

The Highland Council
Highland & Islands Fire Brigade
Northern Constabulary



STATUTORY PERFORMANCE INDICATORS

2005 – 2006



THE HIGHLAND COUNCIL, HIGHLAND & ISLANDS FIRE BRIGADE AND
NORTHERN CONSTABULARY

Statutory Performance Indicators Year ending 31st March 2006

INDEX	Page
Adult Social Work	1
Benefits Administration	3
Corporate Management	3
Cultural and Community Services	5
Development Services	6
Education and Children's Services	6
Housing	8
Protective Services	10
Roads and Lighting	11
Waste Management	11
Highland Council Contacts	13
Highlands & Islands Fire & Rescue Service	14
Northern Constabulary	15

HIGHLAND COUNCIL
Performance Indicators Year ending 31st 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.

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. *“New Indicator”*

	Persons receiving an assessment or review			
	Number		Median (days)	
	2005/06	2004/05	2005/06	2004/05
a) Total Persons with Service	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: *“Changed Indicator”*

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

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
Single Rooms								
Older people (age 65+)	98.8	96.8	100	92.4	93.2	81.9	94.4	84.9
Other adults	100	100	100	79.2	100	81.1	100	81.7
En-suite facilities								
Older people (age 65+)	61.6	59.6	65.1	62.9	82.2	71.4	78.1	69.0
Other adults	78.9	76.9	73.8	53.8	67.9	57.9	70.7	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
Level of Service	2005/06	2004/05	2005/06	2004/05
The number of home care hours per 1,000 population age 65+	12,583	15,582	343.7	433.1
	No of homecare clients		Percentage of homecare clients	
Flexibility	2005/06	2004/05	2005/06	2004/05
Total receiving personal care	1,765	1,595	71.5	65.8
Total receiving a service during evenings/overnight	417	446	16.9	18.4
Total receiving a service at weekends	989	966	40.1	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	448.9	-	46.3	-
% of respite nights not in a care home	5.7%	-	21.0%	-
Total daytime respite hours provided	875.9	-	143.0	-
% daytime respite not in a day centre	19.2%	-	34.4%	-

CRIMINAL JUSTICE

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

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

INDICATOR 7 – Probation *“simplified indicator”*

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

INDICATOR 8 – Community service

	2005/06	2004/05
a) Number of new community service orders issued during the year	327	355
b) The average number of hours per week to complete community orders	2.7	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
The average weighted caseload	9,059	9,245
Rent rebate caseload	4,334	4,488
Private rented sector caseload	5,048	4,896
Registered social landlord caseload	19,877	19,720

	Gross cost per case	
	2005/06 £	2004/05 £
Gross administration cost per weighted case-	88.74	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	13,669	16,483	32.8	45.0
Notifications of change in circumstances	13,614	39,136	13.4	5.8

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.	98.6	98.6
b) Recoverable housing benefit overpayments in the year that were recovered as a percentage of housing benefit overpayments identified.	108.7	-
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	-
d) Percentage of housing benefit overpayments written off	5.3	-

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	4.6	4.9
Craft employees	8.2	6.2
Teachers	3.8	3.4

CORPORATE MANAGEMENT (cont)

CLAIMS

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

	2005/06	2004/05
a) Number of claims per 10,000 population	10.8	13.9
b) Claims value as a percentage of revenue budget	0.1%	0.1%

EQUAL OPPORTUNITIES POLICY

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

	Number of women		% of posts	
	2005/06	2004/05	2005/06	2004/05
In top 2% of all employees	60	47	30.9	25.5
In top 5% of all employees	196	183	35.7	34.7

PUBLIC ACCESS

INDICATOR 4 – public access

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

COUNCIL TAX COLLECTION

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

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

INDICATOR 6 – Current year income

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

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

NON DOMESTIC RATES

INDICATOR 7 - Current year income

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

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

CORPORATE MANAGEMENT (cont)

PAYMENT OF INVOICES

INDICATOR 8 Payment of invoices

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

CULTURAL AND COMMUNITY SERVICES

SPORT AND LEISURE MANAGEMENT

INDICATOR 1 Sport and leisure management

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

INDICATOR 2 Attendance at indoor sports facilities excluding pools

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

MUSEUMS

INDICATOR 3 - Museums

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

LIBRARIES

INDICATOR 4 - Library stock turnover

Changes in library stock:

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

INDICATOR 5 - Use of libraries

Borrowers from public libraries:

	2005/06	2004/05
a) Borrowers as a percentage of the resident population	22.8	23.2
b) The average number of issues per library borrower	29.5	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	10.8%	9.3%
b) The number of occasions the terminals are accessed per 1,000 population	644	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	1,577	1,646	76.8	76.3
Non-householder	3,128	3,329	45.3	43.6
Total	4,705	4,975	55.9	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	4,705	4,975
b) The number of planning determinations that went to appeal	42	27
c) as a percentage of the number of planning determinations made by the Council	0.5%	0.1%
d) as a percentage of the number of determinations that went to appeal	52.4%	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	71.0	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	14.1	12.6
41% to 60%	32.1	26.8
61% to 80%	29.9	36.1
81% to 100%	19.6	19.1
101% or more	4.3	5.5

