

Item: 7

Development and Infrastructure Committee: 7 June 2022.

Local Government Benchmarking Framework.

Joint Report by Corporate Director for Neighbourhood Services and Infrastructure and Corporate Director for Enterprise and Sustainable Regeneration.

1. Purpose of Report

To scrutinise service performance against relevant indicators within the Local Government Benchmarking Framework for 2020/21, for service areas which fall within the remit of the Committee.

2. Recommendations

The Committee is invited to scrutinise:

2.1.

The performance of the service areas, which fall within the remit of the Committee, against the Local Government Benchmarking Framework Indicators for 2020/21, attached as Annex 1 to this report.

3. Background

3.1.

The Council has been reporting performance information in accordance with the requirements of the Local Government Benchmarking Framework (LGBF) since 2010/11. This is a statutory function of Scottish local government.

3.2.

The Improvement Service – the national improvement service for local government in Scotland – co-ordinates and facilitates the LGBF process. Some indicators are reported directly to the Improvement Service, with data for other indicators being gathered by the Improvement Service from various sources, to which all local authorities make annual returns.

3.3.

LGBF data is published annually by the Improvement Service in its National Benchmarking Overview Report, although it is approximately one year out-of-date at the time of publication. The 2020/21 report was published on 4 March 2022.

4. Response to the Best Value Assurance Report 2017

4.1.

Although the Council has reported its performance in accordance with the LGBF requirements for several years, primarily through its Annual Performance Report, on 17 April 2018, the Policy and Resources Committee recommended that, from 2019, this information would also be reported to Service Committees for scrutiny.

4.2.

This commitment is part of the Council's response to recommendations in the Best Value Assurance Report, which was published in December 2017. This was subsequently incorporated into the Council Delivery Plan 2018 to 2023.

5. Performance

5.1.

Annex 1 sets out the performance against the Local Government Benchmarking indicators in 2020/21 for service areas which fall under the remit of the Committee. This includes comparisons with previous years' performance, the Scottish average and other local authorities in Orkney's benchmarking 'family groups'. There is also an analysis of performance and comment on any future action for each indicator.

5.2.

For Economic Development and Environmental Services similar councils are grouped by their population density. For these indicators Orkney's family group includes:

- Western Isles Council.
- Argyll and Bute Council.
- Shetland Islands Council.
- Highland Council.
- Scottish Borders Council.
- Dumfries and Galloway Council.
- Aberdeenshire Council.

5.3.

It should be noted that the monitoring periods for some of the indicators may differ. For example, most are for 2020/21, but some may be for 2018 to 2021 or 2017 to 2021. This is because all the indicators are calculated from national figures and are generated by different organisations for different purposes.

5.4.

Furthermore, where local authorities have presented updated values for previous years, the data has been refreshed to reflect this. This may mean historical data

presented in the 2020/21 framework differs slightly from data presented in previous years.

6. COVID-19

6.1.

The data set in this report covers the first year of the COVID-19 pandemic. The impact of the pandemic has altered the core operating and delivery landscapes for all local authorities, and the LGBF performance and expenditure data should be interpreted within this context. This is important to consider both for comparison with previous years, and comparison across local authorities.

6.2.

The continuity provided by the LGBF will be invaluable in understanding the long-term impact of the pandemic on communities and will provide vital intelligence to assist the Council in learning lessons from its response, as well as contributing to strengthening and redesigning services around future policy priorities to support recovery and renewal.

7. Methodological Issues

Satisfaction data is not available for inclusion in the March publication of the LGBF. This is because publication of the Scottish Household Survey (SHS) satisfaction data is going to be later than expected due to the changed methodology used in 2020. Methodological changes introduced some comparability issues and there will be further discussions between the LGBF Board and the SHS team about how to usefully incorporate this data into the 2020/21 results.

8. Future Data Release and Data Availability

8.1.

2020/21 data for the following is not currently available and will be updated in the 2021/22 LGBF framework:

- CLIM1 – CO2 emissions area wide per capita.
- CLIM2 – CO2 emissions area wide: emissions within scope of local authority per capita.
- ECON11 – Gross Value Added (GVA) per capita.

8.2.

All future data releases will be updated on the Improvement Service website when they become available:

<https://www.improvementservice.org.uk/benchmarking/explore-the-data>

9. Corporate Governance

This report relates to the Council complying with governance and scrutiny and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

10. Financial Implications

10.1.

All financial figures in the annexes to this report are presented in real terms with previous years' data adjusted for inflation.

10.2.

All 32 Scottish Councils pay an annual rate to the Improvement Service for participation in the LGBF. For this, the Improvement Service provides Councils with data services and co-ordination of family group activity. The fee for 2020/21 was £2,516.

11. Legal Aspects

Under section 1(1)(a) of the Local Government Act 1992 and in accordance with section 13 of the Local Government in Scotland Act 2003, the Council has been directed by the Accounts Commission to report on information drawn from the Local Government Benchmark Framework.

12. Contact Officers

Hayley Green, Corporate Director for Neighbourhood Services and Infrastructure, Email hayley.green@orkney.gov.uk

Gareth Waterson, Corporate Director for Enterprise and Sustainable Regeneration, Email gareth.waterson@orkney.gov.uk

Roddy MacKay, Head of Planning and Community Protection, Email roddy.mackay@orkney.gov.uk

Lorna Richardson, Interim Head of Neighbourhood Services, Email lorna.richardson@orkney.gov.uk

13. Annex

Annex 1: Performance of services area which fall within the remit of the Committee against the LGBF indicators in 2020/21.

Local Government Benchmarking Framework Indicators 2020/21

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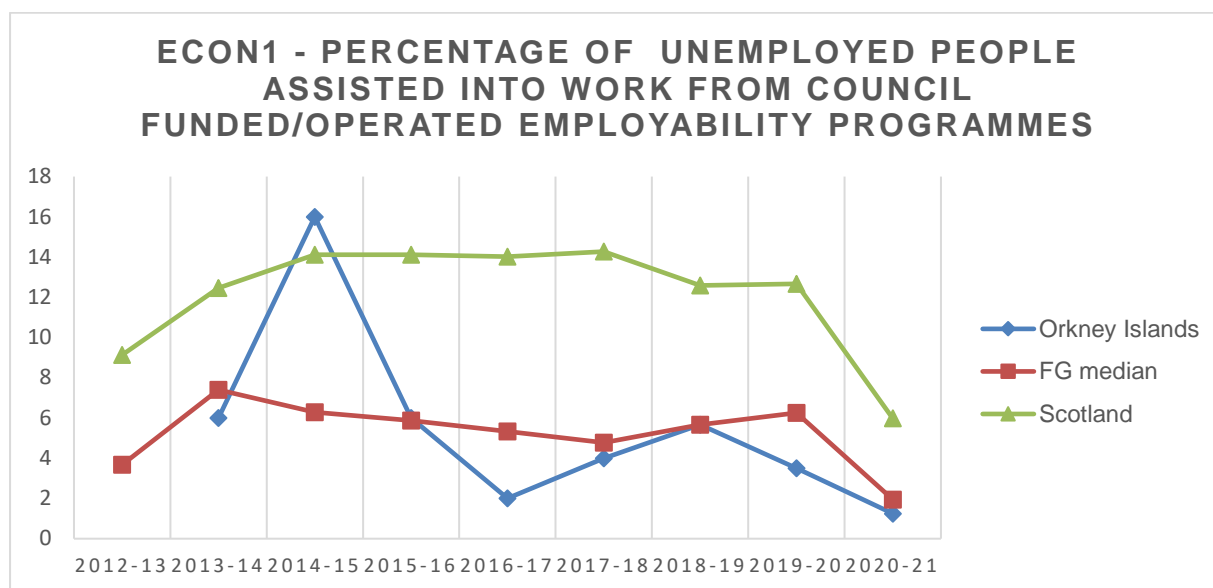
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Economic Development

ECON1 – Percentage of unemployed people assisted into work from Council operated/funded employability programmes

In 2020/21, 1.25% of unemployed people were assisted into work from Council operated/funded employability programmes, which is not as good as the 2019/20 figure of 3.50%, and the 2020/21 Scottish average of 5.98%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 32 |  |
| 2019/20 | 30 | |



Performance Analysis

The data indicates a drop in the percentage of unemployed people assisted into work from Council operated/funded employability programmes in 2020/21. However, it has become apparent that Community Learning and Development (CLD) Employability figures have not been incorporated into the SLAED return which determines this dataset. This percentage figure is based on 21 individuals engaged in supported employment activity which is likely to have come through the Orkney Health and Care (OHAC) All Age Disability Team. CLD Employability Team figures for 2020/21 demonstrate that an additional 37 unemployed individuals were supported through the Council's newly established CLD Employability Service, but these have not been included in this dataset.


Future Action

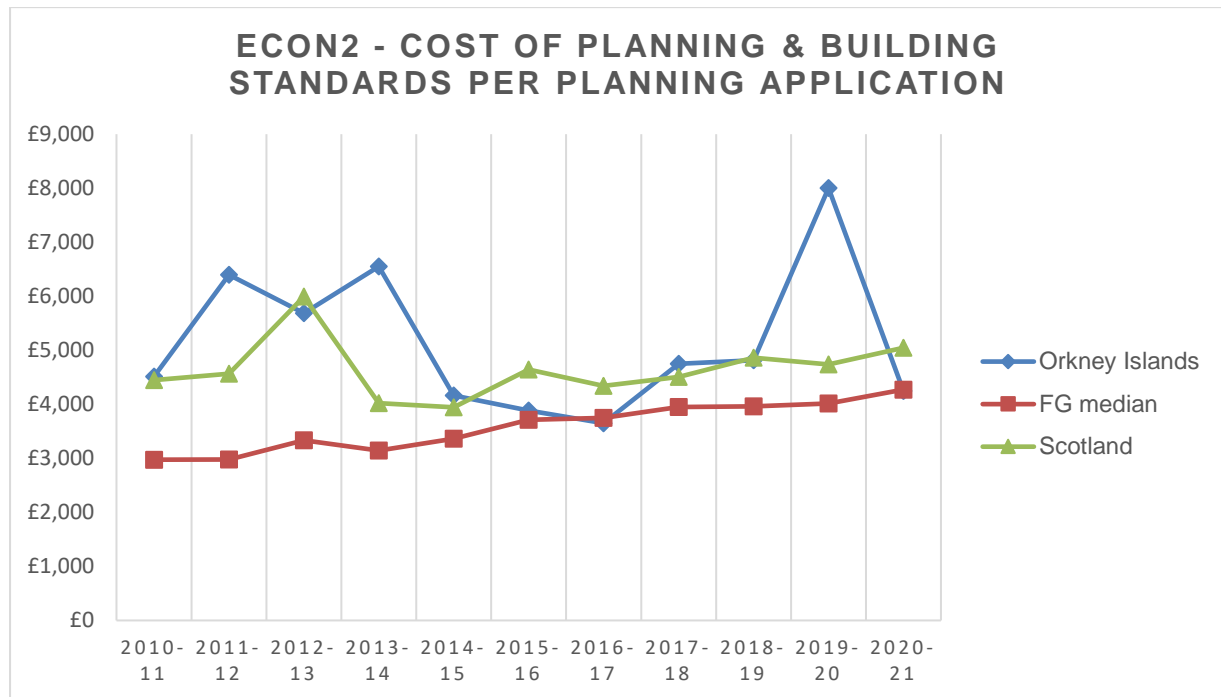
Intensive and effective employability support work was carried out during this period but unfortunately was not included within this dataset. Economic Development will urgently progress work with colleagues in CLD to establish a coherent and accurate data gathering and analysis system to ensure all employability support and engagement is accurately recorded and reported on in future data returns. The creation of the Scottish Government No-One Left Behind approach incorporates various programmes and funds with which local authorities

previously had no direct involvement. No-One Left Behind is now administered by local authorities with additional programmes and schemes being incorporated under this scheme over the coming years. In 2020 the CLD Team, within Education, Leisure and Housing, took responsibility for Employability Support including the No-One Left Behind agenda. It is likely that the number of people supported by Council funded / operated employability programmes will increase as No-One Left Behind is rolled out further. The CLD Employability Service will continue to provide high quality, bespoke support around the employability agenda.

