



Local Government Benchmarking Framework (LGBF)

Benchmarking Overview 2021-22



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 [LGBF Dashboard](#) 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 2021/22 and provides an evidence-based picture of the impact of the pandemic as well as the extraordinary effort and achievement during and following 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 2021/22](#) is available here.

Notes to Benchmarking Results (indicators ranked in the lowest quartile)	
No	Comment
Children's Services	
1-10	<p>The percentage of P1, P4 & P7 combined achieving expected CFE Levels for Literacy and Numeracy improved, encouraging given the disruption during Covid and the resulting lockdowns that had a significant impact on learning for children. The percentage point gap in between the least and most deprived pupils in the P1, P4 and P7 combined in numeracy increased against a generally a decreasing national trend.</p> <p>The percentage of secondary pupils gaining 5 or more awards at Level 5 improved and at Level 6 worsened slightly. Five of six average total tariff score measures remain in the lowest quartile.</p> <p>Analysis of achievement of Curriculum for Excellence Levels 2022 was presented to the Education, Children's and Leisure Services Committee on 25 January 2023 (item 8 of the Agenda refers). Further analysis at individual school level and support and challenge discussions followed. Quality Improvement visits in primary during Terms 1 and 2 focused on Learning, Teaching and Assessment centred on common areas for development including increased moderation within schools and associated school groups, building practitioner confidence in teacher professional judgements against national benchmarks and cross school and sector moderation activities focused on literacy and numeracy leading to redeveloped action plans. In secondary education, virtual and extended in-person improvement model visits supported by revised processes were undertaken during term 2 and support and challenge visits in term 3 in line with the Secondary Attainment and Performance Framework.</p> <p>Curriculum structures of authorities' impact on tariff points available to students through the number of qualifications they can take, where more demanding qualifications gain more points than less demanding ones and in graded courses, a grade 'A' is equivalent to more points than a grade 'C' within the same course. Therefore in addition, locally complementary tariff scores is measured to apply parity of achievement of young people in their top five qualifications studied.</p>
Corporate Services	
11	The Gender Pay Gap at 6.95% is almost double the national average of 3.54%. 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 -6.2 to 11.4, reinforcing the likely variations in methods of calculation.
12	Of the 202k invoices sampled, 85% were paid within 30 days. With all payments made immediately on receipt of authorised invoices from services, a measure taken during the pandemic to support the local economy, the pace of authorisation by budget managers impacts on this result. Heads of Service are periodically informed of the performance of their service in processing in order to improve.
13	Discretionary Housing Payments (DHPs) may be awarded when the Council considers that a housing benefit or Universal Credit claimant requires further financial assistance towards housing costs. In 2021-22, of the estimated £790k funding available, 76% was spent. Scottish Government has increased funding by around 40% since pre-covid levels. Increased workload and priority being

