



Performance Information

2003 – 2004



Performance Information 2003/04

This leaflet lets you see how Angus Council performed with statutory performance indicators for 2003/04 and contains 2002/03 figures for comparison purposes where available.

- 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 2003/2004 Annual Report & Accounts, which will be available in libraries, council reception areas, and on the council's web site (www.angus.gov.uk) from end October 2004.

Adult Social Work

Community Care Assessments

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

People aged 65+	4,342 (5,391)	3,863 (5,187)
People aged 65+ with dementia	171 (220)	171 (227)
People aged 18-64 with mental health problems/ dementia	140 (237)	129 (225)
People aged 18-64 with physical disabilities	522 (749)	466 (732)
People aged 18-64 with learning disabilities	113 (255)	81 (246)
People aged 18-64 with HIV/AIDS	<10 (<10)	<10 (<10)
People aged 18-64 with drug/alcohol abuse problems	26 (31)	29 (26)
Total	5,314 (6,883)	4,739 (6,643)

No. of persons assessed or reviewed and (receiving) a service expressed as a rate per 1,000 relevant population:

People aged 65+	219.7 (272.8)	197.0 (264.5)
People aged 65+ with dementia	8.7 (11.1)	8.7 (11.6)
People aged 18-64 with mental health problems/ dementia	2.1 (3.6)	2.0 (3.4)
People aged 18-64 with physical disabilities	8.0 (11.5)	7.1 (11.2)
People aged 18-64 with learning disabilities	1.7 (3.9)	1.2 (3.8)
People aged 18-64 with HIV/AIDS	<10 (<10)	<10 (<10)
People aged 18-64 with drug/alcohol abuse problems	0.4 (0.5)	0.4 (0.4)
Total	62.5 (80.9)	55.6 (78.0)

Expenditure

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

Home and community based services	£20,591,000	£13,200,000
Long-term residential and nursing home care	£20,991,000	£18,232,000
Total expenditure	£41,582,000	£31,432,000

Expenditure on services for adults in community care client group expressed as a percentage:

Home and community based services	49.5%	42.0%
Long-term residential and nursing home care	50.5%	58.0%

Expenditure on services for adults in community care client group:

Cost per head of population aged 18+

Home and community based services	£242.02	£154.98
Long-term residential and nursing home care	£246.76	£214.05

Residential Accommodation: Staff Qualification

3	The % of care staff in residential homes who have appropriate qualifications, for these users:		
	i) Elderly people	26.00%	32%
	ii) Other adults	28.57%	38%
	iii) Overall totals for elderly and other adults	26.67%	-

Residential Accommodation: Privacy

4	The no. of single rooms and the no. of rooms with en-suite facilities, expressed as a percentage of residential care places used by the council for each client group			
		No.	Single rooms %	Rooms with en-suite facilities %
	a) Elderly people			
	Council	86	100%	55.8%
	Voluntary sector	28	100%	64.3%
	Private sector	390	91.0%	80.0%
	b) Other adults			
	Council	34	100%	0%
	Voluntary sector	48	100%	14.6%
	Private sector	46	97.8%	41.3%

Home Care/Home Help Clients

5	a) The no. of people age 65+ receiving homecare	1,810	1,881
	b) The total no. of homecare hours	6,329	
	c) The no. of homecare hours per 1,000 population age 65+	320.23	
	d) As a proportion of home care clients age 65+, the no. receiving:		
	i) Personal care	49.50%	-
	ii) A service during evenings/overnight	14.92%	-
	iii) A service at weekends	34.42%	-

Respite Care/Carer Breaks

6	Volume of respite services	Older people aged 65+	Other adults aged 18 - 64
	a) Residential respite care, the no. of respite care bed-nights	5,718 5,053	1,144 1,681
	b) Respite care at home, the no. of respite care hours	7,920 6,800	6,581 5,850
	c) Other respite care:		
	i) Day services - no. of hours	NS 93	105 0
	ii) Overnight services - no. of nights	NS 0	140 0

