
Report to Scrutiny Committee

Date of Meeting: 2 March 2017

Subject: Single Outcome Agreement Annual Review 2015/16

Report by: Head of Strategy and Customer Services

1.0 Purpose

- 1.1. The purpose of this report is to provide committee with the Single Outcome Agreement annual review for 2015/16. This is the eighth annual review of the Single Outcome Agreement and the second relating to the current Single Outcome Agreement for 2013-23. The report presents performance against the Single Outcome Agreement performance framework, and provides case studies and feedback from partnership teams and community partners (Community Councils and Tenants and Residents Groups).

2.0 Recommendations

- 2.1. It is recommended that the Committee notes the report, then comments and challenges as appropriate.

3.0 Considerations

- 3.1. This report presents information on behalf of the Clackmannanshire Alliance Community Planning Partnership. The Alliance has two key Partnership Teams – Business, Jobs & Skills and Community Wellbeing & Safety, and work undertaken by sub-groups and teams is also presented.
- 3.2. Although the current Single Outcome Agreement (SOA) covered the ten-year period from 2013 to 2023, this has now been superseded by changes at a national level. From 2016/17, the SOA will be replaced by Local Outcome Improvement Plans. Information on the requirements and detail of these plans is still in development, and communities and Elected Members will be consulted on their development, and provided with progress updates.
- 3.3. In the 2015/16 Annual Review, progress and performance can be seen to be improving in many areas, and many targets being met despite challenging circumstances and areas of work being addressed by partnerships. Positive or sustained trends can be seen in two thirds (67%) of indicators, and performance was above (or within 5% of) targets in almost three quarters (74%) of indicators. The case studies and comments also give more context to the statistics, and specific examples of successful initiatives.

The Area has a Positive Image and Attracts People and Businesses

- 3.4. Positive trends can be seen for the majority of indicators for this outcome, despite economic pressures at both a national and local level. There were improvements relating to general perceptions of the area, tourism, social enterprises and various business-related indicators, including those receiving support from the Council. There was, however, a slight decline in business survival, and an increase in vacant town centre units, though neither of these figures are available for Clackmannanshire as a whole. Wider issues have also contributed to a decline in perceptions relating to the economy.
- 3.5. The case study also provides information on a successful Local Employability Partnership event to increase knowledge and awareness of the support services available locally, for the staff in various different organisations. This type of event improves partnership working, reduces duplication, and makes the most of the different skills and services held in different agencies.

Our Communities are more Cohesive and Inclusive

- 3.6. Slightly less improvement was evident in relation to this outcome, and fewer targets were met. There was a reduction in residents claiming benefits, and strong performance in relation to several indicators relating to the voluntary sector. Though there were improvements in relation to the Scottish Housing Quality Standard and local perceptions on 'sense of community', these were still slightly below the challenging targets. Decline was evident in the average weekly wage, as well as lesser declines in relation to quality of life and the promotion of equalities and diversity.
- 3.7. Examples of new and successful initiatives by Clackmannanshire Third Sector Interface (CTSI) are provided, as well as opportunities around the Community Empowerment Act. Themes identified include references to the pace and scale of change and reform and also the interesting paradox of modern technologies allowing instant communication, versus the requirement for time to be taken to ensure changes are considered, consulted upon, and managed in a legal and appropriate manner. The case study also provides an excellent example of holistic thinking to meet the needs of children and young adults with disabilities and additional support needs, while ensuring that wider families are included and can share in experiences.

People are Better Skilled, Trained and Ready for Learning and Employment

- 3.8. Very strong performance in both trends and target achievement was evident for this outcome. The only two indicators declining relate to the qualifications held by local residents and unemployed people assisted into work, though the latter was due to more targeted efforts to support those in greatest need. Improvements can be seen in relation to children achieving expected milestones, school and college leaver destinations, employment and job density rates, apprenticeships, other aspects of qualifications, and satisfaction with local schools, where we are ranked 3rd best in Scotland.
- 3.9. Many initiatives are ongoing in Clackmannanshire schools, in partnership with other services and organisations. The Children & Young People's

Improvement Collaborative, Scotland Attainment Challenge and work with local employers are key projects aiming to improve educational outcomes in the area, as well as providing more learning, training and employment opportunities. Council, further education and health services are seeking new ways in which to work in partnership to allow local young people to achieve better outcomes. The Play Mentor Programme case study also gives an example of how more practical vocational qualifications are being developed to better suit local needs and preferences.

Our Communities are Safer

- 3.10. Many targets were met for this outcome and, though decline was evident in some indicators, several are linked to the low numbers reported in a small authority area, such as Clackmannanshire, where annual variance is often greater than in large authorities. Improvement or sustained strong performance was, however, evident for all of the Clacks 1000 perception measures, and satisfaction with services is at very high levels.
- 3.11. Partnership working between public Police, Fire and Council services, as well as other organisations, such as Housing Associations and Community Councils, as well as with communities themselves as partners, will improve results further in future years. Key partnership work, through Multi-agency Tasking and Co-ordination processes, is expected to have a significant impact in preventing home safety issues, and has improved trust and confidence between communities and agencies.

Vulnerable People and Families are Supported

- 3.12. Relatively high levels of deprivation in Clackmannanshire can make this a crucial outcome for ensuring that systemic and chronic difficulties do not develop from one generation to the next. Decline was evident in some areas of child protection, as well as a slight decline in relation to domestic abuse bail checks. Improvements were, however reported for the number of child protection referrals, teenage pregnancies, adult support & protection, homecare provision, homelessness, and satisfaction with Social Services.
- 3.13. This is another area where much partnership working between public, voluntary and other organisations is ongoing and increasing annually. Additional projects, initiatives and ongoing services are always being developed to address some of the concerns raised and ensure services meet local needs. The case study also has a clear focus on how important and beneficial early intervention can be around such issues to ensure that local people are supported and that dependence on services reduces.

Substance Misuse and its Effects are Reduced

- 3.14. The Alcohol & Drugs Partnership is a key sub-group of the Community Wellbeing and Safety Partnership and, though there are fewer indicators for this outcome, almost all showed improvement. The partnership uses a range of statistics and information for the area, and an extended set of indicators will be developed for future Local Outcome Improvement Plans. Awareness of stopping smoking services has improved, as have perceptions relating to

alcohol and drug use, children's reporter referrals on alcohol and drug misuse grounds, and people charged with drug dealing. There was, however, a very slight decline in relation to alcohol or substance misuse having a negative impact on families, though a relatively low figure was still reported.

- 3.15. The Social Influence Programme case study demonstrates some of the partnership work being undertaken by the Alcohol & Drugs Partnership, including NHS, Police, further education, voluntary sector, and local authorities. This programme also reaches out to other issues than alcohol and drugs, by including smoking and 'sexting' in the 'risky behaviours' they aim to reduce.