	given to processing Self Isolation Support Grant impacted on the time available for DHPs, albeit in the reporting period there was less need for DHPs for new tenants or tenants looking to move to new tenancies. Scottish Government have since investigated and will reduce funding provided for future.
Assets	
14	The Moray Learning Estate is a significant contributory factor to the operational building condition indicator result. A programme of Local condition surveys has progressed, to provide a more accurate picture of schools' condition with historical surveys between 5-8 years old. Improvements are ongoing through the upgrade programme.
Adult Social Work	
15	Nationally there is significant variation in both the scale of growth and the pattern of uptake of direct payments (DP) or Personalised Managed Budgets (PMB). In Moray, of the £63m gross social work spend on over 18s, £2.3m was through Self-Directed Support. Self-Directed Support (SDS) Scotland published a report in September 2021, My Support My Choice; People's Experiences of Self-directed Support and Social Care in Moray which considered the views of 54 people in Moray who received SDS reporting positive views across several aspects. The research identified recommendations in response to concerns, which will inform and influence Health and Social Care Moray's ongoing efforts in responding to areas of challenge. Moray was one of three local authority areas chosen to work intensively with the SDS Project Team at Social Work Scotland to test out and develop the approved Framework Standards that will support future practice across Scotland. Locally, work has also progressed in creating an Option 2 Flexible Framework to support greater choice for individuals.
16	The percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life is one of the national core indicators reflecting the aggregate impact of local person-centred work to improve personal outcomes. Moray's result (73.3%), below the national average (78.1%) was reported for the first time to the Integration Joint Board Audit, Performance and Risk Committee in June 2022.
Environmental Services	
17	Adults satisfied with refuse collection improved to 71.7%. The data source is the Scottish Household Survey and results are presented as a rolling average. Typically, responses total around 10,000, however responses were significantly affected during the pandemic when fieldwork was suspended and the survey was carried out using remote interviewing, therefore results are not comparable to previous years.
Housing Services	
18	The requirement for housing stock to meet Energy Efficiency Standard for Social Housing (EESH) compliance was introduced in January 2021 and amended fire safety regulation from February 2022, both contributory factors to achieving target. Completion of fire safety upgrades and focus on heating installations will improve performance results in the percentage of council housing stock meeting the Scottish Housing Quality Standard (SHQS).
19	Conclusion of a major contract for Warm Homes Round 4 grant funding was delayed throughout the pandemic periods resulting in heating installation work being suspended for several months. Surveys continue and completion of heating systems programme is dependent on Air Source Heat Pumps and boilers availability, also affected by industry shortages therefore it is unlikely to see any significant improvement in the percentage of council dwelling that are energy efficient in the short term.
Economic Development	
20	In the period to March 2022, 88 people were assisted into work from council employability programmes. A suite of employability services is being delivered through the Local Employability Partnership Plan using Scottish Government and UK Shared Prosperity Funding. Annual progress around Employability and Skills was reported within the Information Report: Economic Recovery Plan to Economic Development and Infrastructure Services Committee on 22 March 2022 (para 11 refers)
21	In January 2021 Moray Speyside were awarded £350k over the next 3 years in support of its Moray Investment in Economic Development & Tourism Recovery Plan. In addition, a successful application was submitted to the Rural Tourism Infrastructure Fund (RTIF) for the Coast to Country project, an integral part of Moray wide strategic staycation programme, in September 2021, that was match funded by the Council and Highlands and Islands Enterprise. It is anticipated that these opportunities will contribute to improved performance going forward.
Financial Sustainability	
22	The Ratio of Financing Costs to Net Revenue Stream – General Fund is an indicator of affordability and 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 reviews of the capital plan.

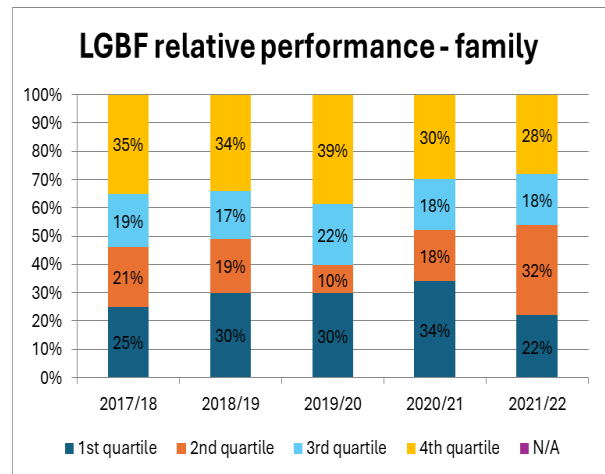
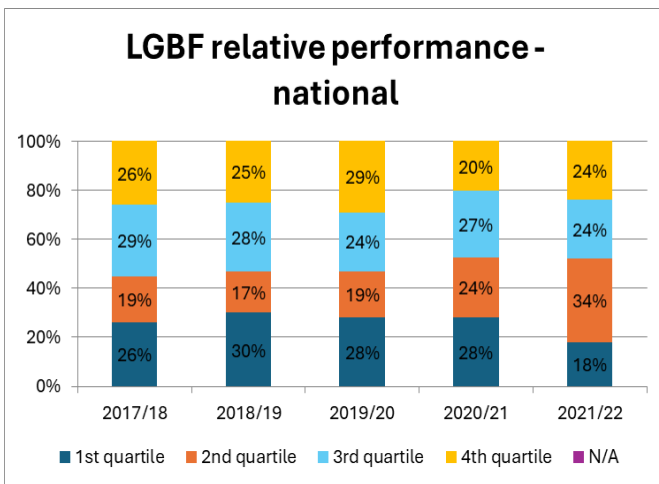
23	Actual Outturn is calculated as the total actual revenue expenditure as a percentage of the total budgeted revenue expenditure. Patterns of budgeted spend are impacted across all local authorities, albeit in different ways, with for an example an increase in the level of reserves held a common feature. Budget manager training is key to an accurate forecasting.
----	--

