

Local Government Benchmarking Framework



2019/2020

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Overview



Background

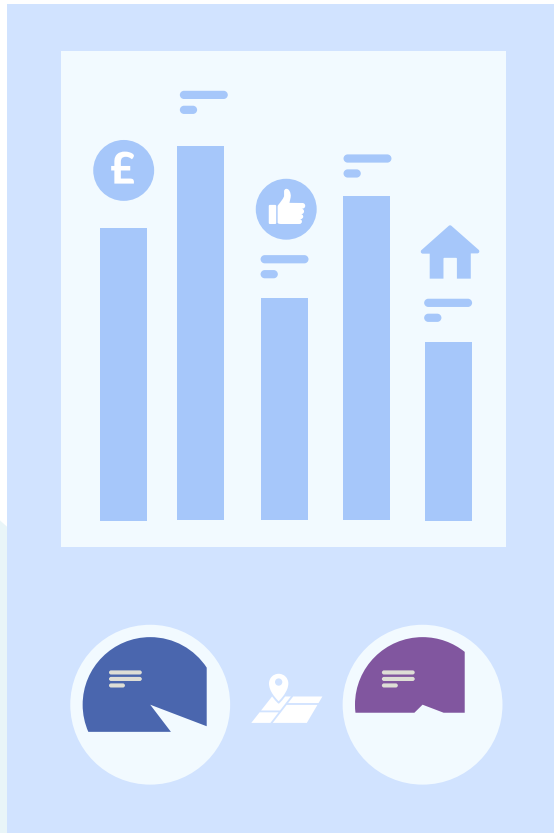
The Local Government Benchmarking Framework (LGBF) was developed by the Improvement Service, on behalf of SOLACE (Society of Local Authority Chief Executives), in 2012. The purpose of the Local Government Benchmarking Framework is to:

- *help Councils and their services better understand why they achieve their current performance levels;*
- *build our understanding of where Council performance varies; and*
- *help identify and share good practice across Councils.*

All Scottish local authorities have worked together to report on services which can be compared both across Councils and year-on-year. This information takes the form of specific 'indicators' that measure aspects of performance. The indicators cover seven service areas which are: Children's Services, Corporate Services, Adult Social Care, Culture and Leisure Services, Environmental Services, Housing and Economic Development. The data is gathered from a number of sources.

LGBF data for 2019/20 was published by the Improvement Service in February 2021 and refreshed in May 2021 via an online tool called '**MyLocalCouncil**', which can be accessed on the **Council's website**. The Improvement Service also produced a National Overview Report 2019/20.

The LGBF suite of indicators is only a small number of our performance measures and there is more detail about our performance against our strategic objectives for 2019/20 in our annual performance report and service annual performance reports available on **our website**.



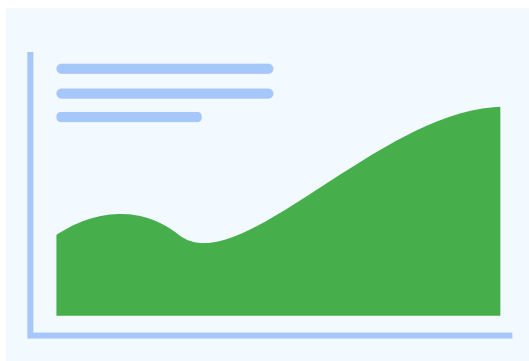
National Context

The following national context has been lifted from the [2019/20 LGBF National Overview Report](#), which provides analysis and interpretation of data gathered from across Scotland.

This year's national report draws on 10 years of LGBF data to provide an evidence-based picture of where Local Government had reached pre-Covid. The pandemic has altered the landscape and fundamentally affected Local Government services and the lives of the communities it serves. Going forward, the continuity provided by the LGBF will be invaluable in understanding the long-term impact of Covid on communities and on Local Government services.

In 2019/20, Councils were operating in a more challenging context than when the LGBF began in 2010/11. Total revenue funding for Councils has fallen by 7.2% in real terms since 2010/11 (and by 5.4% since 2013/14). The overall funding position is exacerbated by the following pressures Councils have had to manage across the last ten years: growing demographic pressures (>2% per annum); increasing costs, including the impact of living wage and pay settlements; additional impacts on demand from increasing levels of poverty; and higher public expectations. Councils have also faced increasing national policy and legislative demands, with a growing proportion of funding which has been ring-fenced for these initiatives, reducing the flexibility Councils have for deciding how they plan and prioritise the use of funding to respond to local priorities.

Through legislation and Scottish Government policy, expenditure within Social Care and Education continues to be sustained and enhanced. As these areas account for over 70% of the benchmarked expenditure within the LGBF, this means most other services are increasingly in scope to bear a disproportionate share of current and future savings. Since 2010/11, this has included: 26% reduction in culture and leisure spending; 26% reduction in planning spending; 26% in corporate support service spending; 20% reduction in economic



development revenue spending; 24% reduction in roads spending; 28% reduction in trading standards and environmental health spending; and 11% reduction in environmental services spending.

Despite significant and ongoing funding pressures, the long-term trends in the LGBF reveal that Local Government has continued to do well in sustaining performance. This includes:

- ***improving outcomes for children and young people, including the most vulnerable;***
- ***significant transformation in social care provision;***
- ***inclusive economic growth has gained ground;***
- ***Culture and Leisure have seen significant growth in digital provision;***
- ***positive progress towards better environmental outcomes;***
- ***improvement in housing quality and management; and***
- ***continued improvement in efficiency and effectiveness of Council's corporate services.***

However, the 2019/20 data indicates that some signs of strain in performance, satisfaction, and system capacity are beginning to emerge. Performance improvements gained in recent years are now beginning to slow or decline, a general pattern emerging across all key service areas. Although the full effects will not be known for some time, there is a growing consensus that the future will bring increasing levels of poverty and inequality, a potentially overwhelming growth in mental health and wellbeing issues, and severe and long-lasting damage to the economy.

Perth and Kinross Trends Overall

Where 2019/20 data is available (excluding attainment), the non-cost data has been analysed to determine if our performance has improved or declined since last year. Cost data (excluding financial sustainability) has been analysed to see if costs have increased or reduced and a summary is presented below.

- **19 indicators (35% of performance indicators) have improved performance over the past year.**
- **35 indicators (65% of performance indicators) have declined performance over the past year.**
- **9 indicators (47% of cost indicators) have increased costs from last year.**
- **10 indicators (53% of cost indicators) have decreased costs from last year.**

During 2019/20, of the performance PIs (54) that had data available (excluding the 10 attainment indicators) 32 were better than the Scottish average (59%), and 22 were worse than the Scottish average (41%).

The table below shows how are costs have increased or decreased by service area in the last year.

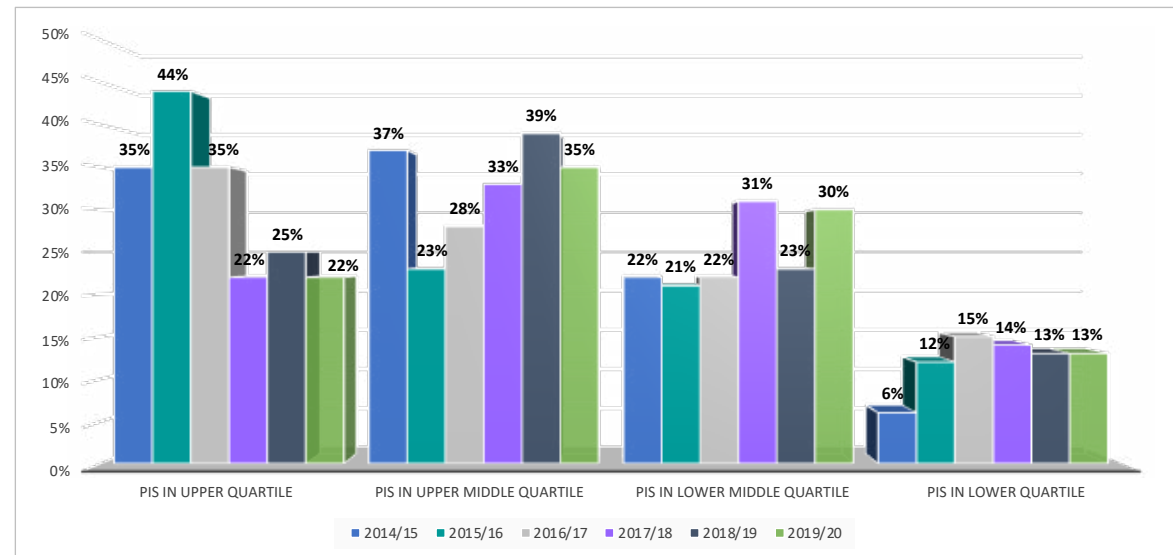
Service Area	Total Number of PIs	Increased Costs		Decreased Costs	
		Percentage	Count	Percentage	Count
Children's Services	5	60%	(3)	40%	(2)
Corporate Services (excluding 5 Financial Sustainability PIs)	1	100%	(1)	-	(0)
Adult Social Care	2	50%	(1)	50%	(1)
Culture and Leisure Services	4	-	(0)	100%	(4)
Environmental Services	6	50%	(3)	50%	(3)
Housing Services	0	-	(0)	-	(0)
Economic Development and Corporate Asset	1	100%	(1)	-	(0)
Total	19	47%	(9)	53%	(10)

