



Local Government Benchmarking Framework

Benchmarking Overview

2017/18



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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 very high level indicators and 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. That provides 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.

Moray appears in the following proposed Benchmarking Family Groups -

People Services	Other Services
Includes education, social work and housing. The benchmarking clubs are based on the average social context of the local authority population (using data from SIMD 2012).	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

The overview of local government benchmarking framework indicators in the following pages lists all the indicators recorded against in 2017-18, showing the Moray performance for the past 7 years. As well as showing the performance trend over this period, the level of change is measured against both the base data (2010-11 where available) and the previous years performance data. A percentage change is shown where indicators are financial or numerical, while indicators that are measured as percentages or rates – the change in performance is shown by percentage points.

Overview of Local Government Benchmarking Framework Indicator Results

	Indicator Description	Moray						2017/18	Relative Change	
		2011/12	2012/13	2013/14	2014/15	2015/16	2016/17		change base to 17/18	change 16/17 to 17/18
Children's Services	Cost per primary school pupil (£)	4,435	4,398	4,261	4,257	4,400	4,321	4,555	2.5%	5.4%
	Cost per secondary school pupil (£)	5,635	5,654	5,903	6,124	6,451	6,561	6,914	22.8%	5.4%
	Cost per pre-school education place (£)	2,201	1,967	2,009	2,166	2,367	2,420	2,469	9.9%	2.0%
	% of secondary pupils achieving 5 or more awards at Level 5	52	52	58	57	59	59	57	5.0	-2.0
	% of secondary pupils achieving 5 or more awards at Level 6	24	25	29	30	29	30	28	4.0	-2.0
	% of pupils living in the 20% most deprived areas Gaining 5+ awards at Level 5	N/A ²	N/A ²	N/A ²	44	40	55	N/A 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	N/A ²	-	N/A ²	-	-
	Gross Cost of "Children Looked After" in Residential Based Services per child per week (£)	3,173	4,280	5,169	4,297	3,950	4,094	3,606	16.8%	-11.9%
	Gross Cost of "Children Looked After" in a Community Setting per child per week (£)	255	251	254	380	410	443	407	71.2%	-8.2%
	% of children being looked after in the community	84.9	85.1	86.4	86.1	83.6	82.3	78.4	-8.1	-3.9
	% of adults satisfied with local schools (rolling 4 years)			81.1	78.7	74.0	71.7	71.7	-9.4	0.0
	% of pupils entering positive destinations	91.8	94.1	93.9	94.4	92.7	93.5	93.6	1.8	0.1
	Overall average total tariff	760	788	838	870	792	818	791	4.1%	-3.3%
	Overall average total tariff SIMD Quintile 1	547	790	639	611	507	661	599	9.5%	-9.4%
	Overall average total tariff SIMD Quintile 2	592	664	782	693	818	711	701	18.4%	-1.4%
	Overall average total tariff SIMD Quintile 3	675	701	788	790	748	655	673	-3.0%	2.7%
	Overall average total tariff SIMD Quintile 4	830	852	888	944	821	873	862	3.9%	-1.3%
	Overall average total tariff SIMD Quintile 5	1,017	997	1,024	1,048	939	1,073	918	-9.7%	-14.4%
	% of children meeting developmental milestones			76.8	73.3	75.8	82.5	80.7	3.9	-1.8
	% of funded early years provision which is graded good/better	94.3	96.2	100	98.2	96.4	90.6	75.4	-18.9	-15.1
	School attendance (%)		94.2		94.1		94.0		0.1	-0.1 (since 2014-15)
	School attendance rates (LAC, %)		90.8		96.0		91.3		1.3	-4.9 (since 2014-15)
School exclusion rates per 1,000 pupils		38.0		35.8		33.1		-4.3	-2.7 (since 2014-15)	

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality

	Indicator Description	Moray						2017/18	Relative Change	
		2011/12	2012/13	2013/14	2014/15	2015/16	2016/17		change base to 17/18	change 16/17 to 17/18
	School exclusion rates per 1,000 looked after children		212.7		100.5		51.2		-84.1	-49.3 (since 2014-15)
	% participation for 16-19 year olds					91.0	89.8	91.2	0.2	1.4
	% of child protection re-registrations within 18 months		3.2	8.2	1.5	4.6	8.2	5.8	2.6	-2.4
	% LAC with more than 1 placement in the last year (Aug-July)	35.2	33.9	25.4	31.1	23.9	25.1	30.6	-4.5	5.5
Corporate Services	Support Services as a % of Total Gross Expenditure	4.5	4.6	4.7	4.3	4.5	4.5	4.6	-0.1	0.0
	% of the highest paid 5% employees who are women	41.6	43.7	45.1	49.7	50.6	51.9	52.7	12.3	0.8
	The gender pay gap (%)					9.1	7.8	6.5	-2.5	-1.2
	Cost of collecting Council Tax per dwelling (£)	15.52	12.54	13.31	10.96	10.11	10.84	9.30	-39.9%	-14.2%
	Sickness Absence days per Teacher	8.0	6.6	6.8	7.0	5.9	5.9	6.4	-30.5%	9.0%
	Sickness Absence days per Employee (non-teacher)	9.89	10.80	10.24	11.88	11.89	10.98	11.54	16.4%	5.1%
	% of income due from Council Tax received by the end of the year	97.3	95.6	95.1	94.4	95.6	95.9	96.7	-0.3	0.8
	% of invoices sampled that were paid within 30 days	85.8	81.9	86.9	88.0	89.8	90.2	89.1	0.1	-1.1
Assets	% of operational buildings that are suitable for their current use	91.9	87.5	93.7	93.7	94.1	94.6	94.8	5.3	0.2
	% of internal floor area of operational buildings in satisfactory condition	49.7	53.5	32.3	32.7	40.8	41.4	52.6	6.0	11.2
Adult Social Work	Home Care costs per hour for people aged 65 or over	21.06	25.53	22.30	23.07	23.11	21.88	24.42	18.5%	11.6%
	Self-Directed Support spend on people aged 18 or over as a % of total Social Work spend on adults	2.9	2.3	3.7	4.0	4.4	13.5	4.4	1.4	-9.1
	% of people aged 65 or over with long term care needs receiving personal care at home	64.2	64.0	62.5	66.5	65.4	65.6	66.1	2.9	0.5
	% of adults receiving any care or support who rate it as excellent or good				75.2	78.4		79.8	4.6	1.4
	% 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)				73.3	85.9		78.5	5.2	-7.4
	Residential costs per week per resident for people aged 65 or over (£)	306	320	303	314	327	300	314	-1.0%	4.7%