Climate Change

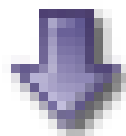
24	Emissions within scope of Local Authority per capita increased and remain above the national average. The annual report on Energy Strategy/Actions was submitted to the Economic Development and Infrastructure Committee on 15 November 2022. Publication of the Scottish Government’s The Heat in Buildings Strategy set the requirement for all local authorities to produce a Local Heat and Energy Efficiency Strategy (LHEES) by December 2023. In March 2021 the Council adopted the Climate Change Strategy which set the goal of the Council being carbon neutral by 2030 and approved the Route Map to Net Zero creating a framework for actions aimed at reducing carbon emissions.
----	--

Caution on making direct comparison over time in the charts below due to the significant impact of Covid-19 on more recent results. Results show improving and worsening positions in equal share, but a general shift is evident from 1st to 2nd quartile.

Relative performance: Percentage of indicator rankings by quartiles –



2020/21
vs
2021/22



No change
2 indicators




Results improved
48 indicators

Results worsened
49 indicators

Moray appears in the following Benchmarking Family Groups –

People Services (A)	Other Services (B)
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

Table Legend –

Relative Change	Short Term Trend	Rank 2021/22	
2020/21 to 2021/22	Result to Previous Year	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 >

- 10% reduction in the gross cost of looked after children in residential-based services resulted in a fall in the cost per child per week and improvement in ranked position to the lowest recorded in over a decade
- £703k of Scottish Welfare Fund payments were made, 99% of budget, improving on previous years percentage spend
- Homecare costs per hour for people aged 65 or over decreased due to a reduction in total homecare costs and increase in care hours
- 13% 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 rate of readmissions to hospital within 28 days per 1,000 discharges
- Increased attendance and income resulted in reduced cost per attendance at sports facilities
- Proportionately larger increase in number of library visits than net expenditure led to lower cost per library visit
- Increased number of premises for refuse collection against reduction in net expenditure gave a reduced cost of collection per premise, lowest nationally
- Percentage of unemployed people assisted into work from Council operated / funded Employability Programmes improved albeit as a result of a proportionately larger decrease in the model-based unemployment count than those assisted into work
- Slight improvement in average time in processing weeks per planning application
- The rise in the number of Business Gateway Start Ups led to an improved ratio per 10,000 population
- Significant increase in gross expenditure in Economic Development and Tourism resulted in improved investment per 1,000 population, albeit position remains less than half national average and in the lowest quartile
- GVA per capita increased slightly albeit the ranking remained unchanged
- Claimant count as a percentage of working age population reduced due to a significant fall in the claimant count overall and within the 16-24 population

Results that worsened by 5% or >

- 6% increase in gross expenditure and slight decrease in pupil numbers contributed to an overall increase in cost per primary school pupil
- 22% increase in pre-school gross expenditure resulting in another significant rise in cost per pre-school education place

- Attainment gap in literacy and numeracy between least and most deprived has widened, is above national average and dropped in ranking to the lower quartiles
- Percentage of children meeting developmental milestones decreased and ranked position dropped to second quartile
- Significant increase in percentage of child protection re-registrations within 18 months
- Sickness absence days per teacher and non-teacher increased because of a 44% and 34% rise in days lost against a 9% and 5% rise in FTE staff numbers respectively to levels similar to pre-Covid. 2020/21 results were unusually low, mirrored nationally
- The proportion of Discretionary Housing Payment funding spent reduced with the result now ranking second lowest nationally
- Drop in overall internal floor area of operational buildings considered satisfactory in condition maintaining ranking of lowest nationally
- Percentages of adults supported at home agreeing that they had a say in how services were provided or that they improved or maintained their quality of life both fell slightly
- Significant increase in the number of bed days people (75 and over) spend in hospital when ready to be discharged, rate per 1,000 population returning to pre-Covid levels, positioned mirrored nationally
- Increase in the cost of parks and open spaces per 1,000 population due to 23% increase in net expenditure against a slight increase in estimated population
- 7% increase in cost of street cleaning per 1,000 population due to slight increases in net expenditure
- 17% increase in the cost of road maintenance per kilometre resulting in an increased cost of maintenance per kilometre
- Cost of trading standards and environmental health per 1,000 population increased as a result of 24% rise in gross expenditure largely attributed to environmental health
- Properties within scope of housing quality standard increased whilst those meeting standard considerably reduced resulting in drop in performance, a similar position reflected in national results
- Non-emergency house repairs rose considerably in a return to pre-Covid levels whilst working days to complete more than doubled last year, both contributing to an increase in average days to complete repairs
- Slight increase in planning applications against proportionately higher gross expenditure led to an increase in cost per planning application and a drop in ranked position nationally

