

The Highland Council
Highland & Islands Fire and Rescue Service
and
Northern Constabulary



**STATUTORY
PERFORMANCE
INDICATORS**

2007 – 2008



THE HIGHLAND COUNCIL
Statutory Performance Indicators Year ending 31 March 2008

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THE HIGHLAND COUNCIL
Performance Indicators Year ending 31 March 2008

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:

- ✓ where performance has improved by 5% or more.
- * where performance has declined by 5% or more.
- where there is no significant change in performance
- where the indicator is New / Changed / or No comparison is possible.

2005/06 vs 2004/05	2006/07 vs 2005/06	2007/08 vs 2006/07
22	25	37
19	24	29
23	35	36

ADULT SOCIAL WORK

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		
	06/07	07/08	Progress
Older people (age 65+)	46.9	59.4	✓
Other adults	64.7	77.1	✓
Overall total	49.0	61.5	■

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		
	06/07	07/08	06/07	07/08	06/07	07/08	06/07	07/08	Progress
Single Rooms									
Older people (age 65+)	100	100	97.0	96.8	95.7	96.3	96.5	96.9	—
Other adults	100	100	100	91.5	100	93.8	100	94.4	*
En-suite facilities									
Older people (age 65+)	62.7	62.7	75.0	82.9	93.1	86.9	86.1	82.8	—
Other adults	97.8	97.8	86.4	48.9	85.6	71.6	87.0	71.9	*

ADULT SOCIAL WORK (cont)

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+		
	06/07	07/08	06/07	07/08	Progress
The number of home care hours per 1,000 population age 65+	11,698	10,158	312.1	267.1	*
	No of homecare clients		Percentage of homecare clients		
Flexibility	06/07	07/08	06/07	07/08	Progress
Total receiving personal care	1,607	1,523	79.3	82.9	—
Total receiving a service during evenings/overnight	396	398	19.5	21.7	✓
Total receiving a service at weekends	1,093	909	53.9	49.5	*

RESPIRE CARE

INDICATOR 5 – Provision of respite care

	Per 1,000 older people age 65+			Per 1,000 other adults aged 18-64		
	06/07	07/08	Progress	06/07	07/08	Progress
Total overnight respite nights provided	295.4	167.7	*	37.7	39.3	—
% of respite nights not in a care home	2.2%	1.8%	*	10.5%	3.1%	*
Total daytime respite hours provided	758.3	727.2	—	181.4	248.8	✓
% daytime respite not in a day centre	18.6%	18.8%	—	22.5%	13.7%	*

CRIMINAL JUSTICE

INDICATOR 6 – Social enquiry reports

	06/07	07/08	Progress
a) Number of reports submitted to the courts during the year	1,279	1,615	
b) % of reports submitted to courts by the due date	99.2%	92.6%	*

INDICATOR 7 – Probation

	06/07	07/08	Progress
a) Number of new Probation Orders issued during the year	271	359	
b) % of new probationers seen by a supervising officer within one week	81.1%	62.9%	*

INDICATOR 8 – Community service

	06/07	07/08	Progress
a) Number of new community service orders issued during the year	379	539	
b) The average number of hours per week to complete community orders	3.1	2.9	✓

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.

The average weighted caseload	Number of cases	
	06/07	07/08
Rent rebate caseload	13,498	12,903
Private rented sector caseload	3,385	4,313
Registered social landlord caseload	5,446	5,912
Council Tax Benefit caseload	27,752	27,991

	Gross cost per case		
	06/07 £	07/08 £	Progress
Gross administration cost per weighted case-	68.60	65.12	✓

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)		
	06/07	07/08	06/07	07/08	Progress
New claims	13,054	10,267	28.7	38.4	✗
Notifications of change in circumstances	13,120	10,467	10.4	14.8	✗

ACCURACY AND SECURITY OF PROCESSING

INDICATOR 3 – Accuracy and security of processing

	% of cases		
	06/07	07/08	Progress
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.	98.6	98.0	—
b) Recoverable housing benefit overpayments in the year that were recovered as a percentage of housing benefit overpayments identified.	112.3	98.5	✗
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.	67.7	66.2	—
d) Percentage of housing benefit overpayments written off	1.6	3.0	✗

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		
	06/07	07/08	Progress
Chief officers and local government employees	4.8	5.0	—
Craft employees	6.7	6.1	✓
Teachers	3.9	4.0	—

CLAIMS

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

	06/07	07/08	Progress
a) Number of claims per 10,000 population	10.6	8.4	✓
b) Claims value as a percentage of revenue budget	0.2%	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		
	06/07	07/08	06/07	07/08	Progress
In top 2% of all employees	63	68	27.6	30.0	✓
In top 5% of all employees	181	179	35.9	36.6	—

