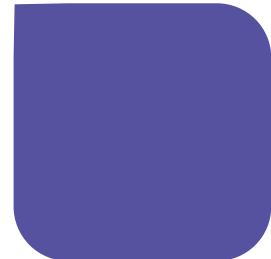
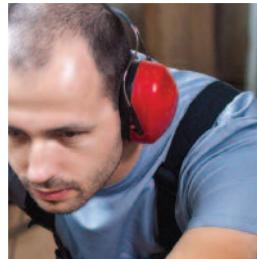
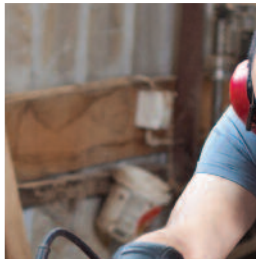


ANGUS COUNCIL PLAN

Case Studies | 2017-18







Case Studies

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- **We want Angus to be a 'go to' area for businesses**
 - Skilled & adaptable workforce
 - Attractive employment opportunities
 - Inclusive & sustainable economy
- **We want to maximise inclusion and reduce inequalities**
 - Best start in life
 - Opportunities for achieving success
 - Physically, mentally and emotionally healthy
- **We want our communities to be strong, resilient and led by citizens**
 - Safe, secure, vibrant and sustainable communities
 - Environment enhanced, protected and enjoyed
 - Carbon footprint reduced
- **We want Angus Council to be efficient and effective**
 - We place our customers at the heart of all that we do
 - We are responsive, accessible and fair to all
 - Our services represent Best Value and are focused on the greatest needs

We want Angus to
be a 'go to' area
for businesses

Total investment by the private sector in the Montrose South regeneration amounts to just over £100 million. As a result over 200 new jobs have been created to date.



Montrose South Regeneration project

The project has been a remarkable success. Since 2013, the private sector has invested over £100 million and created over 200 jobs with further investment in the pipeline. Angus Council, working with partners, has led the project which has brought life back into a badly neglected, run down, challenging former industrial area. The cost to the public purse £3.1 million – largely associated with the creation of a new spine road that has provided better access for businesses and port users and helped segregate commercial and residential traffic.

In 2013, following the development of a masterplan for the area, despite challenging financial times, Scottish Enterprise and the Council, recognising the significant economic opportunity the area presented and the value of the port in supporting the wider economy, agreed to fund the spine road (SE section 2 only). Following detailed design work the total cost to deliver the new road, including property acquisition, was estimated to be £3.1 million. Scottish Enterprise contributed £600,000 and Angus Council the balance of £2.5m. Delivery costs remain within budget.

Planning approval for the demolition of properties and the construction of the road was granted in 2014, as was road construction consent. It was decided to take forward the road in two developments. Section 2, to the east, commenced in October 2014 and was completed in Spring 2015. This was taken forward first as the two required properties could be acquired voluntarily and the works consisted primarily of junction improvements to create a through route. Such was the support for the road that the two owners 'gifted' their properties to the Council as they could see the direct benefits to their wider business interests.

June 2018 saw the completion of the whole spine road allowing smooth and unhindered traffic flow. The realignment and landscaping features now provide an open and pleasant access to the businesses in this area, as well as improving the streetscape for residents and visitors.

Encouragingly, throughout the early stages of the road works the private sector was already developing and indeed taking forward investment projects. The Council's officer allocated to the project worked closely with the property owners and the port throughout, supporting the investments and helping to attract businesses. A partner stakeholder group was fundamental to minimising disruption and issues and ensuring good communication.

Outcomes

- A new through road of approximately 1,000 metres;
- Total investment by the private sector in the above projects amounts to just over £100 million. As a result over 200 new jobs have been created to date;
- A catalyst to stimulate wider economic growth - An additional and very positive outcome is a strong partnership of private and public sector which is now being developed as we take forward the Tay Cities Deal proposal for North Angus. Montrose South has proven to be a catalyst in encouraging confidence and growing ambitions.

Digital Connectivity

The Scottish Government has committed to deliver superfast broadband (> 30 Mbps) to 100% of premises by 2021.