ECON2 – Cost of planning and building standards per planning application

In 2020/21, the cost per planning application in Orkney was £4,247, which is less than the 2019/20 figure of £8,002, and the 2020/21 Scottish average of £5,044.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 9 |  |
| 2019/20 | 32 | |



Performance Analysis


The 2019/20 figure was erroneous as it included the cost of staff not employed in the processing of planning or building warrant applications, which explains the large increase in cost for that particular year. These costs were removed from the 2020/21 figure providing an accurate reflection of the costs of the services in Orkney which are below the Scottish average.

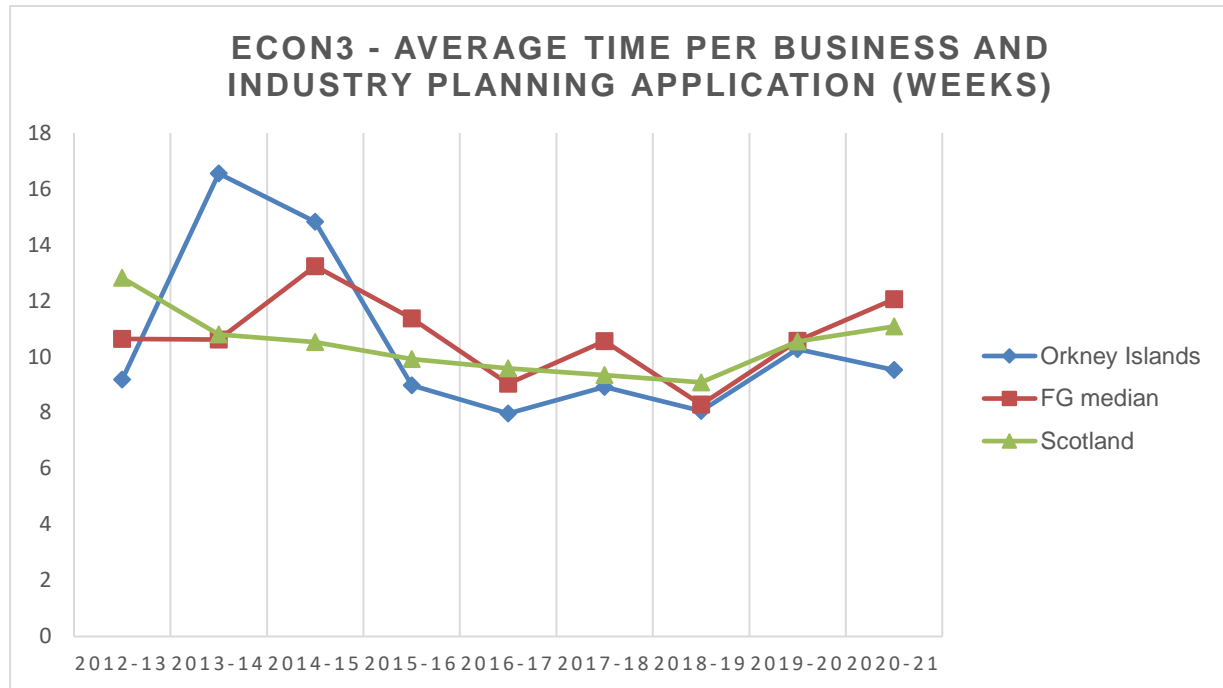
Future Action

The performance of the Planning Service continues to be monitored and assessed through the submission of the annual Planning Performance Framework to the Scottish Government.

ECON3 – Average time per business and industry planning application (weeks)

In 2020/21, the average time per business and industry planning application in Orkney was 9.53 weeks, which is less than the 2019/20 figure of 10.27 weeks, and the 2020/21 Scottish average of 11.08 weeks.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 13 |  |
| 2019/20 | 20 | |



Performance Analysis


Nationally, the number of planning applications determined and the decision times were impacted on by restrictions due to the pandemic with the average decision time for all local planning applications being 10 weeks in 2020/21, slower by almost a week compared to the previous year. Comparable figures for Orkney for the determination of local planning applications show that the average time was 9.1 weeks which is the same as last year. The average time for determining business and industry planning applications in Orkney indicates that the level of performance has improved despite the disruptions.

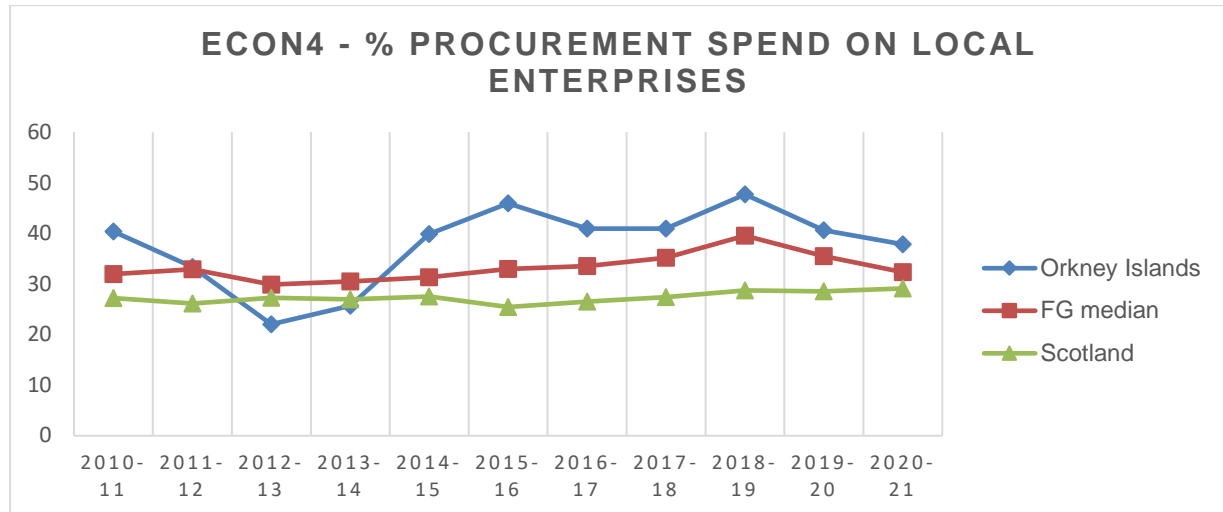
Future Action

The performance of the Planning Service continues to be monitored and assessed through the submission of the annual Planning Performance Framework to the Scottish Government.

ECON4 – Percentage of procurement spent on local enterprises

In 2020/21, 37.85% of Council procurement was spent on local enterprises, which is less than the 2019/20 figure of 40.64%, but more than 2020/21 Scottish average of 29.11%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2020/21 | 4 |  |
| 2019/20 | 3 | |



Performance Analysis


The OIC annual procurement report for 2020/21 detailed that Orkney is placed third in Scotland with total spend of £40.4 million, or 38%, awarded to local businesses, well above the national average of 29%. This is a fall on the previous year from £45.3 million, or 41%, and much of this can be attributed to the pandemic as the lockdown closed schools and halted construction. As the Council sources much of its food supplies from local producers, when schools closed and their kitchens operated at a much-reduced level, local spend fell substantially in this area for 2020/21 reporting year. A further significant contributory reduction in overall spend in local providers is reflected in the reduction/cessation of transport services for the cruise liner industry. The report also detailed the higher than normal levels of emergency spending on PPE and IT equipment from national providers as the authority responded to the pandemic, further skewing the proportion of spend on local SMEs (small and medium-size enterprises).

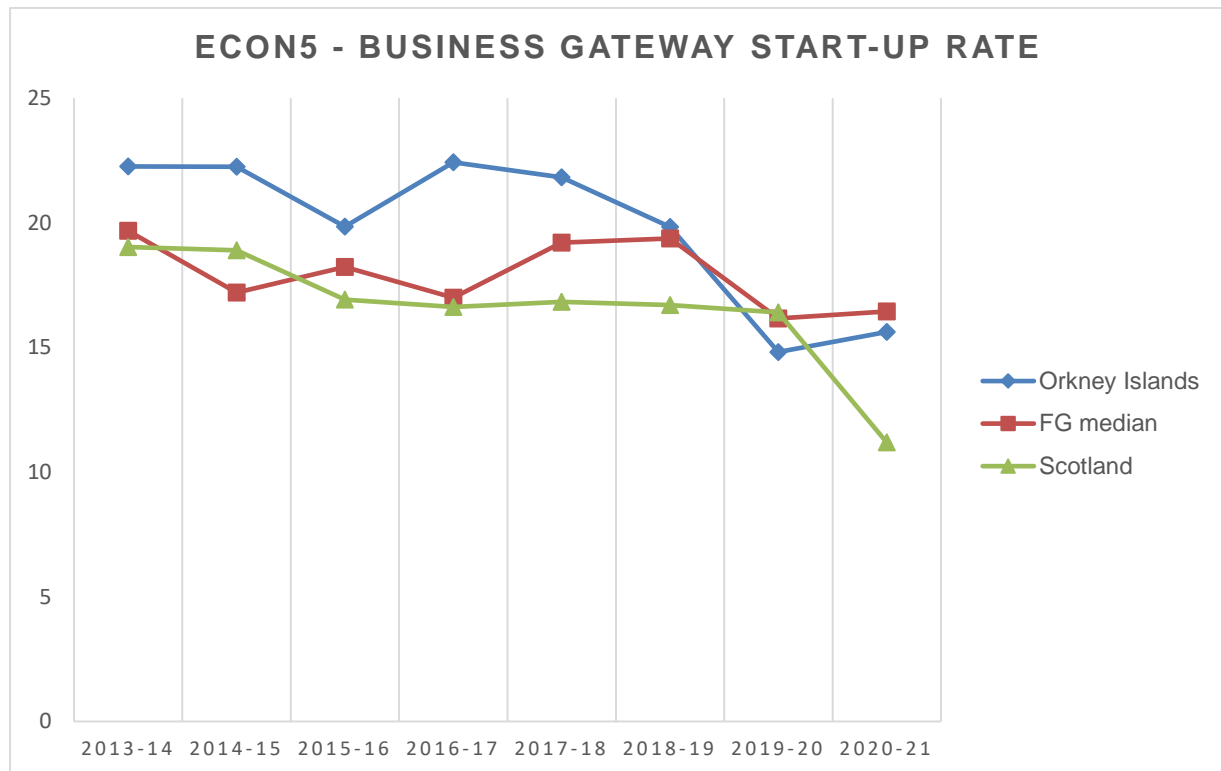
Future Action

While the Council is fourth highest in Scotland and scores well above the national average, the fact that spend has gone down highlights the need to do more to ensure that all businesses can participate. Contract specific “meet the buyer” events have proved successful in the recent past encouraging small businesses in Orkney to participate in the tendering process; this will continue as an effective means of communicating the support provided by Business Gateway and the Supplier Development Programme. Evaluation criteria is reviewed on a contract specific case by case basis to ensure that where there is a market in Orkney, small businesses are not disadvantaged in the tendering process.

ECON5 – Number of business gateway start-ups per 10,000 population

In 2020/21, the number of business gateway start-ups in Orkney per 10,000 population was 15.63, which is more than the 2019/20 figure of 14.82, and the 2020/21 Scottish average of 11.19.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 14 |  |
| 2019/20 | 27 | |



Performance Analysis


New Business Start-ups supported through Business Gateway remained fairly level in Orkney during the pandemic despite the noted reduction of the national figure. This resulted in a relative higher ranking for Orkney. This figure however is based on nationally reported data and does not take into account sole traders that are a significant proportion of Business gateway client start-ups.

