

# Angus Council Performs

## Sustainable Development

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

As numbers only tell us so much we also publish a range of other things, such as news releases, web-pages and committee reports that give a better picture of the services we provide and the level of service that is delivered.

More information on Sustainable Development in Angus can be found in the following:

- [Economic Development](#) web-page
- [Angus Ahead](#) web-page
- [Angus Council Community Grant Scheme](#) web-page
- [Business Advice - General](#) web-page
- [Business Associations and Chamber Groups](#) web-pages
- [Business Gateway Angus](#) web-page
- [Company and Business Finance - Loans and Grants](#) web-page
- [Company Development](#) web-page
- [Events](#) web-page
- [External Funding](#) web-page
- [Industrial and Commercial Land and Property](#) web-page
- [Rural Shops and Community Post Office Grant Scheme](#) web-page
- [Rural Tayside LEADER](#) web-page
- [Tourism in Angus](#) web-page
- [Towards Employment Team \(Adult Services\)](#) and [\(Youth Services\)](#) web-pages
- [Economy](#) committee reports
- [Waste and Recycling Services](#) web-page
- [Household Bins](#) web- page
- [Environment](#) committee reports
- [Neighbourhood Services Annual Report 2012/2013](#)
- [Infrastructure Services Department Annual Performance Report 2012/13](#)

### **Number of groups assisted with funding enquiries (meetings, funding searches run etc) (KPI)**

The External Funding Team (EFT) assisted 252 groups and council officers and elected members in 2012/13. In 2011/12 this figure was 189.

In 2012/13 we continue to increase awareness of the team and the service it could provide and this resulted in a higher number of enquiries.

In 2013/14 the team will further develop its outreach and awareness activities.



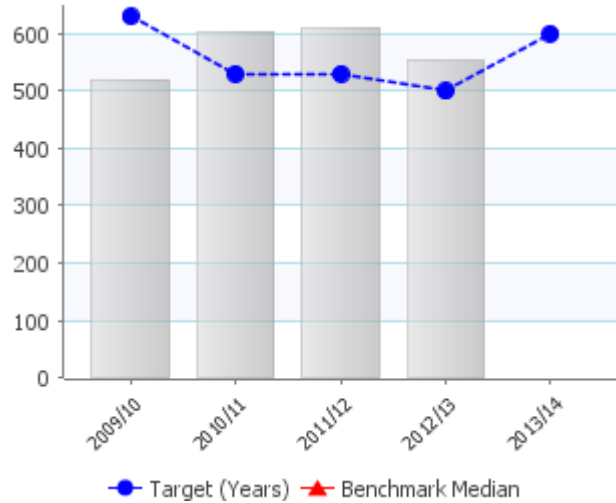
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	175	162	Blank
2	2010/11	189	180	Blank
3	2011/12	189	200	Blank
4	2012/13	252	250	Blank
5	2013/14	Blank	250	Blank

**Number of searches carried out on www.angus4community.com (KPI)**

Despite continued promotion of the website the number of searches declined to 553 in 2012/13 from 611 in 2011/12, however, this still beat our target of 500 searches.

There have been a number of changes of staff within the organisation who host the website and the service provided has been poorer than in previous years. We are aware that new developments have not been implemented and that there have been issues with some of the search functions.

We are currently working with other local authority officers who subscribe to this service to try and address these issues with the provider and in 2013/14 we will be undertaking an evaluation and review of the site and presenting an options paper with a view to seeking an alternative solutions for 2014/15.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	520	630	Blank
2	2010/11	604	530	Blank
3	2011/12	611	530	Blank
4	2012/13	553	500	Blank
5	2013/14	Blank	600	Blank

**Number of applications processed through Angus Council Community Grant Scheme (KPI)**

Despite continued promotion of the website the number of searches declined to 60 in 2012/13 from 123 in 2011/12 just missing our target of 70 applications.

There have been a number of changes of staff within the organisation who host the website and the service provided has been poorer than in previous years. We are aware that new developments have not been implemented and that there have been issues with some of the search functions.

