



Local Outcome Improvement Plan



MOTHERWELL



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foreword

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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 Motherwell 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 Motherwell including Newarthill, Carfin, Craigneuk, North Motherwell and Forgewood to contribute to and shape approaches that achieve improved outcomes for the area. Where we talk about Motherwell in this Plan, we are talking about all residents within the Motherwell 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:

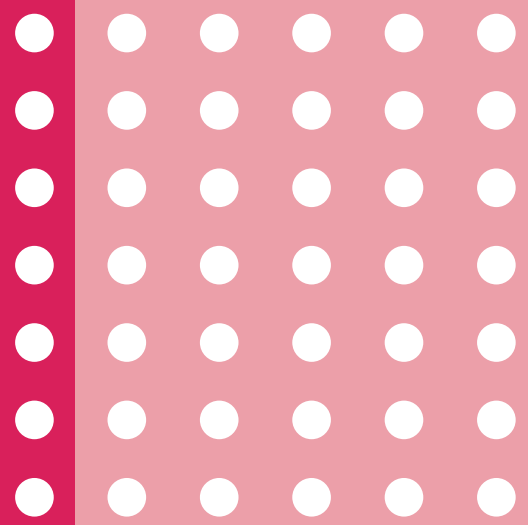
- **Outline the priorities that local people have highlighted and support partnership action and approaches.**
- **Provide a focus for the work of the Motherwell Community Board.**
- **Ensure that the people of Motherwell have an opportunity to shape, influence and crucially benefit from the vision and 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 we are in 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.

Motherwell 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 Motherwell	15
Digital Inclusion	17
<ul style="list-style-type: none"> • Why is it a priority? • What will we do? • What are we trying to improve? • How will we know what success looks like? 	
Community Engagement	19
<ul style="list-style-type: none"> • Why is it a priority? • What will we do? • What are we trying to improve? • How will we know what success looks like? 	
Community Safety	21
<ul style="list-style-type: none"> • Why is it a priority? • What will we do? • What are we trying to improve? • How will we know what success looks like? 	

section	page
Mental Health and Wellbeing	23
<ul style="list-style-type: none"> • Why is it a priority? • What will we do? • What are we trying to improve? • How will we know what success looks like? 	
Tackling Poverty and Inequalities	25
<ul style="list-style-type: none"> • Why is it a priority? • What will we do? • What are we trying to improve? • How will we know what success looks like? 	
Environment	27
<ul style="list-style-type: none"> • Why is it a priority? • What will we do? • What are we trying to improve? • How will we know what success looks like? 	
Transforming Motherwell	29
<ul style="list-style-type: none"> • Why is it a priority? • What will we do? • What are we trying to improve? • How will we know what success looks 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](#)

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 Motherwell can be accessed [here](#)

In order to enhance delivery around specific priorities identified for Motherwell 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

