

# Agenda

## Community Planning West Dunbartonshire Management Board

**Date:** Thursday, 13 February 2020

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**Time:** 10:00

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**Venue:** Cunard Suite,  
West College Scotland, Queens Quay, Clydebank

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**Contact:** Craig Stewart, Committee Officer  
Tel: 01389 737251 [craig.stewart@west-dunbarton.gov.uk](mailto:craig.stewart@west-dunbarton.gov.uk)

Dear Member

Please attend a meeting of the Community Planning West Dunbartonshire Management Board as detailed above. The business is shown on the attached agenda. **Please note the venue of the meeting.**

Yours faithfully

**JOYCE WHITE**

Chief Executive

Distribution:

Councillor Jonathan McColl (Chair)  
Councillor Caroline McAllister  
Councillor John Mooney  
Joyce White, Chief Executive, West Dunbartonshire Council  
Andrew Watt, Group Commander – West Dunbartonshire, Scottish Fire & Rescue Service  
Chief Superintendent John Paterson, Divisional Commander, Police Scotland  
Beth Culshaw, Chief Officer of West Dunbartonshire Health and Social Care Partnership (WD HSCP)  
Margaret McGuire, Nursing Director, NHS Greater Glasgow and Clyde  
Mark Newlands, Scottish Enterprise  
Carol Dutch, District Manager, Jobcentre Plus  
Selina Ross, Manager, West Dunbartonshire Community Volunteering Service  
Kevin Quinlan, Scottish Government Location Director  
Catherine Topley, Chief Executive, Scottish Canals  
Gordon Watson, Loch Lomond & Trossachs National Park  
Liz Connolly, Principal, West College Scotland  
John Anderson, Manager, West Dunbartonshire Leisure Trust  
Sharon Kelly, Head of West Region, Skills Development Scotland  
Bruce Kiloh, Principal Transport Policy Officer, Strathclyde Partnership for Transport  
Damon Scott, Dunbartonshire Chamber of Commerce  
Gerry Watt, Scottish Prison Service  
Jimmy Hyslop, Operations Manager, Scottish Natural Heritage  
Ms Anne MacDougall, Chair of the Community Alliance  
Richard Cairns, Strategic Director – Regeneration, Environment & Growth, West Dunbartonshire Council  
Laura Mason, Chief Education Officer, West Dunbartonshire Council  
Superintendent Brian Gibson, Police Scotland  
Ms Jo Gibson, WD HSCP  
Angela Wilson, Strategic Director – Transformation & Public Service Reform, West Dunbartonshire Council

Malcolm Bennie, Strategic Lead, Communications, Culture, Communities & Facilities  
Amanda Coulthard, Performance & Strategy Manager, West Dunbartonshire Council

Councillor Jim Finn [substitute]  
Councillor Martin Rooney [substitute]

Date of Issue: 31 January 2020

## COMMUNITY PLANNING WEST DUNBARTONSHIRE MANAGEMENT BOARD

THURSDAY, 13 FEBRUARY 2020

### AGENDA

<u>Anticipated Times</u>		<u>Item</u>	<u>Pages</u>
10.00	1	<b>APOLOGIES</b>	
	2	<b>APPOINTMENT OF CHAIR – Verbal</b>	
		Verbal update from the Performance & Strategy Manager on appointment of a new CPWD Chair.	
	3	<b>DECLARATIONS OF INTEREST</b>	
		Members are invited to declare if they have an interest in any of the items of business on this agenda and the reasons for such declarations.	
10.05	4	<b>MINUTES OF PREVIOUS MEETING</b>	<b>5 – 8</b>
		Submit for approval as a correct record, the Minutes of Meeting of the Community Planning West Dunbartonshire Management Board held on 21 November 2019.	
10.10	5	<b>VOLUNTEER OUTCOMES FRAMEWORK LOCAL ACTION PLAN</b>	<b>9 - 14</b>
		Submit report by the Empowered DIG Chair providing an update on the Voluntary Outcomes Framework in West Dunbartonshire.	
10.25	6	<b>WEST COLLEGE SCOTLAND – REGIONAL OUTCOME AGREEMENT 2020-21 TO 2022-23</b>	<b>15 - 44</b>
		Submit report by the College Principal – West College Scotland on agreed regional outcomes.	
10.45	7	<b>COMMUNITY ALLIANCE CONFERENCE: 22 FEBRUARY 2020</b>	<b>45 – 48</b>
		Submit report by the Strategic Lead – Housing & Employability, WDC, updating members on the Community Alliance conference.	

11.00	8	<b>DOMESTIC ABUSE SUMMIT GROUP UPDATE</b>	<b>49 – 58</b>
		Submit report by the Chief Officer, WD HSOP, providing an update on the system-wide work to address domestic abuse in West Dunbartonshire specifically the feedback on the 'No Home for Domestic Abuse: Breaking the Silence' Community Conference.	
11.10	9	<b>COMMUNITY PLANNING WEST DUNBARTONSHIRE – IMPROVEMENT PLAN</b>	<b>59 – 66</b>
		Submit report by the Chair, Community Planning West Dunbartonshire, presenting, the revised CPWD Implementation Plan for agreement.	
11.25	10	<b>EMPOWERED DELIVERY AND IMPROVEMENT GROUP (DIG) PROGRESS REPORT</b>	<b>67 - 76</b>
		Submit report by the Empowered DIG Chair updating on the Empowered Delivery and Improvement Group.	
11.35	11	<b>SCRUTINY REPORTS</b>	
		(A) <b><u>Q3 Fire Scrutiny Report</u></b> Submit report by the Local Senior Officer, SFRS on the above.	<b>77 – 90</b>
		(B) <b><u>Q3 Police Scrutiny Report</u></b> Submit report by the Divisional Commander, Police Scotland on the above.	<b>91 – 94</b>
12 noon		<b>Meeting close</b>	



## COMMUNITY PLANNING WEST DUNBARTONSHIRE MANAGEMENT BOARD

At a Meeting of the Community Planning West Dunbartonshire Management Board held in the Civic Space, Council Offices, 16 Church Street, Dumbarton on Thursday, 21 November 2019 at 10.00 a.m.

<b>Present:</b>	Councillor Jonathan McColl	West Dunbartonshire Council
	Joyce White	West Dunbartonshire Council
	Angela Wilson	West Dunbartonshire Council
	Peter Barry	West Dunbartonshire Council
	Laura Mason	West Dunbartonshire Council
	Jo Gibson	West Dunbartonshire HSCP
	Superintendent Brian Gibson	Police Scotland
	LSO Paul Devlin (Chair)	Scottish Fire and Rescue Service
	Kevin Quinlan	Scottish Government
	Liz Connolly	West College Scotland
	John Anderson	West Dunbartonshire Leisure Trust
	Selina Ross	West Dunbartonshire CVS
	Damon Scott	Dunbartonshire Chamber of Commerce
	Gerry Watt	Scottish Prison Service
	Angela Noon	Department for Work & Pensions
<b>Also Attending:</b>	Detective Inspector Scott Hamill	Police Scotland
	Amanda Coulthard	West Dunbartonshire Council
	Craig Stewart	West Dunbartonshire Council
	Jonathan Hinds	West Dunbartonshire HSCP
	Julie Lusk	West Dunbartonshire HSCP
<b>Apologies:</b>	Councillor Caroline McAllister	West Dunbartonshire Council
	Councillor John Mooney	West Dunbartonshire Council
	Richard Cairns	West Dunbartonshire Council
	Malcolm Bennie	West Dunbartonshire Council
	Beth Culshaw	West Dunbartonshire HSCP
	Margaret McGuire	NHS Greater Glasgow and Clyde
	Carol Dutch	Department for Work & Pensions
	James Russell	Skills Development Scotland
	Bruce Kiloh	SPT
	Chief Superintendent John Paterson	Police Scotland
	Mark Newlands	Scottish Enterprise
	Anne MacDougall	Community Alliance

## **Paul Devlin in the Chair**

### **DECLARATIONS OF INTEREST**

None

### **MINUTES OF PREVIOUS MEETING**

The Minutes of Meeting held on 15 August 2019 were agreed.

### **SIGNING OF DOMESTIC ABUSE PLEDGE**

The Community Planning West Dunbartonshire Domestic Abuse Pledge was signed by the chair and a range of members on behalf of the partnership.

### **DOMESTIC ABUSE SUMMIT**

A report was submitted by the Chief Officer of the Health & Social Care Partnership providing an update on the system-wide work to address domestic abuse in West Dunbartonshire.

Following discussion, the CPWD agreed:-

- (1) the proposal to mainstream the work into CPWD structures; and
- (2) to note the continued commitment of senior officer time to deliver the Community Planning Domestic Abuse Pledge.

### **WEST DUNBARTONSHIRE VULNERABLE ADULTS MULTI-AGENCY FORUM**

A report was submitted by the Head of Mental Health, Addictions & Learning Disability providing an update on the work of the Vulnerable Adults Multi-Agency Forum.

Following discussion, the CPWD agreed to note the ongoing partnership work of the group and the wider proposals to further enhance existing collaborative work to support those individuals presenting in crisis and emotional distress across West Dunbartonshire.

### **COMMUNITY PLANNING WEST DUNBARTONSHIRE – IMPROVEMENT PLAN**

A report was submitted by the Chair, presenting the draft CPWD improvement plan developed from the self-assessment and development session held in September 2019.

Following discussion, the CPWD agreed:-

- (1) to note the content of the improvement plan;

- (2) to approve the actions and ownership as suggested in the report;
- (3) that the suggested delivery dates be reviewed, on the basis discussed; and
- (4) to note that updates would be provided on a quarterly basis with regard to progress.

## **WEST DUNBARTONSHIRE COMMUNITY EMPOWERMENT STRATEGY & ACTION PLAN**

A report was submitted by the Strategic Lead – Housing & Employability, WDC, providing members with a West Dunbartonshire Community Empowerment Strategy for approval.

Following discussion, the CPWD agreed:-

- (1) to approve the draft Community Empowerment Strategy and action plan;
- (2) to approve the development of a detailed delivery plan and launch of the Strategy in January 2020; and
- (3) to note the mentoring provided by MCR pathways, a mentoring charity to uncover, nurture, and develop the skills of our young people, which could be accessed via the following link <https://mcrpathways.org/west-dunbartonshire/>

## **DELIVERY AND IMPROVEMENT GROUP (DIG) ACTION PLAN UPDATES**

- (1) **Nurtured DIG Progress report;**
- (2) **Independent DIG Progress report; and**
- (3) **Flourishing DIG Progress report**

Updates were provided on each of the above Action Plans.

Following discussion, the CPWD agreed to note the current position of the DIG Action Plans.

## **SCRUTINY REPORTS**

### **(a) *Quarter 2 Fire Scrutiny Report***

Paul Devlin, Scottish Fire and Rescue Service (SFRS), updated members on recent quarterly performance against priorities in the West Dunbartonshire Local Fire and Rescue Plan.

### **(b) *Quarter 2 Police Scrutiny Report***

Brian Gibson, Superintendent, Police Scotland, updated members on recent quarterly performance against priorities in the West Dunbartonshire Local Police Plan.

### **PROGRAMME OF FUTURE MEETINGS – 2020**

The CPWD Management Board agreed to note the programme of future meeting dates for 2020. It was also agreed to consider hosting some of the meetings of the Board in partners premises:-

- **Thu, 13 February 2020 at 10 am (Venue: tbc)**
- **Thu, 14 May 2020 at 10 am (Venue: tbc)**
- **Thu, 13 August 2020 at 10 am (Venue: tbc)**
- **Thu, 19 November 2020 at 10 am (Venue: tbc)**

The meeting closed at 12 noon.





**Report by Chief Officer West Dunbartonshire CVS & Empowered DIG Chair  
Management Group : Thursday 13 February 2020**

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**Subject: Volunteer Outcomes Framework Local Action Plan**

**1. Purpose**

- 1.1** The purpose of this report is to provide an update on the implementation of the action plan to support the implementation of the Scottish Government Volunteering Outcomes Framework in West Dunbartonshire.

**2. Recommendations**

- 2.1** Community Planning West Dunbartonshire is asked to:
- Note the content of the report

**3. Background**

- 3.1** The Volunteer Outcomes Framework was developed over 2018 by the Scottish Government jointly with partners from the volunteer and community sector, local government and NHS, academics and social researchers and volunteers. The framework development was overseen by an External Reference Group (ERG) whose remit was to advise Scottish Government on priorities, challenges and actions, championing the role of volunteering in delivering the Scottish Government's National Outcomes. The Third Sector Interface network was represented on the ERG by the Chief Officer of West Dunbartonshire CVS.
- 3.2** The objective of the framework is to:
- Set out clearly in one place a coherent and compelling narrative for volunteering
  - Define the key outcomes desired for volunteering in Scotland over the next ten years
  - Identify key data and evidence that will inform, indicate and drive performance at local and national level, and
  - Enable informed debate and decision around the optimal combination of programmes, investments and interventions.
- 3.3** The Framework provides a statement of principles and volunteering outcomes, outlines the need for action across Community Planning Partners if the potential of volunteering is to be maximised and highlights a series of actions for partners at all levels - Third Sector Interface, Local Authority,

Funder, Volunteer Involving Organisations, NHS and Social Care and Business and Employers.

#### **4. Main Issues**

- 4.1** Following the August 2019 Management Group meeting, the Empowered DIG met to consider how best to ensure the key elements of the framework could be actioned within West Dunbartonshire. A copy of the action plan is attached as Appendix 1.
- 4.2** The action plan details actions against 6 key activity areas:
- Promoting the value and principles of volunteering
  - Providing practical guidance and support
  - Preparing for changing volunteering contexts
  - Adopting the principles into local funding criteria
  - Building links to share resources and expertise
  - Measuring impact.
- 4.4** Work is ongoing to complete the initial workplan by April 2020 with a view to developing additional second phase actions in the revised 2020-22 Empowered DIG Action Plan.

#### **5. People Implications**

- 5.1** There are no additional people implications

#### **6. Financial Implications**

- 6.1** There are no financial implications

#### **7. Risk Analysis**

- 7.1** No risk analysis is required

#### **8. Equalities Impact Assessment (EIA)**

- 8.1** An Equalities Impact Assessment will be carried out as part of the action planning process.

#### **9. Consultation**

- 9.1** Initial consultation activity has been undertaken by way of the DIG membership. Wider cross-sector consultation activity has taken place around the process to develop of the local Chartermark.

#### **10. Strategic Assessment**

- 10.1** Volunteering brings benefits to beneficiaries and communities, increasing social and civic participation and empowering communities. The development

of a local strategic framework and action plan will help support ongoing development and maximise reach and impact.

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<b>Person to Contact:</b>	Selina Ross, Chief Officer, West Dunbartonshire CVS
<b>Appendices:</b>	VOF Action Plan
<b>Background Papers:</b>	Volunteering for All: Volunteer Outcomes Framework for Scotland (April 2019)
<b>Wards Affected:</b>	All



## ACTION PLAN: West Dunbartonshire Volunteering Outcomes Framework (VOF) Implementation

Activity	Activity Details	Lead	Due Date	Status (31/12/19)
Promote the value of principles and approaches volunteering and of VOF	Framework and supporting paper tabled to Community Planning Management Group - endorsement and agreement to progress action	WDCVS	Aug 19	Complete
	'Framework' presentation developed		Aug 19	Complete
	Presentation developed and offered to partners - team meetings etc - to raise awareness	WDCVS & Partners	Mar 20	Ongoing
	Develop and promote volunteering case studies (using the Spectrum - Neighbourliness, Informal/semi-formal, Formal)		Dec 19	Complete
Provide practical guidance and support on VOF	Integration of Framework into ASPIRE (Assessing Potential Indicators of Resilience) Healthcheck	WDCVS	Aug 19	Complete
	Themed agenda items at each Volunteer Engagers Forum meeting		Aug 20	Ongoing
Adopt principles reviewing existing processes/guidelines	Development and launch of Inspire Chartermark		Mar 20	Ongoing
Prepare for future recruitment, mindful of changing contexts	Review of existing opportunity database - reconfiguring opportunities as appropriate	WDCVS	Nov 19	Complete
	Produce sector guidance/templates for drafting future opportunities		Nov 19	Complete
	Promote LinkUp West Dunbartonshire	All	Ongoing	Ongoing
Adopt the principles by building into local funding criteria	Map existing local funding opportunities across CP partners	WDCVS	Jan 20	Ongoing
	Review existing grant criteria around volunteering in context of the framework		Feb 20	Ongoing
	Revise Community Chest grant scheme for 20/21 operations		Feb 20	Ongoing
	Revise all local grant schemes	Partners	Apr 20	Ongoing
Build links, seeking opportunities to share resources and expertise.	Review and increase membership of Volunteer Engagers Forum	WDCVS	Mar 20	Ongoing
	Promote LinkUp West Dunbartonshire portal to third sector organisations and partner agencies	WDCVS & Partners	Mar 20	Ongoing
Opportunities to measure impact	Offer training on the VIVA (Valuing Impact of Volunteer Actions) framework	WDCVS	Mar 20	Ongoing
	Produce annual volunteering impact survey	WDCVS/All	Apr 20	Ongoing





## Report by the Vice Principal, West College Scotland

**Management Group: 13 February 2020**

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**Subject: West College Scotland Regional Outcome Agreement 2020-21 to 2022-23**

### **1. Purpose**

The purpose of this report is to provide the CPWD with an early draft of the West College Scotland Regional Outcome agreement in order to raise awareness of the College priorities and to invite the inclusion of any other relevant partnership priorities for our region.