We are currently working with other local authority officers who subscribe to this service to try and address these issues with the provider and in 2013/14 we will be undertaking an evaluation and review of the site and presenting an options paper with a view to seeking an alternative solutions for 2014/15.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	107	64	Blank
2	2010/11	100	110	Blank
3	2011/12	123	70	Blank
4	2012/13	69	70	Blank
5	2013/14	Blank	Blank	Blank

**Income generated from sale of employment land (£) (KPI)**

Three site sales were concluded (total £314,400) and a Council commercial property was sold to an existing tenant (£327,000). This ensured performance was well ahead of target. In addition a site has been leased – this will generate income of £30,000 pa for a minimum of 10 years. In 2011/12, 6 sites were sold generating income of £368,000.

Overall the level of enquiries increased during 2012/13 and a number of these should be turned into successful projects in 2013/14. Demand in Montrose was particularly strong and it remains so.

There is a proposal to purchase land and develop sites in Arbroath. Officers are working with the private sector to try and develop additional sites in Montrose to satisfy the strong demand. At present there is an acute shortage of available employment sites and vacant commercial buildings in Montrose.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	£204,775	£328,000	Blank
2	2010/11	£82,000	£200,000	Blank
3	2011/12	£368,000	£300,000	Blank
4	2012/13	£641,400	£300,000	Blank
5	2013/14	Blank	£266,000	Blank

**Average occupancy levels (%) of Council owned business units (KPI)**

Overall demand for units was strong and this resulted in average occupancy levels rising from 82.8% in 2011/12 to 87%.

However, during the year there were major concerns over some of the larger leases. While this would not have impacted greatly on the occupancy levels there could have been a major reduction in rental income.

Officers were able to lease the larger vacant units and renegotiate the largest lease, which was due to expire in September 2012. This resulted in total rental income of £818,000 in 2012/13, up from £783,000 the previous year. The income rise was achieved despite the loss of rent totalling £19,000 from the sale of a property.



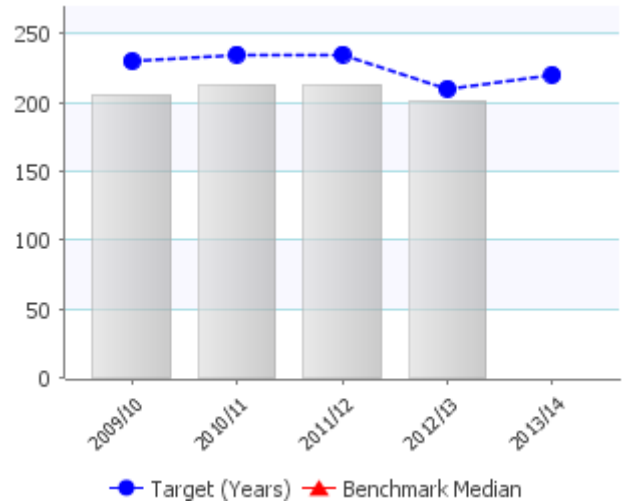
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	88.00%	87.50%	Blank
2	2010/11	85.00%	88.00%	Blank
3	2011/12	82.80%	88.00%	Blank
4	2012/13	87.00%	85.00%	Blank
5	2013/14	Blank	86.00%	Blank

**Number of business start-ups assisted (via Business Gateway) (KPI)**

The delivery of Business Gateway is contracted out with a single contractor appointed to deliver services across Tayside. The number of business start-ups assisted by Business Gateway in Angus fell from 213 in 2011/12 to 201.

This fall can be explained by the start of a new contract in October 2012, and the associated new reporting and performance requirements, and some staffing issues the contractor experienced in Angus.

Overall performance across Tayside remained strong compared to other parts of Scotland. Officers are working with the contractor to ensure performance returns to former levels in Angus.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	205	230	Blank
2	2010/11	213	235	Blank
3	2011/12	213	235	Blank
4	2012/13	201	210	Blank
5	2013/14	Blank	220	Blank

**Visits to Angusahead.com (SOA 13/16) (KPI)**

Although there was a small drop in number of visits to the portal to 289,496 in 2012/13 from 292,208 in 2011/12 the anticipated disruption from work to upgrade the website was less than expected. As a result we still beat our 2012/13 target of 273,000 visits.

