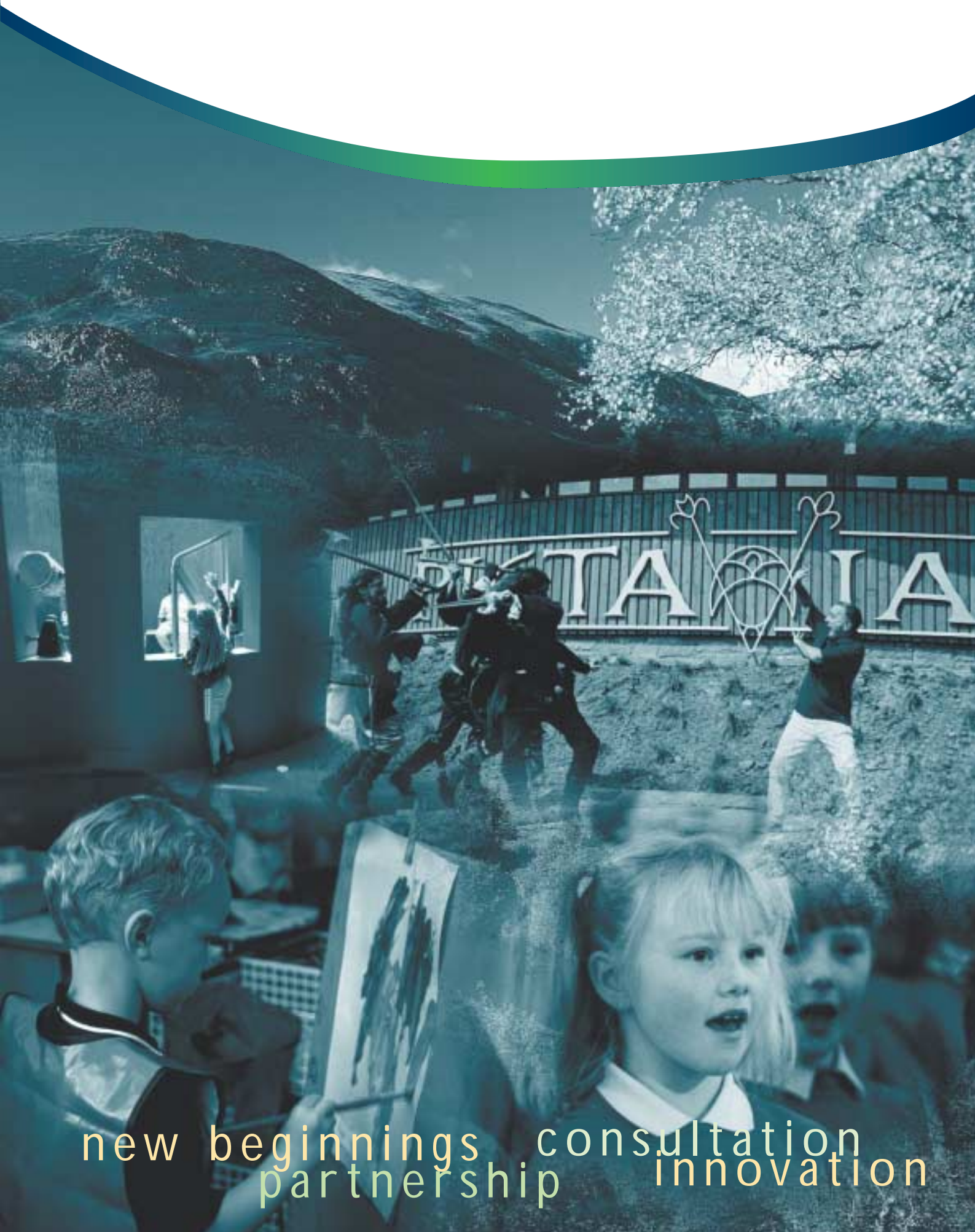




PERFORMANCE INDICATORS
SUPPLEMENT TO THE ANNUAL REPORT & ACCOUNTS
1999/2000



new beginnings consultation
partnership innovation

The Best Value Task Force - a partnership between the Scottish Executive, CoSLA and the Accounts Commission - set out the principles and essential elements of a Best Value approach to managing and delivering services in local government in its First Report (July 1997).

Performance Management and Planning (PMP) was seen in the report as being a central component in delivering Best Value. The Best Value Task Force described the essential elements of a PMP Framework in its second report (July 1998). The Framework was based on four key questions, which councils need to address in order to demonstrate Best Value. These questions are:

- How do we know we are doing the right things?
- How do we know we are doing things right?
- How do we plan to improve?
- How do we account for our performance?

Public Performance Reporting is intended to help address the fourth of these questions, i.e. how do councils account for their performance?

The Scottish Office Circular 14/99 requested that all Scottish councils prepare and submit a Public Performance Reporting Framework by 30 June 1999. It was expected that councils would implement their agreed strategies by the spring of 2000. Angus Council has developed and agreed a Strategy, Framework and Action Plan that will continue to evolve and grow over the coming years.

The Strategy for Public Performance Reporting was intended to build on current reporting mechanisms and evolve over time. Therefore, a questionnaire was distributed with Angus Council's Annual Report for 1998/99 to involve people in deciding how best to provide performance information. The results of that exercise have been collated and have been used to inform the development of the Public Performance Reporting Strategy.

The Strategy is based on the four key areas for Public Performance Reporting: The right informationto the right stakeholdersin the right mediumat the right time.

The publication of statutory performance indicator information will remain central to the Public Performance Reporting Strategy. However, it is hoped to extend the level and type of performance information available in order that we can not only account for our performance but also become more transparent in our service performance.

The Public Performance Reporting Strategy also links to the key political and corporate priorities of Angus Council. The new Corporate Plan for 2000 and beyond will identify targets and measures linked to key priorities and will form the basis on which service planning and management will build. Clearly, Public Performance Reporting will have a direct impact on this process, not only by communicating performance information to a range of stakeholders but also, by obtaining feedback to help inform the planning process.

Involving stakeholders in the planning of services is a priority for Angus Council, as is the development and implementation of Best Value. Public Performance Reporting is one element that contributes to each of these priorities.

This document contains statutory performance indicator details requested by the Accounts Commission, relating to financial year 1999/2000. The Council has used for comparison purposes, 1997/98 and 1998/99 performance indicator figures from the neighbouring authorities, Dundee City, Perth & Kinross and Aberdeenshire, and where appropriate, Scottish average figures are also provided. The Scottish average figures indicate the average level of performance of Scottish councils. These details have been extracted from information provided on an all-Scotland basis by the Accounts Commission. In respect of general contextual information we provide the comparative figures for the two previous years, 1997/98 and 1998/99, generally in brackets after the figures for the reporting year 1999/2000.

However, we would stress that any of the statistics should be treated with caution. They can do no more than provide details of a particular service at a particular time and, in the nature of the information, cannot in themselves explain why the figures are as they are nor can they explain changes year on year. In certain indicators, a number of local authorities have sub-divided their area and reported performance separately. This in effect can skew the Scottish average.

Equally, the definitions of performance indicators change over time, and sometimes performance indicators are deleted from the statutory list and others are added, as a result of changing circumstances. For example, for 1999/2000 the Accounts Commission has introduced new "council wide" indicators. Against this constantly changing background, it is therefore difficult to use the indicators as a way of monitoring how councils perform over the longer term.

ANGUS PROFILE

SOCIO-ECONOMIC PROFILE

Angus has an estimated population of 109,840 (1999 mid year estimate), 2.1% of the Scottish population. It extends to 218,148 hectares (roughly 842 square miles), which is some 2.8% of the land area of Scotland. Of that area, some 2% is developed compared with 2.5% for Scotland as a whole. The population density is 5 persons per 10 hectares, compared to the Scottish average of 6.6. Most of the population, approximately 80,000, or 73%, live within the seven main towns. The remote glens have a very sparse population. Whilst the population increased by almost 2% between 1991 and 1996, the most recent trend (1996-1999) has shown a slight decrease of 0.9% resulting in the present total of 109,840.

The population of Angus is projected to decrease slightly with a year 2011 projection of 108,771 mirroring the trend for Scotland as a whole where the population is projected to decrease from 4,866,387 in 1998 to 4,772,446 in 2011, down 2%.

The distinctive features of the Angus economy are its relatively high employment in primary industries (forestry, fishing, agriculture) and in manufacturing (secondary) which accounts for 19.9% of jobs compared with 16.2% for Scotland. Conversely, Angus has a relatively lower percentage of employment in the service (tertiary) sector.

EMPLOYMENT STRUCTURE 1997

	PRIMARY	MANUFACTURING	CONSTRUCTION	SERVICES
SCOTLAND	2.0%	16.2%	7.5%	74.3%
ANGUS	5.6%	19.9%	6.0%	68.5%

Source: Office for National Statistics.

Trends in employment structure show Angus converging with the national structure. Unemployment rates in Angus and Scotland are comparable. At the level of Travel to Work Areas (TTWAs), however, Arbroath TTWA has the ninth highest rate in Scotland with 8.5% unemployment at March 2000.

ANGUS IN COMPARISON

BASED ON ESTIMATES 1998/1999, 1999/2000 AND 2000/2001

This table shows how Angus Council expenditure, tax levels etc. compare in general terms. Again comparisons are given with neighbouring authorities and the Scottish average where relevant.

	ANGUS			DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
	2000/2001	1999/2000	1998/1999	1999/2000	1999/2000	1999/2000	1999/2000
Council Tax	£771	£734	£709	£1,034	£758	£719	£849
Area (hectares)	218,148	218,148	218,148	6,515	531,146	631,787	
Population	109,840	110,070	110,230	146,690	133,040	226,260	5,120,000
	£000	£000	£000	£000	£000	£000	£000
Expenditure	139,240	136,348	129,477	226,244	166,104	275,988	6,990,438
Plus Restoration of balances	575	200	1,700	0	0	0	17,907
Less Specific Grant	10,124	9,349	7,558	19,680	11,323	16,129	533,874
Net Expenditure	129,691	127,199	123,619	206,564	154,781	259,859	6,474,471
Financed by:							
NDRI/RSG	100,417	99,445	96,966	157,055	115,591	196,744	4,969,846
Council Tax	28,614	27,094	25,993	47,349	38,490	60,865	1,469,779
Use of Balances	0	0	0	1,060	0	1,500	23,062
Surplus local tax income	660	660	660	1,100	700	750	11,784
	129,691	127,199	123,619	206,564	154,781	259,859	6,474,471
	£	£	£	£	£	£	£
Expenditure per head of population	1,273	1,240	1,190	1,542	1,249	1,220	1,369
Income per head of population:							
Specific grants	92	85	69	134	85	71	104
NDRI/RSG	914	903	880	1,071	869	870	971
Council Tax	261	246	236	323	289	269	287
Use of balances	0	0	0	7	0	7	5
Surplus local tax income	6	6	6	7	5	3	2
	1,273	1,240	1,190	1,542	1,249	1,220	1,369

NDRI is the Non-domestic rate income, a rate levied at national level on business premises.

RSG (Revenue Support Grant) is grant support provided by the Government to all councils to help fund general expenditure.