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	Indicator Description	Moray							Relative Change	
		2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	change base to 17/18	change 16/17 to 17/18
Culture & Leisure	Gross cost per attendance at Sports facilities (£)	2.44	2.61	2.32	2.18	1.90	1.98	1.91	-17.9%	-3.4%
	Cost per Library visit (£)	2.99	3.15	1.85	2.04	1.95	1.42	1.46	-52.7%	2.3%
	Cost of Museums per visit (£)	3.56	4.13	2.89	2.17	2.32	1.88	2.30	-37.3%	22.0%
	Cost of Parks & Open Spaces (£) per 1,000 population	21,484	21,341	15,317	11,435	13,054	13,874	11,213	-53.0%	-19.2%
	% of adults satisfied with Libraries (rolling 4 years)			84.6	80.7	73.7	72.7	70.3	-14.3	-2.3
	% of adults satisfied with Parks and Open Spaces (rolling 4 years)			90.4	93.0	89.7	87.7	83.3	-7.1	-4.3
	% of adults satisfied with Museums and Galleries (rolling 4 years)			58.8	59.0	53.0	51.3	49.7	-9.1	-1.6
	% of adults satisfied with Leisure Facilities (rolling 4 years)			79.2	78.0	74.7	73.0	67.7	-11.5	-5.3
Environmental Services	Net cost per Waste collection per premises (£)		63.86	57.10	56.92	55.02	50.19	49.01	-23.3%	-2.4%
	Net cost per Waste disposal per premises (£)		104.59	93.32	92.99	97.45	100.27	100.27	-4.1%	0.0%
	Net Cost of Street Cleaning (£) per 1,000 population	10,748	8,520	7,732	7,191	7,165	7,817	7,893	-47.5%	1.0%
	Street Cleanliness Score	97.30	99.00	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹	-	-
	Cost of Maintenance per Kilometre of Roads (£)	7,584	9,317	6,880	6,210	7,534	6,292	6,627	-16.0%	5.3%
	% of A Class roads that should be considered for maintenance treatment (rolling 2 years)	22.6	22.3	19.3	20.1	24.5	25.2	25.9	2.4	0.7
	% of B Class roads that should be considered for maintenance treatment (rolling 2 years)	21.3	18.9	15.9	17.7	22.5	22.9	23.5	1.0	0.6
	% of C Class roads that should be considered for maintenance treatment (rolling 2 years)	23.5	23.3	21.5	22.2	23.9	21.9	24.9	1.6	3.0
	% of unclassified roads that should be considered for maintenance treatment (rolling 2 years)	30.2	31.3	32.1	33.1	32.7	31.4	31.6	1.1	0.2
	Cost of trading standards and environmental health (£) per 1,000 population	26,890	24,849	24,728	21,740	21,025	20,375	19,952	-34.5%	-2.1%
	Cost of Trading Standards, Money Advice & Citizen Advice (£) per 1,000 population		7,972	8,645	6,416	5,442	5,049	5,220	-34.5%	3.4%
	Cost of environmental health per 1,000 population (£)		16,877	16,083	15,325	15,584	15,327	14,732	-12.7%	-3.9%
	% of total household waste arising that is recycled	44.6	51.9	51.4	54.4	57.4	59.1	57.8	15.4	-1.3
	% of adults satisfied with refuse collection (rolling 4 years)			85.9	87.7	86.7	87.0	87.3	1.4	0.3
% of adults satisfied with street cleaning (rolling 4 years)			78.0	74.3	69.3	66.0	66.0	-12.0	0.0	

