



The 8th Year

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Introduction

This is the eighth annual achievements report prepared by Angus Council. It sets out Angus Council's main achievements during the 2003/04 financial year and is intended to give a broad overview of key developments and progress during the last 12 months.

The achievements are set against our Corporate Priorities and 'Managing Our Business' arrangements as detailed in our Corporate Plan, as follows:

- CP1: The Economy
- CP2: Lifelong Learning
- CP3: Healthy, Safe and Caring Communities
- CP4: The Environment
- MOB1: Customer Care
- MOB2: Community Planning
- MOB3: Best Value

- Developed and produced a new Corporate Plan
- Undertook preparatory work for the Best Value Audit
- Produced and submitted the Best Value submission
- Reviewed Best Value Service Review guidelines
- Revised the Service Planning guidelines
- Led the work of the Benchmarking family of local authorities
- Produced a strategic risk register and introduced systems for monitoring progress of action plans
- Angus achieved 1st place in the list of best Local Authority Recyclers in Scotland
- We have successfully used new civil enforcement powers under the Enterprise Act 2002 in three instances, and reported for prosecution in four instances, in our role of protecting individual consumers and the collective interests of all consumers
- We have joint arrangements with our neighbouring authorities in Tayside to promote the delivery of improved Trading Standards Services to the citizens of the wider area
- We have completed the work to improve the contaminated land areas at Monifieth shore and the former Carnoustie landfill site
- We have successfully trained four student officers to professional qualification level within both the Environmental Health and Trading Standards sections of the Environmental and Consumer Protection department

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
• Developed and produced a new Corporate Plan	✓	✓	✓	✓	✓	✓	✓
• Undertook preparatory work for the Best Value Audit	✓	✓	✓	✓	✓	✓	✓
• Produced and submitted the Best Value submission	✓	✓	✓	✓	✓	✓	✓
• Reviewed Best Value Service Review guidelines	✓	✓	✓	✓	✓	✓	✓
• Revised the Service Planning guidelines	✓	✓	✓	✓	✓	✓	✓
• Led the work of the Benchmarking family of local authorities	✓	✓	✓	✓	✓	✓	✓
• Produced a strategic risk register and introduced systems for monitoring progress of action plans					✓	✓	✓
• Angus achieved 1 st place in the list of best Local Authority Recyclers in Scotland				✓			✓
• We have successfully used new civil enforcement powers under the Enterprise Act 2002 in three instances, and reported for prosecution in four instances, in our role of protecting individual consumers and the collective interests of all consumers	✓				✓		✓
• We have joint arrangements with our neighbouring authorities in Tayside to promote the delivery of improved Trading Standards Services to the citizens of the wider area	✓						✓
• We have completed the work to improve the contaminated land areas at Monifieth shore and the former Carnoustie landfill site	✓			✓			
• We have successfully trained four student officers to professional qualification level within both the Environmental Health and Trading Standards sections of the Environmental and Consumer Protection department		✓					✓

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
<ul style="list-style-type: none"> Following submission of a successful Waste Strategy Plan to the Scottish Executive, we have been awarded £21m over 17 years to assist us to “reduce, recycle and re-use” our waste in Angus 			✓	✓			
<ul style="list-style-type: none"> We have successfully completed the 3rd year audit by the Food Standards Agency in relation to Food Safety and Animal Feeding Stuffs enforcement work in Angus, with no non-conformances reported 			✓				✓
<ul style="list-style-type: none"> We have improved the management of our Fleet Services operations, commenced the modernisation programme for their workshop facilities, and successfully transferred administration of staff leased car services, utilising three new vehicle suppliers 					✓		
<ul style="list-style-type: none"> We have put in place a dedicated Senior Environmental Health Officer to develop closer working links with Development Control staff and provide professional input into the Planning and Development process of the Council 				✓			✓
<ul style="list-style-type: none"> We have successfully integrated the cleaning of streets, public paths and parks/open spaces to keep these cleaner on a seven-day week basis using the “Green Teams” 				✓			
<ul style="list-style-type: none"> The Angus Digital Media Centre in Brechin won a national Dynamic Places award from Scottish Enterprise, and a £500,000, 4-year pilot project based at Brechin, from the Scottish Executive to put the moving image at the heart of the school curriculum, as well as supporting 26 local groups, 617 people have received training 	✓	✓				✓	✓
<ul style="list-style-type: none"> More than 20,000 visitors attended SeaFest 2003 over two days, making it the most successful yet 	✓		✓	✓			
<ul style="list-style-type: none"> We supported the Caledonian Railway in Brechin. Two weekends with Thomas the Tank Engine attracted over 6,000 visitors 	✓			✓			
<ul style="list-style-type: none"> We supported the Arbroath Heritage Society in its re-enactment of a Viking Raid in Arbroath. The event attracted around 5,000 visitors 	✓					✓	

