

Annual Performance Report 2013

This is our tenth Annual Performance Report, providing a range of information on how we performed in 2013



Introduction

This report is structured around the priorities set out within the Council Plan 2013-2018, and uses various measures to show how we performed in 2013.

We hope that you find the report interesting. If you would like more detailed performance information, or if you would like to make a comment on the report, please contact HR and Performance by writing to

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

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Our budget

In 2012/13 our budget was **£83.155M**, which was **less** than our 2011/12 budget of **£83.416M**.

Where the money comes from

For every **£1** that we received to spend on Council services in 2012/13...

84p came from the Scottish Government

around **10p** came from your annual council tax charge

and **6p** from use of our reserve funds.



...and how the money's spent

For every **£1** that we spent on Council services in 2012/13...

around **33p** was spent on education

5p on leisure and cultural services

20p on social work and social care services

17p on roads and transport



4p was spent on environmental services

4p on law and order

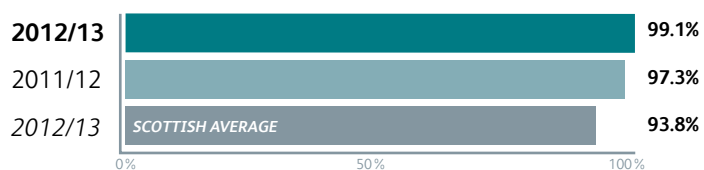
3p on planning and economic development

14p on other services.

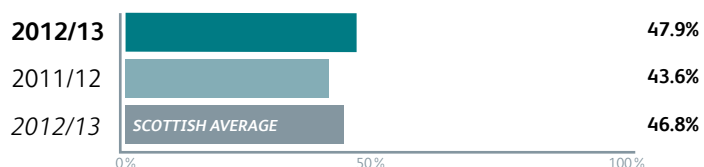
Health and Wellbeing

Where our performance was above the Scottish average

Care at home (% receiving personal care)

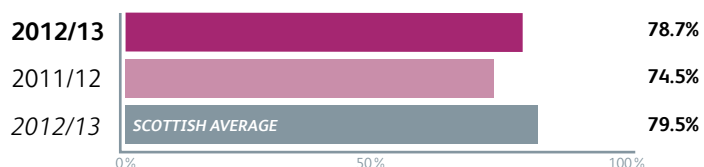


Care at home (% receiving evening/overnight service)



Where our performance was below the Scottish average

Care at home (% receiving weekend service)



Recent achievements

Food hygiene

We introduced the new food hygiene information scheme in Orkney, which is an initiative developed by the Food Standards Agency (Scotland) in partnership with local councils, and which aims to help consumers to make informed choices about where they eat or buy their food, by providing them with information about the latest hygiene inspections carried out at food outlets. Since the launch of the scheme Orkney is ranked 2nd in Scotland with 99% of eligible food outlets obtaining the Pass Certificate. We were also named in a food hygiene study by consumer group Which as having the best record in Scotland for ensuring businesses comply with food hygiene standards.

E-coli awareness drive

We led a public awareness drive during the summer of 2013, to encourage people to take simple precautions to avoid illness through E-coli and other potentially serious infections. A wealth of information was made available on the Council website and a series of features were broadcast on BBC Radio Orkney.

The weekend service varies over time due to the individual needs of service users. For example, in some cases family members provide care for their relatives over the weekend when not at work, and in other cases service users who are able to do so heat and serve the meals prepared for them during the week. This results in fewer home care hours being needed at the weekend than during the week.

Head, Heart, Hands – developments in our local fostering service

We're one of three test areas taking part in the Head, Heart, Hands project, which is a four year programme led by the Fostering Network, and which in the long term is intended to be embedded within foster care across the UK. Head, Heart, Hands aims to show how introducing a new approach, known as social pedagogy, can have a positive impact on foster carers and the lives of the children they foster, improving outcomes for children in care and contributing to them being able to fulfil their potential. Social pedagogy is about putting relationships at the heart of everything we do, and although this represents the way we already work with or care for children, we recognise that in a busy foster care environment, with its necessary regulations and standards, this approach helps to maintain a positive focus on what it is care staff and foster carers, as individuals, bring to the caring relationship.