Health is Improving and Health Inequalities are Reducing

- 3.16. Health is also a significant area of partnership work, not only by the Community Wellbeing and Safety Partnership, but also with major work going on the Health & Social Care Integration. Clear improvement can be seen in a number of areas relating to this outcome, such as a decreases in still births and deaths from cancer and heart disease. There were also increases in young children registered with dentists, life expectancy, and perceptions around feeling healthy and satisfaction with health services. There was, however, declining performance around infant mortalities, and slight declines in perceptions relating to mental health.
- 3.17. Many initiatives are supported by partner organisations to contribute to this outcome and target inequality and disadvantage. Support at the earliest stages is seen as vital though, as with many outcomes, there is a perception that awareness, availability and uptake of services varies in by area. The case study shows an excellent example of the promotion of a healthy lifestyle within schools, which aims to promote positive behaviours in young people, as well as passing this awareness onto older and younger generations.

The Environment is Protected and Enhanced for All

- 3.18. Key projects in relation to environmental sustainability are ongoing between various partner agencies and, though there is some evidence of slightly declining trends, a number of these are still performing strongly. A mixed picture is presented regarding greenhouse gas emissions from different sources, and awareness of climate change, sustainability and biodiversity. There was a slight decline in some perception indicators, though high levels of satisfaction are still reported, and a decline in recycling was due to changes in the classification of recycling outlets used in the area.
- 3.19. One of the themes identified relating to this outcome suggest that better promotion and awareness-raising around all of the work undertaken in this area should be considered. Some activity and initiatives are also more closely related to working with businesses and local industrial sites, and ensuring the transparency of decisions and embedding of sustainable principles in mindsets and processes are key areas of focus. Many projects are also ongoing with communities, such as the case study shown on Affordable Warmth and Energy Efficiency, where benefits in terms of sustainability, as well as financial efficiency are being promoted.

Our Public Services are Improving

- 3.20. Again, almost all indicators relating to this outcome improved in 2015/16, due to efforts by a range of partner services, organisations and agencies. Though many regulatory bodies scrutinise a wide range of aspects of public service improvement, the key element shown in this report is whether communities actually feel these improvements are occurring. Perceptions in relation to all areas improved, other than a slight decline in relation to sport and leisure services. Targets were also achieved in most areas, with the exception of consultation on service delivery, participation in decision-making and agencies working well together. Though improved or sustained performance was achieved, in these areas the challenging targets were not achieved.
- 3.21. While the Clackmannanshire Alliance acknowledges that there is always scope to improve links, communication and partnership working for the benefit of communities, this report does demonstrate that significant efforts have already been made. The case studies give specific examples, and performance data more general indications of the fact that a wide range of these initiatives are having a positive impact on the area. Further areas of work will continue to be developed by partners, and ways of ensuring that communities are always at the forefront of activities and priorities will be further advanced to ensure services continue to improve.

4.0 Sustainability Implications

- 4.1. No direct sustainability implications arising from this report

5.0 Resource Implications

- 5.1. *Financial Details - No direct financial implications arising from this report*

- 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 - No direct staffing implications arising from this report*

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** (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 – Clackmannanshire Single Outcome Agreement 2015/16

11.0 Background Papers

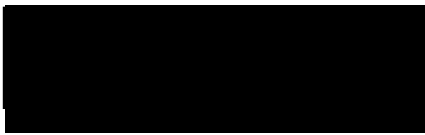
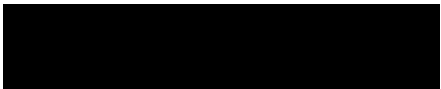
11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes (please list the documents below) No

Author(s)

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Appendix A

Clackmannanshire Single Outcome Agreement

2015/16 Annual Review

Foreword

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

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

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









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

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

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

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

Guidance & Notes

Performance Indicator	The title of the performance indicator (further details on definitions and calculations can be provided on request).
Management Comments	Comments on performance levels in relation to trends, target achievement and benchmarks. Comments should also include information on actions or initiatives taking place that will improve performance further or address poor performance.
Status	<p>Performance in relation to target, taking into account a 'tolerance'. In some cases the tolerance relates to national targets but for most the indicator will be amber if between 5 and 15% worse than the target, and red if more than 15% worse. This ensures that only areas requiring attention are highlighted as red or amber, while those close to target (maybe only 0.1% below) remain green.</p> <p>  Close to target, or the target has been met or exceeded  Worse than the target and outwith tolerance (see above) </p> <p>  Worse than the target but within tolerance (see above)  A target has not been set or entered onto Covalent </p>
Target	The target set by the Alliance (in consultation with the relevant lead partner) for the time period shown.
Trend	<p>Whether performance has improved or declined since the previous year (not simply whether the value has increased or decreased) - ideally we would aim to have an upwards arrow for all indicators. In some areas, such as costs, we want the actual values to reduce, but an upwards arrow still indicates that performance has improved.</p> <p>  Performance has improved since the previous year  Performance has declined since the previous year </p> <p>  Performance is consistent with the previous year  No comparison possible, 13/14 or 14/15 data not available </p>
15/16, 14/15 & 13/14 Values	The result achieved by the partner organisations in the time period shown. If 15/16 data has not yet been verified (such as LGBF indicators, published in January), the Trend and Status icons shown are for the most recently available data.
Financial & Calendar Years	Most indicators contain data for the financial years noted above. When data is only gathered for calendar years, this is stated in the 'Performance Indicator' column and the data shown is for the calendar years 2013, 2014 and 2015.
Clacks 1000	Though the Clacks 1000 survey for 2016/17 has already been completed, this report focuses on performance during the 15/16 financial year, so this is the performance information included here.

Abbreviations:

ABS	Acrylonitrile Butadiene Styrene	LED	Light Emitting Diode
ASB	Anti-social Behaviour	LEP	Local Employability Partnership
CBT	Cognitive Behavioural Therapy	LGBF	Local Government Benchmarking Framework
CCTV	Closed Circuit Television	NHS	National Health Service
CO ₂	Carbon Dioxide	ONS	Office for National Statistics
CS-MATAC	Community Safety – Multi-agency Tasking & Co-ordination	RTA	Road Traffic Accident
CTSI	Clackmannanshire Third Sector Interface	SASW	Scottish Association of Social Workers
CWSP	Community Wellbeing & Safety Partnership	ScotPHO	Scottish Public Health Observatory
EESHS	Energy Efficiency Standard for Social Housing	SFRS	Scottish Fire & Rescue Service
ESF	European Social Fund	SHQS	Scottish Housing Quality Standard
IT	Information Technology		

Summary of Trends & Performance Against Targets

Priority Outcome	Trend Summary (performance compared to previous year)				Status Summary (performance compared to target)				Total Indicators
	↑	-	↓	?	✔	⚠	✖	?	
1. The area has a positive image and attracts people and businesses	7	1	3		9	1	1		11
2. Our communities are more cohesive and inclusive	6		4	1	5	2	3	1	11
3. People are better skilled, trained and ready for learning and employment	8	1	3		9		2	1	12
4. Our communities are safer	4	1	6		7		2	2	11
5. Vulnerable people and families are supported	7		3		6		1	3	10
6. Substance misuse and its effects are reduced	6		1		3		1	3	7
7. Health is improving and health inequalities are reducing	9		3		6	1	1	4	12
8. The environment is protected and enhanced for all	3	2	7		8	3		1	12
9. Our public services are improving	8	1	1		7		3		10
Overall	58	6	31	1	60	7	14	15	96
Overall (excluding where trends are not known or targets not set)	61%	6%	33%		74%	9%	17%		

