

WEST DUNBARTONSHIRE
COMMUNITY PLANNING PARTNERSHIP

Single Outcome Agreement 2009-2011

Version 3.0

28th February 2009

1. Foreword

Welcome to West Dunbartonshire Community Planning Partnership's Single Outcome Agreement (SOA) for 2009-2011. This agreement is between the West Dunbartonshire Community Planning Partnership (CPP) and the Scottish Government. It identifies areas for improvement and sets out how the Community Planning Partners and the Scottish Government will deliver better outcomes for the people of West Dunbartonshire and Scotland.

This agreement embodies the principles of mutual respect and partnership which are set out in the Concordat agreed between the Scottish Government and local government in November 2007. This relationship provides a new level of local autonomy and sets out a process for defining local outcomes as part of a national performance framework.

SOAs are the means by which Community Planning Partnerships agree their strategic priorities for their local area, express those priorities as outcomes to be delivered by the partners, either individually or jointly and show how those outcomes should contribute to the Scottish Government's relevant National Outcomes.

The delivery of the local outcomes will be the responsibility of local government, its partner agencies and local communities. In return the Government have significantly reduced the degree of budget 'ring-fencing' – allowing the local partners to exercise greater autonomy in directing resources towards local priorities.

This SOA was developed from the [West Dunbartonshire Community Plan](#) which was launched in September 2007 and set out the 10 year strategic vision and high level actions to enable West Dunbartonshire to flourish:

“Working in partnership we want to reduce poverty and exclusion, deliver better services and continue to improve the quality of life for everyone living in West Dunbartonshire whilst protecting our natural environment”

The SOA represents a further opportunity to re-define our local priorities and better quantify them in terms of measurable indicators and targets. It also demonstrates how our priorities fit with the Scottish Government's national aims and aspirations.

We believe that this Agreement represents a further significant step in the right direction. We hope it will help us make West Dunbartonshire a better place to live, work and visit.

[Add Partner names, logos, photo shots and signatures]

2. Introduction

This Agreement utilises the 15 National Outcomes (as defined in the National Performance Framework) as its basis. For each National Outcome the local context is presented along with a number of local outcomes that have been identified to reflect the CPP’s shared priorities. These have been refined from previous work contained in the [Community Plan](#), the Councils [Corporate Plan](#) and various high-level plans of the CPP Partners.

It is important to note that the SOA is not an action plan and does not set-out in detail how these outcomes will be delivered. The templates refer to other plans, service plans, action plans and strategies developed by the Council, Community Planning Partners and the Scottish Government to enable delivery of the local outcomes as shared priorities. Hyperlinks to these plans are provided within electronic versions of the document.

The relationships between the various plans and the SOA s shown diagrammatically below:



Each local outcome has at least one indicator to track progress; baseline data is noted where available and appropriate targets are proposed where appropriate. Some indicators remain in development. The aim has been to use indicators in the SOA that measure actual ‘outcomes’ for stakeholders – rather than simply being measures of the outputs of the activities that are being undertaken. These detailed output-type measures are to be found within the lower-level plans.

The indicators have been selected from many sources. One key source is the set of 45 National Indicators in the National Performance Framework. We have selected those that are locally relevant and locally measurable and these are shown in the templates as ‘National Indicator 1’ etc. These are hyperlinked to the Government’s [‘Scotland Performs’](#) website where the overall Scottish data is shown.

Another key source of indicators is the [‘Menu of Local Indicators-version 3 December 2009’](#) (as developed by the Improvement Service and the Governments Statistical Service). These are indicated by the abbreviation A1 etc or B1 etc. in the templates. The majority of the 67 indicators in this ‘menu’ have been included in the SOA.

Indicators have also been chosen from other frameworks (such as the [NHS HEAT targets](#), the [National Outcomes for Community Care](#) and Audit Scotland's [Statutory Performance Indicators](#)). The latter indicators are highlighted by the abbreviations 'HEAT', 'NOCC' and 'SPI' respectively. Many of these indicators are more measures of outputs than outcomes and hence only a selection of these have been included.

There are three important national strategies and frameworks developed by the Scottish Government to complement the Concordat. Many of our local outcomes address these specifically. The three frameworks are:

- '[Achieving our Potential](#)' – a framework to tackle poverty and income inequality in Scotland
- '[Equally well](#)' – a report from the ministerial task force on health inequalities
- '[Early Years](#)' – a framework focussing on the early part of a child's life where there is a key opportunity to build resilience and seek to prevent the appearance of problems later in life

In addition there remains one major area of Scottish Government 'ring-fenced' funding - the [Fairer Scotland Fund](#) (FSF) This new fund replaces the Community Regeneration Fund, Community Voices Fund, Working for Families Fund, Changing Children's Services Fund (Social Inclusion element), the Financial Inclusion Fund, Workforce Plus and 'More Choices, More Chances'.

The Fairer Scotland Fund is allocated to Community Planning Partnerships to help them achieve sustainable economic growth by regenerating disadvantaged communities, tackling poverty by helping vulnerable people and groups and overcoming barriers to employment. The Fairer Scotland Fund is ring-fenced until March 2010, to allow all CPP priority outcomes linked to regenerating communities, tackling poverty, and overcoming barriers to employment to be fully embedded within the SOAs.

The specific indicators that we are using to measure the local progress of these four main strategies and frameworks are highlighted in the document with the abbreviations 'AP', 'EW' 'EY' and 'FSF' respectively.

The templates also note any changes made from the 2008 document, developmental areas and 'asks' of the Scottish Government. The latter are specific requests we are making of national government to assist us in delivering (and in some case measuring) our local outcomes [maybe add list as appendix including status of 2008 asks]

The Governments intention is that the SOAs should cover a three-year period. The first West Dunbartonshire SOA which was developed and published in 2008 is now seen as the first version of an SOA for 2008-2011. This document builds on the 2008 version and covers the remainder of the period to 2011. It contains targets up to and including 2010/11 and where possible some indicative future or 'end' targets. [more discussion on mechanism/process for target setting]

This agreement will be approved and monitored by the Community Planning Partnership Board. The Council's Audit and Performance Review Committee will also have a role in highlighting any particular aspects which it would wish to scrutinise. This document is still a 'work-in-progress' – we intend reviewing it and rolling it forward annually to always cover a three or four-year forward perspective.

An annual public progress report will be produced in September each year. The progress of the indicators against the targets is available on the [Councils website](#)

[add something re governance, thematic groups etc]

3. Local Context and Challenges

West Dunbartonshire lies between Loch Lomond and the Glasgow conurbation on the north bank of the River Clyde. It combines natural scenic beauty with an historic industrial past and is currently undergoing significant regeneration and development. West Dunbartonshire comprises 70 square miles of combined waterfront, urban and rural landscape which is only a 20 minute drive from Glasgow Airport and easily accessible from Glasgow by car, train, bus, boat and bicycle. There are three main town centres; Clydebank, Dumbarton and Alexandria.

However, with the decline of traditional industries West Dunbartonshire remains one of the most deprived local authority areas in Scotland. Full details are included in the latest version of the [Social & Economic Profile](#).

The town centre areas have suffered from this decline; with some parts in poor physical appearance. There is a significant amount of vacant land awaiting redevelopment, most of which is earmarked for development but is currently stalled. Although generally well linked to the rest of Scotland and beyond in many ways there are challenges associated with being on the extreme edge of a major conurbation. There is still much to be done both to develop the range of local employers and job opportunities and to ensure that the local labour force has the skills to compete for new opportunities. Whisky distilling and maturing is an important local industry which continues today, however the growing recession presents a further level of challenge to business growth and prosperity.

Glasgow airport is very close to West Dunbartonshire to which it is connected directly via the Erskine Bridge and the M8. The main settlements of the area have access to the electric suburban rail network which gives a regular and reliable service to Glasgow. The A82, which is a main tourist route to the north and west of Scotland and runs through the area, also links West Dunbartonshire to Glasgow and the motorway network, enabling goods and services to be transported. A key factor in encouraging business growth is to improve connectivity into and within West Dunbartonshire. However, the A82, in particular, is becoming increasingly congested and a significant bottleneck can occur at Milton (where there are no diversionary alternatives).

Educational attainment is improving – particularly for the most-deprived pupils- but is generally below the national average. This challenge requires a continued emphasis on educational attainment, from early years through to lifelong learning. School rolls are falling and many schools are in poor condition with low occupancy rates.

Population projections continue to forecast a reduction in the population, primarily due to a reduction in the number of births, plus a loss of some 450 people per year through out-migration. The leavers are, in the main, economically active people who choose to live in neighbouring authorities. The population at the 2001 census (93,378) is projected to fall to 84,000 by 2024.

The Black and Ethnic Minority Population makes up just less than 1% of the population, which is lower than the national average. Arresting the population decline of the area is a key challenge as is the increasing age profile of the remaining population.

In common with other parts of the UK and Europe West Dunbartonshire has an ageing population. Within the different age groups which make up the population, the forecast is that by 2024 the number of children aged 16 and under will decrease by 21%, the working age population will also decrease by 16% in the same period while the population aged 60+ will rise by 30%, with a significant increase in the number of people aged 75 or older. This large group of older people is because of the baby boom of the 1950's. These "baby boomers" will be entering their 80's around 2030, and it is likely that this will place additional demands on services.

Life (and healthy life) expectancy rates are among the lowest in Scotland. Currently it is 62.8 years for men and 67.3 for women. In the 2001 census, around 23% of the population reported having a chronic illness or disability and by the time people pass their mid-fifties they have a 50/50 chance of being in this group. Alcohol and smoking rates are amongst the highest in Scotland, diets are poor and physical activity levels low. Asbestos related diseases are especially prevalent in the former shipbuilding community in Clydebank.

