

Local Outcome Improvement Plan



AIRDRIE



LIVE HERE



foreword

AIRDRIE



foreword



We are really pleased to introduce the Airdrie Local Outcome Improvement Plan (LOIP). This plan outlines local priorities for the Airdrie Community Board area that have been identified through a range of stakeholder and listening events and are based on local community needs.

This Plan will help us to 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, local community groups and organisations and the voluntary sector to improve the Airdrie area and the lives of those who live there. Working in partnership will also help us ensure that Airdrie achieves the North Lanarkshire vision and ambition to be the place to live, learn, work, invest and visit.

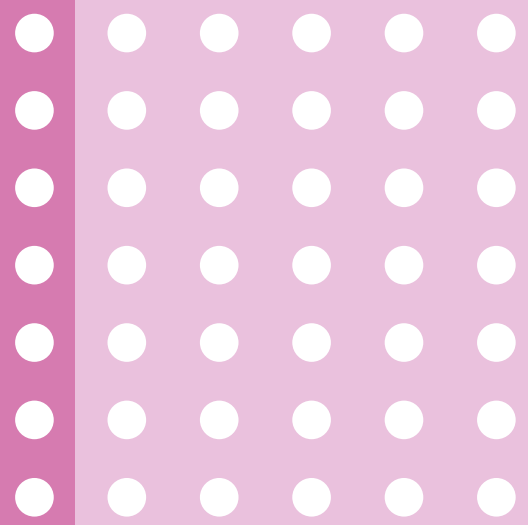
This Plan sets out an approach for working with our local communities, that enables them to contribute to, influence and shape local actions to address priorities and successfully improve outcomes for the Airdrie area.

This plan covers the period until 2027 and provides a focus for local planning and delivery and will:

- **Outline the priorities highlighted by local people and support partnership action and approaches.**
- **Provide a focus for the work of the Airdrie Community Board.**
- **Ensure that people in Airdrie have the 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 Airdrie area are our local people, our community and voluntary sector networks and the community led approaches that are already in place. It is essential that we build on these to ensure that the Airdrie area is in the best possible position to thrive and benefit from the opportunities linked to the vision for North Lanarkshire.

Chairs of Airdrie 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 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 Airdrie can be accessed [here](#)

In order to enhance delivery around specific priorities identified for the Airdrie 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 however 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:

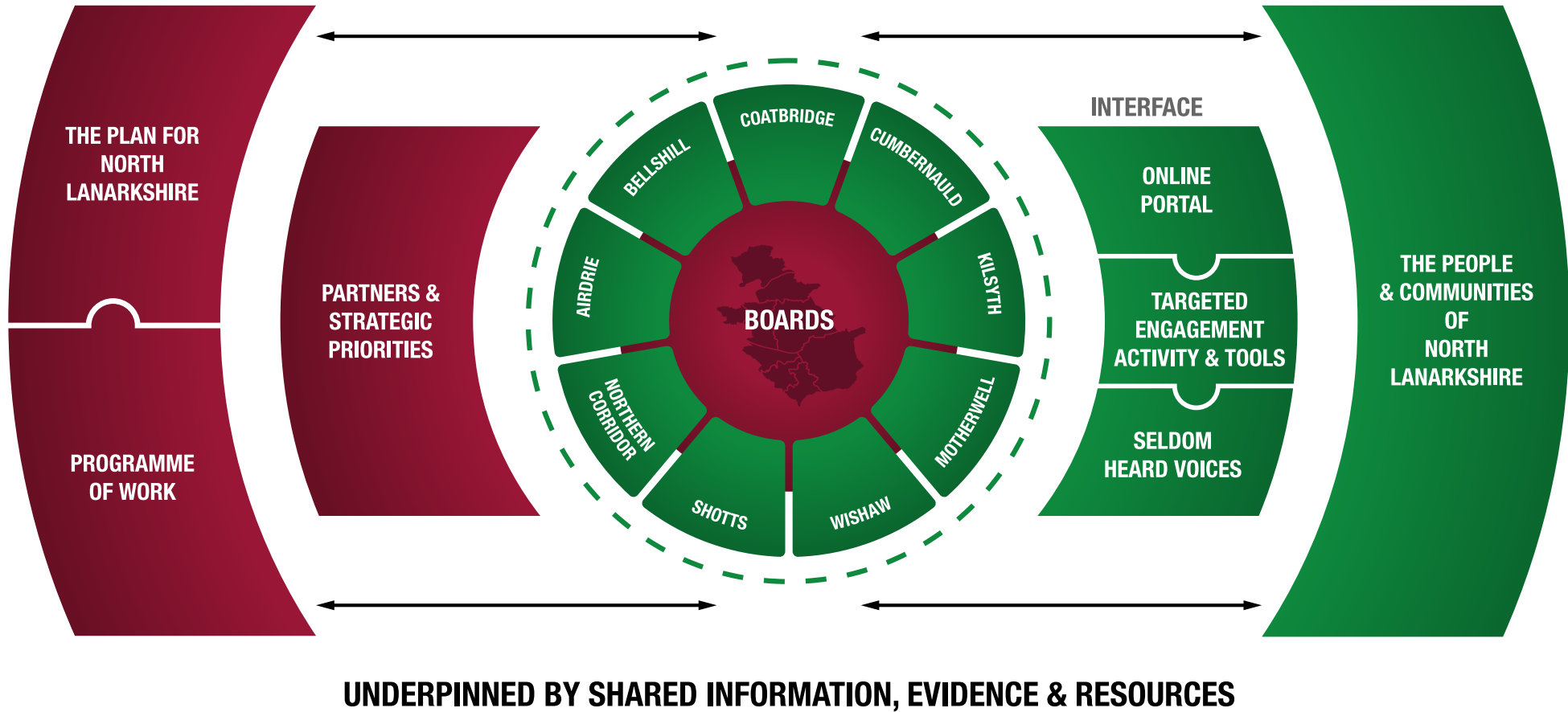
- dialogue with communities should seek to encourage self-determination in terms of approaches and delivery
- identifying and supporting community assets
- empowering local communities to make, act on and take ownership of decisions of relevance to them
- promoting a culture of service delivery and decision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



