

PERFORMANCE INDICATORS

Supplement to the Annual Report & Accounts

2002-2003



INTRODUCTION

The Performance Indicators Supplement to the Annual Report and Accounts contains Angus Council's statutory performance indicator details for financial year 2002/03. The council has used for comparison purposes, 2000/01 and 2001/02 statutory performance indicator figures from the neighbouring authorities where available. The All Scotland figures are also provided where appropriate. The All Scotland figures indicate the average level of performance of Scottish councils and have been extracted from the information provided by Audit Scotland.

Departments of the council have also given examples of what they achieved in 2002/03, along with staff numbers and budget information, where appropriate.

For further information, the profile of Angus, the latest employment structure for Angus and 'Angus in Comparison', which shows how Angus Council expenditure, tax levels etc compare with neighbouring authorities, is also included.

Your views are important to Angus Council and we would be grateful if you could take a few minutes to fill in the questionnaire at the back of this document. The questionnaire folds up into a pre-paid envelope, so there is no need for a stamp. Alternatively, you could complete the questionnaire on line by visiting www.angus.gov.uk/annualreports.

ANGUS PROFILE

Socio-Economic Profile

Angus has an estimated population of 108,400 (2001 Census), 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 6.5. 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 (1996-2001) has shown a slight decrease of 1.9% resulting in the present total of 108,400.

The population of Angus is projected to decrease slightly with a year 2011 projection of 104,357 representing a decrease of 4.4% from 2000, slightly greater than the trend for Scotland as a whole where the population is projected to decrease from 5,114,600 in 2000 to 5,046,519 in 2011, down 1.4%.

The distinctive features of the Angus economy are its relatively high employment in primary industries (forestry, fishing, agriculture) and in manufacturing (secondary) which jointly account for 21% of jobs (31% in 1991) compared with 15% for Scotland. Conversely, Angus has a relatively lower percentage of employment in the service (tertiary) sector.

Employment Structure 2001

	Primary	Manufacturing	Production & Construction	Services
Angus	5%	16%	7%	70%
Scotland	2%	13%	7%	79%

Source: 2001 Annual Business Inquiry.

Unemployment at April 2003 for Angus was 2.9%, slightly below the Scottish average of 3.3%. The former Arbroath Travel to Work Area (TTWA) was 12th highest of 60 former TTWAs with a rate of 5.8%. The former Brechin/Montrose TTWA and the former Forfar TTWA ranked 27th and 43rd respectively. The former Dundee TTWA which included Monifieth, Carnoustie and Sidlaw ranked 9th highest.

Angus in Comparison - Based on Estimates 2003/04, 2002/03 and 2001/02

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

	Angus			Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
	2003/04	2002/03	2001/02	2002/03	2002/03	2002/03	2002/03
Council Tax	£933	£881	£821	£1,079	£936	£919	£971
Area (hectares)	218,148	218,148	218,148	6,515	531,146	631,787	
Population	109,644	109,667	109,180	141,062	133,323	226,857	5,108,670
	£000	£000	£000	£000	£000	£000	£000
Expenditure	184,046	164,920	149,668	258,179	204,707	339,604	8,348,553
Plus Restoration of balances	0	0	0	0	0	0	1,268
Less Specific Grant	11,568	11,799	11,516	20,615	13,891	20,972	613,071
Net Expenditure	172,478	153,121	138,152	237,564	190,816	318,632	7,736,750
Financed by:							
NDRI/RSG	135,870	118,955	106,609	187,179	138,981	237,366	5,957,725
Council Tax	36,208	33,256	30,748	49,429	50,310	81,266	1,744,132
Use of balances	0	260	95	544	1,525	0	27,146
Surplus local tax income	400	650	700	412	0	0	7,747
	172,478	153,121	138,152	237,564	190,816	318,632	7,736,750
	£	£	£	£	£	£	£
Expenditure per head of population	1,679	1,504	1,371	1,830	1,535	1,497	1,634
Income per head of population:							
Specific grants	106	108	106	146	104	93	120
NDRI/RSG	1,239	1,085	976	1,327	1,043	1,046	1,166
Council Tax	330	303	282	350	377	358	341
Use of balances	0	2	1	4	11	0	5
Surplus local tax income	4	6	6	3	0	0	2
	1,679	1,504	1,371	1,830	1,535	1,497	1,634

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.

COUNCIL WIDE

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:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Chief officers, administrative, professional, technical and clerical employees	2002/03	4.5%				
	2001/02	4.2%	4.9%	4.1%	5.1%	5.2%
	2000/01	4.0%	4.7%	4.9%	5.5%	5.2%
Craft and manual employees	2002/03	6.3%				
	2001/02	5.4%	6.0%	4.9%	5.6%	6.5%
	2000/01	5.1%	5.4%	7.8%	6.2%	6.5%
Teachers	2002/03	4.4%				
	2001/02	3.6%	4.8%	4.3%	3.3%	4.0%
	2000/01	3.7%	5.0%	3.4%	3.2%	4.0%

Complaints

The number of complaints accepted for enquiry by the Ombudsman:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
Which resulted in a local settlement	2002/03	0			
	2001/02	0	2	3	0
	2000/01	2	6	0	3
Which were classified as maladministration	2002/03	0			
	2001/02	0	0	0	0
	2000/01	0	0	0	0

Litigation Claims

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

HOUSING: PER 10,000 COUNCIL DWELLINGS		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Number	2002/03	0				
	2001/02	2.1	0	1.1	0	1.8
	2000/01	1	0	0	0.6	2.6
Value	2002/03	£0				
	2001/02	£7,238	£0	£3,432	£0	
	2000/01	£1,227	£0	£0	£3,710	
ROADS: PER 10,000 POPULATION		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Number	2002/03	0.1				
	2001/02	0.1	0	0	0.1	0.3
	2000/01	0	0.1	0	0.2	0.3
Value	2002/03	£709				
	2001/02	£411	£0	£0	£1,408	
	2000/01	£0	£305	£0	£244	
ALL OTHER SERVICES (EXCL. POLICE & FIRE): PER 10,000 POPULATION		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Number	2002/03	0.3				
	2001/02	0.1	0.1	0.1	0.3	0.3
	2000/01	0.2	0	0	0.3	0.4
Value	2002/03	£3,895				
	2001/02	£923	£385	£401	£3,656	
	2000/01	£22,806	£0	£0	£5,367	

Equal Opportunities

The number of employees in each of the following staff salary bands* who are women:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
SALARY BAND A					
Chief Officials	2002/03	3			
	2001/02	4	4	4	3
	2000/01	5	5	5	2
Local government and craft employees	2002/03	14			
	2001/02	14	20	9	18
	2000/01	14	19	9	11
Teachers: Secondary	2002/03	3			
Teachers: Primary	2002/03	60			
Teachers: Total	2001/02	61	76	104	222
	2000/01	57	74	78	149
SALARY BAND B					
Local government and craft employees	2002/03	247			
	2001/02	191	436	220	281
	2000/01	159	404	199	335
Teachers: Secondary	2002/03	408			
Teachers: Primary	2002/03	509			
Teachers: Total	2001/02	942	1,319	1,063	2,193
	2000/01	972	1,268	1,056	1,979
SALARY BAND C					
Local government and craft employees	2002/03	2,353			
	2001/02	2,181	3,287	2,144	6,264
	2000/01	2,116	3,139	1,990	6,465

The percentage of employees in each of the following staff salary bands* who are women:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
SALARY BAND A						
Chief Officials	2002/03	6.4%				
	2001/02	8.3%	20.0%	11.4%	6.8%	16.3%
	2000/01	10.2%	25.0%	13.5%	5.4%	16.8%
Local government and craft employees	2002/03	29.8%				
	2001/02	29.2%	25.3%	22.0%	18.4%	25.6%
	2000/01	31.1%	24.4%	23.1%	16.7%	22.7%
Teachers: Secondary	2002/03	18.8%				
Teachers: Primary	2002/03	74.1%				
Teachers: Total	2001/02	62.2%	63.3%	69.8%	68.5%	68.5%
	2000/01	57.0%	58.3%	62.4%	67.7%	67.1%
SALARY BAND B						
Local government and craft employees	2002/03	53.8%				
	2001/02	52.5%	48.2%	49.4%	37.2%	48.1%
	2000/01	43.8%	46.5%	49.8%	47.6%	46.6%
Teachers: Secondary	2002/03	61.7%				
Teachers: Primary	2002/03	92.9%				
Teachers: Total	2001/02	75.7%	75.1%	76.5%	85.2%	76.7%
	2000/01	77.1%	76.6%	78.2%	76.2%	76.0%
SALARY BAND C						
Local government and craft employees	2002/03	75.7%				
	2001/02	74.9%	62.5%	73.1%	79.6%	70.1%
	2000/01	73.7%	61.2%	72.3%	78.9%	69.3%

* As at March 2003:

Salary band A = £34,742 and above. Salary band B = £21,536 - £33,983. Salary band C = up to £20,897

CONTRACT SERVICES

This is the council's direct service arm, which employs a variety of personnel. They have won contracts for ground maintenance, street cleaning, refuse collection, building cleaning and leisure management, which are provided throughout the area. They also carry out waste management activities for the council. Angus is the only authority in Scotland to have all their leisure centres 'Quest' registered.

	Staff	Revenue Expenditure £m	Capital
2002/03	573	£11.77	£298,000
2001/02	540	£10.83	£127,000
2000/01	527	£10.45	0

Performance

- leisure facilities were provided seven days a week for 361 days of the year, attracting over 1.3 million users
- all nine indoor leisure facilities retained 'Quest' quality registration
- over 25,000 caravans and tents were welcomed to our three caravan parks
- all seven swimming pools achieved 'approved training centre status' under the Institute of Qualified Lifeguards
- 5,000 children were taught to swim
- grounds maintenance section retained ISO 9002 quality registration
- over 2.5 million waste bins were emptied, and we disposed of 70,000 tonnes of rubbish
- over 4.7 million square metres of grass was maintained
- Montrose superloo was a national winner for baby changing facilities

Refuse Collection

The gross cost of:

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Collection (combined domestic, commercial and domestic bulky uplift) per premise	£47.80				
2002/03					
2001/02	£44.46	£47.65	£53.58	£33.63	£46.94
2000/01	£36.19	£46.98	£51.81	£31.16	£45.63

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Disposal per premise	£57.42				
2002/03					
2001/02	£50.58	£68.34	£72.57	£65.56	£49.53
2000/01	£37.16	£60.31	£65.16	£64.46	£44.63

Special Uplifts

Special uplift service for bulky domestic refuse:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
% of uplifts completed within 5 working days	2002/03	97.0%				
	2001/02	93.4%	99.4%	97.5%	93.7%	79.2%
	2000/01	94.2%	99.0%	98.5%	94.6%	77.7%

Missed Collections

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
May to September	2002/03	11				
	2001/02	16	22	29	3	46
	2000/01	13	26	893	3	104
April and October to March	2002/03	10				
	2001/02	15	26	30	8	64
	2000/01	17	14	758	6	946

Refuse Recycling

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

TONNES PER HOUSEHOLD		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Used for recovery of heat, power and other energy sources	2002/03	0.328				
	2001/02	0.298	0.354	0.013	0	
	2000/01	0.205	0.245	0.009	0	
Ash from incineration*	2002/03	0.059				
	2001/02	0.053	0.099	0	0	
Composted by the authority	2002/03	0.064				
	2001/02	0.048	0.042	0.157	0.141	
	2000/01	0.059	0.008	0.133	0.110	
Other recycling or recovery methods	2002/03	0.155				
	2001/02	0.076	0.068	0.077	0.084	0.054
	2000/01	0.070	0.052	0.088	0.072	0.045
Landfill	2002/03	0.593				
	2001/02	0.477	0.293	1.016	0.848	0.915
	2000/01	0.541	0.513	1.005	0.926	0.923
Other disposal methods	2002/03	0				
	2001/02	0	0	0	0	
	2000/01	0	0	0	0	
Total	2002/03	1.199				
	2001/02	0.952	0.856	1.263	1.073	1.021
	2000/01	0.875	0.818	1.235	1.108	1.003

