

**Communities Directorate**

**Annual Report**

**2013/14**

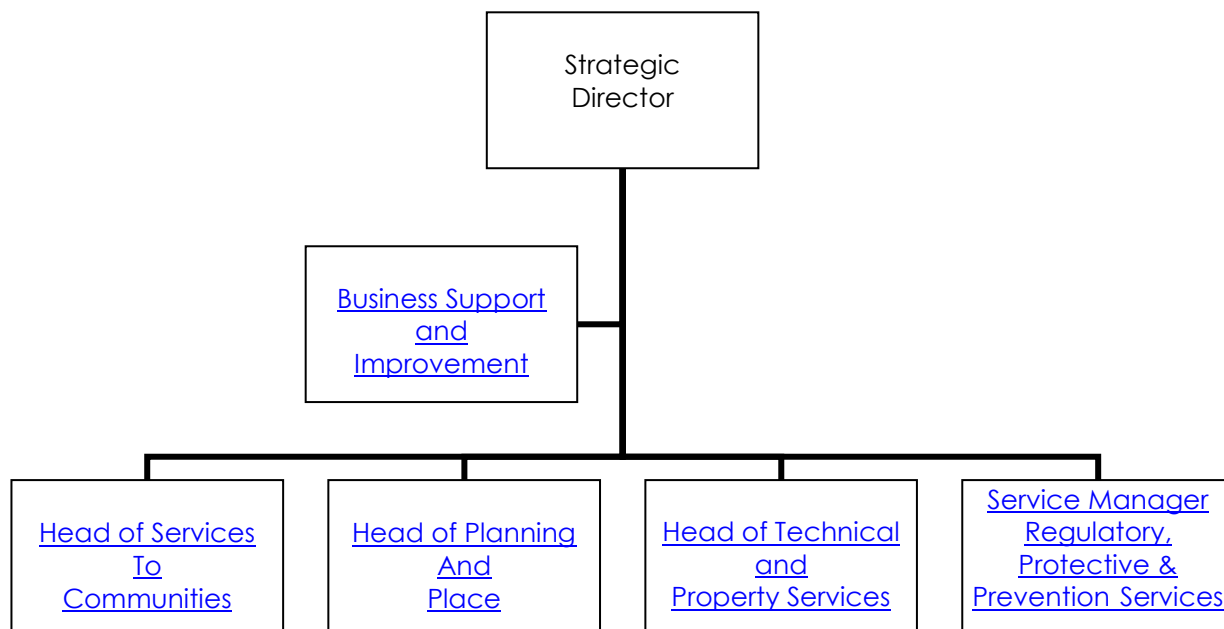
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## 1. SERVICE PROFILE

The Communities Directorate of Angus Council focuses on delivering services to the citizens of Angus. This brings together services formerly delivered by neighbourhood services, infrastructure services, property services, the community planning element of the chief executives department and Community Learning and Development which transferred from People Directorate during 2013/14.

The structure and services provided are outlined below:-



### BUSINESS SUPPORT

- Business planning and improvement
- Business, financial and administration support
- Car leasing administration
- System support
- Burial ground administration
- Commercial waste billing and administration
- Administration of CHR register

### SERVICES TO COMMUNITIES

#### ACCESS:

- ACCESS Offices
- ACCESSLine
- E-ACCESS services

**Cultural Services:**

- Burgh Libraries and programme of events promoting learning, reading and literacy, and the peoples' computer network
- Mobile Libraries
- Museums and Galleries with programme of exhibitions
- Webster Memorial Theatre and programme of events
- Angus Archives at Restenneth, By Forfar

**Leisure Services:**

- Sports Development and Partnerships
- Sports Operations and Halls
- Countryside including Outdoor Education

**PLANNING AND PLACE****Community Planning:**

- Co-ordinating and facilitating partnership work in Angus, including the development of the Community Plan and SOA
- Tackling poverty and disadvantage
- Developing arrangements for planning for place including community asset transfer
- Developing arrangements for pride in place including tenant participation
- Youth work
- Adult learning

**Housing:**

- New build programme including funding opportunities
- Local housing strategy
- Quality, policy and performance
- Private landlord registration
- Allocations
- Rent arrears
- Estate management
- Homelessness, advice and assistance
- Management of the common housing register

**Planning:**

- Development management
- Building standards
- Natural and built environment
- Planning policy
- Planning application processing

**TECHNICAL AND PROPERTY SERVICES****Property:**

- Maintenance of council estate including council housing
- Management of property improvement
- Management of new construction projects

**Roads:**

- Improving and maintaining roads in Angus
- Ensuring traffic flows safely

- Planned, responsive and winter maintenance
- Improving road safety, street lighting and signs
- Local transport planning
- Ensure public transport is available throughout Angus
- Legislative requirements for river and coastal flooding

## **REGULATORY, PROTECTIVE AND PREVENTION SERVICES**

### **Parks:**

- Grounds maintenance
- Open spaces
- Landscape services

### **Waste Management:**

- Refuse collection, street cleaning
- Recycling
- Landfill site management
- Waste management and Recycling Strategy
- Management of public toilets
- Vehicle Workshop
- Fleet Maintenance
- Vehicle programme and procurement

### **Public Protection and Enforcement:**

- Antisocial Behaviour Strategy
- Community Safety Strategy
- Warden Services
- Trading standards
- Food and health safety
- Environmental protection
- Animal welfare

## 2. ACHIEVEMENTS

The Communities Directorate is focused on supporting the council in the delivery of its outcomes and priorities. The directorate strives to deliver high quality professional services and over the year has contributed to the delivery of many key priorities and actions including:-

### BUSINESS SUPPORT

- Implemented 'Interfinder', an online graphic tool, to aid tenants in reporting repairs correctly
- Implemented 'Repairfinder', a graphic tool, to aid staff in issuing works orders correctly
- Completed remote access to the Northgate Housing Management System for the Council's unplanned maintenance contractors and the common housing register partners
- Reviewed and implemented procedures and processes to reduce the number of late payments made to suppliers/contractors
- Assisted directorate in retaining IIP accreditation
- Completed the transfer of staff to Resources as part of Centralised Staffing
- Transferred the CHR application processing from Housing Options
- Assisted directorate with the full redesign of Communities Directorate

### SERVICES TO COMMUNITIES

#### ACCESS:

- 3,713 applications processed, assisting people in crisis via the Scottish Welfare Fund.
- 1,715 blue badge applications administered
- Realigned functions between ACCESSLine and ACCESS Offices to assist with the streamlining of back office functions
- Implemented enhancements to the CRM system, allowing the use of document management for both customer and council directorates
- Changes to National Entitlement Card processing, utilising automation of card management system

#### Cultural Services:

- Angus Libraries Facebook page launched
- People's Network IT upgraded
- Immensely popular family history resource "[ancestry.com](http://ancestry.com)" was made available free to members in all Angus libraries
- Bookweek Scotland events in Angus included a sell-out visit to Montrose by Scottish noir best-seller Christopher Brookmyre
- Inaugural Chatterbooks Day brought 50 young readers from all over Angus together in Arbroath Library
- Re-furnished Kirriemuir Library opened to public
- Library Amnesty sees 3,000 overdue items returned by over 600 members with stock valued at £20,000 and 827.4kg of food donated to Angus Foodbank in lieu of fines
- The "Take Control" service to provide resources locally to Angus people living with cancer and their families (funded by the Scottish Government's Public Library Improvement Fund) was launched

- Provided a consistent approach to reader offers within all Angus libraries, programming weekly Bookbug sessions, Chatterbooks groups, adult reading groups and reminiscing groups
- Restoration of Inglis Memorial Hall Library Visitor Centre in Edzell, funded by Leader, returned one of the hidden gems of Angus to public use by giving a beautifully restored and rare Victorian survival a new purpose
- Accessibility works at Signal Tower Museum in Arbroath were completed with the sympathetic installation of ramps and an accessible toilet in this Grade A listed building
- The two cottages in the courtyard were given a facelift and now house Angus Council's Galleries Unit, with staff designing and installing exhibitions and displays throughout Angus
- Created between 50 and 60 exhibitions and displays during the year in Angus Council facilities
- In partnership with Tayside Health Board and the Shetland Museum, Montrose Museum exhibited "Gentle Shetlander" based on the life and works of Adam Christie (Sculpture) who spent many years living at Sunnyside Royal Hospital

#### **Leisure Services:**

- bActive Direct Debit membership increased to 9042 (8162) which was a 10.78% increase.
- Gov Radio - Angus Leisure radio station was launched within the leisure centres
- New outdoor, floodlit athletics training area located at Montrose Sports Centre
- Establishment of Community Sport Hubs in Arbroath, Brechin and Montrose
- Delivered the most successful Angus Sports Awards ceremony to date, incorporating the Commonwealth theme
- During the year, 74 (76) Angus Clubs registered to ACE Scheme (Angus Club Excellence Awards)
- During the year, 85 (61) athletes registered to NASA (National Athlete Support - Angus)
- During the year, 214 people registered on the Coaching Angus Scheme (Coach Support)

#### **PLANNING AND PLACE**

- Completed the redesign of all three service areas in Planning and Place, including community planning, planning and housing

#### **Community Planning:**

- Successful pilot of the Angus Digital Skills Academy
- Implementation of the council's asset transfer policy and the successful transfer of Tealing Village Hall and Newtyle Pavillion
- Development of three cross cutting partnership issues and an agreed SOA Implementation Plan
- Development of new arrangements to support Pride in Place through a Member/Officer Group (MOG) and the establishment of two campaigns, Clean up Angus and Beautiful Angus

#### **Housing:**

- Housing new build completions including Wirren Gardens, Marywell Gardens and Fairway's Garage
- All rents and service charges restructured

#### **Planning:**

- Retention of Customer Service Excellence for Building Standards

## TECHNICAL AND PROPERTY SERVICES

### Property:

- Renewal of Water Testing and Treatment (Legionella) Service contract following a mini-competition using the Advanced Procurement for Universities framework
- Completion of significant alteration works throughout the ground and first floors of Bruce House, Arbroath to allow for the relocation of Social Work employees from various sites in Angus
- Completion of the alterations and extension works to provide accommodation for Outdoor Education at Monikie Country Park
- Completion of accessibility works to Montrose Library
- Completion of various improvements to Primary and Secondary Schools throughout Angus.
- Completion of upgrading works to Kirriemuir Library
- Completion of the Restoration of Inglis Memorial Library in partnership with the Museums and Galleries Service
- Production of outline design and tender documents to meet Call Centre Company's inward investment timescales for alterations works to existing buildings for a Call Centre in Arbroath or Brechin
- Completion of the installation of a sprinkler system at Seaton Grove, Arbroath
- Completion of the upgrading of various Adult Resource Centres in Angus
- Procurement of a New Childrens Home in Arbroath
- Progressing on site with 18 houses at Newmonthill, Forfar as part of Housing's Affordable Housing programme
- Completion of the 2012 to 2014 Heating Replacement contract to 722 properties throughout Angus as part of Housing's Heating Installation and Replacement programme
- Completion of external insulation improvements to various flats in Arbroath and Forfar included in Housing's Energy Saving programme
- Completion of the upgrading of Dewar House, Arbroath
- Completion of the combined re-roofing and photo-voltaic installation at Airlie Gardens Brechin
- On-going programme to provide individual Energy Performance Certificates and Building Surveys for all properties on the Housing Revenue Account
- Successful re-accreditation to the Carbon Trust Standard
- The implementation of measures to assist the Council in meeting its duty in respect of the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme Order 2010 included the introduction and training of energy awareness representatives throughout the council and the e-learning package "change today – save tomorrow" (Empower)
- Phase 1 of the water saving measures; the installation of urinal controls in 62 properties, has been completed
- A programme of installation of AMR meters has been completed; this allows the Council to monitor water consumption on a half-hourly basis and gives early warning of leakages
- Completion of conversion of properties in Carnoustie and Forfar to provide 5 flats as part of Housing's Affordable Housing programme
- Completion of 10 houses in Kirriemuir and 45 houses at Wirren Gardens, Montrose forming part of Housing's Affordable Housing programme
- The Estate Management section completed 60 new leases, 3 general and 6 Common Good rent reviews; concluded 2 acquisitions at a total value of £165,000 and 10 disposals, raising a capital receipt of £1,027,603 excluding Housing Revenue Account (HRA) and Common Good disposals



**Roads:**

- Angus roads have remained in the top quartile as measured by the Scottish Road Maintenance Condition Survey; although have dropped from 6<sup>th</sup> to 8<sup>th</sup> nationally
- 2013/14 saw the Maintenance section take part in a scrutiny and audit panel review on potholes; the results of which will shortly be published indicating positive work to date
- Partnership arrangements between the council and Tayside Contracts has continued in the provision of street lighting services and efficiencies are beginning to emerge in the co-ordination of the work between the design and supervision staff and the operational teams
- Continuing programme of replacement with newer technology components and the selective application of adaptive levels of lighting has reduced the carbon footprint and energy consumption (approx 10% in the last 2 years)
- Various capital improvements to coastal protection have now progressed on site, most notably on the West Links Recurve Wall and Victoria Park balustrades in Arbroath
- Work is also continuing with development of the project for improving the alignment of the A935 at Mill of Dun with a view to undertaking the works during 2014/15, subject to successful acquisition of the land required from the National Trust for Scotland
- Duties imposed on the council under the Flood Risk Management (Scotland) Act 2009 have been ongoing with the development of flood risk management strategies for each local flood district, in conjunction with SEPA, and the early development of local flood risk management plans. This work will progress into the medium and longer terms. The council area suffered significant areas of flooding during 2013/14 which has highlighted various other areas in need of careful consideration in that respect and has emphasised the importance of this function in Angus. Roads staff are involved in detailed dialogue with various community groups in seeking to develop solutions to identified problem areas
- Town centre traffic management studies for Kirriemuir and for Montrose were completed and reported to committee with various actions resulting from these studies now confirmed by committee. Various specific traffic engineering works have been provided, for example:- improvement of West Grange Road/Ferry Junction in Monifieth including traffic signal refurbishment, a programme to upgrade existing road restraint systems on A and B class roads and the continued provision of lowered kerbs at pedestrian crossing points. Angus Council car parks in all burghs continue to be maintained and managed
- Successfully achieved independent recertification of its occupational health and safety management system in accordance with the relevant European standard to complement its established certified system of quality management

**Transport:**

- Capital works to re-align and widen the stances at Arbroath Bus Station was completed in order to accommodate the new generation of wider and longer buses serving Angus
- New bus shelters were provided at Piperdam, Liff and Arbroath

**REGULATORY, PROTECTIVE AND PREVENTION SERVICES****Parks:**

- Retained external ground maintenance contract with Angus Housing Association
- Parks maintenance plant and equipment programme for 2013/14 completed
- Completed playground strategy and moved forward with implementation of year one recommendations

**Waste Management:**

- Phase 1 of the roll-out of a new kerbside recycling service commenced from March 2014
- A new recycling and food collection service for businesses in Angus has been introduced

- A Waste and Recycling Bin Policy has been introduced
- In a joint initiative with Tayside Contracts, street sweepings collected by our large mechanical road sweepers are now being treated and processed for recycling, significantly reducing the amount of waste that was previously sent to landfill
- A supply of soil conditioner (commonly termed compost), produced from household garden waste collections, is now available free of charge to residents at Arbroath, Forfar and Monifieth Recycling Centres

#### **Public Protection and Enforcement:**





- The Food and Safety section participated in two multi agency groups which focussed on food safety and health and safety at the Commonwealth Games. The food safety group produced two guidance documents aimed primarily at ensuring that caterers were aware of the standards required and at ensuring that communication channels between Local Authorities and partner agencies were clearly understood
- Officers investigated the cause of a number of serious accidents, four of which have resulted in reports to the Procurator Fiscal. One employer was fined £6000 for failing to ensure the safety of an employee and the other cases are still under consideration
- Officers have continued to carry out inspections aimed at ensuring food businesses in Angus deliver safe food to their customers. Of the businesses listed on the Food Hygiene Information Scheme website 92% are currently rated as "Pass"
- 1400 school children aged between 10/11 provided with vital safety training through the Safe Angus Experiential Learning Project
- Community Safety Survey carried out for Angus residents, 97% reported feeling safe within their neighbourhood. 2% increase against previous survey
- Management of "Give it a Go" initiative which provided support to 23 community youth projects throughout Angus
- Instigation and development of a new policy and procedure for managing unauthorised encampments in Angus
- Revision of Angus Community Safety and Anti-Social Behaviour Strategy
- 11.1% reduction in anti-social behaviour complaints against year 2012/13; 33.8% reduction over last 5 years
- 93% of all investigations, interviews and outcomes for anti-social behaviour complaints completed to agreed Housing Regulator service standard within 15 working days for category one complaints and 25 working days for category two complaints
- 98.2% of all anti-social behaviour cases (two or more incidents) resolved without need for legal action
- 86.7% of above cases resolved within Stages 1 to 3 of anti-social behaviour investigation process (Stage 6 is legal action)
- 5.9% reduction in dog fouling complaints against year 2012/13
- 11% increase in number of persons detected for dog fouling offences
- 581 dog fouling complaints received, which occurred in 357 different areas, of which 76% are now consistently free of foul
- 67% overall improvement at 279 localities throughout Angus, where in excess of 40 faeces were being previously deposited per fortnight
- Community Waste Operative cleaned up in excess of 29,000 faeces, 450 bags of faeces and 800 pieces of litter

### 3. COMMUNITIES SERVICE IMPROVEMENT PLAN 2013/14




This report below reflects the information contained on the Covalent system for the Communities Directorate.

At 31 March 2014, one action was recorded as overdue. This related to the work required to develop a fully costed plan to move the Museum Collections Unit to Gravesend, Arbroath. During the first quarter of 2014-15 this project has been cancelled due to the premises being deemed unsuitable for development.




The Communities Directorate will use Covalent to monitor and record performance, and develop a robust system of reporting business unit performances throughout the year.

Status	
	Cancelled
	Overdue
	On Target
	Complete


#### 1 Communities that are Prosperous and Fair

Action	Status	Due Date	Progress as at 31 March 2014
COM_CSLEI001 We will complete the strategy document for Active Angus 20/20 Vision		31-Aug-2014	Decision has been taken to review 'Open Space' on its own merit and will be taken forward under 'We will review the open space provision in Angus'. Work has already begun on this. The Active Angus strategy is now in draft form and is with the consultant. Final draft likely to be in place by August 2014 after partner agencies and the public have had the opportunity to view the content of the draft document .
COM_PPSHOU001 We will review our rent arrears strategy and identify actions to mitigate against the impacts on our business of welfare reform.		31-Mar-2014	The rent arrears strategy complete and being delivered. Future of rent arrears arrangement is being considered as part of the Transforming Angus Programme
COM_PPSHOU002 We will support apprenticeships through Angus College to carryout works to departmental assets to enhance the community asset management programme		31-Mar-2014	Committee report approved to develop scheme working with Angus Council to finalise details and funding arrangements.


## 2 Communities that are Learning and Supportive


Action	Status	Due Date	Progress as at 31 March 2014
COM_CSLEI003 We will develop a costed plan to move the Museum Collections Unit to Gravesend		30-Nov-2013	Project has been cancelled due to premises being unsuitable.
COM_PPSCP002 We will develop an East Links Partnership, Montrose		31-Mar-2015	Discussions ongoing with potential partners.
COM_PPSCP001 We will review Local Community Plans		31-Jul-2013	Local community plans have been reviewed . However, Community Planning is currently under strategic review.

## 3 Communities that are Safe and Strong





Action	Status	Due Date	Progress as at 31 March 2014
COM_RPPS001 We will further develop protections for vulnerable adults with partners within and outwith Angus Council.		31-Mar-2014	This project using call blocking technology to protect vulnerable persons has attracted considerable kudos for Angus Council.







## 4 Communities that are Caring and Healthy


Action	Status	Due Date	Progress as at 31 March 2014
COM_PPSHOU003 We will pilot a homeless prevention project to support young people remain in their existing accommodation.		30-Apr-2014	Young Person Housing Options Service has been in place since May 2012 and has led to a reduction in homeless presentations and temporary accommodation usage by people under 25.
COM_PPSHOU004 We will consider service re-design at Guthriehill, Arbroath in conjunction with Housing Support Service review findings		31-Mar-2014	The redesign of the service has been completed. Guthrie Hill is included in the feasibility study for re-modelling central Arbroath.
COM_RPPS002 We will develop our work on illegal tobacco and take part in regional and national initiatives		31-Dec-2013	There has been a great deal of policy development in intellectual property and publicity. This will enable a better public awareness to progress any enforcement actions. Operations carried out with tobacco pack reader. Attendance at intellectual property and tobacco events.
COM_RPPS003 We will work in partnership with local organisations and with the Royal Environmental Health Institute of Scotland to identify training opportunities and deliver low		31-Mar-2014	Low cost food safety and health and safety courses continue to be offered to local businesses. An accredited food safety cross contamination course was developed in conjunction

Action	Status	Due Date	Progress as at 31 March 2014
cost training courses.			with the Royal Environmental Health Institute Scotland and successfully launched nationally earlier this year.
COM_RPPS004 We will implement a series of projects aimed at improving health and safety provision in specific business sectors.		30-Jun-2014	Projects targeting specific business areas, including leisure, tyre and exhaust fitters and care homes were successfully completed.








## 5 Communities that are Sustainable






Action	Status	Due Date	Progress as at 31 March 2014
COM_PPSHOU005 We will develop an Housing Revenue Account Asset Management Strategy based on patterns of demand and financial viability		31-Oct-2014	Final draft of the strategy is almost complete. This will be reviewed by Housing Management Team with a view to having committee approval by summer 2014.
COM_PPSPLN001 We will publish the proposed Angus Local Development Plan and Environmental Report		30-Apr-2014	Progress towards preparation and publication of proposed plan has been delayed as a consequence of the requirement to assess the large number of response (955) received in respect of the Main Issues Report, staff resources and the establishment of a number of Member/Officer Working Groups to consider emerging issues. The Development and Enterprise Committee on 4 April 2014 approved the Angus Development Plan Scheme proposing publication of the plan in October 2014 with adoption by March/April 2016 dependant on the requirement for a Public Inquiry.
COM_RPPS008 We will expand the range of materials which can be recycled by households and businesses		31-Mar-2015	The range of materials which can be recycled by households and businesses will be expanded with the introduction of the new kerbside recycling service from next year.
COM_TPSRDS002 We will move forward with alignment improvements on A935 at Balwyllo, West Broomley and Mill of Dun (Between Brechin and Montrose)		31-Mar-2015	The completion of land agreements with National Trust for Scotland has delayed the planned progress of the Mill of Dun bend improvements, which are the last of the three A935 projects. There has been some progress with these in late 2013-14. Construction works are now anticipated to commence in late 2014 with completion by March 2015.

