



## **Single Outcome Agreement 2011-14 Annual Report 2012-13**

Orkney Community Planning Partnership is pleased to present the Annual Report on its Single Outcome Agreement 2011-14, covering the period April 2012 – March 2013.

The biggest success story of the year has been the publication of the first results of the 2011 Census, which showed a very significant increase in Orkney's population over the past decade from 19,245 to 21,349. Reversing Orkney's population decline has been a primary purpose of the Partnership from its initiation in 2000. Later releases of data demonstrated that an increase in population was evident in the smaller isles as well as the Orkney mainland. This result has been achieved through numerous small initiatives, from gateway housing to community wind turbines and other new businesses supported by the isles development trusts.

In 2012, the Scottish Government published a Statement of Ambition and new guidelines for community planning partnerships, underlining the need for transformational change, with a focus on preventative services, early intervention in children's lives to prevent future problems arising, and action to reduce inequalities. Partner agencies in Orkney welcome the national agenda for reform. We fully support the preventative agenda, and have long been committed to equality, evidenced by the continuing positive trend of our equality indicators under national outcome 7.

Orkney Community Planning Partnership has now published a new Community Plan and Single Outcome Agreement for 2013-16, so this will be our final annual report on the 2011-14 SOA.

If you would like this document in a different language or format, please contact the Community Planning office on 01856 873535 extension 2160, or email [anna.whelan@orkney.gov.uk](mailto:anna.whelan@orkney.gov.uk).

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## Orkney's Economy

*We live in a Scotland that is the most attractive place for doing business in Europe*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?













Private sector house build completions were only slightly below target in the year, an indicator of Orkney's resilience in the context of the economic downturn.

Cruise ship passengers were up markedly, continuing their steep upward trend. This is good for the local economy but if the trend continues it could lead to pressure on infrastructure and impact negatively on the heritage sites which visitors are coming to see. OCPP is addressing this issue collectively.

The Strategic Economic Forum built on the Economic Strategy for Orkney adopted by the Partnership in Feb 2012 by developing an Action Plan. The Forum invited key individuals to discuss the outlook for their particular sectors, including the construction industry and the Kirkwall Arts Initiative. Arising from this the Forum held an open seminar, The Procurement Maze, in October 2012, sector to increase understanding of new online tendering and procurement frameworks. This was well attended by representatives of national and local public, private and third sector bodies.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
1.1	Rate of active enterprise start ups per 10,000 adults	Orkney 39.4 Scottish 34.4 (2009-10)	Orkney 29.9 Scotland 36.0 (2010) <i>2012 data not yet available</i>	Match or exceed Scottish rate	Match or exceed Scottish rate	Match or exceed Scottish rate	↓	✗
1.2	Net stock of VAT and/or PAYE based enterprises in a local authority area on an annual basis	1,410 (2009-10)	1,505 (2013)	Maintain baseline	Maintain baseline	Maintain baseline	↑	✓

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
1.3	Private sector new house build completions	102 (year ending December 2010)	125 (2012-13)	120	130	140		
1.4	Total tourist days (excluding day-visitors)	686,940 (year ending December 2010)	691,320 (year ending December 2012)	700,000	715,000	730,000		
1.5	Number of cruise ship passengers visiting Orkney	25,440 (year ending December 2010)	41,385 (year ending December 2012)	26,000	26,500	27,000		
1.6	Landings of Shellfish	3,096 tonnes (year ending December 2010)	3,440 tonnes (year ending December 2012)	3,189 tonnes	3,285 tonnes	3,384 tonnes		
1.7	Breeding animals production: Dairy cows Beef cows Breeding ewes  TOTAL	 2,558 26,081 43,660  <u>72,299</u> (2010)	 2,689 26,385 43,638  <u>72,712</u> (2012)	Maintain 2010 levels	Maintain 2010 levels	Maintain 2010 levels		

## Employment

*We realise our full economic potential with more and better employment opportunities for our people*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?



Orkney has further improved on its differential with Scotland over the percentage of the working age population economically active, and JSA claimants are slightly down. However, most of our other employability indicators have taken a less positive turn, reflecting the difficult economic climate. Numbers placed in social enterprises or supported employment are down, but this may result from success in finding mainstream employment for these clients. The continuation of the partnership post (funded through OIC, JCP, Lifeskills and match funded by LEADER) of Employment Worker, based at Employability Orkney, has brought a great deal of positive activity amongst employers. This role has helped to support 33 unemployed people into work experience and 22 into paid jobs.

The Employability Strategic Group has continued to look at the employability pipeline and identify where gaps in provision may be. The Group has upskilled members with various changes and initiatives throughout the year and worked in real partnership to support those furthest from the labour market.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
2.1	Percentage economically active (proportion of working age population in employment, self employment or seeking work)	81.7% Scotland 77% (Year ending September 2010)	Orkney 87.5% Scotland 76.9% (Apr 2012 to Mar 2013)	4% above Scottish rate	4% above Scottish rate	4% above Scottish rate		

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
2.2	Total Job Seekers Allowance claimants as percentage of working age population	1.5% (quarter ending October 2010)	1.4% (quarter July-Sep 2012)	1.7%	1.6%	1.5%	↑	✓
2.3	Number of volunteers moving into employment	11 (2010-11)	8 (2012-13)	11	13	16	↓	✗
2.4	Number of people accessing employability services moving into employment (Voluntary Action Orkney, Lifeskills Orkney and Orkney Blide Trust)	38 (2010-11)	71 (2012-13)	78	85	117	↑	✗
2.5	Number of people placed in social enterprises and supported employment	67 (2010-11)	13 (2012-13)	40	50	60	↓	✗
2.6	Number of 18-24 year olds unemployed after 13 weeks on the register	15 (March 2011)	18 (March 2013)	13	11	9	↓	✗
2.7	Percentage of people going through Modern Apprenticeship schemes gaining a recognised qualification	71.8% (2010-11)	80.5% (2012-13)	70% or above	70% or above	70% or above	↑	✓

## Research & Training

*We are better educated, more skilled and more successful, renowned for our research and innovation*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?











