



# **Dumfries and Galloway Local Outcomes Improvement Plan 2017-2027**

**as at 20 September 2017**

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## 1. Introduction and background

The Community Empowerment (Scotland) Act 2015 Part 2 requires each Community Planning Partnership (CPP) to prepare and publish a Local Outcomes Improvement Plan (LOIP) which sets out:

- (a) local outcomes to which priority is to be given by the CPP with a view to improving the achievement of the outcomes,
- (b) a description of the proposed improvement in the achievement of the outcomes,
- (c) the period within which the proposed improvement is to be achieved, and
- (d) a description of the needs and circumstances of persons residing in the area of the local authority to which the plan relates.

The Act also states that 'in carrying out its functions, 'the Community Planning Partnership must act with a view to reducing inequalities of outcome which result from socio-economic disadvantage'. An individual's socio-economic status is a person's social and economic position in relation to others, based on income, education and occupation.

There are seven areas where significant inequalities exist within Scottish society: poverty/low income; access to services; employment; education; health; discrimination; and targeted violence and safety (*Equality and Human Rights Commission*).

The CE(S) A 2015 also supports a change to the culture and basis of Community Planning. It has a greater focus on shared leadership and will see empowerment of communities and individuals in a range of ways including through Participation Requests and Community Asset Transfers. Our Community Planning Partnership here in Dumfries and Galloway is at the forefront of these developments.

We have the advantage of starting from a sound base too – we have well established and mature relationships between organisations, in the public, third and private sectors; our volunteering network is a particular strength and continues to develop and grow; and we all share a passion for improving the quality of life for every single person who lives here.

So we are well placed to face the challenges and make the improvements that are set out here, in this our first Local Outcomes Improvement Plan.

## **2. Our Vision and Principles**

Our overarching Community Planning Vision is 'working together to create an ambitious, prosperous and confident Dumfries and Galloway where people achieve their potential'.

A number of Principles have been identified as important in guiding partners to achieve the Vision:

### **Best value**

-providing the right services in the right place, at the right time and at the right price.

### **Engagement**

-listening to, speaking and consulting with individuals and communities, following National Standards and Compact guidance where involving the public and ensuring participation are key elements.

### **Diversity**

-treating people equally and respecting others irrespective of social or cultural differences.

### **Sustainability**

-ensuring long-term economic, social and environmental wellbeing.

### **Working together**

-finding ways of planning and delivering services in a better way that makes a real difference to people's lives.

### **3. Our Outcomes**

Over the next ten years we want to make positive and tangible changes in our region.

We want to see work at pace, identifying and making service improvements and achieving a significant shift towards preventing problems arising rather than tackling them after they have happened.

We want all our people to fulfil their potential and make the most of our rural and urban places right across our region.

Our Outcomes are based on national and local research and evidence; analysing the relevant Plans and Strategies that have been developed in recent months and years; and, most importantly, by engaging with local people about their experiences and aspirations. The detailed evidence is contained in the Appendices to this Plan.

For each Outcome we have identified the people who face the greatest inequality and set out the improvements that we are going to make to address this position. We have identified performance information for each area and this will be monitored and reported on, again the detail is set out in the Appendices.

It is important to recognise that they are mutually supportive and indeed in most cases, one Improvement Action makes a contribution to more than one Outcome.

Examples of this are:

Outcome 1 which is about helping people into work, needs a contribution from Outcome 2 which is about learning and contributes to Outcome 3, improving people's health and wellbeing.

Outcome 5 is about maximising the amount of money people have, and Outcome 7 makes a contribution to that by ensuring that people have access to computers to deal with benefit applications etc.

**Outcome 1: Everyone who needs help to work receives the right support.**

We will ensure that there is a range of support available to people across the region who find it difficult to get into and sustain employment – particularly people in the justice system, Looked after young people and care leavers, veterans, women, disabled people and long term unemployed people

Our Improvement Actions will be drawn from the Community Justice Outcomes Improvement Plan; the Children’s Services Plan and Employability Partnership Action Plan.

**Outcome 2: Learning opportunities are available to those who need them most**

We will actively promote lifelong learning in social settings, through schools, College, Universities, focussing on Looked After young people and care leavers, those in the justice system, veterans, gypsy travellers and unemployed people.

Volunteering is a valuable learning experience and we will encourage people to take up opportunities in a way, place and time that suits their needs.

Our Improvement Actions will be drawn from the Children’s Services Plan, the Community Justice Outcomes Plan, the Community Learning and Development Partners’ Strategic Plan and the Employability Partnership Action Plan.

**Outcome 3: Health and wellbeing inequalities are reduced**

We want a region where our ageing population is happy in mind and healthy in body and as independent as possible so we will focus our work around elderly people in places where we know that life expectancy is lower than other parts of our region and where we have people living on their own.

We want to see our younger generation physically active and eating well and so we will encourage opportunities for them and their families to be better informed and supported to do this.

We want to ensure that our veterans are supported to overcome the challenges that they have when returning to our communities and will develop and maintain mental health services that will help them to do this.

Our Improvement Actions will be drawn from the Carers’ Strategy; Health and Social Care Strategic Plan and Locality Plans; and the Children’s Services Plan.

**Outcome 4: There is affordable and warm housing for all**

We want to give particular support to younger adults, especially Care leavers, veterans, prison leavers, those leaving hospital after a long stay and single adult households in securing tenancies and prevent them being homeless.

Houses across our region should be warm, efficient and in good condition and we will provide support to householders, especially older, single people in rural areas and through Registered Social and Private Landlords to secure this.

Our Improvement Actions will be drawn from the Local Housing Strategy, the Homelessness Strategy and the Carbon Management Plan 2 to put this into effect.

**Outcome 5: The money available to people on Benefits and low wages is maximised**

We want to ensure that everyone has the most money that they can have, and this will mean that we support people on benefits to access everything they are entitled to; help people who have got debt to reduce it; and maximise wage levels, promoting the Living Wage.

Our Improvement Actions will be drawn from our Anti-Poverty Strategy Action Plan.

**Outcome 6: People are safe and feel safe**

Everyone in our region should be safe from harm and our local services will have a special focus on prevention, protection and resilience. We will focus on child abuse, domestic abuse, hate crime substance misuse, home and road safety.

People should also feel that they are safe and we will work particularly with people and neighbourhoods who do not feel that way.

Our Improvement Actions will be drawn from our Local Policing Plan, Scottish Fire and Rescue Service Local Plan, Anti-Social Behaviour Strategy, Children's Services Plan and partners' Equality Action Plans.

**Outcome 7: People are well connected**

We want to ensure that there are physical connections to services accessed through a range of affordable travel options, particularly for disabled people.

Our geography also means that digital connection is really important and so making sure that there is a good network, innovative use to improve services and help businesses, places that people can access computers and get help in using them is also necessary, particularly for older people and people experiencing poverty.

Our Improvement Actions will be drawn from our Regional Transport Strategy, our Broadband Programme, Anti-Poverty Strategy and the Public Social Partnership on social transport

**Outcome 8: Individuals and communities are empowered**

We want to ensure that everyone can make a contribution to their community in our region. We will make sure that there are opportunities to do this; and also give help to people who need it to get involved.

There will be a range of ways that people can work with local organisations to improve services and their voice within them.

We'll celebrate the good things about diversity.

Our Improvement Actions will be drawn from our various Participation and Engagement Strategies (individual partners and for specific groups including for young people); Community Asset Transfer and Participation Requests Strategies, our Carers Strategy and our Equalities Action Plans.

**If you would like some help understanding this or need it in another format or language please contact**

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**Appendix 1**

# **Dumfries and Galloway Local Outcomes Improvement Plan 2017-2027**

## **Regional profile**

**As at 20 September 2017**

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## **1.Introduction and Background**

The seven Supporting Plans and Strategies commissioned research or used up to date reference material so these links are identified here as background.

In addition, the Improvement Service developed a new facility - the Local Outcomes Profiling Tool – which provides snapshot and trend information over a series of outcomes. Forecasting data is also planned for the future which will be another useful set of data for Partnerships to use.

For each Outcome in the LOIP we have identified the groups experiencing the greatest inequality and so specific data is provided.

There is an ongoing programme of local and national research – and we expect to receive forthcoming updates later this year to the Dumfries and Galloway Strategic Health Needs Assessment; NHS Homelessness and Housing and the Community Survey is due to be undertaken in 2017.

We have also included personal testimonies in the form of quotes from relevant research (particularly from the Community Survey, the Community Empowerment research, the Crichton Institute Poverty and Deprivation; and Strategic Health Needs Assessment). This qualitative information gives us a fuller picture of the current position and why the Outcomes and Improvement Actions have been selected.

## 2. Key statistics

### Population and geography

- third largest region in Scotland covering 6,426 sq km (8.2% of the total land area of Scotland)
- population of 149,670 (National Records of Scotland (NRS), Mid-2015 Population Estimates (2.8% share of the total population of Scotland))
- overall population is projected to decline from to nearer 143,000 by 2039, a decrease of 4.5% (NRS population projections, 2012 based). The annual number of deaths per year is regularly 300-400 higher than the number of births, which means that the natural growth of the population is negative
- recent trends have shown the gap between in-migration and outmigration to be narrowing, with more people leaving than arriving in 2012 (NRS). The high migration projection shows the population increasing from 150,828 in

2012 to 150,135 in 2037, a decrease of 0.5%. The low migration projection forecasts that the population size will fall to 145,394 in 2037, a decrease of 3.6%

### Rurality

- one of the most rural areas of Scotland (Scottish Government Urban Rural Classification 2013-14); third highest ranked of the mainland council areas, with 20% of the population living in remote rural locations, behind Argyll and Bute and the Highlands
- characterised by small settlements of 4,000 people or less spread across a large area
- nearly half of all people in Dumfries and Galloway (44.9%) live in areas classified as rural (areas with fewer than 3,000 people)
- nearly one third of people (47,538 or 31.5%) living in areas with fewer than 500 people (NRS Population Estimates for Settlements, 2012)
- more than one in five (over 3,000) of all older people (age 75 or older) live in remote rural areas (Census 2011 mapped to Urban Rural Classification 2013-14 for Datazones)
- population density 0.24 people per hectare (Scottish average: 0.68)
- largest town is Dumfries (population 38,900), followed by Stranraer (10,600) and Annan (8,000) (Scotland's Census 2011)
- over a quarter of the population (27.2%) lives in an area considered to be remote (further than 30 minutes' drive away from a large town of population 10,000 or greater) Urban Rural Classification 2013-14
- seven secondary schools have fewer than 500 pupils; 43% of primary schools have fewer than 50 (source D&G Council)

## **Transport infrastructure**

- Local Roads Network comprises 2,590 miles
- approximately one in five of households do not have a car or a van (Scotland's Census 2011)

## **Households/Housing**

- 68,818 households (NRS households and dwellings estimates 2014). While the population has remained relatively static between 2001-2014 (+2,160 NRS population estimates time series), the number of households and the associated requirement for suitable housing options has increased by 4,930 (7.7%)
- 73,895 dwellings (as above); 94% occupied, 3.5% vacant, 2.5% second homes
- based on past trends, the total number of households in the region is predicted to increase up to 2025 by approximately 148 each year, decreasing by 2027 and the next ten years thereafter (NRS household projections 2012 based)
- between 2012 and 2037, the number of single person households is projected to increase by 22% (from 22,722 to 27,608) and single parent households are projected to increase by 23% (3,510 to 4,326) in the same period

over the next ten years the number of 2 parent family households is projected to decrease by 21% (from 12,661 to 10,030) in the same period (NRS Household projections 2012 based)

## **Poverty and Deprivation**

- Dumfries and Galloway has 16 datazones in the 20% most deprived in Scotland i.e. 1.2% national share of the most deprived areas in Scotland; this equates to 16 out of 193 datazones (8.3%) in the 20% most deprived in Scotland. In 2013, 7.7% of our population - 11,521 people - lived in these areas. (SIMD12 quintiles applied to NRS midyear population estimates for small areas; 2001 datazone based)
- there are five areas of relative deprivation in the region: central Dumfries, Northeast Annan, Northwest Dumfries, Upper Nithsdale, and Stranraer (SIMD12 national quintile 1)
- a minority of income-deprived and employment-deprived people live in areas of relative deprivation; the majority (82.4% of income-deprived and 82.8% of employment-deprived people) live outwith them (SIMD12 national quintiles)