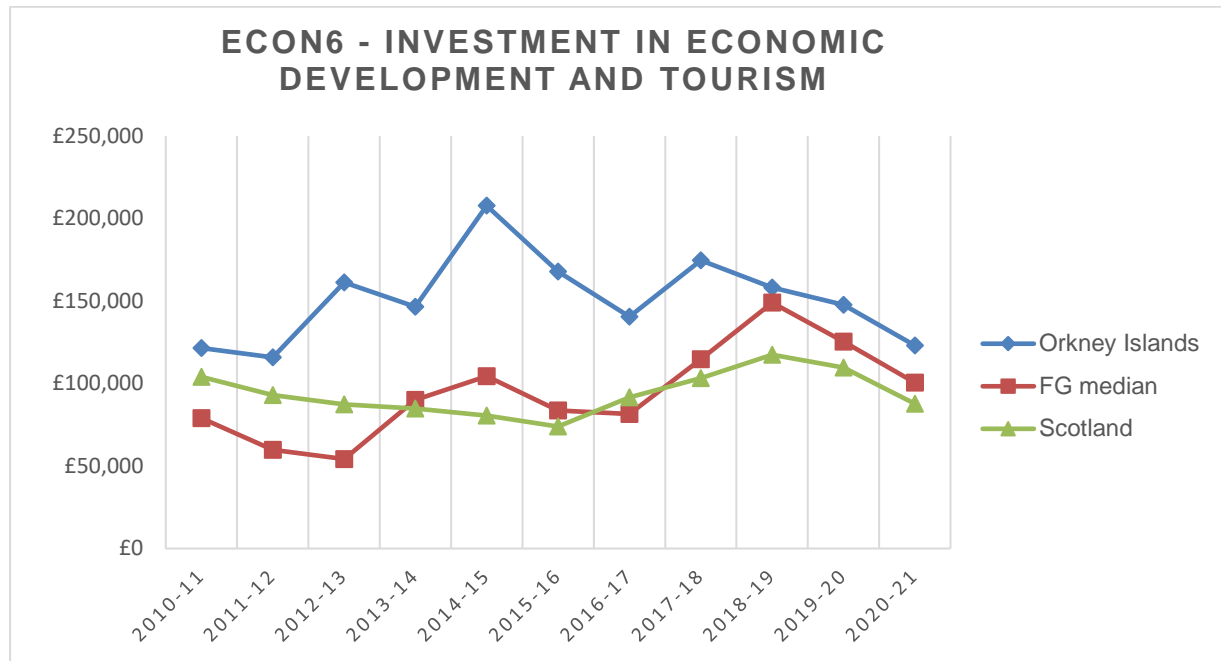
Future Action

Business Gateway will continue to respond to the needs of the local business community to enable robust start-up support.

ECON6 – Investment in economic development and tourism per 1,000 population

In 2020/21, investment in economic development and tourism per 1,000 population in Orkney was £123,170, which is less than the 2019/20 figure of £147,718, but more than the 2020/21 Scottish average of £87,793.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 25 |  |
| 2019/20 | 26 | |



Performance Analysis

2020/21 saw a reduction in LEADER grant payments as the programme came to an end. Economic Development grant payments to individuals and businesses were also subdued. The Kirkwall Townscape Heritage Initiative also ended with £258,927 of grants paid out in 2019/20 but none in 2020/21. Whilst this and the impact of the pandemic generally reduced demand for tourism investment, the reduction was in line with the national picture.

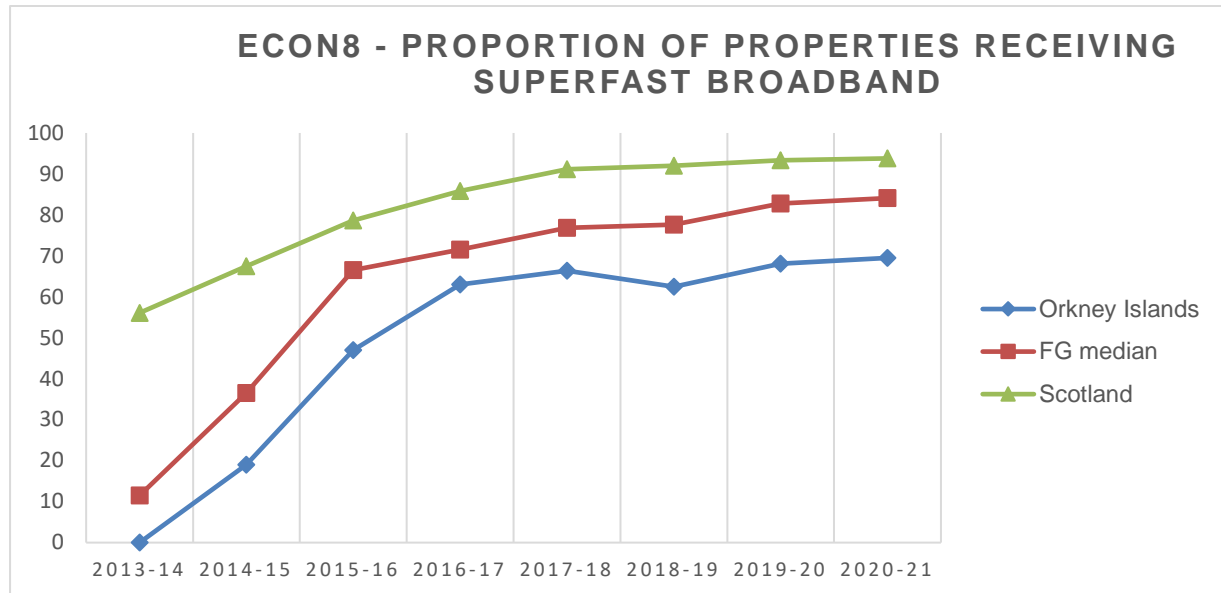
Future Action

Due to the ongoing pressures of the pandemic on the tourism sector, expenditure in 2021/22 is also predicted to remain constrained. With current focus on strategic tourism infrastructure investment planning and new sources of external funding expected, efforts are currently being directed towards a co-ordinated and structured approach to supporting and funding new project developments.

ECON8 – Proportion of properties receiving superfast broadband

In 2020/21, 69.50% of properties in Orkney were receiving superfast broadband, which is better than the 2019/20 figure of 68.10%, but not as good as the 2020/21 Scottish average of 93.79%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 32 | ↔ |
| 2019/20 | 32 | |



Performance Analysis

There is a very small change in the percentage of properties able to access superfast broadband services. The Scottish Government's Reaching 100 programme has been delayed.

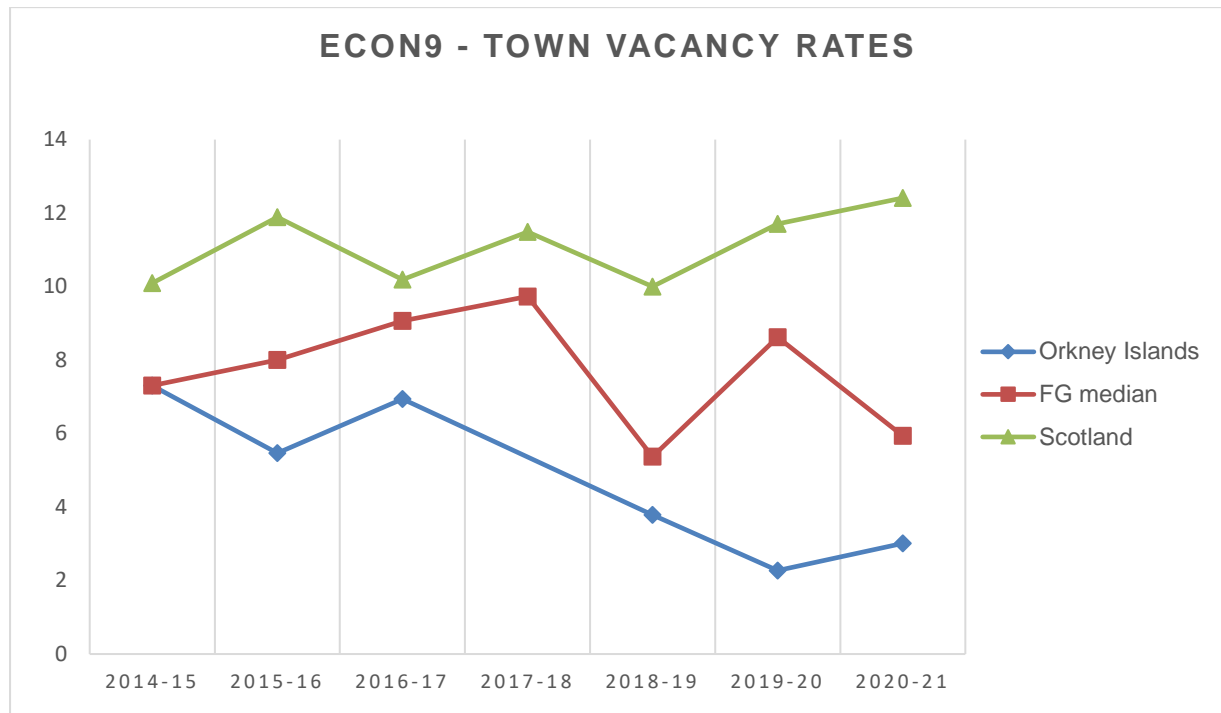
Future Action

The Scottish Government, through the R100 programme, will be supporting investment in new subsea cables linking some of the islands, enabling improved back haul capabilities. British Telecom will be investing in fibre to the home services to an additional 1,000+ properties throughout Orkney. The remaining properties will be eligible to apply for a broadband voucher to upgrade broadband services to their homes. Investment in subsea cables will commence in 2022. Despite these planned activities there is little confidence that the overall position across Orkney will significantly improve and discussions raising this concern with Scottish and UK Government are underway. The Council has commissioned external consultancy support to review options around developing, and delivering, a wider Orkney Digital Strategy.

ECON9 – Town vacancy rates

In 2020/21, the town vacancy rate in Orkney was 3.01%, which is not as good as the 2019/20 figure of 2.27%, but better than the 2020/21 Scottish average of 12.41%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2020/21 | 1 | ↔ |
| 2019/20 | 1 | |



Performance Analysis

Based on Kirkwall figures only, Orkney has enjoyed a level of town centre vibrancy lost in other regions and retains a high ranking. This is arguably due to more independent shops on the high street where other towns and cities have seen the loss of major retail chains.

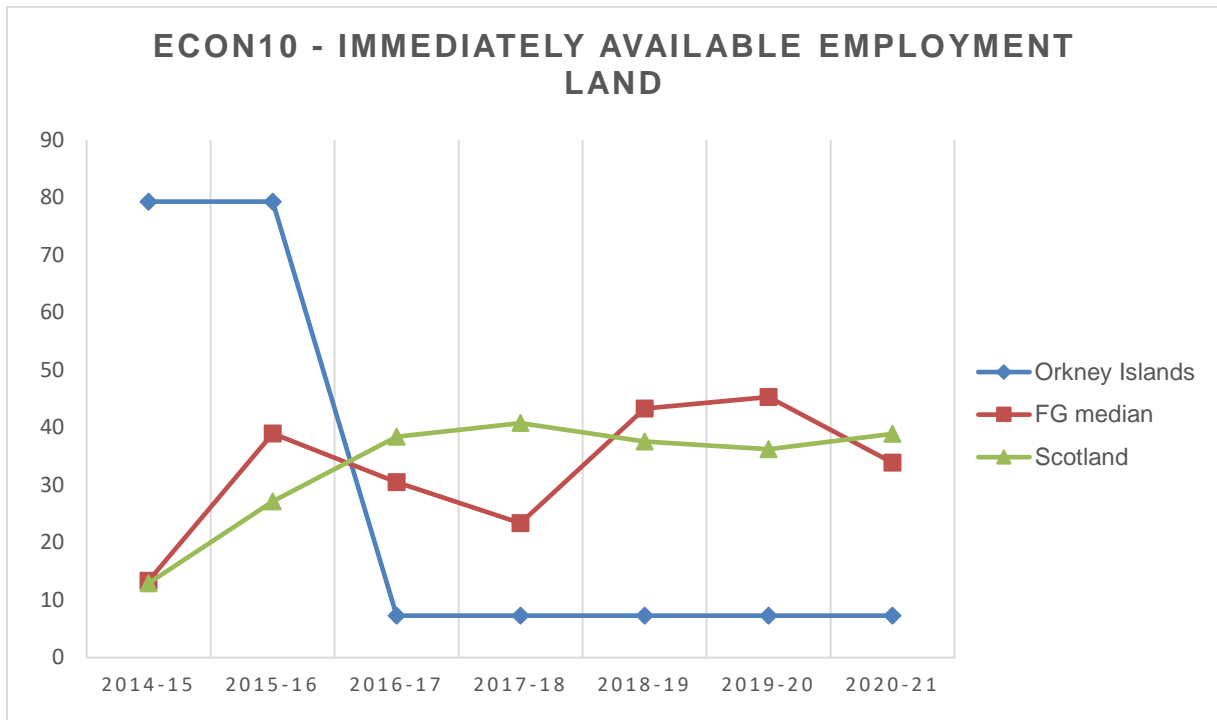
Future Action

There are concerns about town centre retailer confidence moving towards recovery from the pandemic as many customers moved online and may be hard to win back. Whilst Orkney tops the ranking for this indicator this concern should not be overlooked and support for shop local initiatives and campaigns will continue to be explored with business groups. The Council has also recently committed £1M to Kirkwall Regeneration.