* This was introduced as a new indicator in 2001/02

CONTRACT SERVICES continued

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

TONNES PER HOUSEHOLD AS A %		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Used for recovery of heat, power and other energy sources	2002/03	27.4%				
	2001/02	31.3%	41.4%	1.0%	0%	
	2000/01	23.4%	30.0%	0.7%	0%	
Ash from incineration*	2002/03	4.9%				
	2001/02	5.6%	11.6%	0%	0%	
Composted by the authority	2002/03	5.3%				
	2001/02	5.0%	4.9%	12.4%	13.1%	
	2000/01	6.7%	1.0%	10.8%	9.9%	
Other recycling or recovery methods	2002/03	12.9%				
	2001/02	8.0%	7.9%	6.1%	7.8%	5.3%
	2000/01	8.0%	6.4%	7.1%	6.5%	4.5%
Landfill	2002/03	49.5%				
	2001/02	50.1%	34.2%	80.4%	79.0%	89.6%
	2000/01	61.8%	62.7%	81.4%	83.6%	92.1%
Other disposal methods	2002/03	0%				
	2001/02	0%	0%	0%	0%	
	2000/01	0%	0%	0%	0%	

* This was introduced as a new indicator in 2001/02

The amount of commercial and industrial waste per premise collected by the authority that was disposed of by the following methods:

TONNES PER PREMISE		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Used for recovery of heat, power and other energy sources	2002/03	1.831				
	2001/02	1.884	1.929	0.105	0	
	2000/01	1.092	1.260	0.073	0	
Ash from incineration*	2002/03	0.327				
	2001/02	0.332	0.268	0	0	
Composted by the authority	2002/03	0.649				
	2001/02	0.547	0.100	0.167	0	
	2000/01	0	0.020	0.840	0	
Other recycling or recovery methods	2002/03	1.161				
	2001/02	0.953	0.518	0.050	0.111	0.292
	2000/01	0.684	0.202	0	0.089	0.852
Landfill	2002/03	3.303				
	2001/02	3.013	3.218	8.013	7.164	7.916
	2000/01	2.852	3.809	7.850	7.073	6.869
Other disposal methods	2002/03	0				
	2001/02	0	0	0	0.032	
	2000/01	0	0	0	0	
Total	2002/03	7.271				
	2001/02	6.729	6.039	8.335	7.307	8.585
	2000/01	4.628	5.291	8.763	7.162	7.908

* This was introduced as a new indicator in 2001/02

The amount of commercial and industrial waste per premise collected by the authority that was disposed of by the following methods (cont):

TONNES PER PREMISE AS A %		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Used for recovery of heat, power and other energy sources	2002/03	25.2%				
	2001/02	28.0%	31.9%	1.3%	0%	
	2000/01	23.6%	23.8%	0.8%	0%	
Ash from incineration*	2002/03	4.5%				
	2001/02	4.9%	4.4%	0%	0%	
Composted by the authority	2002/03	8.9%				
	2001/02	8.1%	1.8%	2.0%	0%	
	2000/01	0%	0.4%	9.6%	0%	
Other recycling or recovery methods	2002/03	16.0%				
	2001/02	14.2%	8.6%	0.6%	1.5%	3.4%
	2000/01	14.8%	3.8%	0%	1.2%	10.8%
Landfill	2002/03	45.4%				
	2001/02	44.8%	53.3%	96.1%	98.0%	92.2%
	2000/01	61.6%	72.0%	89.6%	98.8%	86.9%
Other disposal methods	2002/03	0%				
	2001/02	0%	0%	0%	0.4%	
	2000/01	0%	0%	0%	0%	

* This was introduced as a new indicator in 2001/02

EDUCATION

This is the largest of all the services, with some 44.9% of the total council staff, of whom 1,412 are teachers.

	Staff	Revenue Expenditure £m	Capital
2002/03	2,311	£84.91	£2,340,000
2001/02	2,307	£79.31	£3,460,000
2000/01	2,238	£72.80	£2,760,000

Performance

- there were 60 primary schools with some 9,301 pupils, aged between five and 12 years
- there were also eight secondary schools with some 7,084 pupils, from 12 to 18 years. Special educational needs were specifically catered for in 12 primary schools. All secondary schools and one nursery school provided specialised support for children with special needs
- nursery education was provided in 52 primary schools and one nursery school for 3-5-year-olds
- over 1,449 children attended nursery classes managed by the council
- there were 47 school boards
- there were ten community education bases catering for 6,270 participants
- there was one residential centre. A total of 329 participated in evening and weekend programmes
- free transport was provided for 2,670 pupils entitled to such transport plus a further 137 concessions
- 85 school crossing patrols were provided
- clothing cheques were provided for 4,000 pupils
- 89 applicants received grant aid through the community education service

Pre-School Experience

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

i) Children in their pre-school year:

PROVIDERS		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Council	2002/03	88.4%				
	2001/02	82.6%	82.3%	73.5%	71.8%	76.2%
	2000/01	83.4%	85.2%	77.2%	74.1%	77.7%
Private	2002/03	6.6%				
	2001/02	6.2%	17.6%	17.6%	9.5%	11.8%
	2000/01	8.5%	12.7%	14.9%	8.9%	10.8%
Independent	2002/03	0%				
	2001/02	0%	0%	4.6%	0.3%	1.8%
	2000/01	0%	0%	3.0%	0.8%	1.4%
Voluntary	2002/03	4.8%				
	2001/02	6.6%	0.1%	4.3%	9.5%	6.0%
	2000/01	6.1%	0.1%	4.9%	10.1%	5.8%
Total	2002/03	99.8%				
	2001/02	95.4%	100%	100%	91.1%	95.8%
	2000/01	97.9%	98.1%	100%	94.0%	95.8%

ii) 3-year-olds in the year before their pre-school year:

PROVIDERS		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Council	2002/03	50.9%				
	2001/02	48.9%	67.0%	47.2%	22.0%	58.0%
	2000/01	48.6%	79.2%	44.1%	20.9%	55.8%
Private	2002/03	11.3%				
	2001/02	10.6%	22.0%	21.6%	15.4%	15.6%
	2000/01	10.4%	15.6%	22.1%	15.9%	15.1%
Independent	2002/03	0%				
	2001/02	0%	0%	3.8%	0.4%	1.1%
	2000/01	0%	0%	2.7%	0.1%	1.0%
Voluntary	2002/03	32.5%				
	2001/02	29.9%	1.2%	8.3%	54.2%	15.4%
	2000/01	24.2%	1.4%	5.2%	48.6%	15.3%
Total	2002/03	94.7%				
	2001/02	89.4%	90.2%	81.0%	92.0%	90.0%
	2000/01	83.3%	96.2%	74.1%	85.6%	87.2%

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children in their pre-school year	2002/03	3.9%				
	2001/02	3.9%	1.5%	0%	3.3%	4.5%
	2000/01	4.9%	1.3%	0%	3.9%	3.9%
3-year-olds in the year before the pre-school year	2002/03	27.3%				
	2001/02	28.5%	12.6%	16.1%	40.9%	29.5%
	2000/01	28.3%	6.1%	0%	58.7%	29.5%

Primary Schools

The percentage of classes which fall within the following bands:

NUMBER OF PUPILS		Angus		Dundee		Perth & Kinross		Aberdeenshire		ALL SCOTLAND	
15 or less	2002/03	0.5%	6.5%								
	2001/02	0.8%	7.3%	0.7%	0%	0.7%	6.2%	1.5%	6.3%	1.1%	3.8%
	2000/01	0.8%	8.5%	0.7%	0.5%	2.2%	4.5%	1.2%	7.4%	1.2%	3.8%
16 - 20	2002/03	5.5%	8.6%								
	2001/02	5.2%	7.0%	9.0%	2.1%	8.2%	9.8%	6.9%	14.4%	8.0%	6.5%
	2000/01	5.7%	9.0%	9.3%	1.8%	7.6%	11.9%	6.1%	12.8%	8.0%	6.5%
21 - 25	2002/03	19.8%	19.5%								
	2001/02	20.1%	18.2%	22.4%	11.1%	19.7%	17.7%	20.4%	20.1%	22.2%	16.6%
	2000/01	22.9%	12.9%	26.4%	10.6%	17.7%	16.1%	17.5%	24.4%	21.8%	16.5%
26 - 30	2002/03	29.9%	0%								
	2001/02	33.6%	0%	38.6%	0%	27.3%	1.1%	25.1%	0.2%	32.2%	0.2%
	2000/01	32.4%	0.8%	35.0%	0.7%	28.3%	0.9%	24.8%	0%	31.1%	0.2%
31 - 33	2002/03	9.6%	0%								
	2001/02	7.8%	0%	16.2%	0%	9.3%	0%	5.1%	0%	9.2%	
	2000/01	6.9%	0%	15.1%	0%	10.5%	0%	5.8%	0%	10.7%	
34 or more	2002/03	0%	0%								
	2001/02	0%	0%	0%	0%	0%	0%	0%	0%	0.1%	
	2000/01	0.3%	0%	0%	0%	0.2%	0%	0%	0%	0.1%	

Single-year classes
 Composite classes

EDUCATION *continued*

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

NUMBER OF PUPILS		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
15 or less	2002/03	9.2%				
	2001/02	9.6%	1.6%	8.7%	9.0%	6.9%
	2000/01	11.6%	1.0%	9.5%	10.2%	6.7%
16 - 20	2002/03	20.2%				
	2001/02	16.9%	9.6%	22.8%	30.1%	18.5%
	2000/01	16.6%	13.0%	23.3%	21.5%	18.1%
21 - 25	2002/03	38.7%				
	2001/02	42.4%	38.0%	38.8%	39.6%	41.8%
	2000/01	39.8%	42.0%	35.7%	45.9%	40.3%
26 - 30	2002/03	31.2%				
	2001/02	30.5%	48.7%	26.2%	21.1%	31.9%
	2000/01	29.8%	39.9%	26.2%	19.8%	30.2%
31 - 33	2002/03	0.6%				
	2001/02	0.6%	2.1%	3.4%	0.2%	0.8%
	2000/01	2.2%	4.1%	4.8%	2.7%	4.5%
34 or more	2002/03	0%				
	2001/02	0%	0%	0%	0%	0.1%
	2000/01	0%	0%	0.5%	0%	0.2%

The total number of primary school classes of each type:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
Single-year	2002/03	251			
	2001/02	259	376	294	522
	2000/01	268	383	297	503
Composite	2002/03	133			
	2001/02	125	57	157	364
	2000/01	121	60	149	405
Classes with P1 to P3 pupils	2002/03	173			
	2001/02	177	187	206	412
	2000/01	181	193	210	410

The average number of children per primary school class:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
2002/03		24				
2001/02		24	26	24	23	24
2000/01		24	26	24	23	24

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
40% or less	2002/03	6.7%				
	2001/02	6.7%	12.2%	11.7%	4.5%	9.9%
	2000/01	13.1%	9.8%	11.7%	4.5%	8.7%
41 - 60%	2002/03	25.0%				
	2001/02	21.7%	41.5%	16.9%	15.4%	22.8%
	2000/01	16.4%	31.7%	11.7%	15.4%	22.9%
61 - 80%	2002/03	38.3%				
	2001/02	46.7%	22.0%	22.1%	23.7%	35.7%
	2000/01	37.7%	26.8%	28.6%	23.7%	33.6%
81 - 100%	2002/03	28.3%				
	2001/02	21.7%	24.4%	28.6%	26.9%	25.7%
	2000/01	27.9%	22.0%	29.9%	26.9%	27.7%
101% or more	2002/03	1.7%				
	2001/02	3.3%	0%	20.8%	29.5%	6.0%
	2000/01	4.9%	9.8%	18.2%	29.5%	7.2%

