

Performance Information



2000 | 2001

Performance Information 2000/2001

This leaflet lets you see how Angus Council performed with statutory performance indicators for 2000/2001 and contains 1999/2000 figures for comparison purposes.

- How do you think the council performs?
- Can we improve the service to you?
- If you think so, how can we improve the service to you?

Let us know how you think we've performed, using the attached post paid reply form.

Further information about Angus Council and the services it provides is contained in the 2000/2001 Annual Report & Accounts, which is available in libraries, council reception areas, and on the council's web site (www.angus.gov.uk).

BENEFITS ADMINISTRATION

HOUSING BENEFIT AND COUNCIL TAX BENEFIT

1	The gross administration cost per case:		
	a) Rent allowance cases	£77.08	-
	b) All other cases	£34.41	-
	c) Overall cost	£48.74	£44.64
2	Average time to process:		
	a) New claims	46.1 days	-
	b) Notifications of changes of circumstances	12.9 days	-
	% of renewal claims processed on time	77.3%	-
3	a) % of cases for which the calculation of the amount of benefit was correct	97%	-
	b) Does the council have a written security strategy?	Yes	-
	c) % of recoverable overpayments that were recovered in the year	77%	-

BUILDING CONTROL

BUILDING WARRANT AND COMPLETION CERTIFICATE APPLICATIONS

	Building warrant		Completion certificate		
1	Average time for dealing with requests	9 days	6 days	2 days	2 days
	Average time to issue	2 days	2 days	2 days	2 days
	Total number issued	1,280	1,462	1,090	1,236

COUNCIL-WIDE

SICKNESS ABSENCE

1	The no. of days lost through sickness absence expressed as a % of the total working days available, for the following groups of staff:		
	a) Chief officers, administrative, professional, technical and clerical employees	4.0%	4.3%
	b) Craft and manual employees	5.1%	6.7%
	c) Teachers	3.7%	3.7%

COMPLAINTS

2	The no. of complaints accepted for enquiry by the Ombudsman which:		
	a) Resulted in a local settlement	2	5
	b) Were classified as maladministration	0	0

LITIGATION CLAIMS

3	Number and (value) of successful litigation actions against the authority settled in the financial year in respect of:		
	a) The Housing service, per 10,000 council dwellings	1 (£1,227)	0 (£0)
	b) The Roads service, per 10,000 population	0 (£0)	0.1 (£580)
	c) All other services, per 10,000 population	0.2 (£22,806)	0.1 (£700)

EQUAL OPPORTUNITIES POLICY

4	Number and (%) of employees who are women in staff salary bands:			
		A	B	C
	a) Chief officials	5 (10.2%)	-	-
	b) Local government and craft employees	14 (31.1%)	159 (43.8%)	2,116 (73.7%)
	c) Teachers	57 (57.0%)	972 (77.1%)	-

EDUCATION

PRE SCHOOL EXPERIENCE

1 a) The % of children who received government grant-aided education from the following providers:	i) in their pre-school year		ii) 3-year olds in the year before their pre-school year	
Council	83.4%	82.4%	48.6%	36.9%
Private	8.5%	7.0%	10.4%	15.6%
Independent	0%	0.5%	0%	1.1%
Voluntary	6.1%	4.2%	24.2%	26.5%
Total	97.9%	94.0%	83.3%	80.2%
b) The % of these grant-aided children who received fewer than five education sessions per week during the period they were eligible:	4.9%	3.2%	28.3%	30.6%

PRIMARY SCHOOL

2 a) The % of classes with pupil nos. of:	Single Year		Composite Year		P1 to P3	
15 or less	0.8%	0.5%	8.5%	8.3%	11.6%	10.1%
16 - 20	5.7%	2.9%	9.0%	7.0%	16.6%	11.8%
21 - 25	22.9%	22.1%	12.9%	17.4%	39.8%	43.3%
26 - 30	32.4%	31.0%	0.8%	0.5%	29.8%	28.1%
31 - 33	6.9%	9.6%	0%	0%	2.2%	6.7%
34 or more	0.3%	0.5%	0%	0%	0%	0%
b) The total no. of classes	268	256	121	128	181	178
3 The average no. of children per primary school class			23.9	24.3		
4 a) Occupancy: The % of schools where the ratio of pupils to places is:						
40% or less			13.1%	9.7%		
41 - 60%			16.4%	24.2%		
61 - 80%			37.7%	30.6%		
81 - 100%			27.9%	30.6%		
101% or more			4.9%	4.8%		
b) The total no. of primary schools			61	62		