Volume of respite care per 1,000 relevant population

		Older people aged 65+	Other adults aged 18 - 64
	a) Residential respite care, the no. of respite care bed-nights	289.31 -	17.51 -
	b) Respite care at home, the no. of respite care hours	400.73 -	100.76 -
	c) Other respite care:		
	i) Day services - no. of hours	NS -	1.61 -
	ii) Overnight services - no. of nights	NS -	2.14 -

Criminal Justice

7	Social enquiry reports		
	a) No. of reports submitted to courts during the year	1,314	1,133
	b) a) expressed as a rate per 1,000 adult population	14.9	12.9
	c) Proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt	99.9%	98.3%
	d) Proportion of reports submitted to courts by due date	97.1%	96.2%

8	Probation		
a)	No. of new probation orders issued during the year	183	169
b)	a) expressed as a rate per 1,000 adult population	2.1	1.9
c)	Proportion of new probationers seen by a supervising officer within one week	80%	66%
d)	Proportion of people subject to a probation order who were reported to the court for breach of probation during the year	14%	15%
9	Community service		
a)	No. of new community service orders issued during the year	209	175
b)	The average no. of hours per week taken to complete orders	2.48 hours	-

Benefits Administration

Housing Benefit and Council Tax Benefit

1	The gross administration cost per case	£78.80	£70.61
2	Average time to process:		
a)	New claims	76.9 days	78.9 days
b)	Notifications of changes of circumstances	19.2 days	18.2 days
	% of renewal claims processed on time	52.6%	48.6%
3	a) % of cases for which the calculation of the amount of benefit was correct	96.8%	97.4%
	b) % of recoverable overpayments that were recovered in the year	48.3%	48.4%

Children's Services

Pre School Experience

1	a) Percentage of children for whom a pre-placement was requested who are:		
	i) In their pre-school year	100%	-
	ii) 3-year-olds in the year before their pre-school year and received government grant-aided education	100%	-
	b) Percentage of grant-aided children who received fewer than five education sessions per week during the period they were eligible:		
	i) In their pre-school year	2.8%	-
	ii) 3-year-olds in the year before their pre-school year	23.3%	-

Primary Schools

2	a) The no. and (%) of classes which falls within the following categories:		
	i) Single year classes with 33 or fewer pupils	252 (65.6%)	-
	ii) Composite year classes with 25 or fewer pupils	124 (32.3%)	-
	iii) Classes with P1 to P3 pupils in which the no. of pupils is 30 pupils or less	175 (97.2%)	-
	b) No. of single year primary classes	254	251
	No. of composite primary classes	130	133
	No. of primary classes with P1 to P3 pupils	180	173
3	a) Occupancy: The % of schools where the ratio of pupils to places is:		
	40% or less	10.0%	6.7%
	41 - 60%	21.7%	25.0%
	61 - 80%	38.3%	38.3%
	81 - 100%	28.3%	28.3%
	101% or more	1.7%	1.7%
	b) The total no. of primary schools	60	60

Secondary Schools

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

Special Educational Needs

5 a) The average time taken to complete an assessment	16 weeks	13 weeks
b) % of assessments completed in:		
up to 18 weeks	69.4%	87.2%
19 - 26 weeks	25.0%	10.3%
27 - 39 weeks	5.6%	2.6%
40 - 52 weeks	0%	0%
more than 1 year	0%	0%

Looked After Children - Academic Attainment

6 a) No. of 16 or 17-year-olds ceasing to be looked after away from home	9	18
b) No. and (%) attaining at least one Standard Grade (any subject)	6 (66.7%)	9 (50.0%)
c) No. and (%) attaining Standard Grade English and Maths	4 (44.4%)	5 (27.8%)

Equal Opportunities Policy

7 The no. and percentage of teachers in each of the following staff bands who are women:	No.	%
Head and Deputy Head Teachers		
Secondary	9	25.0%
Primary	72	75.0%
Special	0	0%
Total	81	61.4%
All teachers (including Head & Deputy Head teachers)		
Secondary	406	59.4%
Primary	595	89.9%
Special	0	0%
Total	1,001	74.4%