### **2. Recommendations**

- 2.1** The CPWD is asked to note the content of the draft Outcome Agreement and comment on any aspects where partners may contribute further to College priorities or suggest any relevant other matters for inclusion within the document.

### **3. Background**

- 3.1** Each College region produces a 3-year Regional Outcome Agreement in line with the guidance from the Scottish Funding Council. These documents are updated on an annual basis through negotiation with SFC. The West College outcome agreement for 2019-20 is published on the SFC website [https://www.westcollegescotland.ac.uk/media/213513/west\\_scotland\\_outcome\\_agreement\\_2019-20.pdf](https://www.westcollegescotland.ac.uk/media/213513/west_scotland_outcome_agreement_2019-20.pdf).
- 3.2** The purpose of an Outcome Agreement is to demonstrate each region's distinct contribution to the Scottish Government's priority outcomes and the impact of associated investment. West College Scotland is a single college in the region and therefore the outcome agreement is for both the college and the region.
- 3.3** In October 2019, SFC published guidance for the new 3-year College Regional Outcome Agreements, identifying the topics which must be referenced. These priorities follow from an annual ministerial letter of

guidance to the funding council. The new Regional Outcome Agreement guidance aims to result in shorter documents, with less detail and more links to existing documentation than in previous years.

<http://www.sfc.ac.uk/publications-statistics/guidance/2019/SFCGD202019.aspx>

#### **4 Main Issues**

**4.1** In line with the SFC guidance timetable, a first draft document was submitted to SFC on 13 December and is provided for the CPWD information and any comment. We still await feedback from SFC on this draft and have until the end of March to submit the final document for SFC approval.

**4.2** The College outcome agreements are required to follow the SFC guidance to ensure consistency across the whole College sector and therefore the contents are fairly restricted.

The College priorities are set out in terms of:

- **Access and Learning** which includes retention, attainment and progression, as well as priorities around the wellbeing of our students and equalities. In line with the guidance, the College has specific priorities and targets relating to special groups of students, including Care Experienced.
- **The System** which includes skills alignment to meet employer needs and the economic growth of our region. This section also covers our School College Partnership, ESOL, contribution to Public Health, STEM, Digital and Climate Change Emergency.
- **Innovation** covering how the College supports business innovation and knowledge exchange

**4.3** There is a common set of Measurement Targets which are still to be completed once SFC confirmed data is provided for 2018-19.

#### **5. People Implications**

**5.1** None

#### **6. Financial Implications**

**6.1** None

#### **7. Risk Analysis**

**7.1**

#### **8. Equalities Impact Assessment (EIA)**



## **8.1**

## **9. Consultation**

- 9.1** We welcome any feedback on this early draft from our Community Planning Partners.

This draft Regional Outcome Agreement will be presented at similar meetings with our other Community Planning Partnerships.

## **10. Strategic Assessment**

### **10.1**

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**Person to Contact:** Stephanie Graham  
Vice Principal Educational Leadership  
West College Scotland

**Appendices:**

**Background Papers:**

**Wards Affected:**

**TITLE: Regional Outcome Agreement 2020-21 to 2022-23**

**Background:** Each College region produces a 3 year Regional Outcome Agreement in line with the guidance from the Scottish Funding Council. These documents are updated on an annual basis through negotiation with SFC. The West College outcome agreement for this 2019-20 is published on the SFC website [https://www.westcollegescotland.ac.uk/media/213513/west\\_scotland\\_outcome\\_agreement\\_2019-20.pdf](https://www.westcollegescotland.ac.uk/media/213513/west_scotland_outcome_agreement_2019-20.pdf)

The purpose of an Outcome Agreement is to demonstrate each region's distinct contribution to the Scottish Government's priority outcomes and the impact of associated investment. West College Scotland is a single college in the region and therefore the outcome agreement is for both the college and the region.

In October 2019, SFC published guidance for the new 3 year Regional Outcome agreements, identifying the topics which must be referenced. The new guidance aims to result in shorter documents, with less detail and more links to existing documentation. <http://www.sfc.ac.uk/publications-statistics/guidance/2019/SFCGD202019.aspx>

In line with the guidance timetable, a first draft document was submitted to SFC on 13 December and provided for your information and any comment. We still await feedback from SFC on this draft and have until the end of March to submit the final document for SFC approval.

The College outcome agreements are required to follow the SFC guidance to ensure consistency across the College sector. There is a common set of measurement targets which are still to be completed once SFC data is provided for 2018-19.

We welcome any feedback on this early draft from our Community Planning Partners.



# **West College Scotland Regional Outcome Agreement**

## **2020-21 to 2022-23**

FIRST DRAFT DECEMBER 2019

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Table 1: National Performance Measures For 2020-21  
Equality Impact Assessment

## Introduction

The Board of Management of West College Scotland submits the following West Region Outcome Agreement to the Scottish Funding Council. The Outcome Agreement reflects the College's commitment to respond to the educational and skills needs within our region, aligned to the Scottish Funding Council's priorities and to demonstrate the College's contribution to the Scottish Government's Economic Strategy. The Outcome Agreement sets out the processes and mechanisms that West College Scotland has established to monitor performance and progress in achieving its goals and objectives.

West of Scotland will receive core grant-in-aid of £? from the Scottish Funding Council for academic year 2020-21 to plan and deliver further and higher education in the region.

The College will continue to intensify efforts to meet government priorities of:

- Widening Access and Articulation
- Improving Attainment and Retention
- Equalities, Health and Wellbeing
- Developing the Young Workforce (DYW)
- Skills, Apprenticeships and STEM
- Innovation and Industry Partnerships
- Climate change emergency

The Regional Outcome Agreement is developed and progress is monitored through our Board Committees, including representation from our Student Association. The Regional Outcome Agreement is informed by our close working with Local Authorities, Community Planning Partnerships, employers and other stakeholders. Our progress, future objectives and aspirations are shared throughout the development of the updates to the Regional Outcome Agreement with staff, Trade Unions, students and stakeholders.

The College has a new [Corporate Strategy](#) for 2019-2025 with four main priorities:

- **Personalisation**
- **Collaboration**
- **Agile and Adaptive**
- **Digital**

Our job is to ensure students leave West College Scotland equipped with the skills and knowledge to compete in the jobs market; to make a full contribution to the wellbeing of their families, their communities and the economic growth of the country. As well as scope, we also have scale. As one of Scotland's largest regional colleges, with over 20,000 students, 1,200 staff and a turnover of £? million, ours is a huge organisation and a major employer, uniquely placed to help shape the West region's educational landscape and contribute to its social and economic development.

## Outcome Agreement Commitments

By 2023 we will have: (to be completed)

-

## Our Regional Context

West College Scotland delivers further and higher education across the West Region covering the main local authority areas of Renfrewshire, Inverclyde and West Dunbartonshire. In addition, the College provides education to other neighbouring local authorities including East Renfrewshire, Argyll and Bute, Ayrshire, Lanarkshire and Glasgow.

A link will be provided to the West College Scotland Context document covering Population, Employment, School Leaver Destinations, Qualifications and Participation, Deprivation and Poverty, Economic Performance and Business Profile

## Section 1: The Learner

### Access and learning

West College Scotland is committed to ensuring that we provide the highest quality of learning opportunities for students from all backgrounds and support them all to flourish, achieve and progress to further study or employment. The College will work towards the recommendations within the Blueprint for Fairness Report, particularly in supporting students and young people from deprived areas and those with a Care Experienced background.

The West Region contains some of the most deprived areas of Scotland, including the most deprived area in the country within Ferguslie Park Paisley. Inverclyde and West Dunbartonshire are the 2nd and 3rd most deprived Local Authorities within Scotland by share of 20% datazones, as measured in the Scottish Index of Multiple Deprivation 2016. The College plays a key role in improving the life chances of individuals within all our communities. The deprivation and poverty profile of the West Region will continue to drive our strategic priorities, aligned to access and equality and effective engagement with Community Planning Partners.

Our College is clearly defined by the support and opportunities we provide to these communities and our student feedback confirms the College's strengths in ensuring a very inclusive and supportive environment. We recognise some of the many challenges our students face in achieving full success at college and are committed to continuing to work to adapt learning to better meet their needs and provide the support they need, particularly around resilience, mental health and wellbeing.

### Retention and Attainment

Improving retention and attainment is a key priority for the College, particularly in curriculum areas with low performance indicators. The College has aspirations to have overall student success levels in the upper quartile of sector rates by 2020. This is a challenging aspiration when the College serves a region with high levels of deprivation and has a strong priority in supporting wider access, offering opportunities and developing individuals at a pace and level best suited to them.

Our student retention and success rates for FE programmes are already above Sector averages (to be confirmed once benchmarking data for 2018-19 is published), and we have been closing the attainment gap for those from our most deprived areas. Closing this gap further remains a priority for the College, as well as improving the success rates in curriculum areas where rates are lower and for categories of students such as Care Experienced and those with a disability.

Unlike FE programmes, College overall success rates for HE are below sector averages and whilst we had been achieving increasingly better rates for successive years, 2018-19 rates saw a reduction. Improving HE success rates is a major college priority and we are addressing this through a greater level of in-year monitoring and scrutiny, to result in more significant interventions and improvements. Aiding this will be a far better use of data analytics, increased student support and more sharing successful interventions across the curriculum areas.

Whilst attainment rates may be lower, our HE student satisfaction rates are significantly above sector averages and students report that their programmes prepare them for work and take responsibility for their learning. In some cases, our success rates are impacted by students securing employment before the end of their course and we will work to provide these students with more flexible ways of completing their qualification whilst in employment.

Our student destination rates are broadly in line with the Sector and in many curriculum areas almost all students are securing immediate, relevant employment on completion of their courses. We see successful student progression to positive destinations to be even more critical than success rates and are committed to improving our data and analysis in this area to better inform curriculum developments to ensure our students have the best possible opportunities to progress.

### **Articulation**

The Scottish Funding Council's aspiration for Access is that at least 60% of HN entrants to university should articulate with advanced standing by academic year 2019-20 and by 75% by 2025-26.

The College is committed to enabling students to progress their learning and to shortening the student journey by improving articulation. In 2017-18, 274 successful HN students from West College Scotland articulated to University with advanced standing (48% of the HN students who went to university, which was an 8% improvement on 2016-17) but the College recognises more work is to be done by both the College and by the Universities to achieve the SFC aspirations.

The College has many well-established articulation links, particularly with Glasgow Caledonian University and also with the University of the West of Scotland where 78 students per year are also supported through the additional places arrangements. We will continue to work with UWS under our partnership agreement to work collaboratively and smooth the transition of students to the university.

The College has a partnership agreement with the Open University and an Academy model with Strathclyde University has been running successfully for some time for Engineering.

Formal articulation arrangements are now being expanded upon in the areas of Business including Accountancy, Tourism and Computing areas with Glasgow Caledonian University. Similarly, formal articulation arrangements with University of Glasgow are in negotiation for Science and Social Science and being progressed with Glasgow School of Art for Interior Architecture into the Architecture and Interior Design Faculties. Arrangements are also in place for a collaboration with Glasgow University for direct articulation for HNC Applied Science and Social Science.

Curriculum reviews have highlighted more opportunities for articulation in Engineering and consideration being given to a collaboration with Bolton University and BBC Scotland for Make Up Artistry degree provision. There have been early discussions with University of Stirling, for articulation in Nursing, Social Sciences and Sports

SFC is currently funding a Curriculum Mapping exercise to inform any future estates developments for the College and UWS in Paisley. We will consider any opportunities which are identified through this work to further develop our articulation and progression to university for our students.

In addition to working on articulation pathways, the College maintains a very positive relationship with SWAP West. We deliver programmes in Social Sciences, Science and Access to Primary Education, enabling mature students from deprived areas to access University.

### **Deprivation - SIMD10/20**

The Scottish Funding Council National Aspirations for Access includes the aim that 20% of College activity per year should be delivered to students from SIMD10 postcodes by 2020-21. 25% of West College Scotland activity is for students from SIMD10, well above sector averages and a reflection of the deprived areas that the College serves. This student activity level has reduced slightly in last two years, although the Local Authority areas we serve have also reduced the proportion of the population in SIMD10.

SFC no longer expect Colleges to grow the SIMD10 intake but to work towards ensuring comparable successful completion rates.

The success rate for SIMD10 students on courses 160 hours or more in 2018-19 was 63.4%, and 66.7% for non SIMD10. The attainment gap narrowed due to a 2% improvement for SIMD10 students and 3% reduction for non SIMD10. In 2018-19 there was a 3.3% attainment gap compared to a 8.4% gap in 2017-18. Full time HE students from SIMD10 actually had better success rates than those students not from SIMD10.

The College continues to analyse performance of SIMD10 students and provide the support required to help them stay on their courses and achieve. In 2018-19 there was a 2% difference in the early retention rates with SIMD10 students more likely to withdraw early and more is being done to monitor and provide interventions where possible to address this.

The College works extensively with SWAP to provide a range of courses for mature students from deprived areas to develop their academic and personal skills to enable them to progress to University. During session 2018/19 the College enrolled 261 students on to SWAP programmes, an increase of 31% on the previous year and the highest amongst the SWAP West region, with 107 students articulating to university directly from college and others progressing internally to our HNC programmes in college. Success rates for SWAP programmes were 74% for session 2018-19, substantially higher than for other FE full time programmes. The College is planning to further increase this provision and working with SWAP to consider community-based programmes that further encourage and broaden access opportunities. <https://www.scottishwideraccess.org/west>

The College community-based adult learning involves learning activities that meet national and College learning objectives: 'Life-long' with learner-centred learning built around the interests and motivations of the students, and 'Life-wide' covering the personal, work, family and community aspects of living. (Scotland's Adult Learning Statement of Ambition, 2014).

The College provides community-based adult learning in West Dunbartonshire, Renfrewshire, East Renfrewshire and Inverclyde. West Dunbartonshire and Ferguslie Learning Centre remain the 'flagship' community programmes and are delivered in completely distinct and unique ways to suit



these communities. The Ferguslie Learning Centre, is the outreach centre for West College Scotland, operating from a base in the Ferguslie Park area of Paisley, the most deprived area in Scotland.

The College partnership with [Working4U](#) and West Dunbartonshire Council's Adult Learning Team to provide community based certificated learning has been highlighted as good practice by Education Scotland: [CLD and college collaboration in West Dunbartonshire](#)

In collaboration with Inverclyde Council, the College is working to expand community provision in Inverclyde, replicating the strengths of the West Dunbartonshire programmes, with clear progression routes to further education and employment in key areas to support local economic priorities.

## **Mental health and wellbeing**

Supporting the good mental health and wellbeing of our students and staff is an increasingly high priority in the College. We have an Employee Health and Wellbeing Strategy in place with themes under 'PROSPER' – Promote, Respond, Observe, Support, Practice, Educate and Review and a newly developed Student Health and Wellbeing Strategy under the same themes

[Staff Health and Wellbeing Strategy](#)

Student link: <https://www.westcollegescotland.ac.uk/media/213570/student-health-wellbeing-strategy.pdf>

The second largest cohort of students with a disability are those who have declared a mental health condition. Concerningly, this increased by 2% in 2018-19 to 1,400 of our students. In addition to those with a declared condition, staff report that student mental health is a serious issue with many other students and this impacts on learning and teaching and on student success.

The College has a signed Student Mental Health Agreement with the Student Association and will continue to work in partnership with them to address mental health and wellbeing. The new Student Wellbeing Advisor post has had very positive feedback from staff and students and has implemented a range of successful initiatives, including 'Gie's A Break cafes' to support students' mental health. The College will continue to seek more funding opportunities to support initiatives to support mental health and wellbeing of our students including provision of free breakfast for Students or soup at lunchtime.

The College has in place a team of Counsellors working across the campuses and welcomes the recent funding of £122k to increase this team and better meet demand. The College has a team of Mental Health First Aiders who also complement our Counsellor team. In addition, the College has invested in 'SilverCloud' an online mental health support platform and will be continuing to deliver more staff CPD to help with their own mental health and wellbeing and to better support our students. The College won the CDN Health Promoting College in 2017 and was highly commended for similar work in 2019, building on achieving the Health Working Lives Gold Award. Through the actions in our staff and student Health and Wellbeing Strategies, we will be working to promote good mental health and respond to needs across the college.

