

The Highland Council



STATUTORY PERFORMANCE INDICATORS 2008 – 2009

THE HIGHLAND COUNCIL
Statutory Performance Indicators Year ending 31 March 2009

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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 |
|---|---|--------------------------|--------------------------|--------------------------|
| ✓ | where performance has improved by 5% or more. | 25 | 37 | 29 |
| ✗ | where performance has declined by 5% or more. | 24 | 29 | 22 |
| — | 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 | | 468 | |
| % assessed within local target times | | 34.3% | |

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 | | 293 | |
| % for which local service target times were met | | 57.7% | |

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 | 72.0 | ✓ |
| Other adults | 77.1 | 91.2 | ✓ |
| Overall total | 61.5 | 74.3 | |

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 |
| Single Rooms | | | | | | | | | |
| Older people (age 65+) | 100 | 100 | 96.8 | 96.8 | 96.3 | 95.3 | 96.9 | 96.2 | — |
| Other adults | 100 | 100 | 85.1 | 100 | 93.8 | 93.9 | 92.9 | 95.7 | — |
| En-suite facilities | | | | | | | | | |
| Older people (age 65+) | 62.7 | 70.2 | 82.0 | 88.9 | 86.9 | 88.4 | 82.7 | 85.6 | — |
| Other adults | 97.8 | 88.2 | 55.2 | 74.7 | 71.6 | 73.6 | 71.8 | 74.7 | — |

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 | 10,632 | 267.1 | 273.8 | — |
| | No of homecare clients | | % of homecare clients | | |
| Flexibility | 07/08 | 08/09 | 07/08 | 08/09 | Progress |
| Total receiving personal care | 1,523 | 1,655 | 82.9 | 90.1 | ✓ |
| Total receiving a service during evenings/overnight | 398 | 487 | 21.7 | 26.5 | ✓ |
| Total receiving a service at weekends | 909 | 1,134 | 49.5 | 61.8 | ✓ |

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 | 177.6 | ✓ | 39.3 | 35.4 | ✘ |
| % of respite nights not in a care home | 1.8% | 0.8% | ✘ | 3.1% | 3.9% | ✓ |
| Total daytime respite hours provided | 727.2 | 792.6 | ✓ | 248.8 | 242.9 | — |
| % daytime respite not in a day centre | 18.8% | 18.1% | — | 13.7% | 38.5% | ✓ |

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 | 1,555 | |
| b) % of reports submitted to courts by the due date | 92.6% | 87.0% | * |

INDICATOR 7 – Probation

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

INDICATOR 8 – Community service

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

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 |
| The average weighted caseload | | |
| Rent rebate caseload | 12,903 | 12,891 |
| Private rented sector caseload | 4,313 | 3,968 |
| Registered social landlord caseload | 5,912 | 6,894 |
| Council Tax Benefit caseload | 27,991 | 28,059 |

| | Gross cost per case | | |
|--|---------------------|--------------|----------|
| | 07/08 £ | 08/09 £ | Progress |
| Gross administration cost per weighted case- | 65.12 | 58.35 | ✓ |

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 | | 6.2 | |
| All other local government employees | | 10.6 | |

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 | 6.6 | ✓ |
| b) Claims value as a percentage of revenue budget | 0.1% | 0.1% | — |

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 | 69 | 30.0 | 34.3 | ✓ |
| In top 5% of all employees | 179 | 194 | 36.6 | 38.3 | — |

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 | 166 | |
| % of these in which all public areas are suitable and accessible to disabled people | 70.2 | 80.1 | ✓ |

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 | ✓ |

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 | 95,412 | |
| | 07/08 | 08/09 | Progress |
| b) the percentage of (a) that was received during the year | 95.5 | 95.3 | — |

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 ² | m ² | |
| Gross internal floor area of operational accommodation (m ²) | 651,611 | 605,149 | |
| | % | % | Progress |
| a) %of operational accommodation that is in a satisfactory condition | 63.2 | 61.2 | — |

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

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 | 4,921 | ✘ |

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 | 4,040 | ✓ |

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 | 2,100 | ✓ |
| b) The number of those visits that were in person per 1,000 population | 995 | 795 | ✗ |

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 | 280 | | 100 | 100 | |
| Actual number of additions per 1,000 population | 205 | 197 | | 86 | 89 | |
| % of the national target met for replenishing lending stock for adults / children and teenagers | 73.2 | 70.4 | — | 86.0 | 89.0 | — |
| Total number of closing stock items at year end per 1,000 population | 1,029 | 1,044 | | 510 | 581 | |