Child Protection

8 a) The no. of children referred over the 12 months to 31 March	152	236
b) The % of children on the register in the year who had previously been on the register	1.3%	20.4%
c) No. of children on the child protection register at 31 March	61	86
d) No. of children on the child protection register at 31 March per 1,000 population aged under 16 years	3.0	4.2
e) Percentage of children on the register at 31 March who had been on the register for:		
Less than 6 months	55.7%	57.0%
6 months but under one year	16.4%	30.2%
One year but under 2 years	19.7%	7.0%
Two years or more	8.2%	5.8%

Looked After Children - Placements

9 The no. and % of children being looked after by the council in the following types of placement:		
i) No. of children		
a) At home	88	65
b) In other community placements	111	101
c) In residential accommodation	17	15
d) Total no. being looked after excluding respite	216	181
e) Children aged under 12 in residential accommodation being looked after	3	2
f) Total children aged under 12 looked after, excluding respite	103	84
g) Children receiving respite excluded from a) to f)	41	38
h) Total looked after including respite	257	219
ii) i) As a % of the total no. being looked after		
a) At home	40.7%	35.9%
b) In other community placements	51.4%	55.8%
c) In residential accommodation	7.9%	8.3%
e) Children aged under 12 being looked after in residential accommodation	2.9%	2.4%
iii) As a rate per 1,000 population aged 0 - 17		
a) At home	3.8	2.8
b) In other community placements	4.8	4.4
c) In residential accommodation	0.7	0.6
d) Total no. being looked after excluding respite	9.4	7.8
g) Children receiving respite excluded from a) to f)	1.8	1.6
h) Total looked after including respite	11.1	9.4

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Residential Accommodation: Staff qualification

10 % of Care staff in Local Authority residential homes, who have appropriate qualifications **64%** 70%

Residential Accommodation: Privacy

	No.	Single rooms %	Rooms with en-suite facilities %
Council	6	100%	0%
Voluntary sector	11	72.7%	9.1%
Private sector	0	NS	NS

Respite Care

12 Children aged 0-17 with disabilities

Residential respite care (nights) per 1,000 relevant population	12.1	-
Respite care provided at home (hours) per 1,000 relevant population	127.5	-
Other i) day service	97.5	-
ii) overnight service	10.2	-

Children's Panel Liaison: Social Background Reports

13 No. of reports submitted to the reporter during the year **438** -

The proportion of reports requested by the Reporter which were submitted within 20 days **37.4%** -

Supervision

14 No. of new supervision requirements made during the year **58** -

The proportion of children seen by a supervising officer within 15 days **86.2%** -

Corporate Management

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	3.9%	4.5%
b) Craft and manual employees	5.5%	6.3%
c) Teachers	3.6%	4.4%

Litigation Claims

2 No. and value of civil liability claims incurred by the council in the year

a) The no. of claims per 10,000 population	18.1	-
b) Claims value as a percentage of revenue budget	0.1%	-

Equal Opportunities Policy

3 The no. and percentage of the highest paid earners among council employees, that are women.

	No.	%
a) In top 2% of all employees	4	7.0%
b) In top 5% of all employees	24	16.8%

Council Tax Collection

4 Collection costs: the cost of collecting Council Tax per dwelling **£16.10** £13.48

5 Income:

a) The income due from Council Tax for the year, excluding reliefs and rebates	£32,562,000	£30,452,427
b) The % of a) that was received during the year	95%	94.7%

Non-Domestic Rates

6 Income:

a) The income due from Non-Domestic Rates for the year, excluding reliefs	£24,246,000	£25,166,282
b) The % of a) that was received during the year	98.0%	96.6%

Payment of Invoices

7 The no. of invoices paid within 30 calendar days of receipt, as a % of all invoices paid **84%** -

Cultural & Community Services

Sport and Leisure Management

1	The no. of attendances per 1,000 population for pools	3,079	3,637
2	The no. of attendances per 1,000 population for other indoor sport and leisure facilities, excluding pools in a combined complex	8,361	7,810

Museums

3	a) The no. of museums operated by or financially supported by the council	8	10
	b) The % of these which are registered under the Museum and Galleries Commission (MGC) registration scheme	100%	80.0%

