

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

STATUTORY PERFORMANCE INDICATORS 2008 – 2009



THE HIGHLAND COUNCIL
Statutory Performance Indicators Year ending 31 March 2009

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THE HIGHLAND COUNCIL
Performance Indicators Year ending 31 March 2009

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:

		2006/07 vs 2005/06	2007/08 vs 2006/07	2008/09 vs 2007/08
✓	where performance has improved by 5% or more.	25	37	29
✗	where performance has declined by 5% or more.	24	29	22
—	where there is no significant change in performance	35	36	36
	where the indicator is new / changed / no comparison is possible / provided for contextual purposes only.			

ADULT SOCIAL WORK

COMMUNITY CARE SERVICES

Changed Indicator

INDICATOR 1a – Assessment: The percentage of people for which local assessment target times are met.

	Number and % of people assessed		Progress
	07/08	08/09	
Number of People Assessed		468	
% assessed within local target times		34.3%	

INDICATOR 1b – Delivery of care service: The percentage of people for which local assessment target times are met.

	Number and % of people assessed		Progress
	07/08	08/09	
Number of People Receiving First service		293	
% for which local service target times were met		57.7%	

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		
	07/08	08/09	Progress
Older people (age 65+)	59.4	72.0	✓
Other adults	77.1	91.2	✓
Overall total	61.5	74.3	

ADULT SOCIAL WORK cont.

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		
	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09	Progress
Single Rooms									
Older people (age 65+)	100	100	96.8	96.8	96.3	95.3	96.9	96.2	—
Other adults	100	100	85.1	100	93.8	93.9	92.9	95.7	—
En-suite facilities									
Older people (age 65+)	62.7	70.2	82.0	88.9	86.9	88.4	82.7	85.6	—
Other adults	97.8	88.2	55.2	74.7	71.6	73.6	71.8	74.7	—

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+		
	07/08	08/09	07/08	08/09	Progress
The number of home care hours per 1,000 population age 65+	10,158	10,632	267.1	273.8	—
	No of homecare clients		% of homecare clients		
Flexibility	07/08	08/09	07/08	08/09	Progress
Total receiving personal care	1,523	1,655	82.9	90.1	✓
Total receiving a service during evenings/overnight	398	487	21.7	26.5	✓
Total receiving a service at weekends	909	1,134	49.5	61.8	✓

RESPITE CARE

INDICATOR 5 – Provision of respite care

	Per 1,000 older people age 65+			Per 1,000 other adults aged 18-64		
	07/08	08/09	Progress	07/08	08/09	Progress
Total overnight respite nights provided	167.7	177.6	✓	39.3	35.4	✘
% of respite nights not in a care home	1.8%	0.8%	✘	3.1%	3.9%	✓
Total daytime respite hours provided	727.2	792.6	✓	248.8	242.9	—
% daytime respite not in a day centre	18.8%	18.1%	—	13.7%	38.5%	✓

ADULT SOCIAL WORK cont.

CRIMINAL JUSTICE

INDICATOR 6 – Social enquiry reports

	07/08	08/09	Progress
a) Number of reports submitted to the courts during the year	1,615	1,555	
b) % of reports submitted to courts by the due date	92.6%	87.0%	*

INDICATOR 7 – Probation

	07/08	08/09	Progress
a) Number of new Probation Orders issued during the year	359	276	
b) % of new probationers seen by a supervising officer within one week	62.9%	61.9%	—

INDICATOR 8 – Community service

	07/08	08/09	Progress
a) Number of new community service orders issued during the year	539	300	
b) The average number of hours per week to complete community orders	2.9	2.9	—

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	
	07/08	08/09
The average weighted caseload		
Rent rebate caseload	12,903	12,891
Private rented sector caseload	4,313	3,968
Registered social landlord caseload	5,912	6,894
Council Tax Benefit caseload	27,991	28,059

	Gross cost per case		
	07/08 £	08/09 £	Progress
Gross administration cost per weighted case-	65.12	58.35	✓

