

Annual Performance Report 2008

Orkney Islands Council

April 2009

Introduction



Stephen Hagan,
Convener



Contents:

<i>Council priorities</i>	2
<i>Council finance</i>	9
<i>Council business processes</i>	10
<i>Statutory Performance Indicators</i>	12

Alistair Buchan,
Chief Executive



Introduction

Orkney Islands Council is committed to providing the best services possible for you, the people of Orkney. We are also committed to publicly accounting for how well we provide these services.

This is our fifth Annual Performance Report, and in it we will try to show how well we performed over the past year. To do this we will look at the statutory performance information about all Scottish Councils which Audit Scotland publishes on their website

each year, and also report on the recent achievements made by the various services across the Council.

The report is structured under the Council priorities, identified in the Council Plan 2008-13: care for our older and vulnerable people; sustainable communities; planning and affordable housing; transport networks; schools and community facilities; improved services and facilities through increased joint working.

Special points of interest:

- P** New Kirkwall Grammar School, Halls of Residence and Stromness Primary School
- P** New residential care facilities for Kirkwall and St. Margaret's Hope
- P** New Council houses to be built
- P** Hatston recycling centre opened

“There is a strong culture of community involvement in Orkney and the Council benefits from being rooted in the community it serves.” The Orkney Islands Council Audit of Best Value and Community Planning: Audit Scotland

Introduction

We hope that you find the report interesting, and that it might stimulate your interest in more detailed information on the Council’s performance. If you would like more detailed performance information, please contact the Corporate Policy Unit by writing to Orkney Islands Council, School Place, Kirkwall, Orkney, KW15 1NY; or by telephoning 01856 873535; or by emailing policy@orkney.gov.uk.

Finally, we hope that you will take the opportunity to tell us what you think about the Council’s performance, either in writing, by email or by telephone. This will help us to improve services in ways that suit as much of the population of Orkney as possible. We look forward to hearing from you.

Care for our older and other vulnerable people

Orkney has a long and well deserved reputation for being a safe place to live. We also have a long tradition of caring for those people in our community who need some form of additional support. It is important that we continue to work to keep what we have, and to make improvements where we can. There have recently been a number of service achievements in this area, some of which are listed below.

Agreed proposal to develop 60 residential, respite and very sheltered housing facilities for older people. These facilities, which will be built in Kirkwall and St Margaret’s Hope, are based on the most modern models of service provision. The 60 joint social care and health places will be in place by 2012

Development of Community Health and Social Care Partnership. 2008 has been a year for exploring the development of the

CHSCP, a new body which will link Community Social Services and NHS Orkney. This will put vulnerable older people at the centre of service provision.

Successful ‘Telecare’ pilot, to find ways to help people remain in their own home. Telecare is a system which assists people to remain safely in their own home. An initial trial into the uses of telecare had positive results and further research is ongoing into types of equipment available, for example fall detectors and medication dispensers. The benefits of using this technology to its potential will be considerable to people who wish to remain in their own home, particularly in remote places in Orkney.



“SWIA inspectors reported ‘The department was providing good outcomes for most people who use services. They are generally well regarded within the community.’ ”
The Orkney Islands Council Audit of Best Value and Community Planning: Audit Scotland

Care for our older and other vulnerable people

Adults with Incapacity (Scotland) Act 2000. The Council has done some positive awareness raising of this Act within the community, which has led to an increased number of people being supported by the Act.

Good staff standards. 67 awards were obtained by staff working for Community Social Services, as part of the department’s ongoing commitment to providing a high standard of care to the community

Introduction of the Adult Support and Protection (Scotland) Act. This is groundbreaking legislation for the protection of adults which came into force in October 2008. The Council has updated policies and procedures to bring them in line with the new legislation and have begun rolling out staff training and awareness raising.

Mental health award. The Community Mental Health Team (CMHT) won a highly commended award from the National Awards for Good Practice in Mental Health Nursing 2008, in the Theory into Practice Category.

Progress made towards reducing the waiting lists for patients waiting to be discharged from hospital. At the end of last year there were no patients waiting more than six weeks to be discharged from hospital with their health and care needs assessed.

Frozen meals at weekends. After successful pilots of meals in home care, a frozen meal service was implemented at weekends. There are a number of benefits to this service such as meals being balanced and healthy, and cost savings to the service user. Although some service users have opted not to receive frozen meals, on the whole it has been beneficial to service users and the home care section.

