



Single Outcome

AGREEMENT

For Angus 2009-2012

April 2010



SINGLE OUTCOME AGREEMENT – 2009-2012

This Single Outcome Agreement for 2009 - 2012 between the Scottish Government and Angus Council sets out priorities which will focus the delivery of better outcomes for people in the Angus area.

It supports the new working relationship based on mutual respect and partnership as set out in the Concordat of November 2007 and offers central and local government the chance to build on existing relationships underpinned by a new level of trust and confidence in the other as a partner.

For Scottish Government

For Angus Community Planning Partnership

Signed:

Signed:

Jim Mather MSP,
Minister for Enterprise,
Energy and Tourism

Councillor Bob Myles,
Chair of Angus Community
Planning Partnership

Date:

12th August 2009

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Single Outcome Agreement for Angus 2009-2012

We agree to promote and deliver the Single Outcome Agreement for Angus 2009-2012.

Councillor Bob Myles
Angus Council

Professor Tony Wells
NHS Tayside Board

Councillor Ian Mackintosh
Tayside Police Board

Alasdair Hay
Tayside Fire & Rescue Board

Charlie Stewart
Scottish Enterprise

Councillor Alan Jack
TACTRAN

Foreword by Councillor Bob Myles, Leader of Angus Council and Chair of Angus Community Planning Partnership.

I am delighted to introduce the Single Outcome Agreement for Angus covering the period 2009-2012. The agreement sets out the outcomes that all public sector partners will prioritise for Angus. Importantly, it describes how we will measure that we are achieving outcomes, as well as setting targets to show how we hope to improve over both the short and medium term.

The Single Outcome Agreement is very strategic in nature, and it is supported through a variety of plans and strategies being progressed by each of the partnerships eight thematic groups. As follows:-

- Angus Economic Development Partnership - Economic Development Strategy and Economic Digest
- Lifelong Learning Executive Group - Lifelong Learning Strategic Statement
- Health Improvement Action Group - Health Improvement Plan
- Community Safety Partnership - Community Safety and Antisocial Behaviour Strategy 2009-12
- Angus Alcohol and Drugs Partnership - Angus Alcohol and Drugs Partnership Strategy 2009-2012
- Community Care and Health Executive Group - Care Group Strategies
Local Improvement Targets
- Children's Services Executive Group - Integrated Children's Services Plan
- Angus Rural and Environment Partnership - Angus Rural Strategy

From this list, you will note that we are collectively addressing all of the issues that impact on the communities of Angus. Of course, all of this work is supported by the corporate and service planning arrangements for individual partner organisations.

Our Community Plan sets out our Partnership's vision and the particular challenges that face Angus over the next 10 to 20 years including responding to demographic change and the impact of alcohol to name just two. This Single Outcome Agreement details how we will address these challenges over the next three years. It is not an easy task that we have set ourselves as public sector organisations, particularly in the current economic climate which will undoubtedly impact on jobs, housing and people's ability to manage on less money. Often those who are most vulnerable in our communities become even more vulnerable in an economic downturn and we will continue to monitor the impact of this in our communities and respond through delivering on the outcomes set out in this agreement between the Angus Community Planning Partnership and Scottish Government.

We believe that collectively we have the resources to deliver what is an ambitious agreement for Angus.

I am particularly impressed at the way partnership work is developing in Angus, and I commend this Single Outcome Agreement for Angus to you.

Councillor Bob Myles

12 Apr. 10

SINGLE OUTCOME AGREEMENT FOR ANGUS 2009-2012

A Single Outcome Agreement is a means by which Community Planning Partnerships agree their strategic priorities for their local area and express those priorities as outcomes to be delivered by the partners, either individually or jointly, while showing how those outcomes should contribute to the Scottish Governments relevant National Outcomes.

Source: guidance for Community Planning Partnerships on the development of a Single Outcome Agreement for 2009-2012 issued by COSLA, Scottish Government, Solace, Audit Scotland and the Improvement Service.

Purpose of the Angus Single Outcome Agreement

The Angus Community Planning Partnership has agreed its strategic priorities for the local area and these are expressed as outcomes, and aligned with the relevant national outcomes, in the tables at Appendix A. The Angus Community Planning Partnership is jointly committed and mutually accountable with the Scottish Government to the delivery of the agreed outcomes.

This agreement builds on the new relationship between Scottish Government and local government, set out in the historic concordat agreement published in November 2007. [Concordat](#)

The concordat set out the national outcome approach which gives greater local freedom for identifying priorities, reduced ring-fencing, less monitoring and reporting, and a desire to establish better partnership working.

The Scope of the Agreement

The Single Outcome Agreement (SOA) for Angus covers all local authority services and all of the public services which are the responsibilities of other partners in the Angus Community Planning Partnership.

It focuses on the outcomes which are the result of years of partnership work in Angus, as set out in Appendix A. This SOA covers the period from 2009-2012 and will be subject to an annual review. It will be developed on a year on year rolling basis.

The SOA sits within the duties of councils, public bodies and the Scottish Government in relation to community planning, best value, equalities and sustainable development.

The SOA has been developed by concentrating on the strategic priorities of a range of stakeholders involved in the community planning process in Angus. One to one meetings with all partners has resulted in a partnership effectiveness report which was considered and agreed by the Angus Community Planning Partnership in January 2009. NHS Tayside will produce a new Health Inequalities strategy for Tayside in 2009 that will inform the work of the Health Improvement Action Group.

A series of meetings with the chairs of the partnership's eight thematic groups have also been held to address what outcomes and measures should appear in the SOA, as well as agreeing those that sit within the thematic groups' plans. This has been further supported with input to each of the thematic partnership groups meetings, culminating in plans for the 2009 Angus Community Planning Partnership development day.

Community Engagement

Community engagement is one of the six key priority areas within the Angus Community Plan 2007-2012. Over the year the Angus Community Planning Partnership considered a report by the group established to progress work in this area.

An Active Citizenship Strategic Statement and action plan has been approved. It is worth highlighting progress against two of the actions in the statement and action plan. The first of these is a community engagement impact assessment. The first assessment was undertaken in 2008, with an impressive response about the level and depth of community engagement across a range of partner organisations involved in community planning activity. The results of this exercise were reported to the Angus Community Planning Partnership in 2008.