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

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Total number of businesses (calendar year)	2016 data is also now available – up to 1,140 businesses (target 1,120). The area has 160 more enterprises than it did in 2012.		1,025		1,120	1,025	965
Businesses with more than fifty employees (calendar year)	UK Business Count (2016) shows 50 medium and 5 large businesses in Clackmannanshire. This represents an increase in medium sized businesses. (Figures rounded to the nearest 5).		50		50	50	45
Businesses & employers receiving advice or support from Council	15/16 target was exceeded. The target for 16/17 has been reduced in line with a reduction in Business Development & Liaison Officers.		171		250	171	159
New business start-ups (per 10,000 working age population, calendar year)	Business births have increased this year locally, although it is still below the Scottish average figure of 62.		45		52	45	40
Businesses surviving for more than 3 years (only available for Forth Valley, not local authority)	The rate has dropped this year and is now the second lowest in Scotland.		60.9%		55.6%	60.9%	52.4%
Town vacancy rate (vacant retail units as % of total units) - Alloa town centre only	Town centre vacancy rates have risen in line with the National picture, however, they remain lower in Alloa than for Scotland in general.		10.5%		9.8%	6.2%	7.7%
Visitors to Clackmannanshire (thousands)	Visitor numbers have increased.		117.7k		122.2k	117.7k	111.6k
Tourism revenue (£millions)	Tourism revenue has increased to £18.6m in line with increased visitor numbers.		£17.8m		£18.6m	£17.8m	£16.1m
Social enterprises	Data taken from Social Enterprise Census.		15		32	10	20
Residents who rate their neighbourhood as a good place to live	This measure is taken from the clacks 1000 survey of 1250 residents. The proportion of residents rating their neighbourhoods as a good place to live has increased over the past 3 years and has increased by 2 percentage points between 2014/15 and 2015/16.		92%		95%	93%	89%
Residents who feel the area is benefitting from economic revival	The figure has dropped again in 16/17 (19%, target 30%). Whilst respondents are not asked why they respond as they do it may be possible to speculate that this could be linked to wider regional, Scottish and UK wide economic performance widely reported in the media.		40%		30%	35%	35%

Overview

As the performance information, Community comments and case study demonstrate, there are a large number of projects and ongoing work contributing to this outcome, achieving strong performance in many areas. The Local Employability Partnership, Employer Engagement Sub-group and Business Development Liaison Officers work in many areas to enable and promote improvement among employers, tourists and wider groups.

As suggested in the Community comments, it may be that greater publicity of the work ongoing and the changes it is achieving would be beneficial. The impact of some work may also be slower to materialise than in some other outcomes, due to the complex nature of economic issues, and the influence of other factors in neighbouring authority areas, as well as national and international factors.

Key Themes Identified

- Attractiveness of area in terms of the cost of living relative to neighbouring areas, and countryside access and paths are excellent.
- Scope to explore links with businesses and more strategically focussed investment for better communal green spaces and tourism.
- Good train and road links but some communities not well served by bus services.
- Need for a positive media approach to counter negative perceptions and to raise profile of Clackmannanshire's growing arts and culture community.
- Quality of life is good or excellent for most residents.

Case Study: Employer Support Event

Partners: Clackmannanshire Council, Clackmannanshire Third Sector Interface, DWP/Jobcentre, Forth Valley College, NHS Forth Valley and Skills Development Scotland.

Aims:

- Our businesses are thriving
- We have opportunities for business expansion
- We have improving transport links
- Visitors and residents benefit from local attractions
- We make best use of our environment
- Residents have an excellent quality of life

The Clackmannanshire Local Employability Partnership (LEP) held an employer services event on Tuesday 19 January for the staff in the public and third sector agencies/organisations who make up the LEP partners and other agencies providing front-line support to businesses. The purpose of the event was to help increase knowledge and awareness of the various business support services available locally, so that public and third sector agencies working locally can offer a more joined-up package of support to employers.

The event was organised by the LEP Employer Engagement Sub-group who have been looking at better integrating the range of support services available to employers which is one of the key workstreams in the new Clackmannanshire Employability Strategy.

The Sub Group have developed a tool kit for all those providing front line employer support, comprising an Employer Support Guide and an Employer Recruitment and Training Incentives Guide which will help staff signpost employers to the range of business support services provided locally by public and third sector agencies.

Participants provided positive feedback on the event to the extent they recommended more of these types of events be held and with time programmed time for networking.

2. Our communities are more cohesive and inclusive

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Average weekly wage	Clackmannanshire has dropped well below the Scottish average and is ranked 28th in Scotland. Both men and women earn less but the drop is more significant for women.		£527		£492	£546	£465
Working age residents claiming one or more key benefit	Claimant numbers have dropped in line with the Scottish picture (benefits such as bereavement, carer's, disability, jobseekers, etc.)		14.5%		13.0%	17.0%	17.9%
Gender pay gap (Council employees)	Larger gap than Scottish average (1.0%). Many lower paid areas of work (e.g. cleaning, catering, business support) employ high numbers of women. This issue is being considered across Scotland.		0.0%		4.3%	Added in 15/16	
Council housing meeting all Scottish Housing Quality Standard criteria	Bringing properties up to standard includes kitchen and secure door entry replacements (some in blocks where the Council is in minority ownership) and repairs relating to structural walls and wall fabric, many of which are being completed during 16/17.		100%		97.2%	92.6%	90.8%
Looked After Children being cared for in the community	15/16 data will be published by the Scottish Government on 31-Mar-17. The slight drop in 14/15 was reflected in many authorities and we continue to perform above the Scottish average (90% in 14/15).		Not set		Not yet available	91%	92%
Third sector employees	Significant increase as 49 organisations responded this year.		500		2,085	339	108
Active community groups	CTSI have increased membership and The Third Sector is responding to community need.		291		250	245	202
Residents who undertake work or activities on a voluntary basis	Clackmannanshire has a vibrant volunteering culture and each year we see an increase in people supporting their local community. 2014 seen volunteers clock up 2 million hours.		35%		38%	33%	33%
Residents describing their quality of life as 'good' or 'very good'	This measure is taken from the clacks 1000 survey of 1250 residents. Although this measure has fallen slightly in 15/16 (2 percentage points) the longer term trend is an improving one.		90%		90%	92%	87%
Residents agreeing that equalities & diversity are promoted in the area	Slight decline in 15/16 so target not met, work on embedding Equalities Act duties will improve performance. The budget setting process now includes consultation with groups identified by the Equality Act and additional indicators are also being developed.		40%		34%	39%	Added in 14/15
Residents who feel Clackmannanshire has a strong sense of community	This measure has been slowly improving since a result of 25% in 2009/10, which is a positive trend despite falling short of the target.		80%		60%	58%	70%

Overview

The Clackmannanshire Third Sector Interface (CTSI) works on a range of initiatives, clearly focussing on community cohesion and inclusion.

CTSI are conscious that communities may lack the knowledge or capacity to manage aspects of the Community Empowerment Act voluntarily. Groups have started to request information on asset transfer and use the means of 'participation requests' embedded in the Act to be heard. CTSI are working with public and community partners to ensure the spirit of the Act is beneficial to local needs.