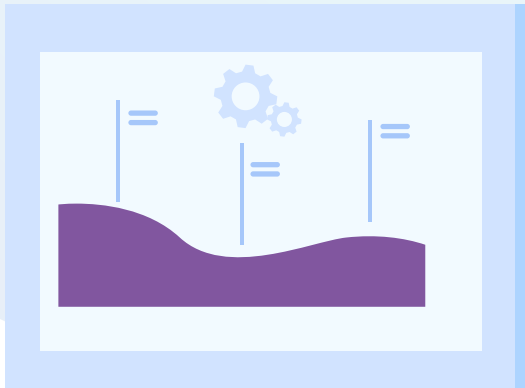
All 54 non-cost performance indicators with 2019/20 data (excluding attainment) have been ranked in terms of their performance out of 32 local authorities, reflecting each local authority in Scotland. They are then divided into four groups, known as quartiles. Below provides a summary of how Perth & Kinross Council compares to all other local authorities in Scotland.

- **12 indicators (22%) are in the upper quartile.**
- **19 indicators (35%) are in the upper middle quartile.**
- **16 indicators (30%) are in the lower middle quartile.**
- **7 indicators (13%) are in the lower quartile.**

Almost 60% of the performance PIs for Perth & Kinross Council are sitting in the top two quartiles. The chart below shows the movement between quartiles over the past six years. It shows since 2018/19 there has been a small decrease in Q1 and Q2 and a small increase in Q3.

The table below provides the ranking for non-cost indicators by service area.





Service Area	Total number of non-cost PIs	Upper quartile		Upper middle quartile		Lower middle quartile		Lower quartile	
		%	Count	%	Count	%	Count	%	Count
Children's Services (excluding 10 attainment PIs)	8	25%	2	25%	2	38%	3	13%	1
Corporate Services	9	22%	2	44%	4	33%	3	-	0
Adult Social Care	9	33%	3	33%	3	11%	1	22%	2
Culture and Leisure Services	4	75%	3	25%	1	-	0	-	0
Environmental Services	10	10%	1	20%	2	50%	5	10%	2
Housing Services	5	-	0	60%	3	40%	2	-	0
Economic Development and Corporate Asset	9	11%	1	44%	4	22%	2	22%	2
Total	54	22%	12	35%	19	30%	16	13%	7

The PIs in Q1 are:

- participation rate for 16-19 year olds (per 100);
- the gender pay gap (%);
- % of income due from Council Tax received by the end of the year;
- percentage of carers who feel supported to continue in their caring role;
- proportion of care services graded 'good' (4) or better in Care Inspectorate inspections;
- support (Direct Payments + Managed Personalised Budgets) spend on adults 18+ as a % of total social work spend on adults 18+;
- % of adults satisfied with libraries;
- % of adults satisfied with parks and open spaces;
- % of adults satisfied with museums and galleries;
- % of adults satisfied with street cleaning;
- % of unemployed people assisted into work from

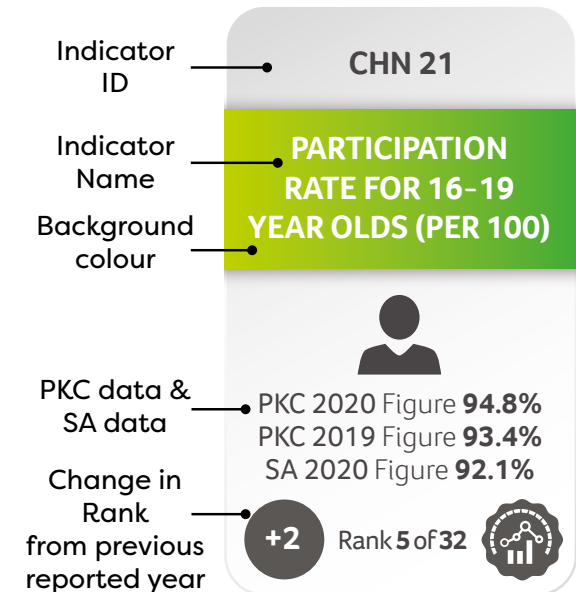
Council-funded employability programmes;

- balance of care for 'looked-after children': % of children being looked after in the community.

The PIs in Q4 are:

- % of people aged 65 and over with long-term care needs receiving personal care at home;
- rate of readmission to hospital within 28 days per 1,000 discharges;
- % of A Class roads that should be considered for maintenance treatment;
- CO2 emissions are wide: emissions within scope of LA per capita;
- proportion of properties receiving superfast broadband;
- immediately available employment land as a % of total land allocated for employment purposes in the local development plan;
- % LAC with more than 1 placement in the last year (August-July).

Understanding the PIs



Performance has improved over the last year

Performance has declined over the last year

Performance results cannot be compared to previous years

Cost is neither explicitly Positive or Negative

Children's Services

National Trends

On a national level, measures of educational outcome have shown substantial positive progress since 2011/12 in the measures used by the LGBF, particularly for children from the most deprived areas. However, it is worth noting that for 2019/20, due to COVID-19 and the Ministerial direction to award estimated grades have led to a different pattern of attainment than seen in previous years. Therefore, the attainment results for 2020 should not be directly compared to those in previous years or future years.

Principally, education spending has been largely protected across the 10 year period, compared to other services, with spend growing by 8% since 2010/11. Satisfaction with schools has fallen by over 10 percentage points from 82% to 72% since 2010/11, however, following year-on-year reductions to 2017/18, satisfaction rates remained steady in the past 2 years at 72%.

Scottish schools continue to have a strong focus on employability, supported by national policies like Developing the Young Workforce.

Progress in this area is evident in the improvement in participation of 16-19 year olds in further education, higher education, apprenticeships, training and employment from 90.4% to 92.1% between 2015/16 and 2019/20.

Perth and Kinross Performance and Trends

All three of Perth & Kinross Council's cost-based PIs increased in the last year, however, education costs all remain within 15% of the Scottish Average (SA). We continue to outperform the SA in terms of local school satisfaction levels.

The participation rate for 16-19 year olds in Perth and Kinross continues to increase marginally and we are now among the top 5 performing Local Authorities in this measurement, with 95% and up 2% since 2015-16, compared to the current SA value of 92%.

