

Introduction

In Orkney Islands Council we are 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 fourth 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 publish on their website each year, and also report on the recent achievements made by the various services across the Council.

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 popula-

tion of Orkney as possible. We look forward to hearing from you.



Stephen
Hagan,
Convener



Alistair
Buchan,
Chief
Executive

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Homes



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, whichever part of Orkney they may live.

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

Nearly 100 additional houses. Orkney Islands Council, Orkney Housing Association and Orkney Islands Property Developments

Limited, have recently obtained more than £6m which is expected to fund almost 100 additional houses, some for rent, and some for low cost sale.

Serviced sites and improvement grants. The Council has recently developed a great many serviced sites for sale, and have made available grants amounting to almost £1m per year to help homeowners to improve their homes.

Housing advice and information service. A new housing advice and informa-

tion service for Council house tenants has recently been introduced.

Handy-person service. The Council provides financial assistance for this new service, which is provided by Care and Repair to assist with essential minor household repairs and adaptations.

Choice based letting. A new method of allocating houses, known as choice based letting, has been introduced to ensure that vacant houses are let to those people in greatest need.

“Orkney Islands Council, Orkney Housing Association and Orkney Islands Property Developments Limited, have recently obtained more than £6m which is expected to fund almost 100 additional houses”

Lifelong learning

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 able 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 set out below.

Papdale Primary School. The Council recently completed programme of major upgrading at Papdale Primary School in Kirkwall.

Burray Primary School. Following a period of public consultation, the Council opened the Burray Primary School in February 2007.

High levels of attainment. In comparison to similar councils and the national average, pupils in Orkney continue to do well in national exams, although there is still scope for improvement at S5.

Recruitment and retention of staff. The Council has recently developed more effective practices for the recruitment and retention of both teaching and non-teaching staff, and will continue to work on this challenging area.

Successful Her Majesty's Inspectorate of Education report. The Council as Education Authority was inspected in 2005, when it scored 'good' in all but one performance indicator, which scored 'very good'. Five recommendations were made relating to strategic management, policy development, quality assurance, information

and communications technology, and self-evaluation. In the follow-up report in 2007, the Council achieved 'very good' progress in three of these recommendations and 'good' progress in the other two.

Additional Support for Learning legislation. This important legislation came in to force in 2005, and gives local councils a number of new duties, functions and powers, and also gives parents and young people new rights. The legislation helps to make sure that learners are supported in school if they meet a barrier to learning, for example, additional support needs arising from issues relating to health or disability, family circumstance, social and emotional factors, or the learning environment. Her Majesty's Inspectorate of Education concluded that good progress has been made with the implementation of the Act in Orkney.



A safe and caring community

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 set out below.

Flood protection. Following the flooding caused by torrential rainfall in October 2006, the Council responded to assist local communities by, for example, installing a temporary bridge to replace the flood damaged Mill Brig in Hoy.

Women's Refuge. The Council has provided financial assistance for the Women's Refuge in Kirkwall.

Joint equipment store. The Council and NHS Orkney opened their joint occupational therapy equipment store in September 2007. In addition to the storage of equipment, the store provides a display area for equipment to enable service users to view and try various pieces of equipment.

Upgrade of local toilets. The Council is working to a continuing programme of upgrading public toilets.

Closed circuit television system in Kirkwall town centre. The CCTV system

was successfully installed in April 2006, and helps the Police to respond more quickly to incidents, to calm situations and to prevent crime and antisocial behaviour from being committed. The system is supported by the public since it provides reassurance, reduces the fear of crime, helps to improve quality of life and community safety, and gives local businesses confidence to reinvest in the area.

Additional care home places. The Council has identified funding to provide 40 additional care home places for older people.

Vulnerable adult protection. To help to prevent the abuse, neglect and exploitation of vulnerable adults, the Council and a number of its partners have recently established multi-agency vulnerable adult protection arrangements.

Electronic recording and information-sharing system. The Council and NHS Orkney have established a joint social care database called PARIS, which helps health and social care staff to access relevant information and improve service delivery through keeping duplication of information to a minimum.

Criminal justice. The Council has achieved 100% compliance with National Standards for Criminal Justice Services, an achievement unique in Scotland.

Successful inspections. Services provided by the Council's Community Social

Services Department have recently had successful inspection reports by the Social Work Inspection Agency, and by Her Majesty's Inspectorate of Education.

