



Appendix A

Clackmannanshire Single Outcome Agreement

2016/17 Annual Review

Foreword

This is the third annual report on the Clackmannanshire Single Outcome Agreement 2013-23. The Single Outcome Agreement sets out the Clackmannanshire Community Planning Partnership vision, priorities and objectives for Clackmannanshire for the next 10 years. By the end of that period our services will be delivered in a much more integrated way and will be designed around customer life stages that deliver positive outcomes to children, adults, older people and communities. Our services will be focused on prevention and early intervention to deliver better opportunities for all and will focus on 'place' with all agencies working collectively with communities.

To achieve our vision the Clackmannanshire Alliance has agreed 9 priority outcome areas for focus over this 10 year period. These are:

- The area has a positive image and attracts people and businesses
- Our communities are more cohesive and inclusive
- People are better skilled, trained and ready for learning and employment
- Our communities are and feel safer
- Vulnerable people and families are supported
- Substance misuse and its effects are reduced
- Health is improving and health inequalities are reducing
- Our environment is protected and enhanced for all
- Our public services are improving









Within these priority outcome areas, the Clackmannanshire Alliance has identified long term outcomes (10 years), short term outcomes (3 years) and priority action areas (years 1-3).

The 9 priority outcome areas are being driven forward by 2 Partnership Teams which are:

- Business Jobs and Skills Partnership – focusing on Economy, Skills and Growth
 - Further information and links are available on Clacksweb - <http://www.clacksweb.org.uk/community/bjspt/>
 - Official Labour Market Statistics are available from the Office for National Statistics - <https://www.nomisweb.co.uk/>
- Community Wellbeing and Safety Partnership – focusing on Community Safety, Well-being and Early Intervention
 - Further information and links are available on Clacksweb - <http://www.clacksweb.org.uk/community/cwbpt/>
 - Health & Wellbeing Profiles are available from ScotPHO - www.scotpho.org.uk/comparative-health/profiles/online-profiles-tool

This report charts progress in meeting these outcomes during the 2015-16 financial year. The report measures performance against the agreed SOA performance framework, provides case studies on partnership work during the year and also provides feedback from our community partners (community councils and tenants and residents groups).

Guidance & Notes

Performance Indicator	The title of the performance indicator (further details on definitions and calculations can be provided on request).
Management Comments	Comments on performance levels in relation to trends, target achievement and benchmarks. Comments should also include information on actions or initiatives taking place that will improve performance further or address poor performance.
Status	<p>Performance against target, taking ‘tolerance’ into account. This may relate to national targets but, for most, will be amber or red if 5 and 15% outwith target, respectively. This highlights areas requiring attention, while those close to target remain green.</p> <p>  Close to target, or the target has been met or exceeded  Worse than the target and outwith tolerance (see above) </p> <p>  Worse than the target but within tolerance (see above)  A target has not been set </p>
Target	The target set by the Alliance (in consultation with the relevant lead partner) for the time period shown. These are often set as the value achieved in the previous year, or are based on national targets, or Scottish averages.
Trend	<p>Whether performance has improved or declined since the previous year (not simply whether the value has increased or decreased) – ideally we would aim for an upwards arrow on all indicators. In some areas, such as costs, we want the actual values to reduce, but an upwards arrow still indicates that performance has improved.</p> <p>  Performance has improved since the previous year  Performance has declined since the previous year </p> <p>  Performance is consistent with the previous year  No comparison possible, 15/16 or 16/17 data not available </p>
16/17, 15/16 & 14/15 Values	The result achieved by the partner organisations in the time period shown. If 15/16 data has not yet been verified (such as LGBF indicators, published in January), the Trend and Status icons shown are for the most recently available data.
Financial & Calendar Years	Most indicators contain data for the financial years noted above. When data is only gathered for calendar years, this is stated in the ‘Performance Indicator’ column and the data shown is for the calendar years 2014, 2015 and 2016.
Clacks 1000	All perception indicators (beginning ‘Residents ...’) come from the Clacks 1000 survey, though other relevant local and national survey results may be mentioned in the comments to provide more detail or confirm the integrity of the results.

Abbreviations:

ADP	Alcohol & Drug Partnership	LEAMS	Local Environment Audit & Management System	RTA	Road Traffic Act
B&Bs	Bead & Breakfasts	LED	Light Emitting Diode	SACRO	Safer Communities Reducing Offending
CCHC	Clackmannanshire Community Health Centre	LEP	Local Employability Partnership	ScotPHO	Scottish Public Health Observatory
CPP	Community Planning Partnership	LGBF	Local Government Benchmarking Framework	SCRA	Scottish Children’s Reporter Administration
CTSI	Clackmannanshire Third Sector Interface	LHEES	Local Heat & Energy Efficiency Strategy	SESTrans	South East Scotland Transport Partnership
EEl	Early & Effective Intervention	LOIP	Local Outcome Improvement Plan	SFRS	Scottish Fire & Rescue Service
EESSH	Energy Efficiency Standard for Social Housing	MA	Modern Apprentice	SHQS	Scottish Housing Quality Standard
FV	Forth Valley	NHS	National Health Service	SHS	Scottish Household Survey
FVRC	Forth Valley Recovery Café	NVQ	National Vocational Qualification	SOA	Single Outcome Agreement
GP	General Practitioner	ONS	Office for National Statistics	SUSTrans	Sustainable Transport Scotland
IFLI	Inner Forth Landscape Initiative	Q1/2/3/4	Quarter 1/2/3/4 (financial year)	TCV	Trust for Conservation Volunteers
ISD	Information Services Division	R4L	Ready 4 Learning	TAC	Team Around Child
KPI	Key Performance Indicator	ROSC	Recovery Oriented System of Care	UK	United Kingdom
LDP	Local Delivery Plan	RSPB	Royal Society for the Protection of Birds		