## **Student Safety**

The College takes the health and safety of our staff and students very seriously. College staff and the Students' Association work together to address health and safety. The Student Association has

representation on the College main Health and Safety Committee and is free to table papers and contribute to any discussions.

We regularly practice campus evacuation procedures for all students, ensuring adequate knowledge and expectations around safe exit from buildings and assembly points.

Risk assessments are carried out as required for both internal and external student activities and are monitored by the campus Health and Safety Advisors. All students in workshops and/or placements are provided with appropriate PPE

CCTV cameras are in operation across many areas in our campuses and we maintain close working relationships and contact with local representatives from Police Scotland to ensure prompt reporting and support for any student who is vulnerable.

We undertake suicide and sexual awareness raising sessions with students on matters which may impact on their personal lives.

## **Gender**

Our College [Gender Action Plan](#) (GAP) details the work we will do to address the most persistent gender imbalances, and how we will work proactively in partnership with schools, parents, industry and our local communities to achieve our ambition to reduce gender segregation in participation, achievement and retention

Progress towards our 2020 commitment to a 5% increase in participation within gender imbalanced curriculum areas has not been uniform. There has been positive movement in Mechanical Engineering, Building Services and IT: Computer Science/Programming/Systems, where the 5% increase has been exceeded. There have been slight improvements in courses which are traditionally dominated by female students. Imbalances in Building/Construction Operations and Construction (General) appear more stubborn, and we will concentrate on these areas moving forward.

In terms of retention, no uniform pattern can be identified in the analysis of the most imbalanced subjects. With regards to early withdrawals, the superclasses with most parity in 2018-19 were those traditionally dominated by female students. In terms of further withdrawal, there has been a significant decrease in the retention of male students in Hair/Personal Care Services, and we will carry out further investigation into this area.

Overall in the College, FE males continue to succeed better than FE females and conversely, HE females attain better than males. This has been the same pattern for the last few years and is in line with the sector. HE males had the lowest PI for courses of 160 hours or more last session and the highest early withdrawal percentages. Action is continuing at curriculum level to analyse and implement improvement actions.

Our GAP contains specific ambitions to ensure that we support and enhance the experience of students who are trans or gender diverse. In consultation with the Student Association, we will further investigate the trans and gender diverse student experience, and work in partnership with employers to support and encourage their transition.

## **Gender Representation at Board and Senior Level**

Good progress has been achieved in the gender balance at Board level, with 45% female non-executive directors ( $n=6$ M; 5F), and 50% female board members, including executive staff ( $n=9$ M; 9F). The Board's **Development Action Plan** outlines how we plan to proactively improve and widen access to Board membership, including the implementation of recommendations from a short life working group which was formed to enhance Board diversity.

With regards to staff at senior levels, there are a total of 28 staff in the Executive, SMT and Heads of Sector, of whom 36% are female. We will work towards a more balanced senior level of staff, and plan to encourage more women to join the College's Emerging Leaders Programme. We will also ensure that flexible working practices enable the retention and progression of staff, and that we make effective use of the Continuing Professional Review Procedure to assist career progression.

## **Equally Safe**

We will continue our work with the Student Association on adopting and working with the Equally Safe Toolkit. We will focus our approach on the key workstreams of response, prevention, intervention and curriculum exchange to enable us to contribute to a local and national coordinated approach. We have been effective in our work to date on proactive engagement and communication to increase understanding of all forms of violence against women and girls. This has included staff awareness raising talks to staff and students across all campuses.

We plan to ensure we provide a trauma-informed support and wellbeing approach to survivors. We will adopt a whole campus approach, and work with the Student Association to develop an action plan to implement the toolkit. We will improve our evidence base and gather data on the extent and nature of Gender based violence within the college community; the level of formal/informal reporting; and the effectiveness of responses to survivors.

## **Student voice**

The College works in partnership with the Students' Association to support and develop the student voice across all areas of curriculum and Support Services. A formal partnership agreement has been signed by both parties and forms the basis of our joint work. The Students' Association has continued to strengthen, increase its visibility amongst the student population and make a positive impact on the work of the College. The success of our Students' Association was recognised when they won Student Association Team of the Year at the National Union of Students in March 2019

The College is committed to continuing to strengthen and support the sustainability of the Association. The Board of Management have committed to maintaining the level of funding to support them to have autonomy and stability. In addition, the College is providing further support through the creation of a Students' Association Liaison Officer post to facilitate cross college work and Association profile raising.

The Students' Association actively participates in the College governance structure and has an active role in the Board of Management, Learning Teaching and Quality Committee and the Equality and Diversity Committee. Through the Board of Management and Learning, Teaching and Quality Committee, the Student Association is involved in the development of the Regional Outcome Agreement and associated targets. The Students' Association also aligns with college processes in developing their own Operational Plan for each year, setting out their key priorities.

The student voice is developed through a student representative system with Class Representatives recruited and trained for their role, cross inter-departmental meetings and departmental focus groups. Student feedback from surveys is communicated to the students via Learning from Feedback activities. The College will continue to improve the recruitment of class representatives and work in partnership with the Students' Association to address their training needs and strengthen their engagement and contribution to overall quality enhancement. In the 2018-19 Student Satisfaction Survey, 91% of students reported that they are able to influence learning on their course and 85% believe their suggestions are taken seriously. These are improved response rates and the College will continue to work with staff and students to further develop their influence and engagement in curriculum delivery. In the same survey, there was a substantial improvement in the percentage trend of students (61%) who reported that the Students' Association influences change for the better. The College will continue to support the Students' Association to ensure their work is even more visible through events, activities and social media.

The Students' Association and college partnership work has included joint activities on the Healthy Body, Healthy Minds campaign and on the introduction of our 'SilverCloud' online platform and online training for staff and students to support good mental health. There is engagement with 22 external agents to support student life at the College through the Student Wellbeing Adviser and Students' Association

The Students' Association have developed a Student Behaviours Framework ([insert Link](#)) which mirrors the college expectation of staff behaviours, as set out in the Building our Collective Ambition document. This Student Behaviours Framework will be further promoted to ensure the understanding and the development of appropriate student behaviours, supported by Think Only Positively curriculum initiatives.

## **Equality and Diversity**

Our College Mainstreaming Report and Equality Outcomes sets out our ambitions for improvements in how we advance equality. Our proposed areas of focus include decreasing the attainment gap for students with mental health issues, increasing the attainment and retention rate for students under 18, and enhancing the support of staff and students who are transitioning gender, or who are gender diverse.

The Report details how the College uses funding allocated to it to advance equality, such as the procurement of CPD to raise awareness, the development of a Behavioural Framework which emphasises the need for tolerance and respect, and the PAM Assist counselling service for staff. The College's Disability Confident status was renewed in August 2019 and we will continue to uphold the commitments of the Scheme.

We have identified priority areas for improvement in the reporting and analysis of equality data, more specifically:-

- Improving how we analyse the intersectionality of protected groups with their socio economic circumstance; and
- Further developing staff information systems to allow for analysis of career progression with equality data.

[more to be added here linking OA outcomes with Equality Outcomes]

## Access and Inclusion Funds

West College Scotland receives an Access and Inclusion allocation to enhance our inclusive practices and meet the needs of our students. These funds are intended to ensure successful student completion, progression and destination, as well as contributing to a positive, engaging student experience.

The College [Access and Inclusion Strategy](#) and updated [Action Plan \(insert link\)](#) demonstrates our commitment to delivering an inclusive curriculum which recognises the needs of all individuals studying at our college. Where appropriate, we embed our inclusive practices across all aspects of college life. The anticipated outcome of our Access and Inclusion Strategy is the creation of confident and ensured 'independent learners.' West College Scotland aims to enable and empower all students to ensure they have skills for learning, skills for work and skills for life. The actions we have taken have resulted in greater numbers of students being provided access to support services, which improve their chances of successful outcomes and positive destinations to work or further study.

Our Enabling Services staff have a presence in each of our main campuses and saw over 1000 students in 2018-19, representing a 10% increase on the previous year in students accessing the support available. We will continue to work on other access initiatives such as the partnership working with Renfrewshire Council to deliver personal skills development course for their employability programmes, in line with government agenda 'No One Left Behind' and the 'Keys to Learn' programme which successfully enabled ex-offenders up skill, improving their chances of a positive future.

## Care-Experienced students

The Scottish Funding Council aspiration is that there should be no difference in outcomes between Care-Experienced students and their peers by 2030.

In addition to its commitment to support all vulnerable students, the College is fulfilling its corporate parenting obligations from the Children and Young People (Scotland) Act 2014. It has nominated a senior manager (Assistant Principal Student Life and Skills) with a lead role in ensuring compliance with the legislation and best practice in the provision of support and educational opportunities for this vulnerable group, whilst at the same time recognising the corporate parenting responsibilities of all staff to support the ethos of corporate parenting.

We regard this group as having a protected characteristic and will therefore monitor, evaluate and revise our practices and procedures in order to improve the outcomes for this group of students in line with our quality assurance and equalities policies. We will evaluate our progress towards improving outcomes for this group of vulnerable students with reference to the targets detailed in our operational plans and [Corporate Parenting Action Plan](#)

The Centre for Excellence for Looked after Children in Scotland (CELCIS) was commissioned by SFC to run the first ever Scottish-wide survey of care-experienced students. The College collaborated with CELCIS in the creation of the survey, alongside Edinburgh Napier University. The Survey was published in November 2018 and the College is working towards the associated recommendations.

The College has an exceptionally high number of Care-Experienced students and has seen a further increase in 2019-20, probably due to the guaranteed bursary for Care-Experienced students.

Curriculum staff consider the needs of Care-Experienced students and adapt course delivery or attendance requirements where possible. A named person within each campus provides access to ongoing additional support and monitoring as part of the Care Experienced Student Support Team.

In 2018-19 there was a 4% improvement in attainment for Care Experience students but there is still a 10% attainment gap with other students. Early withdrawal for these students was improved and was at a comparable level to other students but overall later withdrawal was higher.

The College is a partner organisation in the initiative [Home and Belonging for Care Experienced young people in Renfrewshire](#) which was launched in 2019. Other partners include Renfrewshire Council, Quarriers, Engage, RAMH and Impact Arts. The project will run for 3 years and each year it aims to support 20-25 care experienced young people from Renfrewshire, as they move into their own accommodation.

The College is jointly funding a post in Inverclyde in 2019-20, working in partnership with Action for Children to pilot increased support for Care-Experienced students. This will provide additional individual support, including out of hours and off campus. We intend to learn from the pilot activity with Action for Children on how best to engage with our Care-Experienced students and seek how this opportunity can be best applied across our whole college

The College is also working in partnership with Action for Children and the Students' Association to create a new revised Corporate Parenting Plan. We will ensure our Corporate Parenting Plan actively incorporates and achieves the recommendations from the CELCIS study.

## **Veterans**

The College has signed the Armed Forces Covenant and is committed to providing appropriate learning for veterans and considering their existing skills and qualifications in entry to college courses. The College had 63 veterans on college courses in 2018-19 and is now working with external partners to develop initiatives that specifically benefit this cohort. The College has also been working with the Cadet service with a view to ensuring credit transfer in college, for non-formal learning and qualifications achieved through engagement with the Cadets.

Students in Sport and Complementary Therapies work with veterans and staff from the Scottish War Blind Association in Paisley and The Erskine Reid MacEwan Activity Centre in Bishopton to improve fitness and deliver treatments such as massage, aromatherapy and mindfulness. The College was shortlisted for the Herald HE Awards in 2019 for Outstanding Contribution to the Local Community for its work with Veterans.

Work with veterans and the armed services will continue and we plan further involvement with external partners including the Military Preparation College through the Events Chair of Trustee: Motivation & Learning Trust.

## **Carers and Estranged students**

The College has made a 'Stand Alone Pledge' to commit to provide support for students estranged from their families. The College is working towards achievement of "Going Further Student Carers Recognition Award". Both carers and estranged students are supported through our Student Advisory team as we would Care-Experienced students.

Our Access and Inclusion strategy highlights our priorities with regard to all vulnerable students, but especially those who are Care-Experienced and those who are Carers (young or adult). Our support includes early identification; provision of targeted support systems to reduce barriers to success; monitoring achievement and progression; transitions; the development of collaborative partnerships with local and national agencies; training and development of staff; operational action plan. We are working with Carers Trust Scotland developing ideas for the future but have concerns about realizing our aspirations within current resources.

In the last five years, the College has seen a significant increase in the number of students identifying themselves as Carers with 1,500 students in 2018-19.

Through on course guidance and support, curriculum staff take into account the needs of students with caring responsibilities and adapt course delivery or attendance requirements where possible.

The College supports staff with caring responsibilities through flexible working arrangements and family friendly policies. The College has been successful in being awarded status as a 'Caring Positive' employer demonstrating our commitment to supporting staff with caring responsibilities.

The College will continue to be active partners with [Stand Alone](#) organisation to ensure continued support for students facing estrangement and supporting national policy work to ensure this identified at risk group receives equitable support while in education.

## **British Sign Language**

The College provides specific support for BSL students and those with sensory needs. The College has amended the coordination of these Sensory Support Services in line with the Government's BSL Strategy and has published its [BSL Action Plan](#). Our BSL action was developed in conjunction with our BSL students. The [BSL Version](#) of the Plan was created by our BSL students for our BSL communities.

The BSL version of the plan was showcased as best practice, and included two West College Scotland platform party speakers, at the SFC National BSL Event in Edinburgh in May 2019.

## **Section Two: The System**

### **Skills Alignment**

Our major priority is to provide a curriculum which meets employers' needs, supports the economic growth of our region and provides our students with appropriate qualifications and skills to build successful long term careers.

Through the business transformation plan 'Future Proofing our College,' we have been working to ensure that our curriculum is well aligned to meet regional needs and our courses provide effective and efficient pathways for students.

Processes are in place to enable teams to formally review curriculum using internal performance measures and feedback data, as well as external environmental analysis, including the use of Regional Skills Assessments and Skills Investment Plans. We have plans to further enhance these processes through better access to data and supporting information.



The curriculum is effectively enhanced by a high level of employer involvement and increasing engagement of employers and industry bodies in the design and support of the delivery of courses is a key objective of all college curriculum areas.

We are committed to continuing to work closely with SDS across the College in the development of our provision and in the support of our students. Engagement with SDS in the skills agenda has been embedded in some curriculum areas through partnership working with the SDS regional Career Advisors. This partnership working is proving to be increasingly effective, particularly in our work on embedding employment specialism related Meta Skills in the curriculum, supporting staff understanding of the skills agenda and providing data to shape our programmes.

## **Developing the Young Workforce (DYW)**

The aims of the Scottish Government's Youth Employment Strategy are embedded within the College objectives. Specifically, to support vocational provision for school pupils in the Senior Phase, to introduce Foundation Apprenticeships, to reduce gender imbalances, to increase work-placement and work experience opportunities and prioritise STEM subject areas and STEM learning throughout the curriculum.

The College works in partnership with our five key Local Authorities, 32 schools and a variety of employers to increase the range of high quality school pupil vocational pathways to the workplace.

The College led on the development and establishment of the employer led [Developing the Young Workforce Group](#) for the West Region which provides leadership and a single point of contact and support to facilitate engagement between employers and education. The West Region DYW Group has representation from across key industry sectors and involves private sector employers with membership drawn from local employers, the third sector, education and economic development bodies from across the regional footprint. Over the period to 2020, the College will remain an active member of the Group seeking to support engagement between employers and the education sector as a whole. The College will, as a member of the Group, seek to aim to ensure that the work of the Group is sustainable after the core funding is no longer available.

School College Partnership provision has been and will be enormously beneficial in delivering the College's strategic aim to reduce poverty, promote attainment and support economic growth. Our courses at entry level provide clear routes from school into and through College; and providing opportunities for students furthest away from education and employment will continue to be a key College focus.

We will enhance the marketing and promotion of college vocational learning opportunities through the creation and maintenance of a regional curriculum focus group. Through this continued collaborative work with our Local Authorities, we will create a curriculum for the future that will provide increased access to skills-based learning through our School College Partnership. Expected outcomes from this work would be seen in the following:

- Promotion of STEM initiatives and skills learning
- Address employment sector gaps in local school provision
- Align the programme of activity to both College and Apprenticeship family pathways
- Strengthen partnership working between employers, schools and the College



The focus group will continue to review and evaluate performance, identify and implement interventions, both in schools and in college, to improve retention and attainment on vocational programmes.

Through the School College Partnership, the College will enable staff in schools and in the College to share practice in their areas of specialism, directly linking vocational learning pathways from the class to the world of work and enhancing CPD opportunities.

**DYW Progress Report (to be added)**

## **The Apprenticeship Family**

The College is the region's biggest provider of Apprenticeships and Skills and we will continue to work to ensure that the region secures investment from government which is commensurate with the skills need and employer demand. West College Scotland delivers significant workbased learning to support the growth of key growth sectors, including Life Sciences, Construction, Engineering and Hospitality. In addition to this, the College continues to successfully grow the contracts with key sector bodies including CITB, SNIPEF and SECTT to ensure their MAs have the skills, capacity and qualifications required by the industry.