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

<ul style="list-style-type: none"> • Reduction in the percentage of pupils living in the 20% most deprived areas gaining 5+ awards at Levels 5 and 6 • Gross costs of looked after children in a community setting increased slightly against a drop in the number of children looked after resulting in a greater cost per child per week • Drop in overall average tariff SIMD quintile 1 (most deprived), result above national average 	<ul style="list-style-type: none"> • Percentage of immediately available employment land dropped by half, albeit remaining in the 3rd quartile • Percentage of uncommitted General Fund Balance against budgeted net revenue fell by five percentage points to below national average and from the top to third quartile • CO2 emissions area wide and within scope of Local Authority per capita increased
---	---

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 2020/21 to 2021/22		Rank 2021/22	
			2017/18	2018/19	2019/20	2020/21	2021/22	2021/22	% change	Short Term Trend	Nat (32)	FG (8)
Children's Services (A)2.2		Cost per primary school pupil (£)	5,313	5,437	5,677	5,776	6,272	6,753	8.6	↓	2	2
		Cost per secondary school pupil (£)	8,064	7,965	8,062	7,864	8,161	8,422	3.8	↓	10	2
		Cost per pre-school education place (£)	2,879	3,687	5,749	9,091	10,108	10,986	11.2	↓	9	4
	1	% of secondary pupils achieving 5 or more awards at Level 5	57	61	59	63	65	69	2.0	↑	25	7
	2	% of secondary pupils achieving 5 or more awards at Level 6	28	32	30	34	32	40	-2.0	↓	29	8
		% of pupils living in the 20% most deprived areas Gaining 5+ awards at Level 5	N/A ²	N/A ²	N/A ²	62	52	52	-10.0	↓	9	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	31	24	23	-7.0	↓	8	1
		Gross Cost of "Children Looked After" in Residential Based Services per child per week (£)	4,206	4,814	5,394	5,083	4,403	5,011	-13.4	↑	10	5
		Gross Cost of "Children Looked After" in a Community Setting per child per week (£)	475.00	457.00	475.00	435.00	474.00	429.00	9.2	↓	22	7
		% of children being looked after in the community	78.38	79.05	81.28	82.18	80.6	89.8	-1.6	↓	10	8
		% of adults satisfied with local schools (rolling 4 years)	71.67	74.63	76.97	79.30	79.3	75.0	0.0	▬	11	3
		% of pupils entering positive destinations	94.17	92.76	93.07	94.08	96.2	95.7	2.1	↑	13	3
	3	Overall average total tariff	795	814	799	876	882	972	0.7	↑	25	6
		Overall average total tariff SIMD Quintile 1	601	826	939	887	735	691	-17.1	↓	6	1
	4	Overall average total tariff SIMD Quintile 2	702	573	687	635	637	818	0.3	↑	31	8
5	Overall average total tariff SIMD Quintile 3	677	830	729	868	868	957	0.0	▬	29	7	