Electronic recording and information sharing system in Children’s Services. The Council and NHS Orkney have established a joint information sharing database in Children’s Services. This system improves services by ensuring staff have access to relevant information, ensuring services are coordinated and delays reduced as staff have better information about care needs.



“The Council and its partners are strongly engaged with tackling sustainability issues.” The Orkney Islands Council Audit of Best Value and Community Planning: Audit Scotland

Sustainable communities

There can be little doubt that Orkney's natural environment makes a great contribution to the quality of our lives, and is among our most valuable assets. We all have a part to play in protecting our environment, and making sure that we use the land in such a way that it will remain viable for the generations to come. Providing transport is key to ensuring the sustainability of Orkney and this section is linked to Transport Networks (page 6). There have been a number of service achievements in this area, some of which are set out below.

Hatston recycling centre opened. The facility, situated next to Orkney Meat, processes glass, cans, paper, plastic bottles, cartons, cardboard, garden waste, scrap metal, electrical goods and domestic waste. Further recycling facilities will be added as the site expands. A number of mini recycling centres and clothing collection points are available in rural areas.

Completed funding for European Marine Energy Centre (EMEC). A number of contracts have been agreed, moving from test to commercial. This enhances the reputation of Orkney and contributes to the local economy.

Increased number of special bulky household collections for isles. The frequency of collections has increased, offering isles' residents a better service

First ever Core Path Plan for Orkney prepared. This plan, along with a range of maps, was produced to provide a framework of paths for local residents and visitors.



Growth in cruise vessels calling at Orkney's harbours. The number of cruise vessels calling at Orkney's harbours has increased by 12% between 2007 and 2008. The income generated from harbour and passenger dues has increased by 11% in this period. This included the largest liner ever to visit Orkney which arrived at Hatston pier last year on her maiden voyage. 'Eurodam' is owned by Holland American lines and carries 2,157 passengers.

Responding to the recession. The Council has worked with local companies providing support and advice to deal with the impact of the recession.

Flood work in progress. The Orkney Flood Liaison and Advice Group (FLAG) became fully active. The group comprises public and private sector representatives and is set up to provide a forum for reaching an integrated view on flood risks and its consequences, including coastal erosion and flooding.

Container Hub planning. A Container hub steering group involving the Crown Estate, HIE Orkney, and Scottish Government was set up to pursue the establishment of the container hub at Lyness. The group has secured £0.5m funding to aid this project.

Increase in other organisations' contracts with Orkney Towage. Orkney Towage announced a 125% increase in the work they carry out for other organisations. This includes operations for EMEC (European Marine Energy Centre) and other renewable energy companies as well as sub-contracted work in the Cromarty Firth.

Planning and affordable housing

Everyone needs a decent, affordable home. As a community, we need to try to make sure that we have housing solutions for people with different housing needs, wherever in Orkney they may live. There have recently been a number of service achievements in this area, some of which are set out below.

New Council houses to be built for the first time in 20 years. The Council has committed £13m over the next three years to building new Council houses and purchasing pre-built homes from local building companies. This will increase the housing stock by at least 40 houses per year, in addition to the 60 per year by OHAL (Orkney Housing Association Ltd). Buying prebuilt homes is also supporting the local construction trade through the current recession.

Accreditation from 'HomePoint'. Two teams within the Housing Section were inspected and awarded accreditation. The Homelessness and Housing Advice & Information Services were recently accredited by HomePoint which is part of the Scottish Government. The accreditation is evidence that the services meet the Scottish National Standards for Housing Information and Advice Providers. The team received the highest level of accreditation possible. In order to be registered, landlords must satisfy criteria which ensure that tenants have a secure, safe and good quality home. Orkney achieved one of the highest levels of registration.

Registration of private landlords. The private housing stock in Orkney makes a vital contribution to accommodation in Orkney. Last year 992 properties were registered out of a total of 944 private sector landlords.

Support for private landlords. The Orkney Landlords' Forum has been established which offers landlords opportunities to meet and discuss key issues. The 'Lets update' newsletter has also been introduced, which complements the work of the Advice and Information Section.