ECON10 – Immediately available employment land as a percentage of total land allocated for employment purposes in the local development plan

In 2020/21, 7.30% of land allocated for employment purposes in the local development plan was immediately available, which is the same as the 2019/20 figure, but less than the 2020/21 Scottish average of 38.91%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 29 | ↔ |
| 2019/20 | 29 | |



Performance Analysis

The figures only refer to allocated land for business and industrial development in Kirkwall and Stromness as indicated in the Orkney Local Development Plan. There has been minimal new development activity taking place in these areas in recent years.

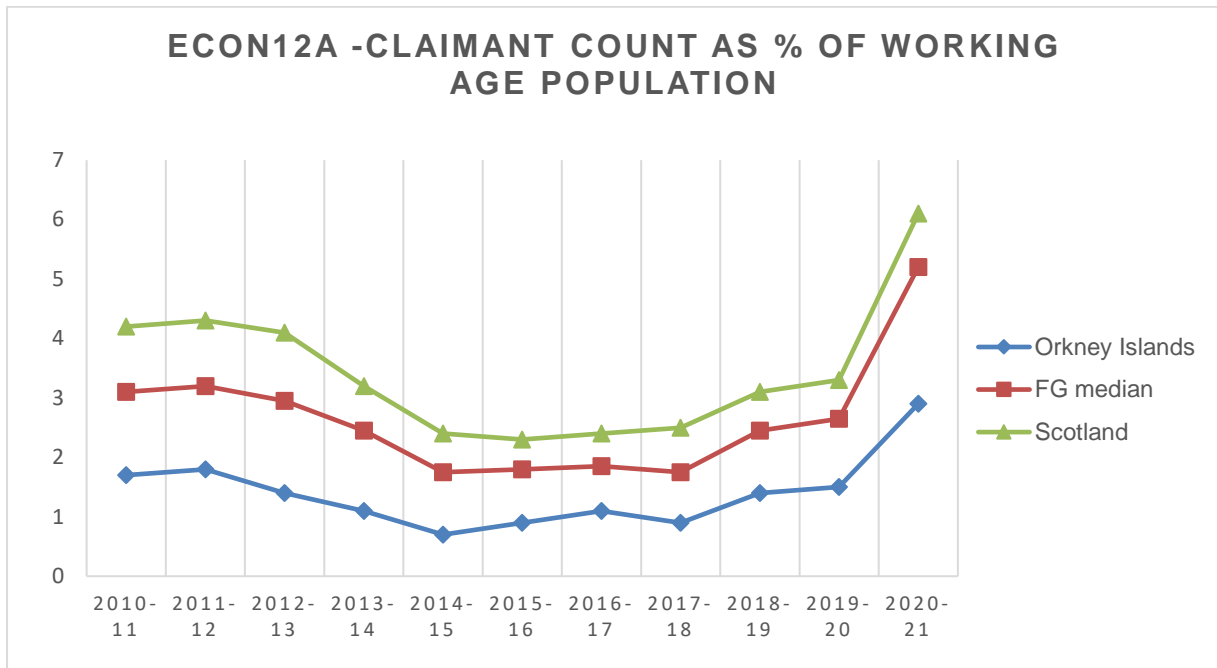
Future Action

There is other land allocated through the Orkney Local Development Plan that supports business and industry and also planning policies that support business development in locations outwith settlements.

ECON 12a – Claimant Count as a % of Working Age Population

In 2020/21, the number of people in Orkney claiming either jobseeker’s allowance or universal credit, as a percentage of the working age population, was 2.9%, which is more than the 2019/20 figure of 1.5%, but less than the 2020/21 Scottish average of 6.1%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2020/21 | 1 | ↔ |
| 2019/20 | 1 | |



Performance Analysis


Unemployment remains low in Orkney particularly during recovery after the first COVID lockdown. Whilst this is a positive position regards low claimants in the working population, the relatively lower rise on claimant count also reflects the challenge experienced in terms of recruitment since lockdown measures were first lifted, with extreme difficulties reported in being able to recruit staff into vacancies. This also reflects a reduction in seasonal and migrant labour as a result of Brexit.

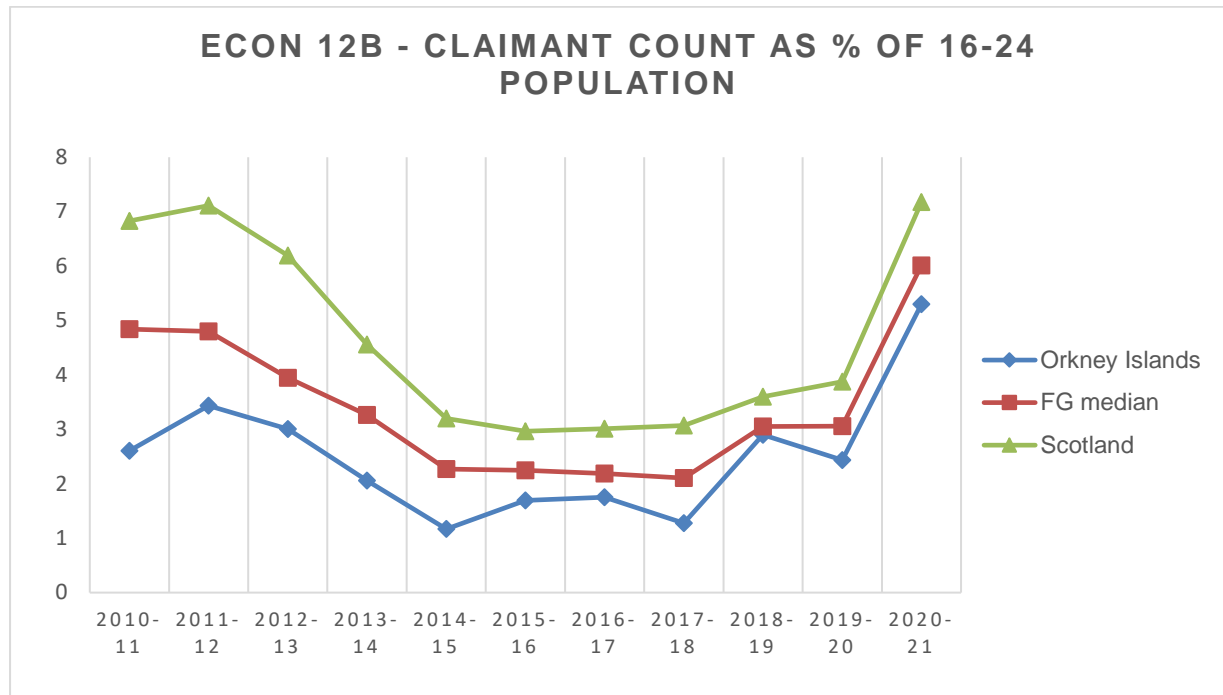
Future Action

As a benchmark ranking the aim would be to retain low claimant count but also seek to support recruitment challenges and explore talent attraction and retention initiatives with partners and industry groups, particularly as the summer 2022 season approaches.

ECON 12b – Claimant Count as a % of 16-24 Population

In 2020/21, the number of people in Orkney claiming either jobseeker's allowance or universal credit, as a percentage of the population aged 16 to 24, was 5.3%, which is more than the 2019/20 figure of 2.44%, but less than the 2020/21 Scottish average of 7.17%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2020/21 | 6 |  |
| 2019/20 | 4 | |



Performance Analysis

Orkney data is based on very low numbers of claimants and so this indicator is sensitive to small fluctuations in comparison to other regions. Otherwise, the Orkney figure is very much in line with the national trend as impacted by COVID which disproportionately impacted on the job opportunities for young people.


Future Action

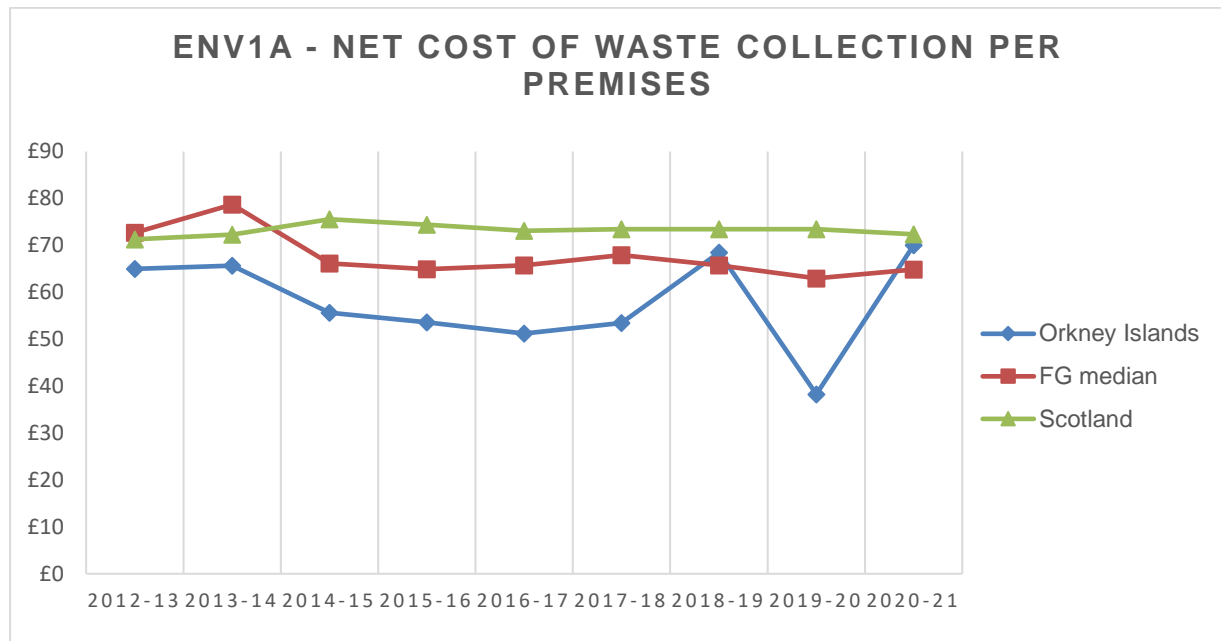
Generally, the same comment as above although the Council works with Developing the Young Workforce and Skills Development Scotland to promote more adoption of apprenticeships in the coming years along with other employability initiatives noted in ECON1.

Environmental Services

ENV1a – Net cost of waste collection per premise

In 2020/21, the net cost of waste collection per premise in Orkney was £70.01, which is more than the 2019/20 figure of £38.26, but less than the 2020/21 Scottish average of £72.35.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 20 |  |
| 2019/20 | 1 | |



Performance Analysis


The 2020/21 costs are consistent with those reported in 2018/19 and in previous years. The figure for 2019/20 is an outlier and may have been because of some changes to the ways in which apportioned costs were allocated. However, this has now been resolved, hence the return to a higher figure. Collection costs are high because of the dispersed nature of Orkney’s households and the need to collect from across all islands. However, it is noted that Orkney’s costs are less than the Scottish average, indicating the efficiencies inherent in the service provision.