New forums have been established, covering a wide range of areas and the monthly community breakfasts held by CTSI are very well attended.

Key Themes Identified

- Communities are active and strong and there is a wealth of community activity despite pressures of life
- Independence Referendum raised interest in and expectations of local democracy and there is a great appetite to realise opportunities contained in the Community Empowerment Act.
- More ways and more modern ways to engage are needed, as well as some support to understand how to engage and take action forward.

Case Study: Play Alloa's Wee Big Build

Partners: Play Alloa, Local Businesses

Aims:

- People feel part of the community in which they live
- Local communities participate fully in local democracy
- Local people participate in community life
- We have fewer stigmatised communities
- Communities have the capacity to work collectively to tackle local problems

Play Alloa is a local voluntary organisation which offers a range of services to children and young adults with disabilities and additional support needs. They identified the need for flexible space specifically designed for their needs to allow them to expand the range of developmental, play and social activity which can include the siblings and wider families of the children who use their services.

Through partnership approach, they built a stand-alone extension to their premises with modular furniture to offer adaptable space to suit a variety of needs. The development of the new facility has allowed over 140 service users with disabilities and additional support needs to enjoy, some for the first time, play and social activities, family parties, meetings and events in a safe and supported environment.

Local and national businesses recognised the value of the proposed facility to the children, their families and the wider community and related to the sense of everyone belonging to the same community. They contributed the materials and labour required for the majority of the construction at no charge including the timber frame, insulation, windows and doors, ceiling and floor joists etc.

Local interest in the outcomes the extension could deliver generated local donations. These and active fundraising including a grant from the Clackmannanshire Development Fund funded the entire cost of the build.

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

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Children reaching expected developmental milestones at 27-30 month health review	Nationally it was noted that "children from the most deprived areas were more than twice as likely to have at least one concern identified (27%) than those in the least deprived areas (12%)".		Not set		Not yet available	79.6%	67.9%
School leavers entering positive destinations	In 13/14 we moved from 32 nd (lowest in Scotland) to 15 th , maintained above Scottish average in 14/15 (target is the Scottish average).		92.3% (14/15)			93.2%	92.8%
As above – College leavers ('positive destinations' include further training, employment, etc.)	Scotland's Colleges report to the Scottish Funding Council in Feb. Over the past 4 years positive destinations have increased steadily, with significant improvement, well above target in 14/15.		82.0%			87.9%	81.7%
16-19 year-olds in employment	Despite improvement, still well below national average, with a high proportion of unemployed or economically inactive young people.		87.6%		88.2%	83.6%	Added in 14/15
Modern Apprentice new starts	A small decrease, though we have the highest proportion of Modern Apprentices in employed 16-24 year olds: 17.5% (Scotland 9%).		250		289	297	287
Working age residents with a National Vocational Qualification level 4 or above	The trend in Clackmannanshire is down over the last 5 years whereas the trend is up nationally. The gap between Clackmannanshire and Scottish average grows wider each year.		40.9%		34.2%	35.6%	35.9%
Job density rate: jobs available as proportion of working age population (calendar year).	ONS Data for 2014 shows that job density rose very slightly (0.2%) from 2013. Target is for improvement on previous year's value.		0.48 (14/15)		Not yet available	0.51	0.48
Employment rate (working age residents)	This improvement may reflect more part-time opportunities, though further research is required (Scottish rate of 72% also improved).		68.4%		70.6%	68.4%	66.5%
Working age residents with low or no qualifications	Figure has improved and dropped below the Scottish rate.		11.5%		10.3%	14.0%	14.4%
Unemployed people assisted into work via Council employability programmes	The number of participants supported by Economic Development has reduced in line with a smaller ESF programme and the targeting of people furthest from the labour market for intensive support.		14.1%		10.6%	14.2%	12.7%
Residents who have had a good experience of primary schools in the last year	Satisfaction with Clackmannanshire's schools remains very high. Positive results are confirmed by the Scottish Household Survey, where we achieved 87.7% (3 year rolling average, question asks about schools overall). In 15/16 we were ranked 3 rd best in Scotland and were significantly above the Scottish average of 78.0%.		95%		95%	95%	95%
As above – secondary schools			90%		90%	87%	92%

Overview

Across Scotland, there is a pattern of children from deprived areas not doing as well educationally as those from more advantaged backgrounds. Clackmannanshire experiences many of the factors recognised nationally to compromise attainment. The National Improvement Framework sets out a clear plan for addressing inequity and improving excellence in Scottish education, indicating areas that need to be addressed.

Clackmannanshire is taking forward its own education improvement plan, clearly focussed on improving: literacy & numeracy; health & wellbeing; attainment; and positive and sustained destinations. This involves working with partners and looking at the needs of children throughout their learning journey from Early Years through to post-school.

Key Themes Identified

- Public transport for work is an issue for residents living outwith Alloa.
- There is some support for people to take up local jobs where there are opportunities.
- Visible voluntary sector contribution could create ways of inspiring young people.
- Clackmannanshire's schools are generally good.
- Need to address options for both academic and non academic pupils.

Case Study: Play Mentor Programme

Partners: Forth Valley College, Education Service, NHS Forth Valley Health Promotion Service (including INTERACT).

Aims:

- The local workforce is better qualified
- Local people have support to take up local jobs
- Our residents are able to take up employment here and elsewhere
- Our school-children are successful learners
- More school-leavers to into employment, education or training

The Play Mentor programme works with young women in S3 and S4 in Clackmannanshire Secondary Schools who do not enjoy school. The programme is designed to raise young women's self esteem, skills and confidence by supporting them to study child development and learn about play and leading of play activities within nurseries and primary schools.

Partners formed a steering group to support the development and management of the programme and to explore the potential for accreditation to ensure sustainability for its future. Forth Valley College provides training for the young women on child development, professional conduct, playing and leading games and positivity and aspiration.

The Education Service supports the placement of students within primary schools and nurseries. The Health Promotion Service as lead agency, supports programme design (using current evidence) and evaluation.

The partnership approach has allowed a much more integrated programme implementation and follow up support to young women to take place.

Partners are now seeking to strengthen links with secondary schools to ensure that on programme completion the play mentors are supported into positive destinations they have identified, such as volunteering and college. This programme is also closely linked to the School Attainment Challenge and links between schools, colleges and employers are being strengthened through the Developing Young Workforce programme. This ensures young people are better prepared for work, and schools are introducing a broader range of vocational qualifications.

In 2015-16, ten young women became Play Mentors.