The completion date of the upgrade project has been revised to August/September 2013: future targets will be reviewed.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	244,567	240,000	Blank
2	2010/11	273,388	250,000	Blank
3	2011/12	292,208	275,000	Blank
4	2012/13	289,496	273,000	Blank
5	2013/14	Blank	273,000	Blank

**Number of visitors to the Angus Walking Festival (KPI)**

In 2012/13 we had 299 visitors down from 419 in 2011/12 meaning we missed our target of 431 visitors.

New all abilities walks were added to the programme to try to attract a new visitor segment. 534 walks were booked out of a possible 800 walks with 94% of walkers coming from Scotland, 2% from rest of UK and 2% from Germany.

Analysis of customer surveys has informed the content and marketing of 2013/14 event in order to increase numbers.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	334	320	Blank
2	2010/11	401	350	Blank
3	2011/12	419	450	Blank
4	2012/13	299	431	Blank
5	2013/14	Blank	Blank	Blank

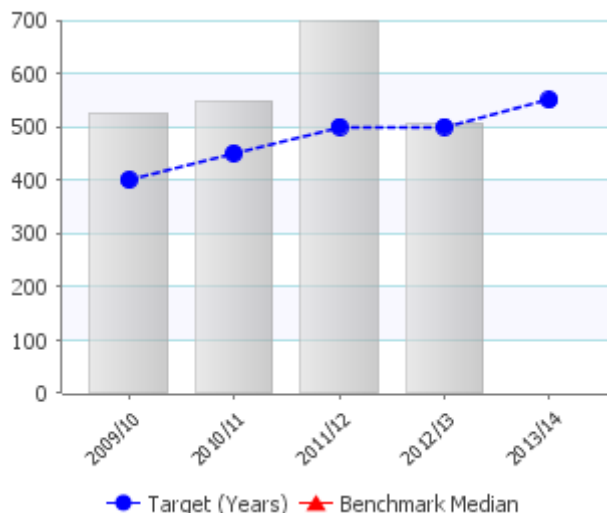
**Number of clients registered with the Towards Employment Team (TET) (KPI)**

The team worked with 506 clients in 2012/13. In 2011/12 there were 700 clients registered with the service, however this figure included the contribution of Voluntary Action Angus who registered 158 of these clients (542 were registered by TET).

In 2012/13 unemployment claimant count ranged between 3.9% - 4.2% in Angus. Although this has constantly remained below the Scottish average it has made the labour market extremely competitive for those seeking employment.

In 2012/13 the academy approach was further developed as a model of best practice and a contract for Training for Work secured. Both bring with them a different and more labour intensive way of working that is believed to offer clients a better service in helping to prepare for employment.

In 2013/14 the team will further develop its academy approach and secure funding from Skills Development Scotland (SDS) in order to deliver this part of the service.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	524	400	Blank
2	2010/11	548	450	Blank
3	2011/12	700	500	Blank
4	2012/13	506	500	Blank
5	2013/14	Blank	550	Blank

**Number of TET clients supported into employment (KPI)**

In 2012/13 the Towards Employment Team supported 207 clients into employment. This is slightly down on last year as 239 (11/12) found employment.

Although numerically this has decreased, those that progressed into a positive destination (this includes further and higher education) as a percentage of clients that were registered with the service, has risen from 40.0% to 44.7%.