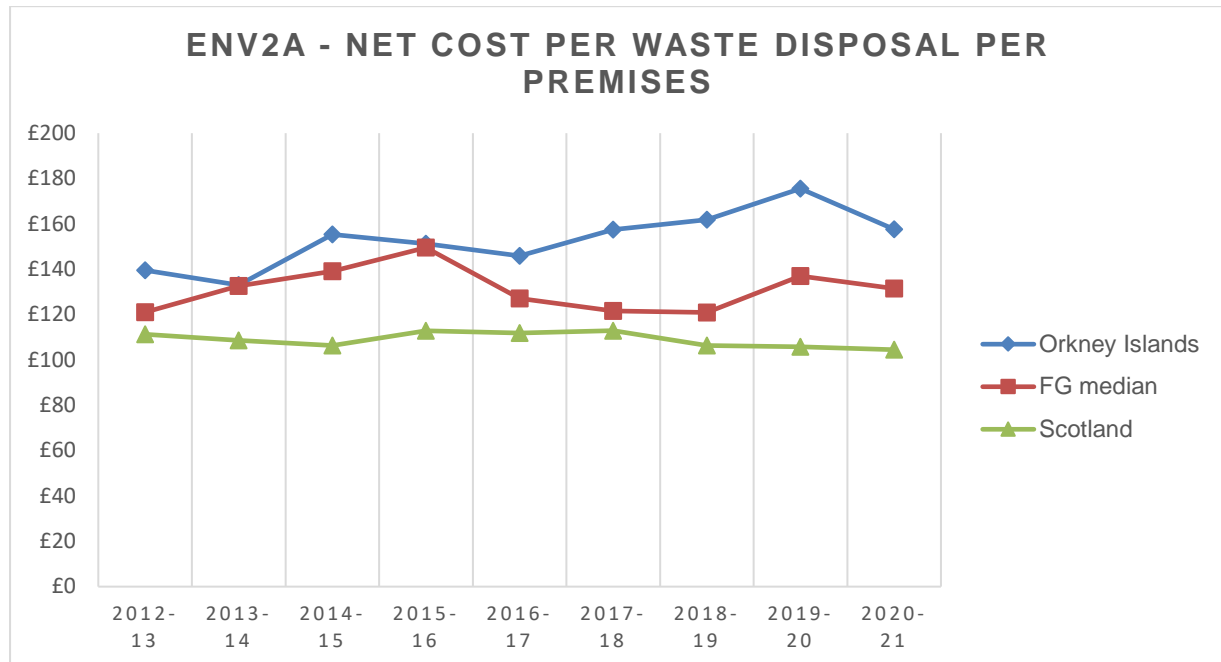
Future Action

As part of the development of Orkney’s future waste strategy, a range of collection methods have been modelled, with a view to identifying any further efficiencies together with opportunities to collect a wider range of materials. However, implementation of any collection changes will be dependent on changes to existing facilities and development of the proposed Integrated Waste Facility.

ENV2a – Net cost of waste disposal per premise

In 2020/21, the net cost of waste disposal per premise in Orkney was £157.63, which is less than the 2019/20 figure of £175.54, but more than the 2020/21 Scottish average of £104.50.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 30 |  |
| 2019/20 | 31 | |



Performance Analysis


Waste disposal costs are high due to the need to export waste from Orkney. This leads to higher-than-average costs, noting that many authorities in Scotland can access waste disposal facilities in their own area. There was a drop in the volume of residual waste generated in 2020/21 which explains the decrease in cost, but volumes are now rising again to the levels experienced in prior years.

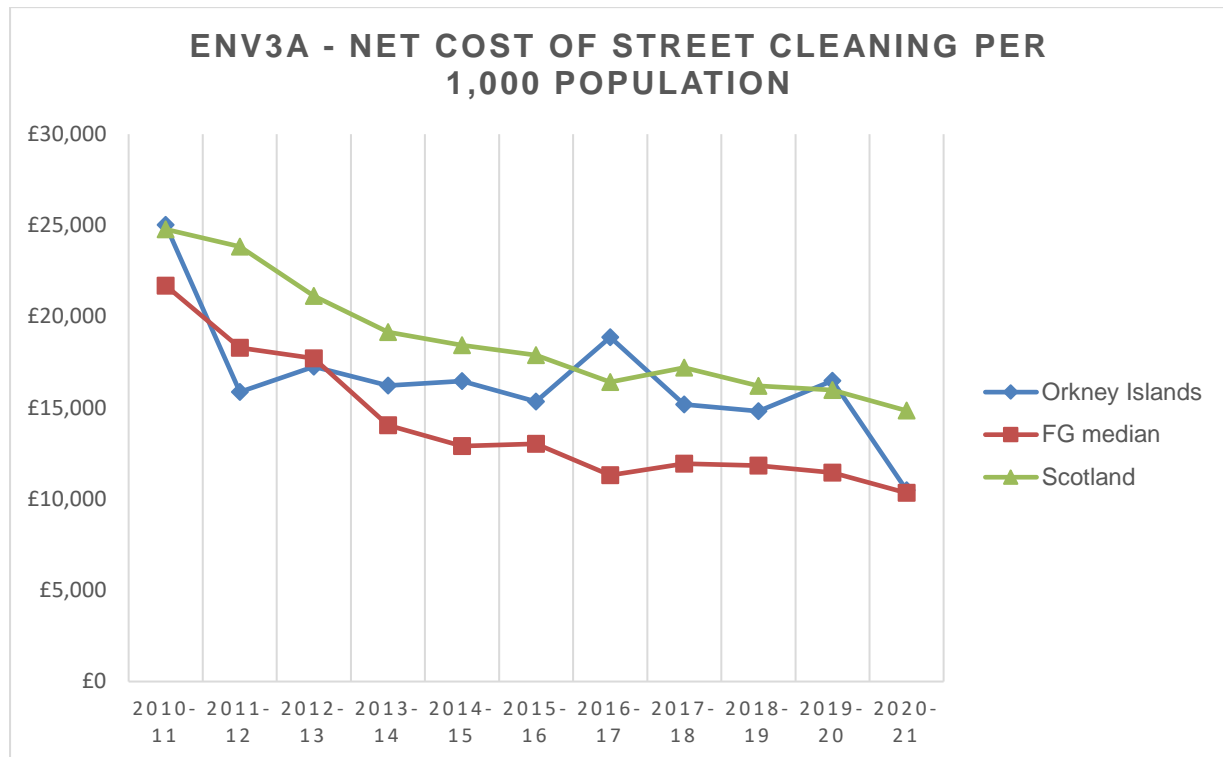
Future Action

Development of the proposed Integrated Waste Facility will enable the separation and collection of a wider range of materials, and hence a reduction in the volume of residual waste which needs to be disposed of. In the interim period, awareness raising and educational activities to assist householders with identifying opportunities to recycle more materials are ongoing.

ENV3a – Net cost of street cleaning per 1,000 population

In 2020/21, the net cost of street cleaning per 1,000 population in Orkney was £10,491, which is less than the 2019/20 figure of £16,477, and the 2020/21 Scottish average of £14,845.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 12 |  |
| 2019/20 | 22 | |



Performance Analysis

Street cleaning processes in Orkney continue to focus on the major population centres of Kirkwall and Stromness with the approach being a mixture of scheduled cleans plus “on-demand” as required. Costs are largely related to operative worked hours and so reflect the resource required to provide this service. A reduction in cost is likely linked to less street cleaning activities being required as a result of the COVID pandemic.

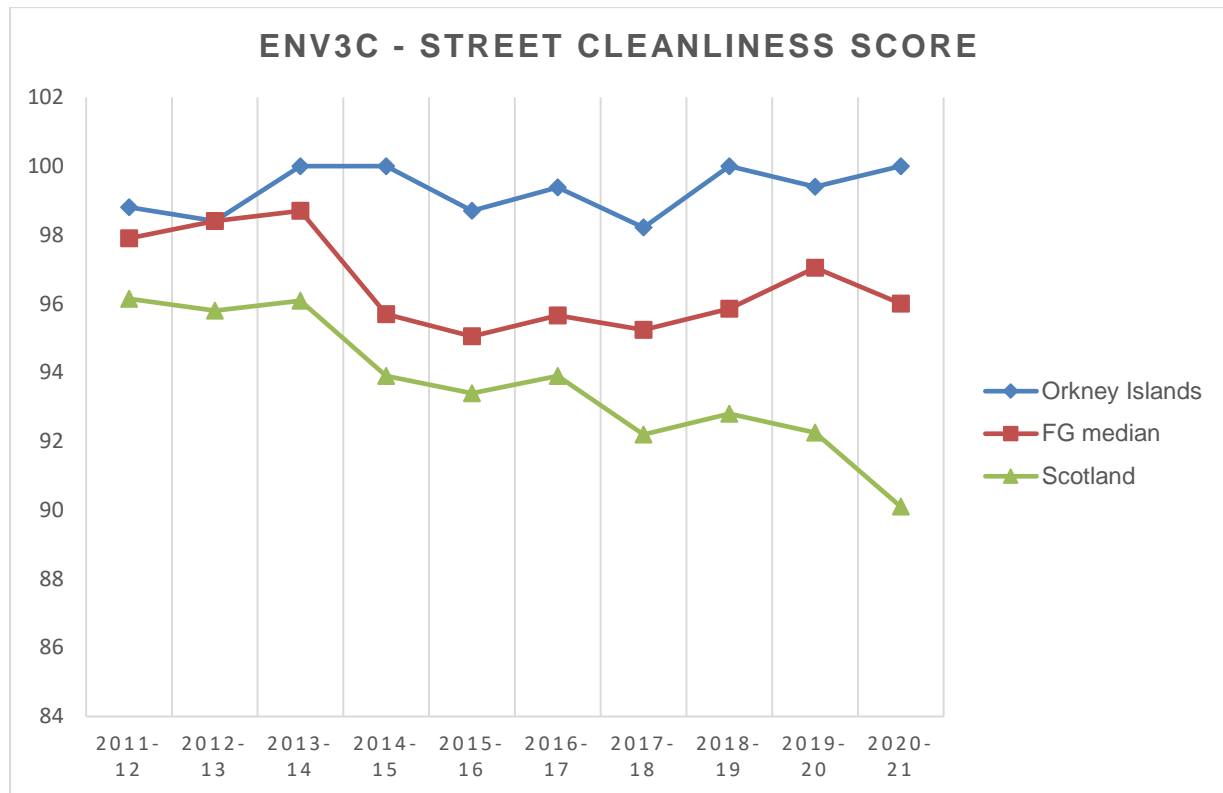
Future Action

The Service continues to monitor and review the costs of street cleaning and to ensure that resources are directed to the most appropriate areas to focus on maintaining the appearance and amenity of the most heavily used areas.

ENV3c – Street cleanliness score

In 2020/21, the street cleanliness score in Orkney was 100%, which is better than the 2019/20 figure of 99.4%, and the 2020/21 Scottish average of 90.1%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2020/21 | 1 | ↔ |
| 2019/20 | 1 | |



Performance Analysis


Orkney continues to benefit from a relatively low level of littering, resulting in an extremely good performance compared to other Scottish local authorities.

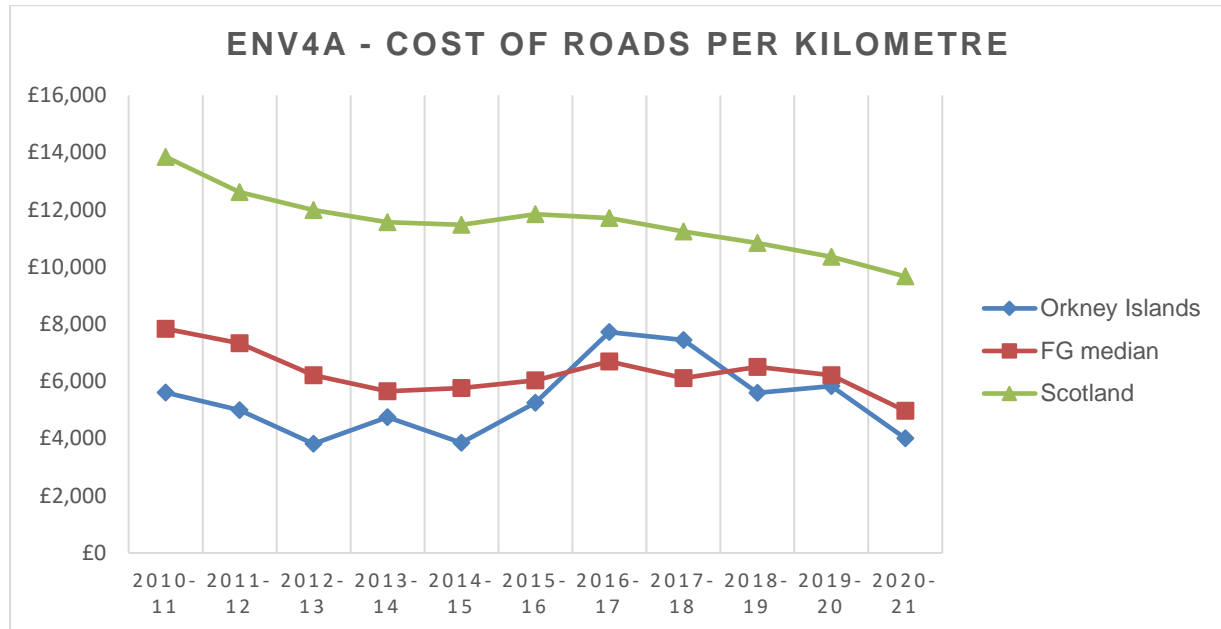
Future Action

The Service continues to work with national agencies and to participate in benchmarking schemes to ensure that current good performance is maintained as far as practicable within resource and budgetary constraints.