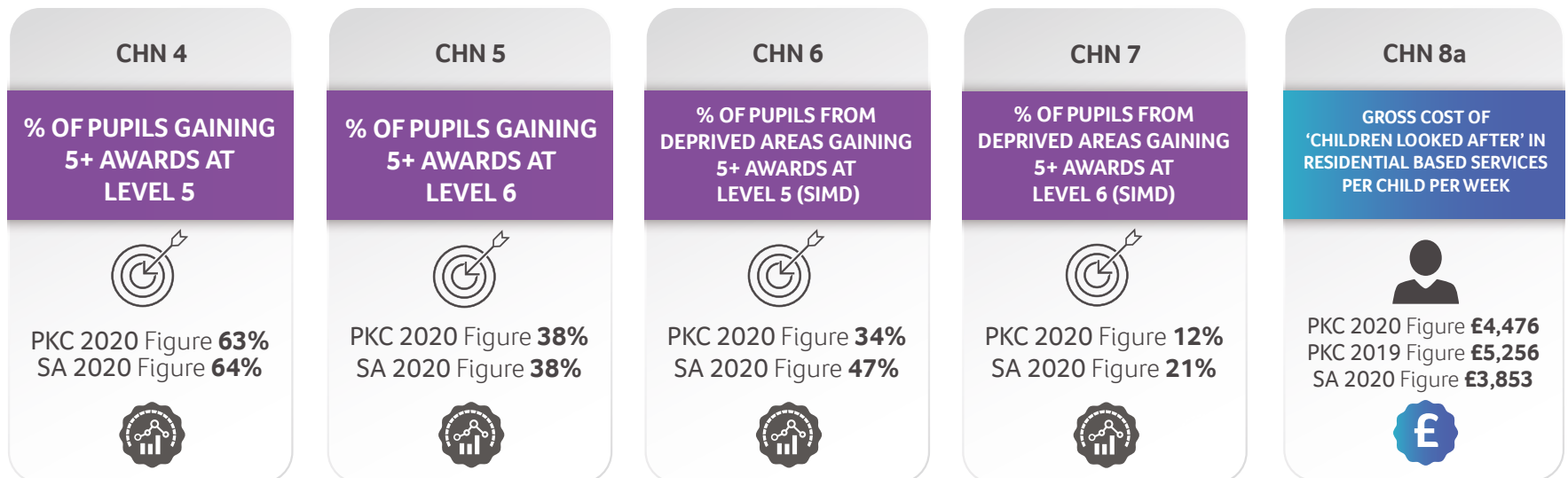
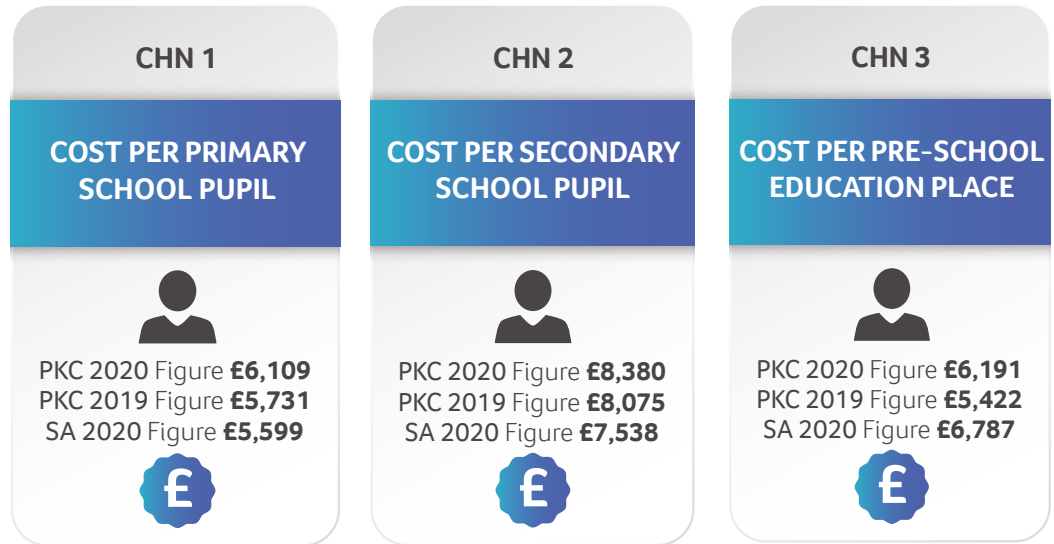
We are ranked second nationally for the balance of care for the percentage of looked-after children being looked after in the community.

