managers' authorisation. Heads of Service are periodically informed of the performance of their service in this regard to encourage improvement.
Assets	
13	The Council approved the 'Developing a Strategic Approach to the Learning Estate' document in December 2020, followed by a 10 year Learning Estate Strategy in September 2022. Both of these documents are significant contributory factors to the operational building condition indicator result and set out the vision of providing a sustainable education service aiming for excellence. The Learning Estate Strategy sees the development of individual solutions that meet the varied needs of Associated School Groups across Moray. Full condition surveys of schools are being undertaken over a two year

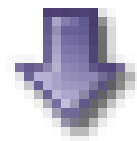
	period and there is intention to develop lifetime maintenance plans are in development for all of our school buildings to ensure they are maintained at a minimum B for condition.
Adult Social Work	
14	In Care Inspections, the Commissioning Lead is invited to the verbal feedback session with the Inspector and the provider and if required an improvement action plan is set out and agreed with the provider and shared with the Council to address Recommendations. Any Requirements are time bound. Concerns raised through Council monitoring with providers is subject to an internal structure with escalation points of routine, supportive to enhanced monitoring to ensure improvement.
Housing Services	
15	Full compliance with Energy Efficiency Standard for Social Housing (ESSH) is anticipated by March 2023. At the end of March 2022, there had been further improvement with 60% of properties meeting the energy efficiency standard and significant programmes of work approved.
Financial Sustainability	
16	As an indicator of affordability, this indicator highlights the revenue implications of existing and proposed capital expenditure by identifying the proportion of the revenue budget required to meet financing costs, net of investment income. This is factored into the Council's financial planning and will be used as a tool for assessing affordability in the review of the capital plan.
17	The need for budgets and forecasts to reflect actual spending becomes increasingly important with decreasing or lower levels of usable reserves to draw on. The reduction in actual outturn as a percentage of budgeted expenditure reflects additional funding received at the year-end which was not planned to be spent in the reporting year, increasing the use of usable reserves. Patterns of budgeted spend were impacted across all local authorities, but in different ways, although an increase in the level of reserves held was a common feature.
Climate Change	
18	The methodology used in what is considered 'within the scope' of influence of the local authority significantly impacts on the result and ranking applied and this has been raised with the Improvement Service. Moray has a relatively low population density area and large emissions from distilling and MOD bases comparative to its population. For example, heavy industry within the Emissions Trading Scheme are considered not within scope yet distilling is, motorway emissions are not within scope yet trunk roads in rural areas are. The Council Climate Change Strategy and Action Plan was adopted in March 2021 with the aim of Moray Council becoming carbon neutral by 2030. The Route Map to Net Zero complements these documents by creating a framework for delivery. Progress is being made: Moray continues to have excellent waste recycling rates, the Council is working to improve energy efficiency in existing buildings, 8% of the council's vehicle fleet have changed to electric and a programme to implement supporting infrastructure continues, the Council is committed to developing sustainable food policies and strategies that tackle the climate and nature emergency. Work to establish Moray Community Climate Hub to show how different sectors are decarbonising their activities will be useful in more closely examining Moray's position. Proposals from CoSLA and partners have been developed to create a Climate Intelligence Service (CIS) that will build capacity to improve decision making for area-wide emissions reduction by providing data and tools to help authorities create local indicators within a shared national context.

Caution on making direct comparison over time in the charts below due to the significant impact of Covid-19 on more recent results. However, performance as presented does infer positive improvement in the percentage of indicators in the top two quartiles in the context of national and family groupings. Improvement in indicator results appears to have had an impact on rankings both nationally and within the family group. Results have improved to a greater margin than those that have worsened.

