

EAST AYRSHIRE COUNCIL

GOVERNANCE AND SCRUTINY COMMITTEE – 23 APRIL 2010

COMMUNITY PLANNING PARTNERSHIP SINGLE OUTCOME AGREEMENT ANNUAL REPORT 2008/09 - IMPROVEMENT PLAN

Report by Executive Director of Finance and Corporate Support

1. PURPOSE OF REPORT

- 1.1 To present to Governance and Scrutiny Committee for consideration the Single Outcome Agreement Improvement Action Plan, which has been developed to address areas identified for improvement in the Single Outcome Agreement (SOA) Annual Performance Report.

2. BACKGROUND

- 2.1 The first annual performance report (2008/09) for the East Ayrshire Community Planning Partnership Single Outcome Agreement was submitted to Cabinet for consideration and endorsement on 30 September 2009 and the Scottish Government immediately thereafter.

- 2.2 In advance of Cabinet's consideration of the annual performance report an Elected Members seminar was held on 26 September 2009 to provide all Members with an opportunity to consider performance. Members will recall that a total of 140 indicators were included in the SOA Annual Performance Report 2008/09. Progress at March 2009 is summarised as follows:

- Improving progress (86 indicators - 61.5%)
- Maintaining progress (9 indicators – 6.4%)
- Improvement required (31 indicators - 22.1%)
- Data unavailable (14 indicators - 10.0%).

- 2.3 The Single Outcome Agreement Improvement Plan was considered and approved by Cabinet on 23 March 2010.

3. SOA ANNUAL PERFORMANCE REPORT 2008/09: IMPROVEMENT PLAN

- 3.1 At its meeting on 28 October 2009, the Corporate Management Team considered and agreed the areas identified for improvement within the SOA Annual Performance Report 2008/09, which would require to be addressed and taken forward by East Ayrshire Council either solely or on a partnership basis.

- 3.2 Subsequently, lead departments within Council were remitted to identify appropriate actions with associated timescales, which would inform the development of the Council and wider Community Planning Partnership's SOA Improvement Plan, and facilitate progress in relation to identified indicators over 2009/10 and 2010/11. Where considered appropriate, departments subsequently have identified actions to facilitate the SOA improvement agenda.

- 3.3 Relevant actions arising from the Elected Members seminar convened on 26 September 2009 have also been considered and included in the SOA Improvement Plan, as appropriate.
- 3.4 In addition, following the release of the Scottish Index of Multiple Deprivation SIMD 2009, issues for East Ayrshire, in particular linked to health, employment and poverty and disadvantage, will be taken forward through the SOA Improvement Plan.
- 3.5 At its meeting on 26 November 2009, the Community Planning Partnership (CPP) Board agreed actions to be progressed from a partnership perspective in respect of the areas identified for improvement and are as follows:

National Outcomes 1 and 2:

- Small Business Forum – consideration to be given to utilising a range of small businesses as a ‘sounding board’ for future development.
- Tendering Co-operative for local companies – the process and benefits of establishing a tendering co-operative to be explored.
- Tackling the effects of unemployment on health – the PACE (Partnership Action for Continuing Employment) team to consider building into its support package an awareness programme on the potential effects unemployment can have on health.

In addition, the Employability Forum was requested to review in detail National Outcome 2 and report back recommendations for action to the CPP Board.

National Outcomes 3, 4 and 5:

- School leaver destinations – the analysis of school leavers’ destinations to be circulated by Skills Development Scotland.

National Outcomes 6, 7 and 8:

- Tackling depression – consideration to be given to increased joint working in respect of tackling depression. Repackaging of existing activity, where appropriate, to ensure that there is a more joined up approach with the new ‘Self Health Workers’.

In addition, the Alcohol and Drugs Partnership was remitted to review the indicators contained within the SOA for appropriateness and ensure that the work being taken forward is relevant to local need.

Generic Issues

- Positive messages through media – consideration to be given to increasing the range of positive messages in the media.

- 3.6 Actions have also been included in the SOA Improvement Plan in response to the risk identified in the ‘Report to Members and the Controller of Audit on the 2008/09 Audit’, which notes areas for improvement required in respect of delivery of outcomes at National Outcomes 6 (We live longer, healthier lives) and National Outcome 7 (We have tackled the significant inequalities in Scottish society).
- 3.7 Actions to be progressed solely by the Council or on a partnership basis in respect of those agreed by the CPP Board have been consolidated within the proposed SOA Improvement Plan, which is attached for consideration by Governance and

Scrutiny Committee at the appendix to this report. A progress/status update to 9 March 2010 has also been provided for information.