The academy approach of service delivery has worked well for the team and has allowed them to further develop links with local employers. In 2013/14 this will be further developed with a hospitality academy planned for October 2013 to help with local recruitment needs. Following on from this, the team will work with local industry to help recruit for the rise in demand for service provision expected from the commonwealth games and Ryder Cup.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	140	70	Blank
2	2010/11	187	90	Blank
3	2011/12	239	140	Blank
4	2012/13	207	120	Blank
5	2013/14	Blank	170	Blank

**Number of new jobs supported via property, inward investment and other business support initiatives (including business start-ups) (KPI)**

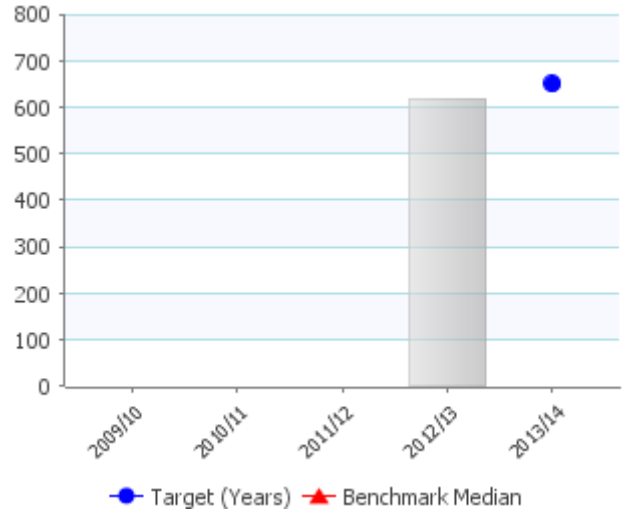
This is a new indicator therefore it is not possible to comment meaningfully on comparable performance over previous years. Economic conditions remain challenging for many businesses and this has an impact on new job creation. Generally, the number of new jobs supported in Angus via Council owned/property and from inward investment activities remained strong. Performance in other areas has dipped and this can be explained by officers having fewer internal and external 'business support tools' to offer local companies and more focus on property related projects.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	Blank	Blank	Blank
3	2011/12	Blank	Blank	Blank
4	2012/13	349	Blank	Blank
5	2013/14	Blank	300	Blank

**Number of existing jobs helped to safeguard via property, inward investment and other business support initiatives (KPI)**

This is a new indicator therefore it is not possible to comment meaningfully on comparable performance over previous years. 411 of the jobs the Council helped to safeguard in 2012/13 are accounted for by people employed by businesses who are Council tenants. This is up from 405 in 2011/12.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	Blank	Blank	Blank
3	2011/12	Blank	Blank	Blank
4	2012/13	618	Blank	Blank
5	2013/14	Blank	650	Blank

**Number of visits to Carnoustie Country.com (Golf) (KPI)**

This decrease of 10.48% is attributed to the fact that there were no major tournaments held in Carnoustie Country unlike the previous two years with the Ricoh Womens British Open and The Senior Open in 2011 and 2010 respectively. Additionally, although promotion of the brand, the courses and any events has taken place on Facebook over the year, the content on the website has been static due to very little updated information being received from the clubs/industry group members. The Special Offers page is consistently on the top two pages viewed over the period.

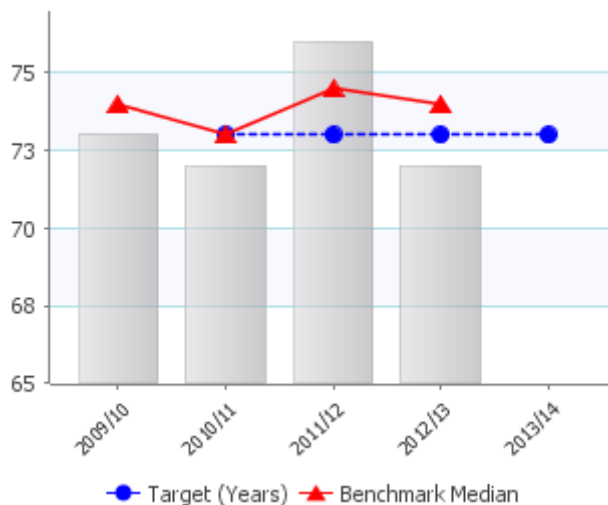


A review of website content and a programme of club updates are to be put in place in order to increase website visit figures in 2013/14.

ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	18,219	Blank	Blank
3	2011/12	21,324	Blank	Blank
4	2012/13	19,089	Blank	Blank
5	2013/14	Blank	21,000	Blank

**Overall cleanliness index (SPI) (LGBF)**

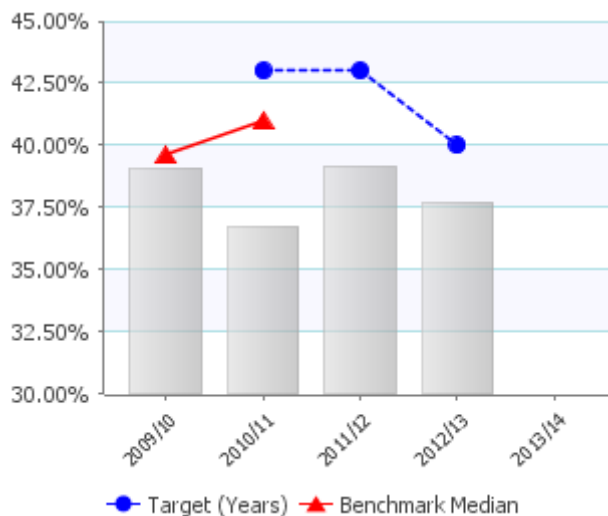
The cleanliness index has suffered a drop of 4 points due to an increase in the number of unacceptable transects surveyed ("D" grade), and a decrease in the number of litter free transects observed (grade "A"). D grades rose from 3.3% of transects during 2011/12 to 5.3% during 2012/13, and A grades fell from 32.2% of transects to 21.1% during the same timeframe. It is considered that the number of A grades recorded in 2011/12 was unusually high, and while the increase in unacceptable transects will not be ignored, the index is reflective of the random nature of the transect selection and does not suggest a dramatic decline in the cleanliness of streets in Angus.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	73	Blank	74
2	2010/11	72	73	73
3	2011/12	76	73	75
4	2012/13	72	73	74
5	2013/14	Blank	73	Blank

**% of municipal waste composted/recycled (SOA) (KPI)**

The municipal waste recycling rate has dropped by 1.43% from the previous year. This is the result of a drop in the amount recycled across several waste streams, but paper and glass in particular. This could be linked to changing consumer trends. Also a factor has been that the DERL waste to energy plant has been out of commission since May 2012 and therefore no metals have been getting recovered from the residual waste stream. There has been no significant changes to service provision other than trial of new kerbside recycling service to approx 5,000 households. This trial will now be rolled out across Angus and will lead to a significant increase in the amount of waste recycled, but roll-out will not commence until March 2014. It should be noted that the Council's waste data returns for 2012/13 have not yet been verified by SEPA.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	39.08%	Blank	39.60%
2	2010/11	36.73%	43.00%	41.00%
3	2011/12	39.14%	43.00%	Blank
4	2012/13	37.71%	40.00%	Blank
5	2013/14	Blank	Blank	Blank



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

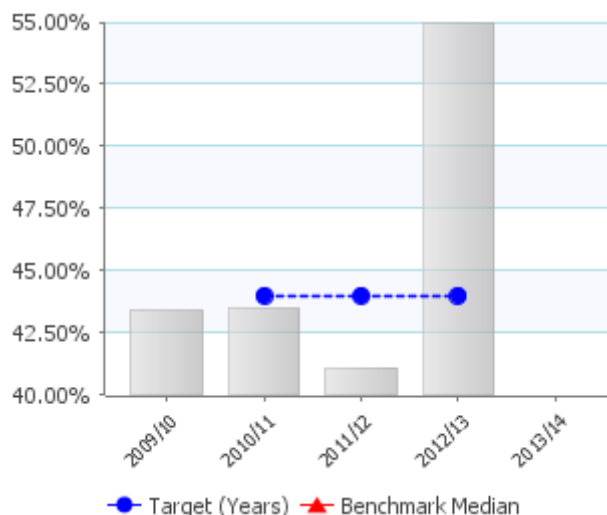
Adverse weather has again had an impact with significantly elevated levels of missed general waste bins. Improvements to wheel-out lists have been completed but despite this the number of missed wheel-outs has increased by 35%- further refinement required to ensure improvement achieved. Number of green boxes missed has risen by 14%; a large proportion of this rise can be attributed to severe weather event, however access problems in some streets causing on-going problems. The introduction of the Trial recycling Service in September 2012 has resulted in an increased level of complaints; this is to be expected - the more services we have, the more complaints will be received. Refuse collection vehicles have suffered from an increased level of break-down in later months which has had an effect on missed bins, particularly within the trial area. To summarise, rise in complaints can be attributed to adverse weather, provision of additional services, and vehicle break-downs.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	48.00	Blank	Blank
2	2010/11	58.10	45.00	Blank
3	2011/12	45.30	44.00	Blank
4	2012/13	63.00	44.00	Blank
5	2013/14	Blank	44.00	Blank