PUBLIC ACCESS

INDICATOR 4 – Public Access

	06/07	07/08	Progress
Number of council buildings from which the Council delivers services to the public	168	171	
Percentage of these in which all public areas are suitable and accessible to disabled people	61.3	70.2	✓

COUNCIL TAX COLLECTION

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

	06/07	07/08	Progress
	£	£	
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	18.28	18.61	—

CORPORATE MANAGEMENT (cont)

INDICATOR 6 – Current year income

	06/07	07/08	
	£,000	£,000	
a) the income due from Council Tax for the year, excluding reliefs and rebates	89,064	93,748	
	06/07	07/08	
	%	%	Progress
b) the percentage of (a) that was received during the year	95.4	95.5	—

PAYMENT OF INVOICES

INDICATOR 7– Payment of invoices

	06/07	07/08	
	%	%	Progress
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	83.8	83.9	—

ASSET MANAGEMENT

INDICATOR 8 – Condition and Suitability

	06/07	07/08	
	m ²	m ²	
Gross internal floor area of operational accommodation (m ²)	645,281	651,611	
	%	%	Progress
a) the proportion of operational accommodation that is in a satisfactory condition	54.5	63.2	✓
	06/07	07/08	
Number of operational buildings	1,481	1462	
	%	%	Progress
b) the proportion of operational accommodation that is suitable for its current use	59.7	60.0	—

CULTURAL AND COMMUNITY SERVICES

SPORT AND LEISURE MANAGEMENT

INDICATOR 1 – Sport and leisure management

	06/07	07/08	Progress
a) The number of attendances per 1,000 population for all pools	5,060	5,332	✓

INDICATOR 2 – Attendance at indoor sports facilities excluding pools

	06/07	07/08	Progress
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	2,753	3,400	✓

CULTURAL AND COMMUNITY SERVICES (cont)

MUSEUMS

INDICATOR 3 – Museums

	06/07	07/08	Progress
a) The number of visits to/usages of council funded or part funded museums per 1,000 population	1,074	1,766	✓
b) The number of those visits that were in person per 1,000 population	766	995	✓

LIBRARIES

INDICATOR 4 – Changes in library stock:

Changes in library stock:

	Adult lending stock			Children's and teenage lending stock		
	06/07	07/08	Progress	06/07	07/08	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	198	205		66	86	
The percentage of the national target met for replenishing lending stock for adults / children and teenagers	70.7	73.2	✓	66.0	86.0	✓
Total number of closing stock items at year end per 1,000 population	1,054	1,029		515	510	

INDICATOR 5 – Use of libraries

Borrowers from public libraries:

	06/07	07/08	Progress
a) number of visits per 1,000 population	5,194	4,993	—
b) Borrowers as a percentage of the resident population	21.9	21.5	—

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

	06/07	07/08	Progress
a) The number of users as a percentage of the resident population	12.6% #	15.0	#
b) The number of occasions the terminals are accessed per 1,000 population	658.5 #	913.0	#

Data Collection for this indicator has been classed as unreliable in 06/07.

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		
	06/07	07/08	06/07	07/08	Progress
Householder	1,468	1,345	79.6	79.6	—
Non-householder	3,354	3,163	47.4	47.7	
Total	4,822	4,508	57.2	57.2	—

INDICATOR 2 – The number of appeals which were successful

	06/07	07/08
a) The number of planning determinations made by the Council	4,822	4,508
b) The number of planning determinations that went to appeal	16	19
c) as a percentage of the number of planning determinations made by the Council	0.1%	0.2%
d) as a percentage of the number of determinations that went to appeal	33.3%	52.6%

INDICATOR 3 – Development Plans

	06/07	07/08	Progress
	%	%	
The percentage of the population covered by a Local Plan which has been adopted or finalised within the last five years	72.0	59.0	*

EDUCATION & CHILDREN'S SERVICES

PRIMARY SCHOOLS

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

	06/07	07/08	Progress
	%	%	
40% or less	16.8	18.5	
41% to 60%	27.2	31.0	
61% to 80%	36.4	33.7	
81% to 100%	14.7	13.6	
101% or more	4.9	3.3	
% of schools in which the ratio of pupils to places is between 61% and 100%	51.1	47.3	*

	06/07	07/08
b) The total number of primary schools	184	184

EDUCATION & CHILDREN'S SERVICES (cont)