- 3.8 It is anticipated that the implementation of the actions within the SOA Improvement Plan will facilitate the achievement of the local outcomes in our three year SOA by March 2011.

4. PUBLICATION OF UPDATED MENU OF LOCAL INDICATORS

- 4.1 The Version 4 Menu of Local Outcome Indicators was published on 20 November 2009 and is the first output of the SOLACE (Society of Local Authority Chief Officers)-led Improving Local Outcome Indicators project. The Menu of Local Outcome Indicators is available on the Improvement Service website at www.improvementservice.org.uk/local-outcome-indicators/.

- 4.2 The Improving Local Outcome Indicators Project is overseen by a Project Board, which includes senior representation from all statutory Community Planning Partners, as well as the Scottish Government, Audit Scotland, COSLA and the Improvement Service.

- 4.3 The updated menu is considered an improvement on earlier versions, with a number of indicators added to cover outcome areas which have not been previously addressed. Outcome areas which are identified as insufficiently covered will be prioritised in the next phase of the project. In addition, further updates of the 'Menu' will be produced as improved outcome data is identified and becomes available.

- 4.4 As advised on 12 November 2009 in the correspondence received from the Scottish Government's Director of Public Service Reform Directorate, the Menu of Local Outcome Indicators can be used by CPPs to further strengthen the indicators utilised in SOAs. Consequently, work is being taken forward locally by the multi-agency Research, Information and Performance Group to review the revised Menu of Indicators and agree proposals in respect of revisions to East Ayrshire's SOA where considered appropriate. Any proposed revisions would require to be approved by the CPP Board.

5. FINANCIAL IMPLICATIONS

- 5.1 Success in taking forward the East Ayrshire Community Planning Partnership Single Outcome Agreement will assist in securing sustained Scottish Government funding required to provide and further improve services to our communities.

6. COMMUNITY PLANNING/POLICY/LEGAL IMPLICATIONS

- 6.1 East Ayrshire Community Planning Partnership's Single Outcome Agreement is founded upon Section 20 of the Local Government in Scotland Act 2003. This sets out the Council's general power to advance well-being for its area and persons within that area. The general power is also supported with Statutory Guidance issues under Section 21 of the Act and general guidance issues in support of the November 2007 Concordat.

- 6.2 The entire SOA is built upon an understanding of joint intent and accountability between Local Government and the Scottish Government. The November 2007

Concordat, and by implication the SOA, is not seen by COSLA (Convention of Scottish Local Authorities), or the Council, as forming a contract enforceable in law.

7. RECOMMENDATIONS

7.1 Governance and Scrutiny Committee is requested to:

- i) note that Cabinet considered and approved the SOA Improvement Plan at its meeting of 23 March 2010;
- ii) agree to receive reports on progress, as appropriate;
- iii) note that work is being taken forward to review the revised Menu of Local Outcome Indicators issued by the SOLACE led Improving Local Outcome Indicators project; and
- iv) otherwise, note the content of the report.

Alex McPhee

Executive Director of Finance and Corporate Support

30 March 2010

List of Background Papers

1. The Scottish Spending Review 2007 financial settlement Concordat document agreed between the Scottish Government and Local Government – 14 November 2007.
2. Single Outcome Agreement – Guidance for Community Planning Partnerships (October 2008); jointly supported by the Scottish Government, Audit Scotland, CoSLA, Solace, and the Improvement Service.
3. Single Outcome Agreements 2009 – Governance and Accountability for SOAs – advice note issued by the Scottish Government 5 February 2009.
4. Equal Communities in a Fairer Scotland: A Joint Statement – issued by the Scottish Government and COSLA on 29 October 2009.

Any person wishing to inspect the above background papers or to seek further information on this report should contact Gwen Barker, Community Planning and Partnership Manager, (Tel: 01563 554602).

Implementation Officer: Gwen Barker, Community Planning and Partnership Manager.