A further community engagement impact assessment exercise has been undertaken in 2008, the results of which are now available. It has been agreed that, under the new arrangements for managing performance around the SOA, the Lifelong Learning partnership will take the lead for progressing work in this area. [Active Citizenship Strategy Report](#)

The second area of development relates to Better Community Engagement training. Over 100 staff across partner organisations have participated in the training, which builds on the standards for Community Engagement, through the work of Learning Connections Scotland in developing competencies for community engagement activity. An interim evaluation of this training has been undertaken and reported to the Angus Community Planning Partnership in 2008. [Better Community Engagement Training Report](#)

In terms of local community planning there are two pilots underway in Kirriemuir and the Glens and the Carnoustie areas of Angus. This work was designed to create better links between the thematic groups and local community engagement. The initial report on the pilot was considered in 2007 for Kirriemuir and the Glens and for Carnoustie. There has been good progress in both areas over the year. A report on the outcome of the pilots, along with recommendations for the further development of local community planning in Angus, was considered by Angus Council's Strategic Policy Committee in early February 2009. [Committee Report](#)

Equalities

We recognise that people in Angus are different and have different needs. We also recognise that people have experienced different barriers during their lifetime due to their race, disability or gender. Treating people equally is to treat them in a way which recognises and meets those needs. Within Angus Council's Equality Schemes, and those of our partners, there are principles and standards which we will apply to ensure that equality considerations are central to what we do, in order to eliminate unlawful discrimination and promote equality of opportunity.

Partnership Priorities

The partnership's priorities are set out in the following table against the relevant national outcome (N.O). The table also identifies the relevant thematic group with responsibility for implementing the work that will impact on the national outcome.

Area profile

The Angus Community Planning Partnership's vision is:

“Angus will be a place where a first-class quality of life for all can be enjoyed in vibrant towns and pleasant villages set in attractive and productive countryside. The area will be dynamic and outward looking, contributing to the culture, environment and economy of Scotland”

The partnership has agreed a number of priority areas which need to be addressed in order to enhance the quality of life for the people of Angus over the coming years as set out in the Angus Community Plan 2007-2012. [Angus Community Plan 2007-2012](#) These are:

- changes to the demographic profile of Angus
- sustainability of communities, the economy and the environment
- business growth
- engaging with communities
- young people
- alcohol misuse

The Angus Community Planning Partnership has eight thematic partnership groups which support the delivery of the outcomes associated with the above priority areas. These outcomes form the basis of this SOA for Angus and are detailed at Appendix A.

The Economy

The economy of Angus has been changing for a number of years. The decline of the manufacturing sector and legislative changes around the agricultural and fisheries industries in Scotland has impacted adversely on Angus. The current economy is dominated by the service sector, and in particular public services. The projected decline of the working age population in Angus is a major concern for the economy and will have a significant impact on this sector. In 2004, this sector accounted for 70% of jobs, with public administration, education and health employing 37% of employees. However, many people choose to live in Angus due to high quality of life and commute to employment in nearby cities, which attract inward investment more readily than rural communities. Over 10,000 people in Angus commute to Dundee City and just under 2,000 people commute to Aberdeen for work. The vision in the community plan targets business growth within existing companies and potential growth areas. There has been considerable success in the growth in local companies over recent years. At times this has resulted in them moving into the city environment of Dundee.

Scottish Enterprise has identified a number of business growth areas for Scotland. The Angus Economic Development Partnership has agreed to focus their efforts on the following three areas – food and drink; tourism; sustainable energy. These are the main areas of strength for potential business growth in Angus as outlined in the Community Plan 2007-2012.

The agricultural and food sectors in Angus are heavily reliant on migrant workers. The number of National Insurance (NI) Registrations for non-UK Nationals in Angus increased by 925% between 2002-03 and 2005-06, compared to a 290% increase for Scotland. It should be noted that NI Registrations underestimate the true scale of inward migration. Although this has created challenges for public services, the Angus Economic Development Partnership are actively engaging with migrant communities to develop and support their contribution to the economy in Angus. The anticipated demographic change profile of with a growing older population, coupled with a reducing working age population, means that we need to harness the future economic potential of the migrant population. However, this has significant knock on implications for other parts of the partnership's activity and needs to be managed with this in mind.

In relation to the workforce, given the current economic climate, a large proportion of the Fairer Scotland Fund resource will be targeted at addressing employability issues to try to maintain Angus' position for employment against the Scottish average and meet the needs of those who are most disadvantaged, either through where they live in Angus, or through their own personal circumstances.

The Angus Economic Development Partnership will be focussing on the following local outcomes:

- business growth
- workforce planning
- employability

Lifelong Learning

The Lifelong Learning Partnership has adopted the three national priorities for community leaning and development namely:

- achievement through learning for young people
- achievement through learning for adults
- achievement through building community capacity

The percentage of young people leaving school and entering employment, education or training has increased over the past year from 89% in 2003 to 92% in 2007.

There has been a 13% increase in overall enrolments at Angus College since 2003. In the five years to March 2007, 971 new adult learners were assisted to develop their literacy and numeracy skills. ICT training has been delivered to 1,449 residents in rural Angus. The Angus Gold Project has engaged 389 older adults unlikely to have accessed mainstream ICT learning programmes, of whom 92 have progressed to courses at Angus College. To assist international workers to participate more fully in life in Angus, ESOL courses were provided to 165 learners in 2007/8, an increase of 54% on the previous year.

Angus has experienced the highest growth rate in volunteering of any local authority area of Scotland. There are currently 1,799 volunteers registered with Volunteer Centre Angus. Of that number, 416 are young people aged between 16 and 25 years.

Addressing the needs of young people and engaging with them is a key priority area within the Angus Community Plan. The Angus Community Planning Partnership agreed to focus on young people as they represent the potential future of Angus.

Health Improvement

The vision set out in the Angus Community Plan relates to tackling Alcohol issues. This is an important part of health improvement activity in Angus, but is being led through the work of the Alcohol and Drugs Partnership. The Health Improvement Plan sets out activity that will make our communities more sustainable, which is also a key priority in the Angus Community Plan.

The key health improvement priorities identified for Angus are:

- alcohol
- obesity/physical activity
- mental health and wellbeing
- sexual health
- smoking and tobacco control
- oral and dental health

There have been 125 alcohol-related deaths in the last five years. (See Section on drugs and alcohol).