ENV4a – Cost of maintenance per kilometre of roads

In 2020/21, the cost of maintenance per kilometre of roads in Orkney was £4,014, which is less than the 2019/20 figure of £5,828, and the 2020/21 Scottish average of £9,667.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2020/21 | 3 |  |
| 2019/20 | 4 | |



Performance Analysis

The maintenance cost remains relatively low compared to the rest of Scotland due in part to the strong roads budgets of the past in creating a very good overall road condition in Orkney. The sharp decrease in 2020/21 is largely due to the lockdown restrictions which limited routine repairs to emergency responses only.

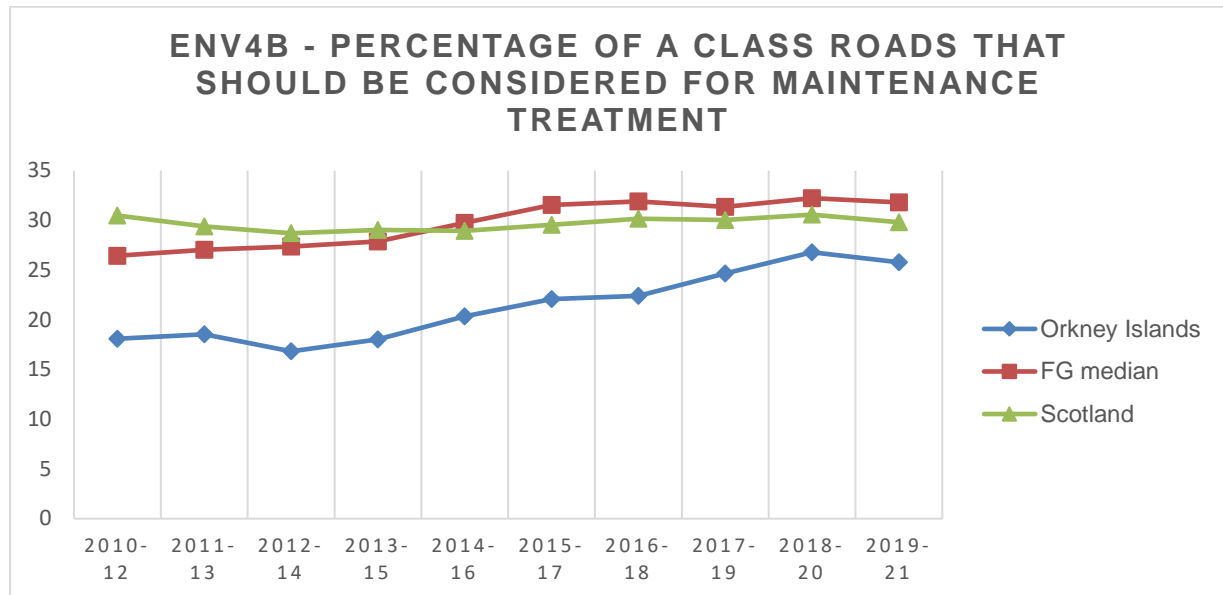
Future Action

An increase in cost per kilometre of road network is anticipated as the Council faces increasing numbers of reactive repairs following years of budgets being maintained below “steady state”. This has been exacerbated by the backlog generated following the lockdown restrictions in 2020. Not only are reactive repairs costly but they are also time consuming on an already stretched resource. This reduces the Council’s ability to undertake other routine tasks such as clearing ditches and offlets. The recent additional funding as part of the Roads Asset Repairs and Renewal Fund has been transformative to the amount of planned maintenance work that the Council has been able to undertake on an annual basis. Therefore, this will also inevitably see the cost per kilometre dramatically increase.

ENV4b – Percentage of A class roads that should be considered for maintenance treatment

In 2019 to 2021, 25.80% of class A roads in Orkney should have been considered for maintenance treatment, which is less than the 2018 to 2020 figure of 26.79%, and the 2019 to 2021 Scottish average of 29.80%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2019 to 2021 | 14 | ↔ |
| 2018 to 2020 | 14 | |



Performance Analysis

Compared to other carriageway categories, the A class roads are starting to show consistent degradation over the long-term. This reflects budgetary levels being maintained below the “steady state” level and perhaps highlights the anticipated fall in condition of the rest of the road network. It is highly likely that deterioration is showing earliest on the A-road network due to the higher volumes of traffic which have been bolstered in recent years by the steady increase in coach traffic in the tourism industry.

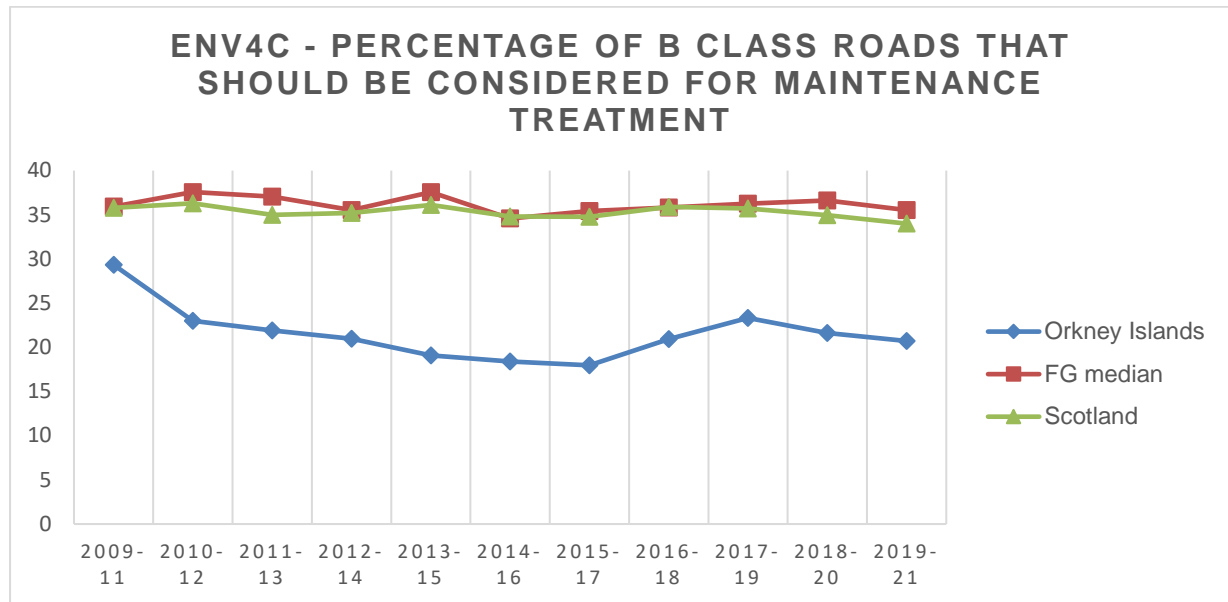
Future Action

The recent additional funding as part of the Roads Asset Repairs and Renewal Fund has been transformative to the amount of planned maintenance work that the Council has been able to undertake on an annual basis. This will go some way to addressing recent condition degradation, however a large programme of identified resurfacing and reconstruction schemes remains outstanding and long-term budget increases would be required to prevent the road condition from deteriorating further. Edge deterioration is of particular concern and is becoming much more apparent on all road classifications across Orkney.

ENV4c – Percentage of B class roads that should be considered for maintenance treatment

In 2019 to 2021, 20.70% of class B roads in Orkney should have been considered for maintenance treatment, which is less than the 2018 to 2020 figure of 21.63%, and the 2019 to 2021 Scottish average of 34.00%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2019 to 2021 | 4 | ↑ |
| 2018 to 2020 | 5 | |



Performance Analysis

The high performance in this category is undoubtedly due to previous strong investment in the roads network. However, the road maintenance budget has been reduced in recent years to below a “steady state” level, so it is therefore anticipated that long-term degradation will occur. This is already being reflected in the A class roads results above.

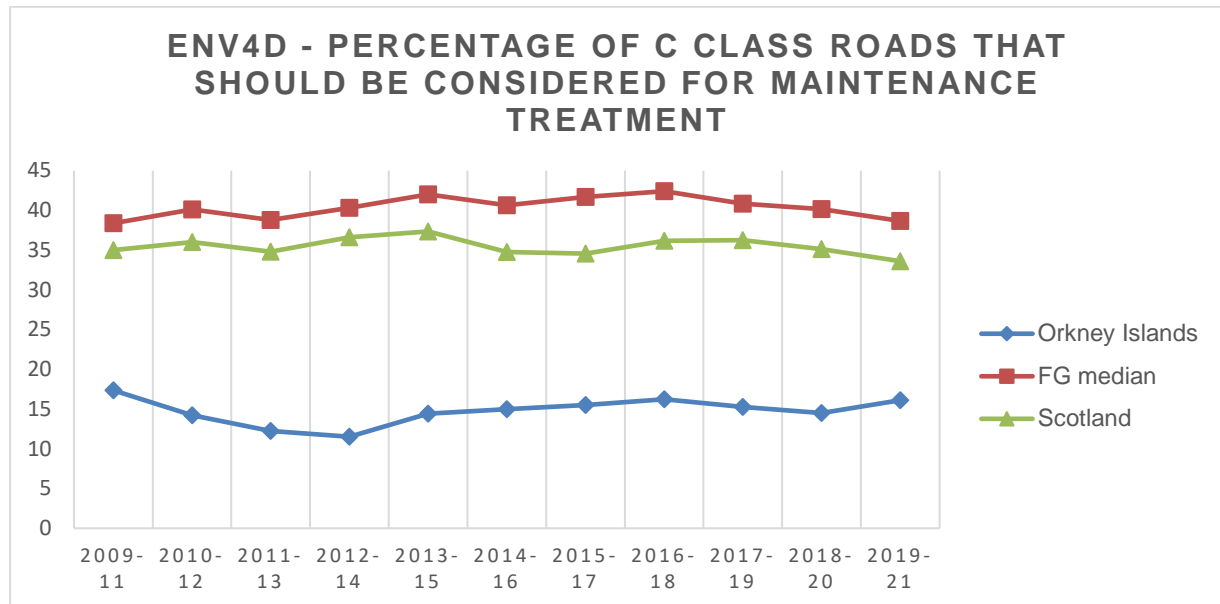
Future Action

The recent additional funding as part of the Roads Asset Repairs and Renewal Fund has been transformative to the amount of planned maintenance work that the Council has been able to undertake on an annual basis. This will go some way to addressing recent condition degradation however a large programme of identified resurfacing and reconstruction schemes remains outstanding and long-term budget increases would be required to prevent the road condition from deteriorating further. Edge deterioration is of particular concern and is becoming much more apparent on all road classifications across Orkney.

ENV4d – Percentage of C class roads that should be considered for maintenance treatment

In 2019 to 2021, 16.10% of class C roads in Orkney should have been considered for maintenance treatment, which is more than the 2018 to 2020 figure of 14.49%, but less than the 2019 to 2021 Scottish average of 33.60%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2018 to 2021 | 2 | ↔ |
| 2018 to 2020 | 2 | |



Performance Analysis

The high performance in this category is undoubtedly due to previous strong investment in the roads network. However, the road maintenance budget has been reduced in recent years to below a “steady state” level, so it is therefore anticipated that long-term degradation will occur. This is already being reflected in the A class roads results above.

