



# Clackmannanshire Council

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**Greenfield, Alloa, Scotland, FK10 2AD (Tel.01259-450000)**

## **SCRUTINY COMMITTEE**

**THURSDAY 21 OCTOBER 2010**

**Committee start time: 9.30 am**

**Venue: Council Chamber, Greenfield, Alloa, FK10 2AD**

All meetings of the Council, Committees and Sub-Committees are open to the press and public except where the press and public are excluded because of the nature of the business. However, unless there has been prior agreement, neither can make comment on any issue during the meeting or attempt to take part in the discussion.

Contact Finance and Corporate Services, Clackmannanshire Council, Greenfield, Alloa, FK10 2AD  
Tel 01259 452106 Fax 01259 452230 Email [customerservice@clacks.gov.uk](mailto:customerservice@clacks.gov.uk) [www.clacksweb.org.uk](http://www.clacksweb.org.uk)

Date	Time
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## **SCRUTINY COMMITTEE**

**The Scrutiny Committee, subject to Council's approved policies, has responsibility for:**

- Evaluating the effectiveness of the Council in terms of tackling Corporate Priorities through 6-monthly and year end monitoring reports.
  - Reviewing the collective Business Plans on an annual basis, evaluating priority areas and targets and to making recommendations to Council in advance of their approval.
  - Considering internal and external audit reports and pursuing issues of continuing or significant concern.
  - Reviewing and monitoring the Council's performance as a Best Value Council, including the consideration of Best Value and other performance reports.
  - Monitoring follow-up work in order to ensure that areas in need of improvement are addressed.
  - Highlighting good performance and exceptional achievement.
  - Agreeing an annual Scrutiny Plan (subject to the approval of the Council) to include the detail of the performance management framework and requirements for Service reports.
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**13 October 2010**

**A MEETING of the SCRUTINY COMMITTEE will be held within the Council Chamber, Greenfield, Alloa, FK10 2AD, on THURSDAY 21 OCTOBER 2010 at 9.30 am.**

**ELAINE McPHERSON  
Head of Strategy and Customer Services**

**B U S I N E S S**

	<b>Page No</b>
1. Apologies	--
2. Declaration of Interests	--
<p>Elected Members are reminded of their obligation to declare any financial or non-financial interest which they may have in any item on this agenda in accordance with the Councillors' Code of Conduct. A Declaration of Interest form should be completed and passed to the Committee Officer.</p>	
3. Confirm minute of meeting held on 9 September 2010 (Copy herewith)	01
4. Scrutiny Committee Action Plan (Copy herewith)	05
5. Improvements to Financial Management Processes - report by the Director of Finance and Corporate Services (Copy herewith)	09
6. General Fund Revenue Budget Monitoring Report - report by the Finance Manager (Copy to follow)	- -
7. Internal Audit Progress Report - report by the Finance Manager (Copy herewith)	15
8. School Exclusions and GIRFEC - report by Interim Head of Education (Copy herewith)	31
9. Review of Single Outcome Agreement 2009-10 - report by Head of Strategy and Customer Services (Copy herewith)	39



## COMMITTEE MEMBERSHIP – SCRUTINY COMMITTEE

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<b>Councillors</b>		<b>Wards</b>	
Councillor Donald Balsillie (Convener)	2	Clackmannanshire North	SNP
Councillor Gary Womersley (Vice Convener)	3	Clackmannanshire Central	SNP
Councillor John S Biggam	2	Clackmannanshire North	SLD
Councillor Alastair Campbell	5	Clackmannanshire East	CON
Councillor Mark English	4	Clackmannanshire South	SNP
Councillor Harry McLaren	5	Clackmannanshire East	LAB
Provost Derek Stewart	3	Clackmannanshire Central	LAB
Vacancy			

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**MINUTE OF MEETING of the SCRUTINY COMMITTEE held within the Council Chamber,  
Greenfield, Alloa, on THURSDAY 9 SEPTEMBER 2010 at 9.30 am.**

**PRESENT**

Councillor Donald Balsillie (Convener)  
Councillor Gary Womersley (Vice Convener)  
Councillor John Biggam  
Councillor Alastair Campbell  
Councillor Harry McLaren  
Provost Derek Stewart

**IN ATTENDANCE**

Nikki Bridle, Director of Finance and Corporate Services  
Garry Dallas, Director of Services to Communities  
Stephen Crawford, Head of Facilities Management  
Elaine McPherson, Head of Strategy and Customer Services  
Aileen Littlejohn, Business Support Manager (Clerk to the Committee)  
Rod Richardson, Principal Administration Officer

**SC(10)274 APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were received from Councillor Mark English and Angela Leitch, Chief Executive.

**SC(10)275 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**SC(10)276 MINUTE OF MEETING HELD ON 24 JUNE 2010**

A minute of the Scrutiny Committee Meeting held on 24 June 2010 was submitted for approval by the Committee.

Re SC(10)270 - The Convener asked that the two bullet points set out in the introduction to the report are added to the Scrutiny Committee Action Plan.

**Motion**

To approve the minute as a correct record of proceedings.

Moved by Councillor Gary Womersley. Seconded by Provost Derek Stewart.

**Decision**

The Committee agreed to approve the minute of the meeting held on 24 June as a correct record of proceedings.

The minute of the meeting was signed by the Convener.

## **SC(10)277      SCRUTINY COMMITTEE ACTION PLAN**

A list of ongoing actions from the Scrutiny Committee meetings was submitted for information. The Committee agreed to note the following actions:

### **SID 2254:      Key Performance Indicators**

The Convener advised that he will be attending the meeting of the Clackmannanshire Alliance on the 10th September 2010.

### **SID 2244:      Community Planning**

The Convener advised he will raise the issue of village community planning at the meeting of the Clackmannanshire Alliance.

\*\*\*

The Committee asked the Director of Finance and Corporate Services to provide the Committee with monthly management team reports for finance. The Director agreed to provide these reports. This is to be added into the Scrutiny Committee Action Plan.

### **Action**

Director of Finance and Corporate Services

## **SC(10)278      CLACKMANNANSHIRE ASSURANCE AND IMPROVEMENT PLAN**

The purpose of the report was to request that the Committee notes and makes comments on the findings and planned activity following the July 2010 publication of the Shared Risk Assessment: Improvement and Assurance Plan 2010-13 for Clackmannanshire Council.

Anthony Clark, Assistant Director, Audit Scotland (Local Area Network Lead) attended the Committee to present the Plan.

### **Motion**

That the Committee:

- a) Notes the recent publication by Audit Scotland of the Shared Risk Assessment: improvement and Assurance Plan 2010-13 for Clackmannanshire
- b) Notes the summary findings and summary of planned scrutiny activity to March 2013
- c) Considers the documents and makes comment as appropriate

Moved by Councillor Alistair Campbell. Seconded by Councillor Harry McLaren.

### **Decision**

The Committee unanimously agreed to:

- a) Notes the recent publication by Audit Scotland of the Shared Risk Assessment: improvement and Assurance Plan 2010-13 for Clackmannanshire
- b) Notes the summary findings and summary of planned scrutiny activity to March 2013

The Committee took the opportunity to consider the documents and made comments and provided feedback throughout the presentation of the report.

**SC(10)279 FREEDOM OF INFORMATION - UPDATE (JANUARY TO JUNE 2010)**

The purpose of the periodic report was to present an overview of the Freedom of Information requests received across the Council during the first six months of 2010. Details from the last two review periods were presented to allow for comparison and to aid analysis. The report presented management information on the volume of enquiries, the source of these enquiries and the performance of the Council in responding to enquiries received.

**Motion**

That the Committee notes the information set out in the report and agree that the Council should continue to endeavour to be as transparent as possible in relation to the publication of its' policies and Council/Committee reports.

Moved by Councillor John Biggam. Seconded by Provost Derek Stewart.

**Decision**

The Committee agreed unanimously agreed to note the information set out in the report. The Committee further agreed that the Council should continue to endeavour to be as transparent as possible in relation to the publication of its' policies and Council/Committee reports.

**Action**

Head of Strategy and Customer Services

***Provost Derek Stewart and the Director of Services to Communities withdrew from the meeting at prior to the next item of business.***

**SC(10)280 PRESENTATION: SCRUTINY COMMITTEE - FACILITATED SELF ASSESSMENT**

The presentation, by the Director of Finance and Corporate Services, set out proposals for the approach, objectives, methodology and timescale for the review of Clackmannanshire Council's Scrutiny Committee arrangements.

Members of the Scrutiny Committee agreed with the approach, objectives, methodology and timescales for the review of the Council's Scrutiny Committee arrangements as proposed by the Director of Finance and Corporate Services

**Action**

Director of Finance and Corporate Services

ENDS 12.00 noon



## Ongoing Actions from Scrutiny Committee

Between Review Dates: 01/01/09 And 31/12/10

**Service with Overall Responsibility: Chief Executive**

Source Date:	Subject	Recommendation	Action required	Progress	Member of Staff with overall responsibility:
24/06/2010	<b>SID: 2254</b> KEY PERFORMANCE INDICATORS (SERVICE PERFORMANCE) 2009/10: END OF YEAR REPORT	The Convener agreed to raise the suggestion of holding a joint workshop on community safety with members of the Clackmannanshire Alliance at his meeting with them in September 2010.	Convener to raise at meeting of the Alliance in September 2010.	Meeting held. Proposed annual meeting with members and possible community safety joint workshop.	Angela Leitch
30/09/2010					<b>To be actioned by:</b> Councilor Donald Balsillie
Requested by Councillor <input type="checkbox"/>					<b>Service:</b> Elected Members
Councillor Name:					

**Service with Overall Responsibility: Finance and Corporate Services**

Source Date:	Subject	Recommendation	Action required	Progress	Member of Staff with overall responsibility:
03/12/2009	<b>SID: 2211</b> MINUTE OF MEETING HELD ON 22 OCTOBER 2009	As there is currently no formal agreed protocol for questions to portfolio holders, it is an issue that needs to be resolved and formally agreed by the Scrutiny Committee.	Agree a formal protocol for questions to portfolio holders.	Draft protocol circulated to all elected members for comment. Comments sought by 24/09/10. Draft will be considered at October 2010 Focus Group meeting.	Nikki Bridle
31/03/2010					<b>To be actioned by:</b> Elaine McPherson
Requested by Councillor <input type="checkbox"/>					<b>Service:</b> Strategy and Customer Services
Councillor Name:					

25/02/2010	<b>SID: 2228</b> DRAFT TIMETABLE FOR REPORTS TO SCRUTINY COMMITTEE	To approve draft timetable to January 2011 with the inclusion of the following report - Outcome of Legal discussions on Kitchen Contract	To include additional report in timetable	Awaiting outcome of current legal proceedings.	Nikki Bridle
31/12/2010					<b>To be actioned by:</b> Aileen Littlejohn
Requested by Councillor <input type="checkbox"/>					<b>Service:</b> Strategy and Customer Services
Councillor Name:					

<b>Source Date:</b> 20/05/2010 <b>Review Date:</b> 31/12/2010 <b>Requested by Councillor</b> <input type="checkbox"/> <b>Councillor Name:</b>	<b>SID:</b> 2244 COMMUNITY PLANNING	The Committee asked the Head of Strategy and Customer Services to look again at the mechanisms for community engagement on a village scale to take forward the community plan aspirations.	Head of Strategy and Customer Services to investigate mechanisms for community engagement.	Discussion paper being developed re village community planning.	<b>Member of Staff with overall responsibility:</b> Nikki Bridle  <b>To be actioned by:</b> Elaine McPherson  <b>Service:</b> Strategy and Customer Services
<b>Source Date:</b> 20/05/2010 <b>Review Date:</b> 31/12/2010 <b>Requested by Councillor</b> <input type="checkbox"/> <b>Councillor Name:</b>	<b>SID:</b> 2246 INTERNAL AUDIT PROGRESS REPORT - MARCH 2010	The Committee agreed that a report to Council is to be produced on Information Security where the assurance assessment is "Limited".	IT Manager to prepare report to Council.		<b>Member of Staff with overall responsibility:</b> Nikki Bridle  <b>To be actioned by:</b> Barry Dickson  <b>Service:</b> Support Services
<b>Source Date:</b> 24/06/2010 <b>Review Date:</b> 31/12/2010 <b>Requested by Councillor</b> <input type="checkbox"/> <b>Councillor Name:</b>	<b>SID:</b> 2257 AUDIT REPORT FOR YEAR ENDED 2008/09 - FOLLOW UP	Further management report to be provided to the Scrutiny Committee on considering the Council's approach to participating in the National Fraud Initiative, in particular the decision not to include electoral roll and council tax information in the data matching exercise.	Management report to be brought to Scrutiny Committee.	Report March 2012 to Scrutiny Committee	<b>Member of Staff with overall responsibility:</b> Nikki Bridle  <b>To be actioned by:</b> Finance Manager  <b>Service:</b> Finance and Corporate Services
<b>Source Date:</b> 24/06/2010 <b>Review Date:</b> 31/12/2010 <b>Requested by Councillor</b> <input type="checkbox"/> <b>Councillor Name:</b>	<b>SID:</b> 2257 AUDIT REPORT FOR YEAR ENDED 2008/09 - FOLLOW UP	Further management report to be provided to the Scrutiny Committee on developing budgetary control and financial reporting arrangements to ensure greater accuracy in budget monitoring reports.	Management report to be brought to Scrutiny Committee.	21/10/10 Scrutiny Committee	<b>Member of Staff with overall responsibility:</b> Nikki Bridle  <b>To be actioned by:</b> Finance Manager  <b>Service:</b> Finance and Corporate Services

**Source Date:** 20/05/2010  
**SID:** 2259  
ANNUAL AUDIT PLAN 2009/10

The Committee agreed that the list of internal and external audit recommendations should continue to be kept and updated regularly to show the progress being made and the timetable for completion.