4. Our communities are and feel safer

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Accidental dwelling fires	Significant rise, fires mostly in the kitchen. 625 Home Fire Safety Visits were conducted, fitting smoke detection to 201 properties.		37		68	42	38
Fire casualties and fatalities	There were no fire fatalities and of the 8 casualties 6 were from accidental dwelling fires. The SFRS will continue to engage with vulnerable members of the community to reduce these fires.		6		8	4	3
Deliberate fires	A rise during quarter 1. The SFRS carry out 3 Thematic Action Plans targeting the reduction of deliberate fire during the reporting period.		124		103	94	114
Value of assets or income seized by Police under the Proceeds of Crime Act (£millions)	Cash Seizures £24,388 & Restraint Orders £3,566,888. Target exceeded by 16.5%. Work in this area will still continue in order to ensure this issue continues to be addressed.		£3.08m		£3.59m	£3.67m	Added in 14/15
Domestic abuse incidents reported to the Police	Targeting of repeat offenders and support for victims through cohesive work by agencies have contributed to long term reductions.		Not set		691	697	731
People killed or seriously injured in road collisions	There have been no fatalities reported within 2015/16 and 7 serious injury collisions, one of which involved a child.				7	8	10
Residents satisfied with how local agencies are tackling crime and fear of crime	Coordinated and focused partnership work between Police, Fire & Rescue, NHS and Council services, groups such as Housing Associations and Community Councils, as well as the communities themselves has improved perceptions of crime significantly over the last 4 years. Since 2012/13, satisfaction with tackling crime has increased by 30% and fear of crime has reduced by 21%.		65%		64%	64%	56%
Residents who have been fearful of becoming a victim of crime in the last 12 months			15%		12%	18%	22%
Residents who have had a good experience of Police Services in the last year			80%		78%	79%	75%
As above – Fire Services	The SFRS will continue to target our preventative activity towards those most vulnerable within the community and will strive to broaden our prevention messages to meet the multiagency need.		90%		97%	99%	99%
As above – Street Lighting Services	The Service is currently in the process of replacing all its street lighting lanterns with modern LED lantern equivalents. Around 7,000 lanterns will be replaced within the next 15 months. This will improve the quality and reliability of the Council's street lighting assets.		86%		86%	77%	87%

Overview

Innovative speeding detection options are being explored to improve road safety and experiences of all services continue being high with a notable drop in the fear of becoming a victim of crime.

SFRS have developed ward based plans to ensure that they focus their activities on the areas of greatest need. This will allow their staff to target any areas where there has been an increase in activity and improve the links with local communities.

The recent purchase of mobile CCTV cameras will provide a flexible and effective tool to impact on public space ASB and disorder and improve the feeling of community safety especially in problems areas.

Initiatives on prevention, working with Building Safer Communities, are being explored using the asset based approach to reduce victims of crime and unintentional injuries/harm.

Key Themes Identified

- Safety and feeling safe is generally good in most communities, in a geographic and thematic context.
- Community safety issues are being caused by a minority.
- Concerns about number of accidents in the home related to alcohol and smoking.
- There is generally a shared sense of responsibility for community safety and some areas are improved and improving.
- Community pride and the visible signs of crime and disorder are directly connected.
- Good initiatives include Doorstep Crime and the return of the community police officer and visible Police and Community Warden presence.

Case Study: Community Safety – MATAAC

Partners: Police, Council (Housing, Social Work, Youth Services, Trading Standards), Ochilview & Paragon Housing Associations, Fire & Rescue, Clackmannan Community Council

Aims:

- There is a shared sense of responsibility for community safety
- Together we have effective ways to prevent & detect crime
- People feel safe in their homes and in the community
- Our communities are free from the visible signs of crime and disorder
- Accidents at home and on the roads are not a feature of life here
- People have a high quality of life free from anti-social behaviour

The Community Safety Multi Agency Tasking & Coordination (CS-MATAAC) group share information about public space disturbances, offenders and the victims of troubling behaviour and co-ordinate and arrange joint intervention work to provide a targeted response to complaints.

The CS-MATAAC Group became concerned about the frequency of Police call outs and fire-raising, anti social behaviour & other community safety issues in one small area in Clackmannan. Partners were aware that, due to lack of trust or fear of reprisals, many residents were reluctant to contact Police but the community council confirmed the need for concerns to be addressed. Community Wardens called at every house in person and undertook a Community Safety survey to gather direct intelligence about residents' real concerns. Wardens followed up home safety concerns by returning, with Scottish Fire & Rescue officers, to all households who had requested a free Home Fire Safety & Domestic Security visit.

In parallel, the CS-MATAAC Group addressed wider concerns through the internal processes of relevant Partner Organisations. Residents were able to see the difference engagement made in terms of a small number of young people who were identified as being involved in risky behaviour, evictions of tenants whose behaviour was breaching tenancy agreements, increased Police and Community Warden presence, targeted drug enforcement activity, improvements to street lighting and ensuring tenants maintained gardens. Trusting the Community Council's authority to speak on behalf of residents allowed agencies to respond to concerns which may not otherwise have been expressed and prompt interventions assured residents that agencies could be trusted to take concerns seriously.

5. Vulnerable people and families are supported

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Children referred to the Children's Reporter	A slight decrease in referrals but an increase in the proportion due to 'lack of parental care', highlighting that more children and young people are being exposed to abuse and neglect. The reasons for this are multi-faceted and include parental substance and alcohol misuse, parental mental health and domestic abuse.		Not set		197	204	237
Children's Reporter referrals for lack of parental care					49.7%	36.2%	34.6%
Children on Child Protection Register					57	47	42
Teenage pregnancy rates (under 18 years of age - 3 year rolling average)	2015-16 data not yet available and 2012-14 figures have been revised. Clackmannanshire's rate is higher rate than most of western Europe, and the Scottish rate (24.9 in 2014). Also varies within Scotland, with deprivation a closely linked factor.		42.0 (14/15)		Not yet available	39.5	42.2
Adult Support & Protection investigations audited that have independent advocacy offered	Referrals are screened to ensure officers consider offering advocacy and record where it is offered, accepted, or declined, and the reason for not offering e.g. existing Guardianship/Power of Attorney in place. 2 of 5 investigations were offered advocacy in 15/16.		55.0%		40.0%	37.5%	Added in 14/15
People aged 65+ with intensive care needs receiving 10+ hours homecare per week	Clackmannanshire has consistently provided a greater balance of home care than national trends. We have been in the top 5 Councils for 5 years, and were 2 nd in 15/16 (Scottish average 34.8%).		45.0%		48.3%	48.0%	47.3%
Domestic abuse bail checks carried out in 24 hours	These checks can provide reassurance to the victim and the opportunity to explain the terms and impact of the bail conditions thus hopefully deterring any future re-offending. 100% of checks were completed within 24 hours during quarters 1-3, and there was only a slight decline in quarter 4, though still above target.		95.0%		97.6%	98.9%	Added in 14/15
New lets to homeless applicants sustained for more than a year	Tenancy sustainment levels for applicants housed as homeless have increased and have exceeded our target in 2015/16.		83%		85%	80%	82%
Residents who have had a good experience of Social Services - Child Protection in the last year	An improvement on the previous year's performance and on target.		70%		70%	66%	69%
As above – Adult Protection	A slight improvement on last year's performance and within target tolerance.		80%		79%	77%	69%

Overview

As can be seen, partnership initiatives have a firm focus on ensuring that vulnerable children and adults are supported and protected, including groups with particular needs, such as young mothers, older people and homeless people. Services are being tailored to ensure that those in greatest need are protected, and initiatives such as the Health & Social Care Integration will make huge improvements in partnership working.

The Council, NHS, Third Sector and other partners will continue to target activities to sustain the strong levels of performance shown in many areas. Improving the integration of services and raising awareness to ensure they are used by those in greatest need continues to be significant priorities.