Programme design, development and delivery will be informed by insight provided from Regional Skills Assessments and engagement with employers supporting West College Scotland to prioritise net growth, through equipping people with the skills to secure work in regional growth sectors. In addition, we will act as an exemplar College in how we engage with employers, working with agility and flexibility to respond to their short and long term needs. Specific actions will include a commitment to meaningfully engage and support over 600 regional employers each year, enabling the College to make a greater contribution towards the Government's MA target, with a focus on young people, higher level and STEM-related delivery. Over the lifetime of our Outcome Agreement, the College will strive to track above achievement rates for the FE Sector across Foundation, Modern and Graduate Level Apprenticeships.

West College Scotland has been delivering Foundation Apprenticeships for 4 years in partnership with our 4 main Local Authorities. Recruitment to Foundation Apprenticeship programmes is a challenge and the College will continue to work in partnership with SDS and our Local Authorities to promote the value of the qualification to pupils, teachers, parents and employers. We will continue to engage with employers in particular, to secure the necessary placement opportunities and industry challenges and to work to improve success rates on the qualifications.

To further enhance the opportunities associated with apprenticeships and to provide a seamless apprenticeship/workbased learning journey, the College will look to deliver relevant Graduate Apprenticeship frameworks. Building upon our FA and MA offers, and supporting the College STEM manifesto, we will take forward the potential for introducing a Civil Engineering Graduate Apprenticeship as part of our portfolio. This links to both West Region employer and economic need, as well as the workforce required by the wider Glasgow Region City Deal.

## **Early learning and childcare**

The College is one of the largest providers of early learning and childcare training in Scotland and has been responsive to the 1140 Early Years expansion plan outlined by the Scottish Government,

increasing recruitment and offering a range of flexible delivery options including day release, evening and twilight provision.

The expansion of provision is challenging both in terms of the recruitment of suitably qualified candidates and in terms of finding appropriate placements in order to complete the stringent learning requirements. We work very closely with our Local Authority partners who each have different challenges around ensuring that they have a quality workforce in place in the timescales identified.

The College is committed to the Scottish Government priority of increasing the number of enrolments and graduates in Early Learning and Childcare to create a highly skilled, diverse and dedicated workforce. We are committed to increasing the flexibility of study options, including delivering part time over 2 years and with twilight options to support those with specific needs or disabilities. We are planning more flexible, blended programmes to suit those who cannot commit to full time study due to family or financial responsibilities.

Our Early Learning Childcare courses are publicised widely, including through social media, promoting the diversity of students in the marketing. Staff from the College will continue to prioritise the work in schools, in partnership with the Local Authorities, to publicise the workforce opportunities with both male and female practitioners in attendance. We will continue to work with local authorities to support career changers.

## **Public health**

The College recognises that the places we live, work and play, the connections we have with others and the extent to which we feel able to influence the decisions that affect us, all have a significant impact on our health and wellbeing. The immediate physical environment, the social community networks we belong to, the local economy, our workplace and the accessibility of services are all important.

Addressing the health and wellbeing issues of our young people and recognising, respecting and promoting their rights is essential to achieving this outcome. The College is fully committed to its work focusing on Early Years, including within its own nurseries and training the Early Years workforce and supporting Getting It Right for Every Child (GIRFEC) in partnership with our Local Authorities.

Good mental health is profoundly important for growth, development, learning and resilience. It is associated with better physical health, positive interpersonal relationships and well-functioning, more equitable and productive societies. Mental health is also linked to wider inequalities. Socio-economic status has a bearing on mental health and those who experience disadvantage are more likely to have poorer mental health. Loneliness and isolation also has a serious impact. The College provides strong support to our staff and students in their mental health and wellbeing and plans to continue to develop this area, including the work on Health Body Health Mind with our Student Association.

Substance use, including tobacco and alcohol, is an area where the College can make positive and sustainable changes now to realise significant progress and address the persistent public health problems that face our communities. In partnership with the Student Association, the College will

continue to provide information and support events to raise awareness in our student population and support initiatives such as stopping smoking and the Alcohol Awareness and Healthy Eating courses we provide for school pupils.

The College will continue to work as an active member of all our Community Planning Partnerships and sub groups and work with other regional partners to support inclusive growth and the public health agenda.

## **STEM education and training**

Developing STEM skills in all curriculum areas is a key priority for the College, in line with the College [STEM Manifesto](#). The College has made a pledge to our students, employer partners and the region to inform how STEM is relevant to future career opportunities for women learners; improve skills in maths and numeracy; ensure learning is enjoyable and provide STEM training relevant to the needs of the region's workforce.

The College has been awarded STEM Assured status and achieved best practice recognition for the categories of Strategic and Business Planning, Collaboration and Consultation and the Impact of STEM on organisational performance.

The College leads the West Region STEM Partnership involving all four local authorities, UWS, DYW, Education Scotland, SDS and key local partners. The College is working through this Partnership to promote STEM opportunities, improve STEM learning pathways and provide Career Long Professional Learning (CLPL) for teaching staff. The STEM West Partnership will continue to collaborate on the numerous promotional STEM activities across the region which engage our school pupils and focus on improving the curriculum pathways and the development of STEM learning for both teaching staff, pupils and students.

Enrolment on college STEM courses, as defined by SFC, increased in 2018-19 to 24% of the College credit activity. 43% of our STEM activity is in Engineering and 27% in Construction and both areas have steadily increased over the last few years. 20% is in IT and 11% in Science and Maths which have seen small reductions. Our plans are to grow Construction and Engineering in particular, to meet the employment opportunities in our Region and to develop the digital skills of students in all courses. A significant part of our STEM related activity is for school pupils, including activity to support Primary schools.

The College has expanded the number of students enrolling as STEM Ambassadors across curriculum areas including Science, Early Years, Access to Primary Teaching, Computing and Engineering.

## **Digital**

In October 2019 the College published its [Digital Strategy](#) covering the next five years to 2025. This ambitious statement of intent takes direction from the Corporate Plan, setting out goals on Inspirational Learning, developing our skills base and making more intelligent use of data. The Strategic aims have been set around our six key areas of digital development - Delivery, Capability, Intelligence, Infrastructure, Resources and Partnerships.

The College already has many of the resources and attributes that underpin digital development. The Strategy aims to harness these, supplement them and focus resource and activity on enhancing the digital knowledge and experience of all who engage with the College. This

includes the 'Curriculum Re-imagined' project to deliver learning in new ways and a revamped CPD process and programmes with emphasis on digital skills development

We will continue to support and engage with the Digital Skills Partnership to enhance links with industry and universities. The College has active involvement nationally in the digital agenda including supporting the CDN Digital Ambition development group.

Our focus is placing digital at the heart of everything we do and aligning to the ambitions as laid out by the Government, as indicated in the recent FE & HE 'ICT Strategy 2019-2021' and as specified in Colleges Scotland's 'Infrastructure Commission for Scotland' paper.

We recognise the need to prepare our students for the workforce of the future and the fundamental role digital skills and technology play in achieving this, together with wider economic growth and prosperity for our communities. In preparing our students, we will, in tandem, be developing a digitally-skilled and inclusive workforce to meet this National agenda which recognises that digital skills will be fundamental to improving the life chances of our students and the economic success of the country. Our recently launched Digital Strategy will play a critical role in the skilling, upskilling and reskilling our staff to deliver our promise to our students.

We acknowledge the risks around a 'digital divide' and the creation of new forms of 'social exclusion' as students and staff struggle to respond to the digital disruption to traditional methods, jobs and industries. We are committed to ensuring that we are inclusive in our approaches and supportive in enabling this digital change. We also recognise the urgency to harness, and to deliver, a new type of curriculum which embraces a flexible approach responsive to emerging technologies such as the internet of things, cloud computing, artificial intelligence, big data, machine learning, artificial reality and Skills 4.0. Given that these new technologies and drivers demand new ways of delivering learning, teaching, and assessment which rely significantly on a digitally skilled workforce, our approach will be more than simple CPD for staff and more of a significant cultural shift in thinking, practices and approach to enable an inclusive digital environment for learning, teaching and assessment. In doing so, we will also be mapping this to the aims and ambitions set within the Enterprise and Skills Strategic Plan and the CDN New Professional Standards for Lecturers in Scotland and GTCS registration requirements.

We are in the process of developing our Digital Action Plan to sit under the Digital Strategy which will support the above. Within our Action Plan, we will be, and have commenced, partnership working with The Digital Skills Partnership, Digital Ambition Short Life Working Group, Jisc and Microsoft. We are in the process of identifying Digital Ambassadors and strengthening the presence of our Microsoft Innovative Experts within the College to grow the digital skills base of our staff.

The College will continue to prioritise infrastructure investment via SMT management of IT Maintenance spending, planning and supporting the introduction of increased data analytics.

### **Information Technology Strategy to Support Digital delivery**

The fundamental role of the College IT Strategy is to provide the support and infrastructure that is necessary in order to deliver the College's wider digital needs and ambitions. The College IT Strategy provides the framework and direction to ensure that technological change and development:

- Is driven by curricular learning and teaching need.
- Will support innovation in teaching and learning.

- Provides online access to established and emerging learner and support processes.
- Ensures existing hardware and software assets are utilised to their maximum potential.
- Embraces mobile and flexible working models.
- Recognises the benefits of collaborative working and shared service delivery.
- Ensures adherence to legislative and policy requirements.
- Supports a mobile, flexible and hybrid-could infrastructure.
- Provides required levels of ICT service delivery and standards.

The College [IT Strategy](#) was approved by the Board of Management in 2016 and is entering Year 5 of implementation, with an updated Strategy to be developed for implementation during 2020-21 in support of College digital ambitions. The College has made progress in delivering IT Strategy outcomes despite a challenging financial environment and the need for higher levels of investment to support key outcomes.

The need for IT investment remains significant. College ability to invest in the ICT infrastructure is becoming increasingly challenging given the annual level of resource available is decreasing, and this has been documented within Regional Outcome Agreements over the last few years. The level of IT funding is the subject of ongoing dialogue with the SFC and should this lead to any further resource becoming available then this will be used to support delivery of IT Strategy outcomes - particularly in replacing and improving wireless access.

The College will continue to engage with the SFC in seeking to secure strategic funding to support implementation and delivery of the IT Strategy and achievement of digital ambitions. The College will also engage fully with the Colleges Scotland working group which is developing a digital ambition strategy for the sector.

The College IT plans include:

- the successful conclusion of the Skype for Business cross-campus project to improve cross campus communication and reduce travel.
- the full deployment of Windows 10
- Reviewing options and costs for replacing and improving campus wireless facilities;
- Cyber Essentials re-accreditation to support the Scottish Government's strategy on Cyber Resilience;
- Continuing to engage with the Student Association to better refine and understand feedback on use, availability and functionality of IT resource;
- Ensuring teaching and learning IT needs are prioritised within available resource parameters.

## Climate Change Emergency

The College is a member of Environmental Association for Universities and Colleges and an active member of the Smaller Institutions Group.

The College [Estates Strategy](#) 2016-26 recognises the importance of addressing climate change. This strategy recognises the need for the College to replace two of its campuses (Paisley and Greenock) if it is to fully address the Colleges commitment to reducing greenhouse gas emissions.

The College has a comprehensive **Carbon Management Plan** in place with oversight on progress achieved provided by the Board of Management Estates Committee. The Committee receive regular update reports on the sustainability work undertaken by the College. There is a dedicated Sustainability [College Intranet Page](#) supported by a full-time Sustainability Officer who is responsible for embedding sustainability matters across the College.

Over the past 5 years, the College has delivered on its Carbon Management Plan objective of reducing carbon dioxide emissions by 10% in the period to July 2021 across the College:

<i><b>Year</b></i>	<i><b>Comment</b></i>	<i><b>Co2</b></i>	<i><b>Saving %</b></i>
<i>2014-15</i>	<i>Base year</i>	<i>5,303</i>	
<i>2015-16</i>		<i>5,133</i>	<i>3.2</i>
<i>2016-17</i>		<i>4,859</i>	<i>8.4</i>
<i>2017-18</i>		<i>4,430</i>	<i>16.4</i>
<i>2018-19</i>	<i>Draft</i>	<i>4,220</i>	<i>20.4</i>

The College has participated in the required annual Climate Change Duties Report. This report not only highlights the progress made by the College but also provides a significant level of background information on the areas such as governance, project management and climate change adaptations.

The College will continue to pursue the redevelopment of both its Paisley and Greenock campuses. The redevelopment of either of these campuses would have a material impact on the College carbon emission levels.

We will continue to investigate the viability of the Clydebank campus joining the West Dunbartonshire Council district heating system. Joining this scheme would significantly reduce the level of emissions at the Clydebank campus. However, there is likely to be an increased level of running costs associated with this project due to the increased running costs.

Through the Heads of Sector, we will engage with EAUC staff to assess what resources and additional materials are available for their respective areas. We are increasingly building sustainability in as a topic into our curriculum and plan to use the interest in Climate Change as a method of increasing engagement in STEM learning with our school pupils and students.

We will continue to implement emission reduction projects across all campuses including replacing lights with energy efficient bulbs/fittings; installation of electric charging points; improved waste management arrangements leading to greater level of waste materials being recycled; and awareness campaigns ranging from switch off lights to removal of single use plastics.

We are looking to further develop the partnership working already established with local community groups, local authorities and other sustainability groups i.e. Zero Waste Scotland, to see what works can be undertaken to advance the sustainability agendas of all organisations.

## Gaelic

Whilst we have not had and do not anticipate demand from stakeholders related to immediate support for the Gaelic language, we will continue to keep this under review and consider where we may make a contribution to the Local Authority Gaelic Action Plans.

*More to be added regarding cultural support for Gaelic locally*

## **English for Speakers of Other Language (ESOL)**

*Insert Link: joint delivery plans with CPPs.*

The College ensures that it meets the ESOL needs of our region by working in partnership with our Local Community Planning Partnerships. The College delivers significant ESOL provision in Clydebank and Paisley and the continued growth of ESOL demand within the Inverclyde CPP is being addressed.

The College has plans to increase pre-entry lower level ESOL courses to meet unmet demand from applicants and community partners and to focus on more pre-elementary level and fewer Level 5 courses, in line with market need. The College will adapt some ESOL provision to better meet the applicant profile (high percentage of mothers with children who would benefit from provision from 10am – 2pm to assist with childcare issues)

The introduction of ESOL+ College courses has been successful in combining language tuition with vocational subjects, thereby shortening the student journey and contributing to improved employability. Key employment growth sectors for the West Region are financial and business services, ICT/digital and health and social care. The College ESOL+ courses in Care, ICT and Business and Finance are starting ESOL learners on the path towards these employment opportunities. The College plans to develop ESOLplus with STEM, provide a wider offering of ICT, and more progression routes to health care.

## **Quality Reporting**

West College Scotland continues to enhance the quality of our provision through self-evaluation activities, across both teaching and support services, and by further analysing data and feedback in order to improve the quality of the student experience.

The College published its first [Evaluation Report and Enhancement Plan](#) in December 2017, followed by a three year [Evaluation Report and Enhancement Plan 2017-18 to 2019-20](#) under refreshed SFC/Education Scotland Arrangements for assuring quality. The quality framework How Good is Our College? supports an evidence-based approach to self-assessment, with supporting evidence externally validated and outcomes graded against three high level quality principles. The College continues to progress the actions in the Enhancement Plan. College evaluation activities are informing the next phase of preparation for the Evaluative Report and Enhancement Plan due to be completed in October 2020. *(awaiting 2019/20 guidance)*

## **Professional standards**

The College was extensively involved in the development of the new Professional Standards for lecturers, providing a key input into their development through involvement in the Steering Group and through staff feedback during the development phase. The Professional Standards are now being used to inform training needs and prioritise aspects of the College CPD programme for teaching staff.

The College was awarded the GTCS Professional Update Validation Award in September 2019 and our staff are continuing to actively work with GTCS in the planning for professional registration.

The College is committed to supporting the professional development of all staff and this includes a range of CPD as well as a West College Scotland Leadership Development Programme providing the CMI Certificate in Management and Leadership (SCQF8) qualification.

The College has prepared a Workforce Plan which has analysed the current workforce and extended the analysis to identify future skills and competencies needed to deliver organisational success. West College Scotland has developed plans to 'Future Proof' the College with SFC and the Workforce Plan is a critical component of that wider plan.

## **Section Three: Innovation**

### **Effective knowledge exchange and innovation**

West College Scotland is a primary leader in the college sector in its approach to embedding innovation in the curriculum, in its offer to businesses and in recognising the need for our staff and students to be agile and adaptive to diversify and realise emerging opportunities. Supporting the ambitions outlined in the Enterprise and Skills Strategic Plan, particularly the Priorities linked to Innovation including 'Make best use of university and college research, knowledge and talent to drive growth and equip Scotland's people with the tools and skills needed to innovate'. The College has successfully led and developed a number of bold strategic multi-agency initiatives which have been delivered in partnership between Curriculum Sectors, Learning Technologists, Business Engagement teams and Industry.

