



East Dunbartonshire Single Outcome Agreement

Annual Report 2008 - 2009

September 2009

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

Narrative on progress in improving the delivery of the national and local outcome

- The completion and opening of Southbank Marina in Kirkintilloch, which has been delivered as part of Kirkintilloch's Initiative and provides a range of new suitable office space for business.
- Partner organisations have been working together to ensure assistance is available to companies facing difficulties and that support services are provided to individuals who face unemployment and recognising the knock-on effects on healthy, sustainable communities and housing.
- In response to the recent economic downturn, a "Credit Crunch Information" handbook has been produced by the Council in order to provide information for individuals who have become unemployed and to make sure that businesses are informed how the Council and partners can assist them in finding out about available grants and funding.
- 2008 has also seen the formation of the "Open for Business" programme which has been designed to deliver a full range of support and advice to businesses throughout the area. It offers impartial advice and information on a wide range of issues including grants and loans, e.g. for new and growing companies, property support services, procurement support and skills development advice.
- A new Tourism Strategy and Action Plan for East Dunbartonshire was approved by Council in December 2008, which is aimed at working with our partners to develop our tourism potential. The Strategy cites the establishment of an Area Tourism Partnership as the most suitable way to successfully engage the area's tourism industry and help deliver the core aspects of the new Plan. The Council also has a series of approved action plans for the improvement and regeneration of the 4 main town centres in East Dunbartonshire – Bearsden, Bishopbriggs, Kirkintilloch and Milngavie. Creating healthy, vibrant town centres is essential to ensure a sustainable local economy and local business base.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2006-07	Progress at March 2009 <i>(indicators where available)</i>	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
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1A - An expanded sustainable base of social enterprises and SMEs within East Dunbartonshire	Net Number of new businesses formed on an annual basis Annual Department of Business enterprise and regulatory reform	24 per 10,000 population	32 per 10,000 population	Indicator amended for for 2009 % change in the number of Vat registered businesses in East Dunbartonshire	
	Number of new start businesses supported by Business Gateway Annual EDC Business Gateway	241	178	300	300 by 2011
	Percentage growth in GDP in East Dunbartonshire EDC Annual	2.4	Indicator deleted for 2009		
	Social economy turnover Bi-annual EDCVS Social Economy Audit	£11.5m	Updated figures not available as yet	Maintain at current levels	Maintain at current levels

	Number of people employed in the social economy sector Bi-annual EDCVS Social Economy Audit	357	Updated figures not available as yet	Maintain at current levels	Maintain at current levels
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National Outcome 2 - We realise our full economic potential with more and better employment opportunities for our people

Narrative on progress in improving the delivery of the national and local outcome

- A multiagency Employability Group has completed a mapping of training and employability services in East Dunbartonshire. The study made a range of high level recommendations, which were prioritised and developed into an Employability Action Plan. A great deal of work is now underway with NHS GGC and ED CHP to develop the employability agenda and support those with long term health conditions, addictions, learning and physical disabilities and mental health issues to be able to access sustainable training and employment opportunities. Jobcentre Plus is working with the Council and partners, including the Dunbartonshire Chamber of Commerce and local employers and has established further Local Employment Partnerships in East Dunbartonshire.
- A Support Employment Programme was launched on 14th October 2008. The programme is a partnership between Jobcentre Plus, Celtic Football Club, Lennoxtown Initiative, Careers Scotland, EDC and Cumbernauld College. It is a ten week course of health, employability, fitness ICT and job search for unemployed people aged over 16.
- Employability has also been identified as a key theme for the Fairer Scotland Fund and several initiatives are underway as a result. These include “Getting Into Work” which provides comprehensive, outreach support to excluded people who are on low incomes or out of work and currently not engaged with mainstream service providers and the “Twechar Environmental Project” which provides support, employment and training for local individuals.

Progress at March 2009 on local outcomes

2A - People are able to access appropriate and sustainable employment opportunities, especially within East Dunbartonshire	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2006-07	Progress at March 2009 (<i>indicators where available</i>)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
	Number of claimants in receipt of unemployment related benefits (Quarterly DWP) Annual Scottish Neighbourhood Statistics	JSA – 1,170 1.8% Other 6200	JSA 1,679 2.7% Other-5840	Return to baseline figure by 2010/11	Improve to below 2006 baseline figure by 2015

	<p>Median weekly earnings in £'s for residents living in East Dunbartonshire, relative to the Scottish average</p> <p>(gross weekly pay for full time workers)</p>	<p>£496</p> <p>Scottish Average £441</p> <p>£569- Male £435- Female</p>	<p>£524</p> <p>Scottish Average £461</p> <p>£601- Male £472- Female</p>	Indicator deleted for 2009	
	<p>Net number of local jobs created in East Dunbartonshire</p>	TBA	Indicator deleted for 2009		

National Outcome 3 - We are better educated, more skilled and more successful, renowned for our research and innovation

Narrative on progress in improving the delivery of the national and local outcome

- The Council is a strategic partner in the development of the Garscube Campus. The Campus continues to develop as a centre of excellence of life sciences in the West of Scotland. It seeks to maximise the investments in oncology and veterinary science through the Beatson Institute and the Faculty of Veterinary Medicine, and the life sciences businesses co-located on the West of Scotland Science Park. Through Nexxus (central Scotland's network for life scientists), these institutions connect and collaborate with other life science research institutes across the West of Scotland.
- The development of Cumbernauld College's East Dunbartonshire Campus of Further Education has resulted in the local delivery of range of vocational and degree courses which is currently being expanded further.
- The last year has also seen the further development of Local Employment Partnerships and East Dunbartonshire is a dedicated partner in this process. The Council has also expressed a continued commitment to the guaranteed interview scheme and modern apprenticeship programme which has resulted in East Dunbartonshire Council taking on local school leavers for its Admin Apprenticeship programme.

