

## *Increasing our efforts to tackle disadvantage and discrimination*

### **Our citizens continue to access critical services that meet their needs**

- (i) The Council approved a number of projects through the Fairer Scotland Fund to be targeted at our individuals and communities of greatest need. These projects included measures to ensure access to debt and money advice services, further support to move people into employment and training and also measures to improve the environment of our areas of greatest need.
- (ii) Our Social Work Services were subject to a number of major inspections this year. This included an inspection of all social work services. To ensure it is understanding and meeting the needs of its customers more fully, the Service has introduced a range of customer feedback mechanisms. These include more consistent arrangements for dealing with complaints, further training and supervision of reception staff and also a revised set of service information leaflets.
- (iii) The MEC service was further developed and modernised. This now provides up to date hardware and software for people living at home, including people with complex needs and head injuries.
- (iv) The Stenhousemuir Children and families Social Work team received a top Social Work Care award which recognised their best practice in tackling alcohol and vandalism related crime, as well as offering reactive services to our most vulnerable families.
- (v) During the course of 2007/08, the Council has improved the number of buildings which are suitable and accessible to disabled people from 56% in 2006/07 to 63.4% in 2007/08.






## Increasing Our Efforts to Tackle Disadvantage and Discrimination

Local Outcome	Indicator	Performance in 2006/07 - Baseline	Performance in 2007/08	Nature of Change	By 2011 we will:	
<b>Our citizens continue to access critical services that meet their needs</b>	64	Number of civil marriages	307	316		Increase
	65	Number of civil partnerships	6	9		Increase
	66	Number of baby naming ceremonies	6	11		Increase
	67	Number of renewal of wedding vow ceremonies	11	7		Increase
	68	Number of people attending citizenship ceremonies	56	54		Increase
	69	Public access % of Council building that are suitable and accessible to disabled people	56%	63.4%		Improve
	70	No of old people's welfare organisations operating across the Council area	40	40		Maintain
	71	Public access % of schools that are fully or mostly accessible to disabled people	86%	85.9%		Improve










**Our housing continues to meet the needs of people who live and may wish to live in our area**

- (i) Our housing repairs service continued to improve with an increase in repairs completed on targets in both emergency repairs and other repairs. In addition, customer satisfaction levels were also high with 91% satisfaction over the last 18 months.
- (ii) 7 specifically designed homes for people with a disability were completed by the Council this year, with a further new 114 Council houses and 210 RSL homes planned over the coming years.
- (iii) We have developed a Home Energy Strategy that will help support our efforts to reduce fuel poverty and raise awareness of energy efficiency in our housing.
- (iv) The Council has implemented a strategy to assist homeless people. This is with a view to supporting and reducing the number of homeless people in our area. We have also introduced a new Housing Allocations Policy. This is set against an increase in demand for social housing. For instance, 1771 sought relocation from their current council house due to changed circumstances.







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Local Outcome	Indicator	Performance in 2006/07 - Baseline	Performance in 2007/08	Nature of Change	By 2011 we will:	
<b>Our housing continues to meet the needs of people who live and may wish to live in our area</b>	72	The % of residents stating their neighbourhood as a 'very good' or 'fairly good' place to live (FSF)	SHS 2005/06 91%	Next reported in 2008/09		Improve
	73	The number and variety of affordable homes A – Social rented homes; B - Low cost home ownership	A – 65 B – 8 Total 73	Awaiting data		Increase
	74	% of people presenting and assessed as homeless who were offered permanent housing	53%	41%		Increase
	75	Average time (weeks) between presentation and completion of duty by the Council for those cases assessed as homeless or potentially homeless	10.8 weeks	12.1 weeks		Reduce
	76	% of cases reassessed as homeless or potentially homeless within 12 months of previous cases being completed.	2.7%	2.5%		Reduce
	77	% of CHS offers issued within 2 months of application	90.3%	85.4%		Improve

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<b>Our housing continues to meet the needs of people who live and may wish to live in our area</b>	78	No of council dwellings being brought up to the SHQ standard by 2015 by criteria:				
		a) Tolerable Standards	0	0		Increase
		b) Free from serious disrepair	0	308		
		c) Energy efficient	1,074	1976		
		d) Modern facilities and services	0	1221		
	e) Healthy, safe & secure	42	208			
	Total dwellings being brought up to SHQs	1,077	1324			
	79	Number of people seeking re-location due to over-crowding	1688	1771		Reduce
	80	Tenancy changes – the % of rent loss due to voids	1.6%	1.5%		Improve
	81	% of Council House sales settled within 26 weeks	86.1%	90.1%		Improve
	82	Privacy - % of residential care places occupied by older people that are in single rooms	88%	92.3%		Improve





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Local Outcome	Indicator	Performance in 2006/07 - Baseline	Performance in 2007/08	Nature of Change	By 2011 we will:	
<b>Our housing continues to meet the needs of people who live and may wish to live in our area</b>	83	The proportion of people in single rooms with ensuite provision in care homes Older people (65+) Other adults (18-64)	72% 33%	72% 37%		Improve
	84	Privacy - % of residential places occupied by other adults that are in single rooms	93.3%	94.3%		Improve
	85	The number and rate per 1,000 adult population of MECS community alarms provided	703 6 per 1,000	683 5.9 per 1,000		Improve
	86	1,000 population of new adaptations provided during the reporting year	499 4 per 1,000	536 4.6 per 1,000		Improve
	87	Increase the number of hours of homecare	13,554	14,018		Improve
	88	Householder applications dealt with within 2 months	85.1%	82.9%		Increase