SECONDARY SCHOOL

5 a) Occupancy: The % of schools where the ratio of pupils to places is:		
40% or less	0%	0%
41 - 60%	12.5%	12.5%
61 - 80%	25.0%	25.0%
81 - 100%	62.5%	50.0%
101% or more	0%	12.5%
b) The total no. of secondary schools	8	8

SPECIAL EDUCATIONAL NEEDS

6 a) The average time taken to complete an assessment	18 weeks	16 weeks
b) % of assessments completed in:		
up to 18 weeks	61.8%	52.9%
19 - 26 weeks	26.5%	47.1%
27 - 39 weeks	5.9%	0%
40 - 52 weeks	2.9%	0%
more than 1 year	2.9%	0%

EXPENDITURE

7 i) Actual and (%) expenditure on each of the following sectors:				
Pre-school education	£2,195,000	(3.3%)	£2,002,000	(3.3%)
Primary education	£24,525,000	(37.0%)	£22,058,000	(35.9%)
Secondary education	£28,591,000	(43.1%)	£26,971,000	(43.8%)
Special educational needs	£3,441,000	(5.2%)	£3,219,000	(5.2%)
Community education	£1,349,000	(2.0%)	£1,200,000	(2.0%)
Other expenditure	£6,266,000	(9.4%)	£6,074,000	(9.9%)
Total expenditure	£66,367,000		£61,524,000	

ii) Expenditure per:			
Pre-school education per place	£3,032	£2,781	
Primary education per pupil	£2,633	£2,362	
Secondary education per pupil	£3,967	£3,694	

ENVIRONMENTAL HEALTH

FOOD SAFETY: HYGIENE INSPECTIONS

1 The no. of establishments in each of the following three categories requiring inspection during the year, and the % of the inspections which were undertaken within the prescribed period:

Minimum inspection frequency	6 months		12 months		> 12 months	
No. to be inspected	80	146	253	235	236	359
% of inspections undertaken within time	60%	84.6%	72.7%	69.4%	35.2%	39.3%
No. of establishments inspected receiving formal follow-up action	80	75	118	101	57	84

WORKPLACE SAFETY INSPECTIONS

2 a) The no. liable to inspection

	1,779	1,753
The % of premises liable to inspection brought within the inspection rating system	100%	100%

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

Target inspection frequency:	24 months		48 months		72 months	
No. of premises in this category	52	54	586	573	1,141	1,126
Target no. of premises to be inspected	51	23	257	255	154	310
% of inspections carried out within time	76.5%	69.6%	52.9%	65.9%	35.7%	29.7%

ENVIRONMENTAL PROTECTION

3 Noise complaints:

a) The total no. received which were the council's responsibility for advice or investigation	198	139
b) The no. of complaints:		
i) Completed at initial inquiry stage	85	83
ii) Which required further investigation	113	56
c) The % of responses:		
At b)i which were provided in 1 day (calendar)	90.6%	97.6%
At b)ii which were provided in 3 days (calendar)	83.2%	89.3%
d) The no. of complaints at b)ii above which were dealt with by:		
i) formal action	0	0
ii) informal action only	77	50
iii) no follow-up action	36	6

PEST CONTROL

4 % of pest control responses that met the council's target

High priority: 24 hours	100%	94.3%
Low priority: 48 hours	99.2%	99.3%
% of pest control responses that met the national benchmark		
High priority: 2 working days	100%	98.1%
Low priority: 5 working days	100%	100%

ENVIRONMENTAL SERVICES

REFUSE COLLECTION

1 The gross cost of:

a) Collection (combined domestic, commercial and domestic bulky uplift) per premise	£36.19	£35.97
b) Disposal per premise	£37.16	-

