

# THE HIGHLAND COUNCIL

3 September 2009

Agenda Item	
Report No	

## The Highland Council Statutory Performance Indicators 2008/2009

### Report by Depute Chief Executive & Director of Finance

#### Summary

This report provides members with notice of the Council's Accounts Commission Statutory Performance Indicators (SPIs) for the financial year 2008/2009, and confirms that these will be published before the end of September 2009. It also advises of the changes expected for reporting on SPIs for 2009/2010.

#### 1. INTRODUCTION

- 1.1 The Accounts Commission has a statutory responsibility, under the Local Government in Scotland Act 2003, to specify the information that Councils must publish regarding their performance, including comparisons with the previous year. In keeping with previous years, for 2008/09, Statutory Performance Indicators (SPIs) are to be published. A Public Notice will be placed in the Press and Journal advising that the information is available from a variety of Council Offices and also from the Council's Internet website.
- 1.2 The Council is required to publish this information before 30 September 2009. To meet this requirement, the anticipated date for placing the Public Notice in the Press and Journal is Friday 4 September 2009. The information will be available to the public from Monday 7 September 2009 at Council Service Points, Council Libraries, Corporate Managers' Offices and at Council Headquarters' Reception.
- 1.3 Members should note that SPIs have been reviewed by Internal Audit and are currently with our External Auditor for final review. For that reason there may be minor changes to the values of some of the Indicators presented here. The requirement is to publish the information before 30 September 2009, rather than to wait for the External Auditor to complete the audit.
- 1.4 The current 56<sup>1</sup> SPIs which are reported provide only a partial view of the Council's performance and these are indicators which are mandatory and used by all local authorities. To measure progress against Council priorities and the Strengthening the Highlands Programme, 287 performance indicators are in use (17 of these are adopted SPIs because they are particularly useful). The Council's Corporate Performance Report covering all 287 performance indicators will be reported to the Council meeting on 29 October 2009 along with the results of the annual Public Performance Survey (this measures public opinion and satisfaction with Council services).

<sup>1</sup> While there are 56 SPIs, some of these are compound indicators in that they have sub-indicators e.g. the indicator relating to changes in library stock includes four separate measures.

## **2. PERFORMANCE INDICATORS 2008/2009**

- 2.1 The Statutory Performance Indicators for all Council Services are presented in the Appendix to this report. This is the format that will be made available to members of the public. The Appendix gives the value for each indicator and, where possible, compares it to the value in the previous financial year. In general, where the definition has changed or the indicator has been simplified, no direct comparison can be made. Some source data and contextual information is also included.
- 2.2 Compared with last year, but subject to external audit, the Highland Council has improved performance by 5% or more on 30 Statutory Performance Indicators, with 23 indicators showing a decline of 5% or more.
- 2.3 In line with Audit Scotland reporting, only those indicators moving by more than 5% are highlighted. This is a recognised statistical technique used to ensure that any difference between the variables is real and not due to natural variation which is inevitable but not significant. To use any variation smaller than this is not measuring any material difference.
- 2.4 It is not the intention to present an analysis of these indicators in this report. The SPIs are reviewed during the quarterly meetings on Performance that each Service has with the Chief Executive. These meetings focus on measures that might be required to ensure that all reasonable steps are being taken to address areas of poor or deteriorating performance.
- 2.5 Audit Scotland will, on behalf of the Accounts Commission, publish all performance information for the financial year 2008/2009 relating to Scottish Councils by February 2010. Members should note that this will compare 2008/09 performance with that of 2006/07.
- 2.6 When that comparative information becomes available a further report comparing Highland Council performance with that of other Scottish Councils will be brought to a future Highland Council Committee.
- 2.7 Services will also report to their respective Strategic Committees commenting on 2008/09 performance overall, in the context of comparisons with other Scottish Councils. These reports will inform on the efforts being undertaken to sustain, and further improve wherever possible, those indicators which are static or showing an improvement of more than 5%. It will also include the improvement actions in place for those indicators reporting a decline of more than 5%.

## **3. REVIEW OF SPIs FROM APRIL 2009**

- 3.1 In the annual report to Full Council (5 March 2009) showing the Council's 2007/08 performance against other Scottish Councils, the Depute Chief Executive & Director Finance also reported changes to SPIs from April 2009.
- 3.2 Following the introduction of the Single Outcome Agreement and the ongoing Crerar review in respect of scrutiny, the number of headline Statutory Performance Indicators for Scottish Councils will reduce to 25 from April 2009.
- 3.2 There will still be a requirement for Councils to publish performance against these SPIs within 6 months of the financial year (i.e. by 30<sup>th</sup> September 2010 for 2009/10 performance); however there is also a requirement to publish more comprehensive

performance data to demonstrate Best Value. This extended reporting will draw on performance information from a range of sources and is not subject to the 6 month deadline. Normally the Council reports its annual performance to the public by a newspaper supplement in November and in summary in the Council Tax leaflet in February each year.

3.3 Guidance on the extended reporting of performance to the public states that the Council should report on:

1. Corporate Management – covering responsiveness to communities, revenue and service costs, employees, assets, procurement, sustainable development and equalities and diversity.
2. Service Performance – covering benefits administration, community care, criminal justice social work, cultural and community services (at least sport and leisure, museums, the arts and libraries), planning (both environmental and development management), the education of children, child protection and children's social work, housing and homelessness, protective services (including environmental health and trading standards), roads and lighting and waste management services.

The remaining 25 SPIs will form part of the new reporting regime.

3.4 Work is underway to identify the extent to which the Council's current performance framework covers the new requirements adequately. A procurement process is under way for the introduction of an electronic system to support performance and risk management. This will support reporting of performance data and offer web-based information of the Council's performance to the public. In addition a review of the timing of the annual public performance report will be done for the Council's performance as a whole to be reported publicly in September each year rather than reporting only SPIs at that time. This would require the annual survey of public opinion to be conducted earlier.

### **Recommendations**

1. Members are asked to note the Council's performance in terms of its Statutory Performance Indicators for the financial year 2008/2009, which will be made available to the public before the end of September 2009. The anticipated date that the information will be available to the public is Friday 4 September 2009.
2. Members are asked to note the mixed performance in SPIs compared to the previous year and that the reasons for this and any remedial action required will be reported to Strategic Committees. These reports should include comparisons with other Scottish Councils. It should be noted that SPIs provide a partial view of the Council's performance; a report describing performance against the delivery of the "Strengthening the Highlands" Programme in 2008/09 will be reported to Full Council in October 2009.
3. Members are asked to note the requirements for reporting performance to the public for 2009/2010 onwards, with the change effective for the performance report in September 2010. The change involves reporting on fewer SPIs but to also draw on wider performance information covering corporate management and service performance. Work is in progress to ensure compliance.

Signature:

Designation: Depute Chief Executive & Director of Finance

Date: 19 August 2009

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The Highland Council



**STATUTORY  
PERFORMANCE  
INDICATORS  
2008 – 2009**

**THE HIGHLAND COUNCIL**  
**Statutory Performance Indicators Year ending 31 March 2009**

<b>INDEX</b>	<b>Page</b>
<b>Adult Social Work</b>	<b>1</b>
<b>Benefits Administration</b>	<b>3</b>
<b>Corporate Management</b>	<b>4</b>
<b>Cultural and Community Services</b>	<b>5</b>
<b>Development Services</b>	<b>7</b>
<b>Education and Children's Services</b>	<b>7</b>
<b>Housing</b>	<b>9</b>
<b>Protective Services</b>	<b>12</b>
<b>Roads and Lighting</b>	<b>13</b>
<b>Waste Management</b>	<b>14</b>
<b>Highland Council Contacts</b>	<b>15</b>

**THE HIGHLAND COUNCIL**  
**Performance Indicators Year ending 31 March 2009**

Each year the Council has a statutory duty to present indicators, which compare our performance over the last 12 months with that of the previous year. This is required by the Local Government in Scotland Act 2003 (Section 13) Publication of Information (Standards of Performance Direction 2001 (Amended)). The Council's goals and values commit the organisation to striving for excellence, innovation, quality and efficiency in delivery of its Services. This is to be achieved through regularly reviewing performance and setting targets for continuous improvement. The following demonstrates that in a number of areas of activity our performance is improving.

Note that as the classifications and definitions for several of the indicators have changed from last year, comparative figures for the previous year are only shown where appropriate.

All indicators are shown prior to finalisation by external audit.

The table below illustrates the movement of the indicators over the past three years as compared with the prior year figures.

