

The Highland Council

Transport, Environmental And Community Services Committee 7 November 2013

Agenda Item	12
Report No	TEC 84/13

Performance Management: Statutory and Internal Performance Indicators

Report by Director of Transport, Environmental and Community Services

Summary

This report provides details of Transport, Environmental and Community Services performance, as measured by Statutory Performance Indicators and Internal Performance Indicators, for first quarter of the financial year 2013/14.

1. Background

- 1.1 This report highlights the main points arising from the performance of Statutory Performance Indicators (SPIs) and Internal Performance Indicators (IPIs) for TEC Services, for first quarter of the financial year 2013/14 with comparative figures from 2012/13.

2. Results

- 2.1 A summary of the TEC Services performance results are shown at **Appendices A (SPIs) and B (IPIs)**.
- 2.2 The majority of performance indicators have improved compared to the previous year.

3. Statutory Performance Indicators – Appendix A

3.1 Environmental Health

- 3.1.1 Members will note there has been an increase in the time for responding to domestic complaints requiring attendance on site between the time complaint received and attendance on site. Officers continue to respond to complainants promptly but visits to site are only made at a time appropriate to fully investigate the complaint.
- 3.1.2 For example, in response to a Monday morning complaint regarding noise from a nightclub on a Saturday night, the officer will contact the complainant and possibly the premises promptly. A physical visit may be made the following Saturday. As this SPI is currently defined this may result in a visit time of 120 hours. As the SPI was designed for Councils with a 24 hour noise team a number of councils are not reporting on this measure and of those responding performance varies from 1 hour to over 400 hours.

3.1.3 Environmental Health's internal monitoring indicates for the first quarter:

- 80% (50 of 63) of noise complainants receive a same day response
- 94% (59 of 63) receiving a response with 48 hours

3.1.4 Recent implementation of a duty officer system will assist in further improving these response times.

3.2 Trading Standards

3.2.1 There has been a slight reduction in both SPIs for Trading Standards, however the results indicate a consistently high level of performance.

3.3 Roads & Community Works

3.3.1 The results from the Scottish Road Maintenance Condition Survey are reported annually.

3.4 Waste Management

3.4.1 The first two indicators for Waste Management are measured annually.

3.4.2 The percentage of household waste that was recycled and composted has reduced slightly from 47.7% to 46.9%. The introduction of statutory food waste collections, which is the subject of a separate report on the Agenda, will help to improve recycling levels.

3.4.3 The Cleanliness Index has reduced slightly from 78% to 77%.

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

4.1 Environmental Health

4.1.1 Overall, a high level of performance has been maintained.

4.2 Roads & Community Works

4.2.1 There was a slight reduction in performance in relation to public convenience cleaning, and a slight increase in performance in relation to grounds maintenance.

4.3 Waste Management

4.3.1 While the percentage of waste composted reduced from 15.3% to 13.1% the percentage of municipal waste recycled by other methods increased from 29.7% to 30.5%.

4.3.2 The percentage of municipal waste which was used for landfill reduced from 54.2% to 52.3%.

5. Implications

- 5.1 There are no resource implications arising from this report.
- 5.2 There are no legal implications arising from this report.
- 5.3 There are no equality implications arising from this report.
- 5.4 There are no Climate Change/Carbon Clever implications arising from this report.
- 5.5 There are no risk implications arising from this report.

6. Recommendation

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

Designation: Director of Transport, Environmental and Community Services

Date: 25 October 2013

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Appendix A – Statutory Performance Indicators

Environmental Health	2013/2014 First Quarter	2012/2013 First Quarter
The number of complaints of domestic noise received during the year settled without the need for attendance on the site	6	11
The number of complaints of domestic noise received during the year requiring attendance on site	15	0
Dealt with under part V of the ASB Act	0	0
For those domestic complaints requiring attendance on site the time between receiving the complaint and attendance on site	61 hours	19 hours
Trading Standards	2013/2014 First Quarter	2012/2013 First Quarter
Enquiries, complaints and advice - the percentage of consumer complaints completed within 14 days of receipt	74%	76.2%
Enquiries, complaints and advice - the percentage of business advice requests completed within 14 days of receipt	88.7%	100%
Roads & Community Works	2013/2014 First Quarter	2012/2013 First Quarter
Carriageway condition - the percentage of the road network that should be considered for maintenance treatment - overall	Measured annually	Measured annually
Waste Management	2013/2014 First Quarter	2012/2013 First Quarter
Refuse Collection - Net cost of refuse collection per premise	Measured annually	Measured annually
Refuse Collection - Net cost of refuse disposal per premise	Measured annually	Measured annually
Refuse recycling – The percentage of household waste collected by the authority that was recycled and composted	46.9%	47.7%
Cleanliness - the cleanliness index achieved following inspection of a sample of streets and other relevant land	77%	78%

Appendix B – Internal Performance Indicators

Environmental Health	2013/2014 First Quarter	2012/2013 First Quarter
Food hygiene – the percentage of premises with a minimum inspection frequency of 6 months, that were inspected on time	92%	100%
Food hygiene – the percentage of premises with a minimum inspection frequency of 12 months, that were inspected on time	92%	97%
Food standard inspections - percentage of programmed high risk inspections carried out	83%	50%
Respond to consultant's site investigation reports within 28 days	100%	100%
Roads & Community Works	2013/2014 First Quarter	2012/2013 First Quarter
Carriageway condition - the percentage of the road network that should be considered for maintenance treatment - A class roads	Measured annually	Measured annually
Carriageway condition - the percentage of the road network that should be considered for maintenance treatment - B & C class roads	Measured annually	Measured annually
Carriageway condition - the percentage of the road network that should be considered for maintenance treatment - unclassified roads	Measured annually	Measured annually
Public Conveniences cleaning SLA – performance	66%	69%
Grounds Maintenance SLA – performance	68%	63%
Waste Management	2013/2014 First Quarter	2012/2013 First Quarter
Refuse recycling - the percentage of Municipal waste collected that was composted by the authority	13.1%	15.3%
Refuse recycling - the percentage of Municipal waste collected that was disposed of by other recycling or recovery methods	30.5%	29.7%
Refuse recycling - the percentage of Municipal waste collected that was used for landfill	52.3%	54.2%