Action	Status	Due Date	Progress as at 31 March 2014
COM_PPSPN002 We will carry out appraisals of the conservation area boundaries in Glamis and Dunnichen and undertake public consultation on any proposed changes		31-Mar-2015	It is a condition of the funding from Historic Scotland for the Conservation Area Regeneration Scheme (CARS) in Kirriemuir that a Conservation Area Appraisal and Management Plan be produced for the Kirriemuir Conservation Area. In view of this the Infrastructure Services Committee agreed to defer the appraisals of the Conservation Area boundaries in Glamis and Dunnichen until 2014/15 (report No. 315/13 refers)
COM_PPSHOU006 We will review the 2012-2017 Local Housing Strategy		31-Dec-2013	This action is being monitored at an operational level.
COM_PPSPN003 We will implement the first year of the Kirriemuir Conservation Area Regeneration Scheme (CARS) (subject to Government funding)		31-Mar-2014	The formal offer of funding from Historic Scotland has been accepted and the scheme was launched in September. The Steering Group has been formed and a dedicated CARS Project Officer appointed. The first year of the Scheme has been successfully implemented and the due date met.
COM_RPPS005 We will develop a strategic vision for future waste disposal in Angus including investigation of collaborative working arrangements with other authorities		01-Mar-2014	We are currently working with Dundee City Council with a view to the finalisation of an inter-authority agreement for the disposal of residual waste and the outline business case for the same. It is proposed that this will go to the October cycle of the Council. We have had preliminary discussions with Dundee on the prospect of joint working on waste collection.  work has now been transferred to Transforming Angus
COM_RPPS006 We will review current waste and recycling services and make changes as required to meet requirements of national Zero Waste Plan		31-Mar-2015	Review complete and plans in place for roll-out of new kerbside services which will enable the council and businesses in Angus to comply with Regulations. New services to be rolled out from March 2014.
COM_RPPS007 We will review of opportunities within the Council to increase recycling and reduce food, paper and other waste		31-Mar-2014	The review has now been completed.

Action	Status	Due Date	Progress as at 31 March 2014
COM_TPSRDS001 We will undertake town centre traffic management reviews in Kirriemuir & Montrose		30-May-2013	The town centre traffic management review in Kirriemuir has been undertaken and reported to Infrastructure Services Committee in January 2013. Similarly, the town centre traffic management review in Montrose was reported to Infrastructure Services Committee in May 2013.

## 6 Managing Our Business

Action	Status	Due Date	Progress as at 31 March 2014
COM_PPSHOU009 We will lead on the Angus support to the Glasgow 2014 Commonwealth Games		01-Jul-2014	Event planning on target along with Glasgow 2014 organising committee
COM_TPSPRO001 We will undertake a programme to establish emergency accommodation recovery plans for all key Angus Council buildings as part of the Council's Civil Contingency Management arrangements		31-Mar-2015	This is being progressed as a low priority due to the scale of changes as a consequence of Angus Council's restructure and because of the need to provide operational support to priority projects. It is anticipated that the due date will now be deferred to March 2015.
COM_PPSHOU008 We will develop the strategic direction for ACCESS Angus, including channels and methods of service delivery.		30-Jun-2014	The strategic direction will be re-assessed as part of the council's restructure and budget setting process.
COM_RPPS010 We will carry out a feasibility study and prepare a business case for an anaerobic digestion plant located at Restenneth Landfill Site, working in partnership with other local authorities and agencies		31-Mar-2015	Anaerobic digestion plant is under investigation.
COM_RPPS011 We will develop a partnership with Tayside Contracts for the processing and disposal of street sweepings and gully waste.		01-Mar-2015	Treatment of liquid waste agreed and on site at Restenneth. Work ongoing regarding disposal of solid waste
COM_PPSCP003 We will review the Community Plan and Single Outcome Agreement		31-Mar-2014	Community Plan and Single Outcome Agreement approved by Scrutiny and Audit, Report 531/13, and by Scottish Government
COM_PPSCP004 We will further develop thematic partnership strategic assessments		31-Mar-2014	Assessments have been completed and reported as part of assessment of the Single Outcome Agreement

Action	Status	Due Date	Progress as at 31 March 2014
COM_PPSCP005 We will undertake the biennial citizens survey		31-Mar-2014	Survey being conducted during October. Citizens Survey 2013 was completed in December 2013 and a report was submitted to committee on 15 April as an Information Report
COM_PPSHOU007 We will determine the effect on the long term affordability of the housing revenue account by the introduction of the universal credit and changes to the benefit system.		31-Mar-2014	Complete. New rent re-structure and long term affordability plan approved by committee in February 2014. Reports 76/14 and 77/14.
COM_PPSPLN004 We will prepare and adopt the Planning Performance Framework		31-Mar-2014	Planning Performance Framework was submitted on time by due date.
COM_RPPS009 We will address structural budget issues within the strands of Environmental Management which have emerged following the conclusion of the review of the Significant Trading Operations		30-Jun-2013	Structural budget issues have been addressed
COM_RPPS012 We will review the vehicle fleet to ensure effective fleet business case and considering carbon footprint .		31-Mar-2014	This has been carried out in connection with the vehicle replacement programme and will be monitored at an operational in future.



#### 4. KEY PERFORMANCE INDICATORS

The report below gives a brief outline of the progress made against performance of the KPI's recorded.

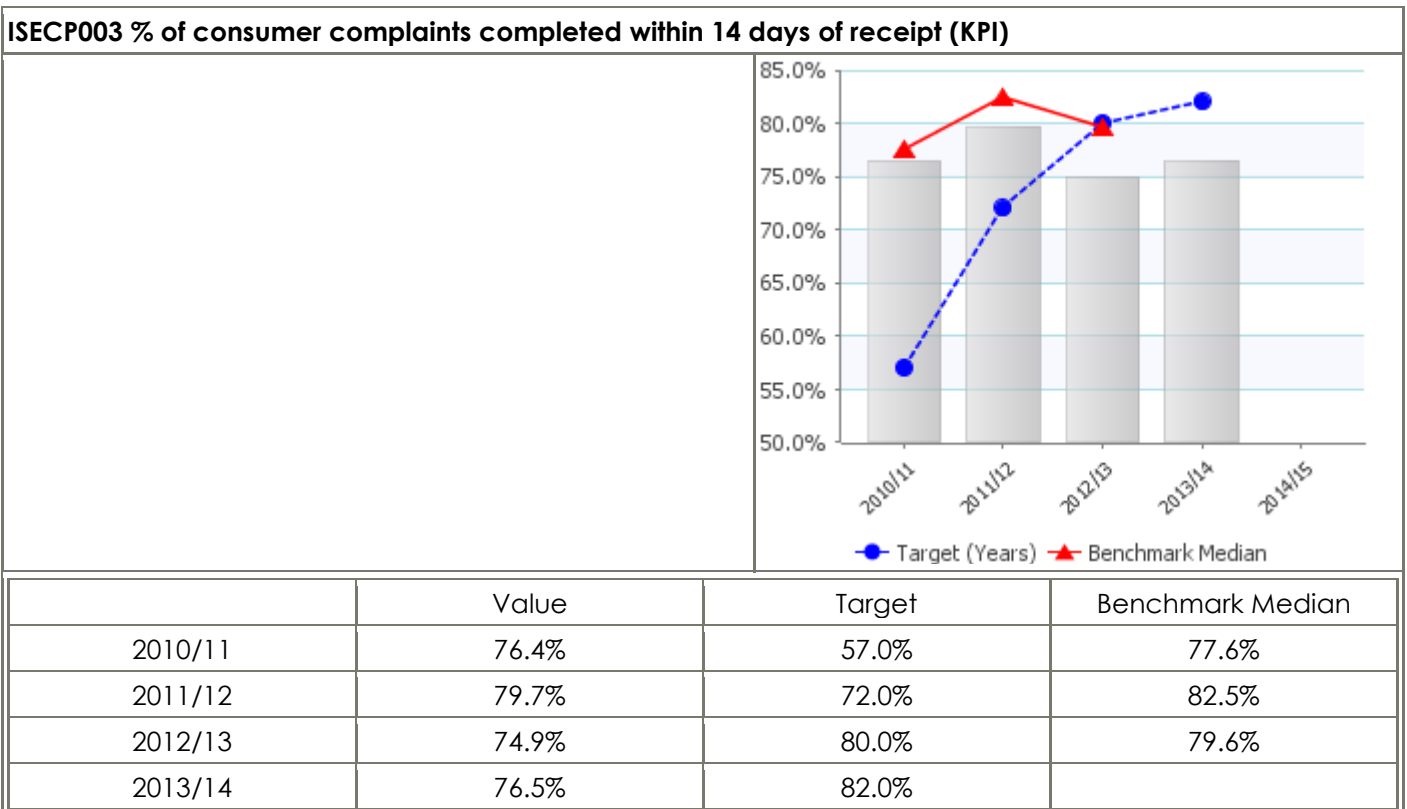
A detailed commentary is shown against each specific indicator, with the last four years trend information and where appropriate, the benchmarking median.

A comparison of performance between 2012/13 and 2013/14 for each measure shows:-

- 44 (45.4%) showed an improvement in performance
- 10 (10.3%) maintained performance
- 32 (33%) showed an deterioration in performance
- 11 (11.3%) unable to publish due to national information not being available

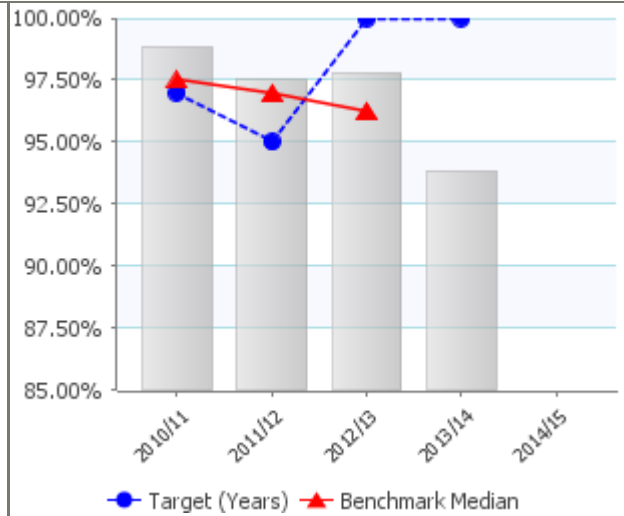
### 2013/14 Communities Annual Report

Extracted from Covalent



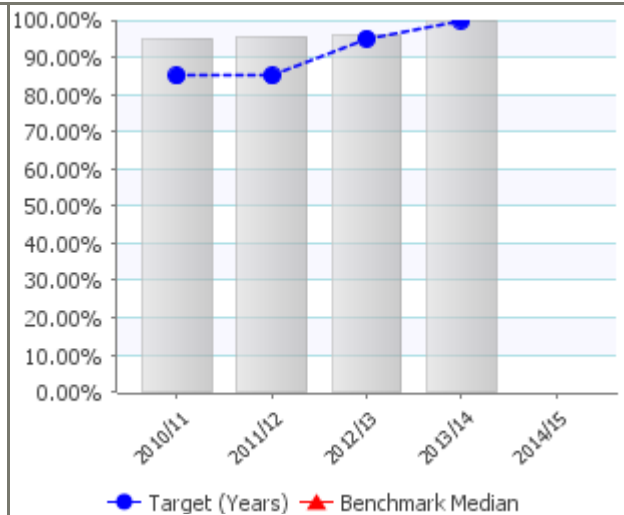
**ISECP006 % of business advice requests completed within 14 days of receipt (KPI)**

This figure appears to be low compared to previous years. Ideally we would like to meet the target of 100% and provide businesses with the quick advice they require to specific questions. An analysis of the records where the target has been missed shows that most were advice to new businesses where the advice required research and where time was not a factor. Support for businesses and to ARTS members where they are faced with complex legislation is an important part of what we do and it is important that the advice is correct first time.



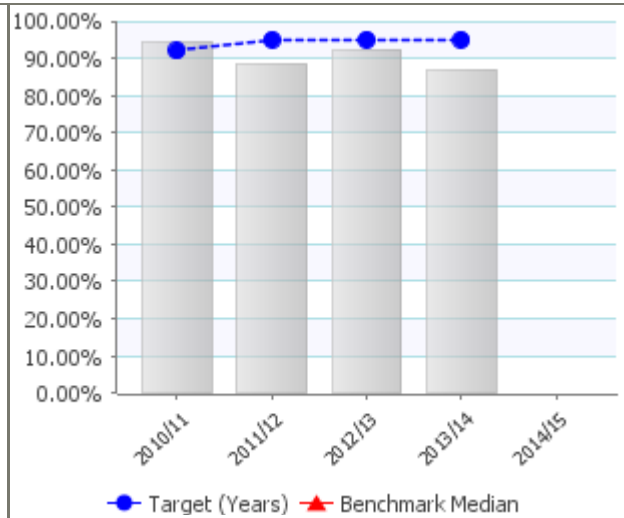
	Value	Target	Benchmark Median
2010/11	98.80%	97.00%	97.50%
2011/12	97.50%	95.00%	97.00%
2012/13	97.77%	100.00%	96.28%
2013/14	93.80%	100.00%	

**ISECP019 Food and Health and Safety - % of businesses expressing satisfaction with the service received (KPI)**



	Value	Target	Benchmark Median
2010/11	95.00%	85.00%	
2011/12	95.50%	85.00%	
2012/13	96.00%	95.00%	
2013/14	100.00%	100.00%	

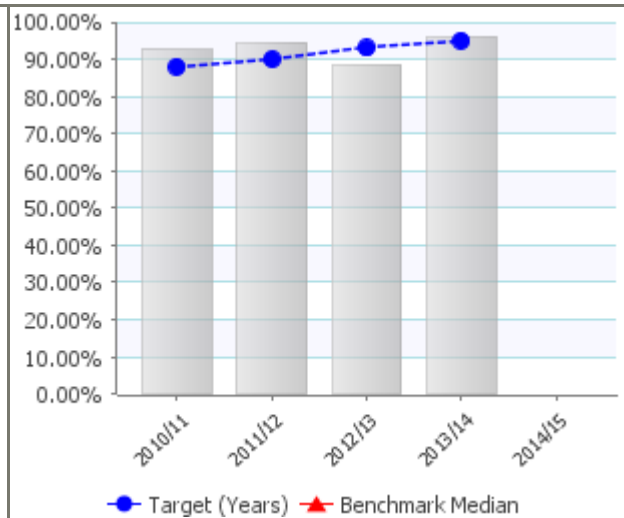
**ISECP020 Trading Standards business satisfaction index (KPI)**



	Value	Target	Benchmark Median
2010/11	94.47%	92.00%	
2011/12	88.46%	95.00%	
2012/13	92.40%	95.00%	
2013/14	86.93%	95.00%	

**ISECP021 Trading Standards consumer satisfaction index (KPI)**

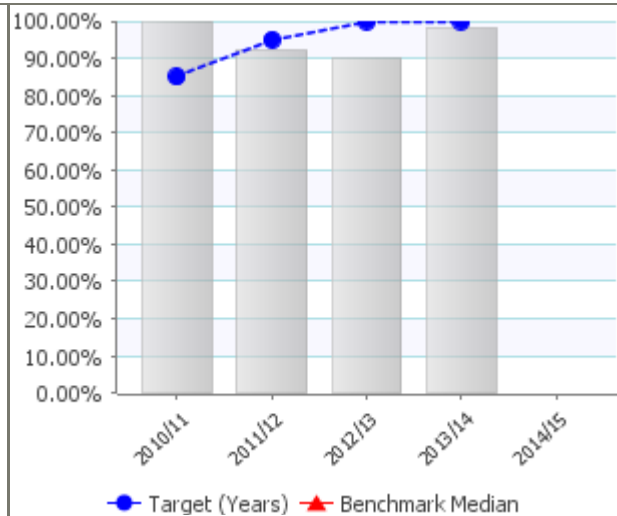
On the face of it this is an excellent result, but last years poorer result demonstrates that the relatively small sample number will show a bit of variation. The target is very demanding and with complex legislation, anything over 90% is a decent result.



	Value	Target	Benchmark Median
2010/11	92.48%	88.00%	
2011/12	94.52%	90.00%	
2012/13	88.59%	93.00%	
2013/14	96.01%	95.00%	

**ISECP022 % of customers expressing satisfaction with the pest control service received (KPI)**

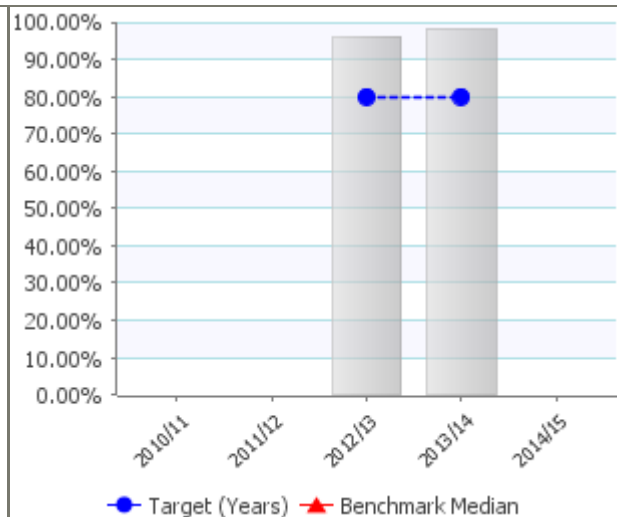
145 questionnaires were sent out and 60 were returned (42%). Of these, 59 were satisfied with the service (18 were full of praise regarding the quality of service). The one unhappy customer had 2 ant infestations which were particularly difficult to eradicate



	Value	Target	Benchmark Median
2010/11	100.00%	85.00%	
2011/12	92.00%	95.00%	
2012/13	90.00%	100.00%	
2013/14	98.00%	100.00%	

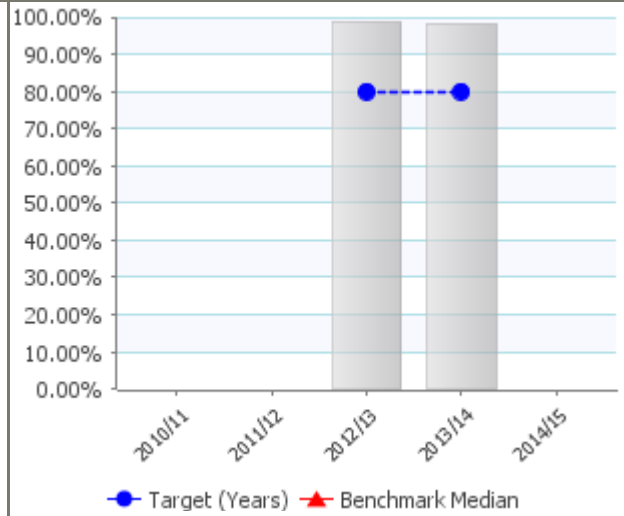
**ISECP024 Percentage of internal participants attending training courses delivered by E&CP staff expressing satisfaction with the quality of training provided. (KPI)**

Food Safety training Courses have been provided to other Council Services.



	Value	Target	Benchmark Median
2010/11			
2011/12			
2012/13	96.20%	80.00%	
2013/14	98.00%	80.00%	

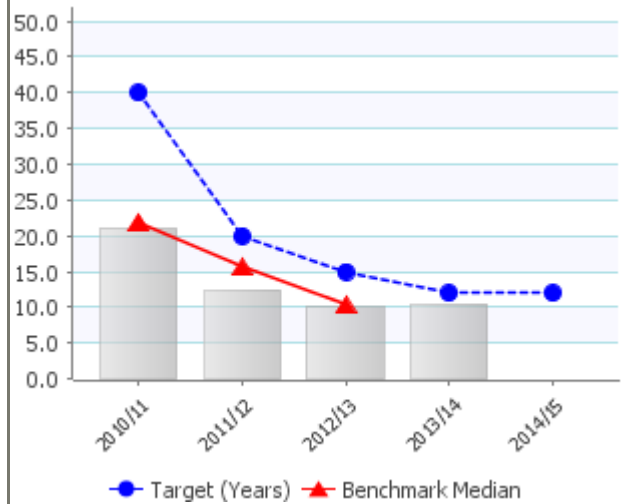
**ISECP025 Percentage of external participants attending training courses delivered by E&CP staff expressing satisfaction with the quality of training provided. (KPI)**



	Value	Target	Benchmark Median
2010/11			
2011/12			
2012/13	98.60%	80.00%	
2013/14	98.00%	80.00%	

**Corp5b2\_ISECP018 The average time (hours) between the time of the complaint and attendance on site for domestic noise complaints requiring attendance on site (SPI) (LGBF)**

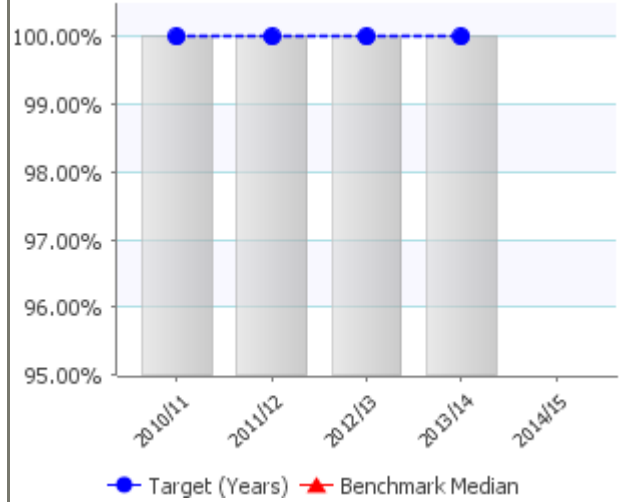
Angus does not operate an Out of Hours service for noise complaints and noise is only one of EH officers many areas of work. Consequently, an immediate response is not always possible. Nevertheless, target response times continue to be met



	Value	Target	Benchmark Median
2010/11	21.0	40.0	22.0
2011/12	12.5	20.0	15.7
2012/13	10.0	15.0	10.4
2013/14	10.5	12.0	

**ISECP007 100% of food hygiene inspections due every 6 months completed on time (KPI)**

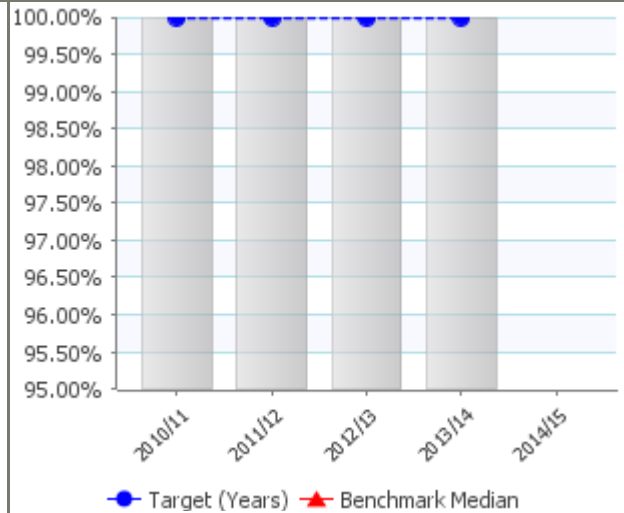
All high risk food premises in the Angus area have been subject to a food hygiene inspection



	Value	Target	Benchmark Median
2010/11	100.00%	100.00%	
2011/12	100.00%	100.00%	
2012/13	100.00%	100.00%	
2013/14	100.00%	100.00%	