West College Scotland supports the Scottish Government's ambition for Scotland to be in the top quartile for productivity amongst OECD member countries, recognising that Innovation is a driver for productivity and growth. The OECD estimates that, owing to the fourth industrial revolution and automation, 38 per cent to 42 per cent of the UK population will need to completely retrain in the next 10 years in order to remain employable, and suggests that for the UK "developing the right set of skills and making full use of them in the economy is a recipe for higher productivity, growth, and inclusiveness". Strategically the College works in supporting businesses to increase their level of innovation, realise their growth ambitions and create job wealth across our Region and explicitly links these activities to supporting inclusive growth through the five outcomes of Productivity, Population, Participation, People and Place. Examples of activity and future plans are below:

### **Supporting Business Innovation**

Digital and management skills are a challenge for many SMEs and a lack of skills in these areas is likely to play an important role in the ability of some Scottish businesses to adopt, and make the most of, innovations. According to the Enterprise and Skills Review, Phase 2; competence in these areas is central to the capability of our businesses for innovation and for long-term economic performance. To ensure businesses, and in particular SMEs, have the ability to maximise their potential to innovate we will create a number of small 'chunkable' online and blended training packages which focus on developing digital skills, lean management, leadership, team working, virtual collaboration and enhancing productivity.



West College Scotland is one of the Scotland's largest providers of training through the Flexible Workforce Development Fund (FWDF). In 2018-19, the College supported the upskilling and retraining of staff from more than 50 employers across the private, public and third sectors. We have nurtured new client relationships and developed new products and services directly informed by business demand. To date we have introduced almost 150 'new to market' products ranging from Strategic Leadership and Digital Skills to Health and Safety and Resilience Building, as well as supporting specific opportunities for role specific in-work training. The College continues to successfully deliver the FWDF in 2019-20 strengthening and embedding new business relationships and providing further insight into employer skill and product demands that inform not only our offer to businesses but also college curriculum development to ensure our students have the skills and attributes required by their future or current employers. The College is in a good position to continue to deliver and build on FWDF in the future to meet the needs of our regional employers and workforce.

### **Innovation Centres Partnership**

The introduction of innovation vouchers and the wider cross sectoral collaborations supported by the SFC FUTUREquipped project and College Innovation Accelerator Fund activities, has allowed strategic developments that go beyond transactional business/college engagement and facilitate colleges and their students to be part of the value chain in developing solutions dealing with industry, economic, environmental or demographic issues.

Building upon this, we continue to engage with Innovation Centres on planning and integrating their research, resources and services within a number of areas including; CSIC in relation to VR training on the use of advanced construction equipment. CENSIS where we are exploring the potential around sensors and environmental control in community housing, working with vulnerable and socially isolated groups.

The College is currently working closely with Renfrewshire Council and other regional stakeholders in supporting the Advancing Manufacturing Innovation District (AMIDS) to be an internationally recognised location for innovation, research and advanced manufacturing. At the heart of AMIDS is the National Manufacturing Institute for Scotland (NMIS) which will support the transformation of Scotland's manufacturing industry in terms of innovation and digital opportunities, creating sustainable, high-value and highly skilled jobs. The College is also delivering Engineer Apprenticeships for the Advanced Forming Research Centre (AFRC) in partnership with the University of Strathclyde. All of these strategic partnership activities provided a platform for us to submit a College led proposal with Renfrewshire Council to the Advancing Manufacturing Challenge Fund for further investment to support SMEs. (insert outcome when known)

### **Supporting Social Innovation – Eco Skills Academy**

#### **Case Study**

West College Scotland and AC Whyte have established a unique partnership through the creation of a Skills Academy as a direct response to a company identified skills shortage. The College developed a previously underperforming course into a recognised industry qualification with a guarantee of employment on successful completion. The partnership has committed to deliver the programme for the next 5 years which will provide a bright and promising future for College students. West College

Scotland is the only College in Scotland delivering this qualification and providing learners with a unique learning opportunity. The College identified that upskilling students to apply thermal insulation would not only embed sustainability issues into curriculum delivery but also support the Scottish Government ambition in tackling fuel poverty which affects an estimated 25% homes in Scotland and around 1.3 million people. The initiative has involved industry experts in shaping and directing the curriculum to ensure it meets the needs of both industry and the economy. For AC Whyte, they secure a reliable flow of high-quality staff, address some aspects of fuel poverty within the West of Scotland, and assist students to gain a qualification and future employment. This project was recognised earlier this year with West College Scotland winning the **‘Outstanding Business Engagement in Colleges Award’ at The Herald Higher Education Awards 2019.**

## **Innovating Solution Space – Shaping Workplace Innovation**

Workplaces and employees are at the heart of the innovation process. Harnessing the innovation potential of employees depends on both Fair Work and the employers’ ability to be innovative in how the workplace and work practices are designed.

We have recently submitted a Strategic bid to the SFC **College Innovation Fund**. We plan to conduct primary Research and Development (R&D) through the delivery and results from three, major hackathons in West, East and North Scotland. The result of our work will be to help 100 businesses identify the right conditions within their workplaces for employees to develop the skills necessary for businesses to prosper in a Manufacturing 4.0 environment.

### **Case Study**

The College received funding from University for Industry (Ufi) for the discovery phase of our ‘Critical Engineer’ project. We outlined the initial phase of the project to be a process that reflected the pace, technology and uncertainty of Manufacturing 4.0. Working in partnership with Dundee and Angus College Service Design Academy and with a cohort of Engineers from Scottish Leather Group (SLG), the approach used was to enable the Engineers to fully understand, respond positively and actively engage with service design methodologies and tools to explore and gather insight into the existing technical and meta skills, culture and Engineering working environment. They were introduced to key methods within user research such as service observations, open interview techniques, capturing stakeholder views and disseminating these in a coherent fashion. It was essential that the SLG Engineers were at the heart of ‘the problem’ which was to support our definition of a Critical Engineer, ‘to shape and agree a set of skills, personal qualities and values, and the working environment conducive for a Critical Engineer to prosper in Manufacturing 4.0.’ By bringing employees closer to the ‘problem’ and providing a collaborative space and appropriate service design methodologies this supported innovative approaches and outputs which will shape the concept for their individual benefit, that of the Scottish Leather Group and of the broader Manufacturing industry in the West of Scotland.

## **Innovating Technology Space – Enabling Action**

To support the College Digital Strategy ambitions as well as our Workforce Development and Learning and Teaching strategies, our Learning Technology team launched COLT – the Centre of Learning Technologies. COLT is an innovative online hub which aggregates all interactive online

learning, teaching and assessment tools in one place and supports teaching staff, through tutorials and examples to easily create engaging and enriching interactive content to provide high quality teaching and learning assessment/feedback experiences for students and staff.

Users of COLT are discovering innovative ways to create, collaborate and re-purpose interactive content easily to enhance the teaching and learning experience. It also provides all staff with access to resources which help develop their own digital skills.

## **Case Study**

### **HiP (Homecare in your Pocket)**

The HiP app is designed to equip homecare workers with the knowledge and skills required of them in a changing social care landscape. The app landing screen has easily identifiable and accessible icons directing users to their personal profile, the App's function, and the main learning areas. Each learning area has subcategories with bite-size, focused learning that users will be able to easily filter to suit their needs, supporting access for a mobile and remote peripatetic workforce both providing learning solutions but also a reference guide to current practice and depository of relevant information and support.

Building on this, the College has secured seed investment from Ufi to develop a prototype and 'proof of concept' App. To maximise the impact of the design development of the App, a student competition for College HND Graphic Design students was set as a live client brief to design logo icons and promotional materials. The winning design has been applied to the prototype which will be trialled on the Apple Appstore/Android Play store to begin the testing process of training packages in:

- Infection Control
- Health, Well-Being and Resilience
- Cultural Awareness within Care Settings

The App is currently entering its initial feedback stage being tested and reviewed by students at West College Scotland and at the University of the West of Scotland, a Care Provider and SSSC. Once the testing is complete, our findings will be reviewed and further enhancements made to the App, reflecting the feedback and finalising the development of the prototype which will subsequently be rolled out to social care organisations and employees.

## **Innovating Talent Space – Empowering People**

The College is developing an Innovation Hub which will support the entrepreneurial ecosystem including providing a dedicated space for individuals to enhance their digital skills, provide opportunities for multi-sectoral collaboration as well as providing access to leadership and entrepreneurial skills training for emerging entrepreneurs, innovators and businesses. This complements the College's partnership with Young Enterprise Scotland who deliver our Bridge 2 Business programme through a dedicated Entrepreneurial Executive and supports our students through dedicated enterprise and business growth workshops as well as grant funding.

## **Innovating Intelligence Space – Understanding Data**

Data will drive Scotland's next economic revolution therefore Data Driven Innovation is a theme the College is strategically embedding within its activities. Recognising the importance of policy analysis

and horizon scanning, the College is sector leading in having a Policy Officer who provides Futures Analysis, bespoke thematic reports, policy reviews, sectoral LMI, and longitudinal research to provide information, insight and intelligence to recognise trends and emerging priorities to support effective strategic planning and decision making.

The College is planning to further invest in the development of our digital and data tools to improve innovation, including enhancement of our business analytics capabilities to deliver interactive visualisations and business intelligence as well as establishing a Data Analysis team and resource hub.

DRAFT



Report by Strategic Lead Housing & Employability, West Dunbartonshire Council

Community Planning West Dunbartonshire: Thursday 13<sup>th</sup> February 2020

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**Subject: Community Alliance Conference: 22 February 2020**

## **1 Purpose**

- 1.1** The purpose of this report is to update members of Community Planning West Dunbartonshire (CPWD) on plans for a Community Alliance conference, which will include a soft launch of the West Dunbartonshire Community Empowerment Strategy and Action plan.

## **2. Recommendations**

- 2.1** It is recommended that members:
- Note the details the Community Alliance Conference.

## **3 Background**

- 3.1** The Community Alliance operates as a sub-group to CPWD, and was developed from the former Community Participation Committee which was a sub-group of Council. As part of the Council's Best Value Review 2018 it was identified that the Community Alliance should be further supported to reach its full potential. In doing so, a review of the role and remit of the Alliance was carried out during 2019/20. A revised role and remit was developed and agreed by the Alliance members. As part of this process it was also agreed to review the membership of the Alliance and promote its role to wider community organisations, ensuring that its membership remains current and representative of the various organisations across West Dunbartonshire.
- 3.2** The aim of the Community Conference, as agreed by the Chair and membership, is to promote the role of the Alliance and encourage new members to join. There have been previous conferences held to promote the Alliance and these have been successful. The last one held was linked to Community budgeting in 2017.
- 3.3** A sub-group of the Alliance was set up to plan the Conference with support from the Communities Team.

## **4. Main Issues**

- 4.1** The Conference presents an opportunity to promote the Alliance and encourage new members to join the group. It also offers an opportunity to raise awareness of the Community Empowerment Strategy and Action Plan. There will be a key role for the Community Alliance in the implementation of the Strategy and it therefore makes sense to link these two initiatives into one event.
- 4.2** The success of the Strategy will depend on collaboration between communities, members of CPWD, third sector and community organisations, and the Conference is a key starting point to take this forward.
- 4.4** The Conference will start with some opening remarks from the Chair, it will also include a soft launch of the Community Empowerment Strategy for community organisations. This will be followed by key speakers on Community Empowerment, Community Alliance and Community Planning which will then lead into the workshops on these topics giving opportunity for wider discussions. There will also be a networking lunch.
- 4.5** The key outcomes for the day are:
- to deliver a community conference that promotes and raises awareness of the Community Alliance
  - to highlight the links with Community Planning WD to community groups across West Dunbartonshire
  - to develop and refresh membership of the Alliance, ensuring that it represents the range of community organisations across West Dunbartonshire
  - to raise awareness and understanding of Community Empowerment and the new WD Community Empowerment Strategy

It is hoped that by increasing its membership and profile this will strengthen and develop the Alliance and it's role.

- 4.6** A Communications Plan has been developed to support the Conference and invites have been issued widely via networks and mailing lists held within the Council and CVS. The event has also been widely publicised via social media, a press release and poster distribution. The Community Alliance members also have a role in promoting the conference as widely as possible.
- 4.7** There will be information stalls at the event, providing opportunities to promote relevant services and information to participants . Following the event a review of its success will be undertaken which could lead to further such events.
- 4.8** The official launch of the WD Empowerment Strategy and Action plan will take place following the conference at a date to be agreed. Members of CPWD will be invited to this event.

## **5 People Implications**

5.1 There are no people implications resulting from this report.

## **6 Financial & Procurement Implications**

6.1 The conference will be funded from existing budgets.

## **7 Risk Analysis**

7.1 There is a risk that failure to develop the Alliance and deliver on the Strategy will impact on the CPP ambition to develop empowered communities. The launch and implementation of the strategy will assist to ensure compliance with the Community Empowerment Act 2015.

## **8 Equalities Impact Assessment (EIA)**

8.1 An EIA screening was carried out for the West Dunbartonshire Community Empowerment Strategy and previously reported. The planning will take steps to ensure that the conference is open and accessible to all.

## **9 Consultation**

9.1 Extensive consultation was carried out as part of the development of the Strategy and previously reported.

## **10 Strategic Assessment**

10.1 The Conference and Strategy and Action Plan support the delivery of the CPWD strategic objectives, in particular in relation to an empowered West Dunbartonshire.

**Peter Barry, Strategic Lead, Housing and Employability  
West Dunbartonshire Council**

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**Person to Contact:** Suzanne Greer  
E-mail: [suzanne.greer@west-dunbarton.gov.uk](mailto:suzanne.greer@west-dunbarton.gov.uk)

**Appendices:** None

**Background Papers:** None







**Report by Beth Culshaw, Chief Officer HSCP**

**Management Group: 13<sup>th</sup> February 2020**

**Subject: Domestic Abuse Summit Group Update**

## **1. Purpose**

The purpose of this report is to provide an update to members on the system wide work to address domestic abuse in West Dunbartonshire specifically the feedback on the No Home for Domestic Abuse: Breaking the Silence Community Conference.

## **2. Recommendations**

### **2.1 CPWD is asked to:**

- Note the content of the report and continued commitment of senior officer time to deliver the Community Planning Domestic Abuse Pledge

## **3. Background**

**3.1** Community planning partners agreed a year long approach, alongside operational delivery, which focuses on primary prevention within schools, workplaces, organisations and communities across West Dunbartonshire Community Planning Partners have worked together to deliver on the West Dunbartonshire Domestic Pledge. This emphasises and concentrates on preventing violence before it occurs.

## **4. Main Issues**

**4.1** The Domestic Abuse Leaders' Summit has continued to work with the Scottish Leadership Forum to focus on working with communities, community planning partners and wider society to tackle the numbers of people affected by domestic abuse.

**4.2** The Summit Group has been able to deliver the key activities linked to our fundamental commitment, as a community planning partnership to deliver the Community Planning West Dunbartonshire Domestic Abuse Pledge.

- **Breaking the Cycle March 2019 onwards;** the Champions Board alongside Police Scotland continue to work in schools and roll out the training developed for schools. In addition, Education Services are

linking the Summit programme of work in with the Mentors in Violence Prevention (MVP) programme which is being rolled out within schools and is an international approach to tackling all forms of bullying and gender-based violence.

• **Building the community response event 14<sup>th</sup> November 2019;** This event was hosted at Clydebank Town Hall and reinforced to our communities, and the leaders within them, that we can be empowered to play a positive and active role.

Over 200 attendees participated in the event. The agenda for the session included both direct contributor inputs and round table discussion sessions (see attachment for full feedback report collated by WDCVS).