List of internal and external audit recommendations to be kept and updated.

Information included in Internal Audit Progress Report - 21 October 2010 agenda

**Member of Staff with overall responsibility:**

Nikki Bridle

**Review Date:**  
31/12/2010

**To be actioned by:**

Susan MacKay

**Requested by Councillor**

**Service:**

Finance and Corporate Services

**Councillor Name:**

**Source Date:** 09/09/2010  
**SID:** 2260  
SCRUTINY REVIEW

Scrutiny review.

Highlights report

Verbal report on the progress of the actions agreed by Committee.

**Member of Staff with overall responsibility:**

Nikki Bridle

**Review Date:**  
31/12/2010

**To be actioned by:**

Nikki Bridle

**Requested by Councillor**

**Service:**

Finance and Corporate Services

**Councillor Name:**

**Service with Overall Responsibility: Services to People**

**Source Date:** 24/06/2010  
**SID:** 2253  
KEY PERFORMANCE INDICATORS (SERVICE PERFORMANCE) 2009/10: END OF YEAR REPORT

**Recommendation**

The Interim Head of Education is to be asked to prepare a report for the October 2010 Scrutiny Committee on exclusions from secondary and primary schools taking into account the trends in the last five years, the GIRFEC agenda and repeat exclusion incidents for individual children.

**Action required**

Report for Scrutiny Committee October 2010.

**Progress**

Report is included on the Scrutiny Committee Agenda for the meeting on 21 October 2010.

**Member of Staff with overall responsibility:**

Lesley Robertson

**Review Date:**  
30/09/2010

**To be actioned by:**

Lesley Robertson

**Requested by Councillor**

**Service:**

Education

**Councillor Name:**



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**Report to Scrutiny Committee**

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**Date of Meeting: 21 October 2010**

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**Subject: Improvements to Financial Management Processes**

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**Report by: Financial Monitoring Sub-Group**

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### **1.0 Purpose**

- 1.1. This report brings to Scrutiny an action plan detailing improvements that will be made to the arrangements for monitoring and managing the council's financial performance.

### **2.0 Recommendations**

- 2.1. That Scrutiny notes the content of the report, and
- 2.2. Scrutiny Committee highlights any additional factors for consideration and/or inclusion in the Financial Monitoring Sub Group Action plan.

### **3.0 Considerations**

- 3.1. Following the appointment of the Director of Finance & Corporate Services, improving the Council's financial monitoring arrangements has been identified as a key improvement priority. Early discussions with Members, Senior Management and External Audit all highlighted the need to address this matter in order to provide a reliable and sound basis from which the Council's financial performance can be reviewed during a period of sustained financial pressure and uncertainty.
- 3.2. The key issues raised were: fluctuations in the projected outturns reported from one month to the next, and some significant variances between the actual reported position and the Council's projected outturn which have not always materialised. This has resulted in there being reduced confidence in the reliability of the information and has to some degree diverted attention onto the accuracy of the information rather than on whether Management or the Council needs to put in place specific actions to allow it to better manage its financial position.
- 3.3. To facilitate the necessary improvements, the Director held a workshop with accounting and budgeting staff in August 2010. The purpose of this workshop was to identify the key barriers, necessary improvements and deliver visible improvements in the financial and budgetary information currently provided.

3.4. At the workshop the following issues were discussed:

- Is the budget realistic?
- Is the reported actual expenditure to date accurate?
- Is the budget profile applied realistic / reasonable?
- How are the projected outturns compiled?

3.5 Overall the workshop concluded that minimal improvements were required to the reporting of the actual expenditure. The improvement priorities are, therefore focused on budget setting and profiling, and the agreement of projected outturn figures for the Council. A key theme will also be the development of a stronger profile and challenge role for the Accounting & Budgeting team.

3.6 During the workshop, it was agreed that confidence in the reliability of the information provided needs to be improved. In order to do this, the Accounting and Budgeting team needs to work with budget holders in a focused and consistent way to remove, or at least minimise, the significant fluctuations in projected outturns. In implementing new arrangements, the team is also focused on ensuring that the format and language of reports containing financial information are presented in a way that meets the needs of the user. In particular members and officers should receive timely, relevant, accurate and reliable information which allows for the identification of remedial action where appropriate.

3.7 Following the workshop a Financial Monitoring Sub Group was formed to compile an action plan that would be taken forward to address the issues highlighted. The action plan is set out in Appendix A.

3.8 Work has already started to address a number of the issues identified and progress is being made. The work is also closely aligned with the work of the Council's Budget Group which has been tasked with identifying options for meeting the anticipated level of savings required in setting the Council's budget from April 2011 onwards.

3.9 A review of the phasing of Council budgets has already been undertaken and adjustments made. The General Services August Monitoring report presented at this committee includes some of these improvements. More work is required to deliver the full range of desired improvements but recent activity and engagement with Senior Management suggests a positive direction of travel exists on which further improvements can be built.

#### **4.0 Sustainability Implications**

4.1. N/A.

#### **5.0 Resource Implications**

5.1. *Financial Details*

5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. *Staffing*

## 6.0 Exempt Reports

6.1. Is this report exempt? Yes  (please detail the reasons for exemption below) No

## 7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities 2008 - 2011** (Please double click on the check box )

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 safer

Vulnerable people and families are supported

Substance misuse and its effects are reduced

Health is improving and health inequalities are reducing

The environment is protected and enhanced for all

The Council is effective, efficient and recognised for excellence

(2) **Council Policies** (Please detail)

## 8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes  No

## 9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

## 10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix A: Issues/Action plan

## 11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes  (please list the documents below) No

### Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Nikki Bridle	Director of Finance & Corporate Services	01259 452030

### Approved by

NAME	DESIGNATION	SIGNATURE
Nikki Bridle	Director Finance & Corporate Services	Signed: N Bridle

APPENDIX A

ISSUES	ACTION PLAN	Target Date	Responsible Officer	Completed or Revised Target Date
Is Budget Realistic				
Lack of proportionate approach to budgeting and reporting	Priorities of Council need to be identified and provide basis of development of proportionate approach to budgeting and reporting			
Up to date list of budget holders not available - lack of clarity on governance.	Up to date list of budget holders to be compiled and approved by Senior Management			
Budget holders are not always aware of the impact of their individual decisions on the overall budgetary position.	Budget Guidance to be issued to all budget holders, followed up by workshop if appropriate			
Annual roll over of budgets can lead to reported budget shortfall where changes in service are not built in. Conversely some services will have excess budget for their requirements.	Zero base principles to be applied where possible. This is resource intensive so will need to be prioritised. Management to undertake detailed review of draft budget prior to Council to minimise reinforcement of legacy issues as far as possible.			
Some departments allowed to carry forward over/under spends No evaluation on effectiveness of this.	Review of carry forwards to be undertaken and compared to actual expenditure profile to evaluate the effectiveness of these arrangements over time.			
Roll over budget can lead to shortfall in budget for core services.	Unavoidable growth needs to be captured clearly in budget process . The Budget Template will clearly capture this.			
Lack of discussion between budget holders and finance professionals when suggesting savings can lead to unrealisable savings being approved.	Accountants to be involved in capturing / costing all budgetary impacts			
Efficiency savings not always removed from budget	Capture Efficiency savings in one database for automatic removal			
Providing non statutory services but not fully recovering costs.	Review of Charging Policy			
Revenue consequences of capital not always fully costed /identified.	Review of capital programme and through better engagement with service budget holders			
Use of budget virement conceals the actual spending patterns within some areas.	Review use of virements			
Is actual to date accurate				
Invoices being processed late causes issue with budget monitoring. Timing variances	Guidance to administrators / budget holders regarding processing of invoices POP being rolled out			
Budget holders need to understand process should be checking budget available before committing to spend.	Guidance to budget holders & service accountants - spend committed when placing order not paying invoice			
During budget monitoring if invoices not on IDOX time wasted looking for information	IDOX to be up to date for month ends			
Is the budget profile applied realistic / reasonable				
Reporting large fluctuation between months and for full year forecast	Detailed Review of budget profiles			
Review variances each month for phasing issues.	Ongoing review of budget profiles to ensure fit for purpose			
phasing of budgets not integral part of budget process. Budgets not properly phased.	Phasing to be built in as formal budget process			
How are the projected outturns compiled?				
Finance staff producing detailed information very time consuming and users have little confidence that it is reliable.	Review of the format of current reports by engaging with key stakeholders: Members and Management to establish clear user preferences/ options.			
Spending too long producing information not enough time reviewing prior to issue.	Monitoring Timetable to be reviewed to ensure appropriate time for review with senior management			
Budget holders don't fully understand the information provided due to format and language used	Finance Training for all budget holders / MI improvements as above			
Finance staff spending too long providing information on small value areas	Risk Assessment to be carried out - time to be spent on high risk areas - volatility / value			
High volume of cost centres and GL codes time consuming to review all in detail	Strategix run on exception report. Actual to date v budget to date which would highlight areas for further investigation			
Insufficient challenge of service budget holders by Finance staff	Detailed monthly discussions with SMT focuses on increased challenge and verifying service discussions. Improved focus on management and council action required.			
Difficult to explain reason for salary variances	Improved analysis of Salary figures to be built into monthly process			



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**Report to Scrutiny Committee**


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**Date of Meeting: 21 October 2010**


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**Subject: Internal Audit Progress Report**


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**Report by: Finance Manager**


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**1.0 Purpose**

- 1.1. This report provides the quarterly update to 30 September on the progress of the Internal Audit Annual Plan, as approved by Scrutiny Committee on 25 February 2010, in accordance with the Financial Regulations.
- 1.2. The report also provides the quarterly update on the progress of implementation of recommendations to 30 June by Officers from previous Internal Audit Reports.

**2.0 Recommendations**

- 2.1. The Committee is asked to note the report and progress made to 30 September 2010 on the Annual Plan and to 30 June 2010 for the Follow Up Recommendations.
- 2.2. The Committee is invited to comment on the reprioritised Audit Plan for 2010/2011.

**3.0 Considerations**

- 3.1. Progress on completion of the Annual Plan 2010-11, is summarised in the table below, with more detail being provided in Appendix A.

Status of Audits	30 Sept 10	%
To be Commenced	13	76%
Onsite/On going	4	24%
Draft Report Issued	-	-
Final Report Issued	-	-
Total	17	100%

- 3.2. At 30 September 2010, four audits in the 2010-11 Plan have commenced on site. An additional two audits (risk management and purchases and payments) have been commenced for the Assessors and are reported separately to the Valuation Joint Board.
- 3.3. One audit in the 2009-10 Plan remains on site and is to be completed by Fife Council. Dates are being agreed to complete the audit. All other audits from 2009/10 and 2008/09 have been issued in final.
- 3.4. During the year, risk assessments for audits and the annual plan continue to be reprofiled to recognise changes in risk, risk mitigation and controls, together with alternative service initiatives and plans. This ensures the key risks facing the Council continue to be the primary focus of audit. In addition, unanticipated projects have impacted on the available capacity of Internal Audit to deliver the current plan. In reviewing the progress to 30 September, members are asked to consider the reprioritised audits within the annual plan in Appendix A.

### **Final Reports**

- 3.5. The following four reports from 2008/09 and 2009/10 are summarised for members in Appendix B to E. :-
  - HRA and General Capital Procurement (Appendix B)
  - Capital Expenditure (Appendix C)
  - Management of Client Monies (Appendix D)
  - Governance (Appendix E)

### **Progress of Follow Up**

- 3.6. Within Action Plans from previous Internal Audit Reports, there were ninety six recommendations which were due to be implemented by 30 June 2010, arising from twenty three reports. The progress made by Officers on these recommendations is summarised in Appendix F and where not sufficiently implemented, progress to date and revised expected completion dates have been agreed for all recommendations.
- 3.7. The progress on recommendations to 30 September will be reported at the next Scrutiny Committee.

## **4.0 Sustainability Implications**

- 4.1. There are no sustainability implications.

## **5.0 Resource Implications**

- 5.1. *Financial Details*

5.2. The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate. Yes

5.3. Finance have been consulted and have agreed the financial implications as set out in the report. Yes

5.4. *Staffing*

## 6.0 Exempt Reports

6.1. Is this report exempt? Yes  (please detail the reasons for exemption below) No

## 7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities 2008 - 2011** (Please double click on the check box )

The area has a positive image and attracts people and businesses	<input type="checkbox"/>
Our communities are more cohesive and inclusive	<input type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input type="checkbox"/>
Our communities are safer	<input type="checkbox"/>
Vulnerable people and families are supported	<input type="checkbox"/>
Substance misuse and its effects are reduced	<input type="checkbox"/>
Health is improving and health inequalities are reducing	<input type="checkbox"/>
The environment is protected and enhanced for all	<input type="checkbox"/>
The Council is effective, efficient and recognised for excellence	<input checked="" type="checkbox"/>

(2) **Council Policies** (Please detail)

Financial Regulations.