Summary

Priority Outcome	Trend Summary (performance compared to previous year)				Status Summary (performance compared to target)				Total Indicators
	↑	▬	↓	?	✔	⚠	⛔	?	
1. The area has a positive image and attracts people and businesses	3	1	7		8	1	2		11
2. Our communities are more cohesive and inclusive	6		4		3	4	2	1	10
3. People are better skilled, trained and ready for learning and employment	5		6		7	1	2	1	11
4. Our communities are safer	3	1	7		5	1	3	2	11
5. Vulnerable people and families are supported	6		3		3	2		4	9
6. Substance misuse and its effects are reduced	2		4	1	1		3	3	7
7. Health is improving and health inequalities are reducing	3	1	8		5	2	1	4	12
8. The environment is protected and enhanced for all	7	2	3		8		1	3	12
9. Our public services are improving	1		8		4	2	3		9
Overall (percentages roughly the same as almost 100 indicators in total)	36	5	50	1	44	13	17	18	92
Overall (excluding where trends are not known or targets not set)	40%	5%	55%		60%	18%	23%		



Improving



Consistent



Declining



Unknown



Meeting target or within 5%



5 - 15% worse than target



>15% worse than target

1. The area has a positive image and attracts people and businesses

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
Visitors to Clackmannanshire (thousands)	Number of visitors across Scotland remained flat in 2016. The area experienced an increased number of self-catering visitors (9.9%) but a fall of (12.3%) in numbers staying in hotels and B&Bs.		122.2k		119.7k	122.2k	117.7k
Tourism revenue (£millions)	Tourism revenue remained flat in 2016.		£18.6m		£18.5m	£18.6m	£17.8m
Total number of businesses (calendar year)	The area has 160 more enterprises than it did in 2012.		1,120		1,140	1,120	1,025
Businesses with more than fifty employees	UK Business Count (2016) shows 50 medium and 5 large businesses in Clackmannanshire. This represents an increase in medium sized businesses. (Figures rounded to the nearest 5)		50		55	50	50
Businesses & employers receiving advice or support from the Council	Referrals for business start-up advice were low over the winter 2016/17. In addition the service experienced a 50% reduction in staffing levels before the end of Q3.		220		156	250	171
New business start-ups (per 10,000 working age population) (calendar year)	Lower than the Scottish figure of 62		45		51	52	45
Businesses surviving for more than 3 years (only available for Forth Valley, not local authority)	The business survival rate is below the Scottish average of 62%.		55.6%		55.6%	55.6%	60.9%
Social enterprises	This is the figure published in the 2017 Social Enterprise Census, however, CTSI are investigating the data source and methodology used and, therefore, the integrity of the measure.		32		29	32	10
Town vacancy rate (vacant retail units as % of total units) - Alloa town centre only	Figure reduced since 2015/16		11.9%		5.9%	9.8%	6.2%
Residents who rate their neighbourhood as a good place to live	Although residents rating their neighbourhoods as a good place to live is high and has been consistently high over the past 10 years, it has fallen slightly between 2015/16 and 2016/17.		92%		91%	95%	93%
Residents who feel the area is benefitting from economic revival	The figure has dropped again. Whilst respondents are not asked why they respond as they do, this could be linked to the closure of Longannet and wider issues such as Brexit.		30%		19%	30%	35%

Partnership Comment

The Local Employability Partnership and Discover Clackmannanshire have continued to deliver initiatives to improve the take-up of employment and to promote the area, principally as a day visitor destination. Business support and advice, through Business gateway, continues to be delivered through a locally based supplier following re-contracting.

Partners are now working on a City Deal bid, with Stirling, with a view to making long term (10 years plus) transformational change to the local economy.

Community Comment

Key themes identified by community partners were:

- Most communities are generally more 'lively' than last year.
- People still feel their neighbourhoods are good places to live.
- There is a need to prevent decline in the outward appearance of communities
- Business support and advice need to be maintained
- Prosperity of businesses is key to the image and well-being of the area

Case Study: Discover Clackmannanshire

Partners: VisitScotland, Local Businesses, Clackmannanshire Council, Business Gateway

Discover Clackmannanshire is the tourism group for Clackmannanshire. It recognised the need to develop some pro-active marketing activity to grow tourism in the area, and in order to take advantage of the availability of VisitScotland funding for tourism marketing, Partners supported the group to re-organise and review their structure.

In November 2016, the new group secured an award of £10,000 from the VisitScotland Growth Fund towards a £20,000 year-long digital marketing campaign for the Clackmannanshire area. Clackmannanshire Council and funds raised by local businesses provided the other 50% of the campaign funding.

A Clackmannanshire-wide tourism marketing strategy is now in place. The Discover Clackmannanshire website has been refreshed and includes audio-visual promotional material to attract a broader range of visitors to Clackmannanshire.

Discover Clackmannanshire launched the campaign to local businesses in the wider tourism industry in Clackmannanshire and engaged an expert to provide advice on digital marketing at a business engagement evening designed to encourage as many businesses as possible to support the campaign.

The newly revitalised group is led by local business and it has a more robust structure through which to collectively promote the area to visitors. It has generated much greater commitment in the collective marketing of the area from accommodation providers, shops, visitor attractions and food and drink providers and has strengthened the connection between the group and the wider work of and support from VisitScotland.