The total number of primary schools:

	Angus	Dundee	Perth & Kinross	Aberdeenshire
2002/03	60			
2001/02	60	41	77	156
2000/01	61	41	77	156

Secondary Schools

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
40% or less	2002/03	0%				
	2001/02	0%	0%	0%	0%	2.9%
	2000/01	0%	0%	0%	0%	4.1%
41 - 60%	2002/03	25.0%				
	2001/02	25.0%	20.0%	0%	0%	12.7%
	2000/01	12.5%	20.0%	0%	0%	11.6%
61 - 80%	2002/03	12.5%				
	2001/02	12.5%	30.0%	10.0%	0%	32.8%
	2000/01	25.0%	30.0%	10.0%	0%	30.2%
81 - 100%	2002/03	50.0%				
	2001/02	50.0%	50.0%	40.0%	50.0%	38.1%
	2000/01	62.5%	30.0%	40.0%	43.8%	38.9%
101% or more	2002/03	12.5%				
	2001/02	12.5%	0%	50.0%	50.0%	13.5%
	2000/01	0%	20.0%	50.0%	56.3%	15.2%

EDUCATION continued

The total number of secondary schools:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
	2002/03	8			
	2001/02	8	10	10	16
	2000/01	8	10	10	16

Special Educational Needs

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Up to 18 weeks	2002/03	87.2%				
	2001/02	82.8%	45.7%	53.6%	21.1%	27.4%
	2000/01	61.8%	29.4%	55.6%	28.0%	26.4%
19 - 26 weeks	2002/03	10.3%				
	2001/02	13.8%	26.1%	28.6%	16.7%	27.9%
	2000/01	26.5%	16.2%	25.9%	19.4%	24.4%
27 - 39 weeks	2002/03	2.6%				
	2001/02	0%	19.6%	12.5%	34.4%	27.0%
	2000/01	5.9%	27.9%	16.7%	35.5%	27.8%
40 - 52 weeks	2002/03	0%				
	2001/02	0%	4.3%	3.6%	13.3%	10.4%
	2000/01	2.9%	7.4%	1.9%	9.7%	11.7%
More than 1 year	2002/03	0%				
	2001/02	3.4%	4.3%	1.8%	14.4%	7.3%
	2000/01	2.9%	19.1%	0%	7.5%	9.6%

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
	2002/03	13				
	2001/02	15	22	17	33	28
	2000/01	18	33	18	30	28

ENVIRONMENTAL & CONSUMER PROTECTION

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

	Staff	Revenue Expenditure £m	Capital
2002/03	64	£12.63	£1,142,000
2001/02	53	£11.45	£692,000
2000/01	52	£10.08	£500,000

Performance

The department is responsible for:

- food safety in over 1,000 food premises
- occupational health and safety in over 1,700 commercial premises
- trading standards inspection at 2,091 trading premises
- inspection at over 4,000 premises subject to regulation
- 35 public toilets, five superloos and four automatic public toilets
- 18 bottle bank sites, 15 neighbourhood recycling points and seven recycling centres
- recycling 17,883 tonnes of collected waste (24%)
- providing support services to departments for vehicle maintenance

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:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
6 MONTHS						
Number to be inspected	2002/03	38				
	2001/02	55	19	34	114	
	2000/01	80	32	28	132	
% of inspections undertaken within time	2002/03	88.2%				
	2001/02	81.8%	73.7%	92.6%	92.6%	95.5%
	2000/01	60.0%	96.9%	73.2%	91.3%	90.5%

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
12 MONTHS						
Number to be inspected	2002/03	205				
	2001/02	215	212	122	438	
	2000/01	253	198	176	422	
% of inspections undertaken within time	2002/03	91.7%				
	2001/02	81.4%	91.0%	91.8%	93.2%	95.5%
	2000/01	72.7%	95.5%	56.8%	84.6%	89.5%

ENVIRONMENTAL & CONSUMER PROTECTION continued

Minimum Inspection Frequency (cont):

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
MORE THAN 12 MONTHS						
Number to be inspected	2002/03	258				
	2001/02	262	557	744	813	
	2000/01	236	391	599	895	
% of inspections undertaken within time	2002/03	77.1%				
	2001/02	68.7%	77.4%	42.3%	87.9%	70.3%
	2000/01	35.2%	96.9%	35.6%	85.8%	66.7%

Workplace Safety Inspections

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
The number liable to inspection	2002/03	1,704				
	2001/02	1,746	2,710	1,686	3,123	
	2000/01	1,779	2,694	3,584	3,115	
% brought within the inspection rating system	2002/03	100%				
	2001/02	100%	100%	100%	85.0%	99.0%
	2000/01	100%	100%	100%	87.0%	99.0%

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
FIRST CATEGORY						
The council's target inspection frequency	2002/03	24 months				
	2001/02	24 months	18 months	Risk assessment	12 months	
	2000/01	24 months	18 months	Risk assessment	12 months	
Number of premises in this category	2002/03	33				
	2001/02	45	68	1,686	100	
	2000/01	52	97	3,584	92	
Target number of premises to be inspected in the year	2002/03	30				
	2001/02	39	35	300	100	
	2000/01	51	66	250	92	
% of inspections carried out within time	2002/03	83.3%				
	2001/02	66.7%	88.6%	71.3%	99.0%	86.2%
	2000/01	76.5%	98.5%	42.0%	97.8%	83.9%

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

SECOND CATEGORY		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
The council's target inspection frequency	2002/03	48 months				
	2001/02	48 months	36 months	No service	24 months	
	2000/01	48 months	36 months	No service	24 months	
Number of premises in this category	2002/03	555				
	2001/02	563	173	No service	411	
	2000/01	586	1,697	No service	423	
Target number of premises to be inspected in the year	2002/03	227				
	2001/02	139	80	No service	227	
	2000/01	257	434	No service	171	
% of inspections carried out within time	2002/03	60.4%				
	2001/02	51.8%	62.5%	No service	88.1%	68.2%
	2000/01	52.9%	65.0%	No service	84.8%	74.2%

THIRD CATEGORY		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
The council's target inspection frequency	2002/03	72 months				
	2001/02	72 months	60 months	No service	36 months	
	2000/01	72 months	72 months	No service	36 months	
Number of premises in this category	2002/03	1,116				
	2001/02	1,138	1,582	No service	552	
	2000/01	1,141	900	No service	627	
Target number of premises to be inspected in the year	2002/03	113				
	2001/02	66	339	No service	148	
	2000/01	154	88	No service	226	
% of inspections carried out within time	2002/03	0%				
	2001/02	33.3%	54.3%	No service	87.8%	33.6%
	2000/01	35.7%	69.3%	No service	82.3%	22.9%

Dundee has a 4th category for this indicator

Aberdeenshire has a 4th and 5th category for this indicator

ENVIRONMENTAL & CONSUMER PROTECTION continued

Environmental Protection: Noise Complaints

The number of complaints:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
Received which were the council's responsibility for advice or investigation	2002/03	195			
	2001/02	231	355	250	289
	2000/01	198	411	185	264
Completed at initial inquiry stage	2002/03	101			
	2001/02	94	92	91	39
	2000/01	85	70	51	47
Which required further investigation	2002/03	94			
	2001/02	137	263	159	250
	2000/01	113	341	134	217

The percentage of responses that:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Were completed at initial inquiry stage, which were provided in 1 day (calendar) of receipt of complaint	2002/03	98.0%				
	2001/02	97.9%	100%	93.4%	100%	93.2%
	2000/01	90.6%	100%	86.3%	95.7%	92.5%
Required further investigation, which were provided in 3 days (calendar) of receipt of complaint	2002/03	100%				
	2001/02	92.7%	99.6%	92.5%	88.8%	94.3%
	2000/01	83.2%	98.5%	88.1%	95.9%	95.4%

Pest Control

Pest control response time:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
HIGH PRIORITY						
% of responses within 2 working days	2002/03	94.7%				
	2001/02	100%	100%	95.8%	No service	93.8%
	2000/01	100%	99.7%	88.0%	No service	86.7%

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
LOW PRIORITY						
% of responses within 5 working days	2002/03	98.3%				
	2001/02	100%	100%	No service	No service	98.2%
	2000/01	100%	99.8%	No service	No service	94.3%

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	ALL SCOTLAND
Same day	2002/03		81.2%				
	2001/02		72.7%	98.5%	92.9%	93.7%	97.6%
	2000/01		83.8%	96.3%	96.6%	100%	97.7%
2 - 14 days	2002/03		15.8%				
	2001/02		21.7%	1.3%	6.8%	4.3%	1.8%
	2000/01		9.9%	3.7%	2.7%	0%	1.8%
15 - 30 days	2002/03		1.7%				
	2001/02		1.9%	0.2%	0.1%	1.0%	0.2%
	2000/01		3.0%	0%	0.2%	0%	0.2%
Over 30 days	2002/03		1.4%				
	2001/02		3.7%	0%	0.1%	1.0%	0.3%
	2000/01		3.3%	0%	0.5%	0%	0.2%

CONSUMER COMPLAINTS			Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Same day	2002/03		69.1%				
	2001/02		52.5%	87.2%	83.4%	64.2%	66.8%
	2000/01		53.3%	84.1%	81.1%	59.5%	59.7%
2 - 14 days	2002/03		16.7%				
	2001/02		26.0%	9.8%	12.8%	13.7%	15.0%
	2000/01		23.3%	11.7%	11.3%	16.7%	18.3%
15 - 30 days	2002/03		4.8%				
	2001/02		9.9%	1.9%	1.6%	7.2%	7.1%
	2000/01		10.5%	2.8%	2.0%	9.4%	9.0%
Over 30 days	2002/03		9.3%				
	2001/02		11.6%	1.1%	2.2%	14.9%	11.2%
	2000/01		13.0%	1.4%	5.5%	14.4%	13.0%

BUSINESS ADVICE REQUESTS			Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Same day	2002/03		64.9%				
	2001/02		71.9%	92.4%	91.3%	86.0%	90.5%
	2000/01		65.2%	90.7%	93.8%	86.2%	84.8%
2 - 14 days	2002/03		26.6%				
	2001/02		22.5%	6.3%	8.0%	8.8%	7.3%
	2000/01		24.2%	7.4%	5.5%	7.5%	11.7%
15 - 30 days	2002/03		5.9%				
	2001/02		4.4%	0.8%	0.6%	1.8%	0.8%
	2000/01		5.7%	0.5%	0.3%	3.4%	1.6%
Over 30 days	2002/03		2.7%				
	2001/02		1.3%	0.5%	0%	3.5%	1.4%
	2000/01		4.8%	1.4%	0.3%	2.9%	1.9%

ENVIRONMENTAL & CONSUMER PROTECTION continued

Inspection of Trading Premises

Premises liable to inspection: target and actual coverage:

Level of risk:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
HIGH						
Locally determined target inspection frequency	2002/03	12 months				
	2001/02	12 months	6 months	12 months	12 months	
	2000/01	12 months	6 months	12 months	12 months	
Number of premises in this category	2002/03	84				
	2001/02	118	42	84	300	
	2000/01	106	37	80	378	
Target total number of visits	2002/03	84				
	2001/02	116	78	84	300	
	2000/01	103	73	80	378	
% of target actually achieved within time	2002/03	67.9%				
	2001/02	69.0%	89.7%	98.8%	18.3%	83.9%
	2000/01	76.7%	69.9%	100%	11.4%	75.9%