INDICATOR 5 – Use of libraries

Borrowers from public libraries:

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

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 | 15.1 | — |
| b) The number of occasions the terminals are accessed per 1,000 population | 913.0 | 927.8 | — |

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 | 1,219 | 79.6 | 74.4 | x |
| Non-householder | 3,163 | 2,870 | 47.7 | 44.1 | |
| Total | 4,508 | 4,089 | 57.2 | 53.1 | x |

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 | 4,089 |
| b) The number of planning determinations that went to appeal | 19 | 24 |
| c) as a percentage of the number of planning determinations made by the Council | 0.2% | 0.2% |
| d) as a percentage of the number of determinations that went to appeal | 52.6% | 33.3% |

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 | 59.0 | — |

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 | 183 | |
| 40% or less | 18.5 | 23.0 | |
| 41% to 60% | 31.0 | 42.1 | |
| 61% to 80% | 33.7 | 24.0 | |
| 81% to 100% | 13.6 | 9.3 | |
| 101% or more | 3.3 | 1.6 | |
| % of schools in which the ratio of pupils to places is between 61% and 100% | 47.3 | 33.3 | x |

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 | 3.4 | |
| 41% to 60% | 20.7 | 17.2 | |
| 61% to 80% | 34.5 | 48.3 | |
| 81% to 100% | 27.6 | 24.1 | |
| 101% or more | 17.2 | 6.9 | |
| % of schools in which the ratio of pupils to places is between 61% and 100% | 62.1 | 72.4 | ✓ |

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 | 33 | 37.8 | 36.7 | 821 | 838 | 59.7 | 59.8 |
| Primary schools | 160 | 166 | 81.2 | 80.6 | 1,214 | 1,203 | 91.6 | 91.9 |
| Special schools | 4 | 4 | 66.7 | 66.7 | 42 | 41 | 82.4 | 85.4 |
| Total | 198 | 203 | 67.6 | 67.2 | 2,077 | 2,082 | 75.4 | 75.5 |
| Progress | | | | — | | | | |

CHILDREN'S REPORTER LIAISON

INDICATOR 4 – Children's Hearing System reports

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

LOOKED AFTER CHILDREN

INDICATOR 5 – Supervision

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

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 | 38 | 13 | 24 | 41 | 62 |
| Number attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject | 16 | 23 | 12 | 15 | 28 | 38 |
| % attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject | 57.1 | 60.5 | 92.3 | 62.5 | 68.3 | 61.3 |
| Progress | | ✓ | | ✗ | | ✗ |
| Number attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths | 8 | 12 | 9 | 10 | 17 | 22 |
| % attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths | 28.6 | 31.6 | 69.2 | 41.7 | 41.5 | 35.5 |
| Progress | | ✓ | | ✗ | | ✗ |

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 | 36.8 | ✓ |

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 | 44,713 | — |
| Total overnight respite nights provided | 3,418 | 3,268 | — |
| Total overnight respite nights provided per 1,000 children aged 0-17 | 76.3 | 73.1 | — |
| % of respite nights not in a care home | 24.8% | 28.0% | ✓ |
| Total hours daytime respite provided | 29,331 | 27,291 | — |
| Total daytime respite hours provided per 1,000 children aged 0-17 | 654.9 | 610.4 | x |
| % of daytime respite hours provided not in a day care centre | 93.0% | 87.5% | x |

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 | — | 36,509 | — | 88.5 | — |
| Emergency – 24 hours | — | 9,168 | — | 95.5 | — |
| Urgent – 3 days | — | 11,504 | — | 87.6 | — |
| Routine – 20 days | — | 15,837 | — | 85.1 | — |

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 | 08/09 | 07/08 | 08/09 | |
| 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 % | 08/09 % | 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 | 1.6 | ✓ |

