

Statutory Performance Indicators 2010/2011

Council:

Orkney Islands

	Source	Contextual	Performance information
SICKNESS ABSENCE			
1	The average number of working days per employee lost through sickness absence		
a) Teachers			
i. Total number of FTE staff		282	
ii. Total number of days lost per year through sickness absence		2,236	
iii. Days lost per employee			7.9 days
b) All other local government employees			
i. Total number of FTE staff		1,466	
ii. Total number of days lost per year through sickness absence		14,014	
iii. Days lost per employee			9.6 days
EQUAL OPPORTUNITIES POLICY			
2	The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women (please note this indicator excludes teachers)		
	Total number of employees	1,582	
	Total number of employees in top 2%	34	
	Total number of women employees in top 2%	9	
	Percentage of women employees in top 2%		26.5 %
	Total number of employees in top 5%	99	
	Total number of women employees in top 5%	28	
	Percentage of women employees in top 5%		28.3 %
PUBLIC ACCESS			
3	Number of council buildings from which the council delivers services to the public	58	
	Number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	31	53.4 %
ADMINISTRATION COSTS			
4	The gross administration cost per benefits case.		
a) Average rent rebate caseload	402		
Weighted rent rebate caseload			607 #
b) Average private rented sector caseload	241		
Weighted private rented sector caseload			513 #
c) Average registered social landlord caseload	273		
Weighted registered social landlord caseload			546 #
d) Average Council Tax Benefit caseload	1,374		
Weighted Council Tax Benefit caseload			2,088 #
e) Gross cost of providing the service	£ 270,121.00		
f) Gross administration cost per case			£ 71.94 #

COUNCIL TAX COLLECTION			
5	a) Cost of collecting council tax per dwelling (All dwellings, not just chargeable)		£ 26.56
	b) Cost of collecting council tax	£ 274,824	
	c) Number of dwellings	10,346	
	d) Income received from summary warrants (i.e. 10% recovered by council)	£ 4,559	
COUNCIL TAX INCOME			
6	a) i. Income due from council tax for the year excluding reliefs and rebates		£ 7,292,807 .00
	ii. Income due from council tax for the year excluding all water charges and outstanding council tax	£ 9,308,920	
	iii. Reliefs and rebates due to council for council tax for the year	£ 2,016,113	
	b) i. Percentage of income due from council tax for the year that was received by the end of the year		97.6 %
	ii. Income received from council tax for the year	£ 7,115,176	
PAYMENT OF INVOICES			
7	a) Number of invoices sampled		53,447
	b) Number of invoices sampled and paid within 30 days	41,522	
	c) Percentage of invoices sampled and paid within 30 days		77.7 %
ASSET MANAGEMENT			
8	a) Gross internal floor area of operational buildings	122,515 m ²	
	Proportion of GIA that is in satisfactory condition	99,981 m ²	81.6 %
	b) Total number of operational buildings	204	
	Number and percentage of operational buildings that are suitable for their current use	183	89.7 %
HOME CARE/HOME HELPS			
9	Level of service		
	<i>Total population aged 65+ (2009 mid year estimates)</i>	3,890	
	a) Number of people aged 65+ receiving homecare		234
	Total volume of service		
	b) Total number of homecare hours per 1,000 population aged 65+	1,443	As a rate per 1,000 population aged 65+ 371.0
	c) Number and percentage of homecare clients aged 65+ receiving:		
	i. Personal care	234	100.0 %
	ii. A service during evening/overnight	120	51.3 %
	iii. A service at weekends	204	87.2 %
SPORT AND LEISURE MANAGEMENT			
10	All pools		
	Number of attendances and expressed per 1,000 population	Attendances 129,148	6,470
	<i>Population (2009 mid-year estimate)</i>	19,960	
ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS			
	Indoor sport and leisure facilities, excluding pools in a combined complex		
	Number of attendances and expressed per 1,000 population	Attendances 208,832	10,463

