



# Single Outcome Agreement for Perth and Kinross 2009-2011

## Annual Report September 2010



# Introduction

This report highlights what our Community Planning Partnership (CPP) achieved during 2009/10. Some of the highlights include: receiving positive inspections for our joint child protection services; developing online safety training for children; designed and opening more suitable temporary accommodation for families; exceeding the Scottish Government's recycling target; further reducing the number of group 1-4 crimes; improving employability through the Health and Social Care Academy and the Future Jobs Fund; delivering five new community campuses; and supporting over one million attendances of cultural activities supported by our Culture Matters Campaign.

We also set out how the CPP plan to improve further by implementing improvement plans arising from joint inspection of services to protect children and young people in Perth and Kinross; implementing a Common Eligibility Criteria across Community Care Services to help target resources at people who are in most need; launching the innovative social letting agency 'PKC Lets'; increasing the number of Home Fire Safety Visits; developing new ways to assist drug and alcohol users to be involved in the community; increasing revenue to the area from annual major events and conferences; continuing to improve levels of attainment for all learners and specifically for looked after children; and developing a more systematic and strategic approach to stakeholder engagement.

The findings of the Annual SOA Performance Report are supported by further information on our evidence portal, which is an online hyperlinked directory of reports, plans, information and other documents. It is designed for members of the public, elected members, officers of the CPP organisations and all scrutiny and professional bodies interested in learning more about local performance. The report also links to our online performance scorecard PK Performs which provides an easy to understand view of how we are delivering on the priorities within the SOA for Perth and Kinross 2009-11.

# Overview of Performance

The Perth & Kinross Community Planning Partnership is committed to delivering the Perth and Kinross Single Outcome Agreement (SOA) which reflects national and local priorities. The following tables provide an update on performance in 2009/10 against the SOA 2009/11.

PK PERFORMS – Perth and Kinross Single Outcome Agreement		
Local Outcome	National Outcome	Performance
<a href="#">Economy</a>	<a href="#">1,2,3,9,11,13</a>	↓
<a href="#">Infrastructure</a>	<a href="#">1,2,3</a>	↑
<a href="#">Area image</a>	<a href="#">1,2,3,9,11,13</a>	→
<a href="#">Employment</a>	<a href="#">1,2,3</a>	↓
<a href="#">Skills and training</a>	<a href="#">1,2,3</a>	↓
<a href="#">Young people reach potential</a>	<a href="#">4,5,8</a>	↑
<a href="#">Best start in life</a>	<a href="#">4,5,8</a>	↑
<a href="#">Inequalities</a>	<a href="#">4,5,8,6,7</a>	↑
<a href="#">Safer communities</a>	<a href="#">4,5,8,9,11,13</a>	↑
<a href="#">Healthier</a>	<a href="#">6,7</a>	↑
<a href="#">Vibrant and active</a>	<a href="#">9,11,13</a>	↑
<a href="#">Access to services</a>	<a href="#">10,12,14,15</a>	-
<a href="#">Sustainable environment</a>	<a href="#">10,12,14</a>	↑
<a href="#">Affordable housing</a>	<a href="#">10,12,14</a>	↑
<a href="#">Public Services</a>	<a href="#">15</a>	↑

PERFORMANCE		TREND	
-	Not applicable	↑	Performance is improving
<sup>p</sup>	Provisional	→	Performance is steady
		↓	Performance is declining

## TREND

The significance of the variation in performance trend is different for all performance indicators. For some indicators a change of 0.5% will be considered relevant, whilst for other indicators a change of less than 5% is not. The arrows illustrate where performance variation is considered to be material.

## TARGETS

The local targets and timescales noted in this document are those published within the Single Outcome Agreement (SOA) 2009-11. These targets will be reviewed as part of the next revision of the SOA to ensure they are up-to-date and relevant.

## DEFINITIONS

The following definitions have been used throughout this report:

Acronym	Definition
<b>Lead Partner and Source</b>	
PKC	Perth & Kinross Council
TP	Tayside Police
TFR	Tayside Fire & Rescue
NHS	National Health Service Tayside
PKAVS	Perth & Kinross Voluntary Service
SOA	Single Outcome Agreement 2009/11

# Progress on local outcomes

ECONOMY - Our area will have a thriving and expanding economy							
Indicator/s	Lead Partner (Source)	Performance data			Trend	Bench-mark	Local Targets and Timescales
		07/08	08/09	09/10			
Levels of GDP (£)	PKC (SOA 09/11)	1.918 bn	2.096 bn	1.990 bn	→	Stirling - 1.388 bn East Lothian - 0.906 bn Aberdeenshire - 3.040 bn	2010 - £1.7bn*
Number of New Business Bank Accounts	PKC (SOA 09/11)	681	655	518	↓	Stirling - 272 East Lothian - 396 Aberdeenshire - 931	2010 - 550*
Tourism Revenues (£)	PKC (SOA 09/11)	417m	398m	389m	↓	-	2009/10 - £433m 2010/11 - £450m 2011/12 - £468m
Increase the social economy turnover	PKC (SOA 09/11)	-	-	61m	-	-	2010/11 - £61m 2011/12 - £61m 2012/13 - +0.5%

\* This target will be reviewed on a regular basis and amended as necessary to respond to the economic climate

## WHAT HAVE WE ACHIEVED?

### Supporting people and businesses through the economic downturn

The economic outlook remains a challenging one for Perth and Kinross and a number of indicators highlight the impact of the current recession on the local economy, businesses and individuals. In 2009 the Council convened an Economic Summit and it agreed the establishment of an Economic Leadership Board to take an active lead in developing and monitoring the Economic Recovery Programme. This was developed as a key feature of the revised Economic Strategy. A second Economic Summit was held in spring 2010 to review the Programme and agree priorities for 2010/11. Establishing an Economic Leadership Board has enabled: a proactive response to redundancy and employability; more focused and appropriate business advice and support; greater focus on growth opportunities; and increased financial advice and support to individuals.

### Sustaining and increasing business investment

During 2009/10 the 'Perth & Kinross Business Advisory Scheme' was set up to address a gap in the local enterprise network. Businesses can now receive personal and tailored advice and access local and national sources of funding through the Perth & Kinross Business Advisory Service and Enterprise Grant and Loan Schemes. We have also successfully encouraged new business start ups and growth of existing business. Our business advisors provided one to one advice to 257 start up or existing businesses, exceeding our target of 218 for 2009/10. We have provided grant and loan support to 100 businesses and leveraged £864k of private investment into the Perth and Kinross economy. Through our activities 235 jobs were created and safeguarded.

We commissioned a study to determine the baseline of the local social economy/enterprise. The study was completed last year and a baseline of £61m in 2007/08 has now been established.

### Promoting our tourism sector including events and culture

During 2009/10 we provided financial support to events and conferences which brought additional net revenue to Perth and Kinross of £16m; this was three times the additional revenue generated in 2008/09. We also developed the Perth 800 events programme and marketing plan which is closely linked with the promotion of Perth City as a retail and visitor destination.

## HOW WE WILL IMPROVE?

### Supporting people and businesses through the economic downturn

We will continue to implement the economic strategy and action plan and conduct the business barometer surveys to gauge local trends. Our Business Advisory Scheme is an important and integral part of the local enterprise network and we will continue to explore ways of joining up business advisory services across the activities of partner organisations.

### Sustaining and increasing business investment

We will maintain the £61m turnover of the social economy sector over 2010/11 and 2011/12 and look to improve it by 0.5% in 2012/13 through a calendar of events and use of the Social Enterprise Development Fund.

### Promoting our tourism sector including events and culture

We will aim to increase the net additional revenue from annual major events and conferences by £0.2m in 2010/11, a further £0.7m in 2011/12 and another £0.7m in 2012/13. We will maximise tourism revenue for Perth City by exploiting the opportunities for local business engagement and will use the Perth 800 platform for promotion of the area as a whole in 2010. Tourism revenue for Perth City in 2009 was £76m; we aim to increase this to £83m in 2010/11, £86m in 2011/12 and £89m in 2012/13.

INFRASTRUCTURE - Our area will have improved infrastructure and transport links							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓ ↑	Bench-mark	Local Targets and Timescales
		07/08	08/09	09/10			
Area of Serviced Business Land (Ha)	PKC (SOA 09/11)	7.6	7.6	8.6	↑	-	2009/10 - 12.0 ha 2011/12 - 14 ha

## WHAT HAVE WE ACHIEVED?

### Improving business and transport infrastructure

Our central location within Scotland continues to be attractive to businesses. In order to ensure that further serviced business land is available to support future development we have set out a programme to deliver new and expanded serviced business sites in the future. This programme is being overseen by the activities of the Strategic Business Land, Property and Infrastructure working group. However, due to the current economic climate future targets for area of serviced business land have been reviewed to maintain 2008/09 levels for 2010/11 and increase to 14 (Ha) in 2011/12.

We have worked in partnership with Aviva (Pitheavlis, Perth) to implement improved transport links to help their workforce get to and from work. A jointly funded initiative has facilitated improvements to local bus services, including several new routes, to encourage increased passenger use. It is hoped that a similar initiative can be taken forward with Scottish and Southern Energy (Inveralmond) in the next twelve months.

We have also launched a bus service (Service 333 - Hospital Link) to provide a direct public transport link between Perth Royal Infirmary (PRI) and Ninewells Hospital, Dundee. Through partnership working over 60,000 passenger journeys have been made in the first year alone and vital medical items have been securely and efficiently transported.

## HOW WE WILL IMPROVE?

### Improving business and transport infrastructure

We will deliver projects including: additional infrastructure at Broxden Business Park and North Muirton Industrial Estate to open up new serviced plots in Perth; a new town bypass at Kinross which will open up development land at the town's western edge; and a new business site in Eastern Perthshire. In addition there are joint venture projects proposed or in place for Perth and Blairgowrie to create business space for lease or sale. We will continue to lobby the Scottish Government to help deliver improved transport links e.g. a new Tay crossing to the north of Perth and associated link roads, improvements to Broxden Roundabout, major infrastructure improvements in and around the Crieff Road area of the city

and sustainable transport infrastructure improvements in the city centre. We will complete our detailed studies on transport proposals and include them in the new draft Local Development Plan for consultation and implementation as well as developing funding options.

Other transport priorities identified in the Regional Transport Strategy, which will support future economic growth, include improvements to the A9, continued development of rail links to provide faster trains and better freight links, enhanced road links to Perth Harbour, improved Park and Ride facilities and the development of a transport interchange at Perth railway station.

We will also aim to increase by 1.5% per annum the number of passengers using local bus services by reviewing service frequency, routes and take up levels.