2. Our communities are more cohesive and inclusive

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
Average weekly wage (calendar year)	Clackmannanshire has dropped well below the Scottish average and is ranked 28th in Scotland. Both men and women earn less but the drop is more significant for women.		£527		£492	£546	£465
Gender pay gap (Council employees)	Gap has reduced and is below Scottish average (4.1%). Work is ongoing, including with LGBF family groups to reduce the gap, mainly attributable to many relatively low paid areas (e.g. cleaning, catering, business support, etc.) employing high numbers of women.		0.0%		3.0%	4.3%	New indicator in 2015/16
Working age residents claiming one or more key benefit (bereavement, carer's, disability, income support, jobseekers, etc.)	Higher than the Scottish figure of 10.2%		10.8%		12.4%	13.0%	17.0%
Council housing meeting all Scottish Housing Quality Standard criteria	Of 4949 properties, 4812 meet the SHQS. 111 are in abeyance and exempt from the calculation. 56 kitchens and 55 door entry systems cannot be upgraded due to refusal by tenant or owners. Of those failing, 20 await door entry systems and 6 have defective wall fabric. Properties will be brought up to the SHQS during 2017/18.		100%		97.3%	97.2%	92.6%
Looked After Children being cared for in the community	Published by Scottish Government on 31st Mar 2018. We consistently perform above the Scottish average in this indicator and improved in the previous reporting year, in line with national trends.		Not set		Not yet available	90.6%	90.4%
Third sector employees	Data not yet available, and indicator under review by CTSI to ensure robust and consistent reporting is in place for the first LOIP report.		500 (15/16)		Not yet available	2,085	339
Active community groups	Target of 5% increase was met. Again, under review by CTSI to ensure robust and consistent reporting for introduction of LOIP.		306		309	291	245
Residents who undertake work or activities on a voluntary basis	Though there is a slight decline in this Clacks 1000 measure, volunteer registrations in the area are increasing annually.		35%		33%	35%	32%
Residents who feel Clackmannanshire has a strong sense of community	Reasons for this downturn are not clear. Anecdotal reports suggest it seems to be in keeping with a general anxiety coming through in citizen surveys elsewhere, possibly linked to increasing political and economic uncertainty affecting residents' general future outlook.		80%		49%	60%	58%
Residents describing their quality of life as 'good' or 'very good'	Although this measure has fallen slightly in 16/17 (2 percentage points) the longer term trend remains positive.		90%		88%	90%	92%



Improving



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Declining



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>15% worse than target

Partnership Comment

This year saw a number of positive community planning developments through the Community Empowerment Act with improvements made to the way that partners work together with communities and enhanced provisions for communities to influence the way that resources are spent. Formal arrangements for community asset transfer were also published at the end of 16/17.

Partners continue to work together with Clackmannanshire Third Sector Interface, Community Councils and Tenants and Residents Federations to support communities to build cohesion and address inequality in our communities.

Partners have worked well together over the past 12 months to understand where inequality and poverty exists in Clackmannanshire and through the new Local Outcome Improvement Plan 2017/27 we now have a 10 year strategy to improve outcomes for local people and communities.

Over the past 10 years, results from Clacks 1000 have indicated good progress in a number of measures on sense of community and quality of life and partners hope that this good progress continues through implementation of the Local Outcome Improvement Plan.

Community Comment

Key themes identified by community partners were:

- Sense of good community spirit is undiminished,
- Community action plans have buoyed communities and generated ideas and volunteering.

Case Study: Community Matters

Partners: Clackmannanshire Council, Joint Community Council Forum, Clackmannanshire Third Sector Interface

Community Matters was a pilot through which we aimed to test a Participatory Budgeting model to improve the quality of, and confidence in, community involvement in decisions affecting local areas and to increase the levels of engagement and participation ultimately to enhance Clackmannanshire's representative and participative local democracy. Using the Scottish Government's Community Choices funding, it tapped the collective knowledge, skills and networking abilities of community councils to mobilise local communities and, using participatory budgeting principles and methods, to distribute grant-funding for community projects.

A Co-ordinating Group made up of community councillors and Council officers established the format for the pilot to ensure maximum local involvement.

Nine participative Decision Events were held to give citizens the power to prioritise projects which had applied for the grant in their own areas. Participants at these events included people who do not normally take part in community activity, and who engaged for the first time with community and voluntary organisations serving the needs of local people.

Through this engagement, participants understood the role their collective voice could play in addressing inequalities, and in some Decision Events, they used that voice to call for even more control over the process.

The Decision Events also built relationships between representative community groups and the people they represent and between different community groups in Clackmannanshire.

One of Clackmannanshire's community councils has since responded to the ambitions for more participatory decision-making and is building on the success of their local Decision Event by organising a local participatory budgeting exercise using its own funds to find out what is important to the people in the community council area.

3. People are better skilled, trained and ready for learning & employment

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
Job density rate: jobs available as proportion of working age population (calendar year)	2015 Data latest available (Aug 17)		0.51 (15/16)		Not yet available	0.50	0.51
16-19 year-olds participating in employment, education or training	This indicator has now replaced the previous 'positive destinations' indicator. Clackmannanshire's rank has improved slightly this year.		91.1%		89.7%	88.2%	83.6%
Modern Apprentice new starts	Over the last few years the numbers entering MAs have seen and upward trend. The partnership target has been adjusted accordingly.		250		346	289	297
Working age residents with an NVQ level 4 or above	Performance has improved in line with the National trend. The area however lags behind the national average by 7 percentage points.		43.7%		36.7%	34.2%	35.6%
Unemployed people assisted into work via Council employability programmes	Although the Economic Development service has supported a similar number of participants as last year, unemployment levels have risen which explains the downward trend.		14.1%		9.5%	10.6%	14.2%
Employment rate (working age residents)	Employment rate has declined in line with a rise in unemployment.		70.6%		68.7%	70.6%	68.4%
Working age residents with low or no qualifications	This has risen during 16/17 and is 0.4 percentage points higher than Scotland.		11.2%		12.3%	10.3%	14.0%
Residents who have had a good experience of primary schools in the last year	Satisfaction remains very high, with a small annual variation. Positive results are confirmed by the Scottish Household Survey, where we achieved 87.7% (3 year rolling average, question asks about schools overall). In 15/16 we were ranked 3rd best in Scotland and were significantly above the Scottish average of 78.0%.		95%		94%	95%	95%
As above – secondary schools			90%		91%	90%	87%
College leavers entering positive destinations	Scotland's Colleges report to the Scottish Funding Council in February. Over the past 5 years we have seen a steady increase in positive destinations, with significant improvements in the last 2 years, and well above target.		82% (15/16)		Not yet available	92.9%	87.9%
Children reaching expected developmental milestones at 27-30 month health review	Figures show a decrease but slightly above national average of 72.4%. Reviews gather information on communication, behavioural, social, motor, vision, hearing and physical development. 16/17 data will be published by NHS Information Services Division in Feb 2018.		Not set		Not yet available	74.6%	79.6%

Partnership Comment

In Education Services, working in partnership plays a key role in identifying good practice and implementing new developments to improve schools in Clackmannanshire. We work in partnership with several academic institutions for the benefit of pupils and communities in Clackmannanshire.