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
<ul style="list-style-type: none"> A full programme of trade development activities was carried out, including successful attendance at Offshore Europe 2003 in Aberdeen and a full trade mission to Beijing, Yantai and Shanghai in March 2004. This included the private sector, councillors and staff, and concentrated on the education and golf tourism sectors 	✓			✓			
<ul style="list-style-type: none"> 86.86% of the Council's industrial and commercial units were occupied and 86.16% of average rent roll achieved. 302 enquiries for property were handled during the year 	✓			✓	✓		✓
<ul style="list-style-type: none"> Nine successful applications were made for European funding, securing £56,783 for the Angus economy (£4.831 million since 2001). Advice on other sources of funding, application procedures etc. is now offered 	✓		✓	✓	✓	✓	✓
<ul style="list-style-type: none"> The Angus Ahead campaign held a full series of events and promotional activities. New literature and graphics were produced and the highly successful Angus Ambassador Awards held in November 2003 	✓						✓
<ul style="list-style-type: none"> The first Angus Glens Walking Festival was held in May/June 2003 and attracted around 350 entrants to 19 guided walks. The Festival won the Tourism category of the Angus Ambassador Awards, and was runner-up in the national Thistle Awards organised by VisitScotland 	✓		✓	✓	✓		
<ul style="list-style-type: none"> Arbroath Smokies were awarded PGI (protected geographical name) status by the European Union in March 2004. Angus Council promoted the programme and the award was marked by a reception at Angus College attended by the Deputy Minister for the Environment & Rural Development, Allan Smith MSP 	✓		✓	✓			
<ul style="list-style-type: none"> Helped promote the services of Business Gateway Angus to new and existing businesses. 154 start-up businesses were helped in 2003/04 	✓		✓				

- The Angus Grants Scheme, run by the Business Gateway Angus on behalf of Economic Development and SET, awarded 17 grants to local businesses. These totalled £63,784 (half paid by European Regional Development Fund) and involved the creation of 11 jobs and the safeguarding of a further 115
- 23 schools have now gained bronze and silver awards under the *Health Promoting Schools Scheme*, and five Angus schools have registered for the Eco Schools Project
- Raised pupil attainment levels in primary schools
- Improved S4 results at Credit level in Standard Grade
- Introduced *Angus Continuous Professional Development Online*
- Continued improvements to school environments (eg Cortachy Primary School, Edzell Primary School, Inverkeilor Primary School, Arbroath Academy)
- Improved self-discipline and anti-bullying measures (eg National Parental Conference hosted by Angus Council in October 2003; distribution of Best Practice Report on Anti Bullying measures)
- Developed a staff training pack in *Pupil Care Support* for secondary school teachers
- Carried out improvements to schools to support the inclusion of pupils with disabilities and significant additional support needs
- Effectively established a large number of Pupil Councils in schools across Angus, and involved some Pupil Council members in major Angus-led national conference on Drugs Education
- Attainment of government targets for the ratio of computers to pupils in schools