Anti-social behaviour, Violence and Alcohol/Substance misuse are key issues for West Dunbartonshire as identified in the Community Safety Partnership Strategic Assessment 2008. The Police Public Consultation in 2008 showed that 46% of those participating had been affected by anti-social behaviour, mainly identifying drunk & disorderly behaviour, loud noise and alcohol/drugs as the cause of the nuisance. To a lesser extent vandalism & graffiti were identified as causes of nuisance in relation to anti-social behaviour.

In total, there are 43,898 dwellings in West Dunbartonshire. Owner-occupation now accounts for 58% of the housing stock (a steady increase) and social rented housing from the Council continues to reduce (as a result of right-to-buy legislation and selective demolition) and now accounts for 27%. Social rented housing from a housing association accounts for 12% and the remaining 3% is taken up by the private rented sector. There is currently an oversupply of hard-to-rent properties in Council ownership.

Industrial decline has also contributed to the significant levels of poverty and deprivation in many areas, and the poor health statistics which are associated with these. The current unemployment rate is around 5.1% compared to the Scottish average of 3.3%. Poverty levels are high - some 23% of people claim some form of benefit - the third highest in Scotland and the proportion of dependent children in families claiming key benefits in 2005 was 24% - compared to the Scottish average of 19%. Levels of homelessness are still significant and levels are expected to increase as the recession develops. Good risk assessments and information sharing is important to ensure the continuing safety of the considerable numbers of vulnerable children.

Improving the environment represents a challenge for the CPP in terms of raising awareness as an organisational priority. It requires stronger governance and sensible commitments. Much of the activity to date has centred on the Council and more collaborative approaches are now required to meet these challenges.

West Dunbartonshire contains some of the finest lowland countryside in Scotland and part of the Council area is now contained within Loch Lomond and the Trossachs National Park. Although not a particularly agricultural area, over 40% of the area is classified as open countryside. The area contains the second highest proportion of mixed leafed woodland in Scotland. There are also important natural heritage features such as the 24 Sites of Special Scientific Interest with the Inner Clyde Estuary and the River Endrick Mouth and Islands being of international importance.

In general, there is a challenge in terms of working towards a decreased reliance on the private car. This would make positive contributions to reducing congestion, reducing traffic growth, reducing pollution and improving people's health through more active life styles

Overall West Dunbartonshire tends to have a low (or sometimes poor) external profile and a major effort is required to improve the area's image and branding.

4. Opportunities and Priorities

West Dunbartonshire has a range of opportunities including the geography of the area, with its topography and physical setting, good transport links and proximity to Glasgow.

The regeneration of former industrial sites is the key driver for the revival of West Dunbartonshire. The Council and its partners will have to make some brave decisions to increase investment in business development.

There are already a number of high-profile regeneration projects on-going, for example Clydebank Rebuilt - a £50million project to create a high quality location for people and businesses and to reposition Clydebank as a creative, distinctive and successful regional centre within the Glasgow Metropolitan area. The Titan Crane - Clydebank's only grade 'A' listed structure- has been preserved and is the centrepiece of the previous John Brown shipyard site. The new Clydebank College has recently opened on the site.

The new 'Strathleven Initiative' has been recently established to join up regeneration activities from Bowling on the Clyde to Balloch on the shores of Loch Lomond. It includes projects such as the Strathleven Regeneration where the Council and its partners including the private sector are developing the 'Lomond Gate' site to provide homes, jobs and other facilities to take advantage of the area as a gateway to Loch Lomond and the Trossachs National Park. In addition the initiative includes ambitious plans to regenerate Dumbarton & Alexandria town centres, the Bowling Basin area and to improve the key arterial gateway A82 route at Milton. Other projects include the proposed Lomond Canal project; a new and visionary project to link the Clyde to Loch Lomond, boosting tourism, local employment and at the same time reducing the growing risk of serious flooding incidents.

Clydebank's Golden Jubilee National Hospital is expected to continue to grow its capacity and international reputation as a heart & lung centre of excellence and the 'Hospital Gate' site's close proximity provides opportunities to attract further investors in the life sciences. The Vale of Leven hospital is a vital local facility at the heart of retaining and attracting local high quality employment opportunities as well as local health care.

Tourism in the area is a major economic driver and tourism is a labour-intensive sector generating jobs at all levels and is driven by the designation of Loch Lomond and the Trossachs as Scotland's first national park, the opening of the Lomond Shores complex and the re-opening of the Forth and Clyde Canal. The area also has significant other opportunities in terms of tourism and leisure, with a number of historic and more recent industrial heritage sites, a strong retail focus and a location for concerts and other major outdoor events. Paradoxically the recession may lead to increases in tourism revenue as people seek cheaper holidays and breaks nearer home.

There is a strong ongoing commitment to training and apprenticeships in the key areas of construction, hospitality, tourism, care and life science. To support this there is the new college facility in Clydebank, with courses aimed at developing the local labour market. We have a strong emphasis on improving local education provision at all levels, including early years literacy and numeracy interventions which are key to long-term aspirations.

The Council's new school programme is at the heart of our plans to give children the best start in life. Phase 1 – comprising 3 secondary schools is progressing well – with handover on-track for summer 2009. Consultation on Phase 2 involving the primary schools and Dumbarton Academy is well underway. We believe the area can become a great place to raise a family – and good schools are key to this.

Health Improvement is a key priority- and we are concentrating our joint efforts and resources towards the overall high-level outcome of improving healthy life-expectancy. The main strands of this are to address the high levels of smoking, obesity and in particular alcohol abuse – which has significant implications not only for health but also anti-social behaviour.

Ending homelessness (noting that the growing recession is increasing homelessness presentations) and ensuring that vulnerable children on our registers have up-to-date risk assessments and shared information are also key local priorities.

Drugs, Violence, Disorder and Anti-Social behaviour are seen as high priorities by the Police. A range of strategies and services to tackle the issue of domestic abuse has been put in place. These include Women's Aid the CARA (Challenging and Responding to Abuse – a free and confidential service for women children and young people), the Reduce Abuse Project in our schools and a programme of work with perpetrators. The Community Safety Partnership has developed a comprehensive Anti-Social Behaviour strategy with a large number of detailed indicators of progress – which are described in the 2007 monitoring report. Anti-social behaviour (and fear of it) is being tackled through better use of community wardens, additional Police patrols, CCTV and improved street and community lighting. A number of innovative diversionary activities such as 'The Pulse' and 'Y-Sort-it' have been put in-place which are key in tackling anti-social behaviour at source.

We are embarking on a major programme to improve the quality of socially rented housing. The Council is finalising ambitious plans to ensure its houses meet the Scottish Quality Housing Standard by 2015 – which will involve some further demolitions and sell-offs as well as increased investment in the remaining stock. We also want to increase the supply of quality private housing – both for the local workforce and for those who choose to live here but commute to Glasgow.

There is a significant local social and voluntary economy with a growing social economy. In 2003 1 in 5 of the population considered themselves as volunteers- this had increased to 1 in 4 in 2007

Reducing CO₂ emissions by adopting and promoting carbon management programmes is key to reducing impact on the global environment. The Council has signed the Scottish Local Authority Climate Change Declaration and has commenced a Carbon Management Programme aimed at quantifying and then reducing CO₂ and other greenhouse gas emissions from council operations such as buildings, transport, street lighting, landfill etc.

There is a strong 'community' culture in the area, with a focus on volunteering, partnership working and local engagement. However, residents of the area tend to relate more to their distinct communities (Vale of Leven, Dumbarton and Clydebank) more than to West Dunbartonshire as a geographic entity. Together, these opportunities provide a clear potential to re-focus and re-brand West Dunbartonshire and market it to both internal and external audiences. We are embarking on a new branding and marketing strategy which will also include a new cultural strategy and a high-profile event programme.

We want to improve the perception of the quality, efficiency and effectiveness of our local public services – and the Community Planning Partnership is re-positioning itself to take a lead role in this initiative.

The key high-level priorities and the associated targets for the indicators measuring these high level priority outcomes are shown in Table 1 below:

Table 1 – Priority Outcomes and Targets for West Dunbartonshire

Priority Outcome	Targets
Increased number of local businesses	Maintenance of the number of new business at the 2008/09 levels for 2009/10 and an increase of 5% per annum thereafter
Increased the size of the tourism economy	An increase in tourism revenue by 5% each year to meet the Scottish Government target of a 50% increase by 2015 from the 2005 level
Increased employment	Maintenance of the employment rate at the 2008 level of 73% throughout 09/10 and an increase of 0.5% annually thereafter.
Increased educational qualifications of residents of working-age	A reduction in the percentage of economically active residents with no qualifications from the 18% recorded in 2006 to 13% by 2010/11 and 10% by 2018/19
Improved early year's attainment	A decrease in the proportion of singleton low birth-weight babies from the 29.8 per 1,000 births recorded in 2006/7 to 27 by 2010/11 and to 25 by 2017 (proxy measure)
Improved secondary attainment	An increase the attainment rate by 1% each year from the 2006 baseline for the three key indicators at S4, S5 and S6
Improved quality of life for older people	An increase in the proportion of older people (65+) with intensive care needs receiving care at home from the 2006/07 level of 30% to meet the national target of 70% by 2025
Increased life expectancy in the most deprived areas	An increase for males from x to y years and for females from x to y years by 2016
A decrease in the percentage of adults consuming more than the recommended weekly amount of alcohol	A levelling- off of the annual rate at the 06/07 level of x followed by a y% annual reduction
Reduced poverty	A reduction in the proportion of households where the sole income is from benefits from 22% to 20% by 2010/11 and to 18% by 2017
Ended homelessness	An increase in the proportion of unintentionally homeless people in settled accommodation to 100% by 2011 from the 90% recorded in 2006/07 and maintenance at this level thereafter
Protected vulnerable children & adults	Maintenance of the percentage of vulnerable adults and children on the relevant Registers who have a completed and up-to-date risk assessment at 100%
Reduced violent crime, domestic abuse and anti-social behaviour	Reduce the average rate of violent crime per 10,000 population through 2010/11. Increase the rate of reporting of domestic abuse incidents through 2010/11. Exceed the baseline average level of detections for anti-social behaviour offences through 2010/11.
Increased number of new houses	An increase in the number of new build houses to xx per year
Halted population decline	A reduction in the population decline rate to 0% by 2015
Decreased ecological footprint	A decrease from the current calculated level of 5.04 global hectares per person to 4 by 2017
Increased citizen satisfaction with quality of public services	An increase in the percentage of residents satisfied with the quality of public services from the 40% recorded in 2005/6 to 75% by 2011/12

National Outcome 1: We live in a Scotland that is the most attractive place for doing business in Europe

A key priority is the attraction and retention of local businesses. The number of VAT registered businesses has remained relatively constant in recent years but the rate of new business growth has consistently been the lowest in Scotland. The number of businesses per head of population is also the lowest in Scotland. The current recession has seen the number of new business start-ups registered through local banks reduce by 25% from an average of 80 per quarter in 2006 and 2007 to around 60 per quarter in 2008.