CORPORATE MANAGEMENT

SICKNESS ABSENCE

Changed Indicator

INDICATOR 1 – The average number of working days per employee lost through sickness absence, for the following groups of staff:

Staff Groupings	Average number of days lost		
	07/08	08/09	Progress
Teachers		6.2	
All other local government employees		10.6	

CLAIMS

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

	07/08	08/09	Progress
a) Number of claims per 10,000 population	8.4	6.6	✓
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		
	07/08	08/09	07/08	08/09	Progress
In top 2% of all employees	68	69	30.0	34.3	✓
In top 5% of all employees	179	194	36.6	38.3	—

PUBLIC ACCESS

INDICATOR 4 – Public Access

	07/08	08/09	Progress
Number of council buildings from which the Council delivers services to the public	171	166	
% of these in which all public areas are suitable and accessible to disabled people	70.2	80.1	✓

COUNCIL TAX COLLECTION

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

	07/08	08/09	Progress
	£	£	
The cost of collecting Council Tax per dwelling (All dwellings, not just chargeable)	18.61	14.84	✓

CORPORATE MANAGEMENT (cont)

INDICATOR 6 – Current year income

	07/08	08/09	
	£,000	£,000	
a) the income due from Council Tax for the year, excluding reliefs and rebates	93,748	95,412	
	07/08	08/09	Progress
b) the percentage of (a) that was received during the year	95.5	95.3	—

PAYMENT OF INVOICES

INDICATOR 7– Payment of invoices

	07/08	08/09	
	%	%	Progress
The number of invoices paid within 30 calendar days of receipt as a percentage of all invoices paid.	83.9	86.3	—

ASSET MANAGEMENT

INDICATOR 8 – Condition and Suitability

	07/08	08/09	
	m ²	m ²	
Gross internal floor area of operational accommodation (m ²)	651,611	605,149	
	%	%	Progress
a) %of operational accommodation that is in a satisfactory condition	63.2	61.2	—

	07/08	08/09	
			Progress
Number of operational buildings	1,462	1,395	
	%	%	Progress
b) % of operational accommodation that is suitable for its current use	60.0	59.7	—

CULTURAL AND COMMUNITY SERVICES

SPORT AND LEISURE MANAGEMENT

INDICATOR 1 –Sport and leisure management

	07/08	08/09	Progress
a) The number of attendances per 1,000 population for all pools	5,332	4,921	✘

INDICATOR 2 – Attendance at indoor sports facilities excluding pools

	07/08	08/09	Progress
a) The number of attendances per 1,000 population for indoor sports and leisure facilities, excluding pools in a combined complex	3,400	4,040	✓

CULTURAL AND COMMUNITY SERVICES (cont)

MUSEUMS

INDICATOR 3 – Museums

	07/08	08/09	Progress
a) The number of visits to/usages of council funded or part funded museums per 1,000 population	1,766	2,100	✓
b) The number of those visits that were in person per 1,000 population	995	795	✗

LIBRARIES

INDICATOR 4 – Changes in library stock:

Changes in library stock:

	Adult lending stock			Children's and teenage lending stock		
	07/08	08/09	Progress	07/08	08/09	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	205	197		86	89	
% of the national target met for replenishing lending stock for adults / children and teenagers	73.2	70.4	—	86.0	89.0	—
Total number of closing stock items at year end per 1,000 population	1,029	1,044		510	581	

INDICATOR 5 – Use of libraries

Borrowers from public libraries:

	07/08	08/09	Progress
a) number of visits per 1,000 population	4,993	8,518	✓
b) Borrowers as a percentage of the resident population	21.5	21.5	—

INDICATOR 6 – Lifelong Learning

Learning Centre and Learning Access Point Users

	07/08	08/09	Progress
a) The number of users as a percentage of the resident population	15.0	15.1	—
b) The number of occasions the terminals are accessed per 1,000 population	913.0	927.8	—

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		
	07/08	08/09	07/08	08/09	Progress
Householder	1,345	1,219	79.6	74.4	x
Non-householder	3,163	2,870	47.7	44.1	
Total	4,508	4,089	57.2	53.1	x