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	Indicator Description	Moray						2017/18	Relative Change	
		2011/12	2012/13	2013/14	2014/15	2015/16	2016/17		change base to 17/18	change 16/17 to 17/18
	Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for reporting year			2.60	2.94	2.44	2.49	2.44	-0.2	-0.1
	% of rent due in the year that was lost due to voids	0.9	0.8	0.6	0.6	0.6	0.5	0.7	0.0	0.1
	% of council dwellings meeting Scottish Housing Quality Standard	86.0	89.1	90.3	94.7	95.9	96.0	95.8	18.7	-0.2
	Average number of days to complete non-emergency repairs			6.1	6.7	6.2	6.4	7.7	24.6%	20.9%
	% of council dwellings that are energy efficient	94.1	94.3	92.4	100	95.9	96.1	95.8	8.9	-0.3
Economic Development	% Unemployed People Assisted into work from Council operated / funded Employability Programmes		4.42	11.23	12.27	2.95	4.15	8.72	4.3	4.6
	Cost per Planning Application	3,098	3,441	2,937	3,053	3,524	3,953	3,732	30.9%	-5.6%
	Average time (Weeks) per Planning Application		14.54	11.34	10.02	7.69	6.95	6.52	-55.1%	-6.1%
	% of procurement spent on local enterprises	28.2	25.7	25.5	23.7	28.5	21.2	25.2	3.4	3.9
	No of business gateway start-ups per 10,000 population			14.0	12.7	14.3	13.7	13.4	-4.5%	-2.7%
	Cost of economic development & tourism per 1,000 population (£)	36,169	35,490	41,803	35,181	39,804	40,698	48,622	-2.1%	19.5%
	Proportion of people earning less than the living wage		22.8	22.7	22.5	22.8	23.7	24.7	1.9	1.0
	Proportion of properties receiving superfast broadband			33	60	76	80	83	50.0	3.0
	Town vacancy rates				12.9	11.9	11.9	9.9	3.0	2.0
	Immediately available employment land as a % of total land allocated for employment purposes in the local development plan					15.4	19.0	22.4	22.4	7.0

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2016/17 to 2017/18 Performance Summary

Eight years of standardised data is currently available within the benchmarking framework for the majority of indicators, and this is sufficient to establish trends and comparison in a meaningful way. The table below summarises the changes between 2016/17 and 2017/18 performance and compares Moray performance against our benchmarking comparators and national results for 2017/18.

Data Ref	Indicator Description	2016/17			2017/18											
		Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Mid-Lothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)	
CHN1	Cost per Primary School Pupil	£4,403	3	1	£4,555	5,080	6,135	4,519	5,174	5,120	4,837	5,246	4,974	5	2	
CHN2	Cost per Secondary School Pupil	£6,685	10	2	£6,914	6,799	9,126	6,242	7,001	6,942	6,658	6,868	6,879	17	5	
CHN3	Cost per Pre-School Education Place	£2,465	1	1	£2,469	3,548	5,027	3,477	4,568	4,296	3,299	5,027	4,463	1	1	
CHN17	% of children meeting developmental milestones	82.5%	2	1	80.7%	80.3	79.5	71.5	63.7	83.4	73.0	76.0	73.6	4	2	
CHN18	% of funded early years provision which is graded good/better	90.6%	23	5	75.4%	97.5	84.0	82.8	89.2	91.4	87.5	100	91.0	32	8	
CHN4	% of Secondary Pupils achieving 5 or more Awards at Level 5	59%	22	6	57%	60	66	64	61	58	64	70	62	27	8	
CHN5	% of Secondary Pupils achieving 5 or more Awards at Level 6	30%	27	7	28%	32	33	36	31	30	37	45	34	29	8	
CHN6	% of Pupils Living in the 20% most Deprived Areas Gaining 5+ Awards at Level 5	55%	3	1	N/A ²	34	54	31	31	17	37	41	42	-	-	
CHN7	% of Pupils Living in the 20% most Deprived Areas Gaining 5+ Awards at Level 6	N/A ²	-	-	N/A ²	12	27	N/A ²	9	17	20	16	16	-	-	
CHN12a	Overall Average Total Tariff	818	26	7	791	810	893	924	848	832	906	1023	891	29	8	
CHN12b	Overall Average Total Tariff SIMD Quintile 1	661	9	2	599	502	783	488	489	653	579	568	618	16	3	

