Statutory Periori	ance Indicators 2009/2010	Council:	Orkney Islands Council	
•				
				Performance
		Source	Contextual	information
SICKNESS ABSENCE				
	The average number of working days per employee lost			
	through sickness absence			
a)	Teachers			
	i. Total number of FTE staff		287	
	ii. Total number of days lost per year through sickness absence		2,531	
	iii. Days lost per employee			8.8 day
b)	All other local government employees			
	i. Total number of FTE staff		1,471	
	ii. Total number of days lost per year through sickness absence		14,408	
	iii. Days lost per employee			9.8 day
QUAL OPPORTUNITIES	; POLICY			
1				
	The number and percentage of the highest paid 2% and 5% of			
	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women			
	earners among council employees, that are women			
	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women Total number of employees	1,494		
	earners among council employees, that are women Total number of employees	1,494		
	earners among council employees, that are women	1,494	29	Image: Constraint of the sector of
	earners among council employees, that are women Total number of employees Total number of employees in top 2%	1,494 		Image: Constraint of the sector of
	earners among council employees, that are women Total number of employees	1,494 	29 29 8	Image: Constraint of the sector of the se
	earners among council employees, that are women Total number of employees Total number of employees in top 2% Total number of women employees in top 2%	1,494 1,494		
	earners among council employees, that are women Total number of employees Total number of employees in top 2%			27.6 %
	earners among council employees, that are women Total number of employees Total number of employees in top 2% Total number of women employees in top 2% Percentage of women employees in top 2%		8	
	earners among council employees, that are women Total number of employees Total number of employees in top 2% Total number of women employees in top 2%			
	earners among council employees, that are women Total number of employees Total number of employees in top 2% Total number of women employees in top 2% Percentage of women employees in top 2% Total number of employees in top 5%		8 8 8 87	
	earners among council employees, that are women Total number of employees Total number of employees in top 2% Total number of women employees in top 2% Percentage of women employees in top 2%		8	
	earners among council employees, that are women Total number of employees Total number of employees in top 2% Total number of women employees in top 2% Percentage of women employees in top 2% Total number of employees in top 5%		8 8 8 87	27.6 %

IBLIC ACCESS								
	Number of council buildings from which the council delivers					58		
	services to the public							
	Number and percentage of buildings from which the council					30		51.7 %
	delivers services that are suitable for, and accessible to, disable	d people						
				1				
							<u> </u>	
DMINISTRATION COSTS							1	
Diministration costs								
	The gross administration cost per benefits case.							
	שלי איז איז איז איז איז איז איז איז איז אי						1 1	
							+ +	
	a) Average rent rebate caseload		381				+ +	
			301	1			+ +	
	Weighted rent rebate caseload							575
	Weighted Tent Tebate caseload							575
	b) Average private rented sector caseload		218					
	b) Average private rented sector caseload		210	9				
	Weighted private rented sector caseload							464
								+04
	c) Average registered social landlord caseload		262					
			202					
	Weighted registered social landlord caseload							524
								524
	d) Average Council Tax Benefit caseload		1,353					
			1,000					
	Weighted Council Tax Benefit caseload							2,057
							1	2,001
							1	
	e) Gross cost of providing the service	£	248,588	.00			1 1	
		~	0,000				1 1	
							1	
	f) Gross administration cost per case						£	68.67
							1 1	
							1	
					-		· · · ·	
OUNCIL TAX COLLECTIC	DN							
							1	
a)	Cost of collecting council tax per dwelling						£	25.80
	(All dwellings, not just chargeable)							