Home care

We sought the views of people who use home care services, carers, staff and local people on the possibility of home care services being provided by an organisation other than the Council. The vast majority of people who responded wanted to see the service continue as it is, and many positive comments were received about the current service and the efforts of the home care staff. This was really good to hear and it was also interesting to hear from people who had experienced working in, or receiving, home care in other parts of Scotland or the UK, describing the service in Orkney as much better than others they had experienced and even as 'second to none'.

Connecting with our Communities

Recent achievements

Internet safety course

Our Community Learning and Development team developed a special internet awareness course for parents, which drew on the UK's Centre for Child Exploitation and Child Protection (CEOP) education programme.

Increased use of social media

We continued to increase our use of social media to engage with service users and the general public. Our Twitter feed now has over 5000 followers and provides regular Council news, travel updates and details of Council events. We have a range of Facebook pages across our services providing up to date information and images, providing an extra channel of communication for service users.

Direct dial access to OIC

We introduced a direct dial option for people phoning Orkney Islands Council, with anyone calling 01856 873535 having the opportunity to either dial an extension number or speak to a switchboard operator.

Education

Recent achievements

New Stromness Primary School, Kirkwall Grammar School and Papdale Halls of Residence

We completed the new build Kirkwall Grammar School and Papdale Halls of Residence, part of a £57 million Schools Investment programme which also included a new Orkney Theatre, a new swimming pool and squash courts at the Pickaquoy Centre, and a new Stromness Primary School.

Positive inspections of community schools

We had positive inspections from Inspectors from Education Scotland following visits to two Orkney schools, Stenness Community School and Orphir Community School.



Stromness leading the way in STEM subjects

Staff at Stromness Academy were recognised for their commitment to STEM subjects with a 'Highly Commended' award from the national STEMNET organisation. Science, Technology, Engineering and Maths (STEM) have been a focus for the last five years in the school and the award marks the dedication of staff and the parent council to promoting STEM teaching and learning

Online resource at Kirkwall Grammar School

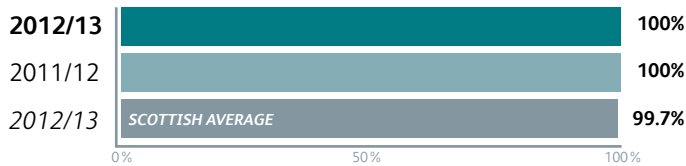
We introduced an online resource which allows pupils at KGS to access their maths classwork, homework and revision exercises online. The facility also provides a resource for parents, who can log on to see what areas of the subject are being studied, view some of the work that the class has produced, and be sent alerts directly to their email account to let them know that their son or daughter has homework.



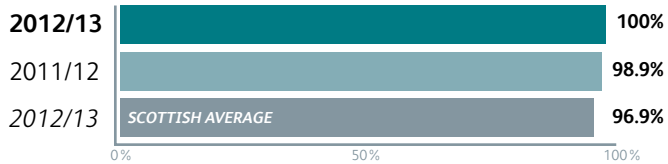
Housing

Where our performance was above the Scottish average

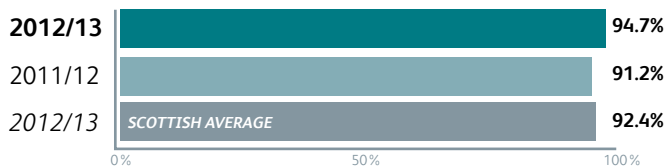
Housing standards (tolerable standard)



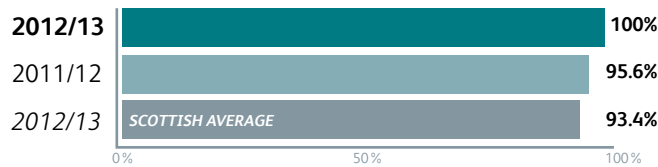
Housing standards (free from serious disrepair)



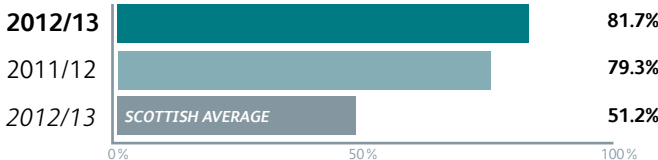
Housing standards (modern facilities and services)



Housing standards (healthy, safe and secure)



Housing homeless people (% placed in permanent accommodation)



Recent achievements

New houses in Westray

Keys for four brand new Council houses in Westray were handed to tenants in January. These were the first Council houses to be built in Orkney's North Isles in 40 years and were the latest stage in the Council's Council House Development Programme.