Progress at March 2009 on local outcomes

3A - A better trained local workforce where skills match employment opportunities	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2006-07	Progress at March 2009 (<i>indicators where available</i>)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
	Range of vocational qualifications	TBA	Indicator deleted for 2009		
	Number of East Dunbartonshire residents gaining a relevant vocational qualification	TBA	Indicator amended for 2009 to read 'number and % of economically active residents'		
	Number and % of people with no qualifications	5000 8%	5200 8.3%	Indicator amended for 2009 to read 'number and % of economically active residents'	

<p>3B- East Dunbartonshire SMEs are supported to contribute to the enhancement of research and innovation in industry sectors</p> <p>Local outcome deleted in 2009</p>	<p>Percentage growth in GDP in East Dunbartonshire (cross reference to National Outcome 1)</p>	<p>2.4% Growth</p>	<p>Indicator deleted for 2009</p>		
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National Outcome 4 - Our young people are successful learners, confident individuals, effective contributors and responsible citizens

Narrative on progress in improving the delivery of the national and local outcome

- Educational achievement is generally high in East Dunbartonshire. The percentage of S5 pupils achieving 3+ awards at level 6 or better (Higher) is 39% compared to the Scottish average of 22% and, 22% for 5+ awards at level 6 or better, compared to the Scottish average of 10%.
- Three major initiatives are being taken forward to support the delivery of the Curriculum for Excellence. 150 classroom practitioners, supported by the Education Service and the Tapestry Partnership, are leading the development of 'teacher learning communities' (TLCs) in schools and services across the authority. The focus of the TLCs is on improving day-to-day classroom practice. At the time of writing, 79 TLCs have been established.
- 210 young people aged 16-19 were not in education, employment or training in 2007 (combination of school leaver destination statistics and DWP benefits data). The Council, along with its partner agencies, is continuing to develop support for young people in this category through its implementation and development of the More Choices More Chances (MCMC) programme. The Council will also, in partnership with its neighbouring further education colleges, extend the opportunities for more pupils to experience vocational learning and build on their skills for life and work and will complement this approach with informal learning opportunities in youth facilities and volunteering opportunities.
- In addition to supporting the More Choices, More Chances programme the Fairer Scotland Fund has also been utilised to fund the Princes Trust Team Programme. It provides training and support for young people who are not in education training or employment and Streetlinks who engage "hard to reach" 12-25 year olds who are visible on the streets. Their aim is to encourage involvement in positive activities as well as provision of mentoring sessions and 1:1 support which is envisaged to increase young peoples's choices and participation within their community.
- The secondary school PPP programme is nearing completion and six new secondary schools will open during 2009. The Council is now embarking on a non-secondary estate review and consultation process on maximising education outcomes for pupils in the other sectors. The review and consultation process will set out options which will provide more effective and efficient ways to deliver high quality provision for the pupils attending East Dunbartonshire schools.
- We are improving our response to youth offending by strengthening our prevention procedures, increasing diversionary activity and supporting the families of young offenders to change the latter group's behaviour.
- Programmes of learning targeting inter-generational learning were assessed by HMIE inspectorate via a best practice visit and inspections have resulted in positive feedback.
- 2008 has seen improved performance overall of pre-five centres in HMIE/Care Commission inspections where 3 establishments were inspected and 100% measured at Good+ levels.

Progress at March 2009 on local outcomes					
Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
4A - Educational achievement in East Dunbartonshire is continuously sustained and improved	Proportion of schools receiving positive inspection reports HMIE Reports / EDC Annual	80% (07/08)	100%	Maintain the high proportion of schools whose performance is positive by attaining satisfactory or better in three of the core QIs	Maintain the high proportion of schools whose performance is positive by attaining satisfactory or better in three of the core QIs
	Percentage of children attending publicly funded schools achieving appropriate levels for stages 5-14 Annual Scottish Government	Primary Reading 91.8% Writing 86.5% Maths 94.1% Secondary Reading 81.4% Writing 71% Maths 75.3%	Primary Reading 92% Writing 86.7% Maths 92.3% Secondary Reading 76% Writing 66% Maths 69%	Indicator amended for 2009 to show levels at P3, P5, P7 and S2	

	<p>Cumulative attainment of national qualifications by all pupils in publicly funded secondary schools for S4</p> <p>Annual Scottish Government</p>	<p>End of S4 - 5 or more awards at SCQF level 5 or better</p> <p>51% (2007)</p>	<p>End of S4 - 5 or more awards at SCQF level 5 or better</p> <p>52% (2008)</p>	<p>Indicator amended for 2009 to show 3 or more awards at SCQF level 5 by the end of S4</p>	
	<p>Cumulative attainment of national qualifications by all pupils in publicly funded secondary schools for S5 and S6</p> <p>Annual Scottish Government</p>	<p>End of S5 - 3 or more awards at SCQF level 6 or better</p> <p>36% (2007)</p> <p>End of S6 - 3 or more awards at SCQF level 6 or better</p> <p>42% (2007)</p>	<p>End of S5 - 3 or more awards at SCQF level 6 or better</p> <p>39% (2008)</p> <p>End of S6 - 3 or more awards at SCQF level 6 or better</p> <p>46% (2008)</p>	<p>Indicator amended for 2009 to show 3 or more awards at SCQF level 6 or better by the end of S5 and S6</p>	
<p>4B - School leavers enter employment, training or further and higher education with a focus on and support for young people who require More Choices and More Chances</p>	<p>Proportion of school leavers in positive and sustained destinations (FE, HE, employment or training)</p> <p>Annual Scottish Government ScotXed programme</p>	<p>93%</p>	<p>93%</p>	<p>Increase to 96% by 2011</p>	<p>Increase to 98% by 2014</p>