Child obesity levels in Primary 1 children are above the Scottish average, 9.3% compared to 9.1%. This is a growing concern locally and in order to help reduce illnesses associated with obesity such as diabetes, coronary heart disease and respiratory difficulties, the Angus Health Improvement Action Group is implementing the recommendations from Tayside Healthy Weight Strategy 2005.

8.4% of the population of Angus are prescribed drugs for anxiety, depression or psychosis, compared to a figure of 8.1% for Scotland. Deaths from suicide are also a concern locally with the rate per 100,000 population for 2007/08 being 10.6.

Sexual health in Angus is poor. Sexually transmitted infections such as Chlamydia, are widespread and increasing, while teenage conceptions are amongst the highest in Scotland.

An estimated 25.2% of adults smoke, compared to 27.3% in Scotland as a whole. However, the percentage of mothers smoking during pregnancy is significantly worse than average (26.8% compared to Scotland 24.3%).

Dental health in Angus has improved significantly over recent years. Nonetheless, the Health Improvement Action Group is committed to sustaining this improvement.

In addition to this work, the Fairer Scotland group has identified a number of areas for addressing Health Inequalities and work will be pursued over the coming year to look for opportunities to increase the number of targets aimed at 'closing the gap'. NHS Tayside will be developing a Health Inequalities Strategy over the year.

Community Safety

The Angus Community Safety Partnership recently accepted Scottish Government recommendations to adopt the principles of the National Intelligence Model (NIM) The model provides a structured process for the identification of priorities through analyses of information and intelligence using an annual strategic assessment.

The Angus Community Safety Partnership will be focussing on the following local outcomes:

- vandalism - vandalism accounts for approximately a third of all group 1-5 crimes reported to police in Angus
- young people & crime - YCA complaints to police increased by over 8% in 2007/08 compared to 2006/07
- alcohol and drugs & crime - from July 2007 to March 2008, there were 1,954 arrests made in Angus, 55% of which (1,081) were alcohol-related

The latest Community Safety and Anti-Social Behaviour Survey of Angus residents also highlighted concerns in relation to these three areas. The priority to address alcohol issues is highlighted from a community safety perspective, as is the need to work with the county's young people in the Angus Community Plan 2007-2012.

Alcohol and Drugs

There is a growing number of drug users in Angus. A recent study suggested that the number of women problem drug users is marginally above the national rate. There is also a higher number of injecting drug users compared to neighbouring authorities.

From April to December 2007, there were 1,095 presentations to the minor injury units across Angus where alcohol has been a contributory factor. In the year to March 2008, as part of Operation Dry-Up, Tayside Police confiscated 1242 litres of alcohol from young people across Angus in public places. There is an increasing number of children reported as being affected by substance misusing parents.

Angus has been working in partnership with Scottish Government and Health Scotland to develop an outcomes framework in relation to alcohol issues – Focus on Alcohol Project. This project was established to progress the Angus Community Planning Partnerships key priority area to address alcohol use in Angus. The project has been particularly successful in developing a community engagement approach and addressing cross cutting alcohol issues and actions.

The new national outcomes toolkit for Alcohol and Drugs Partnership's has been adopted by the Angus Alcohol and Drugs Partnership. The national outcomes align with the key priorities outlined in the Angus Alcohol and Drugs Partnership Strategy 2009-2012.

The Angus Alcohol and Drugs Partnership will therefore be focussing on the following local priorities:

- recovery
- children affected by parental substance misuse
- enforcement and availability
- prevention

Community Care and Health

The projected population of people over 65 years in Angus will increase significantly over the next 20 years – a 64% increase for the 75 to 84 age group and a 121% increase in people aged 85 or over. This is a particular concern for the Angus Community Planning Partnership, coupled with the anticipated reduction in the workforce population. It is not sustainable to continue to provide services, particularly to the older population, in the way in which they are currently provided. As a result, the Community Care and Health Executive group is currently undertaking two major pieces of work in order to address the anticipated future needs of this population – the Shifting the Balance of Care Programme and a Redesign Programme for Older People's Services. A best value review of older people's services in Angus has now been published and an implementation plan is currently being developed. This, together with arrangements for changes in the management of patients with long term conditions, will see the development of sheltered accommodation over the next 20 years in Angus, a shift in the care of individuals to promote enablement, and an increased use of new technologies, including telecare.

The principles underpinning these programmes are:

- supporting people at home wherever possible
- promoting ability and to self-care
- preventing ill-health
- supporting carers

Another priority for the Community Care and Health Executive Group is the redesign of services for people with learning disabilities to address the recommendations of the 'Same as You' policy.

From October 2007, Angus has been a Pathfinder for the development of the National Outcomes Framework for Community Care. This has influenced the development of the local outcomes contained in this Single Outcome Agreement.

The role of the Community Care and Health Executive Group is to oversee the strategic development of community care and to ensure compliance with local and national policies and priorities.

The Community Care and Health Executive Group is responsible for the governance of older people's services, learning disability services, physical disability service, adult mental health services and services for carers. Each of these care groups has developed strategies that clearly identify care group specific outcomes and priorities for service development. The Community Care and Health Executive Group monitors progress against the delivery of the care group strategies by way of agreed performances measures and local improvement targets. These "below the waterline" measures support the local outcomes as identified in this Single Outcome Agreement.

The Community Care and Health Executive group will be focussing on the following local priorities:

- improved health and well-being of the Angus population
- improved social inclusion
- improved independence and responsibility

Children's Services

The Angus Community Plan 2007-2012 prioritised addressing young people's needs in Angus. This is managed by a variety of partners including Angus Council's education arrangements to meet "Curriculum for Excellence", implementation, Angus College, Skills Development Scotland, Health, Social Care and Safety, as well as voluntary sector and volunteering opportunities.

In terms of school inspections undertaken during 2007/08, 85% of the quality standards assessed as 'good' or above. The Joint Inspection of Services to Protect Children in Angus was also positive, with 89% of the quality standards assessed as 'good' or above. Attainment levels for 2007/08 are showing a slight fall in performance. The proportion of young people leaving school and going on to positive destinations increased to 89%.