Nominated social worker for every island. All islands now have a nominated social worker, which helps to ensure better services for service users, carers and their families, and also helps to promote better working relationships between other professionals, especially island GPs and community nurses.

Champions Group. The Council has recently established a service user advisory group called the 'Champions Group' for people with learning disabilities, who received empowerment training from the Scottish Consortium for Learning Disabilities.

Positive parenting. The Council has recently established a programme of positive parenting across Orkney.

Outcome focussed reviews. The Council is currently piloting the National User Defined Service Evaluation Toolkit (UDSET). This toolkit aims to increase the involvement of service users, their families and carers when reviewing their social care services to determine how well the services meet their own needs. Work of this kind is welcomed by local services and enables the Council to develop in line with the national agenda of increasingly personalised care services.



"Following the flooding caused by torrential rainfall in October 2006, the Council responded to assist local communities by, for example, installing a temporary bridge to replace the flood damaged Mill Brig in Hoy."



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Prosperity and jobs



The local economy is at the centre of all of our lives, both as individuals and as a community. We need to attract, retain, and help to develop businesses that will provide local jobs and will generate the wealth Orkney needs to thrive.

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

European Marine Energy Centre. The Council along

with a number of other funding partners have assisted in the development of the tidal energy testing site at the European Marine Energy Centre in Eday.

Ship-to-ship transfer of liquid natural gas. In February 2007 the world's first full scale commercial ship-to-ship transfer of liquid natural gas was carried out within Scapa Flow Oil Port, and 70,000 tonnes of product was transferred without incident. The trade is set to continue on a regular basis.

Cruise vessels calling at Orkney's harbours. The number of cruise vessels calling at Orkney's harbours between 2006 and 2007 has grown by over 36%, making Orkney the most popular destination for cruise liners in Scotland and the 5th most popular in the UK. This trend is set to continue with further growth, particularly the larger vessels.

"the Council has developed a Carbon Management Plan which aims to reduce carbon emissions while making cost savings."

There can be little doubt that Orkney's natural and built 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 to protect our environment, and make sure that we use the land in such a way that it will remain viable for the generations to come.

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

Energy efficiency in Council housing. Following completion of a major project to install cavity wall, loft and under-floor insulation, a system designed for those properties that are unsuitable for these types of insulation has now taken place. Early results are promising, and the programme will now be rolled out to other suitable properties. Air source heat pumps have also been installed in 12 Council properties, which along with insulation have

helped reduce the risk of fuel poverty for the tenants.

Reduce, Re-use, Recycle - Let's Get it Sorted. The Council took part in this national initiative, designed to promote the best and most sustainable way to deal with waste consistently throughout Scotland, and exceeded the recycling targets set by the Scottish Government.

Real Nappies. This national initiative, funded by the Waste and Resources Action Programme, enabled the Council to provide new parents with a pack of real nappies, and to encourage the use of these. In addition, the Real Nappy Network in Orkney was established, to provide continuing support for people to use real nappies.

Carbon management programme. Following a major study into the Council's energy use i.e. heating and lighting in Council buildings, the fuel used by Council ferries and road transport, and the fuel used by staff during busi-

ness travel and commuting, a single Carbon Emission figure for the Council as a whole has been worked out. In response, the Council has developed a Carbon Management Plan which aims to reduce carbon emissions while making cost savings.

Recycling within the Council. Following an internal audit of the Council's own waste, a waste action plan was drawn up which led to recycling being made easier for the various Council properties by providing facilities for waste to be collected, and by reducing the volume of printing.

New computer system. To help to make the Council's building control and development control services more effective and efficient, a new computer system has been installed. The new computer system is leading to a step-change in the way applications are handled, enabling applicants to apply online, and to track the progress of their application.



February 2008

Transport

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. 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.

Kirkwall Travel Centre. The Council recently com-

pleted the new centre to provide a transport interchange and information service for the travelling public and for tourists.

Radar expansion. The Council recently established a third radar site for monitoring both the northern and eastern approaches to Kirkwall Bay.

Kirkwall airport hanger. To provide modern maintenance facilities for aircraft employed on the inter-isles air service, a new maintenance hanger at Kirkwall airport was completed in September 2006.

Street lighting upgrade. The Council has recently up-

graded street lighting with energy efficient lanterns and modern luminaries that limit light pollution and provide a better standard of lighting.

Travel information. Recent improvements to travel information include projects to provide real-time bus information, and mobile phone texting for bus and ferry information.