The following key has been used:

		2006/07 vs 2005/06	2007/08 vs 2006/07	2008/09 vs 2007/08
<b>J</b>	where performance has improved by 5% or more.	25	37	30
<b>I</b>	where performance has declined by 5% or more.	24	29	23
<b>—</b>	where there is no significant change in performance	35	36	36
	where the indicator is new / changed / no comparison is possible / provided for contextual purposes only.			

**ADULT SOCIAL WORK**

**COMMUNITY CARE SERVICES**

*Changed Indicator*

INDICATOR 1a – Assessment: The percentage of people for which local assessment target times are met.

	Number and % of people assessed		Progress
	07/08	08/09	
Number of People Assessed		<b>468</b>	
% assessed within local target times		<b>33.8%</b>	

INDICATOR 1b – Delivery of care service: The percentage of people for which local assessment target times are met.

	Number and % of people assessed		Progress
	07/08	08/09	
Number of People Receiving First service		<b>293</b>	
% for which local service target times were met		<b>58.0%</b>	

**RESIDENTIAL ACCOMMODATION**

INDICATOR 2 – Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential homes:

	Percentage of staff with appropriate qualifications		
	07/08	08/09	Progress
Older people (age 65+)	59.4	<b>72.0</b>	J
Other adults	77.1	<b>91.2</b>	J
Overall total	61.5	<b>74.3</b>	

**ADULT SOCIAL WORK cont.**

INDICATOR 3 – Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of registered care places used by the Council for each client group.

	Council		Voluntary Sector		Private Sector		Overall		
	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09	Progress
<b>Single Rooms</b>									
Older people (age 65+)	100	<b>100</b>	96.8	<b>96.8</b>	96.3	<b>95.3</b>	<b>96.9</b>	<b>96.2</b>	—
Other adults	100	<b>100</b>	85.1	<b>100</b>	93.8	<b>93.9</b>	<b>92.9</b>	<b>95.7</b>	—
<b>En-suite facilities</b>									
Older people (age 65+)	62.7	<b>70.2</b>	82.0	<b>88.9</b>	86.9	<b>88.4</b>	82.7	<b>85.6</b>	—
Other adults	97.8	<b>88.2</b>	55.2	<b>74.7</b>	71.6	<b>73.6</b>	71.8	<b>74.7</b>	—

**HOME CARE/HOME HELPS**

INDICATOR 4 – The level and volume of service of home care clients.

Level of Service	Number of home care hours		As a rate per 1,000 population aged 65+		
	07/08	08/09	07/08	08/09	Progress
The number of home care hours per 1,000 population age 65+	10,158	<b>10,632</b>	267.1	<b>273.8</b>	—
	No of homecare clients		% of homecare clients		
<b>Flexibility</b>	07/08	08/09	07/08	08/09	Progress
Total receiving personal care	1,523	<b>1,655</b>	82.9	<b>90.1</b>	J
Total receiving a service during evenings/overnight	398	<b>487</b>	21.7	<b>26.5</b>	J
Total receiving a service at weekends	909	<b>1,134</b>	49.5	<b>61.8</b>	J

**RESPIRE CARE**

INDICATOR 5 – Provision of respite care

	Per 1,000 older people age 65+			Per 1,000 other adults aged 18-64		
	07/08	08/09	Progress	07/08	08/09	Progress
Total overnight respite nights provided	167.7	<b>177.6</b>	J	39.3	<b>35.4</b>	I
% of respite nights not in a care home	1.8%	<b>0.8%</b>	I	3.1%	<b>3.9%</b>	J
Total daytime respite hours provided	727.2	<b>792.6</b>	J	248.8	<b>242.9</b>	—
% daytime respite not in a day centre	18.8%	<b>18.1%</b>	—	13.7%	<b>38.5%</b>	J

**ADULT SOCIAL WORK cont.**

**CRIMINAL JUSTICE**

INDICATOR 6 – Social enquiry reports

	07/08	08/09	Progress
a) Number of reports submitted to the courts during the year	1,615	<b>1,555</b>	
b) % of reports submitted to courts by the due date	92.6%	<b>87.0%</b>	I

INDICATOR 7 – Probation

	07/08	08/09	Progress
a) Number of new Probation Orders issued during the year	<b>359</b>	<b>276</b>	
b) % of new probationers seen by a supervising officer within one week	<b>62.9%</b>	<b>61.9%</b>	—

INDICATOR 8 – Community service

	07/08	08/09	Progress
a) Number of new community service orders issued during the year	<b>539</b>	<b>300</b>	
b) The average number of hours per week to complete community orders	<b>2.9</b>	<b>2.9</b>	—

**BENEFITS ADMINISTRATION**

**ADMINISTRATION COSTS**

Housing Benefit and Council Tax Benefit

INDICATOR 1 – The number of cases for each of the following caseloads and the average gross administration cost per case.

	Number of cases	
	07/08	08/09
<b>The average weighted caseload</b>		
Rent rebate caseload	12,903	<b>12,891</b>
Private rented sector caseload	4,313	<b>3,968</b>
Registered social landlord caseload	5,912	<b>6,894</b>
Council Tax Benefit caseload	27,991	<b>28,059</b>

	Gross cost per case		
	07/08 £	08/09 £	Progress
Gross administration cost per weighted case-	65.12	<b>58.35</b>	J

**CORPORATE MANAGEMENT**

**SICKNESS ABSENCE**

*Changed Indicator*

INDICATOR 1 – The average number of working days per employee lost through sickness absence, for the following groups of staff:

Staff Groupings	Average number of days lost		
	07/08	08/09	Progress
Teachers		<b>6.2</b>	
All other local government employees		<b>10.6</b>	

**CLAIMS**

INDICATOR 2 – The number and value of civil liability claims incurred by the Council in the year

	07/08	08/09	Progress
a) Number of claims per 10,000 population	8.4	<b>6.6</b>	J
b) Claims value as a percentage of revenue budget	0.1%	<b>0.1%</b>	—

**EQUAL OPPORTUNITIES POLICY**

INDICATOR 3 – The number and percentage of the highest paid 2% and 5% earners among Council employees that are women.

	Number of women		% of posts		
	07/08	08/09	07/08	08/09	Progress
In top 2% of all employees	68	<b>69</b>	30.0	<b>34.3</b>	J
In top 5% of all employees	179	<b>194</b>	36.6	<b>38.3</b>	—

**PUBLIC ACCESS**

INDICATOR 4 – Public Access

	07/08	08/09	Progress
Number of council buildings from which the Council delivers services to the public	171	<b>166</b>	
% of these in which all public areas are suitable and accessible to disabled people	70.2	<b>80.1</b>	J

**COUNCIL TAX COLLECTION**

INDICATOR 5 – Collection costs: the cost of collecting Council Tax per dwelling.

	07/08	08/09	Progress
	£	£	
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	18.61	14.84	J

**CORPORATE MANAGEMENT (cont)**

INDICATOR 6 – Current year income

	07/08	08/09	
	£,000	£,000	
a) the income due from Council Tax for the year, excluding reliefs and rebates	93,748	<b>95,412</b>	
	07/08	08/09	Progress
b) the percentage of (a) that was received during the year	95.5	<b>95.3</b>	—

**PAYMENT OF INVOICES**

INDICATOR 7– Payment of invoices

	07/08	08/09	
	%	%	Progress
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	83.9	86.3	—

**ASSET MANAGEMENT**

INDICATOR 8 – Condition and Suitability

	07/08	08/09	
	m <sup>2</sup>	m <sup>2</sup>	
Gross internal floor area of operational accommodation (m <sup>2</sup> )	651,611	<b>605,149</b>	
	%	%	Progress
a) %of operational accommodation that is in a satisfactory condition	63.2	<b>61.2</b>	—

  

	07/08	08/09	
			Progress
Number of operational buildings	1,462	<b>1,395</b>	
	%	%	Progress
b) % of operational accommodation that is suitable for its current use	60.0	<b>59.7</b>	—

**CULTURAL AND COMMUNITY SERVICES**

**SPORT AND LEISURE MANAGEMENT**

INDICATOR 1 –Sport and leisure management

	07/08	08/09	Progress
a) The number of attendances per 1,000 population for all pools	5,332	<b>4,921</b>	I

INDICATOR 2 – Attendance at indoor sports facilities excluding pools

	07/08	08/09	Progress
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	3,400	<b>4,040</b>	J

**CULTURAL AND COMMUNITY SERVICES (cont)**

**MUSEUMS**

INDICATOR 3 – Museums

	07/08	08/09	Progress
a) The number of visits to/usages of council funded or part funded museums per 1,000 population	1,766	<b>2,100</b>	J
b) The number of those visits that were in person per 1,000 population	995	<b>795</b>	I

**LIBRARIES**

INDICATOR 4 – Changes in library stock:

Changes in library stock:

	Adult lending stock			Children's and teenage lending stock		
	07/08	08/09	Progress	07/08	08/09	Progress
Recommended national target for annual number of additions per 1,000 population	280	<b>280</b>		100	<b>100</b>	
Actual number of additions per 1,000 population	205	<b>197</b>		86	<b>89</b>	
% of the national target met for replenishing lending stock for adults / children and teenagers	73.2	<b>70.4</b>	—	86.0	<b>89.0</b>	—
Total number of closing stock items at year end per 1,000 population	1,029	<b>1,044</b>		510	<b>581</b>	

INDICATOR 5 – Use of libraries

Borrowers from public libraries:

	07/08	08/09	Progress
a) number of visits per 1,000 population	4,993	<b>8,518</b>	J
b) Borrowers as a percentage of the resident population	21.5	<b>21.5</b>	—

INDICATOR 6 – Lifelong Learning

Learning Centre and Learning Access Point Users

	07/08	08/09	Progress
a) The number of users as a percentage of the resident population	15.0	<b>15.1</b>	—
b) The number of occasions the terminals are accessed per 1,000 population	913.0	<b>927.8</b>	—

## DEVELOPMENT SERVICES

### PLANNING APPLICATIONS PROCESSING TIME

INDICATOR 1 – The percentage of applications dealt with within target time (two months)

Type of applicant	Number of applications		Percentage dealt with within two months		
	07/08	08/09	07/08	08/09	Progress
Householder	1,345	<b>1,219</b>	79.6	<b>74.4</b>	I
Non-householder	3,163	<b>2,870</b>	47.7	<b>44.1</b>	
Total	4,508	<b>4,089</b>	57.2	<b>53.1</b>	I

INDICATOR 2 – The number of appeals which were successful

	07/08	08/09
a) The number of planning determinations made by the Council	4,508	<b>4,089</b>
b) The number of planning determinations that went to appeal	19	<b>24</b>
c) as a percentage of the number of planning determinations made by the Council	0.2%	<b>0.2%</b>
d) as a percentage of the number of determinations that went to appeal	52.6%	<b>33.3%</b>

INDICATOR 3 – Development Plans

	07/08	08/09	Progress
	%	%	
% of the population covered by a Local Plan which has been adopted or finalised within the last five years	59.0	<b>59.0</b>	—

## EDUCATION & CHILDREN'S SERVICES

### PRIMARY SCHOOLS

INDICATOR 1 – Occupancy: the percentage of primary schools where the ratio of pupils to places is

	07/08	08/09	Progress
	%	%	
The total number of primary schools	184	<b>183</b>	
40% or less	18.5	<b>23.0</b>	
41% to 60%	31.0	<b>42.1</b>	
61% to 80%	33.7	<b>24.0</b>	
81% to 100%	13.6	<b>9.3</b>	
101% or more	3.3	<b>1.6</b>	
% of schools in which the ratio of pupils to places is between 61% and 100%	47.3	<b>33.3</b>	I

### SECONDARY SCHOOLS

INDICATOR 2 – Occupancy: The percentage of secondary schools where the ratio of pupils to places is

	07/08	08/09	Progress
	%	%	
The total number of secondary schools	29	29	
40% or less	0.0	<b>3.4</b>	
41% to 60%	20.7	<b>17.2</b>	
61% to 80%	34.5	<b>48.3</b>	
81% to 100%	27.6	<b>24.1</b>	
101% or more	17.2	<b>6.9</b>	
% of schools in which the ratio of pupils to places is between 61% and 100%	62.1	<b>72.4</b>	J

**EDUCATION & CHILDREN'S SERVICES (cont)**

**TEACHING STAFF EQUAL OPPORTUNITIES**

INDICATOR 3 – The number and percentage of head and deputy head teachers who are women, compared with the percentage of all teachers that are women.

	Head and Deputy Head women teachers				All women teachers			
	Number		%		Number		% of all teachers	
	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09
Secondary schools	34	<b>33</b>	37.8	<b>36.7</b>	821	<b>838</b>	59.7	<b>59.8</b>
Primary schools	160	<b>166</b>	81.2	<b>80.6</b>	1,214	<b>1,203</b>	91.6	<b>91.9</b>
Special schools	4	<b>4</b>	66.7	<b>66.7</b>	42	<b>41</b>	82.4	<b>85.4</b>
Total	198	<b>203</b>	67.6	<b>67.2</b>	2,077	<b>2,082</b>	75.4	<b>75.5</b>
Progress				—				

**CHILDREN'S REPORTER LIAISON**

INDICATOR 4 – Children's Hearing System reports

	07/08	08/09	Progress
a) The number of reports submitted to the Reporter during the year	714	<b>743</b>	Progress
b) % of reports requested by the Reporter which were submitted within target time (20 days)	44.4%	<b>47.2</b>	J

**LOOKED AFTER CHILDREN**

INDICATOR 5 – Supervision

	07/08	08/09	Progress
a) The number of new supervision requirements made during the year	118	<b>156</b>	
b) % of children seen by a supervising officer within 15 working days.	81.4%	<b>100%</b>	J

INDICATOR 6 – Academic achievement of children ceasing to be looked after

	At Home		Away from Home		Total	
	07/08	08/09	07/08	08/09	07/08	08/09
Number ceasing to be looked after	28	<b>38</b>	13	<b>24</b>	41	<b>62</b>
Number attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	16	<b>23</b>	12	<b>15</b>	28	<b>38</b>
% attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	57.1	<b>60.5</b>	92.3	<b>62.5</b>	68.3	<b>61.3</b>
Progress		J		I		I
Number attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	8	<b>12</b>	9	<b>10</b>	17	<b>22</b>
% attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	28.6	<b>31.6</b>	69.2	<b>41.7</b>	41.5	<b>35.5</b>
Progress		J		I		I

## EDUCATION & CHILDREN'S SERVICES (cont)

INDICATOR 7 – Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in local authority residential children's homes.

	Percentage of staff with appropriate qualifications		
	07/08	08/09	Progress
% of care staff in local authority residential children's homes who have appropriate qualifications for the level of post held	31.1	<b>36.8</b>	J

### RESPITE CARE

INDICATOR 8 – Provision of respite services: for children and young people aged 0-17 with care requirements.

	Volume of respite care		
	07/08	08/09	Progress
Population age 0-17	44,790	<b>44,713</b>	
Total overnight respite nights provided	3,418	<b>3,268</b>	
Total overnight respite nights provided per 1,000 children aged 0-17	76.3	<b>73.1</b>	—
% of respite nights not in a care home	24.8%	<b>28.0%</b>	J
Total hours daytime respite provided	29,331	<b>27,291</b>	
Total daytime respite hours provided per 1,000 children aged 0-17	654.9	<b>610.4</b>	I
% of daytime respite hours provided not in a day care centre	93.0%	<b>87.5%</b>	I

## HOUSING

### RESPONSE REPAIRS

INDICATOR 1 – Response Repairs

***Changed Indicator***

- a) The target time for each priority category set by the Council
- b) The number of repairs carried out in each category
- c) The percentage of repairs completed within the target response times

Priority category set by the Council	Number		% completed within target time		Progress
	07/08	08/09	07/08	08/09	
Total number of response repairs		<b>36,509</b>		<b>88.5</b>	
Emergency – 24 hours		<b>9,168</b>		<b>95.5</b>	
Urgent – 3 days		<b>11,504</b>		<b>87.6</b>	
Routine – 20 days		<b>15,837</b>		<b>85.1</b>	

**HOUSING cont**

**HOUSING QUALITY**

*New Indicator*

INDICATOR 2 –The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria.