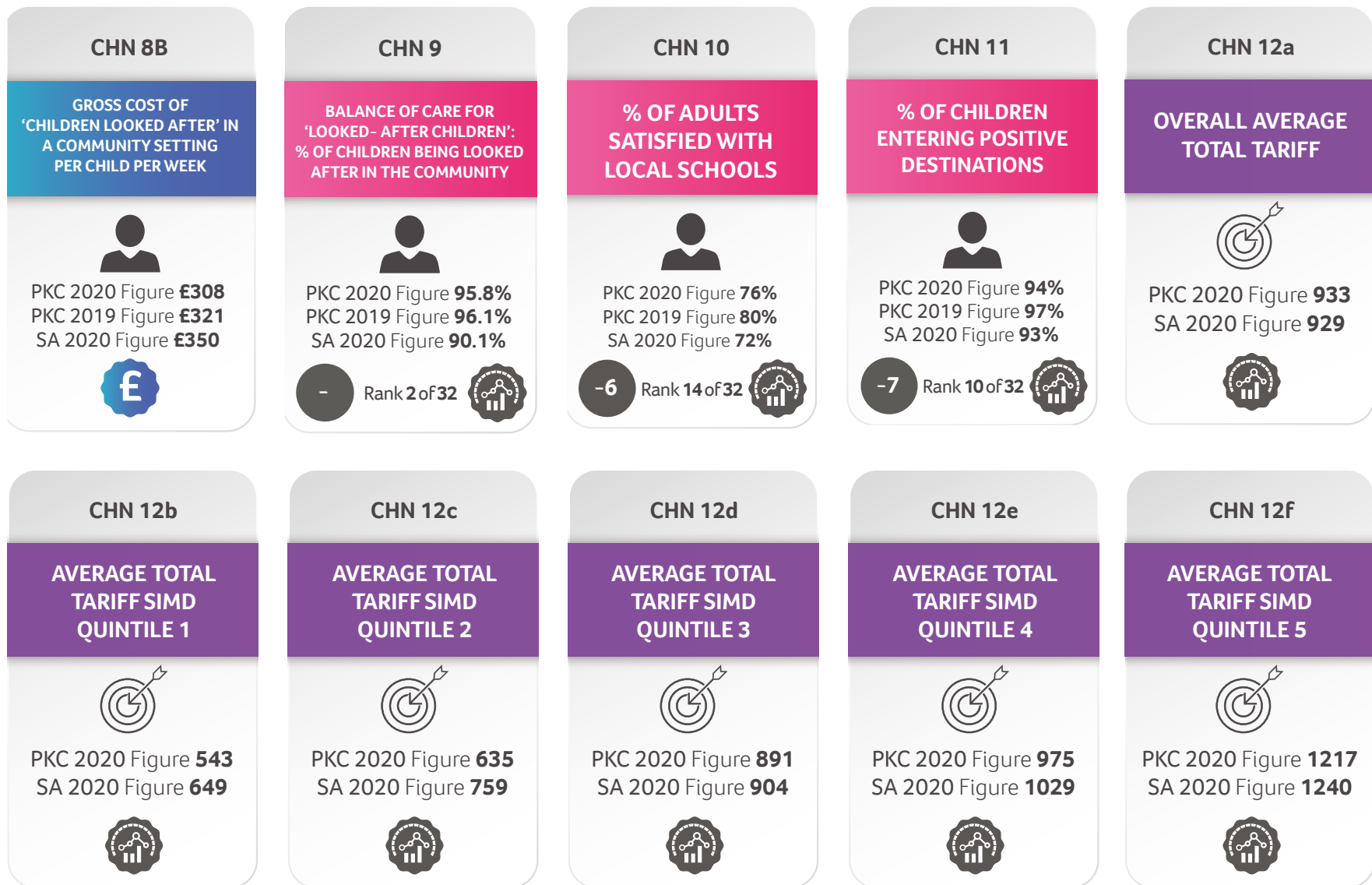
PKC Improvement Actions

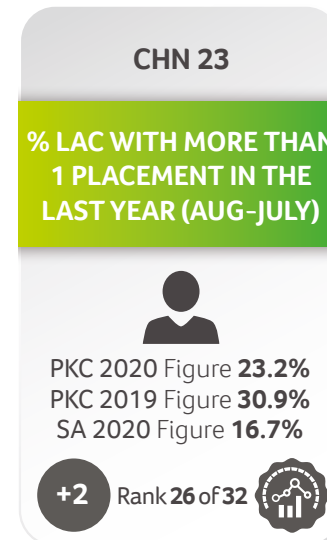
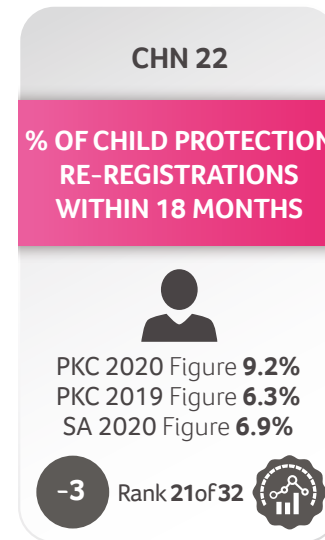
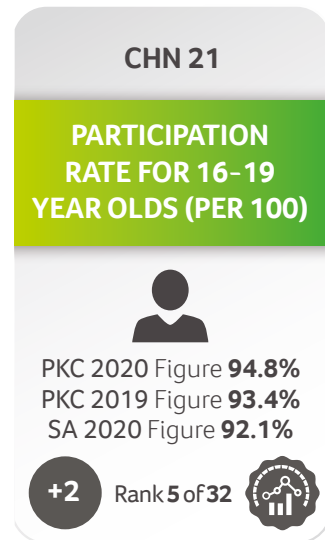
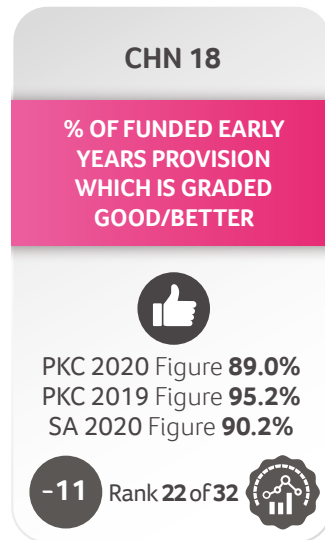
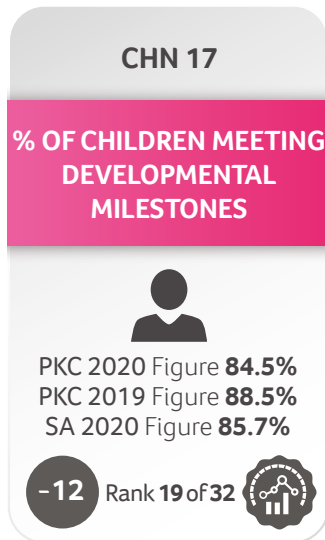
Addressing deprivation-related attainment gaps remains at the core of our Raising Attainment Strategy. School leaders and practitioners across the local authority continue to deepen their understanding of the challenges and barriers for children and young people living in the most deprived communities and circumstances. In addition, focussed support has been given to schools to analyse a range of data and to plan effectively. A focus on PEF has included support from the Attainment Advisor and regular Equity Network meetings focused on rural and urban poverty, attendance and overcoming barriers are undertaken.

It is important to note that attainment results for 2020 should not be directly compared to those in previous years or future years, as direct comparison and analysis is not appropriate given the impact of COVID-19.

As such only the PKC value and the Scottish Average are displayed.







Corporate Services and Financial Sustainability

National Trends

Corporate services spend has fallen by 26% in real terms since 2010/11, and now accounts for only 4.1% of total spending. This is the lowest corporate overhead ratio yet recorded and reflects Councils' commitment to protect frontline services over 'back office' functions. In the last 12 months, there has been a 4.2% increase in the total general fund expenditure alongside a 0.8% reduction in spending on support services.

Council Tax collection rates remain above 95%, although the last 12 months has seen a dip of 0.3 percentage points after an all-time high in 2018/19. The cost of Council Tax collection has reduced by a further 7% in the past 12 months, resulting in a 60% decrease in real terms since 2010/11.

There has been continued annual improvement in the condition of Councils' corporate assets over the period, with 82.5% of operational buildings suitable for their current use and 88.6% in satisfactory condition.

Absence levels for both teaching and non-teaching staff have increased in the last 12 months, by 2.1% and 3.3% respectively. The gender pay gap has narrowed across the last four years, from 3.9% to 3.4%.

This year, the LGBF introduced five new measures to reflect the focus on Financial Sustainability.

Perth and Kinross Performance and Trends

We have maintained strong performance in regard to Council Tax collection rates, outperforming the Scottish average and ranked fifth nationally. Council Tax collection rates are broadly similar with the Scottish average.

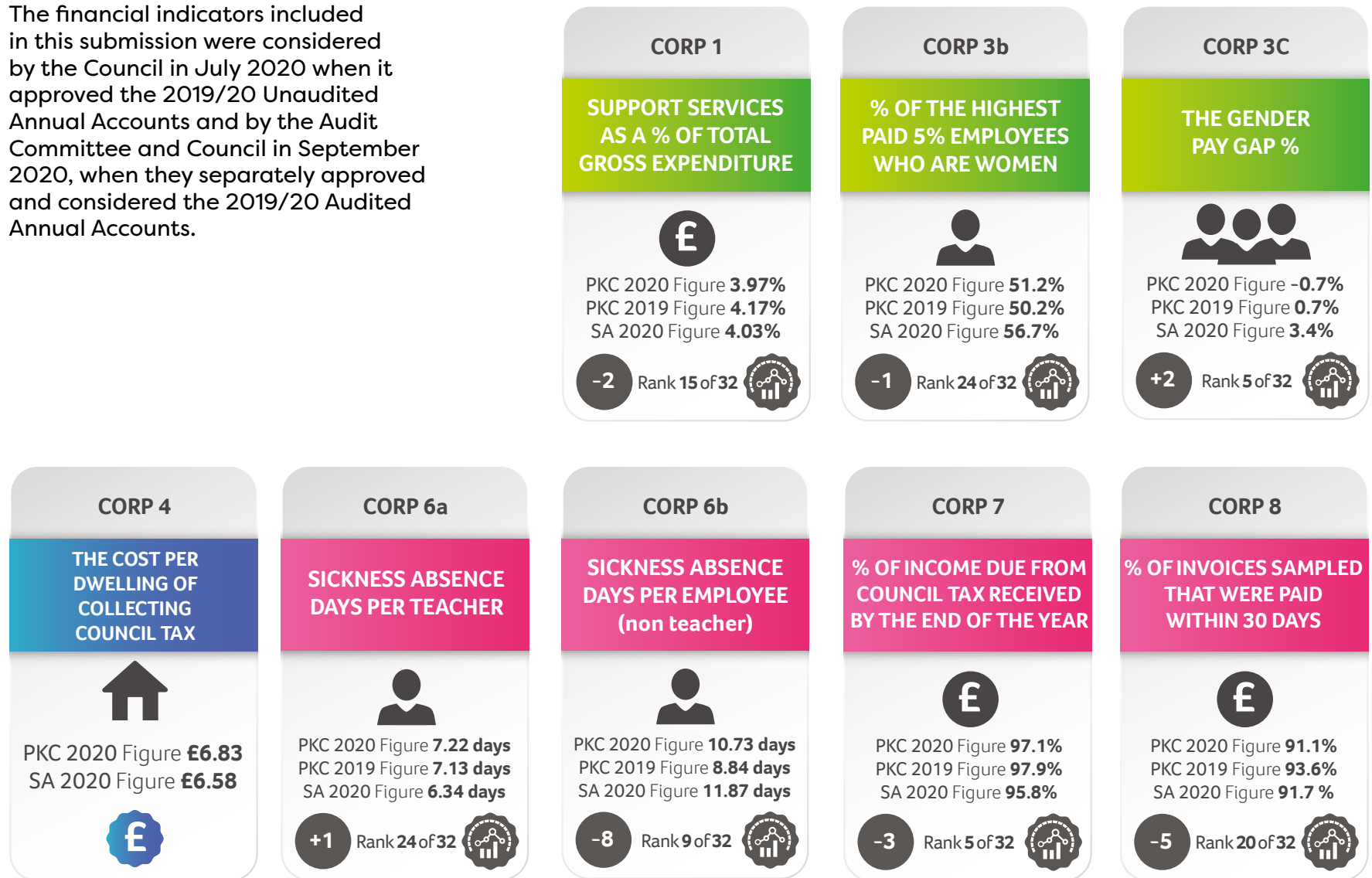
Our corporate assets performance has remained broadly steady over the past 5 years, with 89.6% of operational buildings suitable for their current use and 90.9% in satisfactory condition. This is above the Scottish average of 82.5% and 88.6% respectively.