	Number of young people participating in decision-making	N/A	Indicator deleted for 2009		
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National Outcome 5 - Our children have the best start in life and are ready to succeed

Narrative on progress in improving the delivery of the national and local outcome

- The Triple P Parenting Programme has been successfully delivered across the authority for a number of years with this work now being built upon through the development of a more comprehensive family support framework. Work is being undertaken to further develop the overall approach of continuously improving universal services and extending their capacity to provide enhanced levels of targeted support to children who are assessed as having additional needs and to develop a strategy for young carers.
- The Council has created a team of peripatetic teachers to ensure that all children in pre-school voluntary and private partnership centres, similar to children in local authority pre-school centres, have teacher involvement in the delivery of their nursery curriculum. All children in pre-school centres across the Council area now have access to 38 weeks or the equivalent of 38 weeks nursery provision at 12¹/₂ hours per week. The Council is preparing to extend this provision to 15 hours per week as from August 2010.
- Our Active Schools team work throughout the area to encourage more children to be more active, more often. They are specifically targeting their work to children and young people who are inactive, have disabilities, and are from black and minority ethnic backgrounds or from areas where socio-economic indicators of deprivation are higher.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
5A - Prospective mothers, parents and children benefit from high quality health, child care, education and support services	% of 3 - 5 year olds requiring dental treatment work Annual National Dental Inspections Report	N/A	Indicator deleted for 2009		

	Annual % of children showing no signs of dental decay at P1 school dental checks Annual National Dental Inspections Report	67.3%	70%	Increase to 70% by 2011	Increase to 75% by 2014
	Number of children taking up nutritious school meals Annual EDC	31.6%	33.4%	Increase the number of school children taking up healthy options in the Hungry for Success school meals provision by 10%	Increase to 55% by 2014
	Proportion of obese children Annual NHS	N/A	Indicator amended for 2009 The number of children (5-15) and parent / carer who complete the healthy weight intervention programme		
	% of women smoking during pregnancy Bi-ennial Community Health Profiles	16%	Update required from Community Health Profile – not available as yet	Reduction of 1% per year to 2011	Reduce to 12% by 2014

	<p>Exclusive breast feeding (at 6 – 8 week review)</p> <p>Annual ISD Scotland</p>	30.6%	No further update from ISD for 2008/09 as yet	<p>Improve breast feeding rates defined in the HEAT target “Increase the proportion of newborn children exclusively breastfed at 6-8 weeks from 30.6% in 2007/08 to 33.3% in 2010/11.”</p>	Increase to 36% by 2014
	<p>Number of pre-school centres receiving positive inspection reports</p> <p>Annual HMIE reports EDC Care Commission Reports</p>	100%	100%	<p>Maintain the high proportion of pre-school centres receiving positive inspection reports by attaining satisfactory in three of the core QIs</p> <p>(Indicator amended in 2009 to proportion of pre-school centres)</p>	Maintain the high proportion of pre-school centres receiving positive inspection reports by attaining satisfactory in three of the core QIs
	<p>Number of parents accessing Triple P programmes</p> <p>Annual EDC</p>	147	Indicator deleted for 2009		

	Levels of satisfaction and impact of Triple P Programme Annual EDC	89%	Indicator deleted for 2009		
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National Outcome 6 - We live longer, healthier lives

Narrative on progress in improving the delivery of the national and local outcome

- Through the Fairer Scotland Fund a Community Health Worker has been appointed to work directly with local groups in order to ensure local access to and increase the take up of health improvement opportunities. This contributes towards regeneration objectives in the areas of most need in East Dunbartonshire and is instrumental to the development good working relationships with local structures, community based health providers and other FSF projects.
- The Council's Community Safety Partnership and the Community Health Partnership have been working closely with the Scottish Ambulance Service (SAS) to set up a Community First Responder Scheme in East Dunbartonshire that fits the demographic and geographic needs of the local community. Following analysis of Scottish Ambulance Service statistics Milngavie has been identified as a suitable area for a pilot project.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2006-07	Progress at March 2009 <i>(indicators where available)</i>	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
<p>6A - The health of women is improved in relation to alcohol consumption and physical activity</p> <p>Moved to local outcome 6C in 2009</p>	<p>Percentage of women exceeding recommended limits for alcohol consumption</p> <p>3-yearly Health & Wellbeing Survey</p>	<p>14% (2005)</p>	<p>Data not available as yet</p>	<p>Reduction to 11% of women exceeding recommended limits for alcohol consumption</p>	<p>Reduce to zero the % of women exceeding the national targets/guidelines</p>