	Number		%		Progress
	07/08	<b>08/09</b>	07/08	<b>08/09</b>	
Number of council dwellings					
i) Tolerable standard		13,709		100.0%	
ii) Free from serious disrepair		13,662		99.7%	
iii) Energy efficient		3,718		27.1%	
iv) Modern facilities and services		11,077		80.8%	
v) Healthy, safe and secure		5,652		41.2%	
vi) Total dwellings meeting SHQS		2,719		19.8%	

**MANAGING TENANCY CHANGES**

INDICATOR 3 – Managing tenancy changes

	07/08 %	<b>08/09</b> %	Progress
The total annual rent loss due to voids, expressed as a percentage of the total amount of rent due in the year.	1.7	<b>1.6</b>	J

INDICATOR 4 – The time taken by the Council to re-let houses, analysed by the following time bands

Void Period	i) Number of houses re-let				ii) as a % of total for (i)			
	NOT low demand		Low Demand		NOT low demand		Low Demand	
	07/08	<b>08/09</b>	07/08	<b>08/09</b>	07/08	<b>08/09</b>	07/08	<b>08/09</b>
Less than 2 weeks	229	<b>247</b>	0	<b>2</b>	22.9	<b>24.6</b>	0	<b>15.4</b>
2-4 weeks	203	<b>250</b>	0	<b>2</b>	20.3	<b>24.9</b>	0	<b>15.4</b>
5-8 weeks	247	<b>259</b>	0	<b>2</b>	24.7	<b>25.8</b>	0	<b>15.4</b>
9-16 weeks	234	<b>196</b>	6	<b>3</b>	23.4	<b>19.5</b>	60	<b>23.1</b>
More than 16 weeks	86	<b>52</b>	4	<b>4</b>	8.6	<b>5.2</b>	40	<b>30.8</b>
Total	999	<b>1,004</b>	10	<b>13</b>	100	<b>100</b>	100	<b>100</b>
% empty houses that were re-let within 4 weeks								
	43.2	<b>49.5</b>	0.0	<b>30.8</b>				
Progress		J						

	NOT low demand		Low demand	
	07/08	<b>08/09</b>	07/08	<b>08/09</b>
	Days	<b>Days</b>	Days	<b>Days</b>
Average time taken to re-let	48	<b>42</b>	130	<b>124</b>
Progress		J		

**HOUSING cont**

**RENT ARREARS**

INDICATOR 5 – Rent Arrears

	07/08	08/09	Progress
a) Current tenants arrears as a percentage of the net amount of rent due in the year.	7.0	<b>7.3</b>	—
b) % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	5.2	<b>5.6</b>	
c) % of those tenants giving up their tenancy during the year that was in rent arrears.	21.5	<b>23.1</b>	
Average debt owed by tenants leaving their tenancies with arrears	£499.94	<b>£660.74</b>	
d) The average number of weeks rent owed by tenants leaving in arrears, as a proportion of the average weekly rent.	9.1	<b>11.0</b>	
e) % of arrears owed by former tenants that was either written off or collected during the year.	8.9%	<b>22.1%</b>	

**COUNCIL HOUSE SALES**

INDICATOR 6 – Council House Sales

	07/08	08/09	Progress
Number of Council Houses sold	223	<b>145</b>	
a) % of house sales completed within 26 weeks	53.8	<b>53.8</b>	—
b) The average time for council house sales	26 weeks	<b>31 weeks</b>	

**HOMELESSNESS**

INDICATOR 7 – Homelessness

*Changed Indicator*

	07/08	08/09	Progress
<b>Permanent Accommodation</b>			
a(i) The number of households assessed as homeless or potentially homeless during the year		<b>1,140</b>	
a(ii) % of decision notifications issued within 28 days of date of initial presentation.		<b>63.0%</b>	
a(iii) % who are housed.		<b>22.5%</b>	
a(iv) Number of cases reassessed within 12 months of completion of duty.		<b>66</b>	
a(iv) % of cases reassessed.		<b>5.8%</b>	
<b>Temporary Accommodation</b>	07/08	08/09	Progress
a(v) The number of households assessed as homeless or potentially homeless during the year		<b>598</b>	
a(vi) % of decision notifications issued within 28 days of date of initial presentation.		<b>71.1%</b>	
a(vii) Number of cases reassessed within 12 months of completion of duty.		<b>34</b>	
a(vii) % of cases reassessed.		<b>5.7%</b>	
b % of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months		<b>88.0%</b>	

## PROTECTIVE SERVICES

### FOOD SAFETY: HYGIENE INSPECTIONS

INDICATOR 1 – The number of establishments in each of the following four categories requiring inspection during the year, and the percentage of the inspections that were undertaken within the prescribed period

Minimum inspection frequency	Number of establishments requiring inspection in the year		% of inspections undertaken within time		
	07/08	08/09	07/08	08/09	Progress
Approved Premises	67	<b>73</b>	92.7	<b>95.9</b>	
6 months	5	<b>12</b>	100	<b>95.8</b>	
12 months	261	<b>273</b>	99.6	<b>97.8</b>	
More than 12 months	1,532	<b>1,458</b>	61.7	<b>62.4</b>	
No. & % of premises with a minimum frequency of 12 months or less that were inspected on time	333	<b>358</b>	97.5	<b>97.3</b>	—

### NOISE COMPLAINTS

INDICATOR 2 – Domestic Noise Complaints

	07/08	08/09	Progress
Total Number of Domestic Complaints	116	<b>78</b>	
a(i) The number of complaints settled without the need for attendance on site.	60	<b>22</b>	
% complaints settled without the need for attendance on site.	51.7	<b>28.2</b>	I
a(ii) The number of complaints requiring attendance on site.	56	<b>56</b>	
% complaints settled following attendance on site.	48.3	<b>71.8</b>	J
a(iii) The number of complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004.	0	<b>0</b>	
b(ii) average time between time of complaint & attendance on site.	60 hours	<b>19 hours</b>	J

INDICATOR 3 – Non-Domestic Noise Complaints

	07/08	08/09	Progress
Total Number of Non-Domestic Complaints	73	<b>61</b>	
a(i) The number of complaints settled without the need for formal action.	72	<b>61</b>	
% complaints settled without the need for formal action	98.6%	<b>100%</b>	—
a(ii) The number of complaints requiring formal action.	1	<b>0</b>	
b For those requiring formal action, the average time (days) to institute formal action.	147 days	<b>n/a</b>	

### TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE

INDICATOR 4 – The number of enquiries, complaints and advice requests received, and the percentage completed in the within 14 days.

	Number received		% dealt with within 14 days		
	07/08	08/09	07/08	08/09	Progress
Consumer complaints dealt with within 14 days of receipt	1,446	<b>1,453</b>	68.9	<b>67.4</b>	—
Business advice requests dealt with within 14 days of receipt	445	<b>376</b>	96.9	<b>95.5</b>	—

**PROTECTIVE SERVICES cont.**

INDICATOR 5 – Trading Standards inspection and standards compliance.

Level of risk		i) number of premises in risk category	ii) target total number of visits	% of (ii) actually achieved	Progress
High (every 12 months)	07/08 <b>08/09</b>	148 <b>132</b>	148 <b>132</b>	98.6% <b>93.9%</b>	
Medium (every 2 years)	07/08 <b>08/09</b>	1,966 <b>1,828</b>	827 <b>848</b>	81.4% <b>77.8%</b>	
Medium and high combined	07/08 <b>08/09</b>	2,114 <b>1,960</b>	975 <b>980</b>	84.0% <b>80.0%</b>	—

**ROADS AND LIGHTING**

**CARRIAGEWAY CONDITION**

*Changed indicator*

INDICATOR 1 – The percentage of the road network that should be considered for maintenance treatment.

Road classes	Percentage of road network		
	07/08	<b>08/09</b>	Progress
A class		<b>24.9</b>	
B class		<b>33.1</b>	
C class		<b>32.4</b>	
Unclassified roads		<b>40.7</b>	
Overall		<b>34.5</b>	

**TRAFFIC LIGHT REPAIRS**

INDICATOR 2 – Traffic light failure: the percentage of repairs completed within 48 hours.

	07/08	<b>08/09</b>	Progress
a) number of repairs to be completed	150	<b>294</b>	
b) % of repairs completed within 48 hours	94.0	<b>99.3</b>	J

**STREET LIGHT REPAIRS**

INDICATOR 3 – Street light failure: the percentage of repairs completed within 7 days.

	07/08	<b>08/09</b>	Progress
a) number of repairs to be completed	8,706	<b>8,544</b>	
b) % of repairs completed within 7 days	93.3	<b>94.9</b>	—

INDICATOR 4 – Street lighting columns that are over 30 years old

	07/08	<b>08/09</b>	Progress
Total number of street columns	47,321	<b>48,239</b>	
% of street lighting columns that are over 30 years old	46.9%	<b>45.9%</b>	—

INDICATOR 5 – Bridges – Road Network Restrictions

Percentage of the total number of assessed bridges, the number of council and private bridges that:

	07/08	<b>08/09</b>	Progress
Number of bridges assessed	795	<b>824</b>	
a) fail to meet the European standard of 40 tonnes	30.8%	<b>31.3%</b>	—
b) have the weight or width restriction placed on them	0.8%	<b>1.0%</b>	I

## WASTE MANAGEMENT

### REFUSE COLLECTION AND DISPOSAL COSTS

INDICATOR 1 – The net cost of refuse collection and refuse disposal

The net cost of:

	07/08 £	08/09 £	Progress
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise	<b>68.71</b>	<b>68.20</b>	—
b) Refuse disposal per premise	<b>133.55</b>	<b>171.78</b>	

### REFUSE COLLECTION COMPLAINTS

INDICATOR 2 – The number of complaints per 1,000 households regarding the household waste collection service.