We are developing leadership capacity at all levels in our schools and nurseries supported by the University of Stirling. This work will mean that staff will take on leadership roles in improving learning and teaching methodology and in other aspects of improvement. Strathclyde University is supporting schools to develop literacy approaches that will lead to better attainment for our pupils in reading and writing.

Our Educational Psychology Service is supporting a whole school approach to ensure that children are ready to learn – Ready 4 Learning (R4L). This work is being developed in partnership with the University of St Andrews. New Guidance for schools, Boosting Brains, Boosting Learning, was launched in November at Park Primary School by the Minister for Mental Health, who recognised the benefits to children and young people.

Strathclyde University is working with schools in the Hillfoots Cluster to identify and implement improvements in working with parents and the wider local community. Three strands of improvement have been identified – involving local communities in school life, improving communication and increasing volunteering to support the school.

Community Comment

Key themes identified by community partners were:

- The school experience in Clackmannanshire is generally positive,
- There is a need to address perceptions that the quality of secondary education is better outside Clackmannanshire,
- Scope to research the relationship between poor school experience and long-term problems connecting school leavers with training and employment.

Case Study: Linking Learning with the Year of History, Heritage and Archaeology

Partners: Clackmannanshire Third Sector Interface, Clackmannanshire Council, Alloa Business Improvement District

In October 2016 Partners began to make arrangements for Alloa to host an exhibition of the Great Tapestry of Scotland. The project aimed to raise the profile of volunteering in a positive way from which local communities would benefit and it attracted support from over 40 local businesses in sponsorship and in-kind support.

The exhibition supported 76 volunteers to provide more than 2000 hours of voluntary effort, equating to £17,000 worth of social contribution, to welcome almost 33 thousand visitors to the town. This was an increase of just under 9000 visitors and an estimated economic value of £250,000.

The exhibit in the town's Speirs Centre went on to generate 37 craft workshops and educational talks inspired by the Tapestry's depiction of Scotland's history. The workshops covered a range of topics including local history, heritage and archaeology aimed to teach primary school children to connect with local history and appreciate how their history and culture is recorded and celebrated through art.

By looking at the rich heritage of Clackmannanshire, 126 school children formed a deeper understanding and connection to the community and heritage around them. As a legacy of the exhibit, teaching packs were produced for use by local primary schools in future, and local self-help groups used the workshops to encourage their clients to overcome marginalisation and narrate their own personal history using visual arts.

4. Our communities are and feel safer

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
Residents who have had a good experience of Street Lighting Services in the last year	The Service has replaced over 50% of lanterns with modern LED equivalents. A further 3,500 will be replaced in the next 6 months. This will improve the quality and reliability of street lighting assets.		86%		82%	86%	77%
Residents satisfied with how local agencies are tackling crime and fear of crime	Close partnership working in tackling Anti-social Behaviour, violence and disorder continued with further links being established through the new Community Justice Partnership to impact on re-offending.		65%		59%	64%	64%
Residents who have been fearful of becoming a victim of crime in the last 12 months	High visibility policing, ward officers and local operations tackling priority areas will maintain a focus to impact on the communities' perceptions as well as actual crime.		15%		14%	12%	18%
Residents who have had a good experience of Police Services in the last year	Your View Counts online public survey allows Police Scotland to listen to the concerns of our local communities and tailor our services to suit the demands and needs.		80%		78%	78%	79%
As above – Fire Service	SFRS continue to work with partners and communities and strive to broaden the scope covered by prevention messages to meet needs.		95%		100%	97%	99%
Accidental dwelling fires	A slight reduction, with kitchens remaining the most common location. The SFRS promote fire safety as part of the Home Fire Safety Visits, with 631 in 2016/17 and 271 detectors fitted.		45		67	71	43
Fire casualties and fatalities	There were no fire fatalities, though a significant rise in casualties given first aid at the scene. The SFRS continue to work with partners to engage with the most vulnerable members of the community.		5		18	9	4
Deliberate fires	Quarter 1 remains the period with the most deliberate fires. SFRS deliver 3 targeted action plans to reduce deliberate fires.		104		76	103	94
Value of assets or income seized by Police under the Proceeds of Crime Act (£millions)	Reduction due to no National or partner agency cases concluded last year. However for Forth Valley Division activity alone the figure is in keeping with previous years when using the same criteria.		£3.08m		£1.86m	£3.59m	£3.67m
Domestic abuse incidents reported to the Police	10% increase though no rise in repeat offenders or offending (strictly monitored). This plus 6% reduction in conversion to crimes from incidents indicates increased confidence in reporting to the police.		Not set		765	691	697
People killed or seriously injured in road collisions	No fatalities for 6th year running. No pattern or identified hotspot (ages, speeds, vehicles & locations continuously analysed). Road condition constantly monitored in partnership with Clacks Council.		Not set		16	7	8

Partnership Comment

The Scottish Fire and Rescue Service are committed to working in partnership – focusing on prevention and targeting our resources towards local community needs. Our evidence-led approach and robust evaluation processes will ensure we continue to deliver high quality, effective prevention initiatives and activities with our partners. We will continue to work and share information with other organisations to improve outcomes for individuals and communities identified as being most at risk from unintentional harm.

Community Comment

Key themes identified by community partners were:

- Communities are experiencing fewer visible signs and types of behaviour that make people feel less safe in their own neighbourhoods,
- Local community-led initiatives such as the Coalsnaughton Wellbeing and Safety Fair show residents can and do take responsibility for their own safety,
- Incidents and reports of youth crime that instil a fear of crime persist.

Case Study: Coalsnaughton Community Safety Events

Partners: Clackmannanshire Council, Scottish Fire & Rescue Service, Police Scotland, Coalsnaughton & Devonside Regeneration Group

In partnership with the Council's Community Warden Team and the Scottish Fire and Rescue Service, Coalsnaughton & Devonside Regeneration Group aimed to address community safety in the area, one of the priorities identified in their Local Community Action Plan.

The community group successfully applied for a grant to pay for transport and entry to the Risk Factory in Edinburgh for 247 Primary 7 pupils from 9 local primary schools.



















The visit to the interactive learning centre aimed to build their confidence in recognising, dealing with and avoiding everyday risks, with officers from the Partner agencies staffing the risk scenarios.