<b>AREA IMAGE - Our area will have a positive image locally, nationally and internationally</b>							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ ↔ ↓	Bench-mark	Local Targets and Timescales
		07/08	08/09	09/10			
Number of attendances of cultural activities	PKC (SOA 09/11)	-	8,041	1,165,650 <sup>1</sup>	-	-	2010/11 - over 1 million
Detection levels for racist crime (%)	TP (SOA 09/11)	88.4	81.8	83.3	→	-	2009/10 - 88.4%

## WHAT HAVE WE ACHIEVED?

### Increasing opportunities in cultural events

There were over one million attendances of cultural activities during 2009/10 which was supported by a 'Culture Matters' promotion and marketing campaign. Three new community campus libraries were opened as part of the Investment in Learning programme. As part of the celebrations to mark the opening of Strathearn Community Campus, 250 people took part in a Wild Rovers Stampede through the town centre, celebrating the town's drovers' heritage. The banners and artwork created by Crieff people were exhibited in Edinburgh at the National Gallery before returning to Strathearn Community Campus Library. Libraries continue to develop a range of services promoting reading and literacy. Key events supporting this included the ever-more popular author visits leading to some sell-out appearances by a wide range of writers including Neil Oliver, Cameron McNeish, Janice Galloway and Ian Rankin. Other developments included a Simply Burns programme, Open Mic nights and events celebrating Chinese New Year.

A demonstration of the Margaret Morris technique launched an exhibition celebrating the formal acceptance by the Council of the Margaret Morris Archive, a unique and internationally important collection of art work closely associated with the J D Fergusson collections. We contributed significantly to the successful launch of Perth 800 providing a focus for the celebration of the cultural identity and heritage of the city. The Market of Optimism in January brought hundreds of people into the city centre for a unique street theatre experience. Buses brought community groups into Perth from Alyth, Blairgowrie, Muirton and Fairfield.

We have also helped communities develop their own arts and cultural activities locally. Building on the successful partnership with the stART Festival Group, we have continued to work with a range of partnerships to empower local people to participate in and influence the delivery of a variety of arts and community activities. StART 2009 attracted over 1,400 people. We also supported a voluntary group to successfully complete their second 'Perthshire Open Studios' season. The project involved 79 venues across Perth and Kinross, with over 100 artists showing work for 10 days in September. Artists recorded 4,281 visits to studios, not only strengthening the profile of their work but also contributing to economic development and tourist visitor numbers during September.

<sup>1</sup> The 2009/10 figure includes partners and is not comparable with previous years.

## Responding to racist crime

The downward trend in the detection of racist crime that was seen at the end of 2008/09, was halted and reversed by the end of 2009/10 with the detection levels rising to 83%. In the most recent year, 90 crimes were recorded and 75 detected. The actual numbers of racist crimes reported and detected have remained quite similar year on year despite the definition of the crime changing. Prior to 2008/09 the crime category 'Racist Crime' only included 'Racially Aggravated Conduct and Harassment'; however from 2008-09 the crime category was expanded to include all crimes with a Racist element.

## HOW WE WILL IMPROVE?

### Increasing opportunities in cultural events

We will focus on sourcing additional funding to further develop Perth Museum & Art Gallery as the key cultural asset in the City Centre and the range of services offered to museum users. In addition, we will establish the Council's Heritage Services as the lead organisation for developing heritage provision in Perth & Kinross, facilitating development in local areas and the voluntary sector.

We will expand the success of the author events programme and continue to support increased participation by developing popular exhibitions of international significance. This started with the Andy Warhol exhibition which is part of a prestigious programme organised by the UK Department of Cultural and Media. In addition we will hold a Gaelic Cultural development project using visual art and traditional arts and fusing samba with traditional music. We will continue to support Perth 800 by playing a significant role in the Light Night festival and 'Perth, A Place in History' conference. We will also support 'The Word's Out', a family friendly festival celebrating Scottish literature and reading.

## Responding to racist crime

A 'hate crime' working group has been established to review policies and identify trends and community tensions to allow early intervention, increased prevention and enhanced detection. In addition a Communities Equalities Advisory Group will continue to be developed to provide a voice for the diverse and hard to reach groups within our communities.

EMPLOYMENT - Our area will provide well paid employment opportunities for all							
Indicator/s	Lead Partner (Source)	Performance data			Trend	Bench-Mark	Local Targets and Timescales
		07/08	08/09	09/10			
Average monthly earnings for those people whose workplace is within Perth and Kinross (£)	PKC (SOA 09/11)	1,710	1,822	1,744	→	Stirling - 2,002 Aberdeenshire - 2,166 East Lothian - 1,804	2010/11 - £1,700*
Working age people on benefits (%)	PKC (SOA 09/11)	10.8	12.0	11.8	↓	Stirling - 13.8 <sup>P</sup> Aberdeenshire - 9.7 <sup>P</sup> East Lothian - 14.3 <sup>P</sup>	2009/10 - 14%* 2010/11 - 12%* 2011/12 - 11%*
Labour participation rate (%)	PKC (SOA 09/11)	81.8	82.1	82.1 <sup>P</sup>	→	Stirling - 80.5 <sup>P</sup> Aberdeenshire - 85.4 <sup>P</sup> East Lothian - 81 <sup>P</sup>	Maintain current levels*
Working age population unemployed (%)	PKC (SOA 09/11)	1.2	2.4	2.6	↓	Stirling - 3.25 Aberdeenshire - 1.4 East Lothian - 2.8	2009/10 - 3.5%* 2010/11 - 3%* 2011/12 - 2.5%*

\* This target will be reviewed on a regular basis and amended as necessary to respond to the economic climate

## WHAT HAVE WE ACHIEVED?

### Improving employability, specifically amongst benefit claimants

In 2009, job vacancies saw a marked decline however, this trend was reversed in January and vacancies have been rising since. While the unemployment level rose sharply to a 2.3% average for 2009, this is well below the national average of 4.1% for Scotland. The largest rise has been in youth (18-24) unemployment and in the group of young people Not in Education, Employment or Training (NEET). To address this, we developed a number of projects with partners including a Tourism Academy pilot. Eight out of the 10 participants in the Tourism Academy pilot secured employment or further training following the programme. We were also involved in a supported employment project with St Johnstone Football Club; twelve of the 16 unemployed participants in this project entered employment following the course.

We have put in place a number of measures to help increase employment opportunities especially for benefits claimants. 'The Health and Social Care Academy' provides a pre-employment introduction to health and social care work for people who are experiencing long term unemployment and would consider working in this field. All students of the Academy are clients of Job Centre Plus and are eligible to be funded through Training for Work or New Deal programmes. To date 66% of students taking part have achieved and sustained employment. Working in partnership with a number of local voluntary sector organisations, we successfully bid for and were awarded a contract to deliver the Department for Work and Pensions employability initiative, 'Future Jobs Fund'. At the end of the financial year, the partnership had successfully placed 15 individuals into employment and has subsequently obtained a further award to continue this initiative into 2010/11. The project also offers intensive one to one job search and interview preparation support which will further enhance the employment prospects of all the candidates.

We also offer support to vulnerable and disadvantaged groups and individuals across Perth and Kinross by assisting people with learning disabilities/autistic spectrum conditions to prepare for, find and maintain paid employment. We aim to support individuals by improving access to employment services and opportunities for sustained employment and ultimately reduce unemployment.

## HOW WE WILL IMPROVE?

### Improving employability, specifically amongst benefit claimants

Following the additional award to continue the Future Jobs Fund initiative into 2010/11 we will work in partnership to source an additional 60 opportunities and widen the variety of opportunities on offer.

Based on national forecasts we anticipate that the majority of employment opportunities offered to people in the next few years will be from the private and social enterprise sectors. To support this we will work to engage with employers in the local area using feedback gathered at an Employer Engagement event. We will concentrate our efforts to support employers through a sectoral approach. Preliminary investigations are underway to gauge the feasibility of further pre-employment academies in the retail and hospitality sectors.

In partnership we will also develop and launch an Employability e-bulletin that will raise awareness and inform practitioners of new projects and developments, changes in legislation as well as share good practice.

SKILLS AND TRAINING - Our people will be well skilled and trained							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓	Bench-Mark	Local Targets and Timescales
		07/08	08/09	09/10			
Local workforce with formal qualifications (%)	PKC (SOA 09/11)	88.0	87.9	86.9	↓	Stirling - 89.6 Aberdeenshire - 91.4 East Lothian - 87.4 (08/09)	2009/10 - 88.9% 2010/11 - 89.9%

Adult learners who have achieved almost all their learning outcomes (%)	PKC (SOA 09/11)	-	-	62.5	-	-	2009/10 - 90% 2010/11 - Sustain
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## WHAT HAVE WE ACHIEVED?

### Promoting lifelong learning and developing and diversifying skills of local population

The partnership has devised and implemented an action plan that will work towards making Perth and Kinross an 'Insurance Sector for Excellence'. This included establishing an Insurance Hub through partnership working within Perth and Kinross. We have also worked to raise the profile of the Insurance Sector as a viable and attractive career path.

We continued to support adults to engage in literacy and numeracy and English for Speakers of Other Languages (ESOL) programmes and during 2009/10, 1,145 people engaged in programmes run by the Adult Literacy and Numeracy (ALN) partners. The Perth and Kinross Adult Literacy and Numeracy Partnership's aim is to support learners in their self-development with reading, writing and use of numbers to enable them to participate fully in their work, family, personal and community lives. Community Libraries now support over 50 book groups, promoting reading and literacy work throughout the area.

We have supported a 'Men and Children Matter' project which offered support and learning opportunities for children and the significant male in their lives. Participants have taken part in a variety of activities including: participating in an environmental award scheme (the John Muir Award); digital photography; ice skating; and cooking.

Regular one to one IT taster sessions for beginners have been introduced at the AK Bell Library in Perth. Increased focus on the use of web has led to the heritage web space growing as a major contributor to local and international ancestral tourism opportunities, as well as being a major resource for family based learning.

## HOW WE WILL IMPROVE?

### Promoting lifelong learning and developing and diversifying skills of local population

We will work with Skill Development Scotland and Job Centre Plus to map out the available national programme places for Perth and Kinross during 2010/11, identify gaps in provision and devise an effective collaborative action plan for the future.

We will work to develop learning opportunities offered through cultural services and to ensure that they are integrated with the formal education sector, based on the contribution to individuals' learning in line with Curriculum for Excellence.

