

Local Outcome Improvement Plan



CUMBERNAULD



LIVE HERE



foreword

CUMBERNAULD



foreword



The production of this Local Outcome Improvement Plan (LOIP) is significant in supporting locally led action to improve the lives of the communities of Cumbernauld. It will be essential that North Lanarkshire Council, NHS Lanarkshire, Police Scotland, Scottish Fire and Rescue Service, and other public sector organisations work together with our local communities and voluntary groups to make improvements across the Cumbernauld Community Board.

This Plan sets out an approach for local communities and organisations which ensure that they can influence local action is to help deliver the vision for Cumbernauld Community Board as set out in the Plan for North Lanarkshire.

This plan shows the local priorities for Cumbernauld based on needs and opportunities for the local communities to assist in the design and delivery of services until 2027. This plan will be flexible over its time span to allow for developing better services and provisions in our communities and will therefore be under constant review.

The LOIP will:

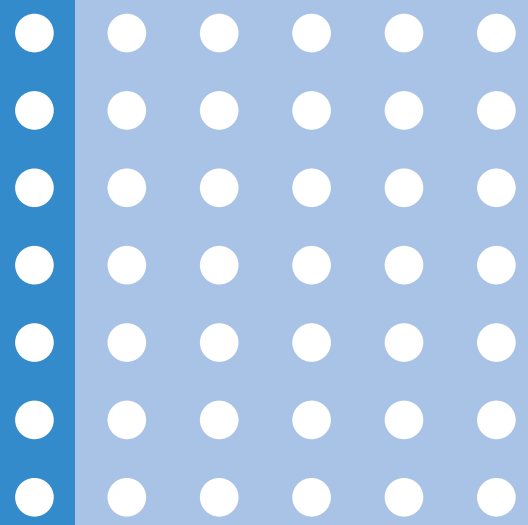
- **Provide a focus for the work of the Cumbernauld Community Board.**
- **Ensure that the communities within the Cumbernauld Community Board area will have the opportunity to develop and benefit from the vision set out in the Plan for North Lanarkshire.**
- **Set out the priorities of various communities and organisations, monitor actions and reward success with their implementation.**

We must build on our local communities and existing voluntary organisations making sure that residents within Cumbernauld are in the best position to benefit from the opportunities that will arise from implementation of the Vision for North Lanarkshire.

This plan shows how local government and public organisations can work together with our communities to make the area a better place to live, learn, work, invest and visit.

It is my pleasure to work both in developing this plan and ensuring that the plan changes along with local needs. I am also looking forward to working with everyone to ensure that action is taken to implement the details set out in the plan.

Chairperson of Cumbernauld Community Board



contents

contents

section	page
Foreword	03
The vision for North Lanarkshire	07-11
<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 	
Development of the plan and local priorities	13
The priorities for Cumbernauld	15
Public and Community Transport	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? 	
Greenspace maintenance and environmental quality	19
<ul style="list-style-type: none"> • Why is it a priority? • We will... • What are we trying to improve? • What does success look like? 	
Youth Engagement and Consultation	21
<ul style="list-style-type: none"> • Why is it a priority? • We will... • What are we trying to improve? • What does success look like? 	

section	page
Digital Inclusion	23
<ul style="list-style-type: none"> • Why is it a priority? • We will... • What are we trying to improve? • What does success look like? 	
Targeted action within identified communities across the board area	25
<ul style="list-style-type: none"> • Why is it a priority? • We will... • What are we trying to improve? • What does success look like? 	
Food and Financial Insecurity	29
<ul style="list-style-type: none"> • Why is it a priority? • We will... • What are we trying to improve? • What does success look like? 	
Communication and Engagement	31
<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 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](#)

Several 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](#)

Detailed data profile for Cumbernauld can be accessed [here](#)

To enhance delivery around specific priorities identified for Cumbernauld 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 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