Locality Governance and decision making

The Airdrie 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 Airdrie Community Board covers Council wards 8, 9 and 12 and a detailed area profile for the Airdrie 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 Airdrie 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
- 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 the Airdrie has been coproduced between local community representatives and organisations and local public sector agencies.

In addition to taking into consideration the facts about Airdrie, 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 [Airdrie 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 Airdrie 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 -
airdrie

The priorities - Airdrie

Airdrie 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 Airdrie Community Board area through engagement with stakeholders, local people and with Seldom Heard Voices. Priority areas identified include:

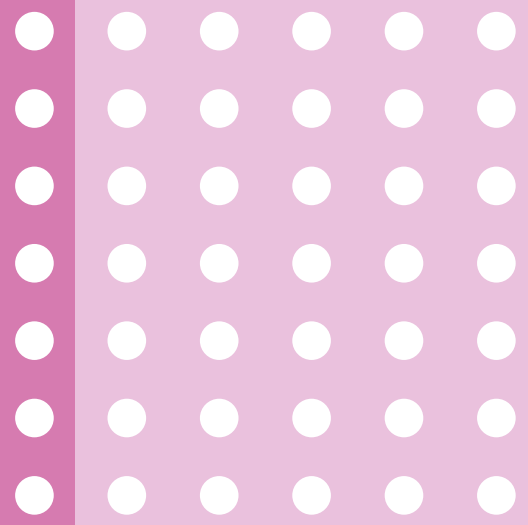
- Covid19 Recovery and Renewal
- Mental Health and Emotional Wellbeing
- Poverty

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, 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



covid19

recovery and

renewal

Covid19 Recovery and Renewal

Why is it a priority?

Covid19 has proved challenging for many individuals and families within our communities and we know that the effects will continue to impact on communities in future.

We want to ensure that the learning from Covid19 continues to be used to inform development of flexible and responsive approaches to providing services for communities and that support continues for local people to participate in a return to a level of 'normality'.

We will...

- Carry out community consultation to find out local needs in relation to isolation and digital exclusion.
- Work in partnership with community, voluntary sector, and statutory partners to address identified needs in terms of isolation and digital inclusion and other issues raised through consultation.
- Develop a monitoring and review action plan to review progress in relation to each action.
- Carry out an impact analysis of the LOIP process in relation to COVID19 recovery priority actions.

What are we trying to improve?

- Understanding of the impact that Covid19 has had on our Communities in relation to isolation and digital exclusion.
- Partnership working to improve services and address the identified needs of our local Communities and aid Covid19 recovery.
- Covid19 related Mental Health issues for example confidence and isolation.

- Local people's awareness of appropriate support services and where to find them within their local communities.
- Communication with our local communities to ensure local people are better able to access information in a suitable format that is relevant to their needs.
- Digital inclusion

What does success look like?

When local people feel that community life has returned to a level of normality whilst maintaining measures that ensure local people feel safe, protected and connected. And able to access support and services and participate in social and recreational activities.



mental health
and emotional
wellbeing

Mental Health and Emotional Wellbeing

Why is it a priority?

Mental Health and Emotional Wellbeing was identified through consultations with the Airdrie Community at Airdrie LOIP Stakeholder and Community Listening events and via Airdrie LOIP Short Term Working Group.

We will...