SICKNESS ABSENCE

The number of days lost through sickness absence expressed as a percentage of the total working days available for the following groups of staff:

	1999/00
	% of days lost
CHIEF OFFICERS, ADMINISTRATIVE, PROFESSIONAL, TECHNICAL AND CLERICAL EMPLOYEES	4.3%
CRAFT AND MANUAL EMPLOYEES	6.7%
TEACHERS	3.7%

This has been introduced as a new indicator. Angus only

COMPLAINTS

The number of complaints accepted for enquiry by the Ombudsman:

	1999/00
WHICH RESULTED IN A LOCAL SETTLEMENT	5
WHICH WERE CLASSIFIED AS MALADMINISTRATION	0

This has been introduced as a new indicator. Angus only

LITIGATION CLAIMS

The number and value of successful litigation actions against the authority settled in the financial year in respect of the following services:

		1999/00	
		Per 10,000 council dwellings	
		Number	£
HOUSING		0	0
		Per 10,000 population	
		Number	£
ROADS		0.1	580
ALL OTHER SERVICES (EXCLUDING POLICE AND FIRE)		0.1	700

This has been introduced as a new indicator. Angus only

CONTRACT SERVICES

This is the Council's direct service arm, which employs a variety of staff, mainly in manual work. They have won the contracts for ground maintenance, street cleaning, refuse collection, building cleaning, vehicle maintenance and leisure management, services which are provided throughout the area.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	550	£10.12	0
1998/99	540	£10.26	0
1997/98	538	£9.94	0

PERFORMANCE – 1999/2000

- We had over 1 million users in our leisure facilities;
- We maintained some 150 playground sites;
- We disposed of almost 70,000 tonnes of rubbish and waste;
- We cleaned 130,000 kilometres of road;
- We emptied over 2.5 million household waste bins, assisting 104,000 wheel-outs for the infirm;
- We maintained over 4.7 million square metres of grass;
- We planted over 300,000 bedding plants;
- Every week staff emptied over 1,750 litter bins and 946 dog waste bins and cleaned 5 national winning superloos, 25 public buildings and 8 libraries and museums.

STATUTORY INDICATORS

REFUSE COLLECTION

The gross cost of collection (combined domestic, commercial and domestic bulky uplift) per premise:

1999/00
£35.97

This indicator previously reported the net cost of collection. Angus only

Special uplift service for bulky domestic refuse: council's target response time:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
1999/00	5 working days			
1998/99	5 working days	3 working days	5 working days	Central – 5 days North – 3 days
1997/98	5 working days	3 working days	5 working days	Central – 5 days North – 3 days

Percentage of uplifts completed within the council's target response time:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	94.9%				
1998/99	97.1%	97.7%	97.4%	Central - 99.1% North - 94.7%	91.0%
1997/98	97.4%	98.6%	97.8%	Central - 98.5% North - 89.9%	92.3%

Percentage of uplifts completed within 5 working days which is the national benchmark:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	94.9%				
1998/99	97.1%	98.9%	97.4%	Central - 99.1% North - 100%	87.3%
1997/98	97.4%	99.3%	97.8%	Central - 98.5% North - 89.9%	81.0%

The number of household waste collections which were missed, per 100,000 collections, during the periods:

	1999/00
MAY TO SEPTEMBER	12
APRIL AND OCTOBER TO MARCH	15

This has been introduced as a new indicator. Angus only

WASTE DISPOSAL

The amount of household waste per household collected by the authority that was disposed of by the following methods:

	1999/00	
	TONNES PER HOUSEHOLD	%
USED FOR RECOVERY OF HEAT, POWER AND OTHER ENERGY SOURCES	0.13	14.0%
COMPOSTED BY THE AUTHORITY	0.07	7.0%
OTHER RECYCLING METHODS	0.06	6.0%
LANDFILL	0.68	70.0%
OTHER METHODS	0.025	3.0%
TOTAL	0.965	100%

This indicator previously reported the percentage of household waste recycled.
Angus only

CULTURAL SERVICES

There is a small headquarters staff in Forfar and other employees work in libraries and museums throughout the area.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	110	£3.02	£21,000
1998/99	109	£3.07	£1,000
1997/98	110	£2.84	£60,000

PERFORMANCE – 1999/2000

- We operated seven full-time libraries, four part-time libraries and two mobiles for the rural areas;
- We provided 250,000 books & audio visual items and almost 70,000 children's items for over 36,000 members;
- We issued 1,141,420 (1,029,467) (1,141,535) items, that's over 10 items to each resident of Angus per year!;
- Our museums in Arbroath, Brechin, Forfar and Montrose were visited by over 60,000 (61,054) (58,306) people;
- We maintained an Arts Forum consisting of over 70 participating organisations, the same as previously;
- We maintained a Museums & Heritage Forum, a 16 member organisation administering 24 staffed heritage attractions;
- The Meffan hosted 9 exhibitions which attracted over 25,000 visitors;
- We entered into the National Bookstart programme to provide book packs to all new born children registered in Angus from January 1999;
- In partnership with other council services we continued to actively promote activities to mark Adult Learners Week.

STATUTORY INDICATORS

LIBRARIES: PROCESSING TIME

The average time taken to satisfy book requests:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	16 days				
1998/99	16 days	13 days	21 days	38 days	26 days
1997/98	15 days	14 days	26 days	34 days	26 days

EXPENDITURE

Total library staff costs:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
PER ITEM ISSUED 1999/00	£0.65				
1998/99	£0.69	£1.33	£0.71	£0.93	£1.03
1997/98	£0.62	£1.48	£0.62	£0.79	£0.97
PER VISIT 1999/00	£1.03				
1998/99	£0.94	£1.25	£0.92	£1.47	£1.49
1997/98	£0.90	£1.41	£0.85	£1.24	£1.40

Expenditure per 1,000 population for:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
BOOK LENDING STOCK: FICTION 1999/00	£1,496				
1998/99	£1,074	£1,218	£975	£717	£1,185
1997/98	£1,603	£1,167	£972	£1,322	£1,181
BOOK LENDING STOCK: NON-FICTION 1999/00	£1,118				
1998/99	£812	£593	£853	£509	£733
1997/98	£1,176	£636	£1,171	Not reported	£722
AUDIO-VISUAL AND OTHER LENDING MATERIAL 1999/00	£512				
1998/99	£341	£252	£356	£231	£380
1997/98	£607	£861	£305	£223	£317
REFERENCE STOCK 1999/00	£236				
1998/99	£220	£478	£173	£87	£280
1997/98	£161	£509	£125	Not reported	£233

STOCK TURNOVER

Changes in library stock: lending stock of book and audio-visual material:

Adult

		ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
OPENING STOCK: TOTAL STOCK AT START OF YEAR PER 1,000 POPULATION	1999/00	2,291				
	1998/99	2,281	2,032	2,261	2,185	2,111
	1997/98	2,305	2,496	2,229	2,195	2,155
RECOMMENDED NATIONAL TARGET FOR ANNUAL NUMBER OF ADDITIONS PER 1,000 POPULATION	1999/00	280				
ACTUAL ADDITIONS PER 1,000 POPULATION*	1999/00	254				
WITHDRAWALS PER 1,000 POPULATION	1999/00	264				
	1998/99	221	193	223	103	204
	1997/98	295	494	207	139	224
STOCK AT YEAR END PER 1,000 POPULATION*	1999/00	2,282				

* This has been introduced as a new indicator. Angus only

Children's and teenage

		ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
OPENING STOCK: TOTAL STOCK AT START OF YEAR PER 1,000 POPULATION	1999/00	613				
	1998/99	607	645	767	758	761
	1997/98	592	570	759	752	728
RECOMMENDED NATIONAL TARGET FOR ANNUAL NUMBER OF ADDITIONS PER 1,000 POPULATION	1999/00	100				
ACTUAL ADDITIONS PER 1,000 POPULATION*	1999/00	89				
WITHDRAWALS PER 1,000 POPULATION	1999/00	74				
	1998/99	72	66	60	24	68
	1997/98	90	168	33	43	73
STOCK AT YEAR END PER 1,000 POPULATION*	1999/00	628				

* This has been introduced as a new indicator. Angus only

USE OF LIBRARIES

Borrowers from public libraries:

		ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
BORROWERS AS A % OF THE RESIDENT POPULATION	1999/00	33.2%				
	1998/99	52.9%	33.3%	52.5%	Not reported	33.5%
	1997/98	47.7%	46.9%	54.1%	Not reported	35.5%
AVERAGE NUMBER OF ISSUES PER BORROWER	1999/00	31.3				
	1998/99	18	24	20	Not reported	30
	1997/98	22	16	21	Not reported	29

MUSEUMS

The number of museums operated by or financially supported by the council:
The % of these which are registered under the Museum and Galleries Commission (MGC) registration scheme:

	1999/00	1998/1999
The number of museums operated by or financially supported by the council:	6	6
The % of these which are registered under the Museum and Galleries Commission (MGC) registration scheme:	100%	100%

This has been introduced as a new indicator. However, the same information was requested by the Scottish Executive for 1998/99, and is included for comparison purposes. Angus only

EDUCATION

This is the largest of all the services, with some 47% (45%) (43.5%) of the total staff, of whom, 1,396 (1,370) (1,291) or 63.7% (67.5%) (67.1%) are teachers.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	2,192	£65.96	£2.9
1998/99	2,043	£60.16	£2.9
1997/98	1,923	£57.11	£1.9

PERFORMANCE – 1999/2000

- There were 62 (62) (62) primary schools with some 9,338 (9,300) (9,380) pupils, aged between 5 and 12 years;
- There were also 8 (8) (9) secondary schools with some 7,289 (7,274) (7,259) pupils, from 12 to 18 years. Special educational needs are specifically catered for in 11 (9) (9) primary schools. All secondary schools and one nursery school provide specialised support for children with special needs;
- Nursery education was provided in 44 (33) (30) primary schools for 3-5 year olds;
- Over 1,439 (1,253) (1,261) children attended nursery classes managed by the Council;
- There were 46 (47) (47) school boards, the same as previously;
- There were 10 (7) (8) community education bases catering for 6,100 (5,750) (4,306) participants;
- There was one residential centre. A total of 999 (465) (429) participated in evening and weekend programmes;
- Free transport was provided for 2,165 (2,045) (2,273) pupils entitled to such transport plus a further 127 (145) (183) concessions;
- 92 school crossing patrols were provided, the same as previously;
- Clothing cheques were provided for 3,910 (3,838) (3,848) pupils;
- 91 (93) (100) applicants received grant aid through the community education service.