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 2020/21 to 2021/22		Rank 2021/22	
		2017/18	2018/19	2019/20	2020/21	2021/22		2021/22	% change	Short Term Trend	Nat (32)
6	Overall average total tariff SIMD Quintile 4	867	838	836	954	944	1,105	-1.0	↓	31	8
7	Overall average total tariff SIMD Quintile 5	923	934	903	959	1,005	1,310	4.8	↑	28	7
8	% P1, P4 & P7 pupils combined achieving expected CFE Level in Literacy		64.75	N/A ¹	63.90	65.10	70.54	1.00	↑	27	5
9	% P1, P4 & P7 pupils combined achieving expected CFE Level in Numeracy		69.89	N/A ¹	67.82	71.79	77.95	4.00	↑	30	7
10	Literacy Attainment Gap (P1,4,7 combined) – percentage point gap between the least and most deprived pupils		14.88	N/A ¹	19.75	26.35	21.34	33.00	↓	22	4
	Numeracy Attainment Gap (P1,4,7 combined) – percentage point gap between the least and most deprived pupils		13.77	N/A ¹	17.55	24.68	17.76	41.00	↓	26	6
	% of children meeting developmental milestones	92.22	93.16	95.59	95.98	84.9	82.1	-11.1	↓	10	5
	% of funded early years provision which is graded good/better	75.44	75.44	78.30	85.19	86.89	89.40	1.70	↑	23	7
	School attendance (%)	N/A ¹	93.85	N/A ¹	93.80	N/A ¹	N/A ¹				
	School attendance rates (LAC, %)	N/A ¹	87.41	N/A ¹	89.35	N/A ¹	N/A ¹				
	School exclusion rates per 1,000 pupils	N/A ¹	22.74	N/A ¹	14.18	N/A ¹	N/A ¹				
	School exclusion rates per 1,000 looked after children	N/A ¹	180.41	N/A ¹	125.00	N/A ¹	N/A ¹				
	% participation for 16-19 year olds	91.20	91.29	93.49	91.77	91.57	92.35	-0.20	↓	23	8
	% of child protection re-registrations within 18 months	5.81	3.16	7.50	2.27	9.8	8.0	7.5	↓	21	6
	% LAC with more than 1 placement in the last year (Aug-July)	30.63	30.95	25.00	14.94	14.5	15.9	-0.4	↑	11	3
	% of children living in poverty (after housing costs)	23.16	21.90	23.39	21.35	24.1	22.6	2.7	↓	19	7

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 2020/21 to 2021/22		Rank 2021/22	
			2017/18	2018/19	2019/20	2020/21	2021/22	2021/22	% change	Short Term Trend	Nat (32)	FG (8)
Corporate Services (B)		Support Services as a % of Total Gross Expenditure	4.58	4.29	4.18	4.14	3.86	4.07	-0.28	↑	18	5
		% of the highest paid 5% employees who are women	52.74	54.08	54.72	61.05	62.72	58.96	1.67	↑	3	1
	11	The gender pay gap (%)	6.52	7.58	6.42	6.16	6.95	3.54	0.79	↓	30	8
		Cost of collecting Council Tax per dwelling	10.85	10.26	9.50	8.67	8.36	7.05	-3.58	↑	18	5
		Sickness Absence days per Teacher	6.40	6.48	6.76	4.54	6.00	5.84	32.19	↓	22	4
		Sickness Absence days per Employee (non-teacher)	11.54	12.45	12.69	8.67	11.08	15.16	27.83	↓	9	4
		% of income due from Council Tax received by the end of the year	96.67	96.94	96.96	95.83	96.72	95.73	0.89	↑	10	4
	12	% of invoices sampled that were paid within 30 days	89.10	89.67	87.31	84.02	85.49	92.20	1.47	↑	26	6
		% of Crisis Grant Decisions within 1 day	N/A ³	92.75	94.25	98.50	98.25	93.25	-0.25	↓	11	4
		% of CCG Grant Decisions within 15 days	N/A ³	95.25	85.25	91.00	95.00	85.75	4.00	↑	14	4
Assets (B)		Proportion of SWF Budget Spent	87.04	82.72	84.29	64.27	98.98	115.15	34.71	↑	19	5
	13	Proportion of DHP Funding Spent	81.94	90.84	91.29	90.63	75.10	95.99	-15.53	↓	31	5
		% of operational buildings that are suitable for their current use	94.76	98.22	98.21	98.15	97.58	85.26	-0.57	↓	1	1
Adult Social Work (A)	14	% of internal floor area of operational buildings in satisfactory condition	52.64	54.23	53.93	66.93	54.93	90.12	-12.00	↓	32	8
		Home Care costs per hour for people aged 65 or over (£)	31.02	39.95	38.45	30.31	25.80	30.99	-14.88	↑	9	3
	15	Self-Directed Support spend on people aged 18 or over as a % of total Social Work spend on adults	4.36	4.12	4.11	5.04	3.56	8.16	-1.47	↓	25	8
		% of people aged 65 or over with long term care needs receiving personal care at home	66.06	65.26	62.15	62.00	60.95	62.34	-1.05	↓	20	4