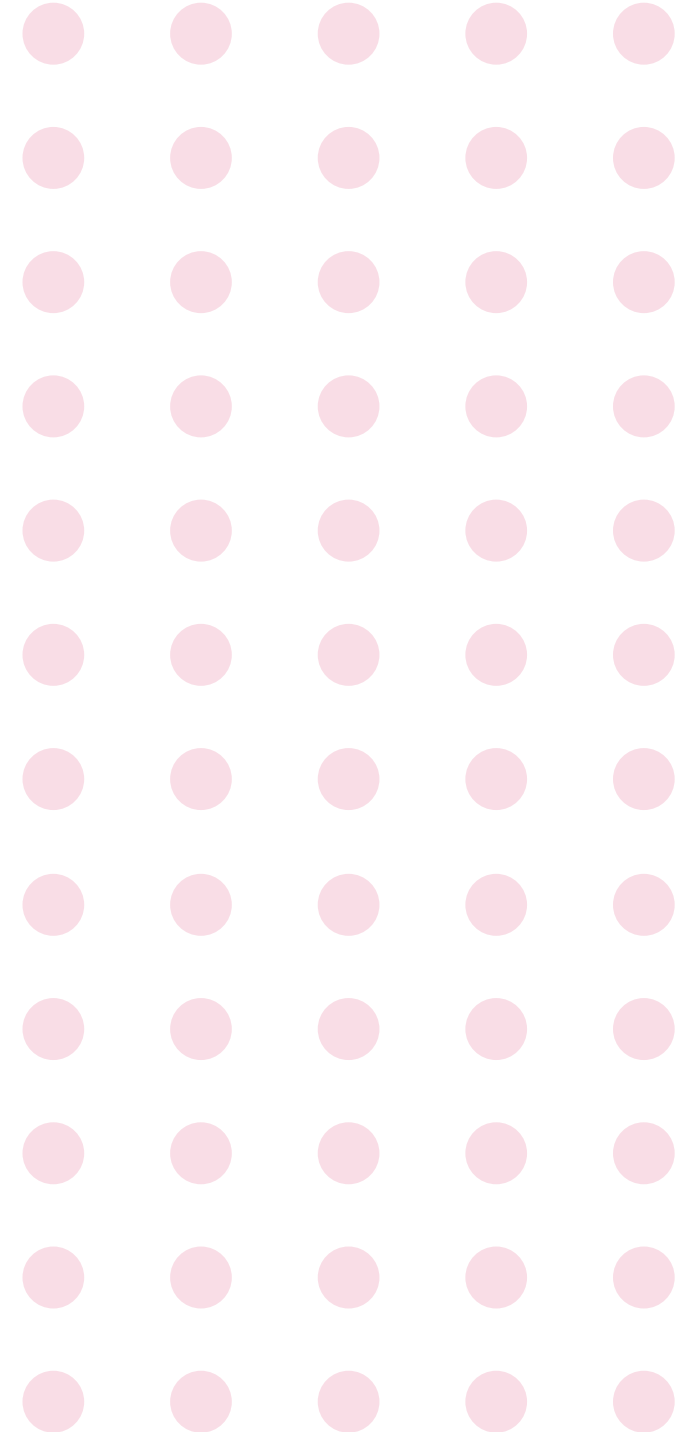
The [9 Community Boards](#) provide governance for Community Planning at a locality level and are supported by officers from across the partnership to deliver action to address locally identified priorities.

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 Board has identified 3 priorities that they will specifically focus on:

- Climate change
- Community Empowerment
- Mental Health

Development of new 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 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.