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
• The Angus Grants Scheme, run by the Business Gateway Angus on behalf of Economic Development and SET, awarded 17 grants to local businesses. These totalled £63,784 (half paid by European Regional Development Fund) and involved the creation of 11 jobs and the safeguarding of a further 115	✓		✓	✓			
• 23 schools have now gained bronze and silver awards under the <i>Health Promoting Schools Scheme</i> , and five Angus schools have registered for the Eco Schools Project			✓				
• Raised pupil attainment levels in primary schools		✓					
• Improved S4 results at Credit level in Standard Grade		✓					
• Introduced <i>Angus Continuous Professional Development Online</i>		✓					✓
• Continued improvements to school environments (eg Cortachy Primary School, Edzell Primary School, Inverkeilor Primary School, Arbroath Academy)		✓					
• Improved self-discipline and anti-bullying measures (eg National Parental Conference hosted by Angus Council in October 2003; distribution of Best Practice Report on Anti Bullying measures)		✓					
• Developed a staff training pack in <i>Pupil Care Support</i> for secondary school teachers		✓					
• Carried out improvements to schools to support the inclusion of pupils with disabilities and significant additional support needs		✓	✓				
• Effectively established a large number of Pupil Councils in schools across Angus, and involved some Pupil Council members in major Angus-led national conference on Drugs Education		✓			✓		
• Attainment of government targets for the ratio of computers to pupils in schools		✓					

- Increased levels of work on creativity, including Cognitive Acceleration in Science Education, and the Critical Skills Programme
- Provided an overall financial framework which allowed the Council to operate effectively and within the requirements of the law/best practice and professional guidance
- Completed the 2002-03 accounts in accordance with both the statement of recommended practice and the best value accounting code of practice and ensured an unqualified audit certificate was issued
- Co-ordinated the setting of the revenue and capital budgets for the year and helped to ensure that services operated within cash limited budgets
- Actively supported the implementation of the statutory requirements of the Local Government in Scotland Act 2003, with particular reference to Best Value, community planning and proper accounting practice
- Achieved financial close on the Forfar Community Resource Centre Public Private Partnership project and A92 Dualling Private Finance Initiative project
- Improved Council Tax collection rates once more (improvement has been achieved year on year since local government reform)
- Developed full internal audit arrangements for the Local Code of Corporate Governance
- Developed the Homelessness Strategy 2003 – 2008 and the Local Housing Strategy 2004 – 2009, including the preparation of a fuel poverty strategy
- Continued work associated with the regeneration of Clifftown Arbroath and selection of a preferred developer for the regeneration of Queen's Park Brechin

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	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
• Commenced a £3m programme to resurface footpaths	✓	✓		✓	✓	✓	✓
• Published the Tenant Participation Strategy and developed consultation exercises including the 2004/05 rent increase proposals		✓			✓	✓	
• Produced a Temporary Homeless Accommodation and Support Strategy 2003 – 2008		✓	✓		✓	✓	✓
• Completed a best value management review of the sheltered housing service			✓		✓	✓	✓
• Opened Brechin ACCESS Office			✓		✓		
• Implemented an appeals framework for housing allocations and tenancy changes and developed an internal quality and compliance review protocol			✓		✓		
• Restructured the Homelessness Housing Support Service			✓		✓	✓	✓
• Undertook research into the needs of Gypsy Travellers and Black and Minority Ethnic groups			✓		✓	✓	
• Developed a Community Safety Team including a Community Warden scheme			✓	✓	✓	✓	
• During the course of the year an inspection of the housing service was carried out, with the final outcome of the report being officially published in May 2004	✓		✓	✓	✓	✓	✓
• Established 45Mb connection to the Scottish Schools Digital Network		✓					
• Upgraded Arbroath Academy IT infrastructure		✓					
• Implemented infrastructure sharing with NHS Tayside in support of Joint Working/Community Planning implementation and various criminal justice partners as part of the ISCJIS (Integration of Scottish Criminal Justice Information Systems) system			✓			✓	