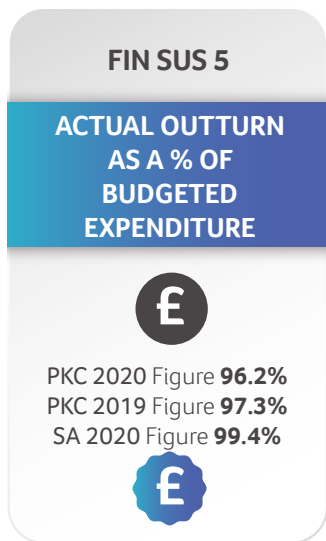
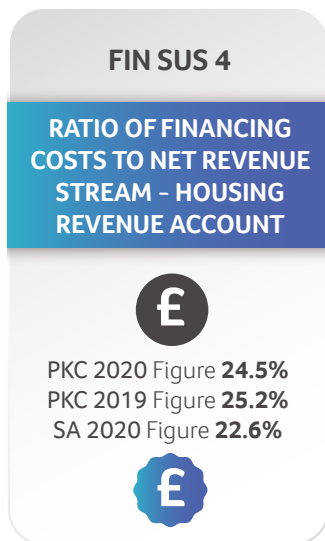
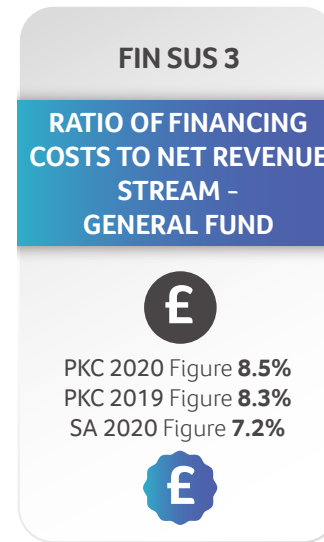
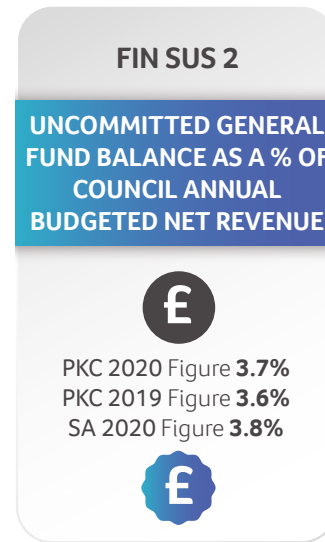
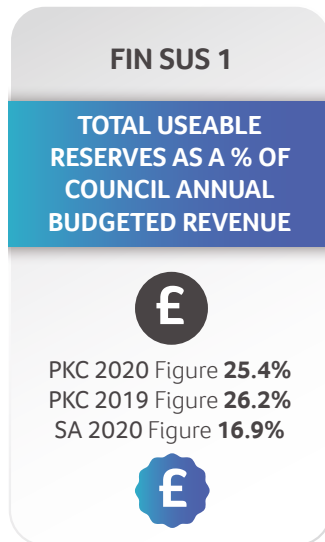
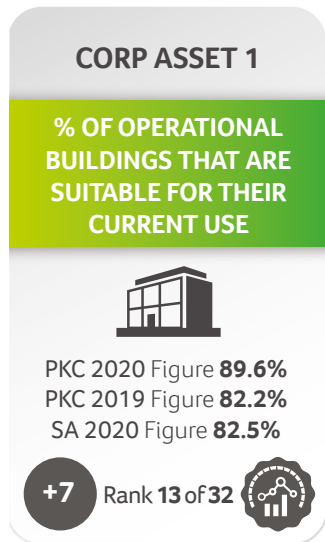
Absence levels for both teaching and non-teaching staff have increased in the last 12 months, by 0.1 days and 1.9 days respectively. We have consistently performed better than the Scottish average for the gender pay gap and are ranked fifth nationally.

PKC Improvement Actions

We are committed to a programme of staff wellbeing that promotes healthier working lives by taking a holistic approach to the physical, mental and financial wellbeing of the workforce; create an alternative flexible approach to planning and be proactive in managing staff attendance.

The financial indicators included in this submission were considered by the Council in July 2020 when it approved the 2019/20 Unaudited Annual Accounts and by the Audit Committee and Council in September 2020, when they separately approved and considered the 2019/20 Audited Annual Accounts.





Adult Social Care

National Trends

Councils' social care spending on adults has grown by 14.8% since 2010/11. Spending on Home Care for older people has risen by 22.6% since 2010/11, and by 5.2% in the last 12 months. The average cost of Residential Care per week per resident is now £401, down 12.2% since 2012/13 but up 1.3% on last year.

While there has been an improvement in care quality ratings since 2011/12, the last two years have seen consecutive deterioration in ratings. Nationally, satisfaction and agreement levels are down from 2013/14.

Direct payments and personalised managed budgets have grown steadily between 2010/11 and 2019/20 from 1.6% to 7.8% of total social work spend. The proportion of older people assessed to have long-term care needs being supported at home increased from 58.9% in 2010/11 to 61.7% in 2019/20. The number of people receiving Home Care has decreased over time while the hours of care they receive on average has increased.

There has been a 16.1% improvement in Delayed Discharges since 2013/14, with a 2.4% reduction in the past 12 months, although there has been a negative trend in Hospital Readmissions, with readmissions increasing by 16.7% between 2010/11 and 2019/20.

Perth and Kinross Performance and Trends

Of the two cost-based indicators, Home Care costs per hour for people aged 65 or over increased by 15.1% on last year while the Residential costs per week per resident for people aged 65 or over decreased marginally by 0.8%. In both measures our costs are below the national average.

While the proportion of care services graded 'good' or better has dropped slightly in the last year (by under 1%) we have improved by over 15 percentage points since 2011/12. This trend has outperformed the Scottish average and we have progressed from rank 30 in 2011/12, to seventh in 2020.

While the percent of Self-Directed Support as a total social work spend on adults has declined, we have outperformed the national trend since 2010/11 and remain above the Scottish average currently ranked third. Our satisfaction levels have followed the national trend, decreasing since 2013/14, except for those agreeing they are supported at home, where we have improved by 2.7 percentage points. However, for all these measures we remain above the Scottish average, especially for carer satisfaction, where we rank eighth nationally.

We have outperformed the national trend and achieved continuous improvement in Delayed Discharges figures since 2015/16, with lost days declining by 50%, exceeding the average reduction of 15.4%. Similarly, we outperformed the Scottish average in achieving a 8.3% drop in delays across the last year.

We have not performed in line with the national trend for the percent of people aged 65 and over with long-term care needs who receiving personal care at home, with a decrease of 7.4 percentage points since 2010/11, with a 4.1 percentage point decline in the last year.

