

Annual Performance Report 2012

Our ninth Annual Performance Report, providing a range of information on how we performed



Introduction

This report is structured around the priorities set out within the Council Plan 2008-2013, and uses various measures to show how we performed in 2012. The report for 2013 will be based on the new Council Plan 2013-2018

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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Orkney
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Telephoning **01856 873535** or by emailing **hrsupport@orkney.gov.uk**

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

Where our performance was above the Scottish average

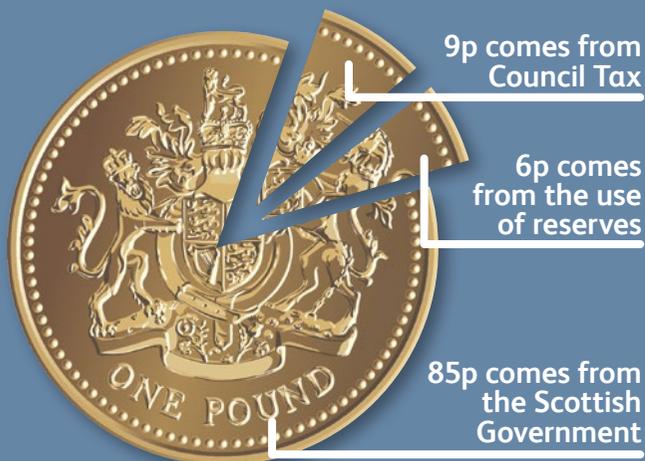
The amount of Council Tax collected



Where the money comes from

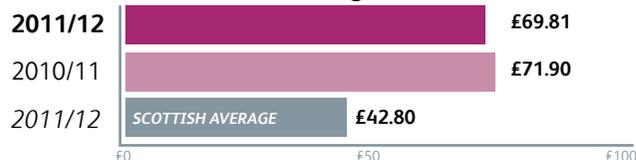
In 2011/12 our budget was £83.416M, which was significantly less than our 2010/11 budget of £85.648M.

For every £1 that we received to spend on Council services in 2011/12...



Where our performance was below the Scottish average

The cost of administering benefits



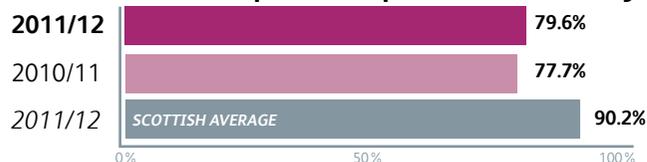
As a small council, we have a relatively small number of claims, so the costs are likely to be higher than in larger councils, although we do continue to try to reduce our costs where possible.

The cost of collecting the Council Tax



In a small council such as ours, 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.

% of invoices sampled and paid within 30 days



We are making improvements to our performance in this area year on year, but remain behind the Scottish average, due in part, perhaps, to possible differences in the way that this performance indicator is calculated across Scottish councils.

How the money is spent

For every £1 that we spent on Council services in 2011/12....

- 33p** Was spent on education
- 5p** Was spent on leisure and cultural services
- 19p** Was spent on social work and social care services
- 16p** Was spent on roads and transport
- 4p** Was spent on environmental services
- 4p** Was spent on Law and Order
- 3p** Was spent on planning and economic development
- 16p** Was on other services

Recent achievements

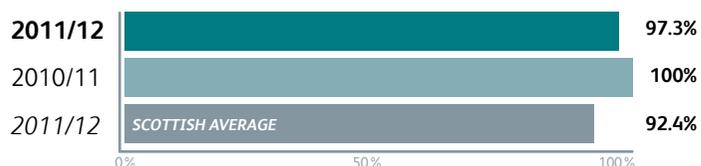
Orkney Islands Council's pension fund was awarded a prestigious national award after the fund was recognised as having the Best Return on UK Equities at the LGC Investment Awards



Care for our older and other vulnerable people

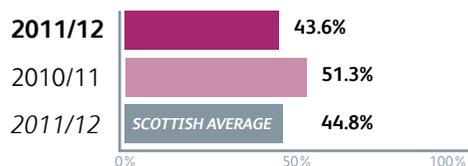
Where our performance was above the Scottish average