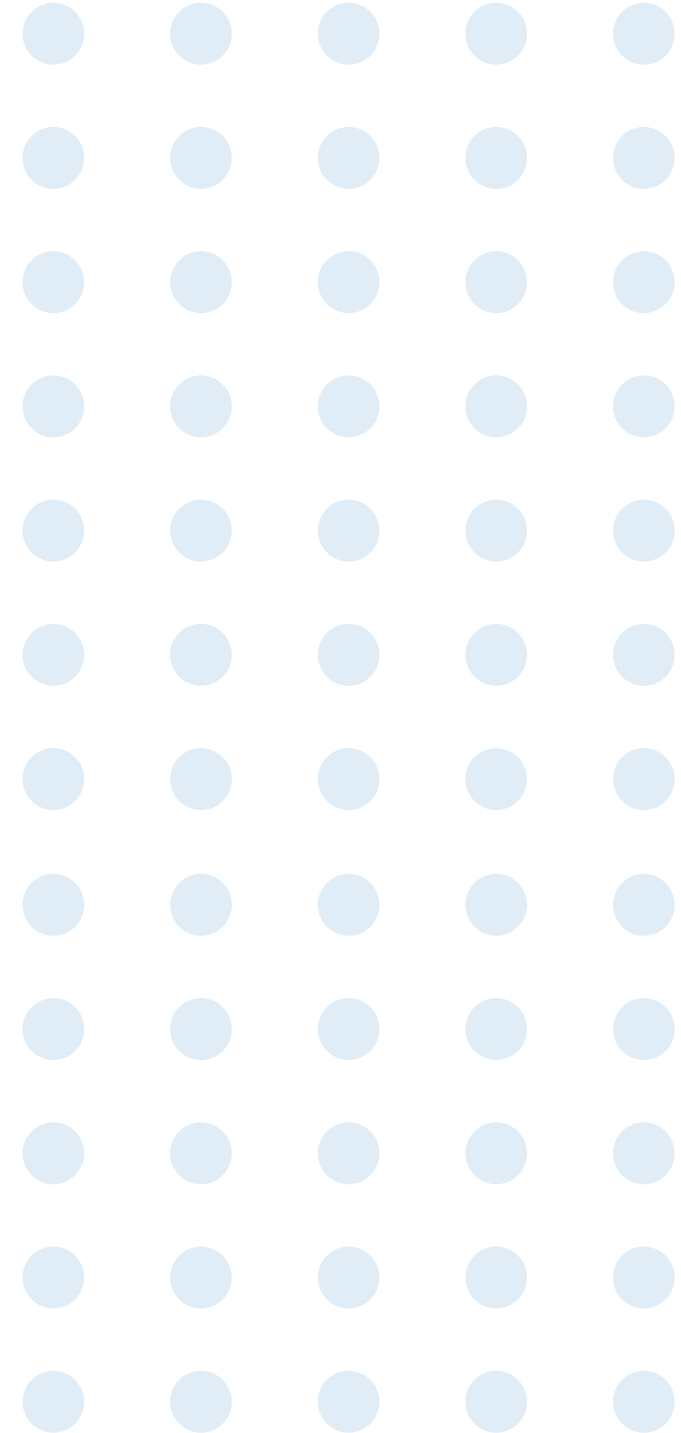
The [9 Community Boards](#) provide governance for Community Planning at a locality level and are supported by officers from across the partnership to deliver action to address locally identified priorities.

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 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 (LOIP's). 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:-