## 8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?  
Yes  No

## 9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

## 10.0 Appendices

10.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix A - Progress on Approved Internal Audit Annual Plan

Appendix B - HRA and General Capital Procurement

Appendix C - Capital Expenditure

Appendix D - Management of Client Monies

Appendix E - Governance

Appendix F - Progress of Follow Up of Internal Audit Reports

## 11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes  (please list the documents below) No

### Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Susan Mackay	Finance Manager	452047

### Approved by

NAME	DESIGNATION	SIGNATURE
Nikki Bridle	Director Finance & Corporate Services	Signed: N Bridle

**PROGRESS ON APPROVED INTERNAL AUDIT ANNUAL PLAN**

**APPENDIX A**

<b>Audit</b>	<b>Annual Plan</b>	<b>Service</b>	<b>Weeks</b>	<b>Progress</b>
Licensing Arrangements	2010-11	Community & Regulatory	5	Ongoing
Following Public Pound - Review of ALEO	2010-11	Strategy & Customer Services	6	To Be Commenced
Data Protection - HL	2010-11	Strategy & Customer Services	5	To Be Commenced
Absence Management*	2010-11	Corporate	6	To Be Commenced
Economic Development*	2010-11	Community & Regulatory	5	To Be Commenced
Financial and Operating Controls x 3*	2010-11	Education	8	To Be Commenced
Supply Teachers*	2010-11	Education	6	To Be Commenced
Sundry Debtors	2010-11	Support Services	6	To Be Commenced
Imprests and Council Funds	2010-11	Support Services	6	On going
Capital Income	2010-11	Support Services	6	To Be Commenced
Data Protection - Housing	2010-11	Social Policy	6	On going
Reactive and Cyclical Repairs*	2010-11	Community & Regulatory	6	To Be Commenced
Rent Setting, Collection and Arrears	2010-11	Social Policy	6	To Be Commenced
Residential Schools	2010-11	Social Policy/Education	6	Draft Report Issued
Adoption and Fostering	2010-11	Social Policy	6	To Be Commenced
Procurement	2010-11	Social Policy	5	To Be Commenced
Community Service*	2010-11	Social Policy	6	To Be Commenced
*Audits to be carried into subsequent year				

**1. INTRODUCTION**

- 1.1 This report details the recommendations arising from the Internal Audit review. Internal Audit reviewed the procurement processes within Property Services as part of the Audit Plan for 2008-09, which was approved by Scrutiny Committee on 27 March 2008.

**2. SCOPE AND OBJECTIVES**

- 2.1 The scope of the audit assessed the following stages of the procurement cycle; the pre-contract project appraisal, supplier selection and tendering procedures, the bid evaluation and award, and contract management and post-contract review procedures.
- 2.2 The objective of the audit is to provide assurance on the controls over the procurement procedures. Five key control objectives were identified and tested and the adequacy of the internal controls was established. These internal controls can only provide reasonable and not absolute assurance against misstatement or loss. The key control and assessments are as follows

<b>Key Control</b>	<b>Assurance Assessment</b>
Pre-contract project appraisal.	Reasonable
Supplier Selection and Tendering Procedures.	Reasonable
Bid evaluation and award.	Reasonable
Contract Management.	Reasonable
Post- contract review.	Reasonable

**3. SYSTEM OVERVIEW AND AUDIT OPINION**

- 3.1 There are reasonable controls in relation to the procurement cycle within Property Services.
- 3.2 From the testing undertaken, the following strengths were identified.
- Secure arrangements are in place for issuing and receiving tender documentation and opening tenders,
  - Successful and unsuccessful bidders are informed in writing of the outcome of each process.
- 3.3 From the testing undertaken, the following key areas for improvement were identified.
- The client requirements i.e. the scope and purpose of the project are not always being adequately communicated to Property Services,
  - There is no formal agreement with consultants used for contract monitoring purposes and monthly cost statements from Fairbairns were not found for some contracts,

- There was not an effective review of contracts at the end of the contract period.

#### 4. RECOMMENDATIONS

- 4.1 A summary of the recommendations raised from this audit is included in a Management Action Plan which have been agreed with management. Management comments, the date for implementation and Responsible Officer have been reflected within the Action Plan.
- 4.2 The Management Action Plan contains the following priority of recommendations.

<b>Priority Assessments</b>	<b>Number</b>
Priority 1	-
Priority 2	4
Priority 3	2
Priority 4	2



**1. INTRODUCTION**

- 1.1 This report details the recommendations arising from the Internal Audit review. Internal Audit reviewed the corporate capital expenditure processes, as part of the Audit Plan for 2009-10, which was approved by Scrutiny Committee on 9 April 2009.

**2. SCOPE AND OBJECTIVES**

- 2.1 The scope of the audit assessed the arrangements for assessing and prioritising capital bids, approval and communication of the capital budget, procurement, monitoring and reporting of expenditure, authorisation and recording in the general ledger. The audit did not include the treatment of capital income or grant/loan funding arrangements.
- 2.2 The objective of the audit is to provide assurance on the controls over capital expenditure. Six key controls were identified and tested and the adequacy of the internal controls was established. These internal controls can only provide reasonable and not absolute assurance against misstatement or loss. The key controls and assessments are as follows

<b>Key Control</b>	<b>Assurance Assessment</b>
Project bids/appraisals are prepared for each capital project and resources are allocated based on corporate priorities.	Reasonable
The capital budget is formally approved and communicated to budget holders.	Reasonable
Capital contracts are procured on a timely basis and in accordance with Financial Regulations and Contract Standing Orders.	Limited
The progress and costs incurred in capital contracts are monitored by budget holders and reported.	Reasonable
Virements, variations to the contract and material financial variances are treated appropriately and monitored.	Limited
Capital costs are authorised, remitted on timely basis and recorded accurately in the General Ledger.	Significant

**3. SYSTEM OVERVIEW AND AUDIT OPINION**

- 3.1 There are reasonable controls in place in relation to capital expenditure processes.
- 3.2 From the testing undertaken, the following strengths were identified.

- Services are provided with guidance on the capital programme bid completion and application process,
- There is adequate filtering of bids by Services before submission for appraisal,
- The Capital Asset Management Planning Team is comprised of suitably senior and experienced officers,
- The capital appraisal process assesses each project against criteria for submission,
- The Council approves capital budgets,
- Details of capital budgets are communicated accurately to relevant Services,
- Officers are aware of the requirements in the Council's Standing Orders and Financial Regulation for virements, variations and variances,
- Invoices are properly authorised and matched to the relevant certificates,
- Suppliers are paid within the appropriate timescale.

3.3 From the testing undertaken, the following areas for improvement were identified.

- Virement and contract overspends were not always reported to Council in accordance with the Financial Regulations,
- Reasons for contracts not starting on time are not reported to Council,
- The current format of reports to Scrutiny Committee lacks sufficient detail for monitoring expenditure.

**4. RECOMMENDATIONS**

4.1 A summary of the recommendations raised from this audit is included in a Management Action Plan which has been agreed with management. Management comments, the date for implementation and Responsible Officer have been reflected within the Action Plan.

4.2 The Management Action Plan contains the following priority of recommendations.

<b>Priority Assessments</b>	<b>Number</b>
Priority 1	1
Priority 2	9
Priority 3	1
Priority 4	-

**1. INTRODUCTION**

1.1 This report details the recommendations arising from the Internal Audit review. Internal Audit reviewed the Client Monies processes within Social Services, as part of the Audit Plan for 2009-10, which was approved by Scrutiny Committee on 9 April 2009.

**2. SCOPE AND OBJECTIVES**

2.1 The scope of the audit included review of the policies and procedures in place, together with compliance with these, governing Council staff in supporting individuals with the management and monitoring of their personal finances. The scope included individuals who reside in temporary and permanent Council accommodation, together with those who reside in their own accommodation. Visits were carried out to assess the financial assistance provided by the Independent Living Service to their Service Users. The scope did not include review of Council petty cash or imprest arrangements or payments made to individuals from petty cash/imprest.

2.2 The objective of the audit is to provide assurance on the controls within Client Monies. Six key controls were identified and tested and the adequacy of the internal controls was established. These internal controls can only provide reasonable and not absolute assurance against misstatement or loss. The key controls and assessments are as follows:

<b>Key Control</b>	<b>Assurance Assessment</b>
There is a formal policy and procedures governing access to and management of client monies.	Limited
Monies held on behalf of individuals in Council bank accounts are properly recorded, reconciled and distributed, with formal authorisation in place.	Limited
Monies held locally on behalf of individuals, where staff facilitate in the management, are adequately recorded, verified and reconciled.	Reasonable
There is adequate physical security arrangements locally for valuables, including cash, cash equivalents and bank cards.	Reasonable
There are formal records of Council responsibility for individuals finances with authorities documented and executed.	Reasonable
Liabilities for client monies are recognised, with adequate insurance arrangements in place.	Significant

**3. SYSTEM OVERVIEW AND AUDIT OPINION**

- 3.1 There are poor controls in place in relation to the client monies processes. There is not clear segregation of duties, together with independent verification of transactions.
- 3.2 From the testing undertaken, the following strengths were identified.
- Monies are fully accounted for within the Woodside Unit,
  - There are adequate procedures to ensure that gifts are properly disclosed and recorded,
  - A Residency Agreement is being prepared which will clearly record the responsibility for client monies at Council residential homes.
- 3.3 From the testing undertaken, the following areas for improvement were identified.
- There is a lack of formal policies and procedures on the access and management of client monies which are reviewed periodically and updated with a lack of guidance given to staff.
  - There was a lack of supervisory checks on bank reconciliations within Adult Assessment and the Older People Care Service,
  - Receipts were not always written for payments received from Service Users and their families,
  - Where the Council had been an appointee for a number of years, approval to act as an appointee could not be found,

**4. RECOMMENDATIONS**

- 4.1 A summary of the recommendations raised from this audit is included in a Management Action Plan which has been agreed with management. Management comments, the date for implementation and Responsible Officer have been reflected within the Action Plan.
- 4.2 The Management Action Plan contains the following priority of recommendations.

<b>Priority Assessments</b>	<b>Number</b>
Priority 1	2
Priority 2	12
Priority 3	1
Priority 4	-

## 1. INTRODUCTION

- 1.1 This report details the recommendations arising from the Internal Audit review. Internal Audit reviewed the governance arrangement within the Council, as part of the Audit Plan for 2008-09, which was approved by Scrutiny Committee on 27 March 2008.

## 2. SCOPE AND OBJECTIVES

- 2.1 The scope of the audit included assessment of existing controls in place within the governance arrangements, to manage the risk affecting this area. The CIPFA Delivering Good Governance in Local Government Framework and Priorities and Risks Framework were used as the basis for the audit scope. The scope did not include review of:
- duplicate work being undertaken by other officers in relation to self assessment against the CIPFA Framework, although there maybe some overlap of evidence considered,
  - the appropriateness of the corporate or strategic objectives or policy,
  - performance against targets nor verify the accuracy of the performance measures reported,
  - individual Officer or Member capabilities or the allocation/delegation of specific responsibilities.
- 2.2 Seven Control Objectives were identified and tested and the adequacy of the internal controls were established. These internal controls can only provide reasonable and not absolute assurance against misstatement or loss. The control objectives were assessed as follows:

<b>Key Control</b>	<b>Assurance Assessment</b>
The Council has a formal corporate strategy with clear objectives and related performance measures, which has been approved by Members	Reasonable
Performance measures are prepared and routinely reported to Members	Reasonable
Implementation of the Council strategy is communicated through approved co-ordinated policy and procedure	Reasonable
Members and Officers authority, responsibility and accountability in implementing corporate strategy and policy are clearly defined, with formal governance meetings held	Reasonable
Guidance of the standards of conduct and behaviour for Members and Officers is provided	Reasonable
Training is available for professional and personal development for Members and Officers	Reasonable
Management and Members are aware of their responsibilities in relation to the	Reasonable

management of internal control and risk	
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### 3. SYSTEM OVERVIEW AND AUDIT OPINION

3.1 There are reasonable controls in place in relation to the Governance processes. The Council has an approved Corporate Plan, which is supported by service Business Plans and KPI's are being reviewed. However the Council's policies and procedures are not held centrally to allow ease of access by all officers.

3.2 From the testing undertaken, the following strengths were identified.

- A Corporate Plan was approved in June 2008 which is accessible by Members and Officers.
- A Personal Review and Development (PRD) process has been developed for staff.
- The Council has moved from annual Service Plans to annual Business Plans with performance indicators included in these Business Plans.
- Members have up to date job descriptions and have all signed up to the Code of Conduct for Councillors.
- Decisions made by Council and Sub Committees are within their remit.
- An induction pack and induction training was provided to Members after the 2007 election.
- Training needs have been developed for all Members.

3.3 From the testing undertaken, the following key areas for improvement were identified.

- There is no corporate database of policies requiring to be reported to Council.
- Documented procedures are not accessible for around a third of services visited during the audit.
- There is a lack of awareness by Officers of the Code of Conduct for Officers and of the Register of Interests for Staff.

### 4. RECOMMENDATIONS

4.1 A summary of the recommendations raised from this audit are included in a Management Action Plan which has been agreed with management. Management comments, the date for implementation and Responsible Officer have been reflected within the Action Plan.

