



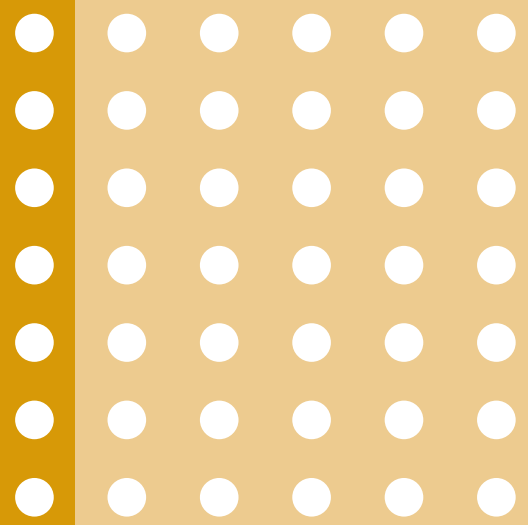
# Local Outcome Improvement Plan



**WISHAW**



**LIVE HERE**



# foreword

**WISHAW**





# foreword



We are delighted to introduce this Local Outcome Improvement Plan (LOIP) to ensure that public sector agencies work in partnership with local communities and the voluntary sector to improve the Wishaw area for local people. Working with Communities is vital to ensuring that North Lanarkshire fulfils its ambition to be the place to **live**, **learn**, **work** **invest** and **visit**.

**This Plan sets out an approach to working with and empowering local communities around local priorities and to ensure they can influence local action supporting the ambitious vision for North Lanarkshire set out in The Plan for North Lanarkshire (TPFNL).**

This provides an opportunity for those who live in Wishaw, Coltness, Cleland, Newmains, Overtown, Cambusnethan and Waterloo to contribute to and shape approaches that achieve improved outcomes for the area. Where we talk about Wishaw in this plan, we are talking about all residents within the Wishaw Community Board area.

This plan identifies local priorities for our area based on local need and opportunities for local people to influence the design and delivery of services and approaches reflecting unique local circumstances. The plan provides a focus for local planning and delivery until 2027 and will:

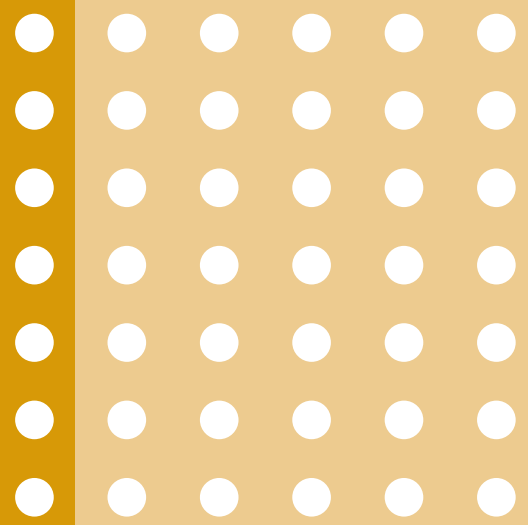
- **Outline the priorities that local people have highlighted and supporting partnership action and approaches**
- **Provide a focus for the work of the Wishaw Community Board**
- **Ensure that the people of Wishaw have an opportunity to shape and influence and crucially benefit from the vision and ambition outlined in The Plan for North Lanarkshire (TPFNL)**

The biggest asset we have is local people, community and voluntary sector networks and the community led approaches that already exist. We must build on this to ensure that Wishaw is the best position to thrive and benefit from the opportunities linked to the vision for North Lanarkshire.

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

## **Wishaw 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 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 number 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 North Lanarkshire](#)
- [Public Health Priorities](#)
- [Voluntary Action North Lanarkshire](#)

A detailed data profile for Wishaw can be accessed [here](#).

In order to enhance delivery around specific priorities identified for Wishaw it is crucial that ongoing development and implementation will support and encourage local empowerment and participation and provide real opportunities for co-production, co-design and local accountability reflecting local need and building on local assets.