	<p>% taking at least 30 minutes of moderate exercise 5+ times per week</p> <p>3-yearly Health & Wellbeing Survey</p>	43.7%(2005)	Data not available as yet	Increase % taking exercise to 50%	Maintain an increased level of activity
6B - Residents of East Dunbartonshire enjoy high levels of mental health and wellbeing	<p>% of people with positive perception of general mental or emotional wellbeing</p> <p>3-yearly Health & Wellbeing Survey</p>	89.2%	Data not available as yet	Improve by 1% per year to 2010	95% of people with positive perception of general mental or emotional wellbeing by 2015
	<p>% of people being prescribed drugs for anxiety, depression or psychosis</p> <p>Biennial Community Health Profiles Glasgow Centre for Population Health</p>	7.7%	Data not available as yet	Reduce the annual rate of increase of defined daily dose per capita of anti depressants to zero by 2010	Maintain rate of increase at zero

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

Narrative on progress in improving the delivery of the national and local outcome

- Financial Inclusion has been identified as a key priority for the allocation of East Dunbartonshire's Fairer Scotland Fund and as such a number of projects and posts have been funded with the aim to improve the household income for those worst affected by the weakened economy. These projects include the CAB's Income maximisation service which provides a dedicated home visit service on one day per week working with older people and employing a generalist worker to hold advice surgeries and run workshops targeted at specific groups to inform and empower individuals. In addition, the Welfare Rights service run by Hillhead Housing Association has been granted FSF funding to employ an officer who works with clients on a one to one basis to ensure that individuals are supported to claim their full entitlement of benefits and to tackle issues of debt.
- The Council continues with the implementation of its Equality and Diversity Scheme and in the last year has increased the percentage of public service buildings that are suitable and accessible to disabled people by over 20% and worked with Disabled Go in the provision of information on accessibility to buildings, businesses, accommodation and other facilities within East Dunbartonshire. In addition, the corporate equality development group is now responsible for a regular Equality and Diversity Bulletin which is to be circulated to Councillors, Council employees and local equality groups.
- Our equality and diversity work also helps us respond to the diverse needs of our local communities. The integration of the previously separate strands of equality legislation into a Single Equality Act, and the creation of new integrated Equality/ Human Rights Commissions at UK and Scottish levels have raised the public profile and expectations of equality and diversity work in the public sector. Recent developments within the Council include adoption and launch of our Accessible Information Strategy, which replaces the Translation and Interpretation Protocol and the establishment of an Equality Engagement Group in September 2008. (East Dunbartonshire was one of two Scottish Councils commended for good practice in a Home Office Study of Equality and Diversity issues in Diverse Britain - *The Changing Face of a Nation*, Home Office/Cabinet Office).
- The Domestic Abuse Prevention Scheme (DAPS) now provides victims of serious domestic abuse with additional security equipment such as door chains and window locks (installed by Care & Repair) and, where appropriate, a 'community alarm' monitored 24/7 by Hourcare 24. The scheme was established in October 2007 as a pilot scheme and has proven to be very successful. A Violence Against Women (including Domestic Abuse) Education Resource Pack has also been developed.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
7A - Equality of opportunity is improved across all equality	% of Equality Action Plan actions / targets	74.3% (07/08 baseline)	08/09 baseline will be available in December	70% year 1 75% year 2	

strands	met or partially met Annual EDC Partner Equality Schemes			80% year 3	
7B - Significant health inequalities are reduced in the target areas leading to improved health and employability	Number of claimants in receipt of unemployment related benefits (Quarterly DWP) Annual Scottish Neighbourhood Statistics	JSA – 1,170 1.8% Other 6,200	JSA 1,679 2.7% Other - 5,840	Return to baseline figure by 2010/11	Improve to below 2006 baseline figure by 2015
	% of people who are income deprived according to the SIMD Bi-ennial SIMD	7.3%	SIMD update not available as yet	6.8% by 2011	6.3% by 2015
	Number of children (aged 0-15) dependent on a recipient of Income Support and Job Seekers Allowance Annual – DWP Nomis Bi-ennial - SIMD	2,300	SIMD update not available as yet	5% reduction by 2011	As per 2011 target

	Smoking rates in target areas of deprivation Bi-ennial Community Health Profiles Glasgow Centre for Population Health	Overall Smoking Rates of 18.69% 22% – 35% in the target areas	Update required from Community Health Profile – not available as yet	% reduction in Smoking rates defined in the HEAT targets “ <i>Through smoking cessation services, support 8% of the smoking population in successfully quitting at one month post quit over the period 2008 /2009 – 2010/ 2011</i> ”	Reduce the levels of people experiencing smoking related long term conditions. By targeting areas of deprivation reduce the gap between deprived and non deprived communities.
7C - Differentials relating to life expectancy rates in East Dunbartonshire are reduced	Mortality from CHD and Cancer among under 75s Quarterly NHSGG&C Performance Review Data	CHD 42.7 (per 100,000) (2006) 56.5 (per 100,000) (2007) Cancer 156 (2006)	CHD Update not yet available Cancer 133 (2008)	Reduce preventative deaths from CHD in the under 75s by 60% over 15 years from 1995-2010. Reduce number of deaths from Cancer in the under 75s by 20% between 1995-2010. Achieve agreed number of inequalities targeted cardiovascular Health Checks during 2009/10 (NHS HEAT Target)	A reduction in long term conditions. By targeting interventions reduce the gap between deprived and non deprived communities
7D - Women and families benefit from joint approaches to tackling gender based violence	Rates of domestic abuse incidents per 10,000 of population Annual Scottish Government	51.3	56.0 (for 2007/08 – 08/09 figures reported in November)	Reduce rates of domestic abuse by 2011- Target to be set Achieve an awareness of the need to report gender based violence. (May increase numbers)	Decrease and eradicate gender based violence. Zero tolerance of Domestic Abuse.

