



## East Dunbartonshire Community Planning Partnership

# Single Outcome Agreement

**2011 - 14**

**'Sustainable, thriving and achieving'**

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## 1.0 Foreword

As Leader of East Dunbartonshire Council and Chair of the Community Planning Partnership Board, I am delighted to present our new Single Outcome Agreement (SOA) for 2011-2014. This SOA reflects the will of the Partnership to deliver quality services for the people of East Dunbartonshire.

In East Dunbartonshire, we benefit from strong and effective partnership working. The next few years will provide a real test for us all, as the current economic climate begins to have an impact on the level of services we are able to deliver. However we know that by working closer together, we can as a Partnership, find collective solutions to the problems that we face.

We also want to make sure that the views of East Dunbartonshire's people and communities are heard. With this in mind, the Council recently completed a comprehensive 'Stakeholder Engagement Programme', where a range of community and voluntary sector organisations and local people told us their views on what our future priorities should be.

Aside from the economic challenges we face, East Dunbartonshire is also projected to have a falling population, but whilst the number of children and young adults is expected to fall, the number of older people in the area is expected to rise significantly. These projections have also been considered in developing this SOA as all Partners need to consider how this changing population will impact upon the services we deliver, such as health, social care and education.

We also have a lot to be proud of in East Dunbartonshire. Attainment rates in our schools are amongst the best in Scotland and crime levels are relatively low, well below the Scottish average.

This SOA reflects the needs of our communities and represents an Agreement between the Community Planning Partners to deliver outcomes and set challenging targets that will deliver significant improvement for people and communities across East Dunbartonshire.

All of us now have a role to play in delivering the SOA and to improve the quality of life for our people and communities. We will undertake regular reviews of our performance and report this to you through our Public Performance Report, which will be published late 2011 and made available on our website and in our Libraries and Leisure Centres.

*Rhonda Geekie*

**Councillor Rhondda Geekie**  
Leader, East Dunbartonshire Council  
Chair, East Dunbartonshire Community Planning Partnership



## 2. About the Single Outcome Agreement (SOA)

This SOA sets out the outcomes that we, as community planning partners, want to achieve with the people of East Dunbartonshire. It acts as the core plan for everything we do. In essence it is the delivery plan for community planning in East Dunbartonshire.

This Single Outcome Agreement also sets out how the East Dunbartonshire Community Planning Partnership contributes to the Scottish Government's fifteen national outcomes.

In August 2009, East Dunbartonshire Council embarked on a comprehensive Stakeholder Engagement Programme that involved a wide range of community and voluntary sector organisations and local people. The purpose of this Programme was to ask people directly what their priorities were for East Dunbartonshire. The feedback from the Programme has informed the recently approved Council budget and this SOA, which has been reinforced by the feedback from engagement undertaken by our community planning partners.

The following list identifies the key stages in the development of this SOA:

- Comprehensive Stakeholder Engagement Programme with community and voluntary sector organisations, local people and Elected Members
- Facilitated workshop with the Community Planning Board to consider further integration of partnership working and our new local outcomes
- Consultation with Council Heads of Service and Community Planning Partners over the development of local outcomes and associated indicators
- Briefing session with Council Group Leaders on the development of the SOA and draft outcomes
- Special meetings of the Community Planning Executive Group and Partnership Board to consider our revised outcomes and indicators

This SOA has been approved and developed with the East Dunbartonshire Community Planning Partners, who include:

- East Dunbartonshire Council
- East Dunbartonshire Community Health Partnership
- Strathclyde Police
- Strathclyde Fire & Rescue
- Cumbernauld College
- East Dunbartonshire Volunteering and Third Sector Partnership
- Scottish Enterprise
- Jobcentre Plus
- Community Councils
- East Dunbartonshire Equality Engagement Group
- Strathclyde Partnership for Transport
- Dunbartonshire Chamber of Commerce
- British Waterways

### 3. Our Strategic Planning and Improvement Framework

Through the implementation of the Single Outcome Agreement, we are determined to achieve our vision for East Dunbartonshire, which is

**Working together to achieve the best with the people of East Dunbartonshire**

This vision is underpinned by a core set of values, which are our commitment to:

**Our Customers**

**Pursuit of Excellence**

**Innovation**

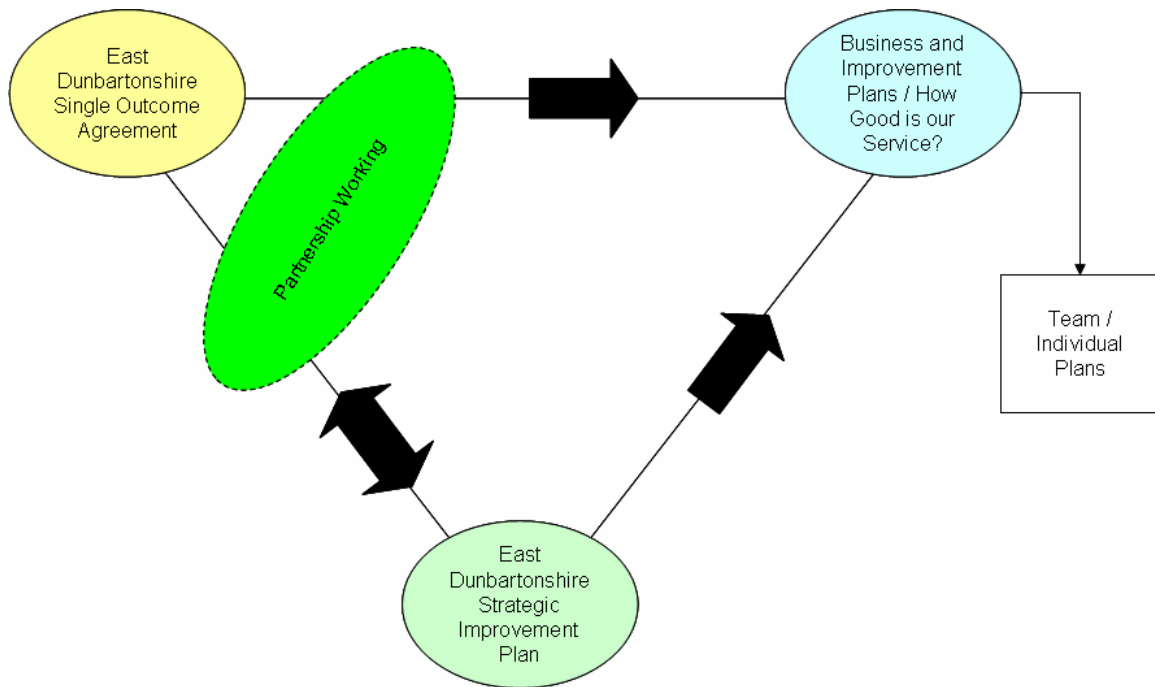
**Partnership**

**Our Employees**

Finally, the Partnership has agreed the following three priorities to support our work.

- The promotion and support of enterprise and employment while protecting and enhancing our natural and built environment
- The health, safety, wellbeing and success of our communities
- Improvement in the value of the services we provide and the outcomes we achieve

The diagram (figure 1) on the following page is our strategic planning and improvement model that sets out the relationship between our local strategic plans and the delivery of our local outcomes. It highlights how partnership working is embedded within our day-to-day work.



**Figure One – Strategic Planning and Improvement Framework**

The Council's Corporate Improvement Plan underpins the delivery of local priorities set out in the East Dunbartonshire Single Outcome Agreement. The Plan (to be submitted to Council in May 2011) identifies:

- How the Council is engaging with local stakeholders to identify priorities and deliver better services
- How the Council provides strategic leadership for its communities and with our partners and ensures sound governance
- How we support our employees to embed a culture of improvement within the organisation

#### 4. Our Local Outcomes

The East Dunbartonshire SOA is built on the solid foundations of partnership working across the area. Our local outcomes reflect this relationship and the feedback from the Council's Stakeholder Engagement Programme held in the autumn of 2010.

They are:

1. East Dunbartonshire has an expanding economy with a competitive and diverse business and retail base.
2. East Dunbartonshire has an increasingly attractive and accessible built and natural environment for our residents and visitors.
3. Our children and young people are safe, healthy and ready to learn.
4. Our more vulnerable citizens, their families and carers benefit from effective care and support services.
5. Our older population are supported to enjoy a high quality of life.
6. Our communities are healthier.
7. East Dunbartonshire is a safe environment in which to live, work and visit.
8. Our communities are equipped to make the most of training and employment opportunities, activities and facilities that contribute to their quality of life and wellbeing.
9. Our communities are provided with effective, responsive and accessible services through the added value of partnership working.

The following table identifies the links between our three priorities, our agreed local outcomes and the fifteen national outcomes, that underpin the Scottish Government's National Performance Framework.

## 5. Links to National Performance Framework

Local Outcome	Priority	National Outcome
<ol style="list-style-type: none"> <li>East Dunbartonshire has an expanding economy with a competitive and diverse business and retail base</li> <li>East Dunbartonshire has an increasingly attractive and accessible built and natural environment for our residents and visitors</li> </ol>	<ul style="list-style-type: none"> <li>The promotion and support of enterprise and employment while protecting and enhancing our natural and built environment</li> </ul>	<ol style="list-style-type: none"> <li>We live in a Scotland that is the most attractive place for doing business in Europe</li> <li>We realise our full economic potential with more and better employment opportunities for our people</li> <li>10. We live in well-designed sustainable places where we are able to access the amenities and services we need</li> <li>12. We value and enjoy our built and natural environment and protect it and enhance it for future generations</li> <li>14. We reduce the local and global environmental impact of our consumption and production</li> </ol>
<ol style="list-style-type: none"> <li>Our children and young people are safe, healthy and ready to learn</li> <li>Our more vulnerable citizens, their families and carers benefit from effective care and support services</li> <li>Our older population are supported to enjoy a high quality of life</li> <li>Our communities are healthier</li> <li>East Dunbartonshire is a safe environment in which to live, work and visit</li> <li>Our communities are equipped to make the most of training and employment opportunities, activities and facilities that contribute to their quality of life and wellbeing</li> </ol>	<ul style="list-style-type: none"> <li>The health, safety, wellbeing and success of our communities</li> </ul>	<ol style="list-style-type: none"> <li>We are better educated, more skilled and more successful, renowned for our research and innovation</li> <li>Our young people are successful learners, confident individuals, effective contributors and responsible citizens</li> <li>Our children have the best start in life and are ready to succeed</li> <li>We live longer, healthier lives</li> <li>We have tackled the significant inequalities in Scottish society</li> <li>We have improved the life chances for children, young people and families at risk</li> <li>We live our lives safe from crime, disorder and danger</li> <li>11. We have strong resilient and supportive communities where people take responsibility for their own actions and how they affect others</li> </ol>
<ol style="list-style-type: none"> <li>Our communities are provided with effective, responsive and accessible services through the added value of partnership working</li> </ol>	<ul style="list-style-type: none"> <li>Improvement in the value of the services we provide and the outcomes we achieve</li> </ul>	<ol style="list-style-type: none"> <li>13. We take pride in a strong, fair and inclusive national identity</li> <li>15. Our public services are high quality, continually improving, efficient and responsive to local people's needs</li> </ol>

## **6. About East Dunbartonshire**

This section highlights a range of key contextual information that has informed the development of the SOA. It has assisted the Partnership in determining the most relevant local outcomes for East Dunbartonshire.

### ***a) Demographics***

East Dunbartonshire lies to the north of Glasgow bounded by the Campsie Fells and the Kilpatrick Hills. It is a strategically significant location for economic, social and environmental development between the city and the gateway to the Highlands through the West Highland Way and eastwards through the Kelvin Valley. With a population of 104,680, East Dunbartonshire is in the mid-range of Scottish local authorities in terms of population and covers an area of 77 square miles. It comprises an attractive mixture of urban and rural areas that includes the following suburban and rural settlements of Bearsden, Bishopbriggs, Kirkintilloch, Milngavie, Lenzie, Milton of Campsie, Lennoxton, Torrance and Twechar. During the decade, 1991-2001, the population of East Dunbartonshire remained stable, with only a slight decrease of 1,150, i.e. just over 1%. However, during 2001-09, there was a further decline by 3,570 to a figure of 104,680. There are differing trends across the age bands. The number of children has fallen by over 2% during this period. In contrast, the number older people have risen collectively by over 3%. Recent population projections by the Registrar General for Scotland suggest these trends will continue and that the population of East Dunbartonshire will decline by around 13,000 over the next twenty five years. Significantly, the number of school age children is expected to fall by a quarter during this period, whilst the population of pensionable age is expected to rise by a quarter. Based on these projections, by 2031, almost a third of our population will be over the age of sixty five, and we will work to develop a strategic response to meeting the challenges and demands of our increasingly ageing population.

### ***b) Attributes***

East Dunbartonshire provides an outstanding natural environment, which is attractive to a wide catchment area. It is a flourishing area, with relatively high levels of home and car ownership. Educational achievement is high, whilst unemployment is substantially lower than in most other areas of Scotland. East Dunbartonshire is also one of the safest areas in mainland Scotland in which to live and offers a healthy environment with life expectancy rates for men and women well above the national average and the highest of any other Scottish area.

### ***c) Challenges***

However, East Dunbartonshire does have areas of social deprivation. From 2004 - 2009, the Scottish Index of Multiple Deprivation (SIMD), which presents data relating to employment, income, health, education, training and housing, identified four areas, Hillhead, Twechar, Lennoxton and Auchinairn, as being the areas with the most deprived Scottish datazones in East Dunbartonshire. Whilst Fairer Scotland Fund allocation 2008-11 targeted activity on these areas, the latest update to the SIMD in 2009 indicates that a substantial gap still persists between our prosperous communities and those that face multiple problems including above average levels of worklessness, ill health, fear of crime, poor educational achievement, low income, inadequate housing, poor environment and low levels of confidence.

## 7. Our Commitment to Engagement, Equalities and Sustainability

### *Engagement*

Community Engagement is a key principle which underpins the delivery of community planning and best value. Consultation and engagement helps improve the planning and delivery of services in order to ensure that they are responsive to the needs and aspirations of our communities. Our consultation and engagement processes reflect the National Standards for Community Engagement, ensuring that consultation is effective and meaningful for the people involved and for those using the information.

The SOA has been informed by substantial community engagement undertaken by both the Council and community planning partners across East Dunbartonshire. Information has been derived for example, from the results of the recent Stakeholder Engagement Programme, the most recent Citizens' Panel activity and Strathclyde Police's Annual Public Consultation.

We will continue to utilise and to strengthen consultation and engagement structures to assist in delivery of the SOA. Our approach will include engagement with a range of community groups and organisations (reflected in our local outcome 9). We will also continue to use our core consultation mechanisms, such as Citizens' Panel surveys and focus groups activity, adapting these where required ensuring continuous improvement in our engagement methods.

### *Equalities*

East Dunbartonshire has a diverse community, with 3.1% (3,350) of the population regarding themselves as being from a Black or Minority Ethnic Community according to figures from the 2001 Census. The Indian community is the highest within this group accounting for 43% (1,534) of the total BME community. It is estimated that one in five of the population has a disability, similar to other local authority areas. Most recently there has been evidence of small numbers of EU accession state migrants living and working in the area, but numbers are small compared to other areas in Scotland.

The East Dunbartonshire Council Community Planning Partnership is committed to eliminating discrimination and promoting equality of opportunity. Our Equality Engagement Group was established during 2008 to assist in mainstreaming equality activities across the Council and Community Planning Partnership. The Community Planning Partnership is also committed to ensuring the wellbeing of all our communities, including our children, young people, vulnerable and older population.

Through the involvement of community planning partner agencies and representatives from local equality groups, the Equality Engagement Group provides advice and guidance on issues such as impact assessment, and also on local equality issues to the Council and the Community Planning Partnership Board. The Equality Engagement Group is represented on the Community Planning Partnership Board and provides a sounding board for any issues relating to equality and diversity. The level of involvement also helps to ensure that a demonstrable commitment to equality and diversity is maintained across the Community Planning Partnership.

The core elements of the Council's Policy Development Framework have been approved for implementation across the Partnership. It will continue to assist in ensuring that all new policies, strategies and functions are equality impact assessed, thus ensuring that no policy has an adverse impact on any equality group and that policies actively promote equality of opportunity.

### *Sustainability*

The East Dunbartonshire Council Community Planning Partnership is committed to ensuring that our actions today do not limit our quality of life in the future. This includes a commitment to 'green' issues and also to ensure that the outcomes of our actions and activities are considered in terms of social, economic and environmental sustainability.

The Policy Development Framework will continue to assist in ensuring that all new policies, strategies and functions demonstrate a contribution to the achievement of sustainable development, enabling a consideration of the social, economic and environmental impacts of activities and decisions both in the shorter and longer term. The framework will be rolled out across the Community Planning Partnership to ensure that the delivery of the SOA also acknowledges and demonstrates the need for contributions to be sustainable.

## **8. Community Planning, Governance and Performance Management**

We have a strong tradition of partnership working in East Dunbartonshire. Partners recognise the importance of working together to achieve improved outcomes for people and communities across the area.

In the last few months we have completed a review of our current way of working to ensure that we continue to deliver the commitments set out in the SOA. A key element of the review was to ensure that partnership working is embedded in everything we do and that we make best use of skills and resources we have across the partner agencies.

However, one key element of our structure that has not changed is the role played by the Community Planning Partnership Board. Indeed their role is now strengthened to provide the governance and scrutiny required for the Partnership and to review progress in the implementation of the Agreement. We have also sought to further involve Elected Members in the Community Planning process by increasing their representation on the Community Planning Board.

Effective performance management and reporting is central to ensuring that we know we are making progress. With this in mind, we have nominated lead officers for each of the local outcomes. The outcomes in the SOA are underpinned by a series of indicators which require to be tracked with performance reported by the lead officer to the Community Planning Partnership Board on a six monthly basis and quarterly to the relevant Strategic Committee (and associated Scrutiny Panel).

The Community Planning Partnership Board recently requested the establishment of an Executive Group comprising chief officers from the main partnership organisations to ensure effective delivery of the Single Outcome Agreement. The Executive Group will therefore have a key role to play in monitoring performance and progress in delivery. In undertaking this role, the Group will oversee the implementation of partnership delivery arrangements, review resource impact and undertake any required early intervention or corrective action.

East Dunbartonshire Council utilises the Covalent performance management system to embed a comprehensive and corporate performance management framework. It enables a more effective tracking and reporting of performance relevant to the implementation of the SOA and enhances transparency and accountability in the delivery of improvements.

All our stakeholders need to know the level of progress in implementing the Single Outcome Agreement. There will be comprehensive reporting of performance to Council, the Community Planning Partnership Board and to all communities in East Dunbartonshire through our public performance reporting framework.

Performance reported to the Community Planning Partnership Board also reflects the strategic nature of the SOA.

Partnership activity will be incorporated within the relevant Council Service Business and Improvement Plan which will provide detail on the following:

- Delivery of outcomes
- Tasks to be completed
- Methodology
- Timescales for implementation
- Resources
- Performance targets and indicator(s)
- Partners involved.

It is important to emphasise that this approach will provide the flexibility for more tailored service interventions that address the needs of communities who receive services. This approach will also assist in identifying potential overlaps between activities. The performance management framework will also ensure that there is no duplication of reporting.

The following tables identify the indicators underpinning each of our local outcomes, the links to the relevant national outcomes and a contextual analysis for each priority.

<b>National Outcomes</b>	<ol style="list-style-type: none"> <li>1. We live in a Scotland that is the most attractive place for doing business in Europe</li> <li>2. We realise our full economic potential with more and better employment opportunities for our people</li> <li>10. We live in well-designed sustainable places where we are able to access the amenities and services we need</li> <li>12. We value and enjoy our built and natural environment and protect it and enhance it for future generations</li> <li>14. We reduce the local and global environmental impact of our consumption and production</li> </ol>
<b>Strategic Priority</b>	The promotion and support of enterprise and employment while protecting and enhancing our natural and built environment
<p>The East Dunbartonshire labour market is a strong performer boasting an employment rate of 75.7%, which is above the national average of 71.0% (June 2010). Claimants of unemployment related benefits are also low at 11.4%, compared to a Scottish average of 16.7%. However, there are areas such as Hillhead, Auchinairn, Lennoxton and Twechar, where unemployment rates are significantly higher.</p> <p>East Dunbartonshire has been successful in attracting world class organisations to locate in the area including Aviva, and the Celtic and Rangers Football Clubs. However, East Dunbartonshire has just 25 businesses for every 1,000 residents, well below the UK average of 40. Moreover, the overwhelming majority of these firms employ less than 50 people, signifying that the area has a reliance on small enterprises as well as a low proportion of businesses. The strong labour market and skill performance is therefore not complemented by an equally strong business base.</p> <p>The dual economy of a strong labour market with an under performing business base is due to the proximity of the Glasgow economy. At present, 33,000 of East Dunbartonshire's workforce commute to work, the majority to Glasgow. 60 per cent of these commuters are employed in the top three occupational categories as managers, professionals and associate professionals. East Dunbartonshire therefore plays a significant role in supporting the wider economy of the West of Scotland.</p> <p>In developing more sustainable communities, and as far as possible in the current climate, there is also a need to build an enhanced entrepreneurial culture in East Dunbartonshire, to increase the amount of business done locally and target the persistent pockets of deprivation and long term unemployment. We need to build on our thriving network of social enterprises and our vibrant and safe town centres to increase the opportunities for people to live and work in the area.</p> <p>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. The Plan and 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.</p>	

Local Outcome	Indicator	Data Source	Baseline	Targets
1. East Dunbartonshire has an expanding economy with a competitive and diverse business and retail base.	Number of New Business Starts supported by partners	Business Gateway returns	Financial year figure to March 2011 shows 216 new starts	275
	Numbers employed in businesses supported by partners	Initial survey in first 6 months of 2011/12, with partner data submissions thereafter	Initial baseline figure to be developed from existing partner records and survey data to be collected by partners during first 2 quarters of 2011-12	To be confirmed following partner returns during first 2 quarters of 2011-12
	Average change in turnover rates in businesses supported by partners	Information on turnover will be collected through ongoing partner support relationships and follow up surveys.	Initial baseline figure to be developed from existing partner records and survey data to be collected by partners during first 2 quarters of 2011-12	To be confirmed following partner returns during first 2 quarters of 2011-12
	Business survival rates (percentage) for businesses receiving support 12 months after initial partner intervention	Community Planning Partner agency data	No local specific baseline data available. Scottish Enterprise national survival rate data from 2009 showed 12 month survival rate level across East and West Dunbartonshire of 39% after 12 months of trading, figure based on a sample size of 18 businesses and a 61% return rate. Updated figures being sought prior to stat of year end	No target for 2011-12 to allow time for development of data collection systems however national survey reports will be reported to inform existing survival rate levels

	Total turnover of new start businesses supported by partners 12 months after initial partner intervention	The CPP lead partner will be required to provide quarterly figures to EDC	No baseline data available for 2010-11. Figures for 2012-13 will be based on data collected in 2011-12	No target set
	Town centre footfall across main East Dunbartonshire town centres	East Dunbartonshire Council	To be based on figure for 2010-11 to be provided at the end of the current financial year	A 5% increase against baseline figure provided for the same period in 2010-11
	Percentage of Business and Retail Unit vacancy levels against overall number of business and retail units in town centres	Community Planning Partner agency data	To be based on figure for 2010-11 to be provided at the end of the current financial year	A 5% increase against baseline figure provided for the same period in 2010-11
	Social Economy Turnover	ED CVS	£7,244,330 (2009/10)	To be agreed
2. East Dunbartonshire has an increasingly attractive and accessible built and natural environment for our residents and visitors.	The actions required to deliver against this outcome will be delivered primarily through the Council and other external agencies with only a fairly limited input from other Community Planning Partners at an East Dunbartonshire level. The Council as the largest public sector employer in East Dunbartonshire will have significantly more vehicles and buildings than any of its Community Planning Partners. That aside, although the Council's partners will have less fleet and offices than the local authority, it is likely that they will be involved in pursuing a low carbon agenda for their fleet and reduction in Carbon Dioxide (CO2) emissions for their buildings under the wider umbrella of their mother organisations. Indicators are therefore (at this stage) restricted to Council performance which will be evidenced in the Business and Improvement Plans.			

<b>National Outcomes</b>	<ol style="list-style-type: none"> <li>3. We are better educated, more skilled and more successful, renowned for our research and innovation</li> <li>4. Our young people are successful learners, confident individuals, effective contributors and responsible citizens</li> <li>5. Our children have the best start in life and are ready to succeed</li> <li>6. We live longer, healthier lives</li> <li>7. We have tackled the significant inequalities in Scottish society</li> <li>8. We have improved the life chances for children, young people and families at risk</li> <li>9. We live our lives safe from crime, disorder and danger</li> <li>11. We have strong resilient and supportive communities where people take responsibility for their own actions and how they affect others</li> </ol>
<b>Strategic Priority</b>	The health, safety, wellbeing and success of our communities
<p>Between 2001 and 2009 the population of older people living in East Dunbartonshire increased slightly from 20,076 to 23,088 in contrast to a reduction in the overall population. Older people therefore represent an increasing proportion of the population and recent forecasts suggest that people over the age of sixty five will account for around one quarter of the population by 2021 and one third by 2031 with the greatest growth in the number of people aged over seventy five.</p> <p>This trend has immediate repercussions for the provision of health and social care services in East Dunbartonshire which need to be addressed by all partners. Furthermore, Scottish Government policy seeks to address the balance of care and to promote the concept of older people being cared for at home or in the community rather than in hospital or long term care settings.</p> <p>While recent demographic projections suggest that the population of East Dunbartonshire will decline and will be increasingly aged, service provision for children is still a fundamental issue to consider. This is not only due to the fact that the decisions we make have the potential to shape their individual futures, in terms of health, educational and social development and by implication the future of the whole area, but also in the case of those most vulnerable children who are “at risk” or “looked after”, to whom we have a corporate parenting responsibility. Therefore, it is essential that we, as a community ensure that adequate services are in place to facilitate the continued health, education and protection of children in the area.</p>	

Education is of crucial importance in ensuring that our young people get off to a good start in their early years and in providing training and support for those in transition from school to work. Our young people hold the key to the future in East Dunbartonshire and have a major role to play in ensuring the development of sustainable communities.

East Dunbartonshire is a healthy place to live with people enjoying an increasing life expectancy now almost three years greater than the Scottish average. Deaths from cancer, coronary heart disease and cerebrovascular disease in those aged under seventy five are all significantly below the Scottish average and have all fallen considerably in recent years.

This is also reflected in terms of people's lifestyles and behaviours with only 17% of East Dunbartonshire's population smoking in comparison with 25% across Scotland. The area also has the lowest rate of patients hospitalised with alcohol conditions in Scotland. 75% of the population participate in some form of exercise and 32% of mothers are breastfeeding at their 6-8 week review above the Scottish average of 26%.

However, this positive picture masks significant inequalities within our communities, for example in Hillhead, Auchinairn, Lennoxton and Twechar, the identified areas of multiple deprivation. In working to reduce health inequalities it is crucial that partners work together to sustain the generally high levels of health enjoyed by people in East Dunbartonshire, targeting interventions on specific areas to improve their health and ensuring that our older people not only live longer but do so free from disease.

East Dunbartonshire is also one of the safest places to live in Scotland with overall crime levels well below the Scottish average. The SIMD 2009 indicated that there were an average 27.1 SIMD crimes per 1,000 of the population recorded crimes per head of population, significantly lower than the Scottish average of 49.5. However, crimes and offences relating to anti-social behaviour and public disorder while still remaining well below the national average are proportionately much higher. Additionally, despite the significantly lower incidences of crimes, residential perceptions of personal safety in their local area remain on a par with the national average.

Projected population outcomes will have substantial repercussions for the provision of public services in East Dunbartonshire, particularly in areas such as health and social care, education and services for children and young people. They need to be addressed by all partners to ensure we can continue to develop sustainable communities.

Affordability is a key issue in retaining young people and families to stay in East Dunbartonshire and to attract young families wishing to migrate to the area due to the outstanding natural environment and high performing schools. Over eighty per cent of properties in East Dunbartonshire are owner occupied and at present, the average property price in East Dunbartonshire is one of the highest in Scotland at £199,996, well above the national average of £159,075 (as of 2009).

At present, there is an inadequate supply of affordable housing both in the social rented sector and in the lower end of the private sector market. The 2005 Housing Needs Assessment identified that 251 additional affordable rented houses are required in East Dunbartonshire per year for the period 2005 - 2010.

Local Outcome	Indicator	Data Source	Baseline	Targets
3. Our children and young people are safe, healthy and ready to learn.	Improve pupils' attainment and achievement in SQA examinations.	SQA Examination analysis of students achieving 5 or more awards at SCQF Level 6 or better by the end of S5	20.9%	24%
	Improve attainment for pupils identified within the lowest attaining 20%.	SQA Examination analysis of students gaining qualifications in English and Mathematics	107	120
	Improve the percentage of school leavers entering a positive and sustained destination.	Skills Development Scotland Annual Statistics	91.7%	94%
	The number of children on the Child Protection Register for more than 1 year before de-registration (as % of all de-registrations)	Social Work Child Protection Analysis Reports	Baseline figure not available until April	Target figure not available until April
	The number of children re-registered on the Child Protection Register within 6 months of being de-registered (as % of all children registered)	Social Work Child Protection Analysis Reports	Baseline figure not available until April	Target figure not available until April
	Percentage of Parents exiting Triple P programme who state their parenting skills have improved as a consequence of engagement	Education Service: Early years and Childcare Section: survey results.	Baseline to be established with health partners.	Target to be established with health partners.