High levels of uptake in Advice and Information The Advice and Information section has continued to have a high uptake, with 163 cases in 2007/08. The purpose of the service is to prevent homelessness through the provision of high quality housing advice across all tenure types, tailored to the individual's circumstances. The number of homeless presentations fell during 2007/08 to 134 from a peak of 208 during 2004/05.

Repairs and improvements. The Council's Housing proved their commitment to continual improvement and development. The response rate in relation to repairs improved last year with a response rate of 93% for urgent requests and 88% for routine requests. In addition to this, tenants were surveyed regarding the level of satisfaction with their repairs. 93% stated they were very satisfied or satisfied in 2007/08 compared to 89% in 2006/07.

"People seeking housing information and advice in Orkney can be assured that they will receive an excellent service. The ultimate benefit is of course to the client."
Judi Reid from HomePoint, Scottish Government



Planning and affordable housing

Private Sector home condition survey. The Council assessed the condition of 600 properties in the private sector last year. Although the outcome of this survey identified that a higher than Scottish average percentage of homes are below standard, the Council is now able to quantify the scale of the problem and provide support and assistance to these homes.

Housing demand, needs and affordability survey completed. Surveys were sent to all Orkney households and a good response rate was received. The results identified the level and type of housing required now and in the future. This data will assist in funding applications.

“The Council works well with public and private sector partners to maintain transport links.” The Orkney Islands Council Audit of Best Value and Community Planning: Audit Scotland

Transport networks

As a remote island community, with our population spread across almost 20 inhabited islands, transport links are particularly important for Orkney. Our transport links, whether by air, sea or road are essential for business and social travel, for tourism, and for the import and export of essential goods and the general sustainability of the island communities (please see Sustainable Communities section on page 4). Orkney’s geography presents real challenges for our transport links, particularly during the winter months.

There have recently been a number of service achievements in this area, some of which are set out below.

Funding received for Kirkwall sustainable travel. Kirkwall was one of only seven towns to receive funding for Kirkwall to become a Sustainable Travel Demonstration Town. The proposals include improvements to kerbs, footways and

crossing facilities, the provision of online interactive mapping for walking routes in Kirkwall, the introduction of ‘travel buddies’ to support people with physical or learning disabilities to use transport options, and the introduction of a ‘Paths to Health’ scheme.

Improved facilities at Hatston ferry terminal. New lairage facilities for cattle movements and improved pier security for passengers have been provided.

St. Margaret’s Hope bypass started. This bypass has commenced and will ensure the road to the ferry is safer as well as opening up land for developments.



Schools and community facilities

Providing and promoting education for people of all ages and abilities helps to develop more confident citizens, with enthusiasm for learning and determination to reach high standards of achievement. Education also creates a more stable and skilled workforce which benefits our economy by encouraging business to locate and stay in Orkney. There have recently been a number of service achievements in this area, some of which are listed below.

Schools Investment Programme.

The Council has secured £3.58m per annum over the next 30 years to help build a new Kirkwall Grammar School, a new Stromness Primary School, new halls of residence and a new swimming pool. Over the past year, consultation with the community has helped influence the locations for these new buildings and consultation is now ongoing with pupils, staff and other stakeholders to consider the requirements and aspirations for the new facilities.

Additional funding has been secured to enhance the leisure pool and provide three squash courts at the Pickaquoy Leisure Centre and to incorporate an arts theatre into the new Kirkwall Grammar School. The funding secured will provide first class education and leisure facilities in Orkney plus modern accommodation for pupils from the isles. Building work is due to begin in 2010 and completion of the projects in 2012.

Continued high levels of attainment. Orkney schools continue to perform well in comparison with Scottish averages for: pupils staying on at school; exam results at S4, S5 and S6 and numbers of authorised absences. However, there is room for improvement within the number of unauthorised absences at secondary schools.

Commemorative activities. Activities were ongoing in the summer 2008 to mark the 850th anniversary of the death of St. Rognvald. Throughout the year a range of events celebrated the Viking Earl Rognvald (Kali) Kolsson and his magnificent creation, the St Magnus Cathedral, built in memory of his uncle, the Viking pacifist, Magnus.

Increased VisitScotland ratings for museums. Orkney Museums and Heritage had a number of successes in 2008, including increased VisitScotland star ratings for two museums – Scapa Flow Visitor Centre and Museum and Corrigan Farm Museum. The service was awarded Museums Accreditation status at the start of the year, and at the end of the year the archaeology collection was recognised as a collection of national significance.