YOUNG PEOPLE REACH POTENTIAL - Our young people will attain, achieve and reach their potential							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ ↔ ↓	Bench- mark	Local Targets and Timescales
		07/08	08/09	09/10			
% pupils achieving levels E or beyond in writing at S2	PKC (SOA 09/11)	63	64	59	→**	-	2009/10 - 65% 2010/11 - 67% 2011/12 - 69%
% attainment of S4 pupils achieving - English and Maths at SCQF level 3	PKC (SOA 09/11)	92	94	95*	↑**	93 (comparator authorities) 92 (national)	2009/10 - 94% 2010/11 & 2011/12 – Exceed comparator authorities
% attainment of S4 pupils achieving - 5 or more subjects at level 3	PKC (SOA 09/11)	91	91	94*	↑**	93 (comparator authorities) 92 (national)	2009/10 - 93% 2010/11 & 2011/12 – Exceed comparator

								authorities
% attainment of S4 pupils achieving - 5 or more subjects at level 4	PKC (SOA 09/11)	78	79	78*	↑**	81 (comparator authorities) 78 (national)		2009/10 - 79% 2010/11 & 2011/12 – Exceed comparator authorities
% attainment of S4 pupils achieving - 5 or more subjects at level 5	PKC (SOA 09/11)	39	36	40*	↑**	40 (comparator authorities) 35 (national)		2009/10 - 39% 2010/11 & 2011/12 – Exceed comparator authorities
% pupils achieving 5+ level 6 subjects by the end of S6	PKC (SOA 09/11)	24	21	26*	↑**	25 (comparator authorities) 22 (national)		2009/10 - 24% 2010/11 & 2011/12 – Exceed comparator authorities
% pupils attaining 1 or more subjects at level 7 or equivalent	PKC (SOA 09/11)	17	14	20*	↑**	17 (comparator authorities) 14 (national)		2009/10 - 11% 2010/11 & 2011/12 – Exceed comparator authorities
% of school leavers moving onto positive and sustained destinations	PKC (SOA 09/11)	89.1	88.6	Available Jan 11	→	87.7 (comparator authorities 08/09) 85.7 (national 08/09)		2009/10 - 91% 2010/11 - 92% 2020 - 95%
Number of young people in the 'More choices, more chances' category	PKC (SOA 09/11)	370	390	430	↓	6.2% (PKC 2009) 10% (national 2009)		2009/10 - 350
Number of young people achieving awards - Youth Achievement	PKC (SOA 09/11)	7	14	25	↑	-		2010/11 - 9
Number of young people achieving awards - Duke of Edinburgh	PKC (SOA 09/11)	251	244	213	↓	-		2010/11 - 260
Number of young people achieving awards - ASDAN accredited	PKC (SOA 09/11)	33	67 <sup>2</sup>	34	→	-		2010/11 - 40
Number of young people achieving awards - Junior Sports Leader	PKC (SOA 09/11)	-	63	130	↑	-		To be confirmed
Number of young people achieving awards - Millennium	PKAVS (SOA 09/11)	153	60	70	↓	-		Increase
* Figures for 2009/10 are sourced from STACS and are pre appeal. Figures for 2007/08 and 2008/09 are post appeal. ** Trend arrow based on HMIe 5 year trend								

<sup>2</sup> The figure for 2008/09 included units achieved rather than awards and is not therefore comparable with 2007/08 and 2009/10 figures which are awards.

## **WHAT HAVE WE ACHIEVED?**

### **Raising levels of attainment**

Our Raising Achievement Strategy focuses on high quality universal entitlement for all learners combined with effective targeted support for vulnerable learners and those at risk of missing out.

Almost all pupils at P3 and most at P4, P6 and P7 are attaining or exceeding expected national levels in mathematics. Cumulatively across primary, most pupils are meeting or exceeding expected national levels in reading and writing and the further development and roll out of the Perth and Kinross Literacy Strategy should impact positively on levels of attainment in coming years.<sup>3</sup>

Attainment of S2 learners in maths has improved and is the strongest for five years whilst after a period of improvement, performance in reading and writing has dipped slightly. Overall there has been an increase in the percentage of S2 learners achieving or exceeding national levels from 2005/06 to 2009/10 across reading (68%-73 %) and mathematics (68%-70%) while attainment levels are the same in writing (59%).

S4 pupils achieved the best results in five years at English and maths at level 3 (Access 3 or Standard Grade - Foundation) as did learners achieving 5 awards at level 3 and 5 awards at level 5 (Standard Grade - Credit or Intermediate 2). Pupils in Perth and Kinross performed in line or above both the national and the comparator averages at these levels. The proportion of young people achieving intermediate 1 and standard grade – general has remained relatively stable.

S5 results were generally positive following a particularly high achieving S5 in 2009. This year's awards consolidate good overall results for young people achieving Higher grade awards and are above national and in line with comparator averages.

As anticipated, pupils in S6 performed well and achieved the best results in five years at Higher and Advanced Higher, again achieving above national and either above or in line with comparator averages. It is particularly notable that 20% of S6 pupils have left the school sector with at least 1 Advanced Higher award.

The Council was also supported this year by HM Inspectorate of Education (HMIe) in conducting a validated self-evaluation of our education services. HMIe reported that the overall quality of attainment and achievement in reading and mathematics in primary schools and S1/S2 as a key strength and that we offer a range and quality of opportunities to enhance the wider achievements of young people in a variety of settings.

We have received very good inspection reports which evidence high standards across services for looked after children and our Raising Achievement Strategy has also encouraged innovative approaches to support this group. Last year there was an improvement in the percentage of learners who left care having attained at least level 3 in English and mathematics. We also continue to make very good progress with the implementation of Curriculum for Excellence. Over the past three years, significant developments have taken place to ensure that all children and young people are provided with the highest quality learning experiences, allowing them to achieve their full potential. Fundamental to our approach is encouraging teachers to transform the learning environment and develop innovative approaches.

We have introduced 'Nurture Group' projects in several primary schools which provide a bridge between home and classroom learning environments for vulnerable children with social, emotional and behavioural development needs. It provides the youngsters with a safe base within the school and the opportunity to build trusting relationships with reliable adults. We are also currently supporting 'Bounce Back' a major initiative in over 60% of primary schools. The programme teaches children personal coping skills and creates school environments that improve pupils' wellbeing.

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<sup>3</sup> At the time of writing 5-14 results are subject to validation being undertaken in primary schools.

## **Recognising achievements through volunteering and a range of sporting, cultural and community activities**

We continue to celebrate the wider achievements gained by our children and young people through their involvement in volunteering and a range of sporting, cultural and community activities. Participation rates in the Dynamic Youth, Youth Achievement and John Muir Awards (environmental awards) are increasing steadily and the range of opportunities available to the volunteers in the Youth Services City Base is also growing and becoming more diverse. Young people have reported increased confidence and improved skills as a result of their involvement in these activities. We also issued Millennium Volunteer (MV) Award Certificates that recognised the volunteering contribution by 70 young people. This included 21 awards for 50 hours, 12 for 100 hours and 37 for 200 hours of volunteering; this accumulated to 9,650 hours of volunteering. Over 1,500 pupils participated in music tuition and during 2009/10 one of the participants progressed to the Young Musician of the Year final. Over a hundred young people attained their Community Sports Leader Award this academic year. This involves young people developing their leadership and training skills alongside contributing to the community through 10 hours of voluntary work.

Our schools continue to demonstrate their commitment to building skills for life, learning and work through developing and amending their enterprising programmes of study to incorporate international, environmental and economic development perspectives. Over the past year 786 young people participated in work related courses including Skills for Work courses, NQs and Scottish Progression Awards, an increase from 422 young people in 2008/09. The sectors involved include: Construction; Engineering; Early Education & Childcare; Hairdressing; Hospitality & Catering; Rural Skills; Sport & Recreation; Uniformed & Emergency Services; Financial Services; Angling for Youth Development; and Motor Skills. All secondary schools have introduced Skills for Work accredited courses from S3 and the number of courses has increased from 32 in 2008/09 to 37 this academic year.

Despite the economic downturn, Perth and Kinross has maintained a steady level of positive destinations for school leavers in 2009. This exceeds both national and comparator authority averages and means that 1,170 out of 1,320 school leavers achieved a positive destination. However the number of young people in the More Choices, More Chances group (those young people aged 16-19 not in education, employment or training) shows an increase from 390 to 430 over the last year. To address this we have also been involved in a partnership project which provides first step activity for those young people leaving school who are not yet ready to go into training or work. Sixty-five young people have already attended the course with a further course due to begin in late August.

## **Investing in creating modern learning environments**

Our capital investment reflects an innovative approach to supporting communities through the provision of high quality community and education facilities which will result in bespoke modern learning environments for over 25% of Perth and Kinross pupils. The Investment in Learning (IIL) programme delivered five community campuses in 2009/10 at Blairgowrie, Glenearn, Loch Leven, Strathearn and North Inch. Teaching areas benefit from high quality interactive whiteboards, projectors and speakers. New language lab software has been introduced into campus secondary departments, providing an exciting and innovative tool to motivate learners and deliver language learning and teaching. All schools now also have access to Glow (The Scottish Schools Digital Network) giving both teachers and learners access to the national schools' intranet.

Alongside the modern high quality educational provision, the campuses provide a wide range of community amenities including sport and leisure facilities, meeting rooms and music and drama spaces. Loch Leven, Strathearn and North Inch Community campuses also have new public libraries which offer community users and school pupils tailored access to People's Network computers and a significant increase in flexible library ICT resources.

Planned improvements also continued across the remaining school estate. Pupils moved to the newly refurbished and extended Errol Primary School in August 2009. Additional space at Kinnoull, Abernethy and St Dominic's Primary Schools was also created to accommodate this year's primary one intake. Improvements were also undertaken in secondary schools including refurbished science rooms, toilets

and changing facilities at Perth High, Perth Academy, Perth Grammar, Blairgowrie and Pitlochry High School.

## **HOW WE WILL IMPROVE?**

### **Raising levels of attainment**

The school improvement process is now well established and we are working to ensure that there will continue to be robust arrangements for performance management at school and authority level including arrangements for monitoring and tracking learners' progress. Education services has recently restructured to provide more direct support for schools in respect of implementing Curriculum for Excellence. We are also taking a number of steps to help raise attainment in our schools including:

- targeted support for subject departments and greater focus on departmental self evaluation to improve attainment and achievement for all learners;
- targeting resources on improving levels of attainment and achievement for vulnerable learners who live in areas of greatest deprivation;
- continuing to develop innovative approaches to support learning and teaching through a virtual learning environment;
- developing opportunities for all based on their entitlement to a broad general education based on personalisation and choice and the opportunity to study in depth;
- continuing to improve the quality of learning and teaching by increasing the number of teachers trained in cooperative learning; and
- developing leadership at Secondary departmental level.

### **Recognising achievements through volunteering and a range of sporting, cultural and community activities**

We will work with young people to enable them to reflect and articulate their learning from their wider achievement experiences and develop systems for recording these achievements. We will also investigate ways of using the work generated by young people undertaking awards as evidence which can be used against SQA qualifications.

We shall continue to develop good relationships between secondary schools and Youth Groups/Organisations and other partners including Skills Development Scotland and Perth College to develop greater volunteering and skills development opportunities.

### **Investing in creating modern learning environments**

We will continue to work towards improving the infrastructure in our schools to allow better use of information and communications technology to enhance learning and teaching through GLOW. This will give all school employees and learners access to a national schools intranet and considerable quantities of up-to-date resources and materials.

We will open Breadalbane Community Campus in December 2010 and have an ambitious programme of primary school upgrades the first being Invergowrie and Abernethy Primary Schools due to start on site in 2011. Secondary school upgrades will also be progressed for Blairgowrie and Perth High School addressing the priority needs of each school and the first tranche of works have been completed.

We have conducted a Community Campus survey to gauge how the facilities are operating and identify areas for improvement. In addition we have established Campus Partnerships to provide opportunities for communities to have a role in developing the community aspect of the campuses.