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Data Ref	Indicator Description	2016/17			2017/18										
		Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Mid-Lothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)
CHN12c	Overall Average Total Tariff SIMD Quintile 2	711	22	4	701	661	735	725	679	699	619	745	750	21	4
CHN12d	Overall Average Total Tariff SIMD Quintile 3	655	31	8	673	836	877	889	877	847	853	960	896	32	8
CHN12e	Overall Average Total Tariff SIMD Quintile 4	873	30	7	862	868	984	1004	920	965	1040	1131	1016	31	8
CHN12f	Overall Average Total Tariff SIMD Quintile 5	1073	25	5	918	1023	1148	1176	1102	1149	1121	1364	1221	30	8
CHN10	% of Adults Satisfied with Local Schools (2014-17 and 2015-18)	71.7%	26	7	71.7%	77.0	78.0	73.7	78.3	78.7	67.0	76.3	72.3	23	7
CHN19a	School attendance (%)	94.1% (2014/15)	12	5	94.0% (2016/17)	93.7	93.7	93.7	93.4	92.6	94.2	94.1	93.3	10	3
CHN20a	School exclusion rates per 1,000 pupils	35.8 (2014/15)	25	6	33.1 (2016/17)	22.6	15.8	34.1	22.7	44.4	21.5	16.4	26.8	24	6
CHN11	% of Pupils Entering Positive Destinations	93.5%	20	8	93.6%	95.0	95.0	95.4	96.0	94.4	95.7	94.4	94.4	23	8
CHN8a	Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	£4,094	24	8	£3,606	4,817	2,202	1,947	3,379	3,735	3,072	3,386	3,485	19	8
CHN8b	Gross Cost of "Children Looked After" in a Community Setting per Child per Week	£443	30	8	£407	347	314	265	197	340	349	202	328	27	8
CHN9	% of children being looked after in the Community	82.3%	31	8	78.4%	91.6	81.9	86.9	83.5	91.0	87.3	89.4	89.7	30	8
CHN19b	School attendance rates (LAC, %)	96.0 (2014/15)	1	1	91.3 (2016/17)	91.2	91.5	89.4	91.1	89.1	91.3	88.9	91.0	14	2
CHN20b	School exclusion rates per 1,000 looked after child.	100.5 (2014/15)	14	5	51.2 (2016/17)	109.8	0.0	111.6	108.8	135.1	43.9	102.0	80.0	6	3

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

Data Ref	Indicator Description	2016/17			2017/18										
		Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Mid-Lothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)
CHN21	% participation for 16-19 year olds	89.8%	25	8	91.2%	92.2	94.2	94.7	93.8	94.3	92.8	94.4	91.8	23	8
CHN22	% of child protection re-registrations within 18 months	8.2%	25	7	5.8%	3.9	15.8	1.3	0.7	7.0	4.0	4.5	6.1	17	6
CHN23	% of LAC with more than 1 placement in the last year (August-July)	25.1%	26	4	30.6%	29.5	23.5	14.3	27.6	26.2	14.1	17.8	20.5	29	8
<p>Comment - The data confirms that attention and effort is required to ensure that our children who are looked after away from their families are offered a steady home to live in, with as few moves as possible, and for those who are not able to stay with their own families, to remain in Moray in an alternative family based setting. This is being addressed through the service's transformation plan, and monitored through the service's monthly performance management scrutiny, supported by a robust programme of ensuring that long term planning for children is an area of focus, supported by a targeted foster carer recruitment and retention strategy, alongside the new fostering scheme launched in August 2019.</p>															

Local Government Benchmarking Framework allows results to be placed in a national and benchmarking family group context:

Children's Services

Rank in Scotland (32 authorities)	2017/18	2016/17
1 st quartile (1-8)	4 indicators	5 indicators
2 nd quartile (9-16)	3 indicators	4 indicators
3 rd quartile (17-24)	8 indicators	5 indicators
4 th quartile (25-32)	10 indicators	12 indicators
	25 indicators	26 indicators
Rank in Family Group (8 authorities)	2017/18	2016/17
1 st quartile (1-2)	4 indicators	7 indicators
2 nd quartile (3-4)	4 indicators	2 indicators
3 rd quartile (5-6)	3 indicators	6 indicators
4 th quartile (7-8)	14 indicators	11 indicators
	25 indicators	26 indicators

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Corporate Services

		2016/17			2017/18										
Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	East Ayrshire	East Lothian	Fife	North Ayrshire	Perth & Kinross	South Ayrshire	Stirling	Scotland	Rank National (32)	Rank Family (8)
CORP1	Support Services as a % of Total Gross Expenditure	4.5%	15	5	4.6%	3.2	5.8	4.8	2.5	4.5	4.2	4.4	4.5	21	6
CORP3b	The Percentage of the Highest Paid 5% Employees Who are Women	51.9%	16	5	52.7%	52.1	53.9	54.9	55.5	49.8	56.0	65.2	54.6	17	6
CORP3c	The gender pay gap (%)	7.8%	26	8	6.5%	5.0	2.0	1.6	1.5	0.7	4.3	1.6	3.9	25	8
CORP4	Cost of Collecting Council Tax per Dwelling	£10.84	24	7	£9.30	4.01	8.65	2.78	7.65	6.94	6.66	7.46	7.35	26	8
Comment – Economies of scale (in relation to fixed software maintenance costs) and less income from collection of water charges for non-mains properties means we have higher overheads.															
CORP6a	Sickness Absence Days per Teacher	5.9	16	4	6.4	4.2	7.0	6.6	5.7	8.1	5.3	5.6	5.9	20	5
CORP6b	Sickness Absence Days per Employee (non-teacher)	11.0	17	7	11.5	8.4	12.1	13.4	10.8	10.7	10.1	10.5	11.4	18	6
Comment - The increase in sickness absence for both teaching and non-teaching employees has been noted at Policy & Resources Committee (14-01-20) as part of regular performance reporting. Further analysis of the sickness absence figures is being undertaken centrally with a view to understanding the nature and pattern of the absences behind the headline figures which will help inform how best to target available support and advice to managers.															
CORP7	Percentage of income due from Council Tax received by the end of the year	95.9%	18	4	96.7%	94.1	97.0	95.8	94.8	97.9	96.1	97.8	96.0	10	4
CORP8	Percentage of invoices sampled that were paid within 30 days	90.2%	22	6	89.1%	94.9	86.5	97.0	91.8	93.6	95.4	78.6	93.2	26	6
Comment – An e-form is in development – this should speed up the process.															

