

Angus Council Performs

Responsiveness to Communities

In the following pages we provide information on a range of indicators around Responsiveness to Communities in Angus. For each indicator we provide not only data but also a short explanation of our performance.

Numbers can only tell us so much about performance so every year we also publish a range of other things, such as news releases, web-pages and committee reports that might give you a better picture of the services we provide and the level of service that is delivered.

More information on Responsiveness to Communities in Angus can be found in the following:

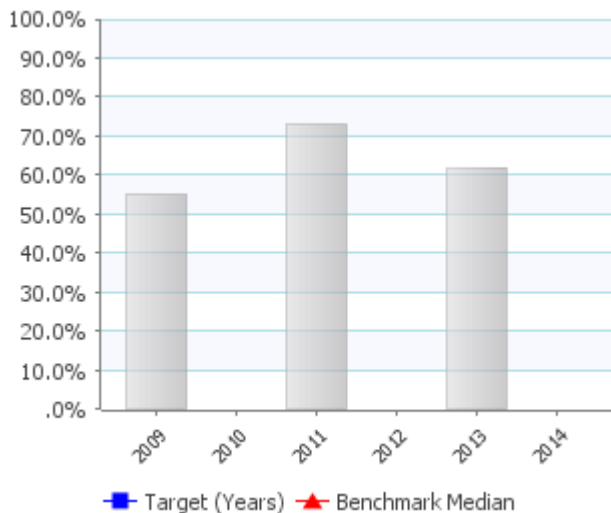
- [Consultation/Involvement](#) committee reports
- [Customer Care](#) committee reports
- [Have Your Say](#) web-pages
- [Have your say at Council meetings](#) web-page
- [Angus Citizens' Panel](#) web-page
- [Customer Care](#) web-page
- [Corporate Improvement Plan Annual Report 2012/2013](#)

Proportion of respondents agreeing that Angus Council provides services which are value for money (KPI)

In 2013 62% of respondents agreed that the council provided value for money services, a fall from 73% in 2011.

This information is gathered via the Angus Citizens' Survey which is carried out every two years.

The council is actively involved in the Local Government Benchmarking Framework which helps councils compare performance including the costs of service delivery. It is anticipated that this work will help us deliver even more efficient services in future.

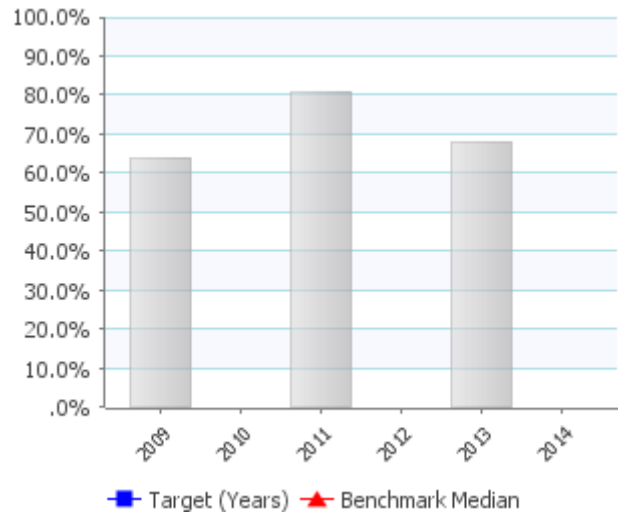


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009	55.0%	Blank	Blank
2	2010	Not Available	Blank	Blank
3	2011	73.0%	Blank	Blank
4	2012	Not Available	Blank	Blank
5	2013	62.0%	Blank	Blank
6	2014	Blank	Blank	Blank

Proportion of respondents agreeing that Angus Council provides good quality services (KPI)

This information is gathered via the Angus Citizens' Survey which is undertaken every two years. In 2013 68% of respondents agreed that the council provided good value services, down from 81% in 2011.

We monitor the quality of our services all of the time with all services monitoring and targeting a number of performance indicators that are made available to the public on the council website.