2 Special uplift service for bulky domestic refuse:

Target response time (working days)	5 days	5 days
% of uplifts completed within 5 days	94.2%	94.9%

3 The no. of household waste collections which were missed, per 100,000 collections, during the periods:

May to September	13	12
April and October to March	17	15

REFUSE RECYCLING

4 The amount of waste in tonnes per premise that was disposed of by the following methods and expressed as a (%):

	Household		Commercial & industrial				
Used for recovery of heat, power and other energy sources	0.205	(23.4%)	0.13	(13.5%)	1.092	(23.6%)	-
Composted by the authority	0.059	(6.7%)	0.07	(7.3%)	0	(0%)	-
Other recycling methods	0.070	(8.0%)	0.06	(6.2%)	0.684	(14.8%)	-
Landfill	0.541	(61.8%)	0.68	(70.5%)	2.852	(61.6%)	-
Other methods	0	(0%)	0.025	(2.6%)	0	(0%)	-
Total	0.875		0.965		4.628		

FINANCE

COUNCIL TAX COLLECTION

1 Collection costs: the cost of collecting Council Tax per chargeable dwelling		£14.44	£15.64
2 Income:			
a) The income due from Council Tax for the year, excluding reliefs and rebates		£26,089,017	£24,656,092
b) The % of a) that was received during the year		93.9%	93.6%

PAYMENT OF INVOICES

3 The no. of invoices paid within 30 calendar days of receipt, or the agreed time limit if otherwise specified, as a % of all invoices paid	77.2%	76.1%
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ACCOUNTS

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

RESPONSE REPAIRS

1 No. of repairs carried out in the following response categories* and the (%) completed within target:				
1 hour	5,311	(86.7%)	2,275	(93.5%)
3 working days	4,233	(70.3%)	321	(94.1%)
7 working days	13,702	(78.0%)	353	(90.1%)
20 working days	136	(54.4%)	16,456	(91.3%)
3 months	57	(80.7%)	516	(73.1%)
* changed for 2000/01				
The number of repairs due to be completed within 24 hours and the % completed within 24 hours	5,311	(86.7%)		

MANAGING TENANCY CHANGES

2 The total annual rent loss due to voids expressed as a % of the total amount of rent due in the year	1.85%	1.17%		
3 Time taken to re-let houses analysed by the following void periods:	Number and % of houses re-let			
less than 2 weeks	539	(52.3%)	624	(55.9%)
2 - 4 weeks	207	(20.1%)	170	(15.2%)
more than 4 weeks	284	(27.6%)	323	(28.9%)

RENT ARREARS

4 Current tenant arrears as a % of the net amount of rent due in the year	3.5%	2.8%
The % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	2.0%	1.4%

COUNCIL HOUSE SALES

5 The % of house sales completed within the following time bands*:		
Up to 20 weeks	31.0%	}74.1%
21 to 26 weeks	60.4%	
27 to 32 weeks	4.3%	}25.9%
33 weeks or more	4.3%	
*changed for 2000/01		

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Chief Executive
Angus Council
FREEPOST SCO3712
The Cross
FORFAR
DD8 1ZR

HOMELESSNESS

6 a) The total no. of homeless households in priority need, per 10,000 households		52.5	60.8
b) The no. of households provided with each of the following four types of temporary accommodation:			
	Average length of stay & as a (%) of total		
Hostels	56 days (3.6%)	46 days (8.0%)	
Council furnished dwellings	65 days (96.4%)	84 days (91.5%)	
Bed and breakfast	0 days (0%)	0 days (0%)	
Other	0 days (0%)	3 days (0.5%)	

LEISURE AND RECREATION**SPORT AND LEISURE MANAGEMENT**

1 The no. of attendances per 1,000 population for:			
Leisure pools		NS	NS
Traditional swimming pools		3,674	4,012
2 The no. of attendances per 1,000 population for other indoor sports and leisure facilities, excluding pools in a combined complex		7,342	6,885
3 The % of total operating expenditure for the year met from customer income for the following facilities:			
Pools		47.3%	46.7%
Other indoor facilities		43.4%	45.6%
Outdoor sports pitches and tracks		33.4%	40.0%