STATUTORY INDICATORS

PRE-SCHOOL EXPERIENCE

The percentage of children who received government grant-aided education from council, private, independent and voluntary sector providers, who are:

	COUNCIL	PRIVATE	INDEPENDENT	VOLUNTARY	TOTAL
CHILDREN IN THEIR PRE-SCHOOL YEAR 1999/00	82.4%	7.0%	0.5%	4.2%	94.0%
1998/99	85.3%	5.8%	0.6%	1.1%	92.8%

This indicator previously reported the percentage of pupils enrolled in Primary 1 with experience of Education Department pre-schooling. However, the above information was requested by the Scottish Executive for 1998/99, and is included for comparison purposes. Angus only

	COUNCIL	PRIVATE	INDEPENDENT	VOLUNTARY	TOTAL
3-YEAR-OLDS IN THE YEAR BEFORE THEIR PRE-SCHOOL YEAR 1999/00	27.6%	14.2%	1.0%	25.7%	68.6%

This has been introduced as a new indicator. Angus only

The percentage of these grant-aided children who received fewer than five education sessions per week during the period they were eligible:

	1999/00
CHILDREN IN THEIR PRE-SCHOOL YEAR	3.2%
3-YEAR-OLDS IN THE YEAR BEFORE THEIR PRE-SCHOOL YEAR	44.1%

This has been introduced as a new indicator. Angus only

PRIMARY SCHOOLS

The percentage of classes which fall within the following bands:

No. of pupils		ANGUS		DUNDEE		PERTH & KINROSS		ABERDEENSHIRE	
		Single-year classes	Composite classes	Single-year classes	Composite classes	Single-year classes	Composite classes	Single-year classes	Composite classes
15 OR LESS	1999/00	0.5%	8.3%						
	1998/99	0.5%	8.3%	0.4%	0%	1.3%	5.7%	0.7%	6.5%
	1997/98	0.8%	7.7%	0.4%	0%	0.7%	6.9%	0.3%	5.5%
16-20	1999/00	2.9%	7.0%						
	1998/99	3.4%	7.8%	7.6%	2.0%	7.5%	12.1%	5.7%	10.8%
	1997/98	1.3%	7.7%	4.2%	1.1%	7.3%	10.2%	4.9%	12.3%
21-25	1999/00	22.1%	17.4%						
	1998/99	20.6%	16.1%	25.9%	12.2%	17.4%	15.2%	14.4%	25.6%
	1997/98	16.2%	17.2%	23.7%	11.2%	15.1%	19.3%	12.1%	26.2%
26-30	1999/00	31.0%	0.5%						
	1998/99	31.0%	0.5%	31.5%	0%	25.5%	0.2%	26.2%	0.4%
	1997/98	35.5%	0.5%	34.2%	0.4%	26.9%	0.7%	29.9%	0.4%
31-33	1999/00	9.6%	0%						
	1998/99	11.5%	0%	20.2%	0%	15.2%	0%	9.5%	0.1%
	1997/98*	13.0%	0%	24.8%	0%	12.9%	0%	8.4%	0%
34 OR MORE	1999/00	0.5%	0%						
	1998/99	0.3%	0%	0.2%	0%	0%	0%	0.1%	0%

* Reflects 31 or more

Single-year classes Composite classes

The percentage of classes with P1 to P3 pupils in which the number of pupils falls within the following bands:

	1999/00	1998/99
15 OR LESS	10.1%	8.4%
16-20	11.8%	15.6%
21-25	43.3%	37.4%
26-30	28.1%	27.4%
31-33	6.7%	11.2%
34 OR MORE	0%	0%

This has been introduced as a new indicator. However, the same information was requested by the Scottish Executive for 1998/99, and is included for comparison purposes. Angus only

The total number of primary school classes of each type:

	1999/00	1998/99
SINGLE-YEAR	256	258
COMPOSITE	128	126
CLASSES WITH P1 TO P3 PUPILS	178	179

This has been introduced as a new indicator. However, the same information was requested by the Scottish Executive for 1998/99, and is included for comparison purposes. Angus only

The average number of children per primary school class:

1999/00
24.3

This has been introduced as a new indicator. Angus only

Occupancy: the percentage of schools where the ratio of pupils to places is:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
40% OR LESS	1999/00	9.7%				
	1998/99	12.9%	7.3%	10.4%	5.7%	7.2%
	1997/98	14.5%	2.4%	7.7%	4.4%	6.9%
41-60%	1999/00	24.2%				
	1998/99	19.4%	31.7%	20.8%	10.8%	21.0%
	1997/98	21.0%	31.7%	16.7%	14.4%	23.3%
61-80%	1999/00	30.6%				
	1998/99	33.9%	29.3%	19.5%	29.1%	36.5%
	1997/98	27.4%	29.3%	24.4%	26.3%	34.3%
81-100%	1999/00	30.6%				
	1998/99*	33.9%	31.7%	49.4%	54.4%	35.3%
	1997/98*	37.1%	36.6%	51.3%	55.0%	35.4%
101% or more	1999/00	4.8%				

* Reflects 81% or more

The total number of primary schools:

1999/00	1998/99
62	62

This has been introduced as a new indicator. However, the same information was requested by the Scottish Executive for 1998/99, and is included for comparison purposes. Angus only

SECONDARY SCHOOLS

Occupancy: the percentage of schools where the ratio of pupils to places is:

		ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
40% OR LESS	1999/00	0%				
	1998/99	0%	0%	0%	0%	3.7%
	1997/98	11.1%	0%	0%	0%	4.7%
41-60%	1999/00	12.5%				
	1998/99	12.5%	20.0%	0%	0%	10.9%
	1997/98	11.1%	20.0%	0%	0%	12.6%
61-80%	1999/00	25.0%				
	1998/99	25.0%	40.0%	10.0%	0%	35.3%
	1997/98	11.1%	40.0%	10.0%	0%	31.1%
81-100%	1999/00	50.0%				
	1998/99*	62.5%	40.0%	90.0%	100%	50.2%
	1997/98*	66.7%	40.0%	90.0%	100%	51.6%
101% OR MORE	1999/00	12.5%				

* Reflects 81% or more

The total number of secondary schools:

1999/00	1998/99
8	8

This has been introduced as a new indicator. However, the same information was requested by the Scottish Executive for 1998/99, and is included for comparison purposes. Angus only

SPECIAL EDUCATIONAL NEEDS

The percentage of special educational needs assessments completed in the following time bands:

	1999/00	1998/99
UP TO 18 WEEKS	52.9%	63.6%
19-26 WEEKS	47.1%	18.2%
27-39 WEEKS	0%	18.2%
40-52 WEEKS	0%	0%
MORE THAN 1 YEAR	0%	0%

This has been introduced as a new indicator. However, the same information was requested by the Scottish Executive for 1998/99, and is included for comparison purposes. Angus only

The average time (in weeks) taken to complete an assessment of special educational needs:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	16				
1998/99	18	18	18	40	34
1997/98	17	18	21	32	31

EXPENDITURE

Spending provision: spending on each of the following education sectors:

Actual Expenditure

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
PRE-SCHOOL EDUCATION 1999/00	£2,002,000			
1998/99	£1,526,000	£3,788,427	£2,079,200	£2,907,836
1997/98	£1,363,000	£3,527,986	£1,706,826	£2,131,709
PRIMARY EDUCATION 1999/00	£22,058,000			
1998/99	£21,033,000	£26,825,357	£23,430,911	£47,524,769
1997/98	£20,028,000	£26,233,018	£22,626,156	£44,791,117
SECONDARY EDUCATION 1999/00	£26,971,000			
1998/99	£25,812,000	£32,813,056	£26,408,432	£49,855,489
1997/98	£24,718,000	£32,905,084	£25,835,620	£47,306,113
SPECIAL EDUCATIONAL NEEDS 1999/00	£3,219,000			
1998/99	£2,805,000	£5,795,653	£3,405,000	£10,693,335
1997/98	£2,488,000	£5,031,135	£3,255,703	£9,222,061
COMMUNITY EDUCATION 1999/00	£1,200,000			
1998/99	£1,138,000	£3,367,000	£965,231	£2,440,568
1997/98	£1,058,100	£4,120,536	£970,715	£2,458,368
OTHER EXPENDITURE 1999/00	£6,074,000			
1998/99	£5,680,000	£9,651,695	£11,496,101	£7,013,349
1997/98	£5,655,000	£9,999,945	£10,585,315	£6,680,025
TOTAL EXPENDITURE 1999/00	£61,524,000			
1998/99	£57,994,000	£82,241,188	£67,784,875	£120,435,346
1997/98	£55,310,100	£81,817,704	£64,950,335	£112,589,393

Expenditure as a % of total

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
PRE-SCHOOL EDUCATION	1999/00	3.3%				
	1998/99	2.6%	4.6%	3.1%	2.4%	3.1%
	1997/98	2.5%	4.3%	2.6%	1.9%	3.0%
PRIMARY EDUCATION	1999/00	35.9%				
	1998/99	36.3%	32.6%	34.6%	39.5%	35.2%
	1997/98	36.2%	32.1%	34.8%	39.8%	34.8%
SECONDARY EDUCATION	1999/00	43.8%				
	1998/99	44.5%	39.9%	39.0%	41.4%	41.1%
	1997/98	44.7%	40.2%	39.8%	42.0%	40.8%
SPECIAL EDUCATIONAL NEEDS	1999/00	5.2%				
	1998/99	4.8%	7.0%	5.0%	8.9%	6.5%
	1997/98	4.5%	6.1%	5.0%	8.2%	6.3%
COMMUNITY EDUCATION	1999/00	2.0%				
	1998/99	2.0%	4.1%	1.4%	2.0%	3.6%
	1997/98	1.9%	5.0%	1.5%	2.2%	3.3%
OTHER EXPENDITURE	1999/00	9.9%				
	1998/99	9.8%	11.7%	17.0%	5.8%	10.4%
	1997/98	10.2%	12.2%	16.3%	5.9%	11.8%

Expenditure

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
PRE-SCHOOL EDUCATION/PLACE	1999/00	£2,781				
	1998/99	£2,434	£2,957	£2,498	£2,031	£2,621
	1997/98	£2,260	£2,754	£1,200	£1,956	£2,427
PRIMARY EDUCATION/PUPIL	1999/00	£2,362				
	1998/99	£2,262	£2,216	£2,181	£2,210	£2,401
	1997/98	£2,135	£2,124	£2,100	£2,082	£2,265
SECONDARY EDUCATION/PUPIL	1999/00	£3,694				
	1998/99	£3,549	£3,696	£3,449	£3,251	£3,835
	1997/98	£3,398	£3,663	£3,436	£3,094	£3,644

ENVIRONMENTAL & CONSUMER PROTECTION

Staff are located in Forfar, Arbroath and Montrose, providing a variety of inspection and monitoring roles throughout the area. It is also the client department for a number of traditional environmental services, such as street cleaning.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	49	£9.39	£877,000
1998/99	49	£8.56	£613,000
1997/98	46	£8.22	£733,000

PERFORMANCE – 1999/2000

The department is responsible for:

- The inspection of 4,984 (5,600) trading premises in Angus;
- Checking 41 (39) weighbridges;
- 50 (54) public conveniences, 33 (28) bottle banks and (five) five recycling centres;
- Servicing 249 (143) council vehicles.

STATUTORY INDICATORS

FOOD SAFETY: HYGIENE INSPECTIONS

The number of establishments in each of the following three categories requiring inspection during the year, and the percentage of the inspections which were undertaken within the prescribed period: minimum inspection frequency:

6 months

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
NUMBER TO BE INSPECTED 1999/00	146				
1998/99	228	166	80	191	
1997/98	131	68	69	207	
% OF INSPECTIONS UNDERTAKEN WITHIN TIME 1999/00	84.6%				
1998/99	75.0%	97.0%	98.8%	74.3%	87.6%
1997/98	87.0%	75.0%	98.6%	89.4%	81.2%
NUMBER OF ESTABLISHMENTS INSPECTED RECEIVING FORMAL FOLLOW-UP ACTION 1999/00	75				
1998/99	120	101	52	128	
1997/98	80	41	65	89	

12 months

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
NUMBER TO BE INSPECTED 1999/00	235				
1998/99	240	207	164	529	
1997/98	138	167	159	601	
% OF INSPECTIONS UNDERTAKEN WITHIN TIME 1999/00	69.4%				
1998/99	52.9%	98.6%	100%	83.9%	88.3%
1997/98	75.4%	100%	100%	83.0%	83.1%
NUMBER OF ESTABLISHMENTS INSPECTED RECEIVING FORMAL FOLLOW-UP ACTION 1999/00	101				
1998/99	70	53	17	382	
1997/98	64	65	36	317	

More than 12 months

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
NUMBER TO BE INSPECTED 1999/00	359				
1998/99	210	454	1,538	602	
1997/98	315	561	911	632	
% OF INSPECTIONS UNDERTAKEN WITHIN TIME 1999/00	39.3%				
1998/99	32.9%	99.1%	30.1%	61.1%	73.4%
1997/98	75.6%	88.4%	58.8%	75.0%	69.8%
NUMBER OF ESTABLISHMENTS INSPECTED RECEIVING FORMAL FOLLOW-UP ACTION 1999/00	84				
1998/99	40	21	8	295	
1997/98	88	177	10	259	

