

Corporate

Annual Report
2008-2009

Corporate



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1 INTRODUCTION

I am pleased to present to you the first Angus Council corporate annual report.

The report complements the departmental annual reports which have been presented to service committees in August and September and which provide a comprehensive summary of service performance in 2008/09.

It provides an overview of the council's performance against a backdrop of our key objectives set out in our corporate plan 2007-12 which remains the focus of our corporate business:

- To provide high quality customer services.
- To maximise the economic potential of Angus.
- To improve the environment and quality of life.
- To promote learning for all ages and abilities.
- To promote safe and caring communities and healthy lifestyles.

This strategic vision has driven the county's community planning agenda and the single outcome agreement (SOA) for Angus for 2009-12. The SOA, drawn up by the council and its partners, and formally agreed with the Scottish Government in August, is built on this solid foundation and provides the opportunity to further refine the co-ordinated delivery of public services in the county and measure our achievements.

The report comprises four sections.

The first section gives a brief overview of some of our achievements and outcomes set against the objectives in the council's corporate plan. It is based on information presented in the Putting You First magazine issued to all Angus households in June.

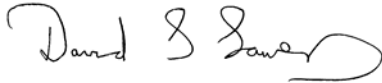
The second section is a report drawn from Excelsis, our performance management system. Against each of the five corporate objectives, the council has a set of priorities and each year a management action plan, ie a set of specific actions, is prepared to support the fulfilment of these priorities. The Excelsis report details those actions, indicating those completed during 2008/09 and those which have been carried forward to 2009/10.

The third section includes the annual statement on our governance arrangements which requires to be prepared and agreed by myself and the leader of the council.

The last section details our performance against the statutory performance indicators for 2008/09. It also incorporates, where applicable, performance in the previous three years for comparison purposes. It should be noted that the figures for 2008/09 are presently unaudited and once this process is complete a comprehensive report on performance against these indicators will be submitted to committee in the November/December cycle.

A separate annual accounts report providing the council's detailed financial statement for 2008/09 will be submitted to council in November.

I believe that the information in this report and in the departmental annual reports shows that during the last year the council has continued to deliver good quality services to the Angus community and has continued to make good progress towards the fulfilment of our key objectives. This cannot be achieved without the efforts of our staff and I thank them for their commitment through the last year. I also thank members for their contribution and those partners, volunteers and citizens who have worked with us during the past year.

A handwritten signature in black ink, appearing to read "David S Sawers". The signature is written in a cursive style with a large, sweeping flourish at the end.

David S Sawers
Chief Executive

2 ACHIEVEMENTS AND OUTCOMES

Customer Services

- www.angus.gov.uk/performance was established, reflecting the progress made last year in our management and reporting of performance.
- Our quest for greater efficiency continued, most particularly looking at the potential for shared services, either within the council or across other public bodies, to save money and improve services.
- Figures show that considerable business is now being conducted online. The council joined the national public sector e-recruitment portal www.myjobscotland.gov.uk and 64% of the council's job applications were submitted online last year; there were 428, 674 hits on the Have your Say consultation database; ACCESS recorded a 41% increase in online enquiries; and 16,707 enquiries/requests were submitted to the Angus libraries online catalogue.
- We achieved a 21% increase in the number of ACCESS enquiries dealt with at the first point of contact. The installation of a Customer Relations Management (CRM) system for ACCESSLine and ACCESS offices should bring further improvement.
- 100% of the respondents in the registration service customer survey rated the service as very good.
- 87.9% of the 2,841 service users who responded to Social Work & Health's first survey last year stated they were either very satisfied or satisfied with the services received.
- A very positive report was received from Audit Scotland on the quality of the housing benefit service provided by the council.
- Pilot exercises have been established with a view to strengthening local community planning arrangements across Angus.
- Good progress has been made in business continuity planning, to ensure services identified as critical can continue to be delivered in the event of unexpected disruption.
- www.angus.gov.uk was awarded the Shaw Trust Web Accreditation in recognition of our work to make the site accessible, inclusive and user friendly for people with disabilities. ACCESSLine now uses Typetalk, allowing staff to communicate with customers who use a textphone. ACCESSLine also provides a telephone interpretation service, with a free online language translation service introduced to instantly translate text and pages on the website.

The Economy

- Four business advisers were employed by the council and business support events were held to help local businesses survive and thrive during the current recession.
- The council sold seven business development sites with the resulting developments anticipated to safeguard around 220 jobs with potential for additional employment. 27 new leases for workshops and offices were concluded resulting in 78 jobs being created or safeguarded.
- The Working for Families team worked with 331 families last year, supporting people into employment (35 full time / 36 part time), supported five work placements, helped three to set up their own business, 61 into education or training and 33 to retain or improve existing employment.
- A new tourism strategy and action plan was developed and launched in spring 2009.
- www.angusahead.com now has over 6800 pages, over half of which list Angus' businesses, organisations and accommodation providers.
- The Carnoustie Country website enjoyed increased traffic and the local economic impact from product sales and events is estimated at £1,017,000.