Relative performance: Percentage of indicator rankings by quartiles –



2020/21
vs
2019/20



Following Benchmarking Family Groups –

Results improved 53 indicators	Services	Other Services	Results worsened 33 indicators
The benchmarking clubs are based on the average social context of the local authority population (using data from SIMD 2012).	Work and housing.	Includes environmental services and culture/leisure services. The benchmarking clubs are based on the dispersion of the local authority population (using data for the Grant-Aided Expenditure indicator for population dispersion).	
Angus Argyll & Bute East Lothian Highland Midlothian Moray Scottish Borders Stirling		East Ayrshire East Lothian Fife Moray North Ayrshire Perth & Kinross Stirling South Ayrshire	

Table Legend –

Relative Change 2019/20 to 2020/21	Short Term Trend Result to Previous Year	Rank 2020/21	
		Local Authorities (32)	Family Group (8)
Result improving by 5% or more	improved	1 st quartile	1 st quartile
Result worsened by 5% or more	worsened	2 nd quartile	2 nd quartile
	no change	3 rd quartile	3 rd quartile
		4 th quartile	4 th quartile

Results improved / worsened (past 12 months)

Results that improved by 5% or >

- 5% increase in secondary pupils and 2% decrease in gross expenditure contributing to overall reduction in cost per pupil
- Increase in overall average total tariff score and those in SIMD quintile 5 (least deprived), 4 and 3, but all remain in the lowest quartile nationally
- Improvement in percentage of funded early years provision graded good or better, results remains below national average and in bottom quartile nationally
- Reduction in both costs and number of children in residential and community care settings results in decreasing cost per child per week and improved ranking
- Improvement in early years provision being graded good/better
- Reduction in school exclusion rates for both pupils and looked after children
- Lower percentage of child-protection re-registrations and looked after children experiencing more than one placement in reporting year
- Falling overall workforce in top 5% workforce against a sustained number of women in those post leading to an overall percentage increase
- Cost of collecting council tax reduced by 12% against a slight increase in the number of dwellings means lower cost per dwelling
- Improved sickness absence rates albeit based on less robust data during lockdown periods
- Despite increase in the percentage of internal floor area of operational buildings in satisfactory condition, lowest ranking authority
- Homecare costs per hour for people aged 65 or over decreased due to reduction in total homecare costs and increase in care hours
- 15% reduction in net expenditure on care homes for older people against a small increase in number of long-stay residents gives a low cost per resident
- Significant reduction in the number of days people (75 and over) spend in hospital when ready to be discharged per 1,000 population (75+), improvement mirrored nationally
- Increased number of premises for refuse collection and 14% reduction in net expenditure resulted in reduced cost of collection per premise, lowest nationally
- 40% reduction in the cost of road maintenance per kilometre led to a considerable improvement in cost per of maintenance per kilometre achieving 4th lowest ranking
- Cost of trading standards and environmental health per 1,000 population improved due a reduction in gross expenditure across both services
- Non-emergency repairs fell by 40% with working days to complete by 60%, therefore a considerable reduction in average days to complete repairs

- Percentage of unemployed people assisted into work from council funded/operated employability programmes improved, moving closer to the national average
- Percentage of immediately available employment land increased, remaining in the 3rd quartile
- Total useable reserves as a percentage of council annual budgeted net revenue improved for the second consecutive year

Results that worsened by 5% or >

- 30% increase in pre-school gross expenditure contributing to significant increase in cost per pre-school education place, albeit remains the third lowest cost per place nationally
- Drop in overall average tariff SIMD quintile 2, remaining significantly below national and family group average performance
- The attainment gap in literacy and numeracy between least and most deprived has widened, performance remains in and around the top quartile nationally (2nd and 9th respectively)
- Significant increase in rate of readmissions to hospital within 28 days per 1,000 discharges, albeit comparing well against national and family group
- Severe drop in attendances coupled with increase in net expenditure resulting in rising cost per attendance at sports facilities
- Increase in cost per library visits, indicator remains in the top quartile nationally
- Increase in the cost of parks and open spaces per 1,000 population due to 6% increase in net expenditure and a slight decrease in estimated population
- Properties within scope of housing quality standard increased whilst those meeting standard reduced resulting in drop in performance
- Slight increase in rent arrears as a percentage of rent due not affecting lowest position nationally
- Decrease in Business Gateway Start Ups and Gross Value Added per capita mirrors national position
- Overall claimant count almost doubled in numbers and as a proportion of the estimated working age population
- Percentage of claimants aged 16-24 as a percentage of the estimated population having nearly doubled was just above the national average
- Actual outturn as a percentage of budgeted expenditure dropped and features in the lowest quartile

