

Highland Council

Information on council performance comes from statutory performance indicators, value for money and other reports. **All** of these must be taken into account in considering how a council is performing. Further details about all of the information below are available in Section 1 of this document.

Contextual data

- total resident population 213,590
- number of households 107,830
- Grant Aided Expenditure for 2007/2008 (£'000) 425,079
- Band D Council Tax for 2007/2008 (£) 1,163

Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 16 measures, and improved by 5% or more on 17 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
Scotland	7	3	4	5	4	11
Highland	6	3	7	4	4	9

A full set of the SPI measures used for this analysis is included at the end of the profile.

In 2004/05 this council had a ranking of 25 or below in indicators 5, 10, 20, 38, 39, 55, 76, 78 and 80. By 2006/07, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
39	Council tax - the cost of collecting council tax per dwelling (£)
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes
78	Refuse collection - the net cost per property (£) of refuse disposal

Progress towards Best Value

Between 1999 and 2002, the Accounts Commission's Performance Management and Planning (PMP) audit assessed the arrangements that councils' had in place to manage their performance under Best Value. It examined the extent to which councils and their various services had in place the basic building blocks for Best Value, in particular the key management processes required. Comment on the findings of the PMP Audit for the council may be found in the Profiles for 2001/02.

The PMP audits have been superseded by a cyclical programme of Best Value and Community Planning audits. This programme began in early 2004 and aims to cover all 32 councils over three years.

The Controller of Audit's report to the Accounts Commission on the Best Value Audit of Highland Council was published in April 2006 and is available at: www.audit-scotland.gov.uk

Accounts Commission/Audit Scotland reports (April 2006 to October 2007)

- There were no Accounts Commission statutory reports published on this council during the time period
- The appointed auditor's report on the council's financial statement for the year was unqualified
- There were no reports published during this period that made reference to the comparative performance of councils.

More information about the work of the Accounts Commission and Audit Scotland are available at www.audit-scotland.gov.uk

Inspectorates (April 2006 to October 2007)

- HM Inspectorate of Education did not undertake a QMiE inspection of the council's education service during this period. More information is available at: www.hmie.gov.uk
- The Benefit Fraud Inspectorate did not undertake an inspection of the council during this time period. More information is available at www.bfi.gov.uk
- In September 2006 the Social Work Inspection Agency published its performance inspection report on the 'Northern Partnership Criminal Justice Social Work Services', ie services provided by Aberdeen City, Aberdeenshire, Highland and Moray councils. In addition to this the performance inspection report on Highland's Social Work Services was published in May 2007. More information is available at: www.swia.gov.uk
- Communities Scotland completed an inspection of the council in January 2007. More information is available at: www.communitiesscotland.gov.uk
- The Food Standards Agency did not undertake an inspection of the council during this time period. More information is available at www.foodstandards.gov.uk

For more information on the work of Inspectorates in general, please refer to Section 1 of this report.

Scottish Public Services Ombudsman (April 2006 to October 2007)

During this period the SPSO published five reports against the council:

- partially upholding a complaint regarding a housing matter – June 2006
- partially upholding a complaint regarding a planning matter – June 2006
- partially upholding a complaint regarding a planning matter – August 2006
- partially upholding a complaint regarding a council tax matter – November 2006
- Upholding a complaint regarding an education matter – February 2007

More information on the work of the Ombudsman is available at www.spsso.org.uk

Statutory Performance Indicators – list of measures

Highland

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Adult Social Work									
1	Staff qualification – the percentage of care staff who are qualified, working in care homes for older people	17		-	41.2	46.9			
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	7	✓	-	50.0	64.7			
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	7	✓	84.9	94.4	96.5		✓	
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	6	✓	69.0	78.1	86.1			✓
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	1	✓	81.7	100.0	100.0			✓
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	4	✓	58.0	70.7	87.0			✓
7	Home care - total hours as a rate per 1,000 population aged 65+	29	✗	433.1	343.7	312.1			✗
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	13		65.8	71.5	79.3			✓
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	27	✗	18.4	16.9	19.5		✓	
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	23		39.9	40.1	53.9			✓
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	20		-	448.9	295.4			
12	Respite care - percentage of respite nights not in a care home aged 65+	12		-	5.7	2.2			
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	22		-	875.9	758.3			
14	Respite care - percentage of daytime respite not in a day centre aged 65+	20		-	19.2	18.6			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	19		-	45.5	37.7			
16	Respite care - percentage of respite nights not in a care home aged 18-64	12		-	21.0	10.5			
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	18		-	140.6	181.4			
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	23		-	34.4	22.5			
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	12		98.4	97.8	99.2			
20	Probation - the proportion of new probationers seen by a supervising officer within one week	13		37.0	57.0	81.1			✓
21	Community service - the average hours per week taken to complete community service orders	23		3.2	2.7	3.1			
Benefits Administration									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	30	✗	-	-	68.60			
23	New claims - the average time (days) taken to process new claims	14		-	32.8	28.7			