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

EDUCATION & CHILDREN'S SERVICES (cont)

SECONDARY SCHOOLS

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

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

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

CHILDREN'S REPORTER LIAISON

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

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

LOOKED AFTER CHILDREN

INDICATOR 5 – Supervision

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

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

	Number of children		% of children discharged from care	
	2005/06	2004/05	2005/06	2004/05
Number ceasing to be looked after	25	12	-	-
Attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	18	8	72.0	66.7
Attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	16	7	64.0	58.3
Number and % attaining at least one Standard Grade	18	8	72.0	66.7
Number and % attaining Standard Grade English and Maths	16	7	64.0	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	26.3	-

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	100.0	100.0
Children – rooms with en suite	20.7	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	2,448	-	54.2	-
Number and percentage of respite nights not in a care home	1,597	-	65.2%	-
Total hours daytime respite provided	14,585	-	323.2	-
Number and percentage of daytime respite hours provided not in a day care centre	9,218	-	63.2%	-

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	7,979	12,594	87.8	97.5	87.8	97.5
Urgent – 3 days	11,224	11,966	78.6	93.1		
Routine – 20 days	14,956	15,646	86.5	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.	2.0	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	71	-	0	-	7.0	-	0	-
2-4 weeks	241	-	1	-	23.7	-	7.1	-
5-8 weeks	273	-	0	-	26.8	-	0	-
9-16 weeks	272	-	3	-	26.7	-	21.4	-
More than 16 weeks	161	-	10	-	15.8	-	71.4	-
Total	1,018	-	14	-	100.0	-	100.0	-

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

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	5.8	7.1
b) The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	4.0	5.1

COUNCIL HOUSE SALES

INDICATOR 5 – Council House Sales

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

HOMELESSNESS

INDICATOR 6 - Homelessness

	2005/06	2004/05
a) The number of households assessed as homeless or potentially homeless during the year	1,836	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)	16.0 weeks	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	19.1%	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	141	-	100.0	-
6 months	28	48	100.0	95.8
12 months	316	266	98.4	100.0
More than 12 months	1,573	2,586	45.4	30.6

NOISE COMPLAINTS

INDICATOR 2 – Noise Complaints completed during the year

	2005/06	2004/05
(i) Total number of complaints	125	136
(ii) The number of complaints settled on first contact with the complainant	5	19
(iii) the percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt of complaint	100%	100%
(iv) The number of complaints where following initial enquiry, the Council recognises its responsibility to take further action in relation to the problem	120	117
(v) The percentage of complaints requiring further action, completed within 14 (calendar) days of the receipt of the complaint.	80.8%	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	1,487	1,632	66.8	76.0
Business advice requests dealt with within 14 days of receipt	661	219	97.3	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	2005/06	every 12 months	208	208	79.1
	2004/05	every 12 months	224	224	27.7
Medium	2005/06	every 2 years	2,646	1,323	63.0
	2004/05	every 2 years	2,516	1,340	78.7
Low	2005/06	every 5 years	3,938	798	19.5
	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	24.5	25.6
B class	38.0	30.6
C class	17.9	21.6
Unclassified roads	49.1	37.2
Overall	35.6	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	42	74
b) % of repairs completed within 48 hours	92.9	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	6,942	7,283
b) % of repairs completed within 7 days	98.2	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	48.1%	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	32.4%	32.6%
b) have the weight or width restriction placed on them	1.2%	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	53.46	56.91
b) Refuse disposal per premise	139.91	101.05

WASTE MANAGEMENT (cont)

REFUSE COLLECTION COMPLAINTS

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

	2005/06	2004/05
Number of complaints per 1,000 households	21.6	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		%	
	2005/06	2004/05	2005/06	2004/05
Landfilled	128,997.0	-	80.1	-
Composted	11,431.7	-	7.1	-
Recycled	20,653.3	-	12.8	-
Other recovery including energy from waste	0.0	-	0.0	-
Total tonnes	161,082.0	-	100	-
Total biodegradable municipal waste landfilled	81,996.8	-	50.9	-