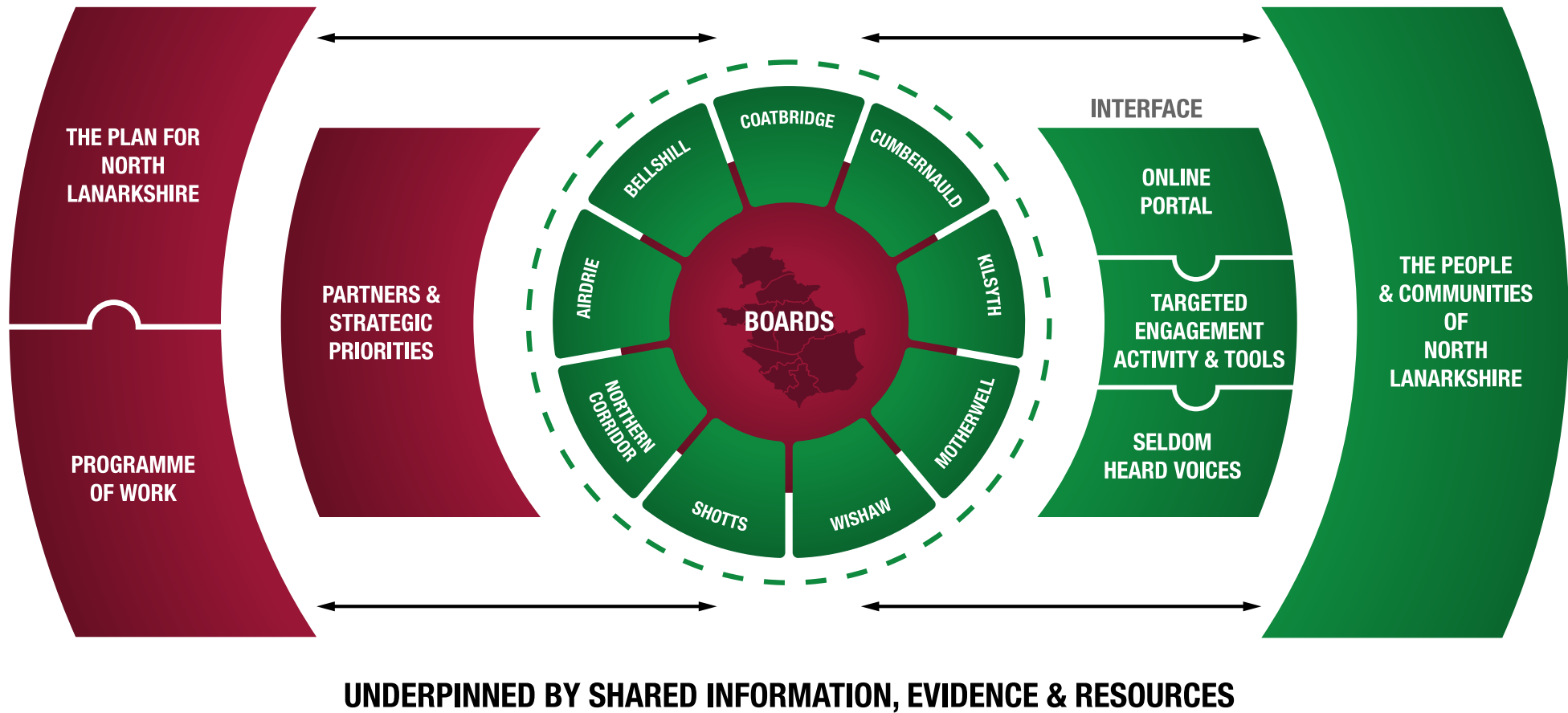
- Build on relationships between the public and voluntary sector and their networks to ensure that those supporting delivery are best placed to do so dependent on the particular priority for that community of interest or geography.
- Maintain a focus on the vision for North Lanarkshire delivery and meaningful outcomes for communities.
- Develop a relationship with people and communities as stakeholders based on trust, honesty and 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; 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 Motherwell 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 Motherwell Community Board covers the Council wards 17, 18 and 19. A detailed area profile for Motherwell 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 Motherwell 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.



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development of
the plan and
local priorities



Development of the plan and local priorities

The plan for Motherwell has been co-produced between local community representatives, community organisations, and local public sector agencies.

In addition to taking into consideration the facts about Motherwell 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 Motherwell. 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, including:

- Community surveys.
- 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 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](#)



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the priorities
for motherwell



The priorities for Motherwell

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

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

Alongside these specific priorities, we will also work to identify areas within our community that 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.

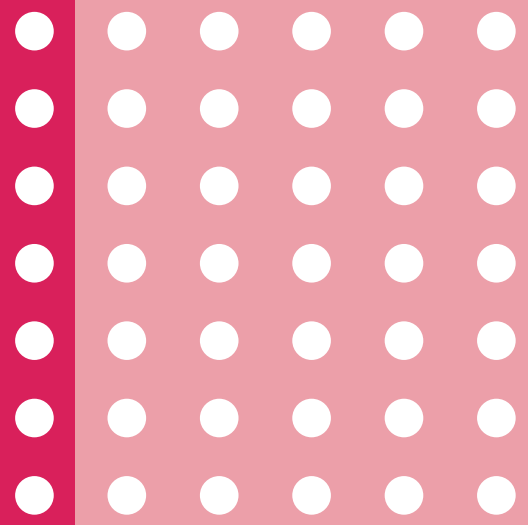
There is commitment to work with Community Boards around these key priorities to ensure appropriate local and targeted engagement and that:

- 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, 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

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 Motherwell initially we will:

- Identify public access Wi-Fi/ I.T. availability 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, New College Lanarkshire) to understand current approaches and services.
- Ensure Motherwell Community Board is represented on NL wide Driving Digital Locally sub-group.
- Undertake mapping of local organisations supporting digital inclusion.
- Establish a short working life group to agree local and community led action as well as links to Digital NL programme priorities.