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality

Local Government Benchmarking Framework allows results to be placed in a national and family group context:

Corporate Services

Rank in Scotland (32 authorities)	2017/18	2016/17
1 st quartile (1-8)	0 indicators	0 indicators
2 nd quartile (9-16)	1 indicator	3 indicators
3 rd quartile (17-24)	4 indicators	4 indicators
4 th quartile (25-32)	3 indicators	1 indicator
	8 indicators	8 indicators
Rank in Family Group (8 authorities)	2017/18	2016/17
1 st quartile (1-2)	0 indicators	0 indicators
2 nd quartile (3-4)	1 indicator	2 indicators
3 rd quartile (5-6)	5 indicators	3 indicators
4 th quartile (7-8)	2 indicators	3 indicators
	8 indicators	8 indicators

N/A¹ Data no longer collected nationally / locally
 N/A² Result below 5; not published to protect confidentiality

Assets			2016/17			2017/18										
	Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	East Ayrshire	East Lothian	Fife	North Ayrshire	Perth & Kinross	South Ayrshire	Stirling	Scotland	Rank National (32)	Rank Family (8)
	CORP ASSET1	% of operational buildings that are suitable for their current use	94.6%	3	1	94.8%	83.7	84.9	80.3	89.9	82.1	90.3	90.5	81.0	4	1
CORP ASSET2	% of internal floor area of operational buildings in satisfactory condition	41.4%	32	8	52.6%	98.0	92.8	85.6	99.7	85.6	71.8	96.6	86.3	32	8	
Comment - The completion of the new school at Elgin High and the Four Schools project has contributed to improvement in performance on this indicator. However, the Council continues to be the poorest performer when compared with the Scottish average and the benchmarking family.																

Local Government Benchmarking Framework allows results to be placed in a national and family group context:

Assests

Rank in Scotland (32 authorities)	2017/18	2016/17
1 st quartile (1-8)	1 indicator	1 indicator
2 nd quartile (9-16)	0 indicators	0 indicators
3 rd quartile (17-24)	0 indicators	0 indicators
4 th quartile (25-32)	1 indicator 2 indicators	1 indicator 2 indicators
Rank in Family Group (8 authorities)	2017/18	2016/17
1 st quartile (1-2)	1 indicator	1 indicator
2 nd quartile (3-4)	0 indicators	0 indicators
3 rd quartile (5-6)	0 indicators	0 indicators
4 th quartile (7-8)	1 indicator 2 indicators	1 indicator 2 indicators

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality

			2016/17			2017/18										
	Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Mid-Lothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)
Adult Social Work	SW1	Home Care Costs per Hour for people Aged 65 or over	£21.88	12	4	£24.42	31.77	24.82	16.75	29.79	36.88	21.86	14.90	23.76	15	4
	SW2	Self Directed Support Spend on People Aged 18 or Over as a % of Total Social Work Spend on Adults	13.5%	3	2	4.4%	3.4	4.3	3.9	6.1	4.8	6.8	4.2	6.7	15	4
	SW3	% of people aged 65 or over with long term care needs who receive personal care at home	65.6%	10	3	66.1%	66.8	67.4	63.9	53.2	68.0	64.2	65.3	61.7	11	4
	SW4a	% of adults receiving any care or support who rate it as excellent or good	78.4% (2015-16)	27	6	79.8%	76.5	79.9	74.7	83.0	71.4	83.1	78.8	80.2	21	4
	SW4b	% of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	85.9% (2015-16)	12	5	78.5%	77.0	74.2	74.9	85.7	73.1	80.1	81.0	80.0	21	4
	SW5	Net Cost of Residential Care Services per Older Adult (+65) per Week	£300	6	2	£314	527	441	408	482	412	425	476	386	6	1

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality

Local Government Benchmarking Framework allows results to be placed in a national and family group context:

Adult Social Work

Rank in Scotland (32 authorities)	2017/18	2016/17
1 st quartile (1-8)	1 indicator	2 indicators
2 nd quartile (9-16)	3 indicators	3 indicators
3 rd quartile (17-24)	2 indicators	0 indicators
4 th quartile (25-32)	0 indicators	1 indicator
	6 indicators	6 indicators
Rank in Family Group (8 authorities)	2017/18	2016/17
1 st quartile (1-2)	1 indicator	2 indicators
2 nd quartile (3-4)	5 indicators	2 indicators
3 rd quartile (5-6)	0 indicators	2 indicators
4 th quartile (7-8)	0 indicators	0 indicators
	6 indicators	6 indicators

N/A¹ Data no longer collected nationally / locally
 N/A² Result below 5; not published to protect confidentiality

