

Statutory Performance Indicators 2012/2013

 Council: **Orkney Islands**

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	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		263	
ii. Total number of days lost per year through sickness absence		1,847	
iii. Days lost per employee			7.0 days
b) All other local government employees			
i. Total number of FTE staff		1,413	
ii. Total number of days lost per year through sickness absence		12,997	
iii. Days lost per employee			9.2 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 in top 2%	33	
	Total number of women employees in top 2%	8	
	Percentage of women employees in top 2%		24.2 %
	Total number of employees in top 5%	88	
	Total number of women employees in top 5%	23	
	Percentage of women employees in top 5%		26.1 %
PUBLIC ACCESS			
3	Number of council buildings from which the council delivers services to the public	57	
	Number and percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	32	56.1 %
ADMINISTRATION COSTS			
4	The gross administration cost per benefits case.		
a) Average rent rebate caseload	433		
Weighted rent rebate caseload			654
b) Average private rented sector caseload	214		
Weighted private rented sector caseload			456
c) Average registered social landlord caseload	317		
Weighted registered social landlord caseload			634
d) Average Council Tax Benefit caseload	1,355		
Weighted Council Tax Benefit caseload			2,060
e) Gross cost of providing the service	£ 243,995,000		
f) Gross administration cost per case			£ 64.15

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COUNCIL TAX COLLECTION			
5 a) Cost of collecting council tax per dwelling (All dwellings, not just chargeable)			£ 20.14
b) Cost of collecting council tax	£ 215,193		
c) Number of dwellings	10,684		
d) Income received from summary warrants (i.e. 10% recovered by council)	£ 23,406		
COUNCIL TAX INCOME			
6 a) i. Income due from council tax for the year excluding reliefs and rebates	£ 9,660,450		£ 7,549,448 .00
ii. Income due from council tax for the year excluding all water charges and outstanding council tax	£ 2,111,002		
iii. Reliefs and rebates due to council for council tax for the year			
b) i. Percentage of income due from council tax for the year that was received by the end of the year			98.1 %
ii. Income received from council tax for the year	£ 7,404,610		
PAYMENT OF INVOICES			
7 a) Number of invoices sampled		48,576	
b) Number of invoices sampled and paid within 30 days	38,107		
c) Percentage of invoices sampled and paid within 30 days			78.4 %
ASSET MANAGEMENT			
8 a) Gross internal floor area of operational buildings		120,799 m ²	
Proportion of GIA that is in satisfactory condition		96,994 m ²	80.3 %
b) Total number of operational buildings		202	
Number and percentage of operational buildings that are suitable for their current use		174	86.1 %
HOME CARE/HOME HELPS			
9 Level of service			
<i>Total population aged 65+ (2011 mid year estimates)</i>	4,053		
a) Number of people aged 65+ receiving homecare			211
Total volume of service		Number of home care hours	As a rate per 1,000 population aged 65+
b) Total number of homecare hours per 1,000 population aged 65+		1,325	326.9
c) Number and percentage of homecare clients aged 65+ receiving:			
i. Personal care		209	99.1 %
ii. A service during evening/overnight		101	47.9 %
iii. A service at weekends		166	78.7 %
SPORT AND LEISURE MANAGEMENT			
10 All pools			
Number of attendances and expressed per 1,000 population	Attendances 121,208		6,012
<i>Population (2011 mid-year estimate)</i>	20,160		
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 288,636		14,327

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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 47,452		2,354
b) Number of visits in part a) that were in person and expressed per 1,000 population	46,022		2,283
USE OF LIBRARIES			
12 a) Number of visits to libraries and expressed per 1,000 population	134,678		6,680
PROCESSING TIME - PLANNING APPLICATIONS			
13 The average time (weeks) to deal with major and local planning applications determined during the year.			
	Number of applications	Total number of days to deal with all applications	Average time (weeks) to deal with applications
a) i. Major developments	0	0	
ii. Local developments	670	54,373	11.6
	670	54,373	11.6
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 hours	
ii. Number of repairs in this category		188	
iii. Number completed within target time	167		
Category 2			
i. Target response time for this category		3 days	
ii. Number of repairs in this category		35	
iii. Number completed within target time	29		
Category 3			
i. Target response time for this category		20 days	
ii. Number of repairs in this category		677	
iii. Number completed within target time	606		
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		900	
ii. Number of housing response repairs completed within target		802	
iii. Percentage completed within target times			89.1 %