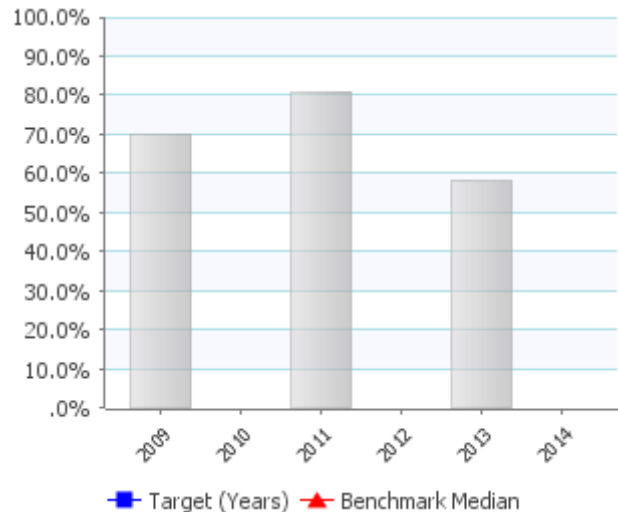


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009	64.0%	Blank	Blank
2	2010	Not Available	Blank	Blank
3	2011	81.0%	Blank	Blank
4	2012	Not Available	Blank	Blank
5	2013	68.0%	Blank	Blank
6	2014	Blank	Blank	Blank

Proportion of respondents agreeing that Angus Council has friendly, polite, well informed employees (KPI)

This information comes from the Angus Citizens' Survey which we conduct every two years. In 2013 58% of respondents agreed that council staff are friendly, polite and well-informed, this is a fall from 81% in 2011.

Angus Council monitors customer satisfaction in a range of ways from individual feedback to routine customer surveys. Much of this information is reported to committee over time which means it is also accessible to the public.



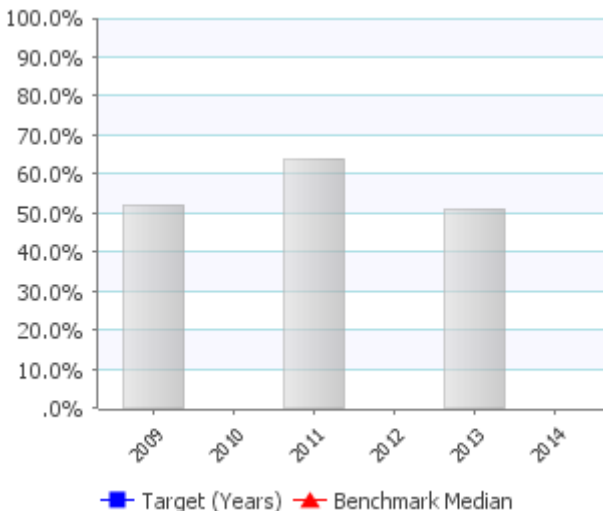
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009	70.0%	Blank	Blank
2	2010	Not Available	Blank	Blank
3	2011	81.0%	Blank	Blank
4	2012	Not Available	Blank	Blank
5	2013	58.0%	Blank	Blank
6	2014	Blank	Blank	Blank

Proportion of respondents agreeing that Angus Council listens to complaints (KPI)

In 2013 51% of respondents agreed that Angus Council listens to complaints down from 64% in 2011.

A new simplified Angus Council complaint handling procedure went live on 1 April 2013 (Committee Report 703/12 refers). The procedure, adopted across Scottish councils, was developed by local council complaints experts working with the Scottish Public Services Ombudsman.

The new approach aims for quicker, simpler and more streamlined complaints handling with local, early resolution by capable, well-trained staff.