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<ul style="list-style-type: none"> Developed a new Council website which was the first Scottish local authority site to adhere to accessibility standards 					✓		
<ul style="list-style-type: none"> Implemented online services via the Council website including access to the full Council Library Catalogue 					✓		
<ul style="list-style-type: none"> Successfully developed/replaced £1.5m of IT infrastructure 							✓
<ul style="list-style-type: none"> Successfully implemented Windows 2003 network environment 							✓
<ul style="list-style-type: none"> Implemented advanced network management tools to improve support capacity to users 							✓
<ul style="list-style-type: none"> Replaced/upgraded major information systems in Revenues, Social Work and Finance departments 					✓		✓
<ul style="list-style-type: none"> Information Technology department retained ISO9001, Investors in People and SHAW (Scottish Health At Work) Gold accreditation 					✓		✓
<ul style="list-style-type: none"> Law & Administration department provided legal support for major council projects – A92 Private Finance Initiative, Montrose Bridge replacement, Forfar and Carnoustie schools project, Arbroath Harbour redevelopment, Orchardbank industrial development, redevelopment of Edzell Primary School, Golf Clubs Working Group, Lohead and Restenneth Landfill Gas Migration Scheme 	✓	✓		✓			
<ul style="list-style-type: none"> Law & Administration department provided legal support to council departments in successfully implementing major new legislation – eg Enterprise Act 2002, Adults with Incapacity (Scotland) Act 2001, new Through Care and After Care Regulations, Mental Health (Care and Treatment) (Scotland) Act 2003, Supporting People Initiative 	✓		✓	✓		✓	
<ul style="list-style-type: none"> Successfully implemented ISCJIS (Integration of Scottish Criminal Justice Information Systems) initiative between District Court and Procurator Fiscal IT system 		✓	✓	✓			✓

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<ul style="list-style-type: none"> Improved legal advice and guidance to council departments – eg revision to 'Notice of Intention to Develop'/'Listed Building Consent' protocol and guidance; updating of styles; protocol on signature of agreements for Angus Council 					✓		✓
<ul style="list-style-type: none"> Progressed towards implementation of Freedom of Information legislation – publication scheme submitted and approved and general awareness training undertaken 					✓		✓
<ul style="list-style-type: none"> Made available on the internet, agendas and reports for all standing committees in advance of meetings 					✓		
<ul style="list-style-type: none"> Amalgamated registration districts into one composite Angus registration district and rationalised registration provision to three dedicated offices thus achieving economies in running costs 					✓		✓
<ul style="list-style-type: none"> Improved accommodation for ACCESS Line has enabled additional functions to be taken on and improved the response time to callers with more enquiries solved at first point of contact 					✓		✓
<ul style="list-style-type: none"> Combined elections successfully held for Angus Council and Scottish Parliament 					✓		
<ul style="list-style-type: none"> Implemented all necessary changes following revisions to the council's committee structure 							✓
<ul style="list-style-type: none"> Provided new office accommodation for sports development team 							✓
<ul style="list-style-type: none"> Implemented and developed Exercise Referral Scheme in partnership with NHS Health Promotion. Introduced new customers to exercise – of which many have gained the exercise habit 	✓	✓			✓	✓	
<ul style="list-style-type: none"> Worked in partnership with SAFE (Safe Angus For Everyone) group to provide leisure activities for 12 – 16 year olds 	✓	✓	✓				
<ul style="list-style-type: none"> Introduced marketing plan to raise profile of Leisure Centres and Direct debit scheme – direct debit has increased by approx 50% 	✓				✓	✓	

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<ul style="list-style-type: none"> Expanded the range of leisure opportunities on offer to customers by introducing new classes, improving attendance at exercise classes and fitness suites 		✓			✓	✓	
<ul style="list-style-type: none"> Hosted: <ul style="list-style-type: none"> International basketball tournament 2003 Careers Scotland Exhibition North of Scotland Archery Championships National Pony Club Tetrathlon The Scottish Disability Sport National Football 11-a-side championships 'Wee Wonders' mini golf initiative as part of wider national (British) event Monikie Triathlon – now widely regarded as one of the top events on the Triathlon calendar 		✓			✓		✓
<ul style="list-style-type: none"> Introduced a programme through Disability Sport for children and young adults with profound disabilities. A number of sports men, women and children with disabilities represented Angus at national and international level at various events 		✓	✓			✓	
<ul style="list-style-type: none"> Appointed a new development team (six members) through New Opportunities Fund 		✓	✓				
<ul style="list-style-type: none"> Facilities developed through New Opportunities Fund 		✓	✓			✓	
<ul style="list-style-type: none"> We were the second Centre in Scotland to gain Highly Commended Quest Registration – top 5% of UK 			✓		✓	✓	✓
<ul style="list-style-type: none"> Seven Leisure Centres were above the national average score for Quest Registration 			✓		✓	✓	✓
<ul style="list-style-type: none"> Maintained and retained Scottish Tourist Board Awards in all Leisure Centres and Caravan Parks 			✓		✓	✓	✓
<ul style="list-style-type: none"> Maintained and retained Approved Training Centre with Institute of Qualified Lifeguards 			✓		✓	✓	✓
<ul style="list-style-type: none"> We were a finalist in APSE Awards for Internal Service Team Sports and Leisure Management 			✓		✓	✓	✓