Additionally, engagement with communities around development of the plan was undertaken during the COVID-19 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

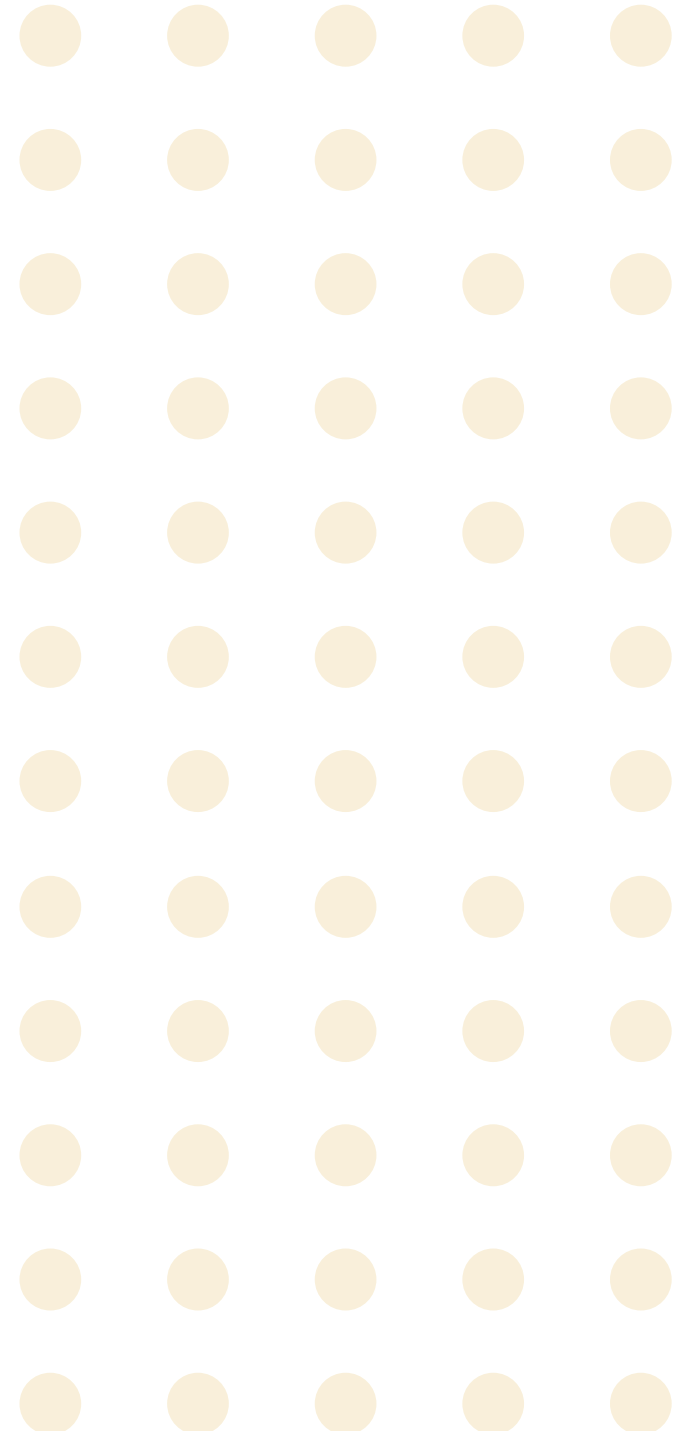
The [9 Community Boards](#) provide governance for Community Planning at a locality level and are supported by officers from across the partnership to deliver action to address locally identified priorities.

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 however, in addition, the NLP Strategic Leadership Group 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:

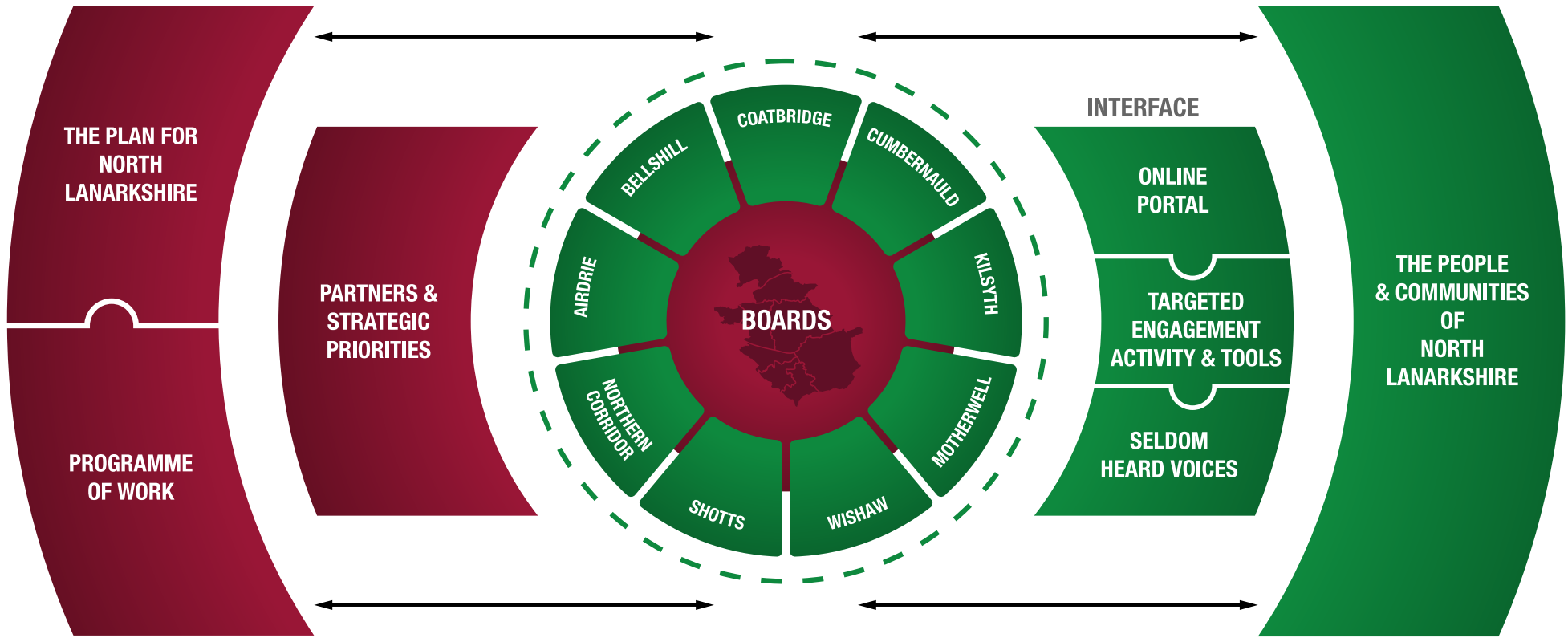
- Dialogue with communities should seek to encourage self-determination in terms of approaches and delivery.
- Identifying and supporting community assets.
- Empowering local communities to make, act on and take ownership of decisions of relevance to them.
- Promoting a culture of service delivery and 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 particular 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 cooperation.
- 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



**UNDERPINNED BY SHARED INFORMATION, EVIDENCE & RESOURCES**

## Locality Governance and decision making

The Wishaw 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 Wishaw Community Board covers the Council wards 20 and 21. A detailed area profile for Wishaw 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 Wishaw Community Board is community led and includes representation from

- Local ward councillors
- Senior council officers
- Police Scotland
- Scottish Fire and Rescue
- Health and Social Care Partnership
- NHS Lanarkshire
- VANL
- 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 Wishaw has been co-produced between local community representatives and organisations and local public sector agencies.

In addition to taking into consideration the facts about Wishaw, 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 Wishaw. A number 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, Local Development Programme and Community Benefits 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

Plans were co-produced with community boards supported by an extensive community and stakeholder engagement programme:

- 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](mailto:communitymatters@northlan.gov.uk)

### Ongoing Community Engagement

Community Engagement does not stop 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 the 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  
for wishaw



## The priorities for Wishaw

The Community Board has worked with local organisations to analyse data and feedback from community engagement activity to agree priorities for Wishaw:

- **Community Engagement**
- **Community Safety**
- **Mental Health and Wellbeing**
- **Environment**
- **Digital Inclusion**
- **Tackling Poverty and Inequalities**

Alongside these specific priorities, we will also work to identify areas within our community which suffer the most disadvantage. Targeted work to deliver the priorities in these areas will be carried out over the lifetime of the LOIP to ensure resources and support are directed to maximise impact.

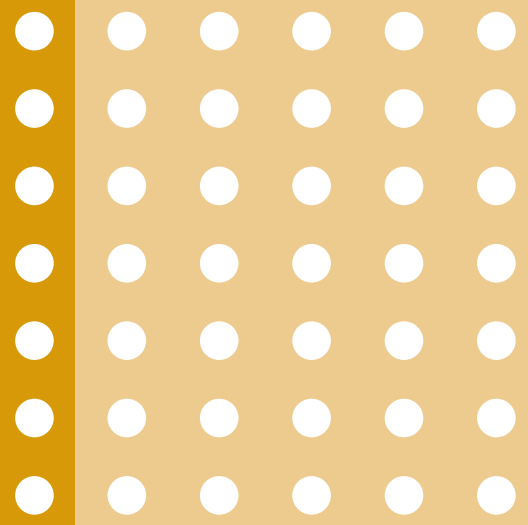
There is commitment to work with community boards around these key priorities to ensure appropriate local and targeted engagement and that:

- 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

The plans should 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





# digital inclusion





## Digital Inclusion

What is the priority? 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.

### What will we do?

In order to inform a long-term digital action plan for Wishaw initially we will

- Identify public access Wi-Fi/ I.T. within the Board area
- Investigate the quality of connectivity of local digital infrastructure and gaps in service/local need within the Board area,
- Work with key partners (i.e. CLD, NCL) to understand current approaches and services
- Ensure Wishaw Community Board is represented on NL-wide Digital Inclusion sub-group
- Undertake mapping of local organisations supporting digital inclusion for engaging local communities with community boards

- Establish short life group to agree local and community led action as well as links to Digital NL programme priorities

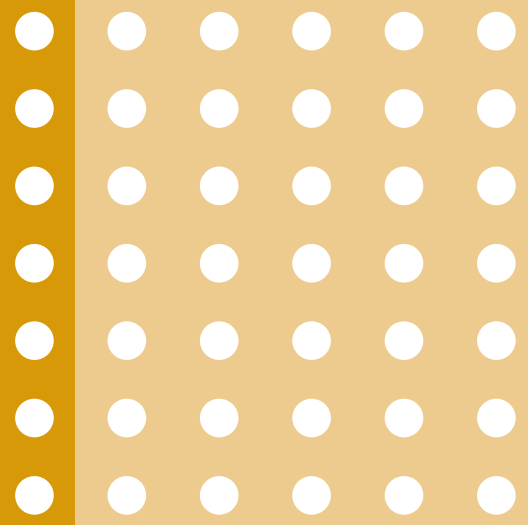
### What are we trying to improve?

- Digital access, skills and infrastructure
- Confidence
- Affordability

### How will we know what success looks 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 engage with and access a range of services. Local people do not face barriers to digital inclusion.





community

engagement



# Community Engagement

Local people want to work with partners to ensure that effective community consultation and engagement provides opportunities for greater participation, empowerment and influence on decision making processes.

There is a need to ensure that local people have the skills and means to positively impact on outcomes that affect them and their communities if they choose to and know how and where they can receive support.

## Why is it a priority?

We understand the need for wider engagement for communities to participate in decision making. Engaging with communities at the earliest stage of any decision-making process strengthens the community's role and capacity to actively address the issues that affect them. We want local people to be able to benefit from improved engagement in a way that enhances their lives, but we recognise that not everyone has the same access to decision making structures. A lack of community involvement from Black Asian and Minority Ethnic (BAME) communities, language and use of jargon can be barriers and we want to remove these barriers.

## What will we do?

In order to inform a Community Engagement Action Plan for Wishaw initially we will:

- Use Participatory Budgeting to engage communities including use of PB (Participatory Budgeting) processes where appropriate to deliver Community Benefits.
- Develop/expand meaningful engagement opportunities for young people to involve them in decision making.
- Develop practices to remove barriers in order to increase input from 'seldom heard voices' in our community.
- Establish sub-group to agree local and community led action.

## What are we trying to improve?

- Community participation and impact on decision making processes, e.g. participatory budgeting initiatives
- Input from 'seldom heard voices'
- Confidence levels

## How will we know what success looks like?

Evidence from data and engagement with communities tells us that local people can take advantage of consultation initiatives in a way that improves their lives and makes it easier for them to influence decision making processes. Local people do not face barriers to community engagement.





community  
safety

# Community Safety

What is the priority? Communities want to work with public and voluntary sector partners to ensure local people feel safer within the Wishaw area, including older and young people.

By ensuring effective consultation we will provide opportunities for key issues to be identified at the earliest opportunity, whilst ensuring partners work with communities to address issues relevant to their local area. There is a need to ensure that local people have the means to positively impact on issues that affect them and their communities' safety if they choose to and know how and where they can receive support.

## Why is it a priority?

We understand the ongoing need for people to feel safe and have attractive communities to live in. 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 the Wishaw area. Lack of reporting and negative perceptions can be barriers to improving community safety and we want to remove these barriers. Community safety now encompasses all aspects that help people to be and feel safe in their communities, including important issues such as gender-based violence, community justice, home, and fire safety amongst others.

## What will we do?

In order to inform a Community Safety Action Plan for Wishaw initially we will:

- Develop opportunities to engage, inform and collaborate with communities to enhance community safety
- Ensure Wishaw Community Board is represented on any NL-wide sub-group or other relevant structures
- Establish sub-group to agree local and community led action

## What are we trying to improve?

- Wider community involvement
- Confidence levels
- Impact on decision making processes, e.g. establishing of local community safety initiatives such as bike marking scheme

## How will we know what success looks like?

When evidence from data and engagement with communities tells us that local people can take advantage of consultation initiatives in a way that improves their lives and makes it easier for them to highlight and address community safety issues. Local people do not face barriers to improved community safety.



mental health  
and wellbeing



# Mental Health and Wellbeing

What is the priority? Local people want to work with partners to ensure effective outcomes for people affected by mental health issues.

Co-production between statutory and voluntary sector organisations with communities will improve provision and linking Mental Health priority with other priorities will increase 'social prescription' opportunities. There is a need to ensure that local people have the skills and means to access activities that affect their health if they choose to and know how and where they can receive support.

## Why is it a priority?

We understand the need for better 'joined-up' approaches to mental health provision and want to develop a stigma free, holistic approach to mental health support for individuals and families through local partnerships & provision including greenspace activity. We want Mental health supports and activities promoting good mental health to be commonplace and easy to access. We want communities to be able to benefit in a way that enhances their lives, but we recognise that not everyone has the same access to relevant activities. Language difficulties, carer responsibilities and peer pressure can be barriers for people affected by mental health issues, and we want to remove these barriers.

## What will we do?

In order to inform a Mental Health Action Plan for Wishaw initially we will:

- Investigate the level of current demand in the Wishaw area and work with partners to understand current impact of COVID-19
- Undertake mapping of local organisations supporting mental health work
- Ensure Wishaw Community Board is represented on any NL-wide sub-group or other relevant structures
- Establish sub-group to agree local and community led action

## What are we trying to improve?

- Partnership approaches to delivery
- Confidence levels and input from hard to reach groups
- Access to current provision, from both statutory and voluntary sectors

## How will we know what success looks like?

When evidence from data and engagement with communities tells us that local people can take advantage of mental health provision from different providers in a way that improves their lives and makes it easier for them to engage with and access a range of services. Local people do not face barriers to improved mental health.





tackling poverty  
and inequalities



# Tackling Poverty and Inequalities

What is the priority? Local people want to work with public and voluntary sector partners to ensure that by tackling poverty and inequalities, opportunities increase for employment, training, and income maximisation.

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

## Why is it a priority?

We understand the need for increased employment and training for communities to help combat poverty and inequality. By supporting and encouraging local uptake of opportunities for learning, volunteering and employment and increasing access to such opportunities, local people will benefit from improved health and wellbeing in a way that enhances their lives, but we recognise that not everyone has equal access. The impact of COVID-19 could be a barrier for people in transition (e.g. carers, long-term unemployed or young people leaving school) and we want to remove these barriers.

## What will we do?

In order to inform a Tackling Poverty and Inequalities Action Plan for Wishaw initially we will:

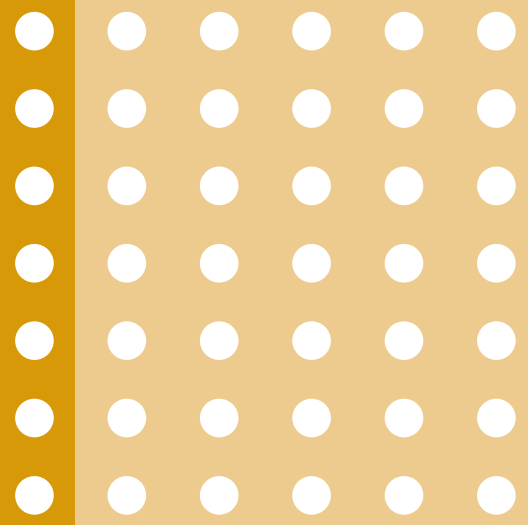
- Work with key partners (e.g. Routes to Work, New College Lanarkshire, and voluntary sector providers) to understand current approaches and services
- Undertake mapping of current provision
- Ensure Wishaw Community Board is represented on any NL-wide sub-group or other relevant structures
- Establish sub-group to agree local and community-led action

## What are we trying to improve?

- Softer' skills, e.g. problem-solving, communication and confidence building
- Access to current provision (e.g. Routes to Work, Citizens Advice Bureau, Voluntary Sector Provision and New College Lanarkshire)
- Access to relevant supports (e.g. childcare, income maximisation advice)

## How will we know what success looks like?

When evidence from data and engagement with communities tells us that local people can take advantage of employment and training opportunities in a way that improves their lives and directly tackles poverty and inequality issues. Local people should not face barriers to tackling poverty and inequalities.



environment



# Environment

Local people want to work with public and voluntary sector partners to address environmental issues that include opportunities for involvement in decision making processes and wider community access to improved outdoor spaces.

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

## Why is it a priority?

We understand the need for environmental improvements to enable communities to better access these facilities. Studies show that time spent outdoors in well managed parks and in natural greenspaces can have a positive effect on mental and physical health. Protecting and developing our local environment for the health and wellbeing of future generations is vitally important. We want communities to benefit from improved greenspace areas in a way that enhances their lives, but we recognise that not everyone has similar access. Lack of appropriate public transport access can be a barrier to visiting such areas and we want to remove this barrier.

## What will we do?

In order to inform an Environment Action Plan for Wishaw initially we will:

- Work with key partners (e.g. NLC, RSPB and Strathclyde Passenger Transport) to understand current issues
- Undertake mapping of current provision and investigate the quality of transport links within the Wishaw area
- Ensure Wishaw Community Board is represented on any NL-wide sub-group or other relevant structures
- Establish sub-group to agree local and community-led action

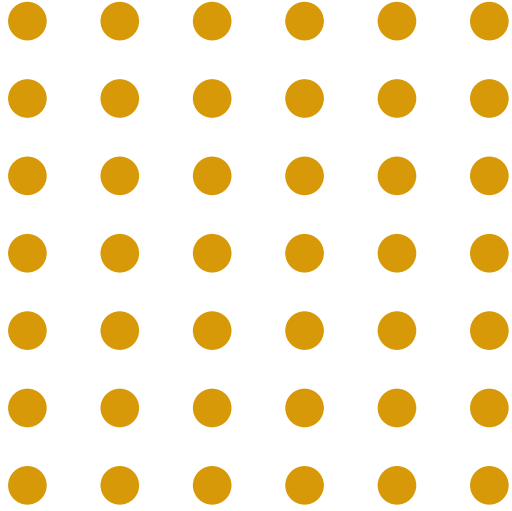
## What are we trying to improve?

- Greenspace sites
- Public transport access
- Transport infrastructure
- Affordability

## How will we know what success looks like?

Evidence from data and engagement with communities will us that local people can take advantage of environmental based opportunities in a way that improves their lives and associated common care of those green spaces. Local people do not face barriers to environmental improvements.





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