In pursuing a strategy to implement the 'Getting it Right for Every Child' agenda, the Children's Services Executive Group has adopted the seven national indicators of well-being (achieving, active, healthy, included, nurtured, respected/responsible, safe) as the drivers for the 2009/12 SOA Children's Services commitments.

In seeking to use the GIRFEC agenda as the main driver, full account will be taken of the emphasis within the Early Years Framework on the need for partners to align their resources more effectively and ensure that resources are suitably targeted to prevention and early intervention.

The Environment and Rural Angus

The sustainability of communities, the economy and the environment of Angus is a key priority for the Angus Community Planning Partnership as set out in the Angus Community Plan 2007-2012.

Angus has an attractive and varied environment, covering an area of some 2,200 sq km, including the Angus glens, the vale of Strathmore and the coastal plain. Over 25% of the population of Angus live in rural communities.

The Angus Community Planning Partnership has signed up to the Climate Change Charter. The Carbon Management Programme of Angus Council aims to reduce carbon emissions by 18% by 2011/12. The Angus Rural and Environment Partnership are exploring opportunities for effective partnership working in order to meet the national targets in relation to climate change such as the Carbon Management Programme and Joint Travel Plan.

In terms of waste management, Angus Council has improved its performance in relation to the proportion of municipal waste going to landfill and increasing the proportion of municipal waste recycled. In 2007/08, 15,623 tonnes of recyclable materials and 11,488 tonnes of compostable materials were saved from going to landfill.

Another of the key priorities for the Angus Rural and Environment Partnership is to protect and enhance the quality of the natural environment locally.

Outcomes and Commitments – the SOA template

The SOA template outlines the local outcomes that partners have agreed for Angus and demonstrates the links with the 15 national outcomes developed by Scottish Government. It includes baseline information and indicators that the partnership will use to track progress against the local outcomes and provides clear links to the plans of the thematic partnership groups which support the delivery of the outcomes. The completed template is available at Appendix A.

Governance

Detailed corporate governance arrangements and scrutiny arrangements are in place across the statutory bodies involved in community planning in Angus. These are important in terms of the activities and measures that sit within each organisation's corporate and business planning processes.

The Angus Community Planning Partnership considered appropriate governance arrangements for partnership activity in 2005. A related report detailed the accountabilities of individual partner organisations, boards and committees. This report sought to provide clarity about partnership governance arrangements and facilitate effective delivery of partnership work, while recognising the need for decisions to be taken by each individual partner organisation. With the introduction of the SOA, a review of partnership governance arrangements was undertaken as part of the partnership effectiveness report. This sets out clearly links between the Angus Community Planning Partnership and the key partner organisations named within the Local Government (Scotland) Act 2003. The SOA for 2008/09 was considered by each of the boards and committees of partner organisations. The same approach will be adopted for the 2009-2012 SOA. [Partnership Effectiveness Report](#)

On-going development of the SOA

An annual review of the SOA will be undertaken. The SOA will be aligned increasingly to the work of the thematic partnership groups, and the activities that sit within partners' own business plans.

Performance Management

Robust performance management arrangements will be in place for the delivery of agreed outcomes, with a clear line of sight to the supporting material for which each thematic partnership group is responsible.

The Angus Community Planning Partnership has given detailed consideration to performance management arrangements for the SOA. In addition, as part of the exercise which considered partnership effectiveness, much of the focus was on SOA performance management issues. The findings of that exercise and related recommendations are detailed in the partnership effectiveness report.

The report details the golden thread that will go from the SOA, through partnership thematic plans, with clear designated organisational accountability, through to the corporate and service/business plans of individual partners.

Self-assessment and collective assessment arrangements are at varying degrees of development across partner organisations. Angus Council has self-assessment arrangements in place in both Education and Social Work and Health departments. In addition, the council has initiated an exercise to develop self-assessment within the council's Chief Executive's and Neighbourhood Services departments in the first instance. It is anticipated that this exercise will dovetail with the performance management arrangements in place for the collective delivery of the SOA.

The Angus Community Planning Partnership has developed a risk register in relation to arrangements underpinning the delivery of Community Planning in Angus. [Risk Framework](#)

The partnership effectiveness report highlighted the need to establish an implementation group as part of the work of the Angus Community Planning Partnership. This group will receive progress reports and manage the implementation of the SOA, reporting to the Angus Community Planning Partnership, in accordance with a reporting calendar.

Reporting

A draft performance report on progress against indicators and actions in the SOA for Angus 2008/09 has helped to inform the development of this Single Outcome Agreement. It will provide the basis of the Angus Community Planning Partnerships annual performance report in September 2009. [Summary Table](#), [Performance Report Indicators](#) and [Performance Report Actions](#)

The Angus Community Planning Partnership currently reports progress on its activities to communities in a variety of ways. There is a community planning website in place which has been developed further in light of the Concordat and the Single Outcome Agreement.

The new website which provides detailed information about how the Angus Community Planning Partnership performs against the 15 national outcomes, was launched on 1 April 2009. [Angus Community Planning website](#)

The other main way to report to communities is through the development of 'stories'. These are either provided as press releases or through the Angus Council magazine which goes to every household in Angus twice a year. Additionally, progress is reported on community planning activities within the public performance reporting document entitled, Putting You First, also going to every household in Angus. ['Putting You First' document](#)

The establishment of a Community Planning Partnership Implementation Group will ensure that progress is reviewed on a frequent basis and will enable changes in circumstances to be considered and reported appropriately to the Angus Community Planning Partnership, the Healthy Safe and Caring Communities Partnership, and other partnership committees/boards.