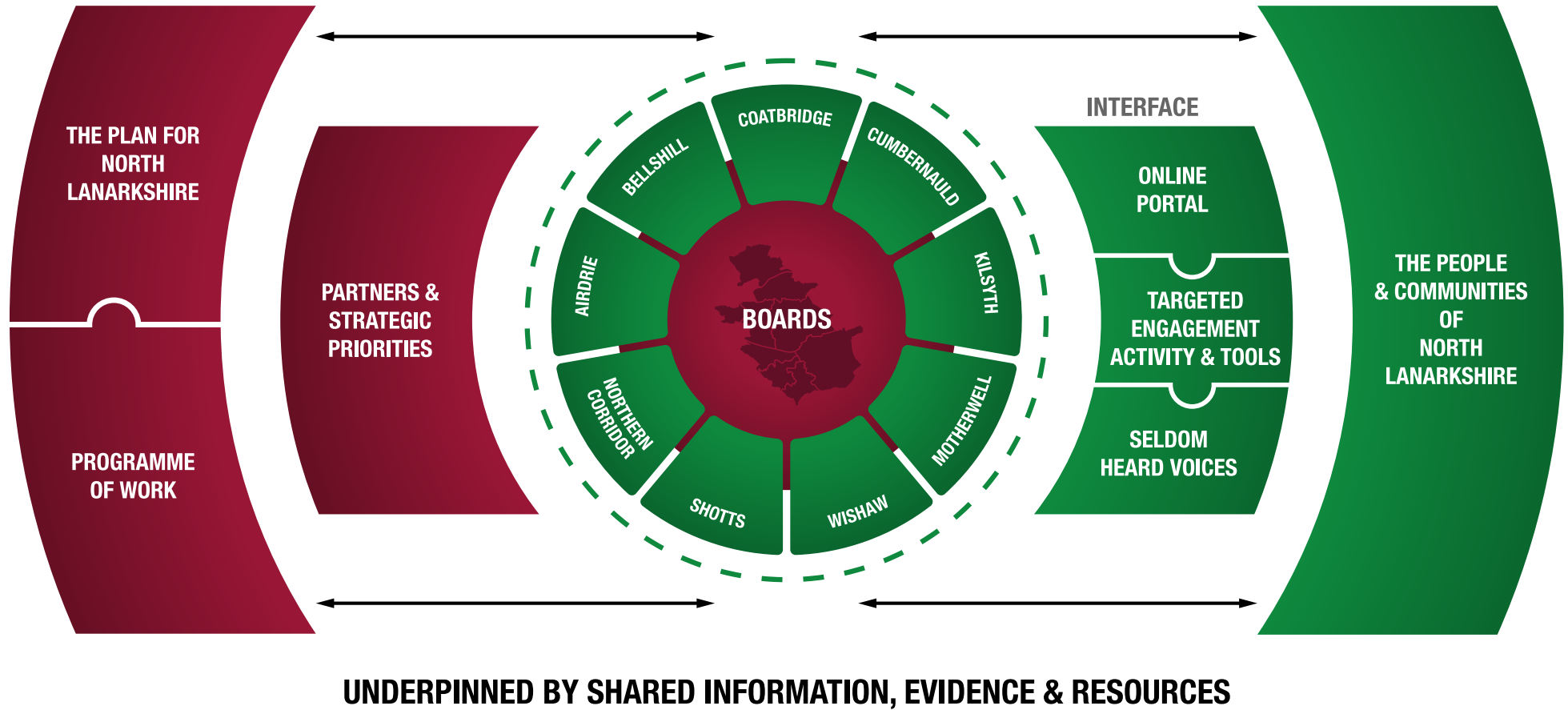
- dialogue with communities should seek to encourage self-determination in terms of approaches and delivery.
- identifying and supporting community assets.
- empowering local communities to make, act on and take ownership of decisions of relevance to them.

- 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; and
- redistribution of resource through ensuring that communities experiencing highest levels of inequality and deprivation have targeted opportunities to shape and benefit from investment.
- Continue to develop purposeful relationships and actions with local community councils.

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 Cumbernauld 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 Cumbernauld Community Board covers the Council wards 2, 3 and 4. A detailed area profile for Cumbernauld 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 Cumbernauld Community Board is community led and includes representation from

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

As well as core local agencies and groups mentioned above 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 Cumbernauld has been coproduced between local community representatives and organisations and local public sector agencies.

In addition to taking into consideration the facts about Cumbernauld, 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 Cumbernauld.