**ISECP008 100% of food hygiene inspections due every 12 months completed on time (KPI)**

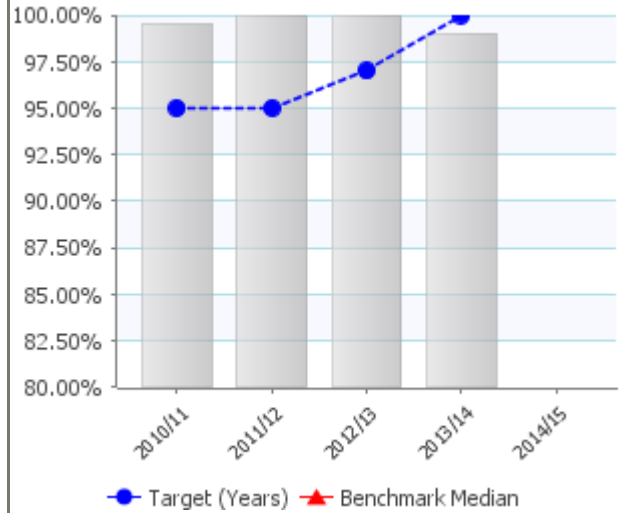
All medium risk food businesses in Angus were subject to a food hygiene inspection



	Value	Target	Benchmark Median
2010/11	100.00%	100.00%	100.00%
2011/12	100.00%	100.00%	100.00%
2012/13	100.00%	100.00%	100.00%
2013/14	100.00%	100.00%	100.00%

**ISECP009 100% of food hygiene inspections due at greater than 12 months completed on time (KPI)**

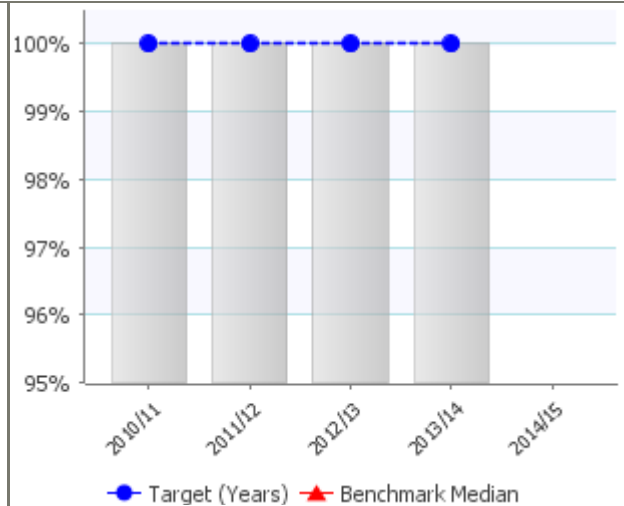
99% of lower medium risk food businesses in Angus were subject to a food hygiene inspection



	Value	Target	Benchmark Median
2010/11	99.50%	95.00%	
2011/12	100.00%	95.00%	
2012/13	100.00%	97.00%	
2013/14	99.00%	100.00%	

**ISECP013 % of responses within the specified priority time between receiving notification and commencement of action re Pest Control - High Priority (KPI)**

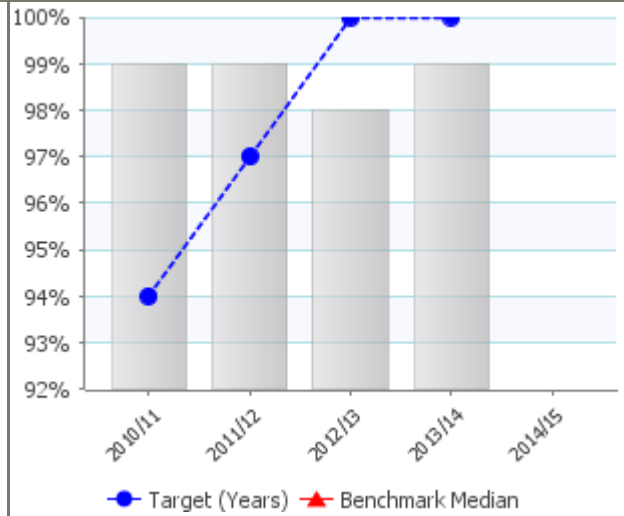
The Pest Control contractor has consistently provided an excellent service



	Value	Target	Benchmark Median
2010/11	100%	100%	
2011/12	100%	100%	
2012/13	100%	100%	
2013/14	100%	100%	

**ISECP014 % of responses within the specified priority time between receiving notification and commencement of action re Pest Control - Low Priority (KPI)**

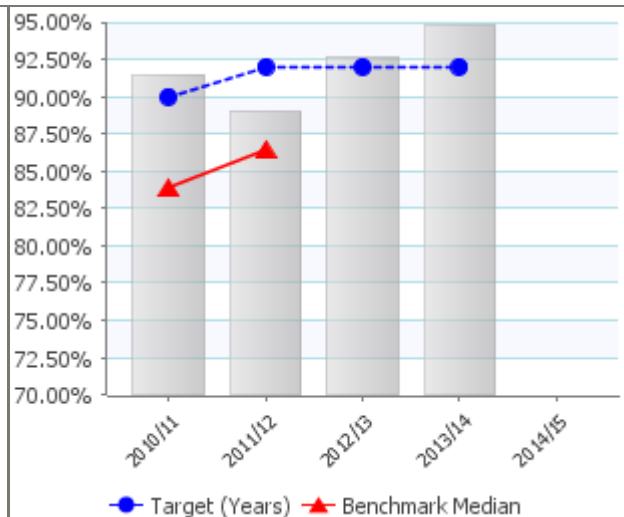
840 treatments were carried out and 833 met the target. The contractor continues to provide an excellent service, as borne out by customer satisfaction



	Value	Target	Benchmark Median
2010/11	99%	94%	
2011/12	99%	97%	
2012/13	98%	100%	
2013/14	99%	100%	

**ISPT003 % of householder applications dealt with within two months (KPI)**

Performance dealing with householder applications in 2013/14 has improved in comparison with 2012/13 (92.6%) and maintains a generally positive trend. The performance compares well with the Scottish average of 86.1% for 2012/13.



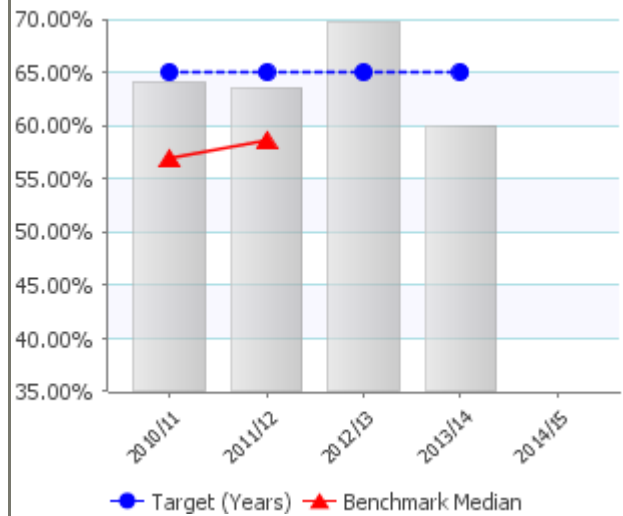
	Value	Target	Benchmark Median
2010/11	91.48%	90.00%	83.90%
2011/12	88.98%	92.00%	86.47%
2012/13	92.60%	92.00%	
2013/14	94.80%	92.00%	



**ISPT006 % of non-householder applications dealt with within two months (KPI)**

The percentage of non-householder planning applications determined within 2-months has declined in comparison with 2012/13 (69.70%) but has been affected by positive action to secure the conclusion of older legal agreements and through an increase in the number of more complex planning applications submitted and determined in the period. Notwithstanding this, the performance compares well with the Scottish average of 54.7% for 2012/13. In addition whilst the percentage of applications determined within 2-months has declined, the average time taken to determine applications has reduced.

The team structure and reporting arrangements within the Development Management team have been reviewed and revised in order to seek to improve performance dealing with non-householder planning applications and to deliver a better and more consistent customer experience. A LEAN review of pre-application processes is also underway.

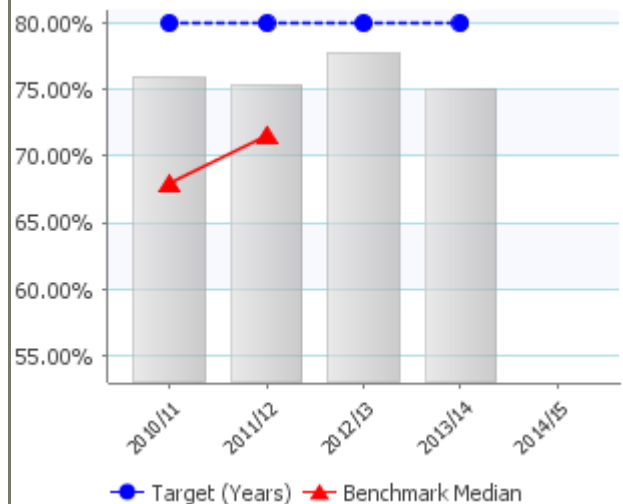


	Value	Target	Benchmark Median
2010/11	63.99%	65.00%	56.90%
2011/12	63.49%	65.00%	58.63%
2012/13	69.70%	65.00%	
2013/14	60.00%	65.00%	

**ISPT009 % of householder and non-householder applications dealt with within two months (KPI)**

The percentage of all planning applications determined within 2-months has declined slightly in comparison with 2012/13 (77.70%) but has been affected by positive action to secure the conclusion of older legal agreements and through an increase in the number of more complex planning applications submitted and determined in the period. Notwithstanding this, the performance compares well with the Scottish average of 69.0% for 2012/13. In addition whilst the percentage of applications determined within 2-months has declined slightly, the average time taken to determine applications has reduced.

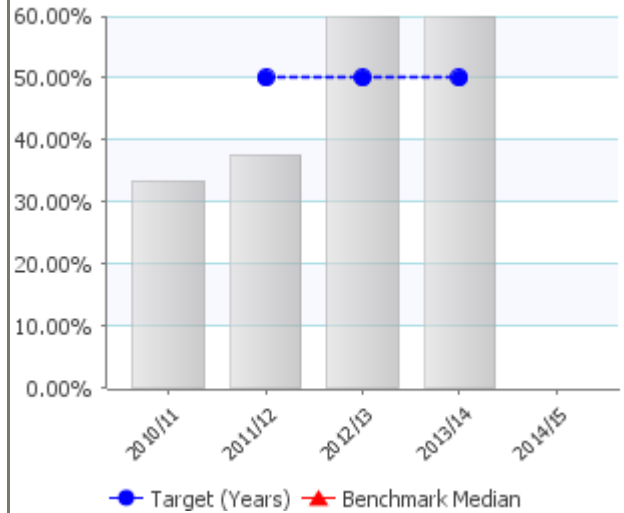
The team structure and reporting arrangements within the Development Management team have been reviewed and revised in order to seek to improve performance dealing with non-householder planning applications and to deliver a better and more consistent customer experience. A LEAN review of pre-application processes is also underway.



	Value	Target	Benchmark Median
2010/11	75.88%	80.00%	68.00%
2011/12	75.32%	80.00%	71.65%
2012/13	77.70%	80.00%	
2013/14	75.10%	80.00%	

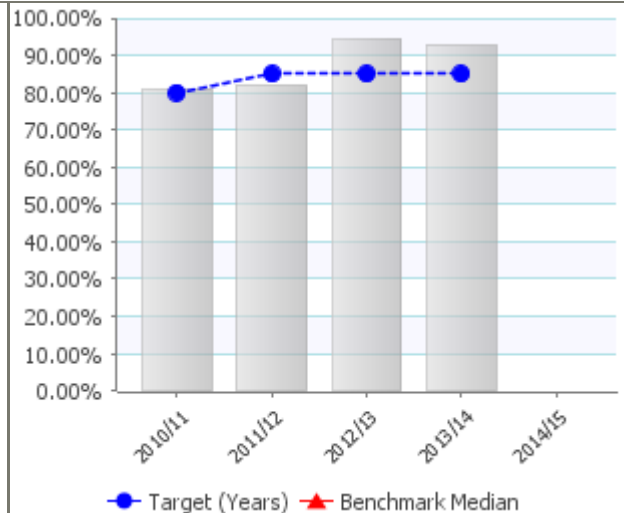
**ISPT010 % of major planning applications dealt with within 4 months or within processing agreement timescale (KPI)**

Performance dealing with major planning applications remains above the 50% target. Of the three applications that did not meet the 4-month target or the timescales set within a processing agreement, two were legacy cases where there were delays in the conclusion of the required legal agreement and one took 4 1/2 months. It is relevant to note that the number of major applications determined is generally small and therefore the percentage figure can be subject to significant variation as a consequence of small changes in performance. The structure and reporting arrangements within the Development Management team have been reviewed and revised in order to seek to improve performance dealing with major planning applications and to deliver a better and more consistent customer experience. A LEAN review of pre-application processes is also underway.



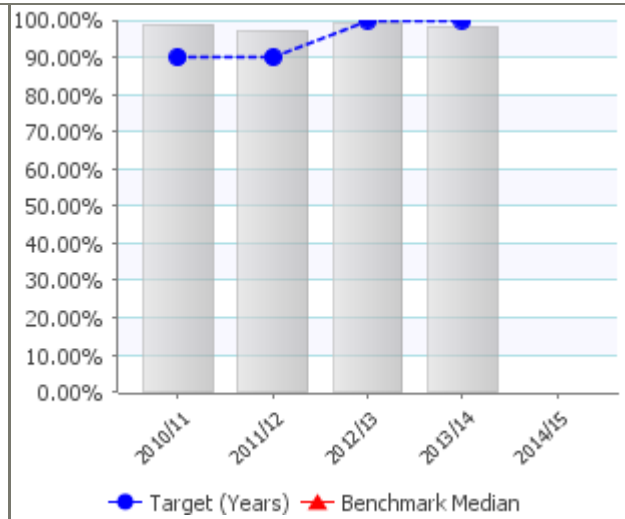
	Value	Target	Benchmark Median
2010/11	33.30%		
2011/12	37.50%	50.00%	
2012/13	75.00%	50.00%	
2013/14	62.50%	50.00%	

**ISPT012 Assess valid building warrants for compliance with the Building Regulations within 20 working days of validation (KPI)**



	Value	Target	Benchmark Median
2010/11	81.10%	80.00%	
2011/12	81.90%	85.00%	
2012/13	94.50%	85.00%	
2013/14	92.61%	85.00%	

**ISPT013 Respond to submissions of building warrant completion certificates within 10 working days of receipt (KPI)**



	Value	Target	Benchmark Median
2010/11	98.65%	90.00%	
2011/12	97.10%	90.00%	
2012/13	99.30%	100.00%	
2013/14	98.01%	100.00%	

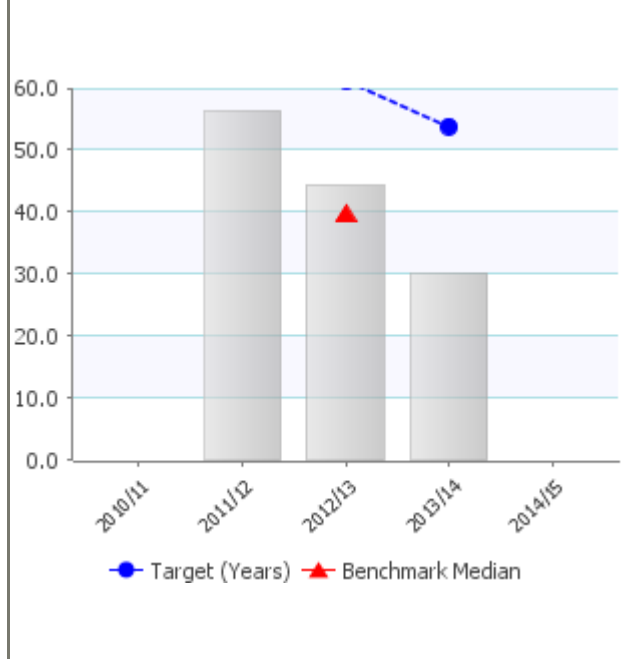
**ISPT014 Validate all building warrant applications within 5 working days of receipt (KPI)**



	Value	Target	Benchmark Median
2010/11	88.54%	80.00%	
2011/12	95.70%	95.00%	
2012/13	96.80%	95.00%	
2013/14	93.99%	95.00%	

**ISPT018 The average time (weeks) to deal with major planning applications determined during the year (KPI)**

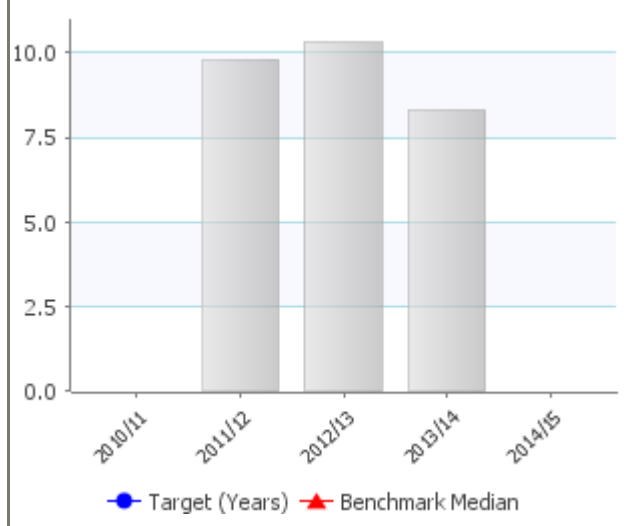
Performance shows a reduction in the average time taken to determine major planning applications. However, the Council deals with relatively few major planning applications therefore one or two applications can affect average timescales considerably. Notwithstanding this there has been a reduction in the average time taken to determine major planning applications and this is positive and reflects attempts to engage with prospective applicants at pre-application stage to identify likely information requirements and to begin negotiation on legal agreements at an early date. The performance compares favourably with the Scottish average of 61.1 weeks for 2012/13. The team structure and reporting arrangements within the Development Management team have been reviewed and revised in order to seek to improve performance dealing with major planning applications and to deliver a better and more consistent customer experience. A LEAN review of pre-application processes is also underway.



	Value	Target	Benchmark Median
2010/11			
2011/12	56.3		
2012/13	44.2	61.1	39.9
2013/14	30.1	53.8	

**ISPT019 The average time (weeks) to deal with local planning applications determined during the year (KPI)**

The average time period for determination of local planning applications has reduced in comparison to the 10.3 week timescale for 2012/13. This reduction in average timescales for determination is a positive development although average timescales can be affected by a range of factors that are not always entirely in the control of the planning authority. Average time periods for determination compares well with published figures for Scotland of 12.4 weeks in 2012/13. The structure and reporting arrangements within the Development Management team have been reviewed and revised in order to seek to improve performance dealing with local planning applications and to deliver a better and more consistent customer experience. A LEAN review in relation to pre-application processes is underway.



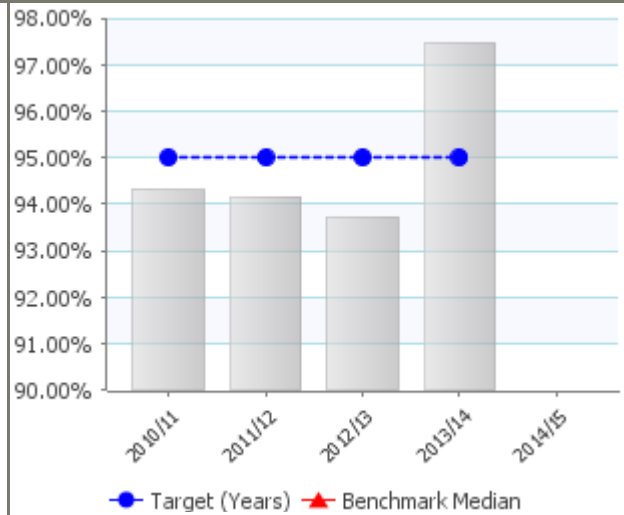
	Value	Target	Benchmark Median
2010/11			
2011/12	9.8		
2012/13	10.3	11.6	11.6
2013/14	8.3		

**ISRL006 Street lights failure: the % of repairs completed within 7 days (KPI)**



	Value	Target	Benchmark Median
2010/11	92.30%	93.00%	
2011/12	93.40%	94.00%	
2012/13	91.60%	94.00%	
2013/14	95.20%	94.00%	

**ISRL007 Traffic light failure: the % of repairs completed within 48 hours (KPI)**



	Value	Target	Benchmark Median
2010/11	94.30%	95.00%	
2011/12	94.16%	95.00%	
2012/13	93.72%	95.00%	
2013/14	97.46%	95.00%	

**ISRL008 Street Lighting columns replaced per annum (KPI)**



	Value	Target	Benchmark Median
2010/11	3.3%	2.5%	
2011/12	2.7%	2.5%	
2012/13	2.4%	2.5%	
2013/14	1.9%	2.5%	

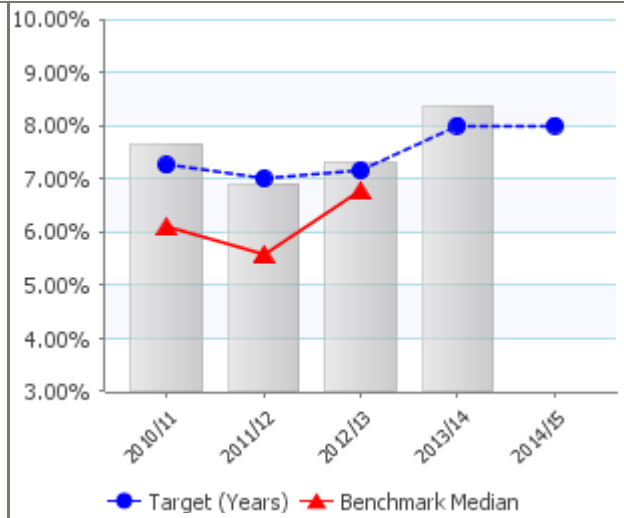
**NSACC001 % annually of enquiries/requests for service closed out at first point of contact (KPI)**

A significant improvement on last year's 53% and during the course of the year have been consistently above the 60% target. There is a small group of Scottish local authorities contact centre managers that regularly share data for benchmarking purposes and discuss areas of development/best practice. A survey was issued to the citizens panel in October/November 2013 to measure customer satisfaction with the ACCESS service. The feedback has been used to inform areas where ACCESS can do better as well as help inform customer service delivery in the future.