Orkney College research. Orkney College continued to make a significant contribution to the UHI research effort with activity of importance to Orkney and its community, including plant research at the Agronomy Institute, Neolithic life at the Ness of Brodgar, and participation in the Voices of the West.

“The Council provides a good education service which is producing high attainment levels.” The Orkney Islands Council Audit of Best Value and Community Planning: Audit Scotland



*“HMIE identified...a wide range of opportunities for pupils to demonstrate achievement in areas of sports, arts, and culture.”
The Orkney Islands Council Audit of Best Value and Community Planning: Audit Scotland*

Schools and community facilities

Stromness Academy. The Council commenced an extension to Stromness Academy.

Papdale Primary School. A major upgrade of Papdale Primary School was completed.

Stronsay Healthy Living Centre. Construction of the last Healthy Living Centre, in a network of seven, commenced and it opened in March 2009.

Schools of Ambition. This is development of leadership skills in pupils included all pupils (approx 1500) in the 6 secondary schools. This programme helps pupils identify what might help towards success and what might be getting in the way.

Improved services and facilities through increased joint working

As members of a small islands community, we are all accustomed to working closely together. By pooling our resources we will be able to get more from our money, and deliver seamless and accessible services. There have recently been a number of achievements in this area, some of which are set out below.

Agreed proposal to develop 60 residential, respite and very sheltered housing facilities for older people. These facilities, which will be built in Kirkwall and St Margaret's Hope, are based on the most modern models of service provision. The 60 joint social care and health places will be in place by 2012.

Local Business Gateway. The Business Gateway Service, currently based on mainland Scotland, is to be set up in Orkney. This will complement the services of HIE Orkney in providing advice to individuals wishing to start up or expand a business.

Development of the CHSCP. (Community Health and Social Care Partnership). Linked to the 'Care for our older and other vulnerable people' (page 3), a great deal of work has been undertaken in 2008 to create a new body which will link Community Social Services and NHS Orkney.

National Training Award. The Department of Community Social Services won an award for its approach to the introduction of the 'PARIS' system to the department, a joint IT system, which enables the Council and NHS Orkney to manage the provision of health and social care across Orkney.

Work with Voluntary Action Orkney (VAO) to secure new premises. The Council is committed to working with VAO to secure new voluntary sector premises.



Council finance

Grant aid from the Scottish Government.

The amount of money that any council has to provide services for local people is very important, especially since the public quite rightly expect the best services.