INDICATOR 2 – The number of appeals which were successful

	07/08	08/09
a) The number of planning determinations made by the Council	4,508	4,089
b) The number of planning determinations that went to appeal	19	24
c) as a percentage of the number of planning determinations made by the Council	0.2%	0.2%
d) as a percentage of the number of determinations that went to appeal	52.6%	33.3%

INDICATOR 3 – Development Plans

	07/08	08/09	Progress
	%	%	
% of the population covered by a Local Plan which has been adopted or finalised within the last five years	59.0	59.0	—

EDUCATION & CHILDREN'S SERVICES

PRIMARY SCHOOLS

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

	07/08	08/09	Progress
	%	%	
The total number of primary schools	184	183	
40% or less	18.5	23.0	
41% to 60%	31.0	42.1	
61% to 80%	33.7	24.0	
81% to 100%	13.6	9.3	
101% or more	3.3	1.6	
% of schools in which the ratio of pupils to places is between 61% and 100%	47.3	33.3	x

SECONDARY SCHOOLS

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

	07/08	08/09	Progress
	%	%	
The total number of secondary schools	29	29	
40% or less	0.0	3.4	
41% to 60%	20.7	17.2	
61% to 80%	34.5	48.3	
81% to 100%	27.6	24.1	
101% or more	17.2	6.9	
% of schools in which the ratio of pupils to places is between 61% and 100%	62.1	72.4	✓

EDUCATION & CHILDREN'S SERVICES (cont)

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	
	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09
Secondary schools	34	33	37.8	36.7	821	838	59.7	59.8
Primary schools	160	166	81.2	80.6	1,214	1,203	91.6	91.9
Special schools	4	4	66.7	66.7	42	41	82.4	85.4
Total	198	203	67.6	67.2	2,077	2,082	75.4	75.5
Progress				—				

CHILDREN'S REPORTER LIAISON

INDICATOR 4 – Children's Hearing System reports

	07/08	08/09	
a) The number of reports submitted to the Reporter during the year	714	743	Progress
b) % of reports requested by the Reporter which were submitted within target time (20 days)	44.4%	47.2	✓

LOOKED AFTER CHILDREN

INDICATOR 5 – Supervision

	07/08	08/09	Progress
a) The number of new supervision requirements made during the year	118	156	
b) % of children seen by a supervising officer within 15 working days.	81.4%	100%	✓

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

	At Home		Away from Home		Total	
	07/08	08/09	07/08	08/09	07/08	08/09
Number ceasing to be looked after	28	38	13	24	41	62
Number attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	16	23	12	15	28	38
% attaining at least one Scottish Credit and Qualification (SCQF) Level 3 in any subject	57.1	60.5	92.3	62.5	68.3	61.3
Progress		✓		✗		✗
Number attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	8	12	9	10	17	22
% attaining at least Scottish Credit and Qualification (SCQF) Level 3 in English and Maths	28.6	31.6	69.2	41.7	41.5	35.5
Progress		✓		✗		✗

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.

	Percentage of staff with appropriate qualifications		
	07/08	08/09	Progress
% of care staff in local authority residential children's homes who have appropriate qualifications for the level of post held	31.1	36.8	✓

RESPITE CARE

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

	Volume of respite care		
	07/08	08/09	Progress
Population age 0-17	44,790	44,713	—
Total overnight respite nights provided	3,418	3,268	—
Total overnight respite nights provided per 1,000 children aged 0-17	76.3	73.1	—
% of respite nights not in a care home	24.8%	28.0%	✓
Total hours daytime respite provided	29,331	27,291	—
Total daytime respite hours provided per 1,000 children aged 0-17	654.9	610.4	x
% of daytime respite hours provided not in a day care centre	93.0%	87.5%	x

HOUSING

RESPONSE REPAIRS

INDICATOR 1 – Response Repairs

Changed 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 times

Priority category set by the Council	Number		% completed within target time		Progress
	07/08	08/09	07/08	08/09	
Total number of response repairs	—	36,509	—	88.5	—
Emergency – 24 hours	—	9,168	—	95.5	—
Urgent – 3 days	—	11,504	—	87.6	—
Routine – 20 days	—	15,837	—	85.1	—

HOUSING cont

HOUSING QUALITY

New Indicator

INDICATOR 2 –The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria.