FOOD SAFETY: FOOD SAMPLING

The number of samples taken per 1,000 resident population for the following categories:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
CHEMICAL 1999/00	3.0				
1998/99	4.1	3.2	2.4	3.6	3.2
1997/98	3.4	3.1	2.7	3.2	2.8
MICROBIOLOGICAL 1999/00	5.6				
1998/99	7.9	4.2	3.9	2.0	3.7
1997/98	7.1	6.2	2.8	1.9	3.7

WORKPLACE SAFETY INSPECTIONS

The percentage of premises liable to inspection brought within the inspection rating system:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
THE NUMBER LIABLE TO INSPECTION 1999/00	1,753				
1998/99	1,614	3,232	1,862	3,277	
1997/98	1,603	2,463	1,571	3,517	
THE % BROUGHT WITHIN AN INSPECTION RATING SYSTEM 1999/00	100%				
1998/99	100%	100%	100%	85.0%	98.9%
1997/98	100%	99.0%	100%	94.0%	99.3%

Information on the level of achievement against the council's own inspection targets:

First Category

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
THE COUNCIL'S TARGET INSPECTION FREQUENCY 1999/00	24 months				
1998/99	12 months	12 months	12 months	12 months	
1997/98	24 months	Not reported	6 months	6 months	
NUMBER OF PREMISES IN THIS CATEGORY 1999/00	54				
1998/99	20	181	316	128	
1997/98	42	144	493	33	
TARGET NUMBER OF PREMISES TO BE INSPECTED IN THE YEAR 1999/00	23				
1998/99	20	45	316	128	
1997/98	5	96	493	33	
THE % OF INSPECTIONS CARRIED OUT WITHIN TIME 1999/00	69.6%				
1998/99	10.0%	100%	88.6%	50.8%	85.5%
1997/98	20.0%	100%	59.4%	100%	81.2%

Second Category

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
THE COUNCIL'S TARGET INSPECTION FREQUENCY 1999/00	48 months				
1998/99	36 months	24 months	24 months	24 months	
1997/98	48 months	Not reported	12 months	12 months	
NUMBER OF PREMISES IN THIS CATEGORY 1999/00	573				
1998/99	625	2,039	1,546	453	
1997/98	685	1,296	Not reported	368	
TARGET NUMBER OF PREMISES TO BE INSPECTED IN THE YEAR 1999/00	255				
1998/99	208	680	Not reported	229	
1997/98	99	432	Not reported	321	
THE % OF INSPECTIONS CARRIED OUT WITHIN TIME 1999/00	65.9%				
1998/99	25.5%	86.8%	Not reported	53.7%	73.3%
1997/98	59.6%	76.9%	Not reported	86.3%	68.0%

Third Category

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
THE COUNCIL'S TARGET INSPECTION FREQUENCY 1999/00	72 months				
1998/99	72 months	36 months	36 months	36 months	
1997/98	72 months	Not reported	24 months	24 months	
NUMBER OF PREMISES IN THIS CATEGORY 1999/00	1,126				
1998/99	969	1,010	Not reported	642	
1997/98	876	1,020	Not reported	530	
TARGET NUMBER OF PREMISES TO BE INSPECTED IN THE YEAR 1999/00	310				
1998/99	161	168	Not reported	247	
1997/98	155	170	Not reported	237	
THE % OF INSPECTIONS CARRIED OUT WITHIN TIME 1999/00	29.7%				
1998/99	16.8%	72.0%	Not reported	44.9%	59.8%
1997/98	29.0%	95.3%	Not reported	71.3%	60.8%

ENVIRONMENTAL PROTECTION: NOISE COMPLAINTS

a) The total number of complaints received which were the council's responsibility for advice or investigation:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
1999/00	139			
1998/99	132	346	256	203
1997/98	213	396	258	256

b)i) The number of complaints completed at initial inquiry stage:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
1999/00	83			
1998/99	89	112	51	67
1997/98	91	151	53	85

b)ii) the number which required further investigation:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
1999/00	56			
1998/99	43	234	205	136
1997/98	122	245	205	171

c) The percentage of responses at b)i) which were provided in 1 day (calendar) of receipt of the complaint:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	97.6%				
1998/99	97.8%	90.2%	100%	77.6%	88.2%
1997/98	96.7%	84.2%	100%	88.2%	77.4%

c) The percentage of responses at b)ii) which were provided in 3 days (calendar) of receipt of the complaint:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	89.3%				
1998/99	97.7%	98.7%	98.5%	86.0%	90.8%
1997/98	99.2%	100%	92.7%	86.0%	90.0%

d) The number of complaints at b)ii) above which were dealt with by:

Formal action

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
1999/00	0			
1998/99	2	3	0	0
1997/98	3	4	1	6

Informal action only

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
1999/00	50			
1998/99	32	174	99	119
1997/98	118	90	127	150

No follow-up action

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
1999/00	6			
1998/99	9	57	106	17
1997/98	1	151	77	15

PEST CONTROL**Pest control response time:****High priority**

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
THE COUNCIL'S TARGET RESPONSE TIME 1999/00	24 hours				
1998/99	24 hours	2 days	2 days	No service	
1997/98	24 hours	2 days	2 days	No service	
% OF RESPONSES WHICH MET THE COUNCIL'S TARGET 1999/00	94.3%				
1998/99	98.8%	99.5%	84.7%	No service	92.6%
1997/98	100%	97.9%	69.8%	No service	87.4%
% OF RESPONSES WITHIN NATIONAL BENCHMARK (2 WORKING DAYS) 1999/00	98.1%				
1998/99	100%	99.5%	84.7%	No service	93.6%
1997/98	100%	97.9%	69.8%	No service	89.7%

Low priority

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
THE COUNCIL'S TARGET RESPONSE TIME 1999/00	48 hours				
1998/99	48 hours	5 days	No service	No service	
1997/98	48 hours	5 days	No service	No service	
% OF RESPONSES WHICH MET THE COUNCIL'S TARGET 1999/00	99.3%				
1998/99	99.1%	99.3%	No service	No service	96.1%
1997/98	99.6%	97.5%	No service	No service	92.3%
% OF RESPONSES WITHIN NATIONAL BENCHMARK (5 WORKING DAYS) 1999/00	100%				
1998/99	100%	99.3%	No service	No service	96.7%
1997/98	100%	97.5%	No service	No service	93.3%

TRADING STANDARDS

ENQUIRIES, COMPLAINTS AND ADVICE

The percentage of enquiries, complaints and advice requests completed in the following time bands:

Consumer enquiries

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
SAME DAY 1999/00	85.2%					
	1998/99	85.2%	98.6%	87.4%	100%	92.6%
	1997/98	83.2%	98.7%	98.0%	99.9%	94.1%
2 - 14 DAYS 1999/00	9.0%					
	1998/99	11.0%	1.4%	12.2%	0%	6.8%
	1997/98	9.7%	1.3%	2.0%	0.1%	4.8%
15 - 30 DAYS 1999/00	3.5%					
	1998/99	1.0%	0%	0.4%	0%	0.3%
	1997/98	3.9%	0%	0%	0%	0.6%
OVER 30 DAYS 1999/00	2.3%					
	1998/99	2.9%	0%	0%	0%	0.3%
	1997/98	3.2%	0%	0%	0%	0.5%

Consumer complaints

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
SAME DAY 1999/00	44.7%					
	1998/99	43.7%	32.5%	72.7%	81.0%	45.1%
	1997/98	42.2%	14.1%	75.0%	82.7%	41.3%
2 - 14 DAYS 1999/00	22.6%					
	1998/99	26.6%	42.6%	20.2%	11.2%	25.2%
	1997/98	29.3%	44.9%	15.0%	5.8%	26.3%
15 - 30 DAYS 1999/00	11.6%					
	1998/99	12.1%	14.1%	4.0%	4.1%	10.7%
	1997/98	10.7%	19.8%	5.0%	5.8%	12.8%
OVER 30 DAYS 1999/00	21.0%					
	1998/99	17.6%	10.8%	3.1%	3.7%	18.9%
	1997/98	17.8%	21.2%	5.0%	5.6%	19.6%

Business advice requests

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
SAME DAY 1999/00	72.7%				
1998/99	68.0%	94.4%	87.3%	97.6%	81.7%
1997/98	54.6%	84.7%	86.1%	95.1%	81.4%
2 - 14 DAYS 1999/00	21.2%				
1998/99	21.2%	3.5%	10.6%	1.8%	13.4%
1997/98	28.7%	11.4%	10.9%	3.5%	14.3%
15 - 30 DAYS 1999/00	3.8%				
1998/99	5.8%	1.5%	1.1%	0.3%	2.8%
1997/98	3.7%	1.0%	2.0%	0.7%	1.4%
OVER 30 DAYS 1999/00	2.3%				
1998/99	5.0%	0.7%	0.9%	0.3%	2.2%
1997/98	13.0%	2.8%	1.0%	0.8%	3.0%

INSPECTION OF TRADING PREMISES

Premises liable to inspection: target and actual coverage: level of risk:

High

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
LOCALLY DETERMINED TARGET INSPECTION FREQUENCY 1999/00	12 months				
1998/99	12 months	6 months	6 months	9 months	
1997/98	12 months	6 months	6 months	9 months	
NUMBER OF PREMISES IN THIS CATEGORY 1999/00	113				
1998/99	98	49	53	302	
1997/98	62	68	43	287	
TARGET TOTAL NUMBER OF VISITS 1999/00	110				
1998/99	90	98	106	403	
1997/98	60	122	86	383	
% OF TARGET ACTUALLY ACHIEVED WITHIN TIME 1999/00	80.0%				
1998/99	98.9%	70.4%	100%	6.0%	66.9%
1997/98	46.7%	86.9%	100%	29.2%	80.3%

Medium

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
LOCALLY DETERMINED TARGET INSPECTION FREQUENCY 1999/00	24 months				
1998/99	24 months	24 months	24 months	18 months	
1997/98	24 months	24 months	24 months	18 months	
NUMBER OF PREMISES IN THIS CATEGORY 1999/00	1,649				
1998/99	1,685	1,898	1,556	2,471	
1997/98	1,718	1,678	1,602	2,750	
TARGET TOTAL NUMBER OF VISITS 1999/00	790				
1998/99	794	949	863	1,647	
1997/98	844	800	771	1,833	
% OF TARGET ACTUALLY ACHIEVED WITHIN TIME 1999/00	28.9%				
1998/99	32.7%	47.6%	91.9%	5.9%	54.5%
1997/98	19.7%	69.0%	88.5%	14.1%	65.5%

Low

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
LOCALLY DETERMINED TARGET INSPECTION FREQUENCY 1999/00	60 months				
1998/99	60 months	60 months	60 months	48 months	
1997/98	60 months	60 months	60 months	48 months	
NUMBER OF PREMISES IN THIS CATEGORY 1999/00	1,174				
1998/99	1,151	700	790	789	
1997/98	1,157	812	802	494	
TARGET TOTAL NUMBER OF VISITS 1999/00	230				
1998/99	218	140	216	197	
1997/98	235	119	143	124	
% OF TARGET ACTUALLY ACHIEVED WITHIN TIME 1999/00	24.8%				
1998/99	30.3%	42.9%	89.4%	10.7%	48.0%
1997/98	9.8%	51.3%	79.0%	16.9%	58.8%

ENFORCEMENT ACTION

Actions in relation to traders issued with warnings or notices:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
WRITTEN WARNINGS FOLLOWED UP WITHIN 30 DAYS OF THE WARNING 1999/00	75.7%				
1998/99	68.3%	94.3%	92.9%	2.6%	77.5%
1997/98	46.3%	82.7%	100%	0%	78.5%
STATUTORY NOTICES FOLLOWED UP WITHIN 30 DAYS OF EXPIRY OF THE NOTICE 1999/00	50.0%				
1998/99	100%	100%	85.0%	10.0%	76.3%
1997/98	60.0%	74.2%	95.2%	66.7%	82.4%
FORMAL WARNINGS FOLLOWED UP WITHIN 30 DAYS OF THE WARNING 1999/00	75.0%				
1998/99	83.3%	75.0%	100%	0%	84.5%
1997/98	100%	100%	83.3%	0%	67.6%

HOUSING

Staff are located at the housing offices in each of the seven main towns as well as at homeless persons units and sheltered housing schemes with a headquarters group in Forfar.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	189	£16.14	£5.89
1998/99	183	£15.67	£6.31
1997/98	122	£15.51	£8.12

The increase in staffing numbers between 1997/98 and 1998/99 is a direct consequence of the sheltered housing wardens service transferring from Social Work to Housing.

