

The Highland Council  
Highland & Islands Fire Brigade  
Northern Constabulary



# STATUTORY PERFORMANCE INDICATORS 2006 – 2007

THE HIGHLAND COUNCIL  
Statutory Performance Indicators Year ending 31<sup>st</sup> March 2007

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HIGHLAND COUNCIL  
Performance Indicators Year ending 31<sup>st</sup> March 2007

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.

25 Indicators have improved and 24 declined by 5% or more a further 35 show no significant change. The following key has been used:

- ✓ where performance has improved by 5% or more since 05/06,
- \* where performance has declined by 5% or more since 05/06.
- where there is no significant change in performance and
- where the indicator is New/ Changed / or No comparison is possible.

**ADULT SOCIAL WORK**

**COMMUNITY CARE SERVICES**

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

	Persons receiving an assessment or review			
	Number		Median (days)	
	05/06	06/07	05/06	06/07
a) Total Persons with Service	FTR	FTR	FTR	FTR

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:

	Percentage of staff with appropriate qualifications			Progress
	05/06	06/07		
Older people (age 65+)	41.2	46.9	✓	
Other adults	50.0	64.7	✓	
Overall total	42.2	49.0	■	

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		
	05/06	06/07	05/06	06/07	05/06	06/07	05/06	06/07	Progress
<b>Single Rooms</b>									
Older people (age 65+)	98.8	100	100	97.0	93.2	95.7	94.4	96.5	—
Other adults	100	100	100	100	100	100	100	100	—
<b>En-suite facilities</b>									
Older people (age 65+)	61.6	62.7	65.1	75.0	82.2	93.1	78.1	86.1	✓
Other adults	78.9	97.8	73.8	86.4	67.9	85.6	70.7	87.0	✓

**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+		
	05/06	06/07	05/06	06/07	Progress
The number of home care hours per 1,000 population age 65+	12,583	<b>11,698</b>	343.7	<b>312.1</b>	<b>*</b>
	No of homecare clients		Percentage of homecare clients		
Flexibility	05/06	06/07	05/06	06/07	Progress
Total receiving personal care	1,765	<b>1,607</b>	71.5	<b>79.3</b>	✓
Total receiving a service during evenings/overnight	417	<b>396</b>	16.9	<b>19.5</b>	✓
Total receiving a service at weekends	989	<b>1,093</b>	40.1	<b>53.9</b>	✓

**RESPIRE CARE**

INDICATOR 5 - Provision of respite care

	Per 1,000 older people age 65+			Per 1,000 other adults aged 18-64		
	05/06	06/07	Progress	05/06	06/07	Progress
Total overnight respite nights provided	448.9	<b>295.4</b>	<b>*</b>	45.5	<b>37.7</b>	<b>*</b>
% of respite nights not in a care home	5.7%	<b>2.2%</b>	<b>*</b>	21.0%	<b>10.5%</b>	<b>*</b>
Total daytime respite hours provided	875.9	<b>758.3</b>	<b>*</b>	140.6	<b>181.4</b>	✓
% daytime respite not in a day centre	19.2%	<b>18.6%</b>	<b>*</b>	34.4%	<b>22.5%</b>	<b>*</b>

**CRIMINAL JUSTICE**

INDICATOR 6 - Social enquiry reports

	05/06	06/07	Progress
a) Number of reports submitted to the courts during the year	1,283	<b>1,279</b>	
b) % of reports submitted to courts by the due date	97.8%	<b>99.2%</b>	—

INDICATOR 7 – Probation

	05/06	06/07	Progress
a) Number of new Probation Orders issued during the year	291	<b>271</b>	
b) % of new probationers seen by a supervising officer within one week	57.0%	<b>81.1%</b>	✓

INDICATOR 8 – Community service

	05/06	06/07	Progress
a) Number of new community service orders issued during the year	327	<b>379</b>	
b) The average number of hours per week to complete community orders	2.7	<b>3.1</b>	✓

## BENEFITS ADMINISTRATION

### BENEFITS ADMINISTRATION

#### ADMINISTRATION COSTS *“Changed indicator”*

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	
	05/06	06/07
Rent rebate caseload	-	<b>8,939</b>
Private rented sector caseload	-	<b>1,589</b>
Registered social landlord caseload	-	<b>2,723</b>
Council Tax Benefit caseload	-	<b>18,258</b>