	b)	Cost of collecting council tax	£ 264,405		
	-)	Number of dwellings	10,248		
	c)		10,248		
	d)	Income received from summary warrants	£ 5,126		
		(i.e. 10% recovered by council)			
OUNCIL TAX					
;	a)	i. Income due from council tax for the year excluding			
		reliefs and rebates			£ 7,219,572 .00
		ii. Income due from council tax for the year excluding	£ 9,206,416		
		all water charges and outstanding council tax			
		iii. Reliefs and rebates due to council for council tax	£ 1,986,844		
		for the year			
	b)	i. Percentage of income due from council tax for the			97.7 %
		year that was received by the end of the year			
		ii. Income received from council tax for the year	£ 7,054,110		
PAYMENT OF	INVOICES				
,	a)	Number of invoices sampled		58,844	
	aj			30,044	
	b)	Number of invoices sampled and paid within 30 days	45,326		
	<i>`</i>				
	c)	Percentage of invoices sampled and paid within 30 days			77.0 %
ASSET MANA	GEMENT				
3	a)	Gross internal floor area of operational buildings		118,708 m <sup>2</sup>	
		Proportion of GIA that is in satisfactory condition		97,353 m <sup>2</sup>	82.0 %
	b)	Total number of operational buildings		202	

	for their current use		179	88.6 %
			179	/0
OME CARE/HOME H	ELPS			
	Level of service			
	Total population aged 65+ (2009 mid year estima	tes) 3,890		
a)	Number of people aged 65+ receiving homecare			276
	Total volume of service		Number of home	As a rate per 1,000
			care hours	population aged 65
b)	Total number of homecare hours per 1,000 population aged 65+		1,546	397.4
c)	Number and percentage of homecare clients aged 65+ receiving	j:		
	i. Personal care		186	67.4 %
			100	
	ii. A service during evening/overnight		153	55.4 %
	iii. A service at weekends		203	73.6 %
PORT AND LEISURE				
	All pools	Attendances		
0	Number of attendances and expressed per 1,000 population	115,197		5,771
	Population (2009 mid-year estim	ate) 19,960		
TTENDANCE AT IND	OOR SPORTS FACILITIES EXCLUDING POOLS			
	Indoor sport and leisure facilities, excluding pools in a			
	combined complex	Attendences		_
	Number of attendances and expressed per 1,000 population	Attendances 211,498		10,596

			Numbe	er of visits		
1	a)	Number of visits to/usages of council funded or	part	49,902		2,500
		funded museums and expressed per 1,000 popu	Ilation			
	b)			10.105		2,480
	,	Number of visits in part a) that were in person a	nd expressed per	49,495		
		1,000 population				
				·		
SE OF	LIBRARIES					
2	a)		1	41,725		7,100
		Number of visits to libraries and expressed per	,000 population	+1,725		
	b)	Number of borrowers and expressed as a perce	ntage of the	6,198		31.1
	-	resident		0,198		%
		population				
	· ·					
ROCES	SSING TIME - PI	LANNING APPLICATIONS				
5		Number and percentage of householder and not	n-householder			
		applications dealt with within two months				
			Number	f applications	Number dealt with within two m	onths % dealt with within two mon
	a)	i. Householder		121	88	72.7 %
	a)					12.1 /0
		ii. Non-householder		359	217	60.4 %
					217	60.4 %
			Total	480	305	63.5 %
			lotai	460	305	63.5 %
					<u> </u>	
RESP	ONSE REPAIR	S				
	Category 1					
	i.	Target response time for this category			24 Hours	
		<u> </u>				4
	ii.	Number of repairs in this category			216	
		Number completed within target time		180	+	
				100		
	Category 2					
	Category 2	Torget reasons time for this asterna			2 Dave	
	Category 2	Target response time for this category			3 Days	
	Category 2 i.	Target response time for this category Number of repairs in this category			3 Days	

iii.	Number completed within target time	79		
Category 3				
i.	Target response time for this category		20 Days	
			20 Days	
ii.	Number of repairs in this category		824	
	Number completed within target time	710		
Category 4				
i.	Target response time for this category		NS	
ii.	Number of repairs in this category		NS	
iii.	Number completed within target time	NS		
Category 5				
i.	Target response time for this category		NS	
ii.	Number of repairs in this category		NS	
iii.	Number completed within target time	NS		
Category 6				
i.	Target response time for this category		NS	
ii.	Number of repairs in this category		NS	
iii.	Number completed within target time	NS		
All categories				
d) i.	Total number of response repairs		1,135	
ii.	Number of housing response repairs completed within targe	et	969	
	Percentage completed within taget times			85.4 %
	being brought up to the Scottish Housing Quality Standard			63.4
	by criteria			
	Number of council dwellings	778		
i	Tolerable standard		778	100.0 %
1.	างเอาฉมเซ รเล่านลาน		110	100.0 /

	ii.	Free from serious disrepair				722		92.8 %
						070		05.0 %
	iii.	Energy efficient				272		35.0 %
	iv.	Modern facilities and services				673		86.5 %
	v.	Healthy, safe and secure				412		53.0 %
	vi.	Total dwellings meeting SHQS				180		23.1 %
ANAGIN	G TENANCY CHA	INGES						
6	a)	Percentage of rent due in the year that was lost due to voids						2.0 %
-								
	b)	Amount of rent loss due to voids			£	36,805	.00	
	c)	Gross annual rent debit (rent due in the year)			£ 1,	,866,111	.00	
	c)	Gross annual rent debit (rent due in the year)			£ 1,	,866,111	.00	
	c)	Gross annual rent debit (rent due in the year)			£ 1,	,866,111	.00	
					£ 1.	,866,111		
7	c) 	Gross annual rent debit (rent due in the year)			£ 1,	,866,111		
7		Dwellings which are <u>not low demand</u>			£ 1,	,866,111		
7					£ 1,	,866,111		
7		Dwellings which are <u>not low demand</u>			£ 1,	,866,111		
7	a)	Dwellings which are <u>not low demand</u> Number of houses re-let that took: less than 2 weeks			£ 1,	7		
7	a)	Dwellings which are <u>not low demand</u> Number of houses re-let that took:						
7	a) i. ii.	Dwellings which are not low demand         Number of houses re-let that took:         less than 2 weeks         2-4 weeks				7		
7	a) i.	Dwellings which are <u>not low demand</u> Number of houses re-let that took: less than 2 weeks				7		
7	a) i. i. ii. ii.	Dwellings which are not low demand         Number of houses re-let that took:         less than 2 weeks         2-4 weeks         5-8 weeks				7 5 10		
7	a) i. ii.	Dwellings which are not low demand         Number of houses re-let that took:         less than 2 weeks         2-4 weeks         5-8 weeks         9-16 weeks				7		
7	a) i. i. ii. ii.	Dwellings which are not low demand         Number of houses re-let that took:         less than 2 weeks         2-4 weeks         5-8 weeks				7 5 10		
7	a) i. ii. ii. iii. iv. v.	Dwellings which are not low demand         Number of houses re-let that took:         less than 2 weeks         2-4 weeks         5-8 weeks         9-16 weeks         More than 16 weeks				7 5 10 13 7		
7	a) i. i. ii. ii. ii. ii.	Dwellings which are not low demand         Number of houses re-let that took:         less than 2 weeks         2-4 weeks         5-8 weeks         9-16 weeks	Image: Constraint of the sector of			7 5 10 13		
7	a) i. ii. ii. iii. iii. v. v. v.	Dwellings which are not low demand         Number of houses re-let that took:         less than 2 weeks         2-4 weeks         5-8 weeks         9-16 weeks         More than 16 weeks         Total number of houses re-let		311 days		7 5 10 13 7		
7	a) i. ii. ii. iii. iv. v.	Dwellings which are not low demand         Number of houses re-let that took:         less than 2 weeks         2-4 weeks         5-8 weeks         9-16 weeks         More than 16 weeks		31 days		7 5 10 13 7		

	b)	Dwellings which are low demand			
	6)	Dwennigs when are tow demand			
		Number of houses re-let that took:			
	i.	less than 2 weeks		1	
	ii.	2-4 weeks		1	
	iii.	5-8 weeks		5	
	iv.	9-16 weeks		3	
	v.	17-32 weeks		4	
	vi.	33-52 weeks		1	
				•	
	vii.	More than 52 weeks		0	
	vii.				
	viii.	Total number of houses re-let		15	
	viii.				
	ix.	Total number of days to re-let houses	1,581 days		
	х.	Average time to re-let houses			105 days
	c) i.	Number of low demand houses remaining un-let at year end		8	
	,				
	ii.	Number of days and average time that these houses had		1,963 days	245 days
		been un-let at year end			
	d)	Number of dwellings considered to be low demand at year		143	
	,	end			
	e)	The number at d) above considered to be low demand at the		151	
	,	start of the year			
	f)	The number at d) above that were not actively being re-let		0	
		because they were subject to a disposal strategy			
RENT MAN	AGEMENT				
18	a) i.	Amount of current tenants' rent arrears		£ 27,941 .00	
	ii.	Net annual rent debit		£ 958,507 .00	

