

This leaflet lets you see how Angus Council performed with statutory performance indicators for 2004/05 and contains 2003/04 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 2004/05 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 2005.

Adult Social Work

Community Care Assessments

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

People aged 65+	4,116 (5,153)	4,342	(5,391)
People aged 65+ with dementia	134 (208)	171	(220)
People aged 18-64 with mental health problems/dementia	149 (211)	140	(237)
People aged 18-64 with physical disabilities	504 (723)	522	(749)
People aged 18-64 with learning disabilities	125 (261)	113	(255)
People aged 18-64 with HIV/AIDS	<10 (<10)	<10	(<10)
People aged 18-64 with drug/alcohol abuse problems	20 (27)	26	(31)
Total	5,048 (6,583)	5,314	(6,883)

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

People aged 65+	206.1 (258.1)	219.7	(272.8)
People aged 65+ with dementia	6.7 (10.4)	8.7	(11.1)
People aged 18-64 with mental health problems/dementia	2.3 (3.3)	2.1	(3.6)
People aged 18-64 with physical disabilities	7.8 (11.2)	8.0	(11.5)
People aged 18-64 with learning disabilities	1.9 (4.0)	1.7	(3.9)
People aged 18-64 with HIV/AIDS	<10 (<10)	<10	(<10)
People aged 18-64 with drug/alcohol abuse problems	0.3 (0.4)	0.4	(0.5)
Total	59.6 (77.7)	62.5	(80.9)

Residential Accommodation: Staff Qualification

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

i) Elderly people	34.7%	26%
ii) Other adults	34.9%	29%
iii) Overall totals for elderly and other adults	34.7%	27%

Residential Accommodation: Privacy

3 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	75 86	100%	100%
Voluntary sector	40 28	95.0%	100%
Private sector	392 390	95.2%	91.0%
Total		93.6%	80.0%
b) Other adults			
Council	40 34	100%	100%
Voluntary sector	28 48	100%	100%
Private sector	54 46	66.7%	97.8%
Total		88.9%	41.3%

Home Care/Home Help Clients

4 a) The no. of people age 65+ receiving homecare	1,771	1,810
b) The total no. of homecare hours	5,484	6,329
c) The no. of homecare hours per 1,000 population age 65+	274.7	320.23
d) As a proportion of home care clients age 65+, the no. receiving:		
i) Personal care	44.6%	49.50%
ii) A service during evenings/overnight	14.3%	14.92%
iii) A service at weekends	32.2%	34.42%

Respite Care/Carer Breaks

5 Volume of respite services	Older people aged 65+	Other adults aged 18 - 64
a) Residential respite care, the no. of respite care bed-nights	6,790 5,718	1,370 1,144
b) Respite care at home, the no. of respite care hours	10,515 7,920	7,812 6,581
c) Other respite care:		
i) Day services - no. of hours	NS NS	132 105
ii) Overnight services - no. of nights	NS NS	328 140

Volume of respite care per 1,000 relevant population

a) Residential respite care, the no. of respite care bed-nights	340.1 289.31	21.2 17.51
b) Respite care at home, the no. of respite care hours	526.6 400.73	120.6 100.76
c) Other respite care:		
i) Day services - no. of hours	NS NS	2.0 1.61
ii) Overnight services - no. of nights	NS NS	5.1 2.14

Criminal Justice

6 Social enquiry reports		
a) No. of reports submitted to courts during the year	1,043	1,314
b) a) expressed as a rate per 1,000 adult population	11.9	14.9
c) Proportion of reports requested by the courts allocated to social work staff within 2 working days of receipt	97.0%	99.9%
d) Proportion of reports submitted to courts by due date	94.0%	97.1%

Probation

7 a) No. of new probation orders issued during the year	147	183
b) a) expressed as a rate per 1,000 adult population	1.7	2.1
c) Proportion of new probationers seen by a supervising officer within one week	81.2%	80%
d) Proportion of people subject to a probation order who were reported to the court for breach of probation during the year	17.5%	14.5%