Care at home (those receiving personal care as part of their care package)



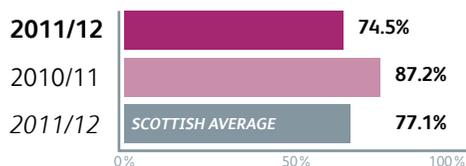
Where our performance was below the Scottish average

Care at home (evening/overnight service)



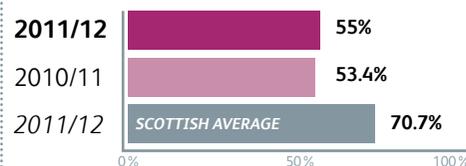
The actual number of service users involved here is quite small, so a small change in their number appears as quite a big change in percentage terms. In reality, approximately one less service user received an evening or overnight service in 2011/12 than the previous year, and our performance in 2011/12 was on a par with the Scottish average.

Care at home (weekend service)



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.

Council buildings accessibility



Although we are continually making improvements to our public buildings, some such as museums are not suitable for adaptations, and some of our properties are not necessarily inaccessible to disabled people, but are not fully compliant. We will continue to improve standards as part of an on-going programme.

Recent achievements

The development of a Re-ablement service
We introduced a re-ablement focussed approach to service provision. Re-ablement aims to support people to regain their confidence and ability in daily living skills and self-care in their own homes, and although it is being delivered mainly through the home care service, re-ablement is as much a 'mind-set' as it is a specific service. Re-ablement is working with people at the beginning of their care, setting goals with them around their daily living, and working closely with them to achieve those targets, for example, relearning daily living skills such as dressing, preparing meals and bathing, or addressing issues such as continence management. Traditional services tend to focus on doing things for people, which can chip away at their abilities and confidence. Through re-ablement services, we are now helping people to get those abilities back.

Braeburn

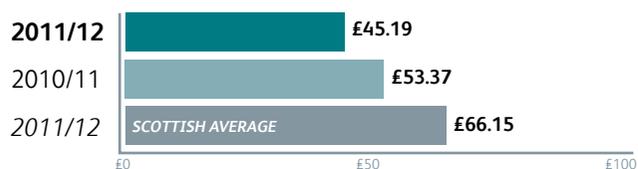
The Council opened the door of its new health and care facilities at Braeburn in St Margaret's Hope. The £2.3 million facility provides 13 extra care properties, with access to 24 hour personal and social support.



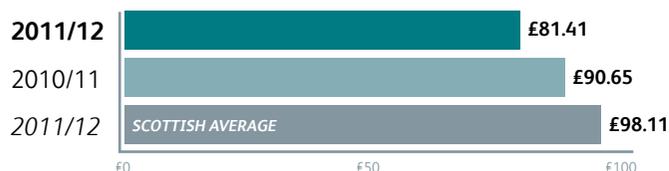
Sustainable communities

Where our performance was above the Scottish average

Cost of collecting refuse per premise



Cost of disposing of refuse per premise



Trading standards (consumer complaints)

In 2011/12 we dealt with **88.4%** of complaints from local consumers of goods and services within 14 days of receipt, which is better than the 2010/11 figure of **82.9%**, and better than the 2011/12 Scottish average of **81.4%**.



Environmental cleanliness

In 2011/12, we achieved a cleanliness index score of **79**, which is almost as good as the 2010/11 figure of **80**, and better than the 2011/12 Scottish average of **75**.



Where our performance was below the Scottish average

Responding to domestic noise complaints

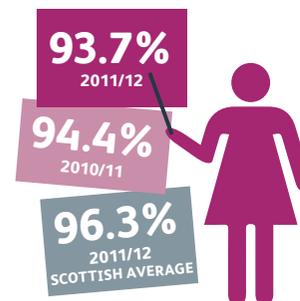
In 2011/12 we had 114 complaints about noise from members of the public. We dealt with 108 of these complaints without the need for a Council officer to attend the site of the noise. However, of the six complaints that did require an officer to attend the site of the noise, it took us an average of **255** hours to get there, which is better than the 2010/11 time of **475.1** hours, but not as good as the 2011/12 Scottish average of **30.5** hours.