There is a considerable amount of land on the Vacant & Derelict Land Register (xx ha in 07/08) – **add details etc. in 07/08 xx was added and xx removed.**

Vacant retail space in the three main town centres is a highly visible ‘barometer’ of their well-being. In 07/08 this had remained static at 15%, 14% and 10% for Dumbarton, Alexandria and Clydebank respectively. This is forecast to increase as the recession deepens.

Total tourist numbers dropped by 6% from the 2006/07 modelled STEAM estimate, however the associated revenue showed 0% growth.

The ‘social economy’ plays a very important part in the local economy of West Dunbartonshire. It comprises three parts - the community sector (covering small community associations, civic societies and small support groups); the voluntary sector (including housing associations, charities, large community associations, national campaign organisations, etc.) and the social enterprise sector including co-operatives, building societies, development trusts and credit unions. The size of this economy (and the number of people employed) is difficult to estimate

Local outcomes	Relevant Indicators	Link	Data Source	Baseline (2006/07)	Targets & Timescales
Attracted and supported the development of new and emerging businesses and supported the sustainability and growth of existing businesses	Business VAT Registrations per 10,000 population	National Indicator 2 A1	Dept of Business Enterprise & Regulatory Reform	24 per 10,000 (07/08) – new baseline year since method of calculating has changed	Maintain at 2007/8 rate for 09/10 and increase by 5% annually thereafter
	End-year stock of VAT Registered Businesses per 10,000 population	B1	Dept of Business Enterprise & Regulatory Reform	182 per 10,000 (07/08) – new baseline year since method of calculating has changed	Maintain at 2007/8 rate for 09/10 and increase by 5% annually thereafter
	Number of new businesses in Scottish Banks		Committee of Scottish Clearing Bankers	326 (2006) (81 per quarter)	Maintain at 2008 rate of at least 60 per quarter (240/yr) for 09/10 and increase at 5% annually thereafter
Reduced amount of vacant and derelict land	No. of hectares of land on the vacant and derelict land register taken up	B4	Scottish Government Development Dept	9.2 hectares	Take up at least 3 ha/yr

Regenerated town centres and related waterfront areas	Percentage of retail space in (a) Alexandria, (b) Dumbarton and (c) Clydebank town centres that is vacant		WDC Planning	(a) 15% (b) 14% (c) 10%	Reduce to less than 8% by 2011/12
Growth of the tourism economy	Percentage increase in number of visitors to West Dunbartonshire		STEAM	-6% (2007 compared to 2006)	2% annual increase (Council corporate plan)
	Percentage increase in tourism generated revenue		STEAM	0% (2007 compared to 2006)	5% annual increase (to meet Scottish Government target of 50% increase by 2015 from 2005)
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> • Local Plan • Clydebank Rebuilt, Strathleven Regeneration & Town Centre Regeneration Projects • Council Reports on Dumbarton Town Centre Plan and Alexandria Town Centre (HEED Committee 5 March 2008 and 8 October 2008) • Strathleven Initiative HEED committee report Dec08 • Feasibility studies for council office re-locations nearer Town Centres • Regional Transport Strategy and WD Transport Outcomes (SPT) • Local Transport Strategy • Link to Council website pages on Business & Trade • Transfer of Business Gateway to Council from Scottish Enterprise (Report to HEED Committee 5/3/08) • Vale Hospital – Consultation and Council Response • Loch Lomond and Trossachs National Park Plan • British Waterways Scotland - Forth & Clyde Canal regeneration and Lomond Canal Project • Cities Growth Fund – joint work with Glasgow City Council – Report to HEED Committee May08 • Development of Loch Lomond Shores and the restoration of the Maid of the Loch paddle steamer • New tourism/accommodation strategy in development • Historic Scotland- Dumbarton castle • Further develop social economy initiatives and enterprises in areas such as housing, social care, training and development, construction, community finance and environmental action 				
Changes from 2008 SOA	<p>Added indicators:</p> <ul style="list-style-type: none"> • End-year stock of VAT Registered Businesses • Number of new businesses in Scottish Banks (added in version 2) • Percentage increase in tourism generated revenue 				
Developmental areas for this outcome	<p>Develop possible indicators on:</p> <ul style="list-style-type: none"> • Business survival rates – need data at local authority level (Scottish Enterprise) • Local GDP/GVA - need data at local authority level (Scottish Enterprise) or from SLIMS or Experian • Business Satisfaction surveys – need to develop (Scottish Enterprise) • Degree of Road Congestion – national data available but needs a local measure eg from a local travel diary – WDC Roads reviewing options • Size of social economy (This is a National Indicator but data is not yet available at local authority level) 				

Scottish Government required action or commitment to support delivery of local outcome	
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National Outcome 2: We realise our full economic potential with more and better employment opportunities for our people

Unemployment and worklessness are key issues locally. However, although the situation had been improving steadily until recently the global financial crisis has had an adverse impact on West Dunbartonshire. The number of people employed had risen steadily from 39,000 in 1999 when the employment rate was 63% to 43,400 in 2007. In 2008, however, the number of people in employment fell to 43,000 and the employment rate decreased to 73.3%, compared to the current Scottish average of 76.3%

There is a significant 'job-gap'; that is the shortfall between the number of people currently in work and the number of jobs that would be required to achieve full employment (job density). In West Dunbartonshire there would need to be an additional 5,000 jobs, which is 13% more than at present. Some 5.2% of the working age population of West Dunbartonshire are in receipt of job seekers allowance compared to the Scottish average of 3.3%. 11.7% are in receipt of Incapacity Benefit (Scottish average 9.0%) and 9.7% are in receipt of Income Support (average 6.6%)

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Reduced unemployment and benefit dependency	Employment Rate	High Level Purpose Target B6 AP FSF	Office of National Statistics	73.34%	73% in 09/10 and increase by 0.5% annually thereafter
	Percentage of working age people claiming: (a) Job-seekers allowance, (b) Incapacity benefit (c) Income Support	A4 and B36 FSF AP	NOMIS- Department of Work & Pensions (UK)	(a) 3.2% (b) 12.1% (c) 9.9% (2007 data)	
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> Implement range of Worklessness initiatives (eg Workforce Plus) Partnership working with key partners such as Job Centre Plus and Skills Development Scotland. The former have a number of national and local programmes e.g. New Deal, New Deal for Lone Parents, Lone Parent Obligations, Pathways to Work for Incapacity Benefit customers in partnership with NHS and a local 'Positive Moves' programme. Setting-up of Neighbourhood Outreach service and new tracking system as part of West Dunbartonshire Employability Programme Action Plans to be progressed and overseen by Business Growth and Employability CPP theme group once reconstituted Council to directly deliver a range of work-focused training opportunities (eg. skillseekers, council apprenticeships) Direct employment of local people both in public sector and social economy 				
Changes from 2008 SOA	Moved Outcome and 2 indicators on 'a better qualified workforce' to NO3 Modified wording of outcome from 'Reduced unemployment and created employment in key sectors' to 'reduced unemployment and benefit dependency'				
Developmental areas for this outcome	Possibly add indicator on % of population who are economically active (NOMIS) but this is probably not as good a measure as employment rate Develop indicators on: Number of lone parents going into FE/HE (from SLIMS) and Job Density (from NOMIS)				

Scottish Government required action or commitment to support delivery of local outcome	
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National Outcome 3: We are better educated, more skilled and more successful, renowned for our research and innovation

Only xx % of the workforce are graduates compared to a Scottish average of xx%. The percentage of workforce with no qualifications of xx% is also higher than the Scottish average of xx%.

Some 16.5% of 16-19 year olds within West Dunbartonshire are not in Employment, Education or Training. This has decreased from the 19% recorded in 2004/5. These figures correlate with the percentage of school leavers in positive destinations which has increased from 77% in 2001/02 to 84% in 2006/07. This is still slightly below the Scottish average of 86% but the gap has narrowed over this period. The Council's NEET Strategy was drawn up in October 2006 and implemented from January 2007 onwards. The strategy is now part of the More Choices, More Chances (MCMC) national initiative.

Recent activities have focussed on better joined up working, piloting new initiatives, offering a wider variety of support and improving identification and tracking. Partnership working between Job Centre Plus and Careers is helping identify and support young people at the 18-19 year old transition time. This age group is over represented within the NEET statistics. The Get Ready for Work Programme provided by the Council and other training providers has been identified as the key national training programme to support young people into work. A high proportion of participants move on into employment (73%) with West Dunbartonshire doing better than other areas.