British Ports Association. The Council recently hosted and chaired a meeting of the British Ports Association Scottish Ports, which represents almost all the major port authorities in Scotland.



"The Council along with a number of other funding partners have assisted in the development of the tidal energy testing site at the European Marine Energy Centre in Eday."

An active and culturally vibrant community

Orkney has a number of well established facilities, where local people and visitors can spend their leisure time. Facilities such as the swimming pools and fitness suites can help us with our general health and our sense of physical and mental well-being. Facilities such as museums help us to understand and conserve our rich cultural heritage, giving us our sense of place and community, and enhancing our well-being.

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

Pier Arts Centre. The new award winning building for the Pier Arts Centre in Stromness, which opened in July

2007, was assisted by grant aid from the Council.

Healthy living centres. To help to promote healthier lifestyles for people living in the isles, healthy living centres are now open in St Margaret's Hope, Sanday, Rousay, North Walls and Westray.

Outdoor education. The Hoy Centre was officially reopened in June 2006 following extensive refurbishment and extension, and outdoor education is now based there during the season in term time.

Recreational slipways. The Council has recently made available slipways at Finstown and Eday, and a drying slip at

Scapa, for local use at no cost.

Kirkwall Harbour Marina. The difficulties associated with waves at the marina basin, which offers year-round berthing, have now been overcome.

Ring of Brodgar parking. The Council has recently made the Ring of Brodgar World Heritage Site much more accessible through the construction of parking and access facilities.

Stanley Cursiter exhibition. From April to September 2007, the works of Orkney artist Stanley Cursiter were exhibited in Orkney Museums and Kirkwall Town Hall.



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Council administration



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 to 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.

"The implementation of the new electronic counting system for the local and national elections in May 2007 went more smoothly in Orkney than in other parts of the country."

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

Internet and direct debit bill paying facilities. Council tax, non-domestic rates, Council house rents and invoices can now be paid online through the Council's website. There has also been an increase, from one to three, in the number of payment dates available each month for the payment of council tax through direct debit. Together these initiatives provide more flexibility for customers when paying their bills, and ensure that the Council can offer a more efficient service.

Joint Working in Orkney. The Scottish Government has made a grant of £580,000 from the Efficient Government Fund to help the Joint Working in Orkney project. The project is intended to help the Council, NHS Orkney and their partners to work jointly to make public

services more efficient, and keep services and jobs in Orkney rather than some of these being centralised on the Scottish mainland. The project is already showing benefits, with the Council and NHS Orkney now sharing the management of their human resource services, and a joint staff training and development manager has been appointed to support staff development across both organisations.

Accessibility to Council buildings. The Council is engaged in an ongoing programme to make our buildings more accessible to the public.

Equality of terms and conditions for Council staff. The Council has reached a settlement with relevant staff on backdated pay claims based on the principle of equal pay between men and women, and has made significant progress on implementing the Single Status agreement covering revised terms and conditions of employment for staff. The process of evaluating all Council jobs has been completed and formal consultation with staff and the trades unions undertaken. Staff have been issued with their new terms and conditions and consultation is ongoing. It is expected that implementation will take place by summer 2008, bringing the majority of Council staff under the same terms and conditions of employment and ensuring they are being

equally and fairly rewarded for the work that they do.

Medium-term financial strategy. The Council's recently agreed medium-term financial strategy will help to make sure that the Council's resources are directed to the Council's priorities, to better meet the needs of the people of Orkney.

Staff engagement. In September 2007, 72 frontline staff from across the Council attended a groundbreaking event aimed at finding ways of involving staff more than at present, and improving communication between the Council and the people of Orkney.

Equalities legislation. The Council's Race, Disability and Gender Equality Schemes have now all be published. Together these schemes help the Council to recognise the diverse needs of individuals and communities, and to take positive action to promote equal opportunities for all of Orkney's people. Details of progress in respect of these schemes can be found on the Council's website (www.orkney.gov.uk) or available on request from customer services.

May 2007 elections. The implementation of the new electronic counting system for the local and national elections in May 2007 went more smoothly in Orkney than in other parts of the country.