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

Narrative on progress in improving the delivery of the national and local outcome

- A Corporate Parenting working group has been established in response to recent Scottish Government guidance. This group is working with all relevant partner organisations to deliver on this agenda. Its focus is on ensuring the Council provide the best possible care and protection for children and young people who are looked after.
- A new Child Protection Business and Action Plan has been developed.
- The Social Work inspection Agency commented positively on the well developed quality assurance system in place for child protection processes and for direct feedback to worker/line manager on performance against child protection quality assurance measures. The service is continuing to develop quality assurance and is working to extend this into other areas within child-care.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
8A - Children, young people and families benefit from a joined up care, welfare and learning infrastructure	Number of children re-registering on the Child Protection Register within two years of coming off the register Annual Child Protection Return EDC	4	9	Improve to 2	Reduce to 0 by 2014

	<p>Proportion of children looked after at home seen by a supervising officer within fifteen working days</p> <p>Annual Carefirst</p>	89.3%	97.3%	Improve to 91%	Increase to 95% by 2014
	<p>Looked After Children Academic Attainment – Percentage attaining at least SCQF Level 3 in (i) one subject; (ii) English and Maths</p> <p>Annual EDC Social Work</p>	<p>(i) 45.5%</p> <p>(ii) 36.4%</p>	<p>(i) 93.3%</p> <p>(ii) 80%</p>	<p>Maintain at current levels</p> <p>Note: actual numbers of children involved is extremely low and therefore statistics can be subject to large changes, hence the decision to leave target as maintain</p>	Maintain at current levels
	<p>Number of days that children are placed in Bed and Breakfast accommodation</p> <p>Annual / Quarterly Housing Monitoring Reports</p>	14 days	Indicator deleted in 2009		

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

Narrative on progress in improving the delivery of the national and local outcome

- The Community Safety Partnership have seen a number of successes over the last year including; an overall decrease in fires, a 13% reduction in crimes of dishonesty, vehicle crime decreased by 14.2% and a 78% reduction in “bogus caller” incidents.
- The Antisocial Behaviour Team continues to develop closer links with internal and external partners. The team also provide support at community events as well as delivering the antisocial behaviour message in schools and youth facilities. A Community Safety Audit is currently underway to gauge awareness of the service and its impact and to identify public concerns. 800 face to face interviews are being conducted in areas covered by the Community Support Officers and initial feedback shows increased perceptions of safety. A full report is due in early 2009.
- The establishment of a “Community Noise Team” within the Council's Environmental Health Service is has resulted in the 30% reduction in complaints relating to noise in the last year.
- The new “state of the art” Central CCTV/Alarm monitoring station has allowed further development of the service and will facilitate future integration with other 24/7 Council operated services. The accommodation has been designed to facilitate the collocation of Hour Care 24 which is scheduled for early 2009. Two sets of mobile CCTV cameras have also been procured for use across “hot spot” areas in East Dunbartonshire as additional overt public space cameras. The cameras have been deployed and controlled 24/7 from CCTV Control Room at Broomhill and effectively used in local parades and at crime/incident hotspots.
- The Community Safety Unit continues to work closely to address antisocial behaviour through a variety of methods including education, enforcement and diversion. Links between the Youth Issues Team, local voluntary organisations and Community Safety Partnership continue to be developed with vulnerable areas such as Lennoxton, Hillhead and Twechar targeted in respect of opening and/or improving new youth facilities for young people.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s <i>(noting frequency / type / source)</i>	Baseline at 2006-07	Progress at March 2009 <i>(indicators where available)</i>	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
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9A - East Dunbartonshire offers a safe environment in which to live, work, invest and to visit Outcome amended in 2009	% increase in residents who feel safe or fairly safe in their local area after dark Annual EDC	65%	Data currently unavailable	Increase % to 70% by 2011	As per 2011 target
	Levels of violent crime Annual Police Statistics	883	870	Indicator amended in 2009 to show breakdown of violent crime types	
	Incidents of disorderly behaviour Annual Police Statistics	3374	3033	Indicator amended in 2009 to show breakdown of crime types	
	Incidents of vandalism Annual Police Statistics	1853	1541	Indicator amended in 2009 to include fire raising	
	Number of RTC casualties and deaths Annual SFR / Strathclyde Police	91	181 (Inc 2 deaths) (Calendar year 2008)		

	Number of injuries in the home Annual NHS	81	Information unavailable from ISD until Nov 09		
	Incidence of home fires resulting in death and injury Annual SFR Area Plan	18	11 (including 1 death)		
	Number of plans tested	Baseline unavailable	Indicator deleted in 2009		

National Outcome 10 - We live in well-designed sustainable places where we are able to access the amenities and services we need

Narrative on progress in improving the delivery of the national and local outcome

