

THE HIGHLAND COUNCIL

TRANSPORT, ENVIRONMENTAL AND COMMUNITY SERVICES COMMITTEE – 18 March 2010

Agenda Item	
Report No	

Performance Management: Statutory and Internal Performance Indicators – 3rd Quarter 2009/10

Report by Director of Transport, Environmental and Community Services

SUMMARY

This report provides details of Transport, Environmental and Community Services performance, as measured by Statutory Performance Indicators and Internal Performance Indicators, for third quarter of the financial year 2009/10.

1. Introduction

1.1 This report highlights the main points arising from the performance of Statutory Performance Indicators (SPIs) and Internal Performance Indicators (IPIs) for TEC Services, during the third quarter of the financial year 2009/10 with comparative figures from 2008/09.

2. Results

2.1 A summary of the TEC Services performance results for the third quarter of 2009/10 are shown at **Appendices A (SPIs) and B (IPIs)**. The performance results for the same period in 2008/09 are shown for comparison.

3. Statutory Performance Indicators – Appendix A

3.1 Environmental Health

The Food Hygiene performance indicator “premises with inspection frequency of more than 12 months” has been changed and is not a direct comparison with previous years, however the other indicators continue to show high levels of performance.

3.2 Roads & Community Works

Following a number of years when there was a significant reduction in the numbers of abandoned cars recent trends are showing an increase, this may be related to the value of scrap. The percentage removed within 14 days is however low, and an action plan will be put in place to improve performance in this area.

The Cleanliness Index, which is a measure of street cleanliness, continues to show steady improvement.

3.3 Trading Standards

The business advice requests completed within 14 days of receipt, measures

performance on a relatively small number of events (approx 100 per quarter). As a consequence a relatively small change in the mix of requests can result in a relatively large change in the indicator. The reduction in the indicator does not however represent a significant reduction in performance.

3.4 Transport & Infrastructure

No significant change in performance.

3.5 Waste Management

Recycling rate continues to show steady improvement, and the level of complaints, mainly regarding missed collections, remains at a very low level.

4. **Internal Performance Indicators – Appendix B**

4.1 Environmental Health

Performance levels generally remain high, and the drop in the workplace safety inspections was due to a long term staff absence. It is expected that performance in this area will improve.

4.2 Roads & Community Works

Public Convenience cleaning and Grounds Maintenance SLA performance continue to show high levels of performance.

4.3 Trading Standards

There is an improving performance across all indicators.

4.4 Transport & Infrastructure

Performance Indicators measured annually.

4.5 Waste Management

The absence of contraventions arising from SEPA inspections continues to demonstrate the high standards achieved at our waste facilities.

5. **Resource Implications**

5.1 There are no resource implications arising from this Report.

6. **RECOMMENDATION**

6.1 Members are invited to note the performance of Transport, Environmental and Community Services in relation to Service activities that are measured by Statutory Performance Indicators and Internal Performance Indicators.

Signature:

Designation: Director of Transport, Environmental and Community Services

Date: 5 March 2010

Author: Neil Downie

Background Papers: SPI, IPI Data, Audit Scotland Report

Appendix A – Statutory Performance Indicators

Environmental Health	2009/2010 Third Quarter	2008/2009 Third Quarter
Food hygiene – the percentage of premises with a minimum inspection frequency of 6 months, that were inspected on time	100%	100%
Food hygiene – the percentage of premises with a minimum inspection frequency of 12 months, that were inspected on time	98%	100%
Food hygiene – the percentage of premises with a minimum inspection frequency of more than 12 months, that were inspected on time	72%	100%
The number of complaints of domestic noise received during the year settled without the need for attendance on the site	12	1
The number of complaints of domestic noise received during the year requiring attendance on site	14	8
Dealt with under part V of the ASB Act	0	0
For those domestic complaints requiring attendance on site the time between receiving the complaint and attendance on site	22 hours	19 hours
The number of complaints of non-domestic noise received during the year settled without the need for formal action	No Longer a P.I.	5
The number of complaints of non-domestic noise received during the year requiring formal action	No Longer a P.I.	0
The average time taken to institute formal action in non-domestic noise complaints	No Longer a P.I.	N/A