		2016/17			2017/18										
		Moray	Rank National (32)	Rank Family (8)	Moray	East Ayrshire	East Lothian	Fife	North Ayrshire	Perth & Kinross	South Ayrshire	Stirling	Scotland	Rank National (32)	Rank Family (8)
C&L1	Gross cost per attendance at Sports facilities	£1.98	9	3	£1.91	1.11	3.19	2.41	2.08	4.74	3.14	1.95	2.71	8	2
Comment - Gross costs reduced due to increase in Fit Life income and staffing reductions in leisure facilities.															
C&L2	Cost Per Library Visit	£1.42	6	2	£1.45	5.19	1.87	3.57	2.30	2.26	0.76	3.14	2.08	7	2
C&L3	Cost of Museums per Visit	£1.88	8	3	£2.30	1.31	1.56	1.65	0.27	4.98	5.54	3.50	3.49	8	5
C&L4	Cost of Parks & Open Spaces per 1,000 Population	£13,874	7	2	£11,213	4,240	24,170	22,054	23,426	33,561	22,400	22,277	19,814	6	2
C&L5a	% of Adults Satisfied with Libraries (2014-17 and 2015-18)	72.7%	24	6	70.3%	71.3	68.0	69.7	91.0	82.3	83.3	86.0	73.0	24	6
Comment - Customer visits and satisfaction was impacted by a 50% reduction in the book fund from 2016-2018. Our own customer satisfaction surveys are now showing an upward trend in satisfaction.															
C&L5b	% of Adults Satisfied with Parks and Open Spaces (2014-17 and 2015-18)	87.7%	15	4	83.3%	87.7	88.7	87.7	78.3	92.3	93.0	89.0	85.7	24	7
C&L5c	% of Adults Satisfied with Museums and Galleries (2014-17 and 2015-18)	51.3%	30	8	49.7%	72.3	61.7	65.0	71.3	79.3	81.7	67.7	70.0	30	8
C&L5d	% of Adults Satisfied with Leisure Facilities (2013-16 and 2014-17)	73.0%	21	7	67.7%	72.3	71.7	75.7	72.7	79.3	80.3	82.0	72.7	27	8
Comment - There are a number of customer journey improvement initiatives ongoing designed to improve customer satisfaction.															

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality

Local Government Benchmarking Framework allows results to be placed in a national and family group context:

Culture & Leisure Services

Rank in Scotland (32 authorities)	2017/18	2016/17
1 st quartile (1-8)	4 indicators	3 indicators
2 nd quartile (9-16)	0 indicators	2 indicators
3 rd quartile (17-24)	2 indicators	2 indicators
4 th quartile (25-32)	2 indicators	1 indicator
	8 indicators	8 indicators
Rank in Family Group (8 authorities)	2017/18	2016/17
1 st quartile (1-2)	3 indicators	2 indicators
2 nd quartile (3-4)	0 indicators	3 indicators
3 rd quartile (5-6)	2 indicators	1 indicator
4 th quartile (7-8)	3 indicators	2 indicators
	8 indicators	8 indicators

N/A¹ Data no longer collected nationally / locally
 N/A² Result below 5; not published to protect confidentiality

Data Ref	Indicator Description	2016/17			2017/18											
		Moray	Rank National (32)	Rank Family (8)	Moray	East Ayrshire	East Lothian	Fife	North Ayrshire	Perth & Kinross	South Ayrshire	Stirling	Scotland	Rank National (32)	Rank Family (8)	
ENV1a	Net cost per Waste collection per premises	£50.19	6	2	£49.01	61.16	56.64	50.28	52.76	73.30	73.68	109.67	65.98	5	1	
ENV2a	Net cost per Waste disposal per premises	£100.27	19	6	£100.27	70.81	72.46	71.60	91.07	98.97	89.49	83.52	98.42	22	8	
ENV3a	Net Cost of Street Cleaning per 1,000 Population	£7,817	2	1	£7,893	11,063	12,476	10,514	13,690	18,180	11,439	17,947	15,551	4	1	
ENV3c	Street Cleanliness Score	NA ¹	-	-	NA ¹	91.72	94.49	95.08	92.19	94.02	94.80	95.24	92.20	-	-	
ENV4a	Cost of Maintenance per Kilometre of Roads	£6,292	5	1	£6,627	8,554	9,469	11,690	11,357	15,983	7,111	11,464	10,547	6	1	
ENV4b	% of A Class roads that should be considered for maintenance treatment (2014-16 and 2015-17)	25.2%	17	2	25.9%	19.8	29.3	29.9	36.2	39.0	38.2	29.5	30.2	15	2	
ENV4c	% of B Class roads that should be considered for maintenance treatment (2014-16 and 2015-17)	22.9%	8	1	23.5%	35.6	40.3	33.8	39.3	40.3	40.7	40.4	35.9	7	1	
ENV4d	% of C Class roads that should be considered for maintenance treatment (2014-16 and 2015-17)	21.9%	5	1	24.9%	40.5	33.5	28.4	51.3	38.0	41.4	41.8	36.2	5	1	
ENV4e	% of unclassified roads that should be considered for maintenance treatment (2012-16 and 2013-17)	31.4%	5	1	31.6%	44.0	33.1	32.7	35.2	35.0	41.4	49.4	39.0	5	1	
ENV5	Cost of Trading Standards and environmental health per 1,000 population	£20,375	16	5	£19,952	17,090	11,341	21,836	14,360	17,055	19,436	19,840	21,385	18	7	
ENV5a	Cost of Trading Standards, Money Advice & Citizen Advice per 1,000 pop'n	£5,442	12	5	£5,220	4,551	1,316	9,660	3,542	3,342	6,461	9,745	5,890	15	5	
ENV5b	Cost of environmental health per 1,000 pop'n	£15,327	17	6	£14,732	12,539	10,025	12,175	10,818	13,713	12,975	10,096	15,496	20	8	
ENV6	% of total waste arising that is recycled	59.1%	2	1	57.8%	52.9	53.1	54.7	55.8	55.6	55.2	55.1	45.6	4	1	
ENV7a	% of adults satisfied with refuse collection (2014-17 and 2015-18)	87.0%	9	2	87.3%	71.7	81.0	81.3	87.7	84.7	84.0	69.3	78.7	7	2	
ENV7b	% of adults satisfied with street cleaning (2014-17 and 2015-18)	66.0%	27	7	66.0%	64.7	82.7	79.0	75.7	78.0	68.0	59.7	69.7	26	7	