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<ul style="list-style-type: none"> Worked in partnership with Angus Cardiac Rehabilitation Group to bid for funding from the New Opportunities Fund for running British Association for Cardiac Rehabilitation Phase 4 classes. Three staff trained in specialist course to coach classes 			✓		✓	✓	
<ul style="list-style-type: none"> Developed an Angus Sports Plan 			✓			✓	
<ul style="list-style-type: none"> Held the Annual Angus Sports Awards in conjunction with Angus Sports Council 			✓		✓	✓	
<ul style="list-style-type: none"> Met and exceed financial targets for the whole of Leisure Management 	✓						✓
<ul style="list-style-type: none"> Opened Brechin Town House Museum 	✓	✓					
<ul style="list-style-type: none"> Delivered Hairst Summer Arts Festival 2003 	✓	✓					
<ul style="list-style-type: none"> Launched Chatterbooks children's reading groups in Arbroath and Kirriemuir, and 8th Angus Book Award 		✓					
<ul style="list-style-type: none"> Completed Phase 1 of refurbishment of Forfar Reid Hall and Montrose Town Hall 		✓	✓				
<ul style="list-style-type: none"> Gained the Seaside Award for Montrose Seafront Splash, better service provision, good publicity, more visitors 	✓		✓	✓			
<ul style="list-style-type: none"> Commenced onsite with the Restoration of Midlinks Project 				✓			
<ul style="list-style-type: none"> Advertised 943 jobs within the community 	✓						
<ul style="list-style-type: none"> Helped 123 individuals from our Training Programmes into sustainable jobs 	✓						
<ul style="list-style-type: none"> Managed the training of 229 young people on our Skillseekers programme 	✓						
<ul style="list-style-type: none"> Assisted 44 young people from our Skillseekers programme achieve a Scottish Vocational Qualification 	✓	✓					

- Supported 219 employees through the European Computer Driving Licence
- Installed loft insulation in 74 council-owned properties throughout Angus
- Developed an Employee Code of Conduct
- Introduced a Human Resources Strategy for the Council
- Provided 177 training courses on 47 different subjects representing 2,598 employee training days, and in addition, delivered IT training for 423 employees
- Completed public consultation on the Draft Angus Local Plan, including 10 public meetings, two stakeholder forums, a meeting with the Youth Forum attended by around 600 people
- Implemented the coastal footpath/cycleway at Monifieth seafront
- Commenced implementation of the Arbroath Townscape Heritage Initiative project
- Completed the Tay Estuary Rail Study
- Commenced the Eastern Cairngorms Access project, which includes a programme of footpath schemes
- Carried out the Eco footprint project for Brechin in connection with community, business and local schools to raise awareness of sustainability. Recognition of project by achieving a Green Apple award
- Implemented free travel concession scheme for men aged 60-64
- Prepared an Angus Countryside Access Strategy
- Carried out sustainability appraisal of draft Local Plan

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- Implemented CCTV at Carnoustie Rail Station as part of the Rail Station Improvements Project
- Carried out Environmental Improvements to Railway Close, Montrose
- Published demographic information from the Census 2001
- Successful outcome in 70% of planning applications appeal decisions
- Implemented the new Housing Improvement Grants system and approved 90% of Grant applications within 8 weeks
- Dealt with Building Warrants quickly – 90% of Certificate of Completion issued within 3 working days from all work on site being completed satisfactorily
- Determined 86% of householder planning applications within two months
- Prepared for viewing through the internet, building warrants and planning application details
- Published Bus Map/Days Out by Bus Leaflet and Guide to Public and Community Transport
- Improved Arbroath bus station by making all bus bays accessible to low floor vehicles for use by wheelchair users together with installation of CCTV
- Purchased 64 bus shelters
- Published guidance on Building Control Standards and advice note on applying for a warrant to erect a conservatory
- Review of Tendered Bus Services including 33 existing and seven new services