- During 2008, the Council addressed this outcome and other issues with the development of the Strategic Housing Investment Plan (SHIP), which sets out how investment in affordable housing will be directed over a five year period to achieve outcomes set out in the Local Housing Strategy (LHS). The SHIP recognises the evidence highlighted in the Council's 2005 Housing Needs Assessment (HNA), that the Council requires an additional 251 units per year over the next 5 years to meet present housing need. Furthermore there is recognition that there is a need for a variety of housing types to meet the housing needs of a wide spectrum of client groups.
- In 2008, East Dunbartonshire was successful in bidding for expenditure through the Smarter Choices, Smarter Places for a sustainable transport initiative in Kirkintilloch and Lenzie. In addition, the East Dunbartonshire Transport Management Organisation was given approval to initiate four pilot projects to deliver transport services to excluded groups and individuals, with an emphasis on services for older people. A recent study of issues around transport and access to services in East Dunbartonshire highlighted the importance of transport in addressing issues such as access to employment, health facilities, leisure opportunities, fresh food. In recognitions of this, Fairer Scotland funding has been allocated for a Community Transport Officer to ensure adequate transport links in the areas of most need.
- Vibrant Town Centres which attract local people, day visitors and tourists are vital aspects of accessible places and services. A new Tourism Strategy and Action Plan for East Dunbartonshire was approved by Council in December 2008, which is aimed at working with our partners to develop our tourism potential. The Council also has a series of approved action plans for the improvement and regeneration of the 4 main town centres in East Dunbartonshire – Bearsden, Bishopbriggs, Kirkintilloch and Milngavie.
- The Transportation Team received a commendation at the 2008 Scottish Transport Awards in the Best Transport Partnership of the Year category, in recognition of its value to the local community.
- Performance in housing has continuously improved in the past year with over 94% of all repairs having been completed on time since April 2008 and 84% of homeless applicants have so far been awarded priority need.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2006-07	Progress at March 2009 (<i>indicators where available</i>)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
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10A - Access to a choice of appropriate quality housing across all supply markets Outcome amended in 2009	Number of affordable homes delivered Annual Scottish Government Returns EDC Strategic Housing Investment Plan	100 by March 08	124 (2 years to Nov 2008)	2009/10: 139 2010/11: 101 2011/12: 138 2012/13: 162 2013/14: 167	Increase the number of affordable houses delivered to 707 by 2013/14
	Rate of new housebuilding Annual Scottish Government statistics	132 (2006) 209 (06/07)	203 (07/08)	Indicator deleted in 2009	
	% of homeless/potentially homeless households assessed as having a priority need Annual EDC / Scottish Government Returns	68% (2003-2004)	71% (2007/08)	84% by 2009	100% by 2012

	Proportion of housing stock in social rented sector failing the Scottish Housing Quality Standard Annual Scottish Government Returns	40% (2007) of all elements are compliant with SHQS	74%	Increase the % elements which are compliant to 100% by 2015	Increase the % elements which are compliant to 100% by 2015
10B - East Dunbartonshire has an improved infrastructure, including an integrated transport system, with accessibility to services, information and technology and promotion of economic growth Outcome amended in 2009	Square metres of new and improved public realm	N/A	Indicator deleted in 2009		
	Square metres of new and improved public and community buildings	N/A	Indicator deleted in 2009		
	Modal share of adults undertaking active travel to work or education	24% travel to work (2005/2006)	29% travel to work (2006/2007)	Indicator deleted in 2009	
	Usage of Park / Walk and Ride Facilities Annual SPT EDC	N/A	Indicator deleted in 2009		

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

Narrative on progress in improving the delivery of the national and local outcome

- Addictions services have been identified as a priority area for the allocation of Fairer Scotland funds. Projects supported now include a service which aims to develop a community rehabilitation project for alcohol and drug users leaving treatment and Impact Arts who support drug and alcohol users to move on from treatment to community based rehabilitation through the Fab Pads programme. The project provides one to one support for individuals developing skills to turn a flat or house into a home and helping them sustain their tenancy.
- Achievements evidencing good joint working have been shown in regards to balance of care. These include a significant increase in the number of hospital admissions avoided, the maintenance of zero delayed discharges from hospital, the establishment of an Intermediate Care facility at Whitehill Court and an out of hours home care support pilot.
- The exceptional work of our mental health service, in respect of Mentally Disordered Offenders, was accorded high praise by the Scottish Government and will be issued around Scotland as a template for best practice.

Progress at March 2009 on local outcomes

Local Outcome	<i>Indicator/s (noting frequency / type / source)</i>	<i>Baseline at 2006-07</i>	<i>Progress at March 2009 (indicators where available)</i>	<i>'Progress' target/s to 2010-11 (where available)</i>	<i>'End' target/s & timescale/s or direction of travel</i>
11A - Older people and other vulnerable adults benefit from a comprehensive and joined-up care structure	Number of home care packages of more than 10 hours per week for customers aged 65+ Annual Scottish Neighbourhood Statistics	175 14.9% 1.7 per 1000	No update available as yet	Increase by 10% the number of home care packages of more than 10 hours per week for customers aged 65+	To exceed 30% of all individuals receiving intensive home support by 2011

	% of users and carers satisfied with their involvement in the design of care packages Annual EDC	82%	Indicator amended in 2009 (separate indicator for users and cares)		
	Number of repeat emergency admissions for 65+ (HEAT) Quarterly NHSGG&C Performance Review Data	4,367	4,660	20% reduction by 2010	Increased planned interventions reducing the number of crisis admissions by 2011
	Emergency in-patient bed days for 65+ (HEAT) Quarterly NHSGG&C Performance Review Data	4,994	4,186	10% reduction by 2010	Increased planned interventions reducing the number of crisis admissions by 2011
11B - Individual of all ages in East Dunbartonshire have vibrant and active opportunities for support and engagement in their communities	Number of local people engaged in community or voluntary based activity on an annual basis	N/A	Indicator deleted for 2009		