**EAST AYRSHIRE COMMUNITY PLANNING PARTNERSHIP
SINGLE OUTCOME AGREEMENT:
IMPROVEMENT PLAN**



EAST AYRSHIRE COMMUNITY PLANNING PARTNERSHIP SINGLE OUTCOME AGREEMENT:

EAST AYRSHIRE COUNCIL IMPROVEMENT PLAN

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 1: We live in a Scotland that is the most attractive place for doing business.			
<p>Business start up rate: Increase – close the gap with Scotland</p>	<ul style="list-style-type: none"> • Small Business Forum – ask a range of small businesses to act as a ‘sounding board’ for future development. (Summer 2010) • Tendering Co-operative for local companies – the process and benefits of establishing a tendering co-operative to be explored. (March - May 2010) • Business Gateway – conduct local and national marketing campaigns to promote new business formation (January 2010 onwards) • Kilmarnock Local Task Force (post Diageo)-encourage the establishment of new business, particularly among young people – additional funding being sought. (January 2010 onwards) 	<p>Community Planning Partnership led action (Delivering Community Regeneration Action Plan Working Group)</p> <p>Community Planning Partnership led action (Delivering Community Regeneration Action Plan Working Group)</p> <p>East Ayrshire Council Corporate Support: (Planning and Economic Development)</p> <p>East Ayrshire Council Corporate Support: (Planning and Economic Development)</p>	<ul style="list-style-type: none"> • Work ongoing to identify appropriate representation. • Ongoing. <p>Work taken forward to date includes:</p> <ul style="list-style-type: none"> • regular advertising on Radio Westsound; • quarter page advert promoted in the Kilmarnock Standard at the end of January 2010; • proposals being developed to raise the awareness of ‘growth’ businesses about Business Gateway services; • ongoing series of networking events held on a quarterly basis; and • new post of Marketing Officer to be established in the Business Gateway to promote Business Gateway services. • The Local Taskforce has had three meetings to date and is now preparing to meet with Diageo to agree a joint recovery plan. A range of possible projects, including the development of a youth enterprise centre, will be considered and a variety of possible funding sources available to the Council are currently being investigated to take forward the actions identified.

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 1: We live in a Scotland that is the most attractive place for doing business.			
<p>Business start up rate: Increase – close the gap with Scotland</p>	<ul style="list-style-type: none"> • Kilmarnock Local Task Force (post Diageo)-encourage the establishment of new business, particularly among young people—additional funding being sought. (January 2010 onwards) 	<p>East Ayrshire Council Corporate Support: (Planning and Economic Development)</p>	<ul style="list-style-type: none"> • The regeneration and revitalisation of Kilmarnock, Cumnock and Galston town centres will continue and, in a move to secure the area’s future, £300,000 will be allocated to activities aimed at stimulating job creation, supporting existing businesses and bringing new investment to the area, in advance of the closure of the Johnnie Walker plant in Kilmarnock in 2012. Match funding will be secured through Scottish Enterprise, Scottish Government and other agencies, creating a resource equivalent of £600,000 over three years.
National Outcome 2: We realise our full economic potential with more and better employment opportunities for our people.			
<p>Better employment opportunities for local people</p>	<ul style="list-style-type: none"> • Employability Forum – requested to review in detail National Outcome 2 and report back recommendations for action to the CPP Board. (January – March 2010) 	<p>Community Planning Partnership led action (Delivering Community Regeneration Action Plan Working Group)</p>	<p>Employability Forum reviewed National Outcome 2 at its meeting on 16 February 2010 and agreed the following actions to be taken forward:</p> <ul style="list-style-type: none"> • new provision and activity agreements for school leavers by Skills Development Scotland (SDS); • integrated employment and skills provision by SDS and Jobcentre Plus to improve job seeker support; • adult recruitment and training credits through SDS, including a wage subsidy and training, delivered through the Lennox partnership; • Modern Apprenticeships to the 20+ age group in employment to increase skills; • NHS Skills Academy offering placements and training to up-skill NHS staff; and • SVQ Early Education and Childcare training delivered to voluntary organisations and social enterprises.

