



PERFORMANCE INDICATORS

Supplement to the
Annual Report & Accounts

2006
2007



CORPORATE MANAGEMENT

		Performance Information		
	06/07	05/06	04/05	03/04
SICKNESS ABSENCE				
Number of days lost through sickness absence expressed as a percentage of total working days available for the following:				
Percentage of days lost				
Chief officers and local government employees	5.4%	4.5%	4.7%	-
Craft employees	9.7%	2.8%	4.7%	-
Teachers	4.3%	4.0%	3.8%	3.6%
LITIGATION CLAIMS				
The number and value of civil liability claims incurred by the council in the year				
Number of claims per 10,000 population	21.7	21.6	20.8	18.1
Claims as a percentage of revenue budget	0.1%	0.1%	0.1%	0.1%
Updated position for 2005/06				
Number of claims per 10,000 population (2005/06)	22.6	20.5	20.2	-
2005/06 claims as a percentage of revenue budget	0.1%	0.1%	0.1%	-
EQUAL OPPORTUNITIES POLICY				
The number and percentage of the highest paid 2% and 5% of earners among council employees, that are women				
Percentage of women employees in top 2%	24.2%	23.2%	22.7%	7.0%
Percentage of women employees in top 5%	31.3%	25.0%	22.7%	16.8%
PUBLIC ACCESS				
Percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	79.0%	76.2%	72.9%	-
COUNCIL TAX COLLECTION				
Cost of collecting council tax per dwelling	£13.85	£13.95	£12.46	-
COUNCIL TAX INCOME				
Income due from council tax for the year excluding reliefs and rebates	£38,968,981	£37,118,346	£34,634,209	£32,562,000
Percentage of income due from council tax for the year that was received by the end of the year	96.4%	95.8%	95.6%	95.0%
PAYMENT OF INVOICES				
Percentage of invoices sampled and paid within 30 days	81.8%	85.2%	84.2%	83.5%
ASSET MANAGEMENT				
Proportion of Gross internal floor area that is in satisfactory condition	80.8%	-	-	-
Number and percentage of operational buildings that are for their current use	80.0%	-	-	-

ROADS AND LIGHTING

	06/07	Performance Information		03/04
		05/06	04/05	
CARRIAGEWAY CONDITION				
Percentage of the road network that should be considered for maintenance treatment				
	Red and Amber			
A class roads	25.1%	22.4%	26.4%	27.4%
B class roads	54.5%	41.1%	54.1%	45.9%
C class roads	29.3%	24.4%	30.5%	28.3%
Unclassified roads	43.4%	39.3%	38.9%	36.3%
Overall	39.2%	33.6%	37.4%	34.5%
TRAFFIC LIGHT REPAIRS				
The proportion of traffic light failures completed within 48 hours	96.2%	95.4%	95.9%	94.4%
STREET LIGHT REPAIRS				
The proportion of street light failures completed within 7 days	92.3%	90.8%	81.5%	79.1%
STREET LIGHTING COLUMNS				
The proportion of street lighting columns that are over 30 years old	17.2%	18.6%	20.1%	-
BRIDGES - ROAD NETWORK RESTRICTIONS				
Percentage of bridges failing European standard:				
(a) Council	0.0%	0.0%	0.0%	-
(b) Private	2.0%	2.0%	2.0%	-
(c) All bridges	0.4%	0.4%	0.4%	-
Percentage of bridges with a weight or width restriction:				
(a) Council	0.0%	0.0%	0.0%	-
(b) Private	2.0%	2.0%	2.0%	-
(c) All bridges	0.4%	0.4%	0.4%	-