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality

Local Government Benchmarking Framework allows results to be placed in a national and family group context:

Environmental Services

Rank in Scotland (32 authorities)	2017/18	2016/17
1 st quartile (1-8)	8 indicators	7 indicators
2 nd quartile (9-16)	2 indicators	3 indicators
3 rd quartile (17-24)	3 indicators	3 indicators
4 th quartile (25-32)	1 indicator	1 indicator
	14 indicators	14 indicators
Rank in Family Group (8 authorities)	2017/18	2016/17
1 st quartile (1-2)	9 indicators	9 indicators
2 nd quartile (3-4)	0 indicators	0 indicators
3 rd quartile (5-6)	1 indicator	4 indicators
4 th quartile (7-8)	4 indicators	1 indicator
	14 indicators	14 indicators

N/A¹ Data no longer collected nationally / locally
 N/A² Result below 5; not published to protect confidentiality

Housing Services			2016/17			2017/18										
	Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	Angus	Argyll & Bute	East Lothian	Highland	Mid-Lothian	Scottish Borders	Stirling	Scotland	Rank National (32)	Rank Family (8)
HSN1b	Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year	2.5%	1	1	2.4%	7.7%	N/A ¹	9.3	5.0	6.9	N/A ¹	10.1	6.8	1	1	
HSN2	% of rent due in the year that was lost due to voids	0.5%	5	2	0.7%	0.8	N/A ¹	0.8	1.0	0.7	N/A ¹	0.7	0.9	5	1	
HSN3	% of council dwellings meeting Scottish Housing Quality Standard	96.0%	12	3	95.8%	93.2	N/A ¹	96.6	94.7	96.1	N/A ¹	99.2	93.9	15	4	
HSN4b	Average number of days taken to complete non-emergency repairs	6.4	3	2	7.7	7.8	N/A ¹	7.2	7.4	13.2	N/A ¹	4.6	7.5	14	4	
<p>Comment - We have three repair timescales which we use to categorise non-emergency repairs. These categories are Urgent (within 1 working day), Priority (within 5 working days) and Ordinary (within 20 working days). We completed 89.5% of all our non-emergency repairs within their designated target timescales. Despite an increase on average days, we continue to perform well against the national average and benchmarking family. Timescales for completing repairs continues to be the focus of ongoing actions to improve the repairs service.</p>																
HSN5	% of council dwellings that are energy efficient	96.1%	20	4	95.8%	96.4	N/A ¹	96.6	94.7	95.8	N/A ¹	97.8	97.2	21	5	
<p>Comment - Those properties that did not meet the standard were classified as exemptions and abeyances due to exceptional cost and technical challenges. This was the final year of reporting on this indicator and it has now been superseded by the much higher Energy Efficiency Standard for Social Housing.</p>																

Local Government Benchmarking Framework allows results to be placed in a national and family group context:

Housing Services

Rank in Scotland (32 authorities)	2017/18	2016/17
1 st quartile (1-8)	2 indicators	3 indicators
2 nd quartile (9-16)	2 indicators	1 indicator
3 rd quartile (17-24)	1 indicator	1 indicator
4 th quartile (25-32)	0 indicators	0 indicators
5 indicators	5 indicators	5 indicators
Rank in Family Group (8 authorities)	2017/18	2016/17
1 st quartile (1-2)	2 indicators	3 indicators
2 nd quartile (3-4)	2 indicators	2 indicators
3 rd quartile (5-6)	1 indicator	0 indicators
4 th quartile (7-8)	0 indicators	0 indicators
5 indicators	5 indicators	5 indicators