- Despite a drop in numbers the 2008 Angus Glens Walking festival still boosted the local economy with a high proportion of walkers staying in the area for over three nights. The new online booking service helped attract over 300 walkers to the 2009 event, making it one of the most successful festivals staged.
- A £395,000 ranger base was opened at Glen Doll providing public toilets, exhibition space, classroom /project room and offices.
- The new Angus Reputable Traders Scheme, to promote quality local trades and help to protect the public from rogue traders, was launched in 2009.
- Brechin Townscape Heritage Initiative got underway in January 2008 with a project budget of £2.9m over the five year programme. Phase 1 of the Town House Museum refurbishment was completed in July 2009.

Improve The Environment And Quality Of Life

- The first phase of the comprehensive review of waste management services was completed. The review will help inform the future provision of services such as waste minimisation, recycling and composting.
- In 2008-09 there was a 1% reduction in waste to landfill and a 1% increase in recycled/composted material, with the level of waste to energy remaining at around 17%. The roll-out of a recycling service to businesses and schools across Angus, to encourage more recycling in the workplace, was completed.
- The average Energy Performance Certificate rating for the council's housing stock is D, on the scale A-G, which is the average rating. This is a favourable performance in comparison to the private sector, but our objective is to improve this performance by further investment in external and internal insulation. £1 million is being spent each year on the replacement of old inefficient heating systems. Last year a further £500,000 was spent on the installation of more thermally efficient doors with good draught-proofing.
- Biomass heating systems with ceramic filters, which use sustainable organic materials such as wood chippings for fuel instead of fossil fuels, were installed at Ladyloan, Airlie and Seaview primary schools, to reduce harmful emissions into the atmosphere.
- The draft core path plan was published and public consultation undertaken. Unresolved objections to the plan may be subject to public inquiry at Scottish Government level. The draft proposes a network of paths with a combined total length of around 550 km.
- Projects which benefited from the new £400,000 park and cemeteries fund included the upgrade of paths and steps at Kirriemuir Den; replacement of play equipment at Victoria Park, Arbroath and Brechin public parks; repairs to walls at Fowlis and Lunan burial grounds and reinstatement of the bowling green, tennis court and pavilion areas into George V Park, Ferryden.

Promoting Learning

- Almost all teachers have now undertaken the Council's well received 'Co-operative Learning' training programme. Teachers have responded enthusiastically to this major opportunity to develop their classroom skills. There is growing evidence, including through school inspections, that Co-operative Learning approaches are having a positive impact on the motivation and achievements of Angus pupils.
- The 2009 primary attainment figures show a 1% increase for Reading, a 2% increase for Writing and a 2% increase for Mathematics. Final 2008 S4 attainment figures show a rise of 6% for SCQF level 4 and 5% for SCQF level 5.
- A major investment in supporting schools to take forward Curriculum for Excellence means that Angus schools are well prepared to introduce this national reform of the school curriculum. Council support for the reform has included the phased introduction in all schools of the national education intranet, GLOW, training in Co-operative Learning, and intensive support for the promotion of

literacy schools through very successful local projects in respect of 'Keys to Literacy' and 'Moving Image Education'.

- Phase 2 of the Forfar and Carnoustie Schools' project has now been completed, pupils moved to the refurbished Carlogie Primary School in October 2008 and the new Carnoustie High School building was opened to pupils in December 2008. An extension and refurbishment of Airlie Primary School and extensions to Monifieth High School and Inverbrothock Primary School were completed along with a major maintenance programme at Inverarity Primary School.
- The establishment of two vocational learning centres, in Forfar Academy and Brechin High School, enhanced opportunities for pupils to undertake Skills for Work courses as well as offering a range of adult learning opportunities for local citizens.
- Revised arrangements to support the work of the eight Angus Integrated Community School Partnerships which involves joint working by a variety of agencies including schools and family support services, health, educational psychology, and social work, have resulted in very good progress.
- The series of family ESOL (English for Speakers of Other Languages) sessions piloted in Brechin, to improve reading and language skills amongst incoming workers, will now be rolled out to other libraries.

Safe, Caring Communities And Healthy Lifestyles

- Angus Community Safety Partnership established one of the first joint community safety services in Scotland, bringing together staff from Tayside Police, Angus Council and Tayside Fire & Rescue to tackle antisocial behaviour and improve community safety. In 2008-09 18 acceptable behaviour agreements were entered into and 15 ASBOs were granted.
- The council approved the key recommendations of a Best Value Review of Older Person's Services, to provide greater choice and flexibility in services and help people maintain their independence.
- During 2008/09, the council worked with the Scottish Government, housing associations and developers to deliver new affordable housing in Carnoustie, Forfar, Kirriemuir, Letham and Montrose. The council is now looking to release brownfield sites in Arbroath, Forfar and Kirriemuir for further affordable housing development.
- The findings of a follow up visit by HMIE into child protection services in Angus were positive with all actions identified from the 2006/07 inspection being progressed to a very good standard.
- As part of the Angus Telecare Strategy the following projects were progressed: a partnership of the council, police and Angus Partnership on Domestic Abuse is providing rapid response alarms to people affected by domestic abuse; the warden call system has been upgraded in four sheltered schemes; and the evaluation of the first Doorstoppers telecare initiative has been completed. As a result of this work service users report feeling much safer and more confident living in their own homes.
- The Angus Local Licensing Forum met on several occasions to help ensure that the interests of communities are at the heart of licensing decisions. Bye-laws promoted by the council banning drinking in public places in Arbroath and Kirriemuir came into effect in July 2008.
- Angus became the first council to secure the removal of the exemption of farm caravan sites from licensing requirements, and is now working to ensure acceptable and licensed seasonal farm workers accommodation is provided.
- 120 businesses were contacted during a council campaign to raise awareness of owners' responsibilities in relation to the control of the potentially fatal Legionella bacteria in their water systems.

