



Orkney Islands Council's Annual Performance Report 2004/05

Foreword

Orkney Islands Council is committed to providing services of the highest quality possible within the resources available, and accounting to the public for these services.

The Council's strategic direction is based on the needs of the people of Orkney and on the requirement for the Council to comply with both existing and new statutory responsibilities. In April 2002 the Council published its last corporate plan which set out its strategic objectives. Having established these, it is then necessary to plan and manage individual services to ensure they comply with the strategic objectives, meet the needs of service users, are of good quality, give value for money, and achieve continuous improvement. The services provided by the Council are many and varied. Some are provided wholly within the Council, for example, primary and secondary school education; other services are provided in partnership with NHS Orkney and the voluntary sector, for example, care for older people; and some are contracted out to the private sector, for example, grounds maintenance.

To plan and manage its services, it is necessary for the Council to be able to measure and monitor its own performance. This involves a number of key processes, five of which are described here:

- recording and monitoring statutory performance indicators (SPIs) to meet the requirements of the Accounts Commission;
- carrying out Best Value reviews of individual service areas, for example, refuse collection or schools, as and when required;
- making improvements on the basis of recommendations made by statutory inspections of certain services, for example, inspections of Council care homes and day care centres by the Care Commission and inspections of schools by Her Majesty's Inspectorate of Education;
- measuring how well the Council has performed in relation to its projects and other developments, for example, building refurbishment or upgrading equipment; and
- measuring progress against the targets identified in the previous year's Annual Performance Report.



Taken together, these processes enable senior Council managers to provide elected members of the Council with the information they require to make sound decisions about the future direction of services, what improvements need to be made, where, how, and by whom.

To ensure both transparency and accountability, the Council publishes its SPIs and other performance related reports on its website and in print on request. Annually, performance information relating to the Council as a whole is brought together and presented in this Annual Performance Report. The report sets out Council services which are currently provided, how well these have performed over the past three years, and how they need to improve in the future.



Finally, we would like to hear what you have to say about the Council's performance to enable services to be improved in ways that suit as much of the population of Orkney as possible. If you would like to make a comment about any aspect of the Council and its performance, or if you would like to obtain more detailed performance information relating to the Council, please use the contact details below.

We look forward to hearing from you.



Stephen Hagan
Convener



Alistair Buchan
Chief Executive

If you would like to make a comment about any aspect of the Council and its performance, would like to obtain more detailed performance information relating to the Council, or would like to receive a printed version of the report, please contact the Corporate Services Officer. This can be done in writing to:

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