

Single Outcome Agreement I Annual Report 2010-2011



Argyll and Bute 2009 - 2012 Single Outcome Agreement

Draft Annual Report 2010/11

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For further information contact:
Jane Fowler, Head of Improvement and HR
Jane.fowler@argyll-bute.gov.uk
01546 604466

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Introduction

The Single Outcome Agreement (SOA) is a three year agreement between the partners that make up the Argyll and Bute Community Planning Partnership and the Scottish Government.

Argyll and Bute's SOA has been agreed by all members of the Community Planning Partnership (CPP). This includes elected members, public and private sector organisations and community and voluntary organisations.

The SOA binds partners in a joint agreement to deliver services collectively in the best interests of and in partnership with the communities and individuals in Argyll and Bute.

The Annual SOA report to the Scottish Government sets out how Argyll and Bute CPP has contributed towards the fulfilment of the Government Purpose and the National Outcomes.

This report presents performance information on progress towards the 15 National Outcomes and this is illustrated by a green/red status. The overall performance for each outcome is arrived at by a simple roll-up of success measures. If one measure is off target, the outcome overall is shown as off target:

- 6 outcomes are green where overall performance has increased from the 2009/10 level
- 8 outcomes are red where overall performance has deteriorated from 2009/10 or not met the targets set
- 1 outcome (National Outcome 13) for which Argyll and Bute CPP has decided to have no success measures

Of the 72 measures that are in the SOA:

- 59 or 81.9% are green and have improved from the previous year or are exceeding the targets that have been set.
- 12 or 18.1% have seen performance fall or have not met the targets that have been set

The report covers factual content on the progress against the national outcomes and details the success measures that have been identified for each outcome. The report also contains narrative information relating to support the performance information for the success measures identified. The report is based on the performance on the available data for the previous financial year (2010/11).

There is continuing progress being made in developing, strengthening and improving the Community Planning Partnership.

Monitoring progress of the SOA

The basis for monitoring and reporting progress is undertaken through the use of simple scorecards. These scorecards are populated with data from all partners on a regular basis and are examined and discussed quarterly by the appropriate CPP group. Partners are also able to provide a commentary to accompany their data.

Scorecards have been developed and are used actively by the CPP Management Committee and the Thematic Groups.

Scrutiny of SOA performance is undertaken by the CPP Management Committee. There remains an issue over the timelag in the collection and publication of some data although this will be addressed by partners as a review of the SOA is undertaken.

Successes in 2010/11

The Business Gateway Service continues to enjoy considerable success in Argyll and Bute. For this year 2010/11, 159 business start-ups were supported, exceeding the target of 135 by 18 percentage points. This is an increase of 19 percentage points on last year's (2009/10) figure of 133 business start-ups supported.



Highlands and Islands Enterprise continue to meet their targets for total account managed businesses, the number of new growth plans developed with account managed businesses and the number of account managed social enterprises with growth plans.

With regards to planning applications, FQ4 2010/11 performance exceeded target and is amongst the best performance recorded by Argyll and Bute Council in recent years. Performance levels if maintained around mid 70%'s will ensure Argyll and Bute Council are one of the top performing Local Authorities in Scotland. The achievement of 72.1% of all planning applications processed within statutory timescales was favourable in comparison with the national average (66.5%) and the rural average (57%).

The recycling rate of municipal waste collected by Argyll and Bute Council continues to perform well against the national target with the first complete year of recycling schemes in Mull, Tiree and Helensburgh and Lomond a key reason for the higher than target performance of 41.5% recycled waste.





Note: Further information will be added to this section once the guidance from the Scottish Government is published. This will set out the areas we should focus on highlighting e.g. in 2009/10 the focus was on Economic Development and Getting it Right for Every Child (GIRFEC).