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
MEDIUM						
Locally determined target inspection frequency	2002/03	24 months				
	2001/02	24 months	24 months	24 months	36 months	
	2000/01	24 months	24 months	24 months	36 months	
Number of premises in this category	2002/03	1,363				
	2001/02	1,568	1,480	1,137	1,935	
	2000/01	1,624	1,542	1,221	2,027	
Target total number of visits	2002/03	637				
	2001/02	751	740	646	1,511	
	2000/01	787	771	730	676	
% of target actually achieved within time	2002/03	34.5%				
	2001/02	9.9%	87.8%	42.1%	17.4%	58.9%
	2000/01	16.4%	61.0%	65.1%	5.0%	43.7%

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
LOW						
Locally determined target inspection frequency	2002/03	60 months				
	2001/02	60 months	60 months	60 months	60 months	
	2000/01	60 months	60 months	60 months	60 months	
Number of premises in this category	2002/03	484				
	2001/02	1,188	645	848	615	
	2000/01	1,194	805	799	650	
Target total number of visits	2002/03	1				
	2001/02	229	129	131	510	
	2000/01	227	161	159	130	
% of target actually achieved within time	2002/03	0%				
	2001/02	3.5%	85.3%	42.7%	10.8%	51.3%
	2000/01	7.5%	68.9%	54.7%	7.7%	32.8%

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
2002/03	198	£35.76	£6,410,000
2001/02	199	£17.88	£7,250,000
2000/01	189	£16.59	£7,130,000

Performance

- at 1 April 2002 we had a stock of 9,505 houses. This had reduced to 9,043 houses by 31 March 2003
- the gross average rent was £34.18
- average current rent arrears per council house were £48.18
- 3.0% of tenants were due more than 13 weeks rent arrears
- at 31 March 2003 there were 3,259 people on the list for council housing
- 28,659 works orders were completed

Response Repairs

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

	Angus	Dundee	Perth & Kinross	Aberdeenshire
Emergency	2 hours			
2002/03	2 hours	24 hours	24 hours	24 hours
2001/02	1 hour	24 hours	24 hours	24 hours
2000/01	Various targets			
All other prioritised repairs	Various targets	Various targets	Various targets	Various targets
2002/03	Various targets	Various targets	Various targets	Various targets
2001/02	Various targets	Various targets	Various targets	Various targets
2000/01	Various targets	Various targets	Various targets	Various targets

The number of repairs carried out in each priority category:

	Angus	Dundee	Perth & Kinross	Aberdeenshire
Emergency	4,950			
2002/03	5,058	13,445	7,755	12,816
2001/02	5,311	13,712	7,478	12,886
2000/01	21,484			
All other prioritised repairs	22,064	75,495	18,614	39,482
2002/03	18,128	83,142	19,451	35,843
2001/02				
2000/01				

HOUSING continued

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Emergency	2002/03	92.4%				
	2001/02	91.2%	99.8%	82.8%	91.5%	89.4%
	2000/01	86.7%	99.6%	91.2%	88.1%	91.1%
All other prioritised repairs	2002/03	84.0%				
	2001/02	77.3%	78.7%	78.1%	79.7%	84.4%
	2000/01	76.0%	82.2%	77.7%	82.3%	82.7%

The number of repairs due to be completed within 24 hours and the percentage completed within 24 hours:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
The number due to be completed within 24 hours	2002/03	4,950				
	2001/02	5,058	33,917	7,755	12,816	
	2000/01	5,311	34,844	6,866	12,886	
% completed within 24 hours	2002/03	92.4%				
	2001/02	91.2%	95.6%	82.8%	91.5%	89.4%
	2000/01	86.7%	96.3%	91.8%	88.1%	89.4%

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	ALL SCOTLAND
	2002/03	1.82%				
	2001/02	2.58%	3.23%	2.91%	1.54%	2.59%
	2000/01	1.85%	3.32%	2.23%	0.81%	2.48%

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

NUMBER OF HOUSES RE-LET TAKING		Angus	Dundee	Perth & Kinross	Aberdeenshire
Less than 2 weeks	2002/03	423			
	2001/02	541	908	75	483
	2000/01	539	914	147	307
2 - 4 weeks	2002/03	185			
	2001/02	195	512	229	1,148
	2000/01	207	530	296	1,137
More than 4 weeks	2002/03	433			
	2001/02	419	1,230	529	944
	2000/01	284	1,160	422	851

The time taken by the council to re-let houses analysed by the following bands (cont):

AS A % OF TOTAL FOR HOUSES RE-LET			Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Less than 2 weeks	2002/03		40.6%				
	2001/02		46.8%	34.3%	9.0%	18.8%	15.7%
	2000/01		52.3%	35.1%	17.0%	13.4%	16.0%
2 - 4 weeks	2002/03		17.8%				
	2001/02		16.9%	19.3%	27.5%	44.6%	22.5%
	2000/01		20.1%	20.4%	34.2%	49.5%	23.0%
More than 4 weeks	2002/03		41.6%				
	2001/02		36.3%	46.4%	63.5%	36.7%	61.8%
	2000/01		27.6%	44.5%	48.8%	37.1%	61.1%
Average time to relet houses in calendar days							
	2002/03		60.6				
	2001/02		56	52	75	29	72

This was introduced as a new indicator in 2001/02

Rent Arrears

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

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
2002/03	4.9%				
2001/02	4.0%	9.8%	2.9%	3.9%	7.3%
2000/01	3.5%	10.2%	2.7%	4.0%	9.2%

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	ALL SCOTLAND
2002/03	3.0%				
2001/02	2.3%	6.0%	4.2%	3.1%	4.8%
2000/01	2.0%	5.8%	2.2%	3.0%	6.1%

HOUSING continued

Homelessness

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

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
2002/03	80.5				
2001/02	50.5	108.9	71.1	52.3	116.7
2000/01	52.5	110.5	66.0	60.1	111.3

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:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Hostels	2002/03	0%				
	2001/02	2.5%	60.2%	78.2%	16.9%	26.3%
	2000/01	3.6%	62.4%	81.7%	14.6%	27.6%
Council furnished dwellings	2002/03	85.8%				
	2001/02	97.5%	35.8%	0%	15.1%	33.3%
	2000/01	96.4%	30.8%	0%	14.9%	29.0%
Bed and breakfast	2002/03	14.2%				
	2001/02	0%	4.0%	19.5%	48.9%	33.3%
	2000/01	0%	6.8%	14.1%	49.3%	34.8%
Other	2002/03	0%				
	2001/02	0%	0%	2.3%	19.1%	7.1%
	2000/01	0%	0%	4.2%	21.1%	8.6%

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Hostels	2002/03	0				
	2001/02	67	24	31	42	60
	2000/01	56	26	31	65	64
Council furnished dwellings	2002/03	58				
	2001/02	72	130	0	102	117
	2000/01	65	118	0	130	123
Bed and breakfast	2002/03	35				
	2001/02	0	50	12	44	25
	2000/01	0	104	25	48	26
Other	2002/03	0				
	2001/02	0	0	89	153	
	2000/01	0	0	445	184	

LEISURE SERVICES

The Leisure Services headquarters are located in Forfar with direct service provision provided in all of the Angus burghs. These include libraries, sports centres, swimming pools, parkland and cemeteries. Museums are located in Arbroath, Brechin, Forfar and Montrose.

RECREATION		Staff	Revenue Expenditure £m	Capital
	2002/03	56	£9.54	£474,000
	2001/02	53	£8.79	£82,000
	2000/01	56	£9.12	£300,000

CULTURAL		Staff	Revenue Expenditure £m	Capital
	2002/03	110	£3.39	£13,000
	2001/02	110	£3.44	£25,000
	2000/01	103	£3.20	£200,000

Performance

- leisure centres in Forfar, Carnoustie, Brechin and Arbroath attracted 479,983 customers
- the swimming pools in Forfar and Montrose (full-time) and Brechin, Monifieth and Carnoustie High Schools (part-time) attracted 197,779 customers
- sports centres in Arbroath, Montrose and Kirriemuir were as popular as ever, attracting 552,664 customers
- the caravan parks at Forfar Lochside, Carnoustie Woodlands and Montrose South Links attracted 48,306 visitors
- country parks at Forfar Loch, Crombie and Monikie attracted 491,766 visitors
- outdoor recreations throughout Angus attracted 80,540 customers
- we operated seven full-time libraries, four part-time libraries and two mobile libraries for the rural areas. These services provided over 316,000 books and audio/visual items to over 30,000 members who borrowed almost 900,000 items
- our museums in Arbroath, Brechin, Forfar, Kirriemuir and Montrose were visited by over 62,000 people
- the Meffan hosted 19 exhibitions, which attracted almost 19,000 visitors
- in their first full year of operation, the 11 Learning Centres in our libraries had over 6,500 members with the Information Communication Technology (ICT) facilities being used over 42,000 times
- almost 233,000 people attended performances, events and functions held in our halls and theatre
- the Hairst, a traditional arts festival, consisted of over 170 separate traditional music, song and activities from July-September and included over 90 Saturday Skirlers in town centres, 11 music concerts, over 30 pub folk sessions, 36 traditional instrument taster sessions, four ceilidh dances and three dance workshops

LEISURE SERVICES continued

Sport and Leisure Management

The number of attendances per 1,000 population for:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Leisure pools	2002/03	No service				
	2001/02	No service	1,470	3,266	No service	1,677
	2000/01	No service	1,588	3,289	No service	1,558
Traditional swimming pools	2002/03	3,637				
	2001/02	3,543	888	1,628	3,761	2,473
	2000/01	3,674	1,276	1,602	3,717	2,468

The number of attendances per 1,000 population for other indoor sport and leisure facilities, excluding pools in a combined complex:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
	2002/03	7,810				
	2001/02	7,504	1,826	3,881	630	3,457
	2000/01	7,342	2,076	3,121	775	3,241

Museums

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
The number of museums operated by or financially supported by the council	2002/03	10				
	2001/02	10	6	6	17	
	2000/01	9	6	7	17	
The % of these which are registered under the Museum and Galleries Commission (MGC) registration scheme	2002/03	80.0%				
	2001/02	80.0%	100%	83.3%	58.8%	71.5%
	2000/01	66.7%	100%	85.7%	76.5%	72.0%

LIBRARIES Processing Time

The average time taken to satisfy book requests:

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
2002/03	19 days				
2001/02	18 days	11 days	16 days	21 days	21 days
2000/01	17 days	11 days	15 days	44 days	24 days

Stock Turnover

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

PER 1,000 POPULATION		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Total stock at start of year	2002/03	2,259				
	2001/02	2,258	2,107	1,904	1,927	1,656
	2000/01	2,287	2,183	1,955	1,934	1,716
Recommended national target number of additions	2002/03	280				
	2001/02	280	280	280	280	280
	2000/01	280	280	280	280	280
Actual additions	2002/03	204				
	2001/02	198	160	202	119	186
	2000/01	188	159	212	120	176
Withdrawals	2002/03	202				
	2001/02	213	189	240	181	209
	2000/01	231	234	263	127	220
Stock at year end	2002/03	2,260				
	2001/02	2,243	2,078	1,866	1,865	1,630
	2000/01	2,244	2,107	1,904	1,927	1,664

LEISURE SERVICES continued

Changes in library stock: Children's and teenage lending stock of book and audio-visual material:

PER 1,000 POPULATION		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Total stock at start of year	2002/03	672				
	2001/02	646	858	744	703	621
	2000/01	629	815	737	711	611
Recommended national target number of additions	2002/03	100				
	2001/02	100	100	100	100	100
	2000/01	100	100	100	100	100
Actual additions	2002/03	60				
	2001/02	92	90	74	79	79
	2000/01	72	95	68	50	71
Withdrawals	2002/03	70				
	2001/02	71	84	38	66	74
	2000/01	58	52	61	58	70
Stock at year end	2002/03	662				
	2001/02	667	863	779	716	624
	2000/01	642	858	744	703	610

Use of Libraries

Borrowers from public libraries:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Borrowers as a % of the resident population	2002/03	28.3%				
	2001/02	29.3%	26.1%	28.6%	23.2%	24.7%
	2000/01	32.3%	26.7%	29.8%	22.2%	26.0%
Average number of issues per borrower	2002/03	29.3				
	2001/02	30.6	25.2	29.9	28.0	29.2
	2000/01	30.1	25.8	30.4	29.3	29.0

Learning centre and learning access point users:

	Angus
The number of users as a % of the resident population	6.1%
The number of times the terminals are used per 1,000 population	388.4

This has been introduced as a new indicator for 2002/03

PLANNING & TRANSPORT

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.