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality

Data Ref	Indicator Description	2016/17			2017/18										
		Moray	Rank National (32)	Rank Family (8)	Moray	East Ayrshire	East Lothian	Fife	North Ayrshire	Perth & Kinross	South Ayrshire	Stirling	Scotland	Rank National (32)	Rank Family (8)
ECON1	Percentage unemployed people assisted into work from Council operated / funded employability programmes	4.2%	28	7	8.7%	23.3	3.1	17.6	22.7	26.2	8.5	12.5	14.4	20	6
Comment – The marked increase in the % of people supported into work is due to the Council leading a 2 year programme funded by the EU Social fund that aims to get more people back into work. A further example of the importance of continuity of funds post Brexit. Moray has a low unemployment rate which makes comparison across regions more difficult.															
ECON2	Cost per Planning Application	£3,953	11	2	£3,732	10,650	2,536	3,800	4,221	5,054	3,453	5,196	4,819	8	3
Comment – The price per applications is a function of the number of applications received and the size of them. For example if fewer small applications are received and more larger costly ones the price will go up, and vice versa. It is not a useful benchmarking measure for examining staff numbers, systems and processes and this sort of analysis has been done through a separate with the improvement service.															
ECON3	Average time (Weeks) per Planning Application	7.0	5	2	6.5	8.3	10.7	16.1	5.7	7.7	7.3	8.8	9.3	2	2
Comment – This depends on the complexity of each individual case and the type of applications received, and is therefore not easily comparable, however the service continues to perform well.															
ECON4	Percentage of procurement spent on local enterprises	21.2%	22	5	25.2%	19.5	21.0	37.2	19.8	17.8	25.2	18.3	27.4	17	3
Comment – During 2017/18 the Council, through Business Gateway, organised events to link business with procurement to make them aware of forthcoming procurement opportunities. In addition the Council was part of the supplier development programme which organises meet the buyer events. Comparing across regions is made difficult due to the different scales and make ups of the regional economies.															
ECON5	No of business gateway start-ups per 10,000 population	13.7	24	7	13.4	19.1	19.6	12.6	22.4	21.2	17.8	24.3	16.8	26	7
Comment – Moray has a low percentage of business start ups however has very low unemployment, which has an inverse relationship with start ups. The number of start ups is mostly unchanged year on year. The Economy as a whole is in a period of low growth therefore this is not unexpected.															
ECON6	Cost of Economic Development & Tourism per 1,000 population	£40,698	8	2	£48,622	113,408	59,786	44,498	147,323	47,737	50,666	51,000	91,806	11	3
Comment – The increase in spend in Moray is driven by two factors. 1) The definition changed over the period to include tourism expenditure and is therefore not like for like and 2) increase in capital expenditure over the period. Revenue expenditure remained the same. This measure is driven largely by one off capital investments which will take place at different times across the country. The Growth Deal will drive this measure up in the coming years.															
ECON7	Proportion of people earning less than living wage	23.7%	19	4	24.7%	23.1	19.3	23.0	21.4	22.0	23.9	16.9	18.4	26	8
Comment – The relatively poor performance of Moray in this measure is largely due to having a higher number of low skilled jobs and a low median wage compared nationally. With productivity and wage growth not keeping pace with inflation in Moray the increases at UK level will push more people in employment below this threshold.															

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality

		2016/17			2017/18										
Data Ref	Indicator Description	Moray	Rank National (32)	Rank Family (8)	Moray	East Ayrshire	East Lothian	Fife	North Ayrshire	Perth & Kinross	South Ayrshire	Stirling	Scotland	Rank National (32)	Rank Family (8)
ECON8	Proportion of properties receiving superfast broadband	80.0%	23	7	83.0%	94.2	88.0	94.5	92.4	81.8	92.9	86.1	91.1	23	7
Comment – These figures are driven by the Scottish Government Digital Superfast Broadband programme. The aim of this project is to have 95% of projects nationally connected to speeds of >24mbps. Due to the rural and more difficult nature of Moray it is likely that we will have a disproportionate amount of the 5% nationally not covered. R100 aims to address this.															
ECON9	Town vacancy rates	11.9%	21	4	9.9%	4.0	6.1	14.6	10.0	7.9	8.1	7.0	11.5	13	6
Comment – Moray's below national average performance in this measure may be attributable to the high representation of individual retailers as opposed to national retailers. The programme of Town Centre Masterplans and their implementation, along with implementation of Town Centre Regeneration funding should help Moray's town centre performance against this measure as the role of Town Centres nationally continues to evolve.															
ECON10	Immediately available employment land as a % of total land allocated for employment purposes in the local development plan	22.4%	22	4	22.4%	16.8	N/A ¹	23.9	63.0	30.3	48.3	N/A ¹	40.8	22	5
Comment – The shortage of employment land generally and in particular immediately available employment land was highlighted in the Main Issues Report which formed part of the early stages of preparing the new Moray Local Development Plan 2020. Large new employment land designations are proposed in the new Plan at Mosstodloch, Forres and Elgin with additional mixed use sites expected to include an element of employment land. Private sector interest in promoting land for employment purposes is relatively low. The majority of new employment developments are taking place at Barmuckity, Elgin and the Enterprise Park, Forres.															

Local Government Benchmarking Framework allows results to be placed in a national and family group context:

Economic Development

Rank in Scotland (32 authorities)	2017/18	2016/17
1 st quartile (1-8)	2 indicators	2 indicators
2 nd quartile (9-16)	2 indicators	1 indicator
3 rd quartile (17-24)	4 indicators	6 indicators
4 th quartile (25-32)	2 indicators	1 indicator
	10 indicators	10 indicators
Rank in Family Group (8 authorities)	2017/18	2016/17
1 st quartile (1-2)	1 indicator	3 indicators
2 nd quartile (3-4)	3 indicators	3 indicators
3 rd quartile (5-6)	3 indicators	1 indicator
4 th quartile (7-8)	indicators	3 indicators
	10 indicators	10 indicators

N/A¹ Data no longer collected nationally / locally
N/A² Result below 5; not published to protect confidentiality