SECONDARY SCHOOLS

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

	06/07	07/08	Progress
	%	%	
40% or less	0.0	0.0	
41% to 60%	17.2	20.7	
61% to 80%	37.9	34.5	
81% to 100%	31.0	27.6	
101% or more	13.8	17.2	
% of schools in which the ratio of pupils to places is between 61% and 100%	69.0	62.1	x

	06/07	07/08
b) The total number of secondary schools	29	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	
	06/07	07/08	06/07	07/08	06/07	07/08	06/07	07/08
Secondary schools	33	34	35.5	37.8	826	821	59.5	59.7
Primary schools	166	160	82.2	81.2	1,238	1,214	91.9	91.6
Special schools	3	4	50.0	66.7	41	42	82.0	82.4
Total	202	198	67.1	67.6	2,105	2,077	75.6	75.4
Progress				—				

CHILDREN'S REPORTER LIAISON

INDICATOR 4 – Children's Hearing System reports

	06/07	07/08	Progress
a) The number of reports submitted to the Reporter during the year	799	714	
b) The percentage of reports requested by the Reporter which were submitted within target time (20 days)	49.7%	44.4%	x

LOOKED AFTER CHILDREN

INDICATOR 5 – Supervision

	06/07	07/08	Progress
a) The number of new supervision requirements made during the year	137	118	
b) The percentage of children seen by a supervising officer within 15 working days.	76.6%	81.4%	✓

EDUCATION & CHILDREN'S SERVICES (cont)

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

	At Home		Away from Home		Total	
	06/07	07/08	06/07	07/08	06/07	07/08
Number ceasing to be looked after	18	28	21	13	39	41
Number attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	11	16	14	12	25	28
% attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	61.1	57.1	66.7	92.3	64.1	68.3
Progress		*		✓		✓
Number attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	5	8	10	9	15	17
% attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	27.8	28.6	47.6	69.2	38.5	41.5
Progress		—		✓		✓

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		
	06/07	07/08	Progress
The percentage of care staff in local authority residential children's homes who have appropriate qualifications for the level of post held	23.7	31.1	✓

RESPITE CARE

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

	Volume of respite care		
	06/07	07/08	Progress
Total overnight respite nights provided	3,755	3,418	
Total overnight respite nights provided per 1,000 children aged 0-17	83.6	76.3	*
Percentage of respite nights not in a care home	33.6%	24.8%	*
Total hours daytime respite provided	31,312	29,331	
Total daytime respite hours provided per 1,000 children aged 0-17	697.3	654.9	*
Percentage of daytime respite hours provided not in a day care centre	34.4%	93.0%	✓

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) %		
	06/07	07/08	06/07	07/08	Progress	06/07	07/08	Progress
Emergency – 24 hours	8,750	8,988	90.1	90.5	—	90.1	90.5	—
Urgent – 3 days	11,223	10,497	79.9	82.1	—			
Routine – 20 days	15,168	14,560	84.1	83.0	—			

MANAGING TENANCY CHANGES

INDICATOR 2 – Managing tenancy changes

	06/07 %	07/08 %	Progress
The total annual rent loss due to voids, expressed as a percentage of the total amount of rent due in the year.	2.0	1.7	✓

INDICATOR 3 – 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	
	06/07	07/08	06/07	07/08	06/07	07/08	06/07	07/08
Less than 2 weeks	111	229	0	0	10.1	22.9	0	0
2-4 weeks	260	203	0	0	23.7	20.3	0	0
5-8 weeks	286	247	1	0	26.0	24.7	5.8	0
9-16 weeks	303	234	8	6	27.6	23.4	47.1	60
More than 16 weeks	139	86	8	3	12.6	8.6	47.1	30
Total	1,099	999	17	1	100	100	100	10
% empty houses that were re-let within 4 weeks								
	33.8	53.3	0.0	0.0				
Progress		✓						

	NOT low demand		Low demand	
	06/07 Days	07/08 Days	06/07 Days	07/08 Days
Average time taken to re-let	63	48	282	130
Progress		✓		

HOUSING (cont)

RENT ARREARS

INDICATOR 4 – Rent Arrears

	06/07	07/08	Progress
a) Current tenants arrears as a percentage of the net amount of rent due in the year.	6.3	7.0	×
b) The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	4.4	5.2	×
c) The proportion of those tenants giving up their tenancy during the year that was in rent arrears.	23.2	21.5	✓
Average debt owed by tenants leaving their tenancies with arrears	436.79	499.94	
d) The average number of weeks rent owed by tenants leaving in arrears, as a proportion of the average weekly rent.	8.57	9.06	×
e) The percentage of arrears owed by former tenants that was either written off or collected during the year.	12.8%	8.9%	✓