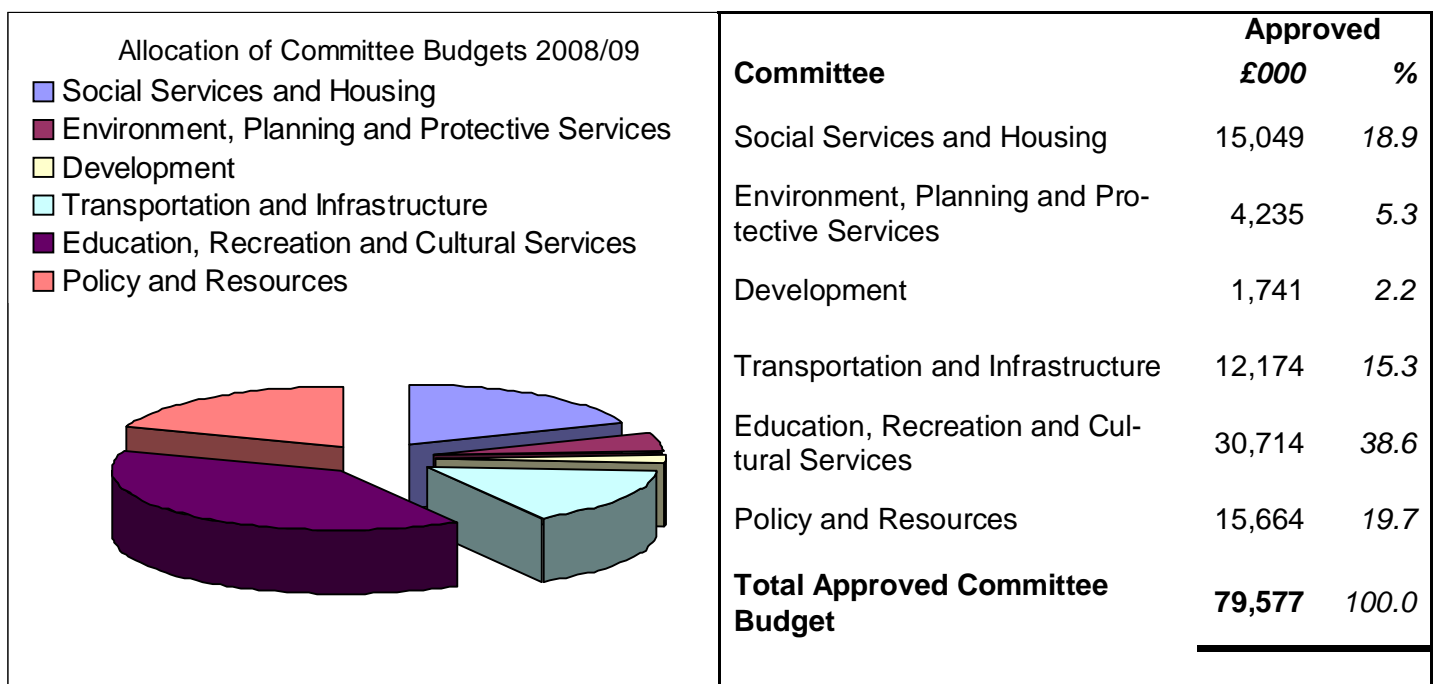
In Orkney Islands Council, we believe that the Scottish Government does not provide us with enough grant aid to provide the services that the people of Orkney expect and deserve. To make this point, the chart below shows the differences between the amount of grant paid to the Council by way of Total

Revenue Support (TRS) relative to the other two island authorities.

The table makes clear that Orkney's level of grant award is very low in comparison with the other two island councils. In simple terms, Shetland and the Western Isles have much more money available to them to provide services for local people. Despite this inequity, Orkney Islands Council has a Band D Council Tax in 2008/09 which is less than in Shetland, and only slightly higher than the Western Isles.

Grant Comparison	Orkney	Shetland	Western Isles
Resident population	19,770	21,880	26,350
TRS 2007/08 (£000)	68,124	94,533	108,241
TRS per head (£)	3,446	4,321	4,108
TRS difference per head (£)	n/a	875	662
Band D Council Tax 2008/09 (£)	1,037	1,053	1,024

The table and chart show the amount of money that each Council Committee had to provide services in 2008/09.



Council business processes

Like all large organisations, the Council has a great many systems in place to make sure that it runs smoothly. These systems help the Council to, for example, pay its invoices on time, and minimise staff sickness absence. Although such systems are not visible to the public, they have a great impact upon the way that the Council runs and are therefore just as important as the Council's frontline services. There have recently been a number of service achievements in this area, some of which are set out below.

Organising to deliver. The Council has considered ways in which the Council can be better shaped. A decision was made in 2008 to move to a new structure which will see six services, rather than seven departments. The six services are:

- **Community Social Services:** This will remain largely as it is as a consequence of exploring the Community Health and Social Care Partnership.
- **Marine Services:** A review of the current operations of Harbours, Orkney Ferries Ltd and Orkney Towage has been undertaken and it has been agreed to develop a combined Marine Services.
- **Education and Leisure services:** This will remain largely as it is, but the Culture and Heritage service will transfer from Development.
- **Finance and Housing Services:** This will remain largely as it is.

- **Corporate Services:** The new name for the Chief Executive's Department. European Union Liaison will transfer from Development to create a central resource to support funding opportunities.
- **Development, Environmental and Infrastructure services:** This will bring together the remaining elements of Development Services and the Technical Services Departments and will be made up of four sections: Regulatory Services, Operations, Property and Strategic, Planning and Development.

Audit Scotland Best Value Review. The Council received a positive report on its recent inspection.

Single Outcome Agreement produced. The purpose of the Single Outcome Agreement is to identify areas for improvement and to deliver better outcomes for the people of Orkney and Scotland, through specific commitments made by the Council and Scottish Government. The document sets out the joint commitment between the Council and the Scottish Government to the delivery of an agreed set of outcomes.