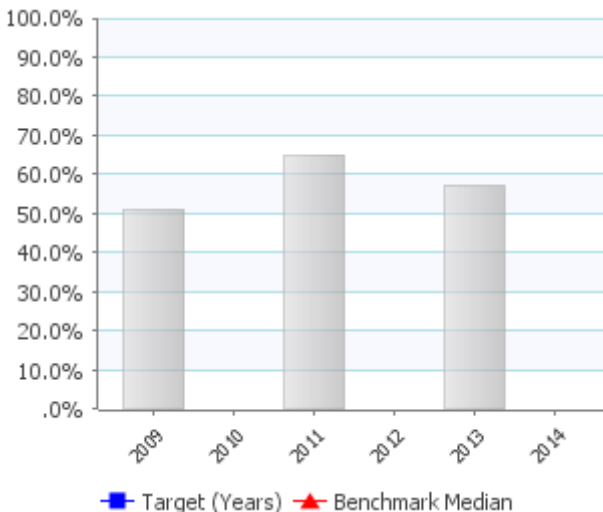


ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009	52.0%	Blank	Blank
2	2010	Not Available	Blank	Blank
3	2011	64.0%	Blank	Blank
4	2012	Not Available	Blank	Blank
5	2013	51.0%	Blank	Blank
6	2014	Blank	Blank	Blank

Proportion of respondents agreeing that Angus Council communicates well with the public (KPI)

This information comes from the Angus Citizens' Survey which we conduct every two years. In 2013 57% of respondents agreed that Angus Council communicates well with the public, this compares with 65% in 2011.

Since the last survey Angus Council has worked hard to boost it's presence on social media with Twitter and Facebook central to this work.



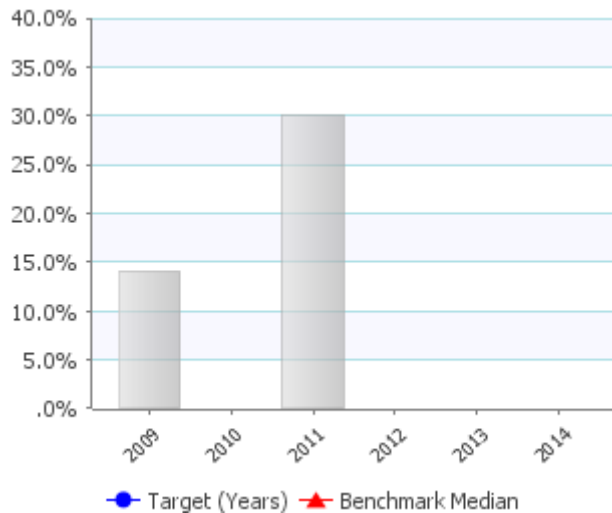
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009	51.0%	Blank	Blank
2	2010	Not Available	Blank	Blank
3	2011	65.0%	Blank	Blank
4	2012	Not Available	Blank	Blank
5	2013	57.0%	Blank	Blank
6	2014	Blank	Blank	Blank

Proportion of respondents that feel they have some or great influence over decisions which affect their neighbourhood (KPI)

The 2013 Angus Citizens' Survey asked this question in a slightly different way. In 2011 30% of respondents felt that they have some influence over decisions which affect their neighbourhood. In 2013 respondents were asked whether they felt they could influence decisions affecting their local area, 6% strongly agreed and 48% tended to agree.

Angus Council works hard to engage with its communities and involve local people in decision making. Much of this information is reported to committee and is thus available to the public.

Local community planning, tenant participation and community learning development staff have all been involved in engaging Angus communities during 2012/13.



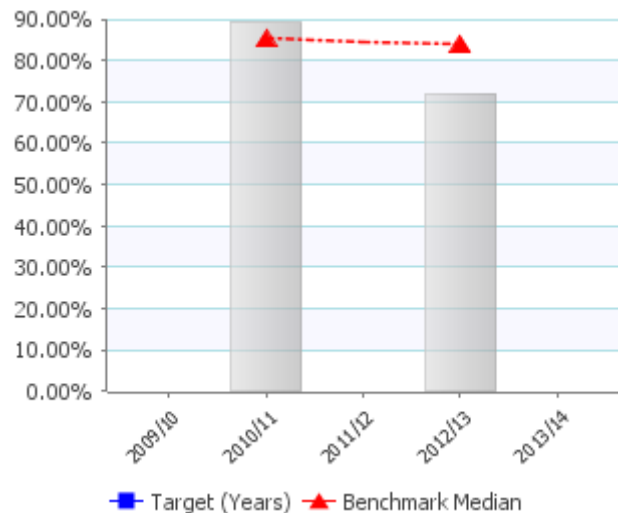
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009	14.0%	Blank	Blank
2	2010	Not Available	Blank	Blank
3	2011	30.0%	93.0%	Blank
4	2012	Not Available	Blank	Blank
5	2013	Blank	99.0%	Blank
6	2014	Blank	Blank	Blank