	Gross cost per case		
	05/06 £	06/07 £	Progress
Gross administration cost per weighted case-	-	<b>68.60</b>	—

### 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)		
	05/06	06/07	05/06	06/07	Progress
New claims	13,669	<b>13,054</b>	32.8	<b>28.7</b>	✓
Notifications of change in circumstances	13,614	<b>13,120</b>	13.4	<b>10.4</b>	✓

### ACCURACY AND SECURITY OF PROCESSING

INDICATOR 3 –Accuracy and security of processing

	% of cases		
	05/06	06/07	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	<b>98.6</b>	—
b) Recoverable housing benefit overpayments in the year that were recovered as a percentage of housing benefit overpayments identified.	108.7	<b>112.3</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.	61.9	<b>67.7</b>	✓
d) Percentage of housing benefit overpayments written off	1.9	<b>1.6</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		
	05/06	06/07	Progress
Chief officers and local government employees	4.6	<b>4.8</b>	—
Craft employees	8.2	<b>6.7</b>	✓
Teachers	3.8	<b>3.9</b>	—

### CLAIMS

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

	05/06	06/07	Progress
a) Number of claims per 10,000 population	10.8	<b>10.6</b>	Progress
b) Claims value as a percentage of revenue budget	0.1%	<b>0.2%</b>	—

### EQUAL OPPORTUNITIES POLICY

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

	Number of women		% of posts		
	05/06	06/07	05/06	06/07	Progress
In top 2% of all employees	60	<b>63</b>	30.9	<b>27.6</b>	×
In top 5% of all employees	196	<b>181</b>	35.7	<b>35.9</b>	—

### PUBLIC ACCESS

INDICATOR 4 – public access

	05/06	06/07	Progress
Number of council buildings from which the Council delivers services to the public	209	<b>168</b>	
Percentage of these in which all public areas are suitable and accessible to disabled people	24.9	<b>61.3</b>	✓

### COUNCIL TAX COLLECTION

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

	05/06	06/07	Progress
	£	£	
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	17.61	<b>18.28</b>	—

**CORPORATE MANAGEMENT (cont)**

INDICATOR 6 – Current year income

	05/06	06/07	
	£,000	£,000	
a) the income due from Council Tax for the year, excluding reliefs and rebates	83,550	<b>89,064</b>	
	05/06	06/07	Progress
	%	%	
b) the percentage of (a) that was received during the year	95.1	<b>95.4</b>	—

**PAYMENT OF INVOICES**

INDICATOR 7- Payment of invoices

	05/06	06/07	
	%	%	Progress
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	<b>88.8</b>	83.8	x

**ASSET MANAGEMENT**

INDICATOR 8 – Condition and Suitability

*“New indicator”*

	05/06	06/07	
	m <sup>2</sup>	m <sup>2</sup>	
Gross internal floor area of operational accommodation (m <sup>2</sup> )	-	<b>645,281</b>	
	%	%	Progress
a) the proportion of operational accommodation that is in a satisfactory condition	-	<b>54.5</b>	—

  

	05/06	06/07	
			Progress
Number of operational buildings	-	<b>1,481</b>	
	%	%	Progress
b) the proportion of operational accommodation that is suitable for its current use	-	<b>59.7</b>	—

**CULTURAL AND COMMUNITY SERVICES**

**SPORT AND LEISURE MANAGEMENT**

INDICATOR 1 Sport and leisure management

	05/06	06/07	Progress
a) The number of attendances per 1,000 population for all pools	5,423	<b>5,060</b>	x

INDICATOR 2 Attendance at indoor sports facilities excluding pools

	05/06	06/07	Progress
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	2,722	2,753	—

**CULTURAL AND COMMUNITY SERVICES (cont)**

**MUSEUMS**

INDICATOR 3 – Museums **“Changed indicator”**

	05/06	06/07	Progress
a) The number of visits to/usages of council funded or part funded museums per 1,000 population	-	<b>1,074</b>	—
b) The number of those visits that were in person per 1,000 population	-	<b>766</b>	—

**LIBRARIES**

INDICATOR 4 – Changes in library stock:

Changes in library stock:

	Adult lending stock			Children’s and teenage lending stock		
	05/06	06/07	Progress	05/06	06/07	Progress
Recommended national target for annual number of additions per 1,000 population	280	<b>280</b>		100	<b>100</b>	
Actual number of additions per 1,000 population	230	<b>198</b>		74	<b>66</b>	
The percentage of the national target met for replenishing lending stock for adults / children and teenagers	82.0	<b>70.7</b>	*	74.2	<b>66.0</b>	*
Total number of closing stock items at year end per 1,000 population	1,101	<b>1,054</b>		525	<b>515</b>	

INDICATOR 5 - Use of libraries **“New indicator”**

Borrowers from public libraries:

	05/06	06/07	Progress
a) number of visits per 1,000 population	-	<b>5,194</b>	—
b) Borrowers as a percentage of the resident population	22.8	<b>21.9</b>	—

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

	05/06	06/07	Progress
a) The number of users as a percentage of the resident population	10.8%	<b>12.6% #</b>	#
b) The number of occasions the terminals are accessed per 1,000 population	644.2	<b>658.5 #</b>	#

# 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		
	05/06	<b>06/07</b>	05/06	<b>06/07</b>	Progress
Householder	1,577	<b>1,468</b>	76.8	<b>79.6</b>	—
Non-householder	3,128	<b>3,354</b>	45.3	<b>47.4</b>	
Total	4,705	<b>4,822</b>	55.9	<b>57.2</b>	—

INDICATOR 2 - The number of appeals which were successful

	05/06	<b>06/07</b>	Progress
a) The number of planning determinations made by the Council	4,705	<b>4,822</b>	
b) The number of planning determinations that went to appeal	42	<b>16</b>	
c) as a percentage of the number of planning determinations made by the Council	0.5%	<b>0.2%</b>	✓
d) as a percentage of the number of determinations that went to appeal	52.4%	<b>68.8%</b>	✗

INDICATOR 3 - Development Plans

	05/06	<b>06/07</b>	Progress
	%	%	
The percentage of the population covered by a Local Plan which has been adopted or finalised within the last five years	71.0	<b>72.0</b>	—

## EDUCATION & CHILDREN'S SERVICES

### PRIMARY SCHOOLS

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

	05/06	<b>06/07</b>	Progress
	%	%	
40% or less	14.1	<b>16.8</b>	
41% to 60%	32.1	<b>27.2</b>	
61% to 80%	29.9	<b>36.4</b>	
81% to 100%	19.6	<b>14.7</b>	
101% or more	4.3	<b>4.9</b>	
% of schools in which the ratio of pupils to places is between 61% and 100%	49.5	<b>51.1</b>	—

	05/06	<b>06/07</b>
b) The total number of primary schools	184	<b>184</b>

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

**SECONDARY SCHOOLS**

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

	05/06	06/07	Progress
	%	%	
40% or less	0.0	<b>0.0</b>	
41% to 60%	20.7	<b>17.2</b>	
61% to 80%	34.5	<b>37.9</b>	
81% to 100%	34.5	<b>31.0</b>	
101% or more	10.3	<b>13.8</b>	
% of schools in which the ratio of pupils to places is between 61% and 100%	69.0	<b>69.0</b>	—

	05/06	06/07
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	
	05/06	06/07	05/06	06/07	05/06	06/07	05/06	06/07
Secondary schools	32	<b>33</b>	34.0	<b>35.5</b>	847	<b>826</b>	59.3	<b>59.5</b>
Primary schools	190	<b>166</b>	83.3	<b>82.2</b>	1,340	<b>1,238</b>	91.8	<b>91.9</b>
Special schools	3	<b>3</b>	50.0	<b>50.0</b>	38	<b>41</b>	80.9	<b>82.0</b>
Total	225	<b>202</b>	68.6	<b>67.1</b>	2,225	<b>2,105</b>	75.8	<b>75.6</b>
Progress				—				

**CHILDREN'S REPORTER LIAISON**

INDICATOR 4 – Children's Hearing System reports

	05/06	06/07	Progress
a) The number of reports submitted to the Reporter during the year	681	<b>800</b>	
b) The percentage of reports requested by the Reporter which were submitted within target time (20 days)	37.2%	<b>49.3%</b>	✓