Most of the noise complaints we receive are after the event, for example, we might receive a complaint on a Monday following a weekend party. In cases like this, we would not normally send one of our officers to the site until the following weekend, or a future date when there was evidence of a recurring noise issue.

Requests for advice from local businesses within 14 days of receipt

This very small reduction in our performance was due to an increase in the number of business advice requests we received.



Recent achievements

LEADER funding

The Council awarded LEADER funding to a number of projects including, amongst many others, the creation of a public area at Palace Village in Birsay, the renovation of the Hofn Centre in Westray and the redevelopment of the Postman Pat playpark in Stromness. 68 projects across Orkney have been awarded a total of nearly £1.95million since the fund opened, with 22 of these based on Orkney's outer isles.

Stromness Townscape Heritage Initiative

The Council continued its £3.8million pound Stromness THI project, which saw the conservation area of the town undergo a major facelift. This included the renovation of the Commercial Hotel, which went on to be shortlisted for a prestigious Civic Trust Award. The THI project itself was given a Special Mention in the first Camelot Scottish Empty Homes Champion of the Year Awards

Island Trusts

We continued to work with the Island Trusts, supporting them to take forward a wide variety of projects, for example, wind turbine projects, youth workshops and facilities, tourist leaflets, community assets including Gateway houses, heritage and visitor centres and youth hostels, to name but a few.

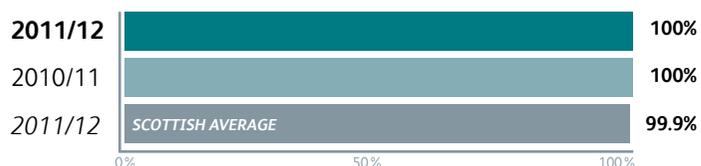
Scapa Flow Landscape Partnership

The SFLP was named as the winner of the Sustainable Place category at the SURF awards for Best Practice in Community Regeneration. Over a three year period the scheme brought together almost 50 projects that promoted the heritage in and around Scapa Flow and the South Isles of Orkney.

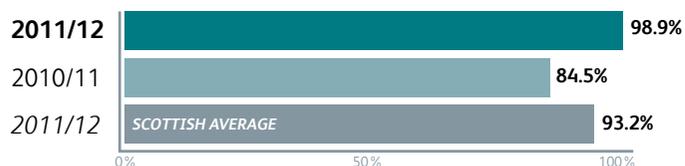
Planning and affordable housing

Where our performance was above the Scottish average

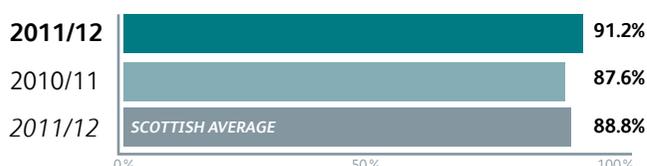
Housing standards (tolerable standard)



Housing standards (free from serious disrepair)



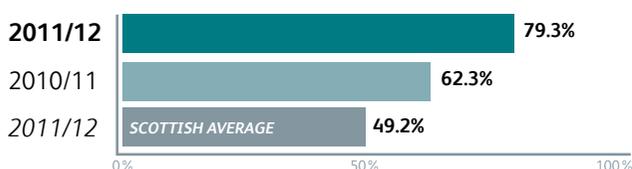
Housing standards (modern facilities and services)



Housing standards (healthy, safe and secure)



Housing homeless people into permanent accommodation



New Council houses

The Council continued with its Council house building programme with 110 new affordable houses becoming available in the county.

Affordable sites

We developed a waiting list for people with limited incomes to have access to affordable sites as soon as they become available.



Recent achievements

2012 homelessness commitment

We were one of only nine local authorities to meet the historic 2012 homelessness commitment, which in effect gives every unintentionally homeless person in Orkney the legal right to a home.