Clydebank College is a key partner in both the pre and post 16 NEET strategy and they have now developed their own MCMC action plan. The new main campus of Clydebank College opened in August 2007 and has an intake of more than 10,000 learners each year, from over 55 nationalities, to its programmes. A further local campus in Dumbarton town centre has recently opened.

For several years, S4 school pupils have had the opportunity to attend Clydebank College to participate in Vocational and Skills for Work Courses. As of 2008/09, S5 and S6 pupils will also be able to participate in Vocational courses in Clydebank College.

The local CVS is very active in promoting volunteering as a positive outcome and is actively promoting the 16+ learning choices initiative and the Millennium Volunteer Awards

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Improved achievement and attainment through life-long learning	Percentage of economically active residents with no qualifications (less than SCQF5)	B5 FSF AP	NOMIS	18%	13% by 2010/11 and 10% by 2018/19
	Percentage economically active residents who are graduates		NOMIS	11.7% (2006)	
	Percentage of economically active residents with qualifications at SCQF level 2 & 3		Labour Force survey	Get data from NOMIS	
	Teenage Pregnancies aged 13-15 per 1,000 women (deliveries + abortions)	EW EY A12	ISD Scotland National Statistics	62.9 (2005)	

Decreased proportion of 16-19 year olds not in Employment, Education Training	Percentage of school leavers in positive destinations (a) full-time higher education, (b) employment, (c) full-time further education, (d) training, (e) total	National Indicator 7 A5 AP FSF	Scottish Government Statistics- Destinations of Leavers 2006/07 Table 17	(a)23% (b)27% (c)25% (d)10% (e) 84%	
	% of 16-19 year olds not in Employment, Education or Training (NEET)		Annual Population Survey in Scotland	16.5%	15% by 2011/12
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> • Determined to Succeed • Implementation of Routes to Learning programmes (a partnership between Anniesland College, Clydebank College, Cumbernauld College, East Dunbartonshire Council and West Dunbartonshire Council) • Skills for Work programme offers various vocational qualifications to young people in West Dunbartonshire • Develop and implement “More choices- More chances” strategy (see Report on ‘NEET’ ELLL Committee March 08) • Implementation of the Councils Community Learning & Development Strategy and Youth Strategy through the 5 key Action Plans; the Communities Action Plan, the Young People’s Action Plan, the Adult Learning Action Plan, the Adult Literacy & Numeracy Action Plan, the Community Training Action Plan and the local Learner Passport scheme • Implementation of data hub (lead by Skills Development Scotland) to track young people through school to post-school • CLAN- the adult Community Literacy and Numeracy initiative for West Dunbartonshire which operates as a partnership which includes Clydebank College, Anniesland College, West Dunbartonshire CVS, the CLD Community Literacies Team and others. • Millennium Volunteer Awards – run by wdcvs 				
Changes from 2008 SOA	<p>Removed indicators on Number of school pupils completing vocational options, % students achieving SQA qualifications and Percentage of college students successfully completing classes targeted at improving literacy and numeracy. These are output indicators better suited to lower level plans.</p> <p>Added NEET indicator</p> <p>Moved 2 indicators previously under ‘a better qualified workforce’ in NO2 to life-long learning outcome in this NO</p> <p>Moved teenage pregnancies to NO3 from NO5</p>				
Developmental areas for this outcome	<p>The new client tracking system will allow development of better performance measures in the future</p> <p>The CLD Section in WDC is currently commencing work on establishing an outcome focused approach to work plans for the next financial year to align better to both national and locally agreed priorities</p> <p>Possibly add indicator on school-leavers in positive destinations – volunteer activities</p>				
Scottish Government required action or commitment to support delivery of local outcome	Develop and implement national unique learner number				

National Outcome 4: Our young people are successful learners, confident individuals, effective contributors and responsible citizens

School environments and occupancy rates are poor and their improvement is a major priority. Significant improvements are expected from school session 2009/10 onwards, when 3 new secondary schools and 2 new primary schools are scheduled to open. 80% of primary schools had positive inspection reports in the 2006-0 session. This is based on 4 out of the 5 schools inspected during the 2006-07 session receiving an adequate or better rating for all 3 of the core subset of Quality Indicators. 50% of secondary schools had positive inspection reports in the 2006-07 session. This is based on 1 out of the 2 schools inspected during the 2006-07 session receiving an adequate or better rating for all 3 of the core subset of Quality Indicators.

There had been a consistent improvement in the performance of primary schools over the years when 5-14 data was being reported nationally (up to 2004) and West Dunbartonshire Council was performing above both our comparator authorities' average and the national average levels. Since then we have entered a consortium of 16 Scottish local authorities which have agreed to share and benchmark 5-14 results and this shows that performance has levelled off in recent years, although our results still compare well against the consortium averages. This year there has been a 1% increase in performance in mathematics to 87% which is still 1% above the consortium average. Reading has increased to 85% while the consortium average has risen by 1% to 83% and writing has improved by 1% in both West Dunbartonshire and across the consortium to 78%.

The percentage of S4 pupils achieving 5 or more passes at level 3 by has been higher than the national average for 3 of the last 5 years whereas the percentage of S4 achieving 5 or more passes at level 5 or better has been relatively constant but slightly lower than both the national averages and our comparator group averages for the last five years.

This pattern is repeated for the S5 measures which have been employed over recent years.

The percentage of S6 pupils achieving 5 or more passes at Level 3 or better (a minimum standard) has been consistently slightly higher than national average for the last five years but the percentage of S6 achieving 5 or more passes at level 6 (University entrance standard) has been somewhat lower than both the national averages and our comparator group averages for the last five years.

Significantly, we are ranked as the best performing council in Scotland in terms of the lowest 15% SIMD achievement in Education. In 2006/07 16.1% of S4 pupils from the lowest 15% of SIMD areas achieved 5+ awards at Level 5 (Standard Grade Credit) compared to the Scottish mean of 12.4%. We have consistently performed 2 -7% higher than the Scottish average since 2002/3.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
	Percentage of Secondary (S4) Pupils achieving 5 or more passes at SCQF Level 5 (Standard Grade Credit) or better	A8 FSF	ScotXed	28%	30% by August 2009
	Percentage of Secondary (S5) Pupils achieving 3 or more passes at SCQF Level 6 (Higher Grade C) or better	A9 FSF	ScotXed	17%	20 % by August 2009

Improved educational attainment levels by secondary school pupils	Percentage of Secondary (S6) Pupils achieving 5 or more passes at SCQF Level 6 (Higher Grade C) or better	A9	ScotXed	14%	16% by August 2009
Improved educational attainment levels by primary school pupils	Average Percentage of P3,4 6 & 7 Pupils at expected 5-14 level or better in Reading, Writing and Mathematics	B8 FSF	WDC	82%	84% by June 2009
Improved schools	Percentage of (a) primary and (b) secondary schools with positive inspection reports	National Indicator 8 A7 EY	WDC from HMIE data	(a) 80% (4 of 5) (b) 50% (1 of 2)	(a)100% from 2008/09 (b)100% from 2008/09
	Composite Occupancy rate- (a) Primary, (b) Secondary	SPI	Audit Scotland	(a) 58% (b) 70%	(a) 59% from 2008/09 (b) 63% from 2008/09
Improved educational attainment levels by lowest performing secondary school pupils	Percentage of Secondary (S4) Pupils in lowest 15% SIMD areas achieving 5 or more passes at SCQF Level 5 or better	FSF AP	ScotXed	16.1%	18% by August 2009
	Average tariff score of lowest performing 20% of pupils in S4	FSF AP	HMIE website	42	47 Increase by 1.5% a year 2007-2017 (Community Plan Target)
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> • New school regeneration Programme Phase 1 and Phase 2 • Implementation of Curriculum for Excellence • Educational Services Departmental Plan – improvement plan resulting from 2009 HMIE-INEA inspection • New Integrated Children’s Services Plan (replacing current 2005-8 Plan) • WDC Youth Strategy 				
Changes from 2008 SOA	<p>Removed outcome and indicators under ‘Improved participation rates in non-compulsory activities’. (current measures are output measures best suited to corporate/dept plans – but could be added in future)</p> <p>Moved primary and secondary inspection and occupancy indicators to NO4 from NO5</p>				
Developmental areas for this outcome	Develop future outcome measures from new pupil achievement system				
Scottish Government required action or commitment to support delivery of local outcome	Support for national development (with WDC as pilot) for pupil achievement system.				

National Outcome 5: Our children have the best start in life and are ready to succeed

The development of pre-school education is seen as a key element of the Authority’s wider strategic goals. We have already achieved our 10-year target to eliminate functional illiteracy in school age pupils. The strategies employed recently won a national (UK) Children’s Service award. Accurate and comparable measurement of early years attainment requires a better national system – currently all that we can fully measure is attainment at P3 – rather than on entry to primary school [note - how did we measure functional illiteracy]

Good parental support is vital to giving children a good start in life. In seeking to encourage this, it is critical to avoid dealing with particular challenges in isolation but rather as explicit components of activities to improve their circumstances of the families and communities as a whole. West Dunbartonshire communities have high levels of low birth weight babies, which are heavily influenced by maternal behaviour and circumstances (e.g. high levels of smoking during pregnancy); and have a negative relationship with other childhood risk factors (e.g. childhood obesity). West Dunbartonshire also has low levels of breastfeeding and its children frequently suffer poor dental health – both of which are also associated with childhood obesity. It is important to acknowledge that some of the fundamental actions needed to address these challenges will flow from local outcomes identified under other sections of this SOA (e.g. childhood obesity will also be addressed by programme to improve physical activity – national outcome 6) within the context of the implementation of national programmes (e.g. Hungry for Success).