**LOOKED AFTER CHILDREN**

INDICATOR 5 – Supervision

	05/06	06/07	Progress
a) The number of new supervision requirements made during the year	84	<b>137</b>	
b) The percentage of children seen by a supervising officer within 15 working days.	84.5%	<b>76.6%</b>	✗

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

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

	At Home		Away from Home		Total	
	05/06	<b>06/07</b>	05/06	<b>06/07</b>	05/06	<b>06/07</b>
Number ceasing to be looked after	-	<b>18</b>	25	<b>21</b>	-	<b>39</b>
Number attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	-	<b>11</b>	18	<b>14</b>	-	<b>25</b>
% attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	-	<b>61.1</b>	72.0	<b>66.7</b>	-	<b>64.1</b>
Progress				<b>*</b>		
Number attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	-	<b>5</b>	16	<b>10</b>	-	<b>15</b>
% attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	-	<b>27.8</b>	64.0	<b>47.6</b>	-	<b>38.5</b>
Progress				<b>*</b>		

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		
	05/06	<b>06/07</b>	Progress
The percentage of care staff in local authority residential children's homes who have appropriate qualifications for the level of post held	26.3	<b>23.7</b>	<b>*</b>

**RESPIRE CARE**

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

	Volume of respite care		
	05/06	<b>06/07</b>	Progress
Total overnight respite nights provided	2,448	<b>3,755</b>	
Total overnight respite nights provided per 1,000 children aged 0-17	54.2	<b>83.6</b>	✓
Percentage of respite nights not in a care home	65.2%	<b>33.6%</b>	<b>*</b>
Total hours daytime respite provided	14,585	<b>31,312</b>	
Total daytime respite nights provided per 1,000 children aged 0-17	323.2	<b>697.3</b>	✓
Percentage of daytime respite hours provided not in a day care centre	63.2%	<b>34.4%</b>	<b>*</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) %		
	05/06	<b>06/07</b>	05/06	<b>06/07</b>	Progress	05/06	<b>06/07</b>	Progress
Emergency – 24 hours	7,979	<b>8,750</b>	87.8	<b>90.1</b>	—	<b>87.8</b>	<b>90.1</b>	—
Urgent – 3 days	11,224	<b>11,223</b>	78.6	<b>79.9</b>	—			
Routine – 20 days	14,956	<b>15,168</b>	86.5	<b>84.1</b>	—			

### MANAGING TENANCY CHANGES

INDICATOR 2 - Managing tenancy changes

	05/06 %	<b>06/07 %</b>	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	<b>2.0</b>	—

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	
	05/06	<b>06/07</b>	05/06	<b>06/07</b>	05/06	<b>06/07</b>	05/06	<b>06/07</b>
Less than 2 weeks	71	<b>111</b>	0	<b>0</b>	7.0	<b>10.1</b>	0	<b>0</b>
2-4 weeks	241	<b>260</b>	1	<b>0</b>	23.7	<b>23.7</b>	7.1	<b>0</b>
5-8 weeks	273	<b>286</b>	0	<b>1</b>	26.8	<b>26.0</b>	0	<b>5.8</b>
9-16 weeks	272	<b>303</b>	3	<b>8</b>	26.7	<b>27.6</b>	21.4	<b>47.1</b>
More than 16 weeks	161	<b>139</b>	10	<b>8</b>	15.8	<b>12.6</b>	71.5	<b>47.1</b>
Total	1,018	<b>1,099</b>	14	<b>17</b>	100	<b>100</b>	100	<b>100</b>
% empty houses that were re-let within 4 weeks								
	30.8	<b>33.8</b>	7.1	<b>0.0</b>				
Progress		✓						

	NOT low demand		Low demand	
	05/06	<b>06/07</b>	05/06	<b>06/07</b>
	Days	<b>Days</b>	Days	<b>Days</b>
Average time taken to re-let	66	<b>63</b>	174	<b>282</b>
Progress	—			