MUSEUM SERVICES			
11 a)	Number of visits to/usages of council funded or part funded museums and expressed per 1,000 population	Number of visits 52,246	2,618
b)	Number of visits in part a) that were in person and expressed per 1,000 population	51,287	2,569
USE OF LIBRARIES			
12 a)	Number of visits to libraries and expressed per 1,000 population	142,530	7,141
PROCESSING TIME - PLANNING APPLICATIONS			
13	Number and percentage of householder and non-householder applications dealt with within two months	Number of applications	Number dealt with within two months % dealt with within two months
a) i.	Householder	155	115 74.2 %
ii.	Non-householder	401	241 60.1 %
	Total	556	356 64.0 %
14 RESPONSE REPAIRS			
Please put NS (No Service) in the categories that are not required.			
Category 1			
i.	Target response time for this category		24 Hour
ii.	Number of repairs in this category		177
iii.	Number completed within target time	160	
Category 2			
i.	Target response time for this category		3 Day
ii.	Number of repairs in this category		83
iii.	Number completed within target time	67	
Category 3			
i.	Target response time for this category		20 Day
ii.	Number of repairs in this category		756
iii.	Number completed within target time	641	
Category 4			
i.	Target response time for this category		NS
ii.	Number of repairs in this category		
iii.	Number completed within target time		
Category 5			
i.	Target response time for this category		NS
ii.	Number of repairs in this category		
iii.	Number completed within target time		
Category 6			
i.	Target response time for this category		NS
ii.	Number of repairs in this category		
iii.	Number completed within target time		
All categories			
d) i.	Total number of response repairs		1,016
ii.	Number of housing response repairs completed within target		868
iii.	Percentage completed within target times		85.4 %

Housing Quality			
15	The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria. (This indicator is cumulative for all criteria)		
	Total number of council dwellings	789	
	i. Total meeting tolerable standard	789	100.0 %
	ii. Total meeting free from serious disrepair	667	84.5 %
	iii. Total meeting energy efficient	241	30.5 %
	iv. Total meeting modern facilities and services	691	87.6 %
	v. Total meeting healthy, safe and secure	580	73.5 %
	vi. Total dwellings meeting SHQS	177	22.4 %

MANAGING TENANCY CHANGES			
16	a) Percentage of rent due in the year that was lost due to voids		2.9 %
	b) Amount of rent loss due to voids	£ 55,609.00	
	c) Gross annual rent debit (rent due in the year)	£ 1,936,551.00	

17	a) Dwellings which are not low demand		
	Number of houses re-let that took:		
	i. less than 2 weeks	9	
	ii. 2-4 weeks	7	
	iii. 5-8 weeks	16	
	iv. 9-16 weeks	12	
	v. More than 16 weeks	3	
	vi. Total number of houses re-let	47	
	vii. Total number of days to re-let houses	2,519 days	
	viii. Average time to re-let houses		54 days
	b) Dwellings which are low demand		
	Number of houses re-let that took:		
	i. less than 2 weeks	0	
	ii. 2-4 weeks	0	
	iii. 5-8 weeks	3	
	iv. 9-16 weeks	3	
	v. 17-32 weeks	4	
	vi. 33-52 weeks	1	
	vii. More than 52 weeks	0	
	viii. Total number of houses re-let	11	
	ix. Total number of days to re-let houses	1,253 days	
	x. Average time to re-let houses		114 days
	c) i. Number of low demand houses remaining un-let at year end	7	
	ii. Number of days and average time that these houses had been un-let at year end	707 days	101 days
	d) Number of dwellings considered to be low demand at year end	142	
	e) The number at d) above considered to be low demand at the start of the year	143	
	f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy	0	

RENT MANAGEMENT

18	a) i.	Amount of current tenants' rent arrears	£	44,247.00	
	ii.	Net annual rent debit	£	983,080.00	
	iii.	Current tenants' arrears as a percentage of net rent due			4.5 %
	b) i.	Number of current tenants		696	
	ii.	Number of current tenants owing more than 13 weeks rent excluding those owing less than £250		26	
	iii.	Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250			3.7 %
	c) i.	Number of tenants giving up their tenancy during the year		101	
	ii.	The number and proportion of those tenants that were in rent arrears		39	38.6 %
	d) i.	Average weekly rent	£	54.50	
	ii.	Total debt owed by tenants leaving their tenancies with arrears	£	9,578	
	iii.	Average debt owed by tenants leaving their tenancies with arrears	£	245.59	
	iv.	Average number of weeks rent owed by tenants leaving in arrears			4.5
	e) i.	Amount of former tenant arrears	£	64,063	
	ii.	Amount and percentage of former tenant arrears written off or collected during the year	£	15,870	24.8 %