	Staff	Revenue Expenditure £m	Capital
2002/03	67	£3.56	£670,000
2001/02	64	£3.89	£999,000
2000/01	63	£3.78	£1,290,000

Performance

- we dealt with 1,154 planning applications, with a fee income of £459,950
- we dealt with 1,638 building warrants applications, with a fee income of £505,320
- 11 planning appeals were determined, with ten being dismissed
- 168 improvement grants were approved to the value of £390,298
- 111 repair grants were approved to the value of £123,450

Building Warrant and Completion Certificate Applications

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

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
2002/03	2.8				
2001/02	2	2	8	3	3
2000/01	2	2	9	3	4

Angus
73.2%

The percentage of requests for a building warrant responded to within 15 days

94.4%

The percentage of building warrants issued (or an application otherwise determined) within 6 days

81.8%

The percentage of completion certificates issued (or an application otherwise determined) within 3 days

This has been introduced as a new indicator for 2002/03

Planning Applications: Processing Time

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

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Up to 1 month	2002/03	15.2%			
	2001/02	36.7%	21.4%	45.0%	57.6%
	2000/01	39.5%	29.4%	34.2%	46.7%
1 - 2 months	2002/03	69.4%			
	2001/02	52.6%	60.2%	46.1%	30.5%
	2000/01	53.1%	55.0%	48.3%	37.9%
2 - 3 months	2002/03	10.2%			
	2001/02	8.4%	13.5%	5.6%	6.2%
	2000/01	5.9%	11.1%	10.6%	8.7%
More than 3 months	2002/03	5.2%			
	2001/02	2.3%	4.9%	3.2%	5.6%
	2000/01	1.5%	4.6%	6.9%	6.8%

PLANNING & TRANSPORT continued

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Up to 2 months	2002/03	57.5%				
	2001/02	57.4%	48.3%	60.1%	52.6%	51.1%
	2000/01	66.3%	48.2%	55.3%	49.9%	51.0%
2 - 3 months	2002/03	21.5%				
	2001/02	20.6%	28.8%	19.2%	16.4%	20.2%
	2000/01	19.5%	26.8%	20.4%	19.2%	20.5%
More than 3 months	2002/03	21.0%				
	2001/02	21.9%	22.9%	20.7%	31.0%	28.7%
	2000/01	14.2%	25.0%	24.3%	30.9%	28.6%

Appeals

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
a) The number of planning determinations made by the council*	2002/03	1,195				
b) The number of determinations that went to appeal*	2002/03	13				
c) The number of successful appeals*	2002/03	2				
d) i) The number of successful appeals as a % of a)*	2002/03	0.2%				
d) ii) The number of successful appeals as a % of b)	2002/03	15.4%				
	2001/02	9.1%	57.1%	40.0%	19.0%	29.6%
	2000/01	30.0%	41.7%	34.2%	25.0%	26.4%

* This has been introduced as a new indicator for 2002/03

Development Plans

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire
	2002/03	100%			
	2001/02	100%	100%	38.6%	0%
	2000/01	100%	100%	25.0%	0%

ROADS

Staff are mainly based in Forfar, but with Roads supervisors working out of depots throughout the area. There is also an office in Arbroath for the A92 Dualling Project.

	Staff	Revenue Expenditure £m	Capital
2002/03	65	£13.81	£3,280,000
2001/02	64	£14.57	£2,920,000
2000/01	67	£13.40	£1,660,000

Performance

The department maintains:

- 1,766 kilometres (1,104 miles) of road
- 235 bridges
- 18,496 street lighting points
- 1,447 illuminated signs and bollards
- 1,707 spaces in 39 car parks, all of which are free

and also:

- appointed the preferred bidder (Morgan Barclays) for the A92 Dundee-Arbroath dualling project (PFI scheme)
- increased the extent of the road network re-surfaced/surface dressed fourfold
- subsidised 'Pass Plus' training for 181 young drivers - a 20% increase on 2001/02
- introduced Twenty's Plenty advisory speed limits in 14 areas throughout Angus
- completed a £65,000 programme to provide dropped kerbs at pedestrian crossing points throughout Angus

Network Maintenance

Carriageway surface treatments: % of network covered:

	Angus	Dundee	Perth & Kinross	Aberdeenshire
Surfacing	2002/03	1.4%		
	2001/02	0.4%	0.7%	1.2%
	2000/01	0.2%	0.8%	0.7%
Surface dressing	2002/03	1.8%		
	2001/02	0.4%	0.9%	2.7%
	2000/01	0.9%	0.6%	3.2%

Traffic Light Repairs

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
TRAFFIC LIGHTS FAILURE % of repairs completed within 48 hours	2002/03	94.1%			
	2001/02	96.2%	99.1%	90.6%	98.8%
	2000/01	96.0%	100%	87.0%	98.0%

ROADS continued

Street Lighting

STREET LIGHTS FAILURE

% of repairs completed within 7 days	2002/03
	2001/02
	2000/01

Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
75.7%				
89.7%	98.2%	98.5%	72.0%	90.6%
96.0%	97.0%	98.0%	88.0%	89.6%

Gross cost of street lighting per lamp	2002/03
	2001/02
	2000/01

Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
£78.82				
£101.54	£75.33	£69.65	£31.30	£72.46
£94.77	£68.13	£63.67	£29.86	£60.76

Lighting columns replaced expressed as a % of the total number of columns	2002/03
	2001/02
	2000/01

Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
1.6%				
1.1%	1.0%	1.4%	1.0%	1.5%
1.4%	1.1%	1.3%	1.0%	1.3%

SOCIAL WORK

This is the second largest department with 24% of the total number of staff in the council.

	Staff	Revenue Expenditure £m	Capital
2002/03	1,234	£47.06	£214,000
2001/02	998	£36.79	£703,000
2000/01	980	£33.37	£100,000

Performance

The department:

- made available an electronic directory of all social work services on the A-Z of services, located on the council's website (www.angus.gov.uk)
- made available copies of over 40 leaflets and factsheets and the facility to provide on-line comments/feedback about services
- in the first six months of the year, we provided over 200 people with intensive community support to allow them to leave hospital earlier, or to prevent admission to hospital
- developed a new and extensive community meals service across Angus, with approximately 5,000 meals being delivered each week to people in their own homes
- following the introduction of national policy on free personal and nursing care in July 2002, over 700 older people received free personal care at home
- provided services for around 300 parents and children aged under four from the family support teams across Angus in the first six months of the year
- supported around 100 young people in a variety of short and longer term foster care placements in Angus at any one time
- developed an arrest referral scheme in partnership with National Children's Homes (NCH), the courts and the social work drug and alcohol team
- submitted 96% of all social enquiry reports which were asked for last year to the court on time

Community Care Assessments

Number of persons receiving an assessment or review:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
People aged 65+	2002/03	3,863			
	2001/02	3,941	3,824	3,646	6,164
	2000/01	4,070	3,564	3,333	5,767
People aged 65+ with dementia	2002/03	171			
	2001/02	164	351	168	616
	2000/01	179	404	151	569
People aged 18-64 with mental health problems/dementia	2002/03	129			
	2001/02	130	311	269	279
	2000/01	396	276	233	246
People aged 18-64 with physical disabilities	2002/03	466			
	2001/02	507	749	704	1,419
	2000/01	501	837	656	1,339
People aged 18-64 with learning disabilities	2002/03	81			
	2001/02	125	206	197	237
	2000/01	163	136	155	207
People aged 18-64 with HIV/AIDS	2002/03	Less than 10			
	2001/02	Less than 10	61	0	0
	2000/01	Less than 10	73	0	Less than 10
People aged 18-64 with drug/alcohol abuse problems	2002/03	29			
	2001/02	23	68	52	135
	2000/01	29	95	54	169
Total number of assessments	2002/03	4,739			
	2001/02	4,890	5,570	5,036	8,850
	2000/01	5,338	5,385	4,582	8,297

SOCIAL WORK continued

Number of persons receiving a community care assessment or review as a rate per 1,000 relevant population:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
People aged 65+	2002/03	197.0				
	2001/02	213.4	151.0	148.1	198.1	201.4
	2000/01	220.8	140.8	135.4	185.3	203.3
People aged 65+ with dementia	2002/03	8.7				
	2001/02	8.9	13.9	6.8	19.8	16.6
	2000/01	9.7	16.0	6.1	18.3	14.5
People aged 18-64 with mental health problems/dementia	2002/03	2.0				
	2001/02	2.0	3.6	3.4	2.0	4.8
	2000/01	5.9	3.2	2.9	1.7	5.0
People aged 18-64 with physical disabilities	2002/03	7.1				
	2001/02	7.6	8.6	8.8	9.9	13.3
	2000/01	7.5	9.6	8.2	9.4	13.2
People aged 18-64 with learning disabilities	2002/03	1.2				
	2001/02	1.9	2.4	2.5	1.7	3.5
	2000/01	2.4	1.6	1.9	1.4	2.8
People aged 18-64 with HIV/AIDS	2002/03	Less than 10				
	2001/02	Less than 10	0.7	0	0	
	2000/01	Less than 10	0.8	0	Less than 10	
People aged 18-64 with drug/alcohol abuse problems	2002/03	0.4				
	2001/02	0.3	0.8	0.6	0.9	3.4
	2000/01	0.4	1.1	0.7	1.2	2.3
Total	2002/03	55.6				
	2001/02	57.5	49.7	48.1	50.9	63.3
	2000/01	62.5	48.1	43.8	47.7	61.9

Number of persons receiving a community care service:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
People aged 65+	2002/03	5,187			
	2001/02	5,220	4,157	5,862	3,911
	2000/01	5,058	4,052	4,764	4,128
People aged 65+ with dementia	2002/03	227			
	2001/02	222	562	209	493
	2000/01	210	528	143	454
People aged 18-64 with mental health problems/dementia	2002/03	225			
	2001/02	230	250	280	173
	2000/01	225	236	237	184
People aged 18-64 with physical disabilities	2002/03	732			
	2001/02	787	829	943	1,317
	2000/01	717	825	1,121	1,111
People aged 18-64 with learning disabilities	2002/03	246			
	2001/02	243	415	285	425
	2000/01	255	415	266	262
People aged 18-64 with HIV/AIDS	2002/03	Less than 10			
	2001/02	Less than 10	56	Less than 10	0
	2000/01	Less than 10	64	Less than 10	Less than 10
People aged 18-64 with drug/alcohol abuse problems	2002/03	26			
	2001/02	30	187	45	141
	2000/01	28	96	22	108
Total	2002/03	6,643			
	2001/02	6,732	6,456	7,624	6,460
	2000/01	6,493	6,216	6,553	6,247