Roads & Community Works	2009/2010 Third Quarter	2008/2009 Third Quarter
Carriageway condition - the percentage of the road network that should be considered for maintenance treatment - overall	Measured annually	Measured annually
Number of abandoned vehicles which require to be removed by the Council	37	5
Percentage (of abandoned vehicles) removed within 14 days	9%	80%
Cleanliness - the cleanliness index achieved following inspection of a sample of streets and other relevant land	77%	73%
Trading Standards	2009/2010 Third Quarter	2008/2009 Third Quarter
Enquiries, complaints and advice - the percentage of consumer complaints completed within 14 days of receipt	70.1%	66.2%
Enquiries, complaints and advice - the percentage of business advice requests completed within 14 days of receipt	90.0%	96.9%
Inspection of trading premises - the percentage of target visits to premises in the high risk inspection category achieved	Now an Internal P.I. (see below)	6.7%
Inspection of trading premises - the percentage of target visits to premises in the medium risk inspection category achieved	No Longer a P.I.	11.4%

Transport & Infrastructure	2009/2010 Third Quarter	2008/2009 Third Quarter
Bridges - Road Network Restrictions - the percentage of assessed bridges that fail to meet standard of 40 tonnes	31.2%	31.5%
Bridges - Road Network Restrictions - the percentage of assessed bridges that have a weight or width restriction	1.09%	1%
Traffic light repairs - the percentage of all traffic light repairs completed within 48 hours	Measured annually	Measured annually
Street lighting - the percentage of all street light repairs completed within 7 days	Measured annually	Measured annually
Street lighting - the proportion of lighting columns that are over 30 years old	Measured annually	Measured annually
Waste Management	2009/2010 Third Quarter	2008/2009 Third Quarter
Refuse collection complaints - the number of complaints per 1,000 households	0.7	1.0
Refuse Collection - Net cost of refuse collection per premise	Measured annually	Measured annually
Refuse Collection - Net cost of refuse disposal per premise	Measured annually	Measured annually
Refuse recycling - the percentage of Municipal waste collected that was composted by the authority	9.8%	9.2%
Refuse recycling - the percentage of Municipal waste collected that was disposed of by other recycling or recovery methods	21.3%	20.0%
Refuse recycling - the percentage of Municipal waste collected that was used for landfill	68.8%	69.8%

Appendix B – Internal Performance Indicators

Environmental Health	2009/2010 Third Quarter	2008/2009 Third Quarter
Food standard inspections - percentage of programmed high risk inspections carried out	100%	100%
Workplace Safety Inspections - the percentage inspected within time 12 months	75%	100%
Workplace Safety Inspections - the percentage inspected within time 18 months	100%	100%
Workplace Safety Inspections - the percentage inspected within time 24 months	54%	100%
Response to consultants submissions % within 21 days (improvement measure)	100%	100%
Roads & Community Works	2009/2010 Third Quarter	2008/2009 Third Quarter
Pest Control - the percentage of responses for high-priority which met the national target	Measured annually	Measured annually
Pest Control - the percentage of responses for low-priority which met the national target	Measured annually	Measured annually
Public Conveniences cleaning SLA - performance	83%	82%
Grounds Maintenance SLA - performance	78%	76%
Carriageway condition - the percentage of the road network that should be considered for maintenance treatment - A class roads	Measured annually	Measured annually
Carriageway condition - the percentage of the road network that should be considered for maintenance treatment - B & C class roads	Measured annually	Measured annually
Carriageway condition - the percentage of the road network that should be considered for maintenance treatment - unclassified roads	Measured annually	Measured annually

Trading Standards	2009/2010 Third Quarter	2008/2009 Third Quarter
Inspection of trading premises - the percentage of target visits to premises in the high risk inspection category achieved	14.9%	6.7%
Enquiries, complaints and advice - the percentage of consumer enquiries completed on the same day of receipt (Formerly SPI)	77.8%	71.4%
Weights & Measures Certificates - % completed in time from verification to issue of 10 days	100%	100%
Taxi/PHC enforcement - ratio of actual number of routine inspections to programmed number of routine inspections	30.7%	25.5%
Transport & Infrastructure	2009/2010 Third Quarter	2008/2009 Third Quarter
Bridge Inspections - % of bridges assessed within the year	Measured annually	Measured annually
Waste Management	2009/2010 Third Quarter	2008/2009 Third Quarter
Waste management sites – the percentage of Contraventions requiring Immediate Remedy (CIR) on SEPA inspection reports	0.0%	0.0%
Waste management sites – the percentage of Contraventions requiring Improvement Action (CIA) on SEPA inspection reports	0.0%	0.0%