## **Age**

- almost a quarter of the population (24%) is aged 65 or over (NRS mid-year population estimates 2015)
- the gap between older and younger populations is likely to widen over time. The population aged 65-84 is forecast to increase by 25% (from 30,399 to 37,940) by 2037 while the most elderly residents aged 85 or older is to increase by 161% (from 3,938 to 10,276). This age group is projected to grow faster than any other segment of the population whereas the number

of children and working age adults are projected to fall (NRS 2012-based Population Projections for Scottish Areas)

- the number of residents aged 90 years or over is projected to increase from 1,314 in 2012 to 4,771 in 2037 (NRS 2012-based Population Projections for Scottish Areas)
- the number of children aged 0-14 is expected to reduce by 9.2% between 2012 and 2037, declining from 22,899 to 20,795 (NRS 2012-based Population Projections for Scottish Areas)
- the working age population is predicted to decline by 14.3% by 2037. There will be a reduction in the size of the working age population from over 87,000 in 2012 to approximately 75,000 in 2037. These changes will result in a decrease in the size of the available workforce of almost 12,500 people over the next twenty years
- Dumfries and Galloway has the highest proportion of men of pensionable age (23.2% aged 65 or over) and the third highest proportion of women aged 60 and over (32.5%) of all local authorities in Scotland (NRS Population estimates 2015)

## **Race**

the size of the minority ethnic population (including gypsy/travellers) was 1,873 or 1.2% of the population at the 2011 Census; this has doubled since the 2001 Census but still remains lower than the Scottish figure of 4.1%

More than half the total minority ethnic population resides in Nithsdale; just over 20% in Annandale and Eskdale; and around 11% for both Stewartry and Wigtownshire (Census 2011, data aggregated from datazones to match localities)

## **Disability**

- adults with learning disabilities: 883, 7.1 per 1,000 population; Scotland 27,391, 6.4 per 1,000 population (March 2011)
- people registered as blind, partially blind and visually impaired: 1,924 (October 2010)
- employment rates for disabled people vary greatly across local authority areas e.g. 50% in Dumfries and Galloway, 70% in Shetland, 34% in Glasgow

## **Veterans**

There is an estimated 241,000 veterans in Scotland, representing 5.4% of the population

## **Marriages and Civil Partnerships**

- there were 4,954 marriages in D&G in 2011, an increase of 1.5% from 2010
- since 2000, the number of marriages has fallen by 23.3%
- there were 73 civil partnerships in D&G in 2011, an increase from 61 in 2010; Scotland also saw an increase from 465 in 2010 to 554 in 2011

### **Pregnancy and Maternity**

- number of births in D&G in 2014 was 1,286 (2.3% of all live births in Scotland 56,725) (NRS Vital Events 2014)
- rates of live births per 1,000 women aged 15-44 are decreasing (58.7 in 2011; 54.2 in 2014) (Scotland: 56.4 in 2011; 54.7 in 2014) (NRS Vital Events 2014)

### **Religion and Belief**

- in the 2011 Census 56% of D&G population identified as Christian, (53% of Scotland)
- 37% of the Scottish population (35% of D&G population) do not regard themselves as belonging to a religion.
- D&G supports a much smaller religious minority population than the Scottish average with the exception of a slightly higher than average Buddhist population

### **Gender**

- 73,400 males 48.5% of the population; 77,900 females 51.5%
- average age female population greater than males (D&G: females 45.1 yrs; males 42.9 yrs)
- and both greater than the Scottish average (females 41.5 yrs, males 39.0 yrs)
- female life expectancy at birth (81.5 yrs) greater than male life expectancy (76.7 yrs)

### **Sexual orientation**

- large-scale social surveys put the lesbian, gay and bisexual LGB population at between 2 and 2.5% of the general population although it is recognised that the true percentage is likely to be much higher and in D&G an estimate of 5% would be a reasonable assumption

### **Gender reassignment**

- there are no reliable estimates of the transgender population in Scotland or the UK at present although in 2012 LGBT Youth D&G supported over 40 transgendered people locally
- 53% of the survey respondents who have been known to be transgender by some of their work colleagues stated that they have experienced transphobic discrimination or harassment at work

### **3. Research from our Supporting Plans and Strategies**

[Anti-Poverty Strategy](#) and the research study [Poverty and Deprivation in Dumfries and Galloway](#)

[Children's Services Plan](#)

[Community Learning and Development Partners' Strategic Plan](#)

[Health and Social Care Strategic Plan and the Strategic Needs Assessment](#)

Local Housing Strategy

[Regional Economic Strategy](#) and the  
[Economic Baseline Study for Dumfries and Galloway](#)

[Regional Transport Strategy](#)

#### **4. Other information and sources**

[Empowering Communities Service Review engagement with communities – APSE survey](#)

[Community Survey 2014](#)

[Community Safety Survey 2017](#)

## 5. Trends and forecasts for the groups experiencing the greatest inequalities in each of our Outcomes

### Outcome 1: Everyone who needs help to work receives the right support

#### Key issues for this Outcome are:

Availability of jobs – 9,980 people in Dumfries and Galloway are employment deprived. Dumfries and Galloway has one of the lowest average wages in Scotland, with high proportions of low-skill jobs, part-time working and unemployment.

Employment levels - The employment rate in Dumfries and Galloway during 2014/15 was 72.2%, an improvement of 1.2% over the preceding 4 years.

Employability - Anecdotal testimony also reflects that lack of personal confidence and work experience present barriers to gaining employment. However, testimony also suggests that the provision of volunteering opportunities can help overcome these barriers:

#### Groups facing the greatest inequality

Disabled people - Only 10% of the 11,733 people with a physical disability were an employee with 3% being self-employed and 1.5% being unemployed.

Women - *“ there are still issues about jobs for women when kids go to school because very few people will give you a job from half past nine to three o'clock”.*

Offenders - Unemployment is high amongst people who are offenders or have recently been released from prison. A health intervention working with people from Dumfries & Galloway on a Community Payback Order found that 65% were unemployed and 9% were in low paid work<sup>i</sup>. Of the region's repeat offenders those over the age of 30 find it more difficult to find employment.

Looked After young people and care leavers – the school leavers Destination Return - in 2014/15, 93% of our school leavers; and in November 2016, 94.6% - were in a positive destination with a slightly higher proportion who have been looked after or have additional support needs in the remaining % than other pupils.

Long term unemployed – There are 4,708 people, aged 16-74 who are long term unemployed/never worked in our region.

## **Outcome 2: Learning opportunities are available to those who need them most**

### Key issues for this Outcome are:

Qualifications - 33% of people from Dumfries & Galloway aged 16 or above do not have any formal qualifications. This is above the rate for Scotland at 27%. 6,200 young women 16-34 have low level or no qualifications

Additional support - 29.5% of primary school pupils are listed as requiring additional support.

Vocational qualifications – 918 apprentices were in training at June of 2017. 174 Modern Apprentices started between April and June of 2017. Modern Apprentice Achievement stands at 70%.

Wider achievement including volunteering –34% of our region’s population undertake some type of volunteering activity.

### Groups facing the greatest inequality

Young people from disadvantaged backgrounds - Looked After Children obtain lower qualification levels on average than all school leavers.

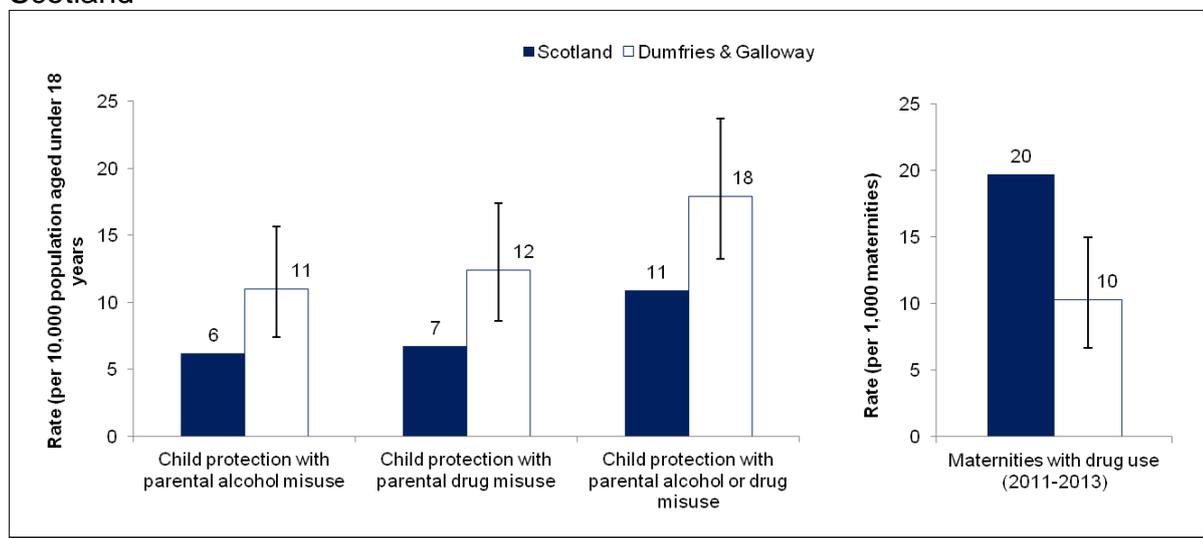
Qualification	Looked After Leavers (%)	All School Leavers (%)
1 or more qualification at SCQF level 3 or better	87	98
1 or more qualification at SCQF level 4 or better	77	96
1 or more qualification at SCQF level 5 or better	40	86
1 or more qualification at SCQF level 6 or better	15	62
1 or more qualification at SCQF level 7 or better	1	19
No qualification at SCQF level 3 or better	13	2

Gypsy travellers – Literacy levels are seen as a problem within the Gypsy community, and attendance at school is often disrupted with bullying at secondary school being cited as a concern.

### Outcome 3: Health and wellbeing inequalities are reduced

Key issues for this Outcome are:

Mental health (includes substance misuse and risky behaviours) - The rate of substance misuse for both alcohol and drugs is clearly higher in Dumfries and Galloway than across the rest of Scotland



Physical activity - 39% of all Dumfries and Galloway residents met the target of 30 minutes activity 5 days per week; with 44% of all males and 35% of all females reaching the target.

Healthy eating - Across Dumfries & Galloway the proportion of Primary 1 children at risk of being overweight or obese was 26.0% in 2014/15. However, the percentage of children at birth being of a healthy birthweight is 91.1%.

#### Groups facing the greatest inequality

Older people - Sensory impairment such as visual or hearing loss is more common in older people. The prevalence and severity of these conditions generally increases with age, and it is estimated that a third of people over the age of 85 will have sight loss. Loss of sight can have a profound impact on a person's ability to remain independent affecting their personal resilience and the sense of isolation they may feel.

Child obesity – In 2014/15 26% of children in Primary 1 were at risk of being overweight or obese, with 17.7% already overweight, obese or severely obese. In both cases these figures are significantly higher than the Scottish average of 21.8% and 14.9% respectively.

Veterans -

***“It’s big. Our research tells us that up to 20 per cent of veterans suffer from psychological health problems. That’s over half a million people from an estimated three million veterans according to the British Legion. A worryingly large number, given that service personnel start out as fit, healthy and selected through rigorous training. Veterans are also strongly represented in the criminal justice system and in the homeless population”.***

Interview featured in The Psychologist vol 28, no.5, with incoming Society President of the British Psychological Society, Military and Veteran Specialist, May 2015

## **Outcome 4: There is affordable and warm housing for all**

### Key issues for this Outcome are:

Homelessness- The number of homelessness applications made to the local authority has decreased over the past 10 years from around 1,600 applications in 2005/06 to around 600 applications in 2015/16. Homelessness disproportionately affects younger adults and single adult households. In 2015/16, 56% of homelessness applicants were aged between 18 and 34 years old and 67% of homeless applicants were single including 20% of applicants who were single parent.