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- Reformatted the Flooding Plan and Emergency Homelessness Plan
- Facilitated 12 Angus Council emergency planning related courses, with 157 staff being trained. In addition, four multi agency training events were undertaken with 20 attendees. Training was also undertaken with Voluntary Agencies with 64 Volunteers trained
- A Rest Centre Registration System was produced and tested with staff trained to input data as required
- The Freedom of Angus was conferred on 45 Commando of RM Condor on Saturday 23 September 2003
- Published the 2003/04 Progress Report and Review of the Angus Community Plan containing priorities with SMART (Specific, Measurable, Achievable, Relevant and Timed) targets and a number of activities working towards these targets
- A new City Region Partnership for Tayside and Fife has evolved from the Scottish Executive's Cities Review. As part of this, each LA involved will look at one of four areas including the economy and tourism (Angus), transport (Dundee), healthy, safe and caring communities (Perth & Kinross) and waste management (Fife)
- Local Partnerships have been established in most Area Forum Areas
- Local community planning seminars have taken place in five out of eight Area Forum Areas
- Held Community Council elections in October 2003, resulting in all 26 Angus Community Councils being operational
- Produced a Policy Statement on the Council's Relationship with Angus Community Councils and Action Plan

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
• Reformatted the Flooding Plan and Emergency Homelessness Plan			✓				
• Facilitated 12 Angus Council emergency planning related courses, with 157 staff being trained. In addition, four multi agency training events were undertaken with 20 attendees. Training was also undertaken with Voluntary Agencies with 64 Volunteers trained			✓				
• A Rest Centre Registration System was produced and tested with staff trained to input data as required			✓				
• The Freedom of Angus was conferred on 45 Commando of RM Condor on Saturday 23 September 2003					✓		
• Published the 2003/04 Progress Report and Review of the Angus Community Plan containing priorities with SMART (Specific, Measurable, Achievable, Relevant and Timed) targets and a number of activities working towards these targets	✓	✓	✓	✓		✓	
• A new City Region Partnership for Tayside and Fife has evolved from the Scottish Executive's Cities Review. As part of this, each LA involved will look at one of four areas including the economy and tourism (Angus), transport (Dundee), healthy, safe and caring communities (Perth & Kinross) and waste management (Fife)	✓		✓			✓	
• Local Partnerships have been established in most Area Forum Areas	✓		✓	✓		✓	
• Local community planning seminars have taken place in five out of eight Area Forum Areas	✓	✓	✓	✓		✓	
• Held Community Council elections in October 2003, resulting in all 26 Angus Community Councils being operational					✓		
• Produced a Policy Statement on the Council's Relationship with Angus Community Councils and Action Plan							✓

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<ul style="list-style-type: none"> Produced Angus Community Planning Partnership Communications Strategy and Action Plan 						✓	
<ul style="list-style-type: none"> Developed Active Citizenship arrangements in Angus over the past 12 months with the development of an Action Plan looking at 'engaging young people in the community planning process', and a similar Action Plan for the 50+ age group. In addition to this, Angus Community Planning Partnership teamed up with Age Concern Scotland and the Scottish Executive to develop an Angus 50+ pilot, similar to Dialogue Youth, but for the 50+ age group. The successful elements of this pilot may be rolled out nationally 	✓	✓				✓	
<ul style="list-style-type: none"> Produced a revised Policy Statement on the Council's Relationship with the Voluntary Sector and Action Plan 							✓
<ul style="list-style-type: none"> Produced a Volunteering Strategy and Action Plan 							✓
<ul style="list-style-type: none"> Launched the Young Angus Citizens' Panel in September 2003 					✓	✓	
<ul style="list-style-type: none"> Launched the Have Your Say database on the internet, which has resulted in 4,080 request for information 					✓	✓	
<ul style="list-style-type: none"> Further developed the Community Planning Performance Management Framework leading to the publication of an Angus Community Plan Indicators Supplement in March 2004 						✓	✓
<ul style="list-style-type: none"> Implemented the Composite Capital Programme and other major projects the elements of which, consisted mainly of: <ul style="list-style-type: none"> - Completion of the Partnering projects for Inverkeilor and Cortachy Primary Schools £1,085,000 - Completion of various alterations and extension projects funded from the allowance of £300,000 from the School Building Improvement Fund - Completion of the upgrading of toilet and office accommodation at Lilybank Adult Resource Centre, Forfar £202,000 	✓	✓	✓				