Key Themes Identified

- Extra attention to vulnerable people's needs is recognised as well as the impact subtle changes to services to vulnerable people have on people's lives.
- Very good nursery provision
- Uptake of services by those most in need is perceived to be poor.
- Perception that generational factors making it difficult to help vulnerable people manage their own health and well-being.
- Recognition of the role of the voluntary sector in helping vulnerable members of the community integrate.
- Scope to help the most marginalised engage directly with statutory service provision.

Case Study: Young People and Families Wellbeing

Partners: Clackmannanshire Council, Third Sector

Aims:

- All children have the best possible start in life
- Our children and young people live free from harm
- People and families are supported to live independently
- Vulnerable adults are supported and cared for in ways that promote their health and overall well-being

The Young People and Families Wellbeing Service is a partnership initiative aimed at delivering early and effective intervention to support young parents and families and children under five years, with a particular focus on those affected by mental health problems, substance misuse and other chronic social difficulties.















The service works in partnership with to enable them to address mental health needs, build confidence and impact on positive parenting.

Working in close partnership with local agencies who support current and potential young parents, it provides one-to-one support at Action for Children and Homestart and well-being courses and workshops, as well as individual support for parents of under fives and potential parents who experience common mental health problems such as depression and anxiety.

A worker has been trained in a variety of therapies including CBT, Mindfulness, Trauma focused therapy and Family Therapy thereby holistically working with a client group which is usually very difficult to engage.

The early intervention improves the life chances of vulnerable families and their children, by building confidence, understanding, self belief and the ability to make positive changes. The service was a finalist in the SASW Social Work Awards 2015.

6. Substance misuse and its effects are reduced

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Residents aware of how to access stopping smoking services	Performance has improved considerably on the previous year and well above target.		60%		70%	56%	Added in 14/15
Residents stating that alcohol/substance misuse has had a negative impact on their family in the past year	The three Local Authorities across Forth Valley continue to invest in a Family Support service for individuals aged 18+ who are affected by another person's alcohol and / or drug misuse. This service is continually promoted throughout the Forth Valley area although referral rates could be improved.		5%		7%	6%	6%
Residents stating that alcohol use in their community is less common than 5 years ago	The Alcohol and Drugs Partnership continues to support the ongoing development of a Recovery Oriented System of Care (ROSC). Much of this work aims to increase the visibility of recovery amongst individuals and communities.		10%		14%	8%	7%
As above – drug use			10%		14%	6%	7%
Children's Reporter referrals for alcohol or drug misuse	The Children's Reporter has changed reporting of these two grounds from combined to separate. For confidentiality, numbers below 5, show as '<5', as was the case for drug misuse referrals. Therefore, as there were 5 referrals on the grounds of alcohol misuse, the overall figure for this indicator could be between 2.5% and 5.1%. Regardless, this improved from 2014/15, when 18 referrals were made on these grounds.		Not set		5.1%	6.4%	4.5%
People charged with drug dealing	As a result of focussed activity under Operation Core the number of drug dealing cases has risen significantly by 46.3% from 54 to 79. On a weekly basis drugs warrants are being craved as a result of community intelligence some of which have resulted in possession cases but did not amount to supply charges.				79	54	80
Vehicles seized under S 165 RTA (no insurance) and Drink/Drug driving guidelines	This data has not been captured since 2013/14 as this process is now done at a national level. It is not known if figures will be made available at a local level for these two particular reasons for recovery. This indicator could be replaced with the number of drink/drug driving offences and number of reports of drivers with no insurance. This indicator will be reviewed along with all other elements of the Single Outcome Agreement, when it is replaced with Local Outcome Improvement Plans in 2016/17.				Not available – indicator no longer measured at a local level		513

Overview

This is an area of partnership working where there are clearly vastly varying perceptions from different areas of the community. The previous page shows that perceptions of alcohol and drug use in the community have improved relatively significantly in recent years, according to Clacks 1000 survey responses. Children's reporter referrals on grounds relevant to this outcome have reduced and police activities are focusing on this area. Further information and statistics are also monitored on a regular basis by the Alcohol & Drugs Partnership.

The Community groups commenting below, however, appear to have differing views to the Clacks 1000, despite much work being done to refresh the panel and ensure it is representative of different areas of Clackmannanshire, as well as various other demographic factors.

Partners work in many different areas relating to this outcome, to influence behaviours and attitudes, not only with those who may be susceptible to 'risky behaviours', but also with wider groups and communities. Perceptions and concerns often take longer to change than the behaviours themselves, and work will be undertaken to ensure that data on prevalence, as well as views in this area are taken into account.

Key Themes Identified

- Community experience and impact of the effects of substance misuse varies.
- Concerns about the level of substance misuse in local communities and how it affects not just the user but the wider community and businesses prevail.
- Ongoing support needed for people to take responsibility for themselves and break the cycle of substance misuse within the family.

Case Study: Social Influence Programme – Alcohol & Drug Partnership

Partners: Forth Valley Alcohol & Drug Partnership, including NHS Forth Valley, Barnardo's, Forth Valley College, Police Scotland

Aims:

- Our neighbourhoods do not suffer from substance-related crime and disorder
- People can take responsibility for choices which ensure their own good health
- The cycle of substance misuse in families is broken
- Our children experience a nurturing and safe childhood

The Social Influence programme worked with students at Alloa Campus, with the aim of reducing 'risky behaviours' such as smoking, alcohol consumption, 'sexting' and drug use. Evidence shows that young people often overestimate peer approval of negative behaviours (or misperceptions) which results in everyone believing that everyone else is 'doing it' and, over time, this false belief increases negative behaviours as people feel pressure to conform to a false norm.

Eighteen ACE students took part in the programme. This involved participation in 4 sessions and a follow-up survey 6 weeks later. Evaluation showed the programme was successful in

- Reducing weekly alcohol use
- Improving attitudes to underage drinking
- Improving attitudes to sexting.

Forth Valley College and Barnardo's delivered the sessions. NHS Forth Valley Health Promotion Service devised and coordinated the programme and materials on behalf of Forth Valley Alcohol and Drug Partnership and the young people themselves. This partnership demonstrated the added value that can be given to an educational programme, making it more meaningful and 'live' to the young people themselves.