**The % of municipal waste landfilled (SOA) (KPI)**

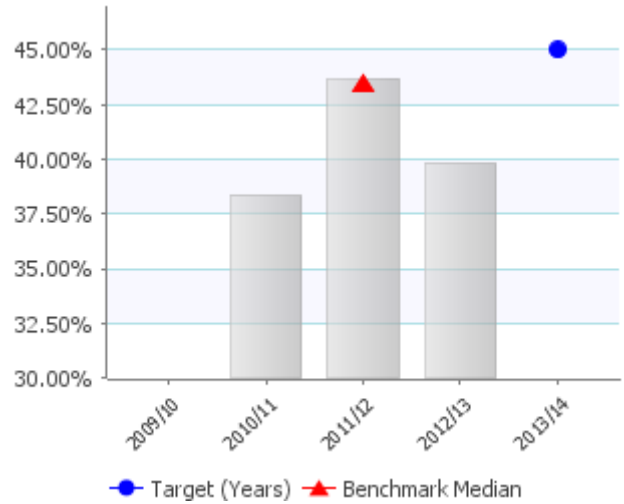
The amount of municipal waste landfilled significantly increased this year due to the DERL waste-to-energy plant in Dundee being out of commission since a fire damaged the plant during May 2012. The plant is expected to be operational again from Autumn 2013. Improvements have been made to plant, which will hopefully reduce breakdowns/closures at the plant.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	43.39%	Blank	Blank
2	2010/11	43.48%	44.00%	Blank
3	2011/12	41.10%	44.00%	Blank
4	2012/13	54.95%	44.00%	Blank
5	2013/14	Blank	Blank	Blank

**% of household waste composted/recycled (SPI) (SLGBF)**

The household waste recycling rate has dropped significantly from the previous year. This is the result of a drop in the amount recycled across several waste streams, but paper and glass in particular. This could be linked to changing consumer trends. Also a factor has been that the DERL waste to energy plant has been out of commission since May 2012 and therefore no metals have been getting recovered from the residual waste stream. There has been no significant changes to service provision other than trial of new kerbside recycling service to approx 5,000 households. This trial will now be rolled out across Angus and will lead to a significant increase in the amount of waste recycled, but roll-out will not commence until March 2014. It should be noted that the Council's waste data returns for 2012/13 have not yet been verified by SEPA.



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	38.33%	Blank	Blank
3	2011/12	43.68%	Blank	43.52%
4	2012/13	39.81%	Blank	Blank
5	2013/14	Blank	45.00%	Blank

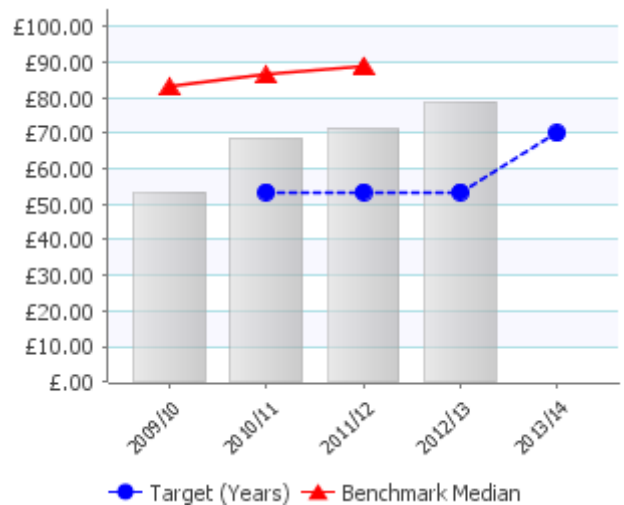
**Net cost of refuse disposal per premise (SPI)**