PERFORMANCE – 1999/2000

- At 1 April 1999 we had a stock of 10,331 (10,445) (10,743) houses. This had reduced to 10,064 (10,331) (10,445) houses by 31 March 2000;
- Gross average rent was £28.70 (£27.20) (£25.20);
- Average rent arrears per council house were £23.89 (£17.08) (£11.44), 1.4% (0.82%) (0.87%) of tenants were due more than 13 weeks rent arrears;
- At 1 April 2000 there were 4,735 (4,460) (4,174) people on the council's waiting and transfer list for council housing;
- Almost 20,000 (26,700) (27,000) repairs notices were issued.

STATUTORY INDICATORS

RESPONSE REPAIRS

The target response time for each priority category set by the council:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
EMERGENCY 1999/00	24 hours			
1998/99	24 hours	24 hours	24 hours	24 hours
1997/98	24 hours	24 hours	24 hours	24 hours
ALL OTHER PRIORITISED REPAIRS 1999/00	Various targets			
1998/99	Various targets	Various targets	Various targets	Various targets
1997/98	Various targets	Various targets	Various targets	Various targets

The number of repairs carried out in each category:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
EMERGENCY 1999/00	2,275			
1998/99	3,292	13,654	4,948	11,835
1997/98	3,308	15,199	5,636	9,562
ALL OTHER PRIORITISED REPAIRS 1999/00	17,646			
1998/99	23,474	85,857	13,155	32,827
1997/98	23,743	90,379	15,689	29,744

The percentage of repairs completed within the target response time for each priority category:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
EMERGENCY 1999/00	93.5%				
1998/99	95.6%	99.8%	85.1%	86.5%	88.6%
1997/98	95.3%	99.9%	82.0%	93.8% - 100%*	87.5%
ALL OTHER PRIORITISED REPAIRS 1999/00	90.8%				
1998/99	91.1%	87.5%	66.4%	87.6%	78.9%
1997/98	91.0%	87.1%	83.3%	75.4% - 89.7%*	81.4%

* Aberdeenshire had three areas for this PI in 1997/98

MANAGING TENANCY CHANGES

The total annual rent loss due to voids expressed as a percentage of the total amount of rent due in the year:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	1.17%				
1998/99	0.79%	5.68%	1.37%	0.53%	2.1%
1997/98	0.79%	5.65%	1.21%	0.43%	2.1%

The time taken by the council to re-let houses analysed by the following bands: void period:

Less than 2 weeks

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
NUMBER OF HOUSES RE-LET 1999/00	624				
1998/99	771	837	80	640	
1997/98	804	829	64	769	
ABOVE AS A % 1999/00	55.9%				
1998/99	61.7%	33.3%	9.1%	41.3%	19.3%
1997/98	69.6%	26.9%	7.5%	50.0%	19.0%

2 - 4 weeks

	1999/00
NUMBER OF HOUSES RE-LET	170
ABOVE AS A %	15.2%

This indicator previously reported 2 - 6 weeks. Angus only

More than 4 weeks

	1999/00
NUMBER OF HOUSES RE-LET	323
ABOVE AS A %	28.9%

This indicator previously reported more than 6 weeks. Angus only

RENT ARREARS

Current tenant arrears as a percentage of the net amount of rent due in the year:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	2.8%				
1998/99	2.1%	8.7%	2.5%	3.0%	7.9%
1997/98	1.5%	8.3%	2.4%	2.6%	6.9%

The percentage of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	1.4%				
1998/99	0.8%	4.3%	2.1%	1.9%	5.5%
1997/98	0.5%	3.8%	1.6%	1.7%	5.0%

HOMELESSNESS

The total number of homeless households in priority need, per 10,000 households:

1999/00
60.8

This indicator previously reported the total number of households in priority need. Angus only

The number of households provided with each of the following four types of temporary accommodation, as a percentage of the total provided with temporary accommodation:

	1999/00
HOSTELS	8.0%
COUNCIL FURNISHED DWELLINGS	91.5%
BED AND BREAKFAST	0%
OTHER	0.5%

This indicator previously reported the number of households. Angus only

The average length of stay in each type of accommodation (days):

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
HOSTELS 1999/00	46				
1998/99	35	20	38	76	55
1997/98	63	13	39	49	54
COUNCIL FURNISHED DWELLINGS 1999/00	84				
1998/99	68	114	375	135	135
1997/98	69	92	238	115	114
BED & BREAKFAST 1999/00	0				
1998/99	0	82	0	40	21
1997/98	0	54	0	38	25
OTHER 1999/00	3				
1998/99	0	No service	250	156	64
1997/98	0	0	325	206	79

The staff are based in Forfar, but officers meet the public for planning application consultation in several of the main towns and provide building inspection throughout the area. The department was previously Planning, Transport & Economic Development, but economic development staff were transferred into the Chief Executive's Department and training staff to Personnel in 1998/99.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	63	£3.6	£664,000
1998/99	63	£3.4	£320,000
1997/98	103	£5.4	£2.1m

PERFORMANCE – 1999/2000

	1999/00	1998/99	1997/98
PLANNING APPLICATIONS DEALT WITH	1,112	1,139	1,196
FEE INCOME	£272,119	£374,062	£451,902
PLANNING APPEALS DETERMINED	20	28	26
PLANNING APPEALS DISMISSED	18	21	22
BUILDING WARRANT APPLICATIONS	1,485	1,518	1,593
FEE INCOME	£379,836	£468,521	£449,669
IMPROVEMENT GRANTS APPROVED	161	143	197
TO THE VALUE	£382,377	£330,044	£711,446
REPAIR GRANTS APPROVED	132	62	113
TO THE VALUE	£123,538	£70,495	£142,053

STATUTORY INDICATORS

PROCESSING TIME

The percentage of householder applications dealt with within the following times:

		ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
UP TO 1 MONTH	1999/00	43.2%				
	1998/99*	38.4%	31.6%	25.8%	35.8%	34.4%
	1997/98*	39.2%	16.9%	29.1%	39.3%	32.3%
1 – 2 MONTHS	1999/00	48.7%				
	1998/99**	51.9%	49.2%	64.4%	46.3%	44.8%
	1997/98**	53.0%	64.3%	56.9%	38.9%	44.4%
2 – 3 MONTHS	1999/00	5.9%				
	1998/99***	9.7%	19.2%	9.7%	18.0%	20.8%
	1997/98***	7.8%	18.8%	14.0%	21.8%	23.3%
MORE THAN 3 MONTHS	1999/00	2.2%				

* Reflects up to 4 weeks ** Reflects 5 - 8 weeks *** Reflects over 8 weeks

The percentage of non-householder applications dealt with within the following times:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
UP TO 2 MONTHS	1999/00	67.5%				
	1998/99*	62.9%	48.8%	59.5%	46.1%	50.0%
	1997/98*	68.0%	40.8%	57.1%	43.8%	46.3%
2 - 3 MONTHS	1999/00	18.3%				
	1998/99**	37.1%	51.2%	40.5%	53.9%	50.0%
	1997/98**	32.0%	59.2%	42.9%	56.2%	53.7%
MORE THAN 3 MONTHS	1999/00	14.2%				

* Reflects up to 4 weeks ** Reflects more than 8 weeks

APPEALS

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
A) THE NUMBER OF DECISIONS THAT WENT TO APPEAL	1999/00	21				
	1998/99	28	16	54	57	
	1997/98	26	13	39	69	
B) A) AS A % OF ALL DECISIONS	1999/00	1.9%				
	1998/99	2.5%	2.1%	3.3%	1.7%	1.7%
	1997/98	2.2%	1.8%	2.2%	1.9%	1.8%
C) THE % OF A) WHICH WERE SUCCESSFUL	1999/00	9.5%				
	1998/99	25.0%	25.0%	31.5%	29.8%	28.9%
	1997/98	23.1%	46.2%	30.8%	33.3%	30.0%

DEVELOPMENT PLANS

The percentage of the population covered by a Local Plan which has been adopted within the last 5 years:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	8.4%				
1998/99	8.4%	100%	77.9%	0%	43.4%
1997/98	8.4%	100%	68.8%	0%	38.7%

BUILDING CONTROL

BUILDING WARRANT AND COMPLETION CERTIFICATE APPLICATIONS

The average time taken to respond to a request for a building warrant (working days):

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	6				
1998/99	7	12	16	13	15
1997/98	12	23	15	11	16

The average time taken to respond to a request for a completion certificate (in working days):

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	2				
1998/99	3	4	7	3	5
1997/98	3	6	4	4	5

The average time taken to issue a building warrant or otherwise determine an application (working days):

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	2				
1998/99	2	5	12	6	7
1997/98	4	12	12	6	8

The average time taken to issue a completion certificate or otherwise determine an application (working days):

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	2				
1998/99	2				
1997/98	4	8	8	4	4

The number of building warrants and completion certificates issued in the reporting year:

	BUILDING WARRANTS	COMPLETION CERTIFICATES
1999/00	1,462	1,236
1998/99	1,518	1,193
1997/98	1,587	1,198

This has been introduced as a new indicator. Angus only

RECREATION SERVICES

Staff are mainly located in Forfar, although client inspectors operate in all recreational facilities and inspect leisure provision throughout the area.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	52	£7.82	£440,000
1998/99	50	£7.71	£209,000
1997/98	48	£7.24	£186,000

PERFORMANCE – 1999/2000

The department is responsible for:

- Leisure centres in Forfar, Carnoustie, Brechin and Arbroath;
- Swimming pools in Forfar and Montrose (full-time) and Brechin and Carnoustie High School (part-time);
- Sports centres in Arbroath, Montrose, and Kirriemuir;
- Caravan parks at Forfar Lochside, Carnoustie Woodlands and Montrose South Links;
- Country parks at Forfar Loch, Crombie and Monikie.

Over 1.8 million (1.6 million) (1.6 million) users enjoyed the facilities throughout Angus.

