# Dumfries and Galloway Local Outcomes Improvement Plan 2017-2027

# Annual Report 1 April 2022 – 31 March 2023 (Draft as at 11 November 2023)

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# 1. Introduction

This is the sixth Annual Report of the Dumfries and Galloway Community Planning Partnership (CPP) Local Outcomes Improvement Plan (LOIP). The Report:

- presents detailed quantitative data, drawn from the supporting plans and strategies across the five statutory partners and Third Sector Interface – indicators and projects that deliver the Outcomes. Most of our Performance Indicators are continuations from previous years; and most of our projects are short term and operational.
- includes qualitative information presented through Personal Testimonies and Case Studies: the Testimonies are from residents who have told us something about our Outcome themes - we are particularly grateful to them as their stories tell us, very powerfully, what it's like to experience inequality and an assessment of how well our local organisations are doing to help them overcome the challenges; and the Case Studies highlight some examples of projects and activities which have been particularly relevant to groups that our LOIP is focussing on.

	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
1	satisfactory	satisfactory	satisfactory	satisfactory	satisfactory	good
2	good	good	good	good	good	satisfactory
3	good	good	good	good	good	good
4	good	good	good	good	satisfactory	satisfactory
5	good	good	good	good	satisfactory	satisfactory
6	satisfactory	satisfactory	good	good	good	satisfactory
7	good	good	good	good	good	good
8	good	good	good	good	good	good

• The position for our eight Outcomes is as follows:

- sets out our contribution to the National Performance Framework (NPF) which is a requirement of the Annual Report; and along with that we have included our position in relation to national performance in a small number of indicators, selected by the Improvement Service, to provide trend and benchmarking information across all 32 CPPs. The Dumfries and Galloway position for these Indicators shows that our performance stayed the same as last year in 11 indicators; we were worse in 6 indicators; and were better in 1 indicator.
- sets out how we have worked with community groups and individuals in our LOIP journey.

# 2. Our Performance Management Framework

- 2.1 The Scottish Government Guidance on LOIPs and the Performance Management arrangements, including the Annual Reports, is light touch and there is a real commitment to local flexibility.
- 2.2 The LOIP Development Group developed a Framework for Annual Reports which use evidence from quantitative (indicators and projects); qualitative (case studies and personal testimonies) information; benchmarking; and published Impact Assessments.
- 2.3 The Scottish Government NPF was relaunched in June 2018.
- 2.4 The assessment of progress is detailed on page and is based on a standard analysis, previously used for the Single Outcome Agreement and other strategic level Performance Reports.

# 3. Outcomes

# 3.1 Outcome 1: Everyone who needs help to work receives the right support – **good progress**

Key Performance Indicators	Value	Target	Status
Total employment	61,800	2.4% of Scotland	- 9,6% over 10 year period (Scotland +4.0%)
Provide progressive skills pathways into two key sectors annually	4	2	0
Number of young people in training placements	54	50	0
Percentage of new business starts with female ownership	50%	51%	0
Percentage of young people who start up businesses (new)	21%	20%	0
Young people at risk of not sustaining education, training employment of formal volunteering are supported (new)	356	300	0
Unemployed/inactive/disadvantaged participants supported into employment, training and education (new)	277	225	0
Proportion of Looked After Children School leavers entering positive destinations	86.21%	93.1%	0

# Case Study – No-One Left Behind

No-one Left Behind is a key Scottish Government initiative aimed at supporting the most disadvantaged people in Scotland to secure and sustain employment. This Intermediate Labour Market (ILM) programme is designed to support people aged 25+ who have been out of work for 12 months or more to re-join the workplace through a paid work placement.

No One Left Behind is managed by the Scottish Government and local authorities. Local authorities had to ensure that a proportion of funding was directed at third sector employers; Third Sector Dumfries and Galloway (TSDG) supported this locally by engaging with Third Sector Organisations, encouraging participation and providing ongoing support as required.

A range of opportunities have been created across third sector organisations, with each placement featuring a blend of training and on-the-job learning. TSDG have supported 12 third sector organisations across the region to participate in this project, which in turn has so far resulted in 19 individuals to progress into a paid 6-month work placement.

