

**1) Maximise the economic potential of Angus**

ActionRequired	Target Date	SuccessCriteria
<b>Implement area based regeneration initiatives</b>		
Forfar Town Centre : Environmental improvements	30-Jun-2009	Complete Improvements by June 2009
Carnoustie Seafront Re-Development	31-Jul-2009	Improved Seafront and Play Area to be open to the public
Brechin Town House Museum Development Phase 3.	01-May-2010	Completion and opening. • Funding • Design • Contract • Opening
Implement Brechin Townscape Initiative.	31-Mar-2012	Three priority projects identified in relation to: (i) 68/72 High Street (the Merchants House) (ii) 29-33 High Street (iii) 45-47 High Street (iv) intend to have 3 to 4 small grants projects within THI area
<b>Increase awareness and perceptions of Angus, locally, nationally and internationally through major promotions</b>		
Development of funding package and outline programme for the Year of the Light: The Bicentenary of the Bellrock in 2011 centred on the Signal Tower Museum	31-Mar-2011	Report to Neighbourhood Services Committee August 2010
<b>Improve our transport network through effective partnerships with other agencies</b>		
A90(T)/A935 east of Brechin Link Road	30-Jun-2009	Identify improved access to Montrose Port from Strategic Road Network

**1) Maximise the economic potential of Angus**

<b>ActionRequired</b>	<b>Target Date</b>	<b>SuccessCriteria</b>
<b>Improve our transport network through effective partnerships with other agencies</b>		
Improvement Works to A935 between Brechin and Montrose	31-Mar-2010	Consult with stakeholders, prepare tender documents and purchase required areas of land
Improvement Works to A92 between Arbroath and Lower Northwater Bridge	31-Mar-2010	Consult with stakeholders, obtain Statutory consents for Hawkhill and Court Hillock bends, prepare tender documents and purchase required areas of land
<b>Support the competitiveness of Angus businesses</b>		
Develop Action Plan to support local businesses	31-Mar-2010	Implement 09/10 action plan with particular emphasis on the priority sectors of Tourism, Food and Drink and Sustainable Energy.

**2) Provide high quality customer centred services**

<b>ActionRequired</b>	<b>Target Date</b>	<b>SuccessCriteria</b>
<b>Make services more accessible to customers</b>		
Introduce Customer Service Professional Qualification to the Council	31-Oct-2010	First Candidates undertaking Qualification
Make use of opportunities offered by new technology to make services more accessible to our customers - Corporate Information Portal	31-Mar-2011	Added functionality, content and accessibility.
<b>Develop ACCESS Angus to deliver integrated services</b>		
Review and develop the role of ACCESS offices in each burgh	31-Mar-2010	Role of access offices in each burgh reviewed

2) Provide high quality customer centred services

ActionRequired	Target Date	SuccessCriteria
<b>Develop ACCESS Angus to deliver integrated services</b>		
Continue to develop the range of services available through ACCESSline and ACCESSonline	31-Mar-2010	Continued development of the range of services available through ACCESSline and ACCESSonline
<b>Consult with customers on our services</b>		
Commission Citizen Survey	30-Sep-2009	Citizen Survey undertaken.
Review the scheme of establishment of Community Councils	30-Sep-2009	Revised scheme agreed by due date
<b>Continually seek improvements across services</b>		
Secure approval for a Corporate Parenting Strategy for Angus	30-Jun-2009	Approval Secured
Review of Rural Library Services	31-Aug-2009	Report to Neighbourhood Services Committee
Progress implementation of Corporate Parenting Strategy for Angus	31-Mar-2010	Corporate Planning Strategy implemented
Review of Energy Procurement in partnership with TPC	31-Mar-2010	Established procurement method for the current environment

**2) Provide high quality customer centred services**

<b>ActionRequired</b>	<b>Target Date</b>	<b>SuccessCriteria</b>
<b>Continually seek improvements across services</b>		
Undertake needs assessment exercise of the pre-school age group in light of the projected fall in the birth rate to inform future service provision	31-Oct-2010	Needs assessment exercise undertaken of the pre-school age group in light of the projected fall in the birth rate to inform future service provision Participants - Angus Council, NHS Tayside, Angus CHP, Voluntary Sector
Museums Review: Subsequent development and implementation of the action plan emanating from the review	31-Mar-2011	Report to Neighbourhood Services Committee August 2010 (Dates dependent on review outcome)