## HOUSING

### RENT ARREARS

INDICATOR 4 – rent arrears – **“Changed”**

	05/06	06/07	Progress
a) Current tenants arrears as a percentage of the net amount of rent due in the year.	5.8	<b>6.3</b>	x
b) The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	4.0	<b>4.4</b>	x
c) The proportion of those tenants giving up their tenancy during the year that was in rent arrears.	-	<b>23.2</b>	—
Average debt owed by tenants leaving their tenancies with arrears	-	<b>436.79</b>	
d) The average debt owed by tenants leaving in arrears, as a proportion of the average weekly rent.	-	<b>857.3%</b>	—
e) The percentage of arrears owed by former tenants that was either written off or collected during the year.	-	<b>12.8%</b>	—

### COUNCIL HOUSE SALES

INDICATOR 5 – Council House Sales

	05/06	06/07	Progress
Number of Council Houses sold	491	<b>291</b>	
a) The percentage of house sales completed within 26 weeks	58.0	<b>59.1</b>	—
b) The average time for council house sales	27 weeks	<b>27 weeks</b>	—

### HOMELESSNESS

INDICATOR 6 - Homelessness

	05/06	06/07	Progress
a) The number of households assessed as homeless or potentially homeless during the year	1,836	<b>1,635</b>	
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)	16.0 weeks	<b>18.3 weeks</b>	x
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	19.1%	<b>18.2%</b>	—

## PROTECTIVE SERVICES

### FOOD SAFETY: HYGIENE INSPECTIONS

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

Minimum inspection frequency	Number to be inspected in the year		% of inspections undertaken within time		
	05/06	06/07	05/06	06/07	Progress
Approved Premises	141	<b>134</b>	100.0	<b>81.3</b>	
6 months	28	<b>14</b>	100.0	<b>78.6</b>	
12 months	316	<b>286</b>	98.4	<b>98.3</b>	
More than 12 months	1,573	<b>1,340</b>	45.4	<b>60.6</b>	
% of premises with a minimum frequency of 12 months or less that were inspected on time	169	<b>148</b>	98.5	<b>97.3</b>	—

**PROTECTIVE SERVICES cont**

**NOISE COMPLAINTS**

INDICATOR 2 –Domestic Noise Complaints **“New indicator”**

	05/06	06/07	Progress
Total Number of Domestic Complaints	-	<b>96</b>	
a(i) The number of complaints settled without the need for attendance on site.	-	<b>58</b>	
% complaints settled without the need for attendance on site.	-	<b>60.4%</b>	—
a(ii) The number of complaints requiring attendance on site.	-	<b>38</b>	
% complaints settled following attendance on site.	-	<b>39.6%</b>	—
a(iii) The number of complaints dealt with under part V of the Antisocial Behaviour etc (Scotland) Act 2004.	-	<b>0</b>	
b(ii) average time between time of complaint & attendance on site	-	<b>177 hours</b>	

INDICATOR 3 –Non-Domestic Noise Complaints **“Changed indicator”**

	05/06	06/07	Progress
Total Number of Non-Domestic Complaints	-	<b>82</b>	
a(i) The number of complaints settled without the need for formal action.	-	<b>82</b>	
% complaints settled without the need for formal action	-	<b>100%</b>	—
a(ii) The number of complaints requiring formal action.	-	<b>0</b>	

**TRADING STANDARDS ENQUIRIES, COMPLAINTS AND ADVICE**

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

	Number received		% dealt with within 14 days		
	05/06	06/07	05/06	06/07	Progress
Consumer complaints dealt with within 14 days of receipt	1,487	<b>1,352</b>	66.8	<b>68.6</b>	—
Business advice requests dealt with within 14 days of receipt	661	<b>353</b>	97.3	<b>97.2</b>	—

INDICATOR 5 – Trading Standards inspection and standards compliance. **“Simplified”**

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)	05/06	208	208	79.3%	
	<b>06/07</b>	<b>148</b>	<b>148</b>	<b>82.4%</b>	
Medium (every 2 years)	05/06	2,646	1,323	63.0%	
	<b>06/07</b>	<b>2,700</b>	<b>1,246</b>	<b>84.4%</b>	
Medium and high combined	05/06	2,854	1,531	65.2%	✓
	<b>06/07</b>	<b>2,848</b>	<b>1,394</b>	<b>84.2%</b>	