Local outcome deleted in 2009					
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National Outcome 12 - We value and enjoy our built and natural environment and protect it and enhance it for future generations

Narrative on progress in improving the delivery of the national and local outcome

- A study of the links between Core Paths usage and health has been completed which will inform the promotion of physical activity and active travel. The Healthy Habits, Smarter Choices, Smarter Places programme will encourage local people to enjoy their local environments through increased active travel.
- East Dunbartonshire Council received a Cycle Friendly Employer Award from Cycling Scotland in recognition of a number of schemes run by the Transportation Team to encourage and enable employees to cycle to and from work.
- At a local level, the Council Greenspace team through the Biodiversity Officer has helped to create a Non-native Invasive Species Forum comprising of neighbouring local authorities and other agencies. This is in response to The Invasive Non-Native Species Framework Strategy for Great Britain which sets out a strategic framework for dealing with invasive species. Furthermore, the Council is implementing a Greenspace Strategy which embraces the wider policy agenda and the connections between the urban environment and the health and aspirations of the local community.
- EDC Greenspace in partnership with Glasgow and Clyde Valley Green Network (GCVGN) and Scottish Natural Heritage (SNH) was chosen to work on a pilot on Greenspace mapping that will provide information on the quality audits required for the development of Greenspace Strategies for all authorities within the GCVGN area. This will standardise the quality audits information and allow greater interrogation and information retrieval providing a better overview of Greenspace provision. Greenspace in partnership with the Council's Planning Service has also undertaken a review of all Tree Preservation Order's (TPO's) and is in the process of reviewing Sites for Important Nature Conservation (SINC's). In addition to this, all Planning applications, where there are environmental or landscape implications, are processed through the Greenspace service for comments and observations on Greenspace issues including conservation and biodiversity, tree and woodland issues, provision for play, landscaping proposals, maintenance etc.
- The Council has launched a Biodiversity Grants Scheme that is open to members of the local Biodiversity Partnership. The first round of grant submissions has now been assessed.
- Successful applications to the Forestry Commission through the Scottish Forestry Grant Scheme (SFGS) and the Woodlands In and Around Towns (WIAT) scheme for 31 woodland compartments throughout East Dunbartonshire have been made and three years work commenced on these sites in 2007.
- Cleanliness of local streets scores improved throughout the last year from 73 in April to 74 in June and 78 in August which exceed the overall target of 71 for 2008/09 and meets Legislative requirements.
- The Council has also been successful in its targets of graffiti removal with 100% of graffiti removed within appropriate timescales.

Progress at March 2009 on local outcomes					
Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
12A - A more attractive and sustainable natural environment Outcome amended in 2009	Number of Local Nature Conservation Sites (LNCS) - both biological and geological Annual LNCS Survey	LNCS Survey will provide a baseline	Indicator deleted for 2009		
	Number of urban greenspaces improved (in consultation with local communities) Annual Greenspace Audit EDC	200 – 250 greenspaces	21	5 per annum improved	15 approved by 2011
	Percentage of adults making one or more visits to the outdoors per week	N/A	Indicator deleted for 2009		

12B - A more attractive and sustainable built environment Outcome amended in 2009	Cleanliness of local streets Annual SPI - Overall cleanliness index achieved EDC	71	71	Maintain at 71 by 2011	As per 2011 target
	Road network to be considered for maintenance treatment Annual SPI - Percentage of network that can should be considered for maintenance EDC	43.8	48.6	Reduce percentage of road network to be considered for maintenance treatment to 46% by 2011	Reduce percentage of road network to be considered for maintenance treatment to 43% by 2015

National Outcome 13 - We take pride in a strong, fair and inclusive national identity

Narrative on progress in improving the delivery of the national and local outcome

- East Dunbartonshire supports a wide variety of local cultural activities including an ambitious programme of exhibitions in the Lillie Art Gallery in Milngavie and the Auld Kirk Museum in Kirkintilloch. The area celebrates its heritage by opening a number of local buildings and sites of interest as part of the annual Doors Open Day programme and the Fort Theatre in Bishopbriggs and Kilmardiny Arts Centre in Bearsden provide a local arts focus. A new Arts and Culture Centre is underway as part of the Southbank Development in Kirkintilloch. The residents of Twechar come together once a year to celebrate the village at 'Twechar Beach' day and the two day annual Canal Festival has been awarded funding from Event Scotland and British Waterways.
- East Dunbartonshire achieved the status of being one of Scotland's first Fairtrade Zones and work is being undertaken to ensure we build on this initiative.
- The new Consultation and Engagement Strategy was approved by Council in May 2008 and launched in June. This set out ways in which the Council will engage with its local communities and through a range of improvement steps ensures that we continue to develop services that are responsive to the needs of communities in East Dunbartonshire. The Strategy will be developed into a partnership strategy during 2009-10.
- Good progress is being made with regards to Community Learning and Development through engagement with stakeholders towards the production of CLD action plans.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
13A - We take pride in a strong, fair and inclusive local identity in East Dunbartonshire	% rise in citizens who feel an affinity with East Dunbartonshire Bi-ennial EDC Customer Survey	N/A (next survey autumn 2008)	Figure for Council is - 16% (EDC Customer Survey, 2008)	Improve by 3% year on year	25% by 2011

