

Putting You First

How Angus Council performed in 2005-06



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Key to performance symbols

To give you an easy indicator of how we are performing compared to the previous year you will see the following symbols throughout this publication.



An upward green arrow signals improvement.



A downward red arrow indicates a drop in performance.

Welcome

Our aim in producing this publication is to broaden the knowledge of citizens about the priorities Angus Council is pursuing, what we are delivering and generally how we are performing.

We want to give you a flavour of the council's performance over the past year - where we have improved and where there is still room for improvement - and where we aim to direct our resources and efforts in 2007 and beyond.

We have seen real improvement in service delivery since the council's inception but at the same time there is an increasing demand to accelerate the pace of change and to fashion services to meet the changing needs of citizens.

The council has just completed a restructuring, reducing the number of departments from 12 to six, bringing together groups of related services to encourage a more co-ordinated approach to our work. We will be looking very closely at next year's performance figures for evidence of this and the council aims to achieve continued improvement across most areas.

This publication is just one of many sources of information about what the council is doing. Our website is regularly updated and our new residents' magazine Angus Life complements media coverage of council activities and performance. Other publications for service users, tenants and parents also give you details of particular services and the complete set of statutory performance indicators for 2005-06 will be available shortly at www.angus.gov.uk.

Please take advantage of this opportunity to find out more about our work and how we are measuring up. By completing the feedback section at the back of this publication you can help shape the council's plans and help us ensure that the resources are in place to address your expectations and our ambitions for Angus.



A handwritten signature in orange ink that reads "R. Murray".

Councillor Rob Murray
Leader of Angus Council



A handwritten signature in orange ink that reads "David Sawers".

David Sawers
Chief Executive (From July 2005)

Local Government Act 1992 – publication of performance indicators

Angus Council has a duty to publish statutory performance indicators for selected services for the year 2005-06, together with those from the previous year, 2004-05, where available. This information will be available online at www.angus.gov.uk and will be published in the Angus Council Annual Report & Accounts, available from local ACCESS and housing offices, main council buildings, libraries and leisure centres from 29 September 2006.

Working with our Citizens



We want it to be as easy as possible for you to contact us with your enquiries and comments and we are keen to develop the ways you can get more involved in the decisions that affect your life.

Our priorities for 2006-07 are to:

- increase participation in local community planning*
- improve ACCESS provision*
- increase participation in consultations*

Getting involved

There are many ways that you currently give us your views - through online surveys, the citizens' panel, user and client groups, tenant conferences and parental consultations, or your local councillor may be your first point of contact through local surgeries or at the end of the phone.

But you can also get more directly involved and influence decisions about your community.

The seven community led, local partnerships operating across Angus are bringing together commercial and community organisations and interested individuals to shape and take forward local priorities. Partnerships are now working up detailed costed plans for their local priorities, which

are as diverse as a community cinema and rural transport. Details of your local partnership's plans and progress can be found at www.angus.org.uk.

Putting customers first

Your needs are at the forefront of service delivery so it is important that you receive core services at the earliest point possible. We are now working towards the Scottish Executive Customer First target of 75% level of delivery at first contact by 2008.

Customer satisfaction is another important indicator of whether we are providing the services you want or of the standard you expect. Customer surveys already show a high level of satisfaction but we are aiming for a 90% satisfaction rating by 2008.

Our ACCESS service is helping us work towards these targets with staff in ACCESS offices and at ACCESSLine dealing with general enquiries, service requests, complaints and payments for a number of council services. The council's sixth ACCESS office opened in Forfar in January with the seventh and final office opening in Arbroath later this year.



increase in
ACCESSLine
enquiries
(+68% since 2004)



increase in
ACCESS office
enquiries
(+29% since 2004)



63% of enquiries/
requests are dealt
with at first
contact



85% of enquiries/
requests are
closed within
24 hrs

*While there has been a slight drop in performance this year the standard achieved remains acceptable given that scope of enquiries is now far broader and the number of enquiries has risen sharply, from 49,419 in 2003-04 to 74,762 in 2005-06. We are currently carrying out a best value review of ACCESS provision to determine how we can continue to improve the service.

Angus' 26 community councils can now opt to communicate electronically with the council and receive an additional allowance from us to cover the cost of broadband connections, printers etc.

Your new community council will be in operation by November - find out more at www.angus.gov.uk/commcouncil.

Partnership with parents

Increasing parental involvement in the life and work of Angus schools is a key target for the council.

40% of parents who attended the conference to launch the new parental involvement and consultation policy last August wanted to become actively involved and a parent and staff group is now working on the policy implementation.



668 foi requests in 2005

3155 staff hours in dealing with requests

96% answered within 20 days, higher than other authorities and the Scottish Executive

Some 2005-06 facts and figures

- Angus Council is ranked in the top group of Scottish local authorities by Audit Scotland for the way it funds outside organisations. The council provided £1.66 million of revenue funding to 168 organisations last year
- in Angus 32% of adults volunteer compared with the 25% national average. 2,257 people volunteered with the council in 2005-06 a 27% increase on the previous year

The Economy



Angus Council is working in partnership with other agencies to encourage the development of a prosperous and sustainable economy.

The council continues to focus on the development of the county's tourism, infrastructure and trading opportunities.

Priorities for 2006-07 are to:

- maximise the opportunities offered by the Open Golf Championship, and other key events, to promote Angus as a tourism destination
- support local businesses pursue trading and expansion opportunities
- address the impact of the county's changing demographic profile

Tourism

The council is working to maximise the opportunities offered through tourism niche markets such as golf, walking and angling.

Golf

The council is taking advantage of the return of the Open to Carnoustie in 2007 to increase stay'n'play golf in Angus.

The county's golf courses individually promote a range of attractive golfing packages for visiting players, such as the popular three courses in three days combination ticket offered by Carnoustie.

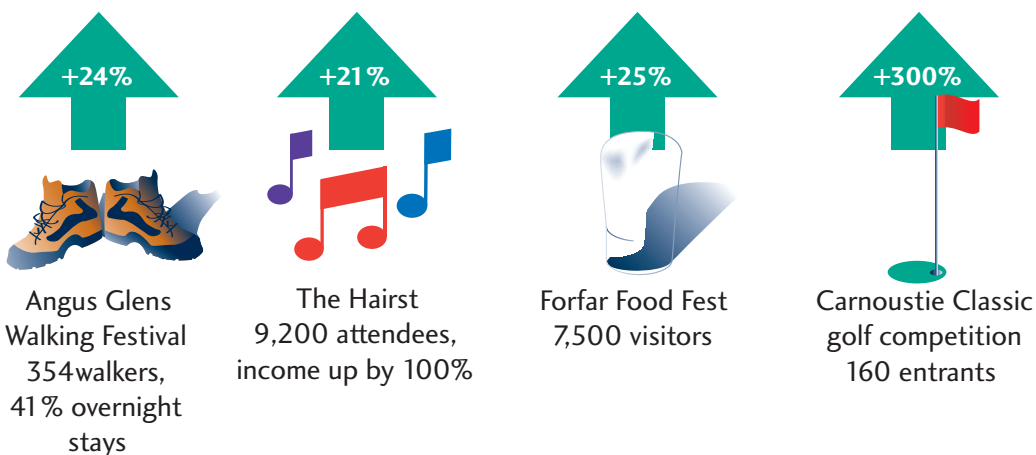
Thousands of visiting golfers are being attracted by the reasonable cost of green fees and the affordable accommodation available throughout the area. The council continues to promote the county as an excellent stay'n'play destination, under the Carnoustie Country banner, promoting specific golf packages.

These include the four course Dream Ticket, which brought in £85,000 to the local economy last year, and early season competitions like the Tartan Day Golf Challenge for the international business market and the Carnoustie Classic for groups of amateur golfers.



This UK and international promotion of Carnoustie Country is raising awareness of this area as a golfing destination for all abilities and incomes, as well as creating particular play'n'stay packages to make it even easier to choose Angus for golf.

Events attendance figures 2005



Angling

With angling estimated to be worth £12m a year to Tayside, the Angus Angling Initiative aims to establish Angus at the forefront of Scottish angling.

This includes promoting the area as a national angling competition venue. The county was home to the Scottish Federation of Sea Anglers Home Nations Sea Angling Championship in 2005 and their shore angling championship this year.

Events

By running or supporting key events we aim to encourage visitors to come to the area whether for a single event or a prolonged stay.

Festivals such as The Hairst, our summer celebration of Angus arts and music, and Forfar Food Fest are attracting increasing number of visitors year on year.



A national tartan day festival in April, a traditionally quiet tourism period, is being promoted by Angus Council and supported by other local authorities. Event Scotland and Scottish Enterprise are assessing the proposal's viability.

Our aim is to place the Declaration of Arbroath, signed 6 April 1320, at the heart of national and international celebrations.



Some 2005-06 facts and figures

- £1.355m of European structural funding was approved for Angus projects, up 91.5%. £753K was secured for Angus Council projects, up 160% on 2004-05
- Angus Crafts Association website www.anguscrafts.co.uk was launched last September
- the Angus Contact Centre Marketing Campaign generated 22 enquiries by April 2005, to find tenants for three properties in Brechin and Arbroath. A transport information call centre should be operational next year in Brechin, creating around 60 jobs
- our investment in employment land and property, in supporting the Business Gateway and other organisations has helped create 323 new jobs and safeguard 578 jobs in Angus
- the Angus Farming Conference 'From till to till' was well received and attracted over 100 participants

The Economy



Infrastructure

The council is committed to creating the infrastructure needed to influence and attract businesses to the county – improving the road and transport network and ensuring the availability of suitable commercial land and premises.

Roads

The £53million road improvement project to dual the A92 between Arbroath and Dundee was the largest undertaken by local government in Scotland.

It was delivered within budget and seven months ahead of schedule in September 2005 and 85% of those recently surveyed rate the safety of the new road as very good or good.

The £7.25m construction of the new Montrose Bridge was delivered within budget and on time in December 2005.

Rail

The council is carrying out a programme of improvements to local rail stations to make them more accessible and attractive to passengers.

After some initial delays the programme got underway at Carnoustie, with works proposed at Arbroath and Montrose during 2007.

Land and premises

We continually review the business premises and land available, whether in public or private ownership, to meet the needs of local business development and inward investors.

The new Orchardbank Business Park in Forfar was opened in 2005 and we continue to market that and other locations in Angus to secure business investment.

The council's own portfolio of business units operated at around 86% occupancy last year, a 2% drop on 2004-05.



"This new dual carriageway is a key part of the infrastructure necessary to ensure sustainable economic growth..."

ANDREW WELSH MSP

Angus Trading

China

Trade between Angus and China will soon account for almost 10% (£13.1m by 2007) of the county's exports.

The fifth council led trade mission to China was successfully undertaken in March and 26 local companies are now active in the market. Angus companies are currently bucking the UK trend, recording a near trade balance with China, with exports of £5.3m and £5.9m of imports recorded.



Oil and gas

Of the 30 largest employers in Angus, one sixth are in the oil and gas sector. We continue to market Angus as a location for this important sector, maintaining a presence at the annual Offshore Europe Exhibition, a premier showcase for the industry.

www.angusahead.com

Established by the council to boost local tourism, businesses and our communities, the county's 4,000 page web portal attracted 176,720 hits in January 2006, rising to 595,966 in July, a 336% increase in six months.

You can add your local business, organisation or event to the site free of charge and turn virtual visitors into customers.

Changing Workforce

The council is reviewing its economic development strategy to take account of Angus' changing demographic profile.

The predicted 4% fall in the county's general population in the next 18 years, with greater numbers of people in the older age groups, will have significant implications for employers and the economy in general.

Our main priorities are to encourage older workers to remain in/return to employment, to increase employment for local young people and address the opportunities offered by the influx of international workers.

What's next for... The Economy?

- the council is reviewing its economic development strategy to increase emphasis on supporting a sustainable economy, promoting the area for Green jobs and encouraging energy and waste efficiency
- the Montrose Economic Study funded by SET, GlaxoSmithKline and Angus Council, has raised a number of issues for consideration regarding the town's demographic and economic structure
- the take up of the multi-lingual Migrant Workers Welcome Pack, which was launched in May offering a guide to working and living in Angus, is being monitored with Angus College.
- golf - in partnership with local courses and accommodation providers we aim to increase the number of golfing visitors and the number of 'stays and plays' in advance of and following the 2007 Open, with the associated objective of encouraging extended leisure tourism visits for golfers and non-golfers
- through the Scottish Executive's Working With Families Initiatives we will support parents with family constraints to access training, volunteering and ultimately employment
- the Angus and Dundee Ancestral Tourism Initiative aims to capitalise on increased interest in family history and tap into the global market of people with Angus ancestry

The Environment



In Angus we are fortunate to live in an area of superb natural beauty that provides an excellent quality of life for residents and the visitors we welcome to the county.

One of Angus Council's key priorities is therefore the protection and sustainability of these diverse natural resources for generations to come.

Our priorities for 2006-07 are to:

- extend recycling*
- monitor and enforce the no-smoking ban*
- develop a green transport plan for the county*

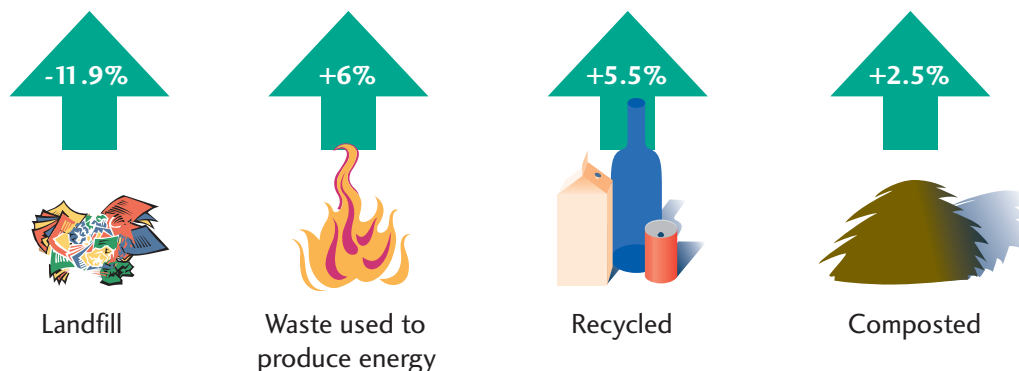
Recycling

Angus is consistently one of the top three recycling areas in Scotland so it is no surprise that residents have become enthusiastic participants in the council's new kerbside recycling scheme.

Following a successful pilot in Arbroath last year kerbside recycling has now been rolled out across the county, with 51,000 households now separating their domestic waste for collection and recycling.

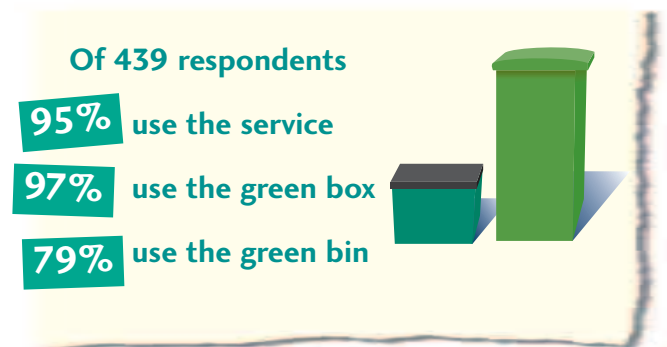
Refuse recycling 2005-06

% of domestic waste disposed of by the following methods:



Your response to kerbside recycling

A survey, eight months into the kerbside collections in the Arbroath area, revealed a very high rate of uptake and satisfaction with the scheme's operation.



As well as helping to reduce our use of landfill this separation of household waste also saves money by cutting down the work needed to process recyclable materials for resale.

Given this excellent performance Angus is well on course to exceed the government's national recycling targets but with 47% of our domestic waste still going to landfill there is still a way to go.

Road Maintenance

Road maintenance is a priority for Angus Council.

Thanks to a significant budgetary commitment in recent years, the pace of improvement has increased dramatically.

In 2002 calculations revealed that the county's roads were being resurfaced once every 333 years,

by 2005 this had dropped to a more acceptable once every 64 years.

In 2004-05 a national survey ranked Angus 6th in Scotland for the condition of our road network.

By 2005-06 the survey revealed 66% of the roads were of an acceptable standard, a 4% improvement on the previous year.

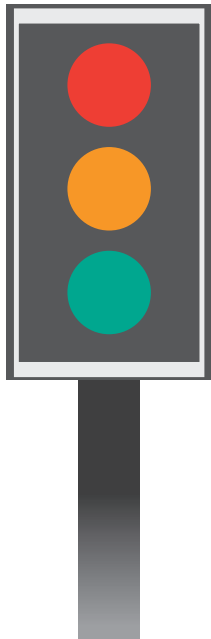
Road Condition Survey Results

2004-05

6.54%

30.88%

62.58%



2005-06

6.46%

27.16%

66.38%

Red repairs to prolong future life should be considered

Amber further investigation is needed to establish if treatment is required

Green road is in an acceptable condition

Some 2005-06 facts and figures

- 91.4% of noise complaints were settled the day the complaint was received, on first contact - an 11.4% improvement in performance on 2004-05
- Angus was the 16th cleanest area in Scotland based on Keep Scotland Beautiful's criteria to measure street litter
- on average, each household in Scotland produces 1.1 tonne of refuse each year. In Angus 17,135 tonnes of waste was recycled, 17,712 tonnes were used to produce energy, and 4,547 fewer tonnes went to landfill
- winter gritting of the road network was 22% higher than the 10 year average. This met our service standards for bad weather but resulted in 24% additional expenditure

The Environment



Greener Travel

The council is working to promote greener, cleaner travel choices and to reduce our reliance on the car.

The national Scotland-wide free bus scheme for older and disabled people, introduced on 1 April, is encouraging the use of public transport throughout Scotland. Angus has also retained a local rail concession scheme that offers discounted rail fares for older and disabled travellers as a further incentive to reduce car travel.

Smartcard travel

22,000 applications for the national free bus travel scheme were issued by Angus Council between January and March and the new smartcards are now in use.



Walking Schools

Schools are playing their part with over half of the county's 51 primary schools working on individual travel plans, encouraging safer, healthier and environmentally friendly travel to and from school.

All Angus primaries will have school travel plans by 2007.

Dual Purpose A92

Pedestrians and cyclists have a dedicated and separate pathway on the recently dualled A92 between Arbroath and Dundee, which runs parallel to the main carriageways.

This new stretch of cycleway further expands the already extensive network, with dedicated paths for cyclists and walkers now extending across and around the county.

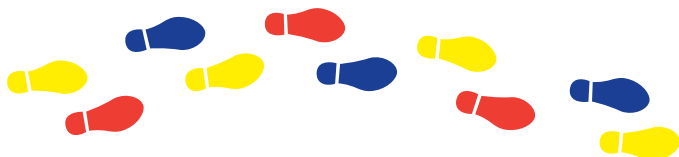
"This encourages even greater safety on the route and allows everyone to take advantage of it, whatever form of transport they use."

TAYSIDE POLICE CHIEF SUPERINTENDENT
BILL HARKINS



As the biggest single employer in the county Angus Council aims to lead by example and we are working on a green travel plan for employees and visitors. The plan looks at:

- *opportunities to reduce business travel, such as more flexible working and teleconferencing*
- *more environmentally friendly transport, including the use of alternative fuels and sharing vehicles*
- *encouraging cycling by providing shower or changing facilities at work*



Clearing The Air

Since March smoking has been banned in pubs, restaurants, offices, theatres and even bus shelters.

In January the council's environmental health staff visited 270 businesses, spearheading the information drive in Angus ahead of the ban's introduction on March 26.

Officers found most businesses were in favour of the ban and customers seem to be in agreement as only five fixed penalties have been issued in Angus since the ban was introduced. All of these were related to smoking in commercial vehicles.

403 random inspections were carried out between March and June 2006.



Stub it out!

Angus Council supports this campaign to tackle Scotland's appalling record of smoking related illness and is working with NHS Tayside and other agencies to help smokers quit.

If you'd like to stop smoking, contact NHS Tayside on 0845 600 999 6 or the national helpline 0800 848 484.

Environmental health officers have the power to issue penalties of £200 to owners and managers who allow smoking in premises where it is banned, while those who light up can be fined £50.

The council has created a team of six environmental assistants, which includes two new staff employed with funding from the Scottish Executive to implement and enforce the new legislation.

The team works in shifts and has the combined responsibilities of monitoring and enforcing the smoking ban and dealing with noise nuisance, dog fouling and littering.

What's next for... The Environment

- the cost of all forms of energy has increased significantly during 2005-06 and it is forecast that further significant increases will occur in the future. The council's energy management unit is working in partnership with the Carbon Trust to identify best practice projects, to contribute to the reduction in the council's energy consumption
- the Scottish Executive has set local authorities a 30% target for recycling by 2008 - a figure Angus Council is on track to achieve within the current year

Lifelong Learning



The promotion of education for people of all ages and abilities helps to develop more confident citizens.

The creation of a more able and skilled workforce benefits the economy by encouraging businesses to locate and stay in the county.

Our priorities for 2006-07 are:

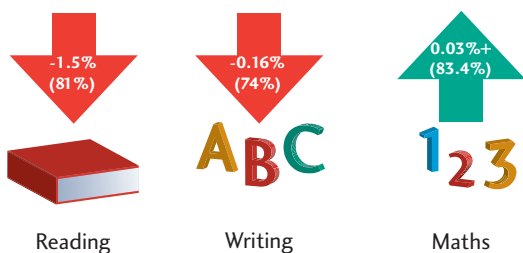
- improved educational attainment in the core skills of literacy and numeracy
- continued improvement of school buildings
- increased citizen empowerment through learning and personal development

Attainment

Educational attainment is a priority for the council and we invest considerable time on the continuing professional development of our teachers. This sits alongside major investment in the refurbishment or replacement of school buildings, helping us improve both the learning experience and the environment of our pupils.

Overall, Angus primary attainment figures for 2005 are similar to 2004. Reading levels have dropped but stay equal to our comparator group*, maths figures are similar to the group average, but writing is 1.3% lower.

% of Angus primary pupils attaining appropriate 5-14 levels (2005)

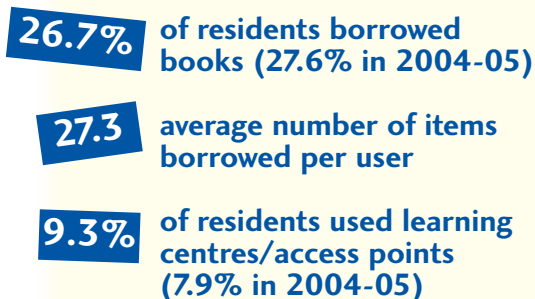


Developing reading

Three new Chatterbooks reading groups were set up in Brechin and Forfar and a teenage reading group now meets in Montrose Library.

During the year Arbroath and Carnoustie libraries ran Tickle Toes and Toddle Toes sessions, introducing babies to rhymes and word play, and they started in Brechin in April.

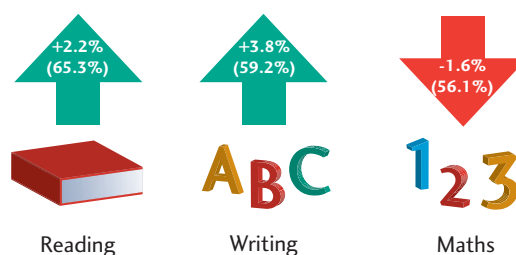
People's use of libraries continues to change as the following figures for 2005-06 illustrate.



In secondaries reading and writing levels have improved steadily since 2001. The 2005 reading figure illustrated below equals the comparator group's average. Writing exceeds it by 4.9% but maths fell to 3.2% below the group average.

*Angus comparator group: Dumfries & Galloway, Highland, Moray, Scottish Borders and South Ayrshire councils.

% of secondary pupils in Angus who had attained level E by the end of S2 (2005)



Learning in our communities

Community learning and development (CLD) is informal learning and social development work with people in their communities. The aim is to strengthen communities by enhancing people's abilities and knowledge.

The CLD 2004-07 strategy was commended by HMle for setting ambitious output targets for partners to improve the quality and extent of community learning and development provision across Angus and for its integration into education and community planning. The strategy is available at www.angus.gov.uk/publications.

Adult literacy and numeracy was identified by the HMle as a key strength of the community learning and development practice in the Forfar area.



Angus GOLD

The Angus Gold 50+ project was launched last year with the aim of getting older residents involved in the development and improvements of services in the area. At the core of the project is the creative use of IT.

Working with young people

The 2005 HMle report on Community Learning and Development in Forfar commended the street workers for developing effective strategies to contact and work with disaffected groups of young people.

The report recognised that the work reduced nuisance behaviour and was valued by the local community.

Some 2005-06 facts and figures

- the schools PPP (Public Private Partnership), the biggest building project undertaken by the council, will create a replacement secondary in Carnoustie and four new build primaries in Carnoustie and Forfar
- 2005 intake at Angus' 53 nursery classes was 1402, 81.9% of total capacity
- the No1 for Youth premises in Forfar were revamped this year in response to the changing demands of the service

What's next for ... Lifelong Learning

- advance the Forfar-Carnoustie schools PPP project
- use different financial packages to get best value for the school buildings programme
- work to replace Seaview (Monifieth) and Newtyle primaries will begin 2006 and 2007 respectively

Healthy, Safe and Caring Communities



We want the people of Angus to live in safe and caring communities with access to a healthy way of life and are working with partners to tackle the issues of crime and disorder and community safety.

We are working to improve your quality of life by providing information, advice and support to encourage and nurture healthier lifestyles from childhood onwards.

Our 2006-07 priorities are to:

- increase the number of people taking part in regular physical activity to improve health and well-being.
- improve safety and feelings of safety in our communities
- continue to expand partnership working, particularly joint social work and health services

Healthy Communities

Getting Active

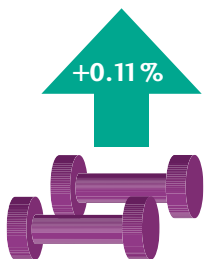
Ensuring higher levels of physical activity across all generations is a major factor in preventing ill health. It helps create more vibrant communities that are safer to live in and bring up future generations.

Active schools

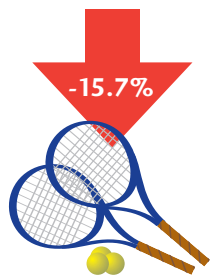
Statistics released in September 2005 show that in Angus an amazing 93% of pupils in primary six and seven are achieving at least one hour of physical activity per day - well above the 80% national target set by sportscotland.



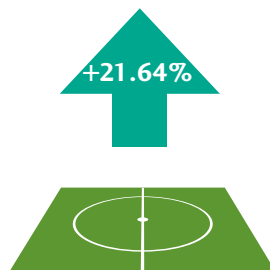
Leisure facilities user figures 2005-06



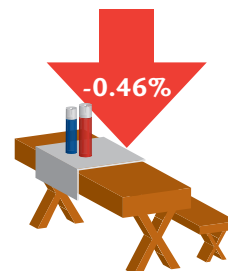
Leisure centres & swimming pools
1,266,236 users 05-06
1,264,848 in 04-05



Outdoor recreations
69,540 users 05-06
82,536 in 04-05



Football pitches
36,295 users 05-06
29,837 in 04-05



Country parks
511,380 users 05-06
513,736 in 04-05

Twelve schools received awards under the **Health Promoting Schools** scheme in 2005.

Gold, Silver or Bronze Awards have now been given to 36 schools that have successfully encouraged healthier lifestyles.

Projects taken forward include drugs education, the development of school playgrounds and healthy eating options.

The **Angus Physical Activity Strategy** considered whether physical activity services in Angus met local and national strategic objectives.

A business plan is now being drawn up to take the strategy forward and address the recommendations for action and improvement revealed in a recent audit.

A number of events, such as the Family Pedalling Picnic, were organised by the council during **National Bike Week**, in both 2005 and 2006, to encourage cycling.

Drugs and Alcohol

The council and partner agencies work together on the Drug and Alcohol Action Team (DAAT) to address the issues of and surrounding those who misuse substances.

A programme of multi-agency training was provided in 2005 to a range of agencies to address issues affecting children of parents who misuse substances.

A working group has been set up to develop a plan for service user/public consultation regarding substance misuse services.

As part of the effort to raise awareness of the many problems caused by alcohol a board has been formed under the Angus Focus on Alcohol banner, to oversee a range of activities to tackle the issue.



Some 2005-06 facts and figures

- over 800 new referrals were made to the GP exercise referral scheme
- 20mph zones have been introduced at schools throughout the county to improve road safety
- 300 referrals were made to the Safe as Houses scheme
- a midnight football programme ran from November 2005 to March 2006 in Brechin and Arbroath to engage with local young people
- a series of short videos, explaining the specialist services available in Angus for people with a learning disability has been produced to help make the services more accessible, fair and inclusive
- a flexible short breaks service for carers of older people has been introduced to provide an additional 14,000 hours a year of home based respite for Angus carers
- the new care centre for older people at Beech Hill House in Forfar opened in December 2005 offering residential accommodation for 16 older people and daycare to eight highly dependent older people

Healthy, Safe and Caring Communities



Safe Communities

New statistics reveal that work in Angus to deal with persistent young offenders is proving successful and is bucking the national trend, which records an increase in offending.

31% decrease in offending in Angus

21% above the Scottish Executive target for reduced offending

5% increase in offending nationally

The Angus **community warden scheme** started in May 2004 with six wardens working in designated areas in Arbroath and Forfar. A 2005 survey of residents in these areas revealed increased feelings of safety in the community. Another two wardens with a roving remit are now being deployed to areas where police, the council and residents believe there is a need.

DOORSTOPPERS SAY NO TO DOORSTEP CALLERS

Older people are particularly vulnerable to doorstep crime, so in November 2005 the council, police and voluntary organisations launched a prevention scheme with five simple rules:

- *Keep your doors locked*
- *Stop and think if you are expecting anyone*
- *Use a spy hole or window to see who it is*
- *Use your door chain*
- *Always ask for identity cards*

As part of our commitment to tackle **antisocial behaviour**, the council established an antisocial behaviour unit with two specialist investigation officers, a police community planning liaison officer and a full time solicitor.

By March the community safety team in partnership with local housing staff and Tayside Police, had made successful applications for eight full ASBOs and four interim ASBOs, with 15 Acceptable Behaviour Agreements in force.



Caring Communities

Bellevue House in Arbroath, a joint facility for agencies involved in **child protection** work in Angus, opened in February.

Bringing staff from the various agencies together under one roof improves the inter-agency partnership working already well established in Angus, protecting vulnerable children and their families in the county.

The new **Emergency Carers Card Scheme**, launched December 2005, is giving carers peace of mind by making arrangements for the person they care for to be looked after in an emergency situation any time of the day or night.

The county's first **integrated children's services plan**, 'For the Children of Angus' 2005-08, was produced last year.

It includes objectives for educational improvement, a children's services plan for children in need, a youth justice strategy and the child health elements of local health plans/NHS priority implementation strategies.

Angus Early Stage Dementia Project has been nationally hailed as good practice. The project supports those just diagnosed with dementia and 96% of those referred to the service in its first year said that being given information, advice and support at an early stage in the illness had greatly helped them to address their concerns, a view shared by all of their carers.

Hospital delay statistics improving

Figures published in August 2005 from the Information Statistics Division Scotland, show that Angus Council is continuing to meet or exceed its target in relation to reducing the number of patients delayed in hospital.

27% of delayed discharge patients in Angus had local authority involvement – compared to a national average of 49%.

By working closely with our partners in health Angus Council hopes to improve further.

What's next for... Healthy, Safe and Caring Communities

- along with our partners we will be focusing considerable attention on tackling issues related to alcohol use - the impact on general health, anti-social behaviour and serious criminal activity linked to excessive drinking. The council will be directing resources towards reducing the impact of alcohol on children and young people - their schooling, behaviour, protection and responsibilities in relation to the use of alcohol
- along with our health partners, we are reviewing our services and facilities to ensure they can meet the demands of the county's growing older population - a rise of around 40% in the 60+ population is projected for Angus by 2018
- we will continue to work to make it easier for customers to access and receive the range of services they need from each public sector agency from a single referral, eliminating the need for multiple assessments. A priority is the creation of secure and comprehensive systems for the sharing of information between agencies

Best Value/Quality Services



Angus Council is determined to be a best value authority and is pursuing a number of strategies to do so.

The challenge for local authorities is to find new ways of working across services and with other organisations to achieve the best results for citizens and service users in an environment of change and continuous improvement.

Our priorities for 2006-07 are to:

- continue to develop new ways of working
- provide modern services and facilities
- pursue partnership working to respond to the needs of the Angus community

New Ways of Working

The internet is now the communication medium of choice for many individual customers and businesses.

The council has adapted much of its economic development marketing activity for the county accordingly as online communication opens up marketing opportunities not previously available for reasons of cost and accessibility.

We took a significant step forward last year with the launch of the **Angus Portal**, www.angusahead.com.

We can now provide information about the area to previously inaccessible markets and offer local businesses and Angus communities an unprecedented platform to showcase their products, attractions and services.

During the past year we have also added more **online services** to the council's website at www.angus.gov.uk to increase customer choice when dealing with the council.

Online payments for a range of services, such as housing rents, council tax, non-domestic rates and housing benefits overpayment were introduced last year. Payments can also now be made by telephone at ACCESSLine (08452 777 778) for other services such as special uplifts.

The further potential of **smart cards** is now being explored following the successful introduction of the concessionary travel card and the experience gained through the operation of the Young Scot card.

The **online planning** section at www.angus.gov.uk/planningapplications, which an independent survey ranked 4th in Scotland earlier this year, allows you to view and comment on planning applications, as well as tracking the history and progress of the application.

We are now aiming to extend the service and have submitted a bid for Efficient Government Funding to develop online submissions of applications and appeals, including payment and associated documents, and the provision of interactive development plans.



Improving Services and Facilities

External assessments of our services are of great value as they give us a broader perspective of our performance and practices.

All of the council's leisure facilities have retained their **Quest Quality Scheme** registration, and the sports development section also gained registration.

Quest is the UK quality scheme for sport and recreation, with three centres highly commended, putting them in the top 13% in the UK. Montrose Sports Centre received the award for Top Quest Score in the UK for a Dual Use Site in June 2005.

Earlier this year Angus Council was awarded Local Authority **Fleet Operator of the Year**, a prestigious accolade that recognises new initiatives and systems along with cost savings and efficiencies in fleet management.



INVESTOR IN PEOPLE *In February 2006 the council achieved corporate Investors in People (IiP) accreditation.*

IiP helps organisations improve their performance through their employees, so working towards the standard has been a way of improving the services provided to you.

Regular reassessments will ensure that we maintain the necessary standards.

Some 2005-06 facts and figures

- the Monifieth Seafront play area has received a Highly Commended award from the Nancy Ovens Awards for Play, established in 2004 in commemoration of Nancy Ovens the founder member of Play Scotland
- a synthetic pitch and changing rooms were completed in Carnoustie and a full size all weather synthetic pitch opened at Arbroath Sports Centre in January
- following significant investment by the council Montrose Beach received the coveted Blue Flag award in 2005
- the £2m, six-year project to restore the nine garden parks that make up Montrose Mid Links to their Victorian splendour was completed in 2005
- the council's new Housing and Social Work & Health offices opened at Orchardbank Business Park in Forfar

Best Value/Quality Services



The **Cardiac Rehabilitation Programme** was recognised in the prestigious COSLA Excellence awards in 2005 achieving a Bronze Award.

The long term exercise programme is for people with coronary heart disease, and is a partnership of the council, NHS Tayside and Angus Cardiac Group.

The programme also reached the APSE (Association for Public Sector Excellence) finals in September 2005 for the Internal Service Team of the Year for Sports and Leisure Management.



In December 2003 the council became the first local authority in the Scotland to be awarded accreditation to The National Energy Foundation Energy Efficiency Accreditation Scheme.

We continue to strive to achieve energy efficiency in all of our schools and buildings, sometimes achieving best value by spending more on an energy system or construction to achieve savings in the longer term.

Working Together

The desire by the Scottish Executive to have a more joined-up public sector is having a significant impact on how councils, health, police and other public sector agencies work together.

A new community plan for 2007 and beyond is in progress, to provide a clear strategic direction for each of the community planning partners in Angus.

To help us meet the needs of local residents it is important that all partners are in the best organisational shape to tackle new ways of working.

Angus Council reviewed its structure last year and has just completed a major management restructuring, reducing the numbers of departments from 12 to six and we have realigned services to provide a more joined-up approach to service delivery.

This leaner structure has created an organisation that is fit for purpose both now and in the future and in much better shape to deal with the changes ahead.

Alongside the restructuring is the third phase of our move to purpose built accommodation in 2007, locating Forfar based staff from a range of services on a single campus at Orchardbank.

We aim to take advantage of the economies of scale this shared location offers and make savings on everything from travel costs to photocopying, contributing to our overall operational efficiency.

What's next for... Best Value

- the council is examining alternative heating and energy efficiency systems - such as Biomass and wind turbines - to determine their feasibility for application in housing, schools and offices
- further smartcard applications are being developed which will offer more card accessible services both in Angus and other areas of Scotland
- services that can be paid either by direct debit, online, and through ACCESSLine, are being extended to give you greater choice about how, when and where you can pay
- we continue to investigate and deploy a range of procurement options to achieve best value for individual projects as well as supporting the abc Consortium procurement agreement, which in 2005-06 allowed the council to make significant savings on the purchase of stationery, computer consumables and other supplies

What do you think?

detach here



Angus Council wants your views on this service review and performance publication. You can either complete this short survey online at www.angus.gov.uk/performance, phone your answers in via ACCESSLine on 08452 777 778, or send them back to us using the freepost address below – you don't even need a stamp!

please ✓ as appropriate

How easy to read was the performance publication?

Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you think it is worthwhile sending the performance publication to all households in Angus?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Do you think this publication provides a balanced picture of the performance of Angus Council?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Do you think the publication provides you with sufficient performance information about Angus Council?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

How interesting did you find the following sections of the publication?

	Very interesting	Interesting	Neither interesting nor uninteresting	Uninteresting	Very uninteresting
Working with our Citizens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifelong Learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Healthy, Safe and Caring Communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Best Value/ Quality Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you feel the publication could be improved in any way, can you tell us how?

Either complete this form online at www.angus.gov.uk/performance, or phone your answers in to ACCESSLine on 08452 777 778, or send them in an A5 envelope to this freepost address: Chief Executive, Angus Council, FREEPOST SCO3712, The Cross, FORFAR, DD8 1ZR – postage is free!



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