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 2020/21 to 2021/22		Rank 2021/22	
			2017/18	2018/19	2019/20	2020/21	2021/22	2021/22	% change	Short Term Trend	Nat (32)	FG (8)
	16	% 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		73.25	78.12	-5.95	↓	27	6
		% of adults supported at home who agree that they are supported to live as independently as possible	82.68		82.72		79.34	78.82	-3.38	↓	16	2
		% of adults supported at home who agree that they had a say in how their help, care or support was provided	74.84		79.68		70.22	70.59	-9.46	↓	20	4
		% of carers who feel supported in their caring role	39.48		30.70		31.59	29.69	0.89	↑	10	2
		Residential costs per week per resident for people aged 65 or over (£)	456	453	433	543	473	691	-12.89	↑	3	1
		Rate of readmission to hospital within 28 days per 1,000 discharges (%)	84.4	77.1	77.7	100.90	85.9	106.7	-14.87	↑	6	1
		Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections (%)	84.69	81.82	75.24	79.80	80.00	75.80	0.20	↑	14	3
		Number of days people spend in hospital when they are ready to be discharged, per 1,000 population (75+)	936.08	1063.26	767.70	492.74	754.94	747.92	53.21	↓	17	4
Culture & Leisure (B)		Gross cost per attendance at Sports facilities (£)	2.23	2.26	0.97	20.40	2.83	6.86	-86.13	↑	4	2
		Cost per Library visit (£)	1.69	1.48	1.70	3.21	2.93	3.10	-8.72	↑	12	2
		Cost of Museums per visit (£)	2.56	2.69	2.30	N/A ¹	N/A ¹	4.75				
		Cost of Parks & Open Spaces (£) per 1,000 population	13,078	15,234	11,680	12,955	15,918	21,674	22.87	↓	8	2
		% of adults satisfied with Libraries (rolling 4 years)	70.33	74.93	77.60	82.93	82.3	74.0	-0.6	↓	7	4
		% of adults satisfied with Parks and Open Spaces (rolling 4 years)	83.33	85.10	82.43	85.10	85.7	87.3	0.6	↑	21	6
		% of adults satisfied with Museums and Galleries (rolling 4 years)	49.67	58.10	60.10	64.10	62.3	73.0	-1.8	↓	22	8

N/A¹N/A²N/A³

Data no longer collected nationally / locally

Result below 5; not published to protect confidentiality

Indicator result yet to be published

	Note	Indicator Description	Moray					National Average	Relative Change 2020/21 to 2021/22		Rank 2021/22		
			2017/18	2018/19	2019/20	2020/21	2021/22	2021/22	% change	Short Term Trend	Nat (32)	FG (8)	
		% of adults satisfied with Leisure Facilities (rolling 4 years)	67.67	66.40	66.73	72.40	74.7	72.3	2.3	↑	11	3	
Environmental Services (B)		Net cost per Waste collection per premises (£)	57.16	58.73	42.20	37.93	36.10	74.76	-4.83	↑	1	1	
		Net cost per Waste disposal per premises (£)	116.95	120.82	107.39	111.23	108.79	106.97	-2.19	↑	18	7	
		Net Cost of Street Cleaning (£) per 1,000 population	9,206	9,650	7,931	7,908	8,501	15,717	7.50	↓	4	1	
		Street Cleanliness Score	N/A ¹	N/A ¹	N/A ¹	N/A ¹	N/A ¹	89.70					
		Cost of Maintenance per Kilometre of Roads (£)	7,729	6,835	7,524	4,690	5,508	11,816	17.44	↓	3	1	
		% of A Class roads that should be considered for maintenance treatment (rolling 2 years)	25.87	28.56	29.16	26.60	23.17	27.60	-3.43	↑	11	2	
		% of B Class roads that should be considered for maintenance treatment (rolling 2 years)	23.49	25.62	25.79	22.30	18.26	33.61	-4.04	↑	3	1	
		% of C Class roads that should be considered for maintenance treatment (rolling 2 years)	24.89	28.06	25.20	21.30	19.31	33.24	-1.99	↑	4	1	
		% of unclassified roads that should be considered for maintenance treatment (rolling 2 years)	31.61	31.09	35.49	35.00	32.04	36.65	-2.96	↑	11	2	
		Cost of trading standards and environmental health (£) per 1,000 population	23,270	22,074	21,521	20,430	25,138	23,628	23.04	↓	22	6	
		Cost trading standards, money advice & citizens advice (£) per 1,000 population	6,088	5,528	5,579	5,104	5,169	6,320	1.27	↓	10	3	
		Cost of environmental health (£) per 1,000 population	17,182	16,550	15,943	15,325	19,964	17,307	30.27	↓	24	8	
		% of total household waste arising that is recycled	57.77	57.40	58.98	54.89	52.20	42.70	-2.69	↓	7	3	
	17		% of adults satisfied with refuse collection (rolling 4 years)	87.33	82.83	73.50	69.83	71.7	76.0	1.8	↑	25	7
			% of adults satisfied with street cleaning (rolling 4 years)	66.00	65.30	58.63	58.30	58.7	58.7	0.4	↑	21	7