The proportion of Orkney school leavers who were in a positive destination (employment, further and higher education, volunteering or training) in September 2012 was 93.7% and by the follow up survey in March 2013 this had risen to 94.9%. In comparison, nationally, the proportion of Scottish leavers who were in a positive destination in September 2012 was 89.9% and by the follow up survey this had fallen to 89.5%. This indicator reflected a temporary downturn in March 2012 when the proportion of Orkney leavers in a positive destination fell to 89.6%, but has now recovered to the baseline level.

Individuals in Orkney have access to all of the National Training Programmes delivered by Skills Development Scotland, including: Modern Apprenticeships (MA), Skillseekers (SS), and Get Ready for Work (GRfW), which includes Lifeskills, Training for Work (TfW) and Targeted Pathways. A total of 154 new starts were recorded during 2012-13 and there were 195 in training by the end of March 2013. Achievement rates are detailed in indicator 3.3 and show a significant improvement on the baseline, but this is due in part to reporting schedules. The GRfW achievement rate includes job outcomes carried over from leavers in 2011-12 which were achieved and claimed in 2012-13. We therefore expect this number to fall back a little in 2013-14.

Progress towards this outcome is led by the Strategic Community Learning Group. The Group has secured funding from the North Alliance to build capacity among local CLD providers and is embarking on the delivery of a continuous professional development training plan for all those involved in community learning.

### **Case study: Community Learning Programme**

The CLD Community Learning Programme of daytime and evening classes has proven itself as having many merits and benefits for participants. From building self-confidence, developing people's skills and abilities to simply giving people the focus to get out of the house. Two course participants who felt very positive impacts from attending courses in their community commented "It's given me something to focus on and got me out of the house at a time when I felt unable to socialise after bereavement". Another stated "Because of the course I have a fantastic new hobby and therefore feel happier in myself as I am retired I feel that I can do something which gives me pleasure and I am not just on the scrapheap." From a slightly different perspective someone who attended a course in the Northern Isles highlighted the importance of classes and course taking place in rural communities. "As we live on an island the opportunity to take classes is severely restricted. We need more access to learning. This was a great opportunity to try out new skill, meet people, keep our brains active and be part of the on-going community learning".

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
3.1	School Leaver Destinations: % of school leavers going into employment, further and higher education, volunteering or training	93.9% (September 2010)	93.7% (September 2012)	87% (SDS Orkney target)	Maintain or improve on 87%	Maintain or improve on 87%		
3.2	Number of adults participating in literacy and numeracy learning	126 (2010-11)	134 (2012-13)	120	120	120		
3.3	Percentage of achievements as a result of participation in national training programmes Modern Apprentices: Get Ready for Work: Training for Work:	71.8% 48.8% 28% (2010-11)	80.5% 77.4% 58.5% (2012-13)	70% 40% 50%	Maintain or improve on 2011-12 for each sub-indicator	Maintain or improve on 2011-12 for each sub-indicator		
3.4	Community Learning and Development – percentage who reported learning new skills	63% (2010-11)	73% (2012-13)	Maintain 2010-11 baseline	Maintain 2010-11 baseline	Maintain 2010-11 baseline		



## Education

*Our young people are successful learners, confident individuals, effective contributors and responsible citizens*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?











Orkney's school pupils continued to perform well in National Qualifications. The figures for school inspection reports have not been updated since 2011-12 as no inspections took place in 2012-13. Numbers are always low in any event, and this indicator can therefore be volatile. Youth volunteering has been particularly strong this year, with positive outcomes for both the volunteers and the community, as our case studies illustrate.

### Case studies: Youth Volunteers

Megan aged 17 has just completed her Silver Duke of Edinburgh Award. As part of this award Megan volunteered for over 6 months at Smiddybrae House residential care home in Dounby. The Duty Manager Marina Stanger stated "Megan is a valuable member of the volunteering team who is reliable and enthusiastic. Whilst fulfilling this role she has undertaken many activities such as reminiscing, passive experiences, craft and gardening activities, poetry, reading, befriending and assisting the residents on outings". The Expedition Assessor commented that "Megan turned out to be a talkative bundle of energy which in the very trying weather conditions, was a definite advantage for her and her group. She did admirably on the long walk and pulled her weight within the team". The Duke of Edinburgh proved to be a fantastic learning experience for Megan where she not only learnt new skills but also she learned a lot about herself and built greatly on her confidence and in her self-belief. Megan is now hoping to do her gold award.

Savannah aged 12, has built up more hours in Dynamic Youth Accreditation than anyone else in Scotland, with over 150 hours completed so far she is one of the many young people working on Dynamic Youth accreditation in Orkney. She has been involved in helping fundraise for numerous community projects such as the mile of pennies for the local Church roof. Currently Savannah and the other young people on the West Mainland Dynamic Youth team are raising money for Macmillan Orkney and through organising a coffee morning, bag packing, a family fun day, a teddy bears picnic and a puppet show they have so far raised over £600 and still very much counting. They give up their time every week to come along to meetings, to organise their activities and to build up their portfolios of work, a huge achievement which the young people and all the staff are all very proud of.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
4.1	Proportion of schools receiving positive inspection reports i.e. Satisfactory or better: <i>of which</i> Very Good +: Good + :	94.4%  22.2% 72.2% (2010-11)	88.9%  0% 61% (2011-12)*	100%  30% 70%	100%  30% 70%	100%  30% 70%	↓  ↓ ↓	✗  ✗ ✗
*No inspections took place during the reporting year 1 April 2012 – 31 March 2013								
4.2	Number of youth volunteers	165 (2010/11)	2259 (2012-13)	170	175	185	↑	✓
4.3	Cumulative attainment of National Qualifications by all pupils in publicly funded secondary schools for S4-S6							
	English and Maths at SCQF Level 3 or better by end of S4:	95% Scottish: 93% (2005-10 average)	94.9% Scottish: 93.4% (2009-12)	Above Scottish average	Above Scottish average	Targets to be set following the expected change to the national data format.	↔	✓

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
	5+@ Level 5 or better by end S4:	41% Scottish:35.4% (2005-10 average)	43.5% Scottish: 36.6% (2009-12)	Above Scottish average	Above Scottish average			
	3+@ Level 6 or better by end S5:	30% Scottish:26% (2005-10 average)	23.4% Scottish: 26.2% (2009-12)	Above Scottish average	Above Scottish average			
	3+@ Level 6 or better by end of S6:	37% Scottish:35% (2005-10 average)	39.0% Scottish: 35.1% (2009-12)	Above Scottish average	Above Scottish average			
	1+@ Level 7 or better by end S6:	19% Scottish:15% (2005-10 average)	19.5% Scottish: 15.6% (2009-12)	Above Scottish average	Above Scottish average			
(Level 3 = Foundation Standard Grade/Access 3; Level 5 = Credit Standard Grade/Intermediate 2; Level 6 = Higher; Level 7 = Advanced Higher/Scottish Baccalaureate)								
4.4	The percentage of child population between 0 and 3 years old attending Parent and Toddler groups and bookbug sessions	72% (2010-11)	Data no longer recorded. Total of 1,226 children aged 0-3 attended Bookbug sessions in 2012-13	Sustain above 70%	Sustain above 70%	Sustain above 70%	—	—

## Early Years

*Our children have the best start in life and are ready to succeed*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?