	Reduction in childhood obesity rates for children	NHS GG&C	Baseline figure not available as the target has been set by Scottish Government as a % of the pupils identified	68 children 15 classes in EDC schools.
4. Our more vulnerable citizens, their families and carers benefit from effective care and support services.	Percentage of drug and alcohol users who feel their circumstances have improved as a result of their treatment programmes	Local indicator to be developed by East Dunbartonshire Alcohol and Drugs Partnership	East Dunbartonshire Alcohol and Drugs Partnership to set baseline figure	East Dunbartonshire Alcohol and Drugs Partnership to set target figure
	Percentage of service users satisfied with their involvement in the design of their care packages	Biennial Social Work service-user & carer survey	69%	80%
	Percentage of carers who feel supported and capable of continuing their role as a carer	Biennial Social Work service-user & carer survey	75%	80%
	Percentage of service users/clients satisfied with the quality of care provided	Biennial Social Work service-user & carer survey	79%	85%
5. Our older population are supported to enjoy a high quality of life	Reduction in the number of bed days consumed by patients in acute care for those who are fit for discharge	Change Fund Target	To be established June 2011	To be established June 2011
	Maintain zero delayed discharge over 6 weeks for patients	Change Fund Target	To be established June 2011	To be established June 2011

	Percentage of people 65+ indicating satisfaction with life in general.	Scottish Household Survey questionnaire/EDC residents' survey	Available in August 2011 and annually thereafter	Target to be locally determined
	Percentage of people 65+ indicating satisfaction with their social interaction opportunities	Currently available through biennial Social Work service-user & carer surveys/EDC residents survey	59%	65%
	Increase the numbers of people (65+ per 1000 population) with high levels of care needs who are cared for at home	Social Work MIS data	8.5	8.8
	Reduction in the need for emergency in-patient admissions for people aged 75+	Change Fund Target	To be established June 2011	To be established June 2011
6. Our communities are healthier	Reduction in the overall suicide rates	HEAT Target – available annually	10	9.8
	Reduction in health inequalities across East Dunbartonshire	3 year population morbidity and mortality data	11.6	2% reduction each year
	Percentage of people in East Dunbartonshire who report improvements in their general health and wellbeing	NHS GG&C and EDC Social Work / Scottish Household Survey (Scottish Government)	Available in August 2011	Available in August 2011

7. East Dunbartonshire is a safe environment in which to live, work and visit.	Levels of crime, disorder and Anti social behaviour	Predominantly Police records (annual)	3,987	10% improvement
	Incidence of reported accidents in the community (including fire, road safety, workplace and home)	Police, Fire, Health and EDC	To be developed with partners	To be developed with partners
	Percentage of people feeling safe in their local area after dark	Data obtained from Community Safety survey of residents	64%	65%
	The percentage of women who feel supported following gender based violence	Data obtained from Women's Aid and Community Safety survey of residents	New indicator -baseline to be determined with partners	New indicator -target to be determined with partners
8. Our communities are equipped to make the most of training and employment opportunities, activities and facilities that contribute to their quality of life and wellbeing.	Homelessness Prevention Rate expressed as a % average of total numbers of homeless	The primary data source for this new indicator will be EDC Homelessness Team with additional input from Health, CAB and voluntary sector	71 cases or 10% of total number of presentations during 2009/2010	10% of total number of presentations received in 2010/2011 (yet to be determined)
	The number of East Dunbartonshire residents participating in Leisure and Cultural activities	Data from Cultural & Leisure Services and partnership organisations	In year 1 will be Cultural & Leisure activities only	Target yet to be defined with partners
	The percentage of EDC residents claiming unemployment benefits progressing to vocational training delivered by Community Planning Partners	Data from Community Planning Partners	Baseline to be agreed with partners	Target to be agreed with partners

Percentage of those in training delivered by Community Planning Partners progressing to employment	Data from Community Planning Partners	Baseline to be agreed with partners	Target to be agreed with partners
Percentage of residents claiming unemployment benefits	Office for National Statistics (NOMIS)	Baseline to be established	Target to be established
Percentage of adult population who are economically active	Office for National Statistics (NOMIS)	80.6%	81%
Percentage of working age population in employment	Office for National Statistics (NOMIS)	Baseline to be established	Target to be established
Number of residents attending courses for interest/learning	Data from Community Planning Partners	Baseline to be established	Target to be established
Percentage of population qualified at NVQ (or equivalent) Level 1 or above	Office for National Statistics (NOMIS)	88.8%	91%
Percentage of people who are income deprived according to the Scottish Index of Multiple Deprivation (SIMD)	Scottish Index Multiple Deprivation	9.3% (2009/10)	9%
Number of data zones in Scottish Index of Multiple Deprivation (SIMD) lowest 25%	Scottish Index Multiple Deprivation	8 (2009/10)	7