	07/08	08/09	Progress
Number of households	107,514	<b>108,985</b>	
Number of complaints per 1,000 households	6.2	<b>6.4</b>	—

### REFUSE RECYCLING

*Changed Indicator*

INDICATOR 3 – The amount and percentage of municipal waste collected by the Council during the year that was recycled or disposed of by the following methods:

Method	Total Tonnes		% municipal waste		Progress
	07/08	08/09	07/08	08/09	
Composted		<b>18,845.8</b>		<b>11.7</b>	
Recycled		<b>33,890.8</b>		<b>21.0</b>	
Total composted / recycled		<b>52,736.6</b>		<b>32.7</b>	
Total tonnes		<b>161,144</b>			

### STREET CLEANLINESS

INDICATOR 4 – The cleanliness index achieved following inspection of a sample of streets and other relevant land.

	07/08	08/09	Progress
Overall Cleanliness Index	75	<b>77</b>	—

### ABANDONED VEHICLES

INDICATOR 5 – The number of abandoned vehicles that require to be removed by the council, and the percentage removed within 14 days.

	07/08	08/09	Progress
The number of abandoned vehicles.	42	<b>25</b>	
% abandoned vehicles removed by the council within 14 days.	54.8%	<b>36.0%</b>	

## The Highland Council

Please contact the following with any queries

Indicators	Contact Name	Telephone Number
<b>Benefits Administration</b>	Mark Peden	01463 702213
<b>Corporate Management</b>		
Sickness Absence	Murdo MacDonald	01463 702028
Claims	Ailsa Mackay	01463 702414
Equal Opportunities	Murdo MacDonald	01463 702028
Public Access	Finlay MacDonald	01463 702211
Council Tax Collection	Mark Peden	01463 702213
Payment of Invoices	Charlie MacCallum	01463 702334
Asset Management	Caroline Campbell	01463 702610
<b>Cultural and Community Services</b>		
Sport and Leisure Management	Jonathan Warde	01349 868482
Museums	Judi Menabney	01463 702038
Libraries	Ian Dalrymple	01463 251253
<b>Education &amp; Children's Services</b>		
Schools-occupancy primary and secondary	Matthew Vogan	01463 702069
Teaching staff equal opportunities	Matthew Vogan	01463 702069
Children's reporter liaison	George Maldonado	01463 703553
Children being looked after-supervision	George Maldonado	01463 703553
Children being looked after-academic attainment	George Maldonado	01463 703553
Staff qualifications-residential children's homes	George Maldonado	01463 703553
Respite care	George Maldonado	01463 703553
<b>Housing</b>	Caroline Campbell	01463 702610
<b>Planning and Development Services</b>	Richard Hartland	01463 702254
<b>Protective Services</b>		
Food Safety Hygiene Inspections	Neil Downie	01463 702651
Noise Complaints	Neil Downie	01463 702651
Trading Standards	Neil Downie	01463 702651
<b>Roads and Lighting</b>		
Carriageway Condition	Neil Downie	01463 702651
Lighting Repairs Response	Neil Downie	01463 702651
Bridges- Road Network Restrictions	Neil Downie	01463 702651
<b>Social Work</b>	George Maldonado	01463 703553
<b>Waste Management</b>		
Refuse Collection and Disposal	Neil Downie	01463 702651
Refuse Collection Complaints	Neil Downie	01463 702651
Refuse Recycling	Neil Downie	01463 702651
Cleanliness	Neil Downie	01463 702651
Abandoned Vehicles	Neil Downie	01463 702651



**THE HIGHLAND COUNCIL**  
**Statutory Performance Indicators Year ending 31 March 2009**

<b>INDEX</b>	<b>Page</b>
<b>Adult Social Work</b>	<b>1</b>
<b>Benefits Administration</b>	<b>3</b>
<b>Corporate Management</b>	<b>4</b>
<b>Cultural and Community Services</b>	<b>5</b>
<b>Development Services</b>	<b>7</b>
<b>Education and Children's Services</b>	<b>7</b>
<b>Housing</b>	<b>9</b>
<b>Protective Services</b>	<b>12</b>
<b>Roads and Lighting</b>	<b>13</b>
<b>Waste Management</b>	<b>14</b>
<b>Highland Council Contacts</b>	<b>15</b>

**THE HIGHLAND COUNCIL**  
**Performance Indicators Year ending 31 March 2009**

Each year the Council has a statutory duty to present indicators, which compare our performance over the last 12 months with that of the previous year. This is required by the Local Government in Scotland Act 2003 (Section 13) Publication of Information (Standards of Performance Direction 2001 (Amended)). The Council's goals and values commit the organisation to striving for excellence, innovation, quality and efficiency in delivery of its Services. This is to be achieved through regularly reviewing performance and setting targets for continuous improvement. The following demonstrates that in a number of areas of activity our performance is improving.

Note that as the classifications and definitions for several of the indicators have changed from last year, comparative figures for the previous year are only shown where appropriate.

All indicators are shown prior to finalisation by external audit.

The table below illustrates the movement of the indicators over the past three years as compared with the prior year figures.

The following key has been used:

		2006/07 vs 2005/06	2007/08 vs 2006/07	2008/09 vs 2007/08
<b>J</b>	where performance has improved by 5% or more.	25	37	30
<b>I</b>	where performance has declined by 5% or more.	24	29	23
<b>—</b>	where there is no significant change in performance	35	36	36
	where the indicator is new / changed / no comparison is possible / provided for contextual purposes only.			

**ADULT SOCIAL WORK**

**COMMUNITY CARE SERVICES**

*Changed Indicator*

INDICATOR 1a – Assessment: The percentage of people for which local assessment target times are met.

	Number and % of people assessed		Progress
	07/08	08/09	
Number of People Assessed		<b>468</b>	
% assessed within local target times		<b>34.3%</b>	

INDICATOR 1b – Delivery of care service: The percentage of people for which local assessment target times are met.

	Number and % of people assessed		Progress
	07/08	08/09	
Number of People Receiving First service		<b>293</b>	
% for which local service target times were met		<b>57.7%</b>	

**RESIDENTIAL ACCOMMODATION**

INDICATOR 2 – Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in council residential homes:

	Percentage of staff with appropriate qualifications		
	07/08	08/09	Progress
Older people (age 65+)	59.4	<b>72.0</b>	J
Other adults	77.1	<b>91.2</b>	J
Overall total	61.5	<b>74.3</b>	

**ADULT SOCIAL WORK cont.**

INDICATOR 3 – Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of registered care places used by the Council for each client group.

	Council		Voluntary Sector		Private Sector		Overall		
	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09	Progress
<b>Single Rooms</b>									
Older people (age 65+)	100	<b>100</b>	96.8	<b>96.8</b>	96.3	<b>95.3</b>	<b>96.9</b>	<b>96.2</b>	—
Other adults	100	<b>100</b>	85.1	<b>100</b>	93.8	<b>93.9</b>	<b>92.9</b>	<b>95.7</b>	—
<b>En-suite facilities</b>									
Older people (age 65+)	62.7	<b>70.2</b>	82.0	<b>88.9</b>	86.9	<b>88.4</b>	82.7	<b>85.6</b>	—
Other adults	97.8	<b>88.2</b>	55.2	<b>74.7</b>	71.6	<b>73.6</b>	71.8	<b>74.7</b>	—

**HOME CARE/HOME HELPS**

INDICATOR 4 – The level and volume of service of home care clients.

Level of Service	Number of home care hours		As a rate per 1,000 population aged 65+		
	07/08	08/09	07/08	08/09	Progress
The number of home care hours per 1,000 population age 65+	10,158	<b>10,632</b>	267.1	<b>273.8</b>	—
	No of homecare clients		% of homecare clients		
<b>Flexibility</b>	07/08	08/09	07/08	08/09	Progress
Total receiving personal care	1,523	<b>1,655</b>	82.9	<b>90.1</b>	J
Total receiving a service during evenings/overnight	398	<b>487</b>	21.7	<b>26.5</b>	J
Total receiving a service at weekends	909	<b>1,134</b>	49.5	<b>61.8</b>	J

**RESPITE CARE**

INDICATOR 5 – Provision of respite care

	Per 1,000 older people age 65+			Per 1,000 other adults aged 18-64		
	07/08	08/09	Progress	07/08	08/09	Progress
Total overnight respite nights provided	167.7	<b>177.6</b>	J	39.3	<b>35.4</b>	I
% of respite nights not in a care home	1.8%	<b>0.8%</b>	I	3.1%	<b>3.9%</b>	J
Total daytime respite hours provided	727.2	<b>792.6</b>	J	248.8	<b>242.9</b>	—
% daytime respite not in a day centre	18.8%	<b>18.1%</b>	—	13.7%	<b>38.5%</b>	J

**ADULT SOCIAL WORK cont.**

**CRIMINAL JUSTICE**

INDICATOR 6 – Social enquiry reports

	07/08	08/09	Progress
a) Number of reports submitted to the courts during the year	1,615	<b>1,555</b>	
b) % of reports submitted to courts by the due date	92.6%	<b>87.0%</b>	I

INDICATOR 7 – Probation

	07/08	08/09	Progress
a) Number of new Probation Orders issued during the year	<b>359</b>	<b>276</b>	
b) % of new probationers seen by a supervising officer within one week	<b>62.9%</b>	<b>61.9%</b>	—

INDICATOR 8 – Community service

	07/08	08/09	Progress
a) Number of new community service orders issued during the year	<b>539</b>	<b>300</b>	
b) The average number of hours per week to complete community orders	<b>2.9</b>	<b>2.9</b>	—

**BENEFITS ADMINISTRATION**

**ADMINISTRATION COSTS**

Housing Benefit and Council Tax Benefit

INDICATOR 1 – The number of cases for each of the following caseloads and the average gross administration cost per case.