<b>BEST START IN LIFE - Our children will be nurtured and supported and have the best start in life</b>							
<b>Indicator/s</b>	<b>Lead Partner (Source)</b>	<b>Performance data</b>			<b>Trend</b> ↑ → ↓	<b>Benchmark</b>	<b>Local Targets and Timescales</b>
		07/08	08/09	09/10			
New-born babies at 6-8 week in Perth & Kinross breastfeeding a) mixed and b) exclusively (%)	NHS (SOA 09/11)	a) 47.6 b) 36.5 (2007)	a) 44.1 <sup>P</sup> b) 32.9 <sup>P</sup> (2008)	a) 45.2 <sup>P</sup> b) 31.5 <sup>P</sup> (2009)	↓	-	a) 2011/12 - 49% b) 2011/12 - 40%
New-born babies at 6-8 week in deprivation areas breastfeeding a) mixed and b) exclusively (%)	NHS (SOA 09/11)	a)24.06 b)17.92 (2007)	a)24.62 b)17.95 (2008)	a) 25.8 b) 17.9 (2009)	→	-	Narrow the gap with Perth and Kinross average
Women smoking in pregnancy in a) Perth & Kinross and b) deprivation areas (%)	NHS (SOA 09/11)	a)18.6 b) 34.8 (05/07)	a)18.7 b)35.9 (06/08)	Available Oct 10	→	-	a) 2011/12 – 17.6% b) Narrow the gap between deprivation areas and Perth & Kinross average
Pregnancy rates per 1,000 women for a) under 16 year olds, b) 20 year olds and under c) and 20 years old in deprivation areas	NHS (SOA 09/11)	a) 5.7 b) 53.7 c)148.9	a) 7.2 b) 52.9 c)111.6	Available June 11	→	-	Maintain/reduce national target 6.8% and narrow the gap between deprivation areas and Perth & Kinross average
P1 children free of any disease at dentine level (%)	NHS (SOA 09/11)	64	70	Available June 11	↑	-	Narrow the gap between schools achieving baseline and those below
Severe obesity levels in P1 children (%)	NHS (SOA 09/11)	3.2%	3.6%	Available Dec 10	→	-	2011/12 3.8% Halt the increase of severe P1 obesity based on 2005/06 baseline
Children on the child protection register over 18 months (%)	PKC (SOA 09/11)	7.3	9.8	6.9	↑	-	Targets not appropriate
Children, leaving care, who attained at least one subject at standard Grade foundation level or equivalent (%)	PKC (SOA & 09/11)	68.6	76.9	66.7	↓	-	2010 - 70% 2011/12 - 72%
Children, leaving care, who attained English and Maths at foundation level or equivalent (%)	PKC (SOA 09/11)	37.1	46.2	55.6	↑	-	2010 - 50% 2011/12 - 60%
Number of breaches of unsuitable accommodation orders (families in B&B 14+ days)	PKC (SOA 09/11)	32	0	0	↑	-	2009/10 - 15 2010/11 - 10 2011/12 - 7
Number of Persistent Young Offenders	PKC (SOA 09/11)	20	19	17	↑	-	2009/10 - 19 2010/11 - 18 2011/12 - 17

## **WHAT HAVE WE ACHIEVED?**

### **Targeting support to pregnant women**

Through 'Give it Up for Baby' 13 out of 51 women (25.5% quit rate) gave up smoking. Seven women stopped smoking up to the birth of the baby and six women completed the scheme (stopped smoking until 3 months after the birth of their baby) and an additional nine women are still continuing their quit attempt. The scheme aimed to recruit 30 women each year and has far exceeded this target.

We offer a range of services to reduce the number of teenage pregnancies. These include weekly drop in sessions, a one to one service for teenagers providing pregnancy and sexually transmitted infection tests, health promotion to young peoples' groups and advice on contraception. A drama tour is also presented annually to S3 pupils which promotes health services including sexual health services. The 'Cool2talk' website also provides web based support for young people seeking advice on any health issues including pregnancy; this service regularly receives high numbers of questions.

### **Ensuring children and young people are protected**

Over the last year, we have received positive inspections for our Child Protection Services and there is continued improvement in outcomes for children with identified individual and family support needs. Our guidelines for working with children and families affected by substance misuse have successfully resulted in early identification of vulnerable children and more joint intervention. Our new policy for unborn babies has also seen a number of mothers and babies receive additional support from health visitors and social workers and risk has been reduced.

We have continued to raise public awareness of child protection and inform members of the public how to raise a concern about a child. Posters designed by local children with the message 'It's everyone's job to make sure I'm alright' are part of the campaign. As a result members of the public are increasingly reporting their concerns about children, enabling services to respond quickly and protect vulnerable children. On-line safety for children is a growing area of concern. Therefore we have introduced 'Thinkuknow' training, developed by the Child Exploitation and On-line Protection Centre (CEOP). To date, three hundred employees have received the training which has allowed them to deliver internet safety education to parents, carers, children and young people. This project is sector leading and has been recognised nationally as a model of good practice. One of our teachers was selected by CEOP, from thousands of teachers across the UK, to represent the UK as their sole teacher delegate at the European Safer Internet Forum (2009) organised by the European Commission in Luxembourg.

We have continued to significantly reduce the number of families placed in Bed and Breakfast accommodation, which means there are fewer children placed in unsuitable temporary accommodation. To achieve this we designed and opened new premises, Rio House, in August 2009 to provide temporary homeless accommodation with support for up to eight families with children. This facility offers a safe environment with support for those most in need and at risk. During 2009 eight families had been supported through this project. This has contributed to there being no breaches of unsuitable accommodation orders (families placed in bed and breakfast for more than 14 days) for the whole year.

### **Improving life chances for Looked After Children**

Senior officers from the Community Planning Partnership (CPP) act as corporate parents for Looked After Children to ensure opportunities are provided to support positive outcomes for these young people. We are one of the first authorities to introduce this model and the initial evaluation has been positive and we will continue to measure its impact. We also worked in partnership with 'Who Cares? Scotland' to provide an advocacy service for children and young people who are looked after and accommodated and for those who may be involved in child protection situations.

### **Diverting young people from offending**

We continue to have a consistently lower number of persistent offenders than the national average and we have experienced a significant reduction in youth disturbance calls. During 2009/10 we supported young people through a range of developmental and preventative work which included: martial arts/physical fitness courses for young people in Aberfeldy; support for vulnerable families through Goodlyburn New Community School; an activity programme organised by young people in Muirton; a film workshop for young people across North Perth; the Logos Centre in Crieff which offers young people the

chance to develop an array of skills and build new relationships and experiences; and the Friday Night Drop In at Letham which provides diversionary activity for around thirty to forty young people each week.

## **HOW WE WILL IMPROVE?**

### **Targeting support to pregnant women**

We will work with foster carers and develop approaches that enable them to speak to children and young people on sex and relationships, with an aim of reducing teenage pregnancy. NHS Quality Improvement Scotland will also be reviewing sexual health service standards at the end of this year, to ensure services are targeted and appropriate to support pregnant women. In addition, Perth and Kinross sexual health strategy group is currently agreeing an action plan to support pregnant women and reduce teenage pregnancy.

'Give it up for Baby' will continue to target women who are pregnant. During 2010 we will explore the opportunities to extend the scheme to the general population in the targeted areas. This will not only support women to stop smoking before becoming pregnant but would also support the women's partners to stop smoking thereby decreasing the effect of passive smoking on the unborn and new born child.

### **Ensuring children and young people are protected**

Building on our existing practices, which have been evaluated highly by external scrutiny, we will continue to develop and promote the need for self evaluation, quality assurance and continuous improvement. We will continue to implement the provisions contained within the HMIe and other child protection improvement plans and will continue to embed the 'Getting It Right For Every Child' (GIRFEC) principles and approach into daily practice. We will also further develop our partnership working with children and families as we design, develop, publish, implement and review key child protection policy developments. We will continue our engagement with the Scottish Government's Child Protection Policy Team ensuring that we continue to promote good practice, better understanding and learning. We will continue to provide multi-agency child protection training opportunities to maintain a competent and confident workforce.

Support to young homeless people will be improved through the introduction of a Foyer Project, a one stop shop approach to accessing support for people aged 16-25 in need of accommodation. The project will enable the provision of much needed accommodation specifically designed to meet the needs of young people.

### **Improving life chances for looked after children**

We will continue to improve outcomes for Looked after Children through the implementation of the Looked After Strategy. We will implement policies and protocols to support the Adoption and Children (Scotland) Act 2007 and Looked After Children (Scotland) Regulations 2007 and work to increase recruitment and retention of community placements (foster and kinship care).

### **Diverting young people from offending**

We will continue to develop good practice underpinned by the Scottish Government's 'Preventing Offending by Young People: A Framework for Action'. A continued emphasis will be given to initiatives which are preventative in nature and through early and effective intervention we would expect a steady reduction in the number of young people reoffending within one year of their engagement with the programme. The coming year will also see a renewed emphasis on employability, with initiatives being developed to support school leavers (who have committed offences) in moving to positive destinations.

<b>INEQUALITIES - Our communities and people experiencing inequalities will have improved quality of life, life chances and health</b>							
<b>Indicator/s</b>	<b>Lead Partner (Source)</b>	<b>Performance data</b>			<b>Trend</b> ↑ → ↓	<b>Bench- mark</b>	<b>Local Targets and Timescales</b>
		07/08	08/09	09/10			
No. of people within Perth & Kinross data zones within 20% worst affected 'data zones' in Scotland	PKC (SOA 09/11)	6,815 (06/07)	- (07/08)	6,901 (08/09)	→	-	2012 - Reduce by 5%
Average educational tariff score for S4 pupils within deprivation areas	PKC (SOA 09/11)	116	117	133 <sup>4</sup>	↑	Perth & Kinross average tariff score for S4 pupils 185	Narrow the gap between average tariff score for S4 pupils in deprivation areas and Perth & Kinross average
Householders experiencing fuel poverty (%)	PKC (SOA 09/11)	27 (06/07)	-	21	↑	-	2009/10 - 25% 2010/11 - 23%
Householders accepted as in priority need who have been assessed as homeless or potentially homeless (%)	PKC (SOA 09/11)	69.4	70.9	82.6	↑	-	2012 - 100%

## **WHAT HAVE WE ACHIEVED?**

### **Addressing social inequalities**

We have made considerable progress in responding to and, where possible, preventing homelessness. People who identify themselves as homeless are dealt with more quickly. As of October 2009 65% of people received a decision on whether or not the Council accepts they are in priority need within 28 days compared to 48% in April 2009. In addition our Welfare Rights Service is continuing to deliver services to those people who need help and advice including those faced with homelessness, carers, those affected by life limiting illness and those with mental health problems. They enable people to claim for all the benefits they are entitled to and we have increased the percentage in benefit gains for people to 4.9%, a 1.8% rise on last years figure.

It continues to be a challenge to reduce the number of families experiencing fuel poverty, however the Council's Energy Advice Project provides advice and assistance to residents throughout Perth and Kinross. A total of 923 individual cases were handled during 2009/10 resulting in 822 energy efficiency measures being installed. We have almost doubled the amount of energy saving advice home visits, achieving 431 in 2009/10 compared with 217 in 2008/09 and we also dealt with 148 enquires about renewable energy. We have also begun work on the 'Ferguson Park Affordable Warmth Project' to install 195 efficient new heating systems, with 70 houses being fitted with them to date. This project was delivered in conjunction with the Scottish Gas Network through the Fuel Poverty Scheme and delivered a heating solution that was previously unavailable as there was previously no gas in the area.