Housing Benefit advice

In partnership with Orkney Housing Association Limited, we provided advice for tenants affected by changes brought about by the UK Government's Housing Benefit "under-occupancy" rules.

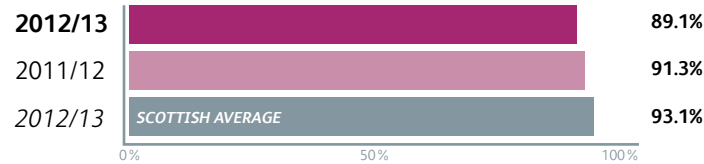




Housing continued

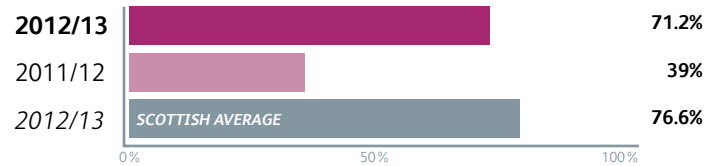
Where our performance was below the Scottish average

Repairs to Council houses



Given our small size, slight variations in numbers of repairs not delivered inside the target times can result in a disproportionate impact in percentage terms. However, we continue to work closely with our contractors to endeavour to improve our performance.

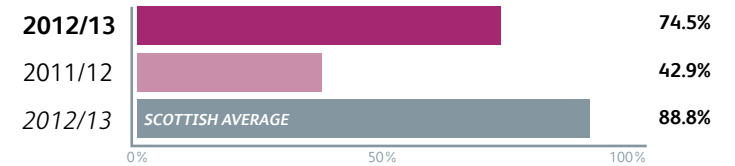
Housing standards (dwellings meeting the Scottish Housing Quality Standard)



In Orkney there are challenges associated with insulating traditional properties, and installing appropriately efficient heating systems since no mains gas is available. We are therefore focussing on a range of appropriate modern technologies, and continue to make progress towards meeting the Scottish Housing Standard which we must achieve by 2015.



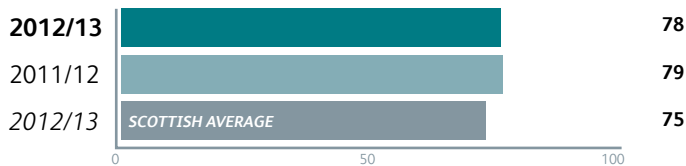
Housing standards (energy efficient)



Attractive Environment

Where our performance was above the Scottish average

Environmental Cleanliness Index Score



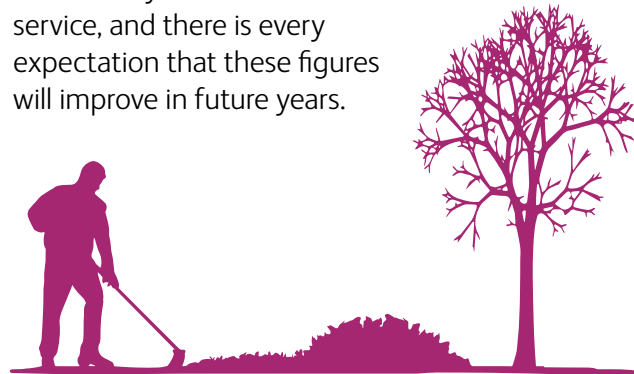
The cost of collecting refuse

In 2012/13 we spent *£53.90 per premise on collecting refuse, which is better than the 2012/13 Scottish average of *£59.12.

Where our performance was below the Scottish average

The cost of disposing of refuse

In 2012/13 we spent *£115.76 per premise on disposing of refuse, which is not as good as the 2012/13 Scottish average of *£92.28. The cost of the establishment of the new alternate weekly collection is included in our 2012/13 figures. The cost of running the recycling centres and recycling points is, for the first time, included in our 2012/13 figures. It should also be noted that these annual figures are reflective of the fact that the new alternate waste collection service has been rolled out during this period, and that work is underway to refine the new service, and there is every expectation that these figures will improve in future years.