## 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		
	05/06	<b>06/07</b>	Progress
A class	24.5	<b>28.2</b>	
B class	38.0	<b>35.7</b>	
C class	17.9	<b>23.4</b>	
Unclassified roads	49.1	<b>54.0</b>	
Overall	35.6	<b>39.3</b>	x

### TRAFFIC LIGHT REPAIRS

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

	05/06	<b>06/07</b>	Progress
a) number of repairs to be completed	42	<b>84</b>	
b) % of repairs completed within 48 hours	92.9	<b>89.3</b>	—

### STREET LIGHT REPAIRS

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

	05/06	<b>06/07</b>	Progress
a) number of repairs to be completed	6,942	<b>7,699</b>	
b) % of repairs completed within 7 days	98.2	<b>91.9</b>	x

INDICATOR 4 Street lighting columns that are over 30 years old

	05/06	<b>06/07</b>	Progress
% of street lighting columns that are over 30 years old	48.1%	<b>47.8%</b>	—

INDICATOR 5 - Bridges - Road Network Restrictions

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

	05/06	<b>06/07</b>	Progress
a) fail to meet the European standard of 40 tonnes	32.4%	<b>31.0%</b>	—
b) have the weight or width restriction placed on them	1.2%	<b>0.6%</b>	✓

## WASTE MANAGEMENT

### REFUSE COLLECTION AND DISPOSAL COSTS

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

The net cost of:

	05/06 £	<b>06/07 £</b>	Progress
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise	53.46	<b>67.08</b>	x
b) Refuse disposal per premise	139.91	<b>132.31</b>	✓

## WASTE MANAGEMENT cont

### REFUSE COLLECTION COMPLAINTS

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

	05/06	06/07	Progress
Number of complaints per 1,000 households	21.6	<b>6.0 #</b>	<b>#</b>

# 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
	05/06	06/07	05/06	06/07	
Landfilled	128,997.0	<b>121,080.4</b>	80.1	<b>73.6</b>	
Composted	11,431.7	<b>15,028.6</b>	7.1	<b>9.1</b>	
Recycled	20,653.3	<b>28,486.9</b>	12.8	<b>17.3</b>	
Other recovery including energy from waste	0.0	<b>0.0</b>	0.0	<b>0.0</b>	
% composted or recycled:	32,085.0	<b>43,515.5</b>	19.9	<b>26.4</b>	✓
Total tonnes	161,082.0	<b>164,595.9</b>	100	<b>100</b>	
Total biodegradable municipal waste landfilled	81,996.8	<b>77,081.6</b>	50.9	<b>46.8</b>	

### STREET CLEANLINESS

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

	05/06	06/07	Progress
Overall Cleanliness Index	73	<b>71</b>	—

### ABANDONED VEHICLES – “New indicator”

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

	05/06	06/07	Progress
The number of abandoned vehicles.	-	<b>517 #</b>	
The percentage of abandoned vehicles removed by the council within 14 days.	-	<b>21.9% #</b>	<b>#</b>

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



<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>	Mark Peden	01463 702338
<b>Corporate Management</b>		
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	Katherine Mackintosh	01463 702227
<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
Respite care	Alan Knott	01463 703441
<b>Housing</b>	Shirley Mackenzie	01463 702865
<b>Planning and Development Services</b>	Richard Hartland	01463 702254
<b>Protective Services</b>		
Food Safety Hygiene Inspections	Neil Downie	01463 702651
Noise Complaints	Neil Downie	01463 702651
Trading Standards	Neil Downie	01463 702651
<b>Roads and Lighting</b>		
Carriageway Condition	Neil Downie	01463 702651
Lighting Repairs Response	Neil Downie	01463 702651
Bridges- Road Network Restrictions	Neil Downie	01463 702651
<b>Social Work</b>	Alan Knott	01463 703441
<b>Waste Management</b>		
Refuse Collection and Disposal	Neil Downie	01463 702651
Refuse Collection Complaints	Neil Downie	01463 702651
Refuse Recycling	Neil Downie	01463 702651
Cleanliness	Neil Downie	01463 702651
Abandoned Vehicles	Neil Downie	01463 702651



## HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE

### COMMUNITY FIRE SAFETY

#### INDICATOR 1 – Fire Casualties

	2005/06	2006/07
a) The number of incidents resulting in casualties per 10,000 population	1.2	<b>1.3</b>
b) The number of fatal and non fatal casualties per 10,000 population	1.3	<b>1.6</b>

#### INDICATOR 2 –

	2005/06	2006/07
The number of accidental dwelling fires per 10,000 population	7.1	<b>7.0</b>

### SICKNESS ABSENCE

#### INDICATOR 3 – The percentage of:

	2005/06	2006/07
	%	%
a) (i) rider shifts lost due to sickness	5.6	<b>3.6</b>
(ii) rider shifts lost due to light duties	0.2	<b>1.4</b>
b) working time lost to sickness for all other staff directly employed by the brigade	3.0	<b>2.5</b>

### CALL RESPONSE TIME

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

Period	2005/06	2006/07
	%	%
a) within one minute	68.0	<b>62.7</b>
b) within two minutes	96.0	<b>95.6</b>

**NORTHERN CONSTABULARY**

**CRIMES: CLEAR UP**

INDICATOR 1 – The percentage of crimes cleared up

	2005/06 %	2006/07 %
The percentage of crimes cleared up	63.6	<b>65.4</b>

**CLEAR UP OF SELECTED CRIMES**

INDICATOR 2 – The number and percentage of selected crimes cleared up

	2005/06 %	2006/07 %
Serious violent crimes	90.3	<b>91.2</b>
Housebreaking	39.9	<b>50.2</b>
Car crime	57.3	<b>65.9</b>

**TELEPHONE ANSWERING TIMES**

INDICATOR 3 – The proportion of 999 calls answered within 10 seconds

	2005/06	2006/07
a) the number of calls in the sample	14,004	<b>23067</b>
b) the percentage answered within the 10 second target time	84.9	<b>70.1</b>

**SICKNESS ABSENCE**

INDICATOR 4 – The proportion of working time lost to sickness absence for:

	2005/06	2006/07
a) police officers	4.9	<b>5.3</b>
b) civilian staff	4.8	<b>4.8</b>

**COMPLAINTS**

INDICATOR 5

	2005/06	2006/07
The number of complaints per 100 members of the police force	13.7	<b>12.1</b>

**RACIALLY MOTIVATED INCIDENTS**

INDICATOR 6

	2005/06	2006/07
a) the number of racist incidents per 1,000 population	0.46	<b>0.4</b>
b) the percentage of racially aggravated crimes cleared up	96.6	<b>96.7</b>

**NORTHERN CONSTABULARY (cont)**

**DRUG OFFENCES**

INDICATOR 7

	Number		% change since 2000-2003
	2006/07	Average 2000-2003	2006/07
a) i)The weight (kg)of class A drug seizures and the percentage change compared with 2000-2003	<b>0.924</b>	0.480	<b>92.5</b>
a) ii)The quantity of Class A drugs (eg tablets)	<b>5718.5</b>	4781.7	<b>19.6</b>
a) iii) Millilitres of Class A drugs	<b>256</b>	418.7	<b>-38.9</b>
b) the number of recorded offences for supply and with intent to supply Class A drugs and the percentage change compared with 2000-2003	<b>94</b>	49	<b>91.8</b>

**ROAD POLICING/SAFETY**

INDICATOR 8 – 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	
	2005/06	2006/07	2005/06	2006/07
All people killed or seriously injured	217	<b>226</b>	-47.3	<b>-45.1</b>
Children killed or seriously injured	22	<b>13</b>	-60.0	<b>-76.4</b>
All people with slight casualties	895	<b>873</b>	-5.0	<b>-7.3</b>

**POLICE REPORTS SENT TO CHILDREN'S REPORTER**

INDICATOR 9

	2005/06	2006/07
The percentage of police reports that were sent to the children's panel within 10 days of caution/charge	65.1	<b>76.7</b>

**POLICE REPORTS SENT TO PROCURATOR FISCAL**

INDICATOR 10

	2005/06	2006/07
The percentage of police reports that were sent to the Procurator Fiscal within 28 days of caution/charge	64.4	<b>74.6</b>

**NORTHERN CONSTABULARY CONTACT: Ian G Lowe Head of Criminal Justice Admin 01463 720298**