The Early Years Collaborative is under way locally with 'home' and 'away' teams established. The away team have attended two Learning Sessions in Glasgow and have fed back to the 'home' team to encourage joint working at a local level. A notable success has been an increased uptake in the Healthy Start voucher scheme and we have been asked to present our work around this at the next Learning Session in Glasgow, at the end of October. The Integrated Children's Services plan is in draft format and will be finalised in November 2013. Both the Integrated Children's Services plan and the action plan arising from the Inspection of Children's Services contain actions relating to revisiting and reviewing the implementation of Getting It Right for Every Child.

A pilot Joint inspection of Services for Children and Young People was carried out between November 2012 and January 2013. The inspection looked at 22 quality indicators set out in the draft quality indicator framework "*How well are we improving the lives of children and young people? A guide to evaluating services for children and young people using quality indicators*". The inspection findings reported on good practice and areas for improvement in eight of the twenty two indicators. An action plan was drawn up to address the areas for improvement and was approved by the Community Planning Partnership. The action plan can be viewed on the Community Planning website.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
5.1	Number of parents engaging with Positive Parenting Programme courses	180 (2010-11)	No longer counted (deleted from new SOA)	Maintain 3 year average of 150 per annum	Maintain 3 year average of 150 per annum	Maintain 3 year average of 150 per annum	-	-
5.2	Child Fluoride Varnishing (poorest performing SIMD quintile receiving at least two applications of fluoride varnish in the year)	0 (2010-11)	34.88% Performance for new measure year to 31 March 2013	30%	40%	60%	↑	✗
5.3	Number of children's Healthy Weight Interventions	46 (2008-11)	21 (2011-12) 39 (2012-13) Total = 60	20	40 (2 year accumulative combined target) (20 for the year 12-13)	58 (3 year accumulative combined target) (18 for the year 2013-14)	↑	✓
5.4	Number of registered childminders per 1000 population between the ages 0-14	14.3 (2010-11)	16.3 (2012-13)	12	12	12	↑	✓

## Health

*We live longer, healthier lives*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?















The 2011 Census demonstrates that Orkney's older population is growing rapidly. Orkney's population of over-65s has risen 31.1% in the past decade, the largest increase in Scotland, and now totals around 4,200. Those aged over 80 have gone up by 23.9% to a total of around 1,000. Living longer is to be celebrated, provided people can maintain their health and independence. Key priorities are to support a shift from institutional care to services provided in the community, and for resources to follow people's needs.

The Reshaping Care for Older People programme provides a national long term and strategic approach to delivering that change and is supported by the Change Fund programme over four years. The Change Fund is a three-way partnership between the Council, NHS Orkney and the Third Sector. Specific workstreams being progressed include a re-ablement approach within Homecare, work to prevent falls, collection of data intelligence and additional provision of respite and befriending services. New work during 2012-13 included a comprehensive review of rehabilitation services, a case study review aimed at identifying significant gaps in service provision and work to create shared documentation for use across the Partnership.

Orkney Housing Association, through Orkney Care and Repair, is contracted by the Council to deliver a full range of disability adaptations and, through their Handy Person Service, to carry out essential small repairs for disabled and older people. 612 households aged 60+ received repairs or adaptations from Orkney Care and Repair during 2011-12, and this increased to 803 in 2012-13. Orkney Care and Repair received year 1 Change Fund monies to train their workforce in undertaking electrical safety checks for older people, to identify and install minor adaptations without the need to refer to an Occupational Therapist and to set up a Care and Repair Help Desk at the Selbro Centre alongside Orkney Health and Care Occupational Therapists.

Alcohol misuse remains a major public health issue in Orkney. During 2011-12, NHS Orkney's rate of alcohol-related hospital admissions (recorded as discharges) was 1,404 per 100,000 population, equating to 300 incidences. This is a high rate and includes people who require multiple admissions because of alcohol associated problems. "Blooterer – Orkney's Worst Hangover", a local event highlighting Orkney's relationship with alcohol was organised in September 2012 by Orkney Alcohol & Drugs Partnership (OADP) and Northern Constabulary, and attracted around 80 people over the course of the day.

Orkney's drug prevalence rates are the lowest in Scotland at present, however we still have to provide an accessible service to those members of the community and visitors to the islands who may need it. The OADP commissioned a pilot needle exchange service in 2012, which was which was delivered by The Nordhaven Clinic and promoted via Facebook.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
6.1	Life expectancy at birth Male: (Scottish male) Female: (Scottish female)	75.5 (74.8) 81.7 (79.7)	77.3 (75.8) 81.4 (80.4) (2008-10)*	Maintain above Scottish average	Maintain above Scottish average	Maintain above Scottish average	 	 (male)  (female)
*The national methodology for calculating life expectancy is being reworked and updated figures are not available								
6.2	The proportion of people aged 65+ who receive more than 10 hours per week of home care as a percentage of all people aged 65+ who have been assessed as having an intensive care need	29%	30% (2012-13)	35%	35%	35%		
6.3	Proportion of community care service users who feel emotionally and physically safe	90.47% (2010-11)	97% (2012-13)	Maintain or improve	Maintain or improve	Maintain or improve		
6.4	Patients discharged from general hospitals where an alcohol-related diagnosis was a factor in the patients' treatment. (age standardised rate per 100,000 population)	853 (2008-09) <i>(corrected baseline)</i>	1,404 (2011-12)	980	950	900		
6.5	Number of people successfully quitting smoking (at one month)	109 (cumulative three year figure)	37 (2012-13)	68	78	88		

## Equalities

*We have tackled the significant inequalities in Scottish society*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?