N/A¹ Data no longer collected nationally / locally

N/A² Result below 5; not published to protect confidentiality

N/A³ Indicator result yet to be published

Overview of Local Government Benchmarking Framework Indicator Results

	Note	Indicator Description	Moray					National Average	Relative Change 2019/20 to 2020/21		Rank 2020/21	
			2016/17	2017/18	2018/19	2019/20	2020/21	2020/21	% change	Short Term Trend	Nat (32)	FG (8)
Children's Services		Cost per primary school pupil (£)	4,894	5,073	5,200	5,427	5,297	5,916	-2.40	↑	2	2
		Cost per secondary school pupil (£)	7,432	7,699	7,617	7,707	7,211	7,657	-6.43	↑	5	2
		Cost per pre-school education place (£)	2,741	2,749	3,526	5,496	7,420	9,273	35.01	↓	4	1
	1	% of secondary pupils achieving 5 or more awards at Level 5	59	57	61	59	63	67	4.00	↑	24	7
		% of secondary pupils achieving 5 or more awards at Level 6	30	28	32	30	33	41	3.00	↑	27	8
		% of pupils living in the 20% most deprived areas Gaining 5+ awards at Level 5	55	N/A ²	N/A ²	N/A ²	62	49			4	2
		% of pupils living in the 20% most deprived areas Gaining 5+ awards at Level 6	N/A ²	N/A ²	N/A ²	N/A ²	31	23			4	1
		Gross Cost of "Children Looked After" in Residential Based Services per child per week (£)	4,551	4,016	4,604	5,156	4,661	4,380	-9.59	↑	21	5
		Gross Cost of "Children Looked After" in a Community Setting per child per week (£)	493	453	437	455	399	382	-12.31	↑	24	7
	2	% of children being looked after in the community	82.33	78.38	79.05	81.28	82.18	90.30	0.90	↑	29	8
		% of adults satisfied with local schools (rolling 4 years)	71.67	71.67	74.63	76.97	N/A ³	N/A ³				
	3	% of pupils entering positive destinations	93.86	94.17	92.76	93.07	94.08	95.48	1.01	↑	29	8
	4	Overall average total tariff	819	795	815	802	885	972	10.39	↑	27	8
		Overall average total tariff SIMD Quintile 1	661	601	826	939	897	688	-4.47	↓	3	1
	5	Overall average total tariff SIMD Quintile 2	711	702	574	689	643	817	-6.68	↓	31	8
	6	Overall average total tariff SIMD Quintile 3	655	677	830	731	878	975	20.11	↑	28	7

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	Note	Indicator Description	Moray					National Average	Relative Change 2019/20 to 2020/21		Rank 2020/21	
			2016/17	2017/18	2018/19	2019/20	2020/21	2020/21	% change	Short Term Trend	Nat (32)	FG (8)
	7	Overall average total tariff SIMD Quintile 4	875	867	839	839	965	1,108	15.02	↑	29	7
	8	Overall average total tariff SIMD Quintile 5	1073	923	935	908	965	1,320	6.28	↑	30	8
	9	% P1, P4 & P7 pupils combined achieving expected CFE Level in Literacy			64.75	N/A ¹	63.90	66.88	-0.85	↓	22	5
		% P1, P4 & P7 pupils combined achieving expected CFE Level in Numeracy			69.89	N/A ¹	67.82	74.69	-2.07	↓	29	7
		Literacy Attainment Gap (P1,4,7 combined) – percentage point gap between the least and most deprived pupils			14.88	N/A ¹	19.75	24.70	33.00	↓	2	1
		Numeracy Attainment Gap (P1,4,7 combined) – percentage point gap between the least and most deprived pupils			13.77	N/A ¹	17.55	21.42	27.00	↓	9	1
		% of children meeting developmental milestones	89.79	92.22	93.16	95.59	95.98	85.06	0.39	↑	3	1
	10	% of funded early years provision which is graded good/better	90.57	75.44	75.44	78.30	85.19	90.93	6.89	↑	29	8
		School attendance (%)	94.00	N/A ¹	93.85	N/A ¹	93.80	92.00	-0.05	↓	6	1
		School attendance rates (LAC, %)	87.20	N/A ¹	87.41	N/A ¹	89.35	87.89	1.94	↑	11	3
		School exclusion rates per 1,000 pupils	33.10	N/A ¹	22.74	N/A ¹	14.18	11.87	-8.57	↑	20	7
		School exclusion rates per 1,000 looked after children	236.26	N/A ¹	180.41	N/A ¹	125.00	77.81	-55.41	↑	23	6
		% participation for 16-19 year olds	89.80	91.20	91.29	93.49	91.77	92.18	-1.72	↓	22	8
		% of child protection re-registrations within 18 months	9.18	5.81	3.16	7.50	2.27	7.01	-5.23	↑	12	2
		% LAC with more than 1 placement in the last year (Aug-July)	25.12	30.63	30.95	25.00	14.94	16.79	-10.06	↑	5	2
		% of children living in poverty (after housing costs)	23.08	23.16	21.90	23.39	21.35	20.86	-2.04	↑	11	1