The increase in disposal costs from previous year was mainly due to significant increase in transportation costs (fuel and more accurate recharge for transport costs and increase breakdowns due to tipping at Restenneth).

In addition, as a result of the economic down turn the overall amount of waste collected fell. This resulted in reduced income from private and commercial use of Restenneth Landfill Site.

Similarly there was a significant drop in the income from sale of recyclables due the smaller quantities collected and the lower prices for the recycle collected on the trial.

Finally the closure of DERL also contributed to increase costs with increase in landfill cost over the gate fee for DERL



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	£53.50	Blank	£82.96
2	2010/11	£68.37	£53.50	£86.36
3	2011/12	£71.10	£53.50	£89.16
4	2012/13	£78.82	£53.50	Blank
5	2013/14	Blank	£70.00	Blank

### Net cost of refuse collection per premise (SPI)

The increase in cost for 2012/13 was linked to the roll-out of a trial kerbside collection service across 5000 households which resulted in a new bins for dry mixed recyclates and food waste and consequent increase in collections / household on the trial.

Due to health & safety requirements, the council had to increase manning on the remaining kerbside recycling collections with an additional loader go inform 2 to 3 staff per collection lorry



ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	£59.91	Blank	£65.05
2	2010/11	£61.68	£59.97	£67.38
3	2011/12	£58.34	£53.97	£67.00
4	2012/13	£62.65	£53.97	Blank
5	2013/14	Blank	£60.00	Blank

### Gross cost of Waste collection per premise (LGBF)

The gross cost of waste collection pre premise in Angus increased from £80.69 in 2011/12 to £98.99 in 2012/13. In 2012/13 the cost for the average Scottish council was £77.59.

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.



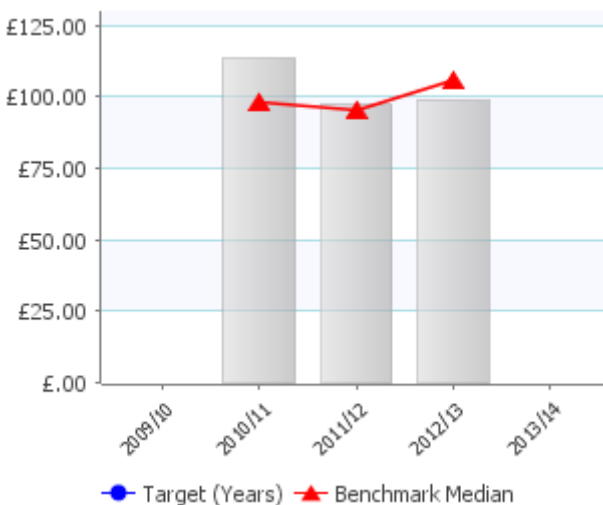
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£79.25	Blank	£80.01
3	2011/12	£80.69	Blank	£80.05
4	2012/13	£98.99	Blank	£77.59
5	2013/14	Blank	Blank	Blank

**Gross cost per Waste disposal per premise (LGBF)**

The gross cost of waste disposal pre premise increased from £97.15 in 2011/12 to £98.52 in 2012/13. In 2012/13 the cost per premise for the average Scottish council was £105.95.

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.