**3) Promote learning for all ages and abilities**

<b>ActionRequired</b>	<b>Target Date</b>	<b>SuccessCriteria</b>
<b>Increase learning opportunities for adults</b>		
Publish and Implement 2008-2012 Community Learning & Development (CLD) Strategy	31-Dec-2009	Strategy well understood by Community Planning Partners; evidence of positive impacts on range and quality of CLD provision.
Pilot extended care facilities in designated LA pre-school classes	31-Mar-2010	Extended care provision piloted in at least 3 pre-school classes.
<b>Provide educational services that maximise and support learning</b>		
Implement GLOW, a national interactive broadband facility within Angus Schools	31-Aug-2009	Introduced in a further 26 schools by August 2009
Enhance the secondary school curriculum (ie: into Education, Employment or Training)	30-Apr-2010	100% increase in uptake of vocational courses; significant reduction in the percentage of pupils not moving on to positive post-school destinations

### 3) Promote learning for all ages and abilities

ActionRequired	Target Date	SuccessCriteria
<b>Provide educational services that maximise and support learning</b>		
Increase number of schools with Eco-School status	31-Jul-2010	90% of schools achieve bronze award. 60% of schools achieve silver award. 20% of schools achieve green flag status.
<b>Encourage citizen involvement in community life</b>		
Refurbishment of Kirriemuir Town Hall	31-Mar-2010	Project completed on time ready for the JM Barrie celebrations
<b>Improve school buildings</b>		
Complete the Forfar/Carnousite Schools Project	31-May-2009	Langlands Primary School open and occupied
Complete construction of Seaview Primary School	31-Aug-2009	Seaview Primary School constructed
Rural Kirrimuir Project - Provision of a new school at 'Peel Farm'	31-Aug-2010	Schools constructed in accordance with project timetable and meets users' expectations
Arbroath Schools Project	31-Jan-2012	Consultation undertaken and a way forward agreed.

#### 4) Promote safe and caring communities and healthy lifestyles

ActionRequired	Target Date	SuccessCriteria
<b>Deliver improvements in safety through the Community Safety Partnership</b>		
Develop service to respond to the introduction of Intensive Support and Monitoring Services (ISMS) through the Anti-Social Behaviour etc (Scotland) Act 2004	31-Oct-2010	Improved outcomes for children and young people
<b>Improve the health of the community in partnership with other agencies</b>		
Development of a new swimming pool in Montrose (consultation and development of final design and cost)	30-Jun-2009	Committee report for approval of final design and cost June 09
<b>Ensure that social work services are designed to meet the future needs of the community</b>		
Develop ways of sharing information with partners, particularly the Single Shared Assessment process and the evaluation of the pilot ecare information sharing project.	30-Apr-2009	Evaluation complete and partnership decision regarding future use of system.
Establish an Adult Protection Unit and enhance care management services in order to implement the Adult Support and Protection (Scotland) Act	31-Oct-2009	Improved protection of vulnerable adults. Key milestones: APU established, Post established, Posts filled
Progress the redesign of Social Work and Health Children's Services	31-Mar-2011	Improved support to children and families in the community
Progress Implementation Plan for the Best Value Review of Older Persons Services	31-Mar-2011	Subject to decision of Angus Council 12 February 2009
Progress the redesign of services for people with learning disabilities	31-Mar-2012	Redesign of services for people with learning disabilities progressed

5) Improve the environment and quality of life

ActionRequired	Target Date	SuccessCriteria
<b>Encourage sustainable energy and energy efficiency initiatives</b>		
Develop and implement an Action plan in line with the Housing Energy Conservation Act up to 2009.	31-Mar-2010	Action plan developed and implemented in line with the Housing Energy Conservation Act up to 2009.
<b>Implement strategies to combat the effects of climate change</b>		
Brechin Flood Prevention Scheme - River St etc	30-Jun-2009	Report updated project status to Committee
Victoria Park and West Links - Seawall	31-Mar-2010	Development of outline proposals for consultation with stakeholders and progression of Statutory Licences
Brothock Burn Flood Prevention Scheme	31-Mar-2010	Confirmation and development of Feasibility Study Report and progression of Statutory Consents
<b>Improve waste management and recycling arrangements</b>		
Implement revised waste strategy following recommendations from the Best Value Review of Waste Management to meet Single Outcome Agreement targets	01-Sep-2009	Improvements in waste diversion from landfill and increased recycling in line with Single Outcome Agreement targets for 2010.
<b>Improve transport and accessibility in a sustainable way</b>		
To adopt Core Path Plan for Angus	31-Mar-2010	To present Council case at Public Local Inquiry.

5) Improve the environment and quality of life

ActionRequired	Target Date	SuccessCriteria
<b>Improve transport and accessibility in a sustainable way</b>		
Develop Parks & Greenspace Strategy and Develop Corporate Mapping System	31-Mar-2010	Completed strategy with Action Plan. Audit, Open Consultation, Draft Strategy, Consultation, Final Strategy, Committee Approval.(Annual action)