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality
N/A³ Indicator result yet to be published

	Note	Indicator Description	Moray					National Average	Relative Change 2019/20 to 2020/21		Rank 2020/21	
			2016/17	2017/18	2018/19	2019/20	2020/21	2020/21	% change	Short Term Trend	Nat (32)	FG (8)
Corporate Services		Support Services as a % of Total Gross Expenditure	4.56	4.58	4.29	4.18	4.14	4.03	-0.04	↑	21	5
		% of the highest paid 5% employees who are women	51.91	52.74	54.08	54.72	61.05	58.30	6.34	↑	8	4
	11	The gender pay gap (%)	7.75	6.52	7.58	6.42	6.16	3.66	-0.26	↑	26	8
		Cost of collecting Council Tax per dwelling	12.05	10.36	9.80	9.08	7.95	6.64	-12.38	↑	21	8
		Sickness Absence days per Teacher	5.87	6.40	6.48	6.76	4.54	4.16	-32.90	↑	24	6
		Sickness Absence days per Employee (non-teacher)	10.98	11.54	12.45	12.69	8.67	9.71	-31.68	↑	10	4
		% of income due from Council Tax received by the end of the year	95.89	96.67	96.94	96.96	95.83	94.77	-1.14	↓	14	3
12	% of invoices sampled that were paid within 30 days	90.16	89.10	89.67	87.31	84.02	91.76	-3.28	↓	27	6	
Assets		% of operational buildings that are suitable for their current use	94.58	94.76	98.22	98.21	98.15	82.31	-0.07	↓	1	1
	13	% of internal floor area of operational buildings in satisfactory condition	41.39	52.64	54.23	53.93	66.93	89.20	13.01	↑	32	8
Adult Social Work		Home Care costs per hour for people aged 65 or over (£)	24.32	29.62	38.21	36.76	27.79	27.62	-24.41	↑	15	5
		Self-Directed Support spend on people aged 18 or over as a % of total Social Work spend on adults	4.95	4.36	4.12	4.11	5.04	8.13	0.93	↑	17	6
		% of people aged 65 or over with long term care needs receiving personal care at home	65.64	66.06	65.26	62.15	62.00	61.71	-0.15	↓	17	4
		% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (rolling 4 years)		78.51		79.20						
		% of adults supported at home who agree that they are supported to live as independently as possible		82.68		82.72						
		% of adults supported at home who agree that they had a say in how their help, care or support was		74.84		79.68						