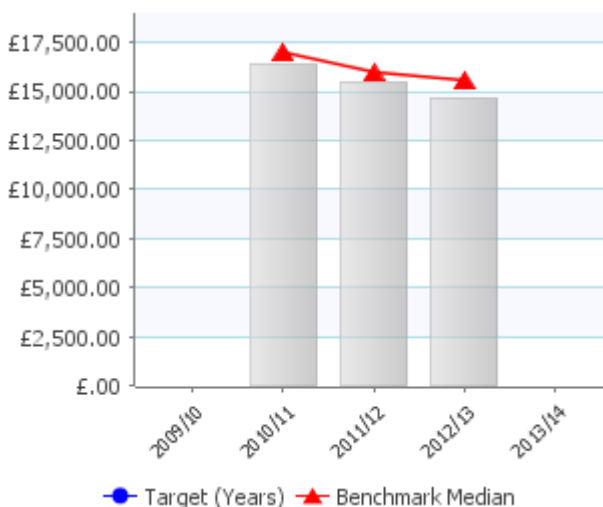
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£113.35	Blank	£98.35
3	2011/12	£97.15	Blank	£95.55
4	2012/13	£98.52	Blank	£105.95
5	2013/14	Blank	Blank	Blank

**Net cost of street cleaning per 1,000 population (LGBF)**

The net cost of street cleaning per 1,000 people in Angus fell from £15,448 in 2011/12 to £14,611 in 2012/13. In 2012/13 the cost for the average Scottish council was £15,573.

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.



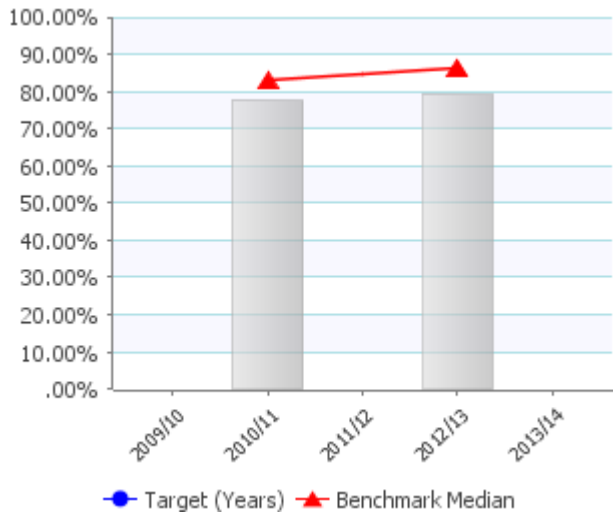
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	£16,360.68	Blank	£17,010.58
3	2011/12	£15,447.89	Blank	£15,959.38
4	2012/13	£14,611.48	Blank	£15,573.18
5	2013/14	Blank	Blank	Blank

**% 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.



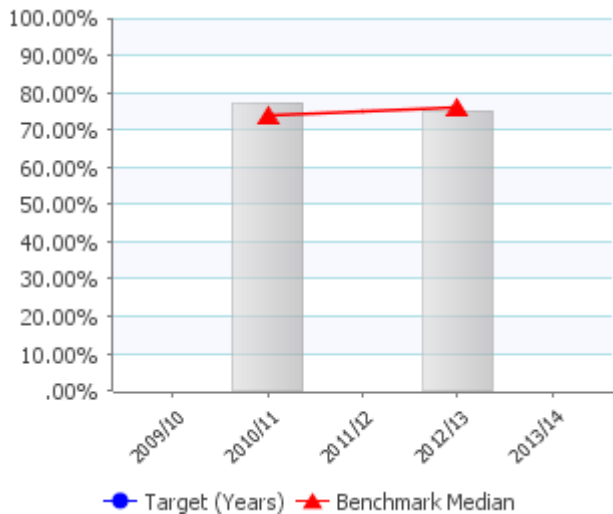
ITEM	YEAR	VALUE	TARGET	BENCHMARK MEDIAN
1	2009/10	Blank	Blank	Blank
2	2010/11	77.40%	Blank	82.90%
3	2011/12	Blank	Blank	Blank
4	2012/13	79.00%	Blank	86.50%
5	2013/14	Blank	Blank	Blank

**% 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	75.00%	Blank	76.00%
5	2013/14	Blank	Blank	Blank