Several 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 can 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

Plans were coproduced 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

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 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
cumbersome

The priorities for Cumbernauld

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

- **Public and Community Transport**
- **Greenspace Maintenance and Environmental Quality**
- **Youth Engagement and Consultation**
- **Digital Inclusion**
- **Targeted action within identified communities across the board area**
- **Food and Financial Insecurity**
- **Communication and Engagement**

There is commitment to work with the Community Board 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 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



public and
community
transport

Public and Community Transport

Local people need access to a range of accessible, sustainable, and affordable transport options to assist them to access services, leisure activities, local amenities, and opportunities to enhance their quality of life.

This is particularly relevant to lower income families and those with accessibility issues. There needs to be a balance between good quality public transport, community transport and active travel options that are interlinked.

Why is it a priority?

We want to ensure that local people can access a range of safe, responsive, and flexible transport options to enable them to access the services in Cumbernauld and wider that they require to lead full and healthy lives regardless of their circumstances. We do not want transport to be a barrier to local people being able to take up opportunities to enhance their lives

We will...

Establish a local community, voluntary, and public sector partnership approach to ensure that all actions and plans relating to improved transport and active travel opportunities for local people are connected and that progress is reported through the community board.

We will aim to agree local community led actions following early work to:

- Undertake mapping of local and strategic plans and identify delivery partners and leads.
- Assess local information from engagement and identify further engagement required to agree action.
- Complete a mapping exercise to understand the existing public transport, community transport initiatives and any transport plans.
- Engage and undertake a survey to assess the transport needs of Cumbernauld.
- Agree clear actions and delivery responsibility.
- Review path mapping, localised improvements, and their promotion as well as bike ownership and borrowing programmes.

What are we trying to improve?

From early activity we will establish baseline information and identify local targets for

- Improved satisfaction with and knowledge of transport links to access services.
- Increase number of transport options including community transport for local people.
- Increased awareness of transport options.
- Increased number of people using local public and community transport.
- Reduced car use.

What does success look like?

Local people in the Cumbernauld have access to a range of public and community transport to assist them to utilise a range of social opportunities, services, and activities. Transport is not a barrier to local people accessing a range of services and opportunities to enhance their lives and they have a clear process for addressing any transport related challenges that may arise.



greenspace
maintenance
and
environmental
quality

Greenspace maintenance and environmental quality

Quality of open space and environment for learning and leisure is important to local people.

Living in an area that is clean and well designed and maintained is a priority to provide residents of Cumbernauld with leisure and social opportunities. This also has an impact on positive mental health and well-being, provides greater opportunity for outdoor learning and physical activity as well as communities taking responsibility and ownership and responsibility for maintaining the area they live in.

Why is it a priority?

Pre Covid 19 accessing public parks and greenspaces was for many a chance to decrease stress and improve mental health and wellbeing. The Covid pandemic has shown us the value of local greenspaces particularly around mental health and wellbeing. Cumbernauld has a wide variety of greenspaces and as a Community Board we want to ensure that local statutory and voluntary service providers work with local communities to ensure that they are fit for purpose and that local people do not face any barriers in accessing for learning, health, social and recreational purposes.

We will...

- Audit and engage with relevant local organisations to understand available green spaces and access to outdoor learning and personal development opportunities within the Cumbernauld area.

- Support a communication plan which outlines benefits of accessing greenspaces and the importance of responsible use.
- Identify organisations/community groups working within the green agenda to promote localised information sharing and networking.
- Promote the development of a Community Board subgroup to take forward specific local actions.
- Work with the Council to identify priorities and ensure that maintenance work in the common areas is properly carried out on a more active rota with a clear role for local communities to take action/ownership as required.
- Work with the Council to identify opportunities for capital resource to enhance sustainable environmental solutions (i.e., Replanting using Council capital expenditure and other one-time funding) -develop a formal structure and plan detailing accountability, budgets, time, and other associated resources.
- Increasing the numbers of Cumbernauld's residents who remain healthy for longer.
- Increased awareness of and satisfaction with available Greenspace
- To address the World Health Organisation's and the Scottish Government 15% improvement target, North Lanarkshire needs to increase physical activity levels by 6.15% by 2030.
- Increasing numbers of children and young people accessing outdoor space for learning and leisure. (Evidence suggests that children who are physically active when young are more likely to learn and adopt healthier lifestyles as they grow up)
- Protect the integrity of Conservation Areas and reduce derelict land.
- Increase awareness of the effects of litter, dog fouling and fly tipping.