4.2 The Management Action Plan contains the following priority of recommendations.

Priority Assessments	Number
Priority 1	-
Priority 2	12
Priority 3	7
Priority 4	2

**PROGRESS OF FOLLOW UP OF INTERNAL AUDIT REPORTS TO 30 JUNE 2010**

**APPENDIX F**

Report Title	Priority				Number of Recommendations	Recommendations Implemented	Recommendations Outstanding	Priority	
	1	2	3	4				1 - 2	3 - 4
Allocation of Council Housing	3	4	4	-	11	7	4	2	2
Budgeting Monitoring	1	9	-	-	10	8	2	2	-
Community Chest	-	-	1	-	1	1	-	-	-
Council Imprest	-	1	-	-	1	1	-	-	-
Corporate Network and System Access Controls	-	1	4	1	6	3	3	1	2
Corporate Procurement	-	1	-	-	1	1	-	-	-
Council Tax	-	3	-	-	3	3	-	-	-
Data Protection	-	-	1	-	1	1	-	-	-
Fixed Asset Register	-	1	-	-	1	1	-	-	-
Funding External Organisations	1	3	-	-	4	1	3	3	-
General Ledger	-	3	2	-	5	2	3	2	1
Health and Safety Management	-	4	1	-	5	3	2	1	1
Housing Procurement	1	2	-	-	3	-	3	3	-
Payroll at Service Level	-	4	-	-	4	3	1	1	-
Purchase Cards	2	5	1	-	8	8	-	-	-
Purchase Ledger	2	-	-	-	2	1	1	1	-
Purchasing and Payments	-	4	1	-	5	5	-	-	-
Regeneration Outcome Agreement	1	1	-	-	2	2	-	-	-
Risk Management and Monitoring	-	1	-	-	1	1	-	-	-
Roads Maintenance	-	14	-	-	14	10	4	4	-
Street Lighting	4	1	-	-	5	4	1	1	-
Sundry Debtors	-	1	-	-	1	1	-	-	-
Waste Management	1	-	-	2	2	2	-	-	-
<b>TOTAL</b>	<b>15</b>	<b>63</b>	<b>15</b>	<b>3</b>	<b>96</b>	<b>69</b>	<b>27</b>	<b>21</b>	<b>6</b>



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**Report to Scrutiny Committee**

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**Date of Meeting: Thursday 21st October 2010**

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**Subject: School Exclusions and GIRFEC**

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**Report by: Interim Head of Education**

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**1.0 Purpose**

- 1.1. At its meeting of 24 June 2010 the Committee asked that the Interim Head of Education prepare a report for the October 2010 Scrutiny Committee on exclusions from secondary and primary schools taking into account the trends in the last five years, the "Getting it Right for Every Child" agenda and repeat exclusion incidents for individual children. This report addresses the request.

**2.0 Recommendations**

- 2.1. The Committee notes the content of the report and welcomes the actions that are being undertaken to reduce exclusions in Clackmannanshire Schools

**3.0 Considerations**

- 3.1. The authority has a range of policies which are consistent with the implementation of the Additional Support for Learning Act (ASL) and which are covered by the term 'inclusion'.
- 3.2. Inclusion is as important internationally as it is locally and nationally. Most countries have groups of children who are excluded and or underachieve. The ASL Act and code of practice, and 'Getting it Right for Every Child' (GIRFEC) have influenced strategic development and policy. A number of initiatives to support inclusion are currently in place in the authority including More Choices More Chances, The Skills Strategy, the Youth Strategy and the Early Years Framework.
- 3.3. The GIRFEC agenda highlights the need for early identification and for multi agency collaboration to support children and young people effectively. The Authority's Staged Intervention Framework is consistent with these principles. The Staged Intervention documentation and processes are currently being reviewed to ensure that they are consistent with GIRFEC and compatible with the documentation and processes used by our partners in Police and Health across Forth Valley.

- 3.4. Access to a range of additional resources for young people who require support is monitored through a monthly 'Access to Education' group. Membership of the group is cross service and comprises representatives from finance and HR, psychological services, teaching and support services and the school transport team.
- 3.5. Young people giving significant cause for concern are considered by a monthly multi agency screening group in order to assess and address concerns. School exclusions are now monitored monthly at the group in order to track pupils behaviour and ensure that they are supported as early as possible to remain in school. Membership of the group is cross service and comprises representatives from schools, child care services, support services, and psychological services
- 3.6. Resources are currently being refocused to ensure they are fit for purpose and provide the response required. Electronic data systems which will enable more effective communication are also under revision. This process, consistent with the principles of GIRFEC, is so far proving to be an improved, and therefore more effective, means of ensuring targeted joint working to support young people.
- 3.7. Training of staff is focussed on ensuring that all staff are as well equipped as possible to meet the needs of all pupils. For example, in the pre - 5 and primary sector, new materials have been introduced to help pupils develop the social skills which they need to operate effectively in the classroom and in the playground; staff training in 'Crisis Prevention Intervention' is regular and on going to make sure all staff are confident when pupils' behaviour is challenging; in the secondary sector all schools are implementing restorative practices to supplement their positive behaviour and discipline systems.
- 3.8. There is 'outreach support' to pupils in their mainstream setting provided by the 'Inclusion team' and the Primary and Secondary Support Services to try to ensure that all pupils needs are met as effectively as possible. Access to support of this nature is through the groups described in paragraph 3.4 & 3.5. This helps to ensure that resources are allocated fairly and according to the greatest need.
- 3.9. The right to education of every child of school age is stated in the Standards in Scotland's Schools etc Act 2000. The act also states that all children and young people will be educated in a mainstream school, commonly referred to as 'the presumption of mainstreaming'. Alternative educational provision should be in 'certain exceptional circumstances'. Therefore, at times, schools can experiences significant challenges in balancing the needs of one pupil whose behaviour may be challenging, with the needs of all pupils in the school.
- 3.10. Sometimes, in spite of all the resources available, some pupils behave in such a way in school that their behaviour is a danger to others or is such that it prevents other pupils' rights to education and exclusion from school is used as a sanction. Local policy on exclusion has to be consistent with national policy and with statutory requirements.

- 3.11. There is no doubt that the impact of repeated or extended periods of exclusion from school is likely to be damaging to any pupil's education and long-term life prospects. However, it is equally clear that schools cannot allow situations to persist in which an individual pupil's behaviour seriously disrupts the educational progress of classmates. The challenge for schools is to minimise exclusion, with its attendant undesirable consequences for the individual concerned, whilst ensuring that the effective education of other pupils is not disrupted.
- 3.12. As a result, exclusion is seen as a last resort and is used when there is no other available option. Exclusion procedures are set out clearly and form part of Council policy. The procedures must be compliant with the statutory duties placed upon the Council.
- 3.13. Within Clackmannanshire there is strong evidence of a range of good practice in schools and, in particular, the contribution of:
- a strong professional commitment by staff to inclusive education
  - the promotion of a positive ethos of good behaviour and high achievement
  - effective collaborative working practices between different groups of staff, and between teachers and other professionals.

#### **4.0 Exclusions 05-06 to 09-10**

Committee specifically requested data on exclusions for the past 5 years. Exclusion statistics are published annually by the government. Recently reported data (27Jan 2010) relates to the 2008 - 09 school session. For the purposes of this paper, exclusion data for session 09-10 has also been included. For the purposes of comparison, national data for session 09-10 will not be available until January 2011

- 4.1 Exclusion statistics can be presented in a range of ways and this can make tracking data difficult: numbers of pupils excluded; numbers of exclusions; the number of pupil days lost to exclusion can all be used to illustrate figures. Without interrogation, these figures can be misleading. A simple example of this would be to confuse the number of pupils excluded with the number of exclusions. Two pupils could be excluded on 3 occasions. This would generate the total of 2 for the number of pupils excluded. The total number of exclusions would total 6. The number of days lost to exclusion could range from 1 (a half day for each pupil) to 120 (3 x 20 half days x 2 pupils). Therefore, it is essential that conclusions are drawn from data that is directly comparable.
- 4.2 In general, there are more boys than girls excluded in both primary and secondary sectors. This is consistent with the national picture. Nationally, 100 pupils / 1000 are excluded in areas of greatest deprivation (as described using the national indices of multiple deprivation (SIMD) compared with 13 pupils / 1000 in the least deprived areas. Exclusion data for the local secondary schools would be consistent with this trend. In 02-03 , exclusion rates nationally were 49.1 / 1000 pupils. This figure peaked in 06-07 when the national figure rose to 63.9 / 1000. National data published on 27 January 2010 describing the figures for 08-09 showed that they had returned to just above the 02-03 level at 49.9/1000.

4.3 Pupils can be excluded for a range of reasons. Some of these are listed below.

- Persistent/general disobedience and verbal abuse of staff are the most likely causes of exclusion nationally and locally.
- Assault and offensive or insolent behaviour are also reasons for exclusion.
- Rarely, pupils are excluded for alcohol/substance misuse and threats of violence.
- Parental non co-operation can also be a reason. Locally, this can lead to repeat exclusion at the point of the readmission to school interview.

Local data (see appendix A)

Local data has been provided for the last 5 years. This includes the number of repeat exclusions on a year by year basis. Whilst much remains to be done to support pupils to remain in their mainstream setting and not be excluded, the general trend is downward. The number of openings (i.e. half days lost to pupils through exclusion) is down as is the number of pupils who have repeated exclusions. For the first time, this session, figures for exclusion will be monitored on a monthly, school by school basis in order to monitor the progress of schools to reduce these figures further and to support them in this way, pupils who require additional support will be identified as early as possible.

Conclusion

The vast majority of young people in schools are very well behaved. For a small number, their circumstances are such that they can require support to make and maintain positive relationships with their peers and the adults in school. All young people make mistakes; this is part of the transition from childhood to adulthood. A few do so so persistently that they require to be reminded of the standards of behaviour that are expected of them in school. The health and safety of all who attend school is of paramount importance, as is the learning experience. Where these come under threat, it is essential that sanctions can be applied. Exclusion as one of a range of sanctions. Strenuous efforts will continue to be made to ensure that it is only used as a last resort in the authority's schools.

## 5. Sustainability

N/A

## 6. Resource Implications

### 6.1 *Financial Details*

6.2 The full financial implications of the recommendations are set out in the report. This includes a reference to full life cycle costs where appropriate.

Yes

6.3 Finance have been consulted and have agreed the financial implications as set out in the report. Yes

6.4 *Staffing*

## 7.0 Exempt Reports

7.1 Is this report exempt? Yes  (please detail the reasons for exemption below) No

## 8.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities 2008 - 2011** (Please double click on the check box )

- 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 safer
- Vulnerable people and families are supported
- Substance misuse and its effects are reduced
- Health is improving and health inequalities are reducing
- The environment is protected and enhanced for all
- The Council is effective, efficient and recognised for excellence

(2) **Council Policies** (Please detail)

## 9.0 Equalities Impact

9.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?

Yes  No

## 10.0 Legality

10.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

## 11.0 Appendices

11.1 Please list any appendices attached to this report. If there are no appendices, please state "none".

Appendix A

## 12.0 Background Papers

12.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes  (please list the documents below) No

### Author(s)

NAME	DESIGNATION	TEL NO / EXTENSION
Lesley Robertson	Interim Head of Education	452437

### Approved by

NAME	DESIGNATION	SIGNATURE
Lesley Robertson	Interim Head of Education	Signed: L Robertson
Angela Leitch	Chief Executive	Signed: A Leitch





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**Report to Scrutiny Committee**

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**Date of Meeting: 21st October, 2010**

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**Subject: Review of Single Outcome Agreement 2009-10**

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**Report by: Head of Strategy and Customer Services**

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**1.0 Purpose**

- 1.1. The purpose of this report is to present to the Committee the review of the Clackmannanshire Single Outcome Agreement (SOA) 2009-10.

**2.0 Recommendations**

- 2.1. It is recommended the Committee:
- a) notes progress which has been made by the partnership in meeting the target outcomes;
  - b) considers any Council activity which may be required in relation to achieving outcomes;
  - c) provides any comments for consideration by the Alliance.

**3.0 Considerations**

- 3.1 The targets set out in the Clackmannanshire Alliance's SOA have been reviewed against baseline positions to provide a sense of progress the partnership is making in achieving the outcomes it set out in 2008.
- 3.2 The SOA Review for last financial year is attached as an Appendix to this report and sets out for each of the nine priority outcomes data showing progress at the end of March 2010\*.

(\*Technical note: some comparative data is not available on an annual basis so cannot be included in the review. While most data reported for 2009-10 relates to that financial year, there may be some data such as educational attainment statistics, which relate to a period into the financial year 2010-11).

- 3.3. The review document was approved in draft by the Alliance at its meeting on 10th September, 2010, for submission to the Scottish Government. The document will also be formally reviewed by the statutory signatories of the SOA (i.e. Joint Police Board, Joint Fire Board, NHS Forth Valley Board.)