As of 31 December 2017 92.7% households and businesses (premises) across Angus could access high-speed fibre services as a result of the Digital Scotland Superfast Broadband programme (DSSB). This is close to the target set for 93% for our area at the start of the programme. In addition 89.5% of premises have access to speeds in excess of the superfast definition of 24Mbps. Work will continue as part of the forthcoming national programme (R100) to not only ensure all premises have access to broadband but that all premises will have speeds of at least 30Mbps. This work has enabled the following developments for businesses in Angus:-

Digital Pilot for businesses. In August 2017 Orchardbank Business Park and in 2018 Kirkton Industrial Estate, Arbroath went live and radio broadband is now available to businesses in both these locations. In addition we will also be able to provide a business grade broadband connection to businesses outwith the sites but that have line of sight of our key locations. Businesses in Angus who wish to be considered for this project can notify us of their interest and get in contact here - www.businessangus.com/form/contact

Gigabit Voucher Scheme for SMEs. Following on from the pilot of vouchers (note not the better broadband scheme) the UK Government has launched the Gigabit Voucher scheme which is targeted at SMEs and can offer £3K towards installation of fibre. There is an opportunity for residential properties to be part of this however there needs to be at least 1 SME taking up the voucher. More information is available at <https://gigabitvoucher.culture.gov.uk/>

Angus Council has now commenced work on providing a solution focussed approach to connectivity across the area to consider opportunities for digital interventions over and above those already underway. This will focus on the three key pillars already identified in the initial scoping; namely Business (specifically those covering the Council priority sectors), Community (mainly rural/hard to reach areas) and Tourism/Visitors (mainly hotels/B&B's, resorts, attractions etc.). The webpage was launched in January 2018 to keep our communities, businesses and visitors updated on progress. Information updates can be found at www.angus.gov.uk/digitalangus

Outcomes

- 92.7% households and businesses (premises) across Angus can now access high-speed fibre services as a result of the Digital Scotland Superfast Broadband programme;
- 89.5% of premises have access to speeds in excess of the superfast definition of 24Mbps;
- There is a commitment to deliver superfast broadband to 100% of premises across Scotland by 2021 – this is on target for Angus;
- We want to maximise inclusion and reduce inequalities.

We want to maximise
inclusion and reduce
inequalities

Early Years Expansion Programme

On 19 April, the council's Children and Learning Committee approved Report No 128/18 and the appended Blueprint for Expansion, giving the programme the go-ahead to get on with planning all of the activities required to meet the national commitment to expand the provision of early learning and childcare from 600 hours per year to 1,140 hours per year by August 2020.

Workstream 1 is well underway, focusing on the need to create a lot more physical space in which children can learn and play. In order to fulfill this aim there are two exciting 'new build' projects, and various developments within existing primary school nursery settings will also be undertaken. The new build facilities in Carnoustie and Forfar will cater for up to 360 young children.

Workstream 2 is focused on workforce expansion and development, which includes increasing the number of staff available for the expanding ELC provision in Angus. Our initial efforts were focussed on a retraining programme for existing council staff who were interested in a career change into early years. Interest in the retraining programme was very high, with 75 applications received.

Successful applicants commenced a college course which will finish in April 2020, giving us a group of around 75 qualified and experienced applicants who will have the chance to participate in a restricted recruitment exercise for ELC posts all over Angus. Any shortfall between the number of applicants and the number of posts we need to fill will be addressed through normal, external recruitment.

Another key element of Workstream 2 is the implementation of new delivery models at a number of the existing council ELC settings. At present the vast majority of nurseries operate during term-time only, closing during school holidays, but this will have to change if we are to deliver our expanded obligations from August 2020.

Outcomes

- 2 brand new, purpose-built early learning and childcare centres by August 2020;
- Extension/redevelopment/refurbishment work at more than half of our existing primary school nurseries by August 2020;
- 75 qualified and experienced workforce expansion applicants by April 2020.

Two brand new,
purpose-built early
learning and
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by August 2020.



Trading Standards - Life Changes Trust

You're sitting down to have dinner or relaxing in front of the television and the phone rings. It's someone trying to sell you insurance, or a robotic voice advising you about a PPI claim – a nuisance call. A nuisance call is a call you get that you didn't ask for. Unfortunately nuisance calls affect almost all of us at some point. At best nuisance calls are annoying sales pitches and an invasion of privacy - at worst they can be scary and upsetting.

In 2017 Angus Council Trading standards installed 39 call blocking devices for vulnerable people in Angus and these blocked almost 12000 nuisance phone calls. The call blockers are installed by the Community Alarms team and they installed 4 new devices in March. Over eight and half million adults in the UK say that unsolicited marketing calls or text messages make them anxious or feel stressed. The very fact that millions of people say that they are afraid to answer the phone, or that they have been left anxious or stressed, should be reason enough for action. The problem of nuisance calls and text messages is a much broader issue and the detriment to consumers goes beyond the potential stress and anxiety.