CLEANLINESS

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

	2005/06	2004/05
Overall Cleanliness Index	73	70

THE HIGHLAND COUNCIL		
	Please contact the following with any queries	
Indicators	Contact Name	Telephone Number
Benefits Administration	Allan Gunn	01463 702491
Corporate Management		
Sickness Absence	Murdo MacDonald	01463 702028
Claims	Ailsa Mackay	01463 702414
Equal Opportunities	Murdo MacDonald	01463 702028
Public Access	Finlay MacDonald	01463 702211
Council Tax Collection	Allan Gunn	01463 702491
Non Domestic Rates	Allan Gunn	01463 702491
Payment of Invoices	Catherine Hessem	01463 702412
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	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
Housing	Alan Knott	01463 703441
Planning and Development Services	Richard Hartland	01463 702254
Protective Services		
Food Safety Hygiene Inspections	Alistair Thomson	01463 702516
Noise Complaints	Alistair Thomson	01463 702516
Trading Standards	Nigel Mackenzie	01463 228705
Roads and Lighting		
Carriageway Condition	Richard Evans	01463 702642
Lighting Repairs Response	Andrew Matheson	01463 703166
Bridges- Road Network Restrictions	Richard Evans	01463 702642
Social Work	Alan Knott	01463 703441
Waste Management		
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

HIGHLANDS & ISLANDS FIRE & RESCUE SERVICE



COMMUNITY FIRE SAFETY

INDICATOR 1 – Fire Casualties

	2005/06	2004/05
a) The number of incidents resulting in casualties per 10,000 population	1.2	1.7
b) The number of fatal and non fatal casualties per 10,000 population	1.3	-

INDICATOR 2 –

	2005/06	2004/05
The number of accidental dwelling fires per 10,000 population	7.1	8

SICKNESS ABSENCE

INDICATOR 3 – The percentage of:

	2005/06	2004/05
	%	%
a) (i) rider shifts lost due to sickness	5.6	7.1
(ii) rider shifts lost due to light duties	0	0.9
b) working time lost to sickness for all other staff directly employed by the brigade	3	3.68

CALL RESPONSE TIME

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

Period	2005/06	2004/05
	%	%
a) within one minute	68	68.7
b) within two minutes	96	96.6

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

CRIMES: CLEAR UP

INDICATOR 1 – The percentage of crimes cleared up

	2005/06 %	2004/05 %
The percentage of crimes cleared up	63.6	61.2

CLEAR UP OF SELECTED CRIMES

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

	2005/06 %	2004/05 %
Serious violent crimes	90.3	90.6
Housebreaking	39.9	31.6
Car crime	57.3	47.8

TELEPHONE ANSWERING TIMES

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

	2005/06	2004/05
a) the number of calls in the sample	14,004	9947
b) the percentage answered within the 10 second target time	84.9	95.9

SICKNESS ABSENCE

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

	2005/06	2004/05
a) police officers	4.9	4.0
b) civilian staff	4.8	4.5

COMPLAINTS

INDICATOR 5

	2005/06	2004/05
The number of complaints per 100 members of the police force	13.7	10.8

RACIALLY MOTIVATED INCIDENTS

INDICATOR 6

	2005/06	2004/05
a) the number of racist incidents per 1,000 population	0.46	0.45
b) the percentage of racially aggravated crimes cleared up	96.6	87.4

NORTHERN CONSTABULARY (cont)

DRUG OFFENCES

INDICATOR 7

	Number		% change since 2000-2003
	2005/06	Average 2000-2003	2005/06
a) i) The weight (kg) of class A drug seizures and the percentage change compared with 2000-2003	0.32	0.48	-33.8
a) ii) The quantity of Class A drugs (eg tablets)	1,480.5	4,781.7	-69.0
a) iii) Millilitres of Class A drugs	40.0	418.7	-90.4
b) the number of recorded offences for supply and with intent to supply Class A drugs and the percentage change compared with 2000-2003	47	49	-4.1

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	2004/05	2005/06	2004/05
All people killed or seriously injured	217	271	-47.3	-34.2
Children killed or seriously injured	22	21	-60.0	-61.8
All people with slight casualties	895	936	-5.0	-0.6

POLICE REPORTS SENT TO CHILDREN'S REPORTER

INDICATOR 9

	2005/06	2004/05
The percentage of police reports that were sent to the children's panel within 10 days of caution/charge	65.1	55.4

POLICE REPORTS SENT TO PROCURATOR FISCAL

INDICATOR 10

	2005/06	2004/05
The percentage of police reports that were sent to the Procurator Fiscal within 28 days of caution/charge	64.4	63.4

QUALITY OF SERVICE SURVEYS

INDICATOR 11 a) The main reason contact was made with the police:

	2005/06	2004/05
	%	%
i) To report a crime	31.0%	-
ii) To report a disturbance or nuisance	31.0%	-
iii) To report a road accident	7.1%	-
iv) To report a missing person	4.0%	-
v) To report lost/found property	8.0%	-
vi) Other	18.9%	-
Total Sample Size	323	-

b) and c) The public's level of satisfaction or dissatisfaction (percentage) with:

	b) their initial contact with police		c) the way the police dealt with their matter	
	2005/06	2004/05	2005/06	2004/05
Very satisfied	61.6%	-	57.6%	-
Fairly satisfied	26.6%	-	25.4%	-
Neither satisfied or dissatisfied	5.9%	-	7.7%	-
Fairly dissatisfied	3.1%	-	3.4%	-
Very dissatisfied	2.8%	-	5.9%	-
Total Sample Size	323	-	323	-

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