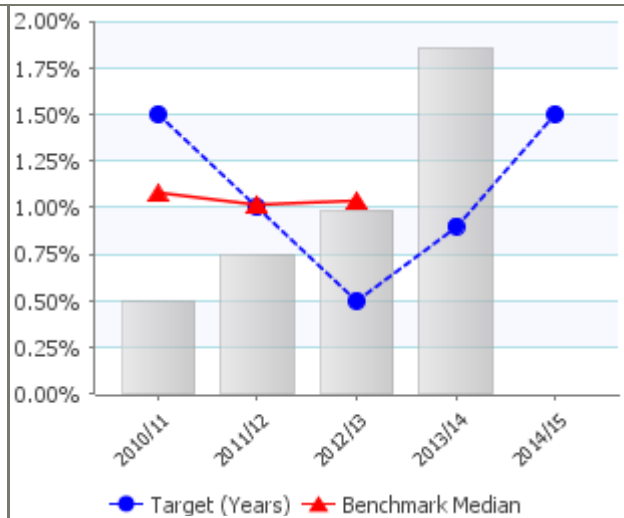
	Value	Target	Benchmark Median
2010/11	49%	25%	60%
2011/12	51%	50%	60%
2012/13	53%	60%	60%
2013/14	65%	60%	60%

**HSN1\_NSH050 Current tenants' arrears as a % of net rent due (SPI) (LGBF)**



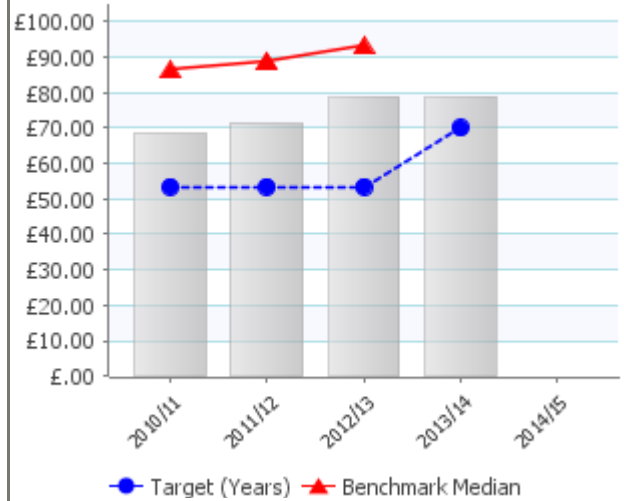
	Value	Target	Benchmark Median
2010/11	7.65%	7.25%	6.08%
2011/12	6.91%	7.00%	5.58%
2012/13	7.30%	7.15%	6.76%
2013/14	8.38%	8.00%	

**HSN2\_NSH023 % of rent due in the year that was lost due to voids (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	0.49%	1.50%	1.07%
2011/12	0.75%	1.00%	1.02%
2012/13	0.99%	0.50%	1.04%
2013/14	1.85%	0.90%	

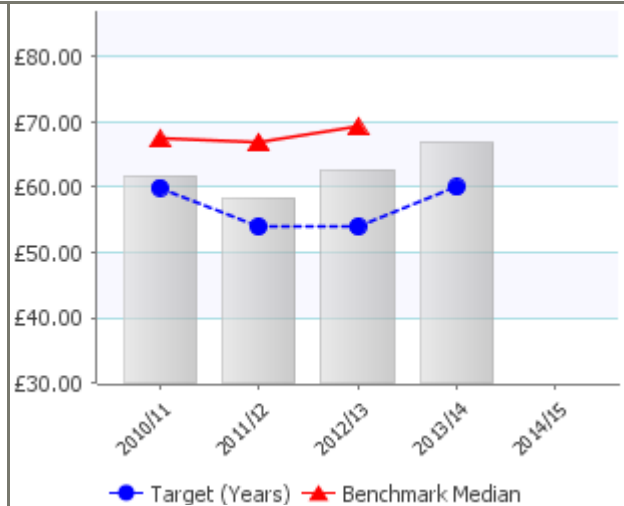
**NSEM006 Net cost of refuse disposal per premise (KPI)**



	Value	Target	Benchmark Median
2010/11	£68.37	£53.50	£86.36
2011/12	£71.10	£53.50	£89.16
2012/13	£78.82	£53.50	£93.27
2013/14	£78.78	£70.00	

**NSEM009 Net cost of refuse collection per premise (KPI)**

Increase in costs linked to increased employee and transport costs.



	Value	Target	Benchmark Median
2010/11	£61.68	£59.97	£67.38
2011/12	£58.34	£53.97	£67.00
2012/13	£62.65	£53.97	£69.28
2013/14	£66.75	£60.00	



**NSH053 % of current tenants owing more than 13 weeks rent excluding those owing less than £250 (KPI)**



	Value	Target	Benchmark Median
2010/11	4.18%	6.25%	4.03%
2011/12	3.70%	4.00%	4.09%
2012/13	5.36%	4.00%	4.68%
2013/14	6.39%	5.00%	

**NSH056 Proportion of those tenants that were in rent arrears (KPI)**



	Value	Target	Benchmark Median
2010/11	55.80%	29.00%	40.50%
2011/12	58.14%	29.00%	41.74%
2012/13	56.07%	50.00%	44.92%
2013/14	55.10%	55.00%	

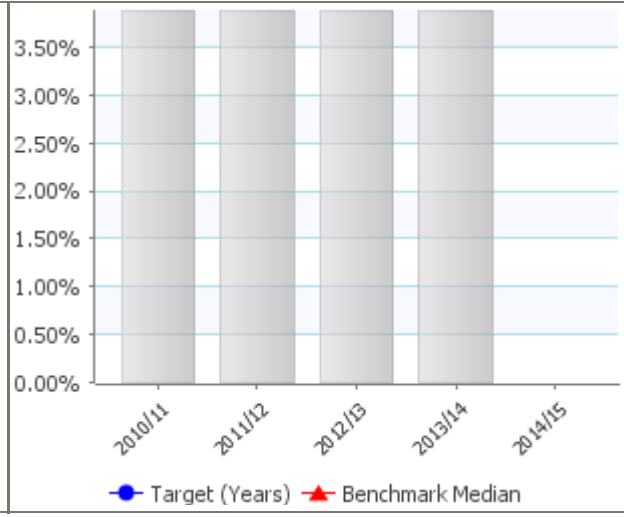
**NSH060 Average number of weeks rent owed by tenants leaving in arrears (KPI)**

The number of weeks rent owed by tenants leaving in arrears fell from 8.14 to 7.66. The indicator positively moved below the target 8.00. More tenancy advice and termination visits have helped reduce the level of outstanding debt.



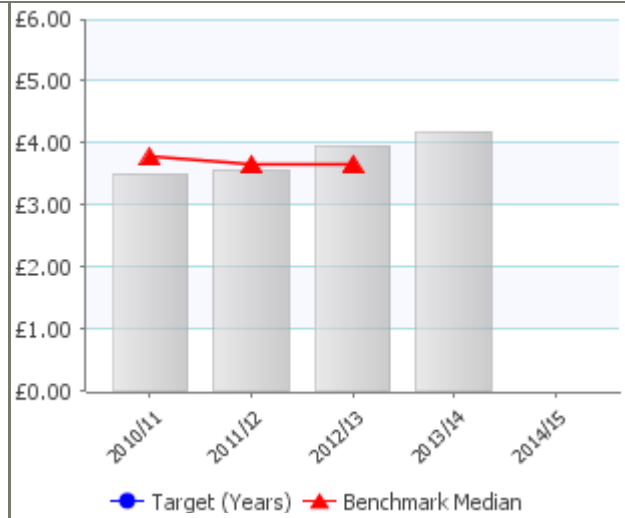
	Value	Target	Benchmark Median
2010/11	8.80	9.75	8.80
2011/12	8.06	9.50	8.92
2012/13	8.12	8.20	8.57
2013/14	8.76	8.50	

**NSH063 % of former tenant arrears written off or collected during the year (KPI)**



	Value	Target	Benchmark Median
2010/11	41.85%	40.00%	39.83%
2011/12	49.62%	40.00%	33.98%
2012/13	28.34%	45.00%	29.00%
2013/14	38.16%	45.00%	

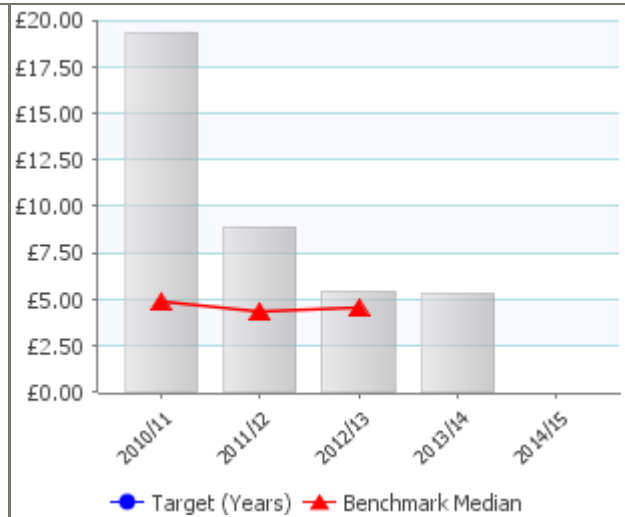
**C&L2\_CS2CC\_001 Cost per visit to libraries (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	£3.48		£3.77
2011/12	£3.55		£3.66
2012/13	£3.95		£3.67
2013/14	£4.18		

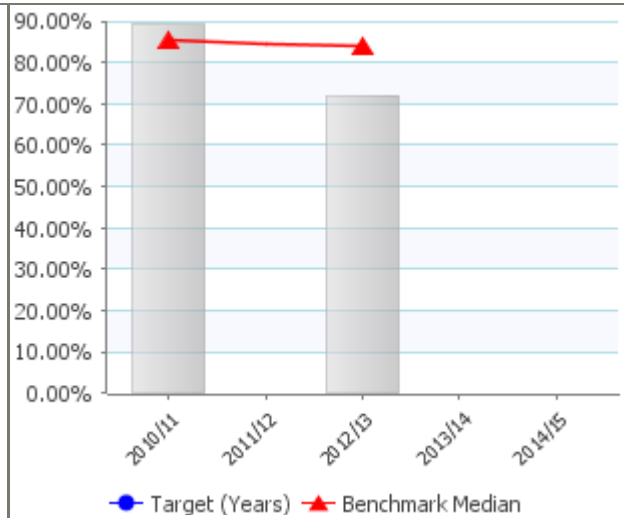
**C&L3\_CS2CC\_002 Cost per visit to Museums and Galleries (SPI) (LGBF)**

The number of visits to museums and galleries funded or part funded by the Council have increased slightly due, in the main, to increased attendances at attractions within the community encouraged by means of financial awards and professional support from Angus Council staff. Visits to Angus Council facilities show a slight reduction largely due to cost saving Monday closures from April 2013. Capital expenditure on museum projects is much reduced compared to recent years and revenue shows a slight reduction, so overall we expect the cost per visit to be broadly similar to 2012/13.



	Value	Target	Benchmark Median
2010/11	£19.32		£4.82
2011/12	£8.84		£4.31
2012/13	£5.38		£4.52
2013/14	£5.29		

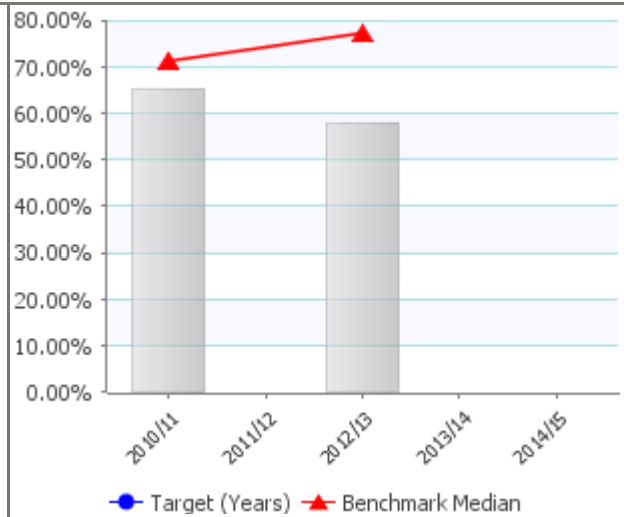
**C&L5a\_CS2CC\_003 % of adults satisfied with libraries (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	89.10%		85.20%
2011/12			
2012/13	72.00%		84.00%
2013/14	LGBF not available at this time		

**C&L5c\_CS2CC\_004 % of adults satisfied with Museums and Galleries (SPI) (LGBF)**

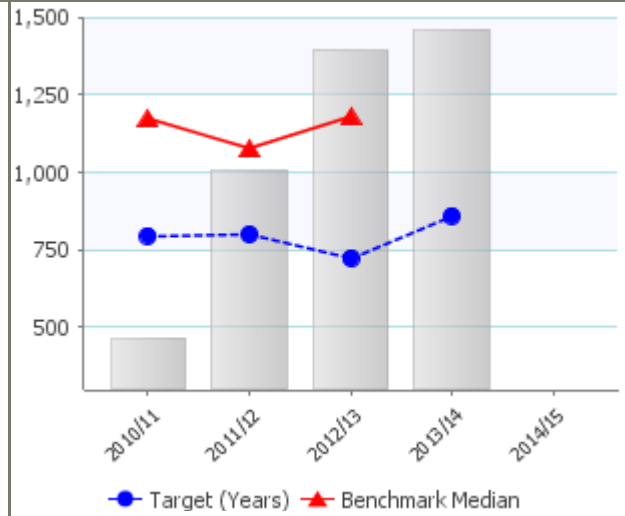
Figures from the Scottish Household Survey are not available at the time of writing, however, indications from face to face contact, visitors books and visitor surveys conducted at the Museums and Galleries indicate that the vast majority of users are satisfied with the services provided.



	Value	Target	Benchmark Median
2010/11	65.31%		71.17%
2011/12			
2012/13	58.00%		77.00%
2013/14	LGBF not available at this time		

**CS2CC\_006 Number of visits to/usages of council funded or part funded museums per 1,000 population (KPI)**

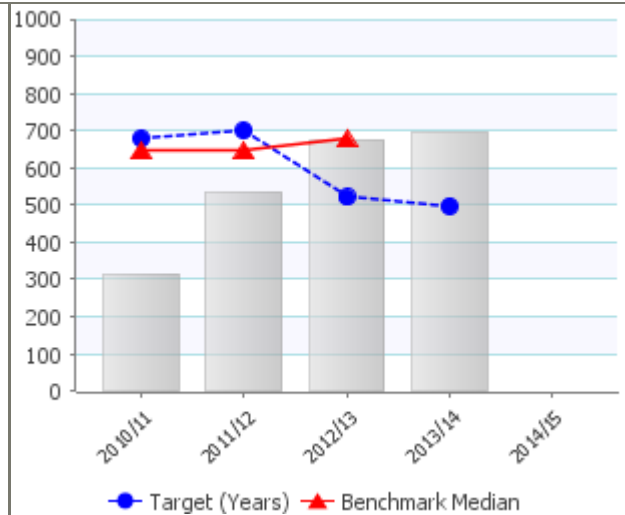
Numbers of visits/usages increased significantly due partly to a modest increase in visits in person possibly due to high profile and very successful events and activities at attractions supported by the Council; however there was a major increase in web based access to Council Museum and Galleries information and Services.



	Value	Target	Benchmark Median
2010/11	465	795	1,173
2011/12	1,005	800	1,075
2012/13	1,390	723	1,179
2013/14	1,461	860	

**CS2CC\_008 Number of visits to/usages of council funded or part funded museums that were in person per 1,000 population (KPI)**

There was a modest increase in the number of visits in person to Museums and Galleries largely due to improvements, activities and events in cultural facilities across Angus.



	Value	Target	Benchmark Median
2010/11	315	678	646
2011/12	535	700	645
2012/13	675	521	677
2013/14	695	497	

**CS2CC\_009 Number of visits to libraries per 1,000 population (KPI)**



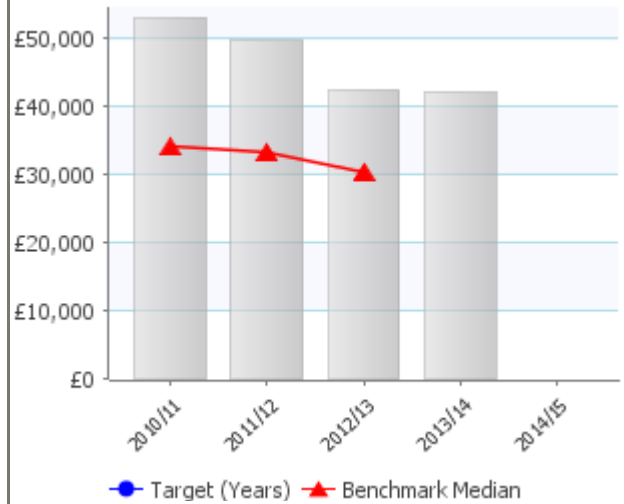
	Value	Target	Benchmark Median
2010/11	5,231	5,344	5,707
2011/12	4,863	5,500	5,871
2012/13	4,198	5,225	6,199
2013/14	3,971	4,303	

**CS2CC\_011 Borrowers as a % of the resident population (KPI)**



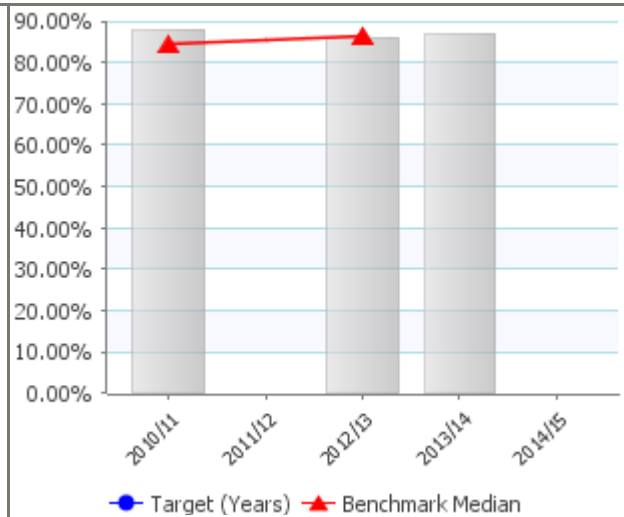
	Value	Target	Benchmark Median
2010/11	17.85%	20.7%	
2011/12	17.73%	20.7%	
2012/13	14.3%	17.9%	
2013/14	12.75%	17.9%	

**C&L4\_NSDS003 Cost of Parks and Open spaces per 1,000 of the population (SPI) (LGBF)**



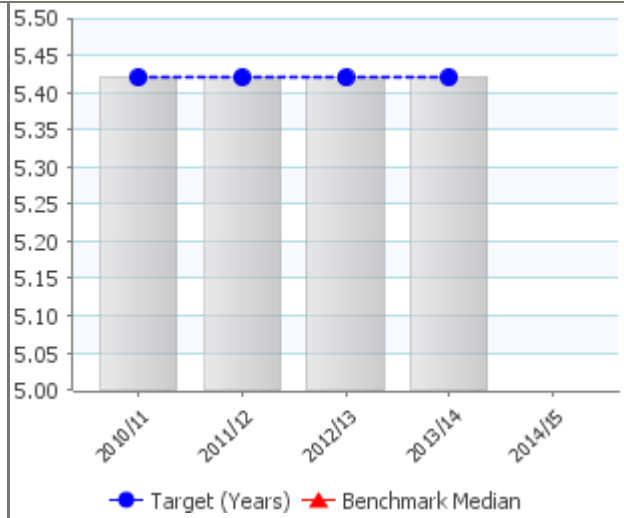
	Value	Target	Benchmark Median
2010/11	£53,079		£34,084
2011/12	£49,715		£33,367
2012/13	£42,492		£30,496
2013/14	£42,100		

**C&L5b\_NSDS004 % of adults satisfied with parks and open spaces (SPI) (LGBF)**



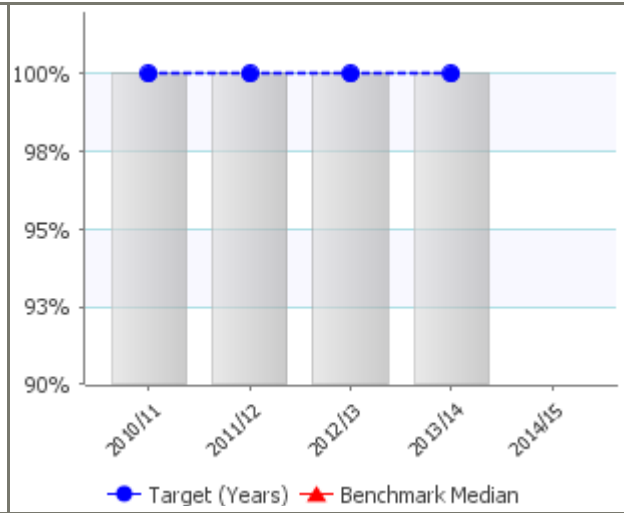
	Value	Target	Benchmark Median
2010/11	88.00%		84.25%
2011/12			
2012/13	86.00%		86.50%
2013/14	87.00%		

**NSDS001 Hectares of maintained public open space per 1,000 head of population (KPI)**



	Value	Target	Benchmark Median
2010/11	5.42	5.42	
2011/12	5.42	5.42	
2012/13	5.42	5.42	
2013/14	5.42	5.42	

**NSDS002 % Annually of those requesting internment within 4 days of identification work. (KPI)**



	Value	Target	Benchmark Median
2010/11	100%	100%	
2011/12	100%	100%	
2012/13	100%	100%	
2013/14	100%	100%	

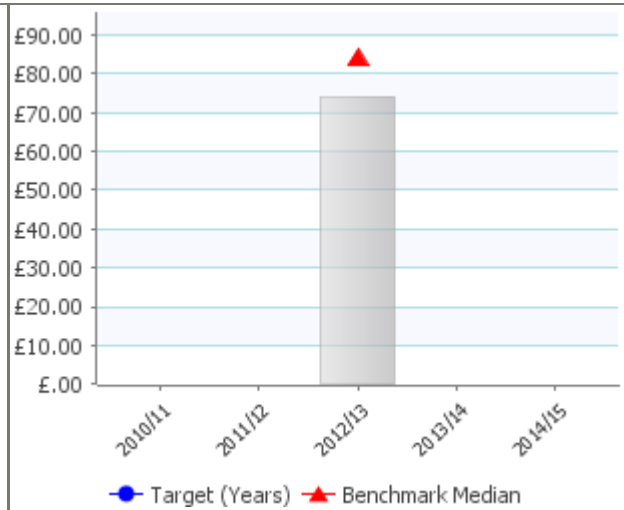


**ENV1b\_NSEM024 Net cost of Waste collection per premise (SPI) (LGBF)**



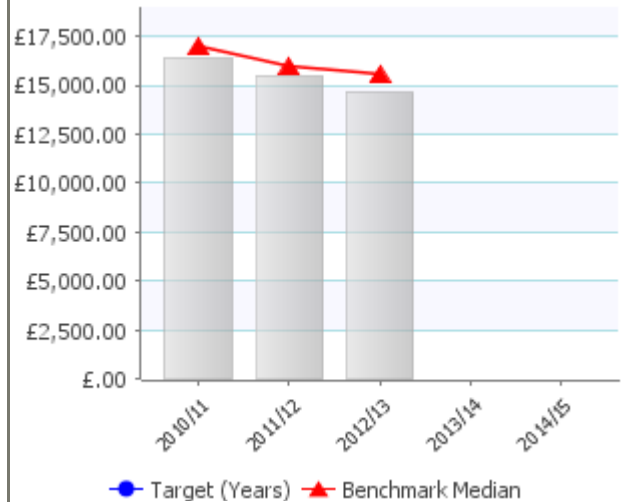
	Value	Target	Benchmark Median
2010/11			
2011/12			
2012/13	£79.53		£63.38
2013/14	LGBF not available at this time		

**ENV2b\_NSEM025 Net cost per Waste disposal per premise (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11			
2011/12			
2012/13	£74.08		£84.39
2013/14	LGBF not available at this time		

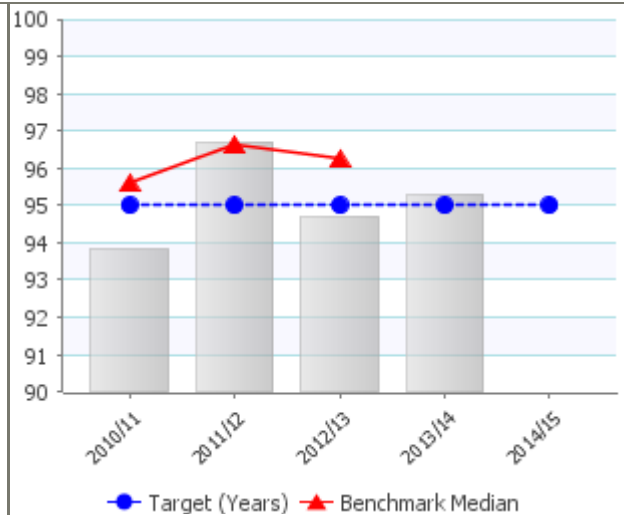
**ENV3a\_NSEM017 Net cost of street cleaning per 1,000 population (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	£16,360.68		£17,010.58
2011/12	£15,447.89		£15,959.38
2012/13	£14,611.48		£15,573.18
2013/14	LGBF not available at this time		

**ENV3c\_NSEM026 Street cleanliness score (SPI) (LGBF)**

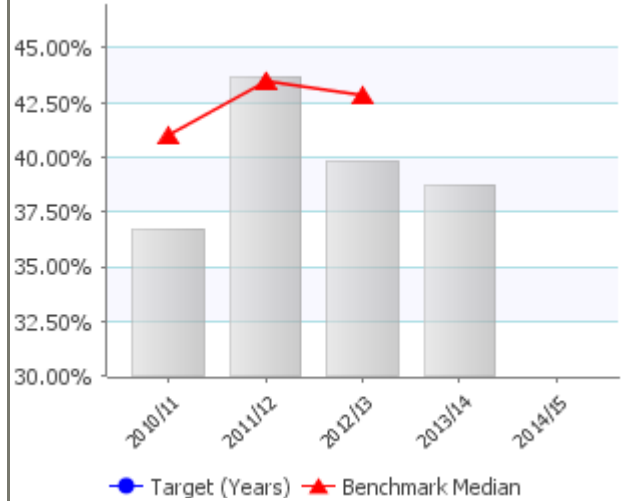
There has been an improvement in the street cleanliness score for 2013/14 (95.3% compared to 94.7% for 12/13). This improvement is due to an increase in litter free sites (32.9% compared to 21.1% 2013/14).