3 EXCELSIS CORPORATE PLAN REPORT



Corporate Plan - 0809 MAP

Excelsis Performance Report

Actions completed in 2008/2009

Provide high quality customer centred services

Make services more accessible to customers

Implement the final statutory requirements contained in the Local Electoral Administration and Registration Services (Scotland) Act.

Deliver Equalities Action Plan

Implement the Angus Customer First Programme to meet the national objectives of delivering more convenient and responsive services

Continually seek improvements across services

Develop Single Outcome Agreement with Community Planning Partners

Develop and co-ordinate the council's involvement in the Shared Services Agenda

Work in collaboration with Scottish Courts Administration to ensure the smooth transition of the District Court Service from Angus Council to them.

Explore enhancement of the existing design capability in the Print & Design Unit to include web page design facilities.

Implement the Rural Strategy Action Plan as per its developing timetable

Progress the rollout of the council's electronic procurement system (PECOS).

The further development of the Angus Joint Equipment Loan Service.

Review approach to the use of Direct Payments and Self Directed Care

Maximise the economic potential of Angus

Implement area based regeneration initiatives

Tackle poverty and employability in Angus

Work with the communities in the north area of Arbroath, Arbroath Harbour and Drumachlie, Brechin to help people back into employment and training, and to improve community safety and health within these communities.

Strive to ensure that all young people enter employment, further/higher education or training on leaving school.

Improve opportunities for young people who are not in Education, Employment or Training

Adopt an Economic Development Strategy which supports local people and businesses

Prepare a second edition of the "Welcome Pack" for fellow EU and international workers in several languages. The pack will provide up to date information and contact details to enable these workers to access a wide range of services.

Research the number of incoming workers to Angus, the nature of the work they do, their qualifications, living conditions, racial / cultural backgrounds and their perceptions of Angus

Develop an Economic Development Strategy and associated Action Plan 2007-2010

Research the development of an employability framework in accordance with the Scottish Executive's "Workforce Plus"

Identify and support opportunities to develop Social Enterprises, with particular emphasis on childcare, health, tourism and environmental sectors

Improve our transport network through effective partnerships with other agencies

Improve the A92 north of Arbroath to Montrose and the A935 between Brechin and Montrose with a view to improving road links to and from Montrose. a)A92

Improve the A92 north of Arbroath to Montrose and the A935 between Brechin and Montrose with a view to improving road links to and from Montrose. b)A935

Deliver a regional land use and development strategy through effective partnerships at regional and national level

Highlight the potential to facilitate the release of land for affordable housing

Improve the environment and quality of life

Implement strategies to combat the effects of climate change

Identify priority areas for reducing the impact of global warming and develop a carbon management programme

Improve transport and accessibility in a sustainable way

Develop and promote a network of main paths / tracks throughout Angus which will be signposted by the council and others to allow public access to the countryside

Promote learning for all ages and abilities

Increase learning opportunities for adults

Work with different services and agencies to deliver better services for children and young people in Angus

Develop a Composite Equalities Policy.

Review bi-lingual support provision to take account of increased enrolment of non-English speakers.

Increase learning opportunities for adults

Support schools to implement the first set of finalised Curriculum for Excellence outcomes.

Provide educational services that maximise and support learning

Publish and Implement an updated Integrated Children's Service Plan covering the period 2009-12.

Undertake a further review of the School Estate Strategy and a related review of other education service premises.

Publish the Parental Involvement Strategy now required by legislation.

Roll out 'Health Promoting Schools' accreditation to all schools.

Implement strategies recommended by a departmental review group to address improvements in relation to SQA attainment indicators.

Review and simplify procedures for planning and assessing children's learning

Ensure that a growing proportion of staff with management responsibility in partner centres have or are working towards an appropriate qualification.

Develop and implement strategies to improve higher order reading skills in all schools.

Take forward recommendations from published HMIE report on the education functions of Angus Council.

Implement the Arts and Cultural Education Strategy

Complete training in respect of "Co-operative Learning" to 450 teachers

Take forward recommendations identified in the 2006 Standards and Quality Report.

Promote and Develop coaching in all schools and support services to facilitate communication and continuous improvement.

Implement revised tracking recording and reporting IT system in primary and secondary schools (including a system to address the needs of looked after children).

Develop resources to improve reading skills in line with national guidance

Promote safe and caring communities and healthy lifestyles

Deliver improvements in safety through the Community Safety Partnership

Carry out actions as detailed in the Road Safety Plan

Ensure good quality and affordable housing is available to all in Angus

Development of Affordable Housing Strategy for Angus.

Encourage the provision of more affordable homes for rent and purchase

Improve the health of the community in partnership with other agencies

Support all Angus schools to become 'Health Promoting' Schools

Review and implement the Angus Joint Health Improvement Plan

Focus on changing the culture of alcohol use within the community

As a consequence of the Licensing (Scotland) Act 2005 establish and provide clerking services to the Local Licensing Forum.