The Letham Residents Association has been supported by the Council to successfully secure funding from the Scottish Government Climate Challenge fund to set up a project which carried out street by street Home Energy checks in 700 homes. Currently 43 residents have been referred for insulation work and 12 residents have been referred on to the Scottish Government Energy Assistance Package. The Residents Association have now applied for further funding of £71K to set up a community food project which comprises of a garden share scheme and training allotment site.

Springwell is a mental health service that provides support to adults living in Perth and Kinross. They developed a local gardening project as a healthy activity within a relaxing and therapeutic environment

<sup>4</sup> A revised methodology has been used to calculate this figure.

and the project has also won the support of the local community. A Dementia Café is now held once a month in Perth for anyone who suffers from dementia, their carers or anyone seeking information about the condition. For some the Café is simply a place to enjoy a coffee in a comfortable environment; for others there is the opportunity to share experiences with one another; for some it is the first point of contact with professionals as they want to know about dementia and what services might be available; whilst for others there is a need to talk and be listened to, by volunteers, professionals and others carers or people with dementia.

We offer a range of flexible breaks for people with learning disabilities and their carers, including social events, concerts, short breaks and activity holidays. The service plans to expand and deliver these experiences to more people who need respite from their caring role as well as extend it to other client groups.

The award winning multi-disciplinary North Perth Community School Team has worked with schools and communities in North Perth over the last 10 years to address barriers to inclusion of mainstream services. Particular successes recently include a partnership project to increase access to the countryside for families by encouraging the use of nearby open spaces and promoting physical activities and family learning.

## HOW WE WILL IMPROVE?

### Addressing social inequalities

We will be launching 'Housing Options' across Perth and Kinross which will offer a professional housing advice service to people who are already on the waiting list for Council housing and to those who express an interest in applying. New and existing applicants will have the opportunity to have a housing options interview which will assess personal housing needs and the range of housing options that may be available. The outcome of the housing options interview will be recorded in a personal housing plan which will be reviewed regularly.

We are also in the early stages of planning the next phase of our central heating upgrade programme which will renew older and less efficient heating systems in approximately 1,800 houses.

We will continue to ensure that the needs of communities are taken into account as we develop community provision in our community campuses. This will be supported by the ongoing development of campus partnerships which will involve representation from local people and organisations.

SAFER COMMUNITIES - Our communities will be safer							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓	Bench- mark	Local Targets and Timescales
		07/08	08/09	09/10			
Reported crime levels (Groups1-4)	TP (SOA 09/11)	5,445	5,098	4,543	↑	-	5,880 <sup>5</sup>
Group 1 crimes – all	TP (SOA 09/11)	134	184	168	→	-	2009/10 - 175
Group 1 crimes – under the influence of alcohol	TP (SOA 09/11)	69	85	96	↓	-	To be agreed with TP before submission to SG
Re-conviction levels within 6 months (%)	PKC (SOA 09/11)	23	22	Available Sep 2011	↑	22 (Scotland 08/09)	2010 - Reduce by 2%

<sup>5</sup> This target was set based on previous performance of 6,125 which equals a 4% reduction. This target will be reviewed with the next revision of the SOA.

Re-conviction levels within 1 year (%)	PKC (SOA 09/11)	34	32	Available Sep 2011	↑	32 (Scotland 08/09)	2010 - Reduce by 2%
Re-conviction levels within 2 years (%)	PKC (SOA 09/11)	45	43	Available Sep 2011	↑	44 (Scotland 08/09)	2010 - Reduce by 2%
Number of hospital admissions of over 65s as a result of unintentional injury in the home (per 100,000)	NHS (SOA 09/11)	1,467	1,436	Available Dec 10	↑	1,061 (Scotland 08/09)	2020 - Reduce by 35%
Number of people killed or seriously injured in road accidents	TP (SOA 09/11)	124	116	119	→	-	2010 - 142 <sup>6</sup>
Number of dwelling fires	TFR (SOA 09/11)	127	122	156	↓	-	2009/10 - 124
Number of wilful fires	TFR (SOA 09/11)	52	49	156 <sup>7</sup>	-	-	2009/10 - 38
Number of fatalities arising from fires	TFR (SOA 09/11)	0	1	3	↓	-	0
Number of alcohol-related fatalities arising from fires	TFR (SOA 09/11)	0	1	0	→	-	0

## WHAT HAVE WE ACHIEVED?

### Reducing crime

A reduction in the number of group 1-4 crimes has been sustained over the three year reporting period. The number of crimes recorded at the end of March 2010 represented an 11% reduction on those recorded in the previous year. This has been achieved by a focus on reducing crime in the Community Safety strategies implemented by Community Safety partners and by robust performance monitoring and management through the National Intelligence Model tasking and coordination processes. There was also a fall of almost 9% in violent crimes by the end of 2009/10. Serious and violent crime will continue to be monitored closely and early action will be taken if figures begin to rise. Prevention, intelligence and enforcement interventions have also been developed in relation to domestic violence and alcohol related violence.

### Keeping vulnerable adults safe and protected

We continue to meet our targets for supporting adults in need of support and protection through risk assessments and case conferences with 100% of all cases received within Multi Agency Public Protection Arrangements (MAPPA) being informed by risk management plans. MAPPA processes are reviewed regularly to ensure agencies work together effectively to oversee higher risk adults and protect communities. Our adult support and protection procedures are well established in Perth & Kinross and there is a good working partnership between the Council, NHS Tayside, Tayside Police, private and voluntary sector, to ensure that adults at risk in Perth & Kinross are protected from harm. We have recently updated our multi-agency guidance and procedures and we hosted a national conference exploring the human rights of adults at risk of harm and to support the sharing of knowledge and good practice. We continue to support and protect people with mental health problems and have exceeded our targets for submitting statutory reports on time, including guardianship applications and social circumstances reports submitted to the Mental Health Commission.

We also continue to develop initiatives to prevent falls by older and vulnerable adults. These include raising awareness with the public through publicity events, posters, fliers and other merchandise on

<sup>6</sup> This target was set based on the 1994-98 average of 236 which equals a 40% reduction. This target will be reviewed with the next revision of the SOA.

<sup>7</sup> The 2009/10 figure is not comparable with previous years as a new national incident recording system has changed the ways small fires are categorised.

practical safety measures they can take such as ensuring a safe, hazards free environment, taking regular exercise and having regular vision tests. We also address the prevention of home related accidents and offer home safety screening visits advising on risks associated with fire, falls, home security and electric blanket testing.

### **Reducing road accidents**

During 2009/10, 119 people were killed/seriously injured on the roads of Perth & Kinross which was 3 more than the previous year. However, the number of children killed/seriously injured has reduced. The Community Safety Partnership has continued to deliver key road safety messages through Safe Taysiders, cycle training, Driving Ambition and in the Safe Drive Stay Alive events led by Tayside Fire and Rescue Service. We have also continued our commitment to improved partnership working and intelligence led education and enforcement which focus resources to appropriate places and times to combat anti-social and unlawful use of motor vehicles.

### **Reducing the number of fires**

During 2009/10 there was an increase in the number of dwelling fires in Perth and Kinross. Despite the increase, the number of fires resulting in injury has reduced and 90% of all property fires were contained within the room of origin, indicating that early warning has led to less destructive fires and greater protection for communities and personnel. 5,072 full Home Fire Safety Visits (HFSV) were undertaken across Perth and Kinross. A new national Incident Recording System (IRS) was introduced in 2009/10 which changed the way small fires were categorised. This resulted in small fires previously recorded in Perth and Kinross as accidental now being recorded as deliberate or wilful. This has led to the increase in wilful fire related incidents including anti social behaviour fires being recorded. Regrettably 2009/10 also saw three fire deaths recorded in Perth and Kinross. None of the fire deaths had alcohol identified as a contributory factor although evidence of alcohol was present at the scene of both fires. Two fire incidents accounted for the 3 fatalities; two deaths occurring in a privately rented property with no smoke detection equipment as legally required by the landlord and the other death was an alleged murder.

## **HOW WE WILL IMPROVE?**

### **Reducing crime**

We will increase use of the National Intelligence Model (NIM) Tasking and Coordination process to focus on deploying a range of prevention, intelligence and enforcement interventions to tackle each of our priority areas to sustain a downward trend in levels of reported crime. Our Community Safety Strategic assessment will give the highest priority to tackling violence and protecting those most vulnerable, including children and victims of domestic violence. It will also highlight the need to tackle alcohol related crime and disorder.

### **Keeping vulnerable adults safe and protected**

We will devise systems that will help improve the way we measure the achievement of outcomes for adults at risk of harm as well as plan ways in which we can involve service users. We will implement the Common Eligibility Criteria for Community Care Services which will help us target our resources at people who are most in need of them. We will also continue to implement improvement actions resulting from our Learning Disability Best Value Review.

### **Reducing road accidents**

In relation to Road Traffic Casualties we will continue to build on the good practice developed by partners. One partnership project being implemented is Around the Corner (Perth and Kinross) which is a focused motorcycle road safety initiative that has been developed to promote the use of two motor cycle routes through the area. The rise in the number of motor cycle casualties will also be tackled by Operation Rossi which is focused on the education of motor cyclists using the extensive rural road network in Perthshire. Joint working will continue to identify collision clusters and take remedial engineering solutions to reduce collisions e.g. the A923 at Tullybaccart where there are a number of engineering proposals being implemented in this financial year.

## Reducing the number of fires

We will continue to work in partnership to reduce the impact of fires, both socially and economically on the communities of Perth and Kinross through the delivery of youth engagement initiatives and education. A new challenging target for HFSV's has been set for 2010/11 which will assist to reduce the number of fires in homes and thus reduce the number of deaths and injuries resulting from fire.

HEALTHIER - Our people will have improved health and well-being							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓	Bench- mark	Local Targets and Timescales
		07/08	08/09	09/10			
Number of attendances at sport and active recreation activities	PKC (SOA 09/11)	-	1,117,762	1,178,454	↑	-	2010/11 - 1,190,239
Alcohol related hospital admissions per 100,000 population - Perth & Kinross	NHS (SOA 09/11)	559.3	580.5	Available Mar 11	↓	-	2011/12 - Reduce by 2%
Alcohol related hospital admissions per 100,000 population - areas of deprivation	NHS (SOA 09/11)	1,360.3 (07/08)	1,416.9 (08/09)	Available Mar 11	↓	-	2011/12 - Reduce by 4%
Prevalence of problem drug users (%)	NHS (SOA 09/11)	1.76 (2003)	1.24 (2006)	Not Available	↑	-	2011/12 - Reduce by 5%
Prevalence of adults smoking in a) Perth & Kinross and b) areas of deprivation (%)	NHS (SOA 09/11)	a) 21.8 (03/04) b) 30.6 (03/04)	Available Oct 10		-	-	2010/11 - Reduce by 8%
Suicide rate per 100,000 per year	NHS (SOA 09/11)	17.0 (5 year average (99/03))	15.5 (5 year average (04/08))	13.8 (5 year average (05/09))	↑	-	2013 - Reduce by 20%
Agreed improvements in the early diagnosis and management of patients with dementia will be achieved	NHS (SOA 09/11)	0.16	Not available		-	-	2011 - 33% increase
% of older people aged 65+ with intensive care needs receiving care at home as a % of all receiving long-term care (%)	PKC (SOA 09/11)	20	20	21	↑	32%- Scottish Average 2008 (ISD)	2009/10 - 22% 2010/11 - 23% 2011/12 - 24%
Emergency inpatient bed days for people aged 65 and over	NHS (SOA 09/11)	80,930 (bed days)	86,020 (bed days)	83,694 (bed days)	↓	-	2010/11 - 10% reduction on 2004/5 baseline

## WHAT HAVE WE ACHIEVED?

### Promoting active healthy lifestyles

We have made significant progress in relation to physical education and sport. Our work on developing physical education has been highlighted nationally as best practice. Specific programmes have been developed including: the 'Thinking Out of the Box' programme for learners requiring additional support; the provision of outdoor residential experiences for young people in foster care; the implementation of the Fit for Girls programme across secondary schools; and partnership programmes to develop

interventions to tackle childhood obesity. A programme of opportunities is also provided for young people with a disability. The Future Coaches programme has been successful in identifying new coaches and assisting them in furthering their qualifications. Very good progress is being made with establishing Improving Health, Improving Learning in schools, with almost all schools on target to meet the standard by December 2010.

