

Statutory Performance Indicators 2011/2012
Council:
Orkney Islands

	Source	Contextual	Performance information
SICKNESS ABSENCE			
1	The average number of working days per employee lost through sickness absence		
a)	Teachers		
i.	Total number of FTE staff	265	
ii.	Total number of days lost per year through sickness absence	1,747	
iii.	Days lost per employee		6.6 days
b)	All other local government employees		
i.	Total number of FTE staff	1,425	
ii.	Total number of days lost per year through sickness absence	13,873	
iii.	Days lost per employee		9.7 days
EQUAL OPPORTUNITIES POLICY			
2	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women (please note this indicator excludes teachers)		
	Total number of employees	1,599	
	Total number of employees in top 2%	32	
	Total number of women employees in top 2%	8	
	Percentage of women employees in top 2%		25.0 %
	Total number of employees in top 5%	92	
	Total number of women employees in top 5%	25	
	Percentage of women employees in top 5%		27.2 %
PUBLIC ACCESS			
3	Number of council buildings from which the council delivers services to the public	60	
	Number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	33	55.0 %
ADMINISTRATION COSTS			
4	The gross administration cost per benefits case.		
a)	Average rent rebate caseload	419	
	Weighted rent rebate caseload		633
b)	Average private rented sector caseload	241	
	Weighted private rented sector caseload		513
c)	Average registered social landlord caseload	291	
	Weighted registered social landlord caseload		582
d)	Average Council Tax Benefit caseload	1,392	
	Weighted Council Tax Benefit caseload		2,116
e)	Gross cost of providing the service	£ 268,357.00	
f)	Gross administration cost per case		£ 69.81

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COUNCIL TAX COLLECTION			
5 a) Cost of collecting council tax per dwelling (All dwellings, not just chargeable)			£ 24.20
b) Cost of collecting council tax	£: 254,927		
c) Number of dwellings	10,534		
d) Income received from summary warrants (i.e. 10% recovered by council)	£: 4,872		
COUNCIL TAX INCOME			
6 a) i. Income due from council tax for the year excluding reliefs and rebates			£ 7,399,389 .00
ii. Income due from council tax for the year excluding all water charges and outstanding council tax	£: 9,475,697		
iii. Reliefs and rebates due to council for council tax for the year	£: 2,076,308		
b) i. Percentage of income due from council tax for the year that was received by the end of the year			97.5 %
ii. Income received from council tax for the year	£: 7,216,513		
PAYMENT OF INVOICES			
7 a) Number of invoices sampled		47,863	
b) Number of invoices sampled and paid within 30 days	38,121		
c) Percentage of invoices sampled and paid within 30 days			79.6 %
ASSET MANAGEMENT			
8 a) Gross internal floor area of operational buildings		121,582 m ²	
Proportion of GIA that is in satisfactory condition		102,638 m ²	84.4 %
b) Total number of operational buildings		204	
Number and percentage of operational buildings that are suitable for their current use		179	87.7 %
HOME CARE/HOME HELPS			
9 Level of service			
<i>Total population aged 65+ (2010 mid year estimates)</i>	3,984		
a) Number of people aged 65+ receiving homecare			220
Total volume of service			
b) Total number of homecare hours per 1,000 population aged 65+		Number of home care hours 1,376	As a rate per 1,000 population aged 65+ 345.4
c) Number and percentage of homecare clients aged 65+ receiving:			
i. Personal care		214	97.3 %
ii. A service during evening/overnight		96	43.6 %
iii. A service at weekends		164	74.5 %
SPORT AND LEISURE MANAGEMENT			
10 All pools			
Number of attendances and expressed per 1,000 population	Attendances 128,517		6,391
<i>Population (2010 mid-year estimate)</i>	20,110		
ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS			
Indoor sport and leisure facilities, excluding pools in a combined complex			
Number of attendances and expressed per 1,000 population	Attendances 209,578		10,422

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MUSEUM SERVICES			
11 a) Number of visits to/usages of council funded or part funded museums and expressed per 1,000 population	Number of visits 51,139		2,543
b) Number of visits in part a) that were in person and expressed per 1,000 population	48,810		2,427
USE OF LIBRARIES			
12 a) Number of visits to libraries and expressed per 1,000 population	141,934		7,058
PROCESSING TIME - PLANNING APPLICATIONS			
13 Number and percentage of householder and non-householder applications dealt with within two months	Number of applications	Number dealt with within two months	% dealt with within two months
a) i. Householder	135	94	69.6 %
ii. Non-householder	496	199	40.1 %
Total	631	293	46.4 %
14 RESPONSE REPAIRS			
Please put NS (No Service) in the categories that are not required.			
Category 1			
i. Target response time for this category		24 hours	
ii. Number of repairs in this category		145	
iii. Number completed within target time	139		
Category 2			
i. Target response time for this category		3 days	
ii. Number of repairs in this category		65	
iii. Number completed within target time	56		
Category 3			
i. Target response time for this category		20 days	
ii. Number of repairs in this category		794	
iii. Number completed within target time	722		
Category 4			
i. Target response time for this category		No Service	
ii. Number of repairs in this category		No Service	
iii. Number completed within target time	No Service		
Category 5			
i. Target response time for this category		No Service	
ii. Number of repairs in this category		No Service	
iii. Number completed within target time	No Service		
Category 6			
i. Target response time for this category		No Service	
ii. Number of repairs in this category		No Service	
iii. Number completed within target time	No Service		
All categories			
d) i. Total number of response repairs		1,004	
ii. Number of housing response repairs completed within target		917	
iii. Percentage completed within target times			91.3 %

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Housing Quality			
<p>15 The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. (This indicator is cumulative for all criteria)</p> <p>Total number of council dwellings</p> <p>i. Total meeting tolerable standard</p> <p>ii. Total meeting free from serious disrepair</p> <p>iii. Total meeting energy efficient</p> <p>iv. Total meeting modern facilities and services</p> <p>v. Total meeting healthy, safe and secure</p> <p>vi. Total dwellings meeting SHQS</p>	<p>840</p>	<p>840</p> <p>831</p> <p>360</p> <p>766</p> <p>803</p> <p>328</p>	<p>100.0 %</p> <p>98.9 %</p> <p>42.9 %</p> <p>91.2 %</p> <p>95.6 %</p> <p>39.0 %</p>
MANAGING TENANCY CHANGES			
<p>16 a) Percentage of rent due in the year that was lost due to voids</p> <p>b) Amount of rent loss due to voids</p> <p>c) Gross annual rent debit (rent due in the year)</p>		<p>£ 32,859.00</p> <p>£ 2,254,424.00</p>	<p>1.5 %</p>
<p>17 a) Dwellings which are not low demand</p> <p>Number of houses re-let that took:</p> <p>i. less than 2 weeks</p> <p>ii. 2-4 weeks</p> <p>iii. 5-8 weeks</p> <p>iv. 9-16 weeks</p> <p>v. More than 16 weeks</p> <p>vi. Total number of houses re-let</p> <p>vii. Total number of days to re-let houses</p> <p>viii. Average time to re-let houses</p> <p>b) Dwellings which are low demand</p> <p>Number of houses re-let that took:</p> <p>i. less than 2 weeks</p> <p>ii. 2-4 weeks</p> <p>iii. 5-8 weeks</p> <p>iv. 9-16 weeks</p> <p>v. 17-32 weeks</p> <p>vi. 33-52 weeks</p> <p>vii. More than 52 weeks</p> <p>viii. Total number of houses re-let</p> <p>ix. Total number of days to re-let houses</p> <p>x. Average time to re-let houses</p> <p>c) i. Number of low demand houses remaining un-let at year end</p> <p>ii. Number of days and average time that these houses had been un-let at year end</p> <p>d) Number of dwellings considered to be low demand at year end</p> <p>e) The number at d) above considered to be low demand at the start of the year</p> <p>f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy</p>	<p>2,086 days</p> <p>2,023 days</p>	<p>4</p> <p>19</p> <p>25</p> <p>10</p> <p>0</p> <p>58</p> <p>0</p> <p>1</p> <p>5</p> <p>6</p> <p>0</p> <p>2</p> <p>2</p> <p>16</p> <p>430 days</p> <p>142</p> <p>142</p> <p>2</p>	<p>36 days</p> <p>126 days</p> <p>108 days</p>