	Number of cases	
	07/08	08/09
<b>The average weighted caseload</b>		
Rent rebate caseload	12,903	<b>12,891</b>
Private rented sector caseload	4,313	<b>3,968</b>
Registered social landlord caseload	5,912	<b>6,894</b>
Council Tax Benefit caseload	27,991	<b>28,059</b>

	Gross cost per case		
	07/08 £	08/09 £	Progress
Gross administration cost per weighted case-	65.12	<b>58.35</b>	J

**CORPORATE MANAGEMENT**

**SICKNESS ABSENCE**

*Changed Indicator*

INDICATOR 1 – The average number of working days per employee lost through sickness absence, for the following groups of staff:

Staff Groupings	Average number of days lost		
	07/08	08/09	Progress
Teachers		<b>6.2</b>	
All other local government employees		<b>10.6</b>	

**CLAIMS**

INDICATOR 2 – The number and value of civil liability claims incurred by the Council in the year

	07/08	08/09	Progress
a) Number of claims per 10,000 population	8.4	<b>6.6</b>	J
b) Claims value as a percentage of revenue budget	0.1%	<b>0.1%</b>	—

**EQUAL OPPORTUNITIES POLICY**

INDICATOR 3 – The number and percentage of the highest paid 2% and 5% earners among Council employees that are women.

	Number of women		% of posts		
	07/08	08/09	07/08	08/09	Progress
In top 2% of all employees	68	<b>69</b>	30.0	<b>34.3</b>	J
In top 5% of all employees	179	<b>194</b>	36.6	<b>38.3</b>	—

**PUBLIC ACCESS**

INDICATOR 4 – Public Access

	07/08	08/09	Progress
Number of council buildings from which the Council delivers services to the public	171	<b>166</b>	
% of these in which all public areas are suitable and accessible to disabled people	70.2	<b>80.1</b>	J

**COUNCIL TAX COLLECTION**

INDICATOR 5 – Collection costs: the cost of collecting Council Tax per dwelling.

	07/08	08/09	Progress
	£	£	
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	18.61	14.84	J

**CORPORATE MANAGEMENT (cont)**

INDICATOR 6 – Current year income

	07/08	08/09	
	£,000	£,000	
a) the income due from Council Tax for the year, excluding reliefs and rebates	93,748	<b>95,412</b>	
	07/08	08/09	Progress
b) the percentage of (a) that was received during the year	95.5	<b>95.3</b>	—

**PAYMENT OF INVOICES**

INDICATOR 7– Payment of invoices

	07/08	08/09	
	%	%	Progress
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	83.9	86.3	—

**ASSET MANAGEMENT**

INDICATOR 8 – Condition and Suitability

	07/08	08/09	
	m <sup>2</sup>	m <sup>2</sup>	
Gross internal floor area of operational accommodation (m <sup>2</sup> )	651,611	<b>605,149</b>	
	%	%	Progress
a) %of operational accommodation that is in a satisfactory condition	63.2	<b>61.2</b>	—

  

	07/08	08/09	
			Progress
Number of operational buildings	1,462	<b>1,395</b>	
	%	%	Progress
b) % of operational accommodation that is suitable for its current use	60.0	<b>59.7</b>	—

**CULTURAL AND COMMUNITY SERVICES**

**SPORT AND LEISURE MANAGEMENT**

INDICATOR 1 –Sport and leisure management

	07/08	08/09	Progress
a) The number of attendances per 1,000 population for all pools	5,332	<b>4,921</b>	I

INDICATOR 2 – Attendance at indoor sports facilities excluding pools

	07/08	08/09	Progress
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	3,400	<b>4,040</b>	J

**CULTURAL AND COMMUNITY SERVICES (cont)**

**MUSEUMS**

INDICATOR 3 – Museums

	07/08	08/09	Progress
a) The number of visits to/usages of council funded or part funded museums per 1,000 population	1,766	<b>2,100</b>	J
b) The number of those visits that were in person per 1,000 population	995	<b>795</b>	I

**LIBRARIES**

INDICATOR 4 – Changes in library stock:

Changes in library stock:

	Adult lending stock			Children's and teenage lending stock		
	07/08	08/09	Progress	07/08	08/09	Progress
Recommended national target for annual number of additions per 1,000 population	280	<b>280</b>		100	<b>100</b>	
Actual number of additions per 1,000 population	205	<b>197</b>		86	<b>89</b>	
% of the national target met for replenishing lending stock for adults / children and teenagers	73.2	<b>70.4</b>	—	86.0	<b>89.0</b>	—
Total number of closing stock items at year end per 1,000 population	1,029	<b>1,044</b>		510	<b>581</b>	

INDICATOR 5 – Use of libraries

Borrowers from public libraries:

	07/08	08/09	Progress
a) number of visits per 1,000 population	4,993	<b>8,518</b>	J
b) Borrowers as a percentage of the resident population	21.5	<b>21.5</b>	—

INDICATOR 6 – Lifelong Learning

Learning Centre and Learning Access Point Users

	07/08	08/09	Progress
a) The number of users as a percentage of the resident population	15.0	<b>15.1</b>	—
b) The number of occasions the terminals are accessed per 1,000 population	913.0	<b>927.8</b>	—

## DEVELOPMENT SERVICES

### PLANNING APPLICATIONS PROCESSING TIME

INDICATOR 1 – The percentage of applications dealt with within target time (two months)

Type of applicant	Number of applications		Percentage dealt with within two months		
	07/08	08/09	07/08	08/09	Progress
Householder	1,345	<b>1,219</b>	79.6	<b>74.4</b>	I
Non-householder	3,163	<b>2,870</b>	47.7	<b>44.1</b>	
Total	4,508	<b>4,089</b>	57.2	<b>53.1</b>	I

INDICATOR 2 – The number of appeals which were successful

	07/08	08/09
a) The number of planning determinations made by the Council	4,508	<b>4,089</b>
b) The number of planning determinations that went to appeal	19	<b>24</b>
c) as a percentage of the number of planning determinations made by the Council	0.2%	<b>0.2%</b>
d) as a percentage of the number of determinations that went to appeal	52.6%	<b>33.3%</b>

INDICATOR 3 – Development Plans

	07/08	08/09	Progress
	%	%	
% of the population covered by a Local Plan which has been adopted or finalised within the last five years	59.0	<b>59.0</b>	—

## EDUCATION & CHILDREN'S SERVICES

### PRIMARY SCHOOLS

INDICATOR 1 – Occupancy: the percentage of primary schools where the ratio of pupils to places is

	07/08	08/09	Progress
	%	%	
The total number of primary schools	184	<b>183</b>	
40% or less	18.5	<b>23.0</b>	
41% to 60%	31.0	<b>42.1</b>	
61% to 80%	33.7	<b>24.0</b>	
81% to 100%	13.6	<b>9.3</b>	
101% or more	3.3	<b>1.6</b>	
% of schools in which the ratio of pupils to places is between 61% and 100%	47.3	<b>33.3</b>	I

### SECONDARY SCHOOLS

INDICATOR 2 – Occupancy: The percentage of secondary schools where the ratio of pupils to places is

	07/08	08/09	Progress
	%	%	
The total number of secondary schools	29	29	
40% or less	0.0	<b>3.4</b>	
41% to 60%	20.7	<b>17.2</b>	
61% to 80%	34.5	<b>48.3</b>	
81% to 100%	27.6	<b>24.1</b>	
101% or more	17.2	<b>6.9</b>	
% of schools in which the ratio of pupils to places is between 61% and 100%	62.1	<b>72.4</b>	J

**EDUCATION & CHILDREN'S SERVICES (cont)**

**TEACHING STAFF EQUAL OPPORTUNITIES**

INDICATOR 3 – The number and percentage of head and deputy head teachers who are women, compared with the percentage of all teachers that are women.