	<p>Percentage agreement that opportunities are open to all in East Dunbartonshire</p> <p>Bi-ennial EDC Customer Survey</p>	+49% net agreement	+49% net agreement (EDC Customer Survey, 2008)	Improve by 3% year on year	+58% by 2011
	<p>Aggregate number of people visiting East Dunbartonshire attractions (Auld Kirk Museum, Mugdock Country Park and the Canal Festival)</p> <p>Annual Visitscotland & EDC</p>	N/A	Indicator deleted for 2009		
	<p>Promotion of Fairtrade throughout East Dunbartonshire</p> <p>Annual East Dunbartonshire Fairtrade Steering Group</p>	Fairtrade Zone Status awarded in 2007	Indicator amended in 2009 to number of local outlets selling Fairtrade products		

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

Narrative on progress in improving the delivery of the national and local outcome

- East Dunbartonshire Council signed up to the Climate Change declaration and its seven high level commitments in February 2007. A Carbon Management Plan is also now in place which includes specific actions to reduce carbon emissions within the Council's own operations with a target of 25% reduction to 2013. These targets will now be considered in the context of the new Climate Change Bill, which is intended to establish a new approach to tackling climate change across the country. In addition, the Scottish Parliament is considering the Climate Change (Scotland) Bill, a key element of which will be national annual targets for the reduction of greenhouse gases.
- East Dunbartonshire Council declared an Air Quality Management Area (AQMA) in Bishopbriggs, covering a 60 metre corridor along the A803, in respect of the predicted exceedences of national air quality objectives for nitrogen dioxide (NO2) and fine particulate matter (PM10). Following a period of consultation a draft Air Quality Action Plan has been developed to identify actions and policies which the Council can implement to improve air quality within the AQMA.
- Statistics show that tonnage sent to landfill in East Dunbartonshire has remained approximately the same over the past two years; 50,069 in 2006/2007 and 50,799 in 2007/2008. Progress is evidenced through the amount of waste recycled, which has increased from 12,734 to 14,190 tonnes in the same period. The quality of the local lived environment has also benefited from initiatives aimed at roadside vehicle emission testing and stationary vehicle idling as well as an on-going review of fleet composition to reflect customer needs and minimise carbon foot print.
- The Waste Management team has implemented the project LEAMS for schools in a number of schools, to encourage the responsible disposal of litter in and around their schools.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (noting frequency / type / source)	Baseline at 2006-07	Progress at March 2009 (indicators where available)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
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14A - Waste is significantly reduced and carbon emissions are cut across all sectors in East Dunbartonshire in line with the Council's Climate Change Declaration commitments Local outcome amended in 2009	Proportion of municipal waste collected by the authority which is recycled Annual SPI EDC	31.9%	32.2%	Increase to 43% by 2011	Increase to 50% by 2013
	Tonnage of biodegradable waste collected by the authority land filled Annual SPI EDC	31,004 tonnes	30,704 tonnes	Reduce to 25,572 tonnes by end of March 2010 (2011 Target to be established)	Reduce to 17,048 tonnes by 2013
	Reduction in energy and fuel consumption across partner organisations (East Dunbartonshire Ecological Footprint) EDC, SEPA, Strathclyde Police	N/A	Indicator amended in 2009 to separate indicators for carbon emissions and energy consumption for Council		
	Number of community based carbon cutting initiatives supported	N/A	Indicator deleted in 2009		

14B - Environmental standards are improved Local outcome amended in 2009	Number of declared Air Quality Management Areas	1	Indicator amended in 2009 to reflect number of actions completed to improve air quality		
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National Outcome 15 - Our public services are high quality, continually improving, efficient and responsive to local people's needs

Narrative on progress in improving the delivery of the national and local outcome

- The Community Planning Partnership has recently adopted a Partnership Improvement Plan that sets out a revised framework for performance management that promotes continuous improvement. It reflects the corporate framework implemented by the Council.
- East Dunbartonshire Council's Asset Management Planning database is now in place.
- The Council has established new collaborative contracts for the purchase of goods and services.
- The Council's Elected Member Development Framework was developed and approved and launched in June '08.
- Data sharing protocols between Education and Health have now been established.
- Our Customer Survey 2008 addressed the performance of council services and other public sector organisations. The findings, which identified a substantial increase in satisfaction with Council services, have been fed back to the Council and other relevant partners to support improvement planning.
- Our annual Community Assembly was held in October 2008. The event was well attended by members of the public who were informed of and consulted on local service provision in a world café style event. Their views were fed back to the council and relevant partner organisations.
- The findings from the Audit of Best Value and Community planning undertaken by Audit Scotland have been incorporated in the Council's Corporate Improvement Plan for 2008-2011. During 2010-2011 the Plan will merge with the Partnership Improvement Plan to form an East Dunbartonshire Improvement Plan covering Council services and Community Planning partners.

Progress at March 2009 on local outcomes

Local Outcome	Indicator/s (<i>noting frequency / type / source</i>)	Baseline at 2006-07	Progress at March 2009 (<i>indicators where available</i>)	'Progress' target/s to 2010-11 (where available)	'End' target/s & timescale/s or direction of travel
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15A - East Dunbartonshire has efficient, customer focused and accessible services where best value is delivered collectively	Number of Council and partner agency buildings which are suitable for, and accessible to, people with disabilities Annual EDC	14.9% (for Council buildings)	35.8% Indicator amended in 2009 to include only Council buildings at this stage	Increase to 45% by 2011	As per 2011 target
	Overall satisfaction with public services Annual EDC	Baseline unavailable for 2006	56% satisfied	50% by 2011	65% by 2012