*These figures have been calculated using a new formula which all Scottish councils are required to use from 2012/13 onwards, and cannot therefore be compared to 2011/12 figures, which were calculated using the previous formula.

Recent achievements

Stromness Townscape Heritage Initiative (THI)

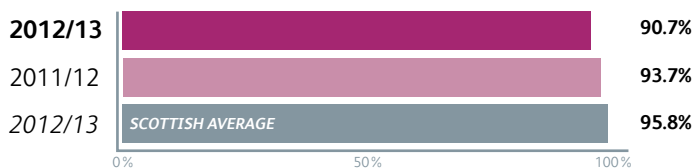
The Stromness THI has run from 2009 and will be completed in July 2014. This community led regeneration project has helped fund 59 building repair and restoration projects in the town's historic core and brought long vacant properties back into use transforming the streetscape and meeting the project's remit to bring regeneration through the built heritage. Working alongside both local businesses with shop signage and frontage schemes and restoring the handpainted street signs it has made Stromness a more attractive place to live in and visit. Recently a finalist of Best Use of Heritage in the Placemaking Awards 2013, the project has also won a national regeneration award, taking first place in its category – Town Centre Regeneration – at the 2013 SURF Awards for Best Practice in Community Regeneration.



Economic Development

Where our performance was below the Scottish average

Trading standards (business advice)



Our business advice service is to some extent a victim of its popularity. In 2012/13 we dealt with 322 advice requests which was the third highest figure in Scotland. Having to deal with such a high quantity tends to reduce the number we are able to conclude within 14 days of receipt.



Recent achievements

LEADER funding

We helped seven local projects to make successful funding bids from LEADER, which is a Programme to assist communities and businesses to achieve their aspirations for economic and social development that will increase their long term sustainability. The seven local projects included a group and intergenerational befriending project run by Voluntary Action Orkney, installation of sound and lighting equipment for the new Birsay Hall by the Birsay Community Association, and building improvements to the Firth Hall by the Firth Community Association. The last two of these projects were provided match funding from Orkney Islands Council's Community Development Fund.

Funding package for Science Festival

We agreed a three year package of funding for the Orkney International Science Festival, which will see an Economic Development Grant totalling £75k be provided across the 2014, 2015 and 2016 festivals. Established in 1991, the Science Festival is now the oldest in the world outside Edinburgh.



Key industry sector development

Along with Highland and Islands Enterprise and the LEADER programme, we jointly funded two Development Officer posts for two years in order to further develop Orkney's Food, Drink and Craft and Renewable Energy sectors.

Funding for youth employment

We secured a total of £60k from the Scottish Government to help more young people get into work, through the Youth Employment Scotland fund. The fund provides a 50% funding incentive for local companies who commit to providing a new post to an unemployed young person. The jobs supported locally so far through the scheme are wide ranging and include a laboratory technician, apprentice plumber, beautician, garage assistant and farmhand.

Tourism

We committed £140k to Visit Scotland and Orkney Tourism Group to deliver specific tourism marketing and destination management activities.

Kirkwall Business Improvement District (BID)

Following the BID ballot in January the Council along with the LEADER programme, provided match funding that is supporting the Kirkwall BID manager and marketing programme.

Economic Development continued

Hatston enterprise area

We successfully bid for £860k from European Regional Development Fund to match its own £1.26M investment that will develop infrastructure at Hatston to prepare for the economic impacts expected from the Marine renewables industry.

Business assistance

We launched a new Flexible Business Development Grant pilot scheme offering 50% up to £5k for eligible costs designed to support business growth. Our Business Gateway service delivered over 30 workshops, dealt with over 450 enquiries and awarded 22 New Business Start Up Grants.



Student accommodation

We established student accommodation at Pickaquooy for up to 10 students coming to Orkney to study at Orkney College.

Kirkwall Town Centre Regeneration Project

We have been successful in securing a Stage One Pass, which means our bid meets the necessary criteria, for £1.625 million from the Heritage Lottery Fund for the Townscape Heritage Initiative strand of the project. This follows on from an earlier award of £1.2 million from Historic Scotland for a Conservation Area Regeneration Scheme. We will contribute £600k from our own funds, bringing the entire fund up to £3.425 million.