Teenage pregnancies in West Dunbartonshire are higher (39 per 1,000) than the Scottish average of 37.1. This is characterized by a strong deprivation gradient: the most deprived groups have approx 10 times the rate of delivery and twice the rate of abortion. High quality Sex and Relationship Education (SRE) is a critical factor in addressing this, with the effective implementation and development of the Curriculum for Success being the primary means of ensuring this locally.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Improved nursery provision	Percentage of pre-school centres with positive inspection reports	National Indicator 12 A6 EY	HMIE evaluations will be collated from April 2008	n/a	100% from 2008/09
Improved early years attainment	Percentage of P3 Pupils exceeding expected 5-14 level or better in Reading, Writing & Mathematics	EY	WDC	35%	37%
	Percentage of live singleton births of low birth weight for WD area and (b) for 15% deprived (B11)	FSF EW EY B11	ISD	29.77 per 1,000 live births	27 by 2010/11 and to 25 by 2017
	Percentage of children completing child healthy weight intervention programme	Relates to National Indicator 14 HEAT EY (cf. A11) FSF	WD CHP	08/09 to get	

Parents supported to give their child the best start in life	Percentage of five year olds with no obvious dental decay	National Indicator 11 HEAT EY B10	NDIP (National Dental Inspection Programme 2007)	5,633 children in the Greater Glasgow and Clyde Health Board Area (CHP to provide WD data)	Increase to meet National Target of 60% by 2010
	Percentage of babies breast-feeding at 6 weeks	HEAT EW EY A10	SNS/ISD		
Relevant plans to support delivery of these outcomes	Parental Involvement Strategy Integrated Childrens Service Plan WD CHP plans to meet HEAT targets Local implementation of Hungry for Success (need link)				
Changes from 2008 SOA	Moved primary and secondary inspection and occupancy indicators to NO4 from NO5 Modified breast feeding to include whole area not 15% most deprived Added live singleton birth weights Moved child obesity from NO6 Edited wording of child obesity to reflect HEAT Moved teenage pregnancies to NO3 from NO5				
Developmental areas for this outcome	Refine educational attainment measure (needs to be at P1 not P3)				
Scottish Government required action commitment to support delivery of local outcome	Develop early years attainment measures as part of Early Years Framework. Specifically need measures on numeracy and reading on entry to P1				

National Outcome 6: We live longer and healthier lives

One of the main aims of our Social Work services is to care for more vulnerable older people at home. The overall standard and efficiency of community care services are improving by personalising care packages for those vulnerable groups and improving support to carers. Whilst we have one of the highest level of home care provision in Scotland we need to further improve the flexibility of the service.

West Dunbartonshire has the second lowest figure in the UK for male life expectancy; and the third lowest figure for female life expectancy. It also has the second highest all cause death rate of any local authority area in Scotland with the clear contributory factors of smoking, excessive alcohol consumption, drug abuse (addressed within national outcome 9), poor diet and lack of physical activity. In addition to developing multi-faceted evidence-based programmes to address these issues, it is important to recognise the contribution of activities to support other national outcomes (e.g. alcohol abuse is the prime underlying cause of the high-levels of violent crime, domestic abuse and anti-social behaviour); and also innovative work being developed locally (e.g. Equally Well national test-site to reduce smoking rates in Whitecrook area of Clydebank).

The changing demographic profile of West Dunbartonshire also poses a number of key challenges, particularly in relation to and for the growing proportion of the population over the age of 65 years.

It is also critical to understand the fundamental impact on all of the above of mental wellbeing and self-efficacy. West Dunbartonshire unfortunately has the third highest suicide rate and one of the highest rates of drug-related death in Scotland. However, it is important that that challenge is addressed within a comprehensive approach to improve mental wellbeing more generally as recommended within *A Mentally Flourishing* (e.g. strengthening community resilience); and indeed understanding that increasing healthy behaviours amongst the population will actually support an improvement in mental health and wellbeing.

Local outcomes	Relevant Indicators	Link	Data Source	Baseline (2006/07)	Local Targets & Timescales
	Percentage of people 65+ with intensive needs receiving care at home	National Indicator 26 NOCC-BC2 HEAT B14	WD Social work	26% (07/08)	37% by 2010/11 and increase further to meet national target of 70% by 2025
	Percentage of carers who feel supported and capable to continue in their role as a carer	NOCC-C1	WDC Survey	08/09 base year??	
	Number of patients waiting more than 6weeks elsewhere in hospital to be discharged into a more appropriate care setting	Quarterly	GGHB ISD	23 in target time 12 outside target time	Reduce to 0
	Percentage reduction in number of people 65+ admitted as an emergency twice or more to acute specialities per 100,000	National Indicator 20 NOCC-R2 HEAT B19	ISD/WDC	07/08 baseline?? (to get)	To meet national HEAT target of 10% reduction compared to xx/xx by end Dec 09

<p>Increased proportion of older people (65+) needing care or support who are able to sustain an independent quality of life as part of the community</p>	<p>Number of people 65+ admitted as an emergency twice or more to acute specialities per 100,000 <i>who have not had an assessment of need</i></p>	<p>NOCC-R3</p>	<p>ISD/WDC</p>	<p>07/08 baseline ?? (to get)</p>	
<p>Increased life-expectancy <u>High Level Purpose target</u></p>	<p>Life Expectancy (a) Male – all WD (b) Female –all WD (c) Male -15% most deprived (d) Female – 15% most deprived</p>	<p>National Indicator 16 FSF EW A13</p>	<p>GROS</p>	<p>(a) 71.8 (b) 77.7</p>	
	<p>Percentage of adults who smoke</p>	<p>National Indicator 17 HEAT A14</p>	<p>Scottish Household Survey</p>	<p>30% (05/06)</p>	
	<p>Percentage of adults undertaking moderate physical activity at least five times a week.</p>		<p>WDCHP</p>	<p>To get</p>	
	<p>Percentage of adults consuming more than the recommended weekly amount of alcohol.</p>		<p>WDCHP</p>	<p>To get</p>	
	<p>Percentage of adult consumption of energy-dense food and drinks.</p>		<p>WDCHP</p>	<p>To get</p>	
	<p>The average score across the population of adults on the Warwick-Edinburgh Mental Wellbeing Scale</p>	<p>National Indicator 15</p>	<p>Scottish Health Survey 2008</p>	<p>08/09 base year</p>	
<p>Relevant plans to support delivery of these outcomes</p>	<p>WDCHP Development Plan 09/09 Health Improvement Actions to meet appropriate HEAT outcome and output targets- CHP Implementation of Free Personal Care Community Care Plan (out-of-date) – need update to cover personalised care packages, delayed discharge etc. See Social Work Dept plan Choose Life – local action plan to prevent suicide Education Departments Sports Development: West Dunbartonshire Sports Council , Sports Development Programme and Club, Coach and volunteer development WD Corporate Action Plan for Alcohol & Drugs</p>				

<p>Changes from 2008 SOA</p>	<p>Added Indicators:</p> <ul style="list-style-type: none"> • Percentage of carers who feel supported and capable to continue in their role as a carer • Delayed discharge • Number of people 65+ admitted as an emergency twice or more to acute specialities <i>who have not had an assessment of need</i> • Life Expectancy (M&F) <p>Deleted Indicators</p> <ul style="list-style-type: none"> • % with BMI >25 • Pool attendances (Council output) • Deaths from smoking • Deaths/admissions from Alcohol –related diseases (admissions is National indicator) and drug use indicators on drug crime now in NO9 • suicide rate indicator
<p>Developmental areas for this outcome</p>	<ul style="list-style-type: none"> • Indicators for respite care to measure additional weeks (as per concordat) – problem now SPIs have been deleted • Develop measures(s) related access and waiting times for Free Personal Care • Develop further indicators for other client groups – not just older people ? • Possibly add indicators on premature mortality (all causes) 15-44 and 45-74 to fit better with ‘Equally Well’ • Possibly add Percentage of Adult Population who smoke in whitecrook (equally well pilot area) • Possibly use Participation rates in sport (from sports scotland) • Possibly add Deaths for under 75s from Coronary Heart Disease per 100,000 (National Indicator)
<p>Scottish Government required action or commitment to support delivery of local outcome</p>	

National Outcome 7: We have tackled the significant inequalities in Scottish society

The Scottish Index of Multiple Deprivation ranks West Dunbartonshire Council as the 4th poorest Local Authority in Scotland. One in five people in West Dunbartonshire is classed as income deprived (19.6% of the population). This is the second highest in Scotland where the average is 13.9%. Wages in West Dunbartonshire are low compared to the Scottish average.

Currently some 10,910 families are in receipt of child and working tax credits, which is around 19% of the population and a small increase on the previous year. There are 1,850 children living in households where the family is in work but where the household income is 60% of the national median income. These families are described as the working poor. There are also 4,860 children living in household where no one works who would also be classified as poor children. This means that 38% of all children in West Dunbartonshire are classed as 'poor'.

There are 460 adults with learning disabilities in West Dunbartonshire on the Council's records. – 94% are between 16 and 65. 32 of these are in open employment and 29 in voluntary or non-open employment [from Enable – check with LIT] They tend to have a shorter life expectancy, higher obesity and poorer dental health.

There is significant financial exclusion - some 85% of people have access to a bank, building society or credit union account (4th lowest in Scotland) compared to a national average of 89%. In 2007/08 15.8% of the population were without bank accounts or savings accounting for 21.2% of the population.

Homelessness applications decreased by 5% over the previous year. The number of people being housed in permanent accommodation has dropped by 15%. There has been a drop in the number of priority need homeless assessments, which is reflected in the number of homeless households provided with permanent accommodation. In 2007/08 there were 2278 presentations resulting in 941 being assessed as in priority need and 786 were placed in permanent accommodation and 786 in council-furnished accommodation [check consistency with measures].

