Local Outcome Improvement Plan

NORTH LANARKSHIRE

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LIVE HERE

foreword

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foreword

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We are absolutely delighted to introduce the Bellshill Local Outcome Improvement Plan (LOIP). This plan clarifies priorities for the Bellshill Community Board area that have been identified through a wide range of engagement processes and based on our local community needs.

This Plan will ensure that public sector agencies such as North Lanarkshire Council, NHS Lanarkshire, Police Scotland, Scottish Fire and Rescue and Voluntary Action North Lanarkshire work in partnership with our local communities and voluntary sector to improve the Bellshill Community Board area and the lives of those who live there. Working in partnership will also help us ensure that the North Lanarkshire ambition to be the place to live, learn, work, invest and visit is fulfilled.

This Plan sets out an approach to working with and empowering our local communities, enabling them to contribute to influence and shape locally identified actions around the identified priorities to achieve improved outcomes for the Bellshill Community Board area.
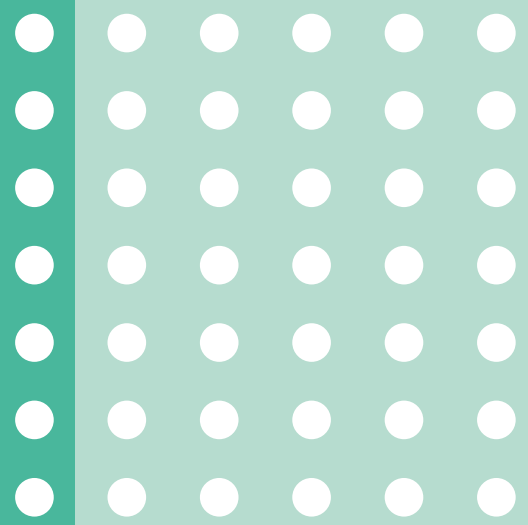
This plan provides a focus for local planning and delivery until the year 2027 and will:

- **Outline the priorities highlighted by local people and support partnership action and**

- **Provide a focus for the work of the Bellshill Community Board**

- **Ensure that the people in the Bellshill Community Board area have an opportunity to shape, influence and benefit from the vision and ambition outlined in the Plan for North Lanarkshire (TPFNL)**

We absolutely recognise that the biggest asset in the Bellshill Community Board area is our local people, our community and voluntary sector networks and the community led approaches that already exist. We must build on these to ensure that the Bellshill Community Board area is in the best position to thrive and benefit from the opportunities linked to the vision for North Lanarkshire.

Bellshill Community Board

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the vision for north lanarkshire

The vision for North Lanarkshire

The Plan for North Lanarkshire sets out an ambitious vision for the people who **LIVE**, **LEARN**, **WORK**, **INVEST** in and **VISIT** North Lanarkshire. The ambitions within the plan are big in relation to achieving Inclusive Growth via large scale regeneration and infrastructure improvements. We need to ensure that the opportunities that this brings puts local people first to maintain and improve facilities, services and supports.

Local people and communities have a significant part to play in developing and delivering the priorities within the plan and there is a need to ensure that they are involved in the decisions that affect them. A strong and supported community and voluntary sector sector is crucial in enhancing this.

The plan for North Lanarkshire provides an opportunity for local people to benefit from investment programmes such as:

- Town and Community Hubs
- Redesign of parks and greenspaces
- Town visions
- Homes for the future
- Digital NL

A range of cross cutting priorities and strategies provide an opportunity for improving the lives of local people at a locality level and ensuring that the focus remains on inclusive growth and tackling inequalities.

- Towards a Fairer North Lanarkshire - Tackling poverty strategy
- Lanarkshire Equality Strategy
- Digital North Lanarkshire
- CLD Partnership Plan 2021-24
- Lanarkshire Mental Health Strategy
- Community Safety Strategy
- Act Now Climate Change framework
- Public Health Priorities
- Voluntary Action North Lanarkshire

A detailed data profile for the Bellshill Community Board area can be accessed here

In order to enhance delivery around specific priorities identified for the Bellshill Community Board area, it is crucial that ongoing development and implementation will support and encourage local empowerment and participation and provide real opportunities for coproduction, codesign and local accountability reflecting local need and building on local assets.

Additionally, engagement with communities around development of the plan was during the Covid19 pandemic and therefore approaches to recovery and renewal are threaded throughout the priorities and areas of action.

Community Planning in North Lanarkshire

Community Planning describes how public sector agencies work in partnership with the community and voluntary sector to plan, resource and deliver approaches aimed at improving the lives of local people with a focus on outcomes. The North Lanarkshire Partnership (NLP) Strategic Leadership Board is the Community Planning Partnership for North Lanarkshire and is made up of officer and elected leadership from the following:

- North Lanarkshire Council
- NHS Lanarkshire
- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Enterprise
- Voluntary Sector Partnership

The 9 Community Boards provide governance for Community Planning at a locality level and are supported by officers from across the partnership to deliver action to address locally identified priorities.

Part 2 of the Community Empowerment (Scotland) Act 2015 outlines additional duties on Community Planning partners to develop, support and publish strategic and locally targeted plans aimed at improving outcomes for communities with a particular focus on use of shared resource to reduce inequalities. All Community Planning Partners have signed up to the Plan for North Lanarkshire as the main articulation of shared partnership priorities for North Lanarkshire and in addition, the NLP Strategic Leadership Board has identified 3 priorities that they will specifically focus on:

- Community Empowerment
- Mental Health and Emotional Wellbeing
- Climate Change

Development of the Town and Community Hubs is seen as a key driver underpinning and supporting each of these strategic priorities.

The requirements around Locality Planning are met through the 9 Local Outcome Improvement Plans (LOIPs). Governance for delivery of the LOIPs sits within the remit of the Community Boards at a locality level and through the NLP Community Empowerment priority at a leadership level.

Working with Communities - The North Lanarkshire approach

The Community Empowerment (Scotland) Act 2015 has been a key catalyst in providing a focus for improving approaches to engagement and participation seeking to empower communities, giving them more of a say in how public services are planned and delivered.

To support the delivery of the ambition within TPFNL the North Lanarkshire Framework for Working with Communities reflects a commitment to working with communities across a spectrum of engagement opportunities and approaches that are dependent on the circumstances and needs of a particular community based on the following set of guiding principles:

- dialogue with communities should seek to encourage self-determination in terms of approaches and delivery

- identifying and supporting community assets

- empowering local communities to make, act on and take ownership of decisions of relevance to them

- promoting a culture of service delivery and decision making that is tailored to the needs and unique circumstances of communities
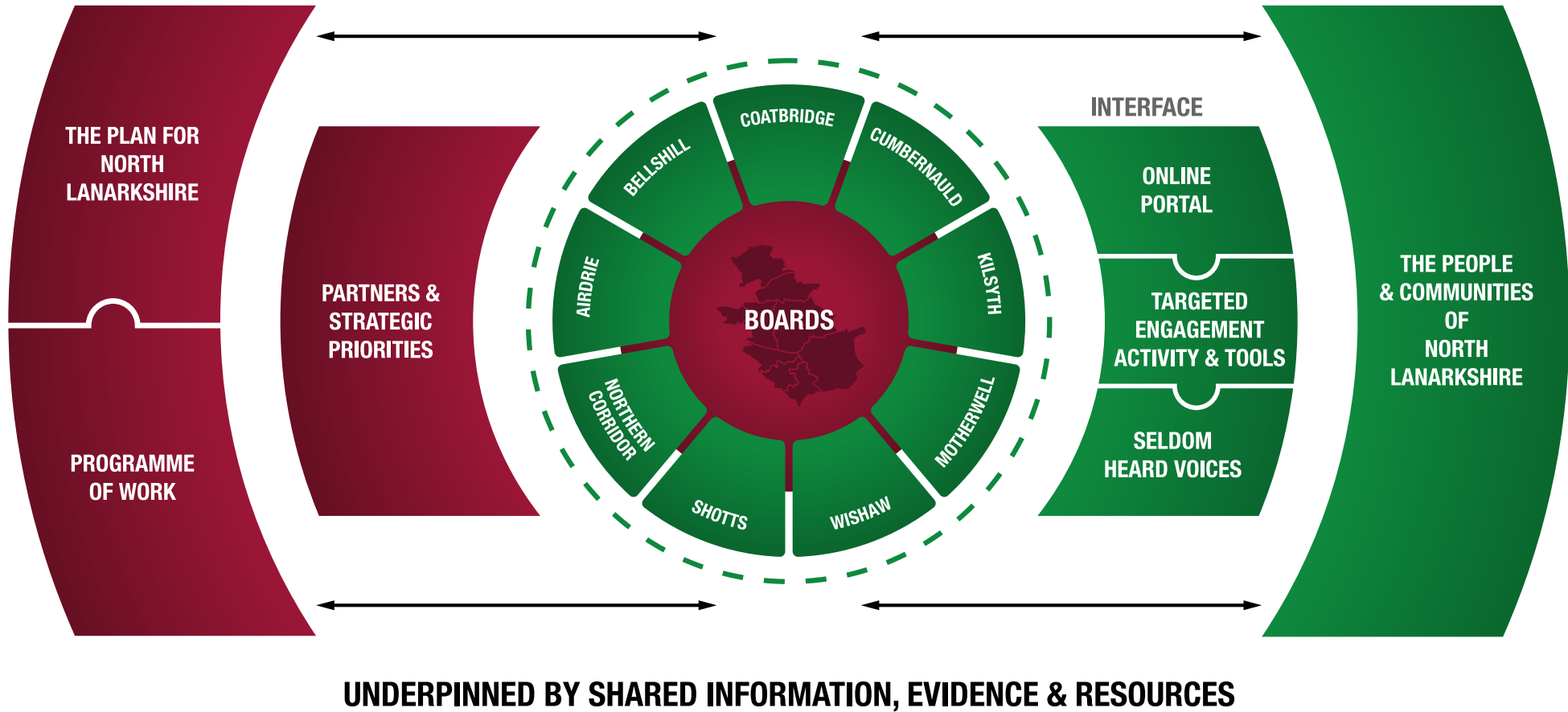
- build on relationships between the public and voluntary sector and their networks to ensure that those supporting delivery are best placed to do so dependent on the particular priority for that community of interest or geography

- maintain a focus on the vision for North Lanarkshire and meaningful outcomes for communities

- develop a relationship with people and communities as stakeholders based on trust, honesty, and co-operation

- reflect communities as an equal partner in making North Lanarkshire the place to Live, Learn, Work, Invest, and Visit

- listening to communities

- decision making that is based on use of information from stakeholders and available business intelligence; and

- redistribution of resource through ensuring that communities experiencing highest levels of inequality and deprivation have targeted opportunities to shape and benefit from investment.

Working positively with communities requires the development of a relationship based on **TRUST** ensuring that:

- any engagement approach is **T**imeous.

- we involve and hear the voices of the **R**ight people.

- the purpose of the engagement is **U**nderstood.

- engagement fosters a sense of **S**hared responsibility and

- the process is **T**ailored to circumstances.

North Lanarkshire Participation Model

THE PLAN FOR NORTH LANARKSHIRE

PROGRAMME OF WORK

PARTNERS & STRATEGIC PRIORITIES

BELLSHILL
COATBRIDGE
CUMBERNAULD
KILSYTH
MOTHERWELL
WISHAW
SHOTTS
NORTHERN CORRIDOR
AIRDRIE

BOARDS

INTERFACE

ONLINE PORTAL

TARGETED ENGAGEMENT ACTIVITY & TOOLS

SELDOM HEARD VOICES

THE PEOPLE & COMMUNITIES OF NORTH LANARKSHIRE

UNDERPINNED BY SHARED INFORMATION, EVIDENCE & RESOURCES

Locality Governance and decision making

The Bellshill Community Board is a mechanism for bringing local communities together with voluntary and statutory agencies to provide local leadership for community engagement and participation. The Board provides meaningful opportunities for local people to influence priorities, service design and delivery. The Board is committed to ensuring that seldom heard voices are encouraged and supported to engage in and influence the decision-making process in localities.

The local and strategic priorities outlined within this plan provide a focus for the work of the Community Boards and associated engagement with communities.

The Bellshill Community Board is community led and includes representation from:

- Local ward councillors
- Senior council officers
- Police Scotland
- Scottish Fire and Rescue
- NHS Lanarkshire
- VANL
- Health and Social Care Partnership
- Local community and voluntary sector.

As well as core local groups, membership also reflects the strength and diversity of the local community and there is effort to ensure that seldom heard groups have a voice. Any member of the community can attend Community Board meetings and local community representatives are encouraged and supported to take on the role of chair.

development of the plan and local priorities

Development of the plan and local priorities

The plan for Bellshill has been coproduced between local community representatives and organisations and local public sector agencies.

In addition to taking into consideration the facts about Bellshill, this plan is based on an understanding of the strengths and resources of the area to ensure that any action or investment reflects the unique circumstances of the Bellshill Community Board. A range of methods and tools are used to continue to understand and work with communities in the ongoing development and delivery of local solutions linked to local circumstances, challenges, and opportunities. For example:

- **Community Asset Mapping**- to understand community strengths and resources (not just building based assets) and that communities are able to work with public agencies to develop and deliver action.

- **Coordinated engagement** plans using a range of tools to ensure that the right people are involved at the right times and that the views of a wide sector of the community are listened to.

- Supporting community groups and organisations to consider approaches to Community Ownership

- **Participatory budgeting** approaches to ensure that local people can have a say in how resources are used to support what is important to them.

- Community and voluntary sector **Capacity Building** to ensure that local people and organisations have the ability to participate as key and equal partners.

- Support for communities to take advantage of opportunities to access **resources** through public sector investment such as Community Grants, LDP and Community Benefit as well as opportunities to attract additional grant funding.

- Working to build a strong social economy and sustainable approaches to **Community Wealth Building.**

Community and stakeholder engagement in development of local plans

This plan was coproduced with public sector agencies, local community and voluntary organisations through the Bellshill Community Board following an extensive community and stakeholder engagement programme that included:

- Community Survey

- Stakeholder sessions

- Community Listening events

- Elected Member Engagement

- Targeted engagement with 'seldom heard' voices

- Youth engagement

For further details on any element of community engagement please contact **communitymatters@northlan.gov.uk**

Ongoing Community Engagement

Community Engagement does not end with identifying the priorities. Engagement is an ongoing and evolving process and will be built into actions to support achievement of outcomes for each priority ensuring that there is a focus on listening to the voices of those who are 'seldom heard' and those experiencing highest levels of inequality within our communities. Ongoing engagement should inform how the priorities evolve and accountability for any decision making through Community Boards, Elected Members, and senior leaders.

All engagement should reflect the National Standards for Community engagement the requirements of the Community Empowerment (Scotland) Act 2015 and the North Lanarkshire Framework for Working with Communities

the priorities - bellshill

The priorities - Bellshill

The Bellshill Community Board has worked with local organisations to analyse data and feedback from community engagement activity to agree priorities for the area.

Key local priorities have emerged within the Bellshill Board area through engagement with stakeholders, local people and with seldom heard voices. Evidence gleaned from engagement processes was presented to a Special Bellshill Community Board meeting that took place on 22/3/2021 to discuss emerging themes and priorities. Board members who attended the Special Board meeting identified the following five key priorities for the local area:

- Poverty and Food insecurity.
- Community Resilience and Participation
- Mental Health and Emotional Wellbeing.
- Digital Inclusion.
- Community Safety.

There is commitment to work with Community Boards around these key priorities to ensure appropriate local and targeted engagement and that,

- the priorities identified within this plan are reflected in wider activity.
- communities have an opportunity to engage at all stages.
- any investment associated with these priorities brings direct benefit to local people.

This plan will be delivered in partnership with the local Community, Voluntary and Public Sector agencies and should ensure approaches that reflect:

- Targeting of resource to communities experiencing highest level of inequality.
- Shared resource and partnership working.
- Participatory budgeting and joint resourcing.

poverty & food insecurity

Poverty & Food Insecurity

A number of local areas of focus around poverty & food insecurity have been identified including ensuring that people know how to access support, food or financial support, challenging the stigma that can be associated with seeking support and the sustainable operation of support services for local access.

Why is it a priority?

Food and financial insecurity can affect many areas of a persons life and can lead to for example poor physical health and emotional wellbeing, limited life choices and a lack of control over their future. Living in poverty can impact negatively and prevent individuals and families from achieving their potential. Support to address current financial challenge can provide 'breathing space' to assist them out of poverty, or prevent long term poverty and the consequences associated with this. We want to ensure that the people of Bellshill have the knowledge and skills to access support to ensure that they can lead healthy and fulfilled lives. We want to ensure that action is targeted to helping those who need it most.

We will…

Link to the North Lanarkshire Tackling Poverty Strategy to

- Work with the Financial Inclusion Team to review access to the financial inclusion pathway locally & promote income maximisation.

- Improve community knowledge of Universal Credit System and identify local support required to ensure that local people have the skills, knowledge, and access to assistance to benefit from accessing the system.

- Improve partnership awareness of crisis support for local people as required and ensure this is linked to referral for longer term and sustainable support out of poverty.

- Work in Partnership to address complex root causes of poverty and related issues.

- Promote information about available supports and referral processes for local people.

- Explore potential partnership projects.

- Explore the possibility of developing targeted local work around Fuel Poverty.

What does success look like?

- Reduced instances of people falling through gaps when accessing the recognised routes to access food and financial inclusion support.

- Improved local and community knowledge of Universal Credit and how to access and navigate the system.

- Improved partnership awareness of crisis grants and discretionary housing payments,

- Clear Partnership and joined-up approach to address poverty related issues.
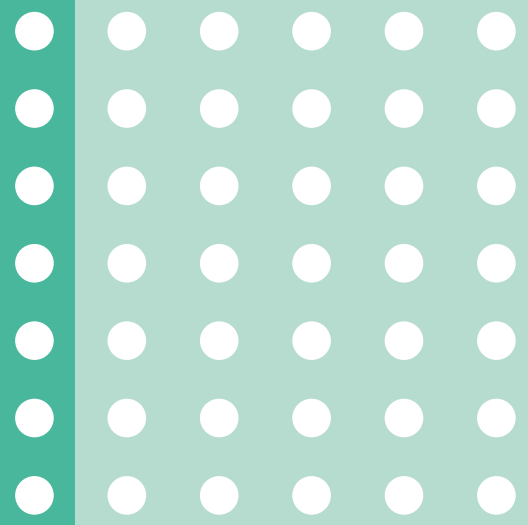
community resilience and participation

Community Resilience and Participation

Why is it a priority?

Communities are made up of individuals, neighbourhoods and interest and identity groups. One size does not fit all, and engagement approaches must reflect the diversity of our community and allow people to engage when and how they choose using a range of methods. We want the Bellshill Community Board and decision makers to fully understand the communities of Bellshill and be responsive to flexible approaches that ensure that 'seldom heard' voices are not excluded.

Challenges such as Covid19, Cost of Living Crisis and adverse weather affect the wider health and wellbeing of communities but can be detrimental to more vulnerable groups within communities. These challenges can impact on mental health, inequalities, loneliness and isolation and the ability of some to access services and enable connection with family and wider support systems.

We want local communities to feel prepared, empowered and enabled to respond to times of crisis and involved in decisions affecting their lives.

By building resilience, communities can better withstand and recover from these challenges, reducing the impact of crises and promoting long-term community cohesion and wellbeing.

We will…

- Identify actions to prepare and equip the local community to be resilient and able to respond to challenge including but not limited to adverse weather, further impact of pandemics, cost of living crisis, etc)

- Work with key services and agencies to ensure that engagement approaches are inclusive, reflect the diversity of the Bellshill community and aim to reach those who are most vulnerable within our community

- work with local community groups and organisations to identify opportunities to access and maximise resources to deliver jointly agreed local actions and improvements

- Make best use of shared assets and resources through coordination of local engagement activity and plans

- Ensure that local organisations can access developmental support targeted to their needs to build local capacity to deliver local action

- Support the ongoing development of the Community Board as a key local governance mechanism for engagement

- Identify opportunities for using Participatory Budgeting as a tool to increase empowerment and participation

- Improve local people's awareness of information available and where to find it locally within their communities.
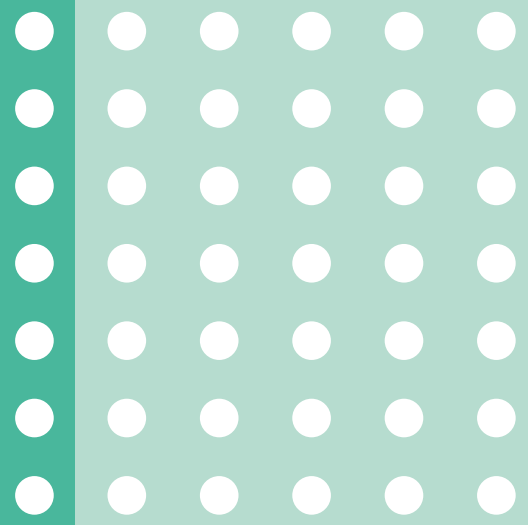
What are we trying to improve?

- Participation and representation in community boards, engagement activity and action associated with all LOIP priorities

- Teach people how to have their voices heard.

- Engagement activities targeting 'seldom heard' voices.

- Evidence of decisions influenced by communities.

- Strong networks and mechanisms in place to support community resilience and preparedness in matters effecting the local area.

- Build on existing partnerships, improve communication with local communities, and engagement to understand their needs and support them to manage any future challenges which may occur.

What does success look like?

Local people and organisations feel that they have the resilience and tools to work with public sector agencies to take local action to improve their community and respond to and recover from challenge collectively. An approach to communication and engagement that is clear to local people in terms of how they can get involved, what is happening in their community and where they can find information and a flexible and targeted approach to communicating with and engaging with 'seldom heard' voices.

mental health and emotional wellbeing

Mental Health and Emotional Wellbeing

Why is it a priority?

We know from engaging with local people that the Covid19 pandemic has negatively impacted on the Mental Health and Emotional Wellbeing of many local people resulting in more people now potentially in need of services and support. Targeted activity is required to improve confidence and reduce isolation that can be both a symptom and a cause of poor Mental Health and Emotional Wellbeing. Concern has been raised around the impact on those who do not have access to supports particularly those who are considered vulnerable within our communities.

A range of specific issues were identified in relation to Mental Health and Emotional Wellbeing through community and stakeholder engagement. Bereavement, isolation, and loss of income have impacted on Mental Health and Emotional Wellbeing or exacerbated existing conditions during the Covid19 pandemic. Increased levels of alcohol and drug use have been reported and increased anxiety amongst local people. There were specific population groups where Mental Health and Emotional Wellbeing was reported to be a key issue. These included, older people, young people, the BAME community, the deaf community, those with learning disabilities and unpaid carers.

We will…

- Develop a partnership approach to promoting and addressing Mental Health Awareness and Suicide Prevention.

- Carry out Mental Health and Emotional Wellbeing consultation with local young people and the deaf community.

- Map out existing Mental Health and Emotional Wellbeing support systems for young people.

- Establish a local Young Persons Mental Health Network.

- Encourage Local Businesses to sign the Stigma Free Lanarkshire Pledge.

- Identify Mental Health and Emotional Wellbeing services and supports available locally and clarify referral routes to access these.

- Ensure a joined-up approach between local Mental Health and Wellbeing supports and services within the Bellshill Board area.

- Raise awareness and reduce stigma and discrimination in relation to Mental Health and Emotional Wellbeing.

- Focus on Mental Health and Emotional Wellbeing issues and needs of young people.

- Increase understanding about how to remove barriers to access Mental Health and Emotional Wellbeing supports and services for the deaf community.

What are we trying to improve?

Working in partnership to address Mental Health and Emotional Wellbeing issues will ensure a joined-up approach between local Mental Health and Emotional Wellbeing supports and services, increase awareness, and reduce stigma around Mental Health and Suicide prevention within the Bellshill Board area. We intend to:

- Increase the number of local people accessing social prescribing services.

- Decrease the number of local people needing to access higher tier Mental Health and Emotional Wellbeing services.

- Increase our local communities' awareness of and their ability to access Mental Health and Emotional Wellbeing services and supports when required.

- Increase awareness and reduce stigma around Mental Health and Emotional Wellbeing and Suicide Prevention within the Bellshill Board area.

- Increase knowledge about Mental Health and Emotional Wellbeing needs of young people and identify supports young people would access in relation to Mental Health and Emotional Wellbeing.

digital
inclusion

Digital Inclusion

Local people want to work with public and voluntary sector partners to ensure that digitisation provides opportunities for greater participation, empowerment, and access to services.

There is a need to ensure that local people have the skills and means to access digital opportunities if they choose to and know how and where they can receive support.

Why is it a priority?

We understand the need for digital opportunities for communities to participate and access services. We want local people to be able to benefit from improved digital infrastructure and opportunities in a way that enhances their lives, but we recognise that not everyone has the same access, skill or desire to navigate digital approaches. Cost can be a barrier to digital inclusion as can quality infrastructure and capacity and we want to remove these barriers.

In order to inform a long-term digital action plan for Bellshill initially,

We will...

- Ensure participation in Driving Digital Locally results in delivery of improvement actions for Bellshill

- Work with key partners to understand current approaches and services.

- A collaborative approach to digital inclusion is adopted across Bellshill.

- Suitable funding opportunities for digital inclusion projects are shared widely across the Bellshill Locality and with Bellshill Community Board members.

- Digital training offered to Bellshill area groups.

What are we trying to improve?

- Digital access, skills, and infrastructure

- Confidence

- Affordability

What does success look like?

When evidence from data and engagement with communities tells us that local people can take advantage of digital opportunities in a way that improves their lives and makes it easier for them to participate with and access a range of services. Local people should not face barriers to digital inclusion,

community safety

Community Safety

Throughout community and stakeholder engagement, a range of challenges were identified in relation to anti-social behaviour specifically relating to the BAME community and young people's concerns about safety and youth disorder.

In addition, wheelie bin fires, rubbish dumping, and dog fouling were identified as issues. Quad and off-road biking were also raised as issues within Community Board meetings and other forums.

Why is it a priority?

We understand that local people want to feel safe. We want local people to be able to benefit from improved 'joined-up' working between statutory and voluntary sectors in a way that enhances their lives and ensures increased preventative work in Bellshill. Community safety approaches reflect a broad spectrum of areas that impact on how safe people are and feel within their local communities, including important issues such as gender-based violence, community justice, home and fire safety amongst others.

We will…

- Reinstate the local Community Safety Subgroup.
- Identify local action to address Fires/Wheely bin fires, issue of off-road bikes, rubbish tipping and dog fouling.
- Identify local action to address concerns raised around BAME racism and violence.
- Identify local action to assess and address the local perception identified through engagement that young people are reporting that they feel unsafe at night.

What are we trying to improve?

- Reduce the incidence of fires, wheelie bin fires, anti-social behaviour, rubbish tipping and dog fouling in the Bellshill area.
- Increase awareness of how to report incidents of Anti-social Behaviour.

- Increase reporting of hate crime. Decrease in hate crime.
- Increase in young people reporting feeling safe within their Community.
- Improve Mental Health and Emotional Wellbeing and young people's feeling of safety within the Bellshill area.
- Decrease off-road bikes/quad related anti-social behaviour in Bellshill Board area.

What does success look like?

A clear and proactive partnership approach to engage and involve the local community in the development of strategies for prevention and educational programmes within the Bellshill Community Board area.

What will success look like?

A clear local multi-agency approach to address the challenges associated with improving the Mental Health and Emotional Wellbeing of local people with an associated communications plan publicising Mental Health and Emotional Wellbeing Supports and services.

Detailed progress with action associated with this priority is reported regularly to the Bellshill Community Board. For further information please email communitymatters@northlan.gov.uk. Community Board information and papers can be accessed here
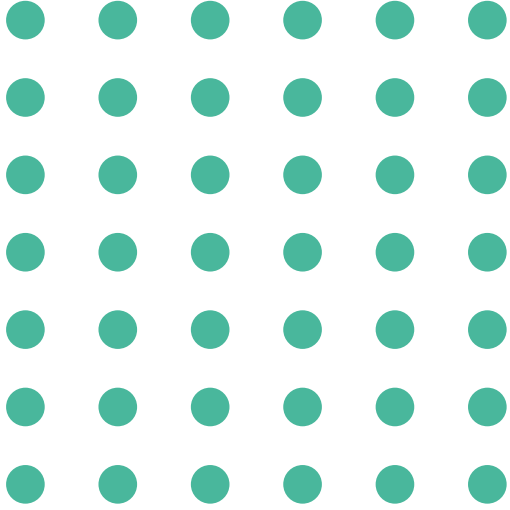
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