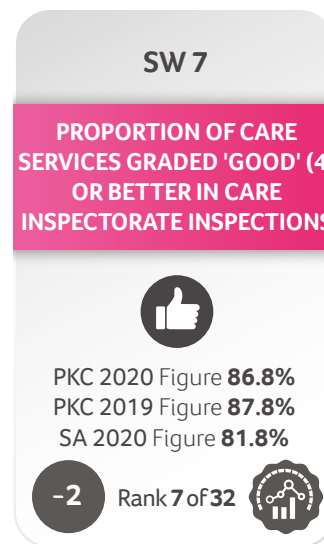
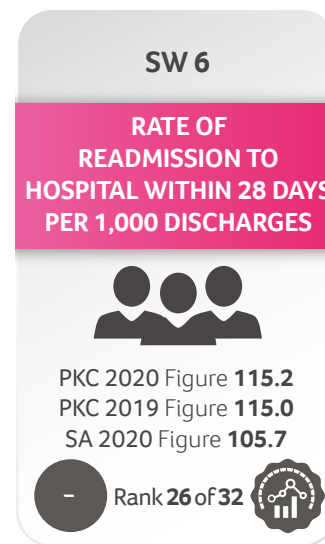
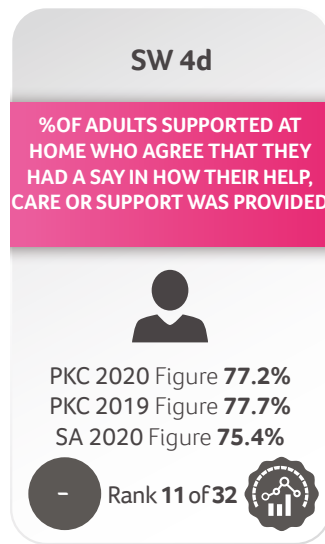
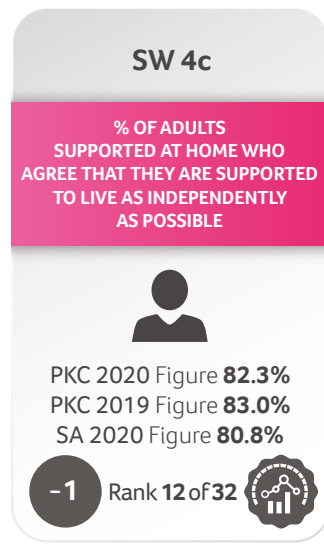
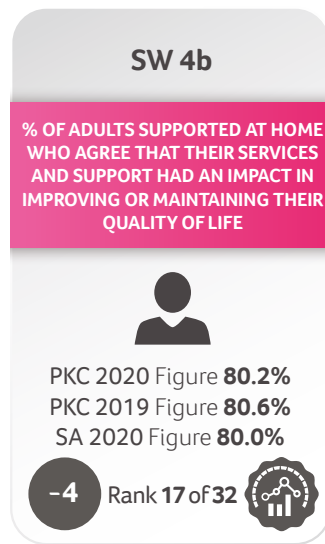
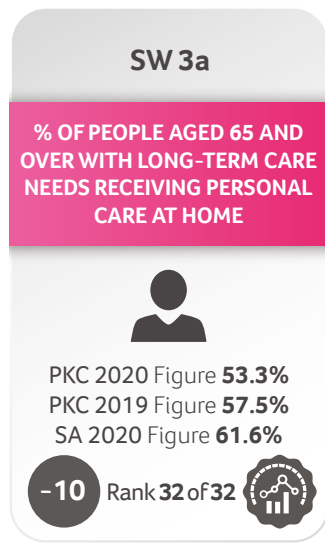
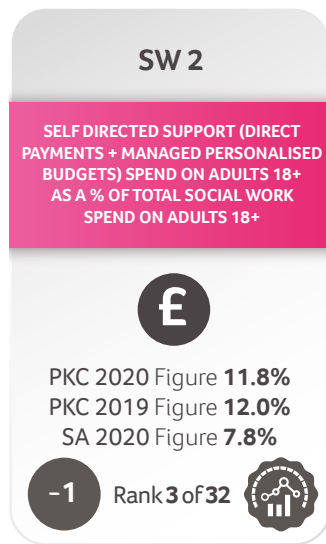
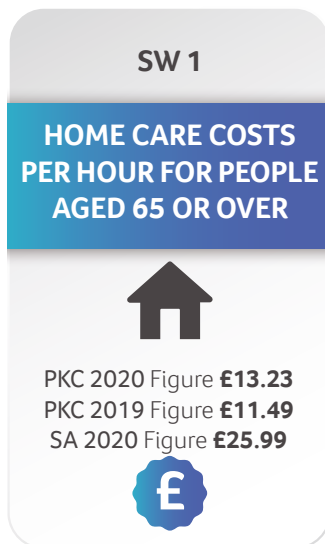
Like the national trend, our rate of readmissions to hospital has been increasing, up by 5.3 percentage points since 2010/11. While this is less than the Scottish Average increase of 16.7%, we are above the Scottish Average. However, the readmissions rate within Perth and Kinross has been investigated historically, and has recently (April 2021) been updated. This research has concluded that in Tayside recording practices vary significantly to those across Scotland and that this is the primary contributory factor affecting apparent performance. There is little evidence to suggest that readmissions in Perth and Kinross are at a higher rate than that which could be expected.

PKC Improvement Actions

PKC and the Perth and Kinross Health and Social Care Partnership continues to embed a 'person-centred' approach in localities across all professions, providing a streamlined route to services for users.

The Perth & Kinross Association of Voluntary Service Carers' Hub together with 'Outside the Box' and the Care and Wellbeing Co-operative have implemented the 'Support Choices' project, providing information on Social Care and Self-Directed Support options to people and their carers.

We are continually developing how technology enabled care (TEC) is embedded into our processes and protocols to ensure PKC residents can achieve the maximum benefit from the use of TEC and Community Alarm.



SW 8

NUMBER OF DAYS PEOPLE
SPEND IN HOSPITAL WHEN
THEY ARE READY TO BE
DISCHARGED, PER 1,000
POPULATION (75+)



PKC 2020 Figure **502 days**
PKC 2019 Figure **548 days**
SA 2020 Figure **774 days**

Rank **12 of 32**



Culture and Leisure

National Trends

Despite a real reduction in spend of 26.5% since 2010/11, nationally leisure and cultural services have sharply increased their usage rates and reduced their costs per use.

Public satisfaction rates have fallen for all culture and leisure services since 2010/11. However, in the last 12 months, satisfaction rates have stabilised for local libraries as well as museums and galleries.

Perth and Kinross Performance and Trends

In all four of the cost indicators PKC has reduced costs. However, only the cost per library visit is lower, than the Scottish average.

Our satisfaction rates have not declined at the same rate as they have nationally, and we have been ranked in the upper quartiles consistently. However, we have seen a drop in satisfaction levels in the past 12 months but are still above the Scottish average for all 4 measures.

PKC Improvement Actions

PKC will continue to monitor satisfaction levels for our services as part of the Local Government Benchmarking Framework in addition to local feedback which monitors local trends and targets. Action will be taken locally as and when appropriate.



Environment Services

National Trends

Environmental services are an area of significant spend for local authorities, and include waste management, street cleansing, roads services, trading standards and environmental health. These areas have budget reductions in recent years, with real spending on environmental services reducing by 11% since 2010/11.

Since 2010, there has been a decline nationally in the street cleanliness score, however, the rate of recycling has shown an improvement.

The cost of roads per kilometre have also decreased since 2010/11. While costs have fallen the road conditions index indicates conditions have been largely maintained across all class of roads since 2010/11.

This year's LGBF report includes measures linked to issues of climate change. Given the significance of this major policy agenda for local government, work is underway to identify a suite of measures which could support Local Government in

its efforts to contribute to national carbon reduction targets. As a starting point, two high-level measures on total CO2 emissions have been included this year - CO2 area-wide emissions, and CO2 area-wide emissions within scope of LA.

Perth and Kinross Performance and Trends

Our Environmental costs have not always followed the national trend. Some of our costs have increased, such as the cost of waste disposal, which has risen since 2012/13, and street cleaning, which has risen since 2014/15.

Like the trend seen nationally, our street cleanliness score has declined, and is now below the Scottish average, however our street cleaning satisfaction is still above the Scottish average. We are above the Scottish average in our recycling rates and have seen improved performance from 46.7% in 2010/11 to 52.7% in 2019/20.