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 2: We realise our full economic potential with more and better employment opportunities for our people.			
Proportion of school leavers in positive and sustained destinations: Increase – close the gap with Scotland	<ul style="list-style-type: none"> • School leaver destinations – the analysis of school leaver’s destinations to be circulated by Skills Development Scotland. (November 2010) • 16+ Learning Choices - to be rolled out, which will ensure that young people are properly prepared to enter positive and sustained destinations. (Summer 2009 onwards – planning stage / full roll out from new school term in 2010) 	Community Planning Partnership led action (Skills Development Scotland) East Ayrshire Council Educational and Social Services: Schools Support	<ul style="list-style-type: none"> • To be progressed at the appropriate time. • Policy and Practice Partnership established; Policy and Practice Framework in place and Learning Co-ordinator appointed. All targets set by the Scottish Government have been met to date.
Claimant count unemployment: Reduce – close the gap with Scotland	<ul style="list-style-type: none"> • Tackling the effects of unemployment on health – the PACE (Partnership Action for Continuing Employment) team to consider and build into its support package an awareness programme on the potential effects unemployment can have on health. (April-June 2010) • Participation in all national and Scottish Government employment and training initiatives, as appropriate, to secure maximum possible funding and job outcomes for East Ayrshire residents. (January 2010 and ongoing) • Employability Forum - to investigate specific area needs and deliver focused employability services for unemployed people. (January 2010 onwards) 	Community Planning Partnership led action (Skills Development Scotland) East Ayrshire Council Corporate Support: (Planning and Economic Development) East Ayrshire Council Corporate Support: (Planning and Economic Development)	<ul style="list-style-type: none"> • Skills Development Scotland requested to ensure progress regarding this activity. • Skills Development and Employability Service delivering in all national programmes and additional funding secured from Skills Development Scotland for ‘Training for Work’ short courses and. ‘Targeted Pathways to Apprenticeships’ for young people. • Future Jobs Fund creating 596 jobs in East Ayrshire between November 2009 and March 2011. • Jobcentre Plus undertaking initial employability service focus in the North-West areas of Kilmarnock. This will include dedicated staff located in the area working with the unemployed. All progress will be reported through the Employability Forum.

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 2: We realise our full economic potential with more and better employment opportunities for our people.			
Claimant count unemployment: Reduce – close the gap with Scotland	<ul style="list-style-type: none"> Skills Development and Employability Service/Kilmarnock College – to explore and progress opportunities, where appropriate, for further training/apprenticeship/employment of young people within the coal industry. (January - May 2010) Exploration of wider employment opportunities - to encourage local business to take on a wider range of young people. (January - May 2010) 	East Ayrshire Council Corporate Support: (Planning and Economic Development)	<ul style="list-style-type: none"> Short term group established, including East Ayrshire Council elected member and officer representation, Kilmarnock College and senior officers from the coal mining companies operational in East Ayrshire. Kilmarnock College arranging specific courses to enhance employment opportunities for young people. Skills Development and Employability services marketed more widely in the business community and promotional DVD to be issued to local business. Resources to be focused on securing employment opportunities for those people in need of supported employment.
National Outcome 3: We are better educated, more skilled and more successful, renowned for our research and innovation.			
Proportion of residents of working age with recognised qualifications: Increase	<ul style="list-style-type: none"> European Priority 2 funding proposal – submitted to allow the Skills Development and Employability Service to work with employed people to assist them gain qualifications and additional skills to sustain their employment. (April 2010 onwards) Continued development and delivery of training courses for adults - to include nationally recognised qualifications, including Scottish Vocational Qualifications (SVQs), European Computer Driving Licence (ECDL) and Construction Skills Certification Scheme (CSCS) qualification (January 2010 onwards) 	East Ayrshire Council Corporate Support: (Planning and Economic Development)	<ul style="list-style-type: none"> Result of the European Priority 2 funding bid expected in March 2010. If successful, work will commence in April 2010. Recent developments have been in response to identified employment priority sectors, including Care, Retail, and Call Centres. Funding has been approved by Skills Development Scotland to develop and provide short training courses linked to these sectors