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 2020/21 to 2021/22		Rank 2021/22	
			2017/18	2018/19	2019/20	2020/21	2021/22	2021/22	% change	Short Term Trend	Nat (32)	FG (8)
Housing Services (A)		Gross rent arrears (all tenants) as at year end as a % of rent due for the reporting year	2.44	2.37	2.58	3.20	3.75	8.67	0.55	↓	1	1
		% of rent due in the year that was lost due to voids	0.66	0.85	0.95	1.17	1.25	1.63	0.08	↓	10	4
	18	% of council dwellings meeting Scottish Housing Quality Standard	95.82	92.47	90.67	93.8	6.3	68.5	-87.5	↓	26	8
		Average number of days to complete non-emergency repairs	7.68	7.51	9.54	6.11	7.99	9.19	30.87	↓	9	3
	19	% of council dwellings that are energy efficient	55.35	57.38	54.63	57.38	60.44	87.6	5.33	↑	26	8
Economic Development (B)	20	% Unemployed People Assisted into work from Council operated / funded Employability Programmes	8.7	3.4	0.6	5.3	5.9	17.4	11.3	↑	31	8
		Cost per Planning Application	4,180	5,285	4,512	4,887	5,426	4,617	11.03	↓	21	4
		Average time (Weeks) per Planning Application	6.52	6.68	6.43	6.69	6.25	11.71	-6.58	↑	2	2
		% of procurement spent on local small / medium enterprises	25.16	23.91	21.90	23.56	25.19	29.88	1.63	↑	16	3
		No of business gateway start-ups per 10,000 population	13.4	12.6	16.2	9.4	12.4	14.3	31.9	↑	21	6
	21	Investment in Economic Development & Tourism per 1,000 population (£)	56,708	25,757	35,414	37,225	46,407	127,083	24.67	↑	30	8
		Proportion of people earning less than the living wage (%)	24.70	27.40	24.00	21.50	19.40	14.40	-2.10	↑	18	6
		Proportion of properties receiving superfast broadband (%)	83.01	83.20	84.60	85.70	85.60	94.10	-0.10	↓	26	8
		Town Vacancy Rates (%)	9.93	6.87	6.87	10.95	10.59	11.40	-0.36	↑	15	4
		Immediately available employment land as a % of total land allocated for employment purposes in the local development plan	22.36	49.04	24.20	34.76	14.95	27.19	-19.81	↓	24	4

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 2020/21 to 2021/22		Rank 2021/22	
			2017/18	2018/19	2019/20	2020/21	2021/22	2021/22	% change	Short Term Trend	Nat (32)	FG (8)
		Gross Value Added (GVA) per capita (£)	23,596	23,576	23,544	21,346	22,944	25,758	7.5	↑	14	3
		Claimant count as a % of working age population (%)	1.8	2.0	2.5	4.9	3.7	4.5	-24.5	↑	11	3
		Claimant count as a % of 16-24 population (%)	2.8	3.1	3.5	6.7	4.5	5.0	-32.8	↑	12	3
Financial Sustainability (B)		Total useable reserves as a % of council annual budgeted net revenue	12.35	10.45	15.04	25.05	26.33	24.44	1.28	↑	13	3
		Uncommitted General fund Balance as a % of council annual budgeted net revenue	8.55	6.17	7.53	7.23	2.23	3.48	-5.00	↓	22	6
	22	Ratio of Financing Costs to Net Revenue Stream	9.52	9.95	9.50	8.00	8.27	5.89	0.27	↓	27	7
		Ratio of Financing Costs to Net Revenue Stream – Housing Revenue Account	19.72	20.33	21.46	21.63	20.72	22.12	-0.91	↑	13	5
	23	Actual outturn as a % of budgeted expenditure	99.20	100.08	96.04	89.64	91.13	98.25	1.50	↑	32	8
Climate Change (B)		CO2 emissions area wide per capita	5.11	5.11	5.01	4.11	5.11	5.10	24.1	↓	21	6
	24	CO2 emissions area wide: emissions within scope of LA per capita	7.68	7.77	7.34	6.39	7.39	4.57	15.5	↓	32	8

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