Summary Table of Progress on Outcomes 2010/11

		 Green	 Red	No data
1.	We live in a Scotland that is the most attractive place for doing business in Europe.	3	1	
2.	We realise our full economic potential with more and better employment opportunities for our people.	7	1	1
3.	We are better educated, more skilled and more successful, renowned for our research and innovation.	2		
4.	Our young people are successful learners, confident individuals, effective contributors and responsible citizens.	4	1	
5.	Our children have the best start in life and are ready to succeed.	3	1	
6.	We live longer, healthier lives.	11		
7.	We have tackled the significant inequalities in Scottish society.	6		
8.	We have improved the life chances for children, young people and families at risk.		2	
9.	We live our lives safe from crime, disorder and danger.	7		
10.	We live in well-designed, sustainable places where we are able to access the amenities and services we need.	2	4	
11.	We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others.	4		
12.	We value and enjoy our built and natural environment and protect it and enhance it for future generations.	4		
13.	We take pride in a strong, fair and inclusive national identity.			
14.	We reduce the local and global environmental impact of our consumption and production.	3	1	
15.	Our public services are high quality, continually improving, efficient and responsive to local people's needs.	3	1	
	Total	59	12	1






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




Key success measures

Ref	Lead Organisation	Success measures	Commentary	Status
HIE1a	Highlands and Islands Enterprise	New growth plans developed with account managed businesses.	The number of new growth plans developed with account managed businesses in 2010/11 was 24 which met the annual target set.	 Green
HIE1b	Highlands and Islands Enterprise	Total of account managed businesses	Total number of account managed businesses in 2010/11 achieved the target of 60.	 Green
NP02	Scottish Government	Business start up rate	Business Start up rate in 2009 was 32/10,000 adults. This was less than 36/10,000 adults achieved in 2008 and also the national average for 2009. At a national level, there was also a decline in the business start up rate. The reforms to Scottish Enterprise and Highlands and Islands Enterprise, the transfer of the Business Gateway contracts in the Scottish Enterprise area to Local Authorities and the extension of the Business Gateway service to Highlands and Islands Enterprise area will support and stimulate business creation, competitiveness, innovation and growth across Scotland.	 Red
LPI09	Visit Scotland	Annual visitor numbers to Tourist Information Centres	The monthly number of visitors to Tourist Information Centres was above target as at end of March 2010/11.	 Green

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



Key success measures

Ref	Lead Organisation	Success measures	Commentary	Status
LPI06	Argyll and Bute Council	Percentage of planning applications dealt with in 2 months	FQ4 2010/11 performance of 72.1% exceeded the set target and is amongst the best performance recorded by Argyll and Bute Council in recent years.	 Green
ABC01b	Argyll and Bute Council	Clear objectives for renewables development	The Strategy has been superseded by the Renewable Energy Action Plan which was approved by the Community Planning Partnership (CPP) in August 2010. Notable successes include the CPP Renewables Seminar, the launch of Argyll and Bute Renewables Alliance and the 'Renewable Interactive Mapping System which has now been created.	 Green
		Developers signed up to the renewable concordat	Scottish Power and Scottish and Southern Energy have both signed up to the Argyll and Bute Strategic Concordat. Separate negotiations have taken place on other windfarms in relation to community benefits. All operating windfarms in Argyll and Bute have community windfarm trust funds associated with each of them.	 Green
ABC06b	Argyll and Bute Council	Progress to release land around Helensburgh and Cardross for development	The Shandon, Helensburgh and Cardross Green Belt Review was completed in FQ3 10/11.	 Green
HIE2	Highlands and Islands Enterprise	Number of account managed social enterprises	20 account managed social enterprises were supported through growth plans in 2010/11 against a target of 16.	 Green










LPI04	Scottish Government	'Young' age cohorts as proportion of population	<p>The % of the population in the 0 - 15 age group was stable at 16% in 2010.</p> <p>Although the population of the 16 – 24 age group in Argyll and Bute has fallen to 9188 in 2010 compared with 9296 in 2009, 10% of the total population are in the 16 – 24 age group which is stable compared with 2009.</p>	 Green
LPI05	Scottish Government	Increased levels of net in-migration	There continues to be a trend of outward migration from Argyll and Bute as the population estimates has fallen to 89,200 in 2010 compared with 90,040 in 2009.	 Red
ABC09a	Argyll and Bute Council	Business start ups supported	For 2010/11, 159 businesses were supported to start-up exceeding the target of 135 by 18%. This is an increase of 19 percentage points on last year's (2009/10) figure of 133 business start-ups supported.	 Green
		% supported businesses still operating after 2 years	This data will become available once the Business Gateway service has been operating for over two years - i.e. late in 2011	