ADULT SOCIAL WORK

	Performance Information				
	06/07	05/06	04/05	03/04	
COMMUNITY CARE SERVICES					
Average time (median) taken to provide CCS from first identification of need to first service provision	6 days	7 days	-	-	
RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION					
Older people (aged 65+)	Qualified Staff	Percentage qualified			
Care staff in Local Authority residential homes, who have appropriate qualifications for the level of post held	75	58.6%	43.5%	-	-
Other adults (aged 18-64)					
Care staff in Local Authority residential homes, who have appropriate qualifications for the level of post held	22	53.7%	43.9%	-	-
Overall totals for older people and other adults					
Care staff in Local Authority residential homes, who have appropriate qualifications for the level of post held	97	57.4%	43.6%	-	-
RESIDENTIAL ACCOMMODATION: PRIVACY					
The number of rooms expressed as a percentage of all residential care places					
	Number of rooms	Percentage of places that are single rooms (by sector)			
Older people - <i>council</i>	90	100.0%	100.0%	100.0%	100.0%
Older people - <i>voluntary sector</i>	37	100.0%	97.4%	95.0%	100.0%
Older people - <i>private sector</i>	431	97.7%	97.1%	95.2%	91.0%
Other adults - <i>council</i>	43	100.0%	100.0%	100.0%	100.0%
Other adults - <i>voluntary sector</i>	22	100.0%	100.0%	100.0%	100.0%
Other adults - <i>private sector</i>	60	68.3%	70.5%	66.7%	97.8%
		Percentage of places with <i>en-suite</i> facilities (by sector)			
Older people - <i>council</i>	90	60.0%	62.8%	54.7%	55.8%
Older people - <i>voluntary sector</i>	37	0.0%	0.0%	0.0%	64.3%
Older people - <i>private sector</i>	431	89.6%	91.9%	93.6%	80.0%
Other adults - <i>council</i>	43	0.0%	0.0%	0.0%	0.0%
Other adults - <i>voluntary sector</i>	22	45.5%	47.8%	64.3%	14.6%
Other adults - <i>private sector</i>	60	88.3%	90.2%	88.9%	41.3%
HOME CARE/HOME HELPS					
Level of service					
Number of people aged 65+ receiving homecare		1,693	1,700	1,771	1,810
Total volume of service					
Total number of homecare hours per 1,000 population aged 65+	5,608	As a rate per 1,000 population aged 65+			
		273.5	259.3	274.7	320.2
Number and percentage of homecare clients aged 65+ receiving:					
Personal care	781	46.1%	47.6%	44.6%	49.5%
A service during evening/overnight	311	18.4%	17.3%	14.3%	14.9%
A service at weekends	568	33.5%	33.6%	32.2%	34.4%

ADULT SOCIAL WORK

		Performance Information			
		06/07	05/06	04/05	03/04
RESPITE CARE					
Older people - aged 65+					
		Number per 1,000 population (65+)			
Total overnight respite nights provided	6,898	336.4	283.5	-	-
Number and percentage of respite nights not in a care home	0	0.0%	0.0%	-	-
Total daytime respite hours provided	17,406	848.9	578.5	-	-
Number and percentage of daytime respite not in a day centre	17,406	100.0%	100.0%	-	-
People aged 18-64					
		Number per 1,000 population (18-64)			
Total overnight respite nights provided	1,484	22.5	29.0	-	-
Number and percentage of respite nights not in a care home	6	0.4%	0.2%	-	-
Total daytime respite hours provided	7,885	119.7	123.1	-	-
Number and percentage of daytime respite not in a day centre	7,885	100.0%	100.0%	-	-
CRIMINAL JUSTICE					
Social enquiry reports					
Number of reports submitted to court during year	957				
Number and proportion of reports submitted to court by due date	870	90.9%	86.4%	94.0%	97.1%
Probation					
Number of new probation orders issued during the year	146				
Number and proportion of new probationers seen by a supervising officer within one week	102	81.6%	90.3%	81.2%	80.4%
Community service					
Number of new community service orders issued during year	112				
Average number of hours per week to complete community orders		3.2	3.1	2.5	2.5
Total community orders completed during the year	82				