Summary of key themes identified at round table discussion using the [ISM](#) model:

### **Session 1 Feedback: What are the challenges to breaking the cycle?**

<b>Individual Context</b>	<b>Social Context</b>	<b>Material Context</b>
Fear of getting it wrong	Stigma around Domestic Abuse	Austerity and increasing social challenges
Denial	Lower levels of general neighbourliness	Changing views of male roles
Embarrassment	Family level impact of poor role models	Media normalises through TV, films and video games
Proving abuse is happening	Power imbalances in households	Linkages with alcohol and drugs agenda
Violence is behind closed doors	Working class stereotype of domestic abuse	Cultural differences and challenges
Knowing how to approach the subject	Increasing poverty – increasing stress	Balancing ‘men are perpetrators’ with ‘men are allies’
Awareness of signs beyond injury	Public perception of domestic abuse locally – is it taken seriously enough?	Public perception of domestic abuse nationally – is it taken seriously enough?
Loneliness	Where victims and perpetrators work in the same place	
Lack of financial security	Potential additional pressures on already stretched mental health services	
Fear of losing children/family life disruption	Lack of service connectivity – having to tell your story multiple times	
Tenancies/home ownership in one partners name only	Negative impact of social media – particularly on young people’s	

	perceptions of 'normal'	
Not wanting to acknowledge that you are a victim	Addressing information and reporting needs of different communities e.g. learning disabilities	
Fear that other personal/family issues may be exposed e.g. addiction		

### Session 2 Feedback: How can we play our part in breaking the cycle?

Individual Context	Social Context	Material Context
Encourage involvement as an active citizenship action	Work together to build community confidence	Reduce number of alcohol licences across West Dunbartonshire
Provide widely available public information on signs of domestic abuse	Target awareness activity at taxi drivers and publicans	Look at connectivity with alcohol licensing and anti-social behaviour incidences
Provide 'bystander' awareness training	Monitor for characteristic patterns of workplace absence	A more stable and sustainable medium term funding regime for services
Provide more explicit examples of coercive control	Identify 'hot-spot' areas	More thorough data interrogation to look for trends/insights
Pay more attention to colleague work attendance	Increase anger management provision in the authority area	Introduce the Caledonia Programme as a tool for working with perpetrators
Provide better support to ensure reporting progresses to prosecution	Look for life transition points/triggers eg. pregnancy	Understand the need for sustained effort/continued

		investment over time
Specific sessions with taxi drivers – linked to awarding taxi licences	Greater level of recognition in workplace employment policies and procedures	Consider ‘app’ technology in supporting initiatives
Talk more openly with friends about the subject – make it personal	Recognise and build support from positive male role models	
Raise awareness of the DSDA scheme	Agencies and service providers must work better together	
Making use of community eyes and ears – housing officers, postmen etc	Direct linkages with school curriculum	
Raise awareness of what an individual can expect from the system when/if reporting	NHDA is recognised as a council housing initiative – this may not be the correct branding for a wider local strategy	
Don’t lose sight of male and same sex partnership victims	Raise awareness of the DSDA scheme	
Make the messages more personal	Unified messages – using ‘real language, not jargon’	
Introduce a peer support scheme for victims	Connectivity with local Minor Injuries services	
	Link with hospital navigators – to identify WD residents attending EDs	
	Increasing Third Party Reporting Centre provision	
	Look at ‘Safe Word’ and ‘Safe Spaces’ scheme with local shopping centres, service providers	
	Make sure MARAC arrangements as working locally	
	Introduce e-learning opportunities in schools/workplaces/colleges	
	Joint tenancies as standard in WDC and RSL housing	

**4.5** The Community Conference offered an opportunity to move the debate into the wider population and to included staff who live and work within West Dunbartonshire. As part of the CPWD EMPOWERED DIG there will be commitments to continue to share training and awareness on the issues as well as taking forward key commitments identified by the community during

the conference.

**4.6** As such, the proposal is that the work streams as identified through each of leadership areas on the Summit group will be mainstreamed, managed and monitored by the SAFE DIG which encompasses the operational and strategic leads for areas linked to domestic abuse including police services, housing services, community justice, education and social work. By providing a focus on this area of work for the last year, leaders within each service area have had the opportunity to review their own operational response as well as being able to identify where work could be undertaken more collaboratively in a strategic context.

## **5. People Implications**

**5.1** No people implications

## **6. Financial Implications**

**6.1** There are no financial implications.

## **7. Risk Analysis**

**7.1** If partners do not re evaluate the approach then there is a risk of continued increasing costs and associated risk as outlined in the background of this paper.

## **8. Equalities Impact Assessment (EIA)**

**8.1** There is a no requirement for EIA at this time.

## **9. Consultation**

**9.1** Partners from across community planning have been engaged in various elements of operational delivery of responses to domestic abuse and the central pillar of this work will e to engage and consult with communities and leaders throughout the next few years.

## **10. Strategic Assessment**

**10.1** This approach reflects the over arching principles and specific actions of Community Planning West Dunbartonshire as reflected within the LOIP.

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**Person to Contact:** Beth Culshaw

**Appendices:**

**Background Papers:**

**Wards Affected:** All

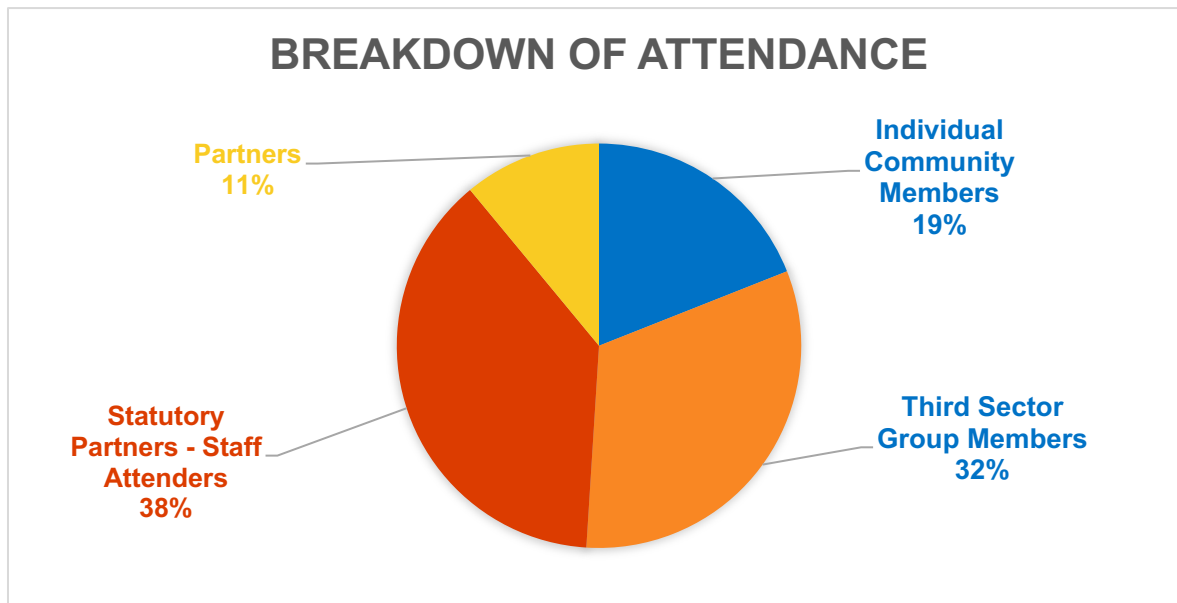
# FEEDBACK REPORT

During 2019, Community Planning partners have worked to deliver on the West Dunbartonshire Domestic Abuse Pledge, focusing on changing behaviour, building the knowledge and skills of individuals, and delivering a progressive shift in the structural, cultural and societal contexts in which violence occurs.

The most recent action in this initiative has been the 'No Home for Domestic Abuse: Breaking the Silence' community conference held in Clydebank Town Hall on November 14<sup>th</sup> 2019, chaired by Peter Barry, Strategic Lead for Housing and Employability.

## Conference Attendance

The conference achieved attendance of 200 in the main discussion hall and 39 in the viewing gallery, being:



## Conference Agenda

The agenda for the session included both direct contributor inputs and round table discussion sessions as below:

- Scene Setting - Councillor Diane Docherty and Councillor Caroline McAllister, WDC
- Case Study Delivery - Detective Inspector Ogilvie Ross, Police Scotland
- Round Table Discussion - What are the challenges to breaking the cycle?
- Presentation - Detective Chief Inspector Debbie Forrester, Police Scotland
- Community Planning Presentation - Beth Culshaw, WDHSCP
- Round Table Discussion - How can we play our part in breaking the cycle?
- Panel Questions.

## Round Table Feedback

Feedback from the sessions was collected using the ISM approach, where the Individual, Social and Material contexts are considered when determining and monitoring the effectiveness of behaviour change interventions.

The **Individual Context** includes factors held by the individual that affect the choices and the behaviours he or she undertakes. These include an individual's values, attitudes and skills, as well as the calculations he/she makes before acting, including personal evaluations of costs and benefits.

The **Social Context** includes factors that exist beyond the individual in the social realm, yet shape his/her behaviours. These influences include understandings that are shared amongst groups, such as social norms and the meanings attached to particular activities, as well as people's networks and relationships, and the institutions that influence how groups of individuals behave.

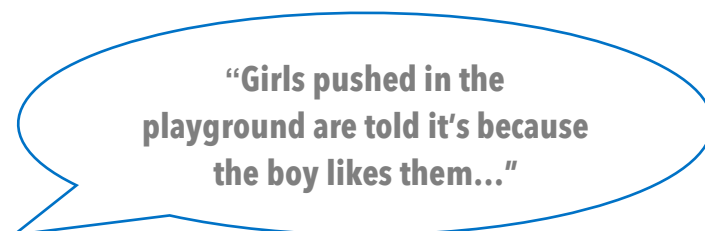
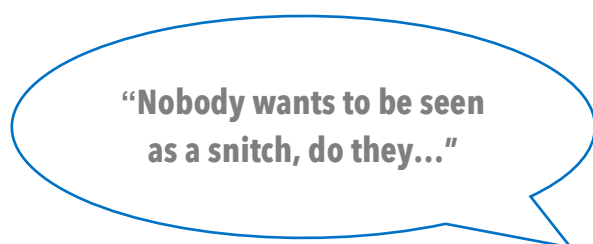
The **Material Context** includes factors that are 'out there' in the environment and wider world, which both constrain and shape behaviour. These influences include existing 'hard' infrastructures, technologies and regulations, as well as other 'softer' influences such as time and the schedules of everyday life.

### Session 1 Feedback: What are the challenges to breaking the cycle?

Individual Context	Social Context	Material Context
Fear of getting it wrong	Stigma around Domestic Abuse	Austerity and increasing social challenges
Denial	Lower levels of general neighbourliness	Changing views of male roles
Embarrassment	Family level impact of poor role models	Media normalises through TV, films and video games
Proving abuse is happening	Power imbalances in households	Linkages with alcohol and drugs agenda
Violence is behind closed doors	Working class stereotype of domestic abuse	Cultural differences and challenges
Knowing how to approach the subject	Increasing poverty – increasing stress	Balancing 'men are perpetrators' with 'men are allies'
Awareness of signs beyond injury	Public perception of domestic abuse locally – is it taken seriously enough?	Public perception of domestic abuse nationally – is it taken seriously enough?
Loneliness	Where victims and perpetrators work in the same place	

Lack of financial security	Potential additional pressures on already stretched mental health services	
Fear of losing children/family life disruption	Lack of service connectivity – having to tell your story multiple times	
Tenancies/home ownership in one partners name only	Negative impact of social media – particularly on young people's perceptions of 'normal'	
Not wanting to acknowledge that you are a victim	Addressing information and reporting needs of different communities eg. learning disabilities	
Fear that other personal/family issues may be exposed eg. addiction		

Some specific contributions included:



## Session 2 Feedback: How can we play our part in breaking the cycle?

Individual Context	Social Context	Material Context
Encourage involvement as an active citizenship action	Work together to build community confidence	Reduce number of alcohol licences across West Dunbartonshire
Provide widely available public information on signs of domestic abuse	Target awareness activity at taxi drivers and publicans	Look at connectivity with alcohol licensing and anti-social behaviour incidences
Provide 'bystander' awareness training	Monitor for characteristic patterns of workplace absence	A more stable and sustainable medium term funding regime for services
Provide more explicit examples of coercive control	Identify 'hot-spot' areas	More thorough data interrogation to look for trends/insights
Pay more attention to colleague work attendance	Increase anger management provision in the authority area	Introduce the Caledonia Programme as a tool for working with perpetrators



Provide better support to ensure reporting progresses to prosecution	Look for life transition points/triggers eg. pregnancy	Understand the need for sustained effort/continued investment over time
Specific sessions with taxi drivers – linked to awarding taxi licences	Greater level of recognition in workplace employment policies and procedures	Consider 'app' technology in supporting initiatives
Talk more openly with friends about the subject – make it personal	Recognise and build support from positive male role models	
Raise awareness of the DSDA scheme	Agencies and service providers must work better together	
Making use of community eyes and ears – housing officers, postmen etc	Direct linkages with school curriculum	
Raise awareness of what an individual can expect from the system when/if reporting	NHDA is recognised as a council housing initiative – this may not be the correct branding for a wider local strategy	
Don't lose sight of male and same sex partnership victims	Raise awareness of the DSDA scheme	
Make the messages more personal	Unified messages – using 'real language, not jargon'	
Introduce a peer support scheme for victims	Connectivity with local Minor Injuries services	
	Link with hospital navigators – to identify WD residents attending EDs	
	Increasing Third Party Reporting Centre provision	
	Look at 'Safe Word' and 'Safe Spaces' scheme with local shopping centres, service providers	
	Make sure MARAC arrangements as working locally	
	Introduce e-learning opportunities in schools/workplaces/colleges	
	Joint tenancies as standard in WDC and RSL housing	





Report by the Chair, Community Planning West Dunbartonshire

Management Group: Thursday 13 February 2020

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**Subject: Community Planning West Dunbartonshire – Improvement Plan**

**1. Purpose**

- 1.1** The purpose of the report is to present to members, for agreement, the revised CPWD improvement plan.

**2. Recommendations**

- 2.1** Members are asked to:
- Review the improvement plan
  - Agree actions, timescales and ownership as suggested
  - Agree to receive quarterly updates on progress

**3. Background**

- 3.1** Community Planning West Dunbartonshire made a commitment in February 2019 to undertake a self-assessment exercise in order to identify improvement activities for the management group. This self-assessment activity was supported by Improvement Service and took the form of an online survey.
- 3.2** Following a presentation and awareness session in May 2019, the CPWD self-assessment was launched on 5 June 2019. 13 responses were received to this survey. These responses were analysed by Improvement Service and a range of potential areas for improvement identified.
- 3.3** Improvement Service colleagues facilitated a dedicated development session in September 2019, attended by a range of CPWD members. At this session the areas for improvement were considered and refined to create a proposed action plan. The action plan was developed as a mechanism to deliver continuous improvement activity on key areas of focus for members of CPWD.

#### **4. Main Issues**

- 4.1** Members of CPWD considered the proposed action plan in November 2019. Concerns were raised about the timescales associated with some action areas and it was agreed that the Chair and Performance & Strategy Manager would review the action plan improvement areas and timescales. This revision has been carried out and an updated action plan developed, appendix 1.
- 4.2** As can be seen from the action plan attached, activity will focus on ensuring that members are able to use collective intelligence and resources to deliver improved outcomes for the citizens of West Dunbartonshire. The plan also commits members to mapping and streamlining priorities to ensure any overlaps are removed and gaps identified.
- 4.3** Revised delivery dates have been detailed in the improvement plan for agreement. Some action areas are intended to be immediate, within reason, to allow other areas of work to progress. However it is recognised that some areas may take longer to develop and deliver. To this end the improvement plan will form a standing agenda item for CPWD to allow updates and revisions to be made as required.
- 4.4** There are actions in the improvement plan which require all partners to deliver. Where this is the case the executive group will coordinate updates from all partners to allow quarterly reporting through CPWD. This ensures that any challenges in progressing specific action areas can be identified and resolved.
- 4.5** As can be seen from the update noted against action area one, the agreed executive group will be established under the leadership of the Council Chief Executive. This group will replace the previous DIG chairs meeting, with membership extended to ensure all five statutory agencies are represented. A number of action areas are assigned to this executive group and these will be reported quarterly from the May 2020 meeting onwards.

#### **5. People Implications**

- 5.1** None, all activity will be delivered through existing partnership capacity.

#### **6. Financial & Procurement Implications**

- 6.1** The action plan activity areas are focused on improving processes and approaches to how partners work together. As such the financial implications are minimal. It is assumed that any financial implications will be met from within existing resources.

## **7. Risk Analysis**

- 7.1** There is an increasing drive nationally for community planning partners to work at an increased pace to deliver outcomes for communities. Failure to respond to the new challenges being set for community planning in Scotland would not reflect well on CPWD and would risk delivery against the national policy priorities set by the Scottish Government.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** An EIA screening was carried out and no further action was required.

## **9 Consultation**

- 9.1** This action plan was developed in consultation with CPWD members.

## **10. Strategic Assessment**

- 10.1** Progressing work as outlined in this report ensures CPWD can deliver on the outcomes set in the Local Outcome Improvement Plan.

Paul Devlin  
Chair, CPWD  
14 January 2020

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**Person to Contact:** Amanda Coulthard  
[Amanda.coulthard@west-dunbarton.gov.uk](mailto:Amanda.coulthard@west-dunbarton.gov.uk)

**Appendices:** Appendix 1 – CPWD Improvement Plan

**Background Papers:** None

**Wards Affected:** All



## Community Planning West Dunbartonshire

### Improvement Plan 2020-2022

#### Improvement Area 1

The CPP should look to improve the reporting of progress (short/ medium term) of the Delivery Improvement Groups (DIGs) towards the achievement of LOIP priorities and ensure the structure of the CPP best supports this.