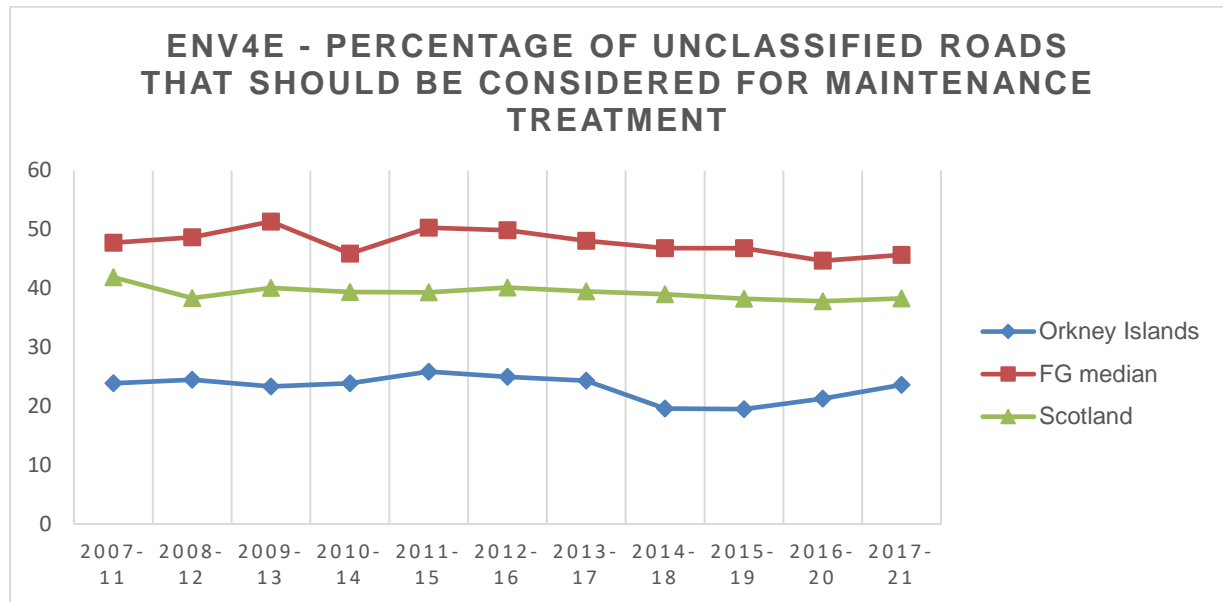
Future Action

The recent additional funding as part of the Roads Asset Repairs and Renewal Fund has been transformative to the amount of planned maintenance work that the Council has been able to undertake on an annual basis. This will go some way to addressing recent condition degradation however a large programme of identified resurfacing and reconstruction schemes remains outstanding and long-term budget increases would be required to prevent the road condition from deteriorating further. Edge deterioration is of particular concern and is becoming much more apparent on all road classifications across Orkney.

ENV4e – Percentage of unclassified roads that should be considered for maintenance treatment

In 2017 to 2021, 23.60% of unclassified roads in Orkney should have been considered for maintenance treatment, which is more than the 2016 to 2020 figure of 21.30%, but less than the 2017 to 2021 Scottish average of 38.30%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|---|---|
| 2017 to 2021 | 1 | ↔ |
| 2016 to 2020 | 1 | |



Performance Analysis


The high performance in this category is undoubtedly due to previous strong investment in the roads network. However, the road maintenance budget has been reduced in recent years to below a “steady state” level, so it is therefore anticipated that long-term degradation will occur. This is already being reflected in the A class roads results above.

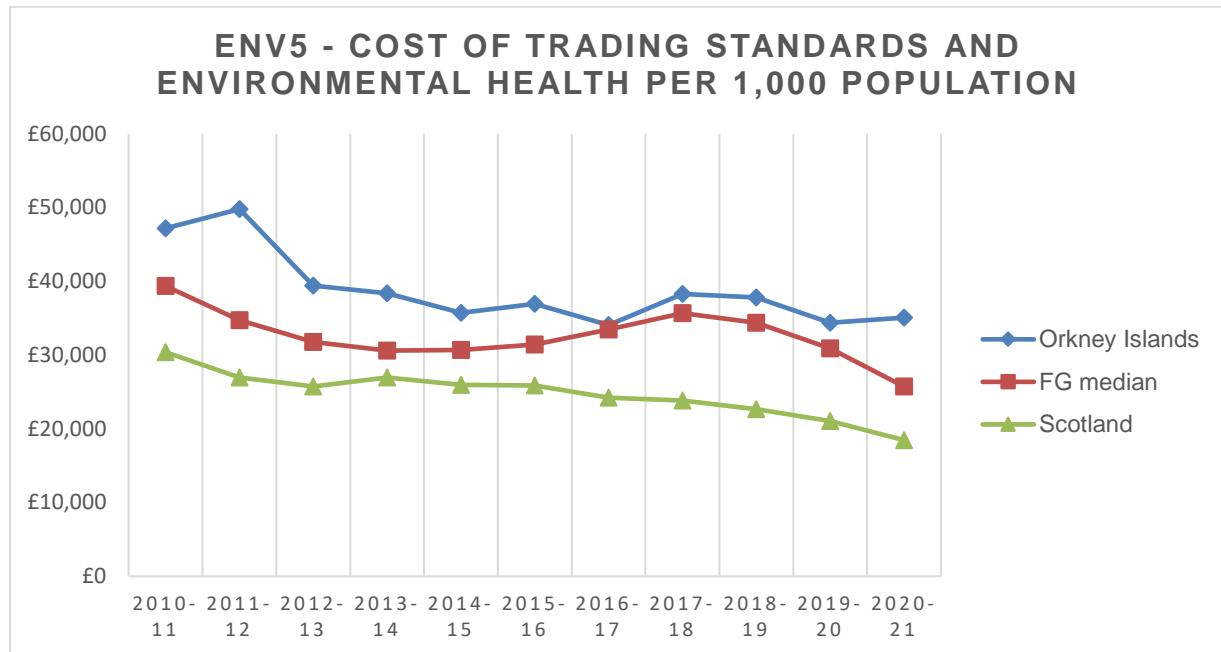
Future Action

The recent additional funding as part of the Roads Asset Repairs and Renewal Fund has been transformative to the amount of planned maintenance work that the Council has been able to undertake on an annual basis. This will go some way to addressing recent condition degradation however a large programme of identified resurfacing and reconstruction schemes remains outstanding and long-term budget increases would be required to prevent the road condition from deteriorating further. Edge deterioration is of particular concern and is becoming much more apparent on all road classifications across Orkney.

ENV5 – Cost of trading standards and environmental health per 1,000 population

In 2020/21, the cost of trading standards and environmental health per 1,000 population in Orkney was £35,089, which is more than the 2019/20 figure of £34,391, and the 2020/21 Scottish average of £18,463.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 31 |  |
| 2019/20 | 29 | |



Performance Analysis


Both Services must provide the full range of statutory services, which are wide ranging and diverse, with small numbers of staff meaning that there are no economies of scale savings. The cost of providing the Services has increased a little on the previous year as some of the vacant posts were filled in the reported period.

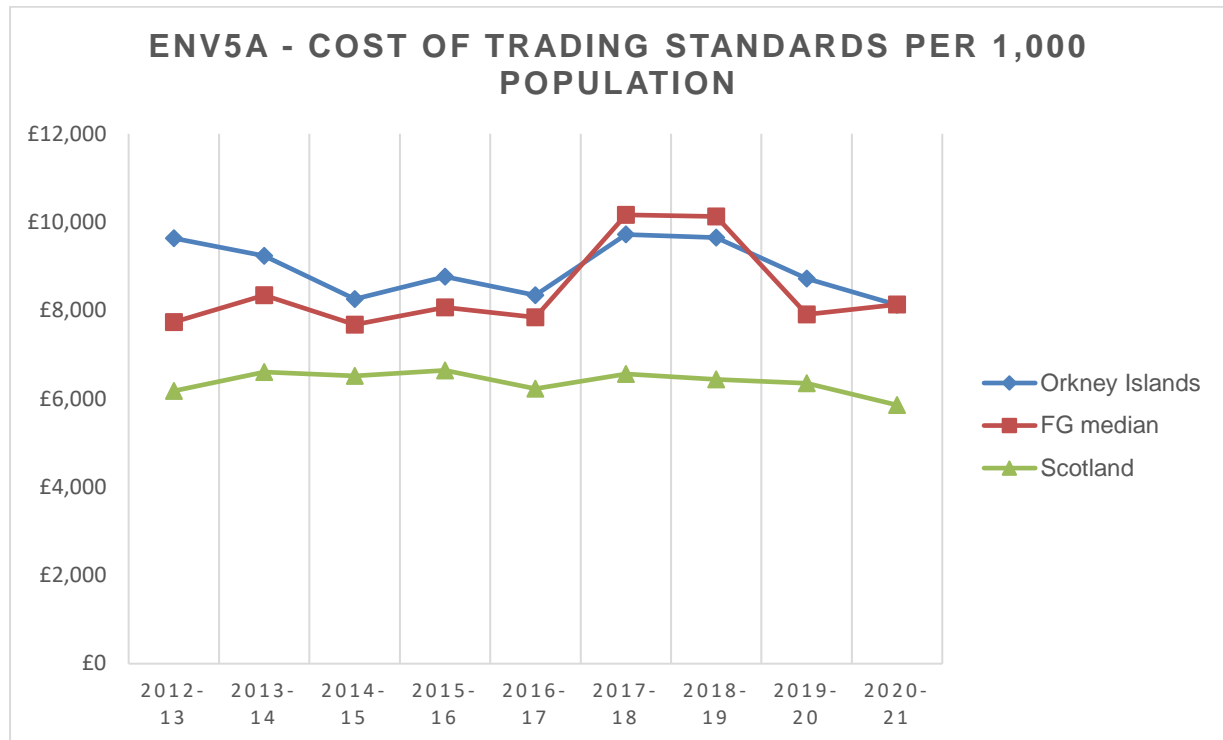
Future Action

Further vacant posts have been filled in 2021/22 bringing the Services up to full complement. This addresses statutory service demands and enforcement backlogs but at an additional cost which will be reflected in the annual cost of the Services in 2021/22.

ENV5a – Cost of trading standards, money advice and citizen advice per 1,000 population

In 2020/21, the cost of trading standards, money advice and citizen advice per 1,000 population in Orkney was £8,125, which is less than the 2019/20 figure of £8,717, but more than the 2020/21 Scottish average of £5,857.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 22 |  |
| 2019/20 | 24 | |



Performance Analysis


In a small Service, with a relatively small budget, small amounts of expenditure can have a relatively big impact on a cost per 1,000 population metric. With the COVID pandemic and a vast reduction in routine enforcement activity in 2020/21, normal anticipated expenditure incurred in isles visits for work such as animal health was greatly reduced accounting for the cost savings.

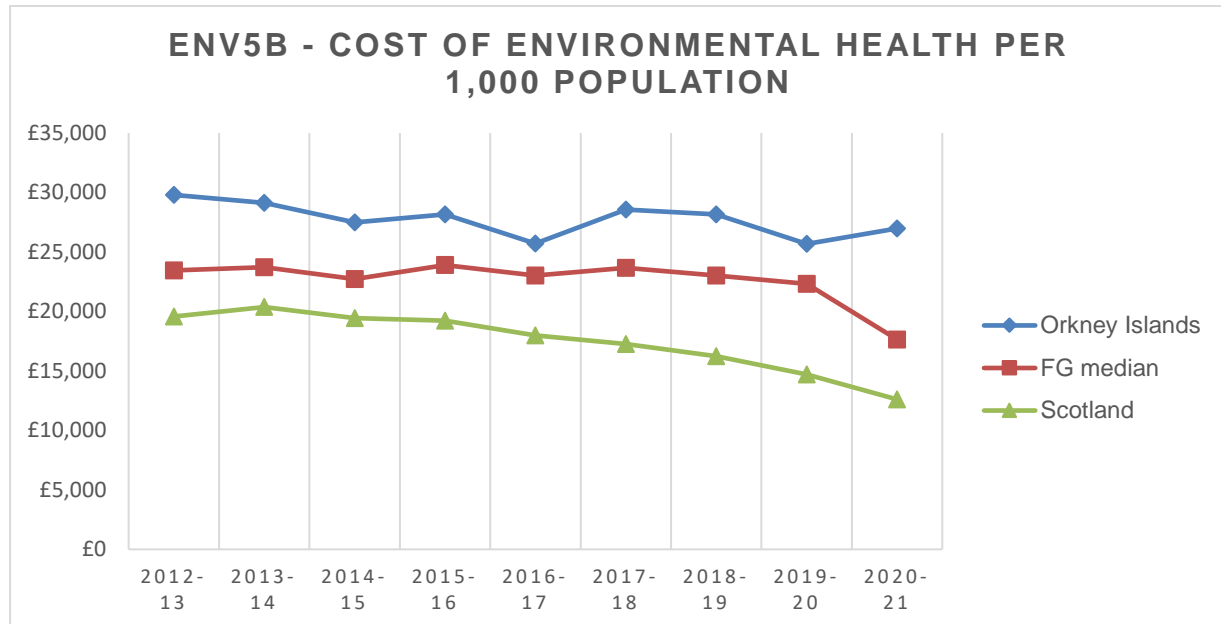
Future Action

With routine enforcement activity commencing in 2021/22, it is likely that Service expenditure in the period will increase to pre-COVID levels.