The group which is charged with progressing this outcome, Orkney Equality Forum, is proactive in seeking the views of the equality and diversity communities in Orkney on a wide range of topics. In 2012, following a discussion of the findings from the Scottish Social Attitudes Survey 2010, the Forum decided to carry out its own survey into attitudes to discrimination and positive action in Orkney. The results, which were published in February 2013, were broadly similar to the Scottish results in that they were generally positive and indicated that the majority of people don't hold discriminatory views. However, it has to be acknowledged that they also demonstrated that there are unfortunately people in the community who do experience prejudice. The results will be used by the Forum and the Partners to help inform future areas for awareness raising and improvement.

Volunteering can help give structure, direction and meaning to people's lives, widen their social networks, improve their vocational and interpersonal skills and, in some instances, help them to gain access to employment, education and training. Voluntary Action Orkney believes that everyone should have the opportunity to volunteer and offers dedicated support to people who would like to volunteer but feel they need a little extra help to enable them to do so.

### **Feedback from volunteers during 2012-13:**











"It has helped me learn new skills as I hoped and given me a sense of achievement. I really look forward to my volunteering each week, it gives me a difference perspective from my normal routine."

"Being a relative newcomer to Orkney, I have made many new friends from different backgrounds."

"I find my confidence growing and feel good when I leave ... she's always thanking me."

"I appreciate more what I have in life, and how hard volunteers and their organisations work. Knowing the smiles on the faces are real and mean so much ... the help you give is appreciated."



	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
7.1	Number of hate crime incidents per 10,000 population	1.5 (2010-11)	4.2 (2012-13)	Maintain below 5	Maintain below 5	Maintain below 5		
7.2	Equal opportunities policy – percentage of highest paid 5% of earners among council employees that are women	28% (2010-11)	26.1% (2012-13)	33%	33%	33%		
7.3	Public Access – percentage of public service buildings that are suitable and accessible to disabled people	53.45% (2010-11)	56.1% (2012-13)	55%	56%	57%		
7.4	Number of new people aged 60+ registered to volunteer in past 12 months	12 (2010-11)	6 (2012-13)	13	15	17		
7.5	Number of people with support needs enabled to volunteer	47 (2010-11)	35 (2012-13)	55	58	60		

## Improving Life Chances

*We have improved the life chances for children, young people and families at risk*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?









The Council has committed £1.5m to developing high quality residential care for looked after children. This will replace the outdated Camoran children's home. The Partnership is investigating opportunities to develop College type halls of residence for 16-18 year olds to enable equality of access to education without financial detriment to families.

In a partnership initiative involving eight different agencies, Orkney College has piloted a full time life skills course, 'Pathways to Independence', for students with complex support needs. Personal support is provided by Orkney Health and Care and course modules are delivered by College staff and partner agencies. The initial intake has performed so well that it is planned to expand the course from one year to two.

The Partnership's Working Group on Welfare Reform is ensuring a co-ordinated approach to implementing Universal Credit and related changes, for example the Scottish Welfare fund, Personal Independence Payments and the under-occupation of social housing. One of the aims of the group is to ensure that disadvantaged children and families are enabled to access services and support to protect them from poverty.

During 2012-13 the Council commenced some self-assessment work on corporate parenting, with seminars for officers and Elected Members. Some areas for improvement and follow-up work were identified, and this workstream is ongoing.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
8.1	Percentage of looked after children in community placements	72% (2010-11)	71% (2012-13)	75%	80%	85%		
8.2	Respite care – total overnight respite nights for children provided per 1000 population	128.48 (2010-11)	161 (2012-13, using 2011 Census data)	120	120	120		
8.3	Number of young people (aged 16-25) accepted as homeless and placed in temporary accommodation	23 (2010-11)	25 (2012-13)	28	33	38		

## Community Safety

*We live our lives safe from crime, disorder and danger.*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?



A great deal of work has been undertaken to ensure a smooth transition to the newly established national Police and Fire services. Orkney Islands Council has established a new Police and Fire Sub-committee, to which members of the OCPP Steering Group have a standing invitation. Local Police and Fire representatives have ensured that their local plans for 2013-14 reflect the priorities in the new SOA for 2013-16, and have selected indicators which support both local and national outcomes. The main priorities for action in Orkney remain road traffic collisions and dwelling house fires.

The Community Safety Partnership has updated its list of local targets and priority actions. For 2013 these will be:

1. Support Driving Ambition Programme
2. Research to be undertaken into water safety including piers and lochs
3. Embrace the new Strategic Co-ordinating Group structure resulting from police and fire reform
4. Re-establish the Domestic Abuse Forum
5. Alcohol Innovation Funding Project

### **Case Study: Growing the number of Cycle Trainers and Cycle Training Assistants**

Orkney Islands Council has 4 members of staff and 2 volunteers trained to the Cycle Trainer level. They continue to cascade their knowledge down to volunteers to increase their levels of competency/skills. Four of Orkney's cycle trainers have now delivered their first accredited course and the first Cycle Training Assistant's course was extremely well attended and resulted in 14 new volunteers and 5 experienced volunteers gaining the qualification who previously did not had any formal Cycling Scotland training or certification. The CTA training for trainers and volunteers has given them the recognition they deserve and reassured them that the training they are delivering is aligned to the National Standards.

65% of primary schools delivered Level 2 Bikeability training in 2012-13. Orkney schools are committed to recruiting volunteers and/or releasing staff to deliver the cycle training and Orkney Islands Council will continue to promote cycling as an important life skill to encourage children to continue developing their cycling skills beyond completion of the training.

## Case Study: Safer Islander

The Safer Islander programme was delivered in September 2012 at the Territorial Army Centre with a focus on young people looking after their own personal safety. Sessions were delivered by Orkney Alcohol & Drugs Partnership, the Police, Highlands and Islands Fire and Rescue Service, RNLI, Casey Construction, Scottish & Southern Energy (electricity safety) and the Scottish Agricultural College (farm safety).

Approximately 180 pupils in secondary 1 from across Orkney were involved in the event. Before the pupils attended the event they were asked a question about units in alcohol, only 17% of young people got the answer correct, after the event, pupils were asked the same question to measure the impact of the set and 85% answered the question correctly.