Landscape Protection

Recent achievements

Scapa Flow Landscape Partnership Scheme

The scheme delivered 48 projects to conserve, enhance and promote greater understanding of the landscape of the Scapa Flow area. The projects ranged from the restoration of Ness Battery, to traditional boat building training for pupils at Stromness Academy to the development of an extensive network of new footpaths. The Council led the delivery of the scheme with support from Scottish Natural Heritage, RSPB and a wider community partnership.

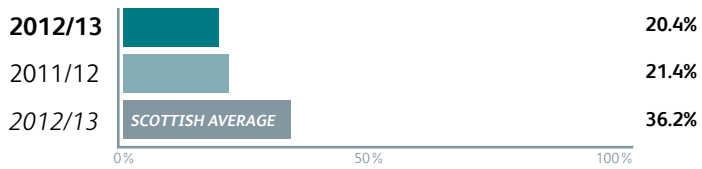
The scheme won a 2012 SURF Award for Best Practice in Community Regeneration. The award acknowledged the efforts of this genuine community partnership and the successful delivery of lasting benefits for local people and the landscape heritage of the area.



Transport Infrastructure

Where our performance was above the Scottish average

Carriageway condition (percentage of roads needed to be considered for maintenance treatment)



Public bus usage

In 2013, Orkney’s public bus passenger numbers were 12% greater than in 2012, which is better than the Scottish average.



Recent achievements

Hatston Pier extension

We extended Hatston Pier, which, at 385 metres – almost a quarter of a mile - is now Scotland’s longest commercial deep-water berth, and will serve as a major base for the marine renewable energy industry. The extension to Hatston Pier marks the completion of the second phase in the Council’s Three Port Strategy to support the development of wave and tidal energy generation in the islands and, as well as supporting the marine renewable energy sector, Hatston Pier will also serve as a berth for a variety of vessels, including ferries, cruise ships and those serving the offshore oil and gas industries.

Hoy Head lengthening

We funded the extension of the south isles ferry Hoy Head’s hull by more than 13 metres, enabling the vessel to carry up to 24 cars - an increase of 10 - or up to three 16.5 metre heavy goods vehicles and seven cars. This work also involved equipping the Hoy Head with new main propulsion thrusters and an improved bow thruster capability.



Kirkwall a top international port

Kirkwall was named runner up in the global Seatrade Insider Cruise Port of the Year Award. The port was shortlisted against Port Everglades in Miami, which secured first place and Port Toulon in France. The award recognises ports which have made significant improvements to its cruise infrastructure over the past 12 months.

New fire fighting vehicle for North Ronaldsay

The Council took delivery of a new fire fighting vehicle for North Ronaldsay airport in October. The vehicle is based on a Landrover Defender, with a purpose built fire fighting unit on the back. The vehicle is equipped with floodlights, a siren, amber flashing beacon, a PA system, winch and bird scaring sound system for clearing the airfield runway ahead of flights. Orkney is one of very few Councils in the UK who owns and manages airfields on behalf of its remote island communities.

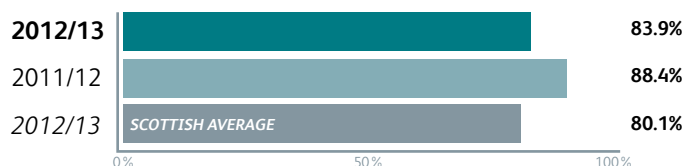
Free parking for first hour

We introduced free parking for the first hour at a number of town centre car parks in Kirkwall and Stromness.

Local Community Participation

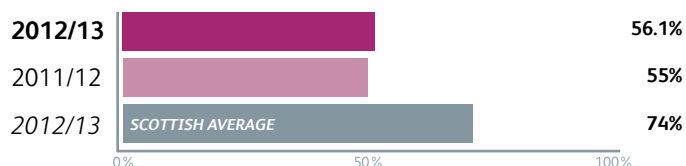
Where our performance was above the Scottish average

Trading standards (consumer complaints dealt with within 14 days)



Where our performance was below the Scottish average

Council buildings accessibility



This figure is relatively low because some properties are located on steep slopes, close to roads, or are historic buildings and are difficult to make compliant. For a few properties, responsibility for compliance lies with the tenant. Some buildings are generally accessible to disabled users but fail on minor points, however, we have improved our percentage score year-on-year over the past ten years and this will continue into the foreseeable future.