Community service

8 a) No. of new community service orders issued during the year	167	209
b) The average no. of hours per week taken to complete orders	2.5 hours	2.5 hours

Benefits Administration

Housing Benefit and Council Tax Benefit

1 The gross administration cost per case	£77.72	£78.80
2 Average time to process:		
a) New claims	53.4 days	76.9 days
b) Notifications of changes of circumstances	15.6 days	19.2 days
3 a) % of cases for which the calculation of the amount of benefit was correct	97.6%	96.8%
b) % of recoverable overpayments that were recovered in the year	NR	48.3%

Children's Services

Primary Schools

1 a) The no. and (%) of classes which falls within the following categories:				
i) Single year classes with 33 or fewer pupils	239 (63.1%)	252	(65.6%)	
ii) Composite year classes with 25 or fewer pupils	138 (36.4%)	124	(32.3%)	
iii) Classes with P1 to P3 pupils in which the no. of pupils is 30 pupils or less	176 (98.3%)	175	(97.2%)	
b) No. of single year primary classes	239	254		
No. of composite primary classes	140	130		
No. of primary classes with P1 to P3 pupils	179	180		

2 a) Occupancy: The % of schools where the ratio of pupils to places is:

40% or less	10.2%	10.0%
41 - 60%	18.6%	21.7%
61 - 80%	40.7%	38.3%
81 - 100%	28.8%	28.3%
101% or more	1.7%	1.7%
b) The total no. of primary schools	59	60

Secondary Schools

3 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%	25.0%	12.5%
81 - 100%	37.5%	50.0%
101% or more	12.5%	12.5%
b) The total no. of secondary schools	8	8

Special Educational Needs

4 a) The average time taken to complete an assessment	17 weeks	16 weeks
b) % of assessments completed in:		
up to 18 weeks	46.4%	69.4%
19 - 26 weeks	50.0%	25.0%
27 - 39 weeks	0%	5.6%
40 - 52 weeks	3.6%	0%
more than 1 year	0%	0%

Equal Opportunities Policy

5 The no. and (%) of teachers in each of the following staff bands who are women:	No.	(%)	No.	(%)
Head and Deputy Head Teachers				
Secondary	8 (22.2%)		9 (25.0%)	
Primary	73 (79.3%)		72 (75.0%)	
Special	NS NS		NS NS	
Total	81 (63.3%)		81 (61.4%)	
All teachers (including Head & Deputy Head teachers)				
Secondary	411 (60.8%)		406 (59.4%)	
Primary	638 (90.9%)		595 (89.9%)	
Special	NS NS		NS NS	
Total	1,049 (76.1%)		1,001 (74.4%)	

Child Protection

6 a) The no. of children referred over the 12 months to 31 March	215	152
b) The % of children on the register in the year who had previously been on the register	13.9%	1.3%
c) No. of children on the child protection register at 31 March	71	61
d) No. of children on the child protection register at 31 March per 1,000 population aged under 16 years	3.5	3.0
e) Percentage of children on the register at 31 March who had been on the register for:		
Less than 6 months	43.7%	55.7%
6 months but under one year	45.1%	16.4%
One year but under 2 years	7.0%	19.7%
Two years or more	4.2%	8.2%

Looked After Children - Academic Attainment

7 a) No. of 16 or 17-year-olds ceasing to be looked after away from home	12	9
b) No. and (%) attaining at least SCQF level 3 (any subject)	8 (66.7%)	6 (66.7%)
c) No. and (%) attaining SCQF level 3 English and Maths	5 (41.7%)	4 (44.4%)

Looked After Children - Placements

8 The no. and % of children being looked after by the council in the following types of placement:		
i) No. of children		
a) At home	54	88
b) In other community placements	146	111
c) In residential accommodation	20	17
d) Total no. being looked after excluding respite	220	216
e) Children aged under 12 being looked after in residential accommodation	3	3
f) Total children aged under 12 looked after, excluding respite	127	103
g) Children receiving respite excluded from a) to f)	56	41
h) Total looked after including respite	276	257

ii) As a % of the total no. being looked after

a) At home	24.5%	40.7%
b) In other community placements	66.4%	51.4%
c) In residential accommodation	9.1%	7.9%
e) Children aged under 12 being looked after in residential accommodation	2.4%	2.9%

iii) As a rate per 1,000 population aged 0 - 17

a) At home	2.4	3.8
b) In other community placements	6.4	4.8
c) In residential accommodation	0.9	0.7
d) Total no. being looked after excluding respite	9.7	9.4
e) Children receiving respite excluded from a) to f)	2.5	1.8
h) Total looked after including respite	12.1	11.1