Council Plan produced. The Council published its Corporate Strategic Plan 2008-13, setting out its mission, values and key priorities for the period.

"Elected members and senior officials are prominent in the community and provide strong leadership." The Orkney Islands Council Audit of Best Value and Community Planning: Audit Scotland



“We acknowledge the Council’s good leadership and its performance in a number of areas, and the innovative approach which it has adopted in response to its circumstances, in particular in its partnership arrangements.”
*The Orkney Islands Council
 Audit of Best Value and Community Planning: Audit Scotland*

Council business processes

New system in place for measuring the outcomes of services on people’s lives. The Council has developed a range of measures which consider what difference services make to people, rather than the traditional way of measuring, the resources put into the service.

The Council website has improved. The Council website has been revamped and now has more information in a more user friendly layout. This also includes all Committee reports and minutes.

Updated Performance Reporting system. The Council has implemented a new way of reporting performance. The key focus on this is consideration of service improvement. It ensures areas which are underperforming are relentlessly reported to senior managers and Councillors.

Statutory Performance Indicators (SPIs)

Each year the Accounts Commission requires all Scottish councils to record 82 SPIs which relate to a variety of services and activities common to all councils. Orkney Islands Council’s performance as measured by the SPIs is set out on the following pages.

Key terms

Unreliable data (UD) – in some years, Audit Scotland assesses a very small number of SPIs as being ‘unreliable’. An unreliable SPI does not mean that it is necessarily wrong, but rather that the auditors have been unable to verify the recording system, or its supporting documentation, or it is based on estimated figures

OIC rating - where performance has improved compared to last year, this is indicated by an upwards arrow; where performance has declined compared to last year, this is indicated by a downwards arrow; and where performance has remained the same, this is indicated by a horizontal arrow. These ratings consider the Council’s own performance in comparison with last years measures, it does not consider the performance in comparison with other Local Authorities. Therefore, this may mean that although the Council is ranked higher than last year that the rating may go down.

No service (NS) – not all of the services measured by SPIs are provided in Orkney.

Failure to report (FTR) – in some years the Council will be unable, for whatever reason, to report one or more SPIs.

OIC ranking out of 32 Scottish councils - for each SPI the Council has a position on the Scottish league table, from 1 to 32.



Statutory Performance Indicators (SPIs)

The table below provides a summary of the performance of the Council's SPIs. It shows the Council's performance worsened by 5% or more on 19 SPIs, and improved by 5% or more on 26 SPIs.

	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
Orkney	16	3	-	2	1	23

	Statutory performance indicators for the period 1 April 2007 – 31 March 2008	OIC measures	OIC ranking	OIC rating
	Adult social work			
1	Residential accommodation: staff qualifications – the percentage of care staff with appropriate qualifications for the level of post held, working in council care homes for older people	38.3%	26	↑
2	Residential accommodation: staff qualifications – the percentage of care staff with appropriate qualifications for the level of post held, working in council care homes for other adults	60.6%	9	↑
3	Residential accommodation: privacy – the percentage of care home places occupied by older people that are single rooms	92%	19	↓
4	Residential accommodation: privacy – the percentage of care home places occupied by older people with en-suite facilities	54.9%	29	↑
5	Residential accommodation: privacy – the percentage of care home places occupied by other adults that are single rooms	88.9%	27	↓
6	Residential accommodation: privacy – the percentage of care home places occupied by other adults with en-suite facilities	33.3%	27	↑
7	Home care – the number of home care hours per 1,000 of the population aged 65+	529	15	↑
8	Home care – as a proportion of home care clients aged 65+, the number receiving personal care	63.6%	29	↓
9	Home care – as a proportion of home care clients aged 65+, the number receiving a service during evenings /overnight	37.1%	6	↑
10	Home care – as a proportion of home care clients aged 65+, the number receiving a service at weekends	57.3%	23	↓