	Number		%		Progress
	07/08	08/09	07/08	08/09	
Number of council dwellings					
i) Tolerable standard		13,709		100.0%	
ii) Free from serious disrepair		13,662		99.7%	
iii) Energy efficient		3,718		27.1%	
iv) Modern facilities and services		11,077		80.8%	
v) Healthy, safe and secure		5,652		41.2%	
vi) Total dwellings meeting SHQS		2,719		19.8%	

MANAGING TENANCY CHANGES

INDICATOR 3 – Managing tenancy changes

	07/08 %	08/09 %	Progress
The total annual rent loss due to voids, expressed as a percentage of the total amount of rent due in the year.	1.7	1.6	✓

INDICATOR 4 – 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	
	07/08	08/09	07/08	08/09	07/08	08/09	07/08	08/09
Less than 2 weeks	229	247	0	2	22.9	24.6	0	15.4
2-4 weeks	203	250	0	2	20.3	24.9	0	15.4
5-8 weeks	247	259	0	2	24.7	25.8	0	15.4
9-16 weeks	234	196	6	3	23.4	19.5	60	23.1
More than 16 weeks	86	52	4	4	8.6	5.2	40	30.8
Total	999	1,004	10	13	100	100	100	100
% empty houses that were re-let within 4 weeks								
	43.2	49.5	0.0	30.8				
Progress		✓						

	NOT low demand		Low demand	
	07/08	08/09	07/08	08/09
	Days	Days	Days	Days
Average time taken to re-let	48	42	130	124
Progress		✓		

HOUSING cont

RENT ARREARS

INDICATOR 5 – Rent Arrears

	07/08	08/09	Progress
a) Current tenants arrears as a percentage of the net amount of rent due in the year.	7.0	7.3	—
b) % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250.	5.2	5.6	×
c) % of those tenants giving up their tenancy during the year that was in rent arrears.	21.5	23.1	×
Average debt owed by tenants leaving their tenancies with arrears	£499.94	£660.74	
d) The average number of weeks rent owed by tenants leaving in arrears, as a proportion of the average weekly rent.	9.1	11.0	×
e) % of arrears owed by former tenants that was either written off or collected during the year.	8.9%	22.1%	×

COUNCIL HOUSE SALES

INDICATOR 6 – Council House Sales

	07/08	08/09	Progress
Number of Council Houses sold	223	145	
a) % of house sales completed within 26 weeks	53.8	53.8	—
b) The average time for council house sales	26 weeks	31 weeks	×

HOMELESSNESS

INDICATOR 7 – Homelessness

Changed Indicator

	07/08	08/09	Progress
Permanent Accommodation			
a(i) The number of households assessed as homeless or potentially homeless during the year		1,140	
a(ii) % of decision notifications issued within 28 days of date of initial presentation.		63.0%	
a(iii) % who are housed.		47.4%	
a(iv) Number of cases reassessed within 12 months of completion of duty.		51	
a(iv) % of cases reassessed.		4.5%	
Temporary Accommodation	07/08	08/09	Progress
a(v) The number of households assessed as homeless or potentially homeless during the year		598	
a(vi) % of decision notifications issued within 28 days of date of initial presentation.		71.1%	
a(vii) Number of cases reassessed within 12 months of completion of duty.		16	
a(vii) % of cases reassessed.		2.7%	
b % of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months		88.0%	

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		
	07/08	08/09	07/08	08/09	Progress
Approved Premises	67	73	92.7	95.9	
6 months	5	12	100	95.8	
12 months	261	273	99.6	97.8	
More than 12 months	1,532	1,458	61.7	62.4	
No. & % of premises with a minimum frequency of 12 months or less that were inspected on time	333	358	97.5	97.3	—