Responding to domestic noise complaints

In 2012/13 we had 130 complaints about noise from members of the public. We dealt with 123 of these complaints without the need for a Council officer to attend the site of the noise. However, of the seven complaints that did require an officer to attend the site of the noise, it took us an average of 599 hours to get there, which is not as good as the 2011/12 time of 255 hours, and not as good as the 2012/13 Scottish average of 43.2 hours. Since we cannot provide a 24 hour, seven day a week service, those complaints occurring out of normal office hours are, where appropriate, attended to by our partner agency, the Police. Police responses and alternative responses by us, such as our activities under antisocial behaviour legislation, are not taken into account with these figures.

Recent achievements

'Our Islands – Our Future'

In June we launched 'Our Islands – Our Future' with Shetland and the Western Isles, which presents the three island authorities' vision for a stronger future for the three island areas following the Independence Referendum in 2014.

Sustainable procurement consultation

We sought the views of local people on our new policy to make sure sustainability is a core consideration in the procurement of work, goods and services, and which sets out how procurement decisions should take account of the social, economic and environmental impact on the people and communities of Orkney.

Communities offered chance to do it for themselves

A pilot project got underway to test the potential for Community Council's to participate in the design and delivery of a number of services currently provided by OIC. The idea, which was originally put forward during a series of meetings to discuss the Council's budget has been developed in consultation with Community Councils, community groups and partnership agencies. The pilot project will run in Papa Westray and Stronsay for three years.

Local Community Participation continued



Conservation areas management plan

We sought the views of local people on our new management plan for Orkney's four urban conservation areas in Kirkwall, Stromness, St Margaret's Hope and Balfour Village.

Community comes together to brighten up Raes Close

The community came together in Stromness in July to brighten up the garden areas outside the Rae's Close sheltered housing complex. Residents at the complex had suggested to their warden that the areas were in need of an overhaul and a call for volunteers was made. The response from the community was excellent with the Connect project, Voluntary Action Orkney, Dynamic Youth, the Scouts and many other local people volunteering their services.

Walking boots appeal a huge success

An appeal by the Council for walking boots for local young people taking part in the Duke of Edinburgh Award was a huge success in July. Over sixty pairs of boots were donated by the public, from as far afield as Inverness, Perth and Skye. 2013 saw a record number of participants in the award scheme.



Internal Council Processes

Recent achievements

Support for the Orkney-wide Fairtrade campaign

We worked to support the Orkney Fair Trade Group to gain Fairtrade Zone status for Orkney, and our staff continue to work on a number of initiatives.



Culture

Where our performance was above the Scottish average

Indoor sports facility attendance

In 2012/13 there were 14,337 indoor sports facilities attendances per 1,000 of Orkney's population, which is better than the 2011/12 figure of 10,422, and better than the 2012/13 Scottish average of 6,239.

Swimming pool attendance

In 2012/13 there were 6,012 swimming pool attendances per 1,000 of Orkney's population, which is not as good as the 2011/12 figure of 6,391, but better than the 2012/13 Scottish average of 3,585.

Museum visits

In 2012/13 there were 2,354 visits to/usages of Orkney's museums per 1,000 of Orkney's population, which is not as good as the 2011/12 figure of 2,543, but better than the 2012/13 Scottish average of 2,180. The decrease in visitor numbers in 2012/13 is probably due to the closure for refurbishment of Orkney Museum.

Library visits

In 2012/13 there were 6,680 visits to Orkney's libraries per 1,000 of Orkney's population, which is not as good as the 2011/12 figure of 7,058, but better than the 2012/13 Scottish average of 6,274.



Recent achievements

New swimming pool and squash courts

We opened the new swimming pool and squash courts to the public in June 2013, and these were officially opened by the Princess Royal in July. These brand new facilities, which were built as an extension to the Pickaquoy Centre, include:

- A six-lane, 25-metre pool, which is bigger than its predecessor at Kirkwall Grammar School, and is fitted with a moveable floor so it can accommodate a wide range of activities
- A teaching/training pool
- A leisure/toddler pool which provides a great facility for adults with young children, with a slide and water features making a visit to the pool much more exciting for young children
- Greater public access during the day
- A sauna/steam room
- Three squash courts
- Changing and spectating areas

The new facilities were funded by our £57 million Schools Investment Programme which was supported by the European Regional Development Fund, the Scottish Government and Sportscotland.