	Statutory performance indicators for the period 1 April 2007 – 31 March 2008	OIC measures	OIC ranking	OIC rating
	Adult social work			
11	Respite care – total overnight respite nights provided for older people aged 65+ per 1,000 population	679.2 nights	3	↑
12	Respite care – the percentage of overnight respite nights provided for older people aged 65+ not provided in a care home	0%	21	↔
13	Respite care – total daytime respite hours provided for older people aged 65+ per 1,000 population	4,208.8 hours	9	↑
14	Respite care – the percentage of daytime respite provided for older people aged 65+ not provided in a day centre	0%	30	↓
15	Respite care – total overnight respite nights provided for people aged 18-64 per 1,000 population	62.9 nights	3	↑
16	Respite care – the percentage of overnight respite nights provided for people aged 18-64 not provided in a care home	0%	24	↔
17	Respite care – total daytime respite hours provided for people aged 18-64 per 1,000 population	2,785.5 hours	3	↑
18	Respite care – the percentage of daytime respite provided for people aged 18-64 not provided in a day centre	0%	30	↔
19	Social enquiry reports – the proportion of reports submitted by the Council to the courts by the due date	100%	1	↔
20	Probation – the proportion of new probationers seen by a supervising officer within one week	100%	1	↑
21	Community service – the average hours per week taken to complete community service orders	4.7 hours	5	↑
	Benefits administration			
22	Administration costs – the overall gross administration cost per council tax or housing benefit application	£58.80	23	↓
23	New claims – the average time taken to process new claims	27.5 days	7	↑
	Education and children's services			
24	Primary schools – the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	47.6%	26	↓

	Statutory performance indicators for the period 1 April 2007 – 31 March 2008	OIC measures	OIC ranking	OIC rating
25	Secondary schools – the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	100%	1	↑
26	Looked after children – the percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	87.9%	14	↓
27	Residential accommodation: staff qualifications – the percentage of care staff with appropriate qualifications for the level of post held, working in council residential children's homes	39.3%	22	↓
28	Respite care – total overnight respite nights provided for children aged 0-17 per 1,000 population	121.8 nights	2	↑
29	Respite care – the percentage of overnight respite nights provided for children aged 0-17 not provided in a care home	NS	–	-
30	Respite care – total daytime respite hours provided for children aged 0-17 per 1,000 population	512 hours	20	↓
31	Respite care – the percentage of daytime respite provided for children aged 0-17 not provided in a day centre	49.5%	28	↑
	Corporate Management			
32	Sickness absence – the number of days lost through sickness absence expressed as a percentage of the total working days available, for chief officials and local government employees	6%	23	↓
33	Sickness absence – the number of days lost through sickness absence expressed as a percentage of the total working days available, for craft employees	NS	-	-
34	Sickness absence – the number of days lost through sickness absence expressed as a percentage of the total working days available, for teachers	3.9%	17	↑
35	Litigation claims – the number of civil liability claims per 1,000 population	13.2 claims	5	↑
36	Equal opportunities – the percentage of the highest paid 2% of earners among Council employees that are women	35.7%	15	↑
37	Equal opportunities – the percentage of the highest paid 5% of earners among Council employees that are women	33.8%	28	↑

	Statutory performance indicators for the period 1 April 2007 – 31 March 2008	OIC meas- ures	OIC ranking	OIC rating
38	Public access – the percentage of Council buildings, from which the Council delivers services to the public, that are suitable and accessible to disabled people	48.2%	22	↑
39	Council tax – the cost of collecting council tax per dwelling	£22.29	30	↓
40	Council tax – the percentage of council tax income for the year, that was collected in the year	97.7%	1	↓
41	Invoice payment – the number of invoices paid within 30 days of receipt, expressed as a percentage of all invoices paid	76.7%	29	↓
42	Asset management – the percentage of operational accommodation that is in a satisfactory condition	84.8	6	↑
43	Asset management – the percentage of operational accommodation that is suitable for its current use	89.8	2	↑
	Cultural and community services			
44	Sport facility management – the number of attendances per 1,000 population for swimming pools	6051	2	↑
45	Sport facility management – the number of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex	9,161	2	↑
46	Museums – the number of visits to/usages of Council funded or part-funded museums per 1,000 population	2509	6	↑
47	Museums – the number of visits to/usages of Council funded or part-funded museums, that were in person, per 1,000 population	2458	3	↑
48	Changes in library stock – the percentage of the national target met for replenishing lending stock for adults	65.4%	14	↑
49	Changes in library stock – the percentage of the national target met for replenishing lending stock for children and teenagers	70.4%	16	↑
50	Use of libraries – the number of library visits per 1,000 population	6,892	8	↑
51	Use of libraries – the number of borrowers expressed as a percentage of the resident population	31.2%	2	↓
52	Learning centre and learning access points – the number of users expressed as a percentage of the resident population	39.4%	1	↑
53	Learning centre and learning access points – the number of times the terminals are used per 1,000 population	1,486.4	3	↑