- Establish/develop a Mental Health and Emotional Wellbeing sub-group to further develop local actions in line with the North Lanarkshire Mental Health Strategy.
- Conduct an audit of Mental Health and Emotional Wellbeing services and supports available locally to find out what is already in the area and identify any potential gaps in services.
- Promote and circulate information about Mental Health and Emotional Wellbeing services and supports available locally to improve Mental Health and Emotional Wellbeing of local people.
- Identify and deliver Mental Health and Emotional Wellbeing awareness raising training to increase knowledge and skills of staff, local community groups and organisations to Improve Mental Health and Emotional Wellbeing of local people.

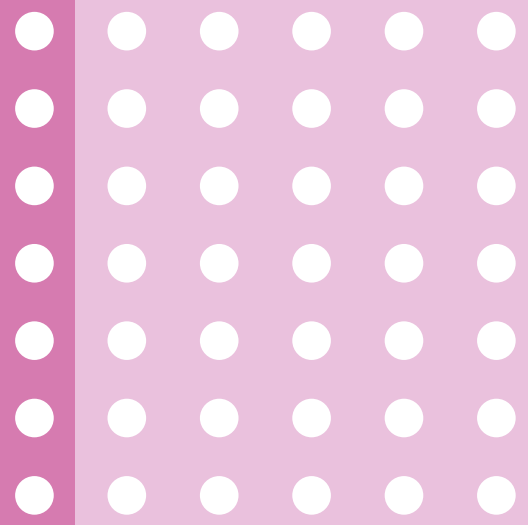
- Scope out the potential for an Intergenerational project to improve Mental Health and Emotional Wellbeing amongst generations.
- Develop a monitoring and review action plan.

What are we trying to improve?

- Partnership focus on Mental Health and Emotional Wellbeing with local Communities through a Mental Health and Emotional Wellbeing subgroup that will progress key actions in relation to this priority.
- Knowledge about Mental Health and Wellbeing services and supports available locally and increase awareness of how to access appropriately when required.
- Communication and promotion of Mental Health and Emotional Wellbeing resources and supports ensuring that seldom heard voices and those most affected by Mental Health and Emotional Wellbeing issues receive the right information and services when needed.
- Awareness, knowledge and skills of staff and local people and reduce stigma around Mental Health and Emotional Wellbeing and suicide prevention within the Airdrie Board area.
- Mental Health and Emotional Wellbeing of local people.

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 supports/services.



poverty

Poverty

Why is it a priority?

Tackling poverty is the long-term ambition for North Lanarkshire. Living in poverty can impact 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 Airdrie know how and where to access support and services to lead a healthy life. We want to ensure that action is targeted to helping those who need it most

We will...

- Identify a lead organisation/partnership to take forward key actions to address priorities.
- Create an effective and realistic referral protocol.
- Carry out audits of Community need, Assets and Partnerships.
- Provide training/information sessions to develop skills and increase awareness of supports available.
- Ensure a multi-agency response to tackling poverty within the Airdrie area.
- Explore the potential for developing a local service directory.

- Develop and implement a monitoring and evaluation plan.

What are we trying to improve?

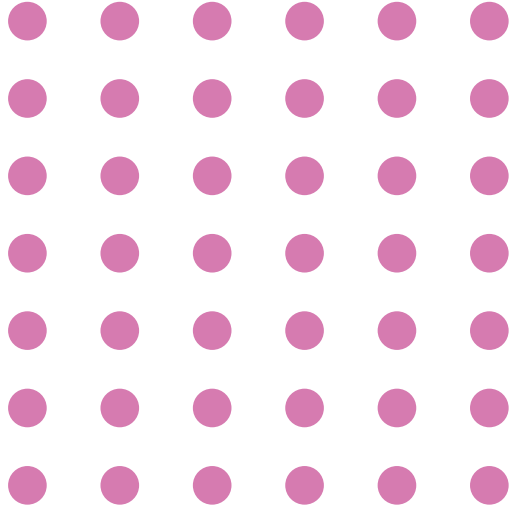
- Awareness of local services and supports that already exist in the local community and reduce any potential duplication or gaps in provision.
- Partnership working, and consistency across an agreed poverty pathway.
- A reduction in any potential duplication of services through providing a holistic joined-up approach making it easier for local people to access services.
- Partners knowledge and understanding of local community needs in relation to poverty.
- A reduction in the number of local people in crisis situations through an effective multi-agency approach.
- Skills and knowledge of local people to enable them to manage finances and support them to make informed choices to improve their lives.
- The number of local people with lived experience of poverty effectively contributing and participating on local services and decision-making structures.

- Communication with communities through for example exploring the potential for developing a local service directory.

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 need and circumstances. Communities feel supported to make positive choices led by a culture of resilience not dependence.

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



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

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