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Decreased the proportion of people living in poverty	Percentage of households where sole income is from benefits	FSF AP B36	NOMIS (from DWP & ASHE)	22.2%	Reduce to 20% by 2010/11 and 18% by 2017
	Median Earnings	AP A3	ASHE	xx	
Reduced Child Poverty	% of children living in households dependent on out-of-work benefits or in receipt of child tax credit more than the family element	FSF B9	2001 Census	19%	
Created new employment and training opportunities for people with a learning disability, mental health problems, criminal record and addiction issues	Number of people with a learning disability assisted into paid employment (<i>temporary proxy output measure</i>)	LIT National Indicator 30 FSF AP	<i>New national survey on working age people with learning disabilities being developed</i>	26	Increase to 31 per year for 2008/9 and maintain at this level thereafter

Reduced Financial Exclusion	% of households with access to bank, building society or credit union account	B37	SHS	85.4% (2003/4)	
Reduced fuel poverty	Number of people defined as in fuel poverty (spending over 10% of income on fuel)	FSF	??		
Homelessness ended	Percentage of unintentional homeless households in settled accommodation	National Indicator 22 B25 SPI	Scottish Government	90%	100% by 2012
Relevant plans to support delivery of these outcomes	Anti-Poverty Strategy (with local survey data) – update in preparation Homelessness Strategy 2008-13 Local implementation of ‘Same as You’				
Changes from 2008 SOA	Remove indicator ‘Proportion of people living in relative poverty’ National Indicator 10 . Data to be sourced in future from the DWP Family Resources survey, however, this is not disaggregated to LA level. It is not in the ‘Menu of local indicators’ Added indicator on ‘Median earnings’ change wording of homelessness outcome to match vision of new Homelessness Strategy – Rename indicator on percentage of homeless households in priority need to ‘number of unintentionally homeless households in settled accommodation’ Possibly add further homelessness indicators – eg ‘Percentage of potentially homeless who do not go on to become homeless’ and ‘Number of private rented and social rented tenants who become homeless’ (B28) Possibly add SPIs on homelessness				
Developmental areas for this outcome	Possibly add disability access SPI				
Scottish Government required action or commitment to support delivery of local outcome					

National Outcome 8: We have improved the life chances for children, young people and families at risk

The educational performance of children looked after away from home (which does not take into account children currently looked after) was 67% (those attaining at least one SCQF level 3 in any subject) - is significantly higher than national average and has steadily increased since 2002. However this is not seen as a good measure of attainment of children in our care and the indicator has been dropped by Audit Scotland from April 2009

The number of child protection referrals increased by 16% (compared to 13% across Scotland) from 136 in 2006/07 to 158 in 2007/8 – mainly as a result of a major public information campaign. The proportion in the youngest age group is significantly higher than average – probably reflecting high levels of drug/alcohol abuse. The number of children on the Register increased by 23% to 27 at 31st March 2007 compared to the Scottish average of 13%.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Provided opportunities to enable young people at risk to have positive chances and make positive choices in their life	Percentage of 16 or 17 year olds in positive destinations at point of leaving care	AP	WDC survey (tbd)		
Improved Child Protection	% of children on the Child Protection Register who have a completed and up-to-date risk assessment		WDC	07/08 base year (data from SW)	Maintain at 100%
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> • Implementation of GIRFEC • Implement Corporate Parenting strategy • Implement Youth Strategy • Early Years Parenting strategy • Implement action plan following HMIE Child protection inspection 				
Changes from 2008 SOA	The original Indicator on Percentage of 16 or 17 year olds ceasing to be looked after and accommodated attaining at least one SCQF level 3 in at least one subject (total of at home and away from home) has been deleted. It was a poor measure of attainment of children in care. It is not now an SPI after March 2009. WDC are proposing a survey on positive destinations at point of leaving care. Need a better national system of measuring.				
Developmental areas for this outcome					
Scottish Government required action or commitment to support delivery of local outcome	Develop a national system of measuring positive destinations on point of leaving care				

National Outcome 9: We live our lives safe from crime, disorder and danger

The total numbers of crimes recorded in the 2006/07 Scottish Crime Bulletin (Group 1-5) in West Dunbartonshire was 1,004 per 10,000 population compared to the Scottish average of 819. This equates to a crime index of 123 (compared to Scottish Index of 100). The crime index in West Dunbartonshire, being so close to the major conurbation of Glasgow, is more aligned with that of the major Scottish cities (Glasgow City-158, Aberdeen City-138, Dundee City-133 and Edinburgh City-127) than the more rural areas of Scotland.

Fear of crime is a higher than average – the 2005/06 Scottish Household survey reports 59% of residents feeling safe or fairly safe walking in their neighbourhood after dark compared to the Scottish average of 73%. There is a challenge in reassuring communities, as the fear of crime or disorder is higher than the actual rate of incidents.

Recorded rates of domestic abuse are the highest in Scotland. The number of incidents reported increased to 1,800 per 100,000 in 07/08 compared to 1,518 in 06/07 – and remains the highest in Scotland. This may be partly due to increased awareness of local support.

Alcohol abuse is seen as the prime underlying cause of the high-levels of violent crime, domestic abuse and anti-social behaviour. The rate of vandalism in 2006/07(299 recorded incidents per 10,000) is higher than the national average of 238. The Police public consultation in 2008 identified drunk & disorderly behaviour, loud noise and alcohol/drugs as the 3 main types of anti-social behaviour that affected people in the area.

The rate of accidental fire incidents **[add]**

Road safety data suggests that the serious road accident rate is slightly higher than the Scottish average (7.6 per 10,000 veh-km compared to average of 7.4) but that the rate of accidents involving children is higher than average at 1.6 per 10,000 veh-km compared to an average of 0.98. **[add fire deaths]**

The number of problem drug users (71 per 10,000 in 2004) is higher than the national average of 49

In dealing pro-actively with those engaged in anti-social behaviour, drug use and domestic abuse, the reported level of incidents/crimes may remain high or increase and this is reflected in some of the indicators used to track progress.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
	Number of Crimes in Group 1 (violent crimes) per 10,000	A 24	Strathclyde Police	44 (Average level April 2004-April 2008)	Direction of travel target: Reduce the average through 2010/11. Not possible to set a specific target against this outcome measure. The general trend in Violent crime is down and by setting a target to reduce the average will continue the overall trend in the direction desired to achieve the outcome.
	Percentage of residents feeling very or fairly safe when walking alone in the local neighbourhood after dark	A19	Scottish Household Survey (Table 4.64)	59% (05/06)	

Reduced crime and violent crime in particular	Reconviction rate for offenders released from custody or given a non custodial sentence	National Indicator 23 B31	Scottish Offenders Index	46% (04/05)	
	Number of persistent young offenders (5 offending episodes in 6-month period)	B28 FSF	SCRA Annual Report	42	
Reduced Domestic Abuse/Violence against women	Rate of reporting of domestic abuse per 100,000 population	B29 FSF	Scottish Executive: Domestic Abuse	1,518	Increase the recorded incidents per 100,000 population through 2010/11. <i>The level of reported incidents of Domestic abuse has been rising and there is a desire to encourage those affected by Domestic Abuse to report incidents. Expectation is that the level will continue to increase.</i>
Reduced anti social behaviour and disorder	Number of anti-social offences per 10,000 population		Strathclyde Police	63 (Average April 2004-April 2008)	Exceed the average baseline level through 2010/11.
	Percentage of 13-15 year olds drinking alcohol to excess in previous month (5 or more drinks 4 or more times)		SALSUS (Scottish Schools Adolescent Lifestyle and Substance Use Survey)	17% (2006)	Reduce by 1% point each year from baseline
	No of (a) deliberate (secondary) fires and (b) number per 10,000 population		Strathclyde F&R	(a) 1102 (2007) total secondary fire incidents	
Improved home and road safety	Rate of (a) all people and (b) children 0-15 killed or seriously injured in road accidents per 10,000 vehicle kilometres	A21	Scottish Government – Road Accident Statistics tables 40/41	(a) 7.6 (b) 1.6 (2002-2006)	Reduce number by 40% on 2001 baseline by xx
	No of (a) accidental fires and (b) fire-related deaths per 10,000 population and		Strathclyde F&R	Xx xx	

Reduced drug-use and drug-related crime	Number of detections for Drug supply and Intent to supply (Per 10,000 Population)		Strathclyde Police	xx	The use of this measure is currently under review by Strathclyde Police. Information will be provided on the final measure and target once completed
	Prevalence of problem drug users (age 15-54)	National Indicator 29 FSF	Estimating the National and Local Prevalence of Problem Drug Misuse in Scotland	71 per 10,000	
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> • CSP Strategic Assessment - an analysis of local issues and priorities for action. • Anti-Social Behaviour Task Force and Strategy • Strathclyde Fire & Rescue Strategic Assessment for West Dunbartonshire • Multi agency work on fire-raising and Anti-Social Behaviour (<i>e.g. Cut it Out, The Pulse</i>) • WDC funding for joint working with Strathclyde Police, targeted policing (£100,000 pa) new additional policing 08-09 (£200k), joint working and co-ordinated tasking between Community Wardens and Police, deployment of new CCTV mobile van and re-deployable cameras. • Implement action plan from 2009 HMIE Child protection inspection • WDC Action Plan for Alcohol & Drugs • WDC Road Safety Plan • Kerbcraft to continue as a key road safety topic in local primary school curriculum 				
Changes from 2008 SOA	<p>Revise wording of first outcome to 'Reduce violent crime etc' to fit with SP Strategic Assessment. Indicator on Crime rate and Crime Index (A24) now used as context background. Added new indicator on numbers of Crimes in Group 1 (violent crimes)'. Moved the indicators on reconviction and persistent offending to this outcome</p> <p>Added indicator on number of anti social offences from Strathclyde Police stats (based on total of subset of particular subgroups. I.e. number of incidents reported of vandalism, alcohol in open places and urinating in public)</p> <p>Moved local outcome relating to drugs from NO6 and renamed as 'Reduced drug-use and drug related crime'</p> <p>Added 2 indicators from Police indicators on arrests for Drug supply and Intent to supply</p> <p>Deleted outcome - Increased positive public perception of public safety in their local area and added indicator to outcome on violent crime</p> <p>Moved accidental fires indicator to anti-social behaviour</p> <p>Added fire deaths etc to modified outcome on road and home safety</p> <p>Added 'bring drinking' indicator from SALSUS</p> <p>Deleted rate of vandalism -</p>				
Developmental areas for this outcome	<ul style="list-style-type: none"> • Possibly add indicator on 'repeat incidences of domestic abuse' • Require a better method of measuring drug use. The current indicator on number of problem drug users' (National Indicator 29) simply records service access. Also the direction of travel is arguably unclear. In the short term, local improvement targets are about a rise in this number. Currently it reflects an outcome about improving access to services – which will rise. Possibly use SALSUS surveys in future • Possibly add indicator on 'Percentage of residents feeling very or fairly safe when home alone at night' from SHS survey 				