N/A¹

Data no longer collected nationally / locally

N/A²

Result below 5; not published to protect confidentiality

N/A³

Indicator result yet to be published

	Note	Indicator Description	Moray					National Average	Relative Change 2019/20 to 2020/21		Rank 2020/21	
			2016/17	2017/18	2018/19	2019/20	2020/21	2020/21	% change	Short Term Trend	Nat (32)	FG (8)
		provided										
		% of carers who feel supported in their caring role		39.48		30.70						
		Residential costs per week per resident for people aged 65 or over (£)	334	349	366	345	288	432	-16.28	↑	5	1
		Rate of readmission to hospital within 28 days per 1,000 discharges (%)	74.91	84.37	77.08	77.81	100.90	120.03	29.67	↓	9	2
	14	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections (%)	70.65	84.69	81.82	75.24	79.80	82.50	4.56	↑	29	8
		Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	1095.22	936.08	1063.26	767.70	492.74	484.28	-35.82	↑	19	5
Culture & Leisure		Gross cost per attendance at Sports facilities (£)	2.20	2.13	2.17	0.93	18.71	40.36	1908.00	↓	5	2
		Cost per Library visit (£)	1.58	1.62	1.43	1.62	2.94	2.88	82.00	↓	10	3
		Cost of Museums per visit (£)	2.09	2.56	2.69	2.30	N/A ¹	10.19				
		Cost of Parks & Open Spaces (£) per 1,000 population	15,423	12,487	14,568	11,166	11,880	19,112	6.39	↓	6	2
		% of adults satisfied with Libraries (rolling 4 years)	72.67	70.33	74.93	77.60	N/A ³	N/A ³				
		% of adults satisfied with Parks and Open Spaces (rolling 4 years)	87.67	83.33	85.10	82.43	N/A ³	N/A ³				
		% of adults satisfied with Museums and Galleries (rolling 4 years)	51.33	49.67	58.10	60.10	N/A ³	N/A ³				
		% of adults satisfied with Leisure Facilities (rolling 4 years)	73.00	67.67	66.40	66.73	N/A ³	N/A ³				
Environmental		Net cost per Waste collection per premises (£)	55.80	54.58	56.16	40.34	34.78	68.64	-13.78	↑	1	1
		Net cost per Waste disposal per premises (£)	111.47	111.66	115.54	102.66	102.00	107.52	-0.65	↑	15	7
		Net Cost of Street Cleaning (£) per 1,000 population	8,690	8,790	9,228	7,581	7,251	12,966	-4.35	↑	5	1

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N/A³ Indicator result yet to be published

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			2016/17	2017/18	2018/19	2019/20	2020/21	2020/21	% change	Short Term Trend	Nat (32)	FG (8)
		Street Cleanliness Score	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹	91.36				
		Cost of Maintenance per Kilometre of Roads (£)	6,995	7,380	6,537	7,193	4,301	12,269	-40.21	↑	5	1
		% of A Class roads that should be considered for maintenance treatment (rolling 2 years)	25.17	25.87	28.56	29.16	26.60	27.26	-2.56	↑	17	2
		% of B Class roads that should be considered for maintenance treatment (rolling 2 years)	22.85	23.49	25.62	25.79	22.30	30.70	-3.49	↑	6	1
		% of C Class roads that should be considered for maintenance treatment (rolling 2 years)	21.91	24.89	28.06	25.20	21.30	32.38	-2.86	↑	5	1
		% of unclassified roads that should be considered for maintenance treatment (rolling 2 years)	31.40	31.61	31.09	35.49	35.00	37.95	-0.49	↑	14	3
		Cost of trading standards and environmental health (£) per 1,000 population	22,651	22,219	21,109	20,572	18,734	20,726	-8.94	↑	17	7
		Cost trading standards, money advice & citizens advice (£) per 1,000 population	5,613	5,813	5,283	5,332	4,681	6,665	-12.22	↑	10	4
		Cost of environmental health (£) per 1,000 population	17,038	16,405	15,826	15,240	14,053	14,061	-7.79	↑	23	8
		% of total household waste arising that is recycled	59.07	57.77	57.40	58.98	54.90	42.84	-4.08	↓	4	2
		% of adults satisfied with refuse collection (rolling 4 years)	87.00	87.33	82.83	73.50	N/A ³	N/A ³				
		% of adults satisfied with street cleaning (rolling 4 years)	66.00	66.00	65.30	58.63	N/A ³	N/A ³				
Housing Services		Gross rent arrears (all tenants) as at year end as a % of rent due for the reporting year	2.49	2.44	2.37	2.58	3.20	8.53	0.62	↓	1	1
		% of rent due in the year that was lost due to voids	0.54	0.66	0.85	0.95	1.17	1.47	0.22	↓	12	5
		% of council dwellings meeting Scottish Housing Quality Standard	96.01	95.82	92.47	90.67	84.32	89.09	-6.00	↓	21	6
		Average number of days to complete non-emergency repairs	6.35	7.68	7.51	9.54	6.11	9.13	-35.99	↑	10	2