	iii.	Current tenants' arrears as a percentage of net rent due			2.9 %
	b) i.	Number of current tenants		698	
	ii.	Number of current tenants owing more than 13 weeks rent		17	
		excluding those owing less than £250			
	iii.	Percentage of current tenants owing more than 13 weeks			2.4 %
		rent excluding those owing less than £250			
	c) i.	Number of tenants giving up their tenancy during the year		85	
	ii.	The number and proportion of those tenants that were in rent		28	32.9 %
		arrears		20	52.5 70
	d) i.	Average weekly rent	£ 50.05		
	ii.	Total debt owed by tenants leaving their tenancies with arrears		£ 8,400	
	iii.	Average debt owed by tenants leaving their tenancies		£ 300.00	
		with arrears			
	iv.	Average number of weeks rent owed by tenants leaving			6.0
		in arrears			
	e) i.	Amount of former tenant arrears	£ 64,918		
	ii.	Amount and percentage of former tenant arrears written off		£ 10,434	16.1 %
		or collected during the year			
HOMELESS	NESS				
19	a)	Permanent accomodation			
	i.	Number of households assessed during the year		70	
	ii.	Number and percentage of decision notifications issued within		63	90.0 %
		28 days of date of initial presentation			
	iii.	Number of cases open at the beginning of the year or assessed		70	
		in the year			
		Number and percentage who are housed into permanent		33	47.1 %

		accomodation		
	iv.	Number of cases reassessed within 12 months of completion of		7
	14.	duty	<b> </b>	<del>-  </del>
				70
		Number of cases assessed during the year		70
		% of cases reassessed		10.0 %
		Temporary accomodation		
	i	Number of households assessed during the year		16
	ii.	Number and percentage of decision notifications issued within		12 75.0 %
		28 days of date of initial presentation		73.0 /0
	iv.	Number of cases reassessed within 12 months of completion of		1
	14.	duty		
		duly		
		Number of cases assessed during the year		16
		% of cases reassessed		6.3 %
	b)	The proportion of those provided with permanent		89.3
	)	accomodation in council stock who maintained their tenancy		
		for at least 12 months		
DOMESTIC	NOISE COMPLA	NINTS		
20	a)	The number of complaints of domestic noise received during the		
	/	vear:		
	i.	Settled without the need for attendance on site		66
	ii.	Requiring attendance on site		5
	iii.	Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	N	
			N	
			Total	71
		For aii. and aiii. above, the average time (hours) between the time		
	b)	of the		

		complaint and attendance on site:			
	i.	Requiring attendance on site			102.2 hc
		Dealt with we dee Deat ) / of the Aution side Debewiewer (Ocedier d) Act 20	0.4		
	ii.	Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 20	004		N/A ho
RADINGS	STANDARDS - CO	OMPLAINTS AND ADVICE			
1	a)	Number and percentage of consumer complaints completed:			
	í				
	i.	Total number received		52	25
	ii.	Number dealt with within 14 days of receipt	442		
	iii.	Percentage dealt with within 14 days of receipt			84.2 %
	b)	Number and percentage of business advice requests completed:			
	•	Total number received		20	
	ii.	Number dealt with within 14 days of receipt	189		
	iii.	Percentage dealt with within 14 days of receipt			92.2 %
ARRIAGE	WAY CONDITIO	N			
-					
2		Percentage of the road network that should be considered for			
		maintenance treatment			Red and Amber
	•	A class roads			26.3 %
	1.	A class loads			20.3 /6
	ii.	B class roads			27.5 %
	iii.	C class roads			15.7 %
	iv.	Unclassified roads			31.7 %
	٧.	Overall			27.3 %
EFUSE CO	OLLECTION				
1					