Scottish Government required action or commitment to support delivery of local outcome	West Dunbartonshire to be considered as a pathfinder for Violence Against Women/ Children. Although there is a National Prevalence Study WDC has local baseline which cost around £20k but follow-up could be done much cheaper
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National Outcome 10: We live in well-designed sustainable places where we are able to access the amenities and services we need

The new Local Plan (currently at Finalised stage –with a completed Strategic Environmental Assessment) sets the context for a series of aims and objectives that will assist in the coordinated delivery of urban renewal and regeneration. The Plan aims to ensure a sustainable approach to development through a land use framework that brings about positive social and economic development, whilst maintaining and enhancing environmental quality.

Over a quarter of the area's housing stock is owned by the council and a significant proportion of our urban area comprises council housing or houses previously owned by the council. Since 1996, 3,192 new homes have been built in West Dunbartonshire, an average of 290 per annum. Almost seventy percent of these completions were in the private sector, and 85% were on brownfield sites. Currently there are significant development proposals being pursued by the private sector particularly along the riverside in Dumbarton and Clydebank.

There is an overall surplus of housing stock over projected households by 2009, much of this stock is in areas of low demand or not of a type or size that households are looking for. The Council has a statutory duty to ensure its own stock meets the Scottish Housing Quality Standard by 2015. The Local Housing Strategy is being revised and a review is underway of the options for a community ownership programme through a new Standard Delivery Plan - to enable the houses to meet the standards without significant rent increases and to reduce the number of unsuitable and un-let properties. There is still a significant number of void properties – the amount of rent lost is reducing each year but at 5.2% is amongst the highest in Scotland.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Regeneration in a properly planned, co-ordinated and sustainable manner	Percentage of planning applications granted contrary to Local Plan policies		WDC Survey	08/09 establish baseline	
	Percentage of residents finding services very or fairly convenient		Scottish Household Survey	74% (05/06)	
Improved mix, quantity, location and affordability of housing in West Dunbartonshire	Number of new build properties (a) owner-occupied, (b) RSL	National Indicator 27 B33/34	(a) Scottish Government-Affordable Housing Investment Database: (b) Scottish Housing Regulator	(a) 232 (b) 85	
	The number of housing land supply units		Annual Housing Land Audit	4,701 units (13 times the annual completion rate) (06/07)	Maintain at least 7 times the average annual completion rate
Improved the quality of council and RSL housing	The total percentage of (a) council and (b) RSL housing stock meeting the Scottish Quality Standard	A23		11%	80% (2011/12) 100% (2015)

<p>Relevant plans to support delivery of these outcomes</p>	<p>Complete adoption of new Local Plan Housing Needs and Supply Study Complete new Local Housing Strategy (existing strategy 2004-09) Strategic Housing Investment Plan and Covering Report to Council November 2008 Standard Delivery Plan for Council Housing</p>
<p>Changes from 2008 SOA</p>	<p>Removed proposed indicator on 'Percentage of planning applications where design improvements are successfully negotiated' Added Percentage of residents finding services very or fairly convenient from SHS Removed indicator on 'Rent lost through no. of voids' – just a proxy for occupancy/desirability of the WDC stock. Added The number of housing land supply units (in version 2)</p>
<p>Developmental areas for this outcome</p>	<ul style="list-style-type: none"> • Possible indicator relating to 'Secure by design status'. • Possible setup an indicator on housing need and demand • Review possibility of using survey data to create indicator on access for older people to appropriate/right type of housing from Housing Needs Survey • Possibly add indicator(s) relating to access to public transport (from SPT RTS)
<p>Scottish Government required action commitment to support delivery of local outcome</p>	

National Outcome 11: We have strong, resilient and supportive communities where people take responsibility for their own action and how they affect others

Our communities face challenges similar to other areas in Scotland dealing with high levels of multiple deprivation.

West Dunbartonshire has a well-established spectrum of organisations committed to developing stronger and safer communities. It also benefits from strong community-based action and involvement and local agencies dedicated to partnership working. There is a strong local CVS service which actively promotes and encourages volunteering.

42% of people rate their neighbourhoods as very good which is 10% lower than the Scottish average figure.

Levels of hate crime (sectarian, race etc) are perceived as low

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Increased percentage of adults who rate their neighbourhood as a good place to live	Percentage of residents rating neighbourhood as a 'very good' place to live	National Indicator 28 FSF	Scottish Household Survey	42% (05/06)	
Increased community volunteering and involvement	% of Citizens Panel members who have undertaken unpaid volunteer work in the last 3 months	FSF	CP survey Apr 2007	Baseline 33%	40% (2011/12)
	% of functioning community Councils		WDC	62.5% (10 from 16)	
	Number of sustained voluntary organisations		wdcvs	08/09 baseline	
	% of the population active in volunteering and community activity.		wdcvs	08/09 baseline	
	Election turnout rate		WDC	55.3% (May07)	
Relevant plans to support delivery of these outcomes					
Changes from 2008 SOA	Delete the Local Outcome 'Reduced Hate Crime' as numbers are very low name (B27) Added two indicators on no. of community councils and on election turnout % Added two indicators Number of sustained voluntary organisations and % of the population active in volunteering and community activity from wdcvs				
Developmental areas for this outcome	<ul style="list-style-type: none"> Research whether better data on volunteering rates and numbers from WDCVS or SHS data or from Housing Needs and Supply Study Develop citizens panel survey to ask more regular and quantitative questions re volunteering. 				

Scottish Government required action or commitment to support delivery of local outcome	
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National Outcome 12: We value and enjoy our built and natural environment and protect it and enhance it for future generations

The Council is in the process of completing a Nature Conservation Strategy, in which a full SINC and wildlife corridor survey is taking place. The Council is working in partnership with Scottish National Heritage to produce a Local Biodiversity Action Plan (LBAP) and is undertaking an open-space audit. To maximize positive management of the landscape, the Council is developing an Integrated Habitat Network project that will aim to increase the quality and quantity of wildlife corridors in Dunbartonshire and address the level and effects of habitat fragmentation. The Council is working with SNH and local landowners to help SNH reach their target of ensuring 80% of SSSI's are in a favourable condition by 2009. The work will also impact on a new indicator measuring the average size of joined-up green-space (or green corridors) which has an important impact on biodiversity and another new indicator on resident's proximity to improved green-space (measures quality of green-space and ease of access). A Draft Core Path Plan has been prepared and was extensively consulted upon in 2008. A final Plan will be approved by the Council in 2009.

We want to improve the quality and sustainability of our built environment. There are 11 local properties on the buildings at risk register- however two of these have been since been demolished and one further council property due for demolition.

Cleanliness of the area is improving and is above the national average, however the state and appearance of streetscapes, play and recreation areas, green/open spaces and town centres need further improvements.

We will continue to monitor air quality especially around the A814 in Dumbarton East and its junction with the A82 at Dumbuck. There are other local air-quality related issues such as pollution from Glasgow Airport and an ongoing odour problem from the Dalmuir sewage works.

We are conscious that alleviating the short-term affects of flash flooding and the long-term consequences of global sea-level rise requires considerable ongoing investment and we are putting in a major alleviation project for the Gruggies Burn.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Improved quality and access to greenspace	Proportion of protected nature sites in favourable condition	National Indicator 33	SNH	79% (07/08)	National target to ensure 80% of SSSI's are in a favourable condition by 2009
	Average size of joined up green spaces		WDC Survey	08/09 Baseline year	
	Percentage of households with an accessible natural greenspace, of at least 2 hectares in size, no more than 300 metres from home		WDC	08/09 baseline year.	100% by 2010/11
	Percentage of core paths that are deemed fit-for-purpose		WDC	08/09 baseline	Increase to 100%
	The cleanliness index achieved following inspection	SPI	Audit Scotland	71	Increase to 76 by 2011/12 (Corporate Plan)

Improved the state of West Dunbartonshire's environment	Percentage of Citizens Panel respondents who are satisfied or very satisfied with the physical appearance of their local area		WD Citizens Panel	60%	Increase to 80% by 2011/12 (Corporate Plan)
	Air Quality: Percentage of locations complying with national target for NO2		WDC local monitoring of 26 stations	92% (08/09)	100% of stations meeting or exceeding national target of 40 ug/m3
	Air Quality: PM10 Concentration		WDC data from 1 station	17 ug/m3	Maintain below 40ug/m3
	Percentage of Roads requiring maintenance	SPI B41	Audit Scotland	31.7% (07/08)	40% by 2011/12 (Corporate Plan) [needs revising in light of changes to way data recorded]
	Number of households in the 100yr flood map area		SEPA/WDC	Baseline year 08/09	
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> • WDC Sustainable Development Strategy + Appendix and Progress Report 2008 + Appendix • Project work in conjunction with Glasgow & Clyde Valley Green Network Partnership • Local Biodiversity Action Plan and Habitat Network Action Plan • WDC Grounds Maintenance and Street Cleaning Services • Green/Open Space Audit • Nature Conservation Strategy • Flood risk alleviation Projects (Knowle & Gruggies Burns) • Air Quality Strategy, Assessments and Progress Reports • Core Path Plan • Regional Transport Strategy and WD Transport Outcomes (SPT) • Local Transport Strategy 				
Changes from 2008 SOA	<ul style="list-style-type: none"> • Local Outcomes on 'Increased Biodiversity' and 'Increased the proportion of protected nature sites in favourable condition' revised to 'Improve quality and access to greenspace' • <u>Add</u> indicator on % of roads requiring maintenance SPI • Added measure on core path improvement - length or % of core paths that are deemed fit-for-purpose. 				