Develop a range of information resources on alcohol and the effects of alcohol for the public and partner agencies

Ensure that social work services are designed to meet the future needs of the community

Develop joint working arrangements with health in the substance misuse field.

Implement local responsibilities arising from the Tayside Community Justice Authority

Develop ways of using modern technology to support people at home.

Develop services to protect vulnerable adults at risk of abuse and neglect

Develop an integrated approach between the council and health service to evaluate children's services using a common set of quality indicators.

Enhance services for people with dementia.

Develop range of foster care resources available to Angus children and young people.

Review practices in other councils to inform approach to school/offsite support for severely social and emotionally disturbed children

Develop services to help long stay patients with learning disabilities move into the community



Maximise the economic potential of Angus

Improve our transport network through effective partnerships with other agencies

Investigate options for improving road links to the A90 from the A935 at Brechin

Provide high quality customer centred services

Develop ACCESS Angus to deliver integrated services

Review and develop the role of ACCESS offices in each burgh

Continue to develop the range of services available through ACCESSline and ACCESSonline

Consult with customers on our services

Review the scheme of establishment of Community Councils

Continually seek improvements across services

Review of Energy Procurement in partnership with TPC

Promote learning for all ages and abilities

Increase learning opportunities for adults

Publish and Implement 2008-2012 Community Learning & Development (CLD) Strategy

Pilot extended care facilities in designated LA pre-school classes.

Provide educational services that maximise and support learning

Implement GLOW in a phased programme.

Increase number of schools with Eco-School status.

Improve school buildings

Complete construction of Seaview Primary School.

Complete the Forfar/Carnoustie Schools Project

Promote safe and caring communities and healthy lifestyles

Ensure that social work services are designed to meet the future needs of the community

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Develop ways of sharing information with partners, particularly the Single Shared Assessment process and the evaluation of the pilot ecare information sharing project.

Due to projected fall in birth rate, develop and implement a research programme to identify future service needs of pre school children particularly regarding nurseries, playgroups and child minders.

Improve the environment and quality of life

Encourage sustainable energy and energy efficiency initiatives

Continue to ensure the council delivers energy efficient homes

Improve transport and accessibility in a sustainable way

Develop a plan for improving and maintaining the parks and open spaces in Angus

4 CORPORATE GOVERNANCE

Angus Council has a responsibility to ensure that it carries out its business lawfully and to proper standards. It also has a key responsibility to ensure that public money is properly accounted for, and used in the most effective, efficient and most economical way possible. It is the responsibility of elected members and senior officers of the council to put in place management arrangements for the governance of the council's affairs, and all resources at its disposal. The council's Local Code of Corporate Governance sets out in five dimensions the key principles that Angus Council will use to direct and control its functions and relate to the community it serves. It defines the high standards of self governance to which both elected members and officers aspire. To ensure that this is taken forward in a robust methodical way, the chief executive is the accountable officer for the management of the council's overall corporate governance arrangements.

Angus Council's Local Code of Corporate Governance sets out the standards that we aim to achieve in the following areas:-

- a. The way in which we work with the Angus community and keep them informed about what, and how we are doing.
- b. The arrangements we have in place to deliver quality services which represent value for money.
- c. The clarity of the effectiveness of our political and management structures and business management processes.
- d. The systems that we have in place to identify and control the key risks (incorporating business continuity management) facing the council.
- e. Standards of conduct that we have in place for our elected members and every member of staff.

The chief executive has specific responsibility to:-

- a. Oversee the implementation of the code.
- b. Monitor and review the extent to which the council is complying with the code in practice.
- c. Report annually to the Strategic Policy Committee on the extent of compliance, recommending any changes which may be needed to the code to ensure it remains a relevant and challenging benchmark against which we can assess our performance.

In addition the council's chief internal auditor has the responsibility to conduct a review of the corporate governance arrangements and to report on the adequacy, effectiveness and the extent of compliance with the code to the Strategic Policy Committee each year. This provides independent assurance of the adequacy and accuracy of the review process conducted each year by the chief executive.

On the basis of the separate reports submitted by the chief executive and the chief internal auditor to the Strategic Policy Committee in June 2009, we have satisfied ourselves that during 2008/09 the council continued to demonstrate that the governance arrangements framework within which the council operates is sound; albeit there are areas which require further improvement to ensure full compliance with the requirements of the local code of corporate governance.

As in previous years the council can demonstrate that improvements have been made to many internal business management processes and to the development of corporate governance across the council. In particular:

- The council's performance management framework was revised.
- To comply with the Civil Contingencies Act 2004, the corporate Business Continuity Planning exercise progressed in line with the overall action plan.