- 3.4. Generally speaking, positive progress has been made in relation to many targets and across all priority outcomes the direction of travel is positive on the majority of indicators.
- 3.5 In some cases, initial targets have been met and exceeded. Examples of these include:
- % of adults who rate their neighbourhood as a good place to stay (Clacks-wide)
  - % adults very or quite satisfied with Clacks as a place to live (Clacks-wide)
  - attainment of the lowest performing 20% of pupils at the end of S4
  - % residents who state vandalism or graffiti is a dislike about their local neighbourhood
  - % of residents who state alcohol abuse and drug abuse/dealing as dislikes about their neighbourhood
  - level of satisfaction with how local agencies are tackling crime and fear of crime
- 3.6 Of particular note is the fact that in a number of indicators, the position of Clackmannanshire relative to Scotland has improved. These include:
- % working age people who are economically active
  - employment rate
  - % working age population/residents with NVQ4+/no qualifications
  - % referrals received by Children's Reporter on grounds of misuse of alcohol or drugs
- 3.7 There are, of course, some areas where progress is not what would have been hoped: some of these reflect national trends (particularly those affected by the economic climate) whereas others, potentially, require more focused attention locally to get back on track. Some of these where the direction of travel is contrary to what had been hoped include:
- % school leavers in positive and sustained destinations
  - average time people spend in temporary accommodation
  - proportion of babies recorded as being exclusively breastfed
  - general cleanliness.
- 3.8 Each partner organisation will be reviewing their activity in relation to relevant areas in order to establish what further action might be needed.
- 4.0 Next Steps**
- 4.1 The document has been submitted in draft to the Scottish Government and partner organisations for comment and feedback.
- 4.2 As well as scrutinising progress in meeting SOA priorities at partnership and organisational level, the Alliance intends to hold an event in November for partners (including all elected members and representatives of the joint

boards) which will review performance to date and look forward to the 2011-12 SOA.

- 4.3 In relation to 2011-12, the Alliance has agreed to refresh and refine the SOA to keep it current and to take account of progress which has been made to date. It is expected that this revised document will be considered by the partners and the partnership in early 2011, with a view to the Alliance signing it off in March, 2011.
- 4.4 In terms of public reporting, the review document will be made available on Clacksweb and other partner websites and it is also intended to include a supplement in the forthcoming View summarising some key indicators and activities.

## 5.0 Sustainability Implications

5.1 N/A

## 6.0 Resource Implications

6.1 There are no resource implications arising directly from this report.

## 7.0 Exempt Reports

7.1 Is this report exempt? Yes  (please detail the reasons for exemption below) No

## 8.0 Declarations

8.1 The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities 2008 - 2011** (Please double click on the check box )

The area has a positive image and attracts people and businesses	<input checked="" type="checkbox"/>
Our communities are more cohesive and inclusive	<input checked="" type="checkbox"/>
People are better skilled, trained and ready for learning and employment	<input checked="" type="checkbox"/>
Our communities are safer	<input checked="" type="checkbox"/>
Vulnerable people and families are supported	<input checked="" type="checkbox"/>
Substance misuse and its effects are reduced	<input checked="" type="checkbox"/>
Health is improving and health inequalities are reducing	<input checked="" type="checkbox"/>
The environment is protected and enhanced for all	<input checked="" type="checkbox"/>
The Council is effective, efficient and recognised for excellence	<input checked="" type="checkbox"/>

(2) **Council Policies** (Please detail)

Corporate Plan

## 9.0 Equalities Impact

- 9.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?  
 Yes  No

**10.0 Legality**

- 10.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers. Yes

**11.0 Appendices**

- 11.1 Clackmannanshire SOA 2009-10 Review

**12.0 Background Papers**

- 12.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes  (please list the documents below) No

1. Clackmannanshire SOA 2009-12

**Author(s)**

NAME	DESIGNATION	TEL NO / EXTENSION
Elaine McPherson	Head of Strategy and Customer Services	452013

**Approved by**

NAME	DESIGNATION	SIGNATURE
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Nikki Bridle	Director	Signed: N Bridle

*Clackmannanshire*  
*Single Outcome Agreement*

**DRAFT FINAL**

**2009-10 Review**





## **FOREWORD**

This is the second annual report for the Clackmannanshire Single Outcome Agreement and reports on progress in meeting the Clackmannanshire Alliance's partnership outcomes in 2009-10.

There has been progress in meeting the Alliance's nine priority outcomes, which, in turn, have positively impacted on the Scottish Government's national outcomes.

Given the continuing challenging economic circumstances nationally and internationally, Clackmannanshire, as other areas, saw negative trends across a number of indicators, particularly those relating to attracting business growth and people to the area.

However, more positively, the socio-economic position of Clackmannanshire improved relatively within the Scottish context with the gap narrowing across a number of significant indicators.

Particularly pleasing has been the continuing positive trend in satisfaction with Clackmannanshire as an area to live, with fear of crime reducing. There have also been improvements this year in a number of health indicators, including those relating to substance misuse.

Not all our targets have been achieved, however, and the partnership is actively reviewing the reasons for this and taking action to get such targets back on track. It is intended to produce a refreshed and refined SOA for 2011-12 to focus in on shared collective priorities in the short, medium and long terms.

**Councillor Janet Cadenhead**  
**Chair of Clackmannanshire Alliance, 2009-10**  
**September, 2010**



## 1.0 PROGRESS TOWARDS OUR PRIORITY OUTCOMES IN 2009-10

1.1 Clackmannanshire's priority outcomes are consistent with, complementary to, and supportive of, the 15 national outcomes which are set out in the national performance framework

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

1.2 The relationship between the Clackmannanshire priority outcomes and the national outcomes and indicators is set out in the table on the next page.

1.3 This report provides an update of the partnership's progress in achieving the targets set for its outcomes to 2011. For each priority outcome, information is provided on associated indicators and examples are provided of partnership action in practice.

**NATIONAL OUTCOMES AND ASSOCIATED CLACKMANNANSHIRE PRIORITY OUTCOMES - 15 NATIONAL OUTCOMES and beneath them the associated CLACKMANNANSHIRE PRIORITY OUTCOMES**

1. We live in a Scotland that is the most attractive place for doing business in Europe	2. We realise our full economic potential with more and better employment opportunities for our people	3. We are better educated, more skilled and more successful, renowned for our research and innovation.	4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens.	5. Our children have the best start in life and are ready to succeed
The area has a positive image and attracts people and business  The environment is protected and enhanced for all	The area has a positive image and attracts people and business  People are better skilled, trained and ready for learning and employment	People are better skilled, trained and ready for learning and employment	People are better skilled, trained and ready for learning and employment  Our communities are more cohesive and inclusive	Vulnerable people and families are supported  Health is improving and health inequalities reducing  Substance misuse and its effects are reduced
6. We live longer, healthier lives	7. We have tackled the significant inequalities in Scottish society	8. We have improved the life chances for children, young people and families at risk.	9.. We live our lives safe from crime, disorder and danger	10. We live in well-designed, sustainable places where we are able to access the amenities and services we need
Vulnerable people and families are supported  Substance misuse and its effects are reduced  Health is improving and health inequalities are reducing  The environment is protected and enhanced for all	Our communities are more cohesive and inclusive  Vulnerable people and families are supported  Health is improving and health inequalities are reducing	Vulnerable people and families are supported  Substance misuse and its effects are reduced  Health is improving and health inequalities are reducing  Our communities are safer	Our communities are safer  Substance misuse and its effects are reduced	The environment is protected and enhanced for all  Our communities are safer
11. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others	12. We value and enjoy our built and natural environment and protect it and enhance it for future generations	13. We take pride in a strong, fair and inclusive national identity	14. We reduce the local and global environmental impact of our consumption and production.	15. Our public services are high quality, continually improving, efficient and responsive to local people's needs
Our communities are more cohesive and inclusive  Substance misuse and its effects are reduced	The environment is protected and enhanced for all  The area has a positive image and attracts people and businesses	Our communities are more cohesive and inclusive	The environment is protected and enhanced for all	Improved quality of public services

**CLACKMANNANSHIRE PRIORITY OUTCOME: the area has a positive image and attracts people and businesses**

**Contributing to National Outcomes: 1. We live in a Scotland that is the most attractive place for doing business in Europe 2. We realise our full economic potential with more and better employment opportunities for our people 12. We value and enjoy our built and natural environment and protect it and enhance it for future generations.**

**IMAGINE ALLOA**

The Alliance was awarded £2M to transform Alloa town centre and work carried out in the second half of 2009 delivered improvements in the streetscape and shop fronts, as well as opportunities for many artists to contribute to the project.

The Imagine Alloa project was awarded £2 million from the Scottish Government's Town Centre Regeneration Fund and work was carried out over eight months delivering improvements in the roads, pavements and shop fronts.

The initiative included opportunities for many artists to contribute to the project and the 'Make Room' became a focal point for workshops and creativity involving many local people as well as professional artists.

The town centre now has new lighting, street furniture and more litter bins.

Primrose Street, High Street, Drysdale Street and Shillinghill have seen the most benefit from the work.

The High Street has a new events space made of top quality sandstone, taking away the tricky and uneven cobbles that used to be at the top of the town's main street. Three 10ft tall stainless steel figures are a focal point in the new space.

**Despite the difficult economic climate nationally and internationally, there was still positive news for Clackmannanshire in 2009-10.**

**The Scottish Index of Economic Resilience, which compares Council areas, showed Clackmannanshire as the second top improver in having a resilient economy.**

**This is reflected in the fact that in relation to a number of key economic indicators which have declined nationally in the last year, the decline in Clackmannanshire has been proportionately less**

**BUSINESS IMPROVEMENT DISTRICT**

The Clacksfirst Business Improvement District delivered on one of its priority projects to improve signage across its 10 business parks.

The new signage creates a distinctive gateway feature to welcome visitors and internal directory board signage helps direct visitors quickly to their destination.

The new signage has greatly improved the appearance of the business parks as well as helping to promote the Clacksfirst brand identity and raise its profile.

<b>CLACKMANNANSHIRE PRIORITY OUTCOME: the area has a positive image and attracts people and businesses</b>				
<b>Indicator</b>	<b>Baseline</b>	<b>Position at end 2009-10</b>	<b>Direction of Travel</b>	<b>Progress' target/s to end 2010-11</b>
% of adults who rate their neighbourhood as a good place to stay	Clacks = 86% Regen. Areas = 79%	<b>Clacks = 89%</b> <b>Regen. Areas = 75%</b>	<b>+</b>	Clacks = 88% Regeneration Areas = 82%
% of adults very or quite satisfied with Clackmannanshire as a place to live	Clacks = 76% Regen. Areas = 65%	<b>Clacks = 90</b> <b>Regen. Areas = 72%</b>	<b>+</b>	Clacks = 85% Regeneration Areas = 75%
Business Start Ups	90	<b>Comparable data not available from BERR; local data suggests a decrease</b>	NA	Increase the number of VAT registered businesses year on year
Business Survival Rates	70	<b>Comparable data not available from BERR; local data suggests a decrease</b>	NA	Decrease the number of businesses deregistering for VAT
Annual new house completions	299 July 07- June 08	<b>187 completions, down from 203 in 2008-09; this reflects national trends</b>	<b>-</b>	490 new house completions
Clackmannanshire total tourism revenue	£16.66m	<b>Provisionally 2% down; this compares positively with the national trend which is down 4%</b>	<b>-</b>	Increase year on year

Note:

The figures in bold in the table represent the focus of this 2009-10 review.

Direction of travel refers to the position in 2009-10 relative to the baseline and the targets set for 2010-11 (reproduced in the last column of the table)

- + means positive direction of travel (green - the right direction to meet our target)
- means negative direction of travel (red - going the opposite direction to our target)

**CLACKMANNANSHIRE PRIORITY OUTCOME: our communities are more cohesive and inclusive**

**Contributing to National Outcomes: 4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens. 7. We have tackled the significant inequalities in Scottish society 11. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others 13. We take pride in a strong, fair and inclusive national identity.**

**FUTURE JOBS FUND**

A group made up of representatives from the Council, Forth Valley College, Jobcentre Plus, CVS and the private sector was established to develop a bid on behalf of the Alliance. The Alliance secured funding from the Future Jobs Fund for 50 jobs over a 6 month period. Together with a contribution of £100,000 from the Alliance's Fairer Scotland Fund, this allowed 52 jobs to be created for unemployed young people. Jobs were created in a wide range of sectors of the economy with a number of local employers participating.

Much of the delivery of the FJF initiative has been carried out by the Fairer Scotland funded Clackmannanshire Works while the local Jobcentre has had a key role in identifying young people eligible for FJF, promoting FJF opportunities and making referrals to CWE for matching people into FJF jobs. A training budget was created from the Fairer Scotland Fund to increase the likelihood of the participant gaining full time employment at the end of their 6 month experience.

All FJF jobs had been advertised in 2009-10 and 43 of those jobs filled across private, public and voluntary sectors.

The provision of FJF has provided an excellent opportunity for local partnerships to create job opportunities for young people and others who have been unemployed for over 6 months.

Given the high levels of unemployment locally, particularly amongst young people, and the current climate of shrinking budgets, FJF provides a substantial level of funding which enables us to offer real job opportunities for our young people.

**Clackmannanshire has seen a general improvement in terms of its relative rankings on the index. In 2009, 13 (1.3%) of the 976 datazones in the 15% most deprived areas in Scotland were found in Clackmannanshire, compared with 15 (1.5%) in 2006. Clackmannanshire is currently ranked 17th out of the 32 Local Authority areas in terms of overall deprivation - this is an improvement from 15th in 2006 and 14th in 2004.**

**CLACKMANNANSHIRE WORKS**

Clackmannanshire Works is a project fully funded by the Alliance's Fairer Scotland resources and European grant sourced by the partnership. The aim of the project is to help residents achieve sustainable, viable and rewarding self-employment. Individuals are supported by dedicated key workers who work on a one-to-one basis to:

- take up voluntary placements or training courses to help build skills, experience and confidence,
- gain a qualification
- help with finding and funding childcare to allow attendance at training or take up a job offer
- support and advice with managing money and debt
- help build confidence and self esteem.

