

Putting You First

How Angus Council performed in 2009-10



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WELCOME to Putting You First, outlining how Angus Council performed during 2009-10 in delivering services to our residents.



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In each section we highlight some of the projects which were undertaken during the year to fulfil the council's key priorities. We also set out some of our key actions for 2010-11.



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At the root of all of these actions is the delivery of services that are effective and meet the needs of the people of Angus. It was therefore gratifying that last year's citizens' survey found that the majority of residents were satisfied with the quality of life in Angus, and with council services.



Promoting Learning 10-12

This view was reflected in the recent best value report on Angus Council from the government's local government watchdog, Audit Scotland for the Accounts Commission. Their audit put the council's business procedures under rigorous scrutiny and while their report recognised that the council is delivering good value services, it also highlighted areas where it believes the council can do better.



Safe, Caring, Healthy Communities 13-15

While any feedback which acknowledges the positive work of the council is to be welcomed, the challenge for us is to ensure that we continue to find the most effective and efficient ways of running our business to continue to deliver to the standards expected by residents.

Key to FACT boxes

To give you an easy indicator of how we are performing, the facts boxes are colour coded



Green indicates an improvement in performance in 2009-10



Red indicates a drop in performance in 2009-10

Figures contained within this report were accurate at time of publication. For continually updated performance information visit www.angus.gov.uk/performance.

Angus Council has a duty to publish statutory performance indicators for selected services for the year 2009-10, together with those from the previous year, 2008-09, where available.

The content of the publication can be made available on alternative formats or translated into other languages. Please contact the council's ACCESSLine on 08452 777 778. © Angus Council 2010.



David Sawers
Chief Executive



Councillor Bob Myles
Leader of Angus Council



Angus Council is committed to providing high-quality services which meet the expectations of our customers and to achieve this, we have identified these key priorities which will continue to be the focus of our work:

- make services more accessible to customers
- develop ACCESS Angus to deliver integrated services
- consult with customers on our services
- continually seek improvements across services

The council delivered a number of initiatives and projects under these priorities in 2009-10:

Accessible services

A new cash receipting system replaced the council's ageing system – which was no longer fit for purpose. The new system will help with plans for a possible increase in the variety of council services and locations where card payments can be accepted.

To assist voters with a hearing impairment, the council worked with Deaflinks – an organisation which champions equal access, equality and diversity for deaf people – to provide information in sign language to voters with a hearing impairment via the Angus Council website.



Plans may enable more customers to make card payments for services

FACT: There has been a 33% increase in payments made online for council services

ACCESS Angus

The system installed in ACCESSLine and ACCESS offices, which allows the recording of different types of requests against a single customer record, is being enhanced to include the housing repair service for an improved and consistent customer service. Although the number of ACCESSLine enquiries dropped, there was an increase in the number of people making enquiries/services requests via the council's website.

FACT: The number of enquiries/service requests received via ACCESS online rose by 17%

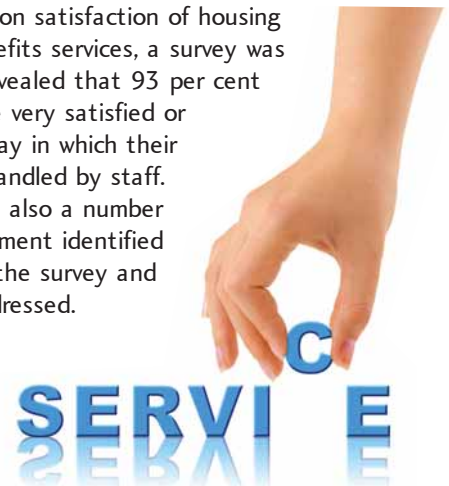
Customer consultation

To obtain feedback on satisfaction of housing and council tax benefits services, a survey was carried out which revealed that 93 per cent of respondents were very satisfied or satisfied with the way in which their enquiry had been handled by staff. However, there were also a number of areas for improvement identified from the results of the survey and these are being addressed.

The new community council scheme was approved, providing the framework for the operation of community councils, including model constitutions and standing orders.

The council introduced a customer charter outlining how it will deliver a consistent and high standard of customer service.

A review of customer publications was undertaken to ensure communications with customers are effective, while providing value for money.



Customer Services



A citizens' survey of 1500 people revealed a high level of satisfaction with council services and quality of life in the county. Respondents were particularly positive about their neighbourhoods, the environment, and quality services. Some concerns were expressed about drug problems and antisocial behaviour in certain neighbourhoods and these are being addressed by the council and its community planning partners.



Work will be carried out to address concerns about antisocial behaviour

There were 31 consultations publicised on the Have Your Say website seeking the public's view on a range of issues. The responses received were taken into account when decisions were being made.

FACT: The biennial survey of Social Work and Health service users revealed that 93% of respondents believed that the services they receive meet their needs, an increase of 10%

Improve services

A new paperless system was introduced by the council so that customers can arrange to pay their council tax by direct debit by simply making a phone call. It is hoped that this new easy method of setting up payments will encourage even more people to sign up to direct debit.

Building standards became the first council service to receive a national Customer Service Excellence award in recognition of its very high standard of customer service and commitment to continuous improvement.

The first group of front-line staff achieved their Customer Service Qualification to ensure they have the right training, skills and tools to deliver first-class customer services.

Teams from the Chief Executive's Department, as well as the housing, property and planning and transport divisions, looked at how they work to identify improvements to services and service delivery. This self-assessment has resulted in areas for improvement being identified.

Among the actions we will take in 2010-11 to continue to deliver the best possible services to the citizens of Angus are:

- relaunch the Angus Citizens Panel and carry out one survey during the year
- support the development of a third sector (community and voluntary groups) forum
- establish new local community planning arrangements across Angus



Front line staff have gained customer service qualifications



Angus Council is committed to maximising the economic potential of Angus and its people and to achieve this we have these key priorities which will continue to be the focus of our work:

- implement area-based regeneration initiatives
- implement an economic development strategy which supports local people and businesses
- increase awareness and perceptions of Angus locally, nationally and internationally
- improve our transport network through effective partnerships with other agencies
- deliver a regional land use and development strategy through effective partnerships at regional and national levels
- support the competitiveness of Angus businesses

The council delivered a number of initiatives and projects under these priorities in 2009-10:

Regeneration initiatives

The internal alterations and improvements to the Town House Museum, undertaken as part of the Brechin Townscape Heritage Initiative, were completed on schedule. As part of the initiative, tenders were also sought for the restoration of various properties on the High Street.



Brechin Town House Museum



The restoration of the Dalhousie Bar building in Brechin is under way

To further complement this work, £1.8 million was secured from the Scottish Government Town Centre Regeneration Fund to buy and renovate property in Brechin town centre.

Supporting local people and businesses

The Angus Reputable Trader Scheme was launched to support traders who are providing first-class customer service and provide residents with a list of traders whose business have been found to come up to scratch. The scheme now has 55 member businesses, covering diverse areas such as the car trade, building trades and retail premises.



Car traders are among those businesses signing up to the reputable traders scheme

The Economy



A team of business advisers was recruited, operating from the Enterprise Centre at Brechin Business Park. Within their first 12 months they offered support and advice to 122 local companies.

With the support of the Angus Social Economy Partnership – which includes Angus Council – the Angus Association of Voluntary Organisations made a successful bid for government funding to employ an officer to support social enterprises (voluntary and not-for-profit organisations providing local services) in Angus.

The external funding team supported the community and voluntary sector through monthly circulation of Angus Funding News, the promotion of the Angus funding website, funding and training events, as well as one-to-one and group support and assistance with funding applications.

In response to the economic downturn and rising unemployment, the Angus Employability Partnership, which is led by the council's economic development service, was launched to aid, support and co-ordinate the provision of employability services in Angus.

The Working for Families Team was relaunched as the Towards Employment Team to give advice and assistance to families and individuals to get them back into employment, volunteering, training or education.

Tendering opportunities for all contractors were offered through the use of the Public Contracts Scotland website portal and a programme of accelerated capital maintenance works took place to assist in supporting contractors during the current economic conditions.

FACT: The Towards Employment Team helped 354 people into employment, education, training or volunteering, compared to 173 under the previous Working for Families programme

Increasing awareness of Angus

A sustainable tourism strategy was launched to increase visitor numbers under five key themes – food & drink, golf, activity tourism, culture and heritage, festivals and events.

In partnership with Outdoor Angus – a group of 26 activity tourism businesses – a new brochure was produced and a new website was launched showcasing a wide range of outdoor activities in the area, from rock climbing to mountain biking.



Rock climbing is just one of the many Angus outdoor pursuits being promoted

An audit of accommodation provision in Angus revealed that only 64 per cent is VisitScotland graded – well below the national average. In response to this, a marketing and quality grant scheme was established to assist businesses gain the accreditation.

A food and drink industry group was established to encourage a greater use of seasonal Angus produce by restaurants and accommodation providers and an application has been made to Europe to secure protected status for the Forfar Bridie – similar to that in place for the Arbroath Smokie.

The opportunity to explore the Angus Glens was taken up by 334 walkers who took part in the 2009 Angus Glens Walking Festival. To make it easier for walkers to book their place at the event, a new e-ticketing facility was launched for 2010.

A portal to the county's past was opened with the digitising of burial records of more than 200,000 burial lairs in 71 local cemeteries, making Angus the first local authority in Scotland to put this wealth of local history online.

Golf marketing under the Carnoustie Country brand received a facelift with a new and improved website and the establishment of a golf industry group to introduce more stay and play packages and attract more tournaments to the area.



FACT: A new more accurate software system revealed there were 235,278 visits to the Angus Ahead portal – an increase of 6%

Improving the transport network

Plans to improve the A935 progressed with the purchase of land at West Broomley to allow the road realignment to proceed. Investigations are continuing at Mill of Dun to identify the best option to remove the bad bends, and at Balwyllo, negotiations are under way to acquire the necessary land to realign the road at that location.

On the A92 at Big Tree bends, work is ongoing to identify the best alignment to eliminate the bad bends at Hawkhill and Courthill.

The road realignment improvement on the B9128 at Hillend was completed.

At Arbroath Bus Station, a £420,000 project to improve facilities for passengers and staff got under way.

Repairs were undertaken to the breakwater structures at Arbroath Harbour.



Arbroath Bus Station gets a facelift

Although the condition of Angus roads fell slightly, according to the national Road Condition Index, the county's position relative to other Scottish local authorities rose to fourth place.

FACT: Roads which were determined as requiring further investigation or repair under the Road Condition Index rose from 26.6% to 27.1%

Land use and development

Fifteen new leases for premises in the council's business property portfolio were concluded over the year. It is estimated that these deals will lead to 17 jobs being safeguarded and 41 being created. They will add £60,000 to the council's annual property rental income and bring the average occupancy rate to 88 per cent.

The council continued to develop options for the purchase of employment land in Montrose, Arbroath and Carnoustie.

A consultation on proposals for a new multi-million pound business park for Arbroath, which could eventually accommodate around 1000 jobs, was launched. The submission of the pre-planning application notice for the site to the west of Elliot Industrial Estate is the council's first step in the projected 12-year development plan for a new business park.

FACT: The average occupancy rate of the council's business units rose by 2% to 88%

Among the actions we will take in 2010-11 to continue to maximise the economic potential of Angus and its people are:

- continue to work on plans to develop new business parks in Arbroath, Carnoustie and Montrose
- develop a number of industry led-tourism groups to develop the Angus visitor experience
- explore the business potential of the renewables sector in Angus
- a review of the South Montrose area to develop a master plan for its physical and economic regeneration
- implement the Brechin Townscape Heritage Initiative (THI) and help to regenerate selected properties in Brechin Town Centre
- move forward with alignment improvements on the A92 at Hawkhill/Courthill bends and on the A935 at Balwyllo, West Broomley and Mill of Dun

Improve the Environment and Quality of Life



Angus Council is committed to improving the environment and quality of life for this, and future generations, of Angus citizens, and to achieve this we have identified these key priorities which will continue to be the focus of our work:

- encourage sustainable energy and energy efficiency initiatives
- implement strategies to combat the effects of climate change
- improve waste management and recycling arrangements
- improve transport and accessibility in a sustainable way

The council delivered a number of initiatives and projects under these priorities in 2009-10:

Sustainable and efficient energy

The energy consumption and carbon footprint of schools has been reduced by the introduction of an overnight shutdown of all PCs in secondary schools from 6pm and a daytime shutdown by pupils when they have finished work on a PC.

The second phase of major maintenance repairs at Bruce House, Arbroath, to improve energy efficiency was completed.

Throughout the year, there was an ongoing programme of energy efficiency and energy management improvements, including installation of energy efficient light fittings, lighting controls, heating system improvements and draught-proofing at council properties.

The council became one of a small number of selected Home Insulation Scheme (HIS) areas in Scotland covering some 14,000 homes in and around Brechin and Montrose. This injected an estimated £2 million investment to the Angus economy in terms of employment opportunities and construction industry activity.

The project will also increase the disposable income of householders by reducing fuel bills and maximising benefit uptake.

The council received a Carbon Trust Low Carbon Building Award in the new build category for Seaview Primary School, Monifieth.

FACT: 1350 council houses were surveyed for energy efficiency – up from 74

Combating climate change

The council published its first Climate Change Annual Report detailing targets set, actions taken, outcomes achieved and further actions required to reduce the carbon and ecological footprint of Angus.

Works to improve the resilience of the existing sea walls at Victoria Park and the West Links Arbroath to coastal flooding and wave over-topping were looked at.

A flood alleviation scheme is being developed for the river South Esk at Brechin in consultation with Scottish Water and other key stakeholders. The council is also considering appropriate actions to improve the level of protection at the Brothock Burn, Arbroath.

To raise awareness of the importance of protecting the environment, the ranger service provided an extensive programme of environmental activities throughout the year. In particular the rangers led fieldwork activities with school groups, colleges, nature clubs, youth and community groups, and sheltered housing complexes.



The ranger service raised awareness of protecting the environment



Waste management and recycling

A Best Value Review of Waste Management was completed and a comprehensive action plan agreed by the council which will complement the Scottish Government's Zero Waste Plan to substantially reduce the amount of waste going to landfill.

The range of paper items that can be recycled using the green box was extended and household battery and mdf/chipboard recycling at recycling centres was introduced.



A new system was introduced to ensure that only garden material is collected in the green bins before being sent to a dedicated composting facility for treatment and processed to a standard which ensures that consistent, high-quality compost is achieved.

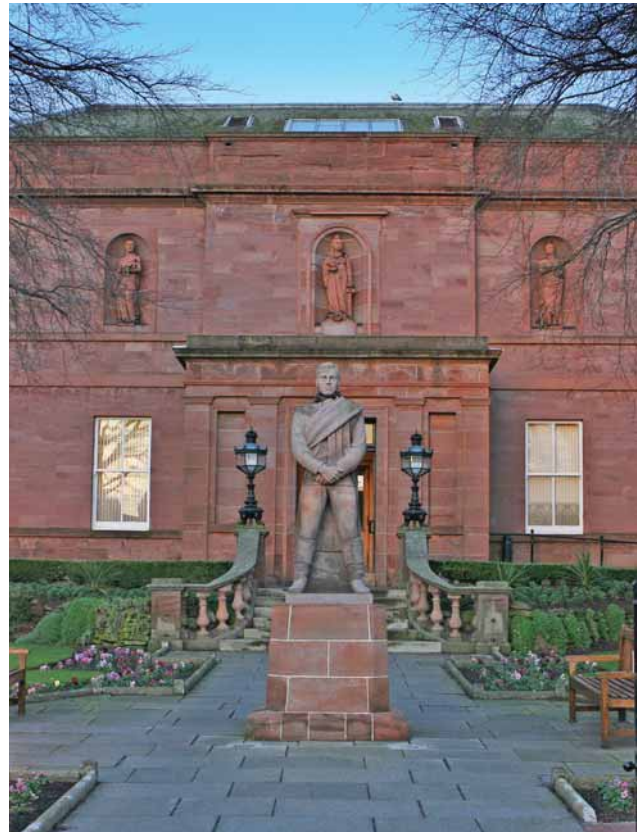
Last year saw the completion of further developments at Restenneth landfill site, near Forfar, which have reduced the environmental impact of waste. The council has invested to treat pollution from the water that drains from the landfill waste before it reaches the sewer system. The treated water now meets standards set by Scottish Water.

FACT: The proportion of domestic waste going to landfill sites dropped by 14% while waste being recycled or composted rose by 7%

Sustainable transport and accessibility

Work continued on the Core Path Plan for Angus, which will provide a network of paths throughout Angus for activities such as walking, cycling and horse riding. The Scottish Government has held two public hearings into objections to the plan and is dealing with other objections by written submissions.

Accessibility improvements at the Meffan Museum and Gallery, Forfar, were completed last year. The accessibility improvements to Arbroath Library and the accessibility improvements and the refurbishment of Montrose Museum are under way. The first phase of the refurbishment of Kirriemuir Town Hall, including accessibility improvements to the hall, was completed.



Work started to make Arbroath Library more accessible

Among the actions we will take in 2010-11 to continue to improve the environment and quality of life are:

- adopt a Core Path Plan for Angus
- progress a Brothock Burn flood prevention scheme
- progress a Brechin flood prevention scheme
- move forward with maintenance work on the seawall at Victoria Park and West Links, Arbroath
- implement the actions arising from the Best Value Review of Waste Management

Promoting Learning



Angus Council is committed to promoting learning for everyone in the county regardless of age and ability, and to achieve this we have identified these key priorities which will continue to be the focus of our work:

- increase learning opportunities for adults
- provide educational services that maximise and support learning
- encourage citizen involvement in community life
- improve school buildings
- improve educational achievement, including targeted increases in attainment in the core skills of literacy and numeracy

The council delivered a number of initiatives and projects under these priorities in 2009-10:

Adult learning opportunities

The Angus Gold project, which works with the 50-plus population across Angus in a variety of ways, was independently evaluated by the Scottish Government. This recognised the positive impact the project has had on participants in relation to ICT skills, health, wellbeing and social contact.

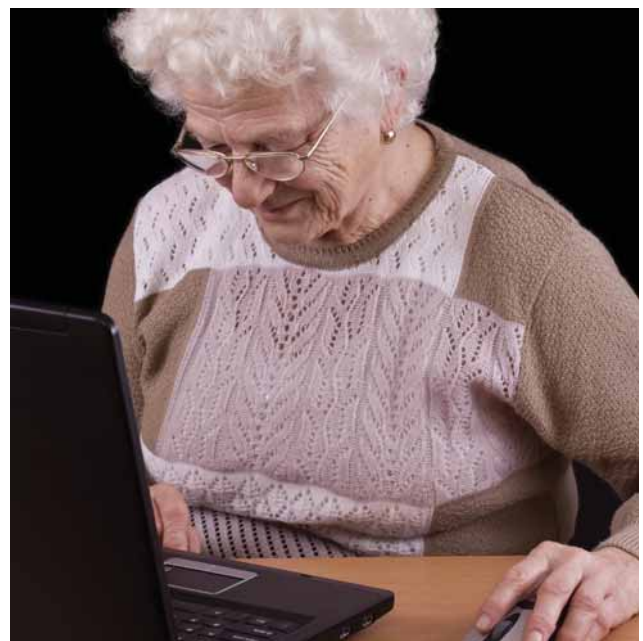
There were 150 participants in English for Speakers of Other Languages courses, an increase of 80 from the previous year, at community bases in Forfar, Montrose, Carnoustie, Arbroath and Brechin.

Family learning projects in partnership with primary and secondary schools were piloted in Forfar, Brechin, Arbroath.

The community learning and development service led a celebrating achievement event for learners participating in non-accredited learning. The event was supported by adult learning partners and 100 learners attended.

Responses to a learner questionnaire found that all respondents reported positive impacts on their lives as a result of engaging with literacies learning.

Freedom to Learn – a project directly funded by the Scottish Government to enhance the literacy skills of individuals in contact with the justice system – achieved all of its milestones for the first year and a strong partnership has developed between the Scottish Prison Service, criminal justice service and community learning and development.



The 50-plus population were offered IT training

FACT: 713 new adult learners have undertaken learning opportunities to improve their literacy and numeracy skills, an increase of 4%

Maximising and supporting learning

Extensive work has been undertaken to ensure that Angus schools are prepared for the implementation of the Curriculum for Excellence (CfE). Each school was asked to create individual CfE plans, with guidance from the council's education service.

Participants in a 2009 standards and quality focus group gave several examples of how help provided by Education had enabled them to gain an understanding of how to influence developments in their communities.



These included: assistance from Angus Gold to help older people identify policy issues and press for change; a pilot project to involve young people in discussion of policy issues; and work done in Brechin with the Polish community.

The Glow education intranet continues to be rolled out to more staff, including community learning and development staff. Glow is the first national education intranet in the world which allows schools and education services across the country to share knowledge and ideas.

More pupils took the opportunity to develop their skills through vocational learning courses ranging from motor vehicle maintenance to hairdressing.

FACT: 574 pupils started accredited vocational programmes – an increase of 48%

Citizen involvement in community life

The Community Learning and Development Strategy was relaunched in 2009, signalling a fresh impetus to community work across Angus. Its key aim is the greater involvement of individual citizens in shaping and designing public services in ways which respond better to their needs. The strategy, which builds on achievements over a number of years, was produced following considerable discussion and collaboration involving partner organisations and draws heavily on the work of local organisations in Angus communities.



The new Seaview primary

Improve school buildings

All schools in the Forfar/Carnoustie Project were completed on schedule – with Carnoustie High School being completed in time for pupils to use the building from August 2009. Seaview Primary School, Monifieth, was also completed, with pupils moving into the new school at the start of the session.

Work is on schedule for the new Isla Primary School to be ready in time for the start of 2010-11 session, and the extension to Webster's High School will also open in 2010.

The second phase of the Arbroath schools project consultation has been progressed and a bid for additional funding from the Scottish Government has been submitted.

The demolition and landscaping of the old Newtyle Primary School site, including forming play areas and safe access routes to the new school, was completed.

The contract was approved for the extension to Monifieth High School to form a community learning and development centre.

Superfast broadband links were established at all secondary schools while 24 burgh primary schools received fast links. Angus schools continued to take part in the Eco Schools initiative. Designed to enhance the curriculum, Eco Schools is an award scheme that involves the whole school in making the school environment better and sustainable development an integral part of the life and ethos of a school.

FACT: 89% of schools have achieved bronze status, 59% silver status and 23% Green Flag status in the eco-schools awards – up from 88%, 53% and 15%

Promoting Learning



Educational attainment

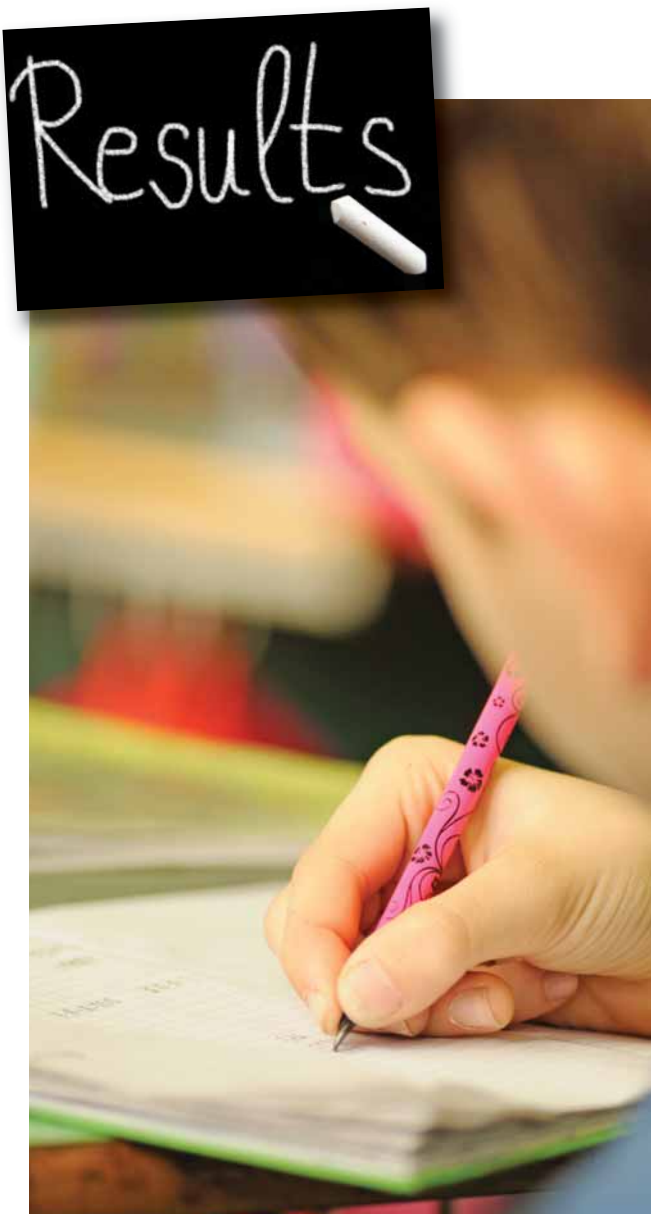
Commitments to raise attainment across Angus schools have included the issuing of detailed guidance to support the implementation of the national reform of the curriculum and a phased introduction of the national schools intranet Glow in schools.

Most teachers have now undertaken Co-operative Learning training. Literacy skills have been promoted through major local initiatives, including Keys to Literacy, Creative Writing and Moving Image Education. In all this work, there has been a strong emphasis on active learning approaches which engage and motivate pupils.

The number of secondary pupils gaining qualifications at Higher Grade by the end of S6 increased in Angus last year. However, there is a continuing need to provide support to secondary schools in their efforts to improve performance at standard grade. All attainment indicators at primary level rose and the council will continue to build on this success in implementing the Curriculum for Excellence - the new curriculum for Scottish schools.

FACT: Primary pupils who attained appropriate levels in writing increased by 2% to 77%. 86% attained appropriate levels in maths – up 2%, while reading rose by 1% to 84%

FACT: At Standard Grade, 34% of secondary pupils gained credit level – a drop of 3%. Those achieving general level dropped 2% to 77%, while there was no change at foundation level



Among the actions we will take in 2010-11 to continue to promote education for people of all ages and abilities are:

- take forward a three-year Curriculum for Excellence implementation plan with due regard to curriculum planning, assessment, new national qualifications and skills development
- increase the number of classes of 18 pupils or lower in primaries 1, 2 and 3
- provide nutritious free meals to all P1-P3 pupils in schools located in the 20 per cent most deprived communities in Angus
- provide free pre-school education to all children as soon as practical after their third birthday
- increase the range and uptake of accredited vocational courses
- implement 16+ Learning Choices as part of the senior phase of Curriculum for Excellence in line with broader More Chances More Choices developments in Angus

Initiatives have been undertaken to improve educational attainment



Angus Council is committed to promoting safe, caring communities and healthy lifestyles and to achieve this we have identified these key priorities which will continue to be the focus of our work:

- deliver improvements in safety through the Angus Community Safety Partnership
- ensure good quality and affordable housing is available to all in Angus
- improve the health of the community in partnership with other agencies
- focus on changing the culture of alcohol use in the community
- ensure that social work services are designed to meet the future needs of the community

The council delivered a number of initiatives and projects under these priorities in 2009-10:

Improving community safety

Last year, a new community safety team with staff from Angus Council, Tayside Police and Tayside Fire & Rescue were brought together under one roof. The team's remit is to improve community safety, tackle crime and antisocial behaviour and provide support to communities across Angus. The Angus Community Safety Strategy 2009-12 was also launched, to underpin the work of the Angus Community Safety Partnership for the next three years.

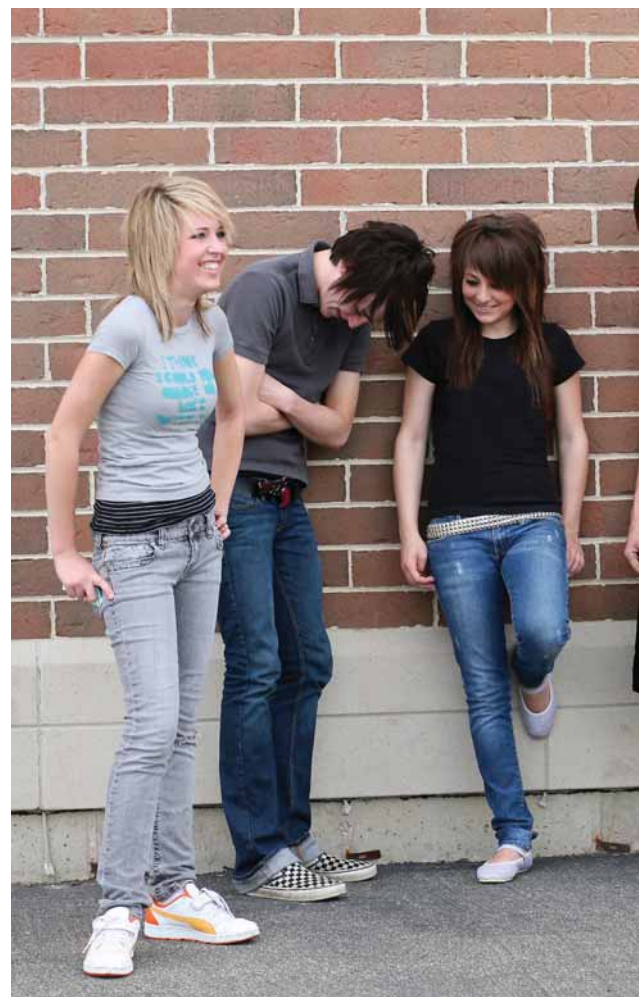
Joint initiatives involving Angus Council and its partners included women's safety seminars and the launch of the domestic violence alarms initiative, designed to protect vulnerable people in the community who may be at risk of physical harm or abuse from spouses, partners, or ex-partners.

Public safety campaigns included the roll-out of thousands of polycarbonate glasses via the licensed trade as part of the Best Bar None scheme.

There was a reduction in the number of crimes of dishonesty reported, including shoplifting and vehicle crime. A number of partnership initiatives contributed to this, including the Doorstoppers initiative, which has continued to be developed in Angus, protecting residents from bogus sellers, pushy salespeople and other types of doorstep crime.

The No Cold Calling Zones, introduced to give added consumer protection to residents, were evaluated and revealed a decrease of 82 per cent in cold callers in these areas.

A number of projects addressed issues of antisocial behaviour across Angus. These included Friday Nite Projects in Kirriemuir and Arbroath attended by 400 young people, the deployment of a Community Task Force in Montrose and Brechin, and the development of a number of community-based projects such as Street Games For All and Adopt a School initiative.



A number of projects were introduced to provide positive activities for young people



A number of proactive partnership educational campaigns have also been undertaken, including Young Firefighters, Safe Angus and Fire Academy.

FACT: Antisocial noise complaints dropped from 425 to 314, and 92% of those complaints which required a visit were attended within 30 minutes of the complaint being made – up 2%

Affordable housing

During 2009-10, a total of 79 affordable houses were completed across Angus, in partnership with Scottish Government, local registered social landlords (RSL) and house builders.

The council reaffirmed its commitment to considering the application of the council's affordable housing policy to development proposals on a case-by-case basis, and to be flexible in applying and implementing the policy. This recognises the challenges currently being faced by house builders and RSL partners in delivering housing for open market sale and affordable housing,

The council is also committed to investigating a range of alternative approaches to the delivery of affordable housing, such as privately funded shared equity and a shared ownership scheme, in conjunction with its partners.

A comprehensive housing need and demand assessment will be used to inform the preparation of the 2011 Angus Local Housing Strategy and the subsequent local development plan for Angus.

Improving the health of the community

The ranger service offered a variety of activities to encourage a more active and healthy lifestyle. These included walking, running, cycling, canoeing, sailing, windsurfing, rafting, high/low ropes course and enjoying the outdoors.

The new Montrose swimming pool received planning permission and a new all-weather sports pitch was opened at Webster's High School in Kirriemuir.

To support the cultural wellbeing of the community, the council carried out a comprehensive review of its museums and unveiled plans for the future improvement of the service.

A commitment to invest £450,000 for improvements at the Signal Tower Museum in Arbroath was made to coincide with the Year of Light celebrations.



The Signal Tower is set for a revamp

FACT: User figures at leisure centres and swimming pools rose to 1,706,087 – an increase of 4.3%, while country parks received 636,135 visits – up by 2%

Meeting the needs of the community

An adult protection unit was established to ensure that adults living in the county who are being harmed or are at risk from harm are aided and protected, was established with additional frontline staff in place to support vulnerable adults.

Phase two of the redesign of services for people with a learning disability got under way, with work progressing on day opportunities, respite and supported accommodation.



Plans were unveiled to build an innovative housing complex on the site of the former Kinloch School in Carnoustie. The Kinloch site will contain a new supported housing complex and high-dependency care centre for the Carnoustie area to replace Camus House, as recommended by the council's Best Value Review of Older People's Services.

Services for children and families were redesigned to ensure an effective and relevant response. Teams to support families are now in place across Angus. Family group conferencing has been established in partnership with Barnardos and the fostering service in Angus was redesigned to attract more carers.

A Corporate Parenting Strategy for Looked After Children in Angus was approved. The key priorities, commitments and actions within the strategy are now being taken forward through action plans within each department.

FACT: 234 adults with learning disabilities were supported into employment, training or volunteering – up by 48

Changing the culture of alcohol use

The number of offences committed in Angus by people who were under the influence of alcohol dropped last year as work to tackle alcohol abuse within the community continued.

The Angus Alcohol and Drugs Partnership, which draws its members from statutory and voluntary organisations, produced its new three-year strategy. The strategy identifies key priorities, commitments and actions which will be monitored and reviewed regularly basis.

The Focus on Alcohol Angus project continued to support positive change around the use and misuse of alcohol in the county with a number of projects including: free disco event for under-18s in Arbroath; the production of an alcohol information booklet for migrant workers; and the Best Bar None awards which encourage and reward good practice in licensed premises.

The licensing board consulted with various organisations including Tayside Police and community councils on extending current byelaws banning the consumption of alcohol in public places in Arbroath, Brechin, Carnoustie, Kirriemuir and Montrose and the possibility of establishing new byelaws in Forfar and Monifieth.



Work has been carried out to change the nature of alcohol use

Among the actions we will take in 2010-11 to promote safe, caring communities and healthy lifestyles are:

- progress the implementation of the best value review of older people's services
- progress the redesign of Social Work & Health children's services and services for people with learning disabilities
- enhance the fostering allowances
- develop and implement a museums' action plan
- start building the new Montrose swimming pool
- develop a funding package and outline programme for the Year of the Light



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