Issues such as road, fire and internet safety were addressed during the experiential learning which manufactures typical risks in a safe learning environment.

Positive feedback from the children, teachers and parents prompted the group to follow up the trip with a Wellbeing and Safety Fair in the village hall for children, parents and local people who could not be on the trip.

Ambulance, Police, Fire & Rescue and Third Sector agencies provided tasters, demonstrations and information on a broad range of community safety issues including bogus callers, knife crime and crime prevention, fire safety, internet safety, mountain rescue, drug awareness, neighbourhood watch and first aid.

5. Vulnerable people and families are supported

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
New lets to homeless applicants sustained for more than a year	The % Homeless Households sustained has reduced since the year end position. This is a disappointing result and indicates that we need to do more to help people who are homeless, to sustain their tenancies before they are offered permanent housing.		85%		80%	86%	80%
Domestic abuse bail checks carried out in 24 hours	This remains a high priority for Police Scotland in ensuring the safety of victims continues to be paramount. Early contact with victims to keep them informed and safe throughout the judicial process.		95%		95.2%	97.6%	98.9%
Adult Support & Protection investigations where use of independent advocacy considered	A review of all Investigations in 2016/17 evidenced that the need for independent advocacy was considered in line with statutory requirements in the majority of cases. Referrals are not made in every case. The Service are reviewing the information provided to all adults subject to Adult Support and Protection Procedures to ensure that in addition to this requirement all adults receive information about the availability of independent advocacy.		55%		86%	40%	38%
People aged 65+ with intensive care needs receiving 10+ hours homecare per week	Provisional figure in advance of LGBF publication. Slight decline, though we have been ranked within the top 5 Councils for the last 5 years (2 nd out of the 32 authorities in 15/16).		45.0%		42.5%	48.0%	48.0%
Children referred to the Children's Reporter	Showing steady decrease linked to Early and Effective intervention (EEI) screening and Team Around Child (TAC) meetings.		Not set		184	197	204
Children's Reporter referrals for lack of parental care	Data provided by SCRA indicates a decrease in this type of referral which would be correct in terms of an overall decrease in referrals.		Not set		42.4%	49.7%	36.2%
Children on Child Protection Register	Confirm a change in practice when children become Looked After away from home they are removed from register at an earlier stage.		Not set		19	57	47
Residents who have had a good experience of Social Services in the last year	In line with target, and this positive Clacks 1000 response is confirmed by the Scottish Household Survey result of 72.7% (3-year average, 2013-16), which was ranked the best result in Scotland.		75%		76%	69%	64%
Teenage pregnancy rates (under 18 years of age - 3 year rolling average)	2016-17 data not yet available and 2013-15 figures have been revised. Clackmannanshire's rate is higher than most of western Europe, and the Scottish rate (22.3 in 2015). Also varies within Scotland, with deprivation a closely linked factor. No local or national target in place.		Not set		Not yet available	34.2	39.5

Partnership Comment

Clackmannanshire partners continue to show encouraging progress in key areas in addressing the issues experienced by the most vulnerable in our communities. Strong partnership relationships form the basis for improvements and increased service provision, as do some changes in working practices.

Going forward with the LOIP, partners will look to strengthen services provided in a tailored fashion to the needs of the people identified as most impacted from poverty and inequality. Specific groups in families and children, women and girls and Alloa South and East will allow greater focus on improving and directing services to support those in most need.

Community Comment

Key themes identified by community partners were:

- Services which older adults receive in Clackmannanshire and support allowing people to live at home longer are excellent,
- Need to focus on teenage pregnancy rate,
- Finding a way to connect vulnerable people with support is key to breaking generational problems.

Case Study: Youth Justice in Clackmannanshire

Partners: SACRO (Safer Communities Reducing Offending), Youth Justice Council (Social Work & Education), Barnardo's, Courts, Police and other services.

Historically, justice processes often criminalised young people and the results sometimes caused reoffending rather than create a deterrent.













Justice services in Clackmannanshire for under 18's have been collectively redesigned to better reflect the needs of young people such as supporting them to resolve trauma after abuse, bereavement or multiple adverse experiences and to establish appropriate boundaries to keep them and the communities safe. Partnership working is embedded in the model.

A Whole Systems Approach worker from SACRO (Safer Communities Reducing Offending) links with Youth Justice Social Workers, Barnardo's, courts, police and other services. They work together to help change behaviour by dealing with the root causes of offending rather than the symptoms.

The approach aims to divert young people away from the justice system and avoid criminalising them when it is appropriate. It also supports young people to make sense of the court system and its consequences in a constructive way.

The next stages are: further research evidence shows that there would be benefits in expanding this approach to young adults who have not yet developed consequential thinking skills and the project should work up to the ages of 21 or 24.

6. Substance misuse and its effects are reduced

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
People charged with drug dealing	Reduction in year to date figure due to significant operations in 15/16 although community intelligence continues to feed our actions in dealing with these criminals. Remains a priority for local officers.		Not set		60	79	54
Vehicles seized under S 165 RTA (no insurance) and Drink/Drug driving guidelines	This data has not been captured since 2013/14 as this process is now done at a national level. It is not known if local figures will be available for these two particular reasons for recovery.	No longer available for reporting					513 (13/14)
Children's Reporter referrals for alcohol or drug misuse	Data supplied by SCRA relates to less than 5 referrals, linked to the development of our service and better preventative work.		Not set		2.7%	5.1%	6.4%
Residents aware of how to access stopping smoking services	The area has the highest smoking prevalence: 30%, (Scottish rate: 20%). The Stop Smoking service is now fully integrated in primary care services in 4 GP practices as well as the clinic at CCHC. The more person-centred support has seen higher engagement and more successful quit attempts including in pregnant women.		75%		85%	70%	56%
Residents stating that alcohol/substance misuse has had a negative impact on their family in the past year	The Council has continued to invest in a Family Support service for individuals aged 16+ affected by another's alcohol and/or drug misuse. The new contract commenced on 01-Sep-17. In response to a need identified locally, the age for accessing this service was reduced from 18 to 16 years. This service is continually promoted throughout the area although referral rates could be improved.		5%		8%	7%	6%
Residents stating that alcohol use in their community is less common than 5 years ago	The ADP is tasked with adopting a Whole Population Approach to alcohol and drugs. One aim is to ensure individuals know how to access support. Referrals to local services continue to increase. The ADP also continues to support the ongoing development of a Recovery Oriented System of Care (ROSC). Much work aims to increase visibility of recovery among individuals and communities. The ADP continues to support the Forth Valley Recovery Community (FVRC). The FVRC is a geographical and virtual community of people who are committed to making recovery happen and is based on weekly events and regular activities that supports people in various stages of recovery from substance misuse. We continue to sustain our performance on the Waiting Times LDP standard and have consistently exceeded the three week target. This ensures rapid access to treatment for both alcohol and drugs which should reduce the impact on individuals, families and communities.		15%		7%	14%	8%
Residents stating that drug use in their community is less common than 5 years ago			15%		5%	14%	6%