Client Registrations	841
Major transitions:	360
People into emp (inc Self emp)	189
Intermediate Activities:	81
16-19 year old registrations:	133
Money Advice Support	135

<b>CLACKMANNANSHIRE PRIORITY OUTCOME: our communities are more cohesive and inclusive</b>				
<b>Indicator</b>	<b>Baseline</b>	<b>Position at end 2009-10</b>	<b>Direction of Travel</b>	<b>'Progress' target/s to end 2010-11</b>
% Working Age people who are economically active	Clacks 71.6% Scotland 80%	<b>Clacks 76.5%</b> <b>Scotland 79.8%</b>	<b>+</b>	Narrow gap between Clackmannanshire and Scotland
Employment rate	Clacks - 67.8% Scotland - 76.3%	<b>Clacks 71.0%</b> <b>Scotland 74.3%</b>	<b>+</b>	Narrow gap between Clackmannanshire and Scotland
Median weekly earnings of employed Clackmannanshire residents	Clacks - £428.6 Scotland - £461.8	<b>Clacks - £427.4</b> <b>Scotland - £472.2</b>	<b>-</b>	Narrow gap between Clackmannanshire and Scotland
Housing achieving the Scottish Housing Quality Standard (Council stock) and the Clackmannanshire Standard (higher standard than the SHQS)	SHQS = 73%	<b>77%</b>	<b>+</b>	82% meeting the SHQS by 2011
% adults very happy or fairly happy	Clacks - 83% Regen. Areas - 77%	<b>Data not available until 2010-11</b>	NA	Clacks - 85% Regeneration Areas - 80%
% of children living in low income households	48%	<b>Comparative data not available yet; baseline most recent figure</b>	NA	Reduce

Note:

The figures in bold in the table represent the focus of this 2009-10 review.

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- + means positive direction of travel (green - the right direction to meet our target)
- means negative direction of travel (red - going the opposite direction to our target)

**CLACKMANNANSHIRE PRIORITY OUTCOME: people are better skilled, trained and ready for learning and employment**

**Contributing to National Outcomes: 2. We realise our full economic potential with more and better employment opportunities for our people 3. We are better educated, more skilled and more successful, renowned for our research and innovation. 4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens.**

**3 NEW SECONDARY SCHOOLS & GREEN LIGHT FOR NEW COLLEGE**

In 2009-10 Clackmannanshire was the only local authority area in Scotland to have every single one of its secondary-school pupils being educated in a brand new building following the opening of Alloa, Alva and Lornhill Academies. The new facilities include up-to-the-minute technology, recording studios, fantastic performing space and sports facilities. The flexible space provides capacity for innovation, with the layout enabling small group work out with a classroom setting.

Work on a new £21M college campus began in 2009-10. Supported by the Scottish Government's £17 million capital investment in the further education estate, will take pride of place in the town centre. The state-of-the-art building will transform the landscape of the town centre and play an important role in the regeneration of the Clackmannanshire area.

The new Alloa campus is due to welcome its first cohort of students in August 2011 and will provide new, state-of-the-art facilities for students and the local business community. The new campus development will have space for up to 2900 students per academic year, across all modes of attendance, and will include high tech-specification teaching rooms, workshops, fitness suite and cafeteria. The Campus will offer provision in subject areas such as construction, engineering, motor vehicle maintenance, science, business, computing, childcare and education, creative industries, hairdressing and beauty therapy.

**On the education domain in SIMD 2009, 9 (0.9%) of datazones in the 15% most deprived were found in Clackmannanshire, compared to 12 (1.2%) in 2006. Clackmannanshire has seen a large decrease in the proportions of datazones in the 15% most education deprived, falling by 5%.**

**MCMC/FORTH VALLEY COLLEGE**

Forth Valley College have recently completed a project which ran from January 2010 to June 2010 and which implemented a bespoke programme for young people leaving Clackmannanshire schools in December 2009. The programme involved attendance at College (Clackmannan Campus) and a work placement with a local employer. The programme intended to give young people in Clackmannanshire the support they need to develop a good work ethic, relevant skills, knowledge and experience to help them secure future employment or further study/training options.

12 young people commenced on the course with 10 completing the course at the end of the project. 8 have secured full time College Courses, with the remaining 2 being supported by careers staff. The programme has welcomed support from local employers for future projects and Forth Valley college have ensure sustainability of the programme by including it for future years within its mainstream activity.

*Overall, school leaver destinations at June 2009 showed that 85.7% of leavers found positive destinations - this figure is equivalent to the national average and a significant improvement in performance in Clackmannanshire over a period of years.*

**CLACKMANNANSHIRE PRIORITY OUTCOME: people are better skilled, trained and ready for learning and employment**

Indicator	Baseline	Position at end 2009-10	Direction of Travel	Progress' target/s to end 2010-11
% 3 and 4 year olds taking up entitlement to free nursery places	4yr olds 98% 3yr olds 89.3% 2008	tbc	tbc	100% for both age groups
% of working age population with NVQ4+	Clacks - 29.7% Scotland - 33.2%	<b>Clacks - 32.5% (Jan - Dec 2009)</b> <b>Scotland - 33.9% (Jan to Dec 200)</b>	<b>+</b>	Narrow gap
% working age residents with no qualifications	Clacks - 20.5% Scotland - 13.5%	<b>Clacks - 25%</b> <b>Scotland - 23%</b>	<b>+</b>	Narrow gap
% school leavers in positive and sustained destinations	89% 2007	<b>86%</b>	<b>-</b>	95% by 2011
Overall attainment levels of pupils at the end of S4; % of pupils attaining 5+ awards at Level 4 or better	70% 2008	<b>76%</b>	<b>+</b>	78% by 2011
The average Unified Points Score (UPS) of pupils at the end of S4 *	160 2008	<b>173</b>	<b>+</b>	180 by the end of 2011 (Scottish 3 year average 2004-07 was 171)
% pupils attaining 3 or more awards at Level 6 or better by the end of S5	16% 2008	<b>18%</b>	<b>+</b>	>20% by 2010.
Attainment of the lowest performing 20% of pupils at the end of S4	45 2008	<b>97</b>	<b>+</b>	Average tariff score of 88 at the end of 10-11

**Curriculum for Excellence is essentially about changing the way teachers teach and pupils learn. Very good progress has been made in Clackmannanshire in preparing teachers for the necessary changes. This has happened through attendance at national and local events as well as twilight training sessions in schools. The next steps are to develop the "senior phase" in preparation for the S1 cohort - who will be seniors in 2014. All staff will also make wide use of new assessment techniques and "Teacher Learning Communities" will be launched in November to bring teachers together on a regular basis to discuss how to continue to improve teaching and learning. Scotland's Colleges and Forth Valley College are also considerably involved in the development of the Senior Phase. This will ensure effective transitions for the young people in Clackmannanshire who wish to progress to college on a full time or part time basis.**

**CLACKMANNANSHIRE PRIORITY OUTCOME: our communities are safer**

**Contributing to National Outcomes: 8. We have improved the life chances for children, young people and families at risk. 9. We live our lives safe from crime, disorder and danger 10. We live in well-designed, sustainable places where we are able to access the amenities and services we need**

**TOWN CENTRE PATROLS**

The Community Safety Team at Alloa Police Station have this year been carrying out increased high visibility foot patrols in Alloa Town Centre. This has been in response to a rise in shop lifting; perceptions of high levels of ASB; complaints and concerns from the Town Centre BIDs team and recent intelligence information. The purpose of the patrols is to increase public confidence in the Town Centre by providing a Policing presence, reduce levels of intimidation by shoppers/retailers and prevent and enforce any criminal behaviour or crime in the Alloa Town Centre.

**PACT PRIORITIES**

Community officers meet and engage with their communities to identify what they believe to be the main issues of concern for the community. Consultation is carried out with a good representation of the community and should include hard to reach groups. The purpose of the meetings is to bring the **P**olice and **C**ommunity **T**ogether to identify local priorities to be known as **PACT** Priorities.

A recent example of PACT's was the identification of misuse, sale and supply of controlled drugs in Tullibody, which was raised through engagement with the Community Council. As a result intelligence was gathered, and 6 drug search warrants were granted by the Sheriff Court. In March 2010 a large drugs enforcement operation was organised with positive results for Central Scotland Police. As a result of this there have been reduced complaints and intelligence in relation to the use of illegal drugs within Tullibody.

**SECURE BY DESIGN**

In January, 2010, police in Clackmannanshire presented Ochilview Housing with an award for their new development of 15 houses in Sauchie. The development, which replaced a previously derelict building which had been an attraction for vandalism and other aspects of antisocial behaviour, was awarded a Secure By Design Award.

The Secure by Design award is an initiative to encourage the building industry to adopt crime prevention measures in developing design to help reduce the opportunity for crime, fear of crime and creating a safer and more secure environment. Research has shown that by incorporating Secure by Design measures within a development it can reduce crime by up to 70 per cent and also the fear of crime.

The main beneficiaries are the residents of the Sauchie development who gained from living within a safer and more secure environment which has a proven record in reducing levels of crime and the fear of crime.

**SAFER STREETS**

The Safer Streets programme in Clackmannanshire ran from December 2009 to March 2010. The programme involved high visibility patrols throughout Alloa Town Centre including a 24 hours of action campaign; plain clothed operations arranged to tackle the supply of alcohol to persons underage within licensed premises; free youth diversionary activity arranged throughout the period of the campaign including swimming and football. All activities included high profile coverage by the local media.

## CLACKMANNANSHIRE PRIORITY OUTCOME: our communities are safer

Indicator	Baseline			Position at end 2009-10			Direction of Travel		'Progress' target/s to 2010-11
Level of satisfaction with how local agencies are tackling crime and fear of crime	Clacks = 31% Regen. Areas = 30%			<b>Clacks 40%</b> <b>Regen. Areas = 34%</b>			<b>+</b>		Increase to 35% Increase to 35%
% of people who have been fearful in the last 12 months of becoming a victim of crime	Clacks 44% Regen. Areas 53%			<b>Clacks 32%</b> <b>Regen. Areas 47%</b>			<b>+</b>		Decrease year on year Decrease year on year
Group 1 Crimes (No, per K pop, % detection)	88	1.76	102	61	1.21	93	+	-	Decrease no.s of all crimes (left side of direction of travel column)  Increase detection %s for all crimes (right side of direction of travel column)  Baseline data from 2008-09  <u>Crime Groups</u>  Group 1 - Crimes of Violence Group 2 - Crimes of Indecency Group 3 - Crimes of Dishonesty Group 4 - Vandalism etc Group 5 - Drugs, Bail, Misc. Group 6 - Misc Offences inc Breach of Peace Group 7 - Motoring Offences
Group 2 " " " "	24	0.48	79	125	2.48	83	-	+	
Group 3 " " " "	1468	29.42	55	1175	23.28	54	+	-	
Group 4 " " " "	1364	27.33	33	1075	21.30	37	+	+	
Group 5 " " " "	1071	21.46	99	837	16.58	100	+	+	
Group 6 " " " "	1845	36.97	92	1697	33.62	93	+	+	
Group 7 " " " "	2845	57.01	99	2773	54.93	99	-	=	
Residential House Break-Ins " " "	68	1.36	43	58	1.15	28	+	-	
Vandalisms " " "	1286	25.77	30	1011	20.03	36	+	+	
Enforcement of quality of life offences	1282	25.69	-	1163	23.04	-	+	Na	
All persons KSI (no, per MVK)	22	0.072	-	18	0.058	-	+	Na	
Child KSI " "	5	0.016	-	2	0.006	-	+	Na	
Slight injuries " "	91	0.29	-	69	0.220		+	Na	
Injury road collisions "	57	0.299	-	69	0.220		-	Na	
Racist Incidents (No, per K pop)	45	0.90	-	na	na		na	Na	
% residents who state vandalism or graffiti is a dislike about their local neighbourhood	Clacks = 39% Regen. Areas = 57%			<b>Clacks = 23%</b> <b>Regen Areas = 35%</b>			<b>+</b>		Decrease to 30% Decrease to 47%
Number of accidental dwelling fires	8.75 per 10000 pop			<b>6.9</b>			<b>+</b>		Year on year reduction
Number of accidental fire fatalities	0.09 per 10000 pop			<b>0</b>			<b>+</b>		Year on year reduction
Number of incidents (fire) resulting in casualties	1.38 per 10000 pop (7 incidents)			<b>1.98 (10 incidents)</b>			<b>-</b>		Year on year reduction

**Note:**

The figures in bold in the table represent the focus of this 2009-10 review. Direction of travel refers to the position in 2009-10 relative to the baseline and the targets set for 2010-11 (reproduced in the last column of the table). + means positive direction of travel (green - the right direction to meet our target). - means negative direction of travel (red - going the opposite direction to our target)

**CLACKMANNANSHIRE PRIORITY OUTCOME: vulnerable people and families are supported**

**Contributing to National Outcomes: 5. Our children have the best start in life and are ready to succeed 6. We live longer, healthier lives 7. We have tackled the significant inequalities in Scottish society 8. We have improved the life chances for children, young people and families at risk.**

**WORKING TOGETHER TO PROTECT CHILDREN**

All the members of the Alliance, particularly the Council, NHS Forth Valley and Central Scotland Police, work together to ensure that vulnerable people and families are supported.

Following an independent inspection in January, 2010, a report showed that significant progress had been made across all agencies in Clackmannanshire to ensure the needs of children and families are being.