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
<ul style="list-style-type: none"> - Completion of alterations and extension to Strathmore Centre, Forfar £70,000 - Achievement of Energy Efficiency Accreditation for Angus Council in December 2003 - Completion of the contract for the new Brechin ACCESS £265,000 - Refurbishment of Reid Hall and Montrose Town Hall £730,000 			✓	✓	✓		✓
<ul style="list-style-type: none"> • Implemented the Housing Capital Programme of £6.2m and of part (approximately £1.9m) of the Housing Planned Maintenance Programme. The major elements of the programmes were: <ul style="list-style-type: none"> - Modernisation of 30 houses throughout the Council area - Central heating replacement & rewiring in 300 houses - Kitchen replacements in 580 houses - Provision of architectural and procurement support to the proposed new office accommodation for the Housing Department in Forfar £1.4m 			✓				
<ul style="list-style-type: none"> • Issued around 270 news releases to print, broadcast and online media, obtaining extensive positive coverage of the council's performance and activities 	✓	✓	✓	✓	✓	✓	✓
<ul style="list-style-type: none"> • Dealt with around 700 additional media enquiries, seeking to ensure the council was accurately represented 	✓	✓	✓	✓	✓	✓	✓
<ul style="list-style-type: none"> • Designed in-house, the council's Annual Report & Accounts 	✓	✓	✓	✓	✓	✓	✓
<ul style="list-style-type: none"> • Edited, designed and produced a quarterly staff magazine 					✓		
<ul style="list-style-type: none"> • The construction phase for the A92 Dundee – Arbroath Dualling Project (PFI [Private Finance Initiative] Scheme) has commenced 	✓		✓	✓	✓	✓	✓
<ul style="list-style-type: none"> • Successfully completed all statutory and planning procedures for the replacement of the existing bridge carrying the A92 over the River South Esk at Montrose 	✓			✓	✓	✓	

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
• 75% of over 5,500 reported street lighting faults were repaired within 7 days	✓		✓	✓	✓		
• Delivery of 25% increase in Road Maintenance Programme: 175 schemes including 16 subjected to competitive tendering	✓		✓	✓	✓		✓
• Completed 2 nd year of the Scottish Road Maintenance Condition Survey (in partnership with the other Scottish Councils)	✓		✓	✓			✓
• Work at Arbroath Harbour included:	✓			✓			✓
- Commencing construction/installation of new harbour gates and pontoon berthage	✓		✓	✓			✓
- Providing a pollution interceptor system on slipway	✓		✓	✓			✓
- Carrying out repairs to quay roadways and West Breakwater	✓		✓	✓	✓		✓
• Improved Winter Maintenance Services by the addition of Sunday gritting of priority footways, and harmonisation of hours of coverage for priority gritting through the week and weekend	✓		✓		✓		
• Carried out a trial of Eco Thaw Salt additive (improved coverage and effectiveness with less salt used)	✓	✓	✓	✓	✓		✓
• Introduced "Twenty's Plenty" into a further 17 areas		✓	✓	✓	✓	✓	✓
• Introduced 20mph Traffic Calming Schemes around Hayshead Primary School, Arbroath; and Webster's High School/Southmuir Primary School, Kirriemuir			✓	✓	✓	✓	
• Subsidised "Pass Plus" training for 170 young drivers		✓	✓				✓
• Completed Phase 3 of the Cycling, Walking and Safer Streets Programme		✓	✓	✓	✓	✓	
• Successful conversion in Roads department of original Departmental Quality Management System from ISO9001 : 1994 to ISO9001 : 2000		✓			✓		✓