| National Outcome - 1 <i>We live in a Scotland that is the most attractive place for doing business in Europe</i> | | | | |
|--|---|---|--|---|
| Local Outcome/s | Indicator/s <i>(noting frequency / type / source)</i> | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Sustainable business growth in Angus is achieved | New enterprise start ups (Annual/ONS) | 2007 400 2004-2007 (4 yr average) 332 2% of Scottish total | Maintain 2% of Scottish total (4 yr average) | Maintain 2% of Scottish total (4 yr average) |
| | The Angus proportion of the total new business start-ups supported by the Business Gateway contract across Scotland (Annual/Business Gateway) | 2008/2009 Scotland 9,466 Tayside 730 Angus 215 (2.3% of Scotland and 29.5% of Tayside) | Contract sets target at Tayside level only | Contract sets target at Tayside level only |
| Growth in tourism in Angus is achieved | Total number of visitors to the following Angus attractions: • Arbroath Abbey • Glamis castle • Pictavia • | 2008/09 13,087 107,280 4,578 | 13,384 Maintain at 2008/09 level Maintain at 2008/09 level | Targets set year on year Maintain at 2008/09 level Targets set year on year |
| | Income generated via Carnoustie Country (Annual/Angus Council) | April-Sept 2008 £1,017,000 Sept 07-April 08 13,895 visitors | Increase by 2% | Increase 10% |
| <p>This work is supported by the Angus Economic Development Partnership</p> <p>Angus Economic Development Strategy and Action Plan</p> | | | | |

National Outcome - 2
We realise our full economic potential with more and better employment opportunities for our people

| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
|---|---|---|--|--|
| Angus residents are well equipped for employment | % of working age population economically active (Annual/NOMIS) | 07/08 84.2% (4% above Scottish average) | Maintain at 4% above the Scottish Average | Maintain at 4% above the Scottish Average |
| | Claimant count re unemployment as percentage of working age population (Annual/DWP) (FSF) | Dec 08 2.6% (0.7% below Scottish average) | Maintain at 0.7% below Scottish Average | Maintain at 0.7% below Scottish Average |
| | Gross Annual Median earnings in £'s for all employees living in Angus (Annual/ONS) | 07/08 £19,795 (2% below Scottish Average) | Maintain at 2% below Scottish Average | 1.8% below Scottish average |

This work is supported by the Angus Economic Development Partnership

[Angus Economic Development Strategy and Action Plan](#)

| National Outcome - 3 | | | | |
|---|---|--|---|--|
| <i>We are better educated, more skilled and more successful, renowned for our research and innovation</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Young people and adults in Angus maximise their potential through learning opportunities | <i>% of school leavers in positive and sustained destinations annual, school leaver destinations (Annual/Skills Development Scotland) (FSF)</i> | 06/07 89.8% | 90% | 90% |
| | <i>Number of working age people with severe literacy and innumeracy problems engaging with provision (Annual/Angus Council/ Angus College)</i> <ul style="list-style-type: none"> • % achieving all goals • % in accredited programmes which are community based | 07/08 683 new learners 73% 5% | 696 78% 8% | 705 80% 10% |
| | <i>Number and % of Adult ESOL learners achieving learning goals(Annual/ Angus Council /Angus College)</i> <ul style="list-style-type: none"> • % achieving all goals • % of learners in accredited programmes which are community based | 08/09 50% 17% | Increase Increase | Increase Increase |
| <p>This work is supported by the Lifelong Learning Partnership Lifelong Learning Strategic Statement; Community Learning & Development Strategy ; Angus College Strategic Plan 2007-2010; Education Service Plan</p> | | | | |

| National Outcome - 4 | | | | |
|--|---|--|--|--|
| <i>Our young people are successful learners, confident individuals, effective contributors and responsible citizens</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Achieving: Children and young people in Angus will have access to positive learning environments and opportunities to develop their skills, confidence and self-esteem to the fullest potential | <i>% (3 year averages) of primary pupils achieving Reading, Writing and Maths (Annual/Angus Council) (FSF)</i> | 2006/07/08 (a) Reading - 83 (b) Writing - 75 (c) Maths - 84 | (a) Reading - 84 (b) Writing - 76 (c) Maths - 85 | Future target to be set after 2010 |
| | <i>% (3 year averages) of secondary pupils achieving Reading, Writing and Maths by the end of S2 (Annual/Angus Council) (FSF)</i> | 2006/07/08 (a) Reading - 67 (b) Writing - 59 (c) Maths - 62 | (a) Reading - 68 (b) Writing - 60 (c) Maths - 63 | Future target to be set after 2010 |
| | <i>% (3 year averages) of (a) S4 pupils attaining English&Maths at level 3, (b) of S4 pupils attaining 5+ at level 5, (c) of S6 pupils attaining 3+ at level 6 (Annual/Angus Council)</i> | 2006/07/08 (a) 91 (b) 34 (c) 31 | (a) 92 (b) 35 (c) 31 | Future target to be set after 2010 |
| | <i>Academic attainment of children aged 16 or over who ceased to be looked after (Annual/Angus Council)</i> | 07/08 Min 1 SCQF 3 – 69% Eng & Math – 56% | Min 1 SCQF 3 – 75% Eng & Math – 65% | Future target to be set after 2010 |
| | <i>% of pupils taking part in a musical/artistic/cultural activity organised by the school (Annual/Angus Council)</i> | 2009 Primary 69% Secondary 26% | Primary Maintain at 2009 level Secondary Maintain at 2009 level | Primary Maintain at 2009 level Secondary Maintain at 2009 level |

This work is supported by the Children's Services Executive Group and the Lifelong Learning Partnership

[An Integrated Plan for Children & Young People's Services 2009-2012;](#) [Lifelong Learning Strategic Statement](#)

| National Outcome – 5 | | | | |
|--|--|---|---|--|
| <i>Our children have the best start in life and are ready to succeed</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Nurtured: Children and young people in Angus will live within a supportive family setting with additional assistance if required, or where this is not possible, within another care setting ensuring a positive and rewarding childhood experience | <i>Proportion of looked-after and accommodated children/young people stating they are happy in their care placement (Annual/Angus Council – Viewpoint)</i> | Feb 09 5-7 yrs – 92% 8-9 yrs – 89% 10-14 yrs – 78% | Increase for all age groups | Increase for all age groups |
| <p>This work is supported by the Children's Services Executive Group</p> <p>An Integrated Plan for Children & Young People's Services 2009-2012</p> | | | | |

