

*worth*  
to know  
about



# MUNICIPALITY OF PITEÅ QUALITY AT A GLANCE

It's your tax money that's used to pay for municipal activities. We think it's important therefore that you should also know about how well the municipality is performing when carrying these out. Together with

43 other municipalities, Piteå has drawn up a list of topics that residents might consider important. These topics are arranged under the following headings:

Accessibility

Security

Information and participation

Efficiency

Community development

You can see some of the results for Piteå below. If you want to find out more, you can visit our website, [www.pitea.se](http://www.pitea.se), click on the heading "Kommun och politik" (The Municipality and Politics, in Swedish) and check the municipality's new performance page

"Kvalitet och Resultat" (Quality and Performance). If you don't have access to a computer, you can order a summary from the municipality's Finance Office (Ekonomikontor), tel +46 911 69 60 00 (switchboard).

## Accessibility

Some results that show how well the municipality responded to simple enquiries	Piteå	Network average
What percentage of residents receive a response to simple e-mail enquiries within 48 hours?	57 %	74 %
What percentage of residents were able to contact an official to obtain a response to a simple enquiry?	73 %	61 %
What percentage of residents feel they had a positive reception when they contacted the municipality?	77 %	86 %

Of course, people who call or e-mail the Municipality of Piteå with a simple enquiry should receive a quick response and a positive reception whatever department they contact. The municipality therefore intends:

- to work to improve service and accessibility.

## Security

Stuff in home-help service and pre-school	Piteå	Network average
The number of employees who visit a person with a home-help service during a 14-days period?	13 olika personer	13 olika personer
The number of children per member of staff in average in pre-school	4,6	5,3

On average, those receiving home-help services are visited by 13 different employees during a 14-day period, which is the average for the municipalities in the network.

There are fewer children per member of staff in Piteå than in other municipalities.

## Did you know?

- that** 91% of applicants for pre-school places obtain a place within three months and 73% on the preferred date
- that** the waiting time for a place in housing for the elderly is 14 days in Piteå. The average in the network is 53 days

Many applicants obtain a place on the preferred date but unfortunately not everybody who wants a pre-school place gets it within three months. The municipality will therefore:

- Create more pre-school places. We have started 7 new pre-school departments in the spring of 2008.

## Did you know?

- that** around 8,500 decisions affecting individuals are made each year in Piteå
- that** 8 of these 1,000 decisions are appealed against and
- that** only 3 of these decisions were changed by the court.

During the autumn of 2006, the target of an average of 15 full-time places per child group was achieved.

Everyone's equality before the law is an important legal principle. It therefore feels reassuring to know that the great majority of decisions made in Piteå are legally reliable.

## Participation and information from the municipality

Participation in the development of the municipality	Piteå	Network average
How good is the municipality at enabling residents to participate in its development	52 %	47 %
How well do residents feel that they can influence municipal activities?)	43 %	42 %

Piteå uses 52% of the methods listed for participation, including opportunities to state points of view, user councils, open meetings.

In a survey of residents, 43% considered that they were able to influence municipal activities. The municipality is engaged in ongoing work with surveys and consultations about changes to plans and improvement to information. Work on improving the municipality's website has started and will be an

### Efficiency

The upper secondary education of young people in Piteå	Piteå
Quality	Ranked 23rd of 290 municipalities
Efficiency	Ranked 26th of 290 municipalities

Young citizens in Piteå have such a good results in exam, that Piteå compared to all municipalities in Sweden, are rank on 23 and 26 places.

### Community development

Work and business sector	Piteå	Network average
How high is the employment rate in the municipality?	75.6 %	77,0 %
What is the level of carbon dioxide emissions in the municipality (2004) in kg per inhabitant?	6,146 kg	4,986 kg

Opportunities for employment and entrepreneurship are important for the growth of a municipality. Many Piteå residents now have work and new companies are being established

The Municipality of Piteå always earmarks funds in its budget to be able to assist growth in the municipality.

### Did you know?

*that* in a survey of information on the municipality's website, 66% of the answers to a number of set questions were found within two minutes

ongoing process. The residents of Piteå and other stakeholders should be able to find answers to their questions quickly and easily.

Piteå has a better result than other municipalities for participation and information. However, we still feel that further development is possible in the area of participation, influence and information. As part of this work, we opened the "Unga tycker" (What young people think) section of the website in December 2007.

### Did you know?

*that* the number of young people dropping out from upper secondary studies is below the national average in Piteå

*that* a greater proportion of students complete their upper secondary education within four years

*that* a greater proportion of residents of Piteå have general eligibility for higher education

### Did you know?

*that* 71% of the inhabitants of Piteå consider it an attractive municipality to live and work in, and 79% would recommend people to move here

Two examples of this are the work with black liquor gasification and the establishment of Solander Science Park.

Environmental work is important and the Municipality of Piteå is one of the municipalities participating in the "Sustainable municipality" project starting in 2008.

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