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 3: We are better educated, more skilled and more successful, renowned for our research and innovation.			
<p>Increase student retention rates in further education establishments</p>	<ul style="list-style-type: none"> Colleges requested to explore opportunities to increase student retention rates. (March 2010 and onwards) 	<p>Kilmarnock College and Ayr College</p>	<p>Kilmarnock College: There has been significant improvement in early retention across many areas of college activity. The actions taken to achieve and maintain high levels of early retention include:</p> <ul style="list-style-type: none"> a realignment of the curriculum and the introduction of an increased number of access level programmes; a revised recruitment and induction process for students, which ensures the quality of information to learners at the pre-entry and induction stages; a new Customer Services area, which provides an effective one-stop-shop for support related needs of learners; the introduction of reflective logs for learners to allow them to evaluate their learning experiences and progress and to highlight any further development needs to staff; and the newly refurbished 'Hive' area for younger disengaged learners provides an environment to enable learner re-engagement with learning. <p>Ayr College: There has been a consistent improvement in early retention across all areas of college activity. The actions taken to achieve and maintain high levels of early retention include:</p>

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 3: We are better educated, more skilled and more successful, renowned for our research and innovation.			
Increase student retention rates in further education establishments (continued)	<ul style="list-style-type: none"> Colleges requested to explore opportunities to increase student retention rates. (March 2010 and onwards) 	Kilmarnock College and Ayr College	<ul style="list-style-type: none"> changes made to entry criteria; pre programme assessment of core skills level; focused ownership of the interview and selection process to staff responsible for programme self evaluation; the introduction of a new group of staff delivering enhanced guidance and support; more pre-selection information and advice; more appropriate design of the curriculum and planning of assessment schedules; and increased internal audit and committee activity monitoring and responding to low key Performance Indicators.
National Outcome 6: We live longer, healthier lives.			
Health and well being of the local population improved	<ul style="list-style-type: none"> Community Health Partnership – to review in detail National Outcome 6 and report back recommendations for action to the CPP Board. (February – April 2010) 	NHS Ayrshire and Arran (Community Health Partnership)	<ul style="list-style-type: none"> Work currently in progress. Updates on progress to be reported to the Community Planning Partnership Board in June 2010.
Tackling depression	<ul style="list-style-type: none"> Tackling depression – increased joint working, including repackaging of existing activity, where appropriate, to ensure a more joined up approach with the new ‘Self Health Workers’. (February – June 2010) 	Community Health Partnership	<ul style="list-style-type: none"> Mental Health and Learning Disabilities Partnership requested to progress. Update on progress to be reported to the Community Planning Partnership Board in June 2010.
Alcohol and Drugs agenda	<ul style="list-style-type: none"> Alcohol and Drugs Partnership – to review the indicators contained within the SOA for appropriateness and ensure that the work being taken forward is relevant to local need. (March- May 2010) 	Community Planning Partnership led action (Alcohol and Drugs Partnership)	<ul style="list-style-type: none"> Update on progress to be reported to the Community Planning Partnership Board in June 2010.

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 7: We have tackled the significant inequalities in Scottish society.			
Tackling poverty, disadvantage and health inequalities	<ul style="list-style-type: none"> • Detailed analysis of SIMD 2009 – to be carried out to determine areas of declining disadvantage locally and ‘hot spots’ across the 7 domains (January – March 2010 and ongoing as required) • Tackle further issues in relation to health, employment/employability, and poverty and deprivation linked to the SIMD 2009 (February 2010 and ongoing) • Improving Health and Wellbeing Action Plan Working Group and Community Health Partnership – to be requested to review in detail National Outcome 7 and report back recommendations for action to the CPP Board (February – May 2010) 	<p>East Ayrshire Council Corporate Support: (Community Planning and Partnership Unit)</p> <p>All Departments and Community Planning Partners</p> <p>NHS Ayrshire and Arran (Community Health Partnership)</p>	<ul style="list-style-type: none"> • SIMD 2009 Seminar led by officers from the Office of the Chief Statistician at the Scottish Government was convened on 16 February 2010 for Community Planning Partnership representatives, Partner agency staff and Elected Members. • Update on progress to be reported to the Community Planning Partnership Board in June 2010.
Number of carers receiving benefits checks: Maintain	<ul style="list-style-type: none"> • Benefits checks for carers - Social Work and the Carers Centre to progress work over the coming year to ensure appropriate data collection prior to the next round of reporting. (January – April 2010) 	<p>East Ayrshire Council Educational and Social Services (Social Work)</p>	<ul style="list-style-type: none"> • East Ayrshire Benefits Checks - Every new carer who registers is given a benefits check and from 1 April 2009 to date, 268 benefits checks have been progressed. • Identifying Carers and Benefits checks - East Ayrshire Carers Centre was successful in a bid for funding to identify carers through work within the hospital setting in Ayrshire and Arran. In Ayrshire, hospitals targeted were, Ayr, Crosshouse, Cumnock and Ailsa, further to which East Ayrshire Carers Centre identified and completed benefits checks for 1,190 carers. A breakdown of the figures within Ayrshire is not yet available; however, it is anticipated that at least one third will be East Ayrshire residents.