- The Corporate and Departmental Risk Registers were reviewed.
- The Risk Management Strategy was revised.
- A draft revised HR Strategy was prepared.
- Departments updated their lists of authorised signatories as part of corporate procurement arrangements.
- Actions within the Communications Strategy have been addressed.
- Budget monitoring reporting to members was revised to provide service committees with monitoring information on at least three milestone points during the year.
- Investors in People accreditation was retained.
- All departments put in place a Scheme of Delegation.
- A full review of the council's standing orders and related documents and financial regulations was undertaken and subsequently approved by members on 6 November 2008.
- Land and Property disposal management arrangements and delegation streamlining amendments were introduced.
- Corporate Asset Management developments were progressed including the approval of policy guidance relating to the disposal of land and property and the on-site publication of Energy Performance Certificates on all buildings over 1,000 m².
- A Corporate Asset Management Group was established (incorporating elected member participation) to review council property needs on a burgh by burgh basis whilst retaining an overarching council wide dynamic. Also, whole life costing principles are being applied to inform capital project option appraisal exercises.
- Further training in relation to health and safety responsibilities was delivered to chief officers.

The main areas in which further work was still required as at 31 March 2009 are:

- Implementing the revised Risk Strategy
- Finalising and implementing the performance management framework (note – this was approved by the Strategic Policy Committee on 5 May 2009).
- Reviewing scrutiny arrangements within the council (note – this was approved by the Strategic Policy Committee on 16 June 2009).
- Completing work on Business Continuity Plans.

Plans are in place to address the remaining ongoing issues. Delivery of these plans will be a priority for the council going forward.

In March 2009, a revised code of corporate governance was approved. This was based on revised guidance on corporate governance issued by CIPFA in May 2008. The revised code was effective from 1 April 2009 and future reviews of compliance will be against the terms of that code. An action plan to ensure full compliance against the terms of the revised code was approved by the Strategic Policy Committee in March. That action plan has been updated to ensure it incorporates the above ongoing issues.



Councillor Bob Myles
Leader of Angus Council



David S Sawers
Chief Executive

5 STATUTORY PERFORMANCE INDICATORS

ADULT SOCIAL WORK

	Performance Information			
	08/09	07/08	06/07	05/06
COMMUNITY CARE SERVICES				
Assessment	Unable to report	-	-	-
Percentage of people for which local assessment target times were met				
Delivery of care service	Unable to report	-	-	-
Percentage of people for which local service target times were met				

Note - Due to the fact that there are no nationally applicable standards/targets against which to measure the achievement of all councils the Community Care SPI (ASW1) is not reportable in its statutory form.

RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATIONS

	08/09	Performance Information			
		08/09	07/08	06/07	05/06
Care staff in Local Authority residential homes, who have appropriate qualifications for the level of post held					
	Number of qualified staff	Percentage qualified			
Older people (aged 65+)	127	71.8%	56.3%	58.6%	43.5%
Other adults (aged 18-64)	30	78.9%	70.3%	53.7%	43.9%
Overall totals for older people and other adults	157	73.0%	59.3%	57.4%	43.6%

RESIDENTIAL ACCOMMODATION: PRIVACY

	Total number of occupied places	Percentage of places that are single rooms			
		08/09	07/08	06/07	05/06
Single rooms					
Older people - <i>council</i>	95	100.0%	100.0%	100.0%	100.0%
Older people - <i>voluntary sector</i>	46	100.0%	100.0%	100.0%	97.4%
Older people - <i>private sector</i>	463	99.6%	97.1%	97.7%	97.1%
Other adults - <i>council</i>	39	100.0%	100.0%	100.0%	100.0%
Other adults - <i>voluntary sector</i>	19	100.0%	100.0%	100.0%	100.0%
Other adults - <i>private sector</i>	67	91.0%	78.3%	68.3%	70.5%
Rooms with en-suite facilities					
	Total number of occupied places	Percentage of places with en-suite facilities			
Older people - <i>council</i>	95	62.1%	60.0%	60.0%	62.8%
Older people - <i>voluntary sector</i>	46	84.8%	65.8%	0.0%	0.0%
Older people - <i>private sector</i>	463	94.0%	89.0%	89.6%	91.9%
Other adults - <i>council</i>	39	2.6%	2.5%	0.0%	0.0%
Other adults - <i>voluntary sector</i>	19	63.2%	56.5%	45.5%	47.8%
Other adults - <i>private sector</i>	67	92.5%	88.4%	88.3%	90.2%

HOME CARE/HOME HELPS

Level of service					
Number of people aged 65+ receiving homecare		1,580	1,611	1,693	1,700
Total volume of service					
Total number of homecare hours per 1,000 population 65+	Number of home care hours	As a rate per 1,000 population aged 65+			
	5,319	252.4	257.9	273.5	259.3
Number and percentage of homecare clients aged 65+ receiving:					
Personal care	Number of homecare clients	Percentage of homecare clients			
A service during evening/overnight	900	57.0%	46.5%	46.1%	47.6%
A service at weekends	225	14.2%	15.7%	18.4%	17.3%
	574	36.3%	35.8%	33.5%	33.6%