% of adults satisfied with libraries (LGBF)

In 2012/13 72% of people surveyed were satisfied or very satisfied with our libraries compared with 89.1% in 2010/11. In 2012/13 in the average Scottish council 84% were satisfied with libraries.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. Unfortunately, not all those surveyed use libraries and the sample is small which means the results can be unreliable. We haven't set targets for this indicator.



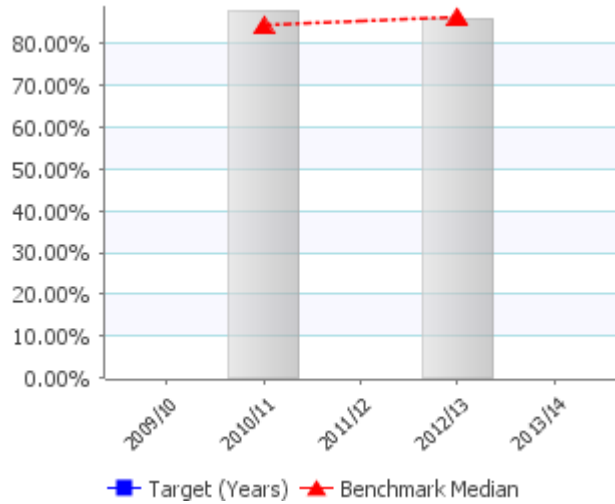
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	89.10%	Blank	85.20%
3	2011/12	Blank	Blank	Blank
4	2012/13	72.00%	Blank	84.00%
5	2013/14	Blank	Blank	Blank

% of adults satisfied with parks and open spaces (LGBF)

In 2012/13 86% of people surveyed were satisfied or very satisfied with our parks and open spaces compared with 88% in 2010/11. In the average Scottish council 86.5% were satisfied with parks and open spaces.

This indicator is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for this measure comes from the Scottish Household Survey which is carried out across Scotland. Not all those surveyed use parks and open spaces and in Angus the sample is small which means the results can be unreliable. We haven't set targets for this indicator.



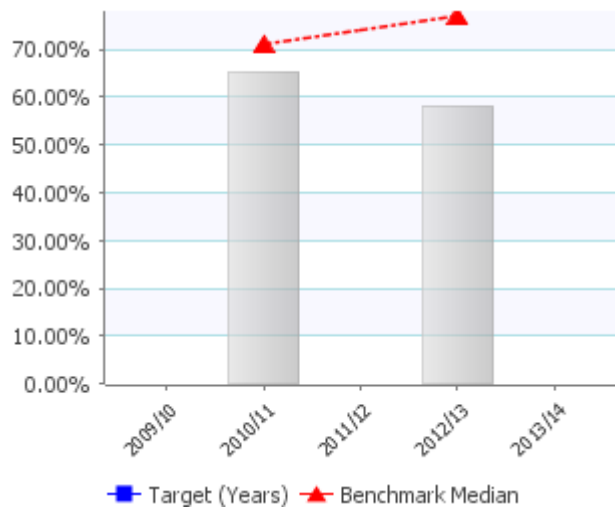
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	88.00%	Blank	84.25%
3	2011/12	Blank	Blank	Blank
4	2012/13	86.00%	Blank	86.50%
5	2013/14	Blank	Blank	Blank

% of adults satisfied with museums and galleries (LGBF)

In 2012/13 58% of people surveyed were satisfied or very satisfied with our museums and galleries compared with 65.31% in 2010/11. In the average Scottish council 77% were satisfied with them.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. Not all those surveyed use museums and galleries and the sample is small, which means the results can be unreliable. We haven't set targets for this indicator.