7. Health is improving and health inequalities are reducing

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Still births (rate per 1,000 births, calendar year)	Work has been undertaken to support mothers to recognise and act on any change to their baby's fetal movement patterns. This change can be an indicator of fetal wellbeing. (Scottish average 3.8)		6.7		1.8	5.4	9.0
Infant mortalities (rate per 1,000 live births, calendar year)	This equates to 3 infant deaths in 2015. Health Visiting teams are supporting the Scottish Government 'Baby Box' initiative seeking to reduce cot deaths by preventing overheating. We are 1 of 2 national pilot areas, the programme will be reviewed in May 2017.		2.7		5.4	1.8	1.8
3-5 year-olds registered with an NHS general dentist	Slight increase and above the national average of 91.3%. This figure is based on a snapshot as at 30th September 2015.		88.0%		95.8%	91.9%	93.1%
Life expectancy age for males	10 year reporting: 13/14 shows 2002-04, 14/15 shows 2012-14. More rapid improvement for males, females slightly below Scottish average (81.1 in 2012-14, others similar to Scottish averages).		Not Set		Not yet available	77.2	73.2
As above – females (both at birth)						80.2	79.3
Deaths from cancer per 100,000 population (calendar year) (Forth Valley overall, not local authority)	Cancer accounted for 28% of all deaths in Scotland in 2015. Deaths from lung and colorectal cancers are most common and mortality rates are almost two-thirds higher in the most deprived areas.					314.5	349.4
Deaths from heart disease per 100,000 population	Coronary heart disease is a leading cause of illness and death in Scotland. The national rate for 14/15 (211.6) changed little from 13/14, however Clacks has seen an annual reduction since 2011.					189.6	244.1
Service users who feel Mental Health services helped them	Regular surveys show that the majority of people who use integrated mental health services feel the support provided helped them with all or some of the problems they needed support with.		90%		93%	96%	89%
Residents describing their mental/emotional wellbeing as 'happy' or 'very happy'	Slight decline, just short of the 90% target. Direct access mental wellbeing workshops/early intervention support is proposed to start in 2017 in addition to existing stress control classes.		90%		88%	90%	81%
Residents describing their health as 'good' or 'fairly good'	Consistent with the 15/16 Health Care and Experience survey (785 responses from people registered with Clacks GPs). 94% were able to look after their health very or quite well (Scottish average same).		95%		93%	89%	86%
Residents who have had a good experience of GP Services in the last year	As above, consistent with HCE survey. 89% agreed or strongly agreed that they had a positive experience. Both Clacks 1000 and HCE responses were higher than the national average (87%).		95%		90%	86%	90%
As above – Forth Valley Royal Hospital*	There is a slight improvement on the previous year and above target. (*This question asked about 'Hospital Services' prior to 2014).		86%		87%	83%	86%

Overview

The Community Wellbeing and Safety Partnership (CWSP) supports, develops and designs projects, information and initiatives focussed on supporting communities and individuals most at risk of inequality and disadvantage. Workstreams are wide-ranging and, in relation to Health Improvement, focus on Mental Health & Wellbeing (linking to employability pipeline, and with priority for young adults and those with young children), and development of community locality plans (concentrating on the most deprived communities, and targeting groups of all ages).

There are many projects underway, such as a community safety pilot by NHS Forth Valley, Fire & Rescue Services and adults with mental health issues, around automatic referral for a home safety visit on discharge from hospital. There is also a Midwife-led Early Years Collaborative workstream on improving outcomes from pre-conception up to 1 year of age. Family Nurse Partnerships also support first-time mothers aged 19 and under.

Key Themes Identified

- Need to maintain low cost opportunities for helping people to choose a healthy lifestyle, such as outdoor exercise.
- Community and voluntary sector walking and other exercise groups play a role in encouraging self-help in good health.
- Poor mental health and limited opportunities for self-help are seen as an increasing concern.
- Concerns that there may be a possible link between the number of take-away food outlets and unhealthy eating habits.

Case Study: Clackmannanshire Health Spots

Partners: Clackmannanshire Council, NHS Forth Valley, Third Sector

Aims:

- People have a good sense of well-being
- Our opportunities are not limited by poor health
- Children enjoy good health from birth
- Lifestyles and choices are conducive to good health
- Social circumstances for those in most need are improved

"Health Spot" lunchtime sessions provide a confidential and informal health information service once a week in all Clackmannanshire Academies through which young people can access support, advice and health information resources in school.

It offers support to access to a range of professionals for all children and young people to support their health and wellbeing. An example of early and effective intervention, it aims to

- provide a more integrated approach to the provision of health support for young people
- involve and identify partners, who, while working closely together, will involve young people, parents/ carers and their community in the continuing development of the Health Spots
- give young people access and signposting to services that they have identified and require, linking services and partners
- improve communication and decision making between pupils, education, health and other key stakeholders
- implement and regularly seek evaluation and assessment from all stakeholders
- create an ethos and conditions that support positive behaviours and choices for young people

Partnership work within schools and with Youth Services helps Partners embed a comprehensive; 'whole school' approach to children and young people's health and wellbeing where the needs of the young person are put first. Young people's views of the service are gathered and incorporated into the running of the programme. It prevents issues developing into serious health and social problems in the months and years ahead.

8. The environment is protected and enhanced for all

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Greenhouse gas emissions (industry & commercial) – tonnes of CO ₂ per head of population (calendar year)	Above Scottish average (3.3). We actively promote good practice but do not have powers to compel industrial sites to reduce. We are working with Zero Waste Scotland and others on a potential District heating network which would substantially reduce emissions.		6.0 (14/15)		Not yet available	6.8	7.7
As above – Domestic	We have invested substantially in energy efficiency measures for Council-owned homes and have attracted substantial amounts of Scottish Government funding to help improve the private sector.		2.3 (14/15)			1.9	2.2
As above – Road Transport	A slight increase though still below the Scottish average (our target). We continue to monitor and identify initiatives that will reduce further.		1.9 (14/15)			1.6	1.5
Street cleanliness score (% 'acceptable')	Provisional 96.6%. Local Government Benchmarking shows that we are within the top quartile (top 8 Councils), Scottish average 93.4%.		96.0%		96.6%	96.6%	95.0%
Household waste composted or recycled	Scottish average 44.3%. Reduction due to changes in outlet classification, inc. Energy from Waste, so some material counted as 'other diversion' (combined figure for household + other: 57.2%).		Not set		48.1%	55.7%	59.9%
Residents who know about climate change	Partnership working is ongoing with community groups and schools, and using social media to raise awareness. Also embedding within risk assessments, conferences on invasive species and development of a Clackmannanshire Food Growing strategy are planned to continue raising awareness.		70%		62%	68%	62%
As above – sustainability			50%		50%	46%	44%
As above – biodiversity			40%		36%	38%	39%
Council houses that are 'energy efficient' (SHQS)	All Council Housing stock meets the requirements of the SHQS Energy Efficiency criteria. The Energy Efficiency Standard for Social Housing (EESH) now supersedes this indicator.		100%		100%	100%	99.98%
Residents who have had a good experience of Street Cleaning Services in the last year	A high level of public satisfaction with Street Cleanliness is being maintained. In a similar Local Government Benchmarking indicator, we are ranked 6 th out of all 32 Scottish Councils, achieving 80.7% satisfaction, while the Scottish average is 73.7%.		80%		78%	80%	80%
As above – Refuse Collection/ Recycling Services	A high level of public satisfaction with waste and recycling services is being maintained.		87%		95%	96%	87%
Residents who agree that the area has a good physical environment	Over £1.5m funding has been secured to improve energy efficiency in non-traditional housing. This has also made properties more aesthetically pleasing, and been welcomed within the community.		75%		73%	75%	49%

Overview

Partnership working between the Council, NHS, Scottish Fire & Rescue Services, and other local and national public bodies is ongoing in this area, particularly focusing on home energy. The impact and advantages of energy efficiency on businesses and individuals link to both financial factors and the environment, so are widely beneficial. Work in both public and private sector housing is assisting in raising awareness of this among communities, and translating into direct savings for households.