BENEFITS ADMINISTRATION

	06/07	Performance Information		03/04
		05/06	04/05	
ADMINISTRATION COSTS				
Weighted rent rebate caseload	6,947	4,635	4,614	4,361
Weighted private rented sector caseload	2,750	3,414	3,416	2,977
Weighted registered social landlord caseload	3,489	3,240	3,152	2,861
Weighted Council Tax Benefit caseload	14,688	10,522	10,217	9,307
Gross administration cost per case	£55.93	£77.19	£77.72	£78.80
PROCESSING TIME				
Average time to process new claims	30.4 days	42.9 days	53.4 days	76.9 days
Average time to process changes of circumstances	14.9 days	17.3 days	15.6 days	19.2 days
ACCURACY AND SECURITY OF PROCESSING				
Percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available at the determination.	98.6%	99.0%	97.6%	96.8%
Overpayments recovered expressed as a percentage of housing benefit overpayments identified	87.0%	84.0%	-	-
Overpayments recovered expressed as a percentage of total overpayments debt at the start of the year plus the in-year overpayments	34.2%	31.3%	-	-
Amount and percentage of housing benefit overpayments written off (denominator is 3bv.)	8.0%	3.7%	-	-

CULTURAL AND COMMUNITY SERVICES

	06/07	Performance Information		
		05/06	04/05	03/04
SPORT AND LEISURE MANAGEMENT				
Number of attendances per 1,000 population	3,911	3,767	3,470	3,079
ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS				
Number of attendances per 1,000 population	7,991	6,620	7,930	8,361
MUSEUM SERVICES				
Number of visits to/usages of council funded or part funded museums per 1,000 population	769	-	-	-
Number of visits that were in person per 1,000 population	613	-	-	-
LIBRARY STOCK TURNOVER				
Changes in adult library lending stock of books and audio-visual material				
Additions per 1,000 population	158	124	151	140
Total number of closing stock items per 1,000 population	1,909	2,027	2,259	2,256
Changes in children's & teenage library lending stock of books and audio-visual material				
Additions per 1,000 population	61	64	58	47
Total number of closing stock items per 1,000 population	610	663	645	647
USE OF LIBRARIES				
Number of visits to libraries per 1,000 population	4,395	-	-	-
Number of borrowers as a percentage of the resident population	24.0%	25.7%	26.7%	27.6%
LEARNING CENTRE AND LEARNING ACCESS POINT USERS				
Number of users as a percentage of the population	12.9%	11.1%	9.3%	7.9%
Number of occasions that terminals are accessed per 1,000 population	802.8	859.9	760.9	597.7

Note -Data shown against a grey background was deemed by the appointed auditor to be 'unreliable'

DEVELOPMENT SERVICES

	06/07	Performance Information		03/04
		05/06	04/05	
PROCESSING TIME - PLANNING APPLICATIONS				
Percentage of householder and non-householder applications dealt with within two months				
Householder	92.4%	92.6%	90.7%	85.8%
Non-householder	44.6%	39.3%	46.7%	52.2%
Total	69.3%	65.7%	69.1%	68.6%
APPEALS - PLANNING				
Successful appeals as a percentage of determinations	0.3%	0.4%	0.7%	0.2%
Successful appeals as a percentage of determinations that went to appeal	27.8%	22.2%	52.6%	30.0%
DEVELOPMENT PLANS				
Percentage of population covered by a Local Plan which has been adopted or finalised within the last five years	100.0%	100.0%	100.0%	100.0%

