

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 217,440
- number of households 107,514
- Grant Aided Expenditure for 2008/2009 (£'000) 431,195
- Band D Council Tax for 2008/2009 (£) 1,163

A profile of the council area has been prepared by the council as part of its 2008/9 Single Outcome Agreement (SOA) with the Scottish Government. The profile provides the basis for a clearer understanding of the environment within which the council provides its services. The SOA is available at: [Click here to go to the SOA](#)

Statutory Performance Indicators - summary information

The council's performance worsened by 5% or more on 23 measures, and improved by 5% or more on 27 measures.

	Measures that worsened by...			Measures that improved by...		
	>15%	10-14%	5-9%	5-9%	10-14%	>15%
Scotland	10	3	4	6	5	18
Highland	12	3	8	2	1	24

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

In 2005/06 this council had a ranking of 25 or below in indicators 7, 9, 20, 21, 24, 33, 38, 39, 66, 76 and 78. By 2007/08, they had not improved by at least 5% in the following indicators:

Indicator number	Indicator definition
7	Home care - total hours as a rate per 1,000 population aged 65+
24	Primary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%
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

The cyclical programme of Best Value and Community Planning audits began in early 2004. It is anticipated that Best Value Audit reports on all 32 councils will be published by the Spring of 2009.

The Best Value Audit report on Highland Council was published in April 2006. It is available at: www.audit-scotland.gov.uk

Accounts Commission/Audit Scotland reports (April 2007 to October 2008)

- 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 2007 to October 2008)

- 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 responsibilities of the Benefit Fraud Inspectorate (BFI) in Scotland were integrated with the benefits audit work of Audit Scotland on 1 April 2008. During the period 1 April 2007 to 31 March 2008 the BFI did not undertake an inspection of the council.
- In May 2007 the Social Work Inspection Agency published the performance inspection report on the council's Social Work Services. More information is available at: www.swia.gov.uk
- The Scottish Housing Regulator did not undertake an inspection of the council during this time period. More information is available at: www.scottishhousingregulator.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 2007 to October 2008)

During this period the SPSO published the following reports on complaints against the council that were wholly or partially upheld:

- Highland Council – complaint upheld concerning a planning matter – June 2008
- Highland Council – complaint upheld concerning a planning matter – March 2008
- Highland Council – complaint partially upheld concerning a transportation matter – February 2008

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 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	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	11		41.2	46.9	59.4			✓
2	Staff qualification – the percentage of care staff who are qualified, working in care homes for other adults	2	✓	50.0	64.7	77.1			✓
3	Privacy - percentage of residential care places occupied by older people that are in single rooms	10		94.4	96.5	96.9			
4	Privacy - percentage of residential care places occupied by older people that have en-suite facilities	8	✓	78.1	86.1	82.7	✓		
5	Privacy - percentage of residential places occupied by other adults that are in single rooms	22		100.0	100.0	92.9	X		
6	Privacy - percentage of residential places occupied by other adults that have en-suite facilities	6	✓	70.7	87.0	71.8			
7	Home care - total hours as a rate per 1,000 population aged 65+	31	X	343.7	312.1	267.1			X
8	Home care - number of home care clients aged 65+ receiving personal care as a percentage of clients	15		71.5	79.3	82.9			✓
9	Home care - number of home care clients aged 65+ receiving care in evenings/overnight as a percentage of clients	27	X	16.9	19.5	21.7			✓
10	Home care - number of home care clients aged 65+ receiving care at weekends as a percentage of clients	29	X	40.1	53.9	49.5			✓
11	Respite care - total overnight respite nights provided for older people aged 65+ per 1,000 population	29	X	448.9	295.4	167.7			X
12	Respite care - percentage of respite nights not in a care home aged 65+	13		5.7	2.2	1.8			X
13	Respite care - total daytime respite hours provided for older people aged 65+ per 1,000 population	23		875.9	758.3	727.2			X
14	Respite care - percentage of daytime respite not in a day centre aged 65+	19		19.2	18.6	18.8			
15	Respite care - total overnight respite nights provided for people aged 18-64 per 1,000 population	18		45.5	37.7	39.3		X	
16	Respite care - percentage of respite nights not in a care home aged 18-64	18		21.0	10.5	3.1			X
17	Respite care - total daytime respite hours provided for people aged 18-64 per 1,000 population	16		140.6	181.4	248.8			✓
18	Respite care - percentage of daytime respite not in a day centre aged 18-64	27	X	34.4	22.5	13.7			X
19	Social enquiry reports - the proportion of reports submitted by the social work department to the courts by the due date	30	X	97.8	99.2	92.6	X		
20	Probation - the proportion of new probationers seen by a supervising officer within one week	23		57.0	81.1	62.9			✓
21	Community service - the average hours per week taken to complete community service orders	25	X	2.7	3.1	2.9	✓		
Benefits Administration									
22	Administration costs - the overall gross administration cost (£) per council tax or housing benefit application	28	X	-	68.60	65.12			
23	New claims - the average time (days) taken to process new claims	31	X	32.8	28.7	38.4			X