What are we trying to improve?

Information will be collated on use of greenspace and barriers to access to develop a baseline and agree associated targets specifically related to

What does success look like?

People in Cumbernauld have access to and an awareness of quality, well maintained outdoor space for leisure, recreation, and health purposes. Communities and public sector agencies work together to improve, maintain, and promote access to outdoor space.



youth
engagement
and consultation

Youth Engagement and Consultation

We want to ensure that there are no barriers to young people having their voices heard, that local young people feel part of their community and play a key role in supporting local action to improve their lives and the lives of others.

Why is it a priority?

We understand that while young people sometimes have specific needs, they are also part of the wider community. We want to ensure that the voices of the young people of Cumbernauld are heard. We want young people to be part of the debate, decisions, and solutions in Cumbernauld.

We will...

- Work with the local youth forum and MSYP's to understand what we already know about young people in the Cumbernauld from previous engagement, existing services, and data.
- Work with local schools, pupil participation and parent councils to identify opportunities to engage with and respond to the need of local children and young people.
- Identify where there is a need for further community engagement with young people and develop targeted engagement plans.

- Identify any gaps in services for local Young People and agree actions for improving access to services and activities for local young people.
- Agree with the local youth forum how the community board can ensure they are supported with wider local action.
- Identify local youth 'champions' and work with them to build local capacity to support community led youth engagement and action.

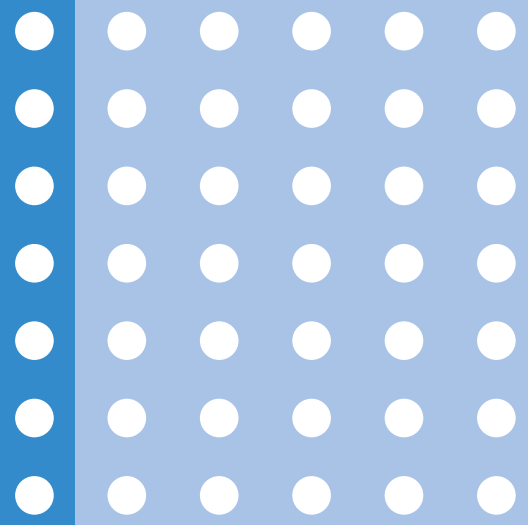
What are we trying to improve?

We will work with the local Youth Forum to assess local intelligence and develop localised targets reflecting the National youth work outcomes including.

- Young People are confident, resilient, and optimistic for the future.
- Young people express their voice and demonstrate social commitment.
- Young people broaden their perspective through new experiences and thinking.

What does success look like?

Local Young People feel listened to and that they are part of their wider community. There is a balance between a range of clear and understood processes for local young people to have their voices heard and influence decisions affecting their lives and targeted approaches to engaging with seldom heard young people in a way that suits their circumstances and needs at a given time and reflects the diversity of young people in Cumbernauld.



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. Confidence, cost, safety, and security can be barriers to digital inclusion as can quality infrastructure and capacity and we want to remove these barriers.

We will...

- Undertake local mapping, survey, and analysis of data to gain an understanding of Digital Inclusion within Cumbernauld.
- Ensure Cumbernauld Community Board can influence and benefit from the Driving Digital Locally initiative and any other North Lanarkshire or national activity that may support local action.
- Ensure community led action to tackle digital exclusion.
- map digital opportunities for engaging local communities with the local community board.

What are we trying to improve?

- Increased digital access.
- Improved digital infrastructure.
- Increase in numbers of people using digital means.
- Improved confidence.