	Value	Target	Benchmark Median
2010/11	94	95	96
2011/12	97	95	97
2012/13	95	95	96
2013/14	95	95	96

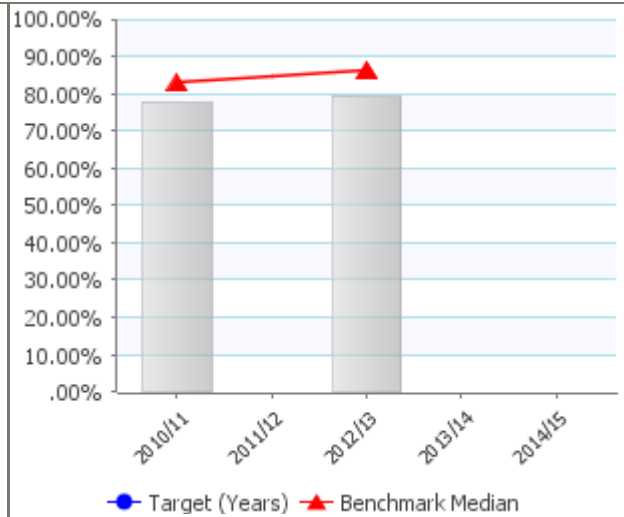
**ENV6\_NSEM026 The % of total waste arising that is recycled (SPI) (LGBF)**

Subject to verification by SEPA. Increase mainly linked to increase in the amount of waste composted.



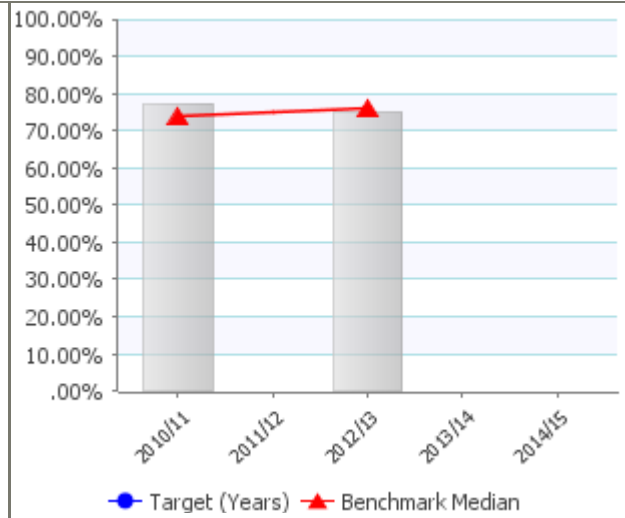
	Value	Target	Benchmark Median
2010/11	36.73%		40.98%
2011/12	43.68%		43.52%
2012/13	39.81%		42.84%
2013/14	38.75%		

**ENV7a\_NSEM018 % of adults satisfied with refuse collection (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	77.40%		82.90%
2011/12			
2012/13	79.00%		86.50%
2013/14	LGBF not available at this time		

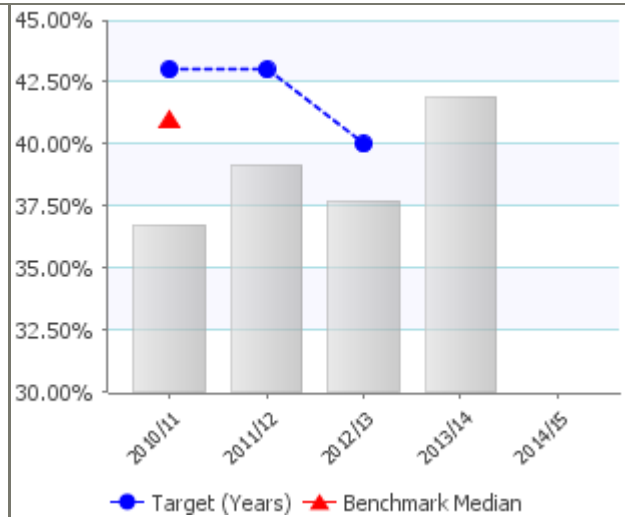
**ENV7b\_NSEM019 % of adults satisfied with street cleaning (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	77.30%		73.80%
2011/12			
2012/13	75.00%		76.00%
2013/14	LGBF not available at this time		

**NSEM005 % of municipal waste composted/recycled (SOA 2011-13) (KPI)**

Increase from previous year mainly linked to significant increase in the amount of waste composted and introduction of recycling/composting of street sweeping materials. Data for 2013/14 still subject to verification by SEPA.



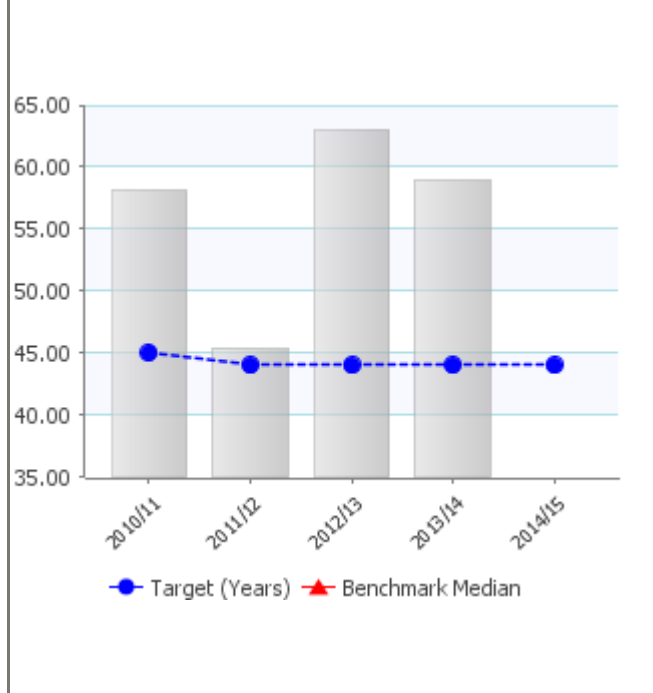
	Value	Target	Benchmark Median
2010/11	36.73%	43.00%	41.00%
2011/12	39.14%	43.00%	
2012/13	37.71%	40.00%	
2013/14	41.91%		

**NSEM012 The number of complaints per 1000 households regarding the household waste collection service (KPI)**

The number of complaints per 1000 households has reduced this year, though the target for complaints has not yet been met.

There were less missed general waste bins this year as milder weather has impacted collections less. The number of missed assisted collections (wheel-outs) remains high. There have been less missed green boxes, but more missed recycling bins and food waste bins, which is to be expected with the roll-out of the new KRS from March 2014.

The data currently used to report on this KPI encompasses queries relating to missed collections, which may not necessarily be complaints. In future the method of reporting for this KPI will more accurately reflect the number of actual complaints, which should be considerably less than currently reported. A project is underway to reduce the number of missed wheel-outs, by providing lists to operational staff in a format that better suits them.



	Value	Target	Benchmark Median
2010/11	58.10	45.00	
2011/12	45.30	44.00	
2012/13	63.00	44.00	
2013/14	58.90	44.00	

**NSEM013 The % of municipal waste landfilled (SOA 2011-13) (KPI)**

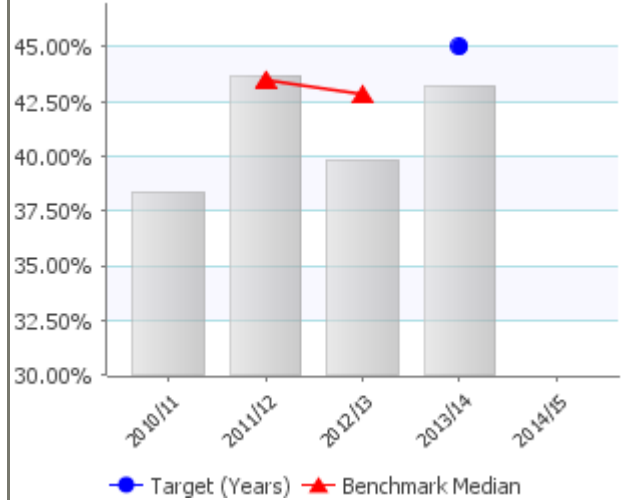
Decrease in % to landfill linked to more waste sent to waste to energy plant and increase in the amount composted. Data for 2013/14 is subject to verification by SEPA.



	Value	Target	Benchmark Median
2010/11	43.48%	44.00%	
2011/12	41.10%	44.00%	
2012/13	54.95%	44.00%	
2013/14	48.05%	50.00%	

**NSEM023 % of household waste composted/recycled (KPI)**

Significant increase mainly linked to increase in the amount of green waste collected and composted during year. Data for 2013/14 still subject to verification by SEPA.



	Value	Target	Benchmark Median
2010/11	38.33%		
2011/12	43.68%		43.52%
2012/13	39.81%		42.84%
2013/14	43.20%	45.00%	

**HSN3\_NSH020 % of dwellings meeting SHQS (SOA 2011-13) (SPI) (LGBF)**



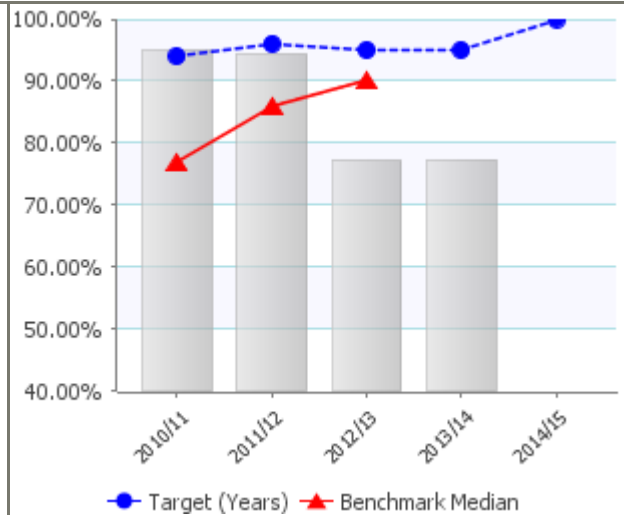
	Value	Target	Benchmark Median
2010/11	85.09%	87.50%	59.35%
2011/12	86.68%	90.00%	70.82%
2012/13	72.00%	91.00%	79.67%
2013/14	72.15%	91.00%	

**HSN4\_NSH007 Housing response repairs % completed on time (SPI) (LGBF)**



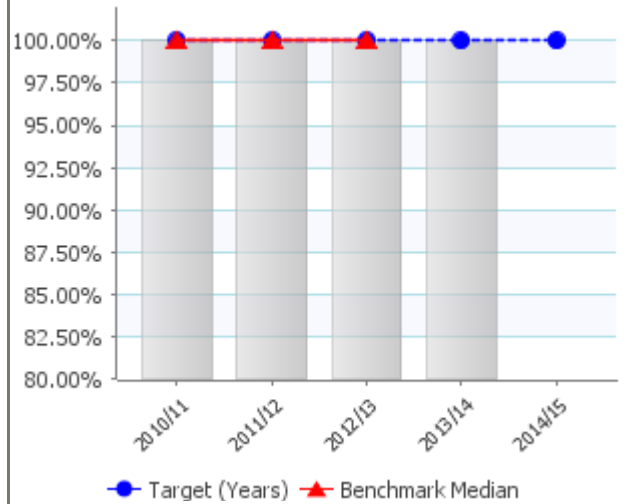
	Value	Target	Benchmark Median
2010/11	95.5%	95.0%	93.4%
2011/12	98.2%	95.0%	94.0%
2012/13	99.2%		92.2%
2013/14	98.3%	99.0%	

**HSN5\_NSH014 % of council dwellings that are energy efficient (SOA 2011-13) (SPI) (LGBF)**



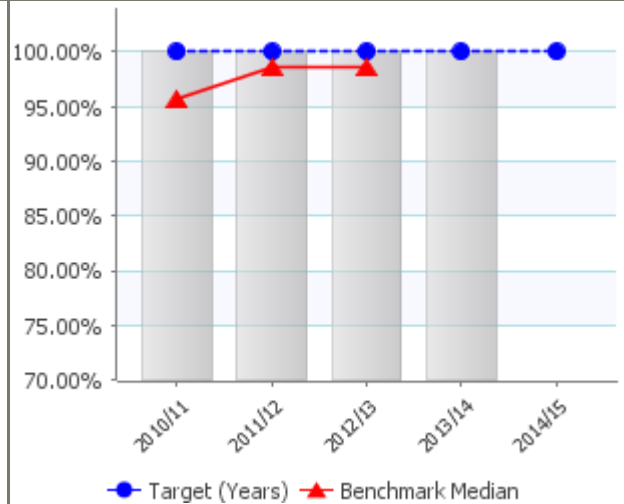
	Value	Target	Benchmark Median
2010/11	94.99%	94.00%	76.99%
2011/12	94.32%	96.00%	86.07%
2012/13	77.12%	95.00%	90.15%
2013/14	77.24%	95.00%	

**NSH010 % of council dwellings brought up to a tolerable standard (KPI)**



	Value	Target	Benchmark Median
2010/11	100.00%	100.00%	100.00%
2011/12	100.00%	100.00%	100.00%
2012/13	100.00%	100.00%	100.00%
2013/14	100.00%	100.00%	

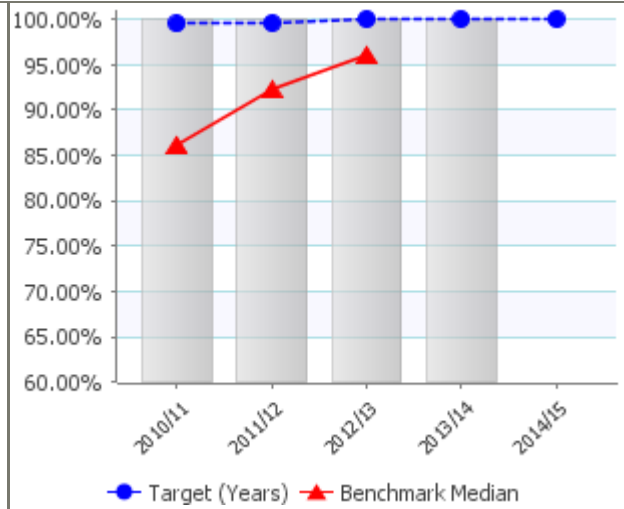
**NSH012 % of council dwellings free from serious disrepair (KPI)**



	Value	Target	Benchmark Median
2010/11	100.00%	100.00%	95.70%
2011/12	100.00%	100.00%	98.59%
2012/13	100.00%	100.00%	98.52%
2013/14	100.00%	100.00%	

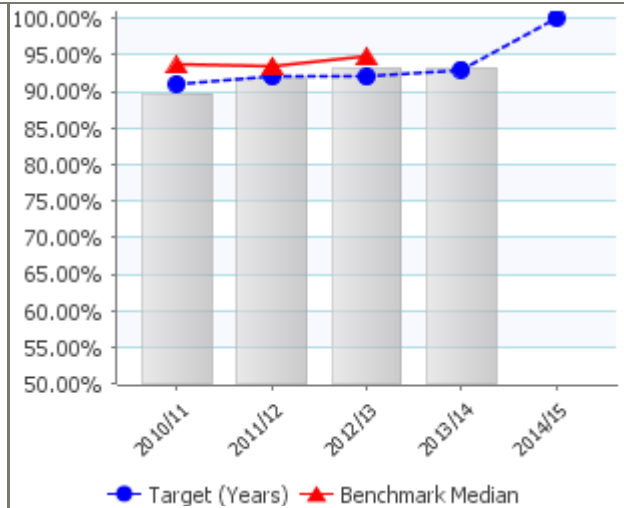


**NSH016 % of council dwellings that have modern facilities and services (KPI)**



	Value	Target	Benchmark Median
2010/11	100.00%	99.50%	86.20%
2011/12	100.00%	99.55%	92.25%
2012/13	100.00%	100.00%	96.12%
2013/14	100.00%	100.00%	

**NSH018 % of council dwellings that are healthy, safe and secure (KPI)**



	Value	Target	Benchmark Median
2010/11	89.73%	91.00%	93.60%
2011/12	91.74%	92.00%	93.56%
2012/13	93.17%	92.00%	94.73%
2013/14	93.20%	93.00%	

**NSH031 Average time to re-let not low demand houses (KPI)**



	Value	Target	Benchmark Median
2010/11	33	42	32
2011/12	38	30	34
2012/13	47	30	33
2013/14	45	36	33

**NSH041 Average time to re-let low demand houses (KPI)**

The Housing Division has reviewed the methodology by which low demand properties are categorised to ensure that it is up to date and accurate.

This has resulted in properties, which are truly low demand, being encapsulated in the criteria. This is reflected in the average time increasing.

This will be kept under constant review as the division takes forward its Asset Management Strategy



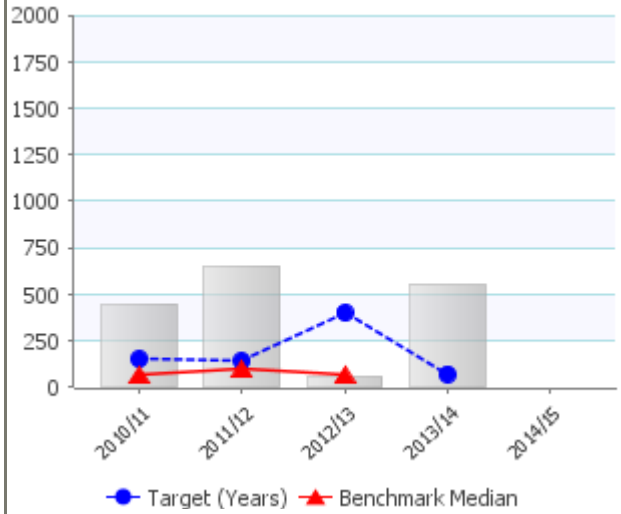
	Value	Target	Benchmark Median
2010/11	32	75	61
2011/12	34	70	66
2012/13	45	18	74
2013/14	104	36	74

**NSH044 Average time that these houses remained un-let (KPI)**

It has now been determined that the 2012-13 figure was based on properties which were not correctly categorised.

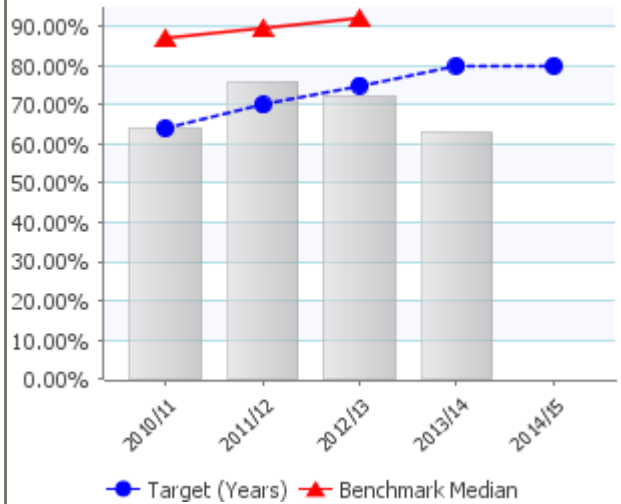
As can be seen in NSH041 above, this has now been addressed, resulting in the 2013-14 figure being consistent with previous years.