We have a range of projects focussed on improving the confidence, health, wellbeing and skills of service users which are having a positive impact on developing healthier lifestyles. Examples include: 'Zest for Life' in Letham which provides opportunities for adults to meet together and work towards adopting a healthier lifestyle; and the 'Peers Early Education Partnership Learning Together' programme which supports parents and carers in their role as the first educators of their children.

The Perth and Kinross Healthy Communities Collaborative (HCC) is a community led initiative working with older adults to address health and social topics that improve mental health and well-being in later life. Topics that have been addressed include: encouraging a healthy diet; promotion of a healthy lifestyle; participation in physical activity; and providing socialisation opportunities and participation in meaningful activity through lunch clubs and exercise groups. The HCC is now operational across many communities in Perth and Kinross.

### **Responding to an increasing elderly population**

We are responding to increasing numbers of older people living in Perth and Kinross who need support. The number of people over the age of 65 who receive support from Care at Home Services has been steadily increasing and was 1,265 in March 2010 compared to 1,109 in March 2009. At the end of 2009/10, 21% of our service users over the age of 65 had intensive care needs which were met through long term care or received 10 or more hours per week care from the Care at Home Service. Providing this care at home to these people, leads to faster recovery, prevention of unnecessary hospital admission and maximises independent living. Almost all of the service users over the age of 65 receive personal care services (98%), and the flexibility of the service is demonstrated with the increasing use of the service at weekends, evenings and overnight. Between April 2009 and March 2010 we increased the number of planned home care hours for those aged 65+ from 8,396 to 10,398 hours.

We achieved good clinical outcomes for patients living with dementia and their carers during 2009/10 which was due to the implementation of a joint pilot project between partners which resulted in: a reduction in length of stay in hospital; a reduction in multiple emergency admissions; improved satisfaction for users and carers; and no delays in discharge. It also led to earlier detection of patients who had not been known to psychiatry services which allowed support to be in place earlier in the disease trajectory for these patients.

We have also implemented many other initiatives which will support the reduction in emergency inpatient bed days for 65+ population including: a review of the Stroke Pathway in Perth Royal Infirmary focussed on improving the management of stroke patients; implementing an enhanced nursing education and training programme for nurses within community hospitals so that people can be treated closer to their own home and reduce their stay as an inpatient; and training health professionals in an enablement approach to ensure that patients are supported to maintain their level of independence.

### **Tackling substance misuse**

People accessing drug and alcohol services have experienced better co-ordination of treatment between service providers following relocation of several services. A specialist assessment process has been developed to take place over an 8 week period in order to support effective relationships to develop and enable the service user to reflect on factors and triggers for their substance misuse. There is increased support for carers of people who misuse substances, including the opportunity to access therapeutic treatments. Carers have reported that having the opportunity to receive these treatments elevates the stress of caring and enables them to carry on caring.

During 2009 we worked with a number of schools to roll out the 'Tobacco Plan' for working with young people. This included dance and drama workshops with P7 pupils in 20 primary schools and the S1 Forum theatre in all secondary schools. We also ran projects on Tobacco and Safe Choices with S2 pupils in 5 schools and the Additional Support Needs Department at Perth College.

### **Addressing health inequalities**

NHS Tayside Central Health Care and Young Peoples Health team deliver holistic care including generic sexual health services to hard to reach, vulnerable and homeless clients. Services are also delivered to specific groups including people who have learning needs, are living in local deprivation areas and young carers. We provide drop in services within Perth City and Strathmore providing one to one support/advice on a weekly basis including: 'Baby Bumps'; sexual health and relationship talks; and 'Reality Babies'. We also provide care to pregnant women within the travelling community and to those affected by domestic abuse by offering support and sign posting to other services as required.

### **HOW WE WILL IMPROVE?**

#### **Promoting active healthy lifestyles**

We are currently working with partners to finalise a new strategic framework for Sport and Active Recreation that will lead the development of services within Perth and Kinross. The framework will ensure that there is best use of resources, clarity of roles and responsibilities for those involved, and that we have set a clear direction and future vision for the area. We will also develop a 'Joint Sports Comprehensive' in North Perth involving Perth Grammar School and St. Johns Academy. The allocation of additional resources will enhance the ability of both schools to promote health and wellbeing across the curriculum and use sport and physical education as a vehicle to improve attainment and achievement across the school. We will also develop new sports facilities at Perth High School which has the potential to become a hub for community sport in South West Perth City.

#### **Responding to an increasing elderly population**

We will continue to review, with service users and carers, all care packages to ensure the most appropriate support and service is in place. We are working in partnership to redesign a framework for older people's services in Perth and Kinross and are participating as a national test site for developing an Integrated Resource Framework, enabling us to continue to shift the balance of care and provide appropriate locally based services. A key component of the Integrated Resource Framework initiative is to test the concept of a 'virtual ward' to target 'at risk' groups within the population and support them to remain in their local communities through multidisciplinary working.

#### **Tackling substance misuse**

We will continue to work with agencies which can assist drug and alcohol service users to be involved in the community and will develop a range of interventions to meet service delivery outcomes highlighted in our joint outcomes and performance framework. A Tobacco and Health Improvement Plan will be implemented through continued development of a partnership approach to sustainable smoking cessation and prevention services within Perth and Kinross that focuses on areas of high smoking prevalence and pregnant women who smoke. Projects will also be supported to ensure children and young people are protected from second hand smoke in the home and have access to a wide range of innovative programmes that focus on cessation and prevention.

#### **Addressing health inequalities**

We will roll out an anticipatory care initiative across Perth and Kinross and introduce 'Keep Well' to targeted groups to reduce the overall level of coronary heart disease and improve the general health of the community. It will specifically focus on cardiovascular risk assessment of those people in areas of deprivation.

VIBRANT AND ACTIVE - Our communities will be vibrant and active							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓	Bench- mark	Local Targets and Timescales
		07/08	08/09	09/10			
Schools with a pupil council (%)	PKC (SOA 09/11)	90	100	100 <sup>8</sup>	↑	-	2010 - 95%
Residents surveyed who are satisfied with the areas they live in (%)	PKC (SOA 09/11)	90	-	97 <sup>9</sup>	-	-	2009/10 - 92% 2010/11 - 93%
Residents surveyed who feel safe outside in their communities after dark	TP (SOA 09/11)	75	68	61	↓	-	2011/12 - 95%
Number of registered volunteers	PKAVS (SOA 09/11)	333	315	465	↑	-	2009/10 - 347 2010/11 - 400

## WHAT HAVE WE ACHIEVED?

### Supporting community engagement

The Council is committed to engaging efficiently and effectively with residents and service users across the area. We have developed an online consultation method to complement traditional methods by providing an opportunity to engage with those who would not participate using traditional methods. The online consultation approach was used to provide a consultation on the future of Perth City Hall and generated over 1,000 online responses.

We have continued to support Placecheck, recently completing a further scheme in Dunning which delivered key environmental improvements for the community. Following a period of community engagement activities in Kinross last year, including focus groups and a world café event, progress has been made on a range of issues. This included a funding event, a new community worker in post and continued consultation and collaboration between the Council and the Kinross Partnership. Lessons from this Kinross engagement exercise will inform future approaches and strategies.

Last summer we undertook an ambitious programme of events to engage with council tenants and other Perth and Kinross residents on a range of topics using the Visioning Outcomes in Community Engagement (VOICE) Toolkit. In total 770 people participated in a number of local events which were arranged in housing offices, sheltered housing units and at stalls at summer galas. After the events we gained a better understanding about what issues local people faced and the demographics of the neighbourhoods.

A range of approaches are used to include parent and pupil views into the work of our schools. HMIE last year reported that the Council was good at seeking the views of children and families and involving them in policy development. This year's Pupil Council conference included a discussion on a wide range of topics which also included, 'Pupil Councils - are they working?' Through youth services 2,500 young people took part in the 'Black Box' consultation on issues which affect them. The results from this exercise will be used to inform the next Youth Strategy.

Our volunteer registrations for this year have risen to 465, an increase of over 32% since this service has been in place. Information was also given to a further 175 people who made enquiries by e-mail/telephone. In the past year a number of events including The Volunteer Street Market in June 2009 and The Volunteer Appreciation and Awards Evening in May 2009 have taken place. The latter was a successful intergenerational event with 14 – 84 year olds being recognised for their volunteering efforts.

The development of the Community Equalities Advisory Group has enabled increased dialogue with harder to reach groups. The introduction of the mobile community office has enabled community police

<sup>8</sup> A school is counted as having a pupil council if it has a representative group of pupils with whom the school consults.

<sup>9</sup> The 2007/08 and 2009/10 figures are not comparable. They were obtained from different surveys with different samples.

surgeries to be provided in rural areas and places frequented by the public, such as supermarket car parks.

## HOW WE WILL IMPROVE?

### Supporting community engagement

While involvement with key service users and stakeholders in planning, developing and delivering services takes place at all levels, we recognise that there is an opportunity to develop a more systematic and strategic approach to stakeholder engagement. To achieve this we will improve the recording of community engagement/consultations onto a web database including impacts that have been made; roll out the VOICE toolkit for services to use as a tool for community engagement activity; and collate community/customer feedback on a regular basis to further inform future delivery of services and planning of events.

Western Division of Tayside Police has been identified as a pilot region for the Force to implement its revised community engagement strategy. It uses a neighbourhood policing model to develop and engage with key individual networks allowing dedicated local officers to identify community issues. NHS Tayside will develop an online stakeholder portal to encourage patient and public involvement in a variety of ways from surveys, questionnaires and discussion forums. We are currently developing a partnership approach to community engagement to reduce duplication across organisations and communities.