What does success look like?

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.



targeted action
within identified
communities
across the
board area

Targeted action within identified communities across the board area

This priority has a thematic and targeted focus across the board area. We are particularly concerned about communities who have been heavily affected by Covid 19 and the health and community inequalities which have been brought to the forefront.

Although there is a focus on Carbrain, Kildrum and Abronhill within this priority there is a far wider reach of communities through data and evidence that requires agencies and communities to work together. Carbrain and Kildrum are neighbourhoods within proximity to each other and where evidence suggests that residents are more likely to experience social inequalities than in other parts of Cumbernauld. A Carbrain Partnership Action Group exists and has identified several priorities for improving the current circumstances and longer-term outcomes for local people. This group will expand to target engagement and action to include Kildrum. Building on the assets that currently exist in Carbrain and Kildrum and community led and partnership efforts to date targeted actions for the identified areas will be threaded throughout the other priorities within this LOIP and the neighbourhood level partnership action group will oversee local delivery, engagement and community capacity building. A similar approach has been taken and will be built upon with the community of Abronhill. Abronhill is another community of focus and work is ongoing to support local engagement linked to the potential.

Why is it a priority?

Within the Scottish Index of Multiple Deprivation, there are 3 data zones directly associated with Carbrain that are within the most deprived 5%. Associated with this there are higher than average challenges in Carbrain around poverty and health inequality. Local knowledge and engagement with local people has highlighted a need for further partnership development of action for the Kildrum and Abronhill areas. We need to ensure that partnership and community resource is targeted to supporting those communities who most need support.

The Cumbernauld Community Board has a role in supporting the delivery of the priorities identified by the locally defined partnership group and any activity to identify and address gaps across the board area especially for those who are the hardest to reach within specific communities.

We will...

Support the work of local communities to identify health and community inequalities across the community board. We will also ensure focused support to the localised planning work in each focused community. We will work with partners at a neighbourhood level to ensure that residents of Kildrum, Carbrain and Abronhill feel able to participate, influence and take action to ensure that the priorities within Cumbernauld and associated actions benefit them. We will do this by

- Responding to already identified priorities for the community of Carbrain (Poverty, Preventing homelessness, Community Safety, Mental health and wellbeing and suicide prevention, Community spirit and capacity building, Maximising community access to facilities)
- Targeted action to build the capacity of local organisations to enable them to take local action and ensure the voices of Carbrain and Kildrum are heard through Community Board and other decision-making processes.

- Enable local people across the community board to ensure they have their voices heard to influence local investment and service provision through key programmes within TPFNL including Town and Community Hubs and Town Visions
- Undertake activity to better understand Kildrum and the local assets, challenges, and opportunities.
- Through data and other evidence respond to priorities and challenges within Abronhill and other communities of Cumbernauld Community Board