	Head and Deputy Head women teachers				All women teachers			
	Number		%		Number		% of all teachers	
	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09
Secondary schools	34	<b>33</b>	37.8	<b>36.7</b>	821	<b>838</b>	59.7	<b>59.8</b>
Primary schools	160	<b>166</b>	81.2	<b>80.6</b>	1,214	<b>1,203</b>	91.6	<b>91.9</b>
Special schools	4	<b>4</b>	66.7	<b>66.7</b>	42	<b>41</b>	82.4	<b>85.4</b>
Total	198	<b>203</b>	67.6	<b>67.2</b>	2,077	<b>2,082</b>	75.4	<b>75.5</b>
Progress				—				

**CHILDREN'S REPORTER LIAISON**

INDICATOR 4 – Children's Hearing System reports

	07/08	08/09	Progress
a) The number of reports submitted to the Reporter during the year	714	<b>743</b>	Progress
b) % of reports requested by the Reporter which were submitted within target time (20 days)	44.4%	<b>47.2</b>	J

**LOOKED AFTER CHILDREN**

INDICATOR 5 – Supervision

	07/08	08/09	Progress
a) The number of new supervision requirements made during the year	118	<b>156</b>	
b) % of children seen by a supervising officer within 15 working days.	81.4%	<b>100%</b>	J

INDICATOR 6 – Academic achievement of children ceasing to be looked after

	At Home		Away from Home		Total	
	07/08	08/09	07/08	08/09	07/08	08/09
Number ceasing to be looked after	28	<b>38</b>	13	<b>24</b>	41	<b>62</b>
Number attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	16	<b>23</b>	12	<b>15</b>	28	<b>38</b>
% attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	57.1	<b>60.5</b>	92.3	<b>62.5</b>	68.3	<b>61.3</b>
Progress		J		I		I
Number attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	8	<b>12</b>	9	<b>10</b>	17	<b>22</b>
% attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	28.6	<b>31.6</b>	69.2	<b>41.7</b>	41.5	<b>35.5</b>
Progress		J		I		I

## EDUCATION & CHILDREN'S SERVICES (cont)

INDICATOR 7 – Staff qualifications: The percentage of care staff with appropriate qualifications for the level of post held, working in local authority residential children's homes.

	Percentage of staff with appropriate qualifications		
	07/08	08/09	Progress
% of care staff in local authority residential children's homes who have appropriate qualifications for the level of post held	31.1	<b>36.8</b>	J

### RESPITE CARE

INDICATOR 8 – Provision of respite services: for children and young people aged 0-17 with care requirements.

	Volume of respite care		
	07/08	08/09	Progress
Population age 0-17	44,790	<b>44,713</b>	
Total overnight respite nights provided	3,418	<b>3,268</b>	
Total overnight respite nights provided per 1,000 children aged 0-17	76.3	<b>73.1</b>	—
% of respite nights not in a care home	24.8%	<b>28.0%</b>	J
Total hours daytime respite provided	29,331	<b>27,291</b>	
Total daytime respite hours provided per 1,000 children aged 0-17	654.9	<b>610.4</b>	I
% of daytime respite hours provided not in a day care centre	93.0%	<b>87.5%</b>	I

## HOUSING

### RESPONSE REPAIRS

INDICATOR 1 – Response Repairs

***Changed Indicator***

- a) The target time for each priority category set by the Council
- b) The number of repairs carried out in each category
- c) The percentage of repairs completed within the target response times

Priority category set by the Council	Number		% completed within target time		Progress
	07/08	08/09	07/08	08/09	
Total number of response repairs		<b>36,509</b>		<b>88.5</b>	
Emergency – 24 hours		<b>9,168</b>		<b>95.5</b>	
Urgent – 3 days		<b>11,504</b>		<b>87.6</b>	
Routine – 20 days		<b>15,837</b>		<b>85.1</b>	

**HOUSING cont**

**HOUSING QUALITY**

*New Indicator*

INDICATOR 2 –The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria.

	Number		%		Progress
	07/08	<b>08/09</b>	07/08	<b>08/09</b>	
Number of council dwellings					
i) Tolerable standard		13,709		100.0%	
ii) Free from serious disrepair		13,662		99.7%	
iii) Energy efficient		3,718		27.1%	
iv) Modern facilities and services		11,077		80.8%	
v) Healthy, safe and secure		5,652		41.2%	
vi) Total dwellings meeting SHQS		2,719		19.8%	

**MANAGING TENANCY CHANGES**

INDICATOR 3 – Managing tenancy changes

	07/08 %	<b>08/09</b> %	Progress
The total annual rent loss due to voids, expressed as a percentage of the total amount of rent due in the year.	1.7	<b>1.6</b>	J

INDICATOR 4 – The time taken by the Council to re-let houses, analysed by the following time bands

Void Period	i) Number of houses re-let				ii) as a % of total for (i)			
	NOT low demand		Low Demand		NOT low demand		Low Demand	
	07/08	<b>08/09</b>	07/08	<b>08/09</b>	07/08	<b>08/09</b>	07/08	<b>08/09</b>
Less than 2 weeks	229	<b>247</b>	0	<b>2</b>	22.9	<b>24.6</b>	0	<b>15.4</b>
2-4 weeks	203	<b>250</b>	0	<b>2</b>	20.3	<b>24.9</b>	0	<b>15.4</b>
5-8 weeks	247	<b>259</b>	0	<b>2</b>	24.7	<b>25.8</b>	0	<b>15.4</b>
9-16 weeks	234	<b>196</b>	6	<b>3</b>	23.4	<b>19.5</b>	60	<b>23.1</b>
More than 16 weeks	86	<b>52</b>	4	<b>4</b>	8.6	<b>5.2</b>	40	<b>30.8</b>
Total	999	<b>1,004</b>	10	<b>13</b>	100	<b>100</b>	100	<b>100</b>
% empty houses that were re-let within 4 weeks								
	43.2	<b>49.5</b>	0.0	<b>30.8</b>				
Progress		J						

	NOT low demand		Low demand	
	07/08	<b>08/09</b>	07/08	<b>08/09</b>
	Days	<b>Days</b>	Days	<b>Days</b>
Average time taken to re-let	48	<b>42</b>	130	<b>124</b>
Progress		J		

**HOUSING cont**

**RENT ARREARS**

INDICATOR 5 – Rent Arrears

	07/08	08/09	Progress
a) Current tenants arrears as a percentage of the net amount of rent due in the year.	7.0	<b>7.3</b>	—
b) % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	5.2	<b>5.6</b>	
c) % of those tenants giving up their tenancy during the year that was in rent arrears.	21.5	<b>23.1</b>	
Average debt owed by tenants leaving their tenancies with arrears	£499.94	<b>£660.74</b>	
d) The average number of weeks rent owed by tenants leaving in arrears, as a proportion of the average weekly rent.	9.1	<b>11.0</b>	
e) % of arrears owed by former tenants that was either written off or collected during the year.	8.9%	<b>22.1%</b>	

**COUNCIL HOUSE SALES**

INDICATOR 6 – Council House Sales

	07/08	08/09	Progress
Number of Council Houses sold	223	<b>145</b>	
a) % of house sales completed within 26 weeks	53.8	<b>53.8</b>	—
b) The average time for council house sales	26 weeks	<b>31 weeks</b>	

**HOMELESSNESS**

INDICATOR 7 – Homelessness

*Changed Indicator*

	07/08	08/09	Progress
<b>Permanent Accommodation</b>			
a(i) The number of households assessed as homeless or potentially homeless during the year		<b>1,140</b>	
a(ii) % of decision notifications issued within 28 days of date of initial presentation.		<b>63.0%</b>	
a(iii) % who are housed.		<b>47.4%</b>	
a(iv) Number of cases reassessed within 12 months of completion of duty.		<b>51</b>	
a(iv) % of cases reassessed.		<b>4.5%</b>	
<b>Temporary Accommodation</b>	07/08	08/09	Progress
a(v) The number of households assessed as homeless or potentially homeless during the year		<b>598</b>	
a(vi) % of decision notifications issued within 28 days of date of initial presentation.		<b>71.1%</b>	
a(vii) Number of cases reassessed within 12 months of completion of duty.		<b>16</b>	
a(vii) % of cases reassessed.		<b>2.7%</b>	
b % of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months		<b>88.0%</b>	

## PROTECTIVE SERVICES

### FOOD SAFETY: HYGIENE INSPECTIONS

INDICATOR 1 – The number of establishments in each of the following four categories requiring inspection during the year, and the percentage of the inspections that were undertaken within the prescribed period