COUNCIL HOUSE SALES

INDICATOR 5 – Council House Sales

	06/07	07/08	Progress
Number of Council Houses sold	291	223	
a) The percentage of house sales completed within 26 weeks	59.1	53.8	×
b) The average time for council house sales	27 weeks	26 weeks	—

HOMELESSNESS

INDICATOR 6 – Homelessness

	06/07	07/08	Progress
a) The number of households assessed as homeless or potentially homeless during the year	1,635	1,455	
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)	18.3 weeks	25.3 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	18.2%	6.4%	✓

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		
	06/07	07/08	06/07	07/08	Progress
Approved Premises	134	67	81.3	92.7	
6 months	7	5	78.6	100	
12 months	286	261	98.3	99.6	
More than 12 months	1,340	1,532	60.6	61.7	
No. & % of premises with a minimum frequency of 12 months or less that were inspected on time	427	333	92.4	97.5	—

PROTECTIVE SERVICES (cont)

NOISE COMPLAINTS

INDICATOR 2 – Domestic Noise Complaints

	06/07	07/08	Progress
Total Number of Domestic Complaints	96	116	
a(i) The number of complaints settled without the need for attendance on site.	58	60	
% complaints settled without the need for attendance on site.	60.4%	51.7	*
a(ii) The number of complaints requiring attendance on site.	38	56	
% complaints settled following attendance on site.	39.6%	48.3	✓
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.	177 hours	60 hours	✓

INDICATOR 3 – Non-Domestic Noise Complaints

	06/07	07/08	Progress
Total Number of Non-Domestic Complaints	82	73	
a(i) The number of complaints settled without the need for formal action.	82	72	
% complaints settled without the need for formal action	100%	98.6%	—
a(ii) The number of complaints requiring formal action.	0	1	
b For those requiring formal action, the average time (days) to institute formal action.	0 days	147 days	

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		
	06/07	07/08	06/07	07/08	Progress
Consumer complaints dealt with within 14 days of receipt	1,352	1,446	68.6	68.9	—
Business advice requests dealt with within 14 days of receipt	353	445	97.2	96.9	—

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)	06/07	148	148	82.4%	
	07/08	148	148	98.6%	
Medium (every 2 years)	06/07	2,700	1,246	84.4%	
	07/08	1,966	827	81.4%	
Medium and high combined	06/07	2,848	1,394	84.2%	—
	07/08	2,114	975	84.0%	

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		
	06/07	07/08	Progress
A class	—	26.8	
B class	—	34.7	
C class	—	35.6	
Unclassified roads	—	48.6	
Overall	—	39.2	

TRAFFIC LIGHT REPAIRS

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

	06/07	07/08	Progress
a) number of repairs to be completed	84	150	
b) % of repairs completed within 48 hours	89.3	94.0	✓

STREET LIGHT REPAIRS

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

	06/07	07/08	Progress
a) number of repairs to be completed	7,699	8,706	
b) % of repairs completed within 7 days	91.9	93.3	—

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

	06/07	07/08	Progress
Total number of street columns	46,507	47,321	
% of street lighting columns that are over 30 years old	47.8%	46.9%	—

INDICATOR 5 – Bridges – Road Network Restrictions

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

	06/07	07/08	Progress
a) fail to meet the European standard of 40 tonnes	31.0%	30.8%	—
b) have the weight or width restriction placed on them	0.6%	0.8%	*

WASTE MANAGEMENT

REFUSE COLLECTION AND DISPOSAL COSTS

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

The net cost of:

	06/07 £	07/08 £	Progress
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise	67.08	68.71	—
b) Refuse disposal per premise	132.31	133.55	—

WASTE MANAGEMENT (cont)

REFUSE COLLECTION COMPLAINTS

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

	06/07	07/08	Progress
Number of complaints per 1,000 households	6.0 #	6.2	#

Data Collection for this indicator has been classed as unreliable in 06/07

REFUSE RECYCLING

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		%		Progress
	06/07	07/08	06/07	07/08	
Landfilled	121,052.0	113,057.0	73.9	68.8	
Composted	14,174.0	18,340.0	8.7	11.2	
Recycled	28,518.0	32,065.0	17.4	19.5	
Other recovery including energy from waste	0.0	853.0	0.0	0.5	
% composted or recycled:	42,692.0	50,405.0	26.1	30.7	✓
Total tonnes	163,744.0	164,315.0	100	100	
Total biodegradable municipal waste landfilled	77,393.0	70,299.0	47.3	42.8	✓