Council finance

Grant aid from the Scottish Government

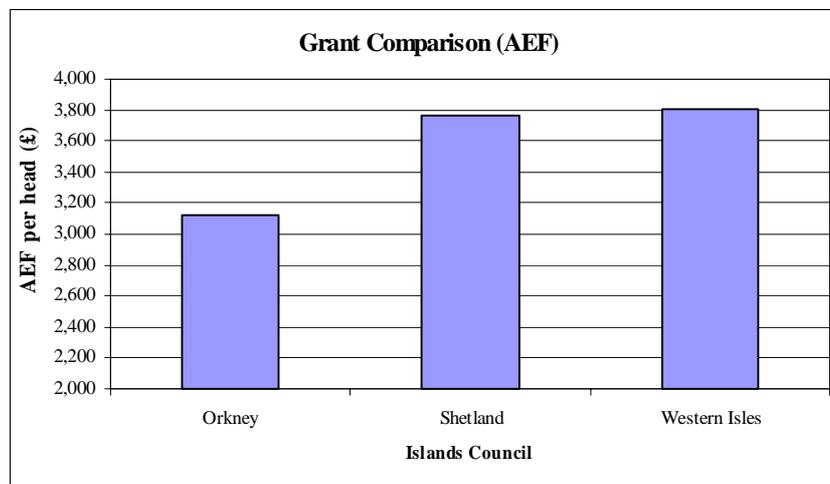
The amount of money that any council has to provide services for local people is very important, especially since the public quite rightly expect better services. In Orkney Islands Council, we believe that the Scottish Government does not provide us with enough grant aid to provide the services that 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 Aggregate Exchequer Finance (AEF) relative to the other two island authorities.

The chart 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 2007/08 which is less than in Shetland, and only slightly higher than the Western Isles.

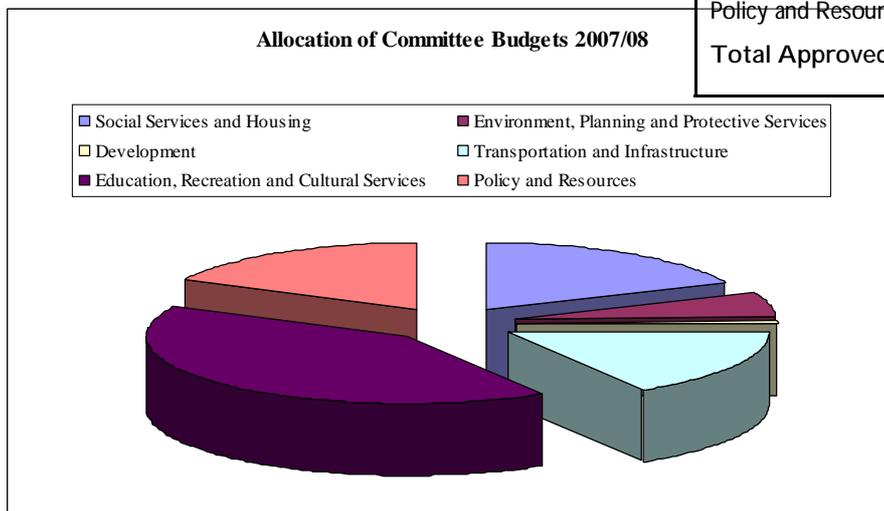
Grant Comparison	Orkney	Shetland	Western Isles
Resident Population	19,590	22,000	26,370
AEF 2007/08 (£000)	61,087	82,900	100,283
AEF per head (£)	3,118	3,768	3,803
AEF difference per head (£)	n/a	650	685
Band D Council Tax 2006/07 (£)	1,037	1,053	1,024



Where the money went

The table and chart show the amount of money that each Committee of Council has to provide services in 2007/08.

Committee	Approved Budget £000	%
Social Services and Housing	12,364	18.5
Environment, Planning and Protective Services	3,797	5.7
Development	590	0.9
Transportation and Infrastructure	11,014	16.5
Education, Recreation and Cultural Services	27,511	41.1
Policy and Resources	11,662	17.4
Total Approved Committee Budget	66,938	100.0



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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 below.