NOISE COMPLAINTS

INDICATOR 2 – Domestic Noise Complaints

	07/08	08/09	Progress
Total Number of Domestic Complaints	116	78	
a(i) The number of complaints settled without the need for attendance on site.	60	22	
a(ii) The number of complaints requiring attendance on site.	56	56	
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.	60 hours	19 hours	✓

INDICATOR 3 – Non-Domestic Noise Complaints

	07/08	08/09	Progress
Total Number of Non-Domestic Complaints	73	61	
a(i) The number of complaints settled without the need for formal action.	72	61	
% complaints settled without the need for formal action	98.6%	100%	—
a(ii) The number of complaints requiring formal action.	1	0	
b For those requiring formal action, the average time (days) to institute formal action.	147 days	n/a	

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		
	07/08	08/09	07/08	08/09	Progress
Consumer complaints dealt with within 14 days of receipt	1,446	1,453	68.9	67.4	—
Business advice requests dealt with within 14 days of receipt	445	376	96.9	95.5	—

PROTECTIVE SERVICES cont.

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)	07/08	148	148	98.6%	
	08/09	132	132	93.9%	
Medium (every 2 years)	07/08	1,966	827	81.4%	
	08/09	1,828	848	77.8%	
Medium and high combined	07/08	2,114	975	84.0%	
	08/09	1,960	980	80.0%	

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		
	07/08	08/09	Progress
A class		24.9	
B class		33.1	
C class		32.4	
Unclassified roads		40.7	
Overall		34.5	

TRAFFIC LIGHT REPAIRS

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

	07/08	08/09	Progress
a) number of repairs to be completed	150	294	
b) % of repairs completed within 48 hours	94.0	99.3	✓

STREET LIGHT REPAIRS

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

	07/08	08/09	Progress
a) number of repairs to be completed	8,706	8,544	
b) % of repairs completed within 7 days	93.3	94.9	—

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

	07/08	08/09	Progress
Total number of street columns	47,321	48,239	
% of street lighting columns that are over 30 years old	46.9%	45.9%	—

INDICATOR 5 – Bridges – Road Network Restrictions

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

	07/08	08/09	Progress
Number of bridges assessed	795	824	
a) fail to meet the European standard of 40 tonnes	30.8%	31.3%	—
b) have the weight or width restriction placed on them	0.8%	1.0%	*

WASTE MANAGEMENT

REFUSE COLLECTION AND DISPOSAL COSTS

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

The net cost of:

	07/08 £	08/09 £	Progress
a) Refuse collection (combined domestic, commercial and domestic bulky uplift) per premise	68.71	68.20	—
b) Refuse disposal per premise	133.55	171.78	*

REFUSE COLLECTION COMPLAINTS

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

	07/08	08/09	Progress
Number of households	107,514	108,985	
Number of complaints per 1,000 households	6.2	6.4	—

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		% municipal waste		Progress
	07/08	08/09	07/08	08/09	
Composted		18,845.8		11.7	
Recycled		33,890.8		21.0	
Total composted / recycled		52,736.6		32.7	
Total tonnes		161,144			

STREET CLEANLINESS

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

	07/08	08/09	Progress
Overall Cleanliness Index	75	77	—

ABANDONED VEHICLES

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

	07/08	08/09	Progress
The number of abandoned vehicles.	42	25	
% abandoned vehicles removed by the council within 14 days.	54.8%	36.0%	*

The Highland Council Contacts

Please contact the following with any queries

Indicators	Contact Name	Telephone Number
Benefits Administration	Mark Peden	01463 702213
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	Mark Peden	01463 702213
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	Matthew Vogan	01463 702069
Teaching staff equal opportunities	Matthew Vogan	01463 702069
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

	2007/08	2008/09
a) The number of incidents resulting in casualties per 10,000 population	1.3	1.5
b) The number of fatal and non fatal casualties per 10,000 population	1.7	2.5