Outcomes

- In total 190 call blocking devices have been fitted;
- In Angus 23,424 calls were made to TrueCall units;
- 23,333 numbers were blocked – over 99.5% and 4,427 are estimated to be scam calls;
- Increased sense of security in own home;
- More people feeling able to live at home safely and confidently.

23,333 numbers were blocked – over 99.5% and 4,427 are estimated to be scam calls

We want our communities
to be strong, resilient and
led by citizens

Kirriemuir Conservation Area Regeneration Scheme (CARS)

This five-year project, funded jointly by Historic Environment Scotland and Angus Council, aimed to promote a greater public awareness and appreciation of the built heritage within the Conservation area, to contribute to the economic and social regeneration of Kirriemuir.

The conservation area varies in character to include not only the original medieval core of the burgh, but its later expansion to the west up Glengate, eastwards along Brechin Road, and the main thoroughfare northwards up the Roods.

The scheme ran from April 2013 until March 2018 with aims to:

- repair and reinstate the character and appearance of historic buildings within the conservation area
- restore or enhance the features which give the buildings their historical or architectural importance
- encourage or facilitate the re-use of vacant or partially vacant buildings
- promote greater public awareness and appreciation of the built heritage
- contribute to the economic and social regeneration of Kirriemuir

The project has invested over £1.1m in building repair works and public realm improvements within the Conservation Area, and developed traditional building skills training workshops and practice to raise awareness in the built heritage of “the wee red toon”.

The five-year heritage regeneration project has now concluded and all funding has been allocated. Highlights include:

- 48 buildings within the conservation area boundary benefitting from grant assistance of £845,000. The renovation of the Glengate Hall and 1-7 Roods have been flagship projects in the CARS with both listed buildings now occupied and removed from the Buildings at Risk register. Nearly £500,000 of grant funding has been spent on a further 46 buildings which have been repaired under the Small Grants Scheme;
- Public realm works of around £106,000 for enhancement works in The Square and other improvements;
- Over 80 people, building professionals, contractors and local residents have benefitted from our training workshops, some of whom have participated in hands-on repointing work to the boundary wall at Reform Street carpark;
- CARS has also supported Legacy projects in collaboration with local groups including the creation of a Wayfinding App, a Mosaic Mural by Dementia Friendly Kirriemuir and an update of the Heritage Trail.

The CARS Final Celebratory Event was held in Kirriemuir at the end of April 2018 to showcase the achievements of the project. All final evaluation reports and accounts have now been submitted to Historic Environment Scotland.

Outcomes

- Glengate Hall was the first priority project to receive grant funding for restoration/repairs to the external building fabric. The project also received funding for internal works from the Scottish Government via the Empty Homes Loan Fund. Refurbishment works to convert the building into nine apartments for social rent was completed, and the building occupied.
- The Airlie Arms Hotel is now under new ownership and has been renovated internally and externally to upgrade this listed building's appearance within the town centre. CARS grant assistance was offered but declined by the new owners. Business doing well promoting local food and offering accommodation for visitors.
- The vacant and derelict building at 1-7 Roods has also been repaired externally under CARS grant assistance and the building refurbished internally to accommodate a barber's shop on the ground floor with flatted accommodation above.

The Airlie Arms Hotel is now under new ownership and has been renovated internally and externally to upgrade this listed building's appearance within the town centre.

Abbey Quarter Development

The new 40 home development in Arbroath has replaced housing that was unsustainable and unsuitable for local tenants.

Pat Millar, a community representative on the Arbroath Locality Partnership said: "It's great to see the area really taking shape. Housing-led regeneration projects are a key component in our Arbroath Locality Partnership's vision to make Arbroath a better place to live, work and visit.

The £7-million Abbey Quarter development – on the footprint of Guthrie Hill and Smithy Croft – is supported by £2.3 million of Scottish Government grant funding and will provide much-needed homes for rent near the town centre, where previously there were unloved and unpopular multi-storey blocks. The 28 one-bedroom flats and two wheelchair-adapted properties will help to meet the significant demand for these types of rented property in Arbroath. There will be 40 units in total across the development, with two, three and four bedroom homes also available.

The Arbroath (and area) Locality Plan was developed with local residents, community organisations and partner agencies in the voluntary, private and public sectors with thought given to what everyone can do to improve the quality of life for local people. The plan explains why we want to work better together locally; identifies areas for action to bring about positive change; and describes ways in which we are going to work differently in future.