Number of persons receiving a community care service as a rate per 1,000 relevant population:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
People aged 65+	2002/03	264.5				
	2001/02	282.7	164.2	238.1	125.7	240.6
	2000/01	274.4	160.0	193.5	132.7	222.0
People aged 65+ with dementia	2002/03	11.6				
	2001/02	12.0	22.2	8.5	15.8	18.7
	2000/01	11.4	20.9	5.8	14.6	16.4
People aged 18-64 with mental health problems/dementia	2002/03	3.4				
	2001/02	3.5	2.9	3.5	1.2	4.4
	2000/01	3.4	2.7	3.0	1.3	4.3
People aged 18-64 with physical disabilities	2002/03	11.2				
	2001/02	11.8	9.6	11.8	9.2	14.8
	2000/01	10.7	9.5	14.0	7.8	14.3
People aged 18-64 with learning disabilities	2002/03	3.8				
	2001/02	3.6	4.8	3.6	3.0	4.4
	2000/01	3.8	4.8	3.3	1.8	3.6
People aged 18-64 with HIV/AIDS	2002/03	Less than 10				
	2001/02	Less than 10	1	Less than 10	0	
	2000/01	Less than 10	0.1	Less than 10	Less than 10	
People aged 18-64 with drug/alcohol abuse problems	2002/03	0.4				
	2001/02	0.5	2.2	0.6	1.0	3.7
	2000/01	0.4	1.1	0.3	0.8	2.9
Total	2002/03	78.0				
	2001/02	79.1	57.6	72.9	37.1	73.2
	2000/01	76.1	55.5	62.6	35.9	67.4

Expenditure

Expenditure on services for adults in community care client groups:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	
EXPENDITURE	Home and community based services	2002/03	£13,200,000			
		2001/02	£10,664,000	£18,526,000	£12,492,332	£23,624,000
		2000/01	£10,754,000	£17,113,000	£11,147,728	£20,498,000
Long-term residential and nursing home care		2002/03	£18,232,000			
		2001/02	£12,714,000	£13,534,000	£14,847,057	£31,148,000
		2000/01	£10,970,000	£15,219,000	£9,603,971	£29,391,000
Total		2002/03	£31,432,000			
		2001/02	£23,378,000	£32,060,000	£27,339,389	£54,772,000
		2000/01	£21,724,000	£32,332,000	£20,751,699	£49,889,000

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND	
EXPENDITURE AS A %	Home and community based services	2002/03	42.0%				
		2001/02	45.6%	57.8%	45.7%	43.1%	47.1%
		2000/01	49.5%	52.9%	53.7%	41.1%	48.3%
Long-term residential and nursing home care		2002/03	58.0%				
		2001/02	54.4%	42.2%	54.3%	56.9%	52.9%
		2000/01	50.5%	47.1%	46.3%	58.9%	51.7%

SOCIAL WORK continued

£ PER HEAD OF POPULATION AGED 18+

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Home and community based services	2002/03	£154.98				
	2001/02	£125.37	£165.31	£119.40	£135.84	£138.78
	2000/01	£125.97	£152.71	£106.55	£117.86	£132.78
Long-term residential and nursing home care	2002/03	£214.05				
	2001/02	£149.48	£120.77	£141.91	£179.10	£155.69
	2000/01	£128.50	£135.81	£91.79	£169.00	£142.05

Child Protection

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
The number of children referred over the 12 months to 31 March	2002/03	236				
	2001/02	162	127	191	540	
	2000/01	156	156	249	712	
% of children entered on the register in the year who had previously been on the register	2002/03	20.4%				
	2001/02	32.7%	21.3%	1.7%	6.9%	13.1%
	2000/01	8.1%	24.7%	18.8%	9.6%	12.7%
The number of children on the child protection register at 31 March	2002/03	86				
	2001/02	44	50	54	113	
	2000/01	46	45	60	82	
The number of children on the child protection register at 31 March per 1,000 population aged under 16 years	2002/03	4.2				
	2001/02	2.1	1.8	2.1	2.3	2.0
	2000/01	2.1	1.7	2.4	1.7	2.0

The percentage of children on the register at 31 March who had been on the register for:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Less than 6 months	2002/03	57.0%				
	2001/02	45.5%	64.0%	51.9%	31.0%	51.1%
	2000/01	73.9%	77.8%	58.3%	19.5%	46.2%
6 months but under one year	2002/03	30.2%				
	2001/02	25.0%	26.0%	22.2%	38.1%	22.9%
	2000/01	19.6%	20.0%	23.3%	34.1%	25.5%
One year but under two years	2002/03	7.0%				
	2001/02	29.5%	10.0%	24.1%	15.9%	18.0%
	2000/01	4.3%	2.2%	10.0%	24.4%	17.7%
Two years or more	2002/03	5.8%				
	2001/02	0%	0%	1.9%	15.0%	8.0%
	2000/01	2.2%	0%	8.3%	22.0%	10.6%

Looked After Children: Placements

The number of children being looked after by the council in the following types of placement:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
a) At home	2002/03	65			
	2001/02	60	128	34	192
	2000/01	59	152	56	197
b) In other community placements	2002/03	101			
	2001/02	94	185	102	119
	2000/01	81	187	91	112
c) In residential accommodation	2002/03	15			
	2001/02	22	46	18	38
	2000/01	16	53	25	34
d) Total no. being looked after excluding respite	2002/03	181			
	2001/02	176	359	154	349
	2000/01	156	392	172	343
e) No. aged under 12 being looked after in residential accommodation	2002/03	2			
	2001/02	0	NA	NA	NA
	2000/01	0	NA	NA	NA
f) Total no. aged under 12 being looked after, excluding respite	2002/03	84			
	2001/02	74	NA	NA	NA
	2000/01	62	NA	NA	NA
No. receiving respite excluding a) to f)	2002/03	38			
	2001/02	29	NA	NA	NA
	2000/01	29	NA	NA	NA
Total no. looked after including respite	2002/03	219			
	2001/02	205	NA	NA	NA
	2000/01	185	NA	NA	NA

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
At home	2002/03	35.9%				
	2001/02	34.1%	35.7%	22.1%	55.0%	44.8%
	2000/01	37.8%	38.8%	32.6%	57.4%	45.1%
In other community placements	2002/03	55.8%				
	2001/02	53.4%	51.5%	66.2%	34.1%	41.2%
	2000/01	51.9%	47.7%	52.9%	32.7%	40.4%
In residential accommodation	2002/03	8.3%				
	2001/02	12.5%	12.8%	11.7%	10.9%	14.1%
	2000/01	10.3%	13.5%	14.5%	9.9%	14.5%
No. aged under 12 being looked after in residential accommodation	2002/03	2.4%				
	2001/02	0%	1.8%	3.8%	2.8%	3.9%
	2000/01	0%	1.1%	6.2%	1.1%	4.5%

SOCIAL WORK *continued*

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
a) At home	2002/03	2.8				
	2001/02	2.5	4.2	1.2	3.6	4.5
	2000/01	2.4	5.0	1.9	3.7	4.4
b) In other community placements	2002/03	4.4				
	2001/02	3.9	6.0	3.5	2.2	4.1
	2000/01	3.3	6.1	3.1	2.1	3.9
c) In residential accommodation	2002/03	0.6				
	2001/02	0.9	1.5	0.6	0.7	1.4
	2000/01	0.7	1.7	0.9	0.6	1.4
d) Total no. being looked after excluding respite	2002/03	7.8				
	2001/02	7.3	11.7	5.3	6.5	10.0
	2000/01	6.4	12.8	5.9	6.4	9.8
No. receiving respite excluding a) to f)	2002/03	1.6				
	2001/02	1.2	1.7	0.3	1.3	1.9
	2000/01	1.2	1.7	1.0	1.1	1.5
Total no. looked after including respite	2002/03	9.4				
	2001/02	8.5	13.4	5.7	7.8	11.9
	2000/01	7.6	14.5	6.8	7.5	11.2

Looked After Children: Academic Attainment

The number of young people of age 16 or 17, ceasing to be looked after away from home, who achieved Standard Grades in English and Maths or other subjects:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
No. ceasing to be looked after	2002/03	18			
	2001/02	3	28	5	26
No. attaining at least one Standard Grade (any subject)	2002/03	9			
	2001/02	1	14	2	18
No. attaining Standard Grade English and Maths	2002/03	5			
	2001/02	1	7	2	14

This was introduced as a new indicator in 2001/02

The percentage of young people of age 16 or 17, ceasing to be looked after away from home, who achieved Standard Grades in English and Maths or other subjects:

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
% attaining at least one Standard Grade (any subject)	2002/03	50.0%				
	2001/02	33.3%	50.0%	40.0%	69.2%	48.3%
% attaining Standard Grade English and Maths	2002/03	27.8%				
	2001/02	33.3%	25.0%	40.0%	53.8%	37.5%

This was introduced as a new indicator in 2001/02

Home Care/Home Helps

The number of home care clients aged 65+ receiving:

LEVEL OF SERVICE		Angus	Dundee	Perth & Kinross	Aberdeenshire
Less than 2 hours per week	2002/03	1,065			
	2001/02	1,018	1,147	599	273
	2000/01	1,063	1,188	600	312
2 to less than 4 hours per week	2002/03	379			
	2001/02	320	493	479	520
	2000/01	337	587	510	554
4 to 10 hours per week	2002/03	329			
	2001/02	278	264	303	552
	2000/01	284	245	262	614
More than 10 hours per week	2002/03	108			
	2001/02	124	262	151	503
	2000/01	120	243	105	347
Total	2002/03	1,881			
	2001/02	1,740	2,166	1,532	1,848
	2000/01	1,804	2,263	1,477	1,827

The number of home care clients as a rate per 1,000 population aged 65+ receiving:

LEVEL OF SERVICE		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Less than 2 hours per week	2002/03	54.3				
	2001/02	55.1	45.3	24.3	8.8	17.1
	2000/01	57.7	46.9	24.4	10.0	18.6
2 to less than 4 hours per week	2002/03	19.3				
	2001/02	17.3	19.5	19.5	16.7	22.5
	2000/01	18.3	23.2	20.7	17.8	23.3
4 to 10 hours per week	2002/03	16.8				
	2001/02	15.1	10.4	12.3	17.7	24.7
	2000/01	15.4	9.7	10.6	19.7	25.1
More than 10 hours per week	2002/03	5.5				
	2001/02	6.7	10.3	6.1	16.2	16.5
	2000/01	6.5	9.6	4.3	11.2	14.6
Total	2002/03	95.9				
	2001/02	94.2	85.5	62.2	59.4	80.9
	2000/01	97.9	89.4	60.0	58.7	81.5

SOCIAL WORK continued

The number of home care clients aged 65+ receiving:

FLEXIBILITY OF SERVICE		Angus	Dundee	Perth & Kinross	Aberdeenshire
Personal care	2002/03	907			
	2001/02	1,028	770	265	1,276
	2000/01	1,089	274	261	964
Care at weekends	2002/03	550			
	2001/02	478	468	422	774
	2000/01	446	966	296	755
Care at evenings/overnight	2002/03	321			
	2001/02	340	261	144	361
	2000/01	296	169	91	363

The number of home care clients as a rate per 1,000 population aged 65+ receiving:

FLEXIBILITY OF SERVICE		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Personal care	2002/03	46.2				
	2001/02	55.7	30.4	10.8	41.0	38.8
	2000/01	59.1	10.8	10.6	31.0	36.7
Care at weekends	2002/03	28.0				
	2001/02	25.9	18.5	17.1	24.9	30.1
	2000/01	24.2	38.2	12.0	24.3	27.1
Care at evenings/overnight	2002/03	16.4				
	2001/02	18.4	10.3	5.8	11.6	14.8
	2000/01	16.1	6.7	3.7	11.7	12.8

VOLUME OF SERVICE		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Total number of hours per week provided or purchased	2002/03	5,855				
	2001/02	6,031	9,891	6,793	20,808	
	2000/01	6,110	9,624	5,392	14,977	
Total number of hours per week provided as a rate per 1,000 population aged 65+	2002/03	298.6				
	2001/02	326.6	390.6	275.9	668.7	542.4
	2000/01	331.5	380.1	219.0	481.3	494.1