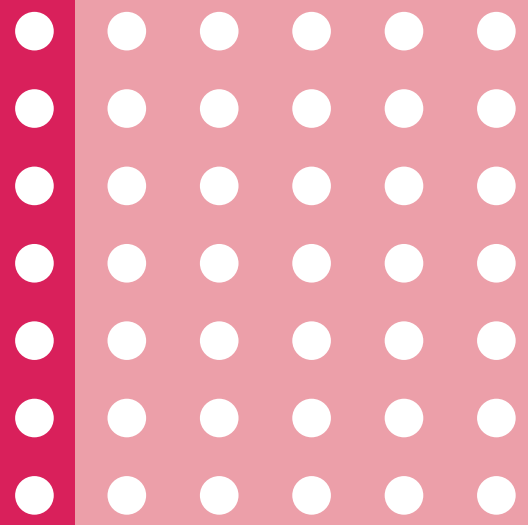
What are we trying to improve?

- 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 participate with and access a range of services. Local people should not face barriers to digital inclusion.





community

engagement



Community Engagement

Local people want to work with local public and voluntary sector agencies 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 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. 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 or confidence to influence decision making. Some communities face more significant challenge in participation than others and things like , 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 Motherwell initially we will:

- Use plain language and investigate the quality of community engagement with 'seldom heard voices' within the Motherwell area.
- Work with key partners to understand current impact of engagement work.
- Undertake mapping of issues and areas causing most concern.
- Establish a sub-group to agree local and community led action.

What are we trying to improve?

- Community participation and impact on decision making processes.
- Input from 'seldom heard voices.'
- Confidence levels

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 participation initiatives in a way that improves their lives and makes it easier for them to influence decision making processes. Local people should not face barriers to participating in community engagement.





community
safety



Community Safety

Communities want to work with public and voluntary sector partners to ensure local people feel safer within the Motherwell area.

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 live in attractive communities. 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 Motherwell area. Lack of reporting and negative perceptions can be barriers to improving community safety and we want to remove these barriers.

What will we do?

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

- Consult local people on key issues within the Motherwell area.
- Ensure Motherwell Community Board is represented on any NL wide sub-group or other relevant structures.
- Establish a sub-group to agree local and community led action.

What are we trying to improve?

- Wider community involvement
- Confidence levels
- Influence on decision making to ensure that local community safety initiatives are supported.

How will we know what success looks like?

When evidence from data and engagement with communities tells us that local people can and do take advantage of opportunities to highlight, influence decisions and take local action to address community safety concerns. Local people should feel safe, confident and supported to proactively promote and address local community safety matters.





mental health
and wellbeing



Mental Health and Wellbeing

Local people want to work with partners to raise awareness of, reduce the stigma associated with and ensure support and positive outcomes for people affected by mental health.

Co-production between statutory and voluntary sector organisations and communities will aim to improve, aim to raise awareness of and improve access to mental health support and services. Linking the Mental Health priority with other local priorities will increase social prescription opportunities. There is a need to ensure that local people have the skills and means to access activities that positively impact on 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, building on current activities to support people, identify gaps and avoid duplication of services. 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, caring responsibility and peer pressure can be barriers for BAME communities, carers and young people affected by mental health issues and we want to remove these barriers.

What will we do?

In order to inform Mental Health Action for Motherwell initially we will:

- Investigate the level of current demand in the Motherwell area and work with partners to understand current impact of COVID-19.
- Undertake mapping of local organisations supporting mental health work.
- Ensure Motherwell Community Board is represented on any NL wide mental health activity.
- 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 should not face barriers to improved mental health.





tackling poverty
and inequalities



Tackling Poverty and Inequalities

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 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 similar 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) that we want to remove.

What will we do?

In order to inform Tackling Poverty and Inequality Action for Motherwell 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 and ensure coordination with the North Lanarkshire Tackling Poverty Strategy and Action Plan.
- Ensure Motherwell Community Board is represented on any NL wide activity or other relevant structures.
- Establish a sub-group to agree local and community-led action.