Activities	Lead	Target Date	What does success look like?	Update
1. Creation of Executive Group (Officer only)	CPWD Chair	January 2020	Clarity about what we are doing and why – ‘One Simple Message’.	Executive group will be chaired by the Council chief executive and attended by DIG chairs and officer representatives of the five statutory community planning agencies.
2. Consider a schedule of awareness/information sessions for development.	Executive Group	March 2021	Feedback noting increased knowledge of Community Planning in local communities.	
3. Opportunities to ‘see’ more of what is being delivered in the community.	CPWD Partners	April 2020	Evidence of a clear focus on the priorities from local communities	
4. Better analysis/Business Intelligence focus when gathering data – To make best use of what we have.	CP Support	June 2020		
5. Explore opportunities for better use of infographics/visuals.	CP Support	June 2020		
6. CPWD to host engagement sessions in community to inform future plans.	Executive Group	September 2020 – March 2021		

<b>Improvement Area 2</b>
Develop a consistent and coordinated approach across partners to engaging with communities, particularly those harder to reach

Activities	Lead	Target Date	What does success look like?	Update
1. Map across DIGs on their priority harder to reach communities and families to identify commonalities and gaps.	Delivery & Improvement Group chairs	August 2020	The CPP has an overview of greatest need priorities and has a targeted strategic approach.	
2. Map what individual partners are doing by place-based approach to identify local deprivation and need.		August 2020	Families and communities with greatest need involved and fully engaged in development of services they need.	
3. Revisit the strategic assessment to identify top 5 with greatest need.		May 2020	Quality evidence/insight is presented to CPP and DIGs	
4. Develop / enhance feedback mechanisms to ensure all users/residents/customers have input to what we design/deliver for them.	Delivery & Improvement Group chairs	February 2021	Robust structures and engagement strategy in place..	



<b>Improvement Area 3</b>
Look at ways to encourage constructive challenge and scrutiny at the Board, holding partners more accountable for shared outcomes, ensuring that the right people are attending.

Activities	Lead	Target Date	What does success look like?	Update
1. Appreciative Inquiry style: - Supported by improvement/ development sessions to build capacity/ knowledge.	Executive Group.	2020/21	Improved attendance and contribution.	
1. Clear commitments from each agency around shared outcomes: - 'Here's what it means to me'.			Sense Check progress with Board members.	
2. Ensure meetings are structured to allow partners to feel comfortable asking more detailed questions/ challenging/ scrutinising. - 'All in it together'.			'Does it feel different?' Partner feedback	
3. Membership review/ commitment from agencies regarding consistency of attendance.			Clarity and cohesion of the commitment made by all partners..	

<b>Improvement Area 4</b>
Explore opportunities how CPP partners can take ownership to progress specific areas of the LOIP.

Activities	Lead	Target Date	What does success look like?	Update
1. Review the DIG action plans to identify the correct bodies to help deliver the DIGs.	Executive Group.	April 2020	Memberships updated – ensure most appropriate person involved for each organisation.	
2. Identify and share a small number of case studies demonstrating effective joint working and community engagement/ empowerment to improve buy-in by partners.	CP Support	June 2020	Clear understanding by partners of their role in the CPP.  Better discussion and involvement/ attendance.	
3. Review the Terms of Reference of the different levels of the CPP.	CPWD Chair	May 2020		



## **Report by the Empowered DIG Chair**

**Management Group : February 2020**

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### **Subject: Empowered DIG Progress Report**

#### **1. Purpose**

- 1.1** The purpose of this report is to update members on progress of the action plan being taken forward by the Empowered Delivery and Improvement Group (DIG).
- 1.2** This action plan summarises the work being taken forward by the group to support the local outcomes of:
  - We live in engaged and cohesive communities
  - Citizens are confident, resilient and responsible
  - Carers are supported.

#### **2. Recommendations**

- 2.1** CPWD is asked to consider and note the action plan from the Empowered DIG.

#### **3. Background**

- 3.1** The Empowered DIG was formed in 2018, completing the portfolio of DIGs in support of the West Dunbartonshire Local Outcome Improvement Plan.
- 3.2** The action plan incorporates both short-term and longer-term objectives and encompasses a broad span of activity, supporting the empowerment of local residents.
- 3.3** Membership of the Empowered DIG is made up of key representatives of the Third Sector, Police Scotland, Scottish Fire and Rescue Service, West Dunbartonshire HSCP, West Dunbartonshire Council and West Dunbartonshire Leisure Trust.

#### **4. Main Issues**

- 4.1** The report details progress made against the milestones as at 31<sup>st</sup> December 2019, showing most areas of work on target and all on schedule for

completion in this operational year. The following highlights some of areas of activity in progress.

### **Carers are Supported**

- 4.2 The Carers Development Group facilitated a Carers Rights Day event in late November featuring a range of key speakers and information sharing inputs. The event provided an ongoing focus for the local implementation of the Carers Act and received very positive feedback. Following the recent Coalition of Carers survey, early indications show a positive shift in the level of awareness among carers.
- 4.3 DIG members are actively engaged in the Self-Directed Support Improvement Action Programme Board, contributing to each of the 6 strands of work being taken forward.

### **Citizens and confident resilient and responsible**

- 4.4 Availability of relevant third sector data is important to facilitate DIG activity. The Third Sector Census document has been revised to ensure simplicity of completion and census activity will be undertaken between January and March 2020.
- 4.5 Building stronger links between the third and private sectors is important. While there is a core of activity already successfully underway, the growing level of interest in Employer Supported Volunteering has been supported by the development of a structured toolkit to help make planned engagements more straightforward and beneficial to both parties.

### **We live in engaged and cohesive communities**

- 4.6 The Domestic Abuse Community Conference took place on November 14<sup>th</sup>. Levels of attendance and interest were very positive and a feedback report has been circulated.

### **2020-2022 Planning**

- 4.7 Planning is underway for the 2020-22 DIG Action Plan, with a view to having a draft completed at the February DIG meeting. Key development areas will include:
- Increasing community level awareness and activity in support of the Domestic Abuse agenda
  - Implementation of the Community Empowerment Strategy and Action Plan
  - Developing opportunities for additional community resilience activity

## **5. People Implications**

**5.1** This action plan details the key high-level work streams underway across the partnership to support community empowerment. Plans have direct implications for staff, with roles being designed and/or re-directed to support work in line with service need.

**5.2** The purpose of the action plan is to ensure that across all agencies, we are working together to maximise impact across West Dunbartonshire.

## **6. Financial Implications**

**6.1** There are no direct financial implications for Community Planning West Dunbartonshire resulting from this report.

## **7. Risk Analysis**

**7.1** There are no direct risks for Community Planning West Dunbartonshire resulting from this report.

## **8. Equalities Impact Assessment (EIA)**

**8.1** This action plan details a range of partnership actions being taken to deliver improved outcomes for citizens of West Dunbartonshire. Any specific developments, policies or new services will be impact assessed as required.

## **9. Consultation**

**9.1** This Action Plan has been developed in consultation with the Empowered DIG members and embraces a co-production approach across all actions. Wider consultation will be undertaken on an action-by-action basis as required.

## **10. Strategic Assessment**

**10.1** The Action Plan meets the strategic objectives of Community Planning West Dunbartonshire.

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**Person to Contact:** Selina Ross, Chief Officer, West Dunbartonshire CVS

**Appendices:** Empowered DIG Update Scorecard

**Background Papers:** None

**Wards Affected:** All



## Empowered DIG Action Plan

**Delivery and Improvement Group:**

**Empowered DIG**

**Action Plan 2019-2022**

**Update as at 31st December 2019**

**Local Outcome: We live in engaged and cohesive communities**

Title	Due Date	Assigned to	Milestones	Milestone Due
<b>Action 1: Increase digital inclusion and active use of technology to increase resilience and reduce isolation</b>	30/06/20	Gordon Harrower (WDCVS)	<b>Review digital training provision:</b> <i>Survey of local provision complete. Discussion with providers and One Digital programme leaders around possible additional support. Action plan being developed.</i>	Jun 2019
			<b>Engage with Seniors organisations and care facilities to assess digital gap:</b> <i>Meetings with key seniors organisations undertaken as part of the mapping exercise. Mixed levels of ability and interest. Discussion around a group-based digital champion. Actions to be included in main action plan.</i>	Aug 2019
			<b>Train volunteer cohort to assist:</b> <i>Champions idea welcome and potential to expand existing digital helper volunteer role. Revised role descriptor and training programme being developed. Volunteer recruitment scheduled to begin in October. Recruitment underway – 4 volunteers to date. Training sessions planned for late November/early December.</i>	Dec 2019
			<b>Roll out digital support sessions</b>	Jun 2020

Title	Due Date	Assigned to	Milestones	Milestone Due
<b>Action 2: Positively engage communities in challenging domestic abuse</b>	30/11/19	Elaine Troup (WDC)/	<b>Domestic Abuse awareness survey - third sector employers:</b> <i>Survey carried out. Small return reporting specific DA policy in place, most highlighted the use of Special Leave provision if</i>	Apr 2019

## Empowered DIG Action Plan

		Steven Thistleton (WDCVS)	<i>required. Template policy developed and will be made available where required. Generally high level of support for DA initiatives and interest expressed in receiving ongoing information via the WDCVS e-bulletin.</i>	
			<b>Develop a community awareness raising campaign:</b> <i>Schedule of working group meetings ongoing. Proposed date 14<sup>th</sup> November, venue Clydebank Town Hall 9.30-1.30. Speakers and programme being finalised. Awaiting confirmation from Leadership Group. Conference planning activity complete. 200+ bookings secured.</i>	Oct 2019
			<b>Community conference delivered:</b> <i>Conference held Clydebank Town Hall on November 14<sup>th</sup> – 226 attendees.</i>	Nov 2019

Title	Due Date	Assigned to	Milestones	Milestone Due
<b>Action 3: Communities feel confident, engaged and regularly consulted by community planning partners</b>	30/10/19	Elaine Troup (WDC)/ Gordon Harrower (WDCVS)	<b>Review Participatory Budgeting activity and plan for 2019/20 activity</b>	May 2019
			<b>Launch/promotion of LinkUp West Dunbartonshire portal:</b> <i>Soft launch of site at June Community Conference. Current stats: 135 members; 58 organisations; 122 opportunities and 296 events,</i>	Jun 2019
			<b>Review CP partners community communication and information sharing processes</b>	Oct 2019

### Local Outcome: Citizens are confident, resilient and responsible

Title	Due Date	Assigned to	Milestone	Milestone Due
<b>Action 4: Strengthen levels of Community Empowerment</b>	31/12/19	Elaine Troup (WDC)	<b>Community Empowerment Strategy published:</b> <i>Draft strategy and action plan prepared for comment by SCDC;</i>	June 2019



## Empowered DIG Action Plan

			<i>feedback requested by mid April. Second draft awaited. Strategy published and presented to November CPP Board</i>	
			<b>Participation request process tested:</b> <i>Sub-group meetings ongoing</i>	Oct 2019
			<b>Community Assets transfer process reviewed and refreshed</b>	Dec 2019

Title	Due Date	Assigned to	Milestone	Milestone Due
<b>Action 5: Co-produce an Ageing Friendly West Dunbartonshire Framework</b>	30/6/20	Steven Thistleton/ Frank Gow (WDCVS)	<b>Establish Steering Group:</b> <i>Discussions with 3 main older peoples groups to agree steering group structure and meeting schedule.</i>	Apr 2019
			<b>Engage with Seniors organisations:</b> <i>Key action areas highlighted to be further developed after summer break. Agreed actions and meeting timetable.</i>	Oct 2019
			<b>Public survey completed</b>	Feb 2020
			<b>Framework finalised and presented</b>	Jun 2020

Title	Due Date	Assigned to	Milestone	Milestone Due
<b>Action 6: Increase levels of volunteering (formal and informal) and awareness of charitable activity</b>	31/6/20	David Robertson/ Steven Thistleton (WDCVS)	<b>WDCVS Third Sector Conference:</b> <i>Conference held 6 June, 104 sector attendees and event positively reviewed. Welcome from Cllr McAllister (Community Empowerment) and plenary theme – Child Poverty Action Plan. Afternoon workshops well attended.</i>	Jun 2019
			<b>Roll-out Volunteering Charter:</b> <i>Volunteer Engagers Forum have supported the development of a draft charter statement. Roll-out scheduled after summer period</i>	Mar 2020
			<b>Co-produce volunteering strategy mirroring SG Volunteer Outcomes Framework</b> <i>Report to August CPWD Board</i>	Mar 2020

## Empowered DIG Action Plan

			<b>Promote Employer Supported Volunteering with local business sector:</b> <i>Potential approach materials drafted including adoption of the CEV/VS ESV toolkit. Training for staff on use of the toolkit and presentation to the Oct Volunteer Managers Forum. Business mailing planned for February 2020</i>	Feb 2020
			<b>Revised Third Sector Census complete:</b> <i>Census tool revised and census plan in place</i>	Dec 2019
			<b>Community Awareness survey</b>	Feb 2020
			<b>Co-produce and launch sector awareness campaign</b>	Jun 2020

### Local Outcome: Carers are supported to address their needs

Title	Due Date	Assigned to	Milestones	Milestone Due
<b>Action 6: Monitor implementation of the Carers Strategy.</b>	31/3/20	Kim McNab (Carers of WD)/ Karen Marshall (WDHSCP)	<b>Monitor implementation of the strategy:</b> <i>Monthly meetings of Carers Development Group involving all relevant partners. CDG now meets quarterly</i>	Mar 2020
			<b>Strategy Sign-off:</b> <i>Presented to and agreed by Integrated Joint Board meeting</i>	May 2019
			<b>Communications Plan:</b> <i>Plan agreed for implementation. Includes attending relevant staff meetings and production of information for carers. Carers Rights day event held on 21/11/19 included information and key speakers about the implementation of the Carers Act. Very positive feedback. Coalition of Carers repeated a survey relating to the implementation of the Carers Act. Early indications are that responses from West Dun show a positive shift in the level of awareness among carers.</i>	June 2019
			<b>Carers Census Return:</b> <i>2018/19 return completed and submitted to Scottish Government</i>	June 2019
			<b>Short break statement published:</b>	Dec 2019

## Empowered DIG Action Plan

Title	Due Date	Assigned to	Milestones	Milestone Due
<b>Action 7: Monitor implementation of the IDEAS project (Increasing Discussion &amp; Encouraging Access to Self-Directed Support) Service</b>	31/3/20	Jackie Maceira	<b>Finalise steering group arrangements:</b> <i>Steering group established with representatives of Clyde Shopmobility, WDCVS and WDHSCP. Schedule of meetings developed and initial action plan agreed.</i>	Apr 2019
			<b>Programme of awareness raising activity delivered:</b> <i>Action plan developed including 3 engagement events in 2019/20. May 2019 SPAEN group held. Second session held on Sept 2019. Programme of ongoing meetings. Ongoing engagement with the SDS Programme Board overseeing implementation of the Improvement Plan arising from the Care Inspectorate review.</i>	Mar 2020





**Report by the Local Senior Officer Paul Devlin - Scottish Fire and Rescue Service**

**Community Planning West Dunbartonshire Management Group**

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**Subject:**

**Fire & Rescue Scrutiny Q3 Quarterly Report 1<sup>st</sup> October – 31<sup>st</sup> December 2019**

**1. Purpose**

- 1.1** The purpose of this report is to: Allow the Local Senior Officer to provide the Scrutiny Committee with appropriate performance data measured against priorities in the West Dunbartonshire Local Fire and Rescue Plan

**2. Recommendations**

- 2.1** CPWD is asked to: Note the contents of the attached SFRS West Dunbartonshire Council Year to Date Report covering the period 1<sup>st</sup> October – 31<sup>st</sup> December 2019

**3. Background**

- 3.1** As part of the Police & Fire Reform (Scotland) Act 2013 new arrangements were put in place for local scrutiny and engagement. These arrangements place a requirement on Local Authorities to scrutinise local police and fire & rescue services. In West Dunbartonshire, as with many Local Authorities, a decision was taken to transfer this accountability to the Community Planning Partnership.

**4. Main Issues**

Local Fire Plan

- 4.1** Scottish Fire & Rescue Services (SFRS) for West Dunbartonshire report on performance against key local priorities on a quarterly basis. The report attached at appendix 1 details the SFRS performance for Q2 - 1<sup>st</sup> October – 31<sup>st</sup> December 2019. It details performance against the key local priorities detailed in the local fire plan for West Dunbartonshire and shows trends over time for these priorities.

- 4.2** As can be seen from page 4 of the report, primary and secondary fires have decreased by 6%, the overall total number of incidents has decreased by 7%. There has been an 8% decrease in the number of Special Service type incidents and the number of fire and non-fire casualties has decreased by 75%, we have seen a reduction in the number of false alarms by 5% from the same period in 2018/19.

**5. People Implications**

- 5.1** There are no personnel issues.

**6. Financial & Procurement Implications**

- 6.1** The commitments made in the local plans will be delivered within available resources

**7. Risk Analysis**

- 7.1** There may be risks associated with not taking actions to deliver on the key priority areas as detailed in the plans. These are picked up through the strategic register of SFRS.