INDICATOR 2 –

	2007/08	2008/09
The number of accidental dwelling fires per 10,000 population	7.1	5.3

CALL RESPONSE TIME

INDICATOR 3 – The number and proportion of calls to incidents handled

Period	2007/08	2008/09
	%	%
a) within one minute	57.6	61.1
b) within two minutes	94.9	96.4

SICKNESS ABSENCE

INDICATOR 4 – Days Lost per employee:

	2007/08	2008/09
a) rider shifts lost due to sickness and light duties per fire officer	-	7.3
b) working days lost to sickness for all other staff	-	5.7

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

NORTHERN CONSTABULARY

CRIMES: CLEAR-UP RATES

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

Crime Group	Number recorded		% clear-up rate		Recorded crimes per 10,000 population	
	2007/08	2008/09	2007/08	2008/09	2007/08	2008/09
Non-sexual crimes of violence	483	511	93.2	90.8	17.0	17.9
Crimes of indecency	383	428	80.9	84.1	13.5	15.0
Crimes of dishonesty	5739	5977	53.5	53.4	202.6	209.3
Fire-raising, vandalism	5141	5012	39.1	39.9	181.5	175.5
Other crimes	4388	4189	98.8	99.2	154.9	146.7
Miscellaneous offences	11378	12047	92.4	91.0	401.6	421.9
Motor vehicle offences	16844	18667	99.6	99.5	594.5	653.7

RESPONSE TIMES

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

	2007/08	2008/09
a) the number of calls in the sample	22284	21404
b) the percentage answered within the 10 second target time	85.4	86.8

SICKNESS ABSENCE

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

	2007/08	2008/09
a) police officers	4.4	4.0
b) civilian staff	4.1	4.4

COMPLAINTS

INDICATOR 4

a) Complaints about Police Officers & Police Staff

	2007/08	2008/09
Number of complaints received	165	159
Number of complaints per 10,000 incidents recorded	11.6	11.9
Number of allegations arising from the complaints	217	260
Number of allegations where action is taken	27	37

b) Service complaints

	2007/08	2008/09
Number of service complaints raised about the force	21	10
Number of service complaints raised about the force per 10,000 population	0.74	0.35

NORTHERN CONSTABULARY cont

RACIALLY MOTIVATED INCIDENTS

INDICATOR 5

	2007/08	2008/09
a) the number of racist incidents recorded	141	142
b) the number of racially motivated crimes recorded	71	94
c) The number of racially motivated crimes detected	54	79
d) Percentage of racially motivated crimes detected	76.1	84.0

DRUG OFFENCES

INDICATOR 6

a) The weight of Class A drug seizures and the percentage change

	Weight (g)	Tablets	Liquids (ml)
2008/09	1767	995	496
2007/08	3292	2797	962
% change	-46.3	-64.4	-48.4

b) The number of offences for supply and possession with intent to supply Class A drugs and the percentage change

	Number recorded
2008/09	211
2007/08	110
% change	52.1

ROAD POLICING/SAFETY

INDICATOR 7 – The number of persons killed or injured as a result of road accidents

Road Accidents	Number		Number per million vehicle kilometres	
	2007/08	2008/09	2007/08	2008/09
All people killed or seriously injured	188	179	0.063	0.058
Children killed or seriously injured	16	6	0.005	0.002
All people slightly injured	809	844	0.270	0.274

POLICE REPORTS SENT TO CHILDREN'S REPORTER

INDICATOR 8

	2007/08	2008/09
The number of police reports that were sent to the children's panel	937	963
The percentage of police reports that were sent to the children's panel within 14 days of caution/charge	81.4	77.5

NORTHERN CONSTABULARY cont

POLICE REPORTS SENT TO PROCURATOR FISCAL

INDICATOR 9

	2007/08	2008/09
The number of police reports that were sent to the Procurator Fiscal	14347	13282
The percentage of police reports that were sent to the Procurator Fiscal within 28 days of caution/charge	80.0	80.2

NORTHERN CONSTABULARY CONTACT: Chief Inspector Paul Eddington, 01463 720501