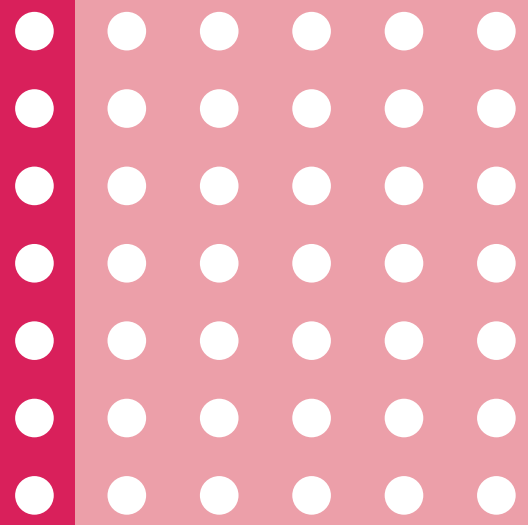
What are we trying to improve?

- Softer' skills, e.g., problem-solving, communication and confidence building
- Access to current (statutory and voluntary sector provision).

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 matters and opportunities for involvement in decision making processes and wider community access to improve the quality of outdoor spaces.

There is a need to ensure that local people have access to and feel a sense of ownership over quality and accessible outdoor space.

Why is it a priority?

We understand the need for environmental improvements to enable communities to better access facilities and services. We want communities to benefit from improved greenspace areas (e.g., Strathclyde Park, Baron's Haugh nature reserve and new active travel sites) in a way that enhances their lives, but we recognise that not everyone has equal access. Public transport access as well as affordability and lack of awareness can be barriers that we want to remove.

What will we do?

In order to inform an Environmental Action Plan for Motherwell 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 Motherwell area.
- Ensure Motherwell Community Board is represented on any NL activity or relevant structures.
- Establish a local sub-group to agree local and community led action.

What are we trying to improve?

- Access to and awareness of greenspace sites
- Public transport
- Transport infrastructure
- Affordability

How will we know what success looks like?

When evidence from data and engagement with communities tells us that local people feel that they have access to safe, quality environmental space in a way that improves their lives. Local people should not face barriers to accessing environmental improvements.



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transforming
motherwell



Transforming Motherwell

Local communities want to help shape the design and delivery of town/community hubs and transform Motherwell.

The vision for North Lanarkshire has created opportunity for long term plans to improve and invest to transform Motherwell for the benefit of local people. Local communities want to be informed to understand the benefit of this on the local community. And how they can engage with the council and its partners to help ensure key facilities and associated action is responsive to local needs at any given time.

Why is it a priority?

We understand the need for communities to have access to a range of facilities and services that meet local need. We want communities to benefit from improved facilities in a way that enhances their lives, but we recognise that some communities face more barriers than others.

What will we do?

- Work with key public sector, community and voluntary sector partners to understand the current issues to inform delivery of local improvements.
- Ensure that mechanisms are in place to engage with the 'right people at the right time' to support communities to participate in local decisions or developments affecting them.
- Work with the councils Growth Team to deliver the Motherwell Town Action Plan.
- Use information from wider engagement activity in Motherwell to inform further engagement required related to delivery of physical improvements.
- Focus action and interventions to particular areas of concern or where significant progress or work is planned that has an impact on local communities.

What are we trying to improve?

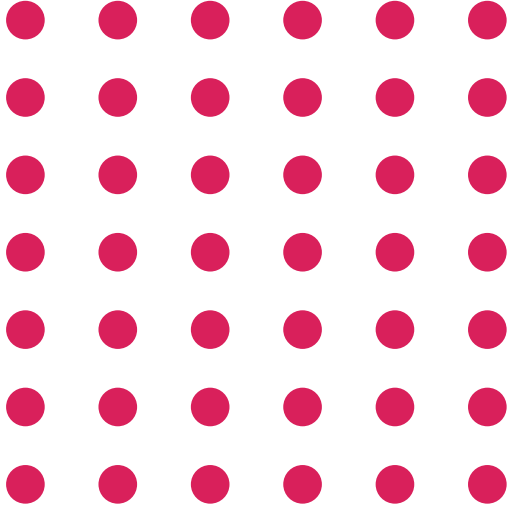
- Community access to services and infrastructure that meet local need
- Engagement with communities in the development and delivery of action to improve Motherwell as a town
- Improve perceptions of Motherwell as a town.

How will we know what success looks like?

When evidence from data and engagement with communities tells us that local people can participate in a way that improves their lives and feel the benefit of action to improve their area. Local people should not face barriers to engaging in activity to improve their area.

Detailed progress with action associated with priorities is reported regularly to the Motherwell 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

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