Orkney Museum refurbishment

We carried out a programme of refurbishment and upgrading work at the Orkney Museum, with new heating, lighting, security and fire alarm systems installed.

Funding for Archaeology Collection

We secured funding from Museums Galleries Scotland to completely revamp the way we display our archaeology collection. The funding will allow us to develop a new approach to our permanent exhibition and fund a project officer who will design and pilot a new flexible model of display and interpretation.

Orkney is a Creative Place

For the second year in a row Orkney was shortlisted for a Creative Place award. The Creative Place awards, run by Creative Scotland, celebrate and recognise the hard work and imagination that contributes to the rich cultural life of Scotland's smaller communities as well as their social and economic well-being

Gunnie Moberg archive digitised

A major project by our Library and Archive Service to catalogue and digitise the archive of Swedish photographer, painter and designer Gunnie Moberg got underway this year. Funding from the Heritage Lottery Fund is being used to conserve the archive which includes Gunnie's works, notebooks, photographic negatives and transparencies, reference prints, exhibition prints and manuscripts, making the archive accessible to the local community and the wider world.

Development Policy

Where our performance was above the Scottish average

Major planning applications

In 2012/13, we received no major planning applications.

Local planning applications

In 2012/13, we took an average of 11.6 weeks to deal with local planning applications, which is better than the 2012/13 Scottish average of 12.2 weeks.

Recent achievements

Record number of planning applications

We dealt with record numbers of planning applications, with 741 received in 2012/13, with the key contributing factor being the large volume of applications for small scale single wind turbines.