Detailed user figures are as follows:

	1999/00	1998/99	1997/98
LOCHSIDE LEISURE CENTRE, FORFAR	126,835	107,664	101,005
CARNOUSTIE LEISURE CENTRE	118,386	115,563	119,725
BRECHIN LEISURE CENTRE	45,758	38,139	39,579
SALTIRE LEISURE CENTRE, ARBROATH	88,531	82,588	88,323
FORFAR SWIMMING POOL	74,485	65,654	63,675
MONTROSE SWIMMING POOL	106,998	103,845	103,183
BRECHIN HIGH SCHOOL POOL	11,579	13,452	11,548
CARNOUSTIE HIGH SCHOOL POOL	8,621	9,959	9,253
ARBROATH SPORTS CENTRE	264,545	255,147	166,822
MONTROSE SPORTS CENTRE	111,856	102,185	90,534
WEBSTER SPORTS CENTRE, KIRRIEMUIR	192,894	165,006	162,508
ARBROATH SPORTS & COMMUNITY CENTRE	44,278	37,479	46,292
LOCHSIDE CARAVAN PARK	9,455	8,299	6,430
CARNOUSTIE WOODLANDS CARAVAN PARK	4,869	4,336	4,826
MONTROSE SOUTH LINKS CARAVAN PARK	4,112	2,822	3,194
OUTDOOR RECREATIONS	77,487	68,716	85,743
COUNTRY PARKS (CROMBIE, FORFAR & MONIKIE)	554,573	501,660	512,015
TOTAL	1,845,262	1,682,538	1,614,655

STATUTORY INDICATORS

SPORT AND LEISURE MANAGEMENT

The number of attendances per 1,000 population for:

	1999/00
LEISURE POOLS	No service
TRADITIONAL SWIMMING POOLS	4,012

This indicator previously reported average attendance per opening hour. Angus only

The number of attendance per 1,000 population for:

	1999/00
OTHER INDOOR SPORT AND LEISURE FACILITIES, EXCLUDING POOLS IN COMBINED COMPLEX	6,885

This indicator previously reported average attendance per square metre. Angus only

The percentage of total operating expenditure for the year met from customer income for the following facilities:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
POOLS	1999/00	46.7%			
	1998/99	40.7%	33.3%	58.1%	37.2%
	1997/98	38.0%	34.2%	58.7%	39.5%
OTHER INDOOR FACILITIES	1999/00	45.6%			
	1998/99	43.5%	40.9%	55.6%	38.7%
	1997/98	40.9%	40.4%	54.3%	44.1%
OUTDOOR SPORTS PITCHES AND TRACKS	1999/00	40.0%			
	1998/99	33.2%	29.0%	30.5%	40.5%
	1997/98	39.9%	33.0%	36.2%	No service

ROADS

Staff are mainly based in Forfar, although providing services from depots throughout the area.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	63	£10.84	£2.7
1998/99	63	£10.56	£3.2
1997/98	70	£10.7	£3.3

PERFORMANCE – 1999/2000

The department maintains:

- 1,765 kilometres (1,096 miles) of roads;
- 240 bridges;
- 16,328 street lighting points;
- 1,400 illuminated signs and bollards;
- 1,604 spaces in 36 car parks, all of which are free.

STATUTORY INDICATORS

MAINTENANCE EXPENDITURE

Maintenance expenditure per kilometre, across main activities: Actual expenditure per carriageway kilometre:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
STRUCTURAL MAINTENANCE	1999/00	£437				
	1998/99	£648	£2,108	£927	£1,151	£2,197
	1997/98	£778	£1,513	£1,042	£961	£2,457
ROUTINE MAINTENANCE	1999/00	£1,031				
	1998/99	£1,089	£2,759	£1,736	£1,216	£2,373
	1997/98	£1,060	£2,102	£1,738	£932	£2,275
WINTER MAINTENANCE	1999/00	£745				
	1998/99	£777	£1,247	£1,101	£971	£1,159
	1997/98	£642	£1,307	£975	£768	£945
SURVEYS, INSPECTIONS	1999/00	£109				
	1998/99	£31	£68	£69	£52	£143
	1997/98	£109	£68	£51	£45	£105
TOTAL EXPENDITURE	1999/00	£2,322				
	1998/99	£2,545	£6,182	£3,833	£3,390	£5,873
	1997/98	£2,589	£4,990	£3,806	£2,706	£5,782

NETWORK MAINTENANCE

Carriageway surface treatments: percentage of network covered:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
SURFACING	1999/00	0.3%				
	1998/99	0.7%	0.8%	1.2%	1.0%	1.2%
	1997/98	1.0%	0%	1.0%	1.0%	1.3%
SURFACE DRESSING	1999/00	1.7%				
	1998/99	2.3%	0.4%	2.7%	6.0%	2.8%
	1997/98	1.0%	1.0%	3.0%	3.0%	2.7%
TOTAL % TREATED	1999/00	2.0%				
	1998/99	3.0%	1.2%	3.9%	7.0%	4.1%
	1997/98	2.0%	1.0%	4.0%	4.0%	4.0%

REPAIRS RESPONSE

Traffic lights failure: elapsed time from notification to the council, to the completion of the repair:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
LOCAL TARGET FOR THE REPAIR	1999/00	96 hours				
	1998/99	96 hours	48 hours	72 hours	48 hours	
	1997/98	36 hours	96 hours	48 hours	48 hours	
AVERAGE TIME FOR REPAIR	1999/00	28 hours				
	1998/99	24 hours	18 hours	57 hours	13 hours	
	1997/98	17 hours	17 hours	11 hours	28 hours	
c) % OF REPAIRS COMPLETED WITHIN 48 HOURS	1999/00	87.0%				
	1998/99	89.0%	90.9%	71.0%	100%	85.0%
	1997/98	93.0%	84.0%	96.0%	84.0%	85.3%

Street lights failure: elapsed time from notification to the council to the completion of the repair:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
LOCAL TARGET FOR THE REPAIR	1999/00	5 days				
	1998/99	14 day summer 7 days winter	7 days	10 day summer 5 day winter	7 days	
	1997/98	10 day summer 5 days winter	7 days	10 day summer 5 day winter	7 days	
AVERAGE TIME FOR REPAIR	1999/00	3 days				
	1998/99	3 days summer 2 days winter	3 days	2 days summer 2 days winter	9 days	
	1997/98	3 days summer 2 days winter	3 days	2 days summer 1 day winter	8 days	
% OF REPAIRS COMPLETED WITHIN 7 DAYS	1999/00	91.0%				
	1998/99	90.0%	87.2%	98.0%	66.0%	87.6%
	1997/98	91.0%	91.0%	99.0%	75.0%	89.0%

SOCIAL WORK

This is the second largest department with 21% of the total staff, based in the main towns in the area.

	STAFF	REVENUE EXPENDITURE £M	CAPITAL
1999/00	980	£31.76	£169,000
1998/99	995	£29.13	£312,000
1997/98	1,083	£27.44	£329,000

PERFORMANCE – 1999/2000

The department:

- Provided 2,922 (3,020) (2,900) people with help through the Home Care service;
- Ensured the supply of 66,280 (73,300) (67,500) meals through the Meals on Wheels service to 621 (700) (465) recipients;
- Supported 639 (620) (563) older people in residential/nursing home care provided by the council, private or voluntary sector;
- Supported 400 children and young people in the community;
- Supported 140 children and young people in foster care;
- Supported 53 (40) (25) families through the rural community childminding project. 60 (28) (26) families through rural outreach;
- Provided respite care services to 49 children with disabilities;
- Provided day care services to 200 people with learning disabilities, in three adult resource centres;
- Completed 771 (715) (786) social enquiry reports for persons appearing in court;
- Undertook 137 (129) (112) supervised attendance orders, 141 (165) (115) probation orders and 124 (176) (122) community service orders.

STATUTORY INDICATORS

COMMUNITY CARE ASSESSMENTS

Number of persons receiving an assessment or review:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
ELDERLY PEOPLE AGED 65+ 1999/00	4,144			
1998/99	3,744	3,873	3,494	1,636
1997/98	2,258	3,473	3,728	1,600
ELDERLY PEOPLE AGED 65+ WITH DEMENTIA 1999/00	170			
1998/99	175	430	111	101
1997/98	83	35	47	84
PEOPLE AGED 18-64 WITH MENTAL HEALTH PROBLEMS/DEMENTIA 1999/00	146			
1998/99	134	351	187	80
1997/98	149	227	198	50
PEOPLE AGED 18-64 WITH PHYSICAL DISABILITIES 1999/00	489			
1998/99	455	835	544	2,258
1997/98	407	846	504	2,382
PEOPLE AGED 18-64 WITH LEARNING DISABILITIES 1999/00	160			
1998/99	142	225	89	136
1997/98	95	331	83	103
PEOPLE AGED 18-64 WITH HIV/AIDS 1999/00	Less than 10			
1998/99	Less than 10	67	0	0
1997/98	Less than 10	73	0	1
PEOPLE AGED 18-64 WITH DRUG/ALCOHOL ABUSE PROBLEMS 1999/00	29			
1998/99	17	51	27	69
1997/98	28	34	13	51
TOTAL* 1999/00	5,138			

* This has been introduced as a new indicator. Angus only

Number of persons receiving a service:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
ELDERLY PEOPLE AGED 65+ 1999/00	4,784			
1998/99	7,763	4,230	4,304	2,235
1997/98	6,874	3,956	4,780	2,428
ELDERLY PEOPLE AGED 65+ WITH DEMENTIA 1999/00	193			
1998/99	302	431	85	178
1997/98	140	34	119	179
PEOPLE AGED 18-64 WITH MENTAL HEALTH PROBLEMS/DEMENTIA 1999/00	263			
1998/99	350	204	230	100
1997/98	381	197	241	92
PEOPLE AGED 18-64 WITH PHYSICAL DISABILITIES 1999/00	667			
1998/99	1,040	920	791	3,158
1997/98	862	856	651	3,773
PEOPLE AGED 18-64 WITH LEARNING DISABILITIES 1999/00	258			
1998/99	315	432	211	158
1997/98	384	451	195	136
PEOPLE AGED 18-64 WITH HIV/AIDS 1999/00	Less than 10			
1998/99	Less than 10	61	8	0
1997/98	Less than 10	63	6	1
PEOPLE AGED 18-64 WITH DRUG/ALCOHOL ABUSE PROBLEMS 1999/00	30			
1998/99	55	41	19	56
1997/98	57	26	12	42
TOTAL* 1999/00	6,195			

* This has been introduced as a new indicator. Angus only

NOTE: The variation between 1999/00 figures and the previous two years is due to different technical retrieval systems. The figures for the previous two years were artificially inflated due to double counting.

EXPENDITURE

Gross expenditure on each client group:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
ELDERLY PEOPLE 1999/00	£18,529,227			
1998/99	£17,563,250	£22,163,723	£13,978,877	£20,680,000
1997/98	£16,456,114	£18,933,640	£13,968,401	£17,694,000
PEOPLE WITH DEMENTIA 1999/00	£716,781			
1998/99	£722,037	£1,495,644	£1,156,023	£1,042,000
1997/98	£641,207	£1,273,020	£1,154,810	£853,000
PEOPLE RECOVERING FROM MENTAL ILLNESS 1999/00	£960,960			
1998/99	£761,848	£1,369,916	£885,862	£1,271,000
1997/98	£812,382	£982,742	£836,003	£1,156,000
PEOPLE WITH LEARNING DISABILITIES/MENTAL HANDICAPS 1999/00	£3,041,700			
1998/99	£3,026,705	£6,333,725	£3,912,621	£12,422,000
1997/98	£2,840,720	£6,372,241	£3,766,224	£11,433,000
PEOPLE WITH PHYSICAL DISABILITIES 1999/00	£1,377,348			
1998/99	£813,657	£4,711,965	£1,843,640	£2,130,000
1997/98	£878,175	£4,094,813	£1,749,269	£1,989,000
CHILDREN 1999/00	£6,112,844			
1998/99	£5,241,241	£14,526,571	£5,374,233	£11,536,000
1997/98	£4,841,299	£13,783,054	£5,423,082	£10,722,000
OFFENDERS 1999/00	£850,325			
1998/99	£861,344	£1,728,396	£1,133,702	£798,000
1997/98	£875,419	£1,555,574	£1,317,031	£836,000
PEOPLE WITH HIV/AIDS 1999/00	£55,554			
1998/99	£54,946	£294,924	£0	£0
1997/98	£31,256	£261,977	£0	£0
PEOPLE WITH DRUGS/ALCOHOL ABUSE PROBLEMS 1999/00	£107,876			
1998/99	£85,318	£558,097	£206,046	£399,000
1997/98	£62,796	£338,447	£140,733	£191,000
OTHER CLIENT GROUPS 1999/00	£0			
1998/99	£0	£0	£0	£0
1997/98	£0	£0	£0	£0
TOTAL 1999/00	£31,752,615			
1998/99	£29,130,346	£53,182,961	£28,491,004	£50,278,000
1997/98	£27,439,368	£47,595,508	£28,355,583	£44,874,000