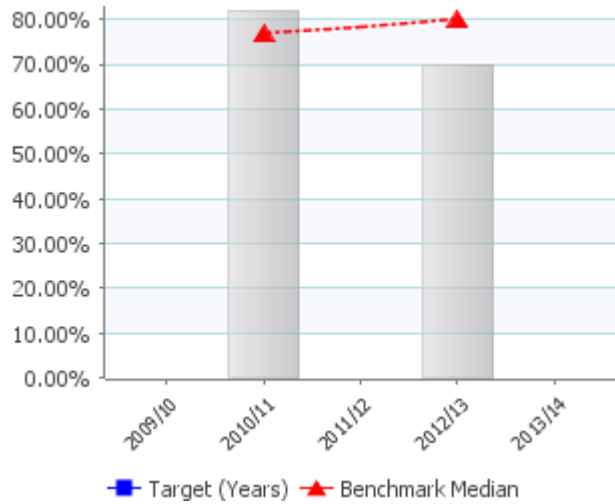
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	65.31%	Blank	71.17%
3	2011/12	Blank	Blank	Blank
4	2012/13	58.00%	Blank	77.00%
5	2013/14	Blank	Blank	Blank

% of adults satisfied with leisure facilities (LGBF)

In 2012/13 70% of people surveyed were satisfied or very satisfied with our leisure facilities compared with 81.9% in 2011/12. In the average Scottish council 80% were satisfied with them.

This indicator is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for this measure comes from the Scottish Household Survey which is carried out across Scotland. Not all those surveyed use leisure facilities and the sample is small, which means the results can be unreliable. We haven't set targets for this indicator.



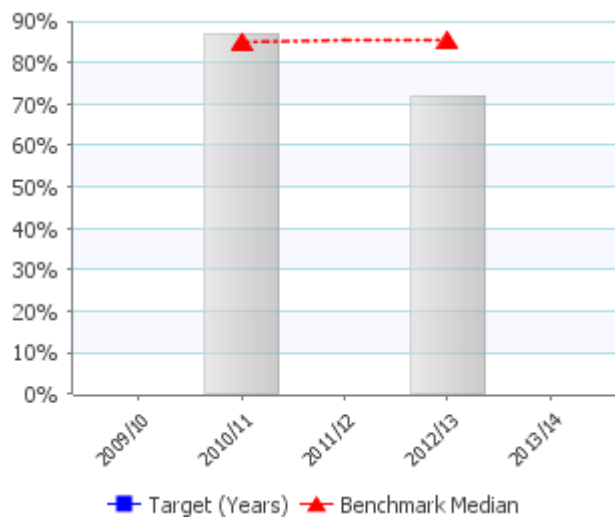
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	81.90%	Blank	76.80%
3	2011/12	Blank	Blank	Blank
4	2012/13	70.00%	Blank	80.00%
5	2013/14	Blank	Blank	Blank

% of Adults Satisfied with local schools (LGBF)

In 2012/13 72% of people surveyed were satisfied or very satisfied with local schools compared with 87% in 2010/11. In the average Scottish council 86% were satisfied with them.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. Not all those surveyed use local schools and the sample is small which means the data may be unreliable, We haven't set targets for this indicator.



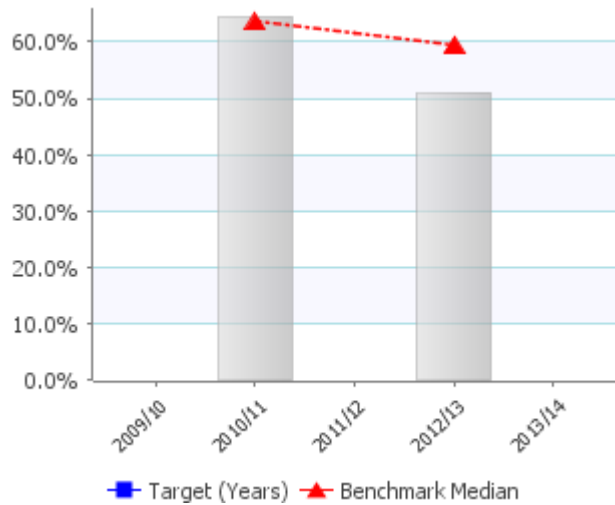
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	87%	Blank	85%
3	2011/12	Blank	Blank	Blank
4	2012/13	72%	Blank	86%
5	2013/14	Blank	Blank	Blank

% of adults satisfied with social care or social work services (LGBF)

In 2012/13 51% of people surveyed were satisfied or very satisfied with social care or work services a fall from 64.4% in 2010/11. In the average Scottish council this figure was 59.5%.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services. Councils will meet in the autumn to look at the data so we'll have more information later.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. Unfortunately, not all those surveyed use social care or social work services and the sample is small, which means that the data can be unreliable. We haven't set targets for this indicator.