<p>Developmental areas for this outcome</p>	<ul style="list-style-type: none"> • Add possible new indicator on water quality. Contact SEPA re developing indicators. • Add new indicator on built environment - the number of buildings at risk (Civic Trust). This is National Indicator 34: the percentage of A-listed buildings on the Buildings At Risk Register (BARR) – data available mid 2009?. • Better measurement of the quality of greenspace. Open Space Audit/Strategy being developed in WDC planned to be completed before Mar '09 and may suggest better measures etc. Greenspace Scotland also developing survey of greenspace also undertook 2007 (not sure how regularly GS intend to repeat the survey). The sample was of 1000 people across Scotland so the sample size in Glasgow Clyde Valley is small and smaller still in WD. The GCV Green Network Partnership is in the process of developing its own monitoring and evaluation framework and this may well take the structure of the GS survey and apply it to the GCV region on a regular basis. • Work with SEPA in developing and publishing consistent and comparable 100yr flood risk maps and counting households at risk • Work with t for SEPA in developing comparable indicators on water quality • Work with SNH to develop/refine a national measure on access to quality greenspace • SNH survey on people accessing outdoors (National Indicator) to be broken down by LA area in future
<p>Scottish Government required action or commitment to support delivery of local outcome</p>	<p>Facilitation of work with SEPA, SNH, Councils and Greenspace organisations on better measures/data on flood risk, water quality and access to greenspace</p>

National Outcome 13: Take pride in an strong, fair and inclusive West Dunbartonshire identity

(This is a localised version of National Objective 13 'Take pride in a strong, fair and inclusive national identity')

Some 60% of respondents to a recent quality of life citizen's panel survey said they were very or mostly satisfied with their perception of overall quality of life

In 2001 the Census recorded the population of West Dunbartonshire at 93,378. The Mid-2007 Population Estimates for Scotland estimate the population of West Dunbartonshire to be 91,090, which is a drop of 150 people since last year. This year's drop is made up of 55 more deaths than births and 95 people leaving West Dunbartonshire to live elsewhere. West Dunbartonshire had the lowest proportion in Scotland of migrants coming here to live at 3 per 1,000 population. Nationally West Dunbartonshire has amongst the largest losses per 1,000 population for the group aged 35 and over. Stemming this decline in the working-age population represents one of the area's key challenges.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Improved image and reputation of West Dunbartonshire and the Council	Percentage of Citizens Panel respondents who are very or mostly satisfied with their perception of overall quality of life		WD Citizens Panel	60% (November 2006)	
Population decline and out-migration reduced High Level purpose target	Population of West Dunbartonshire		GRO Scotland	91,240	Level off
	Net Population Migration		GRO Scotland	-2.7%	Reduce to 0 by 2015
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> • Active promotion of the West Dunbartonshire brand through joint working with Dunbartonshire Enterprise and Visit Scotland • Communications Strategy • Awareness Programme • High-profile programme of cultural events with increased local participation rates • Promotion of Fairtrade towns • New Cultural Strategy 				
Changes from 2008 SOA	Delete proposed Indicator on Citizens Panel survey question on resident's attitudes to West Dunbartonshire until developed				
Developmental areas for this outcome	Develop indicator on resident's attitudes to West Dunbartonshire				
Scottish Government required action commitment to support delivery of local outcome					

National Outcome 14: We reduce the local and global environmental impact of our consumption and production

Ecological and carbon footprints are amongst the lowest in Scotland but we recognise that this is an effect of low car ownership and deprivation. The Council has embarked on an ambitious Carbon Management Programme (CMP) to reduce carbon dioxide emissions by 1/3rd from the 2006/07 baseline.

By March 2008 100 % of all the primary and secondary establishments have registered for the Eco Schools Scotland Programme. By 2007 3 schools have achieved the Green flag, one of which has gained its 2nd flag. By the end of 2008 this had doubled to 6. The Council is aiming to meet the Community Plan target of all schools having the Green Flag by 2017.

Much progress has been made on waste reduction and recycling (the latter increased to 32% in 06/07 and to 32.5% in 07/08) and we are exceeding the current Scottish Executive target. Further investment and improvements are required to continue to increase recycling and reduce biodegradable waste being sent to landfill in line with future Government targets and EU legislation.

The percentage of adults travelling to work by car or van is around the Scottish average of 56%. The Council has introduced a Staff Green Travel Plan (Westbound) which is aimed at encouraging staff to reduce their reliance on the car as their prime means to get to work.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Reduced Overall Ecological Footprint	Ecological Footprint	National Indicator 32 A26	SEI-REAP	5.01 gha/cap	Reduce to 4 by 2017
	Carbon Footprint		SEI-REAP	10.91 t/cap	
	Tonnage of CO2 emissions from Council operations and assets		WDC Carbon Management Programme	32,211 tonnes	Reduce by 1/3 by 2015 from baseline
Raised awareness of environmental issues	Percentage of Primary and Secondary Schools achieving Eco-Schools Green Flag award		Eco-Schools Website	5%	50% by 2011/12 (Corporate Plan) 100% by 2017 (Community Plan)
Waste Managed in a more sustainable way	Recycling rate	A25	SEPA	32%	40% by 2009/10 50% by 2012/13
	Tonnage of biodegradable municipal waste disposed via landfill	National Indicator 39 A24	SEPA	27,108 tonnes	18,536 by 2011/12
	Tonnage of total municipal waste collected per head of population	B38	SEPA	xx	
	Percentage of adults travelling to work by car or van	National Indicator 36 B40	Scottish Household Survey	56% (05/06)	

<p>Increased proportion of journeys by public or active transport</p>	<p>Percentage of children travelling to school by public or active transport</p>		<p>WDC</p>	<p>In development 08/09 will be base year</p>	
<p>Relevant plans to support delivery of these outcomes</p>	<ul style="list-style-type: none"> • WDC Waste Services Policy and Action Plans • Local Footprints Project • WDC Carbon Management Programme • ECO-schools programme • Develop allotment strategy as part of open space strategy • Regional Transport Strategy and WD Transport Outcomes (SPT) • Local Transport Strategy • Implementation of Travelling Green • WDC Staff Green Travel Plan • WDC Sustainable Procurement Policy 				
<p>Changes from 2008 SOA</p>	<p>Added indicator on tonnage of waste collected by population. SEPA have now reviewed</p>				
<p>Developmental areas for this outcome</p>	<p>Better development of indicator on travel to work. Current indicator uses the SHS – which is probably not good enough for long-term use. . Maybe need to use Citizens Panel and possibly combine with WDC staff survey and any other such surveys which develop over the years. more and more organisations will be surveying their staff in this way</p> <p>Nothing in about energy at the moment. Eg % renewable energy procured/generated locally. Could use data from HECA?</p> <p>How to measure sustainable procurement (eg food miles, % recycled content etc)</p>				
<p>Scottish Government required action or commitment to support delivery of local outcome</p>					

National Outcome 15: Provide high quality continuously improving, efficient and responsive services

The Audit of Best Value and Community planning carried out by Audit Scotland in 2006 was critical of the Council in several respects mainly centred on the culture of best value and continuous improvement. A follow-up audit was conducted in mid-2007 which acknowledged the progress made in a short timescale and a commitment to continuous improvement.

The Council is implementing the Public Services Improvement Framework, which will assist in systematically self-assessing services it provides, and provide a corporate basis for consultation with users, comparison with others, evaluation of value-for-money and competitiveness. The process will challenge why the council provides these services and analyse options for improving service quality. It is proposed that a high-level self assessment using this framework is carried out by the CPP.

The Council is participating in a national 'Diagnostic' project to identify opportunities for sharing and joining up services.

In a survey conducted with Citizens Panel members in 2006, there was a generally positive view of the Council's role as a service provider with 60% expressing satisfaction with the services they received from the Council. In the 2007 Survey satisfaction levels had increased to 74%. The Scottish household survey also routinely asks residents of their perceptions of council services. In 2005/6 some 40% agreed or strongly agreed that the Council provides high quality services.

Local outcomes	Relevant Indicators	Links	Data Source	Baseline (2006/07)	Local Targets & Timescales
Improved leadership by the Community Planning Partnership	Score from Public Services Improvement Framework self-assessment process		Facilitated self-assessment	09/10 baseline to be established	
	Residents perceptions of the quality of public services delivered	National Indicator 43	Scottish Household Survey	40% (05/06)	75% by 2011/12
Relevant plans to support delivery of these outcomes	<ul style="list-style-type: none"> Implement and monitor Council Best Value Improvement Plan Implement Public Services Improvement Framework for Council and Partnership services 				
Changes from 2008 SOA	Deleted all previous outcomes and indicators as these only reflected Council activities. New outcome and indicators will measure the pace of continuous improvement of the Community Planning Partnership				
Developmental areas for this outcome	Develop measure(s) of financial efficiency? Measures of overall progress against national frameworks?				
Scottish Government required action or commitment to support delivery of local outcome					