Once again, plans to address these relatively few properties are included in the division's Asset Management Strategy



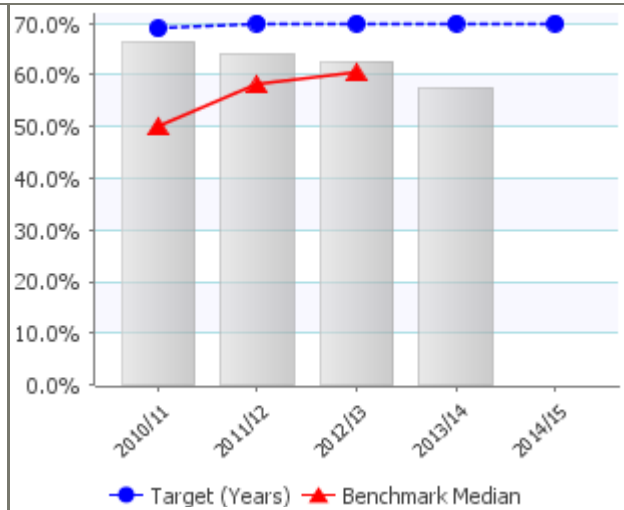
	Value	Target	Benchmark Median
2010/11	447	150	64
2011/12	649	140	98
2012/13	58	400	66
2013/14	549	70	66

**NSH066 % of decision notifications issued within 28 days of date of initial presentation for permanent accommodation (KPI)**



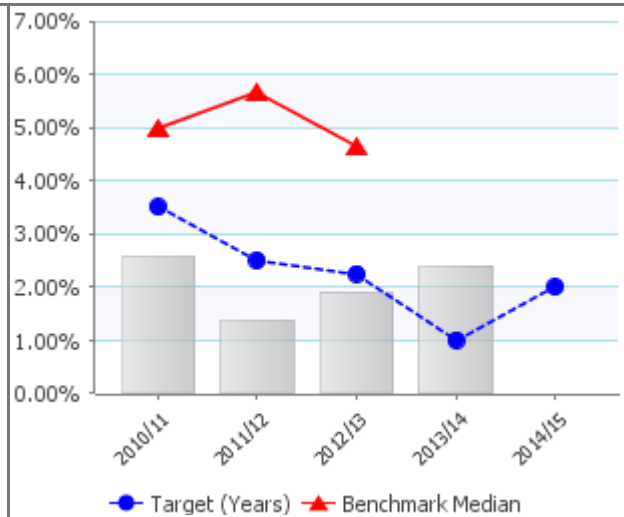
	Value	Target	Benchmark Median
2010/11	63.91%	64.00%	87.10%
2011/12	75.96%	70.00%	89.52%
2012/13	71.99%	75.00%	92.13%
2013/14	62.90%	80.00%	66.00%

**NSH069 % who are housed into permanent accommodation (KPI)**



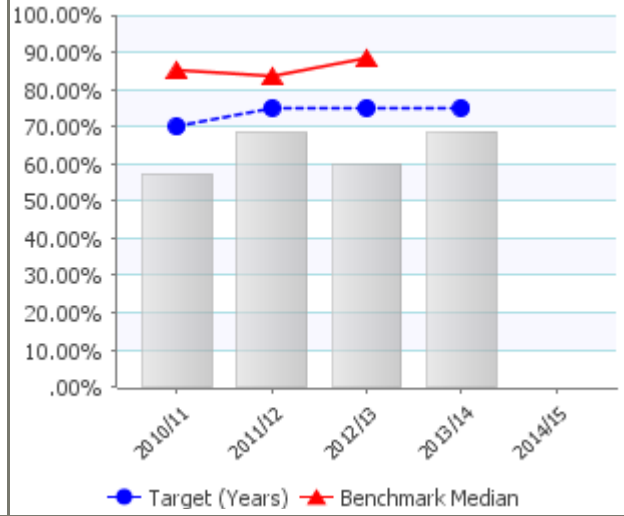
	Value	Target	Benchmark Median
2010/11	66.4%	69.0%	50.0%
2011/12	63.9%	70.0%	58.1%
2012/13	62.7%	70.0%	60.4%
2013/14	57.5%	70.0%	

**NSH072 % of permanent accommodation cases reassessed (KPI)**



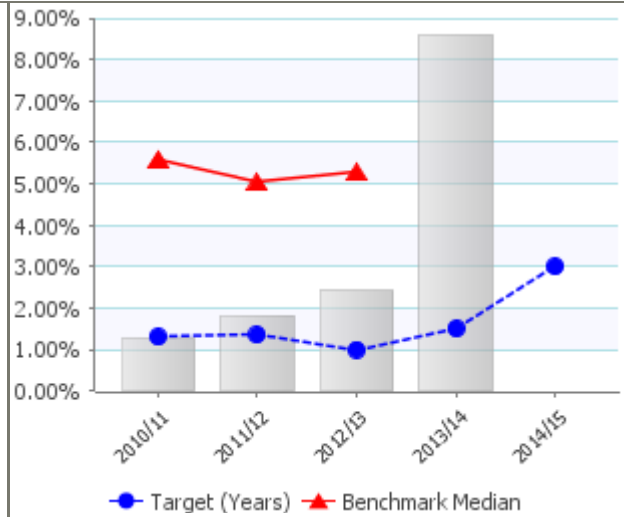
	Value	Target	Benchmark Median
2010/11	2.57%	3.50%	5.00%
2011/12	1.37%	2.50%	5.68%
2012/13	1.88%	2.25%	4.64%
2013/14	2.40%	1.00%	

**NSH075 % of decision notifications issued within 28 days of date of initial presentation for temporary accommodation (KPI)**



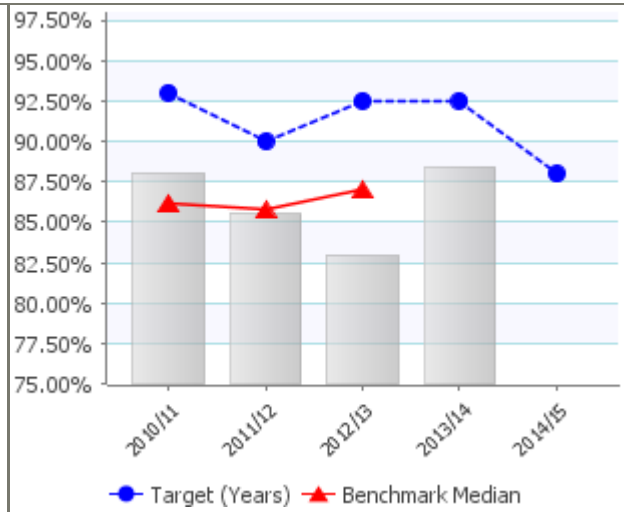
	Value	Target	Benchmark Median
2010/11	57.08%	70.00%	85.20%
2011/12	68.31%	75.00%	83.54%
2012/13	59.90%	75.00%	88.35%
2013/14	68.71%	75.00%	

**NSH078 % of temporary accommodation cases reassessed (KPI)**



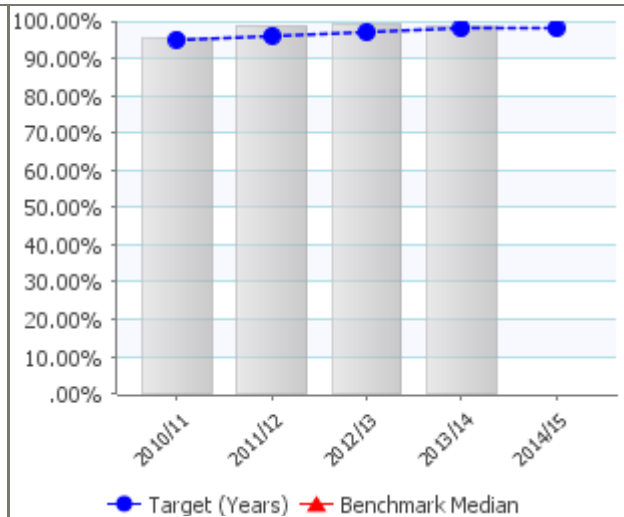
	Value	Target	Benchmark Median
2010/11	1.27%	1.30%	5.60%
2011/12	1.82%	1.35%	5.05%
2012/13	2.42%	1.00%	5.28%
2013/14	8.59%	1.50%	

**NSH079 The proportion of those provided with permanent accommodation in council stock who maintained their tenancy for at least 12 months (KPI)**



	Value	Target	Benchmark Median
2010/11	88.00%	93.00%	86.20%
2011/12	85.50%	90.00%	85.75%
2012/13	82.90%	92.50%	87.00%
2013/14	88.40%	92.50%	

**NSH080 % emergency repairs completed in 2 hours (KPI)**



	Value	Target	Benchmark Median
2010/11	95.60%	95.00%	
2011/12	98.46%	96.00%	
2012/13	99.13%	97.00%	
2013/14	98.39%	98.00%	

**NSH081 % of all re lets where void period is less than 28 days (KPI)**



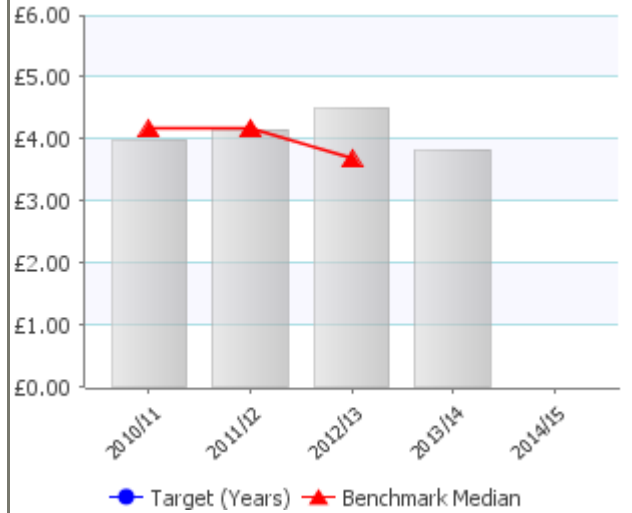
	Value	Target	Benchmark Median
2010/11	78%	60%	
2011/12	74%	65%	
2012/13	63%	60%	
2013/14	45%	60%	

**NSH082 % of homeless presentations with decision outcome in 28 days (KPI)**



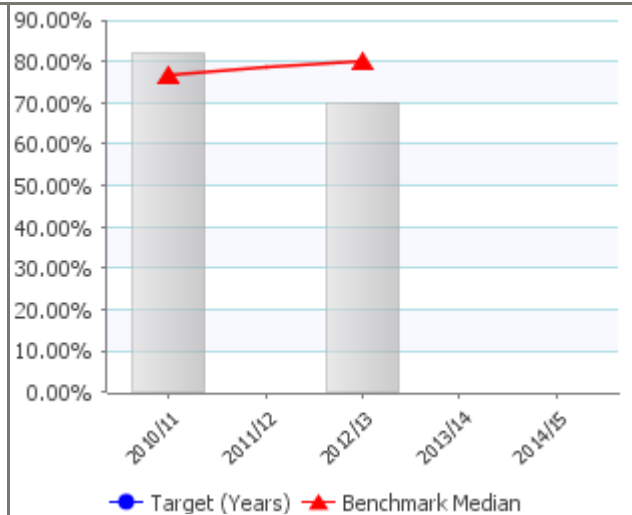
	Value	Target	Benchmark Median
2010/11	61%	70%	
2011/12	73%	75%	
2012/13	68%	70%	
2013/14	76%	80%	

**C&L1\_CS2CL\_001 Cost per attendance of sport and leisure facilities (including swimming pools) (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	£3.99		£4.16
2011/12	£4.16		£4.18
2012/13	£4.50		£3.68
2013/14	£3.83		

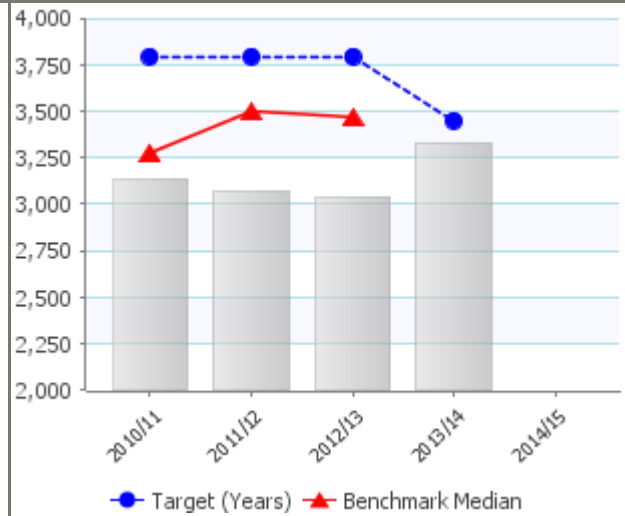
**C&L5d\_CS2CL\_002 % of adults satisfied with leisure facilities (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	81.90%		76.80%
2011/12			
2012/13	70.00%		80.00%
2013/14	LGBF not available at this time		

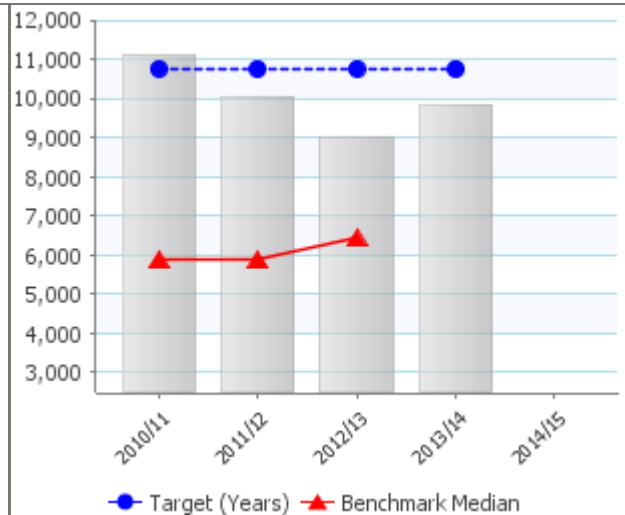


**CS2CL\_004 Number of attendances at all swimming pools per 1,000 population (KPI)**



	Value	Target	Benchmark Median
2010/11	3,135	3,794	3,277
2011/12	3,069	3,794	3,496
2012/13	3,037	3,794	3,468
2013/14	3,326	3,450	

**CS2CL\_006 Number of attendances at indoor sport and leisure facilities per 1,000 population (KPI)**



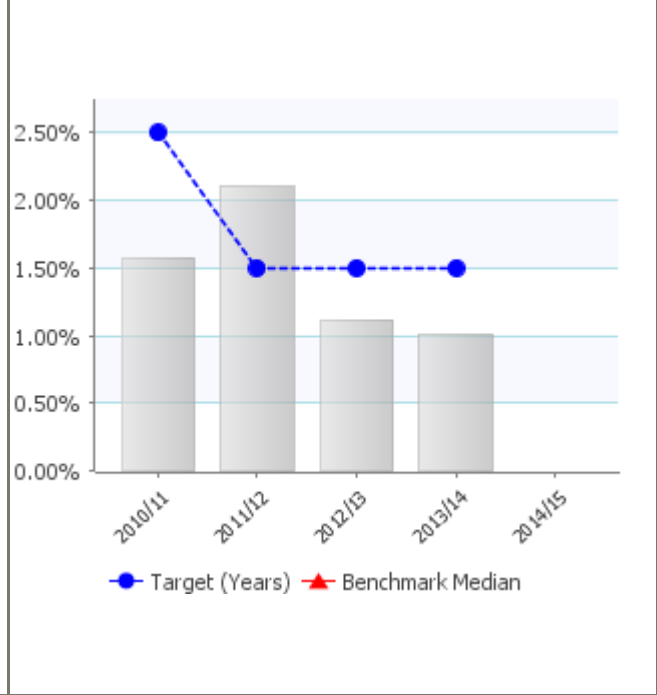
	Value	Target	Benchmark Median
2010/11	11,095	10,753	5,875
2011/12	10,046	10,753	5,874
2012/13	9,010	10,753	6,433
2013/14	9,848	10,753	

**ISRL009 % of road network resurfaced per annum (KPI)**

We fell short of our target in 2013/14, as in previous years. The target is set at a level that represents resurfacing the roads at an equivalent of once every 66 years. A target of 2.5% represents resurfacing roads once every 40 years which is considered sustainable.

Our ability to invest in resurfacing is influenced by the funding provision, other priorities and the increasing costs of construction work. The anticipated target for ISL005 is a worsening road condition over time due to the funding shortfalls compared to that required to maintain the assets. Scottish Road Maintenance Condition Survey results show we are currently 8th overall when compared across Scottish authorities and better than the Scottish average.

We will continue to deliver roadworks including resurfacing and surface dressing programmes, subject to funding, to improve the road condition. Performance is influenced by factors such as winter weather which accelerates deterioration of the road network.



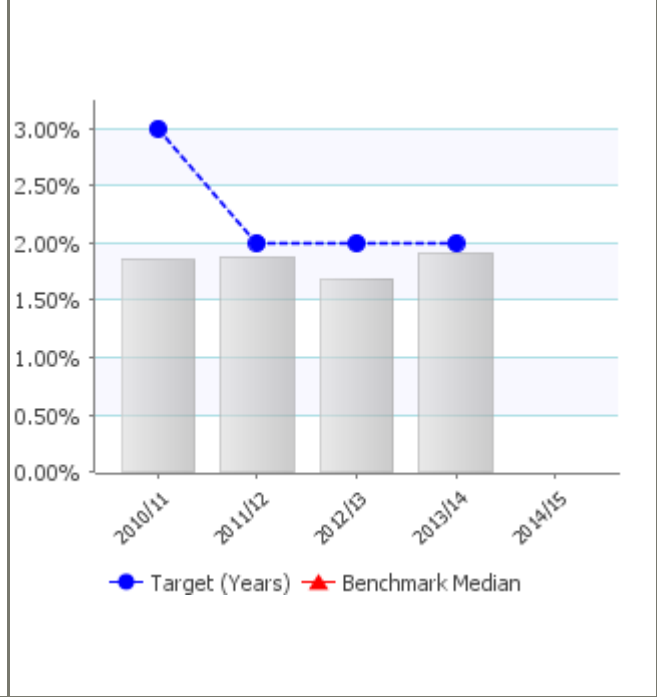
	Value	Target	Benchmark Median
2010/11	1.58%	2.50%	
2011/12	2.10%	1.50%	
2012/13	1.12%	1.50%	
2013/14	1.01%	1.50%	

**ISRL010 % of road network surface dressed per annum (KPI)**

The target is set at a level that represents surface dressing roads at an equivalent of once every 50 years. Surfacing dressing roads once every 10 years is considered sustainable.

Our ability to undertake preventative maintenance such as surfacing dressing is influenced by the funding provision, other priorities and the increasing costs of construction work. The anticipated target for ISL005 is a worsening road condition over time due to the funding shortfalls compared to that required to maintain the assets. The most recent Scottish Road Maintenance Condition Survey results show we are currently 8th when compared across Scottish authorities and better than the Scottish average.

We will continue to deliver roadworks including resurfacing and surface dressing programmes, subject to funding, to improve the road condition. Performance is influenced by factors such as winter weather which accelerates deterioration of the road network.



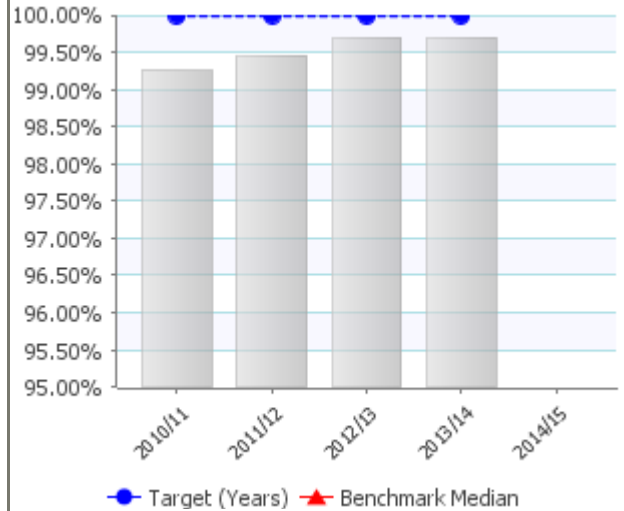
	Value	Target	Benchmark Median
2010/11	1.85%	3.00%	
2011/12	1.87%	2.00%	
2012/13	1.69%	2.00%	
2013/14	1.91%	2.00%	

**ISRL011 Proportions of occasions when the appropriate winter maintenance road treatment commences within the instructed time. (KPI)**

The 2013/14 performance continued at the same level as 12/13 with 99.7% of treatments starting on time, slightly below the 100% target. Over the 2013/14 winter there were only 3 occasions where individual vehicles left the depot late on priority routes. There is no external benchmark for this target.

Our performance has always been relatively high in delivering winter services on time but can be effected by vehicle breakdowns or staff issues.

We will continue to monitor our performance and endeavour to ensure all vehicles commence treatment on time.



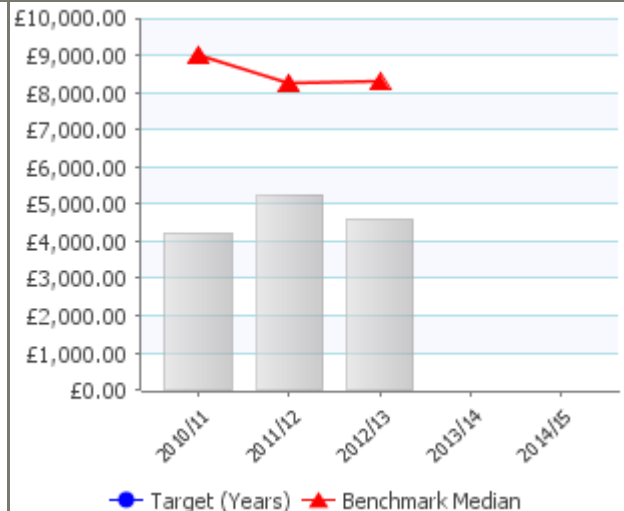
	Value	Target	Benchmark Median
2010/11	99.25%	100.00%	
2011/12	99.46%	100.00%	
2012/13	99.70%	100.00%	
2013/14	99.70%	100.00%	

**ENV4a\_ISRL023 Cost of maintenance per kilometre of roads (SPI) (LGBF)**

The amount spent maintaining each kilometre of roads in Angus fell from £5,258 in 2011/12 to £4,573 in 2012/13. In 2012/13 the spend for the average Scottish council was £8,285.

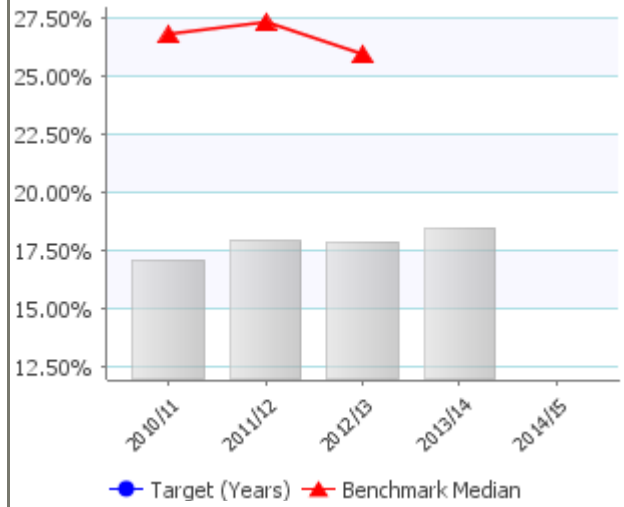
This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to make sure we're all measuring the same costs, to learn from each other and to improve services.

We haven't set targets for this indicator.



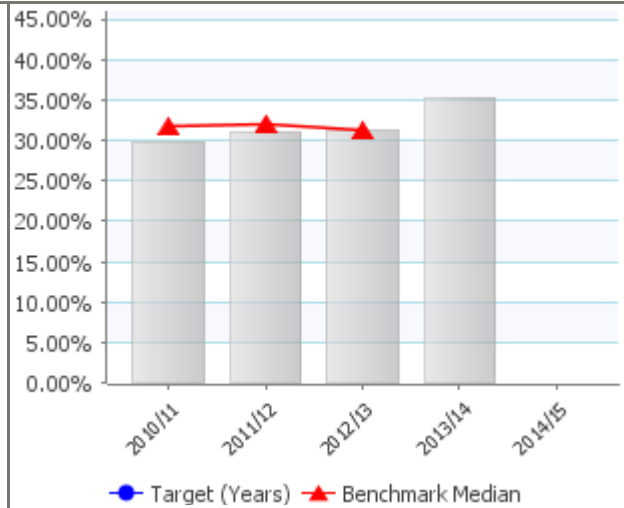
	Value	Target	Benchmark Median
2010/11	£4,199.89		£9,028.86
2011/12	£5,257.62		£8,264.51
2012/13	£4,573.29		£8,284.58
2013/14	LGBF not available at this time		£8,284.58

**ENV4b\_ISRL001 % of the road network that should be considered for maintenance treatment - A class roads (SPI) (LGBF)**



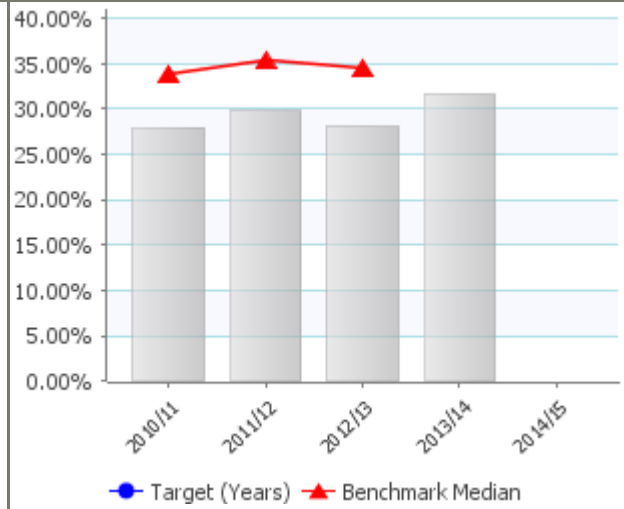
	Value	Target	Benchmark Median
2010/11	17.10%		26.80%
2011/12	17.94%		27.34%
2012/13	17.90%		25.95%
2013/14	18.50%		

**ENV4c\_ISRL002 % of the road network that should be considered for maintenance treatment - B class roads (SPI) (LGBF)**



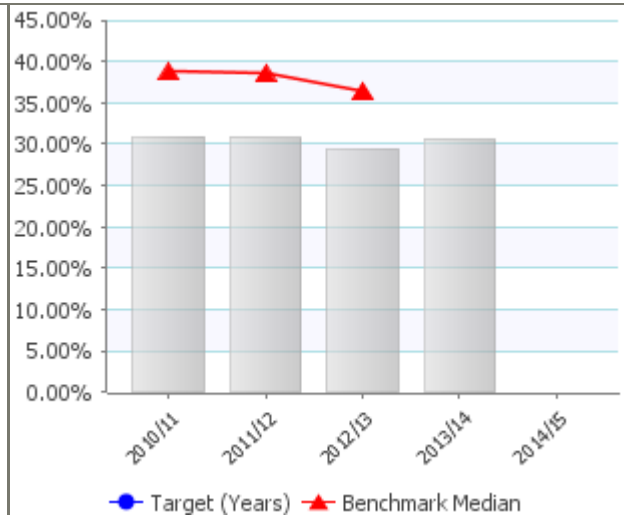
	Value	Target	Benchmark Median
2010/11	29.76%		31.69%
2011/12	31.03%		32.08%
2012/13	31.20%		31.25%
2013/14	35.32%		

**ENV4d\_ISRL003 % of the road network that should be considered for maintenance treatment - C class roads (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	27.94%		33.89%
2011/12	29.80%		35.33%
2012/13	28.00%		34.55%
2013/14	31.57%		

**ENV4e\_ISRL004 % of the road network that should be considered for maintenance treatment - Unclassified roads (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	30.92%		38.74%
2011/12	30.73%		38.56%
2012/13	29.40%		36.45%
2013/14	30.53%		

**ISRL005 % of the road network that should be considered for maintenance treatment - Overall (KPI)**

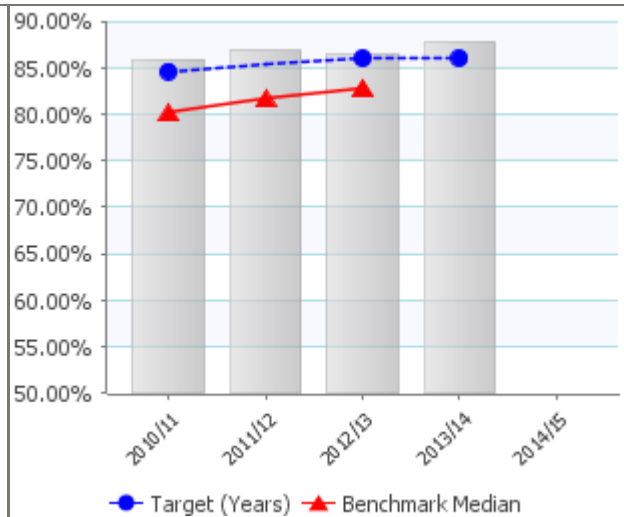
The anticipated target is a worsening road condition over time due to the funding shortfalls compared to that required to maintain the assets. With Indicators ISRL009 and 010 being below target, there should be a correlating reduction in road condition. However performance is better than anticipated with survey results showing some variation year on year depending on the selection of roads measured and we are currently 8th when compared across Scottish authorities and better than the Scottish average.

We will continue to deliver roadworks including resurfacing and surface dressing programmes, subject to funding, to improve the road condition. Performance is influenced by factors such as winter weather which accelerates deterioration of the road network.



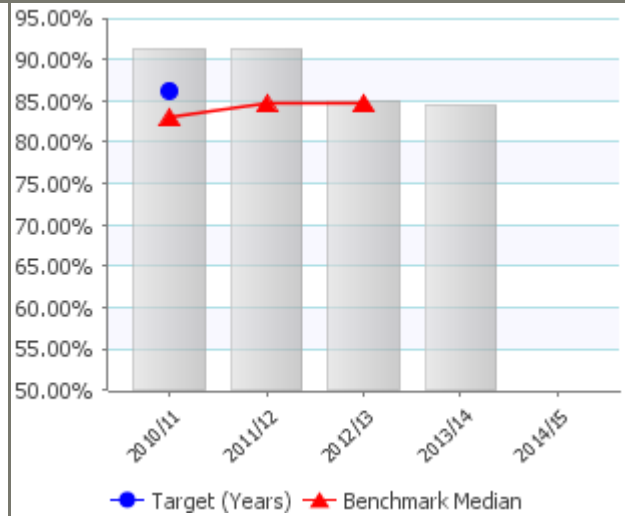
	Value	Target	Benchmark Median
2010/11	29.40%	29.00%	37.70%
2011/12	29.00%	30.00%	36.41%
2012/13	27.90%	30.00%	34.70%
2013/14	30.09%	30.00%	

**C-AST1\_CSP011 % of operational buildings that are suitable for their current use (SPI) (LGBF)**



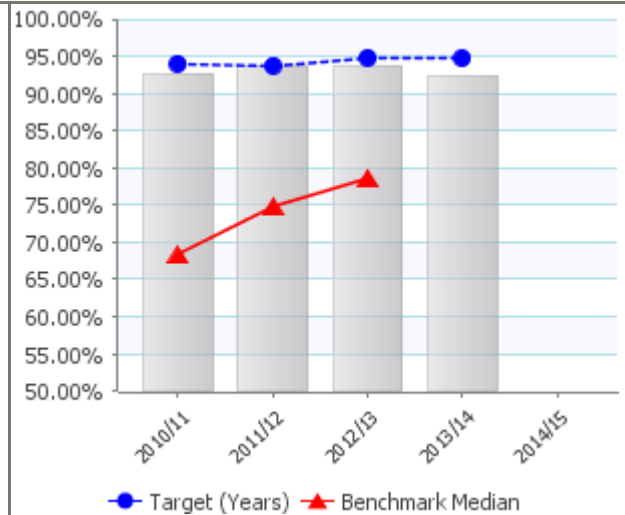
	Value	Target	Benchmark Median
2010/11	85.87%	84.60%	80.11%
2011/12	86.81%	86.00%	81.63%
2012/13	86.41%	86.00%	82.87%
2013/14	87.78%	86.00%	

**C-AST2\_CSP008 Proportion of gross internal floor area that is in satisfactory condition m2 (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11	91.23%	86.20%	82.92%
2011/12	91.20%		84.62%
2012/13	85.02%		84.72%
2013/14	84.39%		

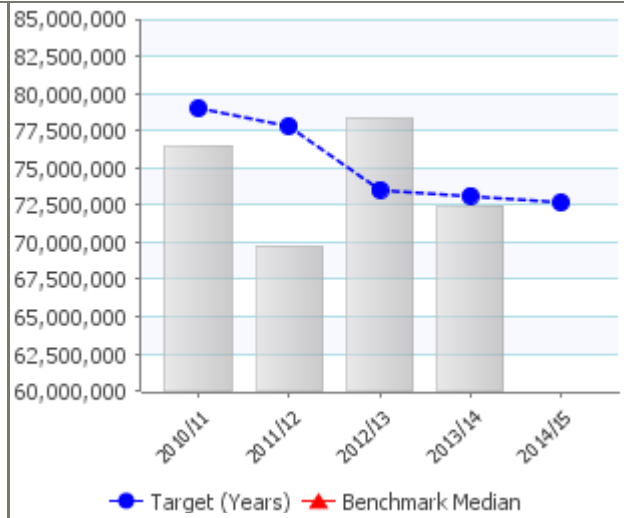
**CSP005 % of buildings from which the council delivers services that are suitable for, and accessible to, disabled people (KPI)**



	Value	Target	Benchmark Median
2010/11	92.70%	94.00%	68.30%
2011/12	93.75%	93.75%	74.84%
2012/13	93.68%	94.79%	78.62%
2013/14	92.39%	94.74%	

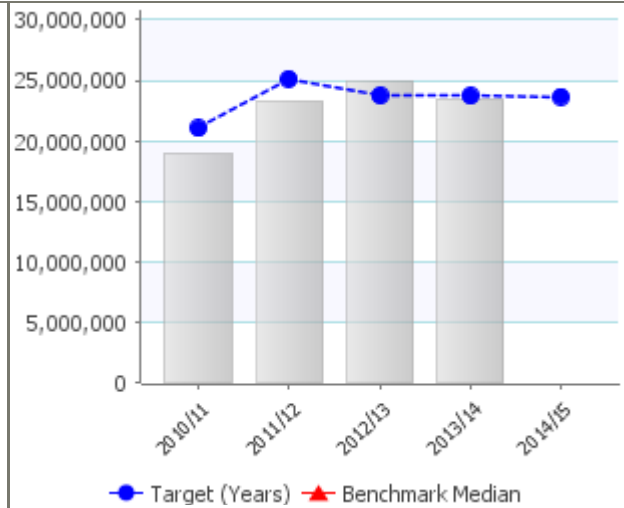


**CSP017 Carbon Reduction Commitment Scheme - Energy Consumption - kilowatt hours per annum (KPI)**



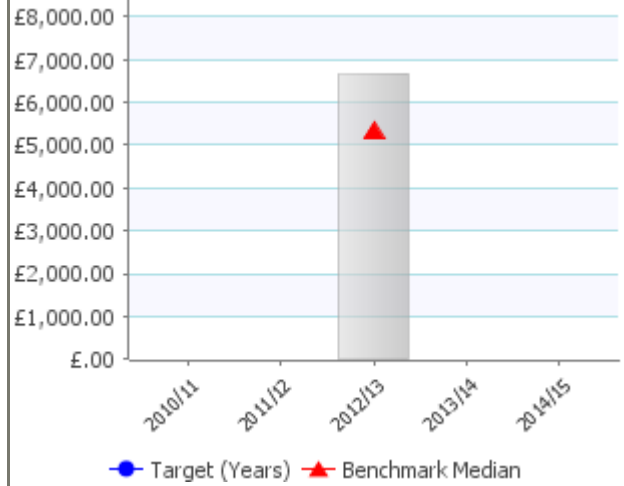
	Value	Target	Benchmark Median
2010/11	76,480,512	79,000,000	
2011/12	69,669,449	77,801,795	
2012/13	78,281,274	73,534,413	
2013/14	72,470,181	73,131,049	

**CSP018 Carbon Reduction Commitment Scheme - CO2 Production - kilograms per annum (KPI)**



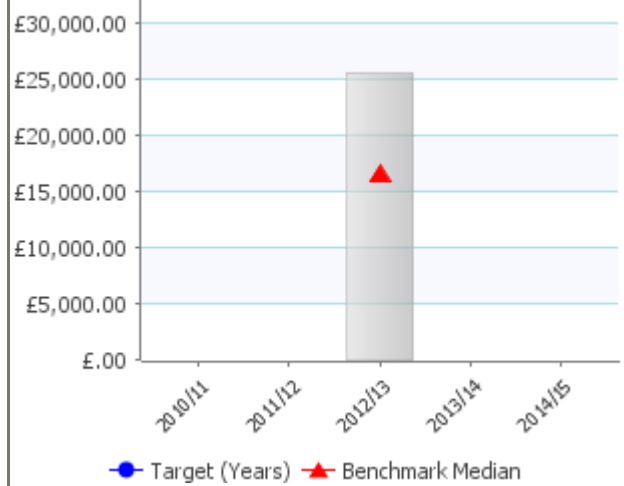
	Value	Target	Benchmark Median
2010/11	18,879,938	21,026,050	
2011/12	23,254,171	25,132,491	
2012/13	24,942,907	23,742,653	
2013/14	23,427,990	23,704,309	

**ENV5a\_ISECP025 Cost of trading standards per 1,000 Pop (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11			
2011/12			
2012/13	£6,677.57		£5,350.63
2013/14	LGBF not available at this time		

**ENV5b\_ISECP026 Cost of environmental health per 1,000 Pop (SPI) (LGBF)**



	Value	Target	Benchmark Median
2010/11			
2011/12			
2012/13	£25,453.92		£16,630.73
2013/14	LGBF not available at this time		

## 5. CUSTOMER CONSULTATION

### Customer Consultations Completed

A range of consultations were carried out during the year. The table below summarise the detail of these and the outcomes derived:-

Title	Brief Description	What we hope the consultation will achieve	Comments/Update
Review of Rent Structure Model	Consultation with tenant on the rationalisation of rent setting elements. This was done between April 2013 and November 2013 by mail shots to tenants, road shows in Libraries, displays in ACCESS Offices.	To ensure tenants are satisfied that rents are set fairly and clearly.	This will satisfy the Housing Regulator that Angus Council is in regular and effective dialogue with tenants.
Review of Service Charging for Housing Tenants	Consultation with tenant on the current service charging model in Angus.. This was done between April 2013 and February 2014 by mail shots to tenants, road shows in Libraries, displays in ACCESS Offices.	To ensure tenants are satisfied that service charges are transparent and set fairly.	This will satisfy the Housing Regulator that Angus Council is in regular and effective dialogue with tenants.
Rent Rise Consultation	Consultation with tenant reps on the rent increase for 2014-15. Related to the above consultation. Consult all tenants in November 2013.	To ensure a fair and reasonable rent rise which meets business requirements.	Report 76/14 was approved at Communities Committee on 6 February 2014. This set out the rents and charges to be applied to Housing Revenue Account properties for 2014/15.
Scottish Social Housing Charter	Consult, review and assess local standards, policies and procedures. Includes statistical return in April and progress report to Regulator in	To ensure tenants are satisfied we have local standards that meet charter outcomes.	Assist the Housing Division in shaping service for tenants with the regulatory framework.

	September.		
Scrutiny Panel	To report performance to tenant reps. Will also publish financial information on a monthly pro-forma on the corporate web-site.	To enable tenants reps to scrutinise performance figures and raise any areas of concern.	Publishing of information on the council's website has continued in 2013-14 after commencing in October 2012.
Tenant's Steering Groups	Use as a vehicle to consult tenants on proposed policy and procedure changes, relating to housing management issues.	To allow tenants to contribute to policy decision and direction.	Topics such as garages, decoration allowance scheme have been reviewed.
Home Contents Insurance – Proposed Implementation	Following a full survey of all tenants in 2012-13 a focus group was facilitated.	Tenants views on how this scheme could be incorporated for all tenants to access.	Meeting was held with Scrutiny Panel to conclude this scheme.
Angus Citizens Panel (ACCESS)	A survey to measure customer satisfaction was sent to 444 panel members in October 2010.	Assisted in giving recommendations to improve service delivery.	It showed 93% of people were fairly or very satisfied with ACCESS performance.
On going with Leisure B-active members	Regular one to one meetings, mail shots, displays in leisure facilities seeking views and recommendations on how the service could be changed to improved the service for members.	Gauge views to enhance service delivery in facilities.	Each facility manager has remit to carry out consultation on issues relating to their facility.
Forfar Business Survey	This survey sought general views on business owners thoughts on Forfar town centre; what's good about it, what could be improved and any specific ideas or proposals to improve it as a location for businesses.	To seek views on the future direction of Forfar town centre, this was done by Angus Council and the Forfar Business Initiative have produced a short Business Survey.	Fed into future plans.

<p>Angus Community Safety Survey 2013</p>	<p>In June 2013, a Community Safety Survey was circulated to 10,000 households seeking the general feelings of safety in communities and community concerns such as environmental antisocial behaviour, drugs, noisy neighbours and vandalism.</p> <p>The partnership asked for help to further identify areas of concern for communities as regards dog fouling, littering and fly-tipping. All Angus residents were able to respond via an online version of the survey.</p>	<p>To complement and enhance the strategic assessment process already used for targeted allocation of community safety resources. In the case of environmental antisocial behaviour, it will be used to help partner agencies and departments target clean ups and enforcement to improve the environment of those areas they have responsibility for.</p>	<p>A response rate of 25% was achieved and a professional market research company compiled the results which were reported to committee.</p> <p>The findings have highlighted that environmental antisocial behaviour continues to be of the utmost concern to our communities, along with new areas of concern such as nuisance phone calls which will be taken forward.</p>
<p>Edzell Flooding</p>	<p>A survey was carried out in April 2013 with Edzell residents through the Have Your Say website to assist in providing supporting information for the Flood Risk Assessment. Information on the location, extent and source of flooding was gathered.</p>	<p>The results of the survey informed the development of the flood risk assessment and will assist in decision making by the council.</p> <p>Following the flooding in autumn and winter 2012 there are a number of customer contacts/consultations ongoing, notably in Edzell, where community engagement continues to seek a solution to flooding issues.</p>	<p>Paper survey responses through wider consultation with the community were more productive.</p> <p>This has resulted in the preparation of a committee report which will be presented to Communities Committee 30.09.14.</p>

<p>Draft Renewable Energy community Benefit Policy</p>	<p>At their meeting of 20 August 2013, Angus Council infrastructure Services Committee (Report No 450/13) approved in principle, a draft Community Benefit Policy in relation to renewable energy developments, subject to modifications for public consultation purposes.</p>	<p>The outcome of the public consultation will be submitted to Committee.</p>	<p>The consultation was run from Friday 17 January 2014 to Friday 14 March 2014.</p> <p>A separate report will be submitted on the governance arrangements for the disbursement of any community benefit monies.</p>
<p>Speed Reduction Measures Proposed for:-</p> <ul style="list-style-type: none"> <li>• Tayside Street, Carnoustie</li> <li>• MacDonald Smith Drive, Carnoustie</li> <li>• Osprey Road, Piperdam</li> <li>• Blackfriars Street, Montrose</li> <li>• Durham Street, Monifieth</li> </ul>	<p>A survey was carried out with frontagers of the affected street and through the Have Your Say website in February 2014 to obtain opinion on agreement with the proposed introduction of 75mm high road humps along the following streets Tayside Street, Carnoustie; MacDonald Smith Drive, Carnoustie; Osprey Road, Piperdam; Blackfriars Streets, Montrose and Durham Street, Monifieth.</p>	<p>Following consultation, schemes were proposed for the introduction of road humps in Blackfriars Street, Montrose and Durham Street, Monifieth. The proposals have been agreed by Committee and works will take place in 2014/15.</p>	<p>These have resulted in committee reports.</p>
<p>Review of Bus Service Contracts</p>	<p>Local bus services are re-tendered across Angus as part of a three year rolling programme. In order to establish the service levels, timetables and routes required for the replacement contracts a rigorous consultation exercise was undertaken prior to re-tendering. Over time peoples travel patterns and</p>	<p>The consultation exercise sought to identify any changes required to the current service provision and included:</p> <ul style="list-style-type: none"> <li>• on-bus surveys;</li> <li>• consultation with operators;</li> <li>• consultation with Local Members;</li> <li>• consultation with Community Councils;</li> </ul>	<p>The consultation exercise confirmed the contracts were meeting the needs of the majority of the users, however, it highlighted that some improvements could be made to better serve existing users. These changes were, where practicable, incorporated into the tenders sought and subsequent replacement</p>

	requirements change therefore it is important to review requirements and not just continue with the existing service provision.	<ul style="list-style-type: none"> <li>• Consultation via 'Have Your Say' on the Council's website;</li> <li>• notices on buses inviting comments from passengers; and editorial in newspapers inviting comments.</li> </ul>	contracted local bus services.
Consultation with each Burgh regarding Christmas Lighting Displays	Elected Members, representatives from the Community Council, Business Associations, Rotary Club and Round Table (as appropriate) in each burgh town were invited to attend meetings to discuss any issues/views that may have arisen from the previous years' displays and to discuss any proposals for improvement to the next display.	Since 2010 each burgh has an allocated fund for improving their displays and the attendees are given the opportunity to select features to replace any life expired or faulty units and to maintain the displays to an agreed level/extent.	The main points raised within each burgh are the maintenance of the displays and ongoing financial support.  Each group also discuss proposals for the date and time of each switch on event by burgh.
Traffic Management Consultations	There have been a number of consultations in regard to a variety of Traffic Orders for changes in waiting restrictions and traffic proposals. Notable traffic calming was proposed at Panter Crescent, Montrose and Post Box Road, Birkhill.  Panter Crescent, Montrose and Post Box Road, Birkhill are areas where Twenty's Plenty were introduced. They were subject to a monitoring exercise and included in eight Twenty's	Investigation and consideration was to be given to the introduction of physical measures to reduce speeds in these areas to an appropriate level.	It was recommended to install road humps at Panter Crescent and Post Box Road, subject to the outcome of consultation.  Panter Crescent replies indicated 76% in favour, and 40% in favour for Post Box Road. The Community Council also responded and objected to the Post Box Road proposals. On that basis, the Panter Crescent measures were implemented and the Post Box Road were not.