STREET CLEANLINESS

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

	06/07	07/08	Progress
Overall Cleanliness Index	71	75	✓

ABANDONED VEHICLES

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

	06/07	07/08	Progress
The number of abandoned vehicles.	517 #	42	
The percentage of abandoned vehicles removed by the council within 14 days.	21.9% #	54.8%	#

Data Collection for this indicator has been classed as unreliable in 06/07

The Highland Council

Please contact the following with any queries

Indicators	Contact Name	Telephone Number
Benefits Administration	Mark Peden	01463 702338
Corporate Management		
Sickness Absence	John Robertson	01463 702839
Claims	Ailsa Mackay	01463 702414
Equal Opportunities	John Robertson	01463 702028
Public Access	Finlay MacDonald	01463 702211
Council Tax Collection	Mark Peden	01463 702338
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	Alan Cowie	01349 868222
Teaching staff equal opportunities	Alan Cowie	01349 868222
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



HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE

COMMUNITY FIRE SAFETY

INDICATOR 1 – Fire Casualties

	2006/07	2007/08
a) The number of incidents resulting in casualties per 10,000 population	1.3	1.3
b) The number of fatal and non fatal casualties per 10,000 population	1.6	1.7

INDICATOR 2 –

	2006/07	2007/08
The number of accidental dwelling fires per 10,000 population	7.0	7.1

SICKNESS ABSENCE

INDICATOR 3 – The percentage of:

	2006/07	2007/08
	%	%
a) (i) rider shifts lost due to sickness	3.6	2.9
(ii) rider shifts lost due to light duties	1.4	2.6
b) working time lost to sickness for all other staff directly employed by the brigade	2.5	3.8

CALL RESPONSE TIME

INDICATOR 4 – The number and proportion of calls to incidents handled

Period	2006/07	2007/08
	%	%
a) within one minute	62.7	57.6
b) within two minutes	95.6	94.9

HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE CONTACT – Head of Corporate Services - 01463 227000

NORTHERN CONSTABULARY

CRIMES: CLEAR-UP RATES *“Changed indicator”*

INDICATOR 1 – The number and percentage of reported crimes cleared-up

	Number of reported crimes		% clear-up	
	2006/07	2007/08	2006/07	2007/08
Non-sexual crimes of violence	-	483	-	93.2
Crimes of indecency	-	383	-	80.9
Crimes of dishonesty	-	5739	-	53.5
Fire-raising, vandalism	-	5141	-	39.1
Other crimes	-	4388	-	98.8
Miscellaneous offences	-	11378	-	92.5
Motor vehicle offences	-	16844	-	99.6

RESPONSE TIMES

INDICATOR 2 – The proportion of 999 calls answered within 10 seconds

	2006/07	2007/08
a) the number of calls in the sample	23,067	21,988
b) the percentage answered within the 10 second target time	70.1	85.2

SICKNESS ABSENCE

INDICATOR 3 – The proportion of working time lost to sickness absence for:

	2006/07	2007/08
a) police officers	5.3	4.3
b) civilian staff	4.8	5.3

COMPLAINTS

INDICATOR 4

	2006/07	2007/08
The number of complaints per 100 members of the police force	12.1	11.8

RACIALLY MOTIVATED INCIDENTS

INDICATOR 5

	2006/07	2007/08
a) the number of racist incidents per 1,000 population	0.4	0.5
b) the percentage of racially aggravated crimes cleared up	96.7	76.1

NORTHERN CONSTABULARY (cont)

ROAD POLICING/SAFETY

INDICATOR 7 – The number of persons killed or injured as a result of road accidents and the percentage change compared with the 5 year average 1994 to 1998

Road Accidents	Number		% change	
	2006/07	2007/08	2006/07	2007/08
All people killed or seriously injured	226	188	-45.1	-54.4
Children killed or seriously injured	13	16	-76.4	-70.9
All people with slight casualties	873	809	-7.3	-14.1

POLICE REPORTS SENT TO CHILDREN'S REPORTER

INDICATOR 8

	2006/07	2007/08
The number of police reports that were sent to the children's panel	964	937
The percentage of police reports that were sent to the children's panel within 10 days of caution/charge	76.7	81.4

POLICE REPORTS SENT TO PROCURATOR FISCAL

INDICATOR 9

	2006/07	2007/08
The number of police reports that were sent to the Procurator Fiscal	14,991	14,347
The percentage of police reports that were sent to the Procurator Fiscal within 28 days of caution/charge	74.6	80.0

NORTHERN CONSTABULARY CONTACT: Chief Inspector Colin Souter, 01463 720298