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










Key success measures





Ref	Lead Organisation	Success measures	Commentary	Status
NP07	Scottish Government	School leavers in positive destinations	87.8% of school leavers in Argyll and Bute were in positive destinations in 2009/10 indicating an increase from 87.4% in 2008/09.	 Green
AC1	Argyll College	FE activity increases to match the Scottish average	Scottish Funding Council will provide Argyll College with the last tranche of funded activity in 2011-12 which will bring the college's activity level to close to 9,000 SUMs, almost double what it was 4 years ago.	 Green








National Outcome 4 – Our young people are successful learners, confident individuals, effective contributors and responsible citizens.





Key success measures				
Ref	Lead Organisation	Success measures	Commentary	Status
ABC04f	Argyll and Bute Council	Pupils engaged in Skills for Work	606 courses offered for skills for work were taken up marking a significant increase from the previous year when only 471 were taken up.	 Green
ABC04a	Argyll and Bute Council	Curriculum for Excellence implemented	Overall performance for Curriculum for Excellence	 Green
			100% of pupils experienced different teachers in 2010/11	 Green
			76% of schools devoting at least 25% of curricular time on interdisciplinary learning by the end of Level 4 against a target of 75%.	 Green
			93% of schools meeting their target to reduce the number of teachers in contact with S1-S3 pupils against a target of 85%.	 Green
			32% of schools where all teachers are providing appropriate personal support to pupils against a target of 30%.	 Green
			99% of schools had a statement of opportunities for personal achievement highlighting a stable level of performance from the previous year.	 Green
			100% of schools providing vocationally orientated curricular experiences against a target of 100%.	 Green
			96% of schools with a pupil council against a target of 95%.	 Green

ABC04d	Argyll and Bute Council	Increase attainment in age 5-14 age range	Overall performance for Primary attainment	 Green
			Attainment level for Maths at 87% remains above the target of 82%.	 Green
			Attainment level for writing was 87% against a target of 77%.	 Green
			Attainment for reading remains stable at 87% and remains above the target of 84%.	 Green
			Overall performance for Secondary attainment	 Red
			Attainment performance for Maths increased from 64% to 67% against a target of 65% in 2009/10.	 Green
			The attainment level for reading fell from 79% to 76% and is below the target of 79%.	 Red
			The attainment level for writing fell from 58% to 55% and is currently below the target of 58%.	 Red

		Attainment levels in national qualifications	Overall performance in national qualifications	 Green
			15% of S6 students attaining 1 or more subjects at level 7 or better against the authority target of 14% and the national average of 12%	 Green
			34% of S6 students attaining 3 or more subjects at level 6 or better against the authority target of 32% and the national average of 33%.	 Green
			9% of S5 students attaining 5 or more subjects at level 6 or better which indicates a stable level of performance.	 Green
			22% of S6 students attaining 5 or more subjects at level 6 or better which was the same as both the authority target and the national average although performance.	 Green
			96% of S6 students attaining English and Maths at level 3 or better against the authority target of 95%.	 Green
			34% of S5 students attaining 3 or more subjects at Level 6 against a exceeding both the target (32%) and the national average (33%).	 Green
			84% of S4 students attaining or more subjects at Level 4 or better against a authority target of 82% and the national average of 73% and performance had improved on the 80.6% achieved in 08/09.	 Green
			39% of S4 students attaining 5 or more subjects at level 5 or better against the authority target of 37% and the national average of 33% and performance had improved on the 35.4% achieved in 08/09.	 Green