	<p>Plenty areas identified where the 85 percentile speed was above the desirable threshold for advisory 20 mph limits, being equal to or in excess of 30 mph.</p> <p>Letters were sent to the local members, the community council, the police and other emergency services, Strathtay Scottish Omnibuses Ltd, the Director of Education, the Director of Neighbourhood Services and made available through the Have Your Say website, asking if they were in favour of proposals. Angus Council site notices were posted on lighting columns in the area and the proposals were advertised in the relevant newspapers.</p>		
<p>River South Esk/Brechin Flood Prevention Scheme</p>	<p>Design staff have progressed the Brechin Flood Prevention Scheme. As the scheme has developed, consultation with stakeholders has been undertaken, notably with SEPA, SNH, Historic Scotland and Scottish Water. Further consultation with stakeholders and the local community was undertaken in 2013/14, once the scheme was confirmed by Scottish Government and funding was approved.</p>	<p>This has allowed the design staff to incorporate features requested by the local community into the design of the scheme.</p>	<p>This will continue in 2014/15. A scheme web-page has been developed, by the design team, which will be used as a communication / consultation tool for the scheme.</p>



Arbroath Flood Strategy	Design staff have undertaken a consultation with relevant parties regarding the Arbroath Flood Strategy. This has included, in particular, Arbroath Community Council and the Arbroath Partnership.		Feedback from this has informed the strategy and associated reporting to Committee. Examples of the influence of the consultations are the early implementation of intervention measures to address weaknesses in the flood defences and the ongoing replacement of the balustrading in Victoria Park. This work continues.
Montrose Beach	The stakeholders for Montrose beach did not meet in 2013/14. However, separate meetings have been held with the Montrose Port Authority, as one of the largest stakeholders.	Stakeholders' views were sought previously on the implementation measures proposed and these views are being incorporated by the project team.	This work continues into 2014/15 and regular meetings will be held with the stakeholders to provide progress reports and to inform future reporting to committee on this topic.
A92 road (Design, Build, Finance and Operate contract – Dundee to Arbroath)	Claymore Roads Ltd who are the operating company for the A92 road design, build, finance and operate contract undertake an annual customer/user satisfaction survey for the road's services for that part of the A92 between the Claypotts junction, Dundee and Elliott at Arbroath.	The information received from this informs both the operating company itself and the client bodies (Angus Council and Dundee City Council).	The levels of satisfaction continue to be high.
Arbroath Harbour Joint Consultative Committee	Roads staff support the Arbroath Harbour Joint Consultative Committee which met in May, September and December. It provides a forum for discussion between representatives of user groups	The feedback received from these consultations will be used to inform decisions made by the members and officers regarding operational activities at, and to do with, Arbroath Harbour.	

	and members of the council on matters of contemporary interest regarding operational matters at the harbour.		
Roads Biennial Angus Citizens' Survey	To gather opinions and views from residents on life in the county. The company Research Resource employed to carry out the survey contacted around 1500 people across all eight wards.		Results were reported to committee on 15 April 2014 and noted 79% satisfaction with the condition of roads, pavements and street lighting; only 3% of respondents least liked this aspect of their neighbourhood.
Supplier Feedback/Satisfaction Survey	As part of the annual contractor performance process together with Property's report issued to contactors on their project performance we have issued a Supplier Feedback/Satisfaction Survey form to the same contractors. The form contained a number of sections relating to procurement process, performance of Angus Councils project team, contract administration and final account process. The suppliers were invited to provide scores out of 10 on the various sections.	If they had provided ratings which fell into the 'Totally dissatisfied' the suppliers were requested to provide further details in order that closer examination could be made on any issues raised.	Forms were issued to 32 suppliers with only 8 being returned. No suppliers provided any 'Totally dissatisfied' ratings and 7 suppliers provided all responses in the Totally satisfied range. An analysis indicated that in areas the average scoring was over 82% and the average score for Overall Satisfaction was 86.3%.
Property Customer questionnaires	Property Customer questionnaires for 13/14 have also been issued to Heads of Service covering all areas of	Once returned these will be analysed and changes in service implemented, if required.	

	<p>service, estates Management, energy management, property maintenance and contractual management. Questionnaires were also issued to client contacts for major projects, requesting ratings on a number of areas, including timescales, budget, communication, health and safety, contractor performance and level of satisfaction with the finished product.</p>		
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Street Lighting Works and LED Conversions were carried out in the following locations and customer satisfaction surveys were carried out with residents subsequently. Results are as noted below:

Location	Prefer new installations	Feel safer	Area enhanced	Overall satisfaction (Excellent/Adequate)
Linton Road, Arbroath	96%	69%	73%	100%
Chapman Drive, Carnoustie	75%	32%	60%	96%
Dalhousie Place, Arbroath	94%	50%	56%	94%
Westhaven Park, Carnoustie	55%	18%	36%	69%
Bank Close, Kirriemuir	83%	77%	69%	100%
Hillview Bogindollo	75%	25%	25%	50%
Inchbare	83%	38%	50%	75%
Trinity	50%	43%	43%	71%
<b>Overall</b>	<b>76%</b>	<b>44%</b>	<b>52%</b>	<b>82%</b>

In the following locations, footway and carriageway works were carried out, some with street lighting works as combined projects. As in previous years, customer satisfaction surveys were carried out with residents subsequently. Satisfaction with various elements were surveyed including notification of works start/end dates, access arrangements, completed road surface, signing and barriers, working hours, duration and staff attitude. Other than the demand for longer carriageway and footway lengths to be treated, satisfaction levels were generally good with no uniform or overwhelming demands for improvements to policy, procedure and practice. A summary of results are as noted below:

Location	Area enhanced	Overall satisfaction (Excellent/Adequate)
Brechin Road, Arbroath	79%	88%
Various Friockheim	100%	83%
Hill Rise, Kirriemuir	80%	80%
Links Avenue, Montrose	84%	95%
Lochend Road, Carnoustie	89%	89%
Panbride Road, Carnoustie	50%	60%
<b>Overall</b>	<b>80%</b>	<b>83%</b>

## 6. COMPLAINTS

Complaints have decreased significantly across the directorate during 2013/14. 226 were recorded in 2013/14 compared to 394 in 2012/13, a decrease of 42.6%.

Table 1 below gives a breakdown of complaints by business unit within the directorate. Table 2 summarises the categories of complaints recorded using the CRM business groupings.

**Table 1**

	<b>2013/14</b>	<b>2012/13</b>
<b>Business Unit</b>	<b>Total</b>	<b>Total</b>
ACCESS	7	13
Community Planning	2	0
Cultural	6	5
ECP	5	0
Environmental Management	52	129
Housing	88	167
Leisure	12	61
Planning and Transport	25	12
Property	1	0
Roads	27	5
Business Support	1	2
<b>Total</b>	<b>226</b>	<b>394</b>

**Table 2**

Category of complaints by Business Unit between 01/04/13 - 31/03/14

<b>Business Unit</b>	Council's failure to follow appropriate administrative procedure	Delay in responding to enquiries and request	Disagreement with a decision where customer cannot use another procedure	Dissatisfaction with council policy	Failure to provide service	Inadequate standard	Other	Treatment or attitude of a staff member	<b>Total</b>
ACCESS	0	3	0	0	0	1	0	3	<b>7</b>
Community Planning	0	0	0	1	0	0	0	1	<b>2</b>
Cultural	0	0	0	0	1	2	2	1	<b>6</b>
ECP	0	1	0	0	2	1	0	1	<b>5</b>
Environmental Management	1	7	0	0	19	12	3	10	<b>52</b>
Housing	4	16	0	8	15	8	14	23	<b>88</b>
Leisure	1	2	0	0	0	2	4	3	<b>12</b>
Planning and Transport	3	8	0	6	2	2	3	1	<b>25</b>
Property	0	0	0	0	0	0	0	1	<b>1</b>
Roads	0	15	1	0	5	2	3	1	<b>27</b>
Business Support	0	1	0	0	0	0	0	0	<b>1</b>
<b>Total</b>	<b>9</b>	<b>53</b>	<b>1</b>	<b>15</b>	<b>44</b>	<b>30</b>	<b>29</b>	<b>45</b>	<b>226</b>

## 7. FINANCE

This section covers the General Fund elements of the Communities Directorate. The financial performance of the Housing Revenue Account is reported on separately (report 322/14 refers).

### Revenue Budget 2013/14

Table to follow showing 2013/14 Revenue Budget data. The table has 5 columns. First row has headings with 7 rows to follow.

<b>Division:</b>	<b>Adjusted Controllable Net Budget £000's</b>	<b>Unaudited Actual To 31 March 2013 £000's</b>	<b>Over/ (Under) Spend £000's</b>	<b>Actual Against Budget %</b>
Directorate	563	583	20	103.6
Business Support & Improvement	326	278	(48)	85.3
Services to Communities	10,503	10,265	(238)	97.7
Technical & Property Services	25,679	24,848	(831)	96.8
Planning & Place	6,313	5,541	(772)	87.8
Regulatory, Protective & Prevention Services	18,912	18,578	(334)	98.2
<b>Communities Directorate Total</b>	<b>62,296</b>	<b>60,093</b>	<b>(2,203)</b>	<b>96.5</b>

### Commentary

An overall underspend on the controllable revenue budget of £2,203,000 is evident in respect of the Communities directorate. The main factors resulting in this underspend are: staff slippage across the directorate; higher than anticipated income for use of Leisure facilities; reduced street lighting energy costs; higher than budgeted Planning, Roads and Property fee income; slippage in the completion of planned maintenance works; delayed procurement of a boat hoist for Arbroath Harbour; reduced winter maintenance costs; additional Housing Benefit overpayment recovery income; lower than anticipated recharge for Homelessness; additional income from the HRA for use of ACCESS services; lower than anticipated spend on waste disposal costs; and better than anticipated generation of income by Parks, Gardens & Ground Operations.

A number of 100% carry forwards have however been approved (reports 684/13, 70/14 and 270/14 refer) and the net position for Communities after applying the 100% carry forwards and earmarked unspent grant income is an underspend of £176,000.

## Capital Budget 2013/14

### Net Expenditure – Capital Programme 2013/14

Table to follow showing Net Expenditure – Capital Programme 2013/14 data. The table has 5 columns. First row has headings with 7 rows to follow.

<b>Division</b>	<b>Monitoring Budget £000's</b>	<b>Actual to 31 March 2014 £000's</b>	<b>Over/ (Under) Spend £000's</b>	<b>Actual Against Budget %</b>
Directorate	0	0	0	0
Business Support & Improvement	0	0	0	0
Services to Communities	300	144	(156)	48.0
Technical & Property Services	10,298	10,276	(22)	99.8
Planning & Place	55	4	(51)	7.3
Regulatory, Protective & Prevention Services	2,997	1,885	(1,112)	62.9
<b>Communities Directorate Total</b>	<b>13,650</b>	<b>12,309</b>	<b>(1,341)</b>	<b>90.2</b>

### Commentary

An overall underspend on the capital monitoring budget of £1,341,000 is evident in respect of the Communities directorate. The main factors resulting in this underspend are: Vehicle Replacement Programme (RP&PS) – variations made to programme during year, including RCV refurbishments not being undertaken due to wider review of the refurbishment programme; Provision for Zero Waste Implementation (RP&PS) – project re-phased over financial years 2014/15 to 2016/17 whilst longer term plans are firmed up; and Brechin Flood Prevention Scheme (T&PS) – delay in funding application decision resulted in slippage.

### Renewal and Repairs (R & R) Fund 2013/14

Table to follow summarising the position on the Roads & Transport, Property and Recreation Renewal & Repair Funds as at 31 March 2014. The table has 4 columns. First row has headings with 8 rows to follow.

<b>Description</b>	<b>Roads &amp; Transport £000's</b>	<b>Property £000's</b>	<b>Recreation £000's</b>
Total R&R Fund as at 1 April 2013	623	819	837
<u>Add</u> Contributions & Additions to the Funds	1,398	1,314	509
<u>Less</u> Total expenditure to 31 March 2014	(1,280)	(1,077)	(670)
<b>R&amp;R Fund Balance as at 31 March 2014</b>	<b>741</b>	<b>1,056</b>	<b>676</b>
<u>Less</u> Total committed expenditure outstanding	(641)	(743)	(631)
<b>Uncommitted Fund balance as at 31 March 2014</b>	<b>100</b>	<b>313</b>	<b>45</b>
<u>Less</u> minimum Fund balance	(100)	(150)	(15)
<b>Available Fund balance as at 31 March 2014</b>	<b>0</b>	<b>163</b>	<b>30</b>



## Commentary

### Roads & Transport

The main spend during 2013/14 was on: carriageway & footways £616k; road structures £391k; lighting replacements £168k; and various other projects £105k.

The outstanding commitments relate to: carriageway & footways £359k; road structures £233k; and various other projects £49k.

### Property

The main spend during 2013/14 was on: upgrading works at Seaton Grove and Kirriemuir Library £207k; accessibility works at Montrose Library and Signal Tower Museum £85k; fire safety works £83k; general office consolidation £71k; general school maintenance £67k; replacement light fittings £90k; external paintworks £140k; health and safety works £66k; boiler replacement £100k; and various other projects £168k.

The outstanding commitments relate to: energy management £121; fire safety works £207k; general school maintenance £43k; office rationalisation £21k; drainage and demolition works £31k; upgrading works £71k and various other projects £249k.

### Recreation

The main spend during 2013/14 was on: sport & leisure equipment £255k; and upgrading and repairing playparks, parks and burial grounds £415k.

The outstanding commitments relate to: sport & leisure equipment £251k; and upgrading and repairing playparks, parks and burial grounds £380k.

## 8. STAFFING

The following table summarises the actual staff numbers in 2013/14 and 2012/13.

	2013/14				2012/13
	Total Staff	Full Time	Part Time	FTE Total	FTE Total
<b>Communities Directorate:-</b>					
Directorate	9	9	0	9.00	6.00
Business Support	45	32	13	40.27	25.84
<b>Planning and Place:-</b>					
Community Planning	79	36	43	53.22	16.00
Housing	89	74	15	82.86	134.11
Planning	50	44	6	47.33	72.30
<b>Services to Communities:-</b>					
ACCESS	48	20	28	34.68	34.26
Sports Services	256	88	168	148.43	146.50
Cultural Services	107	49	58	73.54	73.63
<b>Regulatory, Protective and Prevention Services:-</b>					
Prevention & Protection	72	64	8	70.66	49.86
Waste Management	255	216	39	229.77	215.51
Parks Services	118	117	1	117.91	121.71
<b>Technical &amp; Property Services:-</b>					
Roads	81	75	6	75.40	80.70
Property Services	111	92	19	105.10	94.70
<b>Total</b>	<b>1320</b>	<b>916</b>	<b>404</b>	<b>1088.17</b>	<b>1071.12</b>

The following chart summarises the sickness levels for staff within Communities for 2013/14 with a comparison to 2012/13.

	Number of staff employed on a 5 day working week:	No of working days	Number of staff employed other than a 5 day working week:	No of working days	No of work days lost not sick	Total No of productive days	Total Sick days lost	%
<b>2013/14</b>	856.38	55,873.00	358.25	9,894.90	9,757.55	56,010.35	2,882.38	5.15%
<b>2012/13</b>	679.75	44,524.00	263.50	9,119.25	7,696.68	45,946.57	2,749.75	5.98%

### Employee Turnover

The staff turnover percentage figures represent the numbers of staff leaving Communities. Indicator A includes staff moving to other areas within the Council, whilst indicator B reflects staff leaving the Council.

Indicator A		Indicator B	
2012/13	2013/14	2012/13	2013/14
19.09%	13.87%	18.68%	13.79%

## 9. HEALTH & SAFETY

During 2013/14 there were 5 reportable accidents to the HSE, 4 in Environmental Management and 1 in Leisure Services. 1 of these accidents resulted in the amputation of an employee's finger. This was reported correctly to the HSE under RIDDOR.

Following a full inspection of Waste Collection Services in June 2012, a follow up visit was made in May 2013 with no resulting recommendations received.

The table below gives a breakdown of employee accidents and incidents of violence and aggression against employees for 2013/14 and 2012/13 comparison summarised by business unit.

All violence and aggression reports are scrutinised by Communities Senior Management Team and actioned appropriately.

	<b>Employee Accidents 2013/14</b>	<b>Employee Accidents 2012/13</b>	<b>Violence &amp; Aggression 2013/14</b>	<b>Violence &amp; Aggression 2012/13</b>
<b>Communities Directorate:-</b>				
Directorate				
Business Support	2	2		
<b>Planning &amp; Place:-</b>				
Community Planning				
Housing	6	8	5	5
Planning				
<b>Services to Communities:-</b>				
Leisure Services	20	27		
ACCESS			1	
Cultural Services	5	4	6	1
<b>Regulatory, Protective &amp; Prevention Services</b>				
Public Protection and Enforcement			2	
Waste Management	51	71	1	
Parks Services				
<b>Technical &amp; Property Services</b>				
Roads				
Property Services	8			
<b>Total</b>	<b>92</b>	<b>112</b>	<b>15</b>	<b>6</b>

The directorate recognises that during 2013/14 there was no wholesale review of health and safety management across the directorate, only where operational needs required amendments to be made to existing procedures.

The directorate will ensure that a full review is carried out during 2014/15.

We continue to use the services of Angus Councils own Fire Risk Assessor to advise and assist building managers on fire safety issues.

Staff across Communities attended the following courses to enhance their health and Safety knowledge and skills.

No of Attendees	Course Title
13	First Aid - Emergency
11	Managing Absence
4	Manual Handling Roads Specific Assessors Training
4	Dealing with Difficult Telephone Calls
3	E-Induction Training (Non Managers)
2	Integrated Emergency Management in Scotland
2	Security Awareness
14	Heartstart First Aid Training
13	Stress Management and the Risk Assessment Process
19	First Aid Refresher
2	Dealing with Violent & Aggressive Situations
7	Manual Handling Assessor / Instructor 1 and 2
1	Personal Stress Awareness
1	Mentally Healthy Workplaces
1	Display Screen Equipment (Operators)
1	Disability Awareness

Within Roads section of Technical and Property Services they have continued to maintain their accreditation of the British Standards Institute OHSAS:18001 standard through two inspections in 2013/14.

An e-learning package relating to Asbestos Awareness has been developed and piloted; this will be 'rolled out' where appropriate across the Directorate during 2014/15.

A number of technical courses were also provided which indirectly included safety elements:-

Attendees	Course Topics
29	Drainage, SUDS, Surface Water, Flood Risk
28	Chapter 8 - Traffic Management Safety
13	Retaining Walls, Structures, Masonry
11	Surface Dressing, Roads Works Register, Winter
9	Lighting
7	Eurocode standards and Design
7	Road and Traffic Safety
6	Oil Spills, Harbour Radios, Harbour Master
1	Coastal

## 10. ASSET MANAGEMENT

The lists below, by business unit, give detail of the assets recorded against the directorate. (Figures in brackets relate to 2012/13 which are included for comparison).

### SERVICES TO COMMUNITIES:

#### ACCESS

- 1 office in each of the 7 burghs and 1 centralised ACCESSLine Office located at William Wallace House, Forfar

#### Cultural Services

- 7 full-time libraries
- 2 mobile libraries
- Hold a collection of 234,485 library items (243,570)
- People's Network have 55 personal computers in the Library Learning Centres
- 6 Accredited Museums and Galleries
- Hold a collection of 26,475 museum exhibits
- Angus Archive (Restenneth)
- Webster Memorial Theatre (Arbroath)

#### Leisure Services

- Sports Centres – 5 Dry with 3 Wet and Dry
- 1 Swimming Pool
- 3 part time swimming pools (within High School premises)
- Crombie and Monikie Country Park
- Forfar Loch
- Montrose Nature Reserve
- Glen Doll – Angus Glens Ranger Base
- Areas for outdoor recreation at Carnoustie, Forfar, Monifieth and Montrose – working in partnership to deliver outdoor recreation services in Arbroath
- Synthetic grass pitches at Arbroath, Carnoustie and Kirriemuir
- Caravan parks which are leased out at Carnoustie, Forfar and Montrose
- 6 owned and administered with 2 additional halls owned but leased to community groups

### PLANNING & PLACE:

#### Housing

- Housing stock as at 31 March 2014 – 7816
- Garage stock as at 31 March 2014 – 1679
- Garage sites as at 31 March 2014 – 797
- William Wallace House, Forfar (owned by Housing Revenue Account)

### TECHNICAL AND PROPERTY SERVICES:

#### Roads

- 1,100 miles of road
- 21,000 lighting columns
- 370 bridges
- 806 bus stops
- 326 bus shelters

## **REGULATORY, PROTECTIVE & PREVENTION SERVICES:**

### **Parks**

- 101 Parks which include – 5 country parks / 13 burgh parks / 25 local parks and 58 open spaces
- 592 Ha of maintained parkland
- 100 playgrounds – with 620 play equipment items
- 65 maintained sports pitches
- 71 burial grounds covering 51Ha

### **Waste Management**

- 7 Depots within Arbroath, Brechin, Carnoustie, Forfar, Kirriemuir, Monifieth and Montrose (some are shared with staff from Ground Maintenance)
- 7 recycling centres and 47 neighbourhood recycling points / glass banks
- Restenneth Landfill Site covering 36.9Ha
- Angus Communities Recycling Opportunities Partnership (ACROP)

### **Fleet Services**

Consists of vehicles and plant

- 298 vehicles (297)
- 129 Plant Items (159)
- 171 Skips and Containers (166)
- 7 Baling Equipment (7)
- During 2013/14 the replacement vehicle programme amounted to £2.9 million (£1.4 million)

## 11. EQUALITIES

The Communities Directorate continues to promote equality and fairness in all aspects of its work.

Two senior managers represent the directorate on the Corporate Equalities Working Group and have supported the work of the group throughout 2013-14 to participate in the undernoted activities:-

- Completion of the Council's draft Gaelic Language Plan
- Contributed to the council's policy on procurement and equalities
- A further migrant worker roadshow in conjunction with partners was held
- Completion of protocols with Angus Violence Against Women Partnership of Tayside for Harmful Traditional practices

During the year the directorate has encouraged participation in the undernoted equalities activities:-

- Continuing to ensure staff are trained in equalities issues and awareness
- Review of directorate policies and plans to ensure inequalities are levelled
- Ensure equalities are embedded in employment and recruitment in directorate

Services to Communities, both through the Countryside Ranger Service and Sports Development Section, continue to work with a wide range of groups with disabilities and learning needs.

The Sports Development Section covered this in their work on the special needs summer programme for young children who require additional support needs. A main focus of their role is to support Tayside Special Olympics in an effective partnership to develop sport for people with disabilities and special needs in Angus at both national and regional level. A squad attended the Great Britain Special Olympics Games at Bath 1 August 2013 returning with 16 gold, 21 silver, 18 bronze and 23 4<sup>th</sup> places medals.

The countryside ranger service continues to support the "Branching Out Programme" providing a range of structured outdoor activities, supplementing traditional forms of care provided by NHS Tayside Mental Health Services. The programme was specially developed for people with severe and enduring mental health support needs, demonstrating the opportunity and benefits of the use of the natural environment to improve wellbeing. Participants enjoy enhanced self esteem, increased physical activity and confidence in meeting new people.

The Housing Division had a £520,000 annual programme in 2013/14 to provide aids and adaptations for council housing tenants with special needs. The new-build Council house programme also has a focus on delivering barrier free housing, and this, coupled with the allocation policy agreed with partners in the common housing register, is designed to ensure that everyone has equal access to a good quality home.