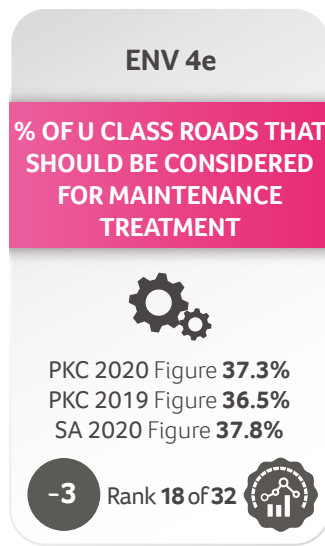
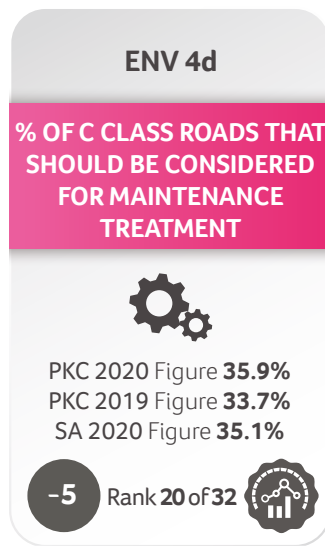
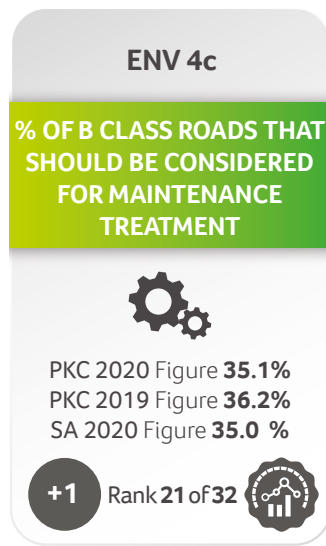
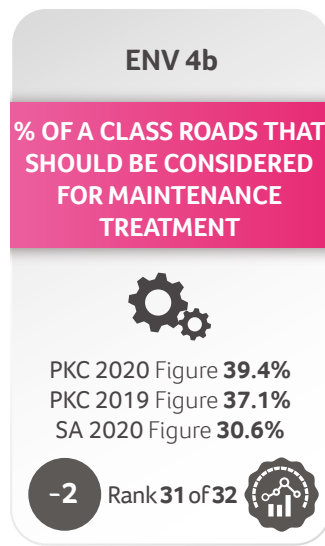
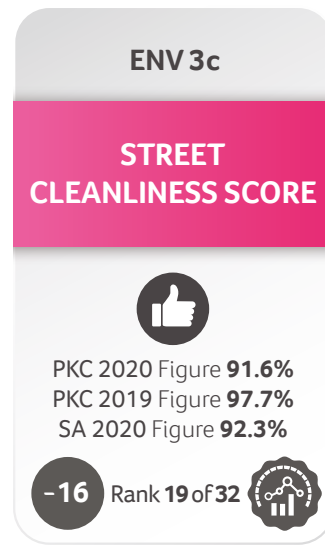
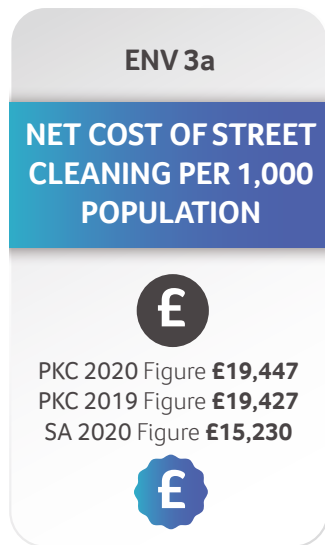
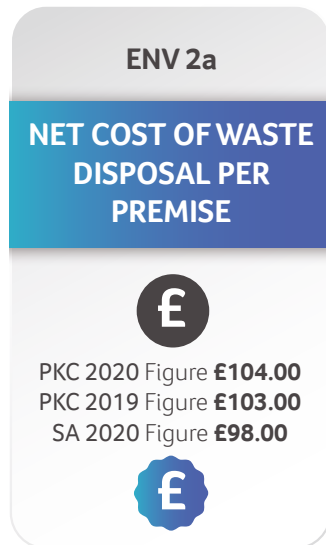
While the net cost of our roads has increased, we have seen an increase in the percent of roads that could be considered for maintenance in all categories, barring Class B roads, and we are above the Scottish Average for all but Class U roads.

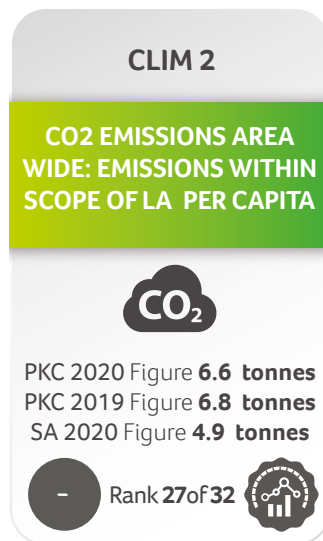
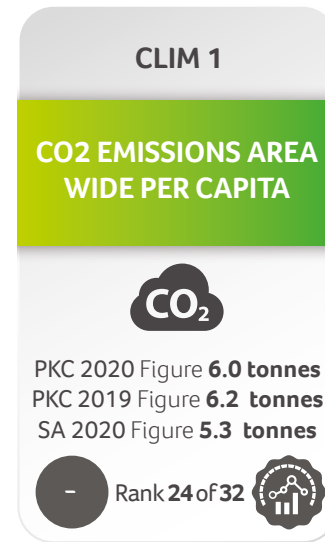
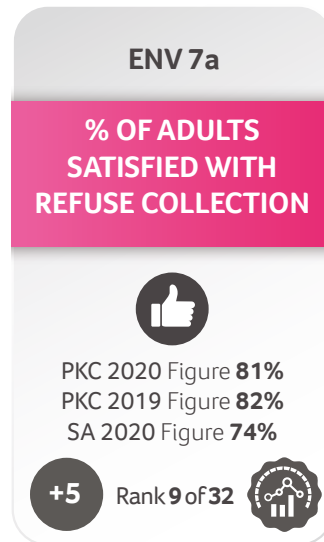
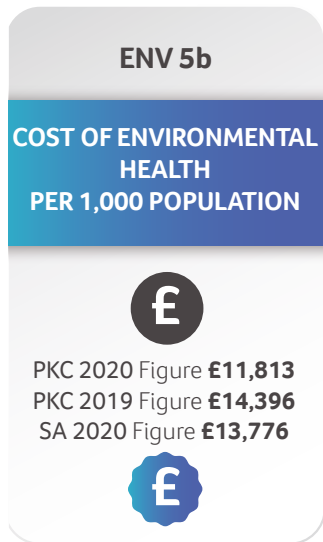
The recent inclusion of climate-oriented PIs show our performance in these measures is below the Scottish average. In CO2 emissions area-wide per capita and emissions within scope of LA per capita we rank 24th and 27th nationally.

PKC Improvement Actions

We have invested in additional staff to improve recycling at our recycling centres and we plan to use social media and our kerbside recycling journey videos to promote kerbside recycling all year round. We will also promote national campaigns, such as Recycle Week, Pass it On Week and Love Food Hate Waste to promote community awareness.

To reduce our emission per-local resident we will look to enhanced building design, construction and materials, to engage and educate residents to raising energy awareness across Council estate and update the Council-wide carbon reduction plan. We continue to set energy consumption targets and monitor outcomes through data analysis.





Housing Services

National Trends

On a national basis, Councils continue to manage their housing stock well. Since 2010/11, the average time taken to complete non-emergency repairs has reduced by 28%, from 10.1 days to 7.3 days. Rent lost to voids has also reduced across this period, from 1.3% to 1.1%, however, since 2017/18 it has begun to increase. There has been improvements in housing standards, with 95% of properties now meeting SHQS. Energy efficiency has also improved, from 65% to 84% between 2015/16 and 2019/20. The continued rate of growth in tenants' rent arrears from 5.6% to 7.3% between 2013/14 and 2019/20 reveals evidence of the increasing financial challenges.

Perth and Kinross Performance and Trends

Like the national trend, since 2013/14 we have seen a reduction in the time taken to undertake non-emergency repairs by 32% from 13.7 days to 9.3 days. Our rent lost due to voids has

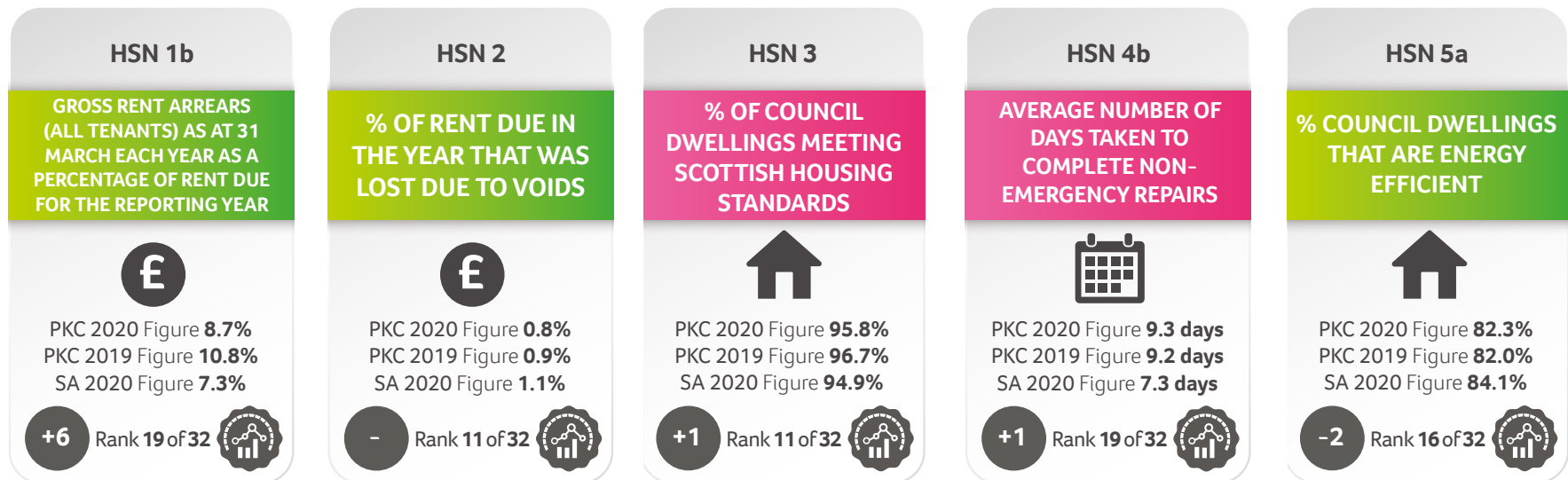
remained steady since 2010/11, and we consistently perform better than the Scottish average. We have also seen improvements in our housing standards and continue to perform better than the Scottish average regarding the percentage of Council dwellings meeting Scottish Housing Standards. Our energy efficiency has also improved year-on-year however we are slightly below the Scottish average. While our percent of rent arrears is higher than the Scottish Average (8.7% compared to 7.3%), we have seen an improvement across the last year in our performance (down 2.1 percentage points from 10.8% to 8.7%) and rank (rising 6 places from 25 to 19).

