

ANGUS COUNCIL

CORPORATE PLAN 2007 – 2012

Our Vision

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

Context by D S Sawers (Chief Executive)

Angus Council is committed to working with our community planning partners to deliver effective and efficient services to the citizens of Angus.

This corporate plan identifies five key corporate objectives for Angus which will remain in place through to 2012. They are to:

- maximise the economic potential of Angus
- provide high quality customer centred services
- promote learning for all ages and abilities
- promote safe and caring communities and healthy lifestyles
- improve the environment and quality of life

Each of these objectives will be underpinned by annual management action plans to be undertaken by the Council over the next five years. These will be detailed under each objective and this is a summary of the areas to be tackled the first year.

Introduction by Councillor Bob Myles (Leader of the Council)

Following the election in May 2007, Angus Council took time to reflect on the key issues it needed to address during its lifetime. This corporate plan sets out these issues and identifies key actions that the Council will undertake in its first year to begin to address them.

The plan demonstrates the broad agenda facing the Council, its community planning partners and the Angus community, but I would wish to draw particular attention to some of these matters which I believe to be key in the next few years.

- We aim to continue to strengthen the council's links with and support local businesses.
- We aim to increase awareness and perceptions of Angus, locally, nationally and internationally through major promotions
- We aim to target resources to ensure that service delivery meets the identified needs and aspirations of our citizens.
- We aim to improve educational achievement including literacy and numeracy and will continue to make improvements to school buildings.

- We aim to provide good quality housing and working with our partners.
- We aim to improve the safety and quality of our communities. We will encourage our citizens to participate in physical activity.
- We aim to provide social work services to meet the changing needs of the population of Angus.
- We aim to increase the number of properties from which recyclable materials are collected. In conjunction with our partners we will introduce a sustainable regional transport strategy. We are committed to take local action to respond to the challenge of global warming.

We have seen real improvements in service delivery since the publication of the last corporate plan. However with the increasing focus on modernising and transforming public services, we will continue to look at ways of reviewing internal efficiency and working with partners to deliver more effective services.

I and my colleagues are proud of our county. Angus is an excellent place to live in, to work in, to be educated in, to invest in, and to visit. We know that our view is shared by many. Through the delivery of our Corporate Plan we hope to encourage others to take a real pride in being part of our community and county.

Objective 1 MAXIMISE THE ECONOMIC POTENTIAL OF ANGUS

Priority 1 Implement area based regeneration initiatives

In 2007 / 2008 we will:

- work with the communities in the north area of Arbroath, Arbroath Harbour and Drumachlie, Brechin to help people back into employment and training, and to improve community safety and health within these communities.
- apply to the Heritage Lottery Fund for funding to implement a scheme of environmental improvements for Brechin
- improve opportunities for young people who are not in Education, Employment or Training

Priority 2 Adopt an Economic Development Strategy which supports local people and businesses

In 2007 / 2008 we will:

- develop an Economic Development Strategy and associated Action Plan 2007-2010
- research the number of incoming workers to Angus, the nature of the work they do, their qualifications, living conditions, racial / cultural backgrounds and their perceptions of Angus
- prepare a second edition of the "Welcome Pack" for fellow EU and international workers in several languages. The pack will provide up to date information and contact details to enable these workers to access a wide range of services.
- establish an employability / labour monitoring sub group of the Angus Economic Development Partnership
- identify and support opportunities to develop Social Enterprises, with particular emphasis on childcare, health, tourism and environmental sectors
- research the development of an employability framework in accordance with the Scottish Executive's "Workforce Plus"
- liaise with local business organisations and identify ways to support their growth

Priority 3 Increase awareness and perceptions of Angus, locally, nationally and internationally

In 2007 / 2008 we will:

- commence the development of a co-ordinated Angus tourist strategy in consultation with interested parties
- review approach to local tourism promotions
- develop Tartan Day as a national and international celebration

- promote the golf market through Carnoustie Country, East of Scotland Golf Alliance and associated products
- accommodate an inward trade mission from China
- promote Angus for sporting and activity holidays and events
- develop the Angus Portal in support of tourism and business development
- raise the profile of the area through Angus Ahead and associated brand products
- develop the Towns promotion programme
- promote Angus and its companies to the energy sector at the Offshore Europe 2007 in Aberdeen
- publish a new business directory listing companies in Angus that offer services to the oil industry
- carry out an economic impact assessment to evaluate the economic benefits to Angus from the Open championship held in Carnoustie in July 2007

Priority 4 Improve our transport network through effective partnerships with other agencies

In 2007 / 2008 we will:

- improve the A92 north of Arbroath to Montrose and the A935 between Brechin and Montrose with a view to improving road links to and from Montrose
- investigate options for improving road links to the A90 from the A935 at Brechin

Priority 5 Deliver a regional land use and development strategy through effective partnerships at regional and national level

In 2007/08 we will:

- highlight the potential to facilitate the release of land for affordable housing

Priority 6 Support the competitiveness of Angus businesses

In 2007 / 2008 we will:

- provide guidance and support to local business to enable them to compete for public sector contracts

Objective 2 PROVIDE HIGH QUALITY CUSTOMER CENTRED SERVICES

Priority 1 Make services more accessible to customers

In 2007 / 2008 we will:

- implement the Angus Customer First Programme to meet the national objectives of delivering more convenient and responsive services
- encourage take up of online access to services to ensure that at least 75% of core service requests can be dealt with at first point of contact.
- develop ways of sharing information with partners, particularly the Single Shared Assessment process and the evaluation of the pilot ecare information sharing project

Priority 2 Develop ACCESS Angus to deliver integrated services

In 2007 / 2008 we will:

- review and develop the role of access offices in each burgh
- continue to develop the range of services available through ACCESSline and ACCESSonline

Priority 3 Consult with customers on our services

In 2007 / 2008 we will:

- collect information to inform service delivery through Angus Citizens Panel and Have Your Say database

Priority 4 Continually seek improvements across services

In 2007 / 2008 we will:

- publish a range of service performance reports for internal monitoring and public performance reporting
- improve procurement within the council to achieve efficiency improvements
- develop and co-ordinate the council's involvement in the Shared Services Agenda
- promote common practices for issuing fines for minor offences, for example litter and dog fouling using the current powers available to the council

Objective 3 PROMOTE LEARNING FOR ALL AGES AND ABILITIES

Priority 1 Increase learning opportunities for adults

In 2007 / 2008 we will:

- work with different services and agencies to deliver better services for children and young people in Angus
- provide training for people active in the community, volunteers and volunteer engagers
- publish the Lifelong Learning Partnership's Strategic Statement

Priority 2 Provide educational services that maximise and support learning

In 2007 / 2008 we will:

- develop the use of ICT to actively engage young people in their learning
- review and simplify procedures for planning and assessing children's learning
- complete training in respect of "Co-operative Learning" to 450 teachers
- develop resources to improve reading skills in line with national guidance

Priority 3 Encourage citizen involvement in community life

In 2007 / 2008 we will:

- co-ordinate and implement the Angus Community Learning and Development Strategy
- use the National Standards for Community Engagement to develop and support better working relations between communities and agencies delivering public services

Priority 4 Improve school buildings

In 2007 / 2008 we will:

- complete the Forfar/Carnoustie Schools Project, construct a new Primary School in Newtyle, and begin construction of a replacement for Seaview Primary School in Monifieth

Priority 5 Improve educational achievement including targeted increases in attainment in the core skills of literacy and numeracy

In 2007 / 2008 we will:

- implement the Angus Adult Literacy and Numeracy Strategic Plan

Objective 4 PROMOTE SAFE AND CARING COMMUNITIES AND HEALTHY LIFESTYLES

Priority 1 Deliver improvements in safety through the Community Safety Partnership

In 2007 / 2008 we will:

- carry out actions as detailed in the Road Safety Plan
- prevent antisocial behaviour occurring, intervene effectively and quickly when it does occur, and support people who suffer distress as a result of such behaviour

Priority 2 Ensure good quality and affordable housing is available to all in Angus

In 2007 / 2008 we will:

- encourage the provision of more affordable homes for rent and purchase
- implement the Homelessness Strategy, prevent homelessness, and successfully tackle it when it occurs

Priority 3 Improve the health of the community in partnership with other agencies

In 2007 / 2008 we will:

- review and implement the Angus Joint Health Improvement Plan
- encourage people to participate in physical activity by implementing the Physical Activity Strategy and Action Plan
- develop a strategy to improve the existing and deliver new sports facilities for training and competition for Tayside and Fife in conjunction with Sportscotland
- support all Angus schools to become 'Health Promoting' Schools
- develop an Angus cultural strategy with local organisations and other agencies

Priority 4 Focus on changing the culture of alcohol use within the community

In 2007 / 2008 we will:

- develop performance indicators relevant to the Community Planning 'Focus on Alcohol' initiative
- develop a range of information resources on alcohol and the effects of alcohol for the public and partner agencies
- develop specific initiatives to progress the 'Focus on Alcohol' initiative

Priority 5 Ensure that social work services are designed to meet the future needs of the community

In 2007 / 2008 we will:

- develop a plan to respond to the issues identified in the 21st Century Review of Social Work to ensure delivery of effective social work services
- review and re-design services for children and families, older people, and people with learning disabilities to ensure services effectively meet the needs of the people of Angus
- review practices in other councils to inform approach to school/offsite support for severely social and emotionally disturbed children
- implement local responsibilities arising from the Tayside Community Justice Authority
- implement the Action Plan from the Social Work Inspection Agency Performance Inspection Report
- develop ways of using modern technology to support people at home
- develop and implement an action plan in response to the Report on the Multi-Agency Inspection of Services for Older People in Tayside
- complete the Best Value Review of older people's services and develop an implementation plan to address recommendations
- develop services for young people with profound and multiple learning disabilities
- develop services to help long stay patients with learning disabilities move into the community
- develop services to protect vulnerable adults at risk of abuse and neglect
- develop services for children living with substance misusing parents
- develop and implement an action plan to protect children and young people in the Angus Council Area
- develop services for children and young people who cannot live in their own home
- complete the Best Value Review of Residential Education and develop an implementation plan to address recommendations.
- develop an integrated approach between the council and health service to evaluate children's services using a common set of quality indicators.
- due to projected fall in birth rate, develop and implement a research programme to identify future service needs of pre school children particularly regarding nurseries, playgroups and child minders.
- establish the needs of children & young people in relation to mental health & wellbeing and put in place plans to develop services to respond to these needs

Objective 5 IMPROVE THE ENVIRONMENT AND QUALITY OF LIFE

Priority 1 Encourage sustainable energy and energy efficiency initiatives

In 2007 / 2008 we will:

- continue to ensure the council delivers energy efficient homes

Priority 2 Implement strategies to combat the effects of climate change

In 2007 / 2008 we will:

- identify priority areas for reducing the impact of global warming and develop a carbon management programme

Priority 3 Improve waste management and recycling arrangements

In 2007 / 2008 we will:

- increase the number of households and commercial properties that receive a recycling collection
- develop new ways and initiatives to stop waste going to landfill

Priority 4 Improve transport and accessibility in a sustainable way

In 2007 / 2008 we will:

- develop and promote a network of main paths / tracks throughout Angus which will be signposted by the council and others to allow public access to the countryside
- develop a plan for improving and maintaining the parks and open spaces in Angus
- introduce a sustainable regional transport strategy in partnership with the regional transport authority, TACTRAN