ACCESS TO SERVICES – Our communities will have access to key services they need							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓	Bench-mark	Local Targets and Timescales
		07/08	08/09	09/10			
Access to a range of key services a) local shop, b) GP and c) bus stop (%)	PKC (SOA 09/11)	a) 92 b) 78 c) 64 (05/07)	Not available <sup>10</sup>		-	-	Targets to be set once 07/08 data becomes available in Aug 2011.
Resident population that travel to work/school by a) private motor, b) public transport and c) foot or cycle (%)	PKC (SOA 09/11)	a) 72 b) 7 c) 19 (2006/07)	Not available <sup>11</sup>		-	-	a) 70% b) 8% c) 20%
ESOL learners who have achieved 'almost all' of their learning outcomes	PKC (SOA 09/11)	-	-	88.2	-	-	2009/10 - 90% 2010/11 - 100%

## WHAT HAVE WE ACHIEVED?

### Promoting social inclusion

The national anti-racist charity 'Show Racism the Red Card' aims to combat racism by producing anti-racist educational resources endorsed by professional footballers. We recently funded a partnership between the charity and St. Johnstone F.C. to deliver the anti-racism message to a wide audience across council services and schools to raise awareness of cultural diversity.

Gypsy travellers living at the Double Dykes site are supported by a range of agencies. As part of our Adult Literacy provision and through a storytelling and writing project, a book of Travellers tales, 'Stoats, Weasels and Burkers' was written by residents of Double Dykes travellers' site. Stories from the book have been read by members of the literacy group at a number of local and national events.

Over the last year the 'ESOL in the Care Sector' project worked with 55 learners for whom English was not their first language. The project aims to lower language barriers and to ease communication between the learners and the clients, colleagues, visitors and professionals they meet in their workplace.

<sup>10</sup> Local authority data from the latest Scottish Household Survey published Aug 09 for time period 07/08 will be available until Aug 11.

<sup>11</sup> Local authority data from the latest Scottish Household Survey published Aug 09 for time period 07/08 will be available until Aug 11.

St John's Academy has helped Polish young people and their families integrate into the community by holding information evenings, translating key school documents into Polish, offering Polish language classes for staff and pupils and by developing relationships with a school in Bydgoszcz, Perth's twin city.

### **Providing equality of opportunity and access**

The percentage of residents surveyed finding it easy to access key local services (local shop, GP and Bus stop) and the percentage of the resident population that travel to work/school by private motor vehicle, public transport, on foot or cycle, is reported every two years as part of the national Scottish Household Survey (SHS). The most recent SHS was published in August 2009 but data for the period 2007/08 is not currently available at local authority level. However according to the data published in August 2007, the percentage of residents surveyed finding it easy to access key local services (local shop, GP and public transport) has remained high since 2001/02. This is comparable with the average across Scotland for the same period, apart from figures for access to public transport, which are consistently lower for Perth and Kinross. Since 2001/02, there has been very little change in travel to work/school habits for residents across Perth and Kinross. Three consecutive SHS have shown that the most popular mode of travel to work/school for residents in Perth and Kinross is by private motor vehicle, followed by walking or cycling and the least popular option of public transport. Figures for travel to work/school by private motor vehicle are very similar to the average for Scotland. Perth and Kinross figures for travel to work/school by walking or cycling are higher than the national average; and lower than the national average for public transport. Travel to school remains a priority locally and nationally in relation to health, the environment and road safety. Ninety per cent (80 out of 89) of schools now have School Travel Plans (STP) and the remainder are actively working to develop their plan.

We have extended full time nursery provision in rural areas through the development of five hub nurseries as part of the Early Years framework. We have also made good progress in developing the innovative use of Information Technology to support young people at risk of missing out and in 2009, we took the first steps in the development of the Perth and Kinross Virtual School. As a result, learners are now supported in their use of the on-line service in locations suited to their needs. A key challenge is also the co-ordination of access to parenting and family support services ensuring equality of access to services for all families in need. In response, the Perth and Kinross Parenting Strategy was developed. Six parenting sub-groups have been established across the area, with parenting and family support practitioners working with representatives from health, schools, social work and the voluntary sector to provide services in local areas.

Community Libraries have developed a range of services to help improve access to services. These include: a micro library in Fairfield; a Reader In Residence has been appointed to work with inmates in Perth Prison; the 'KeepITMoving' programme has been established with the Scottish Traveller Education Programme and the Scottish Library and Information Council; and Find Health/Books in Mind help to support mental health and wellbeing concerns.

## **HOW WE WILL IMPROVE?**

### **Promoting social inclusion**

We will explore opportunities presented by the new community campuses to extend support to adults including older people.

### **Providing equality of opportunity and access**

We will continue to work with employers on ways to promote sustainable travel to work.

Through the Parenting Strategy sub groups across Perth and Kinross, the partners will continue to offer a range of support to parents and carers and develop further family learning activities that provide support and reach those most in need. We will also work to ensure that as many young people as possible have the offer of a 16+ learning opportunity and, as a result, enter a positive and sustained destination on leaving school.

**SUSTAINABLE ENVIRONMENT - Our area will have a sustainable natural and built environment**

Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓	Bench- mark	Local Targets and Timescales
		07/08	08/09	09/10			
Area of land biological or mixed sight of specific scientific interest - in favourable condition (%)	PKC (SOA 09/11)	57	Not available	57	→	-	2011/12 - 95%
Priority species in Perth & Kinross for which positive action is underway (%)	PKC (SOA 09/11)	-	-	Available Oct 10	-	-	Targets to be set once 09/10 data becomes available
Water bodies achieving at least good status (%)	PKC (SOA 09/11)	51	51	52	↑	-	2015 - 100%
Number of buildings registered as At Risk	PKC (SOA 09/11)	50	40	97 <sup>12</sup>	-	-	2011/12 reduce by 3%
Municipal waste collected and disposed of during the year that was recycled or composted (%)	PKC (SOA 09/11)	35.9	37.6	42.4	↑	34.3 (Scottish Average) 08/09	2010/11 - 42% 2011/12 - 45% 2019/20 - 60%
Total domestic energy consumption for Perth and Kinross area (kWh)	PKC (SOA 09/11)	9,960	Not available	Not available	-	-	2018 - reduce by 7.5%
Emissions from public sector organisations – PKC (tonnes CO2)	PKC (SOA 09/11)	18,467.3	18,910	18,243.7	→	-	5% annual reduction
Emissions from public sector organisations – TP (tonnes CO2)	TP (SOA 09/11)	-	-	-	-	-	5% annual reduction
Emissions from public sector organisations – TFR (tonnes CO2)	TFR (SOA 09/11)	1,739	1,712	1,692	↑	-	5% annual reduction
Emissions from public sector organisations – NHS (tonnes CO2)	NHS (SOA 09/11)	-	-	-	-	-	5% annual reduction
Proportion of new public buildings receiving high energy conservation ratings per annum – PKC	PKC (SOA 09/11)	-	-	100	-	-	2009/10 - 100%
Proportion of new public buildings receiving high energy conservation ratings per annum – TP	TP (SOA 09/11)	-	-	No new buildings	-	-	2009/10 - 100%
Proportion of new public buildings receiving high energy conservation ratings per annum – TFR	TFR (SOA 09/11)	-	-	No new buildings	-	-	2009/10 - 100%
Proportion of new public buildings receiving high energy conservation ratings per annum – NHS	NHS (SOA 09/11)	-	-	Not available	-	-	2009/10 - 100%

<sup>12</sup> The 2009/10 figure is not comparable with previous years as the survey methodology has changed.

## **WHAT HAVE WE ACHIEVED?**

### **Managing the historic built environment**

Conservation Areas have now been designated in 35 settlements across Perth and Kinross. A recent survey of the historic built environment by the Scottish Civic Trust reported that Perth and Kinross saved 41 buildings at risk as against 9 being demolished. This exceeds the national ratio and they concluded that Perth and Kinross Council has made innovative use of conservation area designation. Following the re-survey the total number of buildings at risk (97) was still below the average for an authority with so many listed buildings reflecting the efforts made by owners and planners. The increase in numbers of buildings at risk is a result of the improved coverage and accuracy of the survey rather than evidence of any further deterioration in the condition of the built heritage of the area over this period and the fact that a number of former group entries have now been entered as individual entries such as the inclusion of Taymouth Castle and its associated historic structures as 12 entries rather than one.

### **Managing municipal waste and increasing recycling levels**

The new kerbside recycling collection service which allows residents to recycle up to 50% of their waste has been rolled out to 52,000 residents across Perth and Kinross in the past two years. As a result the Council has maintained its position as one of the leading local authorities in Scotland for waste management. We also re-developed seven recycling centres throughout the local authority, resulting in: improved opening hours; acceptance of a greater range of recyclable materials; introduction of meet and greet staff; and the development of sites using sustainable materials and construction practices. This has allowed the Council to recycle 43% of municipal waste in 2009/10 which is in excess of the Scottish Government Target of 40%. We have also changed our waste management operations to increase vehicle and plant utilisation and improve work life balance for employees. The change has had no impact on the level of service to residents but has managed to generate savings of £400,000 in total to date.

We developed and introduced 'Community Grant Waste Schemes' as we identified that funding could be targeted in ways that would encourage greater community involvement in the drive to reduce the amount of waste sent to landfill. Through the scheme, community groups can apply for funding directly from the Council to assist them in waste related initiatives. The scheme encourages and supports the development of community initiatives which promote waste prevention and recycling which in turn bring real social and economic benefits to local communities.

### **Reducing the Carbon Footprint for Perth and Kinross**

We are committed across the Partnership to reduce the carbon footprint for Perth and Kinross. Examples of progress include: the Council's Carbon Management Strategy and Implementation Plan (2007-2017) which sets out how the Council will reduce carbon emissions directly from its own operations; Tayside Fire and Rescue has reduced carbon emissions for gas and electricity consumption by 2.8% since 2007/08; and all new NHS Tayside buildings recently constructed included energy efficiency measures in the building specification which included roof mounted solar water heaters and natural ventilation and low energy equipment.

## **HOW WE WILL IMPROVE?**

### **Managing municipal waste and increasing recycling levels**

The Council has exceeded the Scottish Governments recycling and composting target of 40% by 2010, but further significant improvements will depend on investment in treatment technology by the Government. However, we will redevelop the civic amenity site in Crieff and establish a recycling centre in North Perth.

### **Reducing the Carbon Footprint for Perth and Kinross**

Partners will continue to reduce the carbon footprint for Perth and Kinross. This will include: ambitious carbon reduction targets for the Council of 14,575 tonnes in 2010/11, 13,846 tonnes in 2011/12 and 13,153 tonnes in 2012/13; improvements to the main Perth and Kinross Fire Station which will include additional insulation, ground source heat pumps, a combined heat and power unit and new gas heating system resulting in a large reduction in energy use; and the introduction of a standardized Building Management System (BMS) strategy across all NHS Tayside sites which will ensure that all properties

with an operational BMS system maximise energy and carbon savings as well as promote green campaigns to remind staff how they can play an important role in reducing the carbon footprint.