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RENT MANAGEMENT			
18 a) i. Amount of current tenants' rent arrears		£ 40,844.00	
ii. Net annual rent debit		£ 1,086,862.00	
iii. Current tenants' arrears as a percentage of net rent due			3.8 %
b) i. Number of current tenants		725	
ii. Number of current tenants owing more than 13 weeks rent excluding those owing less than £250		23	
iii. Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250			3.2 %
c) i. Number of tenants giving up their tenancy during the year		107	
ii. The number and proportion of those tenants that were in rent arrears		58	54.2 %
d) i. Average weekly rent	£ 60.46		
ii. Total debt owed by tenants leaving their tenancies with arrears		£ 24,468	
iii. Average debt owed by tenants leaving their tenancies with arrears		£ 421.86	
iv. Average number of weeks rent owed by tenants leaving in arrears			7.0
e) i. Amount of former tenant arrears	£ 72,661		
ii. Amount and percentage of former tenant arrears written off or collected during the year		£ 12,913	17.8 %
HOMELESSNESS			
19 a) Permanent accomodation			
i. Number of households assessed during the year		101	
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation		85	84.2 %
iii. Number of cases open at the beginning of the year or assessed in the year		87	
Number and percentage who are housed into permanent accomodation		69	79.3 %
iv. Number of cases reassessed within 12 months of completion of duty		5	
Number of cases assessed during the year		99	
% of cases reassessed			5.1 %
Temporary accomodation			
i. Number of households assessed during the year		13	
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation		10	76.9 %
iv. Number of cases reassessed within 12 months of completion of duty		0	
Number of cases assessed during the year		13	
% of cases reassessed			0.0 %
b) The proportion of those provided with permanent accomodation in council stock who maintained their tenancy for at least 12 months			82.6

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DOMESTIC NOISE COMPLAINTS			
<p>20 a) The number of complaints of domestic noise received during the year:</p> <p>i. Settled without the need for attendance on site</p> <p>ii. Requiring attendance on site (not including those dealt under Part V of the Antisocial Behaviour Act 2004).</p> <p>iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004</p> <p>b) For aii. and aiii. above, the average time (hours) between the time of the complaint and attendance on site:</p> <p>i. Requiring attendance on site</p> <p>ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004</p>		<p>108</p> <p>6</p> <p>0</p> <p>Total 114</p>	<p>255.0 hours</p> <p>Not Required hours</p>
TRADING STANDARDS - COMPLAINTS AND ADVICE			
<p>21 a) Number and percentage of consumer complaints completed:</p> <p>i. Total number received</p> <p>ii. Number dealt with within 14 days of receipt</p> <p>iii. Percentage dealt with within 14 days of receipt</p> <p>b) Number and percentage of business advice requests completed:</p> <p>i. Total number received</p> <p>ii. Number dealt with within 14 days of receipt</p> <p>iii. Percentage dealt with within 14 days of receipt</p>	<p>833</p> <p>329</p>	<p>942</p> <p>351</p>	<p>88.4 %</p> <p>93.7 %</p>
CARRIAGEWAY CONDITION			
<p>22 Percentage of the road network that should be considered for maintenance treatment</p> <p>i. A class roads</p> <p>ii. B class roads</p> <p>iii. C class roads</p> <p>iv. Unclassified roads</p> <p>v. Overall</p>			<p>Red and Amber</p> <p>18.1 %</p> <p>23.0 %</p> <p>14.2 %</p> <p>24.5 %</p> <p>21.4 %</p>
REFUSE COLLECTION			
<p>23 a) i. Net cost of refuse collection per premise</p> <p>ii. Net cost of refuse collection</p> <p>iii. Number of premises for refuse collection (household and commercial)</p> <p>b) i. Net cost of refuse disposal per premise</p> <p>ii. Net cost of disposal (Includes landfill tax element)</p> <p>iii. Cost of capping landfill site (to be included in bii) (This is a one off capping cost which affects comparison with previous years)</p>	<p>£ 497,363</p> <p>11,006</p> <p>£ 896,011</p> <p>£ 0</p>		<p>£ 45.19</p> <p>£ 81.41</p>
REFUSE RECYCLING			
<p>24 MUNICIPAL WASTE</p> <p>SEPA no longer undertake a LA waste arisings survey, however, councils should ensure figures reported for this indicator are consistent with the new Waste Data Flow return.</p> <p>i. total tonnes of municipal waste collected</p> <p>ii. tonnes of municipal waste composted</p> <p>iii. tonnes of municipal waste recycled</p> <p>iv. percentage of municipal waste composted/recycled</p>	<p>14,992</p>	<p>1,711.0</p> <p>2,417.0</p>	<p>27.5 %</p>

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CLEANLINESS			
25	The cleanliness index achieved following inspection of a sample of streets and other land		
	Cleanliness measurement		
a) Local authority			
i. Inspection one	80		
ii. Inspection two	78		
iii. Inspection three	84		
iv. Inspection four	79		
b) Partner authority			
v. Inspection one	80		
vi. Inspection two	76		
c) Keep Scotland Beautiful inspection			
vii. Validation inspection	78		
Overall cleanliness index			79