Residential Accommodation: Staff qualification

9 % of Care staff in Local Authority residential homes, who have appropriate qualifications	47.4%	64%
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Residential Accommodation: Privacy

10 The no. of rooms expressed as a percentage of all residential care places, used by the council

	No.	Single rooms %	Rooms with en-suite facilities %	
Council	6 6	100%	100%	
Voluntary sector	12 11	91.7%	72.7%	
Private sector	2 0	100%	NS	
			16.7%	0%
			25.0%	9.1%
			0%	NS

Respite Care

11 Children aged 0-17 with disabilities		
Residential respite care (nights) per 1,000 relevant population	14.2	12.1
Respite care provided at home (hours) per 1,000 relevant population	127.0	127.5
Other i) day service	93.0	97.5
ii) overnight service	8.0	10.2

Children's Panel Liaison: Social Background Reports

12 No. of reports submitted to the reporter during the year	337	438
The proportion of reports requested by the Reporter which were submitted within 20 days	29.7%	37.4%

Supervision

13 No. of new supervision requirements made during the year	37	58
The proportion of children seen by a supervising officer within 15 days	83.8%	86.2%

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Your Views

Please take the time to let us know your views on Angus Council's performance by completing the following.

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

please as appropriate

Yes No

Which service are your views about? *please specify*

Can you say if this is a

Comment? Suggestion?

Thank you for taking the time to let us know your views. Once this form is completed, either post it (there is no need for a stamp) or drop it in to your nearest council office.



Detach here

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 officials, and local government employees	4.7%	3.9%
	b) Craft and manual employees	4.7%	5.5%
	c) Teachers	3.8%	3.6%
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	20.8	20.2
	b) Claims value as a percentage of revenue budget	0.1%	0.1%
Equal Opportunities Policy			
3	The no. and (%) of the highest paid earners among council employees, that are women.	No.	(%)
	a) In top 2% of all employees	22 (22.7%)	18 (19.5%)
	b) In top 5% of all employees	45 (22.7%)	38 (20.7%)
Public Access			
4	a) The no. of council buildings from which the council delivers services to the public	96	
	b) The percentage of a) in which all public areas are suitable for and accessible to disabled people	72.9%	
Council Tax Collection			
5	Collection costs: the cost of collecting Council Tax per dwelling	£12.46	£16.10
Income:			
6	a) The income due from Council Tax for the year, excluding reliefs and rebates	£34,634,209	£32,562,000
	b) The % of a) that was received during the year	95.6%	95%
Non-Domestic Rates			
7	Income:		
	a) The income due from Non-Domestic Rates for the year, excluding reliefs	£29,555,682	£24,246,000
	b) The % of a) that was received during the year	98.3%	98%
Payment of Invoices			
8	The no. of invoices paid within 30 calendar days of receipt, as a % of all invoices paid	84.2%	84%