Outcome 2: Learning opportunities are available to those who need them most – satisfactory progress

Key Performance Indicators	Value	Target	Status
School Attendance Rate	91.1%	92%	0
School Attendance Rate for Looked After Children	88%	87%	0
Exclusion rate for looked-after pupils (per 1000 pupils)	91.32	77.80	۲
Proportion of Looked After Children School Leavers entering positive destinations	90.32	91.29	٢
Percentage of school leavers with an unknown post-school destination status	0%	0.4%	٢
Further development the range of curriculum courses, including digital that young people can access	67	n/a	2

# Case Study – 'Learners Together'

A voluntary group was formed in Wigtownshire in 2018 and, supported by the Council's Lifelong Learning Team, the Group worked together to identify and develop areas of skills and learning opportunities for their local community.

The Group raised funds and attracted over £98,000 of external money to provide a range of courses including driving theory, community gardening, cookery, first aid and arts and crafts.

The Group themselves have overcome a range of personal and educational challenges and have achieved individual and personal goals – including three members now having published writings of poems and books and appearing at the Wigtown Book Festival; and winning a national Adult Learning Award, organised through Scotland's Learning Partnership.

Key Performance Indicators	Value	Target	Status
Premature mortality rate amongst people 100,000 persons	451	Scotland 466	٢
% of young people from D&G who started treatment for specialist Children and Adolescent Mental Health Services(CAMHS) within 18 weeks of their referral	91%	90%	٢
% young people and adults who report an improvement in their confidence, skills and life following participation in wellbeing activities	91.57%	75%	٢
Number of adults in Let's Motivate sessions in Care Homes	15,302	15,000	٢
Number of participants in sessions for those with a disability or additional support needs	10,410	7,500	٢
Number of Looked After Children and Care Leavers gaining free access to leisure and sport activities	2,218	1,550	٢
% of people who wait no longer than 3 weeks from referral to appropriate drug/alcohol treatment	100%	90%	Ø
Number of carers supported using an Adult Carers Support Plan	188	Previous year - 203	

3.3 Outcome 3: Health and Wellbeing inequalities are reduced – good prog
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Improvement Projects	Start Date	Due Date	Progress	Status
Low level mental health in communities (new)	11-Jan-2021	31-Mar-2023	100%	0

## Case Study -

Based on feedback received during the community survey, a lack of social activities for young people with additional support needs was identified. A. has attended two of the Social Club events, both of which he really enjoyed. It is very difficult for Autism Spectrum Disorder (ASD)or other SN teenagers and young adults to go out and experience social interaction with other young people.

These sessions have enabled him to do things he wouldn't even think about doing, things that are "normal" for most young people, such as going into a pub ordering a lemonade and having a game of pool, or sitting and playing a game of cards with

people he has never met before. Even going into a strange place without his parent is a massive accomplishment for him. He is also extremely proud when he does these type of things. He is making friends and actually excited about attending- even though it is completely outside his comfort zone.

His mother hopes the sessions are able to continue beyond the pilot scheme as her son, along with all the young people, seem to be gaining so much from them. Making friends, socialising, and learning new social skills are essential to all aspects of life. They're skills that many of us take for granted but someone with any special needs or social inhibitions might never gain them without these kinds of projects

### Case Study – a creative approach to improving mental health

Through the administration of the Scottish Government's Communities Mental Health and Wellbeing Fund, TSDG awarded funding to Mossburn Community Farm to assist and support young adults struggling with stress, anxiety, and low self-worth to create a picture book of fictional stories, with the Farm and their animals as the setting and inspiration.

Throughout the process individuals involved gained an understanding of various mental health conditions, as well as how to do mental health self-assessment checks, develop new skills (intrapersonal and interpersonal), and gain an increased appreciation of their own self-worth.

While the art exhibition and book were the products of the project, the focused outcomes were young adults better prepared to manage their own mental health, confidently perform self-assessments, increase perception of self-worth, and a feeling of connectedness to the wider community through the interpersonal skills developed and the two public facing products of the project.

# 3.4 Outcome 4: There is affordable and warm housing for those who need it most – satisfactory progress

Key Performance Indicators	Value	Target	Status
Number of homelessness presentations	1251	1200	0
Number of homeless applications received where someone has been looked after child by the local authority more than five years ago	35	30	۲
Number of successful interventions on tenancy evictions which prevent homelessness	209	100	0
Reduce fuel poverty by delivering the HEEPS-ABS project	100%	90%	0

Improvement Projects	Start Date	Due Date	Progress	Status
Homeless Strategy 2018- 2023	01-Apr-2018	31-Mar-2023	91%	۲
Tackle Fuel Poverty	01-Apr-2018	31-Mar-2023	100%	0
Improving Gypsy Traveller sites – Phase 2	01-Jan-2019	31-Dec-2023	66%	

3.5 Outcome 5 – The money available to people on benefits and low wages is maximised –satisfactory progress

Key Performance Indicators	Value	Target	Status
Crisis grants processing time	1.2 days	1 day	0
Number of days to process housing benefit (new claims)	28.6days	28 days	0
D&G average gross weekly pay	£460.50	£463.10	0
Proportion of people earning less than the weekly wage	22.4%	n/a	<b></b>

Key Performance Indicators	Value	Target	Status
Number of clients assisted with debt advice through commissioned services	3,820	1,395	0
Value of additional benefits identified through Financial Inclusion Advice income maximisation service and DAGCAS commissioned service	£12.218M	£11.000M	0

## Case Studies – Sustaining tenancies through increasing income

<u>Customer 1</u> lives alone in a 2-bedroom Registered Social Landlord (RSL) property. He came to the attention of the Welfare Housing Options (WHO) team with limited information. His housing officer reported that engagement has always been an issue and if no contact they would be requesting decree for eviction at court on 23/12/23.

He had no active Universal Credit(UC) claim in payment which meant his rent was not being addressed in any way and was accruing with every week. He applied for UC that day, but it meant waiting a further 5 weeks until his Discretionary Housing Payment (DHP) could be applied for.

He was awarded SSSC DHP in Feb 2023 and case recalled at court where it was sisted until July 2023. Hardship DHP was applied for and awarded 16 weeks. Housing Officer had also supported with a payment from 'Here for You' fund as well as food & fuel vouchers. WHO case worker assisted with ESA application.

One Off awards - HP DHP £500 CT hold £2,965.24 ESA £77 Weekly awards - DHP £63.57 CTR £17.57

Customer 2 lives alone in a 2-bedroom RSL property. He was self-employed with a well-established business in his local community, but the breakdown of his marriage led to the failure of his business and depression. Customer first came to the attention of the WHO team following a RSL prevention meeting in April 2022 as customer had been served with a Notice of Proceedings which was due to go active in May 2022. It was reported at that time that he was not engaging with his Housing Officer, which was subsequently found to be due to a family bereavement and there was conflicting information regarding his UC. Managed Payment to Landlord and Arrears Direct deductions were applied to avoid the arrears increasing further. The WHO Officer assisted with a Hardship discretionary housing payment application, Crisis Grant application and a hold on the Council Tax arrears. The Housing Officer agreed to request a continuation at court to allow the HP DHP plan time to be implemented assist with a food and fuel voucher, arranged for his gas meter to be uncapped and make a payment from the Here for You fund. She also supported a Bereavement Service application form to allow him to pay the Funeral Director for the family funeral. The arrears have now reduced to such a level that the Housing Officer plans to request the case is dismissed at court when it calls again.

One Off Award - HP DHP £800 + £600 Crisis Grant £100 CT hold £2,025.85 Weekly Award - Hardship DHP £35.96

Key Performance Indicators	Value	Target	Status
Community Safety Quality Assurance	91.58%	84%	0
Environmental Health safety and public health inspections	150	150	0
Percentage of children on the Child Protection Register per 1000 population aged 0-15 years	1.8	n/a	+0.3 from previous year
Number of domestic abuse incidents	1,512	n/a	+11.8% over 5 year average
Detection rates for domestic abuse incidents	68.9%	n/a	+2.1% over 5 year average
Incidents recorded	37,639	n/a	-6.2% over 5 year average
Number of hate crimes and incidents	153	n/a	+32.4% over 5 year average
Hate crime detection rate	70.6%	n/a	-7.3% over 5 year average
Number of accidental dwelling fires	81	n/a	-5 from previous year
Home fire safety visits	1053	n/a	-194 from previous year
Number of people killed on our roads	5	n/a	-6 from previous year

## 3.6 Outcome 6 – People are safe and feel safe – satisfactory progress

Improvement Projects	Start Date		Progres s	Status
Increase the number of roads with 20mph speed limits and zones	01-Apr-2018	31-Mar-2023	100%	0

# Case Study – overcoming homophobic bullying

Jane referred herself to an equality group after experiencing extreme distress caused by a homophobic bullying situation in their workplace. She had worked there for 8 years in a happy and professional capacity without causes for concern. A recent merger of two teams had led to Jane experiencing prejudicial treatment by a member of the team. This caused Jane to become withdrawn from the team she works closely with, feel isolated and become very anxious about going to work each day. Eventually Jane was signed off work by her doctor for work related anxiety, which is when she asked for support from LGBT Plus.

The client became increasingly anxious until it impacted on all areas of their work and home life, health and sleep. She repeatedly had emotional break downs at work and was eventually sign off by the doctor with work related stress.

The support from LGBT Plus enabled Jane to talk through the emotions this situation had caused. They soon understood the links between the distressing situation, the impact it had on their mood, the knock-on effect this creates to their thinking patterns and the negative impact on her physical and mental wellbeing. Jane was able to uncover, and express deep fears of the bullying occurring again and identified a sense of injustice to the lack of resolution in the workplace.

Jane received practical support in helping prepare for a case conference with their manager and union rep, which Jane managed to attend while implementing coping techniques to manage her anxiety and prepared in advance key points to communicate.

Jane then specifically worked on realigning the thought patterns that were feeding the fear, allowing them the space to cry and uncover the root of the distress and to work towards coping with anxiety symptoms now while looking at techniques to reduce its effect overall.

Jane reported a high level of success in achieving her specific support goals and went on to find a new job which she attributes to her success at defending her rights in this bullying situation in the in the workplace

## 3.7 Outcome 7 – People are well connected – good progress

Key Performance Indicators	Value	Target	Status	
Percentage of adults accessing telecare as a % of the total of adults supported to live at home	76%	73%	0	
Percentage of Dumfries and Galloway Schools engaged in Walk to School Week (new)	30.3%	30%	0	
DGLocator App (new)	717 organisations	n/a	<b></b>	

Improvement Projects	Start Date	Due Date	Progr ess	Status
Campaign for the retention of rural bus routes and for appropriate funding and regulation of bus services	15-Jan-2019	31-Mar-2023	100%	۲
Campaign to improve services from our region's railway stations and improve public transport timetables across the region, particularly connections between services	01-Mar-2018	31-Mar-2023	100%	0

### Case Study – Getting digitally connected

X contacted DG Voice due to being isolated at home, unable to work and left with no immediate family or friends nearby. They were very anxious to leave the house and consider themselves to be very vulnerable to the ongoing Covid pandemic, with their anxiety heightened since lockdowns ended. They didn't have any digital device, nor the means to purchase a device or connectivity due to lack of income.

One of our digital champions helped identify their needs and created a plan to help them get access to a device and connectivity to the internet. They were also given support in how to use these and together with the volunteer identified options to stay in touch with family and friends who live further away via video chat. They were also able to research online activities and have since joined a social circle and made some new friendships.

Their mental health has improved and while they are still anxious about in-person activities, they now feel less lonely and isolated and say their quality of life has improved immensely.

Key Performance Indicators	Value	Target	Status
Number of children, young people and adults supported to improve their life chances through participation in youth work and lifelong learning activities	17,705	n/a	
Number of people supported to be active in public life	15	n/a	<b>~</b>
Number of diversity awareness raising events	31	10	0
Percentage of adults who agree that they have a say in how their help, care or support was provided	75%	Scotland 71%	0

3.8 Outcome 8 – Individuals and communities are empowered – **good progress** 

Improvement Projects	Start Date	Due Date	Progress	Status
Continued support to the management and development of the Tackling Poverty Reference Group	01-Apr-2020	31-Mar-2023	100%	0
Develop locality planning (new)	01-Apr-2018	31-Mar-2023	100%	0

# Case Study – Locality Planning in action

The Annandale and Eskdale Locality Hub works on actions collaboratively as a partnership, striving to assist in the continuous empowerment of community groups in its area and in turn empowering communities and its people. Through the work of the A&E Locality Hub, members (made up of represented members of TSDG, the Council's Ward Officers and South of Scotland Enterprise and the Council's Economy and Development Team), have been working jointly on a key piece of work in Lockerbie to strengthen the partnerships between local community groups and third sector organisations.

This work has involved a collaborative approach with other key stakeholders to work on the longevity of the Ice Rink, and to assist in the discussions of the use of the common ground surrounding Lockerbie Squash Club for new and existing groups on this site. By facilitating joint working there the community is becoming empowered as follows:

1. Through a process of engagement key partners were able to bring the right people around the table for the Ice rink to access a one stop shop of support and expertise to enable them to forward plan for immediate, short, medium and long term goals. 2. Through access to the right partners, collaborative and meaningful experience and specialism brought effective prioritising to this group so that they could focus in on the most concerning need. This ensured that the Ice Rink could provide an ongoing service and facility for the community without worrying about the next steps to their overall operation.

3. Open discussion could take place with other groups to discuss how land could be used and what part they could play such as joint energy strategies and community use. These discussions are ongoing, and all groups have continuing access to the expertise of the Locality Hub and its external partnerships.

	Project Status	Indicator Status			
0	Overdue; Neglected	0	Alert		
	Unassigned; Check Progress		Warning		
	Not Started; In Progress; Assigned	0	ок		
0	Completed		Data Only – no targets are set		

Data in the Indicators and projects is the latest published

# **Outcomes assessment**

**Poor progress** –the majority of the Indicators and Projects are red or amber and the Personal Testimonies and Case Studies raise concerns

Satisfactory progress – the majority of Indicators and Projects are amber or green and the Personal Testimonies and Case Studies evidence activity

**Good progress** – the majority of the Indicators and Projects are green and the Personal Testimonies and Case Studies evidence significant activity

# 4. National Community Planning Outcomes Profile

The Community Planning Outcomes Profiling (CPOP) tool brings together 18 indicators of outcomes and inequality. Not all of the 18 outcomes link naturally to the Dumfries and Galloway Local Outcomes Improvement Plan but it presents a picture of how our area is doing compared to the Scottish position; and also over time.

The CPOP tool was introduced by the Improvement Service in 2017 and is being continuously refined and improved.

For more information click the link here

The current performance position is: 2 green - improving; 10 red - decreasing and 6 amber – staying the same throughout the year compared to last year when we had 5 green; 8 red and 5 amber.

National Measure / indicator	2021/22 position	2022/23 position
1. Healthy Birthweight	amber	amber
2. Primary 1 Body Mass Index (BMI)	green	amber
3. Child Poverty	red	red
<ol> <li>Attainment (formerly S4 tariff score)</li> </ol>	red	red
5. Positive destinations	amber	red
6. Employment Rate	red	red
7. Median Earnings	red	amber
8. Out of Work Benefits	red	red
9. Business Survival	green	green
10. Crime rate	amber	red
11. Dwelling Fires	green	amber
12. Carbon emissions	red	red
13. Emergency Admissions	amber	amber
14. Unplanned Hospital Attendances	red	red
15. Early Mortality	green	amber
16. Fragility	red	red
17. Well-being	green	green
18. Fuel Poverty	amber	red

# 5. Links to the Scottish Government National Performance Framework

5.1 The Scottish Government NPF was first published in 2007. It has been reviewed over the last year through a series of engagement events and the new Framework was launched on June 2018.

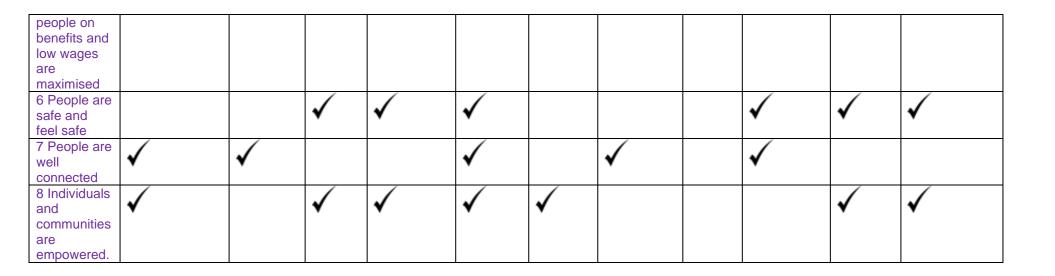
# Fig 1: Government NPF



5.2 At its meeting on 16 June 2018 the CPP Board noted the new NPF and welcomed its focus on inequality and wellbeing.

# 5.3 Analysis of the Dumfries and Galloway LOIP contribution to the NPF

		-					Thesis days	Llaaltk		Creative	
NPF	Entrepreneurial	Open and	Tackle	Inclusive	Loved,	Well	Thriving	Health	Value, enjoy	Creative,	Human rights
	, inclusive and	connecte	poverty	empowered,	safe and	educate	and	y and	and protect	vibrant	and free from
	sustainable	d	, share	resilient and	respecte	d and	innovative	active	our	and	discrimination
	economy		wealth	safe	d	skilled	businesses		environment	diverse	
			and				, quality			cultures	
D&G LOIP			power				and fair				
Outcomes			more				work				
			equally								
1 Everyone	/										
who needs	✓		$\checkmark$			$\checkmark$	<				
help to work											
receives the											
right											
support.											
2 Learning	<b>√</b>					1					
opportunitie	•					•					
s are											
available to											
those who											
need them											
most.											
3 Health and											
Wellbeing				✓		<	✓	✓			✓
inequalities											
are reduced.											
4 There is				/					/		/
affordable				<ul><li>✓</li></ul>	$\checkmark$				✓		✓
and warm											
housing for											
those who											
need it											
most.											
5 The			1		1						1
money	•		V	V	•						•
available to											



# 6. Enabling Community Bodies to Shape and influence Community Planning

6.1 Engagement around the supporting plans and strategies, and the second Local Development Plan (LDP2) in particular, comprised structured and well detailed programmes of development and engagement.

Appendix 4 of the LOIP details the activity undertaken – <u>click here</u> for details

# 6.2 Participation in the development of the LOIP

The detailed approach to engagement was set out in the Evaluation Report which was agreed by the CPP Board in March 2018 – <u>click here</u> for details (Item 4 Appendix 1).

A key feature of this work was a focus on the groups which tackle poverty and equality and diversity; and there were high satisfaction ratings from the participants in terms of the approach and opportunity to have their voices heard.

# 6.3 <u>Contributions to the performance information in the LOIP Annual Report</u>

The performance measures (Indicators and Projects) have been drawn from the published performance information from partners. Case have been obtained from a range of organisations including the Equality Partnership, Dumfries and Galloway Council, Skills Development Scotland and the Health and Social Care Partnership...

# 7. Implementing the Fairer Scotland Duty (FSD) in Dumfries and Galloway

7.1 The FSD was enacted on April 2018 after the start of LOIPs. However the purpose of the FSD is consistent with and supportive of the LOIP as it places a legal responsibility on particular public bodies in Scotland (in our region this includes the Council, Health Board, Integration Joint Board, Scottish Enterprise and the Scottish Police Authority) to consider how they can reduce inequalities when planning what they do.

7.2 The CPEG, at its meeting on 5 March 2018 and the CPP Board at its meeting on 16 March 2018, agreed that partners would evidence their implementation of the FSD by updating our Impact Assessment Toolkit and reporting the policies, strategies and financial decisions that had been considered using the Impact Assessment (IA) in the LOIP Annual Report.

7.3 The updated IA Toolkit was approved by the Equality and Diversity Working Group at its meeting on 25 August 2018. During 2022/23 NHSD&G has adopted a summarised version.

7.4 During 2022/23 there have been over 14 IAs completed.

# 8. Next Steps

An annual update and a Mid Term Review of the Local Outcomes Improvement Plan was agreed by the Board, when the first version was agreed. The Community Planning Partnership Board therefore undertook research and engagement to support the Review of this LOIP and agreed a new LOIP at its meeting on 1 September 2023.

# Appendix

## Key Supporting Plans and Strategies

- Children's Services Plan
- Community Justice Improvement Plan
- Community Learning and Development Partners' Strategic Plan
- Health and Social Care Strategic Plan
- Local Development Plan 2
- Local Housing Strategy
- Poverty and Inequalities Strategy
- Regional Economic Strategy
- Regional Transport Strategy

# Partners' Business Plans

- Dumfries and Galloway College
- Dumfries and Galloway Council
- Health and Social Care Partnership
- NHS Dumfries and Galloway
- Police Scotland
- Scottish Enterprise
- Skills Development Scotland
- Scottish Fire and Rescue Service
- Third Sector Dumfries and Galloway