Minimum inspection frequency	Number of establishments requiring inspection in the year		% of inspections undertaken within time		
	07/08	08/09	07/08	08/09	Progress
Approved Premises	67	<b>73</b>	92.7	<b>95.9</b>	
6 months	5	<b>12</b>	100	<b>95.8</b>	
12 months	261	<b>273</b>	99.6	<b>97.8</b>	
More than 12 months	1,532	<b>1,458</b>	61.7	<b>62.4</b>	
No. & % of premises with a minimum frequency of 12 months or less that were inspected on time	333	<b>358</b>	97.5	<b>97.3</b>	—

### NOISE COMPLAINTS

INDICATOR 2 – Domestic Noise Complaints

	07/08	08/09	Progress
Total Number of Domestic Complaints	116	<b>78</b>	
a(i) The number of complaints settled without the need for attendance on site.	60	<b>22</b>	
% complaints settled without the need for attendance on site.	51.7	<b>28.2</b>	I
a(ii) The number of complaints requiring attendance on site.	56	<b>56</b>	
% complaints settled following attendance on site.	48.3	<b>71.8</b>	J
a(iii) The number of complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004.	0	<b>0</b>	
b(ii) average time between time of complaint & attendance on site.	60 hours	<b>19 hours</b>	J

INDICATOR 3 – Non-Domestic Noise Complaints

	07/08	08/09	Progress
Total Number of Non-Domestic Complaints	73	<b>61</b>	
a(i) The number of complaints settled without the need for formal action.	72	<b>61</b>	
% complaints settled without the need for formal action	98.6%	<b>100%</b>	—
a(ii) The number of complaints requiring formal action.	1	<b>0</b>	
b For those requiring formal action, the average time (days) to institute formal action.	147 days	<b>n/a</b>	

### TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE

INDICATOR 4 – The number of enquiries, complaints and advice requests received, and the percentage completed in the within 14 days.

	Number received		% dealt with within 14 days		
	07/08	08/09	07/08	08/09	Progress
Consumer complaints dealt with within 14 days of receipt	1,446	<b>1,453</b>	68.9	<b>67.4</b>	—
Business advice requests dealt with within 14 days of receipt	445	<b>376</b>	96.9	<b>95.5</b>	—

**PROTECTIVE SERVICES cont.**

INDICATOR 5 – Trading Standards inspection and standards compliance.

Level of risk		i) number of premises in risk category	ii) target total number of visits	% of (ii) actually achieved	Progress
High (every 12 months)	07/08 <b>08/09</b>	148 <b>132</b>	148 <b>132</b>	98.6% <b>93.9%</b>	
Medium (every 2 years)	07/08 <b>08/09</b>	1,966 <b>1,828</b>	827 <b>848</b>	81.4% <b>77.8%</b>	
Medium and high combined	07/08 <b>08/09</b>	2,114 <b>1,960</b>	975 <b>980</b>	84.0% <b>80.0%</b>	—

**ROADS AND LIGHTING**

**CARRIAGEWAY CONDITION**

*Changed indicator*

INDICATOR 1 – The percentage of the road network that should be considered for maintenance treatment.

Road classes	Percentage of road network		
	07/08	<b>08/09</b>	Progress
A class		<b>24.9</b>	
B class		<b>33.1</b>	
C class		<b>32.4</b>	
Unclassified roads		<b>40.7</b>	
Overall		<b>34.5</b>	

**TRAFFIC LIGHT REPAIRS**

INDICATOR 2 – Traffic light failure: the percentage of repairs completed within 48 hours.

	07/08	<b>08/09</b>	Progress
a) number of repairs to be completed	150	<b>294</b>	
b) % of repairs completed within 48 hours	94.0	<b>99.3</b>	J

**STREET LIGHT REPAIRS**

INDICATOR 3 – Street light failure: the percentage of repairs completed within 7 days.

	07/08	<b>08/09</b>	Progress
a) number of repairs to be completed	8,706	<b>8,544</b>	
b) % of repairs completed within 7 days	93.3	<b>94.9</b>	—

INDICATOR 4 – Street lighting columns that are over 30 years old

	07/08	<b>08/09</b>	Progress
Total number of street columns	47,321	<b>48,239</b>	
% of street lighting columns that are over 30 years old	46.9%	<b>45.9%</b>	—

INDICATOR 5 – Bridges – Road Network Restrictions

Percentage of the total number of assessed bridges, the number of council and private bridges that:

	07/08	<b>08/09</b>	Progress
Number of bridges assessed	795	<b>824</b>	
a) fail to meet the European standard of 40 tonnes	30.8%	<b>31.3%</b>	—
b) have the weight or width restriction placed on them	0.8%	<b>1.0%</b>	I

## WASTE MANAGEMENT

### REFUSE COLLECTION AND DISPOSAL COSTS

INDICATOR 1 – The net cost of refuse collection and refuse disposal

The net cost of:

	07/08 £	08/09 £	Progress
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise	<b>68.71</b>	<b>68.20</b>	—
b) Refuse disposal per premise	<b>133.55</b>	<b>171.78</b>	

### REFUSE COLLECTION COMPLAINTS

INDICATOR 2 – The number of complaints per 1,000 households regarding the household waste collection service.

	07/08	08/09	Progress
Number of households	107,514	<b>108,985</b>	
Number of complaints per 1,000 households	6.2	<b>6.4</b>	—

### REFUSE RECYCLING

*Changed Indicator*

INDICATOR 3 – The amount and percentage of municipal waste collected by the Council during the year that was recycled or disposed of by the following methods:

Method	Total Tonnes		% municipal waste		Progress
	07/08	08/09	07/08	08/09	
Composted		<b>18,845.8</b>		<b>11.7</b>	
Recycled		<b>33,890.8</b>		<b>21.0</b>	
Total composted / recycled		<b>52,736.6</b>		<b>32.7</b>	
Total tonnes		<b>161,144</b>			

### STREET CLEANLINESS

INDICATOR 4 – The cleanliness index achieved following inspection of a sample of streets and other relevant land.

	07/08	08/09	Progress
Overall Cleanliness Index	75	<b>77</b>	—

### ABANDONED VEHICLES

INDICATOR 5 – The number of abandoned vehicles that require to be removed by the council, and the percentage removed within 14 days.

	07/08	08/09	Progress
The number of abandoned vehicles.	42	<b>25</b>	
% abandoned vehicles removed by the council within 14 days.	54.8%	<b>36.0%</b>	

## The Highland Council

Please contact the following with any queries

Indicators	Contact Name	Telephone Number
<b>Benefits Administration</b>	Mark Peden	01463 702213
<b>Corporate Management</b>		
Sickness Absence	Murdo MacDonald	01463 702028
Claims	Ailsa Mackay	01463 702414
Equal Opportunities	Murdo MacDonald	01463 702028
Public Access	Finlay MacDonald	01463 702211
Council Tax Collection	Mark Peden	01463 702213
Payment of Invoices	Charlie MacCallum	01463 702334
Asset Management	Caroline Campbell	01463 702610
<b>Cultural and Community Services</b>		
Sport and Leisure Management	Jonathan Warde	01349 868482
Museums	Judi Menabney	01463 702038
Libraries	Ian Dalrymple	01463 251253
<b>Education &amp; Children's Services</b>		
Schools-occupancy primary and secondary	Matthew Vogan	01463 702069
Teaching staff equal opportunities	Matthew Vogan	01463 702069
Children's reporter liaison	George Maldonado	01463 703553
Children being looked after-supervision	George Maldonado	01463 703553
Children being looked after-academic attainment	George Maldonado	01463 703553
Staff qualifications-residential children's homes	George Maldonado	01463 703553
Respite care	George Maldonado	01463 703553
<b>Housing</b>	Caroline Campbell	01463 702610
<b>Planning and Development Services</b>	Richard Hartland	01463 702254
<b>Protective Services</b>		
Food Safety Hygiene Inspections	Neil Downie	01463 702651
Noise Complaints	Neil Downie	01463 702651
Trading Standards	Neil Downie	01463 702651
<b>Roads and Lighting</b>		
Carriageway Condition	Neil Downie	01463 702651
Lighting Repairs Response	Neil Downie	01463 702651
Bridges- Road Network Restrictions	Neil Downie	01463 702651
<b>Social Work</b>	George Maldonado	01463 703553
<b>Waste Management</b>		
Refuse Collection and Disposal	Neil Downie	01463 702651
Refuse Collection Complaints	Neil Downie	01463 702651
Refuse Recycling	Neil Downie	01463 702651
Cleanliness	Neil Downie	01463 702651
Abandoned Vehicles	Neil Downie	01463 702651