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	Source	Contextual	Performance information
Housing Quality			
<p>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)</p> <p>Total number of council dwellings</p> <p>i. Total meeting tolerable standard</p> <p>ii. Total meeting free from serious disrepair</p> <p>iii. Total meeting energy efficient</p> <p>iv. Total meeting modern facilities and services</p> <p>v. Total meeting healthy, safe and secure</p> <p>vi. Total dwellings meeting SHQS</p>	<p>891</p>	<p>891</p> <p>891</p> <p>664</p> <p>844</p> <p>891</p> <p>634</p>	<p>100.0 %</p> <p>100.0 %</p> <p>74.5 %</p> <p>94.7 %</p> <p>100.0 %</p> <p>71.2 %</p>
MANAGING TENANCY CHANGES			
<p>16 a) Percentage of rent due in the year that was lost due to voids</p> <p>b) Amount of rent loss due to voids</p> <p>c) Gross annual rent debit (rent due in the year)</p>		<p>£ 106,329.00</p> <p>£ 2,562,689.00</p>	<p>4.1 %</p>
<p>17 a) Dwellings which are not low demand</p> <p>Number of houses re-let that took:</p> <p>i. less than 2 weeks</p> <p>ii. 2-4 weeks</p> <p>iii. 5-8 weeks</p> <p>iv. 9-16 weeks</p> <p>v. More than 16 weeks</p> <p>vi. Total number of houses re-let</p> <p>vii. Total number of days to re-let houses</p> <p>viii. Average time to re-let houses</p> <p>b) Dwellings which are low demand</p> <p>Number of houses re-let that took:</p> <p>i. less than 2 weeks</p> <p>ii. 2-4 weeks</p> <p>iii. 5-8 weeks</p> <p>iv. 9-16 weeks</p> <p>v. 17-32 weeks</p> <p>vi. 33-52 weeks</p> <p>vii. More than 52 weeks</p> <p>viii. Total number of houses re-let</p> <p>ix. Total number of days to re-let houses</p> <p>x. Average time to re-let houses</p> <p>c) i. Number of low demand houses remaining un-let at year end</p> <p>ii. Number of days and average time that these houses had been un-let at year end</p> <p>d) Number of dwellings considered to be low demand at year end</p> <p>e) The number at d) above considered to be low demand at the start of the year</p> <p>f) The number at d) above that were not actively being re-let because they were subject to a disposal strategy</p>	<p>5,831 days</p> <p>3,639 days</p>	<p>15</p> <p>22</p> <p>36</p> <p>24</p> <p>11</p> <p>108</p> <p>1</p> <p>0</p> <p>8</p> <p>11</p> <p>11</p> <p>2</p> <p>0</p> <p>33</p> <p>19</p> <p>3,637 days</p> <p>159</p> <p>142</p> <p>4</p>	<p>54 days</p> <p>110 days</p> <p>191 days</p>

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	Source	Contextual	Performance information
RENT MANAGEMENT			
18 a) i. Amount of current tenants' rent arrears		£ 73,680.00	
ii. Net annual rent debit		£ 1,284,203.00	
iii. Current tenants' arrears as a percentage of net rent due			5.7 %
b) i. Number of current tenants		780	
ii. Number of current tenants owing more than 13 weeks rent excluding those owing less than £250		35	
iii. Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250			4.5 %
c) i. Number of tenants giving up their tenancy during the year		127	
ii. The number and proportion of those tenants that were in rent arrears		69	54.3 %
d) i. Average weekly rent	£ 65.72		
ii. Total debt owed by tenants leaving their tenancies with arrears		£ 20,120	
iii. Average debt owed by tenants leaving their tenancies with arrears		£ 291.59	
iv. Average number of weeks rent owed by tenants leaving in arrears			4.4
e) i. Amount of former tenant arrears	£ 79,868		
ii. Amount and percentage of former tenant arrears written off or collected during the year		£ 28,932	36.2 %
HOMELESSNESS			
19 a) Permanent accommodation			
i. Number of households assessed during the year		76	
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation		61	80.3 %
iii. Number of cases open at the beginning of the year or assessed in the year		71	
Number and percentage who are housed into permanent accommodation		58	81.7 %
iv. Number of cases reassessed within 12 months of completion of duty		4	
Number of cases assessed during the year		85	
% of cases reassessed			4.7 %
Temporary accommodation			
i. Number of households assessed during the year		6	
ii. Number and percentage of decision notifications issued within 28 days of date of initial presentation		5	83.3 %
iv. Number of cases reassessed within 12 months of completion of duty		1	
Number of cases assessed during the year		6	
% of cases reassessed			16.7 %
b) The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months			93.2

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	Source	Contextual	Performance information
DOMESTIC NOISE COMPLAINTS			
20 a) The number of complaints of domestic noise received during the year:			
i. Settled without the need for attendance on site		123	
ii. Requiring attendance on site (not including those dealt under Part V of the Antisocial Behaviour Act 2004).		7	
iii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004		No service	
		Total	130
b) For aii. and aiii. above, the average time (hours) between the time of the complaint and attendance on site:			599.0 hours
i. Requiring attendance on site			N/A hours
ii. Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004			
TRADING STANDARDS - COMPLAINTS AND ADVICE			
21 a) Number and percentage of consumer complaints completed:			
i. Total number received		756	
ii. Number dealt with within 14 days of receipt	634		83.9 %
iii. Percentage dealt with within 14 days of receipt			
b) Number and percentage of business advice requests completed:			
i. Total number received		322	
ii. Number dealt with within 14 days of receipt	292		90.7 %
iii. Percentage dealt with within 14 days of receipt			
CARRIAGEWAY CONDITION			
22 Percentage of the road network that should be considered for maintenance treatment			
i. A class roads			Red and Amber 48.6 %
ii. B class roads			21.9 %
iii. C class roads			12.2 %
iv. Unclassified roads			23.4 %
v. Overall			20.4 %
REFUSE COLLECTION			
23 a) i. Net cost of refuse collection per premise			£ 73.13
ii. Net cost of refuse collection	£ 818,111		
iii. Number of premises for refuse collection (household and commercial)	11,197		
b) i. Net cost of refuse disposal per premise			£ 155.21
ii. Net cost of disposal (Includes landfill tax element)	£ 1,736,328		
iii. Cost of capping landfill site (to be included in bii) (This is a one off capping cost which affects comparison with previous years)	£ 0		
REFUSE RECYCLING			
24 Household Waste			
The percentage of household waste collected by the authority during the year that was recycled and composted.			22.8 %

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CLEANLINESS			
25 The cleanliness index achieved following inspection of a sample of streets and other land			
<i>Cleanliness measurement</i>			
a) Local authority			
i. Inspection one	74		
ii. Inspection two	80		
iii. Inspection three	82		
iv. Inspection four	75		
b) Partner authority			
v. Inspection one	82		
vi. Inspection two	74		
c) Keep Scotland Beautiful inspection			
vii. Validation inspection	78		
Overall cleanliness index			78