The following particular strengths that make a difference to children and families were noted:

- Trusting relationships were built up by staff who know children well
- there are services which help and support children and families at an early stage
- immediate actions are taken to keep children safe
- there is strong teamwork to support individual children and their families
- there is strong leadership of improvements in services to protect children

Notwithstanding this good report, the Alliance has recognised the need for continuous improvement so that Clackmannanshire remains at the forefront in providing the highest quality of service to children and families in need.

**PARTNERSHIPS TO SUPPORT THE HOMELESS**

Improving the health of homeless people or those at risk of homelessness is being tackled within the multidisciplinary Health & Homelessness Partnership. 19 key actions were identified at the 2009 annual conference by representatives of service users and providers. Some of these which have been achieved include:

- A service user forum has been established and meets quarterly to discuss and participate in developing local solutions to their identified issues.
- A consultation has been completed on local homelessness accommodation and key recommendations are being considered for action by the Homelessness Partnership.
- Holistic health assessments are being offered through homeless accommodations and frequently used facilities as part of a coordinated input from the homelessness partnership which aims to build relationships with this hard to reach group.

**THE BEST START**

In recognition of the direction of travel for breastfeeding rates the multi agency Parenting Partnership prioritised infant and maternal nutrition for families with 0-5 year olds in deprived areas. An action plan has been developed to increase uptake of Healthy Start benefits and improve community support for breast-feeding.

**CLACKMANNANSHIRE PRIORITY OUTCOME: vulnerable people and families are supported**

Indicator	Baseline	Position at end 2009-10	Direction of Travel	'Progress' target/s to 2010-11
% levels of satisfaction amongst people using community care services	60% 2008	<b>53%</b>	-	65%
% of people 65+ with high levels of care needs who are cared for at home	39% March 2008	<b>35%</b>	+	Maintain above national average target of 30%
% community care referral and service responses within priority target times	65% January 2009	<b>80%</b>	+	75%
No patients waiting in short stay settings for more than 6 weeks for discharge to appropriate setting	0	<b>0</b>	+	Maintain at zero
A&E attendance rate per 100,000 (Forth Valley wide figures only)	2366 December 2008	<b>2042</b>	+	2043 by March 2011
% carers who feel supported by partner agencies to continue their caring role	50% Annual	<b>67%</b>	+	60%
% children on child protection register visited as per the Child Protection Plan	TBD	<b>Tbc</b>	tbc	100%
Overall levels of achievement of looked after children (note - the denominator for this % is usually very small - e.g. 10 individual children)	50%	<b>74%</b>	+	95% looked after and accommodated children attain at least an SCQF Level 3 award in English and Mathematics at the end of S4
Average time homeless people spend in temporary accommodation.	86 days 08-09	<b>97</b>	-	Reduce
Reduce people assessed as non-priority homeless	22% 2003/4	<b>9%</b>	+	11%
Proportion homeless people maintaining their tenancy for at least 12 months	82% 2007/8	<b>79%</b>	-	Maintain the high level of re-housing arrangements which are sustained.
Number of domestic abuse incidents per 100,000 population, reported to the police	1,261 2007/8	<b>1400</b>	+	Increase until levels of confidence are reached

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**CLACKMANNANSHIRE PRIORITY OUTCOME: Substance misuse and its effects are reduced**

**Contributing to National Outcomes: 5. Our children have the best start in life and are ready to succeed 6. We live longer, healthier lives 7. We have tackled the significant inequalities in Scottish society 8. We have improved the life chances for children, young people and families at risk. 9. We live our lives safe from crime, disorder and danger 11. We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others**

**ALCOHOL & DRUGS PARTNERSHIP**

The Clackmannanshire Alcohol and Drugs Partnership (CADP) was established in 2009-10 to support the achievement of relevant outcomes set out in the Single Outcome Agreement.

The CADP has developed a Delivery Plan which is providing a co-ordinated response in relation to substance misuse (Alcohol, Illegal Drugs, Tobacco and Volatile Substances).

Key priorities for the team in 2009-10 were been:

- reducing the number of children affected by parental substance use
- reducing the number of young people using substances
- improving access to treatment and recovery services

**BUCKY BUSTERS**

This group is made up of young people from Alloa to raise awareness about the dangers of alcohol and safety amongst their peer group.

The peer education project have developed a range of information resources and have delivered roadshows at different venues across Clackmannanshire. These have provided young people with the opportunity to take part in interactive alcohol workshops led by group members, learn about health and community safety issues associated with young people and alcohol as well as take part in healthy taster alternative activities.

**DRUGS SEIZURES**

Police in Clackmannanshire were proactive in seizing various quantities of drugs across the area in 2009-10. The most significant haul came after searches of domestic and business premises which resulted in a quantity of drugs believed to be worth in excess of £1 million being seized.

This significant operation uncovered a substantial amount of drugs including cocaine, heroin and amphetamine, which, it is believed were destined for the streets of the local area.

**CLACKMANNANSHIRE ALCOHOL SERVICE**

The Clackmannanshire Alcohol Service is a joint initiative which aims to: Reduce the harm arising from alcohol misuse; Increase the number of people recovering from alcohol misuse who enter training, educations, volunteering and employment opportunities and Promote increased responsibility, social inclusion and health and well being.

**CLACKMANNANSHIRE PRIORITY OUTCOME: Substance misuse and its effects are reduced**

Indicator	Baseline		Position at end 2009-10		Direction of Travel	'Progress' target/s to 2010-11
% of local residents surveyed who cite alcohol abuse and drug abuse/dealing as dislikes about their neighbourhood	Clacks Alcohol – 38% Drug Abuse – 33%		<b>Clacks - Alcohol - 28</b> <b>Clacks - Drug Abuse - 21</b>		+	Clacks - Alcohol - 35% Clacks - Drug Abuse - 30%
	Regen. Areas Alcohol - 55% Drug Abuse - 55%		<b>Regen Areas - Alcohol - 39</b> <b>Regen Areas - Drug Abuse - 35</b>		+	Regen. Areas - Alcohol - 50% Regen. Areas - Drug Abuse - 50%
General acute inpatient discharges with alcohol related diagnosis  * (EASR = European Age Standardised Rate per 100,000 population)	EASR* - 554  Number - 289  2007-08		<b>328</b>		+	Reduce
No. Class A Drug Supply Offences	59		<b>19</b>		+	Reduce
Alcohol related road collisions (No., per MVK)	2	0.009	<b>3</b>		-	Reduce
Alcohol related driving incidents " "	70	0.308	<b>51</b>		+	Reduce
% of referrals received by Children's Reporter on the grounds of misuse of alcohol or drugs	7% (Scottish average is 1.8%)		<b>5.7%</b>		+	Reduce % and lessen gap from the Scottish average

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**CLACKMANNANSHIRE PRIORITY OUTCOME: health is improving and health inequalities are reducing**

**Contributing to National Outcomes: 8. We have improved the life chances for children, young people and families at risk. 5. Our children have the best start in life and are ready to succeed 6. We live longer, healthier lives 7. We have tackled the significant inequalities in Scottish society**

**CLACKMANNANSHIRE HEALTHIER LIVES (CHL)**

The CHL health improvement programme received Fairer Scotland funding in 2009-10 to promote community-based health improvement, particularly in deprived areas. In 2009-10:

- 1001 Health Assessments were carried out
- 82 clients were supported to stop smoking, with 27% stopping smoking 192 clients were referred to the Clackmannanshire Alcohol Service, with 102 engaging with services regularly
- 111 clients were referred to the Health and Well being mentor, including Counter Weight referrals.
- 36 clients were supported through food advice and practical skills, and 23 local community groups and organisations were supported through practical sessions and workshops.
- 530 people attended physical activity classes, with 47% regularly attending. 53% attending were meeting the recommended levels of exercise every week.

Partners worked together on a number of projects to promote healthier lives, including:

- CHL and Forth Valley College offered a new creative arts course to clients who successfully achieved health goals e.g. smoking cessation. The course provides diversionary activity to support maintenance of healthy life changes.
- CHL worked closely with homelessness accommodations and the church-based group Soup Pot to provide health information, advice and practical support
- work began to develop a health and employability pipeline consistent with the Clackmannanshire Employability Partnership priorities.

**Clackmannanshire has seen some improvements in terms of the number of datazones in the 15% most health deprived. 3 datazones have moved out of the 15% most health deprived (in Alloa South and East, and Tullibody). One datazone has moved into the 15% most deprived (in Sauchie).**

**NEW COMMUNITY HEALTH CARE CENTRE FOR CLACKS**

In 2009-10 the new Clackmannanshire Community Healthcare Centre was opened. The new centre, which replaced Alloa Health Centre, sees around 800 patients a day, and provides a range of primary care services to 25,000 people including. GP practices, community nursing, podiatry , dental , out-patient clinics, physiotherapy, audiology and dermatology.

The new centre is also home to community mental health teams for older people and a resource centre which provides a range of services and treatment for people with mental health problems who are aged between 19 and 64. The Resource Centre is part of the Clackmannanshire Integrated Mental Health Service and therefore works in partnership with Clackmannanshire Social Work.

A multi-disciplinary team from older people's mental health, elderly and adult rehabilitation services work together to provide assessment and treatment services, such as falls rehabilitation classes and patient and carer groups. The new centre also has 45 inpatient beds which are used primarily for older people following treatment in an acute hospital.

**CLACKMANNANSHIRE PRIORITY OUTCOME: health is improving and health inequalities are reducing**

Indicator	Baseline	Position at end 2009-10	Direction of Travel	Progress' target/s to 2010-11
% adults describing their health as good or fairly good	Clacks Good - 57% Fairly Good - 33  Regen. Areas Good - 47% Fairly Good - 34	<b>Data not available until 2010-11</b>	NA	Clacks Good - 60% Fairly Good - 35%  Regen. Areas Good - 50% Fairly Good - 35%
Deaths from Coronary Heart Disease	104 per 100,000	<b>83.5</b>	<b>+</b>	Reduce deaths per 100,000 by 2%
Deaths from Cancer	114 per 100,000	<b>154.6</b>	<b>-</b>	Reduce deaths per 100,000 by 2%
Reduce health inequalities in Clacks	Various	<b>3 datazones have moved out of the 15% most health deprived (in Alloa South and East, and Tullibody). One datazone has moved into the 15% most deprived (S01000854 in Sauchie).</b>	<b>+</b>	NA
% adults smoking	29% 2005/2006 data	<b>29%</b>	<b>=</b>	5% smokers attend smoking cessation 8% quit at 4 weeks
Rate of adult physical activity in sedentary population	48% exercise for 30 minutes 5 times a week	<b>52%</b>	<b>+</b>	Increase participation in physical activity by 4%
Claimant rate of Incapacity benefit/Severe Disablement Allowance (per 1000 pop)	108.1 at May 2008	<b>5th highest relative ranking</b>	<b>-</b>	Improve ranking of rate relative to the rest of Scotland (6th highest at baseline)
Obesity levels in P1 school children	Overweight - 23.1%	<b>20.9</b>	<b>+</b>	Reduce
Proportion of babies recorded as being exclusively breastfed at 6-8 week review	25.5%	<b>20.6%</b>	<b>-</b>	Increase by 2%
% 3-5 year olds registered with an NHS General Dentist	75.5%	<b>84.8%</b>	<b>+</b>	80% by 2011
Teenage pregnancy rates	64 per 1000 15-19 year olds	<b>62 per 1000</b>	<b>+</b>	Decrease

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**CLACKMANNANSHIRE PRIORITY OUTCOME: the environment is protected and enhanced for all**

**Contributing to National Outcomes: 1. We live in a Scotland that is the most attractive place for doing business in Europe 6. We live longer, healthier lives 10. We live in well-designed, sustainable places where we are able to access the amenities and services we need 12. We value and enjoy our built and natural environment and protect it and enhance it for future generations 14. We reduce the local and global environmental impact of our consumption and production.**

**BREATHING SPACES**

Clackmannanshire was one of three areas in Scotland to join forces with the BBC Breathing Places campaign to turn its communities into breathing places. (A Breathing Place is a green space that is great for wildlife and people. It could be a local woodland, roadside, park, nature reserve, pond, green corridor or meadow. It has an active community of people creating, enjoying and maintaining it.)

The Clackmannanshire Green Map Initiative, established by CVS Clackmannanshire and Action for Change and funded by the Alliance, was the driving force which nurtured and co-ordinated activities from a wide range of community organisations and local schools in developing the area's two Breathing Places - at the Delph Pond in Tullibody and Cowpark Wood in Sauchie.

In 2009-10 funding from the Big Lottery Fund, the Clackmannanshire Biodiversity Partnership, Clackmannanshire Healthy Futures Network and Clackmannanshire and Stirling Environment Trust, has enabled huge improvements have been carried out at both areas, making a positive impact on the environment and making the areas more attractive to wildlife and more accessible to local people.

**REDUCING DERELICT LAND**

The Scottish Government's Vacant and Derelict Land Survey, released January 2010, shows Clackmannanshire is doing better than elsewhere. While the amount of derelict land in Scotland has increased by 483 hectares (6%) from 2002 to 2009, Clackmannanshire has seen a 28% reduction. The amount of unused, unsightly derelict land in the county has gone down from 39 hectares to 28 hectares in the last seven years.

These figures confirm the excellent progress in regenerating Clackmannanshire in recent years.