	Increase number of people involved in volunteering opportunities	Data from Community Planning Partners	Baseline to be agreed with partners	Target to be agreed with partners
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<b>National Outcomes</b>	<p>13. We take pride in a strong, fair and inclusive national identity</p> <p>15. Our public services are high quality, continually improving, efficient and responsive to local people's needs</p>
<b>Strategic Priority</b>	Improvement in the value of the services we provide and the outcomes we achieve
<p>East Dunbartonshire has been recognised in a number of recent surveys as being one of the best places in Britain to bring up a family (Readers Digest Survey 2007), and the best performer of all Scottish councils in 2007 in relation to income, health, education and equality of opportunity (Federation of Small Businesses, 2007). It has also been identified as the most cohesive area in mainland Scotland (Commission on Integration and Cohesiveness, 2007). Furthermore, the area came 3<sup>rd</sup> out of 32 local authority areas in the 2010 Bank of Scotland Quality of Life Survey.</p> <p>However, East Dunbartonshire does have areas of social deprivation. From 2004 - 2009, the Scottish Index of Multiple Deprivation (SIMD), which presents data relating to employment, income, health, education, training and housing, identified four areas, Hillhead, Twechar, Lennoxton and Auchinairn, as being the areas with the most deprived Scottish data zones in East Dunbartonshire.</p> <p>In terms of involving community and voluntary groups, local people and Elected Members, East Dunbartonshire Council recently completed a Stakeholder Engagement Programme during August-October 2010. The Programme was aimed at involving local stakeholders in the development of the Council's medium term budgetary strategy and future priorities during the most challenging financial environment experienced by Council. It has also assisted the Community Planning Partnership in the development of this Single Outcome Agreement, to ensure that it meets the needs and priorities of local stakeholders and contributes to the development of a sustainable East Dunbartonshire over the next three to five years.</p> <p>The East Dunbartonshire Community Planning Partnership recently approved the establishment of an Executive Group comprising chief officers from the main partnership organisations to ensure effective delivery of the Single Outcome Agreement. In undertaking this role, the Group will oversee the implementation of partnership delivery arrangements, review resource impact and undertake any required early intervention or corrective action.</p> <p>The Executive Group will also be responsible for promoting collaborative and inter-disciplinary working across organisations. This means driving efficiency through partnership working and enhancing services in areas of need through working across organisations.</p>	

Local Outcome	Indicator	Data Source	Baseline	Targets
9. Our communities are provided with effective, responsive and accessible services through the added value of partnership working	% of people who perceive local public services to be good or very good	Citizen's Panel	56% (2008/09)	60% (2012)
	Number of local community and voluntary sector organisations actively engaged in the development of strategic priorities on an annual basis  (this indicator will develop to incorporate levels satisfaction in participation at the next similar Engagement Programme)	Customer Relations and Organisational Development	103 invited (from 2010 Stakeholder Engagement Programme)	% to be agreed around initial baseline
	% achievement of delivery of outcomes against the SOA plan	Single Outcome Agreement Annual Performance Report	35% reporting of indicators showing improvement in SOA report 2009/10	40% for 2010/11 50% for 2010/11 (i.e. this SOA)
	Number of shared training days	Customer Relations and Organisational Development	0	To be agreed

## Glossary

<b>BME:</b>	Black and Minority Ethnic
<b>CAB:</b>	Citizen's Advice Bureau
<b>CHP:</b>	Community Health Partnership
<b>EDC:</b>	East Dunbartonshire Council
<b>EDCVS:</b>	East Dunbartonshire Council for Voluntary Service
<b>GLOW:</b>	National Intranet for the Scottish Education Community
<b>GROS:</b>	General Register Office for Scotland
<b>HEAT:</b>	Health Improvement, Efficiency, Access and Treatment (NHS Performance Targets)
<b>HMIE:</b>	Her Majesty's Inspectorate for Education
<b>H&amp;WB:</b>	Health and Wellbeing
<b>ISD:</b>	Information Services Division
<b>JHIP:</b>	Joint Health Improvement Plan
<b>JSA:</b>	Job Seekers Allowance
<b>NHSGG&amp;C:</b>	National Health Service Greater Glasgow and Clyde
<b>NOMIS:</b>	National Online Manpower Information System
<b>ONS:</b>	Office of National Statistics
<b>SCQF:</b>	Scottish Credit and Qualifications Framework
<b>SCOTXED:</b>	Scottish Exchange of Educational Data
<b>SEPA:</b>	Scottish Environmental Protection Agency
<b>SFR:</b>	Strathclyde Fire and Rescue
<b>SHQS:</b>	Scottish Housing Quality Standard
<b>SIMD:</b>	Scottish Index of Multiple Deprivation
<b>SME:</b>	Small and Medium Sized Enterprise
<b>SNS:</b>	Scottish Neighbourhood Statistics
<b>SOA:</b>	Single Outcome Agreement
<b>SPI:</b>	Statutory Performance Indicator
<b>SPT:</b>	Strathclyde Partnership for Transport

## Further information

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### Other Formats:

This document can be provided in large print, Braille or an audio cassette and can be translated into other community languages. Please contact the Council's Corporate Communications Team at:

East Dunbartonshire Council  
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Tel: 0300 123 4510

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòin gu 0300 123 4510

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本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510

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