MUSEUMS

4 a) The no. of museums operated by or financially supported by the council		9	9
b) The % of these which are registered under the Museum and Galleries Commission (MGC) registration scheme		66.7%	89.0%

LIBRARIES**PROCESSING TIME**

1 The average time taken to satisfy book requests		17 days	16 days
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EXPENDITURE

2 Total library staff costs:			
a) per item issued		£0.69	£0.65
b) per visit		£1.06	£1.03
3 Expenditure per 1,000 population for:			
a) book lending stock; fiction		£959	£1,496
b) book lending stock; non-fiction		£818	£1,118
c) audio-visual and other lending material		£559	£512
d) reference stock - books and printed materials		£168	}£236
e) reference stock - electronic materials		£13	

STOCK TURNOVER

4 Changes in library stock of book and audio-visual material per 1,000 population:				
		Adult	Children's & teenage	
a) Opening stock	2,287	2,291	629	613
b) Recommended national target for annual no. of additions	280	280	100	100
c) Actual additions	188	254	72	89
d) Withdrawals	231	264	58	74
e) Stock at year end	2,244	2,282	642	628

USE OF LIBRARIES

5 Borrowers from public libraries:			
a) Borrowers as a % of the resident population		32.3%	33.2%
b) Average no. of issues per borrower		30.1	31.3

PLANNING**PROCESSING TIME**

1 The % of householder applications dealt with within the following times:			
Up to 1 month		39.5%	43.2%
1 month - 2 months		53.1%	48.7%
2 months - 3 months		5.9%	5.9%
More than 3 months		1.5%	2.2%

PROCESSING TIME (continued)

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

Up to 2 months	66.3%	67.5%
2 months - 3 months	19.5%	18.3%
More than 3 months	14.2%	14.2%

APPEALS

3 a) The no. of decisions which went to appeal	10	21
b) a) as a % of all decisions	1.0%	1.9%
c) The % of a) that were successful	30.0%	9.5%

DEVELOPMENT PLANS

4 The % of the population covered by a Local Plan which has been adopted within the last five years	100%	8.4%
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ROADS AND LIGHTING

MAINTENANCE EXPENDITURE

1 Maintenance expenditure per kilometre, and expressed as a (%) % of total expenditure across main activities:

Structural maintenance	£771	(29.3%)	£437
Routine maintenance	£512	(19.5%)	£1,031
Winter maintenance	£1,048	(39.8%)	£745
Surveys, inspections	£33	(1.2%)	£109
Footway maintenance	£1,236	(10.2%)	-
Total	£3,600		£2,322

NETWORK MAINTENANCE

2 Carriageway surface treatments: % of networks covered:

Surfacing	0.2%	0.3%
Surface dressing	0.9%	1.7%
Total % treated	1.1%	2.0%

TRAFFIC LIGHT REPAIRS

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

Local target time for repair	48 hours	96 hours
Average time for repair	13 hours	28 hours
% of repairs completed within 48 hours	96%	87%

STREET LIGHTING

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

Local target time for repair	5 days	5 days
Average time for repair	2 days	3 days
% of repairs completed within 7 days	96%	91%

5 Gross cost of street lighting per lamp

£94.77 -

Lighting columns replaced expressed as a % of the total number of columns

1.41% -

SOCIAL WORK

COMMUNITY CARE ASSESSMENTS

1 a) No. of persons assessed or reviewed and (receiving) a service:

People aged:

65+	4,070	(5,058)	4,144	(4,784)
65+ with dementia	179	(210)	170	(193)
18-64 with mental health problems/dementia	396	(225)	146	(263)
18-64 with physical disabilities	501	(717)	489	(667)
18-64 with learning disabilities	163	(255)	160	(258)
18-64 with HIV/AIDS	<10	(<10)	<10	(<10)
18-64 with drug/alcohol abuse problems	29	(28)	29	(30)
Total	5,338	(6,493)	5,138	(6,195)

b) No. of persons assessed or reviewed and services provided expressed as a rate per 1,000 relevant population:

	Persons receiving an assessment or review	Persons receiving a service
People aged:		
65+	220.8	274.4
65+ with dementia	9.7	11.4
18-64 with mental health problems/dementia	5.9	3.4