Cultural & Community Services

Sport and Leisure Management			
1	The no. of attendances per 1,000 population for pools	3,470	3,079
2	The no. of attendances per 1,000 population for other indoor sport and leisure facilities, excluding pools in a combined complex	7,930	8,361
Museums			
3	a) The no. of museums operated by or financially supported by the council	8	8
	b) The % of these which are registered under the Museum and Galleries Commission (MGC) registration scheme	100%	100%
Library Book Requests: Processing Time			
4	The average time taken to satisfy book requests	18 days	19 days
Library Stock Turnover			
5	Changes in library stock per 1,000 population:		
	ADULT LENDING STOCK of book and audio-visual material	280	280
	a) Recommended national target for annual no. of additions	151	140
	b) Additions	2,259	2,256
	c) Stock at year end		
	CHILDREN'S AND TEENAGE LENDING STOCK of book and audio-visual material	100	100
	a) Recommended national target for annual no. of additions	58	47
	b) Additions	645	647
	c) Stock at year end		
Use Of Libraries			
6	Borrowers from public libraries:		
	a) Borrowers as a % of the resident population	26.7%	27.6%
	b) Average no. of issues per borrower	27.3	27.4
Lifelong Learning			
7	Learning centre and learning access point users		
	a) The no. of users as a percentage of the resident population	9.3%	7.9%
	b) The no. of times the terminals are used per 1,000 population	760.9	597.7

Development Services

Building Warrant And Completion Certificate Applications			
1	a) The percentage of requests for a building warrant responded to within 15 days	82.7%	78.2%
	b) The percentage of building warrants issued (or an application otherwise determined) within 6 days	95.6%	97.2%
	c) The average time taken to respond to a request for a completion certificate	4 days	3 days
	d) The percentage of completion certificates issued (or an application otherwise determined) within 3 days	89.3%	89.8%
Processing Time - Planning Applications			
2	The % of applications dealt with within two months:		
	Householder	90.7%	85.8%
	Non-householder	46.7%	52.2%
	Total	69.1%	68.6%
Appeals			
3	The no. of appeals that were successful:		
	a) As a % of the no. of planning determinations made by the council	0.7%	0.2%
	b) As a % of the no. of determinations that went to appeal	52.6%	30.0%
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%

Housing

Response Repairs			
1	No. of repairs carried out in the following response categories and the (%) completed within target:		
	2 hours	5,894 (93.8%)	5,637 (96.2%)
	24 hours	1,160 (86.6%)	5,332 (80.8%)
	2 working days	6,321 (88.5%)	6,240 (89.6%)
	10 working days	13,761 (91.9%)	15,592 (89.4%)
	20 working days	274 (70.1%)	438 (76.9%)
	3 months	107 (100%)	138 (81.9%)
	The no. of repairs due to be completed within 24 hours and the (%) completed within 24 hours	7,054 (92.6%)	10,969 (88.7%)
Managing Tenancy Changes			
2	The total annual rent loss due to voids expressed as a % of the total amount of rent due in the year	2.8%	2.1%
3	Time taken to re-let houses analysed by the following void periods:		
	Less than 2 weeks	268 (30.1%)	386 (40.0%)
	2 - 4 weeks	218 (24.5%)	194 (20.1%)
	More than 4 weeks	404 (45.4%)	386 (40.0%)
	Average time to re-let houses	89 days	78 days
Rent Arrears			
4	Current tenant arrears as a % of the net amount of rent due in the year	6.6%	5.8%
	The % of current tenants owing more than 13 weeks rent at year end, excluding those owing less than £250	3.4%	3.2%
Council House Sales			
5	a) The % of house sales completed within 26 weeks	92.8%	94.9%
	b) Average time to sell houses	23 weeks	23 weeks
Homelessness			
6	a) The no. of households assessed as homeless or potentially homeless during the year	868	702
	b) The average time between presentation and completion of duty by the council for those cases assessed as homeless or potentially homeless	4.2 weeks	3.2 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.	3.0%	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:		
	Minimum inspection frequency	6 months	12 months
	No. to be inspected	24	25
	% of inspections undertaken within time	100%	100%
		98.6%	100%
		98.2%	97.2%

Workplace Safety Inspections			
2	a) The no. liable to inspection	1,622	1,964
	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:	12 months	36 months
	No. of premises in this category	27	32
	Target no. of premises to be inspected	27	31
	% of inspections carried out within time	92.6%	93.5%
		95.4%	93.7%
		NA	NA

