

Report to Scrutiny Committee**Date of Meeting: 19 April 2018****Subject: Single Outcome Agreement Annual Review 2016/17****Report by: Head of Strategy & Customer Services****1.0 Purpose**

- 1.1. The report provides information on the 2016/17 annual review of the Single Outcome Agreement (SOA) on behalf of the Clackmannanshire Alliance. This is the final report on the SOA before it is replaced by the Local Outcome Improvement Plan (LOIP) from 2017/18 onwards. A background report provided to members of the Scrutiny Committee, presents information on the SOA performance framework, including a range of performance indicators relevant to each of the Clackmannanshire Alliance's key priority outcomes. Qualitative information is also provided in case studies on partnership initiatives, and in commentary on progress and performance from partnership teams and community partners (Community Councils and Tenants and Residents Groups).

2.0 Recommendations

- 2.1. That Committee notes the report, commenting and challenging as appropriate.

3.0 Considerations**Summary**

- 3.1. This report presents information on behalf of the Clackmannanshire Alliance Community Planning Partnership. The Alliance has two main Partnership Teams – Business, Jobs & Skills, and Community Wellbeing & Safety, and partnership work undertaken by various different organisations, sub-groups and teams is also presented. Although the SOA covered the ten-year period from 2013 to 2023, this has now been superseded by changes at a national level. From 2017/18, the SOA will be replaced by the recently-approved LOIP, therefore, this is the final report on the SOA, though many indicators, themes and areas of joint working will continue to be represented and addressed via the LOIP.
- 3.2. The Alliance's key priority outcomes were identified around 10 years ago, when the challenges and circumstances facing public services were markedly different from those of today. Significant changes over this period include the consolidation of regional Police and Fire services into Police Scotland and the Scottish Fire & Rescue Service, respectively, the Integration of Health & Care Services, and various changes to resources and arrangements in both local government and the third sector. Therefore, the refocussing public service priorities on current needs will be beneficial, both for the area of Clackmannanshire, and for the services working to those priorities. In particular, focussing on fewer, more specific outcomes may improve effectiveness.

- 3.3. Many areas of improvement are evident with very positive results relating to some outcomes. For others, it may be necessary for partners to review ambitions, for example, acute financial constraints, socio-demographic and economic factors. In these cases, more achievable and realistic targets may need to be set with the aim of maintaining performance levels, reducing annual decline, or performing above the Scottish average, acknowledging that actual improvement may not be possible. Therefore, while performance levels improved in 40% of indicators, results were within target (or within 5% of it) in 60% of indicators. It is notable, however, that targets were not set for 18 indicators and, as this is a key element of performance management, efforts will be made to ensure that partners set targets for all LOIP indicators.

The Area has a Positive Image and Attracts People and Businesses

- 3.4. This outcome is a key area of focus for the Local Employability Partnership, with many initiatives ongoing with local and national groups. There were slight dips in tourism indicators, reflecting national trends, though still close to target and with an increase in self-catering visitors. City Deal and VisitScotland funding bids aim to support the Discover Clackmannanshire tourism marketing strategy. The number of businesses increased, including those with more than 50 employees, and business start-ups, business survival, and the numbers of social enterprises remain broadly consistent, with community partners noting the importance of businesses to local communities. The town vacancy rate also improved, and community partners speak positively about local neighbourhoods, though decline was evident in some perception results and in businesses and employers receiving advice, linked to reduced referrals and capacity to provide support.

Our Communities are more Cohesive and Inclusive

- 3.5. As the case study for this outcome demonstrates, the Council, Joint Community Council Forum and CTSI have been exploring innovative approaches to ensuring that communities are involved in local decision-making. Though there is less evidence of target achievement in the indicators presented, more are showing improved performance than in a number of other outcomes. Again, there was evidence of decline in some perception measures, as well as in the average weekly wage, which is noted as reducing more significantly for women, and this will be a key area of focus for the LOIP in future years. Improvements can, however, be seen in the gender pay gap among Council employees, benefits claimants, housing quality, and Looked After Children remaining in the community. There was also a substantial increase in third sector employees (though partly related to increased provision of data by local third sector organisations), as well as incremental annual increases in the number of active community groups in the area.

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

- 3.6. Partnership working has been ongoing in relation to the Great Tapestry of Scotland, as well as with various academic institutions. Though there is some evidence of decline, in several indicators this is fairly marginal, such as in job density and employment rates, residents' qualifications and perceptions of primary schools. In some cases, particularly the latter, this was also from strong performance levels in 15/16, and most remain above the Scottish average. Improvement can, however, be seen in relation to 16-19 year-old participation (which replaces the previous 'school leaver destinations' measure), modern apprentices, residents with an NVQ, secondary school perceptions and college leaver destinations. Community comments echo positive local and national survey results for satisfaction with local schools, though also noting areas for improvement, and demonstrating awareness of key links between education and future opportunities and engagement.