In total this new development is worth £7 million of which Scottish Government have contributed £2.3 million. Based on local demand the development will see:

- 28 x 1 bedroom flats
- 6 x 2 bedroom flats
- 1 x 2 bedroom bungalow
- 4 x 3 bedroom house
- 1 x 4 bedroom house

Outcomes

- Funding secured from Scottish Government;
- Regeneration of derelict site;
- Delivering on the Arbroath Charrette;
- Improved housing for the people of Angus.

We want Angus
Council to be efficient
and effective

Chapelark, Forfar

This is a £5.6 million project which is transforming a B-listed school building into 29 high quality affordable homes for social rent, comprising 18 one-bedroom flats, six two-bedroom flats, one three-bedroomed flat and four five-bedroomed townhouses.

This innovative development came about as a direct result of the school closure as part of the multi-million pound Forfar schools project. This saw the refurbishment of town primaries, a new build school at Whitehills and the closure of Chapelark and Wellbrae Primary Schools. The use of the site, which was surplus to education requirements, for social housing would represent a beneficial use for the community and would help to meet the identified housing needs in the area.

With increasing demand for social housing the Housing Division needed to identify a dynamic way of meeting these needs by maximising the use of existing buildings in the area. The Chapelark Project would provide for the redevelopment of the vacant former school buildings which would secure the retention and renovation of important listed buildings while providing affordable housing for the community.

The project's success has relied heavily on a joined up approach, both in terms of cross departmental collaboration, but also in terms of bringing several strategic strands together to deliver housing outcomes which meet corporate objectives

The key drivers behind this development:

- Continue regeneration of the area by replacing older stock with newer, more appealing housing in line with the councils aim to create places that people are proud to call home.
- Create larger family homes to meet the needs of households on the waiting list, needs that cannot be met elsewhere in the town.
- Contribute to the Scottish Governments, and the Council's target of building affordable homes.
- Contribute to the Council's ambition of having at least 20% of all newly constructed housing suitable for particular needs.

Outcomes

- Improved quality of town centre housing stock;
- Availability of size of housing to meet local need;
- More affordable housing available;
- Strong tenant engagement and satisfaction:
 - The project's success has relied heavily on a joined up approach, both in terms of cross departmental collaboration, but also in terms of bringing several strategic strands together to deliver housing outcomes which meet corporate objectives.
 - The involvement of tenants has been key to the success of the project thus far and the tenant information event proved really popular and is something that will be replicated in our future projects. Of the tenants who were surveyed, 100% rated the event as excellent; one tenant said "Very worthwhile exercise, all questions answered". This process adds to the tenant journey process that we are aiming to introduce to all of our new developments in order to ensure that the tenant is involved from an early stage of the build. www.youtube.com/watch?v=Ff4m0ueS9l4

Revenues & Benefits: Leading the way in digital delivery

In 2014/15, Revenues & Benefits implemented a major change programme to their management and service delivery. At the heart of this reform was the digitalisation of the processes for making new claims and the automation of the data submitted online.

The principal drivers for these changes and improvements to service delivery were:

- enhancing the customer experience;
- meet the Council's vision of digital by 2020;
- to capitalize on the returns available from investment in technology;
- to achieve the savings required whilst still improving performance;
- more effective administration;
- a customer consultation exercise identified 93% of customers expressing an interest in being able to claim benefits online.

This service was one of the first within the Council to provide online options for the customer. Coupled with this improved offer was the redesign and investment in new technology to streamline the administration procedures. The processing of the data collected online is now automated which has maximised results and provided for outstanding results in performance while maintaining quality.

Outcomes

- Housing Benefits New Claims speed of processing 2016/17 = 17 days, this was 2nd in Scotland, Scottish average = 22 days meaning faster access to benefits for claimants;
- Housing Benefit New Claims speed of processing 2017/18 = 16 days 3rd quickest in Scotland, UK & Scottish average 22 days;
- Council Tax Collection In Year 2016/17 as at 31/3/17 = 97.9%, this was 1st in Scotland, Scottish average 95.8%;
- Council Tax Collection In Year 2017/18 as at 31/3/18 = 97.8% 2nd in Scotland, Scottish average 96%.

Housing Benefit New Claims speed of processing 2017/18 = 16 days 3rd quickest in Scotland, UK & Scottish average 22 days