Environmental Protection: Noise Complaints			
3	As a proportion of the noise complaints completed during the year:		
	a) The no. of complaints	120	176
	i) Settled on first contact with the complainant	35	85
	ii) Where following initial enquiry, the council recognises its responsibility to take further action in relation to a problem	85	91
	b) The percentage of complaints settled on first contact with the complainant, dealt with on the day of receipt of complaint	91.4%	80.0%
	c) The percentage of complaints requiring further action, completed within 14 calendar days of receipt of the complaint	54.1%	36.3%

Pest Control			
4	% of pest control responses within specified time		
	High priority: 2 working days	79.2%	91.3%
	Low priority: 5 working days	92.7%	95.4%

Trading Standards Enquiries, Complaints and Advice			
5	The no. of enquiries, complaints and advice requests received, and the proportion completed	No.	(%)
	Consumer enquiries: % completed on day of receipt	109 (73.6%)	239 (84.1%)
	Consumer complaints: % completed with 14 days	883 (80.0%)	868 (80.5%)
	Business advice requests: % completed within 14 days	162 (88.0%)	227 (88.5%)

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	150	165
	iii) Target total no. of visits	130	151
	iv) % of target achieved within time	78.5%	58.9%
	Medium risk:		
	i) Target inspection frequency	24 mths	24 mths
	ii) No. of premises in this category	879	971
	iii) Target total no. of visits	393	426
	iv) % of target achieved within time	56.0%	43.0%
	Low risk:		
	i) Target inspection frequency	60 mths	NA
	ii) No. of premises in this category	1,080	1,470
	iii) Target total no. of visits	211	30
	iv) % of target achieved within time	51.7%	6.7%

Roads & Lighting

Network Maintenance			
1	The percentage of the road network that should be considered for maintenance treatment:		
	a) A class roads	26.4%	27.4%
	b) B class roads	54.1%	45.9%
	c) C class roads	30.5%	28.3%
	d) Unclassified roads	38.9%	36.3%
	e) Overall	37.4%	34.5%

Traffic Light Repairs			
2	Traffic lights failure: % of repairs completed within 48 hours	95.9%	94.4%

Street Lighting			
3	Street lights failure: % of repairs completed within 7 days	81.5%	79.1%
4	The proportion of street lighting columns that are over 30-years-old	20.1%	-

Bridges – Road Network Restrictions			
5	As a percentage of the total number of assessed bridges, the number of council and private bridges that:		
	Council		
	a) Fail to meet the European standard of 40 tonnes	0%	-
	b) Have a weight or width restriction placed on them.	0%	-
	Private		
	a) Fail to meet the European standard of 40 tonnes	2%	-
	b) Have a weight or width restriction placed on them.	2%	-
	Total		
	a) Fail to meet the European standard of 40 tonnes	0.4%	-
	b) Have a weight or width restriction placed on them.	0.4%	-

Waste Management

Refuse Collection			
1	The net cost of:		
	a) Collection (combined domestic, commercial and domestic bulky uplift) per premise	£35.32	-
	b) Disposal per premise	£37.58	-
2	Special uplift service for bulky domestic refuse: % of uplifts completed within 5 days	97.6%	98.0%
3	Complaints per 1,000 households	12.4	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	0.266 (22.4%)	0.282 (23.7%)
	Ash from incineration	0.041 (3.5%)	0.044 (3.7%)
	Composted by the authority	0.099 (8.4%)	0.077 (6.5%)
	Other recycling methods	0.215 (18.1%)	0.195 (16.4%)
	Landfill	0.564 (47.6%)	0.591 (49.7%)
	Other methods	0 (0%)	0 (0%)
	Total	1.185	1.189
		10.897	13.050
		1.860 (14.3%)	0.293 (2.2%)
		0.287 (2.6%)	0.293 (2.2%)
		0.700 (6.4%)	0.734 (5.6%)
		1.793 (16.5%)	1.681 (12.9%)
		6.062 (55.6%)	5.270 (40.4%)
		0 (0%)	3.212 (24.6%)
		10.897	13.050

Cleanliness			
5	The cleanliness index achieved following inspection of a sample of streets and other relevant land	69	

NS = No Service
NA = Not Applicable
NR = Not Reported

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.

Printed on Revive Silk, a stock containing 75% recycled fibre