Library Book Requests: Processing Time

4	The average time taken to satisfy book requests	19 days	19 days
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Library Stock Turnover

5	Changes in library stock per 1,000 population:		
	ADULT LENDING STOCK of book and audio-visual material		
	a) Recommended national target for annual no. of additions	280	280
	b) Additions	140	204
	c) Stock at year end	2,256	2,260
	CHILDREN'S AND TEENAGE LENDING STOCK of book and audio-visual material		
	a) Recommended national target for annual no. of additions	100	100
	b) Additions	47	60
	c) Stock at year end	647	662

Use Of Libraries

6	Borrowers from public libraries:		
	a) Borrowers as a % of the resident population	28%	28.3%
	b) Average no. of issues per borrower	27	29.3

Lifelong Learning

7	Learning centre and learning access point users		
	a) The no. of users as a percentage of the resident population	8%	6.1%
	b) The no. of times the terminals are used per 1,000 population	598	388.4

Development Services

Building Warrant And Completion Certificate Applications

1	a) The percentage of requests for a building warrant responded to within 15 days	78.2%	73.2%
	b) The percentage of building warrants issued (or an application otherwise determined) within 6 days	97.2%	94.4%
	c) The average time taken to respond to a request for a completion certificate	3 days	3 days
	d) The percentage of completion certificates issued (or an application otherwise determined) within 3 days	89.8%	81.8%

Processing Time - Planning Applications

2	The % of applications dealt with within two months:		
	Householder	85.8%	69.4%
	Non-householder	52.2%	57.5%
	Total	68.6%	-

Appeals

3	The no. of appeals that were successful:		
	a) As a % of the no. of planning determinations made by the council	0.2%	0.2%
	b) As a % of the no. of determinations that went to appeal	30.0%	15.4%

Development Plans

4	The % of the population covered by a Local Plan which has been adopted or finalised within the last five years	100%	100%
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Housing

Response Repairs

1	No. of repairs carried out in the following response categories and the (%) completed within target:				
	2 hours	5,637	(96.2%)	4,950	(92.4%)
	24 hours	5,332	(80.8%)	-	-
	2 working days (3 w/days 2002/03)	6,240	(89.6%)	6,887	(86.2%)
	10 working days (7 w/days 2002/03)	15,592	(89.4%)	13,894	(83.4%)
	20 working days	438	(76.9%)	422	(67.8%)
	3 months	138	(81.9%)	281	(81.5%)

The no. of repairs due to be completed within 24 hours and the (%) completed within 24 hours

10,969	(88.7%)	4,950	(92.4%)
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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			
			2.1%	1.82%
3	Time taken to re-let houses analysed by the following void periods:			
		Number and (%) of houses re-let		
	Less than 2 weeks	386	(40.0%)	423 (40.6%)
	2 - 4 weeks	194	(20.1%)	185 (17.8%)
	More than 4 weeks	386	(40.0%)	433 (41.6%)
	Average time to re-let houses	78 days		61 days

Rent Arrears

4	Current tenant arrears as a % of the net amount of rent due in the year		5.8%	4.9%
	The % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250		3.2%	3.0%

Council House Sales

5	a) The % of house sales completed within 26 weeks	94.9%	93.9%
	b) Average time to sell houses	23 weeks	23.2 weeks

Homelessness

6	a) The no. of households assessed as homeless or potentially homeless during the year	702	-
	b) The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	8.9 weeks	-
	c) The no. of cases reassessed as homeless or potentially homeless within 12 months of previous case being completed, as a proportion of all cases assessed as homeless or potentially homeless during the year.	0.1%	-

Protective Services

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:

	6 months		12 months		>12 months	
Minimum inspection frequency						
No. to be inspected	25	38	176	205	252	258
% of inspections undertaken within time	100%	88.2%	100%	91.7%	97.2%	77.1%