A post evaluation of the event captured this quote from one the pupils:

*“The alcohol awareness was quite shocking, seeing how many units were in such a small amount of liquid.”* (S1 Pupil, Orkney).

And this from one of teachers present:

*“Alcohol safety – surprised and challenged pre-conceived ideas”* (S1 Teacher, Orkney).

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
9.1	Number of people slightly injured in road accidents	31 (2010-11)	24 (2012-13)	30	29	28	↑	✓
9.2	Percentage of adult residents stating they feel 'very safe' or 'fairly safe' when walking alone in the local neighbourhood after dark	96% (2009-10)	96% (2011-2)	Maintain above 96%	Maintain above 96%	Maintain above 96%	↔	✓
9.3	Volume and rate of recorded crimes and offences per 10,000 population	218 (2010-11)	204 (2012-13)	<250	<250	<250	↑	✓

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
9.4	Percentage of offenders with reconviction within 2 years of release from any kind of sentence	35.1% (2004-08 average)	28.9% (2009-10 cohort tracked for 2 years)	Maintain below 40% (below Scottish average)	Maintain below 40% (below Scottish average)	Maintain below 40% (below Scottish average)		
9.5	Children feeling safe in school	90% (2010-11)	92.3% (March 2012) <i>No update available</i>	Maintain rolling 3 year average of at least 90%	Maintain rolling 3 year average of at least 90%	Maintain rolling 3 year average of at least 90%		
9.6	Women, children and young people receiving Women's Aid Orkney outreach and refuge services Women: Children: Total:	78 18 96	30 37 67	85 40 125	128 66 194	160 83 243		
9.7	Accidental dwelling fires	11 (2009-11 average)	9 (2012-13)	5% reduction on baseline	7% reduction on baseline	10% reduction on baseline		

## Orkney's Infrastructure

*We live in well-designed, sustainable places where we are able to access the amenities and services we need*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?



The latest version of the emergent Orkney Local Development Plan (LDP) was issued in December 2012, and it is anticipated that Scottish Government review procedures will be completed during 2013. The plan is a blueprint for the development of businesses, industries, homes and infrastructure and sets an ambitious vision for Orkney.









Orkney has participated actively in the recent Scottish Government consultation regarding the new contract for external ferry services between the Scottish mainland and the northern isles. The Northern Isles ferry service PSO contract for the period 2012-2018, which was awarded to Serco NorthLink, assures continuity of provision. The internal ferry fleet, which the Council operates, is ageing and does not comply with modern standards for efficiency and access.

The SPI Carriageway Condition Indicator is now reported as a rolling 2 year average (01/01/11 – 31/12/12). The condition of Orkney roads continues to be amongst the best in Scotland; however, continued cuts to the Roads Revenue Budget will make this difficult to sustain in the future.

Orkney's Housing Needs and Demand Assessment was approved by the Scottish Government in 2012 and the Local Housing Strategy that was informed by it was also reviewed in 2012. This will enable both Orkney Islands Council and Orkney Housing Association Limited to progress projects that will provide around 110 units of affordable housing up to March 2015. The Fuel Poverty indicator will be updated when the next Local House Condition Survey is conducted, in spring 2014.

### **Case study: Kick Start Kirkwall**

Orkney Islands Council's Kick Start Kirkwall was one of seven projects delivered as part of the Scottish Government's Smarter Choices Smarter Places initiative. A key element of the project was to deliver a Personal Travel Planning (PTP) project to 3,000 households in the town of Kirkwall and the island of Shapinsay. The principle objectives included reducing the number of car driver trips (particularly single-occupancy), increase public transport use, increase levels of active travel, improve sustainable access to employment and provide high-quality information on the range of travel options in Kirkwall. The positive results from the Kick Start Kirkwall project were that 37% of households made a change to their travel behaviour with 14% stating a reduction in car use, the customer service survey showed that 97% of respondents evaluated the quality of service as very good or good, and 95% of respondents stated the Travel Advisors gave them as much information as they wanted about the project.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
10.1	Rate of new build affordable housing starts	130 starts on site (2010-11)	OHAL 12 OIC 27 Total 39 (2012-13)	100 site starts per year	100 site starts per year	100 site starts per year		
10.2	Number of households on housing waiting list	675 (March 2011)	598 (March 2013)	Decrease by 50 households p/year	Decrease by 50 households p/year	Decrease by 50 households p/year		
10.3	Number of homeless households requiring permanent accommodation	95 (2010-11)	74 (2012-13)	<100	<105	<110		
10.4	Number of applicants on Common Housing Register with evidenced housing need (priority pass)			Decrease to 100	Decrease to 100	Decrease to 100		
	Bronze	127	70					
	Bronze Plus:		9					
	Silver:	24	21					
	Gold:	52	44					
	Platinum:	<u>2</u>	<u>0</u>					
	Total:	205 (Aug 2011)	144 (Mar 2013)					



	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
10.5	Proportion of Social Rented Housing failing the Scottish Housing Quality Standard	77.6% (2010-11)	28.8% (2012-13)	66%	57%	20%	↑	✓
10.6	Percentage of Households in Fuel Poverty	41% (2008)	No further data since last survey	Reduce in line with 2016 national target of 0%	Reduce in line with 2016 national target of 0%	Reduce in line with 2016 national target of 0%	—	—
10.7	Percentage of road network in need of maintenance	24.2% (2010-11)	20.4% (2012-13)	<30%	<30%	<30%	↑	✓
10.8	Increasing public transport usage – total passenger numbers on buses	242,121 (2010-11) <i>corrected baseline</i>	264,484 (2012-13)	+1% on 2010-11	+2% on 2010-11	+3% on 2010-11	↑	✓

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
10.9	Use of internal ferry transport per island (passengers) North Ron: Papa Westray: Westray: Sanday: Stronsay: Eday: Shapinsay: Rousay: Egilsay: Wyre: Lyness: Flotta: Graemsay: Hoy: <u>Inter-island</u> TOTAL	561 387 43,382 26,682 18,589 10,434 69,904 53,518 3,830 3,204 64,920 11,066 5,885 15,178 — 329,540	742 489 44,051 30,779 18,400 10,273 68,750 46,576 3,132 2,874 63,524 10,525 6,835 17,832 10,894 335,676	+1% on 2010-11	+2% on 2010-11	+3% on 2010-11	↑	×
10.10	Increasing Public Transport Usage – total passenger nos. on air services	19,688 (2010-11)	19,457 (2012-13)	Maintain passenger usage levels	Maintain passenger usage levels	Maintain passenger usage levels	↓	×

## Strengthening Communities

*We have strong, resilient and supportive communities where people take responsibility for their own actions and how they affect others*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?