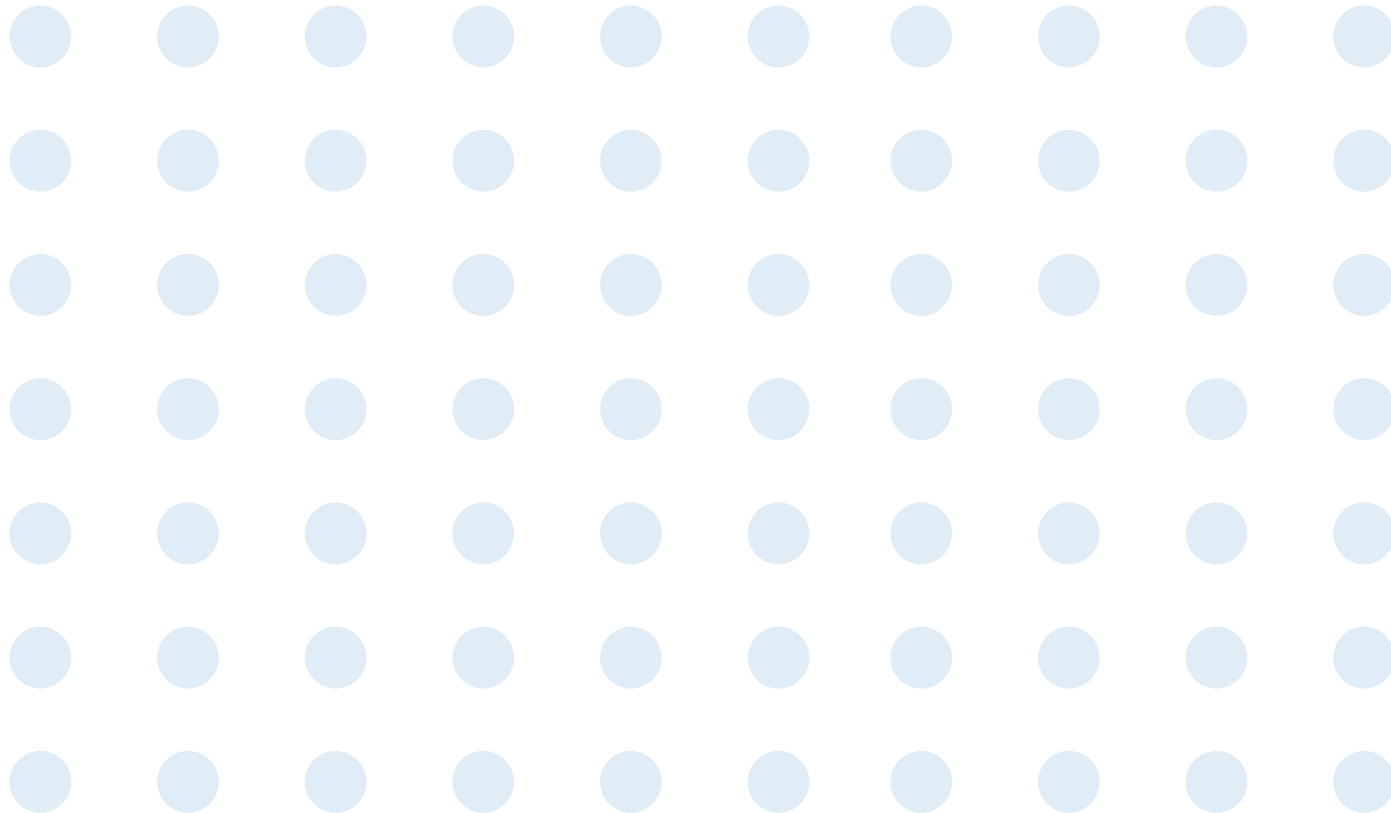
What are we trying to improve?

Through Community Asset Mapping to date and assessment of existing priorities, data and approaches a baseline will be established with neighbourhood level organisations and local targets agreed. Progress will be monitored through:

- Monitoring and evaluation procedures and sharing of information at Cumbernauld Community Board.
- Localised actions agreed between partners monitored for progression and reporting quarterly.

What does success look like?

A shared set of partnership actions with a focus on Carbrain, Kildrum and Abronhill but threaded throughout the wider Cumbernauld LOIP to enable local community assets and resources to be targeted thus ensuring that people living in our communities can take advantage of opportunities, services and activities aimed at improving their lives and are in the best position to benefit from investment associated with the vision for North Lanarkshire





food and
financial
insecurity

Food and Financial Insecurity

Local people are concerned about the impact that food and financial insecurity can have on individual and their families

Food and financial insecurity can affect many areas of a person's life and the symptoms of food and financial insecurity can lead to for example poor physical and mental health and wellbeing, limited life choices or control over your future. If people can easily access support and assistance to tackle their immediate financial challenges, there is an opportunity for them to access services and supports than can impact on their quality of life and options longer term.

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 prevents them from achieving their full potential. Giving people support to tackle the immediate financial challenge that they face can empower them to consider how they can improve other areas of their lives to assist them out of or prevent poverty and the long-term consequences associated with this. We want to ensure that the people of Cumbernauld know how and where to access support and services to help them to lead a healthy life without the burden of financial worry. We want to ensure that action is targeted to helping those who need it most.

We will...

Support the work already underway and work in partnership with local community, voluntary and statutory organisation to identify gaps and further need. We will do this by:

- Undertaking an assessment of the North Lanarkshire Tackling Poverty Strategy and identify associated local action.
- Mapping out existing Cumbernauld based activity relating to financial security and identify any barriers or gaps.
- Developing a communication plan to ensure those who need support most know where they can go for support by working within existing community networks.
- Identifying and delivering action to challenge stigma around poverty.

What are we trying to improve?

Through Community Asset Mapping to date and assessment of existing priorities, data and approaches a baseline will be established with neighbourhood level organisations and local targets agreed. Targets and milestones will be developed around

- Mapping of services to support a clear board level communication plan.
- Improved access to support services
- Increased referrals to Financial Inclusion Team in short term (reduce over longer term).
- Increased awareness of support services.
- Reduced reliance on Food banks and emergency food supplies.

What does success look like?

Local people have access to a range of services to prevent and support them out of poverty. They can access support in a way that suits their circumstances without barriers or fear of stigma.



communication
and
engagement

Communication and Engagement

Why is it a priority?

We want local communities to feel empowered and involved in decisions affecting their lives. Communities cannot participate fully in discussion, debate or decision making if they do not have access to quality, clear, relevant, and timely information. Communities are made up of individuals, neighbourhoods and interest and identity groups. One size does not fit all, and we need engagement approaches that reflect the diversity of our community and allow people to engage when and how they choose using a range of methods. We want the Community Boards and decision makers to fully understand the communities of Cumbernauld and be responsive to flexible approaches that ensure that 'seldom heard' voices are not excluded.

We will...

- Identify opportunities to promote the community board and associated subgroups as a way of ensuring that local voices are heard.
- Map out existing communication and engagement channels in Cumbernauld.
- Gain an understanding of how communities want to be engaged and/or receive information.
- Identify communities of interest, identity, and geography less likely to engage in traditional methods and ensure that there is targeted engagement to understand their needs and for planned engagement (i.e. town and community hubs)
- Develop a coordinated and shared engagement plan to make best use of information from communities and avoid duplication.
- Establish an engagement report to the Community Board to ensure that board members, subgroups and decision makers can use feedback from any engagement in Cumbernauld to inform their discussion and to highlight gaps and needs for targeted engagement.
- Develop an engagement and communication charter for the community board and public sector agencies setting out standards and expectations around communication and engagement.

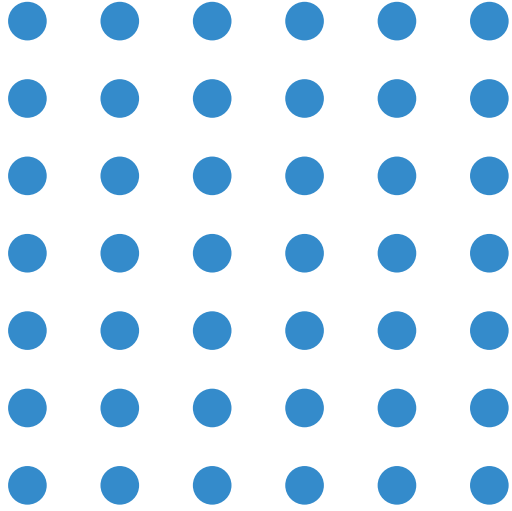
What are we trying to improve?

- Participation in Community Boards.
- Participation in Community engagement activity.
- Communities understand how to have their voices heard.
- Number of engagement activities targeted to 'seldom heard' voices.
- Evidence of decisions that have been influenced by communities.

What does success look like?

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.

Detailed progress with actions associated with all the Cumbernauld priorities is reported regularly to the Cumbernauld 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

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