ADULT SOCIAL WORK

	08/09	Performance Information			
		08/09	07/08	06/07	05/06
RESPITE CARE					
Older people - aged 65+					
Total overnight respite nights provided	Nights 8,566	Number per 1,000 population (65+)			
		406.5	281.2	336.4	283.5
		Percentage			
Number and percentage of respite nights not in a care home	0	0.0%	0.0%	0.0%	0.0%
Total daytime respite hours provided	Hours 21,395	Number per 1,000 population (65+)			
		1,015.3	1,237.2	848.9	578.5
		Percentage			
Number and percentage of daytime respite hours not in a day centre	21,395	100.0%	100.0%	100.0%	100.0%
People aged 18-64					
Total overnight respite nights provided	Nights 1,754	Number per 1,000 population (18-64)			
		26.5	24.6	22.5	29.0
		Percentage			
Number and percentage of respite nights not in a care home	0	0.0%	0.0%	0.4%	0.2%
Total daytime respite hours provided	Hours 11,169	Number per 1,000 population (18-64)			
		169.0	141.4	119.7	123.1
		Percentage			
Number and percentage of daytime respite not in a day centre	11,169	100.0%	100.0%	100.0%	100.0%
CRIMINAL JUSTICE					
Social enquiry reports					
Number of reports submitted to court during year	1,086				
Proportion of reports submitted by due date		92.3%	87.9%	90.9%	86.4%
Probation					
Number of new probation orders issued during the year	219				
Number and proportion of new probationers seen by a supervising officer within one week	114	74.5%	81.5%	81.6%	90.3%
Community service					
Number of new community service orders issued during year	195				
Average number of hours per week to complete community orders		3.6	3.4	2.5	3.1
Total community orders completed during the year	87				

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BENEFITS ADMINISTRATION

	08/09	Performance Information		05/06
		07/08	06/07	
ADMINISTRATION COSTS				
Weighted rent rebate caseload	Unable to Report	6,747	6,947	4,635
Weighted private rented sector caseload	Unable to Report	2,620	2,750	3,414
Weighted registered social landlord caseload	Unable to Report	3,451	3,489	3,240
Weighted Council Tax Benefit caseload	Unable to Report	14,328	14,688	10,522
Gross administration cost per case	£60.49	£61.51	£55.93	£77.19

PAYING THE RIGHT BENEFIT AT THE RIGHT TIME

Average time to process new and change events claims Unable to Report

The number of changes to customers' HB/CTB entitlement that are processed within the year per 1,000 caseload Unable to Report

Note - Due to concerns raised with regard to changes to the Department of Work and Pensions method of collection of information for the Benefits Administration indicators Audit Scotland instructed councils to report the Gross administration cost per case from internal systems and advised that councils are not required to provide a return for the Paying the Right Benefit at the Right Time indicators for 2008/09.

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CORPORATE MANAGEMENT

	08/09	Performance Information		05/06
		07/08	06/07	
SICKNESS ABSENCE				
The average number of working days per employee lost through sickness absence				
Teachers	6.5 days	-	-	-
All other local government employees	11.6 days	-	-	-
LITIGATION CLAIMS				
The number and value of civil liability claims incurred by the council in the year:				
Number of claims per 10,000 population	21.8	19.5	21.7	21.6
Claims value as a percentage of revenue budget	0.1%	0.1%	0.1%	0.1%
Updated position for 2006/07:				
Number of claims per 10,000 population (2006/07)	21.1	23.4	22.6	20.5
2006/07 claims as a percentage of revenue budget	0.1%	0.1%	0.1%	0.1%
EQUAL OPPORTUNITIES POLICY				
The percentage of the highest paid 2% and 5% of earners among council employees, that are women:				
Percentage of women employees in top 2%	25.6%	27.5%	24.2%	23.2%
Percentage of women employees in top 5%	38.9%	35.3%	31.3%	25.0%
PUBLIC ACCESS				
Percentage of buildings from which the council delivers services that are suitable for, and accessible to, disabled people	87.1%	82.8%	79.0%	76.2%
COUNCIL TAX COLLECTION				
Cost of collecting council tax per dwelling	£13.25	£13.54	£13.85	£13.95
COUNCIL TAX INCOME				
Income due from council tax for the year excluding reliefs and rebates	£40,172,205	£39,672,960	£38,968,981	£37,118,346
Percentage of income due from council tax for the year that was received by the end of the year	96.5%	96.6%	96.4%	95.8%
PAYMENT OF INVOICES				
Percentage of invoices paid within 30 days	76.3%	80.6%	81.8%	85.2%
ASSET MANAGEMENT				
Proportion of gross internal floor area that is in satisfactory condition	86.2%	82.1%	80.8%	-
Number and percentage of operational buildings that are suitable for their current use	84.6%	84.2%	80.0%	-

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CULTURAL AND COMMUNITY SERVICES

	08/09	Performance Information		05/06
		07/08	06/07	
SPORT AND LEISURE MANAGEMENT				
All pools: number of attendances per 1,000 population	3,441	3,016	3,911	3,767
ATTENDANCE AT INDOOR SPORTS FACILITIES EXCLUDING POOLS				
Indoor sports and leisure facilities, excluding pools in a combined complex: number of attendances per 1,000 population	9,753	7,830	7,991	6,620
MUSEUM SERVICES				
Visits to/usages of council funded or part funded museums per 1,000 population	795	897	769.0	-
Visits that were in person per 1,000 population	565	678	613.0	-
LIBRARY STOCK TURNOVER				
Changes in adult library lending stock of books and audio-visual material				
Additions per 1,000 population	131	141	158	124
Total number of closing stock items per 1,000 population	1,891	1,868	1,909	2,027
Changes in children's & teenage library lending stock of books and audio-visual material				
Additions per 1,000 population	57	57	61	64
Total number of closing stock items per 1,000 population	605	594	610	663
USE OF LIBRARIES				
Number of visits to libraries per 1,000 population	5,344	5,416	4,395	-
Borrowers as a percentage of the resident population	20.7%	21.8%	24.0%	25.7%
LEARNING CENTRE AND LEARNING ACCESS POINT USERS				
Number of users as a percentage of the resident population	15.8%	14.7%	12.9%	11.1%
Occasions that terminals were accessed per 1,000 population	663.4	760.6	802.8	859.9