Some of the indicators on the previous page are shown as a decline, though this may only be a couple of percentage points in an area where performance has traditionally been strong, so does not demonstrate a significant decline in performance. Also, two strong areas of performance are shown as consistent, despite one of them being an area where it is not possible for us to improve on performance as 100% has been achieved.

We remain a strong performer in many areas impacting on the environment, such as sustainability, street cleaning and recycling, and improving behaviours and awareness-raising in these areas will continue to be a priority for various partnership teams.

Key Themes Identified

- Role of voluntary input through community projects or temporary projects such as the Ochils Landscape Partnership is commendable.
- Management and maintenance of open spaces is difficult with public sector budget reductions.
- Scope for more involvement of the community and voluntary sector in decisions affecting our built heritage.

Case Study: Affordable Warmth and Energy Efficiency

Partners: Clackmannanshire Council, NHS Forth Valley, Citizens Advice Bureau, Home Energy Scotland, Energy Saving Trust

Aims:

- We recognise how our lifestyles and choices impact on the environment
- Our open spaces are thoughtfully managed
- Our use of land is sensitive to its social impact
- We value our natural and built heritage





















When the Council's frontline staff had raised concern about the consequences of fuel poverty for the life prospects of some of Clackmannanshire's residents, Partners saw the opportunity to address not only the income and health aspects of fuel efficiency but also to improve inefficient household heating and insulation to reduce carbon emissions and ultimately improve environmental outcomes.

To raise awareness of the effects of fuel inefficiency on Climate Change and on outcomes for households, Clackmannanshire Council's Home Energy Advice Team, in partnership with Home Energy Scotland, organised a series of public events in primary schools and across the county, and delivered training for front-line staff on support available to address household fuel poverty.

Working in partnership with NHS Forth Valley and Citizens Advice Bureau for referrals, and using the resources made available through partnership with Energy Saving Trust, the Team then carried out 755 home visits to provide advice to householders on their home heating arrangements. These visits translated into £91,724 of actual savings for householders.

In terms of practical adaptations to household fuel efficiency, with advice on funding from Energy Saving Trust, implementation of the Home Energy Efficiency Programme Scotland resulted in ABS External Wall Insulation Measures applied to 114 properties equating to 196 Tonnes of Carbon Tonne Savings for the year and 4000 Carbon Tonnes lifetime saving.

9. Our public services are improving

Performance Indicator	Management Comments	Status	Target	Trend	15/16	14/15	13/14
Customers satisfied/very satisfied with Community Access Points	Customer satisfaction with CAPs remains consistently high.		100%		98.7%	98.5%	97.6%
Customers satisfied/very satisfied with the Contact Centre	Customer satisfaction with the Contact Centre has increased from 89.8% in 2014/15 to 97.6% this year.		92.0%		97.6%	89.8%	90.4%
Residents who have had a good experience of Sport & Leisure Services in the last year	Satisfaction remains high. Moving forward, we will also measure customer satisfaction of council leisure facilities along similar lines to the information gathered quarterly for CAPs.		90%		87%	91%	77%
Residents who have had a good experience of Library Services in the last year	Satisfaction remains consistent. Satisfaction with the library service is measured and reported as a subset of the Community Access Points customer satisfaction measure.		95%		95%	94%	92%
Residents who have had a good experience of Housing Services in the last year	Satisfaction remains high. We review demand to ensure services meet customer and tenant needs. Our recent survey of Council Tenants show that 94% of tenants are satisfied with the overall service they receive from the Council as their landlord.		80%		89%	76%	76%
Residents who have had a good experience of Planning Services in the last year	Over 50% of applications are from householders. Satisfaction will relate to whether applications are approved (almost all are), and decisions timely (almost all within 8 weeks). Reports of Handling assess objections, and residents receive a written explanation. edevelopment.scot has also promoted more electronic applications.		72%		74%	69%	88%
Residents who feel that they should be consulted more on how local services are delivered	This measure has improved by 4 percentage points over the last year and by 13 percentage points since 2011/12. This signals good progress despite falling short of the target.		30%		40%	44%	46%
Residents satisfied with opportunities for participating in local decision-making	This measure has improved by 4 percentage points since 2014/15 and signals positive progress in efforts to increase opportunities for local decision making.		50%		39%	35%	34%
Residents who rate public services as very or fairly good	Satisfaction with public services is high at 94%. We have seen a slight but ongoing trend of improvement against this measure.		90%		94%	93%	91%
Residents who feel public agencies work well together in Clackmannanshire	This measure has remained the same for the past 3 years of the survey. The proportion of residents who rate public services in general as very good or fairly good has however increased by 1 percentage point over the last year from 93% to 94%.		50%		42%	42%	42%

Overview

The partnership work under the umbrella of the Clackmannanshire Alliance aims to make the best use of the huge wealth and diversity of skills, knowledge and experience contained within the wide range of partners involved. Initiatives and ongoing work with communities, businesses and individuals aims to support national programmes while promoting local values and tailoring services to the needs and priorities of the area.

Organisations are working more effectively and efficiently than ever before, though there is always recognition that more can be done. The pace and scale of changes and improvements must always reflect the need for careful consideration and scrutiny of the potential impact of plans, to ensure that goals are achieved, particularly for the key groups they aim to support and protect, and aspects of the area they aim to enhance.

As developments continue, including in the Single Outcome Agreement being replaced with Local Outcome Improvement Plans, all Alliance partners will put communication and consultation first. This will ensure that the key partner in all developments to services is Clackmannanshire's communities themselves.

Key Themes Identified

- Communities understand the challenge of shaping services to suit local need.
- Need to help the public better understand their role in improving local services and planning.
- Scope to join up even more services which support vulnerable families.
- Optimism for the possibilities which integration of health and social care presents to make best use of shared resources to meet local needs.
- Concern that residents in different areas enjoy a different quality of life.
- Public services are facing greater challenges and community groups are trying to do more to help.

Case Study: Improving the Quality of Early Learning and Childcare

Partners: Clackmannanshire Council and Forth Valley College

Aims:

- Services are shaped to suit local need
- The public's experience of the services they receive is very good
- We make best use of shared resources to meet local needs
- We innovate and actively seek opportunities to work jointly to improve services
- The public understand their role in planning and improving public services

Clackmannanshire Council and Forth Valley College developed an initiative designed to prepare final year students for the job application process for the Council supply lists and to build students' confidence in applying for jobs in public sector early years work.

Partners wanted students to benefit from a more structured and informative introduction to their job application processes so that they would come to interview with a clear understanding of the policy, values and principles which drive early years work within the public sector. This would effectively blend with and reinforce their journey of learning through college.

The Council delivered 'recruitment sessions' for students providing information and guidance ranging from filling in the application form, interview skills and scenarios to the policy context of Early Learning and Childcare. Through induction sessions, training opportunities specific to 'Lets talk about Learning 1' future skills were identified and progressed.

Students who attended the sessions said they felt more confident applying for posts. Their application forms were generally of a higher standard than before, leading to an increase in the proportion selected for interview.

The initiative enabled Early Years staff to meet earlier with practitioners of the future, giving an insight into the standard of practitioners entering the workforce and how their future training needs can be met to fulfil our commitment to a highly skilled workforce delivering high quality Early Learning and Childcare.