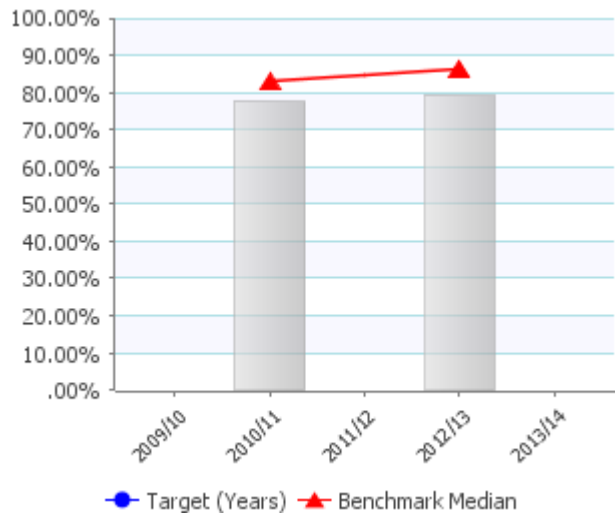
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	64.4%	Blank	63.6%
3	2011/12	Blank	Blank	Blank
4	2012/13	51.0%	Blank	59.5%
5	2013/14	Blank	Blank	Blank

% of adults satisfied with refuse collection (LGBF)

In 2012/13 79% of people surveyed were satisfied or very satisfied with refuse collection compared with 77.4% in 2010/11. In the average Scottish council 86.5% were satisfied with them.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. For Angus the sample size is small which means the results can be unreliable. We haven't set targets for this indicator.



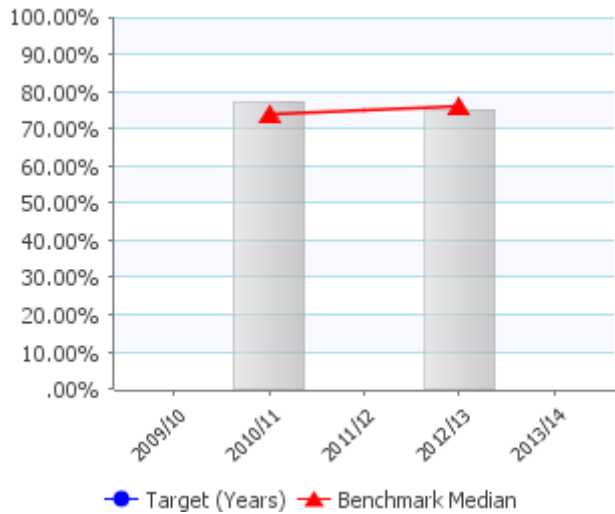
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	77.40%	Blank	82.90%
3	2011/12	Blank	Blank	Blank
4	2012/13	79.00%	Blank	86.50%
5	2013/14	Blank	Blank	Blank

% of adults satisfied with street cleaning (LGBF)

In 2012/13 75% of people surveyed were satisfied or very satisfied with street cleaning compared with 77.3% in 2010/11. In the average Scottish council 76% were satisfied with them.

This measure is part of the Local Government Benchmarking Framework first published in March 2013. We're working with other Scottish councils to learn from each other and to improve services.

Data for the measure comes from the Scottish Household Survey which is conducted across Scotland. In Angus the sample is small which means the results can be unreliable. We haven't set targets for this indicator.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	77.30%	Blank	73.80%
3	2011/12	Blank	Blank	Blank
4	2012/13	Blank	Blank	76.00%
5	2013/14	Blank	Blank	Blank