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DEVELOPMENT SERVICES

	08/09	Performance Information		
		07/08	06/07	05/06
PLANNING APPLICATIONS PROCESSING TIME				
Percentage of householder and non-householder applications dealt with within two months				
Householder	90.2%	82.0%	92.4%	92.6%
Non-householder	53.9%	43.0%	44.6%	39.3%
Total	70.0%	63.1%	69.3%	65.7%
APPEALS - PLANNING				
Successful appeals as a percentage of determinations	1.1%	0.9%	0.3%	0.4%
Successful appeals as a percentage of determinations that went to appeal	35.9%	45.2%	27.8%	22.2%
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 CHILDRENS' SERVICES

	08/09	Performance Information		
		07/08	06/07	05/06
PRIMARY SCHOOLS				
Occupancy: percentage of primary schools				
Schools with occupancy of: 40% or less	9.1%	10.9%	7.0%	7.0%
Schools with occupancy of: 41 - 60%	20.0%	18.2%	17.5%	17.5%
Schools with occupancy of: 61 - 80%	43.6%	34.5%	45.6%	36.8%
Schools with occupancy of: 81 - 100%	27.3%	36.4%	28.1%	36.8%
Schools with occupancy of: 101% or more	0.0%	0.0%	1.8%	1.8%
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%	25.0%	25.0%	12.5%	25.0%
Schools with occupancy of: 81 to 100%	37.5%	37.5%	50.0%	37.5%
Schools with occupancy of: 101% or more	12.5%	12.5%	12.5%	12.5%
EQUAL OPPORTUNITIES POLICY				
The percentage of teachers in each of the following staff bands who are women:-				
Head and Deputy Head Teachers				
Secondary	32.4%	33.3%	27.8%	20.0%
Primary	87.4%	86.0%	82.6%	78.7%
Special	No Service	No Service	No Service	No Service
Total	71.0%	70.5%	66.4%	62.1%
All teachers (including Head and Deputy Head teachers)				
Secondary	61.4%	60.5%	60.5%	58.7%
Primary	93.4%	92.7%	92.8%	86.5%
Special	No Service	No Service	No Service	No Service
Total	77.9%	77.1%	77.5%	73.1%
CHILDREN'S REPORTER LIAISON				
The percentage of Children's Hearing reports requested by the Reporter which were submitted within target time	49.2%	44.4%	42.5%	38.8%
SUPERVISION				
Percentage of children made subject to a new supervision requirement during the year seen by a supervising officer within 15 working days	97.6%	88.9%	100.0%	90.6%
LOOKED AFTER CHILDREN - ACADEMIC ATTAINMENT				
Percentage attaining at least one SCQF level 3 (any subject):				
At home	82.4%	50.0%	50.0%	-
Away from home	92.9%	73.1%	81.3%	-
Total	87.1%	68.8%	67.9%	-
Percentage attaining at least SCQF level 3 in English and Maths:				
At home	58.8%	33.3%	41.7%	-
Away from home	71.4%	61.5%	62.5%	-
Total	64.5%	56.3%	53.6%	-
RESIDENTIAL ACCOMMODATION: STAFF QUALIFICATIONS				
Care staff in Local Authority residential children's homes, who have appropriate qualifications for the level of post held	54.5%	38.1%	36.8%	47.4%

EDUCATION AND CHILDRENS' SERVICES

	08/09	Performance Information		
		07/08	06/07	05/06
RESPITE CARE				
Children aged 0-17 with disabilities		Number per 1,000 population		
Total overnight respite nights provided	35.7	37.0	26.5	24.1
		Percentage		
Percentage of respite nights not in a care home	11.9%	27.0%	41.8%	34.3%
		Number per 1,000 population		
Total hours daytime respite provided	222.2	189.8	198.6	185.3
		Percentage		
Percentage of daytime respite hours provided not in a day care centre	97.7%	91.7%	98.8%	97.7%