Housing website development

We carried out a complete makeover of the housing section on the Council website, in order to develop an on-line housing options guide, offering a first port of call for information and advice, with step-by-step guidance to help people make informed choices about their particular housing needs.

Ground breaking planning guidance

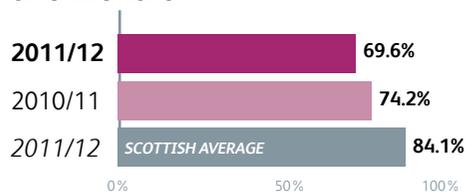
We were shortlisted for a national award for our planning guidance for developments in the Heart of Neolithic Orkney World Heritage Site, the guidance being the first of its kind to be produced and put into effect for a World Heritage Site in Scotland.



Planning and affordable housing continued.

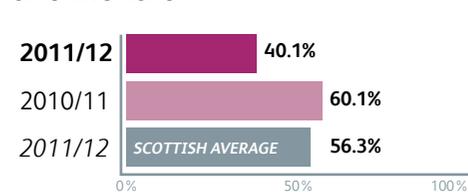
Where our performance was below the Scottish average

Householder planning applications dealt with within two months



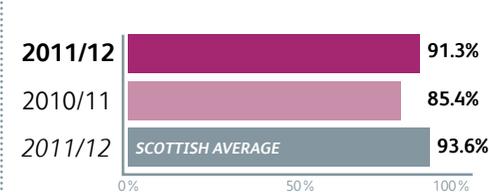
We've had a big increase in the number of non-householder planning applications, which has had a knock-on effect on how quickly we can deal with householder planning applications.

Non-householder planning applications dealt with within two months



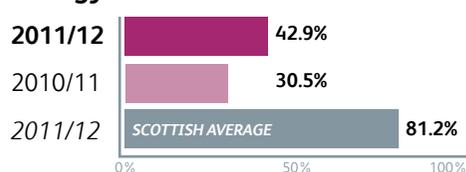
The number of non-householder planning applications we received was up by 24% on the previous year, which has had a major impact on our ability to meet targets. One of the reasons for this has been the growth in the number of small scale wind turbine applications.

Repairs to Council houses within their target times



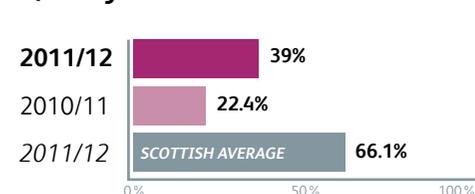
Although we are improving our response times, a small number of repairs completed slightly out-with the timescale can have a disproportionate impact in percentage terms.

Housing standards – energy efficient



Orkney holds a large number of traditional, hard to treat, properties, and we are responding to the challenge through our on-going substantial programme of insulation works.

Housing standards – dwellings meeting the Scottish Housing Quality Standard



Our ability to meet this challenge is hampered because of the lack of mains gas heating systems in Orkney, however, we are continuing with substantial works aimed at meeting the Scottish Housing Quality Standards, particularly through energy efficiency and efficient heating systems.

Recent achievements

Local housing services

Along with Orkney Housing Association Ltd, we passed the latest audit by the Scottish Government's quality assurance body, the National Standards for Advice and Information Providers, which gave us its seal of approval for the next four years for our homelessness and advice services, saying our commitment to a quality service is clear, and made no recommendations for improvement.

Three ports strategy

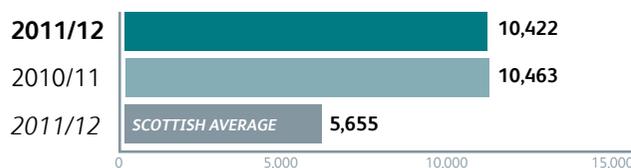
We secured £2.5million from the Scottish Government to go towards the Copland's Dock development. The development forms part of the Council's Three Ports Strategy which has seen infrastructure developments aimed at the marine renewables industry at Lyness, Hatston and Stromness. The funding announcement was made whilst the Scottish Government held a cabinet meeting in the Council Offices.



