

The Highland Council

29.10.09

Agenda Item	
Report No	

Single Outcome Agreement (SOA) Annual Performance Report 2008-9

Report by The Chief Executive

Summary

The SOA1 Annual Performance Report was submitted to the Scottish Government on 30th September 2009 following consideration by the Highland Community Planning Partnership Performance Board. An overview of progress shows that 80% of indicators show improvement or sustained performance across the partnership. In relation to Council performance, 79% of indicators show an improvement or sustained performance. Notable areas of achievement and decline are highlighted and improvements in the process of measuring SOA performance are also noted.

1. SOA Performance Reporting Requirements

1.1 An annual report for 2008-9 to the Scottish Government is now required setting out our progress and achievements towards the National Outcomes. The first annual SOA report was submitted by the Highland Community Planning Partnership (CPP) on 30th September 2009. The submission will also form an integral part of the reports which The Highland Council already prepares under the statutory duty of Public Performance Reporting.

1.2 The draft report provides:

- An overview of progress against each of the 15 national outcomes
- Data, data trends and analysis for the indicators used to evidence progress against the delivery of national and local outcomes
- An analysis of progress for each local outcome (53)
- Examples of community planning in action to provide qualitative evidence against each of the 15 national outcomes which also demonstrate achievement or progress towards local outcomes.

The full final report is attached at Appendix 1 and is also available through the following web link. <http://www.highland.gov.uk/NR/rdonlyres/1C38108E-98ED-414B-8F65-6141BC21195D/0/SOARepSep09.pdf>

2. Measuring SOA1 performance

2.1 Performance overview

The tables below provide an overview of the progress in terms of the number of indicators which: show improvement; are sustained; have declined; and where data is not yet available. The first table shows performance for all partners across the CPP. The second table shows the performance against the indicators for which the Council is responsible. It is worth noting that the Council is responsible for 69% of the performance indicators within the SOA.

Performance out-turns for the Community Planning Partnership.

The majority (80%) of indicators show improved or sustained performance (250).

National Outcome	No. of indicators	Improved (√)	Sustained (-)	Declining (x)	Data not available (*)
1	14	5	3	3	3
2	10	6	1	2	1
3	39	31	1	5	2
4	22	11	10	1	0
5	15	8	7	0	0
6	28	10	9	9	0
7	32	17	4	8	3
8	19	11	1	7	0
9	24	15	6	2	1
10	28	18	4	6	0
11	17	7	7	2	1
12	12	10	1	1	0
13	10	3	4	2	1
14	20	18	1	1	0
15	21	12	9	0	0
Total	311	182	68	49	12

Performance out-turn for the Highland Council lead indicators

The majority (79%) of indicators show improved or sustained performance (172).

National Outcome	No. of indicators	Improved (√)	Sustained (-)	Declining (x)	Data not available (*)
1	9	3	1	2	3
2	5	3	1	1	0
3	21	17	1	3	0
4	19	11	7	1	0
5	8	6	2	0	0
6	17	9	3	5	0
7	28	16	4	7	1
8	18	10	1	7	0
9	5	3	1	0	1
10	24	14	4	6	0
11	13	7	3	2	1
12	10	8	1	1	0
13	10	3	4	2	1
14	18	16	1	1	0
15	12	9	3	0	0
Total	217	135	37	38	7

2.3 Areas of notable improvement across the national outcomes in performance indicated by data and data analysis are:

- Good progress made towards increasing the capacity of renewable energy to 1280MW by 2010, at end March 2009 the measure stands at 819.45MW (NO1).
- The targets for the support of new learners with English language tuition and the support for inward migrant's families to settle in Highland have both exceeded their respective targets for 2010/11 and are under review for SOA2 (NO1).
- The improving trend for those going into positive destination (employment, education or training) with 89% achieved in 2008/9 from a baseline of 84% in 2006/7 (NO3).
- Significant increase in the number of children and young people taking part in recognised leadership and achievement awards, 1995 (2008/9) compared to 767 (2006/7) (NO4).
- The number of 3 year olds/number of families with 3 year olds accessing Surestart continues to increase with 2010/11 targets now exceeded and under review (NO5).
- Targets for increasing opportunities for adult literacy learners have been exceeded with 2321 learners in 2008/9 compared to 927 in 2007/8 (NO7).
- Continued improvement in the number of customers reached by money advice and welfare rights services (NO7).
- Grading in Child Protection inspection reports remains 'good'.
- Overall there is good progress being made across indicators for reducing crime and fear of crime (NO9).
- Number of alcohol related fires has dropped from 32 (2005/8) average to 16 in 2008/9 and well below the target set (NO9).
- The upgrading of the police station network in Highland is progressing well within new stations open in Grantown-on-Spey, Whalsey, Lairg and Rhiconnich, other on schedule for completion (NO10).
- The use of accredited Sports Leadership Awards for young people and adults continues to recognise and reward volunteering with 1772 people now qualified from a baseline of 226 in 2006/7 (NO11).
- The Core Paths Plan for Highland has been submitted to Scottish Government for approval (NO12).
- The target for a 15% reduction in CO2 emissions from Council buildings is close to achievement, with emissions at 42,539 tonnes in 2008/9 compared to the baseline of 49,576 in 2004/5 (NO14).
- All indicators relating to the promoting on renewable energy and improving municipal waste management show positive trends towards targets (NO14).
- All indicators relating to adapting public services to deal with the impact of global warming show positive trends (NO14).
- In relation to Best Value and continuous improvement being demonstrated the public rating of the Council in maintaining good quality public services has improved by 7% in 2008/9 to 47% from a baseline of 40% (net score) (NO15).

2.4 The onset of recession from October 2008 has affected performance in the SOA which approved in May 2008. In particular the following indicators show a deterioration in performance:

- Decline in business start up rate for the 2007 baseline of 5.7 per 1,000

population to 4.6 (NO1).

- There has been a significant increase in the number of working age population unemployed and living in Highland in the 15% most deprived datazones in Scotland. The figure stood at 5.65% (2008/9) a significant shift from the 2.1% baseline (2006/7) and the 1.7% achieved in 2007/8 (NO2).

2.5 Other areas of notable decline based on performance data and analysis are:

- A decline in the delivery of Active Schools sessions to primary and secondary age pupils between 2007/8 and 2008/9 which it attributed to reductions in grant funding (NO6).
- The uptake of free school meals declined by almost 10% between 2007/8 and 2008/9, this needs further investigation given the indicators correlation to the current economic climate (NO7).
- The number of reports to the Children's Reporter has dipped slightly below the baseline of 49.69% and currently not progressing towards the target of 70% by 2010/11 (NO8).
- From the 2005 baseline of 10 there has been a doubling in Highland of the number of drug related deaths to 20 in 2008. There has also been a notable decline in waiting time for drug rehabilitation services and the number of users in contact with treatment and care services (NO9).

2.6 Within the report for each National Outcome there are examples of effective partnership working to provide qualitative evidence of meeting individual and community needs. These also provide a valuable resource for future public performance reporting across the partnership. This information demonstrates how the SOA relates to community planning activity in communities.

3. From measurement to management

3.3 The CPP Performance Board is considering how best to challenge partner performance effectively. Members may recall that in the second SOA (SOA2) approved in May 2009 by Council, the number of local outcomes reduced from 53 to 15. Seven of the 15 local outcomes are to be prioritised for partnership review. They are:

1. People are, and feel, safe from crime, disorder and danger (Northern Constabulary (Northern Constabulary lead);
2. Carbon emissions are reduced and communities are protected from changing weather patterns (SNH lead);
3. The impact of the recession is limited and sustainable economic growth is supported (HIE lead);
4. Growth in the knowledge economy is supported by achieving full university title in 3 years (UHI lead);
5. The health and independence of older people is maximised (NHS Highland lead);
6. Attitudes and behaviours towards alcohol and other drugs are changed and those in need are supported by better prevention and treatment services (shared lead HC, NHSH and NC);
7. The cycle of deprivation is broken through intervention in early years (HC lead).

3.4 As stated in SOA2, the scope of the review involves :

- joint working arrangements (leadership and management);
- the joint objectives and scale of improvement to be achieved;
- the impact on equalities groups;
- the extent of aligned or pooled resources;
- the method of delivery;
- the performance framework (not simply adopting current indicators);
- the best approach to stakeholder and community involvement;
- the operational arrangements across the Highland geography.

Clearly, with SOA1 performance now reported, this should form part of the review, with remedial action agreed with partners and put in place where performance has deteriorated.

4. Improving the SOA reporting process

4.1 In order to support performance reporting for the Single Outcome Agreement new partnership arrangements are in place to gather and analyse performance data. In addition a new electronic performance and risk system is expected to be in place in 2010. This will include web pages for the public to see public sector performance against the SOA commitments.

4.2 The submission of the SOA1 performance report on 30th September 2009 draws a line under SOA1 and the focus will shift to performance management and reporting for SOA2. The next report due to the Scottish Government will be 30th Sept 2010 reflecting progress in the delivery of the first year of SOA2 (2009/10). This sets in place an annual reporting cycle for single outcome agreements. There is no request for an SOA3 to be produced at this time. The SOA2 will roll over to 2010-11 but will be subject to review.

5. Recommendations

5.1 Members are asked to note and comment on the first annual report for the Single Outcome Agreement submitted to the Scottish Government on 30th September 2009.

Signature:

Designation: Chief Executive

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Date: 8th October 2009

Appendix: SOA1 Performance Report 2008-9