	Statutory performance indicators for the period 1 April 2007 – 31 March 2008	OIC meas- ures	OIC rank- ing	OIC rating
	Development services			
54	Planning applications – the percentage of householder planning applications dealt with within two months	84%	11	↑
55	Planning applications – the percentage of householder and non-householder planning applications dealt with within two months	65.5%	13	↑
	Housing			
56	Managing tenancy changes – the percentage of rent due in the year that was lost due to voids	1.5%	11	↓
57	Managing tenancy changes – the percentage of dwellings that were not low demand that were re-let within 4 weeks	37.7%	17	↓
58	Managing tenancy changes – the average time taken to re-let houses that are not low demand	43 days	10	↑
59	Rent management – the current tenant arrears expressed as a percentage of the net amount of rent due in the year	3.7%	6	↓
60	Rent management – the percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	3.1%	10	↓
61	Rent management – the percentage of those tenants giving up their tenancy during the year that were in rent arrears	33.9%	11	↓
62	Rent management – the average number of weeks owed by tenants living in arrears	9.2 weeks	11	↓
63	Rent management – the percentage of arrears owed by former tenants that was either written off or collected during the year	10.7%	23	↓
64	Council house sales – the percentage of Council house sales completed within 26 weeks	6.7%	26	↑
65	Homelessness – the average time between presentation and completion of duty by the Council for those cases assessed as homeless or potentially homeless	32.9 weeks	30	↓
66	Homelessness – the number of cases reassessed as homeless or potentially homeless within 12 months of the previous case being completed, expressed as a percentage of all cases assessed as homeless or potentially homeless during the year	3.8%	12	↑

	Statutory performance indicators for the period 1 April 2007 – 31 March 2008	OIC meas-ures	OIC ranking	OIC rat-ing
	Protective services			
67	Food hygiene inspections – the percentage of premises with a minimum inspection frequency of 12 months or less, that were inspected on time	79.3%	31	↑
68	Domestic noise complaints – in those cases that required attendance on site, the average time between the time of the complaint and attendance on site	306 hours	26	↓
69	Domestic noise complaints – in those cases that were dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004, the average time between the time of the complaint and attendance on site	NS	-	-
70	Trading standards consumer complaints – the percentage of consumer complaints dealt with within 14 days of receipt	75.3%	14	↑
71	Trading standards business advice – the percentage of business advice requests dealt with within 14 days of receipt	95.7%	18	↓
72	Inspection of trading premises – the percentage of both high risk and medium risk premises that were inspected on time	94.7%	16	↑
	Roads and lighting			
73	Carriageway condition – the percentage of the road network that should be considered for maintenance treatment	24.5%	2	↑
74	Traffic light repairs – the percentage of repairs completed within 48 hours	NS	-	-
75	Street lighting – the percentage of street light repairs completed within 7 days	87.8%	25	↑
76	Road network restrictions – the percentage of Council and private bridges assessed that failed to meet the European standard of 40 tonnes	FTR	-	-

	Statutory performance indicators for the period 1 April 2007 – 31 March 2008	OIC meas- ures	OIC rank- ing	OIC rating
	Waste management			
77	Refuse collection – the net cost per property of refuse collection	£51.52	6	↑
78	Refuse collection – the net cost per property of refuse disposal	£84.74	25	↑
79	Refuse collection – the number of complaints per 1,000 households	6.3	7	↓
80	Recycling – of the municipal waste collected by the Council, the percentage that was recycled	28.7%	26	↑
81	Street cleanliness – the overall cleanliness index achieved	74	8	↔
82	Abandoned vehicles – the percentage of abandoned vehicles that were removed within 14 days	0%	32	↔

We hope that you find the report interesting, and that it might stimulate your interest in more detailed information on the Council's performance. If you would like more detailed performance information or if you have comments or suggestions about the Council's performance information, please contact the Corporate Policy Unit by writing to:

Orkney Islands Council, School Place, Kirkwall, Orkney, KW15 1NY; or telephone: 01856 873535; email: policy@orkney.gov.uk

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