COMMUNITY CARE ASSESSMENTS (continued)

	Persons receiving an assessment or review	Persons receiving a service
18-64 with physical disabilities	7.5	10.7
18-64 with learning disabilities	2.4	3.8
18-64 with HIV/AIDS	<10	<10
18-64 with drug/alcohol abuse problems	0.4	0.4
Total	62.5	76.1

EXPENDITURE
2 Expenditure on services for adults in community care client group:

	£'000	Expenditure as a %	Cost per head of population aged 18 +
Home and community based services	£10,754,000	49.5%	£125.97
Long-term residential and nursing home care	£10,970,000	50.5%	£128.50
Total expenditure	£21,724,000		

CHILD PROTECTION

3 a) The no. of children referred over the 12 months to 31 March	156	190
b) The % of children on the register in the year who had previously been on the register	8.1%	-
c) Number of children on the child protection register at 31 March	46	50
d) Number of children on the child protection register at 31 March per 1,000 population aged under 16 years	2.1	2.3
e) Percentage of children on the register at 31 March who had been on the register for:		
Less than 6 months	73.9%	-
6 months but under one year	19.6%	-
One year but under 2 years	4.3%	-
Two years or more	2.2%	-

CHILD CARE PLACEMENTS
4 The number of children being looked after by the council in the following types of placement:

i) Number of children		
a) At home	59	48
b) In other community placements	81	98
c) In residential accommodation	16	18
d) Total no. being looked after excluding respite	156	-
e) Children aged under 12 being looked after in residential accommodation	0	-
f) Total children aged under 12 being looked after, excluding respite	62	-
g) Children receiving respite excluded from a) to f)	29	-
h) Total looked after including respite	185	-
ii) i) as a % of the total number being looked after		
a) At home	37.8%	29.3%
b) In other community placements	51.9%	59.8%
c) In residential accommodation	10.3%	11%
d) Total no. being looked after excluding respite	100%	-
e) Children aged under 12 in residential accommodation being looked after	0%	-
iii) The number of children being looked after as a rate per 1,000 population 0 - 17		
a) At home	2.4	1.9
b) In other community placements	3.3	4
c) In residential accommodation	0.7	0.7
d) Total no. being looked after excluding respite	6.4	-
Children receiving respite excluded from a) to f)	1.2	-
Total looked after including respite	7.6	-

HOME CARE/HOME HELP CLIENTS
5 The level and flexibility of service to home care clients

Number of home care clients receiving and (as a rate per 1,000 population aged 65+):

Level of service:

a) Less than 2 hours per week	1,063	(57.7)	1,090
b) 2 to less than 4 hours per week	337	(18.3)	340
c) 4 to 10 hours per week	284	(15.4)	246
d) More than 10 hours per week	120	(6.5)	126
e) Total	1,804	(97.9)	1,802

HOME CARE/HOME HELP CLIENTS (continued)

Flexibility of service:

f) Personal care	1,089	(59.1)	-
g) Care at weekends	446	(24.2)	-
h) Care in evening/overnight	296	(16.1)	-

Volume of service:

i) Total number of home care hours per week provided or purchased	6,110	(331.5)	5,967 (322.5)
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RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION

6 The % of care staff in

residential homes who

have appropriate qualifications, for these users:

	i) Social work, social care and other specified qualifications		ii) Other relevant qualifications		iii) The % of total staff with appropriate qualifications	
a) Children	70%	63%	0%	5%	70%	68%
b) Elderly people	40%	35%	0%	0%	40%	35%
c) Other adults	47%	48%	0%	0%	47%	48%
iv) Overall totals						
a) Social work, social care and other specified qualifications			43%		41%	
b) Other relevant qualifications			0%		1%	
c) Total staff			43%		41%	

RESIDENTIAL ACCOMMODATION: PRIVACY

7 The no. of single rooms and rooms with en-suite facilities expressed as a % of all residential care places for each of the following users, for each provider:

	Council		Voluntary Sector		Private Sector	
i) Single Rooms						
a) Children	100%	100%	NS	NS	NS	NS
b) Elderly people	100%	100%	93.0%	94.4%	88.4%	86.1%
c) Other adults	100%	100%	100%	100%	60.0%	73.3%
ii) Rooms with en-suite facilities						
a) Children	0%	-	NS	-	NS	-
b) Elderly people	42.9%	-	0%	-	70.4%	-
c) Other adults	0%	-	24.4%	-	60.0%	-

RESIDENTIAL ACCOMMODATION: INSPECTION OF RESIDENTIAL HOMES

8 The inspection of registered residential homes:

	Council	Voluntary Sector	Private Sector	Total
a) Children				
No. of homes	2	NS	NS	2
No. of homes inspected less than twice	0	NS	NS	0
% of homes inspected less than twice	0%	NS	NS	0%
Average no. of inspections per home	2.5	NS	NS	2.5
b) Elderly people				
No. of homes	4	2	18	24
No. of homes inspected less than twice	0	0	0	0
% of homes inspected less than twice	0%	0%	0%	0%
Average no. of inspections per home	3.0	3.0	3.1	3.0
c) Other adults				
No. of homes	3	10	1	14
No. of homes inspected less than twice	0	1	0	1
% of homes inspected less than twice	0%	10%	0%	7.1%
Average no. of inspections per home	2.7	2.3	3.0	2.4

RESPIRE CARE

9 No. of people assessed as requiring respite care, the number per 1,000 population and the volume of respite care provided or purchased

	People aged 65+	People aged 18 - 64	Children aged 0 - 17 with disabilities
Residential respite care	181	53	12
No. per 1,000 population	9.8	0.8	0.5
Volume of respite care (bed-nights)	3,787	987	190
Respite care provided at home	42	25	21
No. per 1,000 population	2.3	0.4	0.9

RESPIRE CARE (continued)

	People aged 65+	People aged 18 - 64	Children aged 0 - 17 with disabilities
Volume of respite care (hours)	4,481	5,987	3,584
Other respite care	0	0	12
No. per 1,000 population	0	0	0.5
Volume of respite care (bed-nights/hours)	0/0	0/0	235/0

CRIMINAL JUSTICE
10 Social enquiry reports

a) No. of reports submitted to courts during the year	1,022
b) a) expressed as a rate per 1,000 adult population	11.6
c) Proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt	97.3%
d) Proportion of reports submitted to courts by due date	99.2%

11 Probation

a) No. of new probation orders issued during the year	171
b) a) expressed as a rate per 1,000 adult population	1.9
c) Proportion of new probationers seen by a supervising officer within one week	67.0%
d) Proportion of people subject to a probation order who were reported to the court for breach of probation during the year	51.0%

12 Community service

a) No. of new community service orders issued during the year	162
b) a) expressed as a rate per 1,000 adult population	1.8
c) Average length of community service for orders completed during the year	139 hours
d) Average number of days taken to complete orders completed during the year	349 days

TRADING STANDARDS
ENQUIRIES, COMPLAINTS AND ADVICE
1 The % of enquiries, complaints and advice requests completed in the following time bands:

	Consumer enquiries		Consumer complaints		Business advice requests	
Same day	83.8%	85.2%	53.3%	44.7%	65.2%	72.7%
2 - 14 days	9.9%	9.0%	23.3%	22.6%	24.2%	21.2%
15 - 30 days	3.0%	3.5%	10.5%	11.6%	5.7%	3.8%
Over 30 days	3.3%	2.3%	13.0%	21.0%	4.8%	2.3%

INSPECTION OF TRADING PREMISES
2 Premises liable to inspection: target and actual coverage:
High risk:

i) Target inspection frequency	12 months	
ii) No. of premises in this category	106	113
iii) Target total no. of visits	103	110
iv) % of target achieved within time	76.7%	80%

Medium risk:

i) Target inspection frequency	24 months	
ii) No. of premises in this category	1,624	1,649
iii) Target total no. of visits	787	790
iv) % of target achieved within time	16.4%	28.9%

Low risk:

i) Target inspection frequency	60 months	
ii) No. of premises in this category	1,194	1,174
iii) Target total no. of visits	227	230
iv) % of target achieved within time	7.5%	24.8%

NS = No Service