<b>AFFORDABLE HOUSING - Our people will have better access to appropriate and affordable housing of quality</b>							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓	Bench- mark	Local Targets and Timescales
		07/08	08/09	09/10			
Identification of effective housing land supply (units)	PKC (SOA 09/11)	5,379	5,301	5,461	↑	-	2011/12 - Increase by 500 units per year to 7,734
Number of houses built - total	PKC (SOA 09/11)	934	661	470 <sup>13</sup>	↓	-	2009/10 - 468 2010/11 - 704
Number of houses built - affordable	PKC (SOA 09/11)	155	184	350	↑	-	2009/10 - 180 2010/11 - 180

## WHAT HAVE WE ACHIEVED?

### Increasing the supply of affordable housing

The popularity of Perth and Kinross as a place to live means the area's population is set to increase by more than had previously been thought. We have proposed an alteration to the approved Structure Plan which seeks to accommodate the growth and steer it to areas which have the greatest capacity to accommodate it. The draft alteration identifies a need for more new houses to be built in the period to 2020, in order to cope with this projected population increase. Unfortunately the current economic situation is fundamentally impacting on the development industry's ability to bring forward housing sites. As a result future targets for the identification of effective housing land supply units have been reviewed. This maintains the same principle of increasing supply by 500 per year from April 2010 onward from a base of 5,300 units.

However, the number of affordable houses constructed in 2009/10 by Registered Social Landlords (RSL) was high (350) despite the recession. This was a considerable increase on previous years from 184 in 2008/09 and 155 in 2007/08, but future cutbacks to RSL funding may impact on the number of affordable houses built in the future. The Council is also now beginning to build new houses for the first time since 1985. A contract was awarded in March 2010 to build 26 new council houses in Methven and Letham, these houses are expected to be completed in 2010/11.

We have developed the 'Rent Bond Guarantee Scheme' which aims to help people who urgently need accommodation to access housing opportunities in the private rented sector. The scheme has been developed to assist prospective tenants who may have difficulty accessing private rented accommodation. The 'Bond' is a guarantee underwritten by Perth and Kinross Council which is issued as an alternative to a cash deposit. So far we have assisted 60 households to access private rented accommodation through the scheme, which was launched in September 2009.

## HOW WE WILL IMPROVE?

### Increasing the supply of affordable housing

We have successfully secured funding to build 10 more council houses in the Friarton area of Perth which will commence in December 2010. We have also applied for additional funding to build a further 46 council houses and our bid was successful.

We will also be launching an innovative Social Letting Agency - 'PKC Lets'. Through this scheme, we will be offering professional letting, property and tenancy management services to private landlords. For prospective tenants, this means that we will be able to offer a range of quality, affordable private sector properties for rent. To make it easy for tenants to find information about the properties that are

<sup>13</sup> 352 houses built between June 2009 and March 2010, however it is an estimate that 118 houses were built between March and May 2009. The estimation is due to having to realign our monitoring process this year to be consistent with those of other TAYplan Councils.

available through the Rent Bond Guarantee Scheme and PKC Lets, we will be rolling out a Housing Options Portal which also includes information about low cost home ownership opportunities and mutual exchanges.

<b>PUBLIC SERVICES - Our Services will be responsive, of high quality and continually improving</b>							
Indicator/s	Lead Partner (Source)	Performance data			Trend ↑ → ↓	Bench-mark	Local Targets and Timescales
		07/08	08/09	09/10			
Customer satisfaction – PKC (%)	PKC (SOA 09/11)	72	-	92 <sup>14</sup>	-	-	2009/10 - 75% 2010/11 - 78%
Customer satisfaction – TP (%)	TP (SOA 09/11)	88	82	86.4	→	-	2009/10 - 75% 2010/11 - 78%
Customer satisfaction – TFR (%)	TFR (SOA 09/11)	96	96	-	→	-	2009/10 - 75% 2010/11 - 78%
Customer satisfaction – NHS (%)	NHS (SOA 09/11)	-	-	-	-	-	2009/10 - 75% 2010/11 - 78%
Level of efficiency savings achieved – PKC (%)	PKC (SOA 09/11)	1.84	1.8	3.0	↑	-	2009/10 - 2%
Level of efficiency savings achieved – TP (%)	TP (SOA 09/11)	-	2.8	5.5	↑	-	2009/10 - 2%
Level of efficiency savings achieved – TRF (%)	TFR (SOA 09/11)	1.8	1.8	2.6	↑	-	2009/10 - 2%
Level of efficiency savings achieved – NHS (%)	NHS (SOA 09/11)	-	-	-	-	-	2009/10 - 2%

## WHAT HAVE WE ACHIEVED?

### Effectively utilising public resources and improving and delivering quality services

The agreement by the Community Planning Partnership (CPP) of the Single Outcome Agreement (SOA) for Perth and Kinross 2009-2011 has been a significant move forward for public sector delivery in Perth and Kinross. Delivery of the priorities and ambitious targets set in the SOA requires implementation of a range of actions by all Community Planning Partners. Improving customer satisfaction and making efficiency savings are key priorities across the partnership and the member organisations are taking their own steps to achieve overall results.

Examples of the progress that has been made include Perth and Kinross Council achieving efficiency gains totalling £9.358 million in 2009/10; Tayside Police delivering enhanced community policing and improving the quality of service to increase public trust and confidence; Tayside Fire and Rescue undertaking an evaluation of its working practices to ensure that services are provided effectively and efficiently without compromising service delivery, as a result efficiency savings have been realised through the reduction of service support posts and the replacement of managerial roles with non-managerial personnel; NHS Tayside encouraging patients and carers to give feedback and contribute to the improvement and development of services through a variety of approaches including public events, focus groups and individual patient/customer satisfaction questionnaires.

Since 2008 Tayside Fire and Rescue have reduced the number of fulltime firefighter posts by 4.4% and the number of support services posts by 8% without affecting the quality of the services delivered. The organisation has also redesigned and reformed working practices to ensure efficiency and every aspect of the budget is currently subject to intense scrutiny.

The Council was also supported this year by HM Inspectorate of Education (HMIe) in conducting a validated self-evaluation of our education services and received positive feedback about our approaches

<sup>14</sup> The 2007/08 and 2009/10 figures are not comparable. The 2007/08 was obtained from the residents survey conducted with the citizen's panel. The 2009/10 figure is a composite figure acquired from various customer satisfaction surveys across the whole Council.

to self evaluation. HMIe found senior managers, elected members and staff demonstrated strong commitment to improvement through self-evaluation and our approaches to self-evaluation of important areas, including attainment and achievement, was systematic, rigorous and suitably challenging. HMIe also reported that: we had very effective and purposeful leadership, with a clear sense of direction and robust and comprehensive approaches to self-evaluation; clear commitment to integrated working and sustainable improvement; strong partnership working at strategic and operational levels to support vulnerable children and their families.

A review of current CPP governance arrangements has been undertaken to ensure that they are robust and appropriate and can provide assurance to the community planning partner bodies that progress is being made in delivering the SOA. The proposed enhanced governance arrangements will establish clearer lines of accountability between the CPP and the individual partners' organisations, including the Council, and will ensure that the community planning structure is robust and appropriate for effective delivery of the SOA. Implementation of the enhanced arrangements is essential to support the management of future business and effective delivery of the SOA for Perth and Kinross.

## **HOW WE WILL IMPROVE?**

### **Effectively utilising public resources and improving and delivering quality services**

From next year 'How Good is our Partnership' will be the Community Planning Partnership's key mechanism for evaluating the effectiveness of the CPP in progressing the SOA. The model will be based on 'How Good is Our Council?' which is a self evaluation tool based on best practice from other methodologies such as the European Foundation for Quality Management (EFQM) Excellence Model. A self evaluation toolkit is currently being developed and will be piloted with the Strategic Health Partnership before being applied across all partner organisations. The results of the self evaluation will provide a focus for improvement in future iterations of the Single Outcome Agreement.

The latest update of the Council's Medium Term Financial Plan was approved on 30 June 2010. The report sets the local context for what is widely anticipated to be a period of considerable financial challenge for the public sector. Based upon the planning assumptions in the report, the Council has approved Corporate Savings targets of almost £38 million over the three year period 2011/12 – 2013/14, based upon a forecast reduction in Scottish Government grant funding of at least 12% in real terms over the same period. Against this background, the continued identification and delivery of efficiency savings in 2010/11 and beyond will play a significant role in the future management of the Council's finances. However, the delivery of efficiency savings alone will not be sufficient to offset the projected reduction in the Council's funding. The Efficiency and Improvement Programme is one of three components of the Council's corporate Service Review Programme "Securing the Future – Towards 2015 and Beyond" approved on 30 June 2010 which provides a strategic framework for meeting the financial challenges facing the Council. The Efficiency and Improvement Programme identifies Workforce Planning; Procurement / Commissioning; Asset Management; Shared Services; Efficiency Reviews and Process Improvement as key areas for delivering future savings.

Transforming Tayside (fit for the future) has been introduced by Tayside Police to help the force to prepare for the reduction in public sector spending in the coming years. The programme will look at optimising service delivery in the force while looking for opportunities to identify efficiency and improvement. In addition the force is working jointly with their partners in Fife Constabulary, Central Scotland Police and Lothian & Borders Police looking at further potential efficiency savings.

Tayside Fire and Rescue face funding reductions over the next four financial years of up to 25% which present the organisation with a significant challenge to continuing to deliver high quality community safety and emergency response services to communities. To address the Service has identified a number of strategic action points for the year 2011-12 to deliver cashable and non cashable savings to meet the identified level of savings that are required to be made.

One of the four strategic outcomes of the NHS Tayside Strategic Plan 2010-15 is to "Be cost effective in all decisions, actions and services". In order to achieve this NHS Tayside aims to maximise the health gain that can be achieved from all available resources through providing economical, efficient and cost effective services. This may involve reducing services which are shown to be the least cost effective and

redirecting resources into services which achieve greater health gain. This process will be facilitated through the use of appropriate economic analysis techniques.

Partnership working will be critical to maximising the use of public sector resources over forthcoming years therefore a virtual improvement team also has been set up across all public sector organisations within Tayside to take forward collaborative improvement actions across the Partnership.

## Conclusion

This report highlights just some of the ways the Perth and Kinross Community Planning Partnership is working together to deliver the local outcomes set out in our Single Outcome Agreement. Throughout the report there are many examples of where we have improved the services we provide to the public, as individual organisations and through joint working. Although overall performance is strong and significant progress is being made, a key challenge for the future will be to ensure that our citizens continue to receive this level of service provision given the current economic climate. Although overall Perth and Kinross is perceived to remain a relatively prosperous area, this impression masks considerable financial constraints for the public sector in the coming years.

These challenges cannot be resolved by any one organisation. We will continue to work together as a partnership in Perth and Kinross to understand the changing environment in which we live and work, and to identify solutions to our challenges, before they become problems.

The Single Outcome Agreement 2009-2011 between the Scottish Government and the statutory public sector organisations delivering services in Perth and Kinross has the full support of the Community Planning Partnership and sets out priorities which will focus the delivery of better for people in our area.

For NHS Tayside

Signed:

For Perth & Kinross Council

Signed:

Position: Chief Operating Officer

Date:

Position: Council Leader & Community

Planning Partnership Chair

Date:

For Tayside Fire and Rescue

Signed:

For Tayside Police

Signed:

Position: Depute Chief Officer

Date:

Position: Board Convenor

Date:

For PKAVS

Signed:

For Scottish Enterprise

Signed:

Position: Chief Executive

Date:

Position: Chief Executive

Date:

For TACTRAN

Signed:

For Perth College

Signed:

Position: Board Convenor

Date:

Position: Board Chair

Date: