

Local Outcome Improvement Plan



COATBRIDGE

MY
COATBRIDGE

LIVE HERE



foreword

COATBRIDGE

MY
COATBRIDGE

foreword



I am delighted to introduce the Coatbridge Local Outcome Improvement Plan (LOIP). The plan outlines key Priorities that have been identified through a range of engagement processes and are based on the needs of our local communities. The 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 our area.

The plan will help make sure that public sector agencies work in partnership with local communities and the voluntary sector to improve the Coatbridge 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.

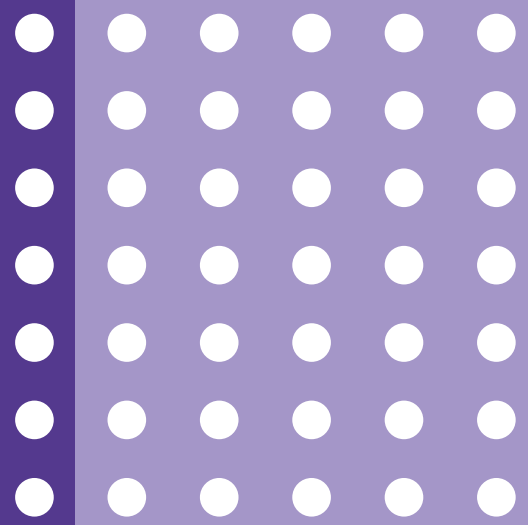
The plan provides a focus for local planning and delivery until the year 2027 and:

- **Outlines the priorities highlighted by local people and support partnership action and approaches.**
- **Provides a focus for the work of the Coatbridge Community Board.**
- **Ensures that the people in the Coatbridge 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 assets in the Coatbridge area are our local people, our community and voluntary sector networks and the community led approaches that we already have in place. We need to build on these to ensure that Coatbridge communities are in the best position to benefit and flourish through opportunities linked to the vision for North Lanarkshire.

This plan provides a framework for how public sector agencies will work together with our communities and the voluntary sector in Coatbridge to make our area a better place to live, learn, work invest and visit.

Chair of the Coatbridge Community Board



contents

contents

section	page	section	page
Foreword	03	Mental Health	19
The vision for North Lanarkshire	07-11	<ul style="list-style-type: none">• Why is it a priority?• We will...• What are we trying to improve?• What does success look like?	
<ul style="list-style-type: none">• Community Planning in North Lanarkshire• Working with Communities - The North Lanarkshire approach• North Lanarkshire Participation Model• Locality Governance and decision making		Digital Inclusion	21
Development of the plan and local priorities	13	<ul style="list-style-type: none">• Why is it a priority?• We will...• What are we trying to improve?• What does success look like?	
The Priorities - Coatbridge	15		
Poverty	17		
<ul style="list-style-type: none">• Why is it a priority?• We will...• What are we trying to improve?• What does success look like?			



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 voluntar 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 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 Coatbridge can be accessed [here](#)

In order to enhance delivery around specific priorities identified for the Coatbridge 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

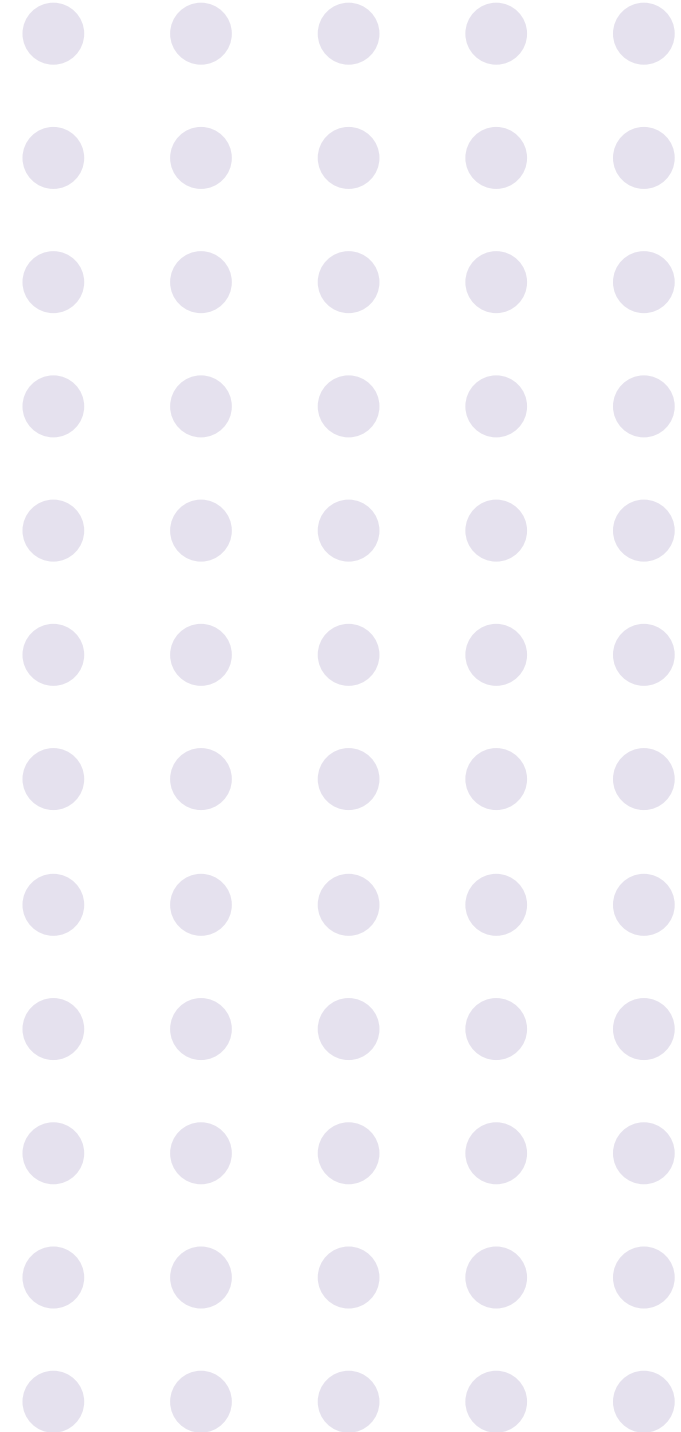
The [9 Community Boards](#) provide governance for Community Planning at a locality level and are supported by officers from across the partnership to deliver action to address locally identified priorities.

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
- 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:

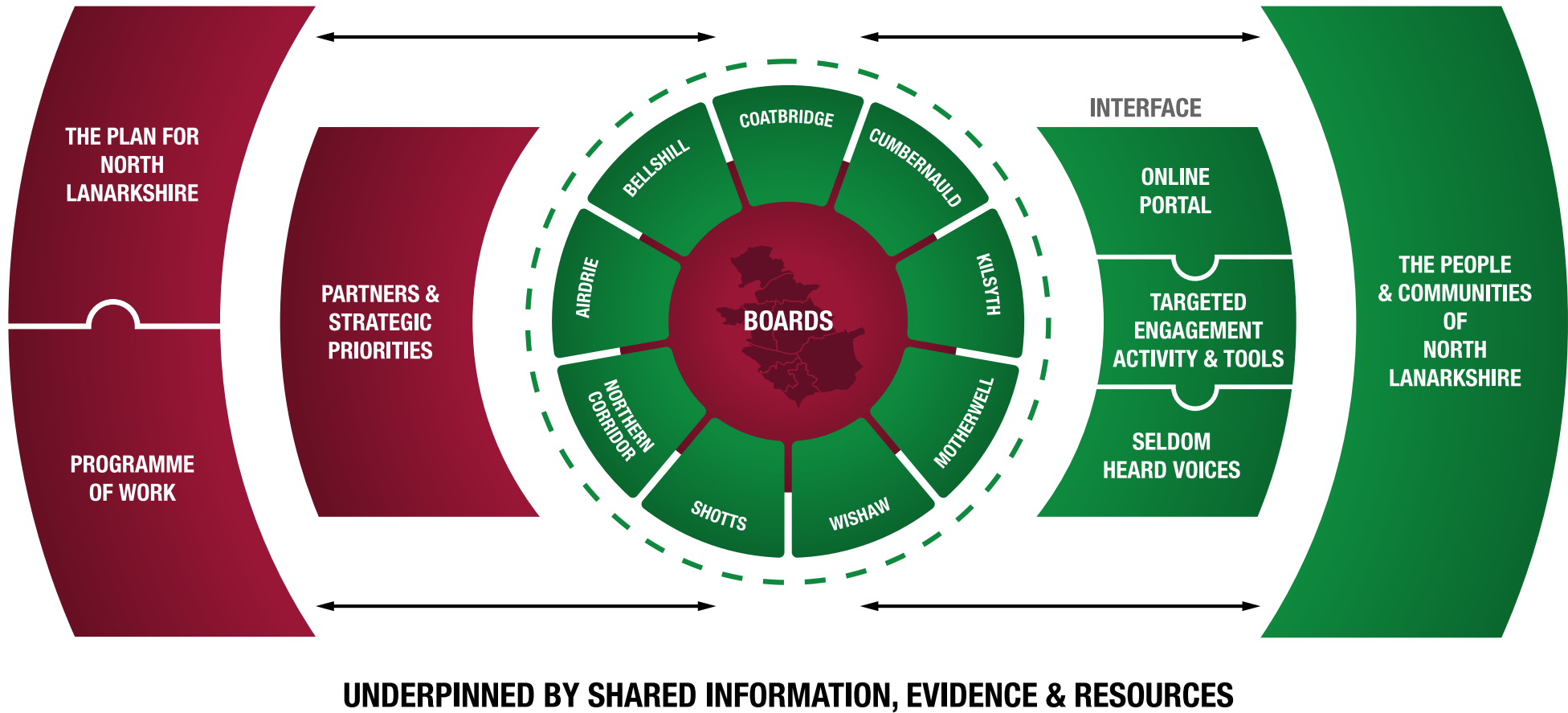
- dialogue with communities should seek to encourage self-determination in terms of approaches and delivery.
- identifying and supporting community assets.
- empowering local communities to make, act on and take ownership of decisions of relevance to them.

- 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 priority for that community of interest or geography.
- maintain a focus on the vision for North Lanarkshire delivery 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.
- 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



Locality Governance and decision making

The Coatbridge 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 and influence the decision-making process in localities.

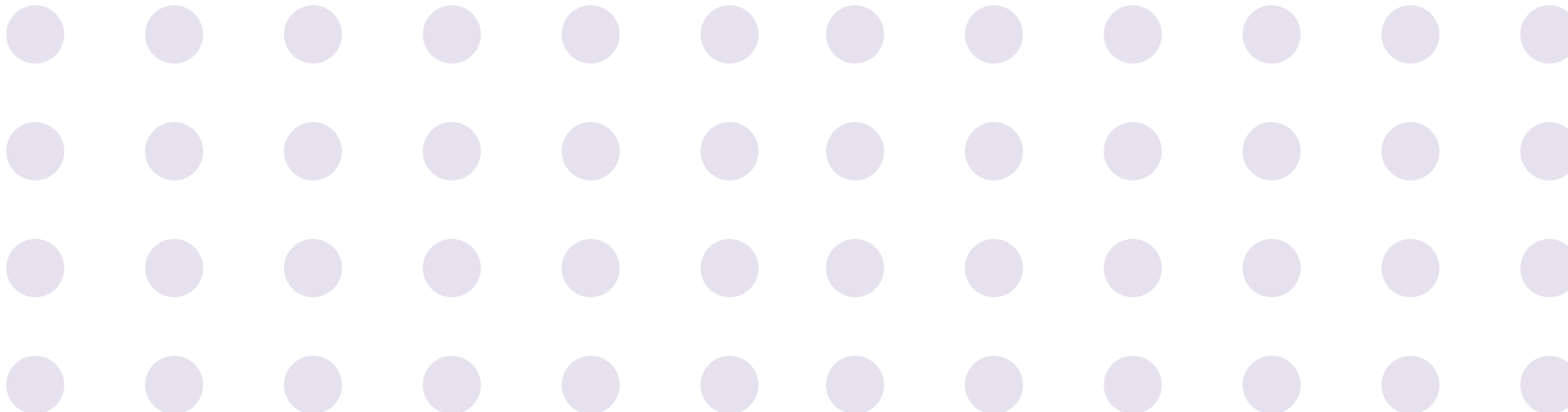
The Coatbridge Community Board covers Council wards 7, 10 and 11 and a detailed area profile for the Coatbridge Community Board can be accessed [here](#)

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 Coatbridge 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 meetings are chaired by a local community representative.





development of
the plan and
local priorities

Development of the plan and local priorities

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

In addition to taking into consideration the facts about Coatbridge 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 Coatbridge. 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 Coatbridge Community Board following an extensive community and stakeholder engagement programme. This included:

- Community Survey
- Stakeholder sessions
- Community Listening events

- Elected Member Engagement
- Targeted engagement with ‘seldom heard’ voices
- Youth engagement

For further detail 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 the 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 -
coatbridge

The Priorities - Coatbridge

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

These include:

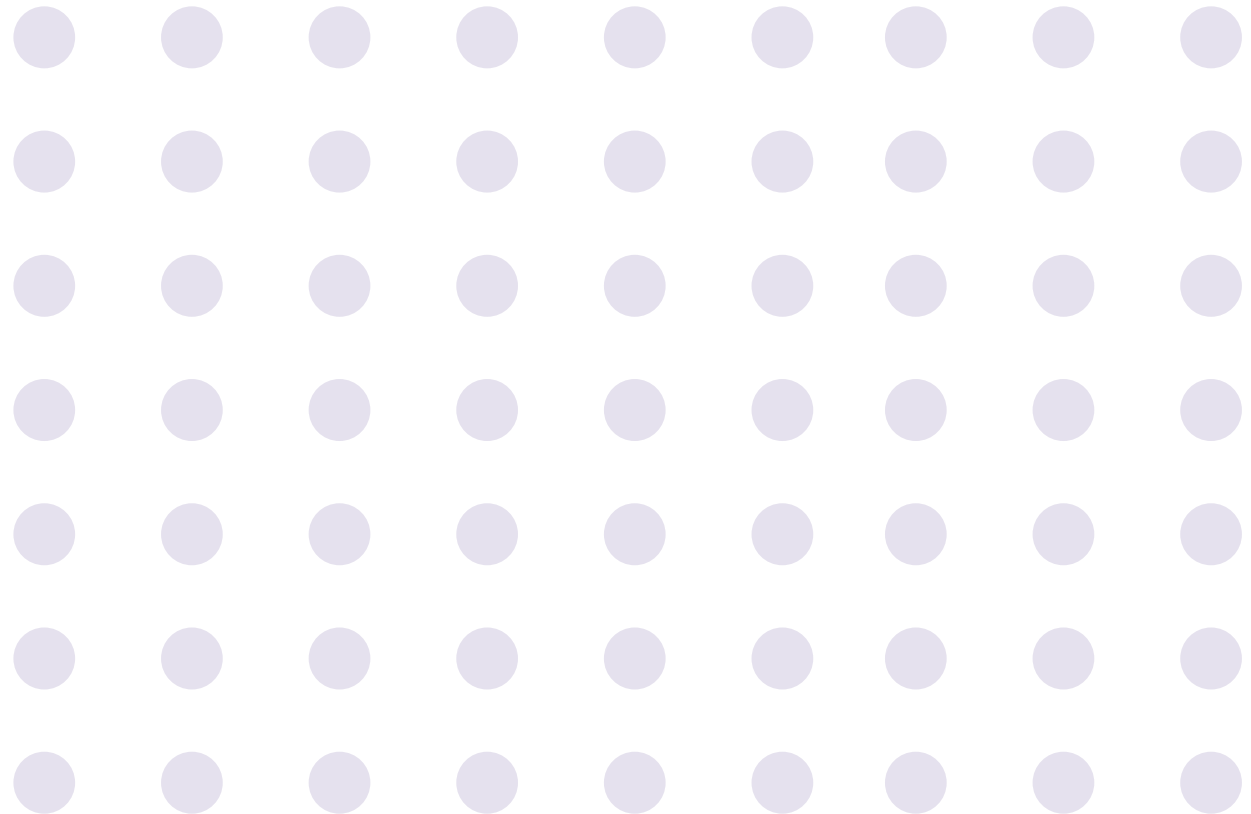
- Poverty
- Mental Health
- Digital Inclusion

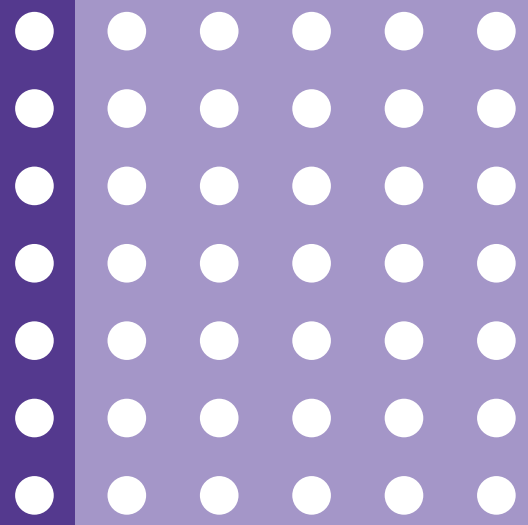
There is commitment to work with community boards around these key priorities to ensure appropriate local and targeted engagement and that

- 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 between the local Community and 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.



A decorative graphic consisting of a grid of white dots on a purple background. The grid is 8 rows high and 6 columns wide. The word "poverty" is written in a white, lowercase, sans-serif font to the right of the grid.

poverty

Poverty

Engagement processes identified that there are pockets within Coatbridge Communities that are struggling financially and either suffering from or at risk of poverty.

Poverty does not always sit neatly within specific neighbourhoods and thematic approaches rather than geographical are required in some instances. There is a need for more targeted interventions for tackling poverty and the focus for the coatbridge community board area will be on Child Poverty, food poverty and In-work poverty linked to the North Lanarkshire Tackling Poverty Strategy. There was also a need identified through engagement with those who are 'Seldom Heard' for support and training around employment, financial security, and form filling.

Why is it a priority?

Tackling poverty is the long-term ambition for North Lanarkshire. Living in poverty impacts negatively on many areas of a person's life and can prevent them from achieving their full potential. Support is required for individuals and families to assist them out of or prevent poverty and the long-term consequences associated with this. We want to ensure that the people of Coatbridge know how and where to access support and services to ensure that they have the means to lead a healthy life. We want to ensure that action is targeted to helping those who need it most.

We will...

- Carry out an audit of community assets and partnerships.
- Provide education and training and locally led community solutions to poverty reflecting the North Lanarkshire Tackling Poverty Strategy.
- Improve communication with the local Community to raise awareness of support.
- Ensure a multi-agency response to tackling poverty within the Coatbridge Board area.

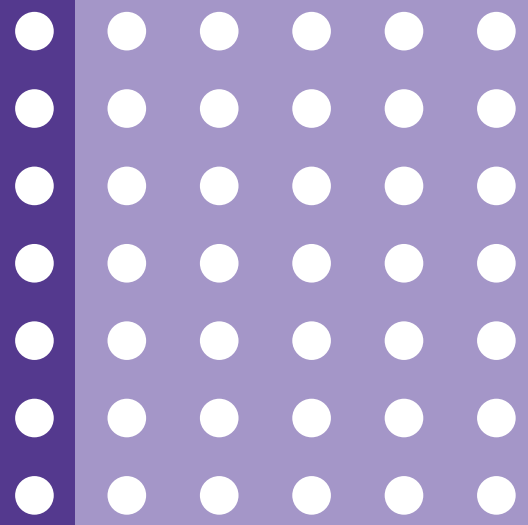
What are we trying to improve?

- Local understanding of what already exists in the community and identify who is providing what in relation to poverty.
- Creation of resilience, not dependence and support local people to make the right choices in relation to this priority.
- Communication and information regarding supports and services publicised to local people via all local media/organisational outlets ensuring seldom heard voices and priority groups/individuals are included.

- Ensure approaches and initiatives are joined up and linked building connections and resilience as well as reflective of the North Lanarkshire Tackling Poverty Strategy.
- The impact of local initiatives on local communities and individuals.
- Increased referrals to support services in the short term.
- Decreased the number of people reliant on emergency food aid.
- Sustainable funding for Community Groups and organisations to support the wider Tackling Poverty Strategy.

What does success look like?

When evidence and feedback from communities demonstrates a clear multi-agency approach and focus on tackling poverty within the local area and local people have the skills and awareness to access services appropriate to their needs and circumstances. Communities should feel supported to make positive choices led by a culture of resilience not dependence.



mental health

Mental Health

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.

Why is it a priority?

Targeted activity is required to improve confidence and reduce isolation that can be both a symptom and a cause of poor Mental Health. Engagement with local people highlighted concern about the impact on those who do not have access to informal supports including young people, older people and those who are considered vulnerable within communities.

We will...

- Identify and map current provision and partnerships.
- Improve Communication of Mental Health and Emotional Wellbeing information, supports and services.
- Build local capacity by providing Mental Health and Emotional Wellbeing training for community members and third sector organisations
- Support development of a 'Route-map' to support community organisations and groups to re-open safely and offer informal Mental Health and Emotional Wellbeing supports.
- Agree and embed effective monitoring and evaluation processes linked to the wider Lanarkshire Mental Health strategy.

- Review current Mental health communication and ensure information about Mental Health supports and services are publicised and updated on all local media/organisational outlets.
- Identify indicators to evidence improved Mental Health and Emotional Wellbeing of the Coatbridge community.

What are we trying to improve?

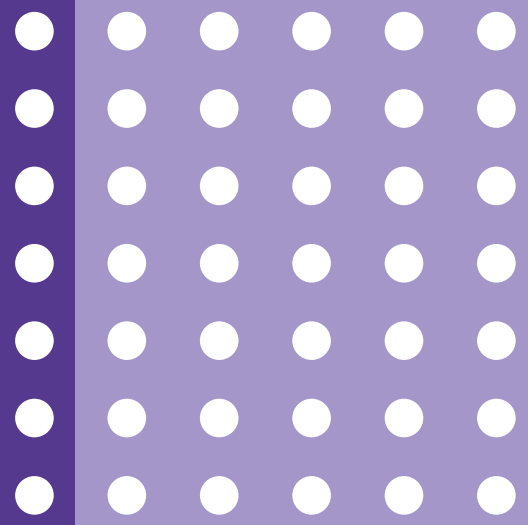
Community Engagement highlighted concern that Covid 19 restrictions may mean an increase in people requiring Mental Health and Emotional Wellbeing support. It is hoped that by early intervention, building on existing positive work in the area, the negative impacts on Mental Health and Emotional Wellbeing can be mitigated enabling people to help themselves and reduce future need for support from Tier 2 & 3 Mental Health Services.

- Increase knowledge of current provision and partnerships within the Coatbridge area.
- Build on what is already being done with local communities to access those who are not engaged.
- Ensure communication is provided in a range of formats to suit the needs of local people.

- Build Capacity of local Communities to provide their own solutions around Mental Health and Emotional Wellbeing.
- 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 local communities' awareness of and ability to access Mental Health services and supports when required.

What does 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.



digital inclusion

Digital Inclusion

Engagement processes have highlighted a perception that there is limited support for socially isolated adults and a recognition that targeted interventions are needed to increase digital participation.

It was recognised that some young people do not have access to broadband and that younger children may have parents with limited digital skills and confidence to help with schoolwork. The recent increase in digital exclusion has been illustrated by the Covid19 pandemic. 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.

We will...

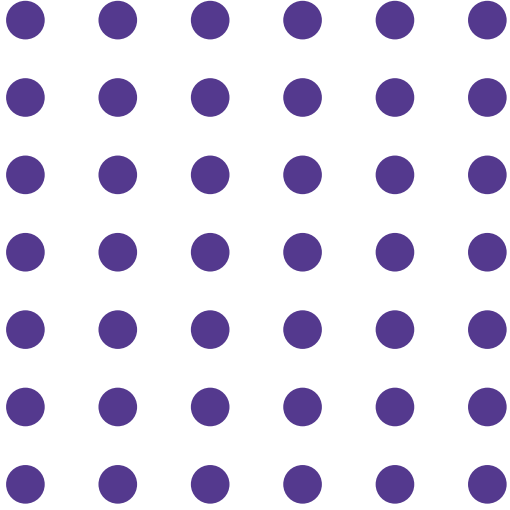
- Ensure Coatbridge Community Board is represented on the Driving Digital Locally subgroup.
- Carry out engagement with local groups and organisations to understand challenges and barriers impacting on Digital Inclusion.
- Work with local voluntary and statutory agencies to develop a package of resources around digital Inclusion.
- Work in partnership with local organisations such as Living networks and Lanarkshire Muslim Women and families Alliance to ensure that resources acknowledge different support needs required.
- Work with partners to raise awareness of and respond to gaps and provide a training the trainers digital learning programme.
- Investigate potential funding sources available to support digital Inclusion developments.
- Undertake mapping of local organisations supporting digital inclusion.

- Establish a short life group to agree local and community led action as well as links to Digital NL programme priorities (made up of local organisations with skills and expertise).

What will success look like?

When evidence and feedback from communities shows that local people are able to take advantage of digital opportunities available, no longer face barriers to digital Inclusion and find it easier to engage with and access a range of services to improve their lives.

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



This document can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

To make a request, please contact Corporate Communications on 01698 302527 or email: corporatecommunications@northlan.gov.uk

'S urrainn dhuinn an sgrìobhainn seo a chur ann an diofar chànanan agus chruthan, a' gabhail a-steach clò mòr, braille, cruth claisneachd agus cruthan dealanach agus ruigsinneach.

Gus iarrtas a dhèanamh, cuir fios gu Conaltradh Corporra air 01698 302527 no cuir fios gu: corporatecommunications@northlan.gov.uk

本文档可以多种语言和格式提供, 包括大号字体、盲文、音频、电子和可访问格式。

如欲提出请求, 请致电01698 302527或发送电子邮件至:

corporatecommunications@northlan.gov.uk与企业传播部门 (Corporate Communications) 联系。

Ten dokument jest dostępny w różnych językach i formatach, w tym w formie elektronicznej, dużą czcionką, w alfabecie Braille'a, w wersji audio i przystępnych formatach.

W celu złożenia zamówienia prosimy skontaktować się z Wydziałem Komunikacji Zewnętrznej telefonicznie na numer 01698 302527 lub na adres e-mail: corporatecommunications@northlan.gov.uk

یہ دستاویز کئی ایک زبانوں اور شکلوں (فارمیٹس) میں فراہم کی جاسکتی ہے، جن میں بڑے حروف کی چھپائی، بریل (ناہینا افراد کے لیے ابھرے ہوئے حروف کی لکھائی)، آڈیو، الیکٹرونک اور قابل رسائی شکلیں بھی شامل ہیں۔

درخواست کرنے کے لیے برائے مہربانی 01698 302527 پر کارپوریٹ کمیونیکیشنز سے رابطہ کریں یا اس پتے پر ای میل بھیجیں:
corporatecommunications@northlan.gov.uk

Produced by

NORTH LANARKSHIRE COUNCIL

Communities Team

e. communitymatters@northlan.gov.uk

NORTHLANARKSHIRE.GOV.UK

 INVESTORS
IN PEOPLE | Accredited
Until 2021

 disability
confident
LEADER