Key terms

OIC measures - where an SPI was better than last year, this is indicated by an upwards arrow; where an SPI was less than last year this is indicated by a downwards arrow; and where an SPI re-

mained the same, this is indicated by a horizontal arrow

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

OIC rating - where the Council has a position on the Scottish league table of 1 to 8, this is rated green; 9 to 24 is rated amber; and 25 to 32 is rated red

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

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

	Statutory performance indicators for the period 1 April 2006 – 31 March 2007	OIC measures	OIC ranking out of 32 Scottish councils	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	31.7% ↑	26	Red
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	48.1% ↑	15	Green
3	Residential accommodation: privacy – the percentage of care home places occupied by older people that are single rooms	93% ↔	13	Green
4	Residential accommodation: privacy – the percentage of care home places occupied by older people with en-suite facilities	54.4% ↑	29	Red
5	Residential accommodation: privacy – the percentage of care home places occupied by other adults that are single rooms	100% ↔	1	Green
6	Residential accommodation: privacy – the percentage of care home places occupied by other adults with en-suite facilities	11.1% ↓	32	Red
7	Home care – the number of home care hours per 1,000 of the population aged 65+	495.1 ↓	15	Green
8	Home care – as a proportion of home care clients aged 65+, the number receiving personal care	63% ↑	26	Red
9	Home care – as a proportion of home care clients aged 65+, the number receiving a service during evenings/overnight	31.8% ↑	11	Green
10	Home care – as a proportion of home care clients aged 65+, the number receiving a service at weekends	58.8% ↑	16	Green

	Statutory performance indicators for the period 1 April 2006 – 31 March 2007	OIC measures	OIC ranking out of 32 Scottish councils	OIC rating
	Adult social work			
11	Respite care – total overnight respite nights provided for older people aged 65+ per 1,000 population	655.1 nights ↑	3	Green
12	Respite care – the percentage of overnight respite nights provided for older people aged 65+ not provided in a care home	0% ↓	19	Amber
13	Respite care – total daytime respite hours provided for older people aged 65+ per 1,000 population	3,534.9 hours ↑	10	Green
14	Respite care – the percentage of daytime respite provided for older people aged 65+ not provided in a day centre	5.4% ↑	26	Red
15	Respite care – total overnight respite nights provided for people aged 18-64 per 1,000 population	64.8 nights ↓	4	Green
16	Respite care – the percentage of overnight respite nights provided for people aged 18-64 not provided in a care home	0% ↓	24	Amber
17	Respite care – total daytime respite hours provided for people aged 18-64 per 1,000 population	2,374.1 hours ↑	2	Green
18	Respite care – the percentage of daytime respite provided for people aged 18-64 not provided in a day centre	0% ↔	29	Red
19	Social enquiry reports – the proportion of reports submitted by the Council to the courts by the due date	100% ↔	1	Green
20	Probation – the proportion of new probationers seen by a supervising officer within one week	100% ↑	1	Green
21	Community service – the average hours per week taken to complete community service orders	3.3 hours ↓	19	Amber
	Benefits administration			
22	Administration costs – the overall gross administration cost per council tax or housing benefit application	£53.59 ↔	23	Amber
23	New claims – the average time taken to process new claims	25.8 days ↑	7	Green
	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%	71.4% ↓	12	Green
25	Secondary schools – the percentage of schools in which the ratio of pupils to available places is between 61% and 100%	66.7% ↔	22	Amber
26	Looked after children – the percentage of children made subject to a supervision order that were seen by a supervising officer within 15 days	90.9% ↓	14	Green
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	46.9% ↑	17	Amber
28	Respite care – total overnight respite nights provided for children aged 0-17 per 1,000 population	116.3 nights ↓	3	Green
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	611.5 hours ↓	16	Green
31	Respite care – the percentage of daytime respite provided for children aged 0-17 not provided in a day centre	38.1% ↓	27	Red

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	Statutory performance indicators for the period 1 April 2006 – 31 March 2007	OIC measures	OIC ranking out of 32 Scottish councils	OIC rating
	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	5.3% (UD) ↑	-	-
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	4.4% (UD) ↑	-	-
35	Litigation claims – the number of civil liability claims per 1,000 population	14.8 claims ↑	3	Green
36	Equal opportunities – the percentage of the highest paid 2% of earners among Council employees that are women	20.8% ↑	30	Red
37	Equal opportunities – the percentage of the highest paid 5% of earners among Council employees that are women	29.6% ↑	29	Red
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	48.1% ↑	19	Amber
39	Council tax – the cost of collecting council tax per dwelling	£20.32 ↓	30	Red
40	Council tax – the percentage of council tax income for the year, that was collected in the year	97.8% ↑	1	Green
41	Invoice payment – the number of invoices paid within 30 days of receipt, expressed as a percentage of all invoices paid	79.5% ↑	27	Red
42	Asset management – the percentage of operational accommodation that is in a satisfactory condition	FTR	-	-
43	Asset management – the percentage of operational accommodation that is suitable for its current use	FTR	-	-
	Cultural and community services			
44	Sport facility management – the number of attendances per 1,000 population for swimming pools	5,899 ↑	1	Green
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	9,543 ↑	1	Green
46	Museums – the number of visits to/usages of Council funded or part funded museums per 1,000 population	167 (UD) ↔	-	-
47	Museums – the number of visits to/usages of Council funded or part funded museums, that were in person, per 1,000 population	158 (UD) ↔	-	-
48	Changes in library stock – the percentage of the national target met for replenishing lending stock for adults	64.6% ↓	19	Amber
49	Changes in library stock – the percentage of the national target met for replenishing lending stock for children and teenagers	65.9% ↓	15	Green
50	Use of libraries – the number of library visits per 1,000 population	6,295 ↔	8	Green
51	Use of libraries – the number of borrowers expressed as a percentage of the resident population	32.4% ↓	3	Green

