

To all Chief Executives

cc SOA Lead Officers

24th July 2009

Dear Colleague

Re: Single Outcome Agreements – Invitation to Identify Good Practice

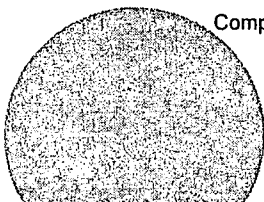
As you will remember, at the COSLA/SOLACE meeting on 24 April the Improvement Service was asked to invite Councils to highlight case studies of good practice which will help to demonstrate the credibility and benefits of the SOA approach. This is an opportunity for Councils to draw attention to the difference which their SOAs are making locally, on an entirely voluntary basis, alongside their annual report on their first SOA in September.

The letter from Andrew Goudie and Rory Mair on SOA reporting of 3 March contained the annual SOA reporting template, which allows the noting of achievements and particular successes to date and anticipated challenges for future years, including what support or actions are required to sustain continuous improvement and the delivery of improved outcomes. It also asks for a description of what benefits and changes in outcome terms to the quality of people's life and opportunities have become apparent which indicate progress in the achievement of each local outcome. However, we recognise that it would be difficult to provide all the relevant information on good practice within the format of the SOA reporting template.

This invitation to identify case studies of good practice therefore provides a structured and evidence based format for capturing good practice and the information sought is set out in the attached SOA case study template.

We hope that the SOA case studies will evidence the impact on people's quality of life and opportunities, and the supporting social, economic and environmental conditions, on which SOAs are focused. I appreciate that it may be difficult to fully demonstrate this impact, as SOAs are still new and as outcomes take time to achieve. For this reason the SOA case study template also covers planned work and expected benefits.

I hope that this information will enable you to provide details of case studies which may be used by COSLA, SOLACE and the IS to help demonstrate the benefits to communities of the move to an outcomes approach through SOAs.





Westerton House, Westerton Road
East Mains Industrial Estate
Broxburn EH52 5AU
T: 01506 775558
F: 01506 775566
E: info@improvementservice.org.uk
www.improvementservice.org.uk

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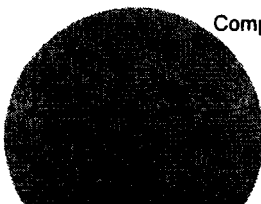
If you would like further information please contact either myself or Bob Christie at Bob.Christie@improvementservice.org.uk or on 01506-775569.

Finally, we would be grateful to receive all case studies no later than **Friday 18 September 2009**.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Colin Mair', with a stylized flourish at the end.

Colin Mair
Chief Executive



1. Name of SOA case study
2. What was the local need addressed by this SOA case study?
3. What was done – and by which partners?

4. What is the evidence of the benefits for communities – or if the benefits are still to be delivered, what is the timeline for that?	
5. What added value has the SOA process brought to the delivery of these benefits?	
6. What next steps are you taking to meet this local need?	





Westerton House, Westerton Road
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Brixburn EH62 5AU
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F 01506 775566
E. info@improvementservice.org.uk
www.improvementservice.org.uk

Contact details of lead officer.	
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