	CP1: The Economy	CP2: Lifelong Learning	CP3: Healthy, Safe and Caring Communities	CP4: The Environment	MOB1: Customer Care	MOB2: Community Planning	MOB3: Best Value
<ul style="list-style-type: none"> Extended scope of BSI Registration of ISO9001 : 2000 Quality Management System to include Traffic Section and Roads Maintenance Section 		✓			✓		✓
<ul style="list-style-type: none"> Installed web-enabled Barbour Index System (Statutory and Technical Literature Library) for Roads department use 		✓					✓
<ul style="list-style-type: none"> Increased the percentage of lighting columns replaced to 3.3% of total number of lighting columns 			✓	✓			✓
<ul style="list-style-type: none"> Commenced the Tayside Safety Camera Scheme (in partnership with Tayside Police, Scottish Executive, Perth and Kinross Council and Dundee City Council) 			✓			✓	✓
<ul style="list-style-type: none"> Improved Safety at Road Junctions: Improvements carried out at the C6/U314 Murroes Primary School Junction, and the C29/U399 East Bog Junction 			✓	✓	✓		
<ul style="list-style-type: none"> Provided 37 dropped kerb crossing points at 19 sites 			✓	✓	✓		
<ul style="list-style-type: none"> Amended the traffic management arrangements in Arbroath, Carnoustie, and Montrose; updated the Weight Restrictions on Bridges Order; and made new Traffic Management Order for the Fit O' The Toon, Arbroath 20 mph Zone 			✓	✓	✓	✓	
<ul style="list-style-type: none"> Provided interim property flood protection arrangements in Brechin (pending Flood Prevention Scheme) 			✓		✓		
<ul style="list-style-type: none"> Strengthened the Barry Burn Bridge, Broomley Bridge, Lunan Bridge, Craigendowie Bridge, Bridge of Margie, Ballintore Castle Bridge, Holemill Bridge, Wellford Bridge and Shielhill Bridge; and refurbished of Dighty Water Footbridge 			✓	✓			✓
<ul style="list-style-type: none"> Completed the first package of Housing Scheme Footpath Upgrading 			✓	✓	✓	✓	
<ul style="list-style-type: none"> Published a Shoreline Management Plan for Angus 				✓		✓	
<ul style="list-style-type: none"> Completed Monifieth Landfill Remediation/Coast Protection Scheme 				✓			✓

- Commenced construction phase of Carnoustie Coast Protection Scheme
- Established the Angus Joint Strategic Support Unit to take forward the development and redesign of local services in line with the Joint Future and Better Integrated Children's Services Agendas
- Over 440 people in the last year were provided with intensive community support to allow them to leave hospital earlier or to prevent admission to hospital, which equates to approximately 6,000 hospital bed-nights saved
- In Angus, we are well-below the Scottish average for the length of time people are delayed in hospital and have consistently met or fallen below the target set in relation to the number of people delayed
- We have increased the number of people with learning disabilities travelling independently to resource centres in Angus from four (in 2001) to 35. In conjunction with Planning and Transport, local bus companies and travel providers, public transport is now more accessible to these service users
- With a view to providing more effective support at an earlier stage to people with dementia, an Early Stages Dementia Project was funded by social work to work in partnership with health
- An investment in preventative services to vulnerable families with very young children through Sure Start, has led to a year on year increase in the number of children supported – from 202 in 1999/2000 to 515 in 2002/2003
- An increase in the level of residential respite provision for children with disabilities was achieved by doubling the capacity at the Strathmore Centre through the use of 'Quality of Life' funding

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				✓			✓
		✓				✓	
		✓				✓	
		✓				✓	
		✓			✓		✓
		✓			✓	✓	
		✓			✓	✓	
		✓			✓		✓

- A Restorative Justice project was developed in partnership with local voluntary agencies as part of the Angus Youth Justice Strategy with a view to reducing re-offending rates amongst young people. To date the project has offered support to 52 young people and 75 victims of crime and this has resulted in 69% of the young people referred have stayed 'offending-free'
- A new Bail Information and Supervision Scheme has been developed by Social Work department. About four people per month from priority client groups are now made subject to supervised bail rather than being remanded to custody
- A partnership arrangement was established within Tayside for criminal justice social work services. This partnership seeks to promote the effective use of resources across the three councils and develop new joint services
- A benefits calculator was developed by our Welfare Rights Team to help people check their entitlement to Pension Credit. In partnership with the Information Technology department, they have been able to provide this calculator on-line via the Angus Council web-site

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			✓		✓	✓	
			✓				✓
			✓			✓	
			✓				✓