## **Vulnerable children will be protected**

- (i) The Council continues to review and develop our child protection arrangements. We have, in addition to training our own staff in this critical area, expanded our training to other community and voluntary organisations. These arrangements and other measures to strengthen our child protection measures are being taken forward through the approved Child Protection Committee business plan.
- (ii) Following a successful funding bid, the Council has entered into an agreement with Arberlour Child Care Trust to develop a service for young female care leavers. This service will provide enhanced and intensive support for young women leaving care moving into independent living.
- (iii) We have also plans to expand our provision of residential care with the opening of two additional residential places in Tremanna child care unit. This will ensure our provision for our most vulnerable children is of the highest standards.
- (iv) We have developed over the last year, training and development opportunities for our valued foster carers. This has resulted in over 50% of our Foster Carers achieving SVQ awards.
- (v) The Council, in partnership with key agencies, has further progressed the integration of Children's Services. This has been assisted with the appointment of two locality managers for each of the respective pilots in Denny and St. Mungo's. A number of staff from different partner agencies are now co-located in Denny. Nineteen multi-agency training sessions have also been provided at which a total of 313 members of staff attended.








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Local Outcome		Indicator	Performance in 2006/07 - Baseline	Performance in 2007/08	Nature of Change	By 2011 we will:
<b>Vulnerable children will be protected</b>	89	Proportion of social background reports submitted to the Children's Panel within 20 days	42%	46.7%		Increase to 75%
	90	Rate per 1000 of child protection referrals / investigations carried out during the year	15.2	15.1	n/a	Not applicable
	91	Panel members appointed in a year	27	34		Maintain
	92	The number and proportion of looked after and accommodated children in community placements rather than residential care	84%	86%		Increase
	93	The proportion of young people who are looked after and accommodated who have a plan	100%	100%		Maintain








## **Disadvantaged communities will benefit from better services**

- (i) In order to support some of our most vulnerable people within our communities, the Council developed two very innovative home support schemes earlier this year. The first, in conjunction with Grangemouth Enterprises and the Falkirk Homeless Project (Quickstart), the Council entered into a Public Social Partnership that provides furniture to homeless people and families that maximises the benefits to the wider community in terms of waste management and employment / training opportunities. Secondly, the Council recently appointed a Handyman to provide a small repairs service to all tenures. This service will benefit people aged 60 or over, or any person registered disabled who do not have an able bodied person living with them.
- (ii) The Council published an updated Equalities Scheme this year. This set out the priorities for the coming years and included focusing on looked after children, young males, physical assessments of buildings, as well as building relationships and community engagement. In conjunction with this, the Council, along with our community planning partners, published guides for migrant workers in our local area, highlighting issues such as housing, health, safety and employment. This complemented the Council's recently approved guidance on communicating with minority ethnic communities and people with a sensory impairment.
- (iii) In September this year the Council provided evidence to the Scottish Parliament's Local Government and Communities Committee on Poverty. We were one of only two Councils asked to give verbal evidence on our approach to tackling poverty, following our written submission.
- (iv) The Council working in partnership with the area's three Citizen's Advice Bureaux, have helped 1,266 people who have gone into debt in 2007/08 by assisting them in renegotiating £32.3m of debt. Although the number of benefit enquiries have dropped during the period, benefit gains have increased by £1.7m between 2006/07 and 2007/08.

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<b>Disadvantaged communities will benefit from better services</b>	94	No of claimants in receipt of out of work benefits per 1,000 populations.	No of claimants 15,150 101.2 per 1,000 population 161.9 per 1,000 working age population	No of claimants 14,890 98.8 per 1,000 population 154.9 per 1,000 Working age population		Reduce
	95	The number of new learners participating in adult literacy programmes; Falkirk Council	178	439		Increase
	96	Learning centres and learning access points A – number of users as a % of resident population B – the no of times the terminals are used per 1,000 population	8.9% 565.6	7.9% 640.7		Increase
	97	The % of IT Learners from priority areas	49.7%	23.7%		Increase
	98	Number of times the free public access terminals are used in libraries	84,360	95,899		Increase
	99	The number of individuals obtaining: Welfare benefits advice: Debt advice – new cases:	17,150 681	16,166 698		Maintain Maintain
	100	Number of benefit enquiries and benefit gains (FSF)	23,647 £7.7m	22,669 £9.4m		Increase

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<b>Disadvantaged communities will benefit from better services</b>	101	Number of new debt cases and total debt negotiated (FSF)	1411 £26.7m	1266 £32.3m		Reduce Increase
	102	Average time (days) to process new housing benefit claims	29.8 days	26.8 days		Reduce
	103	The number of benefit claimants in priority areas participating in work based training	102 183 in Falkirk LEA	163		Increase
	104	The % of looked after children who on leaving care achieve no qualifications at SCQF level 3 or higher	52%	29%		Decrease
	105	The % of looked after children who on leaving care achieve at least one subject qualifications at SCQF level 3 or higher	48%	71%		Improve
	106	The % of looked after children who on leaving care achieve both English and Maths at SCQF level 3 or higher	26%	44%		Improve
	107	The % of eligible children who take up free school meals – registered and present at: Primary Secondary	93% 50%	99% 87%		Maintain