ENV5b – Cost of environmental health per 1,000 population

In 2020/21, the cost of environmental health per 1,000 population in Orkney was £26,964, which is more than the 2019/20 figure of £25,673, and the 2020/21 Scottish average of £12,606.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 31 |  |
| 2019/20 | 30 | |



Performance Analysis

Even for a small population the Council is expected to provide the full range of statutory environmental health services, which are wide ranging and diverse. Small numbers of staff mean that there are no economies of scale savings. The cost of providing the Service has increased a little on the previous year as some of the vacant posts were filled in the reported period. Additionally, the Service has taken on a temporary post to deal with impacts of the COVID pandemic. The impacts of COVID and EU exit have also seen a reduction in income into the service.

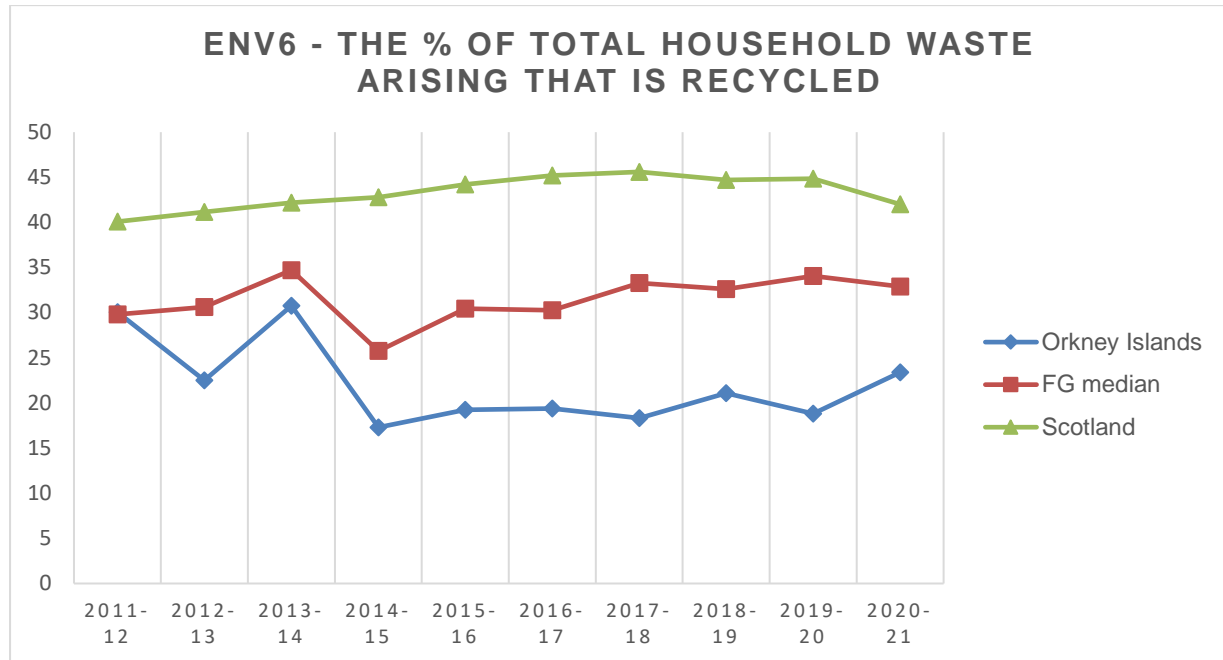
Future Action

Further vacant posts have been filled in 2021/22 bringing the Service up to full complement. This addresses statutory service demands and will help deal with enforcement backlogs but at an additional cost which will be reflected in the annual cost of the Service in 2021/22. As recovery from the COVID pandemic continues and businesses become more confident in trading post EU exit, it is anticipated that income into the Service will start to increase.

ENV6 – Percentage of household waste arising that is recycled

In 2020/21, 23.40% of household waste in Orkney was recycled, which is more than the 2019/20 figure of 18.81%, but less than the 2020/21 Scottish average of 42.00%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 31 | ↔ |
| 2019/20 | 31 | |



Performance Analysis

Orkney's recycling performance is impacted by the fact that garden waste cannot be treated to the appropriate standard necessary for it to be included in the recycling figures. In addition, the types of material streams which can be collected separately for recycling are limited due to both constrained infrastructure and very low volumes, rendering these streams unattractive to the market. However, the significant increase in 2020/21 is very welcome and is an indication of the increased value and importance which householders are placing on using the recycling services which are provided.

Future Action

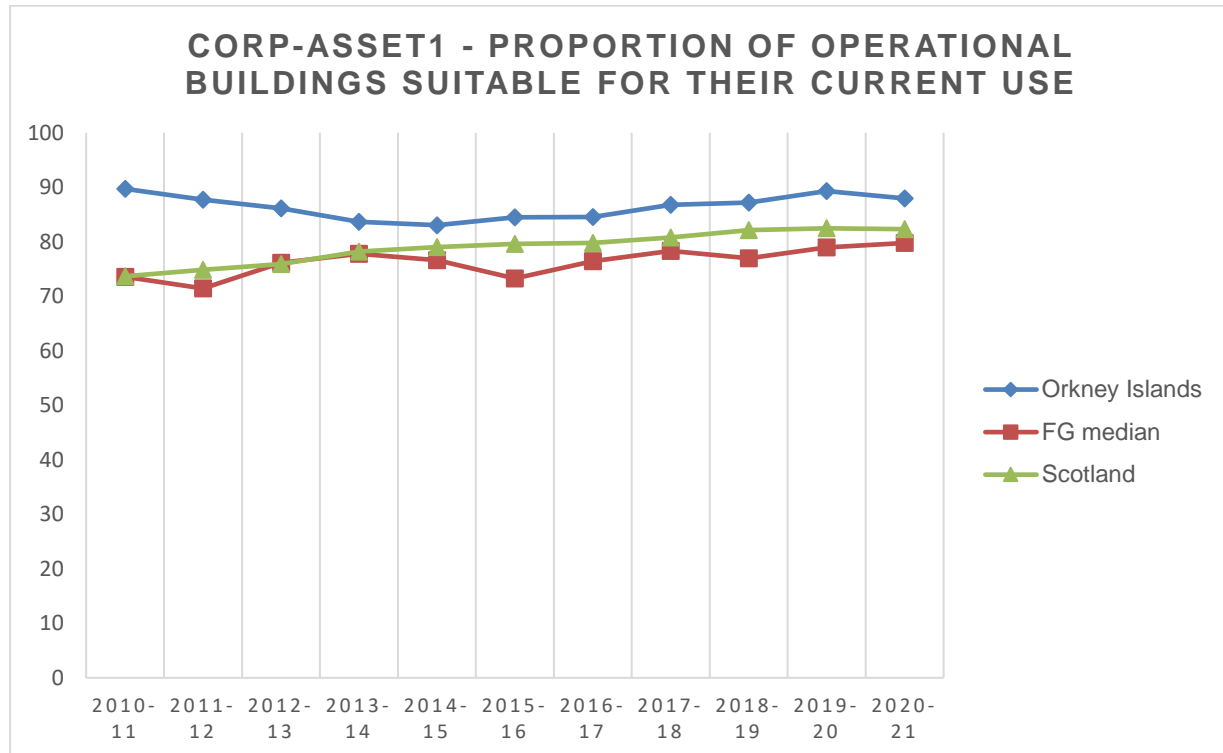
The ongoing development of Orkney's future waste strategy incorporates options for increasing the types and volumes of materials which can be recycled and will also enable flexibility to react to future Government or industry strategies and targets.

Council Buildings

CORP-ASSET1 – Percentage of operational buildings that are suitable for their current use

In 2020/21, 87.95% of Council buildings in Orkney were found to be suitable for their current use, which is not as good as the 2019/20 figure of 89.33%, but better than the 2020/21 Scottish average of 82.31%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 14 | ↔ |
| 2019/20 | 14 | |



Performance Analysis


Steady investment in the property stock continues, and upgrades continue. Old stock is disposed of, and new stock comes online. Property numbers increase mainly due to the way the assets are recorded. Historically a multi-property site was recorded as one property, but now there is a gradual shift to identifying each property.

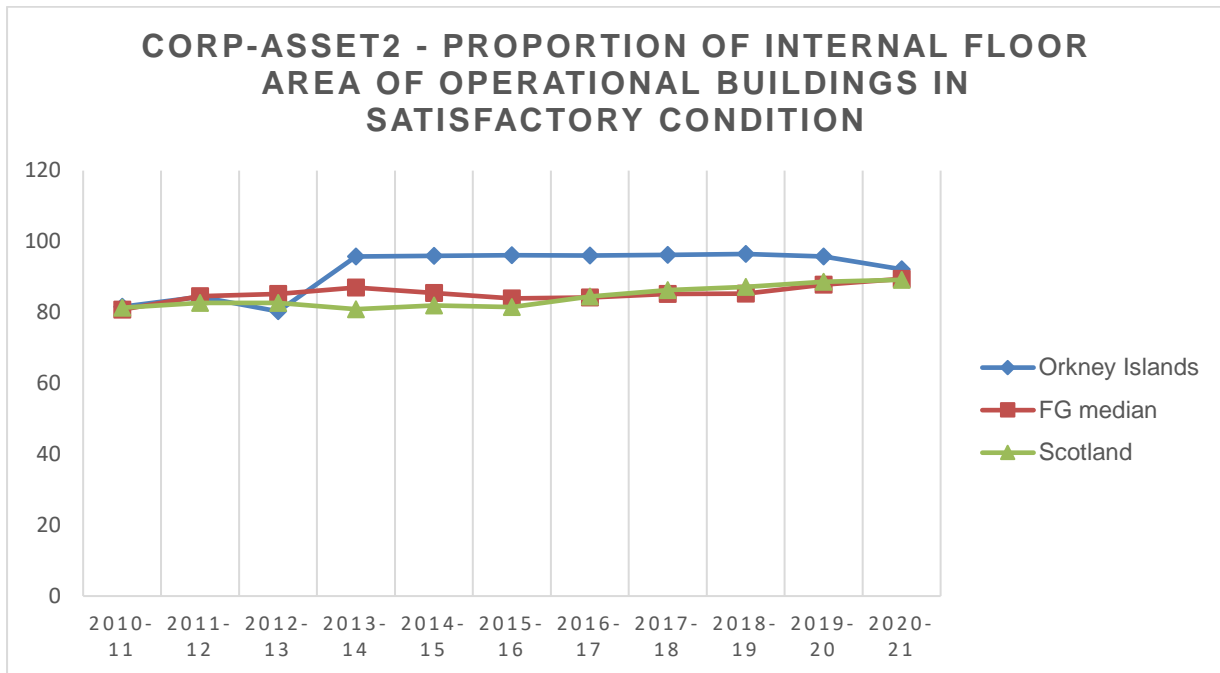
Future Action

We The Council will continue to review the property estate, disposing of old poor performing property, upgrading old facilities and building new facilities where required.

CORP-ASSET2 – Percentage of internal floor area of operational buildings in satisfactory condition

In 2020/21, 92.14% of the internal floor area of the Council’s operational buildings was in satisfactory condition, which is not as good as the 2019/20 figure of 95.73%, but better than the 2020/21 Scottish average of 89.20%.

| Rank out of 32 Scottish Councils | | |
|----------------------------------|----|---|
| 2020/21 | 14 |  |
| 2019/20 | 9 | |



Performance Analysis

Property data continues to be improved; sites are split down into their requisite individual properties which may increase the floor areas and numbers. Poor performing outbuildings / associated property will reduce the indicator as property information is improved and fine-tuned, but new builds and re-furbishments will improve the situation.

Future Action

We The Council will continue to review the property estate, disposing of old poor performing property, upgrading old facilities and building new facilities where required.