The results of the 2011 Census show a significant and welcome increase in population on nearly all of Orkney's outer isles. This is the result of numerous small initiatives over the past decade to improve community resilience, and will enable the isles populations to take advantage of future opportunities which arise. Seven of the Development Trusts have now either installed, or have access to income from, community owned wind turbines. The income from these turbines will provide the communities with many benefits but will also create management challenges for the Trusts. In partnership with HIE and OIC, VAO has continued to mentor Development trusts to adopt the PQASSO self-assessment programme and to deliver governance and other training, advice and individual support as required.

The 2007 to 2013 LEADER programme has brought significant benefit to communities in Orkney. As at April 2013 the majority of the £2.14m project budget has been spent or allocated. To date, 76 projects have been approved by the Local Action Group and 39 have been successfully completed. After a year's break in 2013-14, there will be a new LEADER programme for 2014-20.

The Council's community development programmes have historically supported community-led capital projects which have a 'recreational' theme in common, such as refurbished or new-built community centres, new or improved sporting facilities, interpretation/heritage centres (particularly on Orkney's smaller islands), and environmental projects such as community gardens. A third tranche of the Community Development Fund, amounting to £1m, was approved in April 2012 and to date has committed £367k towards 16 projects, averaging 42% of total project costs estimated at £877k. The anticipated contribution from external funds is almost £361k (41%).

Data for indicator 11.1 comes from the Scottish Household Survey, which is published biennially.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
11.1	% of adult residents stating their neighbourhood as a 'very good' or 'fairly good' place to live	98% (2009-10)	98% (2011-12)	Maintain 98%	Maintain 98%	Maintain 98%		
11.2	Number of people newly registered to volunteer	48 (2010-11)	48 (2012-13)	58	66	73		
11.3	Number and proportion of Orkney residents living in the Outer Isles	2,650 12.9% of total population (2010-11 estimate from GP registrations)	4,187 19.6% of total population (2011 Census)	Maintain or improve	Maintain or improve	Maintain or improve		
11.4	Total external funding levered into communities via island development trusts and other Third Sector organisations	£1.59m (2010-11)	£401,999 (2012-13)	£1.50m	£1.50m	£1.50m		
11.5	Total external funding levered into communities via LEADER funds	£730,512 (rounds 6, 7 & 8 in 2010-11)	£513,732 (rounds 13-15)	£705,011 (rounds 9 to 12)	£100,000 (rounds 13 & 14)	£0		
11.6	Number of social enterprises	28 (2011)	49* (2012-13)	28	31	34		

\* The increase in the number of Social Enterprises is due in part to a reassessment of the list of social enterprises – some organisations that had previously been discounted have now been accurately classed as social enterprises.

## Our Environment

*We value and enjoy our built and natural environment and protect it and enhance it for future generations.*

On average, have we met our targets for this outcome?











On average, how have we performed for this outcome?



The reform of the Common Agricultural Policy (CAP), which funds agricultural subsidies and agri-environment programmes throughout the European Union, has been one of the most important decisions for Europe's agricultural industry in recent years. At European level, the budget allocations have been set and agreement has been achieved on the broad principles; work is now continuing on the fine detail of the system, with the focus of the negotiations shifting to individual member states. With the new CAP due to be in place by 2015, transition arrangements have been put in place which will allow certain aspects of Scotland's existing Scotland Rural Development Programme (SRDP) to be rolled over into 2014 – avoiding leaving a gap between the current CAP and its successor for key priority areas such as Single Farm Payment, Less Favoured Area Support Scheme (LFASS) and agri-environment schemes.

The Schools Investment Projects at Pickaquoy, Stromness Primary School, Kirkwall Grammar School and Papdale Halls of Residence were completed during 2012-13. All four projects have been designed and constructed to meet the Building Research Establishment Environmental Assessment Method (BREEAM), a widely used environmental assessment method and rating system for buildings, which sets the standard for best practice in sustainable design and has become the world's foremost measure used to describe a building's environmental performance. To contribute towards biodiversity enhancement (and the BREEAM rating for each project) areas of species-rich habitats have been created which include areas seeded with a variety of native grass and wildflower mixes, woodland and shrub plantings, ponds and associated wetlands, as well as amenity plantings using species of recognised value for wildlife. These habitats have been designed to provide effective sources of pollen and nectar for bumblebees and other pollinators from spring through to autumn. In addition, to conserve the genetic identity of our local species, all the wildflower seed used in the SIP projects was sourced in Orkney.

A carved stone uncovered on the Ness of Brodgar on 31st July has been hailed as the finest example of Neolithic art recovered from the Stenness excavation site. The stone, which is decorated on both sides, was discovered at the base of the later south-west internal corner buttresses in Structure Ten – the Neolithic "cathedral". Although designs of interconnecting triangles can be loosely paralleled on a slab discovered at Skara Brae in the 1970s, a lightly inscribed stone in Maeshowe discovered in the 1980s and some examples of Irish art, this more recent find is considered to be a much finer, and more complex, piece of art.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
12.1	Condition of World Heritage Site monuments: % of urgent conservation works completed	86% (50 out of 58) (2010-11)	95% (2012-13)	90%	targets to be reviewed based on updated condition surveys	targets to be reviewed based on updated condition surveys		
12.2	Water: % of at-risk water bodies at good ecological status	86% (59 out of 69 water bodies) (2008)	90% (62 out of 69) 2011	86% (59 water bodies)	86% (59 water bodies)	86% (59 water bodies)		
12.3	Percentage of agricultural land under management for biodiversity, through agri-environment schemes	9720ha (11% of agricultural land) (2006-10 average baseline)	23% (2008-12)	% of agricultural land under management for biodiversity should equal or exceed the mean of the previous five years	% of agricultural land under management for biodiversity should equal or exceed the mean of the previous five years	% of agricultural land under management for biodiversity should equal or exceed the mean of the previous five years		
12.4	Percentage of SSSI features in favourable condition	73% (35 unfavourable features are seabirds with no feasible on-site management) (2010)	94.5%*	increase to 94% by taking into account features with no feasible on-site management	increase to 94% by taking into account features with no feasible on-site management	increase to 94% by taking into account features with no feasible on-site management		