Improving



Consistent



Declining



Unknown



Meeting target or within 5%



5 - 15% worse than target



>15% worse than target

Partnership Comment

The Clackmannanshire and Stirling ADP continues to work with a full range of partners to implement and respond to local and national priorities relating to alcohol, drugs, tobacco and volatile substances. The Care Inspectorate worked with the ADP in 2016 to assess how well the National Quality Principles for Substance Misuse Services (2014) had been implemented locally. Overall, the feedback was positive, with the strength of the local partnership reflected as well as effective leadership and governance processes.

A comprehensive workforce development programme continues to be available to universal and specialist services with the intention of increasing staff competencies in working with individuals, families and communities affected by substance misuse.

The Recovery Community continues to grow at an encouraging rate with a programme of recovery activity available to those who need it. Making recovery visible to individuals and communities in Clackmannanshire is a key aim of the ADP.

Community Comment

Key themes identified by community partners were:

- The visible signs in the community are less manifest in some communities than previously,
- Recent local initiatives to tackle drug-dealing in local communities have been successful.

Case Study: The Forth Valley Recovery Community

Partners: Clackmannanshire & Stirling ADP, FV Recovery Community

The Forth Valley Recovery Community has continued to flourish and is establishing strong connections not only to individuals in recovery but also to wider community organisations and services. This includes CTSI, The Gate and the Community Justice Partnership. The FVRC is affiliated with the ADP and is a geographical and virtual community of people committed to making recovery happen, based on weekly events and regular activities that support people in various stages of recovery from substance misuse.

Over a year, 23 Peer Supporters were deployed throughout Forth Valley with 27 active Peer Supporters since March 2015. The work undertaken to develop a training and development pathway is now generating positive outcomes for people in recovery who are actively volunteering to deliver interventions such as SMART recovery to their peers. The programme was designed to enhance volunteers' personal recovery and development whilst increasing their efficacy as front line assets within the FVRC.

Since May 2016, two Peer Supporters have found employment in local Substance Misuse Services, another with a partner agency and three found long term employment outwith Forth Valley. Three Peer Supporters are also now in full time education. Two of the current Peer Supporters received Volunteer Awards through the Clackmannanshire Third Sector Interface (CTSI). In addition, the FVRC team of Volunteers who run the Recovery Café have also been nominated for a volunteer award.

The Recovery Café takes place at The Gate in Alloa and individuals report and good working relationship with staff and management of the Gate. Since April 2016, there have been 940 visits to the Clackmannanshire Recovery Café with 4,700 hours of recovery support delivered in the Clackmannanshire area. The Café provides recreational activities such as music and entertainment through to circuit training and yoga.

Members of the Forth Valley Recovery Community also have access to a Recovery Ramblers Walking group which promotes physical and mental well-being. A number of Recovery Volunteers have been trained as walk leaders and support the four weekly Recovery Ramblers walks which are now run completely by the volunteers who are trained as walk leaders.

7. Health is improving and health inequalities are reducing

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
Service users who feel Mental Health services helped them with problems they need support with	Regular surveys continue to show that the majority of people who use integrated mental health services feel the support provided has helped them with all or some of their problems.		90%		90%	93%	96%
Residents describing their mental/emotional wellbeing as 'happy' or 'very happy'	Consistent and just below target. Some delays in provision of direct access mental wellbeing workshops/early intervention support due to staff shortage but stress control classes continue to run regularly.		90%		88%	88%	90%
Residents describing their health as 'good' or 'fairly good'	This has declined since 2015/16 and is below target		95%		89%	93%	89%
Residents who have had a good experience of GP Services in the last year	This has declined slightly since 2015/16 and is below target		95%		89%	90%	86%
As above – Forth Valley Royal Hospital	This has shown a steady increase since 2014/15 and exceeds the target.		90%		94%	87%	83%
Deaths from cancer per 100,000 population (Forth Valley, calendar year)	The Scottish rate was 329.3 in 2015, having fallen by 14% for men and 6% for women. Deaths from lung and colorectal cancers are most common with rates almost two-thirds higher in deprived areas.		Not set		Not yet available	308.0	314.5
As above – heart disease	Coronary heart disease is a leading cause of illness and death in Scotland, though mortality fell by 37.6% from 2006 to 2015 (Scottish rate 214). This also reduced locally, though slight increase in 15/16.		Not set		Not yet available	202.5	189.6
3-5 year-olds registered with an NHS general dentist (Forth Valley)	Slight decrease since last year, but remains above the national average of 91%.		88.0%		92.0%	95.8%	91.9%
Still births (rate per 1,000 births, calendar year)	Work has been undertaken to support mothers to recognise and act on changes to their baby's foetal movement patterns. This change can be an indicator of foetal wellbeing. (Scottish average 3.8)		6.7		Not yet available	1.8	5.4
Infant mortalities (rate per 1,000 live births) (calendar year)	We piloted the national 'Baby Box' initiative to reduce cot deaths by preventing overheating. Improvement expected as all babies born after Aug 2017 will receive a free baby box. (Scottish rate: 3.3).		2.7		Not yet available	5.4	1.8
Life expectancy age for males (at birth)	10 year reporting: The 15/16 Scottish averages are 77.1 for men and 81.2 for women. Both local figures are below national average. The gender gap in life expectancy has decreased from 6.2 years (for those born in 1981) to 4.1 years (for those born in 2015).		Not set		Not yet available	76.9	77.2
As above – females			Not set		Not yet available	80.1	80.2

Partnership Comment

The Community Wellbeing and Safety Partnership (CWSP) supports, develops and designs projects, information and initiatives focussed on supporting communities and individuals most at risk of inequality and disadvantage. There has been significant engagement within our most disadvantaged communities which has led to mental health and well being support opportunities becoming more readily available.