Single households - the number of one person households in the region will increase by 42% by 2037 and 23% for households where one adult and one or more children reside. the number of older person households is projected to increase notably from 2012 to 2037, particularly households headed up by someone aged 75 or older which are expected to increase by 73% to over 11,300 people , with those aged 85 and over who live alone projected to increase to almost 6,227 (+190%) people, nearly two thirds (60.6%) of all people in that age group (NRS Household projections 2012 based, NRS Population projections 2012 based

Fuel poverty - 22% of households in the region have been adapted to meet the health and care needs of the occupier. 45% of all households in D&G are categorised as fuel poor, against the national level of 36%.10% (range 6-14%) of households have poor energy efficiency rating which is equivalent to 7,000 households (Scottish Housing Conditions Survey 2012-14, based on 223 cases)

Housing condition – 49% (range 42-56%) of dwellings have “urgent disrepair” which is equivalent to 34,000 households (Scottish Housing Conditions Survey 2012-14, based on 223 cases)

### Groups facing the greatest inequalities

People living in rural areas – 62.4% of households without central heating are located in rural areas (accessible & remote) and access to affordable housing is a greater challenge

Older people - A greater proportion of pensioner households (54%) than the region's average are living in fuel poverty

## **Outcome 5: The money available to people on Benefits and low wages is maximised**

### Key issues for this Outcome are:

Benefits and Sanctions - across Dumfries & Galloway 13% of working age adults (16-64 years) are in receipt of benefits (11,670 people) overall we have 13,000 benefits claimant across the region. *' I don't think the rules help you either....once you get to 16 hours your benefits are out the window'*

Child Poverty - 15.6% of children from Dumfries & Galloway are living in poverty. 17.1% of children in Primary 1 to 7 are registered for free school meals (1,063 children). 12.7% of secondary school pupils are registered for free school meals (995 children)

Debt - 52% of people polled across Scotland considered their level of debt to be a burden. The level of household debt across Scotland has risen from £2,200 in 2008 to £4,000 in 2016. In D&G the amalgamated level of debt across the DAGCAS client base was £10.4M.

Low wages - *"Heating and shopping and paying your bills can be very hard if you are on a low income and you have to make sacrifices like either you have your heat one day and feed yourself the next day, sometimes you can't afford both."*

Practical support (food banks, furniture exchanges) - There are currently 9 foodbanks across our region, 4 in Wigtownshire and 5 in Dumfries. These are supported by food parcel distribution points set up out of local Libraries – Gretna, Lockerbie, Sanquhar, Dalbeattie and Thornhill. In 2014, 273 people made use of the regions Meals on Wheels service and 606 making use of the support provided by Foodtrain.

### Groups facing the greatest inequality

People experiencing the greatest financial poverty are people in work with low wages; and those who have significant debt. Lack of awareness or reluctance to seek help compounds these issues and makes escaping from poverty more challenging.

## **Outcome 6: People are safe and feel safe**

### Key issues for this Outcome are:

Home safety - 330 crimes were reported in 2014/15 per 10,000 head of population; and 69 dwelling fires reported per 100,000 head of population.

Results from the Community Survey 2017 indicated that 93.3% of people feel safe when out and about in their neighbourhood.

Over 629 adults were referred to Adult Support and Protection in Dumfries and Galloway through 709 referrals in 2014/15. 60% of referrals were for women and 39% were for people over the age of 65 or older. 25% of referrals reported that a person was at risk from 2 or more types of harm.

Public Protection (includes road safety and anti-social behaviour) - The number of people killed or seriously injured on the regions roads has risen by 4% from 2015 to 2016.

### Groups experiencing the greatest inequalities

Minority communities – people who are from a minority community are significantly less positive about feeling safe in their community and around D&G – young people, older people, disabled people, LGBT people and those who are transgender (data is not available for race or religion or belief although it is likely they will be similar to other minority groups) Reported Hate Crime is low, including through Third Party Reporting centres but anecdotal evidence indicates that there is a low level which has a significant impact on individuals.

## **Outcome 7: People are well connected**

### Key issues for this Outcome are:

Transport connections - around 30,150 people (20%) from Dumfries & Galloway live in areas classified as 'remote rural'. The rural nature of the region impacts directly on people's ability to access services *"Major disadvantages: terrible transport links by road and rail..."* *"Poor bus service, no major shops..."* *'where I live, the buses are every two hours'*

The average travel time on public transport to the nearest GP Practice is 12.7 minutes, to the nearest shopping facilities 15.0 minutes and to the nearest post office 10.6 minutes. 14,890 households (22%) across Dumfries & Galloway have no access to a care or van.

Travel and transport was identified by minority groups as 'the most important issue facing your community now and in the future'.

Broadband connections - 80% of the population have access to the internet; one in five people do not. Amongst households with an income of between £6,000 and £10,000 per year only 51% have access to the internet. Only 24% of people aged 74 years and older have access to the internet.

Isolation – The number of older adults (aged 75 years or older) living alone is likely to double from 6,400 to 11,700 by 2037.

The number of older adults (aged 75 or older) living alone are likely to nearly double (from 6,400 to 11,700) by 2037  
NRS Households projections, 2012 based

According to the Census 2011 there were nearly 15,000 unpaid Carers in our region, and 29% (4,300) of these were providing more than 50 hours of care per week  
Census 2011, table LC3301SC

*“Most of the things [for people with dementia] are in Dumfries. We could get the taxi into the village and there is a stagecoach every three hours; the Glasgow bus. There are three steps and you have to go backwards. The local buses you can walk on but there is no local bus, and here you have a bus that is free and you have these three steps. There is no bus service round here; our nearest bus stop is about three miles away. I’ve always got to get a taxi. When my husband was in the hospital it cost me £10 every day just to get to the hospital bus.”*  
(PYF Case Study, Over 65, Annandale & Eskdale, 29 August 2013)

*“Since losing my husband after 40 years of marriage, I feel isolated, confused and worthless. GP’s have lost their connection with the family. I was disgusted with the service provided by my late husband’s GP both while he was unwell and also towards me on the day he died.”*  
Community Survey 2011, F, 51 -60, Wigtonshire

Nearly every new resident that now arrives in my care home suffers from some degree of social isolation. The rise of dementia sufferers combined with the fact that people are staying at home longer means that having 1 or 2 short visits each day from care at home is not sufficient to alleviate loneliness in many cases.”  
Care Home Manager, 2014

### Groups experiencing the greatest inequality

Older people living alone and disabled people, particularly those living in remote areas are the groups facing the greatest challenges to be connected, physically and technologically.

The shift towards online services, including for benefits means that people experiencing poverty need access to and skills in using technology.

## **Outcome 8: Individuals and communities are empowered**

### Key issues for this Outcome are:

Having your voice heard – there has been a drop in the number of people who feel they have a say in the services they access from 56% in 2011 to 39% in 2014. This is particularly strong for females and Carers; the position for transgender people has improved however with 50% of respondents saying they feel they have had a say. 1,500 residents speak English not well/at all.

*'Public bodies need to go out to where people are 'getting to know the community is vital'; 'train staff in listening skills and empathy'; 'do streetwork and have a positive presence'. Actually talk to people without imposing views or emailing out'*

Celebrating diversity – *" I am scared to come out as LGBT in case there's homophobic people out there living close by, and it's a small town"; 'My family disowned me three years ago when I decided to transition';*

Empowerment - Those living in low income / in work circumstances often find confidence and self-respect an issue. *'They'll know everything you are entitled to but you need to know what to ask for'; 'you really do feel demeaned having to go and ask for food. It's like begging and it's hard to keep yourself a bit of energy' Everybody needs to feel good about themselves to feel worthy and when you're on benefits you don't have that feeling as you should'.*

### Groups experiencing the greatest inequalities

Minority communities - Lack of confidence /esteem featured in the top six issues for females, LGBTI, transgender, religion, young people, older people, disabled people and Carers (based on the issues most frequently identified as very important/important my community or family)

People experiencing poverty – anecdotal comments in a range of surveys evidence feelings of invisibility, lack of accessible opportunities to contribute; and a lack of confidence and ability even when opportunities may be there.

If you need this information in another language or format please contact

By phone 030 300 3000

By email: [communityplanning@dumgal.gov.uk](mailto:communityplanning@dumgal.gov.uk)

In writing: Community Planning and Engagement, Municipal Chambers, Buccleuch Street,  
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Appendix 2

# **Dumfries and Galloway Local Outcomes Improvement Plan 2017-2027**

## **Supporting Plans and Strategies**

As at 20 September 2017

## Supporting Plans and Strategies

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## 1. Introduction and Background

The contribution of our LOIP to the Scottish Government National Outcomes is required under the terms of the LOIP Guidance

The CPP has identified eight Plans and Strategies that are seen as fundamental to realising the Community Planning Vision; and specifically to the development and implementation of the LOIP.

In addition there are five public sector organisations that have a statutory responsibility to lead community planning (Council, NHS, Police Scotland, Scottish Enterprise and Scottish Fire and Rescue Service) and so their Plans, and Equality Outcomes are key.

Third Sector Interfaces are referenced in the Guidance as important contributors and therefore their organisation plan is included here also.

Other organisations listed in [Schedule 1 of the CE\(S\)A 2015](#) as having a contribution to make (Dumfries and Galloway College, Historic Environment Scotland, Integration Joint Board, Scottish Environmental Protection Agency, Skills Development Scotland, Scottish Natural Heritage, SWestrans, SportScotland and VisitScotland)

The timescale of Plans and Strategies are different due to different planning regimes and requirements e.g. D&GC for the duration of this term of office; PS and SFRS prescribed by their national timetable.

## 2. Scottish Government National Outcomes and Equality Outcomes

### **National Outcomes**

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

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

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

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

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

We live longer, healthier lives

We have tackled the significant inequalities in Scottish society

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

We live our lives safe from crime, disorder and danger

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

We have strong resilient and supportive communities where people take responsibility for their own actions and how it affects others

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

We take pride in a strong fair and inclusive national identity

We reduce the local and global environment impact of our consumption and production

Our people are able to maintain their independence as they get older and are able to access appropriate support when they need it

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

### **Scottish Government Equality Outcomes**

We will ensure that children affected by domestic abuse are increasingly recognised and supported in the justice system by 2021

We will ensure that children affected by domestic abuse are increasingly recognised and supported in the justice system by 2021

Employment inequalities, discrimination and barriers are reduced. Employment opportunities for women and ethnic minorities are increased and progress made towards reducing, by at least half, the employment gap between disabled people and the rest of the working age population.

Over the 10 years of the Mental Health Strategy, we will work on achieving parity between mental and physical health

Within the longer-term outcome that every child and young person should thrive and have the best opportunity to succeed regardless of their social circumstances or additional needs, there will be progress by 2021 in the educational experience of those for which evidence indicates their success is impacted negatively due to a protected characteristic

People feel increasingly confident in reporting hate crime when they experience it or witness it; and the prejudicial attitudes that drive hate behaviours are reduced

Violence against women and girls is reduced, along with the harms of gender based violence on women and their children

Equality is at the heart of the development and creation of a devolved social security system for Scotland and we will design this in partnership with the people of Scotland

The Scottish Government's workforce increases in diversity to reflect the general Scottish population by 2025

The Scottish Government fosters an inclusive workforce culture and values the contribution of employees from all backgrounds

### **3. Supporting Plans and Strategies**

#### **3.1 [Anti-Poverty Strategy 2015-2020](#)**

##### **Objectives**

Objective 1: To listen to people and families experiencing poverty and make sure their voice is heard

Objective 2: To support people experiencing poverty to move from dependence to independence

Objective 3: To ensure our information and services are easy to access

Objective 4: To provide services that meet the needs of people experiencing poverty

#### **3.2 [Children's Services Plan April 2017 to 2020](#)**

##### **Objectives**

1. We will ensure that children and young people are safe and free from harm
2. We will ensure children and young people get support at the earliest appropriate time through prevention and early intervention
3. We will improve the wellbeing and life chances of our most vulnerable children and young people
4. We will work to reduce or remove barriers so that all children and young people have equality of opportunity
5. We will deliver the best possible health and wellbeing for all children and young people
5. We will raise attainment and be ambitious for all children and young people

#### **3.3 [Community Justice Outcomes Improvement Plan 2017/18](#)**

##### **Themes**

1. Create a clear and distinct Community Justice identify with a simple definition of what this means in Dumfries and Galloway to increase awareness and ownership
2. Create more effective links between Children and Families Social Work, Youth Justice, wider family support services and Community Justice.
3. Increase health input to identify and address cross-cutting issues including the needs of those on the justice journey
4. Multi-agency approaches and the benefits of the development of a Community Justice Hub are considered.
5. Map the availability of local justice support services, including prevention and early intervention to effectively support all those involved.
6. Focus on early intervention, prevention and increased engagement with education.

### 3.4 [Community Learning and Development Partners' Strategic Plan 2015-18](#)

Outcome 1: Partners share a joint vision for community learning and development (CLD) in Dumfries & Galloway

Outcome 2: Improved partnership working is enhancing the CLD sector across Dumfries and Galloway

Outcome 3: Communities and target groups who benefit from community learning and development have more understanding and involvement in influencing how provision meets identified needs

Outcome 4: Communities and target groups have developed increased capacity to plan and deliver solutions that best meet their needs

Outcome 5: Partners are using community learning and development approaches to effectively work together to improve outcomes with communities and target groups

Outcome 6: The capacity of the community learning and development sector has been increased through maximising joint training and development opportunities.

### 3.5 [Health and Social Care Strategic Plan 2016-19](#)

1. People are able to look after and improve their own health and wellbeing and live in good health for longer.
2. People, including those with disabilities, long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
3. People who use health and social care services have positive experiences of those services, and have their dignity respected.
4. Health and social care services are centred on helping to maintain or improve the quality of life of service users.
5. Health and social care services contribute to reducing health inequalities.
6. People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and wellbeing.
7. People who use health and social care services are safe from harm.
8. People who work in health and social care services are supported to continuously improve the information, support, care and treatment they provide and feel engaged with the work they do.
9. Resources are used effectively in the provision of health and social care services, without waste.

### 3.6 [Local Housing Strategy](#) (2011-16 – update in development)

#### Outcomes

1. There will be more new affordable housing to meet the needs of our communities
2. There will be 20% fewer people living in fuel poverty in D&G by 2016

3. Affordable housing will be easier to access with improved choices in areas where people wish to live. Households will be able to live independently for longer

4. Households in the private sector will live in well-maintained properties that meet their needs. There will be a private rented sector that offers good quality, well managed accommodation that provides real choice and improved affordability.

5. more households will receive appropriate housing options advice to prevent homelessness and fewer households will become homeless

6. Homeless households and those threatened with homelessness will develop the skills to allow them to sustain their housing choices and be able to live independently

7. people with particular needs will be able to live independently and fulfil their potential

8. The gypsy traveller community will have opportunities to access appropriate short and long term accommodation to meet their needs.

### 3.7 [Regional Economic Strategy](#)

#### Strategic Actions

1. More Growing Businesses - Capitalising on the region's entrepreneurial spirit to increase productivity and provide the conditions for business-led growth.

2. Developing Places- Empower the region's communities to address their distinct economic challenges and opportunities.

3. Better Skills, Better Opportunities Create a vibrant culture of opportunity in the region to retain and attract people of working age and improve the competitiveness of individual businesses.

4. Well Developed Infrastructure- Enhancing regional connectivity, removing barriers to business competitiveness and improving access to economic opportunities for individuals and businesses.

5. Investment Projects Large investment projects that will have a significant impact on the regional economy.

6. Intelligence, Leadership and Influence Attainment of our aspirations requires a shared vision and partnership working across the public, private and third sectors along with our providers of further and higher education. Our partners must demonstrate strong, confident leadership and effective partnership working

### 3.8 [Regional Transport Strategy](#)

Improve transport links within Dumfries and Galloway and provide fast, safe and reliable journey opportunities to significant markets, including the national economic centres of Edinburgh and Glasgow, as well as northern England and Ireland;

- Contribute to improved economic growth and social inclusion in the region whilst minimising the environmental impacts of transport;
- Support the national transport target of road traffic stabilisation;
- Add value to the broader Scottish economy and underpin increased sustainable national economic growth;
- Assist in getting visitors/tourists to the region from other parts of Scotland, England, Ireland and beyond;
- Making it possible for more people to do business in and from Dumfries and Galloway by providing sustainable connections to key business centres in the Central Belt and other locations such as Ayrshire and Cumbria;
- Support vibrant places that provide employment, healthcare, educational and other services that people need and want, so that their quality of life is maximised;
- Reduce the constraint of peripherality, both between the region's main settlements and its outlying areas, and between the region and its external markets;
- Capitalise on improvements to critical long distance corridors to create new transport services, nodes and development opportunities for Dumfries and Galloway;
- Pursue certain transport schemes in the context of local and national economic development, while at the same time recognising wider context of economic, social and environmental imperatives.

#### **Regional Transport Policies**

Six policies have been developed to summarise SWestrans' approach to transport in the SouthWest of Scotland as promoted in this Strategy:

- 1.** The Partnership will promote schemes which will not only benefit Dumfries and Galloway but will add value to the broader Scottish economy and underpin increased sustainable national economic growth, aligning to local and national policy objectives.
- 2** Transport interventions promoted through the Regional Transport Strategy will support the regional economy in relation to local jobs and also facilitate sustainable connectivity internally as well as externally to key business centres in the central belt and other locations such as Ayrshire and Cumbria.
- 3** The Regional Transport Strategy seeks to improve quality of life by promoting vibrant places which provide access for all to employment, healthcare, education and other services.
- 4** Transport interventions incorporated in the Regional Transport Strategy seek to address peripherality between the region's main settlements and outlying areas, and between the region and its external markets.
- 5** The Partnership will adopt a balanced approach to competing needs, recognising the role transport plays in sustaining local economies while at the same time making use of alternative approaches in locations where different transport policies focused on minimising car use are more appropriate and more effective.
- 6** The Partnership will assist the Scottish Government in delivering on its five high level national objectives and the National Transport Strategy. A presumption will be given in favour of transport improvements linked to the strategic vision based on well defined economic, social and environmental objectives.

## 4 Partner organisations Plans and Strategies that will have an influence on our work

### 4.1 Dumfries and Galloway Council

#### [D&G Council Plan](#)

Priorities:

Build the local economy

Provide the best start in life for all our children

Protect our most vulnerable people

Be an inclusive Council

#### [Equality Outcomes](#) 2017-2021

Employment

support and develop new and existing businesses;

enable better digital connectivity;

improve employment prospects for our young people;

Participation and Decision Making

ensure that our decisions take full account of equalities considerations;

ensure our information and services are easily accessed;

ensure young people are more actively engaged in local decision making;

understand our customers' communications needs better

encourage participation and engagement of people with Protected Characteristics.

Community safety

ensure interventions are early and effective

prevent violence and promote women's safety and wellbeing

ensure the people who are deemed most at risk from harm will be identified, supported and protected;

promote fairness and respect across our organisation and communities

Poverty

tackle the causes and effects of poverty;

better meet the accommodation needs of Gypsy/Travellers;

Transport

improve accessible transport

Running our business

equip our staff with the training, resources and understanding they need to ensure equality continues to be at the forefront of all our business;

ensure the Council's Monitoring, recording and reporting obligations under the General and Specific Public Sector Equality duties continue to be fully complied with;

review and further develop Equality Employment Policies and practices to ensure they are fair and reasonable.

reduce Occupational Segregation

## Education and Young people

- raise attainment, achievement and participation for children with Protected Characteristics;
- reduce identity based bullying and harassment in schools
- remove barriers so that all children and young people have equality of opportunity

## Licensing

- improve numbers of accessible taxis
- implement customer training for taxi drivers
- reduce the opportunities for children and young people to be involved in gambling behaviours
- increase awareness among the licensed trade of the needs of their disabled customers, and promote good practice;
- reduce opportunity for under-aged consumption of alcohol especially in and around local outdoor music events

## 4.2 NHSD&G

### [Local Delivery Plan 2017/18](#)

#### Improvement Priorities

#### Priority 1: Health Inequalities

#### Improvement

#### Priority 2: Prevention and Anticipatory Care

#### Priority 3: Increasing Healthy Life Expectancy

#### Priority 4: Integration and the Health and Social Care Delivery Plan

#### Priority 5: Regional Planning

#### Priority 6: Antenatal and Early Years

#### Priority 7: Safe, Quality Care

#### Priority 8: Person Centred Care

#### Priority 9: Community Based Health Care

#### Priority 10: Scheduled Care

#### Priority 11: Unscheduled Care

#### Priority 12: Mental Health

#### Priority 13: Digital Health

### [Equality Outcomes 2017-2021](#) (joint with Integration Joint Board)

**O1** Integrated services are better at using the equality monitoring information they collect to provide services that meet individual needs

**O2** – Integrated services will help to make sure that all different kinds of people feel safe, respected and supported; including staff, patients and visitors

**O3** – All people, no matter their sexuality, gender or sexual expression will experience less unfair treatment

**O4** – More young people and disabled people will be successfully supported to access work place opportunities, reducing barriers, so they feel part of the working community.

## 4.3 Police Scotland

### [D&G Division Local Plan 2014-2017](#)

#### Aims

1.To reduce antisocial behaviour throughout Dumfries and Galloway by working with our partner agencies and the community to prevent, tackle and reduce antisocial behaviour crimes and offences.

2.To reduce substance misuse throughout Dumfries and Galloway by disrupting the supply, availability and level of drug use, and working with the Alcohol and Drugs Partnership to reduce the demand and harm of substances to our communities through the provision of education, support and alternative positive activities.

3.To reduce crime and the fear of crime, by working with our partner agencies to support and enhance the resilience of our communities

4.To safeguard the most vulnerable members of our society by working with our partners and by proactively targeting offenders, to reduce the level of abuse and harm, and prevent further incidents.

5.To enhance the safety of all road users by working with the Road Safety and Safety Camera Partnerships to reduce the number of road deaths and injuries through a programme of education, engineering and enforcement,

#### [Equality Outcomes](#)

1. Victims, witnesses and partner agencies feel more confident in reporting hate incidents through a variety of methods.
2. All incidents involving harassment of people based on their protected characteristics are recorded and subject to a holistic assessment of wellbeing concerns and needs: to influence wider multi-agency investigation, intervention and support tailored to individual needs, and to prevent repeat victimisation.
3. Victims of gender-based violence/abuse are safer and are confident that the police are responsive to their needs.
4. People from and across protected groups are meaningfully engaged with us and their views contribute to service improvements.
5. Everyone accesses services, communication and information from Police Scotland in ways or methods that best suit their needs.
6. We have a workforce that is more reflective of the communities we serve
7. We have a workplace where officers and staff feel valued and respected and have their needs met appropriately

## 4.3 Scottish Enterprise

### [Scottish Enterprise Business Plan 2015-18](#)

#### Delivery Priorities

1. **Internationalisation**

Helping more companies in more sectors to become exporters, and helping existing exporters to grow their overseas sales

2. **Innovation**

Encouraging more companies to invest in R&D, in other forms of innovation and in efficiency improvements, and helping companies maximise the returns on their investment

3. **Investment**

Supporting companies to invest in new plant, machinery and buildings, and helping companies access the finance needed for growth

4. **Inclusive Growth**

Attracting skilled jobs through inward investment, and improving the leadership and entrepreneurial skills of our companies and people

#### [Equality Outcomes](#)

1. Increase the number of account managed companies (meeting Scottish Enterprise's growth criteria) led by women, ethnic minorities, young and disabled people
2. Business ownership of companies who have taken up our service for the first time (meeting Scottish Enterprise's growth criteria) are in line with Scottish data for gender, disability, race and age
3. Improve our equal pay occupational segregation profiles for gender, ethnicity and disability. Ensure our workforce profile reflects national benchmarks for all protected characteristics

## 4.4 Scottish Fire and Rescue Service

### [Local Fire and Rescue Plan for Dumfries and Galloway 2014-2017](#)

#### Priorities

1. Local Risk Management and Preparedness
2. Reduction of Accidental Dwelling Fires
3. Reduction in Fire Casualties and Fatalities
4. Reduction of Deliberate Fire Setting
5. Reduction of Fires in Non Domestic Property
6. Reduction in Casualties from Non Fire Emergencies
7. Reduction of Unwanted Fire Alarm Signals

#### [Equality Outcomes](#)

Outcome 1: People from all Scotland's community groups are safer in their homes and on our roads.

Outcome 2: Establish the Scottish Fire and Rescue Service as an employer of choice for people across all equality characteristics.

Outcome 3: We will seek to improve our record in employing women in all functions and all levels within the organisation.

Outcome 4: People from across all communities are enabled to live lives free from hate crime, harassment and domestic abuse/violence.

Outcome 5: People from across all Scotland's community groups benefit from their engagement and interactions with the Scottish Fire and Rescue Service.

## 4.5 Third Sector, D&G

### Business Plan

#### Long Term Aims

- Inequalities - Society is fairer and people have more opportunities to develop and prosper as individuals
- Civic Society - Services better meet the needs of people and communities
- Resilience - Communities are stronger successful, and prosperous
- Social Capital - People have better social networks and help each other

## Other Schedule 1 Partners

### 4.6 [Dumfries and Galloway College Outcome Agreement 2017/18](#)

#### Priority Outcomes

- 1.To contribute to reduction in youth unemployment and improving life chances
- 2.To ensure provision is efficiently delivered, accessible and meets national, regional and local employer needs
- 3.To support learners to complete their study and achieve successful outcomes.

### 4.7 [Historic Environment Scotland Corporate Plan 2016-19](#)

1.We will lead the historic environment sector through our activities and by supporting, empowering and collaborating with others to secure the brightest future for our nation's historic environment.

2.We will understand the historic environment through investigation, research and recording activities.

3. We will enhance protection of the historic environment through regulation, conservation, collection and investment activities.

4 We will promote the value of the historic environment through education, learning, outreach and skill-sharing activities.

5.We will create a high performing organisation that is well equipped to meet day-to-day and future challenges, and to improve the way we work and the quality of the service we provide.

### 4.8 Integration Joint Board (see Health and Social Care Strategic Plan)

### 4.9 [Scottish Environment Protection Agency Corporate Plan 2017-22](#)

#### Strategic Outcomes

1. Scotland is thriving in a low carbon world
2. Scottish business are prospering from better environmental performance
3. The impact of flooding is reducing
4. People benefit from Scotland's improving environment
- 5.

### 4.10.[Skills Development Scotland Operating Plan 2017/18](#)

Goal 1 Employers are better able to recruit the right people with the right skills at the right time

Goal 2 Employers have high performing, highly productive fair and equal workplaces

Goal 3: people have the right skills and confidence to secure good work, progress in their careers and achieve their potential

Goal 4: increased equality of opportunity for all

Goal 5: SDS is an employer of choice, an exemplar of fair work and internationally recognised for excellence, innovation and customer-focus

#### 4.11 [Scottish Natural Heritage Corporate Plan 2015-18](#)

##### Outcomes

1. to maintain and, where possible, improve the condition of natural assets where it is most needed so that ecosystems continue to support community well being and economic success
2. to improve health and wellbeing and reduce inequalities by creating better places for people and nature and helping a wider range of people to experience, enjoy and help look after nature and landscapes
3. to generate economic benefits from the sustainable management of natural assets.
4. to be a well-run organisation, delivering a high-quality public service focused on the needs of our customers, to improve our services and to make sure that every public pound is spent wisely thereby helping to free up resources to invest in Scotland's natural assets and the benefits they support

#### 4.12 [SportScotland Corporate Plan 2015-2019](#)

##### Priorities for improvement

1. Ensuring that sport is accessible to people, recognising that both inequality and discrimination exist in sport. Widening access means understanding and addressing the needs of people who share the protected characteristics, as well as the complexities associated with socio-economic disadvantage, and the exclusion that can be experienced in some rural parts of Scotland
2. Developing capability and leadership within sport by providing high-quality learning and development opportunities that meet the needs of the workforce for sport, as well as the needs of participants and athletes. As a sector, we should focus on developing young people as leaders in sport because they are key to the future sustainability of the sporting system.
3. Working in partnership to continue improving how we use the collective resources available to best meet identified, prioritised and agreed needs. This means strengthening collaboration, linkages and connections within the system and improving how we measure and communicate the impact of sport.

#### 4.13 [Visit Scotland Corporate Plan 2013-2017](#)

##### Outcomes

1. Drive new business tourism into Scotland using new platforms to generate additional enquiries.
2. Position Scotland as a distinctive and desirable destination.
3. Build Scotland's reputation and expertise in relation to events.
4. Build on and secure the legacy of 2014.
5. [www.visitscotland.com](http://www.visitscotland.com) will be the definitive guide to Scotland, inspiring visitors through a single information source on everything the country has to offer.
6. Help consumers to decide where in Scotland to go, stimulating geographic spread and providing a platform for regions and destinations to be part of VS activity.
7. Grow the Scottish day trip market.

8. Communities across Scotland are engaged in the promotion of their local areas, recognizing the importance of tourism and welcoming visitors.
9. The business community understands the importance of the visitor economy.
10. Scotland's reputation on the global stage as a leading tourism destination and a leading contributor to tourism policy development is increased.
11. Ensure sustainability is a key part of the management of our supplier base.
12. Stimulate and support industry to maximise the business benefits of operating in a sustainable way whilst protecting and enhancing Scotland's environment, society and culture.
13. Scottish businesses are more environmentally aware and the impact of their operations on the environment are minimised.
14. VisitScotland's Environmental focus will be on reducing energy consumption/CO2 emissions by identifying projects to ensure reduction in: Staff; Travel; Utilities; Print
15. Development of agreed common sustainability criteria/tests for purchasing goods and services to reduce carbon footprint.
16. Our Events Directorate support will go towards the promotion of green travel initiatives such as free coach travel from various locations to events.
17. Increase consumer and business demand for low carbon goods and services.
18. Sustainability is intrinsically linked with business success.
19. VS activity is carried out in a sustainable way
20. Better and more efficient use of VIC network in close season to the betterment of local communities.
21. Achieve efficiency savings.
22. Improved efficiency and effectiveness of marketing campaigns.
23. Leverage volumes and secure benefits from economies of scale through harnessing combined sector purchasing power.
24. Improved supplier performance and delivery of efficiencies.
25. Help deliver better services and reduce socio-economic disadvantage for local communities.
26. Ensure tourism outcomes in Single Outcome Agreements (SOAs) are reflected in CPP plans.
27. Increase the number of joint contracts in place for the purchase of retail products.
28. Sustained and enhanced working with local authorities.
29. An increase in private and public sector organisations wanting to work in partnership with VisitScotland to improve the return on marketing investment.

**If you would like some help understanding this or need it in  
another format or language please contact**

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**Appendix 3**

# **Dumfries and Galloway Local Outcomes Improvement Plan 2017-2027**

## **Links to Physical Planning**

**As at 20 September 2017**

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## **1. Introduction and background**

The Guidance published to support the development of the LOIP includes reference to the need to ensure strong link between community and physical planning.

The planning system has a vital role to play in delivering high quality places for Scotland. Planning should take a positive approach to enabling quality development and making efficient use of land to deliver long term benefits for the community whilst protecting and enhancing natural and cultural assets.

The Development Plan provides a framework against which planning applications are assessed. It must be consistent with Government Policy; positively meet the needs of the area in a flexible way; support existing business sectors; remain up to date; and set out a strategy that is both sustainable and deliverable.

The Town and Country Planning (Scotland) Act 1997 requires the planning authority to prepare a Local Development Plan (LDP) for their area. The plan must be kept under review and replaced at least every 5 years.

The Council's current LDP was adopted in September 2014. It contains specific proposals for the 10 year period from adoption and provides a broad indication of the scale and location of growth for the following 10 years. The year following adoption was used to prepare and adopt several pieces of supplementary guidance and planning guidance. Work on reviewing the adopted LDP began in early 2016.

## 2. Map of Dumfries and Galloway



### 3. Current Local Development Plan (LDP)

The current [Local Development Plan](#) contains the following issues that are relevant to the LOIP Outcomes:

#### **Vision: What will Dumfries and Galloway look like in 20 years' time?**

It will be a thriving region with a sustainable economy built on sustainable principles that safeguard the landscape, natural and historic environment, promote growth, maximise the use of existing infrastructure and enhance connectivity.

It will have maximised its location to attract investment to create employment and investment opportunities which will in turn attract people of working age to the region.

Dumfries will have consolidated its position as the Regional Capital; Stranraer waterfront will have been transformed into a sustainable extension of the town centre; new jobs will have been created within the Gretna, Lockerbie, Annan regeneration corridor; and the other towns across the region will occupy niche positions making the most of their geographical locations.

There will be opportunities in the rural area for economic development, housing and recreation.

There will also be more opportunities for people to access affordable housing.

#### **There will also be a viable rural economy and community characterised by:**

- more rural businesses
- more houses in small groups
- more recreational activity
- more woodlands
- high quality distinctive landscapes
- high quality accessible viewpoints, paths and green networks
- a range of renewable energy developments
- a protected and enhanced natural and historic environment
- access to sustainable transport
- ready access to higher education and opportunities for knowledge transfer

#### **Vibrant towns and villages that have:**

- more businesses and people working from home
- more opportunities to meet locally arising affordable housing needs
- housing developments of a scale appropriate to their location that incorporate features such as open space, green networks, SuDS and are based around sustainable transport modes
- high quality, affordable housing
- a range of services and facilities that help support the local community
- enhanced historic environment, streetscape and open spaces
- a distinctive landscape setting or sense of place
- more green networks providing a range of environmental, social and economic benefits
- more sustainable developments linked to allotments, waste recycling, energy generation and so on, that are based around sustainable transport modes
- access to a wide range of good quality sport, recreation and leisure facilities
- developments served by district heating systems

**A successful Regional Capital in Dumfries characterised by:**

- attractive office space and business/industry parks to attract inward investors
- housing developments that incorporate features such as open space, green networks, SuDS and are based around sustainable transport modes
- high quality affordable housing choices available
- conservation led approach to regeneration of the historic environment
- a vibrant town centre with a range of uses and enhanced public realm
- visually enhanced town edges, gateways and approach roads
- more sustainable developments linked to allotments, waste recycling, energy generation and so on
- access to a wide range of good quality sport, recreation and leisure facilities
- developments served by district heating systems

a full range of educational opportunities, including a thriving and vibrant university campus at the Crichton as a key economic driver for the regional economy

## 4. Development of LDP2

The [detailed timetable](#) for the production of LDP2 by 2019 is available online. Key elements are set out below:

Published in January 2017 the [Main Issues Report](#) is the first significant stage of the journey towards the production of the Local Development Plan 2. It has four key themes:

Issue 1 - Building the Local Economy

Issue 2 - Housing, How Much and Where?

Issue 3 - Creating Places

Issue 4 - Renewable Energy, Sustainability and Climate Change

The LDP should reflect the wider community's interests for how Dumfries and Galloway should grow. This MIR has been developed in collaboration with a range of partners.

The MIR is a reflection of how the land use planning system can assist in delivering:

- the current Council's Priorities which are – build the local economy, provide the best start in life for all our children, protect our most vulnerable people and be an inclusive council.
- the overarching Community Planning Vision - “working together to create an ambitious, prosperous and confident Dumfries and Galloway where people achieve their potential.”
- the aims and objectives set out in various strategies such as the Regional Economic Strategy, the Regional Transport Strategy, the Children's Services Plan, the Anti-Poverty Strategy and the Health and Social Care Strategic Plan
- Scottish Planning Policy (SPP), National Planning Framework (NPF3) (both adopted June 2014) and the Climate Change (Scotland) Act 2009.

The Vision and Spatial Strategy set out in the LDP were only adopted in September 2014 and are both still considered to be relevant in helping to deliver the above objectives.

## 5. Messages from the Place Standard

As the MIR is a key document for developing the LDP, emphasis was placed on providing opportunities for people to get involved early in the process and inform the MIR. Those opportunities included two 'Call for Sites' and 'Comments' exercises, six community based workshops using the Place Standard Tool and a workshop with planning agents.

The Call for Sites and Comments exercises provided an opportunity for people to submit sites they wished to be considered for inclusion in the LDP. It also provided an opportunity for them to make a comment on the policies and development strategy contained in the adopted LDP, along with the issues they think need to be considered in LDP2. Two opportunities were provided for sites to be submitted for inclusion in the Plan. The first was early on in the process and ran from 27 November 2015 until 29 January 2016, the second one was slightly later in the process and ran from 22 April 2016 until June 2016.

Six community placemaking events were held across the region during August and September. Invitations were sent out to those who had registered an interest in LDP2, community councils and those who had made a submission through the Call for Sites and Comments exercises. The sessions provided an opportunity for the community to express their views and thoughts on their place (where they live) and what could be done to shape how their town / village might look and operate in the future (in the next 20/30 years). The workshops used the Scottish Government's Place Standard Tool and were facilitated by PAS (formerly Planning Aid Scotland).

A full report on the information from the workshops is available [Community Placemaking in Dumfries and Galloway](#) with a summary of the opportunities across all settlements including:

- improving broadband connectivity;
- town centre regeneration (and incentivising property owners to invest in and maintain their properties);
- promoting tourism;
- making the town centre work better for pedestrians;
- providing safe cycle and coastal path walking routes;
- providing better public transport (bus and new train lines – and linking up different bus services and train times);
- creating greater links with village/town centres and also between settlements;
- encouraging more energy efficient homes;
- encouraging employment opportunities;
- reducing lorry speeds through villages;
- giving local communities more control e.g. for community gardens;
- implementing effective flood solutions; and
- providing more amenities and community facilities.

All local planning agents were invited to take part in a workshop based event on 4 October 2016. The workshop focused on LDP policies, supplementary guidance and planning guidance and asked the agents the following questions:

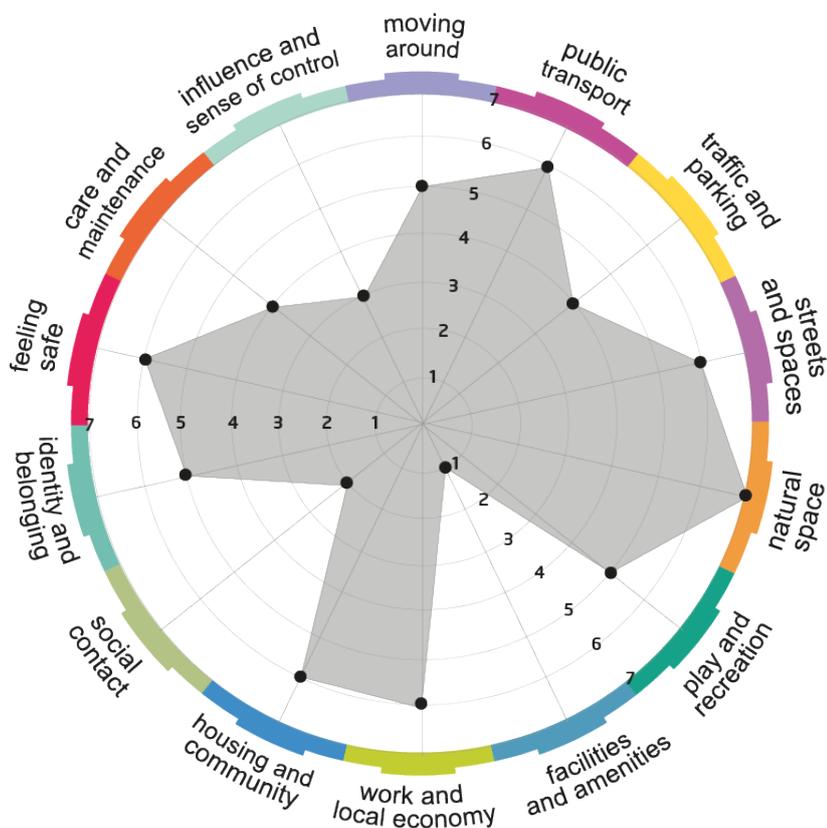
- What they liked about the current plan and why?
- What they dislike about the current plan and why?
- Are there areas that could be improved?
- Are there any missed opportunities?

## The Place Standard

The Place Standard tool provides a simple framework to structure conversations about place. It allows you to think about the physical elements of a place (for example its buildings, spaces, and transport links) as well as the social aspects (for example whether people feel they have a say in decision making).

The tool provides prompts for discussions, allowing you to consider all the elements of a place in a methodical way. The tool pinpoints the assets of a place as well as areas where a place could improve.

More information: <https://placestandard.scot/>



**If you would like some help understanding this or need it in another format or language please contact**

**by phone 030 33 33 3000**

**by email: [community.planning@dumgal.gov.uk](mailto:community.planning@dumgal.gov.uk)**

**in writing: Community Planning and Engagement, Municipal Chambers, Buccleuch Street, Dumfries DG1 2AD**



Appendix 4

# **Dumfries and Galloway Local Outcomes Improvement Plan 2017-2017**

## **Engagement**

**As at 20 September 2017**



## Engagement Programme that contributed to our Local Outcomes Improvement Plan

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### **Appendix**

Easy Read Pre Consultation Information

## 1. Introduction and Background

The Strategic Partnership is committed to enhancing community participation, ensuring that communities are at the centre of the process of improving outcomes for those who need help the most in our region.

Our engagement process started from a solid foundation of information gathered during the preparation of the eight Plans and Strategies overseen by the Strategic Partnership. Developed recently they all had extensive engagement activity with their key stakeholders. Links are provided to the consultation statements or similar where they are available online.

Also the five partner organisations that have responsibility for community planning leadership (Council, NHS, Police Scotland, Scottish Enterprise and Scottish Fire and Rescue Service) have individual Plans that have been or are currently being developed following engagement activity. Links are also provided to these documents where they are available.

The most significant development has been the involvement of key stakeholders with real experience of inequality throughout the preparation of the LOIP; this is detailed in section 6. The feedback gathered from those experiencing inequality and those delivering support services in this area has made a significant contribution to our understanding and influenced the content and format of the LOIP. The Strategic Partnership wishes to thank everyone who gave up their time to contribute, the LOIP would not have been as well informed without their contributions.

## 2. Scottish Government Guidance

### [Community Empowerment \(Scotland\) Act 2015](#)

Section 6 of the Act outlines the requirements of Community Planning Partnerships in relation to the development of LOIPs.

‘Before publishing a local outcomes improvement plan, the community planning partnership must take account of...the needs and circumstances of persons residing in the area of the local authority to which the plan relates’.

### 3. Our Engagement Mandate

*Dumfries & Galloway Strategic Partnership* want to understand

*views of people experiencing socio-economic disadvantage and inequality of outcome*

*concerning their priorities*

*so that the Dumfries & Galloway Strategic Partnership can develop a Local Outcomes Improvement Plan*

*by 1 October 2017*

*so as to ensure that people experiencing socio-economic disadvantage and inequality of outcome have influence over the priorities agreed by the Strategic Partnership; the LOIP reflects key stakeholders needs and priorities and; the Strategic Partnership meets the requirements of the Community Empowerment (Scotland) Act 2015.*

Stakeholders are an individual, group or party that either affects or is affected by an organisation, policy, programme or decision. The key stakeholders that have contributed to the engagement process to develop the LOIP are listed below:

- Dumfries and Galloway Strategic Partnership and Executive Group
- Equality and Diversity Working Group
- Tackling Poverty Coordination Group

In addition a review was undertaken of all engagement undertaken to inform and influence the development of the eight strategies that will deliver the LOIP Outcomes;

- Anti-Poverty Strategy
- Children's Services Plan
- Community Justice Outcomes Improvement Plan
- Community Learning and Development Partners' Strategic Plan
- Health and Social Care Strategic Plan
- Local Housing Strategy
- Regional Economic Strategy
- Regional Transport Strategy

## 4. Engagement undertaken for the Supporting Plans and Strategies

### 4.1 [Anti-Poverty Strategy 2015-2020](#)

Agreed in June 2015, the development of the Strategy followed the Council's Policy Development Framework which included a programme of engagement with Elected Members, partner organisations and importantly, local people experiencing poverty. There was a major Conference in Dumfries in October 2014 which involved national and local experts; and a follow up event in Kirkcudbright in March 2015. A Stakeholder Impact Assessment was undertaken.

*"In putting together our Strategy we talked to a wide range of stakeholders from across the region, particularly people experiencing issues of poverty. In addition to having input at our Workshops on specific aspects of poverty, four discussion groups took place, one in each of our four localities. These sessions covered a wide range of topics and there was very open and honest dialogue about people's experiences and views about the services available offering support, including the positives and the limitations, and the challenges being faced. Over the course of the consultations undertaken by the Crichton Institute and Dumfries and Galloway Council, a number of themes and issues were identified by our stakeholders as being important and some ideas for future actions were also put forward"*

*Increasing the availability of existing services and encouraging more helpful and positive customer service*

- *Need for greater information about the help that exists and the support that people are entitled to*
- *Availability and affordability of public transport, particularly to access employment opportunities and services*
- *Help with travel costs, particularly for people living in rural areas or small towns*
- *Help with financial management, especially given the planned introduction of Universal Credit*
- *Job opportunities for older people, including improved advice and support regarding gaining further qualifications*

### 4.2 [Children's Services Plan April 2017 to 2020](#)

Agreed in April 2017 the Strategy outlines a range of opportunities for children and families to express their views in relation to individual and strategic planning which include:-

- Specific reviews of individual services for children and young people take account of their views
- A Champions' Board has been established to consider improved ways of engaging with looked after children and young people and care leavers.
- A Listen2Us project gathers the views of looked after children and young people
- Youth Work Services biannual needs assessments with young people.
- A biannual survey of children and young people accessing educational psychology services.

*Over the lifetime of the Plan there is a commitment to streamline the approach to engaging children and young people, review the methods used and ensure that all relevant data is collected, analysed and applied to the development of services in a cohesive manner.*

For the purposes of the development of this plan information has been secured from the following sources:-

- the outcome of the Progress Review in 2016
- Six multi-agency events in preparation for the development of the plan in January 2017
- A review of the 5 strategic groups and their priorities
- Consultation with the 5 strategic groups
- Specific consultation events by Child Protection Committee and Corporate Parenting Group
- A workshop with the Children's Services Executive Group (CSEG)
- A workshop with the multi-agency Children's Services Plan Steering Group

A number of key themes have emerged from the range of consultation and engagement activities that have been conducted. Some consistent and important messages include:-

- A lack of awareness of available services
- Equity of access
- Improvements in services for children with disabilities
- Improvements in transport
- A need for prevention and early intervention services
- Improvements in parenting support.

#### 4.3 [Community Justice Outcomes Improvement Plan 2017/18](#)

#### 4.4 [Community Learning and Development Partners' Strategic Plan 2015-18](#)

#### 4.5 [Health and Social Care Strategic Plan 2016-19](#)

The Strategic Plan underwent extensive consultation including some innovative approaches e.g. an art project led by Third Sector Dumfries and Galloway. The [Statement of Consultation](#) required by the legislation sets out the details. Appendix 5 – Statement of consultation

#### 4.6 [Local Housing Strategy 2011 - 2016](#)

#### 4.7 [Regional Economic Strategy](#)

Consultations were undertaken by the Crichton Institute and D&G Council with 'a wide range of stakeholders from across the region including the Strategic Partnership'. Data was collected and analysed by the Crichton Institute and presented within the baseline study and regional economic profile.

A series of Business breakfasts took place to engage with the private sector in a format and time that suited them; and a series of partnership briefing sessions were also held to provide Elected Members and senior officers with a range of options to attend.

#### 4.8 [Regional Transport Strategy](#) 2008

“In developing its Strategy, SWestrans recognises the importance of consultation with equality groups in the form of two Key Stakeholder consultations and an eight week public consultation.

Among the many identified key stakeholders was the “Accessible Transport Forum” which brings together a number of equality groups such as the Coalition of Disabled People, Transport to Employment, The Elderly Forum, Mental Health NHS, Education and Community Services, the WRVS and Community Transport schemes throughout Dumfries and Galloway.”

The main issues highlighted from the public consultation process are summarised below:

- **Environmental/Travel Planning Issues** - Not enough emphasis is placed upon issues of Climate Change, Air Quality, Water environment, Emissions, Reduction in Global Warming
- **Walking and Cycling** - Need for more on healthy and active travel including walking and cycling, and access to health care.
- **Roads Issues** – The Strategy is unbalanced towards roads and road infrastructure
- **Rail Issues** - Need to progress a feasibility study into re-opening of railway line between Stranraer and Cairnryan
- **Bus Issues** - Importance of Bus Transport and the need for a Bus Action Plan
- **Community Transport** – Need more rural and accessible transport
- **Freight /Timber Issues** - Need more emphasis on movement of manufactured goods and business needs
- **Dumfries Town/The Crichton** - Access to Crichton needs sorted out urgently
- **General issues** - The Strategy too readily accepts connectivity is related to economic health

## 5. Engagement undertaken for our Statutory and Guidance Partners' Plans and Equality Outcomes

### 5.1 Dumfries and Galloway Council

Council Plan [Progressive Partnership Agreement June 2017](#)

Equality Outcomes 2017-2021- [Equality Outcomes 2017-2021](#)

### 5.2 NHSD&G

[Local Delivery Plan 2017/18](#)

[Equality Outcomes 2017-2021](#)

### 5.3 Police Scotland

[D&G Division Local Plan](#)

[Equality Outcomes](#)

### 5.4 Scottish Enterprise

[Scottish Enterprise Business Plan 2015-18](#)

[Equality Outcomes](#)

### 5.5 Scottish Fire and Rescue Service

[Local Fire and Rescue Plan for Dumfries and Galloway](#)

[Equality Outcomes](#)

### 5.6 Third Sector, D&G

[Business Plan](#)

## 6. Engagement undertaken for our Locality Outcomes Improvement Plan

### 6.1 Pre Engagement Phase

The **planning**, implementation and review of this engagement was carried out in accordance with the [National Standards for Community Engagement](#).

The National Standards for Community Engagement are good-practice principles designed to support and inform the process of community engagement, and improve what happens as a result.



The Strategic Partnership was keen to ensure that the engagement process fully considered “what we already know”. A review of the findings from recent consultations carried out to inform the development of the Plans and Strategies designed to carry out LOIP outcomes was carried out and is listed in section 4 above.

A wider public engagement programme was considered however due to the high level and quality of existing public feedback available it was agreed that a focussed engagement programme would provide greater opportunity to gather the views of those seldom heard. In line with the ambition to meet the needs of the communities (of interest and geographic) experiencing inequality a targeted approach was taken to identify key stakeholders. The Equality and Diversity Working Group and the Tackling Poverty Co-ordination Group both **involving** third sector organisations working to address inequality as well as individuals with personal experience were identified as key stakeholders.

**Working Together** an easy read tool (appendix a) was developed to provide information and aid discussion. This document, developed in partnership with stakeholders, proved helpful in providing clear information on the purpose of a LOIP, identifying draft themes for consideration and summarising key statistics on the profile of D&G.

The **methods** of engagement were flexible dependent on the needs of stakeholders. Consultation on the development of the LOIP was included on the agenda of scheduled Partnership meetings with additional follow up sessions held to allow for more detailed discussion. The opportunity for individual written feedback was made available but not used.

Throughout the pre consultation and all stages of the engagement process stakeholders were kept informed of how their feedback and contributions would be recorded and considered as part of the LOIP development. The collective skills and experience of volunteers and partners ensured that those seldom heard were **included** and had opportunity to have their voices heard.

## 6.2 Engagement Feedback

### 6.2.1 Strategic Partnership Feedback

A [Workshop](#) involving members of the Strategic Partnership, and partners took place on the 16<sup>th</sup> June 2017. This session provided partners with feedback from key stakeholders in the pre-consultation stage and provided all with an opportunity to share ideas and experiences. The session sought feedback on draft outcomes, the planned engagement programme, the available evidence and the opportunities presented by Locality Plans. A summary of the key messages are as follows:

- Content of the Plans – need to see clear alignment with the Plans and Strategies of partners that will deliver the LOIP Outcomes
- Engagement around the Plans – draw on the significant, recent engagement with our communities; focus on our most vulnerable people; specific communities and partners rather than a consult with the general public; use them and concepts for the engagement document
- Don't overwhelm or cloud the Plans with statistics and figures; keep them simple; use case studies and personal testimonies as well as performance indicators and projects to measure success
- A combination of communities of place and interest for our Locality Plans

6.2.2 Feedback from the Equality and Diversity Working Group / Tackling Poverty Co-ordination Group and a focus group hosted by LGBT Youth Scotland is detailed below.

Using Appendix 1 as a tool for discussion stakeholders were asked the following questions:

1. Which word or phrase was important in each of the themes?
2. Was anything missing?
3. What is the best way for people to regularly check how much progress public services and partners have made on the Local Outcomes Improvement Plan?

### Q1. Feedback on what's important listed by theme:

<b>Employment / Wages / Work</b>	<b>Learning / Education</b>
<ul style="list-style-type: none"> <li>• Issues arising from zero hour contracts</li> <li>• Living wage/tax credits/working tax credits – criteria</li> <li>• Fairer working condition/contracts</li> <li>• True statistics – we need employment in the first instance</li> <li>• What's the rationale for the average wage, how is this calculated?</li> <li>• Pension issues in relation to DG</li> </ul>	<ul style="list-style-type: none"> <li>• School attainment/exam success - where are the 6% that don't have a "positive destination" and what can be done?</li> <li>• The focus must be on the 6% who are these? Are they vulnerable or just young people?</li> <li>• We know that these statistics can be easily skewed. We need evidence that</li> </ul>

<p>statistics our older people are living longer – less job prospects for young people</p> <ul style="list-style-type: none"> <li>• Doctors, dentists, teachers – why will no one come to D&amp;G? This has a direct impact on people including all those in poverty. We appreciate that this is a national issue</li> <li>• Better jobs needed for working people</li> <li>• Better work experience opportunities, especially for young people</li> <li>• Progression through employment from low paid jobs</li> <li>• Career progression for young people with an emphasis on what young people want to do rather than a “positive destination” sometimes after 3 months people drop out as its not what they have in any interest in.</li> <li>• There is a range of employability services from all different providers Red Door, TAP, Independent Living, Job Centre, NWRC programmes – they should be tailored to building confidence, finding suitable placements, too many of these are doing the same thing and not particularly well! More involvement with hard to reach communities (of interest and geographically) is needed to improve how they are delivered.</li> <li>• Handling of those with a disability in terms of employment is poor – better services to reduce the impact on the whole family are needed and more flexibility to deal with changes to circumstances.</li> </ul>	<p>young people leaving school have actually achieved a positive destination – (follow ups). Better career guidance. We have evidence this is still is not working. Earlier and more support needed.</p> <ul style="list-style-type: none"> <li>• Adult education’s over looked in D&amp;G</li> <li>• Education re ‘how we live’ is missing</li> <li>• Money management</li> <li>• Universal credit education</li> <li>• Basic cooking skills</li> <li>• Basic housekeeping</li> <li>• Parenting skills</li> <li>• School attainment figures are less important, the ability to communicate and be resilient is more important, measures should concentrate on this type of attainment.</li> <li>• A focus on Problem solving skills should be included</li> <li>• Replace attainment with “individual growth”</li> </ul>
<p><b>Health and Wellbeing</b></p> <ul style="list-style-type: none"> <li>• A priority for older people, this must continue to be a priority – especially given the D&amp;G statistics.</li> <li>• Potential for employment opportunities for younger people</li> <li>• Difficulty in recruiting carers/home carers – should families/family member packages be encouraged/built on? Attendance allowance these costs are</li> </ul>	<p><b>Poverty/money/ benefits</b></p> <ul style="list-style-type: none"> <li>• This links to employment – need more employment opportunities especially in rural areas.</li> <li>• Transport is a major barrier in all aspects of rural life. Issues with job centres closing. Barriers for people accessing the service. Restrictions with transport/no flexibility/childcare issues.</li> </ul>

<p>not reflective of what ‘care workers’ would cost.</p> <ul style="list-style-type: none"> <li>• Communities should be encouraged and supported to look after their own and provide better social opportunities. (Community Resilience)</li> <li>• We need to make sure that older people have the knowledge and information available to keep them as healthy and fit as possible.</li> <li>• Mental Health (including substance misuse and risky behaviours)</li> <li>• Mental health amongst young people e.g. access to Counselling services – this is most important</li> <li>• Sexual health – particularly for the LGBT community</li> <li>• Mental Health – particularly for the trans community</li> <li>• 18-24 year olds accessors who can get caught between CHAMS and the Adult Service – we need a transition service to support this age range.</li> <li>• Alternative options to the statutory service that is currently available in Dumfries and Galloway for mental health support.</li> <li>• older and vulnerable people to be able to remain in their own homes <b>with support”</b></li> </ul>	<ul style="list-style-type: none"> <li>• Not good access to broadband i.e. for accessing cheaper options in on-line, shopping, food etc.</li> <li>• More support should be provided by schools to families in poverty (tactfully and sensitively). Issues with EMA/parents in work on low incomes.</li> <li>• Benefits and Sanctions</li> <li>• Low Wages</li> <li>• Debt</li> <li>• Practical Support (Foodbanks, Furniture Exchanges, Credit Unions)</li> <li>• Carers – young carers are not recognised or acknowledged as ‘carers’. There is no system of help financial available when a child/young person is undertaking this role.</li> <li>• Family income for carers is challenging due to the benefit systems.</li> <li>• Debt – student debt is a particular challenge due to there being no income out with term dates</li> <li>• Practical support – doesn’t help improve the situation.- it deals with the current emergency, the focus should be on helping those individuals before they get there. More prevention support rather than the emergency.</li> <li>• Money is important, particularly true for those on a zero hour’s contract – there’s no rapid system that can recalculate their benefits when hours radically increase / decrease. This causes big short term difficulties.</li> <li>• A similar need exists for those with a disability when returning to work, if they take on a job and it only last a few days or weeks there is no quick way of benefits kicking back in – flexible programmes are needed to give people the chance to try.</li> </ul>
<p><b>Housing</b></p> <ul style="list-style-type: none"> <li>• More affordable housing needed all over our region</li> <li>• Homelessness</li> <li>• Fuel energy/poverty – we in rural areas</li> </ul>	<p><b>Crime/Safety</b></p> <ul style="list-style-type: none"> <li>• An increase in crime results in an increase in poverty and an increase in poverty results in an increase in crime. Hate crime should be included.</li> <li>• anti-social behaviour</li> </ul>

<p>have no 'piped' gas so energy costs are higher, fuel costs are higher.</p> <ul style="list-style-type: none"> <li>• Lack of 'appropriate' housing i.e. older people not wanting to leave their 2/3 bedroom houses – families can't access the 2/3 houses they need.</li> <li>• At the moment, Scottish Government pay the 'bedroom tax' but how long will this continue? Penalises single people (the tax).</li> <li>• Private rents should be capped</li> <li>• Agree this should be in– a priority group are LGBT young people, 1 in 4 LGBT Youths are homeless.</li> <li>• Homelessness – need to provide accommodation where the person has support networks in existence</li> <li>• Temporary measures like hostels are needed for short term issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal safety is most important</li> <li>• Online safety possibly an issue for older generation.</li> <li>• Public protection less important</li> <li>• Home safety less important</li> </ul>
<p><b>Accessibility / connectivity</b></p> <ul style="list-style-type: none"> <li>• Transport - the cost and availability of transport is an important problem.</li> <li>• Access to Broadband and mobile networks</li> <li>• Transport affordability/access in all areas</li> <li>• Broadband affordability/access</li> <li>• Protected characteristics are groups most affected due to barriers e.g. opening times, disability, physical access, nonphysical e.g. catering for autistic service users / customers.</li> <li>• Mobile connection – ok if you're in Dumfries but more rural areas it's a problem.</li> <li>• Transport most important thing is connections to get in and out of Dumfries, its not easy for young people who cannot drive e.g. New Abbey the bus is only every 2 hours.</li> <li>• Connections – scheduling of timetables most important</li> <li>• Cost of transport for young people – inter region transport very costly for young people e.g. travelling from Dumfries to Carlisle or Ayr College.</li> </ul>	<p><b>Inclusion / Involvement</b></p> <ul style="list-style-type: none"> <li>• We trust that our council/CP Partners will ensure the minority groups have the same opportunities as we do as an identified target group to be involved.</li> <li>• Yes – its important</li> <li>• Celebrating diversity should be under education, it should read "raising awareness of diversity".</li> <li>• 'Having Voice Heard' should read 'Community Control'. Solutions need to be put beside these words in order to make them real. There must be "drive" behind the words.</li> <li>• More about getting your voice listened to – there should be an easier way to get to the CPP when you have an issue. You need to get this resolved!</li> <li>• Empowerment should be maintained and not just a one off.</li> <li>• Having your voice heard is weak; this should clarify or provide opportunity to influence strategic / boards / decision making.</li> <li>• Take volunteering out and put in learning box</li> <li>• An NHS non-executive board member is paid but the Third Sector Interface</li> </ul>

	<p>representative is a voluntary role. There is integrity in status and recognition, if we want to involve people then we must recognise them in all ways.</p> <ul style="list-style-type: none"> <li>• Equality needs to be added including protected characteristics as a separate outcome.</li> </ul>
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## Q2. What's missing?

- Single people (not just single parents) are missed
- Single people don't get the same level of support, but it's still needed – single people can sometimes end up 'sofa-surfing' for months/years

## Q3. What is the best way for people to regularly check how much progress public services and partners have made on the Local Outcomes Improvement Plan?

The best way to encourage communities to get involved in checking the progress of actions in the LOIP and evaluate the change that has taken place are listed below in order of preference

1. Visits to projects delivering on the actions
2. Newsletters
3. An annual conference
4. Reports with statistics

A suggested alternative by a participant "create a "Challenge Panel" made up of reps of protected characteristic and areas where there are higher levels of deprivation so they can discuss progress and challenges".

## General Feedback

The LOIP should be:

- simple and easy to understand
- actions need to meet real people's needs

Locality Plans:

- People who experience poverty and inequality live in every part of our region so if you target your work in a few communities of place you will not achieve the outcomes. Many local areas have plans which are based on what communities need and want. The Local Outcomes Improvement Plan needs to link with these.

LOIP Engagement process:

- It will be hard to get some groups of people involved, especially minority groups.
- It may be easier to use information from research and other consultations to develop the Local Outcomes Improvement Plan.
- It's very important that communities are involved in developing the Local Outcomes Improvement Plan.
- You need to help people get involved by using ways that are interesting and easy for them.

**6.2.3** A second workshop of the Strategic Partnership, partnerships and key stakeholders took place on the 15<sup>th</sup> September 2017 to consider and comment on the draft LOIP. Feedback from this phase of the engagement process is detailed below:

- Generally the right concepts and number of Outcomes with some wording and refinement of the definitions: in particular:
- Outcome 1 – the issue is more about helping people who need it, not necessarily about getting a job for everyone; there are additional groups of people who need help – veterans and long term unemployed people
- Outcome 2 – rather than educational opportunities (which suggests academic attainment) it should be wider learning – informal/adult learning is very important and needs to have a bigger profile in the Outcome. The links to Outcome 1 about vocational training e.g. apprenticeships needs to be developed – it can sit in either Outcome so long as it is recognised. The Outcome needs to be explicit that it's not necessarily people who want to learn – it's about the ones that need it the most.
- Outcome 3 – this isn't ambitious enough. We don't want to reduce everyone's health and wellbeing just to make it more equal, we want to improve everyone's wellbeing. But at the same time, we do recognise that there is limited resource and a big challenge so it needs to be targeted. The families of young people need to be included in the education and support.
- Outcome 4 - there are additional groups ( not necessarily big number but important ones) that should be added – people who have just come out of prison and people who have had a long stay in hospital. The work around fuel poverty and support to get houses in good condition is not just for RSLs, it's going on with private sector too so that should be added.
- Outcome 5 – the issue here isn't just about income, although that probably is the main issue. Again the focus needs to be on people who are facing the toughest challenge so narrow it down to those on low wages, zero hours contracts or on Benefits.
- Outcome 6 – don't like the wording 'minority groups' and it should reflect the environment people live in, both their personal one and their wider neighbourhood area.
- Outcome 7 – feels a bit negative to start off this Outcome saying it's a challenge because it's the same for them all. Focus on accessibility to services and transport costs.
- Outcome 8 – there's too many words in this Outcome, it needs to be shorter and more positive – say what we want to see rather than the negative concept of barriers. Describe what we want to achieve for people and communities in terms of their involvement and contributions.
- Recognise that the suggestions put forward today will be cross referenced with the evidence available (research and data; supporting Plans and strategies; and the engagement feedback) and added in where possible..

- The format of the LOIP as a short, high level document with supporting Appendices was strongly supported.

### **Locality Plans**

- unanimous agreement that Locality Plans focusing on smaller area geographical communities across our region was not suitable for our region at this time because:
  - we know that our pattern of poverty is such that 80% of people in financial poverty live outwith the SIMD and therefore geographic Plans would not be the most effective approach in tackling socio-economic disadvantage
  - There are a number of geographic plans already in existence and being developed with and by partners. To add new Locality Plans would cause confusion and duplication and take ownership away from these local communities
  - The development of the Local Development Plan 2 – and particularly in light of the new Place Standard tool being used in this work – means that locality planning for geographic areas is already being taken forward.
- Unanimous agreement that we should develop a Locality Plan which focusses on a community within the geographic area of Dumfries and Galloway area experiencing a particular aspect of inequality and socio-economic disadvantage. The concept should be developed with one Plan at the moment, with further communities identified should it prove to be an effective approach.
- Unanimous agreement that such a community could be people who are involved in the sharing of food – including food bank users, providers and linked services and issues – with the Outcomes being along the themes of: preventing people from needing food banks; minimising the time that people need to use food banks; ensuring co-ordination of food sharing with other types of support for people; and ensuring that food sharing approaches are as accessible and efficient as possible.

## 7. Impact Assessment

The Impact Assessment was undertaken in line with the agreed partnership Toolkit and the summary posted on the webpage ([hyperlink to be inserted](#))

The invitees were representatives from the Development Group, the Equality and Diversity Working Group and the Tackling Poverty Co-ordination Group

The Impacts identified were: ([to be completed](#))

## 8. Feedback to contributors

The Tackling Poverty Co-ordination Group and Equality and Diversity Working Group will receive direct feedback on the development of the LOIP and how the feedback from the engagement process influenced and gave direction to the content of the document. The Chairs of the Equality and Diversity Working Group and the Tackling Poverty Co-ordinations Group were given initial feedback in order to assist their participation in the Strategic Partnership Workshop on the Draft LOIP, held on the 15<sup>th</sup> September 2017. Feedback from all phases of the engagement process has been recorded, is detailed in this appendix and will be published as a supporting document to the LOIP.

## 9. Evaluation

Stakeholders will be asked to contribute to a review of the engagement process to identify what worked well and what improvements could be made in the future. This review will gather feedback from stakeholders on a range of issues including the effectiveness of the methods of engagement, how well informed and supported participants were, did they feel their contributions were valued and whether they felt their voices had been heard.

## 10. Next steps

The next phase in the engagement process is to consult Community Planning Partners and Partnerships on the content of the LOIP before it is approved by the Strategic Partnership in November 2017

### **Mandate**

*Dumfries & Galloway Strategic Partnership* want to understand

*the views of Community Planning Partners and Partnerships (particularly the Equality and Diversity Working Group, Tackling Poverty Co-ordination Group and the Participation and Engagement Network), the Older People's Consultative Group, the Champions Board for Looked after Young People and Care Leavers and any other interested individual or group wishing to comment.*

*concerning whether the outcomes in the draft LOIP are our priorities to reduce socio-economic disadvantage and inequality of outcome in Dumfries and Galloway*

*so that the Dumfries & Galloway Strategic Partnership can approve an effective Local Outcomes Improvement Plan*

*on 15<sup>th</sup> November 2017*

*so as to ensure that community planning partners in Dumfries and Galloway work together to tackle socio-economic disadvantage and inequality of outcome and; the Strategic Partnership meets the requirements of the Community Empowerment (Scotland) Act 2015.*

The findings from the final phase will form part of the final draft of this appendix.

**If you would like some help understanding this or need it in another format or language please contact**

**by telephone 030 33 33 3000**

**by email: [communityplanning@dumgal.gov.uk](mailto:communityplanning@dumgal.gov.uk)**

**in writing: Community Planning and Engagement, Municipal Chambers, Buccleuch Street, Dumfries DG1 2AD**



**Appendix 5**

# **Dumfries and Galloway Local Outcomes Improvement Plan 2017-2027**

## **Resources**

**As at 20 September 2017**

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2. Statutory sector partners	4 - 6
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## 1. Background and Introduction

There are five public sector organisations that have a statutory responsibility to lead community planning (Council, NHS, Police Scotland, Scottish Enterprise and SFRS) and so their resources are the foundation of this work.

TS Interfaces are referenced in the Guidance as important contributors and therefore their resources are included here also.

Other organisations listed in [Schedule 1 of the CE \(S\) A 2015](#) as having a contribution to make (DAGCOL, HES, IJB, SEPA, SDS, SNH, SWestrans, SportScotland and VisitScotland) and they are also referenced.

Partners staffing and financial resources are presented on a Dumfries and Galloway basis where possible, but it is recognised that some partners operate at a national basis; and some on a thematic basis so it is difficult to extrapolate the relevant detail.

Examples of specific projects and budgets are also provided to demonstrate the focus that partners are putting on tackling socio-economic disadvantage and tackling inequality.

It is recognised that delivery of the LOIP is dependent on adequate funding and all local partners are committed to working constructively with the Scottish Government to secure that, as well as making operational efficiencies and maximising other funding opportunities.

## 2. Statutory partners

Dumfries and Galloway Council	Budget	Revenue £335.4M Capital £31.6M
	Staff	6762
	Schools	102 Primary 16 Secondary
NHS Dumfries and Galloway	Revenue Budget	£273M
	Staff	Approx 4,500 (does not include GPs and Dentists)
	Main hospitals	2
	Cottage hospitals	8
	GPs and surgeries*	178 GPs 34 GP surgeries
Scottish Police Service (D&G Division)	Staff*	342.17 FTE Police officers 33.89 FTE Police staff 50 Special Police Constables
	Police stations	15
Scottish Fire & Rescue Service (D&G Division)	Staff	340 (whole time, retained, auxiliary and support staff)
	Fire stations	16 + 2 training centres
Scottish Enterprise (national)	Budget	£162M (resource budget) £55M (capital budget)
	Staff	7 (Exec. Leadership Team) 1,101 (Operations Staff) 316 (Admin/Support Staff)

## Other Schedule 1 partners

Dumfries and Galloway College	Budget	£8,413,961 core grant from Scottish Funding Council £380,867 capital grant; and £302,720 from the European Structure Fund
	Campuses	2
	Staff	304
	Students	9,000

Historic Environment Scotland	Budget	£91.3M (nationally)
	staff	1,107
	Local Grants	D&G Archaeology Programme grants awarded (15/16) - £40,925
		D&G Conservation Area Regeneration grants awarded (15/16) - £541,392

## Integration Joint Board

<b>Summary IJB Budgets 2016/17</b>	<b>£k</b>
NHS Delegated Budget	213,465
Council Delegated Budget	60,524
Social Care Fund (included within the council budget figures)	7,598
<b>Subtotal</b>	<b>281,587</b>
Delayed Discharge	640
Integrated Care Fund	3,040
New Medicines Fund	1,780
<b>Subtotal</b>	<b>5,460</b>
<b>TOTAL</b>	<b>287,047</b>

Council contributions	<b>15/16 Baseline Budget</b>	<b>16/17 Budget</b>
	<b>£k</b>	<b>£k</b>
Adult Social Work Services	5,550	5,633
Adults with Addict/Sub Misuse	291	291
Children & Families	103	104
Older People	23,401	23,802
People with a Learning Disability	17,135	16,915
People with Mental Health Need	2,316	2,292

People with Physical Disability	5,934	5,815	
Non Social Work Budgets	7,367	7,460	
Recurring 2015/16 Pressure	0	154	
Balance of Social Care Fund	0	5,655	
<b>Total</b>	<b>62,097</b>	<b>68,122</b>	
NHS Contributions	<b>Recurrent 2015/16 Baseline Budget</b>	<b>Inflation Uplift</b>	<b>Total</b>
	<b>£k</b>	<b>£k</b>	<b>£k</b>
Acute & Diagnostics Directorate	86,136	2,346	96,475
Facilities & Clinical Support	18,552	324	18,866
Mental Health Directorate	20,247	862	20,814
Primary & Community Care	56,341	918	57,588
Women & Children's Directorate	19,029	807	19,722
<b>Total Budgets</b>	<b>200,304</b>	<b>5,257</b>	<b>213,465</b>

Skills Development Scotland	Budget (D&G)	£4.37M
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SWestrans	Budget	Revenue £252k Capital £823k £4M Public Bus Service
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SEPA	Budget Resource	£40.1M (national) 2 Local D&G Offices (Dumfries/Newton Stewart)
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SportScotland	Budget	£78.1M (national)
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Visit Scotland	Budget Staff	£42.61M (Rev. national) £0.7M (Cap. National) 611 (fte)
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### 3. Other significant contributors

Third Sector	Interface Budget	£503,270
	Interface Staff	15 Full Time 3 Part Time
	Volunteers in D&G	44,000
	Charities in D&G	829
SWestrans	Budget	Revenue £252k Capital £823k £4M Public Bus Service
Housing Associations	Budget	Revenue £252k Capital £823k Public Bus Service£4M
Community Councils	Constituted	90
Private Sector	Turnover	£4.23 billion
	Businesses	7445

#### **4. Specific budgets and resources that tackle socio-economic disadvantage and inequalities**

##### DGC Tackling Poverty Allocations

£2M

£250,000 – allocated through PB for the mapping project activities

##### Area Committee Grants

Anti-Poverty Fund - £350,000

##### Public Social Partnership on Social Transport

DGC - £100,000

##### DGC Co-Produced Commissions

Representation and Engagement (Third Sector and Minority Protected Characteristics)

£134,181

Social Education, employability and training £116, 808

Domestic Abuse and Relationship Support Services £217,186

Youth Work provision to rural communities and detached/outreach youth work provision to areas of multiple deprivation £16,000 p.a. and delivery of LGBT youth groups to actively engage young people £16,000 p.a.

##### Equality

DGC – 50% Policy and Performance Advisor

NHSD&G – full time EQD officer

Health and Social Care Partnership – full time EQD officer

DAGCOL – full time EQD officer

Scottish Prison Service; Police Scotland; Scottish Fire and Rescue Service – local officers carrying portfolio supported by national experts

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