Highland

	Measure	Rank in 07/08		PI measurement			Better ✓ or worse X since 05/06		
		1-32	✓1-8 X 25-32	05/06	06/07	07/08	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%	27	X	49.5	51.1	47.3			
25	Secondary schools - the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	27	X	69.0	69.0	62.1		X	
26	Supervision - percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	23		84.5	76.6	81.4			
27	Staff qualification – the percentage of care staff in residential homes for children who are qualified	25	X	26.3	23.7	31.1			✓
28	Respite care - total overnight respite nights provided per 1,000 population	7	✓	54.2	83.6	76.3			✓
29	Respite care - percentage of respite nights not in a care home	16		65.2	33.6	24.8			X
30	Respite care - total daytime respite hours provided for children per 1,000 population	17		323.2	697.3	654.9			✓
31	Respite care - percentage of daytime respite hours provided not in a day centre	13		63.2	34.4	93.0			✓
Corporate Management									
32	Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees	5	✓	4.6	4.8	5.0	X		
33	Sickness absence - the percentage of working days lost through sickness absence for craft employees	14		8.2	6.7	6.1			✓
34	Sickness absence - the percentage of working days lost through sickness absence for teachers	19		3.8	3.9	4.0	X		
35	Litigation claims - number of claims per 10,000 population	2	✓	10.8	10.6	8.4			✓
36	Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women	23		30.9	27.6	30.0			
37	Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women	25	X	35.7	35.9	36.6			
38	Public access - percentage of public service buildings that are suitable and accessible to disabled people	14		24.9	61.3	70.2			✓
39	Council tax - the cost of collecting council tax per dwelling (£) (see note 2)	29	X	17.61	18.28	18.61	X		
40	Council tax - the percentage of council tax income for the year that was collected in the year (see note 2)	14		95.1	95.4	95.5			
41	Invoice payment - the percentage of invoices paid within 30 days	20		88.8	83.8	83.9	X		
42	Asset management - proportion of GIA that is in satisfactory condition	19		-	54.5	63.2			
43	Asset management - percentage of operational buildings that are suitable for their current use	25	X	-	59.7	60.0			

Highland

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		1-32	✓1-8 X 25-32	05/06	06/07	07/08	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	5	✓	5,423	5,060	5,332			
45	Indoor facilities - the number of attendances per 1,000 population	26	X	2,722	2,753	3,400			✓
46	Museum services - the number of visits to/usages of council funded or part funded museums per 1,000 population	9		-	1074	1766			
47	Museum services - the number of visits to/usages of council funded or part funded museums that were in person per 1,000 population	8	✓	-	766	995			
48	Stock turnover – the percentage of the national target met for replenishing lending stock for adults	9		82.0	70.9	73.2		X	
49	Stock turnover – the percentage of the national target met for replenishing lending stock for children and teenagers	11		74.2	66.4	86.3			✓
50	Use of libraries – the number of visits to libraries per 1,000 population	17		-	5194	4993			
51	Use of libraries – the number of borrowers as a percentage of the resident population	12		22.8	21.9	21.5	X		
52	Learning centre and learning access points - number of users as a percentage of the resident population	7	✓	10.8	<u>12.6</u>	15.0			✓
53	Learning centre and learning access points - number of times terminals are used per 1,000 population	13		644.2	<u>658.5</u>	913.0			✓
Development Services									
54	Processing time – the percentage of householder applications dealt with within two months	17		76.8	79.6	79.6			
55	Processing time – the percentage of all applications dealt with within two months	21		55.9	57.2	57.2			
Housing									
56	Tenancy changes - the percentage of rent loss due to voids	17		2.00	2.00	1.70			✓
57	Tenancy changes - the percentage of dwellings that were not low demand that were re-let within four weeks	13		30.6	33.8	43.2			✓
58	Tenancy changes - the average time (days) to re-let houses that are not low demand	16		66	63	48			✓
59	Rent arrears - current tenant arrears as a percentage of the net amount of rent due in the year (see note 2)	18		5.8	6.3	7.0			X
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)	19		4.0	4.4	5.2			X
61	Rent management - the proportion of tenants giving up their tenancy during the year that were in rent arrears (see note 2)	3	✓	-	23.2	21.5			
62	Rent management - the average number of weeks rent owed by tenants leaving in arrears (see note 2)	9		-	8.6	9.1			
63	Rent management - the percentage of former tenant arrears written off or collected during the year (see note 2)	24		-	12.8	8.9			
64	Council house sales - the percentage of sales completed within 26 weeks	24		58.0	59.1	53.8	X		
65	Homelessness - average time (weeks) between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	17		16.0	18.3	25.3			X
66	Homelessness - percentage of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed	25	X	19.1	18.2	6.4			✓

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		1-32	✓1-8 X 25-32	05/06	06/07	07/08	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	18		99.0	92.4	97.5			
68	Domestic noise complaints - the average time (hours) between the time of the complaint and attendance on site: Requiring attendance on site	21		-	177.0	60.0			
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	NS			
70	Consumer complaints - the percentage of complaints processed within 14 days of receipt	19		66.8	68.6	68.9			
71	Business advice requests - the percentage of requests dealt with within 14 days of receipt	15		97.3	97.2	96.9			
72	Inspection of trading premises - the percentage of premises in high and medium risk inspection level that were inspected on time	24		65.2	84.2	84.0			✓
Roads & Lighting									
73	Carriageway condition - percentage of network that should be considered for maintenance treatment	18		-	-	39.2			
74	Traffic light repairs - the percentage of repairs completed within 48 hours	18		92.9	89.3	94.0			
75	Street light repairs - the percentage of repairs completed within seven days	17		98.2	91.9	93.3			
76	Road network restrictions - the percentage of council and private bridges assessed that failed to meet the European standard of 40 tonnes	31	X	32.4	31.0	30.8			
Waste Management									
77	Refuse collection - the net cost per property (£) of refuse collection (see note 2)	23		53.46	67.08	68.71			X
78	Refuse collection - the net cost per property (£) of refuse disposal (see note 2)	30	X	139.91	132.31	133.55			
79	Refuse collection - the number of complaints per 1,000 households	5	✓	21.6	<u>6.0</u>	6.2			✓
80	Recycling - of the municipal waste collected by the authority, the percentage that was recycled	23		19.9	26.1	30.7			✓
81	Cleanliness - overall cleanliness index achieved (see note 2)	6	✓	73	71	75			
82	Abandoned Vehicles - proportion of abandoned vehicles removed within 14 days (see note 2)	26	X	-	<u>21.9</u>	54.8			
		✓1-8	12						
		X 25-32	20						

Data features	Symbol	05/06	06/07	07/08
No Service	(NS)	0	1	1
Failure to report	(FTR)	0	0	0
Unreliable data	(underlined)	0	4	0

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.

Count of measures showing significant change since 2005/06	
Improvement	
5-9%	2
10-14%	1
>15%	24
Decline	
5-9%	8
10-14%	3
>15%	12