\* 69.1% of SSSI features are in favourable condition. 46 of the unfavourable features are those where no on-site management is feasible, therefore the overall percentage is 94.5%

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
12.5	The number and productivity of Hen Harrier chicks reared in Orkney	80 occupied sites and 84 young were reared (2010)	90 occupied sites 100 young reared (2013)	The number of occupied sites and the productivity of Hen Harriers in Orkney should both equal the mean of the previous five years.	The number of occupied sites and the productivity of Hen Harriers in Orkney should both equal the mean of the previous five years.	The number of occupied sites and the productivity of Hen Harriers in Orkney should both equal the mean of the previous five years.	↑	✓
12.6	No. of environmental awareness raising walks, talks, events and activities including those which raise awareness of the archaeological heritage/historic environment	529 (2010-11)	590 (2012-13) (2.8% increase on baseline)	Increase by 2% on baseline	Increase by 3 % on baseline	Increase by 5% on baseline	↑	✗

## Our Culture

*We take pride in a strong, fair and inclusive national identity*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?



2012/13 was a very busy year for cultural activities in Orkney. Alongside an excellent festival season and a busy year for galleries, visitor centres and museums, Orkney was shortlisted for a Creative Place award which was a fantastic accolade and confirmation of the importance of culture and creativity in the county. Twenty-one grant awards were made through the Council's Culture Fund to support events and projects throughout the year, and Orkney continued its celebration of the countdown to the Commonwealth Games, with a spectacular event, Jump In held in October 2012, funded by EventScotland's Games for Scotland Programme. Glasgow-based company Indepen-dance worked with a new group from St Colm's, for adults with additional support needs, and the group has continued under the guidance of two dedicated staff members. The events are an exciting foretaste of the Queen's Baton Relay in Orkney in 2014.

Artist Anne Bevan was awarded the commission to make a piece of public art for the new Stromness Primary School. The Orkney Arts Education Network attracted development funding from Education Scotland for special projects and activities bringing together the creative and education worlds, and the Council was also delighted to accept, on behalf of the people of Orkney, the gift of a statue of John Rae by Orcadian artist Ian Scott to commemorate and celebrate his bi-centenary, to be placed in Stromness.

2012 saw the culmination of the Scapa Flow Landscape Partnership, a major programme of 48 projects celebrating the natural heritage and rich historical past of Scapa Flow, in particular the unique wartime role of the Flow in both World Wars. The Partnership scheme was recognised for its work through winning the 2012 SURF Award for Best Practice in Community Regeneration.









Two major capital projects took place during the year – the refurbishment of Orkney Museum and consolidation of museum stores in to one new building, creating vastly improved environment for Orkney's archaeological and social history museum collections, and work began on the building of a new community theatre for Orkney as part of the new Kirkwall Grammar School.

The number of museum visitors fell as expected in 2012-13, due to the planned closure of the Orkney Museum for 6 months for capital improvement works, but the fall was only slightly more than the 12% forecast. The number of physical visitors to the Orkney Library and Archive also fell, due in part to 2012-13 being the first full year of reduced opening hours in response to the need to find



budget savings. The actual numbers of visits were 134,678 in 2012-13 and 141,934 in 2011-12. This effect is exacerbated in the indicator used (per 1,000 population) due to the increase in the total population as counted in the 2011 Census. On the other hand, virtual visits continue to rise and are up by 4,061 compared with 2011-12.

There has been a decrease in the number of attendances for swimming pools. The Service will continue to market the pool services. There has been a large increase in the number of attendances for indoor facilities, mainly due to an increase in the facilities available, including the climbing wall and bouldering cave at the Pickaquoy Centre.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
13.1	Number of visits to/usages of Council funded or part funded museums in person per 1,000 population	2,617 (2010-11)	2,283 (2012-13)	Maintain 2010/11 baseline	Reduction in target by 12%*	Maintain 2010/11 baseline		
*This is to take into account the expected closure of the Orkney Museum for 6 months for capital improvement works, anticipated for the winter of 2012/13								
13.2	Number of heritage projects implemented through the Scapa Flow Landscape Partnership Scheme	5 complete (49 projects proposed) (2010-11)	All 48 projects completed (2012-13)	20 projects complete by end March	All projects complete by July 2012	N/A - Projects end July 2012		
13.3	Number of physical visits to libraries per 1000 population	6,931 (2010-11)	6,308 (2012-13)	7,250	7,500	7,750		
13.4	Number of virtual visits to libraries (through the Orkney and Stromness library web pages)	25,334 (2010-11)	32,105 (2012-13)	27,000	29,000	31,000		

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
13.5	Number of children learning a musical instrument through the Orkney Schools Instrumental Service	22.4% (2010-11)	24.7% (2012-13)	maintain at least 18%	maintain at least 18%	expect to fall if charging is introduced otherwise maintain at least 18%	↑	✓
13.6	Number of attendances per 1,000 population for swimming pools, other indoor sports and leisure facilities						↑	✓
	Pools	6,470	6012	6,450	6,700	6,700		
	<u>Leisure</u>	<u>10,462</u>	<u>14327</u>	<u>8,855</u>	<u>8,855</u>	<u>10,005</u>		
	Total	16,932 (2010-11)	20339 (2012-13)	15,305	15,555	16,705		
13.7	Festival ticket sales:- St. Magnus International Festival:	13,677	12,140	14,000	14,000	14,000	↓	✗
	<u>Orkney Folk Festival:</u>	<u>5,397</u>	<u>5,635</u>	<u>5,397</u>	<u>5,397</u>	<u>5,397</u>		
	Total	19,074 (2010)	17,775 (2012)	19,397	19,397	19,397		

## Combating Climate Change

*We reduce the local and global environmental impact of our consumption and production.*

On average, have we met our targets for this outcome?















On average, how have we performed for this outcome?