Workplace Safety Inspections

2	a) The no. liable to inspection	1,964	1,704				
	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	36 months	60 months			
	No. of premises in this category	32	33	647	555	1,285	1,116
	Target no. of premises to be inspected	31	30	190	227	0	113
	% of inspections carried out within time	93.5%	83.3%	93.7%	60.4%	0%	0%

Environmental Protection: Noise Complaints

3	As a proportion of the noise complaints completed during the year:		
a)	The no. of complaints	176	-
i)	Settled on first contact with the complainant	85	-
ii)	Where following initial enquiry, the council recognises its responsibility to take further action in relation to a problem	91	-
b)	The percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt of complaint	80.0%	-
c)	The percentage of complaints requiring further action, completed within 14 calendar days of receipt of the complaint	36.3%	-

Pest Control

4	% of pest control responses within specified time		
	High priority: 2 working days	91.3%	94.7%
	Low priority: 5 working days	95.4%	98.3%

Trading Standards Enquiries, Complaints and Advice

5	The no. of enquiries, complaints and advice requests received, and the proportion completed	No.	(%)	No.	(%)
	Consumer enquiries: % completed on day of receipt	239	(84.1%)	292	(81.2%)
	Consumer complaints: % completed with 14 days	868	(80.5%)	933	(85.8%)
	Business advice requests: % completed within 14 days	227	(88.5%)	188	(91.5%)

Inspection of Trading Premises

6	Premises liable to inspection: target and actual coverage:		
	High risk:		
i)	Target inspection frequency	12 mths	12 mths
ii)	No. of premises in this category	165	84
iii)	Target total no. of visits	151	84
iv)	% of target achieved within time	58.9%	67.9%
	Medium risk:		
i)	Target inspection frequency	24 mths	24 mths
ii)	No. of premises in this category	971	1,363
iii)	Target total no. of visits	426	637
iv)	% of target achieved within time	43.0%	34.5%
	Low risk:		
i)	Target inspection frequency	NA	60 mths
ii)	No. of premises in this category	1,470	484
iii)	Target total no. of visits	30	1
iv)	% of target achieved within time	6.7%	0%

Roads & Lighting

Network Maintenance

1	The percentage of the road network that should be considered for maintenance treatment:		
a)	A class roads	27.4%	-
b)	B class roads	45.9%	-
d)	C class roads	28.3%	-
d)	Unclassified roads	36.3%	-
d)	Overall	34.5%	-

Traffic Light Repairs

2	Traffic lights failure: % of repairs completed within 48 hours	94.4%	94.1%
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Street Lighting

3	Street lights failure: % of repairs completed within 7 days	79.1%	75.7%
4	Gross cost of street lighting per lamp	£76.30	£78.82
	Lighting columns replaced expressed as a % of the total no. of columns	3.3%	1.6%

Waste Management

Refuse Collection

1 The gross cost of:		
a) Collection (combined domestic, commercial and domestic bulky uplift) per premise	£50.66	£47.80
b) Disposal per premise	£55.36	£57.42
2 Special uplift service for bulky domestic refuse: % of uplifts completed within 5 days	98.0%	97.0%
3 Complaints per 1,000 households	4.1	-

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 & other energy sources	0.255 (21.9%)	0.328 (27.4%)	1.687 (16.0%)	1.831 (25.2%)
Ash from incineration	0.044 (3.8%)	0.059 (4.9%)	0.293 (2.8%)	0.327 (4.5%)
Composted by the authority	0.077 (6.6%)	0.064 (5.3%)	0.734 (6.9%)	0.649 (8.9%)
Other recycling methods	0.195 (16.8%)	0.155 (12.9%)	1.679 (15.9%)	1.161 (16.0%)
Landfill	0.449 (38.6%)	0.593 (49.5%)	2.967 (28.1%)	3.303 (45.4%)
Other methods	0.144 (12.4%)	0 (0%)	3.212 (30.4%)	0 (0%)
Total	1.164	1.199	10.572	7.271

NS = No Service

NA = Not Applicable

Sections of this document can be translated on request into Chinese, Urdu, Hindi, Punjabi or Gaelic, or can be made available in large print, audio or Braille.

If you need assistance please contact our ACCESS Line on 08452 777 778.

