

The Highland Council



**STATUTORY  
PERFORMANCE  
INDICATORS  
2005 – 2006**

THE HIGHLAND COUNCIL  
Statutory Performance Indicators Year ending 31<sup>st</sup> March 2006

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HIGHLAND COUNCIL  
Performance Indicators Year ending 31<sup>st</sup> March 2006

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.

<b>ADULT SOCIAL WORK</b>
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**COMMUNITY CARE SERVICES**

INDICATOR 1 – Median time taken (days) to provide community care services from first identification of need to first service provision. *“New Indicator”*

	Persons receiving an assessment or review			
	Number		Median (days)	
	2005/06	2004/05	2005/06	2004/05
a) Total Persons with Service	<b>FTR</b>	-	<b>FTR</b>	-

Where FTR: Failed to Return

**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: *“Changed Indicator”*

	Percentage of staff with appropriate qualifications	
	2005/06	2004/05
Older people (age 65+)	<b>41.2</b>	-
Other adults	<b>50.0</b>	-
Overall total	<b>42.2</b>	-

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	
	2005/06	2004/05	2005/06	2004/05	2005/06	2004/05	2005/06	2004/05
<b>Single Rooms</b>								
Older people (age 65+)	<b>98.8</b>	96.8	<b>100</b>	92.4	<b>93.2</b>	81.9	<b>94.4</b>	84.9
Other adults	<b>100</b>	100	<b>100</b>	79.2	<b>100</b>	81.1	<b>100</b>	81.7
<b>En-suite facilities</b>								
Older people (age 65+)	<b>61.6</b>	59.6	<b>65.1</b>	62.9	<b>82.2</b>	71.4	<b>78.1</b>	69.0
Other adults	<b>78.9</b>	76.9	<b>73.8</b>	53.8	<b>67.9</b>	57.9	<b>70.7</b>	58.0

**ADULT SOCIAL WORK (cont)**

**HOME CARE/HOME HELPS**

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

	Number of home care hours		As a rate per 1,000 population aged 65+	
	2005/06	2004/05	2005/06	2004/05
<b>Level of Service</b>				
The number of home care hours per 1,000 population age 65+	<b>12,583</b>	15,582	<b>343.7</b>	433.1
	No of homecare clients		Percentage of homecare clients	
<b>Flexibility</b>				
Total receiving personal care	<b>1,765</b>	1,595	<b>71.5</b>	65.8
Total receiving a service during evenings/overnight	<b>417</b>	446	<b>16.9</b>	18.4
Total receiving a service at weekends	<b>989</b>	966	<b>40.1</b>	39.9

**RESPIRE CARE**

INDICATOR 5 - Provision of respite care *“simplified indicator”*

	Per 1,000 older people age 65+		Per 1,000 other adults aged 18-64	
	2005/06	2004/05	2005/06	2004/05
Total overnight respite nights provided	<b>448.9</b>	-	<b>46.3</b>	-
% of respite nights not in a care home	<b>5.7%</b>	-	<b>21.0%</b>	-
Total daytime respite hours provided	<b>875.9</b>	-	<b>143.0</b>	-
% daytime respite not in a day centre	<b>19.2%</b>	-	<b>34.4%</b>	-

**CRIMINAL JUSTICE**

INDICATOR 6 - Social enquiry reports *“simplified indicator”*

	2005/06	2004/05
a) Number of reports submitted to the courts during the year	<b>1,283</b>	1,395
b) % of reports submitted to courts by the due date	<b>97.8%</b>	98.4%

INDICATOR 7 – Probation *“simplified indicator”*

	2005/06	2004/05
a) Number of new Probation Orders issued during the year	<b>291</b>	276
b) % of new probationers seen by a supervising officer within one week	<b>57.0%</b>	37.0%

INDICATOR 8 – Community service

	2005/06	2004/05
a) Number of new community service orders issued during the year	<b>327</b>	355
b) The average number of hours per week to complete community orders	<b>2.7</b>	3.2

## BENEFITS ADMINISTRATION

### 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	
	2005/06	2004/05
<b>The average weighted caseload</b>	<b>9,059</b>	9,245
Rent rebate caseload	<b>4,334</b>	4,488
Private rented sector caseload	<b>5,048</b>	4,896
Registered social landlord caseload	<b>19,877</b>	19,720