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 | 08/09 | 07/08 | 08/09 | 07/08 | 08/09 | 07/08 | 08/09 |
| Less than 2 weeks | 229 | 247 | 0 | 2 | 22.9 | 24.6 | 0 | 15.4 |
| 2-4 weeks | 203 | 250 | 0 | 2 | 20.3 | 24.9 | 0 | 15.4 |
| 5-8 weeks | 247 | 259 | 0 | 2 | 24.7 | 25.8 | 0 | 15.4 |
| 9-16 weeks | 234 | 196 | 6 | 3 | 23.4 | 19.5 | 60 | 23.1 |
| More than 16 weeks | 86 | 52 | 4 | 4 | 8.6 | 5.2 | 40 | 30.8 |
| Total | 999 | 1,004 | 10 | 13 | 100 | 100 | 100 | 100 |
| % empty houses that were re-let within 4 weeks | | | | | | | | |
| | 43.2 | 49.5 | 0.0 | 30.8 | | | | |
| Progress | | ✓ | | | | | | |

| | NOT low demand | | Low demand | |
|------------------------------|----------------|--------------|------------|--------------|
| | 07/08 | 08/09 | 07/08 | 08/09 |
| | Days | Days | Days | Days |
| Average time taken to re-let | 48 | 42 | 130 | 124 |
| Progress | | ✓ | | |

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

COUNCIL HOUSE SALES

INDICATOR 6 – Council House Sales

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

HOMELESSNESS

INDICATOR 7 – Homelessness

Changed Indicator

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

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 | 73 | 92.7 | 95.9 | |
| 6 months | 5 | 12 | 100 | 95.8 | |
| 12 months | 261 | 273 | 99.6 | 97.8 | |
| More than 12 months | 1,532 | 1,458 | 61.7 | 62.4 | |
| No. & % of premises with a minimum frequency of 12 months or less that were inspected on time | 333 | 358 | 97.5 | 97.3 | — |

NOISE COMPLAINTS

INDICATOR 2 – Domestic Noise Complaints

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

INDICATOR 3 – Non-Domestic Noise Complaints

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

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 | 1,453 | 68.9 | 67.4 | — |
| Business advice requests dealt with within 14 days of receipt | 445 | 376 | 96.9 | 95.5 | — |

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 | 148 | 148 | 98.6% | |
| | 08/09 | 132 | 132 | 93.9% | |
| Medium (every 2 years) | 07/08 | 1,966 | 827 | 81.4% | |
| | 08/09 | 1,828 | 848 | 77.8% | |
| Medium and high combined | 07/08 | 2,114 | 975 | 84.0% | |
| | 08/09 | 1,960 | 980 | 80.0% | |

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 | 08/09 | Progress |
| A class | | 24.9 | |
| B class | | 33.1 | |
| C class | | 32.4 | |
| Unclassified roads | | 40.7 | |
| Overall | | 34.5 | |

TRAFFIC LIGHT REPAIRS

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

| | 07/08 | 08/09 | Progress |
|---|-------|--------------|----------|
| a) number of repairs to be completed | 150 | 294 | |
| b) % of repairs completed within 48 hours | 94.0 | 99.3 | ✓ |

STREET LIGHT REPAIRS

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

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

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

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

INDICATOR 5 – Bridges – Road Network Restrictions

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

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

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 | 68.71 | 68.20 | — |
| b) Refuse disposal per premise | 133.55 | 171.78 | * |

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 | 108,985 | |
| Number of complaints per 1,000 households | 6.2 | 6.4 | — |

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 | | 18,845.8 | | 11.7 | |
| Recycled | | 33,890.8 | | 21.0 | |
| Total composted / recycled | | 52,736.6 | | 32.7 | |
| Total tonnes | | 161,144 | | | |

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 | 77 | — |

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 | 25 | |
| % abandoned vehicles removed by the council within 14 days. | 54.8% | 36.0% | * |

The Highland Council Contacts

Please contact the following with any queries

| Indicators | Contact Name | Telephone Number |
|---|-------------------|------------------|
| Benefits Administration | Mark Peden | 01463 702213 |
| Corporate Management | | |
| 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 |
| Cultural and Community Services | | |
| Sport and Leisure Management | Jonathan Warde | 01349 868482 |
| Museums | Judi Menabney | 01463 702038 |
| Libraries | Ian Dalrymple | 01463 251253 |
| Education & Children's Services | | |
| 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 |
| Housing | Caroline Campbell | 01463 702610 |
| Planning and Development Services | Richard Hartland | 01463 702254 |
| Protective Services | | |
| Food Safety Hygiene Inspections | Neil Downie | 01463 702651 |
| Noise Complaints | Neil Downie | 01463 702651 |
| Trading Standards | Neil Downie | 01463 702651 |
| Roads and Lighting | | |
| Carriageway Condition | Neil Downie | 01463 702651 |
| Lighting Repairs Response | Neil Downie | 01463 702651 |
| Bridges- Road Network Restrictions | Neil Downie | 01463 702651 |
| Social Work | George Maldonado | 01463 703553 |
| Waste Management | | |
| 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 |