| National Outcome - 6 | | | | |
|---|--|--|---|--|
| <i>We live longer, healthier lives</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| The health of the Angus population is improved | <i>Proportion of children in Primary 1 with their Body Mass Index outwith a healthy range (incl. overweight, obese & severely obese) (Annual/ISD)</i> | 2007/08 Reviews = 1083 14,7% | Maintain at 2007/08 level | Maintain at 2007/08 level |
| | <i>Teenage pregnancy rate per 1,000 females aged under 16 (FSF) (Annual/ISD)</i> | 2005-2007 6.7/1,000 N=41 | Angus Target 5.6/1000 | National Target to be determined by Scottish Government 2010 |
| | <i>Number of the smoking population who quit through cessation services at 1 month (Annual/NHS Tayside)</i> | 2008/09 n = 296 at 4 weeks | Angus Target n = 592 (per year) | Angus Target n = 1,776 (Total for three years 2009/10 to 2001/12) |
| | <i>Proportion of new-born children exclusively breastfed at 6-8 weeks (Annual/ISD)</i> | 2007/08 26.2% | Angus Target Increase to 30% | National Target Increase to 33.6% |
| | <i>Number and % of Primary 1 children with no signs of dental disease (Annual/CHP Profile)</i> | 2008 62.9% n = 717 | 65% | National Target – 60% Local Target – 70% |
| | <i>Number and % of 3-5 year old children with dental registrations (Annual/NHS Tayside)</i> | June 08 70.9% of all 3-5 year old children registered with an NHS dentist n = 2,512 (of 3544 children) | 75% of all 3-5 year old children to be registered with an NHS dentist | 80% of all 3-5 year old children to be registered with an NHS dentist |
| | <i>Number of suicides per 100,000 population (Annual/GROS)</i> | 2003-2007 15.3 per 100,000 population (5 yr average) (n=83 – 5 yr total) | Reduction in 2005-09 five year average (per 100,000 population) | National Target - Reduce by 20% between 2003-2013 Angus target: 20% reduction between 2003-07 and 2009-13 five year averages (per 100,000 population) |

| National Outcome – 6 (continued) <i>We live longer, healthier lives</i> | | | | |
|--|---|--|--|--|
| Local Outcome/s | Indicator/s <i>(noting frequency / type / source)</i> | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Harm caused by the misuse of drugs and alcohol is reduced, resulting in improved quality of life in Angus | <i>Number of alcohol related hospital discharges (Annual/ISD) (FSF)</i> | 2007/08 336 (0.8% of Scottish total) | Maintain at 0.8% of Scottish total | Maintain at 0.8% of Scottish total |
| | <i>Number of alcohol related deaths (Annual/ISD)</i> | 2007/08 24 (1% of Scottish total) | Maintain at 1% of Scottish total | Maintain at 1% of Scottish total |
| | <i>Number of new individuals reported to the Scottish Drug Misuse Database per 100,000 (Annual/ISD)</i> | 2007/08 206 per 100,000 | Expected to increase – keep within 5% of Scottish average | Expected to increase – keep within 5% of Scottish average |
| | <i>Proportion of schools receiving 'Health Promoting Schools' accreditation (Annual/Angus Council)</i> | 2006/07 48% | 2011 100% | 2012 100% |
| Healthy: Children and young people in Angus will enjoy the highest attainable standards of physical and mental health, with access to suitable healthcare and support for safe and healthy lifestyle choices | <i>Proportion of children achieving 1 hour physical activity per day (Annual/Angus Council)</i> | 07/08 P6/7 - 92% 08/09 P6/7 – 95% S1/2 – 82% | P6/7 – Maintain at 08/09 level S1/2 – Maintain at 08/09 level | P6/7 – Maintain at 08/09 level S1/2 – Maintain at 08/09 level |
| Active: Children and young people in Angus will be active with opportunities and encouragement to participate in play and recreation, including sport | <i>Proportion of children achieving 1 hour physical activity per day (Annual/Angus Council)</i> | 07/08 P6/7 - 92% 08/09 P6/7 – 95% S1/2 – 82% | P6/7 – Maintain at 08/09 level S1/2 – Maintain at 08/09 level | P6/7 – Maintain at 08/09 level S1/2 – Maintain at 08/09 level |
| <p>This work is supported by the Health Improvement Action Group, Children's Services Executive Group, Alcohol and Drugs Partnership and the Community Care & Health Executive Group</p> <p>Angus Health Improvement Plan 2009-2012; An Integrated Plan for Children & Young People's Services 2009-2012; Angus Alcohol and Drugs Partnership Strategy 2009-2012; NHS Tayside Health Equity Strategy 2010; Care Group Strategy Booklet</p> | | | | |

| National Outcome - 7 | | | | |
|--|--|--|---|--|
| <i>We have tackled the significant inequalities in Scottish society</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Included: Children and young people in Angus and their carers will have access to high quality services and be assisted to overcome the social, educational, physical, environmental and economic barriers that create inequality | Increase the average tariff score of the lowest attaining 20% | 2007/08 47 | 55 | 55 |
| | Reduce the gap to the remaining 80% (Difference between lowest 20% average score and highest 80%) (Annual/Angus Council) (FSF) | 155 | 145 | 145 |
| The housing needs of residents in Angus are met | <i>Proportion of unintentionally homeless households in permanent accommodation</i> (Annual/Angus Council) | 07/08 80% | Maintain at 2007/08 level | 100% of homelessness applications assessed by 2012 (National Target) |
| Multiple deprivation in Angus is minimised | <i>Number and % of people experiencing multiple deprivation in Angus</i> (Annual/SIMD) (FSF) | 2006 5.8%* (6,328) in worst 15% (9% below Scottish average) *Amended to 5.6% in SIMD2009 | Maintain at 9% below Scottish Average | Maintain at 9% below Scottish Average |
| | <i>Proportion of new housing which is 'affordable'</i> (Annual/Angus Council) | 2008/09 15% (120 units) | 15% | 2012 17.5% |
| This work is supported by the Children's Services Executive Group and the Community Care & Health Executive Group and Angus Economic Development Partnership | | | | |
| An Integrated Plan for Children & Young People's Services 2009-2012 ; Local Housing Strategy | | | | |