	Gross cost per case	
	2005/06 £	2004/05 £
Gross administration cost per weighted case-	<b>88.74</b>	83.85

#### PROCESSING TIME

INDICATOR 2 - The time for processing applications from the date of receipt of the application to the posting of the notification of the outcome

Type of claim	Number of claims		Average time to process (days)	
	2005/06	2004/05	2005/06	2004/05
New claims	<b>13,669</b>	16,483	<b>32.8</b>	<b>45.0</b>
Notifications of change in circumstances	<b>13,614</b>	39,136	<b>13.4</b>	<b>5.8</b>

#### ACCURACY AND SECURITY OF PROCESSING

*“changed indicator”*

INDICATOR 3 –Accuracy and security of processing

	% of cases	
	2005/06	2004/05
a) The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination, for a sample of cases checked post- determination.	<b>98.6</b>	98.6
	<b>2005/06</b>	2004/05
b) Recoverable housing benefit overpayments in the year that were recovered as a percentage of housing benefit overpayments identified.	<b>108.7</b>	-
c) Recoverable housing benefit overpayments in the year that were recovered as a percentage of total overpayment debt at start of year plus in-year overpayments.	<b>61.9</b>	-
d) Percentage of housing benefit overpayments written off	<b>5.3</b>	-

## CORPORATE MANAGEMENT

#### SICKNESS ABSENCE

INDICATOR 1 - The number of days lost through sickness absence expressed as a percentage of the total working days available, for the following groups of staff:

Staff Groupings	Percentage of days lost	
	2005/06	2004/05
	%	%
Chief officers and local government employees	<b>4.6</b>	4.9
Craft employees	<b>8.2</b>	6.2
Teachers	<b>3.8</b>	3.4

**CORPORATE MANAGEMENT (cont)**

**CLAIMS**

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

	<b>2005/06</b>	2004/05
a) Number of claims per 10,000 population	<b>10.8</b>	13.9
b) Claims value as a percentage of revenue budget	<b>0.1%</b>	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	
	<b>2005/06</b>	2004/05	<b>2005/06</b>	2004/05
In top 2% of all employees	<b>60</b>	47	<b>30.9</b>	25.5
In top 5% of all employees	<b>196</b>	183	<b>35.7</b>	34.7

**PUBLIC ACCESS**

INDICATOR 4 – public access

	<b>2005/06</b>	2004/05
Number of council buildings from which the Council delivers services to the public	<b>209</b>	325
Percentage of these in which all public areas are suitable and accessible to disabled people	<b>24.9</b>	3.4

**COUNCIL TAX COLLECTION**

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

	<b>2004/05</b>	2004/05
	<b>£</b>	£
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	<b>17.61</b>	17.68

INDICATOR 6 – Current year income

	<b>2005/06</b>	2004/05
	<b>£,000</b>	£,000
a) the income due from Council Tax for the year, excluding reliefs and rebates	<b>83,550</b>	76,152

	<b>2005/06</b>	2004/05
	<b>%</b>	%
b) the percentage of (a) that was received during the year	<b>95.1</b>	94.1

**NON DOMESTIC RATES**

INDICATOR 7 - Current year income

	<b>2005/06</b>	2004/05
	<b>£,000</b>	£,000
a) the income due from Non Domestic Rates for the year, excluding reliefs	<b>75,768</b>	73,914

	<b>2005/06</b>	2003/04
	<b>%</b>	%
b) the percentage of (a) that was received during the year	<b>97.4</b>	96.0

**CORPORATE MANAGEMENT (cont)**

**PAYMENT OF INVOICES**

INDICATOR 8 Payment of invoices

	<b>2005/06</b>	2004/05
	<b>%</b>	%
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	<b>88.8</b>	90.0

**CULTURAL AND COMMUNITY SERVICES**

**SPORT AND LEISURE MANAGEMENT**

INDICATOR 1 Sport and leisure management

	<b>2005/06</b>	2004/05
a) The number of attendances per 1,000 population for all pools	<b>5,423</b>	4,963

INDICATOR 2 Attendance at indoor sports facilities excluding pools

	<b>2005/06</b>	2004/05
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	<b>2,722</b>	2,751

**MUSEUMS**

INDICATOR 3 - Museums

	<b>2005/06</b>	2004/05
a) The number of museums operated or financially supported by the Council	<b>20</b>	20
b) The percentage of these which are registered under the Museum and Galleries Commission registration scheme	<b>100.0%</b>	100.0%

**LIBRARIES**

INDICATOR 4 - Library stock turnover

Changes in library stock:

	Adult lending stock		Children's and teenage lending stock	
	<b>2005/06</b>	2004/05	<b>2005/06</b>	2004/05
Recommended national target for annual number of additions per 1,000 population	<b>280</b>	280	<b>100</b>	100
Actual number of additions per 1,000 population	<b>230</b>	219	<b>74</b>	78
Total number of closing stock items at year end per 1,000 population	<b>1,101</b>	1,108	<b>525</b>	534

INDICATOR 5 - Use of libraries

Borrowers from public libraries:

	<b>2005/06</b>	2004/05
a) Borrowers as a percentage of the resident population	<b>22.8</b>	23.2
b) The average number of issues per library borrower	<b>29.5</b>	30.6

**CULTURAL AND COMMUNITY SERVICES (cont)**

INDICATOR 6 – Lifelong Learning  
Learning Centre and Learning Access Point Users

	2005/06	2004/05
a) The number of users as a percentage of the resident population	<b>10.8%</b>	9.3%
b) The number of occasions the terminals are accessed per 1,000 population	<b>644</b>	625

**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	
	2005/06	2004/05	2005/06	2004/05
Householder	<b>1,577</b>	1,646	<b>76.8</b>	76.3
Non-householder	<b>3,128</b>	3,329	<b>45.3</b>	43.6
Total	<b>4,705</b>	4,975	<b>55.9</b>	54.4

INDICATOR 2 - The number of appeals which were successful

	2005/06	2004/05
a) The number of planning determinations made by the Council	<b>4,705</b>	4,975
b) The number of planning determinations that went to appeal	<b>42</b>	27
c) as a percentage of the number of planning determinations made by the Council	<b>0.5%</b>	0.1%
d) as a percentage of the number of determinations that went to appeal	<b>52.4%</b>	22.2%

INDICATOR 3 - Development Plans

	2005/06	2004/05
	%	%
The percentage of the population covered by a Local Plan which has been adopted or finalised within the last five years	<b>71.0</b>	77.0

**EDUCATION & CHILDREN'S SERVICES**

**PRIMARY SCHOOLS**

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

	2005/06	2004/05
	%	%
40% or less	<b>14.1</b>	12.6
41% to 60%	<b>32.1</b>	26.8
61% to 80%	<b>29.9</b>	36.1
81% to 100%	<b>19.6</b>	19.1
101% or more	<b>4.3</b>	5.5

	2005/06	2004/05
b) The total number of primary schools	<b>184</b>	183



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

**SECONDARY SCHOOLS**

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

	<b>2005/06</b>	2004/05
	<b>%</b>	%
40% or less	<b>0.0</b>	3.4
41% to 60%	<b>20.7</b>	20.7
61% to 80%	<b>34.5</b>	27.6
81% to 100%	<b>34.5</b>	41.4
101% or more	<b>10.3</b>	6.9

	<b>2005/06</b>	2004/05
b)The total number of secondary schools	<b>29</b>	29

**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	
	<b>2005/06</b>	2004/05	<b>2005/06</b>	2004/05	<b>2005/06</b>	2004/05	<b>2005/06</b>	2004/05
Secondary schools	<b>32</b>	28	<b>34.0</b>	29.5	<b>847</b>	829	<b>59.3</b>	57.5
Primary schools	<b>190</b>	188	<b>83.3</b>	83.6	<b>1,340</b>	1,307	<b>91.8</b>	92.5
Special schools	<b>3</b>	3	<b>50.0</b>	42.9	<b>38</b>	41	<b>80.9</b>	78.8
Total	<b>225</b>	219	<b>68.6</b>	67.0	<b>2,225</b>	2,177	<b>75.8</b>	74.9

**CHILDREN'S REPORTER LIAISON**

INDICATOR 4 – Social background reports. *“Changed Indicator”*

	<b>2005/06</b>	2004/05
a)The number of reports submitted to the Reporter during the year	<b>681</b>	-
b) The percentage of reports requested by the Reporter which were submitted within target time (20 days)	<b>37.2%</b>	-

**LOOKED AFTER CHILDREN**

INDICATOR 5 – Supervision

	<b>2005/06</b>	2004/05
a)The number of new supervision requirements made during the year	<b>84</b>	97
b) The percentage of children seen by a supervising officer within 15 working days.	<b>84.5%</b>	77.3%

INDICATOR 6 – Academic achievement of children ceasing to be looked after – *“Changed Indicator”*

	Number of children		% of children discharged from care	
	<b>2005/06</b>	2004/05	<b>2005/06</b>	2004/05
Number ceasing to be looked after	<b>25</b>	12	-	-
Attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	<b>18</b>	8	<b>72.0</b>	66.7
Attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	<b>16</b>	7	<b>64.0</b>	58.3
Number and % attaining at least one Standard Grade	<b>18</b>	8	<b>72.0</b>	66.7
Number and % attaining Standard Grade English and Maths	<b>16</b>	7	<b>64.0</b>	58.3

**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. ***“Changed Indicator”***

	Percentage of staff with appropriate qualifications	
	2005/06	2004/05
The percentage of care staff in local authority residential children's homes who have appropriate qualifications for the level of post held	<b>26.3</b>	-

INDICATOR 8 – Privacy: The number of single rooms and the number of rooms with en-suite facilities, expressed as a percentage of all residential care places for children, used by the Council.

	The number of rooms expressed as a % of all residential care places	
	2005/06	2004/05
Children - single rooms	<b>100.0</b>	100.0
Children – rooms with en suite	<b>20.7</b>	20.5

**RESPITE CARE**

INDICATOR 9 – Provision of respite services – ***“Simplified Indicator”***

- a) For children with disabilities receiving respite care away from home, the number of respite care bed-nights per 1,000 children aged 0-17
- b) For children with disabilities receiving respite care at home, the number of respite care hours per 1,000 children aged 0-17

	Volume of respite care		Number per 1,000 children aged 0-17	
	2005/06	2004/05	2005/06	2004/05
Total overnight respite nights provided	<b>2,448</b>	-	<b>54.2</b>	-
Number and percentage of respite nights not in a care home	<b>1,597</b>	-	<b>65.2%</b>	-
Total hours daytime respite provided	<b>14,585</b>	-	<b>323.2</b>	-
Number and percentage of daytime respite hours provided not in a day care centre	<b>9,218</b>	-	<b>63.2%</b>	-

**HOUSING**

**RESPONSE REPAIRS**

INDICATOR 1 – Response Repairs ***“Transitional 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 time for each priority category
- d) The percentage of repairs due to be completed within 24 hours that were completed within target

a) Priority category set by the Council	b) number		c) %		d) %	
	2005/06	2004/05	2005/06	2004/05	2005/06	2004/05
Emergency – 24 hours	<b>7,979</b>	12,594	<b>87.8</b>	97.5	<b>87.8</b>	97.5
Urgent – 3 days	<b>11,224</b>	11,966	<b>78.6</b>	93.1		
Routine – 20 days	<b>14,956</b>	15,646	<b>86.5</b>	88.7		

## HOUSING (cont)

### MANAGING TENANCY CHANGES

INDICATOR 2 - Managing tenancy changes

	2005/06 %	2004/05 %
The total annual rent loss due to voids, expressed as a percentage of the total amount of rent due in the year.	<b>2.0</b>	1.8

INDICATOR 3 – The time taken by the Council to re-let houses, analysed by the following time bands – “*Changed Indicator*”

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	
	2005/06	2004/05	2005/06	2004/05	2005/06	2004/05	2005/06	2004/05
Less than 2 weeks	<b>71</b>	-	<b>0</b>	-	<b>7.0</b>	-	<b>0</b>	-
2-4 weeks	<b>241</b>	-	<b>1</b>	-	<b>23.7</b>	-	<b>7.1</b>	-
5-8 weeks	<b>273</b>	-	<b>0</b>	-	<b>26.8</b>	-	<b>0</b>	-
9-16 weeks	<b>272</b>	-	<b>3</b>	-	<b>26.7</b>	-	<b>21.4</b>	-
More than 16 weeks	<b>161</b>	-	<b>10</b>	-	<b>15.8</b>	-	<b>71.4</b>	-
Total	<b>1,018</b>	-	<b>14</b>	-	<b>100.0</b>	-	<b>100.0</b>	-

	2005/06 Days	2004/05 Days	2005/06 Days	2004/05 Days
Average time taken to re-let	<b>66</b>	-	<b>174</b>	-

### RENT ARREARS

INDICATOR 4 – rent arrears

	2005/06	2004/05
a) Current tenants arrears as a percentage of the net amount of rent due in the year	<b>5.8</b>	7.1
b) The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	<b>4.0</b>	5.1

### COUNCIL HOUSE SALES

INDICATOR 5 – Council House Sales

	2005/06	2004/05
a) The percentage of house sales completed within 26 weeks	<b>58.0</b>	53.3
b) The average time for council house sales	<b>27 weeks</b>	28 weeks

### HOMELESSNESS

INDICATOR 6 - Homelessness

	2005/06	2004/05
a) The number of households assessed as homeless or potentially homeless during the year	<b>1,836</b>	1,723
b) The average time between presentation and completion of duty by the Council, for those cases assessed as homeless or potentially homeless.(for those cases completed during the year)	<b>16.0 weeks</b>	12.7 weeks
c) The percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed, as a percentage of all cases assessed as homeless or potentially homeless during the year	<b>19.1%</b>	14.5%

**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 – *“Changed Indicator”*

Minimum inspection frequency	Number to be inspected in the year		% of inspections undertaken within time	
	2005/06	2004/05	2005/06	2004/05
Approved Premises	<b>141</b>	-	<b>100.0</b>	-
6 months	<b>28</b>	48	<b>100.0</b>	95.8
12 months	<b>316</b>	266	<b>98.4</b>	100.0
More than 12 months	<b>1,573</b>	2,586	<b>45.4</b>	30.6

**NOISE COMPLAINTS**

INDICATOR 2 – Noise Complaints completed during the year

	2005/06	2004/05
(i) Total number of complaints	<b>125</b>	136
(ii) The number of complaints settled on first contact with the complainant	<b>5</b>	19
(iii) the percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt of complaint	<b>100%</b>	100%
(iv) The number of complaints where following initial enquiry, the Council recognises its responsibility to take further action in relation to the problem	<b>120</b>	117
(v) The percentage of complaints requiring further action, completed within 14 (calendar) days of the receipt of the complaint.	<b>80.8%</b>	61.5%

**TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE**

INDICATOR 3 - 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	
	2005/06	2004/05	2005/06	2004/05
Consumer complaints dealt with within 14 days of receipt	<b>1,487</b>	1,632	<b>66.8</b>	76.0
Business advice requests dealt with within 14 days of receipt	<b>661</b>	219	<b>97.3</b>	96.1

INDICATOR 4 – Trading Standards inspection and standards compliance. *“Changed Indicator”*

Level of risk	i) locally agreed determined target visit frequency	ii) number of premises in risk category	iii) target total number of visits	iv) % of (iii) actually achieved
High	<b>2005/06</b> every 12 months	<b>208</b>	<b>208</b>	<b>79.3</b>
	2004/05 every 12 months	224	224	27.7
Medium	<b>2005/06</b> every 2 years	<b>2,646</b>	<b>1,323</b>	<b>63.0</b>
	2004/05 every 2 years	2,516	1,340	78.7
Low	<b>2005/06</b> every 5 years	<b>3,938</b>	<b>798</b>	<b>19.5</b>
	2004/05 every 5 years	4,487	958	87.9

## ROADS AND LIGHTING

### CARRIAGEWAY CONDITION

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

Road classes	Percentage of road network	
	2005/06	2004/05
A class	<b>24.5</b>	25.6
B class	<b>38.0</b>	30.6
C class	<b>17.9</b>	21.6
Unclassified roads	<b>49.1</b>	37.2
Overall	<b>35.6</b>	30.5

### TRAFFIC LIGHT REPAIRS

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

	2005/06	2004/05
a) number of repairs to be completed	<b>42</b>	74
b) % of repairs completed within 48 hours	<b>92.9</b>	97.3

### STREET LIGHT REPAIRS

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

	2005/06	2004/05
a) number of repairs to be completed	<b>6,942</b>	7,283
b) % of repairs completed within 7 days	<b>98.2</b>	96.4

INDICATOR 4 Street lighting columns that are over 30 years old

	2005/06	2004/05
% of street lighting columns that are over 30 years old	<b>48.1%</b>	20.3%

INDICATOR 5 - Bridges - Road Network Restrictions

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

	2005/06	2004/05
a) fail to meet the European standard of 40 tonnes	<b>32.4%</b>	32.6%
b) have the weight or width restriction placed on them	<b>1.2%</b>	1.1%

## WASTE MANAGEMENT

### REFUSE COLLECTION AND DISPOSAL COSTS

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

The net cost of:

	2005/06 £	2004/05 £
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise	<b>53.46</b>	<b>56.91</b>
b) Refuse disposal per premise	<b>139.91</b>	<b>101.05</b>

<b>WASTE MANAGEMENT (cont)</b>
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**REFUSE COLLECTION COMPLAINTS**

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

	<b>2005/06</b>	2004/05
Number of complaints per 1,000 households	<b>21.6</b>	8.1

**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		%	
	<b>2005/06</b>	2004/05	<b>2005/06</b>	2004/05
Landfilled	<b>128,997.0</b>	-	<b>80.1</b>	-
Composted	<b>11,431.7</b>	-	<b>7.1</b>	-
Recycled	<b>20,653.3</b>	-	<b>12.8</b>	-
Other recovery including energy from waste	<b>0.0</b>	-	<b>0.0</b>	-
Total tonnes	<b>161,082.0</b>	-	<b>100</b>	-
Total biodegradable municipal waste landfilled	<b>81,996.8</b>	-	<b>50.9</b>	-

**CLEANLINESS**

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

	<b>2005/06</b>	2004/05
Overall Cleanliness Index	<b>73</b>	70

<b>THE HIGHLAND COUNCIL</b>		
	<b>Please contact the following with any queries</b>	
<b>Indicators</b>	<b>Contact Name</b>	<b>Telephone Number</b>
<b>Benefits Administration</b>	Allan Gunn	01463 702491
<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	Allan Gunn	01463 702491
Non Domestic Rates	Allan Gunn	01463 702491
Payment of Invoices	Catherine Hessem	01463 702412
<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	Alan Cowie	01349 868222
Teaching staff equal opportunities	Alan Cowie	01349 868222
Children's reporter liaison	Alan Knott	01463 703441
Children being looked after-supervision	Alan Knott	01463 703441
Children being looked after-academic attainment	Alan Knott	01463 703441
Staff qualifications-residential children's homes	Alan Knott	01463 703441
Privacy	Alan Knott	01463 703441
Respite care	Alan Knott	01463 703441
<b>Housing</b>	Alan Knott	01463 703441
<b>Planning and Development Services</b>	Richard Hartland	01463 702254
<b>Protective Services</b>		
Food Safety Hygiene Inspections	Alistair Thomson	01463 702516
Noise Complaints	Alistair Thomson	01463 702516
Trading Standards	Nigel Mackenzie	01463 228705
<b>Roads and Lighting</b>		
Carriageway Condition	Richard Evans	01463 702642
Lighting Repairs Response	Andrew Matheson	01463 703166
Bridges- Road Network Restrictions	Richard Evans	01463 702642
<b>Social Work</b>	Alan Knott	01463 703441
<b>Waste Management</b>		
Refuse Collection and Disposal	Brian Donnet	01463 702537
Refuse Collection Complaints	Brian Donnet	01463 702537
Refuse Recycling	Colin Clark	01463 702527
Cleanliness	Brian Donnet	01463 702537