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children	2002/03	70%				
	2001/02	70%	55%	57%	66%	39%
	2000/01	70%	55%	55%	70%	35%
Elderly people	2002/03	32%				
	2001/02	38%	65%	20%	22%	29%
	2000/01	40%	43%	26%	21%	26%
Other adults	2002/03	38%				
	2001/02	50%	44%	32%	22%	26%
	2000/01	47%	31%	52%	10%	27%
Overall totals	2002/03	36%				
	2001/02	42%	57%	27%	27%	31%
	2000/01	43%	42%	33%	26%	28%

OTHER RELEVANT QUALIFICATIONS

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children	2002/03	0%				
	2001/02	0%	12%	14%	0%	12%
	2000/01	0%	4%	20%	0%	12%
Elderly people	2002/03	0%				
	2001/02	0%	0%	0%	5%	7%
	2000/01	0%	0%	0%	5%	7%
Other adults	2002/03	0%				
	2001/02	0%	1%	0%	9%	11%
	2000/01	0%	2%	0%	10%	12%
Overall totals	2002/03	0%				
	2001/02	0%	3%	1%	5%	9%
	2000/01	0%	1%	3%	5%	9%

TOTAL PERCENTAGE OF STAFF WITH APPROPRIATE QUALIFICATIONS

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children	2002/03	70%				
	2001/02	70%	67%	71%	66%	51%
	2000/01	70%	58%	75%	70%	47%
Elderly people	2002/03	32%				
	2001/02	38%	65%	20%	27%	36%
	2000/01	40%	43%	26%	26%	32%
Other adults	2002/03	38%				
	2001/02	50%	45%	32%	31%	37%
	2000/01	47%	33%	52%	19%	39%
Overall totals	2002/03	36%				
	2001/02	42%	60%	28%	32%	40%
	2000/01	43%	43%	36%	31%	37%

SOCIAL WORK *continued*

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	ALL SCOTLAND
Children	2002/03	NA				
	2001/02	100%	93.9%	100%	100%	87.1%
	2000/01	100%	91.3%	100%	100%	85.7%
Elderly people	2002/03	NA				
	2001/02	100%	100%	100%	91.1%	90.1%
	2000/01	100%	100%	100%	91.1%	89.1%
Other adults	2002/03	NA				
	2001/02	100%	98.5%	100%	81.0%	96.8%
	2000/01	100%	98.5%	100%	81.0%	96.2%

VOLUNTARY SECTOR		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children	2002/03	NA				
	2001/02	No service	No service	23.1%	100%	66.9%
	2000/01	No service	No service	32.9%	100%	67.2%
Elderly people	2002/03	NA				
	2001/02	93.0%	97.7%	87.8%	86.6%	84.5%
	2000/01	93.0%	89.3%	87.8%	87.7%	86.4%
Other adults	2002/03	NA				
	2001/02	100%	100%	85.9%	96.0%	90.9%
	2000/01	100%	100%	85.9%	88.7%	88.1%

PRIVATE SECTOR		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children	2002/03	NA				
	2001/02	No service	90.9%	5.6%	100%	43.1%
	2000/01	No service	14.3%	5.6%	No service	32.0%
Elderly people	2002/03	NA				
	2001/02	88.4%	86.7%	89.1%	76.2%	77.9%
	2000/01	88.4%	74.3%	87.1%	77.1%	76.2%
Other adults	2002/03	NA				
	2001/02	60.0%	88.0%	54.7%	82.6%	70.4%
	2000/01	60.0%	78.6%	54.7%	82.6%	71.1%

The 2002/03 results for the above indicator are now the responsibility of the Care Commission. Unfortunately, no information is available at this time.

The number of rooms with en-suite facilities expressed as a percentage of all residential care places for each of the following users, for each provider:

COUNCIL		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children	2002/03	NA				
	2001/02	0%	15.2%	0%	0%	7.8%
	2000/01	0%	8.7%	0%	0%	6.6%
Elderly people	2002/03	NA				
	2001/02	42.9%	0%	37.5%	25.2%	23.7%
	2000/01	42.9%	0%	37.5%	25.2%	22.7%
Other adults	2002/03	NA				
	2001/02	0%	17.9%	0%	9.5%	13.4%
	2000/01	0%	18.2%	0%	9.5%	12.1%

VOLUNTARY SECTOR		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children	2002/03	NA				
	2001/02	No service	No service	0%	0%	6.1%
	2000/01	No service	No service	0%	0%	6.9%
Elderly people	2002/03	NA				
	2001/02	0%	9.3%	67.3%	79.7%	44.8%
	2000/01	0%	26.2%	67.3%	73.5%	53.2%
Other adults	2002/03	NA				
	2001/02	25.0%	37.7%	50.6%	8.0%	22.9%
	2000/01	24.4%	22.6%	50.6%	7.1%	19.6%

PRIVATE SECTOR		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Children	2002/03	NA				
	2001/02	No service	0%	0%	0%	6.3%
	2000/01	No service	0%	0%	No service	6.5%
Elderly people	2002/03	NA				
	2001/02	71.3%	40.8%	63.6%	63.1%	52.6%
	2000/01	70.4%	71.1%	63.4%	59.6%	54.0%
Other adults	2002/03	NA				
	2001/02	50.0%	88.0%	22.6%	0%	15.5%
	2000/01	60.0%	78.6%	22.6%	0%	17.9%

The 2002/03 results for the above indicator are now the responsibility of the Care Commission. Unfortunately, no information is available at this time.

SOCIAL WORK continued

Respite Care

The number of people receiving respite care:

PEOPLE AGED 65+

		Angus	Dundee	Perth & Kinross	Aberdeenshire
Residential respite care	2002/03	202			
	2001/02	196	214	89	346
	2000/01	181	246	173	294
Respite care provided at home	2002/03	29			
	2001/02	46	238	135	285
	2000/01	42	259	120	266
Other respite	2002/03	5			
	2001/02	0	3	41	9
	2000/01	0	0	72	0

PEOPLE AGED 18 - 64

		Angus	Dundee	Perth & Kinross	Aberdeenshire
Residential respite care	2002/03	75			
	2001/02	73	186	91	214
	2000/01	53	212	76	139
Respite care provided at home	2002/03	23			
	2001/02	37	48	33	45
	2000/01	25	45	36	19
Other respite	2002/03	0			
	2001/02	0	0	10	0
	2000/01	0	0	10	14

CHILDREN AGED 0 - 17 WITH DISABILITIES

		Angus	Dundee	Perth & Kinross	Aberdeenshire
Residential respite care	2002/03	17			
	2001/02	13	50	33	74
	2000/01	12	22	28	35
Respite care provided at home	2002/03	28			
	2001/02	30	6	18	96
	2000/01	21	No service	21	89
Other respite	2002/03	32			
	2001/02	14	35	53	8
	2000/01	12	38	63	62

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

PEOPLE AGED 65+		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Residential respite care	2002/03	10.3				
	2001/02	10.6	8.5	3.6	11.1	12.5
	2000/01	9.8	9.7	7.0	9.4	11.7
Respite care provided at home	2002/03	1.5				
	2001/02	2.5	9.4	5.5	9.2	3.5
	2000/01	2.3	10.2	4.9	8.5	2.4
Other respite	2002/03	0.3				
	2001/02	0	0.1	1.7	0.3	3.8
	2000/01	0	0	2.9	0	3.8

PEOPLE AGED 18 - 64		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Residential respite care	2002/03	1.1				
	2001/02	1.1	2.1	1.1	1.5	1.2
	2000/01	0.8	2.4	0.9	1.0	1.2
Respite care provided at home	2002/03	0.4				
	2001/02	0.6	0.6	0.4	0.3	0.4
	2000/01	0.4	0.5	0.4	0.1	0.2
Other respite	2002/03	0				
	2001/02	0	0	0.1	0	0.2
	2000/01	0	0	0.1	0.1	0.4

CHILDREN AGED 0 - 17 WITH DISABILITIES		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Residential respite care	2002/03	0.7				
	2001/02	0.5	1.6	1.1	1.4	1.3
	2000/01	0.5	0.7	1.0	0.7	1.2
Respite care provided at home	2002/03	1.2				
	2001/02	1.2	0.2	0.6	1.8	1.2
	2000/01	0.9	No service	0.7	1.7	1.0
Other respite	2002/03	1.4				
	2001/02	0.6	1.1	1.8	0.2	2.1
	2000/01	0.5	1.2	2.2	1.2	2.2

SOCIAL WORK continued

Total volume of respite care provided or purchased:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
PEOPLE AGED 65+					
Residential respite care (bed-nights)	2002/03	5,053			
	2001/02	4,097	5,226	2,864	17,012
	2000/01	3,787	6,290	4,737	10,469
Respite care provided at home (hours)	2002/03	6,800			
	2001/02	5,137	105,829	15,574	38,374
	2000/01	4,481	75,612	13,819	33,160
Other respite (bed-nights)	2002/03	93			
	2001/02	0	42	0	0
	2000/01	0	0	0	0
Other respite (hours)	2002/03	0			
	2001/02	0	0	0	1,292
	2000/01	0	0	0	0

		Angus	Dundee	Perth & Kinross	Aberdeenshire
PEOPLE AGED 18 - 64					
Residential respite care (bed-nights)	2002/03	1,681			
	2001/02	1,284	5,292	3,213	11,282
	2000/01	987	6,935	1,819	4,892
Respite care provided at home (hours)	2002/03	5,850			
	2001/02	7,327	23,183	9,053	7,375
	2000/01	5,987	22,843	10,572	3,582
Other respite (bed-nights)	2002/03	0			
	2001/02	0	0	0	0
	2000/01	0	0	0	915
Other respite (hours)	2002/03	0			
	2001/02	0	0	0	0
	2000/01	0	0	0	239

		Angus	Dundee	Perth & Kinross	Aberdeenshire
CHILDREN AGED 0 - 17 WITH DISABILITIES					
Residential respite care (bed-nights)	2002/03	238			
	2001/02	161	1,928	616	8,962
	2000/01	190	497	438	7,337
Respite care provided at home (hours)	2002/03	3,908			
	2001/02	4,072	3,587	6,488	11,392
	2000/01	3,584	No service	6,621	19,069
Other respite (bed-nights)	2002/03	377			
	2001/02	182	317	82	1,667
	2000/01	235	915	134	4,194
Other respite (hours)	2002/03	682			
	2001/02	0	6,317	11,076	No service
	2000/01	0	0	14,827	2,524

Criminal Justice

SOCIAL ENQUIRY REPORTS

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
a) The number of reports submitted to courts during the year	2002/03	1,133				
	2001/02	1,146	2,733	936	815	
	2000/01	1,022	2,549	740	621	
b) a) expressed as a rate per 1,000 adult population	2002/03	12.9				
	2001/02	13.1	23.7	8.6	4.5	8.7
	2000/01	11.6	22.1	6.8	3.5	7.8
c) Proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt by the dept	2002/03	98.3%				
	2001/02	96.6%	87.0%	98.4%	98.2%	86.2%
	2000/01	97.3%	60.5%	100%	97.4%	76.1%
d) The proportion of reports submitted to courts by the due date	2002/03	96.2%				
	2001/02	99.0%	97.8%	85.8%	96.9%	96.5%
	2000/01	99.2%	97.4%	100%	95.8%	95.1%

PROBATION

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
a) The number of new probation orders issued during the year	2002/03	169				
	2001/02	184	678	210	226	
	2000/01	171	457	179	134	
b) a) expressed as a rate per 1,000 adult population	2002/03	1.9				
	2001/02	2.1	5.9	1.9	1.3	1.9
	2000/01	1.9	4.0	1.7	0.7	1.7
c) The proportion of new probationers seen by a supervising officer within one week	2002/03	66.0%				
	2001/02	74.1%	75.0%	67.0%	100%	58.0%
	2000/01	67.0%	75.0%	75.0%	100%	61.0%
d) The proportion of people subject to a probation order who were reported to the court for breach of probation during the year	2002/03	14.7%				
	2001/02	12.2%	26.0%	38.0%	7.0%	20.0%
	2000/01	34.0%	27.0%	23.0%	11.0%	19.0%

COMMUNITY SERVICE

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
a) The number of new community service orders issued during the year	2002/03	175				
	2001/02	179	437	157	152	
	2000/01	162	510	137	145	
b) a) expressed as a rate per 1,000 adult population	2002/03	2.0				
	2001/02	2.0	3.8	1.5	0.8	1.7
	2000/01	1.8	4.4	1.3	0.8	1.7
c) The average length of community service for orders completed during the year	2002/03	120 hours				
	2001/02	131 hours	159 hours	161 hours	163 hours	157 hours
	2000/01	139 hours	156 hours	119 hours	151 hours	154 hours
d) The average number of days taken to complete orders completed during the year	2002/03	334				
	2001/02	325	361	468	281	300
	2000/01	349	402	291	312	291

CENTRAL SERVICES

CHIEF EXECUTIVE'S

CORPORATE POLICY

Staff 27 (27) (26) - based in Forfar providing strategic and corporate leadership to the council as a whole.