We have also distributed the Clackmannanshire Employability Services Directory which provides partners and assets with key information for signposting and referring clients into employability and learning opportunities. Police and Fire Services continue to be an integral partner for driving forward the community safety agenda e.g. installation of smoke detectors, home fire safety visits, and investigating and taking action on scams. A range of training opportunities for many partner agencies have been delivered by CWSP partners on e.g. alcohol and drugs issues, mental health awareness and violence against women.

Community Comment

Key themes identified by community partners were:

- A poorer sense of well-being is linked to uncertainty and insecurity in society generally,
- The people in most need of health improvement services are those who are also in most need of support to get it.

Case Study: Walk to the Wetland Improvements

Partners: Clackmannanshire Council, Inner Forth Landscape Initiative (IFLI), Private Landowner

























The area around Black Devon Wetlands between Alloa and Clackmannan is a fantastic wildlife site right on the doorstep of local residents. It is an RSPB reserve, and is a good place to spot species like the black-headed gull, snipe and short-eared owl.

The Project was conceived by Clackmannanshire Council in light of the growing population to provide recreational opportunities for local people following the construction of new housing developments nearby. It also responded to the needs of local groups such as the Wee County Walkers who use walking not only for physical fitness but as a means of reducing social isolation, and to the school population who use the site for educational purposes. It was led by IFLI with support from the Council who worked with the private landowner to secure support for public access on their property and approval for the work and expertise from Central Scotland Green Network Trust.

This improvement work created an all-abilities route by extending pathways and upgrading some of the older, existing paths, as well as installing fingerpost signs and access gates. Over 1,500 metres of new path were constructed or upgraded.

The paths now allow people to get more use out of the area for walking, cycling and keep fit activities and they give local people and visitors safe access throughout the year to some of Clackmannanshire's rich and varied natural environment and the benefit of some of the best views in the area.

8. The environment is protected and enhanced for all

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
Street cleanliness score (% 'acceptable')	Higher than national average: 93.9%. Influenced by noted increase in dog fouling and smoking-related waste in town centre areas.		96.0%		94.7%	96.6%	96.6%
Household waste composted or recycled	Figures have recovered after one recycling centre failed to retain accreditation in 15/16, so material was not classified as recycling. Target reflects national targets of 60% by 2020 and 70% by 2025.		55.0%		56.5%	48.1%	55.7%
Residents who have had a good experience of Street Cleaning Services in the last year	Score reflects decrease in % satisfactory streets recorded for 16/17 via litter assessment surveys (LEAMS).		80%		77%	78%	80%
As above – Refuse Collection/ Recycling Services	Reduction in satisfaction likely due to introduction of three weekly residual waste collections and associated transitional issues.		87%		92%	95%	96%
Residents who know about climate change	Engaged in a range of innovative, proactive partnership projects with schools, community groups & 3 rd sector to raise awareness and involve communities directly in measures to enhance resilience such as flood and invasive species monitoring, establishment of Community Growing Group and Community Action Plans.		65%		66%	62%	68%
As above – sustainability			50%		51%	50%	46%
As above – biodiversity			40%		40%	36%	38%
Greenhouse gas emissions (industry & commercial) per head of population (calendar year)	Working with partners on potential renewable energy district heating networks and developing a Local Heat & Energy Efficiency Strategy (LHEES) to take a strategic approach to tackling emissions funding, obtained through the Scottish Energy Efficiency Programme.		Not set		Not yet available	6.4	6.8
As above – domestic	We have invested substantially in energy efficiency measures for Council-owned homes and have attracted substantial amounts of Scottish Government funding to help improve the private sector.		Not set		Not yet available	1.8	1.9
As above – road transport	Ongoing work to develop initiatives that will help us to ensure that we meet the Scottish average of 1.9.		Not set		Not yet available	1.6	1.6
Council houses that are 'energy efficient' (SHQS)	All Housing stock meets the SHQS Energy Efficiency criteria. The EESSH now supersedes this indicator. The target to meet EESSH is 2020. At year end, 66% of housing stock meets the EESSH. A programme is underway to bring the rest of the stock up to standard.		100%		100%	100%	100%
Residents who agree that the area has a good physical environment	616 homes benefitted from a £1.5m energy efficiency programme and a further £1.1m secured for further home energy improvements in areas of fuel poverty. This has improved the physical environment and provided substantial social benefits to the community.		75%		74%	73%	75%

Partnership Comment

Partnership work has resulted in tangible outcomes for improved access to the natural environment. We have had particular success with partnership projects with the Third Sector which have also actively involved volunteers from the local community in construction and land management work. These projects have helped people develop and build their skills to manage natural flood risk and enhance community resilience locally.

Local groups have been involved in land management biodiversity surveys and construction, with boardwalks, walkways and cycleways created and extended in various areas across the county. This has improved both walking and cycling access to the countryside and was funded by external grants. Partnership work continues on both individual projects and ongoing initiatives with schools, community groups and other partners in relation to various aspects of energy efficiency, flood and invasive species monitoring, carbon dioxide emissions, and other environmental factors.

Community Comment

Key themes identified by community partners were:

- Dog fouling, litter and fly-tipping remain key concerns for communities,
- There is a need to find a way to compensate for the reduction in environmental services.

Case Study: Improving Access to the Environment & Flood Resilience Projects



















Partners: Clackmannanshire Council, Third Sector, SUSTRans

Under SUSTRans (Sustainable Transport) Scotland's Greener Greenways initiative, community volunteers, SUSTRans, Council staff and the Cycling Forum collaborated to identify environmental priorities for the Alloa to Dollar and Alva to Tillicoultry cycleways, and have been taking action to remove invasive species, improve woodlands, plant wildflower meadows and lay hedges. SUSTRans are looking to build upon success here and are exploring potential for working on similar routes in the county. These environmental improvements to the National Cycle Network complement infrastructure improvements funded by SEStran (South East of Scotland Transport Partnership).