		Network for for a set that for	£ 633.625		
	ii.	Net cost of refuse collection	£ 633,625		
	iii.	Number of premises for refuse collection	10,802		
		(household and commercial)			
	b) i.	Net cost of refuse disposal per premise			£ 76.33
	~,				
	ii.	Net cost of disposal	£ 824,565		
		(Includes landfill tax element)	2 024,000		
	iii.	Cost of capping landfill site (to be included in bii)	<b>£</b> 0		
		(This is a one off capping cost which affects comparison			
		with previous years)			
REFUSE REC	CYCLING				
4		MUNICIPAL WASTE			
55	EPA no longer L	ndertake a LA waste arisings survey, however,			
co	ouncils should e	nsure figures reported for this indicator are			
co	onsistent with th	e new Waste Data Flow return.			
	i.	total tonnes of municipal waste collected	15,353		
	ii.	tonnes of municipal waste composted		1.940.0	
	ii.	tonnes of municipal waste composted		1,940.0	
	ii. iii.	tonnes of municipal waste composted tonnes of municipal waste recycled		1,940.0 2,345.0	
	iii.	tonnes of municipal waste recycled			
					27.9 %
	iii.	tonnes of municipal waste recycled			27.9 %
	iii. iv.	tonnes of municipal waste recycled			27.9 %
LEANLINES	iii. iv.	tonnes of municipal waste recycled			27.9 %
	iii. iv.	tonnes of municipal waste recycled percentage of municipal waste composted/recycled			27.9 %
	iii. iv.	tonnes of municipal waste recycled percentage of municipal waste composted/recycled			27.9 %
CLEANLINES	iii. iv.	tonnes of municipal waste recycled percentage of municipal waste composted/recycled The cleanliness index achieved following inspection of a			27.9 %
	iii. iv.	tonnes of municipal waste recycled percentage of municipal waste composted/recycled			27.9 %
	iii. iv.	tonnes of municipal waste recycled percentage of municipal waste composted/recycled The cleanliness index achieved following inspection of a sample of streets and other land	Image: Constraint of the sector of		27.9 %
	iii. iv.	tonnes of municipal waste recycled percentage of municipal waste composted/recycled The cleanliness index achieved following inspection of a	Image: section of the sectio		27.9 %
	iii. iv. 3S	tonnes of municipal waste recycled percentage of municipal waste composted/recycled The cleanliness index achieved following inspection of a sample of streets and other land Cleanliness measurement	Image: section of the section of t		27.9 %
	iii. iv.	tonnes of municipal waste recycled percentage of municipal waste composted/recycled The cleanliness index achieved following inspection of a sample of streets and other land Cleanliness measurement Local authority			27.9 %
	iii. iv. 3S	tonnes of municipal waste recycled percentage of municipal waste composted/recycled The cleanliness index achieved following inspection of a sample of streets and other land Cleanliness measurement			27.9 %
	iii.	tonnes of municipal waste recycled         percentage of municipal waste composted/recycled         The cleanliness index achieved following inspection of a sample of streets and other land         Cleanliness measurement         Local authority         Inspection one			27.9 %
	iii. iv. 3S	tonnes of municipal waste recycled percentage of municipal waste composted/recycled The cleanliness index achieved following inspection of a sample of streets and other land Cleanliness measurement Local authority			27.9 %
	iii.	tonnes of municipal waste recycled         percentage of municipal waste composted/recycled         The cleanliness index achieved following inspection of a sample of streets and other land         Cleanliness measurement         Local authority         Inspection one			
	iii.	tonnes of municipal waste recycled         percentage of municipal waste composted/recycled         The cleanliness index achieved following inspection of a sample of streets and other land         Cleanliness measurement         Local authority         Inspection one			27.9 %

iv.	Inspection four	77		
b)	Partner authority			
v.	Inspection one	80		
vi.	Inspection two	74		
c)	Keep Scotland Beautiful inspection			
vii.	Validation inspection	79		
	Overall cleanliness index		77	