Over the last financial year a record investment of just over £21m was claimed during 2019/20 through the Affordable Housing Supply Programme. This was an additional £3.6m over our allocated subsidy which assisted in delivering additional good-quality, energy-efficient, affordable homes in areas where additional housing is in high demand.

PKC Improvement Actions

Our capital investment programme continues to focus on our commitment to achieving the EESSH standard and we will look to enhanced building design, construction and materials, and to engage and educate residents to raise energy awareness across Council dwellings.

Following consultation with our tenants we have invested more funding and introduced new processes in relation to enhanced voids, this will ensure more tenants receive good-quality homes quickly and efficiently.



Economic Development

National Trends

Nationally we have seen increased investment in economic development and tourism expenditure over the last 10 years, with Councils' investing an average of £102,811 per 1,000 population in Economic Development and Tourism. This is 4.8% more than in 2010/11, but 6.7% less than in 2018/19.

Town vacancy rates have increased across the period to sit currently at 11.71%. The percentage of unemployed people assisted into work has remained steady since 2018/19 and has increased 3.5 percentage points since 2012/13. The proportion of people earning less than the living wage has reduced nationally, with a 2.5% improvement recorded this year. The Business Gateway start-up rate has fallen from 19% in 2013/14 to 16.7% last year and 16.4 in 2019/20. However, there has been continuous year-on-year improvement in the access to superfast broadband, which now reaches 93% of properties.

There has been a 17.8% improvement in terms of efficiency in processing business and industry planning applications between 2012/13 and

2019/20. The cost per planning application also rose by 4.5% since 2010/11. There has been an increase in the availability of immediately available employment land, up from 12.9% to 36.2% since 2014/15.

Perth and Kinross Performance and Trends

We have historically invested less than the national average in Economic Development and Tourism and this remained the case across 2019/20. However, like the national trends there has been an increase over time overall but a slight decrease from 2018/19 and 2019/20 (from £58,599 per 1,000 population to £53,787).

Unlike the national trend we have seen a decrease in town vacancy rates since 2014/15, recording a 0.7 percentage point drop. Like the national trend we have seen an increase in the percentage of unemployed people assisted into work by our funded/operated employability programmes since 2012/13, rising from 5.1% in 2013 to 21.5% in 2020. The proportion of

people earning less than the living wage has increased in the past 12 months and we are 4.2 percentage points above the Scottish average.

The cost of our planning and building standards have increased more than the Scottish average, rising 37.3% to £6,768 per planning application last year.

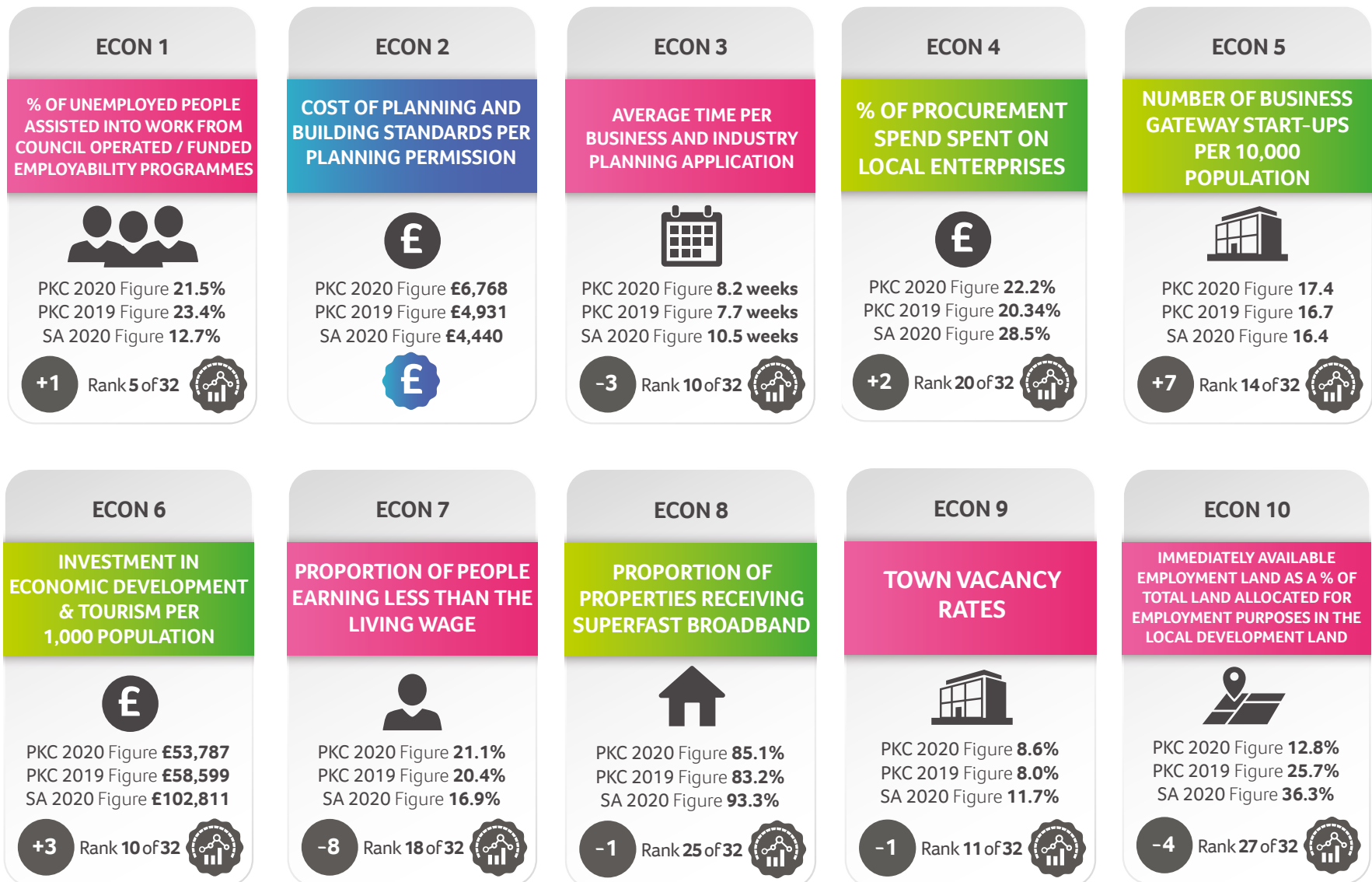
The proportion of immediately available employment land has fluctuated more than the Scottish average over the last five years, reducing from 98.4% in 2016/17 to 12.8% in 2020.

PKC Improvement Actions

We are pursuing investment into our local business, events and infrastructure with the aim of growing our economy and creating a higher volume of higher paying jobs to attract the talent and skills to the area.

We also promote being a living wage employer and will continue to encourage support for this position among local businesses operating throughout the area.

As part of our future framework an employment land strategy will be developed alongside the Employment Land Audit.





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الاسم: Customer Service Centre
رقم هاتف للاتصال المباشر: 01738 475000

اگر آپ کو یا آپ کے کسی جاننے والے کو اس دستاویز کی نقل دوسری زبان یا فارمیٹ (بعض دفعہ اس دستاویز کے خلاصہ کا ترجمہ فراہم کیا جائے گا) میں درکار ہے

تو اس کا بندوبست سروس ڈیولپمنٹ Customer Service Centre سے فون نمبر 01738 475000 پر رابطہ کر کے کیا جاسکتا ہے۔

如果你或你的朋友希望得到這文件的其他語言版本或形式 (某些時候，這些文件只會是概要式的翻譯)，請聯絡 Customer Service Centre 01738 475000 來替你安排。

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