The 160-metre extension to Hatston pier was officially opened on 30 April 2013 by Neil Kermode, Managing Director of the Orkney-based European Marine Energy Centre (EMEC). At 385 metres – almost a quarter of a mile – the pier is now Scotland's longest commercial deep-water berth. This OIC project, which attracted £3.2 million in support from the European Regional Development Fund (ERDF), has become a major support and logistics base for marine energy developers. Hatston is strategically located for EMEC's test site off the island of Eday, where a number of tidal energy devices are undergoing trials, and during August 2013 the pier was host to more tidal energy technologies than any other single site in the world. A giant shore-based crane, capable of lifting up to 1000 tonnes, has also been assembled on the pier as part of the current activity which is being assisted by a number of support companies, some locally based, others from further afield.

Secondary school pupils in Orkney will be first in the UK to benefit from a new marine renewables education project. Clean Energy from the Sea, launched by the Crown Estate, enables pupils to acquire the understanding and the technical skills they will need to benefit from the development of renewable energy around their coastline. An industry based on electricity generation from wave and tidal currents has the potential to create significant employment in Scotland's coastal communities. Young people will be encouraged to seek out information, make sense of it and present it in a way that reflects their depth of understanding across subjects such as geography, physics, and modern studies. The pilot will involve Kirkwall Grammar, Stromness Academy and Sanday, Westray and Stronsay Junior High schools. With the development of the world's first commercial-scale wave and tidal energy programme in the Pentland Firth and Orkney Waters, these schools were the clear choice for the Crown Estate's education pilot. Pupils will be encouraged to draw lessons from the developments taking place around them, particularly in wave and tidal energy. The programme builds on some of the innovative work that schools are already involved with. Both Sanday and Westray Junior High schools have created their own wave energy devices, which generate electricity. Sanday's work has taken them to this year's final of the Junior Saltire Awards. The project was launched at the test tank operated by Orkney company, Scotrenewables Tidal Power, where Sanday's Urchin device was put through its paces. Clean Energy from the Sea been developed by the Sustainable Learning Partnership in conjunction with the Crown Estate, with Orkney Islands Council agreeing to pilot the programme, starting after the summer holidays. If successful, the project may be rolled out across Scotland - and potentially across the UK.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
14.1	The productivity of kittiwakes monitored at sample plots throughout Orkney	0.31 young reared per pair (2010-11)	0.16 young reared per pair (2012-13)	Average of 1.0 young reared per pair	Average of 1.0 young reared per pair	Average of 1.0 young reared per pair		
14.2	Percentage of municipal waste recycled or composted	29.4% (2010-11)	26.3% (2012-13)	31%	35%	39%		
14.3	Waste shipped to Shetland	10,335 tonnes (2010-11)	10,161 tonnes (2012-13)	10,250 tonnes	9,500 tonnes	9,000 tonnes		
14.4	Total biodegradable municipal waste landfilled	648 tonnes (2010-11)	660 tonnes (2012-13)	< 650 tonnes	< 650 tonnes	< 650 tonnes		
14.5	OIC carbon emissions	22,680 tonnes CO <sub>2</sub> (2009-10)	23,710 tonnes CO <sub>2</sub> (2012-13)	Reduction towards 2014 target	Reduction towards 2014 target	11% reduction by 2014		
14.6	NHS carbon emissions	785 tonnes CO <sub>2</sub> (2010-11)	832 tonnes CO <sub>2</sub> (2012-13)	759 tonnes CO <sub>2</sub>	737 tonnes CO <sub>2</sub>	714 tonnes CO <sub>2</sub>		

## Working Together

*Our public services are high quality, continually improving, efficient and responsive to local people's needs.*

On average, have we met our targets for this outcome?



On average, how have we performed for this outcome?



Orkney Islands Council carried out its regular customer service survey early in 2013, but revised the questions in order that the responses could be used to assist in setting up customer service standards. In this survey, customers were asked how they would like to see service delivered in the future and what level of service was expected. From the responses received, customer appeared satisfied with the service provided but they were not actually asked whether their enquiry was handled satisfactorily, well or very well. Data for indicator 15.2 is therefore unavailable for 2012-13, but will be reported again in 2013-14, against the new service standards. Indicator 15.1 (from the Scottish Household Survey) has been discontinued in its current form and will be replaced by a new indicator in the new SOA. The only data we have for 2012-13 is therefore indicator 15.3, which measures satisfaction among users of Voluntary Action Orkney and – perhaps inevitably – shows a downturn in performance since last year's 100% result.

Orkney Firm Base was formed in April 2011 and is an MOD initiative which brings together the armed forces and local service providers with the shared aims of enhancing mutual understanding and improving the services available to serving Forces personnel, their families and Service veterans. In October 2012, the Partnership signed up to a Community Covenant for Orkney, developed by Firm Base, which is a voluntary statement of mutual support between the local civilian and armed forces communities.

Also in 2012-13, Orkney established a multi-agency Welfare Reform Working Group, bringing together the key agencies which are addressing the potential local impacts of the UK Government's Welfare Reform Act 2012. The group's brief is to take a strategic view of the impact of welfare reform on individuals and service providers in Orkney, share information and best practice on the operational impacts of welfare reform changes, keep a watching brief on new developments and consider how best to meet any new statutory duties or transfer of existing duties on the Council or other partners as a result of welfare reform.

A major partnership achievement in 2012-13 was the compilation of Orkney's new Community Plan and SOA. Thematic sections were drafted by the relevant thematic groups, and the new indicator sets were selected by the groups. Initially issued for 2013-16, the new SOA is now a rolling plan and a new edition will be issued every year.

	Measure	Baseline	Latest result	Targets			Trend	Have we reached the target?
				2011-12	2012-13	2013-14		
15.1	Percentage of adults who agree or agree strongly that the Council provides high quality services	77% (2010-11)	<i>n/a indicator changed – revised in new SOA</i>	maintain above 70%	maintain above 70%	maintain above 70%	-	-
15.2	Percentage of customers who consider their enquiry to have been handled satisfactorily, well or very well	97% (2010-11)	98% (2011-12)  <i>Data not available for 2012-13</i>	90% or more	90% or more	90% or more	-	-
15.3	Percentage of Voluntary Action Orkney members satisfied with quality of services	82% (2010-11)	86% (2012-13)	87%	89%	92%	