| National Outcome - 8 | | | | |
|--|--|--|---|--|
| <i>We have improved the life chances for children, young people and families at risk</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Safe: Children and young people in Angus will be protected from abuse, neglect and harm by others at home, at school and in the community | % children/young people on the child protection register who feel safe where they live (Annual/Angus Council - Viewpoint) | Feb 09 5-7 yrs – 90% 8-9 yrs – 83% 10-14 yrs – 94% | Increase | Increase |
| | Number of pupils who have reported bullying incidents who feel that adults have listened and responded appropriately to their concerns. (Annual/Angus Council) | Aug to Dec 09 100% | 100% | 100% |
| Children of substance misusing parents are supported in order to maximise their potential | Number of children of substance misusing parents being supported to remain in a stable and safe household (Annual/ADP/CPC) | Oct 09 14 children (10 families) Link-Up Montrose | Increase | Increase |
| | Number of children of substance misusing parents participating in community activities (Annual/ADP/CPC) | Oct 09 14 children (10 families) Link-Up Montrose | Increase | Increase |
| | Number of children of substance misusing parents with improved school attendance (Annual/ADP/CPC) | Oct 09 14 children (10 families) Link-Up Montrose | Increase | Increase |
| <p>This work is supported by the Children's Services Executive Group; the Angus Alcohol and Drugs Partnership and the Child Protection Committee (CPC)</p> <p>An Integrated Plan for Children & Young People's Services 2009-2012; Angus Alcohol and Drugs Partnership Strategy 2009-2012; Angus Partnership on Domestic Abuse (APODA) Action Plan</p> | | | | |

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

| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
|--|---|--|---|---|
| Communities in Angus are safe, secure and vibrant | <i>Volume and rate of recorded crimes and offences per 10,000 pop (Groups 1 to 4) (Annual/Tayside Police) (FSF)</i> | 2007/08/09 429 | Targets are set year on year | Targets are set year on year |
| | <i>No of people killed or seriously injured in road accidents per million vehicle kilometres (Annual/Tayside Police)</i> | 94 to 98 21 children 128 adults | 2010 11 children 89 adults | Targets are set year on year |
| | <i>Incidence of home fires resulting in death or injury (Annual/Tayside Fire & Rescue)</i> | 08/09 Fatalities – 1 Injuries - 19 | Fatalities – 0 Injuries - 17 | Targets are set year on year |
| | <i>% of Angus population stating they feel safe(Annual/Community Safety Survey) (FSF)</i> | 2007 93% Very/Fairly Safe (Day) 51.5% Very/Fairly Safe (Night) | Maintain at 93% 69% | Maintain at 93% 75% |
| | <i>Number of crimes recorded with an "Alcohol–Offender" aggravator (3 yr average)(Annual/Tayside Police)</i> | 2007/08/09 1,417 | Expected to increase – keep within 5% of 2007/08/09 level | Expected to increase - Keep within 5% of 2007/08/09 level |
| | <i>Drug offences – supply and possession with intent to supply Class A (Annual/Tayside Police)</i> | 2007/08/09 55 | Targets are set year on year | Targets are set year on year |
| | <i>Number of recorded domestic violence incidents per 10,000 pop 3 year average (Annual/Tayside Police – all crimes with "Domestic" aggravator)</i> | 2007/08/09 983 incidents 91 per 10,000 | Expected to increase – keep within 5% of 2007/08/09 level | Expected to increase - keep within 5% of 2007/08/09 level |

This work is supported by the Community Safety Partnership and the Alcohol and Drugs Partnership

[Community Safety Strategy](#) ; [Community Safety Resident's Survey](#) ; [Angus Alcohol and Drugs Partnership Strategy 2009-2012](#) ; [Tayside Community Justice Authority Area Plan 2008-2011](#)

| National Outcome - 10 | | | | |
|---|--|--|--|--|
| <i>We live in well-designed, sustainable places where we are able to access the amenities and services we need</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| People in Angus can access amenities and services through a variety of affordable and sustainable means | % of the Angus population who can access amenities and services by affordable and sustainable means (Annual/Citizen Survey) | 2009 87% stated access to local services was affordable | Maintain at 2009 level | Maintain at 2009 level |
| The places in which we live in Angus develop in a sustainable manner | <i>Area of Derelict Land (Hectares) (Annual/Angus Council)</i> | 2008 113 ha (0.05% of total land area) | Maintain at 2008 level | 2012 100 ha (0.046% of total land area) |
| | <i>House completions in Angus 2008-2013</i> | 2007/08 354 | 1,581 additional units from 07/08 baseline | 2013 2,280 additional units from 07/08 baseline |
| | <i>% of Retail Space in Angus occupied (Annual/Angus Council)</i> | 2008 90.2% | Maintain at 2008 level | Maintain at 2008 level |
| <p>This work is supported by the Angus Rural and Environment Partnership</p> <p>Angus Rural Strategy; State of the Angus Environment Report; Dundee and Angus Structure Plan; Angus Local Plan; Angus Local Housing Strategy; Citizen Survey 2009</p> | | | | |

| National Outcome - 11 | | | | |
|---|---|---|---|--|
| <i>We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Citizens are involved in community life | <i>Number of volunteering placements through Volunteer Centre Angus (Annual/Vol Centre Angus)</i> | 2006/07 1103 07/08 1,289 | Increase by 25% from 2006/07 | Future target to be set after 2010 |
| | <i>% of volunteers reporting that they have had a positive experience (Annual/ Citizen Survey)</i> | 2009 Survey 98% | Maintain at 2009 level | Maintain at 2009 level |
| | <i>% of people who are actively involved in volunteering (Annual/ Citizen Survey)</i> | 2009 Survey 11% | Increase | Increase |
| | <i>% of people who feel they are influential in local/wider decision-making (Annual/ Citizen Survey)</i> | 2009 Survey 14% | Increase | Increase |
| Respected & Responsible: Children, young people in Angus will be involved in decisions that affect them, have their voices heard and be encouraged to play an active and responsible role in their communities | <i>% of young people reporting that their views influence their school /community (Biennial/Pupil Survey)</i> | 2008/09 Of those pupils who responded P3-P7 49% believe they often influence Secondary Pupils 22% believe they often influence | Increase | Increase |
| | <i>% of young people taking part in a volunteering activity organised by the school (Annual/Angus Council)</i> | 2009 Primary 51% Secondary 18% | Maintain at 2009 level Increase | Maintain at 2009 level Increase |
| People play an active role in how health & community care services are designed and delivered | <i>% of service users satisfied with their involvement in the design of their care package (Annual/Angus Council)</i> | 2008 92% (based on sample) | Maintain at 2008 level | Maintain at 2008 level |