National Outcome 5 – Our children have the best start in life and are ready to succeed.				
Key success measures				
Ref	Lead Organisation	Success measures	Commentary	Status
ABC04b	Argyll and Bute Council	Number of children accessing the Early Years service	The take up of pre-school provision achieved the target of 100%.	 Green
ABC04h	Argyll and Bute Council	Uptake of school meals	The uptake of free school meals on survey day decreased to 79% in 2010/11 compared with 85% achieved in 2009/10.	 Red
NHS-H3	Argyll & Bute CHP	Child healthy weight intervention programme	Total figure equates to 10 Full X programmes against trajectory of 27 (37%) and 225 mini X against trajectory of 125 (180%). Target for the end of 2010/11 was 165.	 Green
NP11	Scottish Government	Dental disease in children	In 2009/10, 68.3% of P1 children were decay free within the Argyll and Bute Community Health Partnership. This was higher than NHS Highland (63.7%).	 Green

National Outcome 6 – We live longer, healthier lives.				
Key success measures				
Ref	Lead Organisation	Success measures	Commentary	Status
ABC05c	Argyll and Bute Council	Waiting list for home care adults	1 person was awaiting Free Personal Care, within their home as part of a Community Care package in Argyll and Bute in March 2011. This was an improvement on the 8 people who were waiting in March 2010.	 Green
ABC05d	Argyll and Bute Council	Waiting list for residential care adults	6 people were awaiting a Care Home Placement in March 2011 against a target of no more than 10 people.	 Green
ABC05b	Argyll and Bute Council	Increase the % of older people receiving services cared for in care home	The overall percentage of people receiving care in the community in March 2011 was 65% against a figure of 64% in March 2010.	 Green
		Decrease the % of older people receiving services cared for with intensive home care	The percentage of people in institutional care in March 2011 was 35% showing improved performance against 36% in March 2010.	 Green
NHS-H4	Argyll & Bute CHP	Achieve agreed number of alcohol screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines by 2010/2011.	Trajectory for February = 3635 against a target of 3691 by end of 2010/11	 Green
NHS-STANDARD	Argyll & Bute CHP	Diagnostic tests: 6 weeks	Argyll and Bute CHP achieved their target of having no patients waiting over 4 weeks at March 2011.	 Green
NHS-H7	Argyll & Bute CHP	Proportion of new born children breastfed	The level of performance is stable for this indicator. Argyll and Bute CHP is consistently achieving 29% or higher.	 Green

NHS-T12	Argyll & Bute CHP	Reduce emergency inpatient bed days for aged 65+ to 3,238 per 1,000 population by Mar 2011	The figure at the end of FQ3 was 3,099 against a target of 3,238/1,000 population by Mar 2011.	 Green
NHS-T4	Argyll & Bute CHP	Reduce number of psychiatric readmissions	The performance for FQ2 09/10 was 54 against a target of 68 readmissions by December 2009	 Green
NHS-T6	Argyll & Bute CHP	Reduce hospital admissions rates (for Chronic Obstructive Pulmonary Disease, Asthma, Diabetes, Coronary Heart Disease)	The readmission rate for FQ3 10/11 was 7,481/100,000 population against a target of 9,130/100,000. Data for FQ4 10/11 still unavailable.	 Green
NHS-T9	Argyll & Bute CHP	Improve management of dementia patients	Figures in 2010/11 shows a favourable level of performance in the early diagnosis and management of dementia patients. In March 2011, 722 per 100,000 people had been diagnosed early which was a significant increase from 577 per 100,000 in 2009/10.	 Green


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


Key success measures

Ref	Lead Organisation	Success measures	Commentary	Status
ABC05a	Argyll and Bute Council	Community based support for children affected by disability	In March 2011 86% of children with a disability receive community based support against a target of 80%.	 Green
	Argyll and Bute Council	Proportion of looked after and accommodated children in a residential setting	In March 2011, 24% of Looked After Accommodated Children were in a residential placement against a target of no more than 27%.	 Green
ABC05b	Argyll and Bute Council	Resource centre placement for learning disability clients. (Resource Centre only)	4% of Learning Disability service users attend resource centres against a target of no more than 10% for March 2011.	 Green
ABC06a	Argyll and Bute Council	Completions on shared equity and social rented houses	A total of 182 completions were achieved in 2010/11 against a target of 75.	 Green
		Proportion of homeless households assessed in priority need	Performance for FQ4 2010/11 was recorded at 91% which exceeded the target set of 80%.	 Green
		Repeat homelessness within 12 months of case being completed	The figure for FQ4 2010/11 was 2% which remains well within the target of no more than 3.5%	 Green