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N/A³ Indicator result yet to be published

	Note	Indicator Description	Moray					National Average	Relative Change 2019/20 to 2020/21		Rank 2020/21	
			2016/17	2017/18	2018/19	2019/20	2020/21	2020/21	% change	Short Term Trend	Nat (32)	FG (8)
	15	% of council dwellings that are energy efficient	52.65	55.35	57.38	54.63	57.38	85.00	2.76	↑	26	8
Economic Development		% Unemployed People Assisted into work from Council operated / funded Employability Programmes	4.37	8.72	3.44	0.62	5.75	6.78	5.13	↑	16	6
		Cost per Planning Application	4,210	3,991	5,054	4,314	4,482	4,986	3.90	↓	13	3
		Average time (Weeks) per Planning Application	6.95	6.52	6.68	6.43	6.69	11.08	4.10	↓	3	2
		% of procurement spent on local small / medium enterprises	21.22	25.16	23.91	21.90	23.56	26.74	1.65	↑	17	3
		No of business gateway start-ups per 10,000 population	13.74	13.36	12.56	16.18	9.51	13.43	-41.22	↓	22	5
		Investment in Economic Development & Tourism per 1,000 population (£)	45,243	54,146	24,631	33,853	34,134	88,635	0.83	↓	3	1
		Proportion of people earning less than the living wage (%)	23.70	24.70	27.40	24.00	21.50	18.59	-2.50	↑	18	7
		Proportion of properties receiving superfast broadband (%)	80.00	83.01	83.20	84.60	85.70	91.60	1.00	↓	26	8
		Town Vacancy Rates (%)	11.91	9.93	6.87	6.87	10.95	11.35	4.07	↓	15	3
		Immediately available employment land as a % of total land allocated for employment purposes in the local development plan	22.41	22.36	49.04	24.20	34.76	47.12	10.56	↑	22	4
		Gross Value Added (GVA) per capita (£)	20,495.47	22,280.23	22,298.99	21,655.19	19,809.84	21,821.87	-8.52	↓	20	4
		Claimant count as a % of working age population (%)	2.10	2.10	2.60	2.70	5.10	5.68	88.89	↓	10	3
		Claimant count as a % of 16-24 population (%)	3.22	3.43	3.89	3.83	7.32	7.23	91.13	↓	16	3
	Fin		Total useable reserves as a % of council annual budgeted net revenue	15.25	12.35	10.45	15.04	25.05	23.60	10.01	↑	11

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	Note	Indicator Description	Moray					National Average	Relative Change 2019/20 to 2020/21		Rank 2020/21	
			2016/17	2017/18	2018/19	2019/20	2020/21	2020/21	% change	Short Term Trend	Nat (32)	FG (8)
	16	Uncommitted General fund Balance as a % of council annual budgeted net revenue	10.71	8.55	6.17	7.53	7.23	3.52	-0.30	↓	3	1
		Ratio of Financing Costs to Net Revenue Stream	8.66	9.52	9.95	9.50	8.00	6.24	-1.50	↑	27	7
	17	Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	21.10	19.72	20.33	21.46	21.63	22.91	0.17	↓	13	5
		Actual outturn as a % of budgeted expenditure	98.67	99.20	100.08	96.04	89.64	97.44	-6.40	↓	30	7
Climate Change	18	CO2 emissions area wide per capita	6.01	5.59	5.80	5.73	4.81	4.62	-0.91	↑	21	4
		CO2 emissions area wide: emissions within scope of LA per capita	7.89	7.50	7.68	7.31	6.39	4.09	-0.92	↑	32	8

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