Energy

Recent achievements

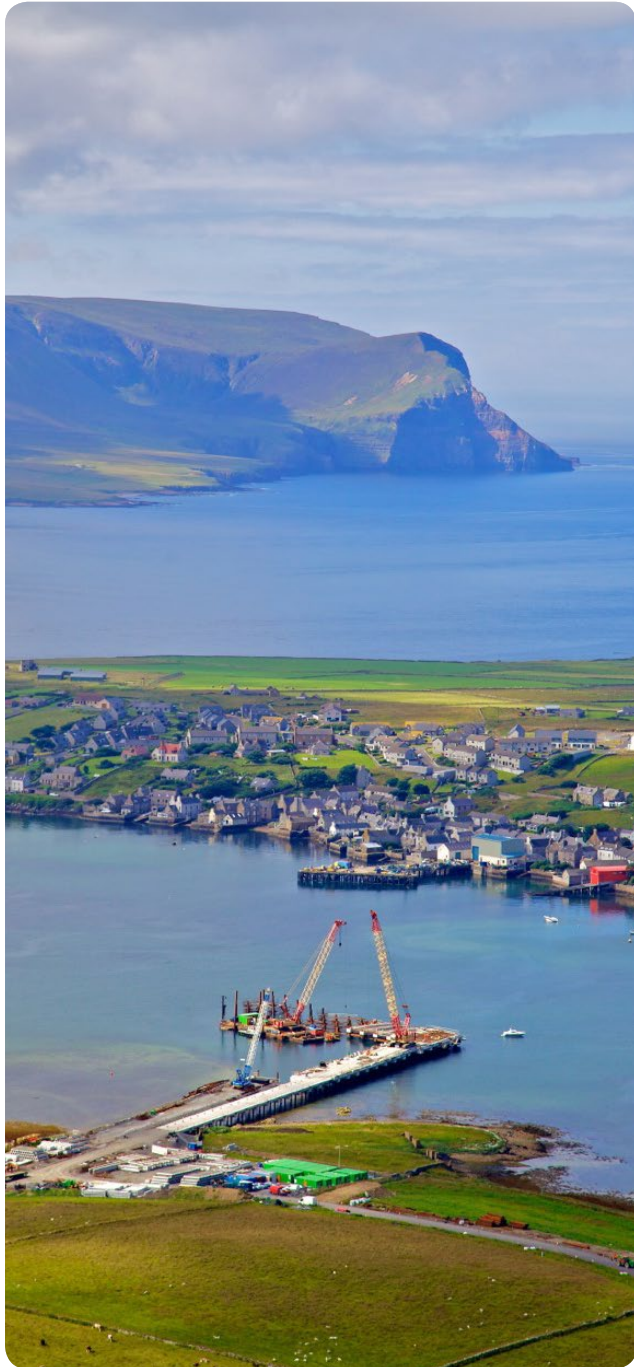
Orkney's schools

Our Schools Investment programme delivered new energy efficient buildings, featuring heat pumps for heating and hot water, and the latest LED technology for lighting. At Sanday Junior High School, we completed the conversion from oil fired heating to heat pumps, and the heating upgrade also included refurbishment of the swimming pool with new ventilation plant and external wall insulation. We also converted the original section of Glaitness Primary School to heat pumps, from storage heating.

Council housing

We installed Photo Voltaic panels on over 60 Council domestic properties, demonstrating that this technology can work in Orkney, while generating energy for Council tenants to offset their energy bills and helping to alleviate fuel poverty. We've also continued with loft and underfloor insulation improvements to Council housing stock in the few properties still requiring these treatments, and internal wall insulation is being rolled out as part of the kitchen and bathroom refurbishment programmes.





Renewables

Recent achievements

The development of wind, wave, and tidal stream resources in and around Orkney

We participated in the intergovernmental steering group, established to address concerns that onshore wind and marine projects on the Scottish islands are not coming forward quickly enough. Onshore wind generators on the Scottish Islands will have their own unique strike price i.e. the price for generating electricity to the Grid, of £115/MWh for electricity produced by onshore wind, which is £25/MWh above the draft strike price for onshore wind in the rest of the UK. This, it is hoped, will provide an incentive to developers to develop onshore renewable projects on Orkney and justify investment in a transmission cable to the UK Mainland, thus enabling energy to be exported to markets in the south.

Governance

Recent achievements

Welfare reforms

Following a successful lobbying campaign, we secured from the UK Government additional funding to lessen the impact of the recent welfare reforms on our island communities.

Welfare reforms

We took on the role of administering applications for support from the Scottish Government's new Scottish Welfare Fund, which replaces funding previously available from the UK Government's Department for Work and Pensions, and consists of two types of grant for people on benefits i.e. Crisis Grants to provide a safety net in the event of an emergency or a disaster, and Community Care Grants which are aimed at enabling independent living.



Managing the money

Where our performance was above the Scottish average

The amount of Council Tax collected



Where our performance was below the Scottish average

The cost of administering benefits

In 2012/13 it cost £64.15 for every housing benefit and Council Tax benefit we administered, which is better than the 2011/12 figure of £69.81, but not as good as the 2012/13 Scottish average of £41.70. This is due to island and smaller rural authorities tending to have higher administrative costs than larger councils, although we do continue to try to reduce our costs where possible.

The cost of collecting the Council Tax

In 2012/13 it cost £20.14 to collect the Council Tax for each dwelling in Orkney, which is better than the 2011/12 figure of £24.20, but not as good as the 2012/13 Scottish average of £13.29. As a small authority, the costs involved in collecting the Council Tax are likely to be higher than in larger councils, although we do continue to try to reduce our costs where possible.

Payment of invoices

In 2012/13 we paid 78.4% of invoices within 30 days, which is not as good as the 2011/12 figure of 79.6%, and not as good as the 2012/13 Scottish average of 90.5%. We are currently looking at more electronic processing methods which, when fully implemented, should improve our performance in this area.

Recent achievements

Statement of Accounts

Our Statement of Accounts for year ended 31 March 2013 showed that overall the activities of the Council returned a net surplus of £34.496M for the year, due in part to capital grants to fund capital spend and investment income generated through the Harbour Authority's Strategic Reserve Fund. The Audit Report on the Statement of Accounts was an 'unqualified opinion', which means that the Council's auditors found the Council's financial statements for 2012/13 gave a true and fair view.

Pension Fund

In a survey of 84 pension funds run by 80 councils, Orkney Islands Council Pension Fund's return of 17.9% during the 12 month period to 31 March 2013 was top of the list, beating much bigger funds with much bigger management teams.