In Menstrie, the Trust for Conservation Volunteers (TCV) and staff from the Council's Roads and Sustainability teams are supporting Community Flooding Volunteers in a pioneering initiative to take local action to reduce flood risk. TCV and the Council provide training and equipment for volunteers to identify and monitor flooding "hotspots" where early action to clear watercourses of debris and invasive plants can make a massive contribution to reduce flood risk.

The partnership projects have actively engaged and empowered the local community in delivering environmental outcomes for their own communities. The 10 dedicated Community Flooding Volunteers recruited from the villages of Alva, Tillicoultry and Dollar have developed confidence and skills while their work has helped the Council gather valuable data to feed into the Flood Risk Assessment options appraisal process. Greener Greenways so far has delivered 12 workdays or 400 volunteer hours in addition to 6 training sessions and 2 public led walks, with 7 weeks of partner Sustrans officer time involved in planning and delivering the events and training.

9. Our public services are improving

Performance Indicator	Management Comment	Status	Target	Trend	16/17	15/16	14/15
Residents who have had a good experience of Housing Services in the last year	The 2016 tenant satisfaction rate was 94%, and Clacks 1000 data shows a 6-year improvement trend from 58% in 2011/12, with a particularly high rate in 2015/16. This demonstrates not only high satisfaction levels from those directly receiving services, but also from wider communities who may be impacted by them.		90%		79%	89%	76%
Residents who have had a good experience of Library Services in the last year	Satisfaction remains consistently high, with satisfaction levels remaining above 90% for the last 4 years despite reduced budgets and staff numbers. The service continues to work in partnership with a range of agencies to deliver high levels of service and innovate to meet the changing needs of our communities.		95%		92%	95%	94%
Residents who have had a good experience of Sport & Leisure Services in the last year	Satisfaction with Sport & Leisure services dropped from 87% to 79%. Further work is being progressed this year to better understand customer satisfaction with the different aspects of the leisure services offering and to identify where changes are needed.		90%		79%	87%	91%
Customers satisfied/very satisfied with Community Access Points	Very high levels of satisfaction achieved in 2016/17.		99.0%		99.1%	98.7%	98.5%
As above – Contact Centre			98.0%		96.7%	97.6%	89.8%
Residents who feel that they should be consulted more on how local services are delivered	Though we continually increase engagement, there is increased appetite & expectation (linked to Community Empowerment) beyond current resourcing, impacted by reduced staffing. The Council and all partners will address this through strategic workforce planning.		30%		49%	40%	44%
Residents satisfied with opportunities for participating in local decision-making	There is a growing expectation and appetite for greater participation. New methods of participatory budgeting were trialled this year, with some very successful, and others less so. These will have come too late in the year to make any significant impact on public perception.		50%		30%	39%	35%
Residents who rate public services as very or fairly good	Reasons for the downturn are not entirely clear, however performance against similar indicators has shown a drop in satisfaction. This will remain a key focus of the new LOIP in 17/18.		90%		86%	94%	93%
Residents who feel public agencies work well together in Clackmannanshire	Reasons for the marked downturn this year are not entirely clear. There are multiple financial and demand pressures on all public agencies at present, however, this is an area that will need further consideration, particularly within the context of the developing LOIP.		50%		34%	42%	42%

Partnership Comment

Partners work together under the umbrella of the Clackmannanshire Alliance with the aim of improving outcomes for people living in Clackmannanshire and addressing inequalities that exist in our communities. Partners in Clackmannanshire understand that no one partner can make the impact that we collectively want to make in Clackmannanshire and that all partners must work together with local communities and local businesses to improve outcomes.

The Community Empowerment Act seeks to improve the process of community planning with more partners now required to be involved and partners required to join resources to improve outcomes. The new Local Outcome Improvement Plan seeks to set out partners' collective plan with local communities.

Organisations are working more effectively and efficiently than ever before, though there is always recognition that more can be done. Public sector organisations are working in a very challenging environment with increasing demands and decreasing resources and the way that we work together and with communities is going to be critical to secure improved outcomes for Clackmannanshire.

Community Comment

Key themes identified by community partners were:

- Performance is dropping but from a previous high standard,
- Preventing problems is still key to sustainable services,
- Community groups are mobilising for partnership action to mitigate service contraction.

Case Study: Working to Improve the Resilience and Mental Wellbeing of Young People

Partners: NHS Forth Valley, Integrated Mental Health Services, Clackmannanshire Council (Education & Economic Development), Department for Work & Pensions, Skills Development Scotland, Health Promotion Service, Developing Scotland's Young Workforce Partnership.

Across Forth Valley, colleagues are describing a crisis in schools and other settings – in terms of stress and a range of mental health issues. The Realigning Children's Services Programme (2016) survey recently found that for Clackmannanshire's primary and secondary pupils, measures of wellbeing were low. For instance, 34% of primary pupils were in the 'lower' life satisfaction grouping. Data from the Health Behaviours in School Aged Children Survey (2014) highlighted the number of young people at P7 and S2 who felt 'very happy with their life' and this dropped dramatically by the time young people were in S2, e.g. from 51% to 24% (for girls).

A group of LEP colleagues came together to discuss the issue. The wide range of resources and support opportunities available across Forth Valley was noted. Therefore, it was deemed appropriate to undertake work to increase LEP colleagues' knowledge, understanding, awareness & skills for current support & activities that aim to increase young people's resilience and mental well being – in order that they may be able to support, refer on & advise when necessary.

Comprehensive mapping of current resources/services/training on the issue was undertaken, followed by a successful workshop for 27 LEP partners. LEP colleagues have also undertaken Scotland's Mental Health First Aid training. A delivery plan for further work is in development for 2017-19.

Quotes following the workshop (as a result of today I will...):

- *Use knowledge gain on signposting or having robust conversation on health issues (Job Centre Work Coach)*
- *Feed back to my team at Forth Valley College and get more involved in mental health & wellbeing awareness in local communities (Learner Development Worker).*