Expenditure as a percentage of Social Work total:

		ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
ELDERLY PEOPLE	1999/00	58.4%				
	1998/99	60.3%	41.7%	49.1%	41.1%	42.9%
	1997/98	60.0%	39.8%	49.3%	39.4%	44.1%
PEOPLE WITH DEMENTIA	1999/00	2.3%				
	1998/99	2.5%	2.8%	4.1%	2.1%	5.6%
	1997/98	2.3%	2.7%	4.1%	1.9%	5.3%
PEOPLE RECOVERING FROM MENTAL ILLNESS	1999/00	3.0%				
	1998/99	2.6%	2.6%	3.1%	2.5%	4.1%
	1997/98	3.0%	2.1%	2.9%	2.6%	3.8%
PEOPLE WITH LEARNING DISABILITIES/MENTAL HANDICAPS	1999/00	9.6%				
	1998/99	10.4%	11.9%	13.7%	24.7%	14.7%
	1997/98	10.4%	13.4%	13.3%	25.5%	14.0%
PEOPLE WITH PHYSICAL DISABILITIES	1999/00	4.3%				
	1998/99	2.8%	8.9%	6.5%	4.2%	7.8%
	1997/98	3.2%	8.6%	6.2%	4.4%	7.8%
CHILDREN	1999/00	19.3%				
	1998/99	18.0%	27.3%	18.9%	22.9%	20.0%
	1997/98	17.6%	29.0%	19.1%	23.9%	20.0%
OFFENDERS	1999/00	2.7%				
	1998/99	3.0%	3.2%	4.0%	1.6%	3.0%
	1997/98	3.2%	3.3%	4.6%	1.9%	3.2%
PEOPLE WITH HIV/AIDS	1999/00	0.2%				
	1998/99	0.2%	0.6%	0%	0%	0.1%
	1997/98	0.1%	0.6%	0%	0%	0.1%
PEOPLE WITH DRUGS/ALCOHOL ABUSE PROBLEMS	1999/00	0.3%				
	1998/99	0.3%	1.0%	0.7%	0.8%	0.7%
	1997/98	0.2%	0.7%	0.5%	0.4%	0.7%
OTHER CLIENT GROUPS	1999/00	0%				
	1998/99	0%	0%	0%	0%	1.3%
	1997/98	0%	0%	0%	0%	1.4%

CHILD PROTECTION

		ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
THE NUMBER OF CHILDREN REFERRED OVER THE 12 MONTHS TO 31 MARCH	1999/00	190				
	1998/99	237	250	296	569	
	1997/98	257	264	195	459	
THE TOTAL NUMBER OF CHILDREN WHOSE NAMES APPEARED ON THE REGISTER AT SOME POINT DURING THE YEAR	1999/00	108				
	1998/99	126	129	99	194	
	1997/98	134	160	102	179	
THE NUMBER OF CHILDREN ON THE CHILD PROTECTION REGISTER AT 31 MARCH	1999/00	50				
	1998/99	59	44	45	86	
	1997/98	59	60	52	79	
THE NUMBER OF CHILDREN ON THE CHILD PROTECTION REGISTER AT 31 MARCH PER 1,000 POPULATION AGED UNDER 16 YEARS*	1999/00	2				
	THE AVERAGE TIME FOR A CHILD'S NAME TO REMAIN ON THE REGISTER	1999/00	41 weeks			
	1998/99	50 weeks	44 weeks	44 weeks	57 weeks	47 weeks
	1997/98	45 weeks	49 weeks	60 weeks	52 weeks	50 weeks

* This has been introduced as a new indicator. Angus only

CHILD CARE PLACEMENTS

The number of children being looked after by the council:

		ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
AT HOME	1999/00	48			
	1998/99	54	147	74	203
	1997/98	62	141	51	186
IN OTHER COMMUNITY PLACEMENTS	1999/00	98			
	1998/99	78	179	78	119
	1997/98	88	184	88	130
IN RESIDENTIAL ACCOMMODATION	1999/00	18			
	1998/99	20	50	16	36
	1997/98	19	53	16	43
TOTAL NUMBER BEING LOOKED AFTER*	1999/00	164			

* This has been introduced as a new indicator. Angus only

The number of children being looked after by the council as a percentage of the total:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
AT HOME 1999/00	29.3%				
1998/99	36.0%	39.0%	44.0%	57.0%	46.9%
1997/98	37.0%	37.0%	33.0%	52.0%	50.0%
IN OTHER COMMUNITY PLACEMENTS 1999/00	59.8%				
1998/99	51.0%	48.0%	46.0%	33.0%	38.3%
1997/98	52.0%	49.0%	57.0%	36.0%	34.8%
IN RESIDENTIAL ACCOMMODATION 1999/00	11.0%				
1998/99	13.0%	13.0%	10.0%	10.0%	14.9%
1997/98	11.0%	14.0%	10.0%	12.0%	15.2%

The number of children being looked after by the council as a rate per 1,000 population aged 0-17:

	1999/00
AT HOME	2
IN OTHER COMMUNITY PLACEMENTS	4
IN RESIDENTIAL ACCOMMODATION	1
TOTAL NUMBER	7

This has been introduced as a new indicator. Angus only

HOME CARE/HOME HELPS

The number of home care clients receiving:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE
LESS THAN 2 HOURS PER WEEK 1999/00	1,090			
1998/99	1,129	1,479	642	316
1997/98	974	1,736	607	313
2 TO LESS THAN 4 HOURS PER WEEK 1999/00	340			
1998/99	374	977	372	651
1997/98	527	1,054	481	657
4 TO 10 HOURS PER WEEK 1999/00	246			
1998/99	258	326	204	625
1997/98	261	301	231	618
MORE THAN 10 HOURS PER WEEK 1999/00	126			
1998/99	106	196	51	331
1997/98	104	151	56	302
TOTAL* 1999/00	1,802			

*This has been introduced as a new indicator. Angus only

The number as a percentage of home care clients receiving:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
LESS THAN 2 HOURS PER WEEK	1999/00	60.0%				
	1998/99	60.0%	50.0%	51.0%	16.0%	22.2%
	1997/98	51.0%	54.0%	44.0%	17.0%	23.3%
2 TO LESS THAN 4 HOURS PER WEEK	1999/00	19.0%				
	1998/99	20.0%	33.0%	29.0%	34.0%	31.6%
	1997/98	29.0%	33.0%	33.0%	35.0%	32.5%
4 TO 10 HOURS PER WEEK	1999/00	14.0%				
	1998/99	14.0%	11.0%	16.0%	33.0%	31.6%
	1997/98	14.0%	9.0%	17.0%	33.0%	31.4%
MORE THAN 10 HOURS PER WEEK	1999/00	7.0%				
	1998/99	6.0%	7.0%	4.0%	17.0%	14.5%
	1997/98	6.0%	5.0%	4.0%	16.0%	12.7%

Total number of home care hours per week:

	1999/00
PROVIDED	5,967
EXPRESSED AS A RATE PER 1,000 POPULATION AGED 65+	322.5

This has been introduced as a new indicator. Angus only

RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION

The percentage of care staff in residential homes who have appropriate qualifications, for these users:

Social work, social care and other specified qualifications:

	1999/00
CHILDREN	63.0%
ADULT OFFENDERS	No service
ELDERLY PEOPLE	35.0%
OTHER ADULTS	48.0%
OVERALL TOTALS	41.0%

Other relevant qualifications:

	1999/00
CHILDREN	5.0%
ADULT OFFENDERS	No service
ELDERLY PEOPLE	0%
OTHER ADULTS	0%
OVERALL TOTALS	1.0%

This has been introduced as a new indicator. Angus only

Percentage of staff with appropriate qualifications:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
CHILDREN 1999/00	68.0%				
1998/99	52.0%	60.0%	26.0%	59.0%	37.9%
1997/98	45.0%	62.0%	25.0%	63.0%	36.2%
ADULT OFFENDERS 1999/00	No service				
1998/99	No service	No service	No service	No service	34.0%*
1997/98	No service	No service	No service	No service	59.5%*
ELDERLY PEOPLE 1999/00	35.0%				
1998/99	20.0%	13.0%	23.0%	15.0%	25.5%
1997/98	16.0%	14.0%	20.0%	12.0%	18.8%
OTHER ADULTS 1999/00	48.0%				
1998/99	47.0%	28.0%	26.0%	10.0%	31.7%
1997/98	38.0%	17.0%	16.0%	8.0%	30.0%
OVERALL TOTALS** 1999/00	41.0%				

* Two authorities provided this service

** This has been introduced as a new indicator. Angus only

RESIDENTIAL ACCOMMODATION: PRIVACY

The number of single rooms expressed as a percentage of all residential care places for each of the following users, for each provider:

Council

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
CHILDREN 1999/00	100%				
1998/99	100%	91.4%	52.9%	100%	83.4%
1997/98	100%	100%	100%	100%	81.5%
ADULT OFFENDERS 1999/00	No service				
1998/99	No service	No service	No service	No service	100%*
1997/98	No service	No service	No service	No service	100%*
ELDERLY PEOPLE 1999/00	100%				
1998/99	100%	100%	100%	88.7%	85.4%
1997/98	100%	100%	100%	88.7%	83.0%
OTHER ADULTS 1999/00	100%				
1998/99	100%	100%	100%	82.9%	88.7%
1997/98	100%	100%	100%	82.9%	89.7%

* Two authorities provided this service

Voluntary Sector

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
CHILDREN	1999/00	No service				
	1998/99	No service	100%	31.2%	100%	69.3%
	1997/98	No service	100%	12.5%	100%	52.7%
ADULT OFFENDERS	1999/00	No service				
	1998/99	No service	No service	No service	No service	85.2%*
	1997/98	No service	No service	No service	No service	80.1%*
ELDERLY PEOPLE	1999/00	94.4%				
	1998/99	93.1%	88.1%	82.2%	77.8%	80.1%
	1997/98	93.1%	89.6%	74.0%	77.8%	78.6%
OTHER ADULTS	1999/00	100%				
	1998/99	100%	96.7%	78.2%	79.2%	87.8%
	1997/98	100%	97.0%	78.2%	78.8%	85.1%

*Three authorities provided this service

Private Sector

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
CHILDREN	1999/00	No service				
	1998/99	No service	14.3%	5.6%	No service	40.1%
	1997/98	No service	5.7%	5.6%	No service	8.2%
ADULT OFFENDERS	1999/00	No service				
	1998/99	No service	No service	No service	No service	No service
	1997/98	No service	No service	No service	No service	No service
ELDERLY PEOPLE	1999/00	86.1%				
	1998/99	83.8%	69.4%	77.6%	75.0%	66.4%
	1997/98	83.2%	63.2%	76.2%	75.5%	61.1%
OTHER ADULTS	1999/00	73.3%				
	1998/99	71.1%	76.0%	17.0%	82.6%	66.9%
	1997/98	73.3%	76.0%	18.0%	83.3%	54.6%

INSPECTION

Annual inspection of registered residential homes:

Council

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE	
AVERAGE NUMBER OF INSPECTIONS PER HOME	1999/00	2				
	1998/99	2	2.1	1.9	1.5	2
	1997/98	2	2.1	1.5	1.5	2
NUMBER OF HOMES INSPECTED LESS THAN TWICE	1999/00	0				
	1998/99	0	0	2	12	
	1997/98	0	0	4	11	
% OF HOMES THAT WERE INSPECTED LESS THAN TWICE	1999/00	0%				
	1998/99	0%	0%	10.0%	55.0%	25.0%
	1997/89	0%	0%	40.0%	50.0%	25.0%
NUMBER OF HOMES*	1999/00	10				