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 7: We have tackled the significant inequalities in Scottish society.			
<p>Number of carers receiving benefits checks: Maintain (continued)</p>	<ul style="list-style-type: none"> Benefits checks for carers - Social Work and the Carers Centre to progress work over the coming year to ensure appropriate data collection prior to the next round of reporting. (January – April 2010) 	<p>East Ayrshire Council Educational and Social Services (Social Work)</p>	<ul style="list-style-type: none"> Further to funding being made available from Pfizer, an international biopharmaceutical company, specifically for work in the Dalmellington area, it is anticipated that a further 150–300 benefits checks for newly identified carers will be progressed over the next few months. <p>It is anticipated that when final figures are available, the target of maintaining a level of 390 benefits checks for carers annually will be met and potentially exceeded.</p>

National Outcome 9: We live our lives safe from crime, disorder and danger.			
<p>Percentage of adults who feel threatened by crime in their neighbourhood a great deal or a fair amount: Reduce</p>	<ul style="list-style-type: none"> Strathclyde Police Community Policing Plan - to implement new community policing arrangements and the Public Reassurance Model which is being piloted with support from a range of Community Planning Partners. (October 2009 onwards) 	<p>Strathclyde Police and East Ayrshire Council Neighbourhood Services (Community Safety)</p>	<ul style="list-style-type: none"> Each Multi-Member Ward has a Community Policing Team, which is working towards tackling the priorities identified within its Policing Plan. The policing plans will be updated and published in due course. The Public Reassurance Model pilot in North-West Kilmarnock, part of Ward 2, commenced in October 2009. Since that time, additional patrols have been provided by Strathclyde Police and East Ayrshire Council Community Warden service to enhance public confidence through a visible presence in the area.

Area for improvement	Proposed Actions and Timescales	Lead Responsibility	Progress/Status
National Outcome 10: We live in well designed, sustainable places where we are able to access the amenities and services we need.			
Proportion of residents satisfied with public transport: Increase	<ul style="list-style-type: none"> • Strathclyde Partnership for Transport and East Ayrshire Council – to progress the following activity: <ul style="list-style-type: none"> - the introduction of half hourly train service between Kilmarnock and Glasgow from December 2009; - the upgrading of three train stations (Stewarton, plus two others); - the introduction of new Park and Ride facilities at Stewarton Station; - the introduction of more regular daily train services between Kilmarnock and Dumfries. - the installation of bus boarder kerbs across East Ayrshire; - the upgrading of bus shelters across East Ayrshire; and - the introduction of a real-time bus information system on key bus corridors. <p>(January 2010 – March 2011)</p>	<p style="text-align: center;">Strathclyde Partnership for Transport</p> <p style="text-align: center;">and</p> <p style="text-align: center;">East Ayrshire Council Neighbourhood Services (Roads and Transportation)</p>	<p>The activities currently being taken forward in relation to public transport include the following:</p> <ul style="list-style-type: none"> • A half hourly train service between Kilmarnock and Glasgow was introduced on 14 December 2009. • Upgrades to Stewarton, Kilmaurs and Dunlop train stations completed. • Stewarton Park and Ride facilities - currently out to tender; work to be progressed in 2010/11. • More frequent train service (approximately two hourly intervals) between Kilmarnock and Dumfries introduced in December 2009. • The installation of bus boarder kerbs and upgrading of bus shelters being progressed across East Ayrshire. • Real-time bus information system on key bus corridors - currently out to tender and work will be progressed in 2010/11.
Generic issues			
Community Planning/SOA promotion and awareness raising	<ul style="list-style-type: none"> • Positive messages through media – increase the range of positive messages promoted in the media. <p>(January 2010 – March 2011)</p>	Community Planning Partnership led action	<ul style="list-style-type: none"> • Ongoing activity to be progressed as appropriate.

9 March 2010