Highland

	Measure	Rank in 06/07		PI measurement			Better ✓ or worse ✗ since 04/05		
		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Education & Children's Services									
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	26	✗	55.2	49.5	51.1			✗
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	21		69.0	69.0	69.0			
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	22		77.3	84.5	76.6			
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	24		-	26.3	23.7			
28	Respite care - total overnight respite nights provided per 1,000 population	8	✓	-	54.2	83.6			
29	Respite care - percentage of respite nights not in a care home	14		-	65.2	33.6			
30	Respite care - total daytime respite hours provided for children per 1,000 population	14		-	323.2	697.3			
31	Respite care - percentage of daytime respite hours provided not in a day centre	29	✗	-	63.2	34.4			
Corporate Management									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	3	✓	4.9	4.6	4.8			
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	17		6.2	8.2	6.7			✗
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	15		3.4	3.8	3.9			✗
35	Litigation claims - number of claims per 10,000 population	2	✓	11.6	10.8	10.6			✓
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	26	✗	25.5	30.9	27.6			✓
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	24		34.7	35.7	35.9			
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	14		3.4	24.9	61.3			✓
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	29	✗	17.68	17.61	18.28			
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	14		94.1	95.1	95.4			
41	Invoice payment - the percentage of invoices paid within 30 days	19		90.0	88.8	83.8			✗
42	Asset management - proportion of GIA that is in satisfactory condition	17		-	-	54.5			
43	Asset management - percentage of operational buildings that are suitable for their current use	21		-	-	59.7			

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		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Cultural and Community Services									
44	Sport and Leisure Management - the number of attendances per 1,000 population for all pools	4	✓	4,963	5,423	5,060			
45	Indoor facilities - the number of attendances per 1,000 population	26	✗	2,751	2,722	2,753			
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	8	✓	-	-	1074			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population	6	✓	-	-	766			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	14		78.1	82.0	70.9	✗		
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	13		77.5	74.2	66.4		✗	
50	Use of libraries – the number of visits to libraries per 1,000 population	16		-	-	5194			
51	Use of libraries – the number of borrowers as a percentage of the resident population	18		23.2	22.8	21.9	✗		
52	Learning centre and learning access points - number of users as a percentage of the resident population			<u>9.3</u>	10.8	<u>12.6</u>			
53	Learning centre and learning access points - number of time terminals are used per 1,000 population			<u>624.8</u>	644.2	<u>658.5</u>			
Development Services									
54	Processing time – the percentage of householder applications dealt with within two months	18		76.3	76.8	79.6			
55	Processing time – the percentage of all applications dealt with within two months	23		54.4	55.9	57.2	✓		
Housing									
56	Tenancy changes - the percentage of rent loss due to voids	17		1.80	2.00	2.00		✗	
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	19		-	30.6	33.8			
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	19		-	66	63			
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	15		7.1	5.8	6.3		✓	
60	Rent arrears - the percentage of current tenants owing more than 13 weeks' rent at the year end, excluding those owing less than £250 (see note 2)	13		5.1	4.0	4.4		✓	
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	4	✓	-	-	23.2			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	11		-	-	8.57			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	2	✓	-	-	12.8			
64	Council house sales - the percentage of sales completed within 26 weeks	23		53.3	58.0	59.1		✓	
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	15		12.7	16.0	18.3			✗
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	32	✗	14.5	19.1	18.2			✗

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		1-32	✓1-8 ✗ 25-32	04/05	05/06	06/07	5-9%	10-14%	>15%
Protective Services									
67	Food hygiene - the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	25	✗	-	99.0	92.4			
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site	25	✗	-	-	177.0			
69	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	NS		-	-	NS			
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt	18		76.0	66.8	68.6	✗		
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt	12		96.1	97.3	97.2			
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	21		71.4	65.2	84.2			✓
Roads & Lighting									
73	Carriageway condition - percentage of network that should be considered for maintenance treatment	5	✓	30.5	35.6	39.3			✗
74	Traffic light repairs - the percentage of repairs completed within 48 hours	24		97.3	92.9	89.3	✗		
75	Street light repairs - the percentage of repairs completed within seven days	17		96.4	98.2	91.9			
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	32	✗	32.6	32.4	31.0			
Waste Management									
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	22		56.91	53.46	67.08			✗
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	31	✗	101.05	139.91	132.31			✗
79	Refuse collection - the number of complaints per 1,000 households			8.1	21.6	<u>6.0</u>			
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	23		9.0	19.9	26.1			✓
81	Cleanliness - overall cleanliness index achieved (see note 2)	13		70	73	71			
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)			-	-	<u>21.9</u>			
			✓1-8 ✗ 25-32	14 13					

Data features	Symbol	04/05	05/06	06/07
No Service	(NS)	0	0	1
Failure to report	(FTR)	0	0	0
Unreliable data	(underlined)	2	0	4

Notes

1. An underlined measurement indicates unreliable data.
2. This measure is presented in family groups in Section 3.
3. Unreliable data has not been ranked.

Reason for unreliable determination 2006/07

- 52-53** - During the course of implementing a new IT system and new software data was lost.
- 79** - No evidence available to verify data.
- 82** - The figures had not been checked independently and there were inconsistencies in the way in which data was recorded in area offices.

Count of measures showing significant change since 2004/05	
Improvement	
5-9%	4
10-14%	4
>15%	9
Decline	
5-9%	7
10-14%	3
>15%	6