	Statutory performance indicators for the period 1 April 2006 – 31 March 2007	OIC measures	OIC ranking out of 32 Scottish councils	OIC rating
52	Learning centre and learning access points – the number of users expressed as a percentage of the resident population	35% ↑	1	Green
53	Learning centre and learning access points – the number of times the terminals are used per 1,000 population	1,364.1 ↑	4	Green
	Development services			
54	Planning applications – the percentage of householder planning applications dealt with within two months	69.8% ↑	28	Red
55	Planning applications – the percentage of householder and non-householder planning applications dealt with within two months	45.6% ↑	31	Red
	Housing			
56	Managing tenancy changes – the percentage of rent due in the year that was lost due to voids	1% ↑	7	Green
57	Managing tenancy changes – the percentage of dwellings that were <u>not low demand</u> that were re-let within 4 weeks	52.9% ↑	9	Green
58	Managing tenancy changes – the average time taken to re-let houses that are <u>not low demand</u>	53 days ↑	13	Green
59	Rent management – the current tenant arrears expressed as a percentage of the net amount of rent due in the year	2.8% ↓	1	Green
60	Rent management – the percentage of current tenants owing more than 13 weeks rent at the year end, excluding those owing less than £250	2.5% ↓	7	Green
61	Rent management – the percentage of those tenants giving up their tenancy during the year that were in rent arrears	27.6% ↔	7	Green
62	Rent management – the average number of weeks owed by tenants living in arrears	5.41 weeks ↔	1	Green
63	Rent management – the percentage of arrears owed by former tenants that was either written off or collected during the year	33.4% ↔	16	Green
64	Council house sales – the percentage of Council house sales completed within 26 weeks	5.9% ↓	27	Red
65	Homelessness – the average time between presentation and completion of duty by the Council for those cases assessed as homeless or potentially homeless	28.8 weeks ↓	30	Red
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	14.3% ↓	30	Red
	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	40% ↓	31	Red
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	23 hours ↔	11	Green
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	-	-

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	Statutory performance indicators for the period 1 April 2006 – 31 March 2007	OIC measures	OIC ranking out of 32 Scottish councils	OIC rating
	Protective services			
70	Trading standards consumer complaints – the percentage of consumer complaints dealt with within 14 days of receipt	67.9% ↓	20	Amber
71	Trading standards business advice – the percentage of business advice requests dealt with within 14 days of receipt	96.6% ↓	15	Green
72	Inspection of trading premises – the percentage of both high risk and medium risk premises that were inspected on time	71.1% ↑	26	Red
	Roads and lighting			
73	Carriageway condition – the percentage of the road network that should be considered for maintenance treatment	42.1% ↓	8	Green
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	80.4% ↓	31	Red
76	Road network restrictions – the percentage of Council and private bridges assessed that failed to meet the European standard of 40 tonnes	0% ↔	1	Green
	Waste management			
77	Refuse collection – the net cost per property of refuse collection	£65.80 ↑	18	Amber
78	Refuse collection – the net cost per property of refuse disposal	£87.89 ↓	27	Red
79	Refuse collection – the number of complaints per 1,000 households	1.1 ↑	3	Green
80	Recycling – of the municipal waste collected by the Council, the percentage that was recycled	27.6% ↑	22	Red
81	Street cleanliness – the overall cleanliness index achieved	74 ↑	2	Green
82	Abandoned vehicles – the percentage of abandoned vehicles that were removed within 14 days	0% ↔	28	Red



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 telephone: 01856 873535; email: policy@orkney.gov.uk

If you would like this publication in any other formats please contact us using the details above.