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






Key success measures



Ref	Lead Organisation	Success measures	Commentary	Status
ABC04c	Argyll and Bute Council	Attainment of looked after children: Number and percentage attaining at least one SCQF level 3 (any subject)	<p>After very high performance levels of 95.7% in 2008/2009, academic attainment declined to 57.9% in 2009/10. The underlying attainment levels are:</p> <p>Looked After Away From Home ('accommodated') = 71.4% (down from 75% in 2009/10)</p> <p>Looked After At Home = 50% (down from 100% in 2009/10).</p> <p>This indicator is no longer collected at a national level. Within Argyll and Bute the small numbers of children in this grouping means that the data is subject to significant fluctuation and meaningful trend analysis is difficult to achieve.</p>	 Red

		<p>Attainment of looked after children: Number and percentage attaining at least one SCQF level 3 in English AND Maths</p>	<p>After high levels of performance of 73.9% in 2008/2009, academic attainment fell to 36.8% in 2009/10. The underlying attainment levels are:</p> <p>Looked After Away From Home ('accommodated') = 57% (down from 75% in 2009/10)</p> <p>Looked After At Home = 25% (down from 74% in 2009/10)</p> <p>This indicator is no longer collected at a national level. Within Argyll and Bute the small numbers of children in this grouping means that the data is subject to significant fluctuation and meaningful trend analysis is difficult to achieve.</p>	<p> Red</p>
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National Outcome 9 – We live our lives safe from crime, disorder and danger.




Key success measures




Ref	Lead Organisation	Success measures	Commentary	Status
LTS01	Strathclyde Police provides data to Argyll and Bute Council	Road accidents: fatal and serious injuries	There were 12 fatal and serious injuries on Argyll and Bute roads in FQ4 10/11 and although this was an increase on FQ3 10/11 it was fewer than the 16 recorded in FQ4 09/10.	 Green
LTS02	Strathclyde Police provides data to Argyll and Bute Council	Road accidents: slight injury casualties	The number of slight injury casualties decreased significantly to 193 in 2010 compared with 308 in 2009.	 Green
LTS03	Strathclyde Police provides data to Argyll and Bute Council	Road accidents: child killed or seriously injured	There was 1 child killed or seriously injured in 2010 against 5 in 2009 and also the target figure of 8.	 Green
SP1a	Strathclyde Police	Violent crime: Crimes of Violence (Group 1)	The number of crimes per violence per 10,000 population has decreased to 12/10,000 population which is below the 4 year rolling average of 13/10,000 population.	 Green
SP2a	Strathclyde Police	Substance misuse: Anti-social offences (Consumption of alcohol in public and Urinating in Public)	The number of anti social offences recorded remains was 72/10,000 population in 2010/11 which is significantly higher than both the target and the baseline figure.	 Green

SP2b	Strathclyde Police	Substance misuse: Number of persons detected for drug supply crimes	Although there has been a decrease in the rate of detections of drug supply, 62/10,000 population in 2010/11 compared to 66/10,000 population in 2009/10, performance remains above both the target of 60/10,000 population and the baseline of 50/10,000 population.	 Green
NP23	Scottish Government	Reduce overall reconviction rates by 2 percentage points by 2011	<p>Of all individuals convicted in 2006/07, 42% were reconvicted within a period of 2 years which was an increase in the previous year but below the target set (43%) and also the national average (44%).</p> <p>Publications are released on an annual basis and cover the period 3 years previously to the year of publication.</p>	 Green