*This has been introduced as a new indicator. Angus only

Voluntary Sector

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
AVERAGE NUMBER OF INSPECTIONS PER HOME	1999/00	2			
	1998/99	2	2	2	1.3
	1997/98	2.1	2	1.6	1.6
NUMBER OF HOMES INSPECTED LESS THAN TWICE	1999/00	0			
	1998/99	0	0	2	38
	1997/98	0	0	9	26
PERCENTAGE OF HOMES THAT WERE INSPECTED LESS THAN TWICE	1999/00	0%			
	1998/99	0%	0%	8.0%	73.0%
	1997/89	0%	0%	45.0%	45.0%
NUMBER OF HOMES*	1999/00	13			

*This has been introduced as a new indicator. Angus only

Private Sector

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
AVERAGE NUMBER OF INSPECTIONS PER HOME	1999/00	2.1			
	1998/99	2	2.8	1.2	1.2
	1997/98	2	2.1	1.6	1.5
NUMBER OF HOMES INSPECTED LESS THAN TWICE	1999/00	0			
	1998/99	0	0	2	11
	1997/98	0	0	11	7
PERCENTAGE OF HOMES THAT WERE INSPECTED LESS THAN TWICE	1999/00	0%			
	1998/99	0%	0%	9.0%	79.0%
	1997/89	0%	0%	48.0%	50.0%
NUMBER OF HOMES*	1999/00	20			

*This has been introduced as a new indicator. Angus only

Total for all service providers

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
AVERAGE NUMBER OF INSPECTIONS PER HOME	1999/00	2			
	1998/99	2	2.2	2	1.3
	1997/98	2	2.1	1.6	1.6
NUMBER OF HOMES INSPECTED LESS THAN TWICE	1999/00	0			
	1998/99	0	0	5	61
	1997/98	0	0	24	44
PERCENTAGE OF HOMES THAT WERE INSPECTED LESS THAN TWICE*	1999/00	0%			
NUMBER OF HOMES*	1999/00	43			

*This has been introduced as a new indicator. Angus only

RESPITE CARE

The number of people assessed as requiring respite care, for whom at least one such arrangement was made:

Number of people requiring respite care:

Carer(s) of:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
ELDERLY PEOPLE AGED 65+	1999/00	246			
	1998/99	291	373	358	681
	1997/98	233	300	183	959
PEOPLE AGED 18-64 WITH LEARNING DISABILITIES	1999/00	45			
	1998/99	44	77	68	195
	1997/98	34	132	63	352
CHILDREN AGED 0-17 WITH DISABILITIES	1999/00	49			
	1998/99	51	106	92	127
	1997/98	48	96	85	424

Number of people receiving respite care:

	1999/00
ELDERLY PEOPLE AGED 65+	246
PEOPLE AGED 18-64 WITH LEARNING DISABILITIES	45
CHILDREN AGED 0-17 WITH DISABILITIES	41

This has been introduced as a new indicator. Angus only

Number of people receiving respite as a percentage of those assessed as requiring respite care:

Carer(s) of:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
ELDERLY PEOPLE AGED 65+	1999/00	100%			
	1998/99	100%	99.0%	82.0%	92.0%
	1997/98	100%	96.0%	85.0%	99.0%
PEOPLE AGED 18-64 WITH LEARNING DISABILITIES	1999/00	100%			
	1998/99	100%	99.0%	91.0%	94.0%
	1997/98	100%	98.0%	100%	99.0%
CHILDREN AGED 0-17 WITH DISABILITIES	1999/00	84.0%			
	1998/99	100%	79.0%	87.0%	100%
	1997/98	92.0%	78.0%	100%	97.0%

Number of people receiving respite care per 1,000 relevant population:

	1999/00
ELDERLY PEOPLE AGED 65+	13.3
PEOPLE AGED 18-64 WITH LEARNING DISABILITIES	0.7
CHILDREN AGED 0-17 WITH DISABILITIES	1.7

This has been introduced as a new indicator. Angus only

CHIEF EXECUTIVE'S

Staff 41 (37) (20) – during 1998/99 the Economic Development unit transferred from Planning and Transport into this department. The unit, previously located at Montrose, returned to Forfar in October 1999.

PERFORMANCE – 1999/2000

- We wrote regularly to all 27 Community Councils in the area, keeping them up-to-date on council corporate procedures. A joint working group with Community Councils revised "The Scheme for the Establishment of Community Councils" during the year, with the revised Scheme being completed in January 2000. We also organised two meetings between Angus councillors and Community Council representatives, where Best Value and the Council's Corporate Plan, amongst a range of subjects, were discussed;
- We provided £13,651 (13,232) (£15,700) to fund administration costs of Community Councils as well as £2,423 (£1,228) in administrative support, hall lets etc;
- We paid out 57 (51) (58) grants to local organisations totalling £30,298 (£23,153) (£53,000) to carry out community activities;
- The Open Golf Championship in Carnoustie attracted a total of 190,000 visitors who contributed over £3 million to the local economy;
- Site work has started on the new £2.5 million Brechin Industrial Park, which will provide opportunities for high-quality developments in an attractive setting;
- £1.145 million of European funding was secured for Angus.

There are no statutory performance indicators for this service.

FINANCE

Staff 138 (140) (138) - mainly based in Forfar, but with a large revenues section in Monifieth.

PERFORMANCE – 1999/2000

- We issued 59,844 (62,216) (76,471) cheques and 29,629 (28,694) (23,047) BACS. BACS is a direct credit service which was introduced during 1997/98 and has proved very successful.
- We insured the council's buildings and other properties valued at £784 million (£773 million) (£953.3 million).
- We serviced loan debt per head of population of £990.41 (£965.57) (£951.39).

STATUTORY INDICATORS

COUNCIL TAX COLLECTION

The cost of collecting Council Tax per chargeable dwelling:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	£15.64				
1998/99	£15.92	£13.97	£14.79	£11.32	£11.46
1997/98	£17.04	£15.48	£15.71	£11.70	£10.78

The income due from Council Tax for the year, excluding reliefs and rebates:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	£24,656,092				
1998/99	£23,519,146	£34,331,251	£35,025,575	£54,382,594	£37.7 million
1997/98	£21,983,108	£32,330,999	£34,244,613	£48,828,096	£35.4 million

The percentage of income due from council tax for the year, excluding reliefs and rebates that was received during the year:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	93.6%				
1998/99	93.5%	87.3%	93.1%	94.2%	88.3%
1997/98	93.3%	85.5%	92.6%	94.2%	88.6%

PAYMENT OF INVOICES

The number of invoices paid within 30 calendar days of receipt, or the agreed time limit if otherwise specified, as a percentage of all invoices paid:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	76.1%				
1998/99	80.0%	82.0%	70.0%	71.0%	70.0%
1997/98	79.0%	65.0%	67.0%	70.0%	70.0%

ACCOUNTS

Whether the statutory abstract of accounts for the previous financial year was submitted for audit by 30 June 1999

Yes

This has been introduced as a new indicator. Angus only

HOUSING BENEFIT AND COUNCIL TAX BENEFIT

The gross administration cost per case:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	£44.64				
1998/99	£25.26	£27.09	£32.01	£40.43	£35.59

Prior to 1998/99 only gross administration cost per housing benefit case was included.

The percentage of applications processed within 14 days of receipt of the required information by the council:

	ANGUS	DUNDEE	PERTH & KINROSS	ABERDEENSHIRE	SCOTTISH AVERAGE
1999/00	39.9%				
1998/99	88.7%	65.0%	77.6%	97.8%	73.1%

Prior to 1998/99 only housing benefit cases were included.

INFORMATION TECHNOLOGY

Staff 40 (37) (36) - based in Forfar, but providing servicing of computer equipment and advice on information technology usage throughout the area.

PERFORMANCE – 1999/2000

- We supported and maintained 9,080 (10,332) (9,750) items of computer equipment at over 261 (261) (260) sites;
- Dealt with over 4,350 (5,900) (4,800) support requests through the service desks.

There are no statutory performance indicators for this service.

LAW AND ADMINISTRATION

Staff 87 (79) (76) - the staff are mainly located in Forfar, although registrar's offices provide a direct service to the public in all the main towns and some of the larger villages.

PERFORMANCE – 1999/2000

- We made arrangements for 139 (180) (106) meetings of the Council and its committees at which 1,408 (1,345) (1,220) items of business were considered;
- We sold 232 (211) (268) council houses;
- We issued 663 (683) (705) Civic Government Act licences of various kinds;
- We dealt with 1,005 (906) (4,737) property enquiries, which raised £94,393 (£68,526) (£419,200);
- The registrars recorded a total of 2,425 (2,546) (2,466) entries 892 (942) (1,014) births, 1,121 (1,176) (1,071) deaths, 277 (291) (263) church marriages and performed 135 (137) (118) civil marriages;
- The Licensing Board issued 261 (444) (192) regular extensions of hours nine (24) (eight) new licences for licensed premises and granted 621 occasional licences;
- We dealt with 13 (15) (14) Ombudsman complaints, four (six) (eight) of which were not pursued (without enquiry), four (four) (two) were not investigated (following enquiry) and in five (two) (one) case(s) there was an offer of local settlement. No (three) (three) cases were carried forward following initial inquiry. In previous years the Ombudsman complaints were dealt with through the Chief Executive's Department.

STATUTORY INDICATORS

COUNCIL HOUSE SALES

The percentage of house sales completed within the following time bands*:

	1999/00	1998/99
UP TO 26 WEEKS	74.1%	71.1%
27 WEEKS AND MORE	25.9%	28.9%

*The time bands changed for this indicator from 1999/00. However, the same information was requested by the Scottish Executive for 1998/99, and is included for comparison purposes. Angus only

Note: This indicator is a Housing services indicator, but as the main work of sale is carried out by Law and Administration is included in this section. The number of houses sold in 1999/00 was 232 (211) (268).

Ombudsman complaints have been introduced as an indicator in 1999/2000 and are listed in the council wide section.

PERSONNEL

Staff 40 (46) (22) - based in Forfar and Arbroath, the staff provide advice on personnel, safety and employee development issues and provide a range of vocational training to increase the skills base in Angus.

PERFORMANCE 1999/2000

- We provided 134 (151) (101) training courses involving 1,671 (1,863) (1,034) employees.

There is a sickness absence performance indicator in the council wide section with a further indicator on equal opportunities being introduced during 2000/2001.

PROPERTY SERVICES

Staff 89 (93) (84) - located in Forfar and Arbroath from where they provide a full architectural, quantity surveying, building services, estate management and maintenance service in respect of all council buildings.

PERFORMANCE - 1999/2000

- We administered the planned and unplanned maintenance of schools and social work establishments, libraries, leisure facilities etc., and spent £2.85 millions (£2.69 millions) (£2.5 millions) on 1,500 properties issuing 8,900 (9,977) (9,000) job lines;
- We also sold 12 properties (18 properties) (12 properties) realising over £431,000 (£516,600) (£570,000) for reinvestment in the capital programme. We acquired 14 (seven) (five) properties at a cost of £28,500 (£117,000) (£305,000), negotiated 12 (14) (17) new leases and 12 (three) (11) lease renewals and carried out 33 (seven) (23) rent reviews.

There are no statutory performance indicators for this service.



Angus Council
The Cross, Forfar DD8 1BX
Tel 01307 461460 Fax 01307 461874
e-mail chiefexec@angus.gov.uk web www.angus.gov.uk
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