<b>CLACKMANNANSHIRE PRIORITY OUTCOME: the environment is protected and enhanced for all</b>				
<b>Indicator</b>	<b>Baseline</b>	<b>Position at end 2009-10</b>	<b>Direction of Travel</b>	<b>'Progress' target/s to 2010-11</b>
Carbon Footprint of Clackmannanshire (CO2 emissions)	12.03 tonnes per capita	<b>12.43</b>	-	Reduce by 10% by 2011
Proportion of protected nature sites in a favourable condition	74%	<b>NA</b>	NA	Increase to 95% by 2010-11
Share of journeys made by:			NA	Increase to 12% by 2010 Increase to 1% by 2010 Increase to 10% by 2010 Decrease to 75% by 2010
- foot	8%	<b>72%</b>	NA	
- cycle	0%		NA	
- public transport	5%		NA	
- car	85%		+	
Number tonnes biodegradable waste sent to landfill	14,221	<b>13574</b>	+	
Recycling and composting rate	43%	<b>44.9%</b>	+	46% by 2011
% residents visiting historic or architecturally valuable sites/buildings	39%	<b>43%</b>	+	Increase year on year
General Cleanliness	77	<b>74</b>	-	80 in 2010-11

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**CLACKMANNANSHIRE PRIORITY OUTCOME: improved quality of public services**

**Contributing to National Outcomes: 15. Our public services are high quality, continually improving, efficient and responsive to local people's needs**

The indicators for this outcome are not collected annually. However, this section gives a flavour of some instances of service excellence by the partners across Clackmannanshire in 2009-10.

Alloa-based social firm Candies Cuisine was Highly Commended at the Social Enterprise category at the Scottish Business Diversity Awards in October, 2009.

The firm, which is supported by the Alliance, received the commendation for the contribution they make in Clackmannanshire to embracing diversity in the workplace. Candies was formed in 2003 with six volunteers. It now provides eight paid jobs and 25 trainee placements for people with various disabilities.

Clackmannanshire Healthier Lives which helps people to improve their health and wellbeing, is celebrating success after receiving an NHS Forth Valley Award.

This is the fourth year of the Celebrating Success Awards which celebrate the dedication and commitment of NHS staff to improving service.

Clackmannanshire Healthier Lives, which is funded by Fairer Scotland through the Clackmannanshire Alliance, was one of 69 submissions to the annual awards. The project, which is based in Alloa, was named runner-up with Strathcarron Hospice's Childrens' Bereavement Service taking the top title.

Part of Development and Environmental Services was recently awarded the coveted Customer Service Excellence Award.

The award is given to organisations that have demonstrated excellent standards of customer service and care.

Only nine other local authorities in Scotland have achieved the award for some of their services.

The Council services covered by the award are: Development Quality, Building Standards, Roads and Transportation and Environmental Health.

A vital part of the Council's Housing Service received a glowing report from the Care Commission in 2009-10, The Housing Support Team received 'excellent' and 'very good' ratings following an inspection.

Housing Support works with people who are at risk of losing their tenancies or who are homeless and require support to set up and sustain a tenancy. The team of 4 officers has received 411 referrals and worked with 137 clients since it was established in 2007 and has helped 14 people to avoid eviction.

NHS Forth Valley maintained its position as the top mainland board in Scotland for hand hygiene. During 2009-10, staff achieved their best ever success rate - 99% - compared with a national average of 92%.

In 2009-10 a Central Scotland Police Merit Award was presented to Clackmannanshire Community Policing team for their approach to community policing and problem-solving

Clackmannanshire CHP's General Manager Kathy O'Neill awarded the high profile national Top Manager Award at the Scottish Health Awards in November 2009.

Kathy was recognised for her successes in driving forward patient care in Clackmannanshire and Forth Valley. Kathy led the development of integrated community mental health services and the commissioning of the new Clackmannanshire Community Healthcare Centre

CLACKMANNANSHIRE PRIORITY OUTCOME: improved quality of public services						
Indicator	Baseline		Position at end 2009-10		Direction of Travel	'Progress' target/s to 2010-11
Experience of public services as very or quite good	Clacks = 62% Regeneration Areas = 66%		<b>Data not available until 2010-11</b>		NA	70% by 2011 70% by 2011
Experience of individual public services as good (G) or poor (P) (% based on those respondents using each service):	Clacks Wide %	Regen. Areas %	<b>Data not available until 2010-11</b>		<b>NA</b>	For all services increase % G and decrease % P
	<b>G</b>	<b>P</b>	<b>G</b>	<b>P</b>		
➤ GP Services, hospitals, libraries, police, sport and leisure, schools. Social services, housing, planning, street cleaning, refuse collection, recycling, street lighting						

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## 2.0 FAIRER SCOTLAND 2009-10

2.1 The total resources available to the Alliance for the financial year ended 31 March 2010, including the balance of grant carried forward from 2008/09 amounted to £2.629m. The overall outturn figure for 2009/10 in respect of funding from the Fairer Scotland Fund approved by the Alliance to date was £2.430m. A breakdown of this figure is included below, set out by the four programme areas prioritised by the Alliance.

<b>PROGRAMME</b>	
<b><u>EMPLOYABILITY</u></b>	<u>Expenditure £000's</u>
Clackmannanshire Works	543.0
C-MEE	39.8
Homestart	33.3
Recyke a Bike	13.4
Motor-Vation (To 31.08.09)	16.5
Community House	33.4
Cafe Society	20.0
LWTT - Learning for Change (To 31.08.09)	11.2
LWTT - Work Experience (To 31.08.09)	17.2
Candies Cuisine	29.6
More Choices More Chances	230.0
More Choices More Chances - FV College	15.8
Future Jobs Fund	100.0
	<u>1,103.2</u>
<b><u>SUBSTANCE MISUSE</u></b>	
Addiction Support & Counselling	54.1
Signpost	30.3
Interim Funding	3.3
	<u>87.7</u>

<b>PROGRAMME</b>	
<b><u>POSITIVE IMAGE</u></b>	<u>Expenditure £000's</u>
Promoting Clackmannanshire	
- Town Centre Bid Management	15.0
- Town Centre Regeneration	500.0
- Tourism Co-ordinator	31.1
- Marketing/Campaigning	45.2
Green Mapping	42.9
	<u>634.2</u>
<b><u>HEALTH IMPROVEMENT</u></b>	
Street Sport	42.5
Reachout with Arts in Mind	22.6
Clackmannanshire Healthier Lives	277.0
Women & Girls Group	5.2
Sauchie Active8	31.4
LADA	15.0
	<u>393.7</u>
<b><u>OTHER</u></b>	
Dedicated Management Support	157.3
Clacks 1000	23.3
Administration Charge	30.6
	<u>211.2</u>

## 2.2 Summary of Key Outputs/Outcomes from FA funded programmes 2009-10

### **Fairer Scotland - Employability Programme**

12 young people supported through Forth Valley College McMc project with 8 given offers for full time college courses  
841 clients registered with Clacks Works with 360 achieving major transitions.  
133 16-24 year olds (NEET Group) have registered with 74 making major transitions.

### **Fairer Scotland - Health Programme**

1001 Health Assessments were carried out  
82 clients were supported to stop smoking, with 27% stopping smoking 192 clients were referred to the Clackmannanshire Alcohol Service, with 102 engaging with services regularly  
111 clients were referred to the Health and Well being mentor, including Counter Weight referrals.  
36 clients were supported through food advice and practical skills, and 23 local community groups and organisations were supported through practical sessions and workshops.  
530 people attended physical activity classes, with 47% regularly attending. 53% attending were meeting the recommended levels of exercise every week.

### **Fairer Scotland - Voluntary Programme**

108 Training and Work Placements have been provided through CMEE, Candies and Streetsports  
130 Community Learning Classes and skills programmes have been provided through Cafe Society, Sauchie Active 8, Women and Girls Group, Reachout and Streetsports.  
176 residents supported to improve health and health inequalities through Sauchie Active 8, Women and Girls Group and Community House  
56 vulnerable families supported through improved parenting/social skills and confidence through Homestart.  
118 young people are improving health and confidence and barriers such as alcohol/substance to move towards achieving life goals.

### **Fairer Scotland - Positive Image**

4 main streets in Alloa town centre upgraded  
Installation of significant public art  
Programme of community arts courses supported  
Business development programme for creative industries established  
Increased footfall in town centre (MORI survey)  
Improved perceptions of town centre (MORI survey)  
Major marketing campaign across various Scottish regions showed improved perceptions of Clackmannanshire as a place to visit

### **3.0 EFFECTIVE ENGAGEMENT WITH CITIZENS**

- 3.1 Within the community planning partnership in Clackmannanshire, there is a well-established approach to engaging with citizens. Some examples of this in 2009-10 included:

#### Third Sector Convention

- 3.2 Convention - The Alliance recognises that it is in the interests of Clackmannanshire to have a strong, resilient voluntary and community sector, and it entered into the partnership to offer support in recognition of the difficulties the sector is currently facing. In response to the problems created for the third sector by the global economy, the Alliance was a partner in a Forth Valley-wide event held in February 2010 aimed at helping the community and voluntary sector ensure its sustainability. Clackmannanshire Alliance had a stall at the 'market place' and also co-facilitated two workshops on the role of community planning. It was never intended that the event would be an end in itself but would act as a catalyst to demonstrate locally what the needs of the sector were and what therefore needed to be followed up locally to sustain community development. Evaluation forms, feedback and workshop attendance indicate that there is strong interest from groups in developing their role in Community Planning.

#### Public Partnership Forum (PPF)

- 3.3 The Clackmannanshire PPF, associated with the Community Health Partnership, helps ensure local people are heard in shaping health (and other) services. In January of 2010 members of the PPF took part in focus groups and in a stakeholder event to develop priorities for the Clackmannanshire Joint Health Improvement Plan (2010-2012)..
- 3.4 The PPF supports wider public involvement in planning and decision making through recruiting new members to the forum. The forum has more than 400 names on its membership list and all of these members received regular information about the PPF and about opportunities to be involved in shaping services such as Clackmannanshire Healthier Lives and influencing decision making, e.g. transport planning to the new Forth Valley Hospital. Members hear about a wide range of health and other services and are able to comment directly to officers from these services, to ask questions and make suggestions they think are relevant. Services are able to ask for feedback and comments to improve service delivery.
- 3.5 The Forum has also reviewed its role and remit and the co-ordinating group has developed objectives to take the PPF forward. These objectives set out actions for the PPF linked to the HEAT and SOA targets

#### Influencing Service Design - Clackmannanshire Community Healthcare Centre

- 3.6 The development of this flagship health centre actively involved patients groups, carers groups and service users at its inception. This project was taken forward on a multi-agency basis and the community were consulted on the interior and exterior design as well as having input to the development of the community based services it provides.

### Supporting Community/Local Priorities

- 3.7 The Community Safety Partnership established a small grants scheme for projects to address community safety. The scheme was designed to allow opportunities for statutory agencies to work with communities to devise community-led activities which meet local needs. It was managed by a sub-group of the Partnership on which the community was represented. The grant has shown it can both meet a community need and raise awareness of the relationship between the Community Safety Partnership and the community. The grant has been a useful tool in community engagement for the Community Wardens to identify previously unknown groups and gather information on community safety needs.

### Recognising Champions

- 3.8 Sandra Gruar was named Citizen of the Year 2009 at the sixth annual Clackmannanshire Awards in recognition of her dedication to the Sauchie community. Sandra developed the Fairer Scotland funded Sauchie Active 8 programme which provides training and learning programmes for the whole community, particularly young people. The Awards event, which was jointly organised by a number of community planning partners, also recognised enterprising activities between local businesses and schools over the past year.
- 3.9 In addition, this year the Community Safety Partnership formally recognised community volunteers who have performed a significant service to the community in the interests of community safety by establishing an award scheme to recognise such work. The first Certificate of Merit was awarded in November 2009.

### Consulting Communities

- 3.10 Two Clacks 1000 surveys were completed in 2009-10. The 6th survey 'Attitudes to Clackmannanshire' provided information from the community on performance to:
- Effects of the Economic Downturn in Clackmannanshire
  - Clackmannanshire's Image
  - Training and Improving Skills
  - Communication from Community Planning Partner Agencies
- 3.11 The 7th survey 'Families and Lifestyles in Clackmannanshire' provided information from the community on:
- Clackmannanshire and Alloa Town Centre
  - Families and Young People
  - Crime, Fear of Crime and Internet Safety
  - Adult and Child Protection
  - Health, Alcohol and Drugs

- 3.12 An equivalent panel for our business partners was established in early 2010 and the first survey used to gain a better understanding of business perceptions of the economic climate and progress in redeveloping Alloa town centre.

Community Involvement in Strategic Decision-Making

- 3.13 The people and communities of Clackmannanshire are core members of the Alliance and are represented on all formal Alliance structures, including the various Partnership Teams.
- 3.14 In an effort to improve representation of young people in decision-making on services which affect them, Alliance partners jointly delivered a presentation on the work of each Partnership Team to a network meeting of the Clackmannanshire Youth Council in April 2009. The outcome of this was that the Children & Young People Partnership now link regularly with the Youth Council to exchange information and the Chair of the Youth Council subsequently began to attend Alliance meetings.
- 3.15 Community partners were engaged at an early stage to update Clackmannanshire's community plan. Through a process undertaken over a series of meetings, their input helped determine the language, content and style of the final document to ensure that it is accessible to the community as well as to statutory bodies.
- 3.16 The Community Learning & Development Partnership Team held a planning event in March 2010 to which all its community and voluntary sector members were invited. A total of seven representatives from three community groups and three voluntary organisations attended. At this event, CLD partners reviewed the findings of HMIE's report and developed a plan of action in response to its recommendations.

**END**