HOMELESSNESS

19	a)	Permanent accommodation			
	i.	Number of households assessed during the year		87	
	ii.	Number and percentage of decision notifications issued within 28 days of date of initial presentation		78	89.7 %
	iii.	Number of cases open at the beginning of the year or assessed in the year		69	
		Number and percentage who are housed into permanent accommodation		43	62.3 %
	iv.	Number of cases reassessed within 12 months of completion of duty		0	
		Number of cases assessed during the year		87	
		% of cases reassessed			0.0 %
		Temporary accommodation			
	i.	Number of households assessed during the year		11	
	ii.	Number and percentage of decision notifications issued within 28 days of date of initial presentation		10	90.9 %
	iv.	Number of cases reassessed within 12 months of completion of duty		0	
		Number of cases assessed during the year		11	
		% of cases reassessed			0.0 %
	b)	The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months			90.9 %

DOMESTIC NOISE COMPLAINTS			
<p>20 a) The number of complaints of domestic noise received during the year:</p> <p>i. Settled without the need for attendance on site</p> <p>ii. Requiring attendance on site (not including those dealt under Part V of the Antisocial Behaviour Act 2004).</p> <p>iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004</p> <p>b) For aii. and aiii. above, the average time (hours) between the time of the complaint and attendance on site:</p> <p>i. Requiring attendance on site</p> <p>ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004</p>		<p>106</p> <p>8</p> <p>N/A</p> <p>Total 114</p>	<p>475.1 hours</p> <p>N/A hours</p>
TRADING STANDARDS - COMPLAINTS AND ADVICE			
<p>21 a) Number and percentage of consumer complaints completed:</p> <p>i. Total number received</p> <p>ii. Number dealt with within 14 days of receipt</p> <p>iii. Percentage dealt with within 14 days of receipt</p> <p>b) Number and percentage of business advice requests completed:</p> <p>i. Total number received</p> <p>ii. Number dealt with within 14 days of receipt</p> <p>iii. Percentage dealt with within 14 days of receipt</p>	<p>456</p> <p>319</p>	<p>550</p> <p>338</p>	<p>82.9 %</p> <p>94.4 %</p>
CARRIAGEWAY CONDITION			
<p>22 Percentage of the road network that should be considered for maintenance treatment</p> <p>i. A class roads</p> <p>ii. B class roads</p> <p>iii. C class roads</p> <p>iv. Unclassified roads</p> <p>v. Overall</p>			<p>Red and Amber</p> <p>24.4%</p> <p>29.3%</p> <p>17.4%</p> <p>24.2%</p> <p>24.2%</p>
REFUSE COLLECTION			
<p>23 a) i. Net cost of refuse collection per premise</p> <p>ii. Net cost of refuse collection</p> <p>iii. Number of premises for refuse collection (household and commercial)</p> <p>b) i. Net cost of refuse disposal per premise</p> <p>ii. Net cost of disposal (Includes landfill tax element)</p> <p>iii. Cost of capping landfill site (to be included in bii) (This is a one off capping cost which affects comparison with previous years)</p>	<p>£ 582,507</p> <p>10,914</p> <p>£ 989,339</p> <p>£ 0</p>		<p>£ 53.37</p> <p>£ 90.65</p>
REFUSE RECYCLING			
<p>24 MUNICIPAL WASTE SEPA no longer undertake a LA waste arisings survey, however, councils should ensure figures reported for this indicator are consistent with the new Waste Data Flow return.</p> <p>i. total tonnes of municipal waste collected</p> <p>ii. tonnes of municipal waste composted</p> <p>iii. tonnes of municipal waste recycled</p> <p>iv. percentage of municipal waste composted/recycled</p>	<p>15,604</p>	<p>2,128.0</p> <p>2,461.0</p>	<p>29.4 %</p>

CLEANLINESS

25 The cleanliness index achieved following inspection of a sample of streets and other land

Cleanliness measurement

a) Local authority

- i. Inspection one
- ii. Inspection two
- iii. Inspection three
- iv. Inspection four

74
81
85
78

b) Partner authority

- v. Inspection one
- vi. Inspection two

83
75

c) Keep Scotland Beautiful inspection

- vii. Validation inspection

88

Overall cleanliness index

80