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



Key success measures

Ref	Lead Organisation	Success measures	Commentary	Status
LPI01	Argyll and Bute Council receives data as per Scottish Roads Maintenance Condition Survey (SRMCS)	Network road condition indicator (excludes trunk roads)	The % of the roads network that requires further investigation (18%) or should be considered for maintenance (38%) remains above the targets of 9% and 31% respectively.	 Red
LPI02	Scottish Government	Scottish Household Survey – maintain positive perceptions of neighbourhoods	Analysis for Argyll and Bute is only possible using our two year datasets with the latest available being the SHS 2007/2008 release. The SHS 2009/10 annual report is scheduled to be released in August 2011 and the SHS 2009/2010 Local Authority Tables are scheduled to be released at the same time. This indicator will be updated at that time.	 Green
ABC08	Argyll and Bute Council	Waterfront and town centre regeneration - progress on the key projects that comprise the CHORD programme	50% of Full Business Cases have now been approved achieving the target (50%) that was set.	 Green

NP27	Scottish Government	House building rate	217 new house builds in Argyll and Bute for 2009/10 which is significantly lower than 2008/09. However this was a trend for the majority of local authorities in the current difficult financial climate and the significant reductions in Scottish Government grant assistance for affordable housing development.	 Red
AC2	Argyll College	Increased provision of HE activity	Due to restrictions on UHI's ability to grow, Argyll College will not get any increase in HE activity in the foreseeable future.	 Red
AC3	Argyll College	Argyll College achieves fundable body status with Scottish Funding Council	Argyll College have reached agreement on being relieved of the management charge paid to North Highland College and we are also now fully recognised as a college by Scotland's Colleges but will not receive fundable body status With Scottish Funding Council.	 Red





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

Key success measures				
Ref	Lead Organisation	Success measures	Commentary	Status
NP28	Scottish Government	Increase the percentage of adults who rate their neighbourhood as a good place to live	<p>97% of the population of Argyll and Bute rated their neighbourhood as a good place to live in compared with a national figure of 82%.</p> <p>Analysis for Argyll and Bute is only possible using our two year datasets with the latest available being the SHS 2007/2008 release. The SHS 2009/10 annual report is scheduled to be released in August 2011 and the SHS 2009/2010 Local Authority Tables are scheduled to be released at the same time. This indicator will be updated at that time.</p>	 Green
NP29	Scottish Government	Decrease the estimated number of problem drug users in Scotland by 2011	<p>The number of problem drug users in Argyll and Bute has decreased to 548 in 2006 compared with 579 in 2005.</p> <p>The data for this national indicator is taken from the national prevalence study which is conducted every 3 years - therefore this figure is not available on an annual basis. The 2006 figure is therefore reported in the study which was completed in 2009.</p>	 Green

NP17	Scottish Government	Reduce the percentage of the adult population who smoke to 22% of adults by 2010	<p>20.9% of adults smoke against a national average of 25.2%. the target is for 22% of the adult population to smoke by the end of 2010.</p> <p>Analysis for Argyll and Bute is only possible using our two year datasets with the latest available being the SHS 2007/2008 release. The SHS 2009/10 annual report is scheduled to be released in August 2011 and the SHS 2009/2010 Local Authority Tables are scheduled to be released at the same time</p>	 Green
NP18	Scottish Government	Reduce alcohol related hospital admissions by 2011	The number of alcohol related hospital admissions decreased in 2009/10 to 847 compared with 877 in 2009/10.	 Green

National Outcome 12 – We value and enjoy our built and natural environment and protect it and enhance it for future generations.