Schools and community facilities

Where our performance was above the Scottish average

Indoor sports facility attendance per 1,000 of Orkney's population



Museum visits

In 2011/12 there were **2,543** visits to/ usages of Orkney's museums per 1,000 of Orkney's population, which is not as good as the 2010/11 figure of **2,618**, but better than the 2011/12 Scottish average of **2,314**.



School transport goes online

We launched a brand-new Facebook page for parents and pupils looking for the latest information on school transport.

New Stromness Primary School

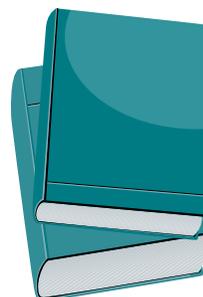
The brand new Stromness Primary School was handed over to the Council in December 2012 with pupils moving in the following month. The new building is part of the Council's £57million Schools Investment Programme, which will also see a new Kirkwall Grammar School, new swimming pool and new halls of residence.

Swimming pool attendance per 1,000 of Orkney's population



Library visits

In 2011/12 there were **7,058** visits to Orkney's libraries per 1,000 of Orkney's population, which is not as good as the 2010/11 figure of **7,141**, but better than the 2011/12 Scottish average of **6,127**.



Recent achievements

Orkney Library awards

We received a Golden Book Stamp Technology Award for Orkney Library and Archive for its work in developing an online community. The library was also shortlisted in the Library of the Year awards.

Radon testing in Orkney schools

We tested Orkney's schools for radon gas, and found that five of our schools had radon levels that were above the 'action level'. We undertook an immediate programme of work, using tried and tested methods, to reduce levels of radon to below the 'action point'. This work has been completed at four schools and indications show that the radon has been reduced to acceptable levels, and surveillance measurements continue to be carried out as part of on-going monitoring. Remedial works and testing are currently being carried out at the fifth, remaining school.

Glasgow 2014

We continued our support of the 2014 Commonwealth Games with a number of events held in the county aimed at promoting sports and fitness and the values of the games. We also hosted a leg of the Olympic Torch Relay in June.



Transport networks

Where our performance was above the Scottish average

Carriageway condition

In 2011/12, 21.4% of Orkney's roads needed to be considered for maintenance treatment, which is better than the 2010/11 figure of 24%, and better than the 2011/12 Scottish average of 36.4%.

Public bus usage

In 2011/12, Orkney's public bus passenger numbers were 8% greater than in 2010/11, which is better than the 2011/12 Scottish average of a 2% increase.

Stromness paths improvements

We received additional funding from the Smarter Choices, Smarter Places Initiative to carry out works in Stromness, following the success of the 'Kick Start Kirkwall' project. The Stromness upgrades included path widening, signposting, path surface improvements and infilling and safe access at Point of Ness, Garson and Warbeth.

Hoy Head extension

We extended the Hoy Head, increasing its car capacity from 14 to 24 cars or up to three 16.5m HGVs and 7 cars.



Improved services and facilities through increased joint working

Joint Health and Social Care

In partnership with NHS Orkney, we finalised our management arrangements for our community health and social care partnership, Orkney Health and Care.

Recent achievements

New travel cards

We introduced new 'smart cards' for members of the Council's Concessionary Travel Scheme living in the north and south isles, to claim their travel concessions from the Council.

Electric pick-up truck

Using funding obtained by Orkney Community Planning Partnership, we purchased an electric 3.5 tonne pick-up truck, the first of its kind in Scotland, for use in emptying litter bins in and around Kirkwall. This was the second electric vehicle to be purchased by the Council.

Stromness Pierhead regeneration

We awarded the contract for the Stromness Pierhead regeneration project which will see the construction of two new retail units and the relocation of the town's library from the bottom of Hellihole Road to a new purpose built facility at the Pierhead.

North Ronaldsay night landing

Following the installation of night landing equipment on North Ronaldsay, we upgraded the interisland air service timetable during the winter months enabling residents to travel out-with daylight hours.