| National Outcome – 11 (continued) | | | | |
|---|--|----------------------------------|---|--|
| <i>We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Carers are supported to undertake their caring role | % of carers who have opportunities to access information & training when they need it (Annual/Carers Centre) | 2008/09 | | |
| | | Return to Work 10 carers | Additional 10 carers | Additional 10 carers |
| | | Leisure 253 carers | Increase by 10% | Increase by 10% |
| | | Public Info 1,306 distributed | Maintain at 2008/09 level | Maintain at 2008/09 level |
| <p>This work is supported by the Lifelong Learning Partnership, the Children's Services Executive Group and the Community Care & Health Executive Group.</p> <p>Active Citizenship Statement; Community Engagement Impact Assessment, Citizen Survey 2009</p> | | | | |

| National Outcome - 12 | | | | |
|---|---|--|---|---|
| <i>We value and enjoy our built and natural environment and protect it and enhance it for future generations</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| Angus' natural environment is protected and enhanced | <i>% of SSSI features in Angus in favourable condition (Annual/Scottish Natural Heritage)</i> | 2007 75% | 2010 95% (National Target) | National Target to 2010 – Future target still to be determined |
| Angus' built environment is protected and enhanced | <i>Number of designated Conservation Areas in Angus (Annual/Angus Council)</i> | 2008 19 | Maintain at 2008 level | Maintain at 2008 level |
| Angus' built and natural environment is valued and enjoyed | <i>Levels of satisfaction of built and natural environment in Angus (Annual/Citizen Survey)</i> | 2009 94% built environment 94% natural environment | Maintain at 2009 level | Maintain at 2009 level |
| <p>This work is supported by the Angus Rural and Environment Partnership</p> <p>Angus Rural Strategy; State of the Angus Environment Report; Tayside Local Biodiversity Action Plan (TLBAP); Cairngorm National Park Authority Local Biodiversity Action Plan (CLBAP)</p> | | | | |

| National Outcome - 13 | | | | |
|---|---|------------------------------|---|--|
| <i>We take pride in a strong, fair and inclusive national identity</i> | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| A good quality of life is enjoyed by all in Angus | % of people in Angus who consider they have a good quality of life (Annual/Citizen Survey) | 2009 93% Satisfied | Maintain at 2009 level | Maintain at 2009 level |
| People feel welcome in Angus | NI registrations to adult overseas nationals entering Angus (Annual/DWP) | 2007/08 860 | Maintain at 2007/08 level | Increase by 10% from the 07/08 baseline by 2020 |
| <p>This work is supported by the Angus Economic Development Partnership</p> <p>Migrant Workers in Angus Report; Citizen Survey 2009</p> | | | | |

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

| Local Outcome/s | Indicator/s <i>(noting frequency / type / source)</i> | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
|--|---|-------------------------|--------------------------------|---|
| The carbon footprints of Angus is reduced | <i>The number of global hectares/capita for Angus (Ecological Footprint) (Annual/ Sustainable Scotland Network)</i> | 2004 5.36gha/cap | Maintain at 2004 level | Maintain at 2004 level |
| | <i>The tonnage of CO₂ /capita for Angus (Carbon Footprint) (Annual/ Sustainable Scotland Network)</i> | 2004 12.20t/cap | Maintain at 2004 level | 2050 Reduce by 80% (draft National Target) |
| | <i>Proportion of municipal waste landfilled (Annual/Angus Council)</i> | 2008/09 48% | 44% | 40% |
| | <i>Proportion of municipal waste recycled or composted (Annual/Angus Council)</i> | 2008/09 36% | 43% | 46% |

This work is supported by the Angus Rural and Environment Partnership

[Angus Rural Strategy](#); [State of the Angus Environment Report](#)

| National Outcome - 15 <i>Our public services are high quality, continually improving, efficient and responsive to local people's needs</i> | | | | |
|---|---|---|--|--|
| Local Outcome/s | Indicator/s <i>(noting frequency / type / source)</i> | Baseline as at: | 'Progress' target/s to 2010-11 | 'End' target/s & timescale/s 2012 |
| A good quality of life is enjoyed by all in Angus | <i>% of people stating they are satisfied with their neighbourhood (Annual/Citizen Survey) (FSF)</i> | 2009 Open Spaces – 84% Cleanliness – 80% Shopping – 72% Roads/Lights – 59% Play areas – 54% | Maintain at 2009 level | Maintain at 2009 level |
| | <i>% of people stating they are satisfied with public services (Annual/Citizen Survey)</i> | 2009 Fire&Rescue – 99% L braries – 97% Schools – 95% Health – 94% Sports – 93% Social Work – 90% Parks – 89% Transport – 85% Police – 83% Street Cleaning – 82% Refuse Collection – 80% Local Shops – 76% Community Wardens – 72% Phone Boxes – 67% Youth Facilities – 49% | Maintain at 2009 level | Maintain at 2009 level |
| People are able to access the support they need when they need it from health & community care services | <i>Average time from referral to first service date for Free Personal Care (FPC) (Annual/Angus Council)</i> | Baseline to be established June 2010 | FPC services to be delivered within 6 weeks following confirmation of need | FPC services to be delivered within 6 weeks following confirmation of need |
| | <i>Number & % of service users who believe that their needs have been met (Biennial/Social Work & Health)</i> | 2008 78% (2,157 service users) | 2010 80% | 2012 82% |

| National Outcome – 15 (continued) | | | | |
|--|---|---|---|--|
| Our public services are high quality, continually improving, efficient and responsive to local people’s needs | | | | |
| Local Outcome/s | Indicator/s (noting frequency / type / source) | Baseline as at: | ‘Progress’ target/s to 2010-11 | ‘End’ target/s & timescale/s 2012 |
| People using health & community care services are enabled to remain active and independent within their communities | <i>% of service users aged 65 and over with intensive needs receiving services at home (HEAT Target T8) (Proxy)(Annual/Angus Council)</i> | 07/08 10.6% | Maintain | 2015 12% |
| | <i>No of community care service users supported into education, training, volunteering & employment (Annual/Angus Council)</i> | 07/08 LD – 276 OP - 179 D&A - 30 | Increase by 5% (from 2007/08) | Increase by 10% (from 2007/08) |
| | This work is supported by the Community Care & Health Executive Group and the Angus Community Planning Partnership | | | |
| Care Group Strategies Booklet ; Citizen Survey 2009 | | | | |