HOUSING				
	08/09	Performance Information		05/06
		07/08	06/07	
RESPONSE REPAIRS				
Percentage completed within target times	94.8%	-	-	-
HOUSING QUALITY				
The number and proportion of the council's housing stock being brought up to the Scottish Housing Quality Standard by criteria				
Tolerable standard	100.0%	-	-	-
Free from serious disrepair	100.0%	-	-	-
Energy efficient	91.2%	-	-	-
Modern facilities and services	98.7%	-	-	-
Healthy, safe and secure	87.8%	-	-	-
Total dwellings meeting SHQS	82.7%	-	-	-
MANAGING TENANCY CHANGES				
Percentage of rent due in the year that was lost due to voids	1.6%	2.0%	1.8%	3.3%
Average time to re-let houses:				
Dwellings which are not low demand	79 days	68 days	80 days	57 days
Dwellings which are low demand	128 days	142 days	91 days	73 days
Average time that low demand houses remaining un-let at year end had been un-let at year end	163 days	371 days	537 days	649 days
RENT MANAGEMENT				
Current tenants' arrears as a % of net rent due in the year	11.8%	13.6%	11.9%	7.9%
Percentage of current tenants owing more than 13 weeks rent excluding those owing less than £250	6.9%	7.5%	7.1%	4.9%
The proportion of those tenants giving up their tenancy during the year that were in rent arrears	32.1%	29.0%	47.4%	-
Average number of weeks rent owed by tenants leaving in arrears	14.1	11.7	10.3	-
Percentage of former tenant arrears written off or collected during the year	38.3%	44.8%	39.5%	-
COUNCIL HOUSE SALES				
The percentage of house sales completed within 26 weeks	69.4%	80.0%	75.9%	84.0%
Average time for council house sales	27 weeks	26 weeks	26 weeks	26 weeks
HOMELESSNESS				
Permanent accomodation				
Percentage of decision notifications issued within 28 days of date of initial presentation	36.9%	-	-	-
Percentage of assessed households who are housed	50.6%	-	-	-
Percentage of cases reassessed within 12 months of completion of duty	3.5%	-	-	-
Temporary accomodation				
Percentage of decision notifications issued within 28 days of date of initial presentation	27.6%	-	-	-
Number of cases reassessed within 12 months of completion of duty	1.4%	-	-	-
The proportion of those provided with permanent accomodation in council stock who maintained their tenancy for at least 12 months	92.9%	-	-	-

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PROTECTIVE SERVICES

	08/09	Performance Information		
		07/08	06/07	05/06
FOOD SAFETY: HYGIENE INSPECTIONS				
Percentage actually inspected within time				
Approved premises	74.1%	72.7%	92.9%	82.4%
Every 6 months	100.0%	100.0%	100.0%	100.0%
Every 12 months	100.0%	98.4%	99.4%	97.9%
Greater than 12 months	87.0%	86.2%	77.9%	99.6%
DOMESTIC NOISE COMPLAINTS				
The average time (hours) between the time of the complaint and attendance on site:				
Requiring attendance on site	41 hours	50 hours	Not Reported	-
Dealt with under Part V of the Antisocial Behaviour (Scotland) Act 2004	0.3 hours	0.4 hours	1.2 hours	-
NON-DOMESTIC NOISE COMPLAINTS				
For those requiring formal action, the average time (calendar days) to institute formal action				
	0 days	0 days	0 days	-
TRADING STANDARDS - COMPLAINTS AND ADVICE				
Percentage of consumer complaints dealt with within 14 days of receipt	54.4%	57.7%	58.9%	74.4%
Percentage of business advice requests dealt with within 14 days of receipt	96.3%	95.6%	95.0%	86.1%
INSPECTION OF TRADING PREMISES				
Premises liable to inspection in the following categories:				
Percentage of inspections undertaken within time				
High risk (12 months)	93.6%	89.7%	86.6%	88.6%
Medium risk (2 years)	29.0%	26.2%	61.9%	59.3%

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ROADS AND LIGHTING

	08/09	Performance Information		05/06
		07/08	06/07	
CARRIAGEWAY CONDITION				
Percentage of the road network that should be considered for maintenance treatment				
	Red and Amber			
A class roads	18.9%	-	-	-
B class roads	29.40%	-	-	-
C class roads	24.10%	-	-	-
Unclassified roads	29.10%	-	-	-
Overall	26.60%	-	-	-
TRAFFIC LIGHT REPAIRS				
Traffic light failure: the percentage of repairs completed within 48 hours	92.2%	97.0%	96.2%	95.4%
STREET LIGHT REPAIRS				
Street light failure: the percentage of repairs completed within 7 days	94.8%	90.1%	92.3%	90.8%
STREET LIGHTING COLUMNS				
The proportion of street lighting columns that are over 30 years old	13.90%	18.2%	17.2%	18.6%
BRIDGES - ROAD NETWORK RESTRICTIONS				
Percentage of bridges not meeting the European standard of 40 tonnes:				
(a) Council	0.0%	0.0%	0.0%	0.0%
(b) Private	2.0%	2.0%	2.0%	2.0%
(c) All bridges	0.3%	0.3%	0.4%	0.4%
Percentage of bridges that have a weight or width restriction placed on them:				
(a) Council	0.0%	0.0%	0.0%	0.0%
(b) Private	2.0%	2.0%	2.0%	2.0%
(c) All bridges	0.3%	0.3%	0.4%	0.4%

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WASTE MANAGEMENT

		Performance Information		
	08/09	07/08	06/07	05/06
REFUSE COLLECTION				
Net cost of refuse collection per premise	£58.89	£55.73	£55.17	£51.10
Net cost of refuse disposal per premise	£69.10	£66.23	£53.96	£47.71
REFUSE COLLECTION COMPLAINTS				
Complaints per 1,000 households regarding the household waste collection service	46.0	43.0	47.4	34.1
REFUSE RECYCLING				
Percentage of municipal waste composted/recycled	35.7%	-	-	-
CLEANLINESS				
Overall cleanliness index	73	74	72	72
ABANDONED VEHICLES				
Proportion of abandoned vehicles removed within 14 days	53.3%	68.8%	100.0%	-