EDUCATION AND CHILDREN'S SERVICES

	06/07	Performance Information		03/04
		05/06	04/05	
PRIMARY SCHOOLS				
Occupancy: percentage of primary schools				
Schools with occupancy of: 40% or less	7.0%	7.0%	10.2%	10.0%
Schools with occupancy of: 41 - 60%	17.5%	17.5%	18.6%	21.7%
Schools with occupancy of: 61 - 80%	45.6%	36.8%	40.7%	38.3%
Schools with occupancy of: 81 - 100%	28.1%	36.8%	28.8%	28.3%
Schools with occupancy of: 101% or more	1.8%	1.8%	1.7%	1.7%
SECONDARY SCHOOLS				
Occupancy: percentage of secondary schools				
Schools with occupancy of: 40% or less	0.0%	0.0%	0.0%	0.0%
Schools with occupancy of: 41 - 60%	25.0%	25.0%	25.0%	25.0%
Schools with occupancy of: 61 - 80%	12.5%	25.0%	25.0%	12.5%
Schools with occupancy of: 81 to 100%	50.0%	37.5%	37.5%	50.0%
Schools with occupancy of: 101% or more	12.5%	12.5%	12.5%	12.5%
EQUAL OPPORTUNITIES POLICY				
The percentage of all teachers in the following staff bands who are women:-				
Head and Deputy Head Teachers				
Secondary	27.8%	20.0%	22.2%	25.0%
Primary	82.6%	78.7%	79.3%	75.0%
Special	No Service	No Service	No Service	No Service
Total	66.4%	62.1%	63.3%	61.4%
All teachers (including Head and Deputy Head teachers)				
Secondary	60.5%	58.7%	60.8%	59.4%
Primary	92.8%	86.5%	90.9%	89.9%
Special	No Service	No Service	No Service	No Service
Total	77.5%	73.1%	76.1%	74.4%
CHILDREN'S REPORTER LIAISON				
The percentage of Children's Hearing reports requested by the Reporter which were submitted within target time	42.5%	38.8%	-	-
SUPERVISION				
Percentage of children seen by a supervising officer within 15 working days	100.0%	90.6%	83.8%	86.2%
LOOKED AFTER CHILDREN - ACADEMIC ATTAINMENT				
Percentage attaining at least one SCQF level 3 (any subject):				
At home	50.0%	-	-	-
Away from home	81.3%	-	-	-
Total	67.9%	-	-	-
Percentage attaining at least SCQF level 3 in English and Maths:				
At home	41.7%	-	-	-
Away from home	62.5%	-	-	-
Total	53.6%	-	-	-
RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATION				
Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held	36.8%	47.4%	-	-

EDUCATION AND CHILDREN'S SERVICES

	06/07	Performance Information		03/04
		05/06	04/05	
RESPITE CARE				
Children aged 0-17 with disabilities				
Total overnight respite nights provided	26.5	24.1	-	-
Number and percentage of respite nights not in a care home	41.8	34.3%	-	-
Total hours daytime respite provided	198.6	185.3	-	-
Number and percentage of daytime respite hours provided not in a day care centre	98.8	97.7%	-	-

HOUSING

	06/07	Performance Information		03/04
		05/06	04/05	
RESPONSE REPAIRS				
Name of first priority housing response repairs category	Emergency			
Target response time for this category	2 Hours			
Percentage completed within target time	94.8%	88.0%	93.8%	96.2%
Name of second priority housing response repairs category	Urgent			
Target response time for this category	2 Working Days			
Percentage completed within target time	94.9%	92.5%	88.5%	89.6%
Name of third priority housing response repairs category	Routine			
Target response time for this category	10 Working Days			
Percentage completed within target time	87.6%	92.4%	91.9%	89.4%
Name of fourth priority housing response repairs category	Non-Essential			
Target response time for this category	20 Working Days			
Percentage completed within target time	63.7%	71.9%	70.1%	76.9%
Name of fifth priority housing response repairs category	Complex			
Target response time for this category	3 Months			
Percentage completed within target time	85.0%	88.4%	100.0%	81.9%
Name of sixth priority housing response repairs category	Gas Heating Emergency			
Target response time for this category	24 Hours			
Percentage completed within target time	96.9%	94.7%	86.6%	80.8%
All categories				
Percentage completed within 24 hours	95.9%	91.7%	92.6%	88.7%
MANAGING TENANCY CHANGES				
Percentage of rent due in the year that was lost due to voids	1.8%	3.3%	2.8%	2.1%
Average time to re-let houses				
Dwellings which are not low demand	80 days	57 days	-	-
Dwellings which are low demand	91 days	73 days	-	-
Average time that these houses had been un-let at year end	537 days	649 days	-	-
RENT MANAGEMENT				
Current tenants' arrears as a percentage of net rent due	11.9%	7.9%	6.6%	5.8%
Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	7.1%	4.9%	3.4%	3.2%
The proportion of those tenants that were in rent arrears	47.4%	-	-	-
Average debt in weeks of average rent	10.3 weeks	-	-	-
Percentage of former tenant arrears written off or collected during the year	39.5%	-	-	-
COUNCIL HOUSE SALES				
The percentage of house sales completed within 26 weeks	75.9%	84.0%	92.8%	94.9%
Average time to sell houses	26 weeks	26 weeks	23 weeks	23 weeks
HOMELESSNESS				
Average time to assess households as homeless or potentially homeless, per case	22.6 weeks	4.2 weeks	4.2 weeks	3.2 weeks
% of cases reassessed during the year	3.7%	0.1%	3.0%	0.1%

PROTECTIVE SERVICES

	06/07	Performance Information		03/04
		05/06	04/05	
FOOD SAFETY: HYGIENE INSPECTIONS				
Percentage actually inspected within time				
<i>Approved premises</i>	92.9%	82.4%	-	-
<i>Every 6 months</i>	100.0%	100.0%	100.0%	100.0%
<i>Every 12 months</i>	99.4%	97.9%	98.6%	100.0%
<i>Greater than 12 months</i>	77.9%	99.6%	98.2%	97.2%
DOMESTIC NOISE COMPLAINTS				
The average time (hours) between the time of the complaint and attendance on site:				
Requiring attendance on site	Not Reported	-	-	-
Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	1	-	-	-
NON-DOMESTIC NOISE COMPLAINTS				
For those requiring formal action, the average time (calendar days) to institute formal action	NA	-	-	-
TRADING STANDARDS - COMPLAINTS AND ADVICE				
Percentage of consumer complaints dealt with within 14 days of receipt	58.9%	74.4%	80.0%	80.5%
Percentage of business advice requests dealt with within 14 days of receipt	95.0%	86.1%	88.0%	88.5%
INSPECTION OF TRADING PREMISES				
Premises liable to inspection in the following categories:				
Percentage of inspections undertaken within time				
<i>High risk (12 months)</i>	86.6%	88.6%	78.5%	-
<i>Medium risk (2 years)</i>	61.9%	59.3%	56.0%	-

Note - 'Not reported' means that Angus Council failed to report the required information

WASTE MANAGEMENT

	06/07	Performance Information		03/04
		05/06	04/05	
REFUSE COLLECTION				
Net cost of refuse collection per premise	£55.17	£51.10	£35.32	-
Net cost of refuse disposal per premise	£53.96	£47.71	£37.58	-
REFUSE COLLECTION COMPLAINTS				
Number of complaints per 1,000 households	47.4	34.1	12.4	4.1
REFUSE RECYCLING				
MUNICIPAL WASTE				
Landfilled	61.1%	44.9%	-	-
Composted	13.0%	8.4%	-	-
Recycled	17.3%	23.7%	-	-
Other recovery including energy from waste	8.6%	23.0%	-	-
Total tonnes	100.0%			
Total biodegradable municipal waste landfilled	35.3%	60.2%	-	-
CLEANLINESS				
Overall cleanliness index	72	72	69	-
ABANDONED VEHICLES				
Proportion of abandoned vehicles removed within 14 days	100.0%	-	-	-

Note -Data shown against a grey background was deemed by the appointed auditor to be 'unreliable'