

Statutory Performance Indicators 2009/2010

Council:

Orkney Islands Council

			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		287	
		ii. Total number of days lost per year through sickness absence		2,531	
		iii. Days lost per employee			8.8 days
	b)	All other local government employees			
		i. Total number of FTE staff		1,471	
		ii. Total number of days lost per year through sickness absence		14,408	
		iii. Days lost per employee			9.8 days
EQUAL OPPORTUNITIES POLICY					
2		The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women			
		Total number of employees	1,494		
		Total number of employees in top 2%		29	
		Total number of women employees in top 2%		8	
		Percentage of women employees in top 2%			27.6 %
		Total number of employees in top 5%		87	
		Total number of women employees in top 5%		26	
		Percentage of women employees in top 5%			29.9 %

	b)	Cost of collecting council tax	£	264,405								
	c)	Number of dwellings		10,248								
	d)	Income received from summary warrants (i.e. 10% recovered by council)	£	5,126								
COUNCIL TAX INCOME												
6	a)	i. Income due from council tax for the year excluding reliefs and rebates										£ 7,219,572 .00
		ii. Income due from council tax for the year excluding all water charges and outstanding council tax	£	9,206,416								
		iii. Reliefs and rebates due to council for council tax for the year	£	1,986,844								
	b)	i. Percentage of income due from council tax for the year that was received by the end of the year										97.7 %
		ii. Income received from council tax for the year	£	7,054,110								
PAYMENT OF INVOICES												
7	a)	Number of invoices sampled								58,844		
	b)	Number of invoices sampled and paid within 30 days		45,326								
	c)	Percentage of invoices sampled and paid within 30 days										77.0 %
ASSET MANAGEMENT												
8	a)	Gross internal floor area of operational buildings								118,708	m ²	
		Proportion of GIA that is in satisfactory condition								97,353	m ²	82.0 %
	b)	Total number of operational buildings								202		

11	a)	Number of visits to/usages of council funded or part funded museums and expressed per 1,000 population	Number of visits 49,902						2,500
	b)	Number of visits in part a) that were in person and expressed per 1,000 population	49,495						2,480

USE OF LIBRARIES

12	a)	Number of visits to libraries and expressed per 1,000 population	141,725						7,100
	b)	Number of borrowers and expressed as a percentage of the resident population	6,198						31.1 %

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	121		88		72.7 %		
		ii. Non-householder	359		217		60.4 %		
		Total	480		305		63.5 %		

14 RESPONSE REPAIRS

	Category 1								
	i.	Target response time for this category			24 Hours				
	ii.	Number of repairs in this category			216				
	iii.	Number completed within target time	180						
	Category 2								
	i.	Target response time for this category			3 Days				
	ii.	Number of repairs in this category			95				

		iii.	Number completed within target time		79						
	Category 3										
		i.	Target response time for this category					20 Days			
		ii.	Number of repairs in this category					824			
		iii.	Number completed within target time		710						
	Category 4										
		i.	Target response time for this category					NS			
		ii.	Number of repairs in this category					NS			
		iii.	Number completed within target time		NS						
	Category 5										
		i.	Target response time for this category					NS			
		ii.	Number of repairs in this category					NS			
		iii.	Number completed within target time		NS						
	Category 6										
		i.	Target response time for this category					NS			
		ii.	Number of repairs in this category					NS			
		iii.	Number completed within target time		NS						
	All categories										
	d)	i.	Total number of response repairs					1,135			
		ii.	Number of housing response repairs completed within target					969			
		iii.	Percentage completed within target times being brought up to the Scottish Housing Quality Standard by criteria							85.4 %	
			Number of council dwellings		778						
		i.	Tolerable standard					778		100.0 %	