Key success measures

Ref	Lead Organisation	Success measures	Commentary	Status
SEARS2a	SEARS	Trial reintroduction of beavers to Knapdale	The reintroduction of beavers to Argyll and Bute remains an ongoing project that has successfully delivered its milestones..	 Green
SEARS4	SEARS	Publication of River Basin Management Plan	The date for 2008 highlighted that performance at Argyll and Bute level at 73% was above target set of 65%.	 Green
NP33	Scottish Government	Increase to 95% the proportion of protected nature sites in favourable condition	A figure of 89.7% is an interim figure for 2010/11. This figure is still well above the national average of circa 80%. It is very difficult to reach the national target of 95% in an area like Argyll and Bute because of the large number of protected sites although progress towards the national target is continuing. Performance for 2010/11 is stable in comparison with 2009/10.	 Green
ABC03a	Argyll and Bute Council	Clear objectives for forestry development	The Forestry Strategy was approved by Argyll and Bute Council in April 2011.	 Green





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

Key success measures

There are no key success measures relating to this national outcome for 2010/11.

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






Key success measures

Ref	Lead Organisation	Success measures	Commentary	Status
ABC01a	Argyll and Bute Council	Council reduces CO2 emissions	Argyll and Bute Council has been working with The Carbon Trust as part of their Carbon Management Revisited programme. A key outcome arising from programme participation will be a revised Carbon Management Plan (CMP) dealing with new drivers, key actions, new project identification, data improvements by the end of 2011. The Carbon Management Plan has delivered 107 tonnes CO ₂ per annum.	 Red
ABC02a	Argyll and Bute Council	Increased recycling rate for household waste	The % of waste recycled and composted in FQ4 2010/11 was 41.5% against a target of 40%. Performance for the previous 3 quarters in 2010/11 was also above the target of 40%.	 Green
		Reduced BMW ¹ going to landfill	In FQ4 2010/11, 4,695 tonnes of Biodegradable Municipal Waste was sent to landfill against a target of no more than 6,140 tonnes.	 Green
LTS04 (ABC07b)	Argyll and Bute Council	Increase by 3% per annum passenger numbers on buses	The number of passengers in 2010 was 1,113,449 which remains above the target set of 1,062,120.	 Green

¹ Biodegradable municipal waste

National Outcome 15 – Our public services are high quality, continually improving, efficient and responsive to local people’s needs.

Key success measures				
Ref	Lead Organisation	Success measures	Commentary	Status
NP43	Scottish Government	Improve people’s perceptions of the quality of public services delivered	Overall perception of public services remains above the targets set.	Green
			Analysis for Argyll and Bute is only possible using our two year datasets with the latest available being the SHS 2007/2008 release. The SHS 2009/10 annual report is scheduled to be released in August 2011 and the SHS 2009/2010 Local Authority Tables are scheduled to be released at the same time. This indicator will be updated at that time.	
			78 % of adults satisfied with local health services compared with the national average of 82% but has met the target for Argyll and Bute of 78%.	Green
			68% of adults satisfied with police compared with the national average of 60%.	Green
			68% of adults satisfied with fire services compared with the national average of 58%.	Green
			81% adults satisfied with refuse collection services compared with the national average of 78%.	Green
			64% of adults satisfied with local schools compared with the national average of 51%.	Green
			30% of adults satisfied with social work services compared with the national average of 24%.	Green

			57% of adults satisfied with public transport services compared with the national average of 62%.	 Green
			69% of adults satisfied with street cleaning services compared with the national average of 68%.	 Green
ABC12c	Argyll and Bute Council	Community engagement strategy implemented	Year 1 of Community Engagement strategy has been implemented.	 Green
NHS-H5	Argyll & Bute CHP	Reduce suicide rate between 2002 and 2013 by 20%, supported by 50% of key frontline staff in mental health and substance misuse services, primary care, and accident and emergency being educated and trained in using suicide assessment tools/ suicide prevention training programmes by 2010	Staff educated and trained in using suicide assessment tools/prevention training has increased to 42% in March 2011 compared with 26% in March 2010.	 Green
NHS-H6	Argyll & Bute CHP	Through smoking cessation services, support 8% of your Board's smoking population in successfully quitting (at one month post quit) over the period 2008/9 – 2010/11	As a result of the smoking cessation services available, there has been an increase in the Community Health Partnership's smoking population successfully quitting. The cumulative figure for 2008/09 – 2010/11 was 1,229 compared with a target of 1,338 by the end of March 2011 therefore the target (8% of the smoking population) was not achieved.	 Red