Our Communities are and Feel Safer

- 3.7. Further collaboration can be seen in relation to community safety, where Police and Fire services, the Council, and community groups regularly work together to focus on prevention and awareness. There is some evidence of decline in perceptions though in some, again, only a slight decline on very positive results in 15/16, with several close to target. Exceptions were an improvement to 100% satisfaction with Fire services, but also a below-target result for satisfaction with tackling crime. Community comments include generally positive perceptions, as well as an area for improvement. There was an increase in accidental dwelling fires and resulting casualties, though there was a reduction in deliberate fires. There was also an increase in road collision injuries, and a reduction in Proceeds of Crime Act seizures, though static at a Forth Valley level. Reports of domestic abuse increased; however, no target is set here, as we cannot differentiate between an increase in occurrences, and a positive increase in the reporting of incidents.

Vulnerable People and Families are Supported

- 3.8. Improvements can be seen in several indicators relating to this outcome, though in others performance was outwith target, or targets were not set. There was a decline in homeless applicants sustaining tenancies for more than a year, and in domestic abuse bail checks. Older people with intensive needs receiving homecare also reduced, however, we generally perform better than the majority of authorities in this indicator. Improvements can be seen in Adult Protection, with increased consideration of advocacy, as well as in Child Protection, with fewer children on the register, fewer new referrals, and a smaller proportion of referrals on the grounds of 'lack of parental care'. There was a reduction in teenage pregnancies, though rates are still higher than average and this will remain a key area of focus for the LOIP. Positive developments in community justice can be seen in the case study and the issue of linking people with services is raised in the community comment.

Substance Misuse and its Effects are Reduced

- 3.9. Some Clacks 1000 perceptions in relation to substance misuse have declined, however, this contrasts with more positive community comments. Fewer people were charged with drug dealing though, similarly to domestic abuse (above), this could be considered positive or negative. There were fewer Children's Reporter referrals on the grounds of alcohol or drug misuse (and these are also monitored separately by partner organisations for greater insight). Awareness of stopping smoking services continues to improve, as well as the effectiveness of services, due to having developed approaches that are more person-centred. An example of the work conducted by Clackmannanshire & Stirling Alcohol & Drug Partnership is given in the case study on the Forth Valley Recovery Community.

Health is Improving and Health Inequalities are Reducing

- 3.10. A range of positive partnership initiatives are described, as well as holistic links made by the Community Wellbeing and Safety Partnership across several different outcomes. This demonstrates the inter-connectedness of many of the Alliance's key priorities, several of which can have an impact on an individual's health. There is some evidence of decline though, again, in many cases from a very positive 15/16 result, such as a maximum drop of 4% in the first 4 perception measures, and a minimum result of 88%. Satisfaction with Forth Valley Royal Hospital continues to improve, now at 94%, and there was a reduction in deaths from cancer (across Forth Valley as a whole). There was, however, an increase in deaths from heart disease, and in infant mortalities, and fewer 3-5 year-olds are registered with a dentist. Reductions in life expectancy were very slight, and there was a marked reduction in still births, with increased support provided for mothers.

The Environment is Protected and Enhanced for All

The mutual goals of local groups and national bodies, such as Sustainable Transport Scotland and the Trust for Conservation Volunteers, are being addressed by targeting flood risk, cycleways and invasive species. Higher levels of improvement and target achievement are evident here, including in recycling and awareness of climate change, sustainability and biodiversity. A slight improvement was also seen in satisfaction with the physical environment. There were also improvements in greenhouse gas emissions, which will be further improved through the Local Heat & Energy Efficiency Strategy and Scottish Energy Efficiency Programme funding. There were slight dips in street cleanliness and in satisfaction with street cleaning and refuse collection/recycling, reflecting community comments. All Council houses meet the energy efficiency criteria of the Scottish Housing Quality Standard, and this will be further improved with the new Energy Efficiency Standard for Social Housing.

Our Public Services are Improving

- 3.11. Declining satisfaction is likely to be linked to reduced resources limiting the ability to provide all functions at previous levels of service. More positive results for Housing were reported in the tenant satisfaction survey, though possibly linked to differing methodologies. Reduced satisfaction with library and leisure services contrasts with significant improvement and top quartile rankings, from the Scottish Household Survey in both areas. There was also a very slight dip in Contact Centre satisfaction, though extremely high levels are reported for both the Contact Centre and Community Access Points. Less positive results were recorded in relation to broader questions on consultation, participation in decision-making, satisfaction with public services and joint working. Community groups do, however, acknowledge the traditionally high standards, and both community and public service partners recognise the need for preventative initiatives, such as that in the case study. Improving outcomes for young people, particularly girls and those living in deprived areas, will be a key priority for public services and community partners as we move to the LOIP in future years.

4.0 Sustainability Implications

4.1. There are no direct sustainability implications arising from this report.

5.0 Resource Implications

5.1. *Financial Details – There are 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. Yes ✓

5.4. *Staffing – There are 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)

Clackmannanshire will be attractive to businesses & people and ensure fair opportunities for all ✓

Our families; children and young people will have the best possible start in life ✓

Women and girls will be confident and aspirational, and achieve their full potential ✓

Our communities will be resilient and empowered so that they can thrive and flourish ✓

(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. If there are no appendices, please state "none".

None

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

Clackmannanshire Single Outcome Agreement 2016/17 Annual Review

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