Performance

- the council's one-stop telephone enquiry service, ACCESS Line (08452 777 778), extended its opening hours to 8am to 6pm, Monday to Friday
- grants totalling £1,500 were paid to three twinning associations locally to assist them in hosting visits to the area by large groups of visitors from their twinned communities
- through the Angus Citizens' Panel, a survey on health services and health issues was carried out in partnership with NHS Tayside
- a community planning team was established and a progress report and review of Angus Community Plan was published
- we participated in numerous emergency planning table-top and seminar forums
- arrangements were put in place for the management of the Local Code of Corporate Governance
- the key risks which the council faces were identified, and work began to put in place a strategic risk management system

ECONOMIC DEVELOPMENT

Staff 20 (18) (18) - based in Forfar, supporting and encouraging the development of the economy in Angus.

Performance

- a successful programme of overseas trade development activities was carried out including two inward missions from Yantai in China, a visit to the Australia Oil and Gas Show in Perth, WA, moving on to Yantai and attendance at the Offshore Technology Conference in Houston
- 86% of the council's industrial and commercial units were occupied, with 85.6% of potential rental achieved
- an estimated 12,000 visitors attended Seafest in Arbroath
- 11 successful applications were made for European funding, securing £1.4 million for the Angus economy

PERSONNEL SERVICES

Staff 43 (42) (40) - 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

- over 17,500 job application forms were issued
- over 8,500 returned job applications forms were processed
- 790 jobs were advertised externally
- we provided 165 training courses on 42 different subjects, representing 2,178 employee training days, and in addition delivered IT training for 455 employees
- we managed the training of 661 young and/or unemployed people on various employment and training programmes
- we helped 118 individuals from these programmes into sustainable jobs
- 39 individuals from the programmes were helped to achieve a Scottish Vocational Qualification

FINANCE

Staff 155 (148) (145) - mainly based in Forfar, but with a large revenues section in Monifieth.

Performance

- 54,577 cheques and 32,104 BACS (a direct credit service) were issued
- we insured the council's buildings and other properties valued at £854 million
- we serviced loan debt per head of population of £1,043.89

Housing Benefit and Council Tax Benefit

The gross administration cost per case:

OVERALL COST		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
	2002/03	£70.61				
	2001/02	£53.02	£57.63	£46.46	£29.11	£41.89
	2000/01	£48.74	£36.49	£47.68	Not reported	£41.48

Processing Time

The time for processing applications (in days) from the date of receipt of the application to the posting of the notification of the outcome:

AVERAGE TIME TO PROCESS		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
New Claims	2002/03	78.9				
	2001/02	45.9	55.3	18	63.7	51
	2000/01	46.1	54	19	Not reported	48
Notifications of changes of circumstances	2002/03	18.2				
	2001/02	14.7	15.5	19.1	10.5	15.6
	2000/01	12.9	72	60	Not reported	22

% PROCESSED ON TIME		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Renewal claims	2002/03	48.6%				
	2001/02	69.5%	71.9%	99.5%	81.2%	73.1%
	2000/01	77.3%	95.0%	68.1%	Not reported	75.0%

CENTRAL SERVICES *continued*

Processing Time (cont)

ACCURACY AND SECURITY OF PROCESSING

a) % of cases for which the calculations of the amount of benefit due was correct on the basis of the information available at the determination	2002/03
	2001/02
	2000/01
b) Does the council have a written security strategy for fraud which is communicated regularly to all staff?	2002/03
	2001/02
	2000/01
c) % of recoverable overpayments (excluding council tax benefit) that were recovered in the year	2002/03
	2001/02
	2000/01

Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
97.4%				
97.6%	Not reported	93.6%	91.2%	95.5%
97.0%	Not reported	90.0%	Not reported	95.8%
Yes				
Yes	Yes	Yes	Yes	
Yes	No	No	Not reported	
48.4%				
55.7%	Not reported	51.6%	Not reported	45.6%
77.0%	Not reported	49.4%	Not reported	50.3%

Council Tax Collection

Angus

£13.48

The cost of collecting council tax per dwelling

This indicator changed in 2002/03 to include all dwellings

The income due from council tax for the year, excluding reliefs and rebates:

	Angus	Dundee	Perth & Kinross	Aberdeenshire
2002/03	£30,452,427			
2001/02	£28,020,182	£37,667,540	£43,519,549	£69,551,481
2000/01	£26,089,017	£37,237,613	£39,112,009	£62,349,164

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

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
2002/03	94.7%				
2001/02	94.5%	85.0%	94.1%	93.8%	90.6%
2000/01	93.9%	85.0%	93.5%	93.2%	89.2%

Non-Domestic Rates Income

	Angus
a) Income due from non-domestic rates excluding reliefs	£25,166,282
b) % of a) that was received during the year	96.6%

This has been introduced as a new indicator for 2002/03

Payment of Invoices

Percentage of invoices sampled, paid within 30 days or other agreed time period:

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
2002/03	81.2%				
2001/02	80.3%	89.7%	89.4%	77.0%	79.9%
2000/01	77.2%	87.9%	85.9%	78.7%	75.2%

Accounts

Whether the statutory abstract of accounts for the previous financial year:

		Angus	Dundee	Perth & Kinross	Aberdeenshire
Was submitted for audit by 30 June 2002 and	2002/03	Yes			
	2001/02	Yes	Yes	Yes	Yes
	2000/01	Yes	Yes	Yes	Yes
Received an unqualified audit certificate*	2002/03	Yes	Yes	Yes	Yes
	2001/02	Yes	Yes	Yes	Yes

This was introduced as a new indicator in 2001/02

CENTRAL SERVICES continued

INFORMATION TECHNOLOGY

Staff 41 (40) (40) - based in Forfar, but providing servicing of computer equipment and advice on information technology usage throughout the area.

Performance

The department:

- supported and maintained over 3,200 networked computers attached to over 140 interconnected local area networks
- dealt with over 5,000 requests through the service desk
- enhanced the People's Network across Angus, providing Internet access and learning centres at all libraries, including part time facilities
- expanded the service information available at www.angus.gov.uk by providing downloadable forms for most council services and redeveloped the frequently asked questions area of the web site.
- maintained Investor in People accreditation

LAW AND ADMINISTRATION

Staff 90 (85) (88) - located mainly in Forfar, although registrars' offices provide a direct service to the public in all the main towns and some of the larger villages.

Performance

- the committee section made arrangements for 165 meetings of the council and its committees, at which 1,503 items of business were considered
- the council house sales team sold 279 houses, dealt with 1,229 property enquiries raising £98,464.84 and granted 317 lottery registrations
- the licensing team issued 789 Civic Government Act and miscellaneous licences, made arrangements for 12 meetings of the Licensing Board at which 748 items of liquor licensing business were considered and issued 644 occasional licences
- the district court team heard 4,470 cases, collecting fines to a value of £172,023.10 and dealt with 6,303 fixed penalties totalling £277,890
- the registrars recorded a total of 2,336 entries, of which 819 were births, 1,120 were deaths, 264 church marriages were registered and 133 civil marriages were performed
- the director dealt with two ombudsman complaints one of which was not upheld and the other was carried forward to 2003/04

Council House Sales

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

		Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
Up to 20 weeks	2002/03	28.0%				
	2001/02	31.7%	57.4%	34.3%	0.6%	30.9%
	2000/01	31.0%	61.8%	48.2%	2.7%	28.3%
21 to 26 weeks	2002/03	65.9%				
	2001/02	61.4%	25.1%	50.0%	16.3%	36.5%
	2000/01	60.4%	25.3%	38.2%	19.5%	36.3%
27 to 32 weeks	2002/03	3.9%				
	2001/02	5.3%	11.1%	13.7%	36.6%	18.3%
	2000/01	4.3%	4.8%	5.8%	39.3%	19.0%
33 weeks and more	2002/03	2.2%				
	2001/02	1.6%	6.4%	2.0%	46.5%	14.3%
	2000/01	4.3%	8.2%	7.9%	38.5%	16.3%

Average time taken to sell houses:

	Angus	Dundee	Perth & Kinross	Aberdeenshire	ALL SCOTLAND
2002/03	23.2 weeks				
2001/02	23.1 weeks	21 weeks	22 weeks	34 weeks	25 weeks

This was introduced as a new indicator in 2001/02

Note: Council house sales is a Housing services indicator but, as the main work of sale is carried out by Law and Administration, is included in this section.

CENTRAL SERVICES continued

PROPERTY SERVICES

Staff 90 (87) (89) - 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

The department:

implemented the Housing capital programme of £6.8m and part, approximately £1.45m, of the Housing planned maintenance programme. Major achievements included:

- full modernisation of 18 houses throughout the council area
- replacement of central heating and rewiring in 768 houses
- replacement of windows in 850 houses
- replacement of kitchens in 232 houses

implemented major projects within the composite capital programme. Achievements included:

- completion of the £840,000 alterations and extension to Maisondieu Primary School
- completion of the £170,000 extension to Ladyloan Primary School
- completion of the £140,000 alterations to form the special educational needs unit at Arbroath High School
- completion of the £550,000 alterations to Gowanlea Resource Centre
- completion of the £1.1m factory extension at Brent Avenue, Montrose
- progression of the access for the disabled programme
- completion of Phase 1 of the works to Traill Pavilion, Montrose (£50,000)

PERFORMANCE INDICATORS QUESTIONNAIRE

detach here

Let us know what you think

Your views are important to Angus Council and we would be grateful if you could take a few minutes to fill in and return this questionnaire. The questionnaire folds up into a pre-paid envelope, so there is no need for a stamp. Alternatively, you could complete the questionnaire on-line by visiting www.angus.gov.uk/annualreports.

please ✓ as appropriate

Did you find it useful to have the previous year's performance for comparison purposes?

- Yes
 No

Did you find it useful to have the neighbouring authorities' performance for comparison purposes?

- Yes
 No

Did you think the Performance Supplement contained:

- Too much information?
 About the right amount?
 Too little information?

Did you find the information in the Performance Supplement:

- Easy to understand?
 Neither easy nor difficult to understand?
 Difficult to understand?

If you feel the Performance Supplement could be improved, can you tell us in what way?

Thank you for taking the time to complete this questionnaire

▼ Third Fold and tuck inside facing flap ▼

2



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

▼ Second Fold ▲

▼ First Fold ▼