**8. Equalities Impact Assessment (EIA)**

- 8.1** Any equalities arising from this report, and associated Equalities Impact Assessments, will be carried out through SFRS.

**9. Consultation**

- 9.1** The performance report is presented for discussion and review. The local plan was developed in consultation with communities and key partner agencies.

**10. Strategic Assessment**

- 10.1** This report details performance and local actions taken by SFRS in relation to priority areas of West Dunbartonshire CPP.

Communication Bulletin

**Person to Contact:**

Paul Devlin

Local Senior Officer, West Dunbartonshire, SFRS

**Appendices:**

Appendix 1 -

Local Fire Plan Year to Date Progress Report - 1<sup>st</sup> October – 31<sup>st</sup> December 2019

**Background Papers:** None

**Wards Affected:** All







**West Dunbartonshire  
Performance Report 2019/20  
Q3 -  
1st October 2019 - 31st December  
2019**



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**  
Working together for a safer Scotland

**Working together  
for a safer Scotland**

**West**  
**Dunbartonshire**  
**COUNCIL**

# West Dunbartonshire Performance Report

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# Local Fire and Rescue Service Plan Priorities

The Local Fire and Rescue Service Plan has been developed to set out the priorities and objectives within West Dunbartonshire and allows our local authority partners to scrutinise the performance outcomes of these priorities. We will continue to work closely with our partners in West Dunbartonshire to ensure we are all **“Working Together for a Safer Scotland”** through targeting risks to our communities at a local level.

The plan has been developed to complement key partnership activity embedded across West Dunbartonshire's Community Plan and associated Delivery and Thematic plans. Through partnership working we will seek to deliver continuous improvement in our performance and effective service delivery in our area of operations.

The Local Fire and Rescue Plan for West Dunbartonshire identified six areas for demand reduction and is subject to regular monitoring and reporting through the Police & Fire and Rescue Committee. A summary of the priorities and current activity is detailed below with further detail and analysis contained within this performance report.

	Accidental Dwelling Fires	Accidental Dwelling Fire Casualties	Unintentional Injury and Harm	Deliberate Fire Setting	Non-Domestic Fire Safety	Unwanted Fire Alarm Signals
Clydebank Central Ward	5	0	0	12	1	15
Clydebank Waterfront Ward	5	0	0	26	2	21
Dumbarton Ward	4	0	4	7	1	19
Kilpatrick Ward	0	0	0	17	1	8
Leven Ward	1	0	0	13	2	22
Lomond Ward	1	1	1	4	0	14
<b>Total Incidents</b>	<b>16</b>	<b>1</b>	<b>5</b>	<b>79</b>	<b>7</b>	<b>99</b>

<b>Year on Year Change</b>	● -53%	● -75%	● -71%	◆ 11%	● -22%	◆ 3%
<b>3 Year Average Change</b>	● -20%	● -13%	● -13%	● -19%	● -17%	▲ -1%
<b>5 Year Average Change</b>	● -5%	◆ 11%	▲ -2%	◆ 2%	● -7%	◆ 3%

## About the statistics within this report

The activity totals and other statistics quoted within this report are published in the interests of transparency and openness. They are provisional in nature and subject to change as a result of ongoing quality assurance and review. Because all statistics quoted are provisional there may be a difference in the period totals quoted in our reports after local publication which result from revisions or additions to the data in our systems. The Scottish Government publishes official statistics each year which allow for comparisons to be made over longer periods of time.

- Activity levels have reduced by more than 5%
- ▲ Activity levels have reduced by up to 5%
- ◆ Activity levels have increased overall

# West Dunbartonshire Activity Summary



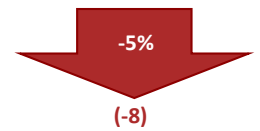
fires  
primary &  
secondary



special  
services



false  
alarms



318  
total number of  
incidents

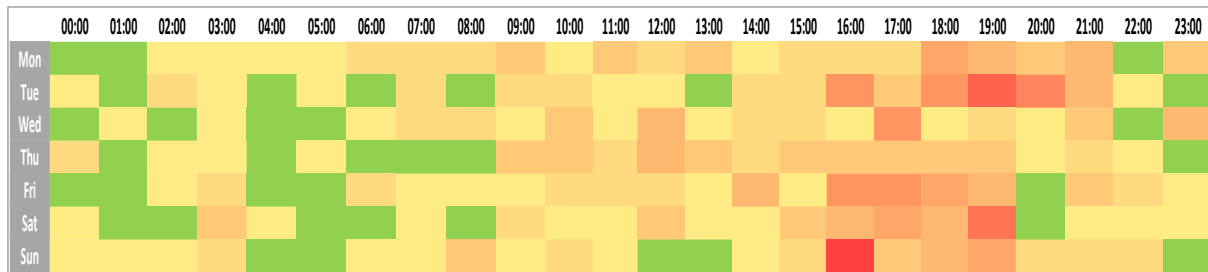


6  
fire & non-fire  
casualties

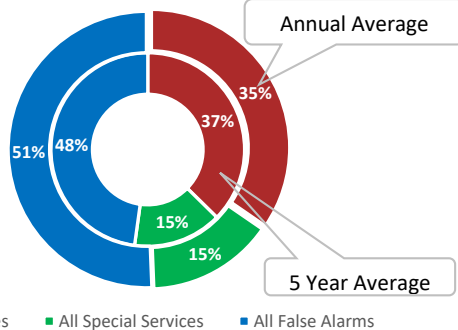


£195,030  
economic cost of  
ufas incidents

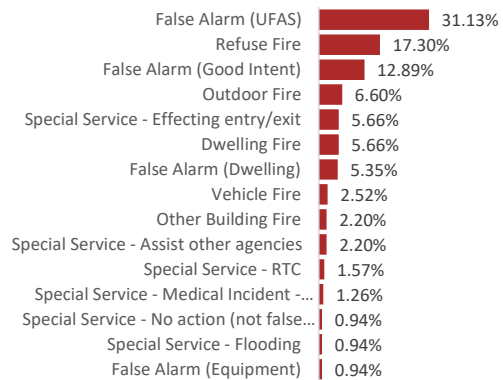
Activity by Time of Day



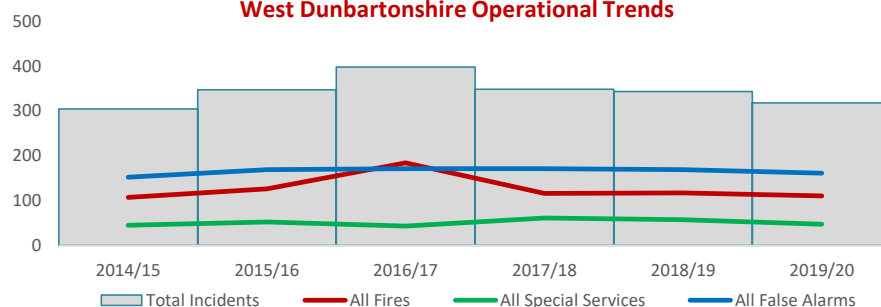
Incidents by Classification



Top 15 Incident Types by % of Total Incidents



West Dunbartonshire Operational Trends



	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
All Fires	134	126	184	116	117	110
All Special Services	45	52	43	61	57	47
All False Alarms	154	169	171	171	169	161
Total Incidents	333	347	398	348	343	318

There has been an overall decrease in operational activity during this reporting period in comparison to the same quarter from last year.

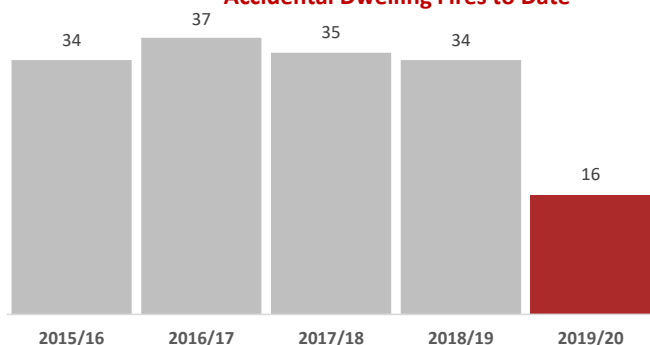
# Domestic Safety - Accidental Dwelling Fires



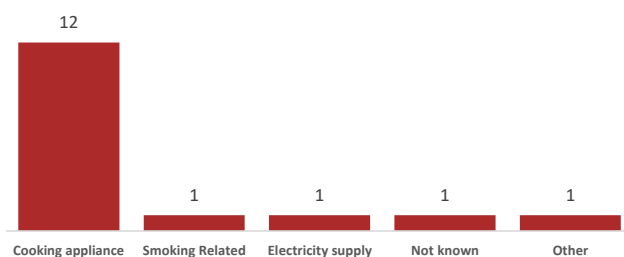
## Performance Summary

Year on Year	3 Year Average	5 Year Average
-53%	-20%	-5%

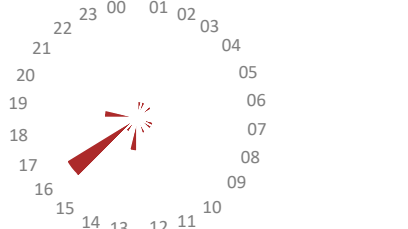
## Accidental Dwelling Fires to Date



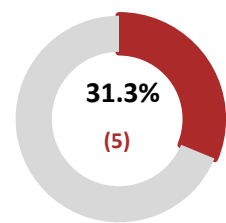
## Main Source of Ignition



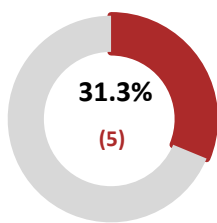
## Accidental Dwelling Fires by Time of Day



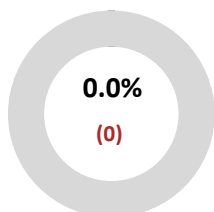
## Accidental Dwelling Fires Activity by Ward (% share)



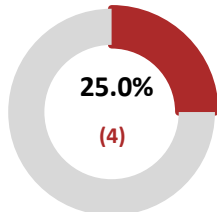
Clydebank Central Ward



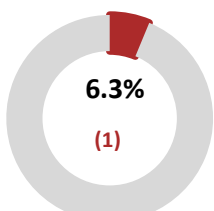
Clydebank Waterfront Ward



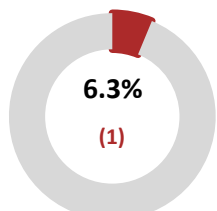
Kilpartick Ward



Dumbarton Ward



Lomond Ward



Leven Ward

## Severity of Accidental Dwelling Fires



No Firefighting Action  
**75%** (12)



Direct Firefighting  
**6%** (1)



Heat/Smoke Damage Only  
**69%** (11)



Limited to 1st item ignited  
**6%** (1)

## Human Factors



Distraction  
**31%** (5)



Alcohol/Drug Impairment  
**38%** (6)

## Automatic Detection & Actuation



Detection Present  
**94%** (15)



Detection Actuated  
**87%** (13)



Calls Made via Linked Alarms  
**6%** (1)

We continue to see a reduction in the number of accidental dwelling fires attended, the provision of smoke detectors and fire safety information dispensed by operational crews assists in the reduction of this type of incident. Where vulnerable members of our community are encountered either at incidents or during Home Fire Safety Visits we will continue to inform our partners utilising established referral pathways to ensure that as much assistance as possible is given to individuals to prevent the re-occurrence of this type of incident or prevent any other type of harm which they may be vulnerable to.

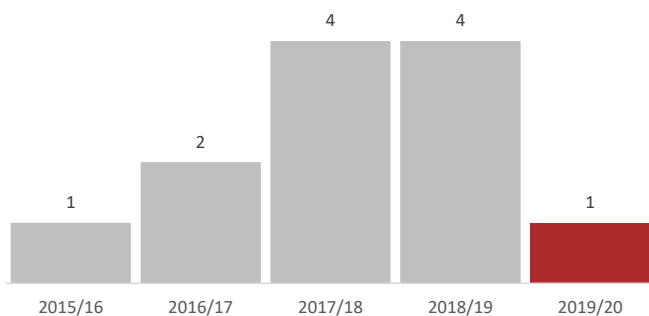
# Domestic Safety - Accidental Dwelling Fire Casualties



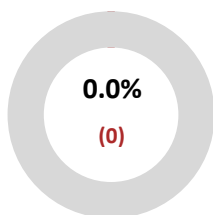
## Performance Summary

Year on Year	3 Year Average	5 Year Average
-75%	-13%	11%

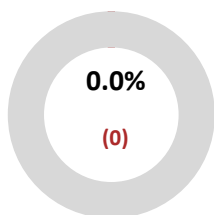
## Accidental Dwelling Casualties



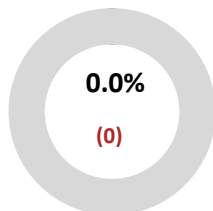
## Accidental Dwelling Fire Casualties by Ward (% share)



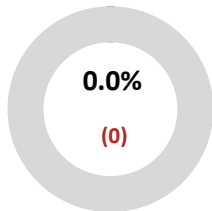
Clydebank Central Ward



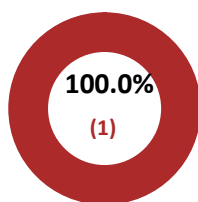
Clydebank Waterfront Ward



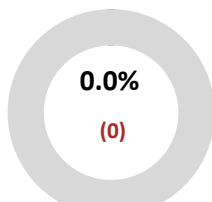
Kilpartick Ward



Dumbarton Ward

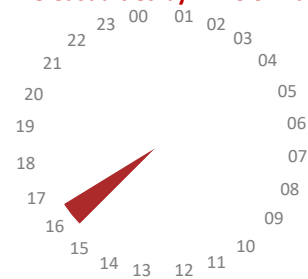


Lomond Ward



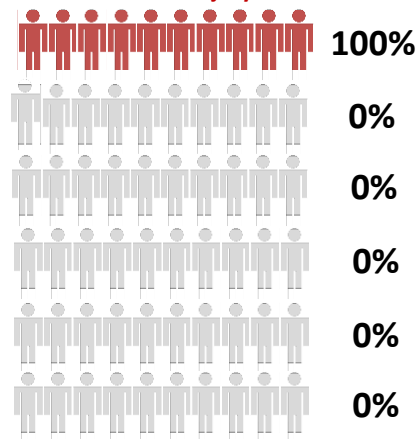
Leven Ward

## Fire Casualties by Time of Day

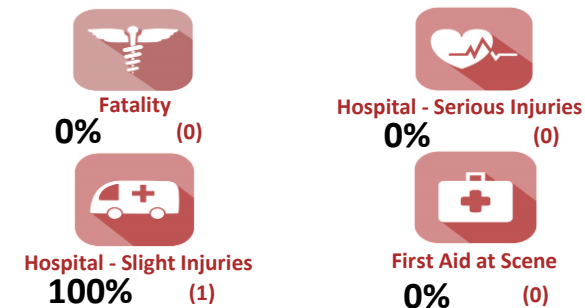


## Nature of Injury

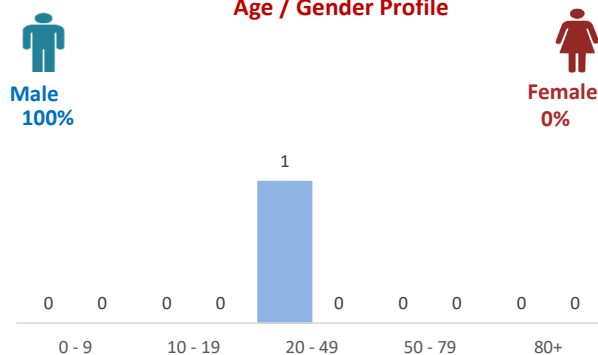
Overcome by gas, smoke or toxic fumes;



## Extent of Harm



## Age / Gender Profile



The effectiveness of the early warning provided by the installation of smoke detectors is reflected in the number of fire related casualties in comparison to the number of accidental dwelling fires attended.

SFRS carried out a total of 381 Home Fire Safety Visits in West Dunbartonshire and fitted 172 smoke detectors; frontline operational personnel have also conducted 59 Post Domestic Incidents Responses engaging with and educating the public in respect to home fire safety. A multi-agency approach is central to reducing the risk of fire in the home; during the reporting period a total of 172 high risk HFSV's have been completed.

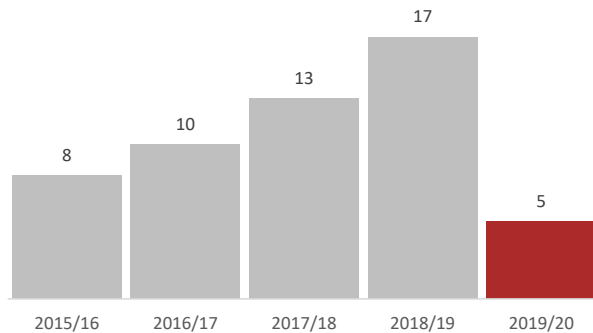
# Unintentional Injury or Harm



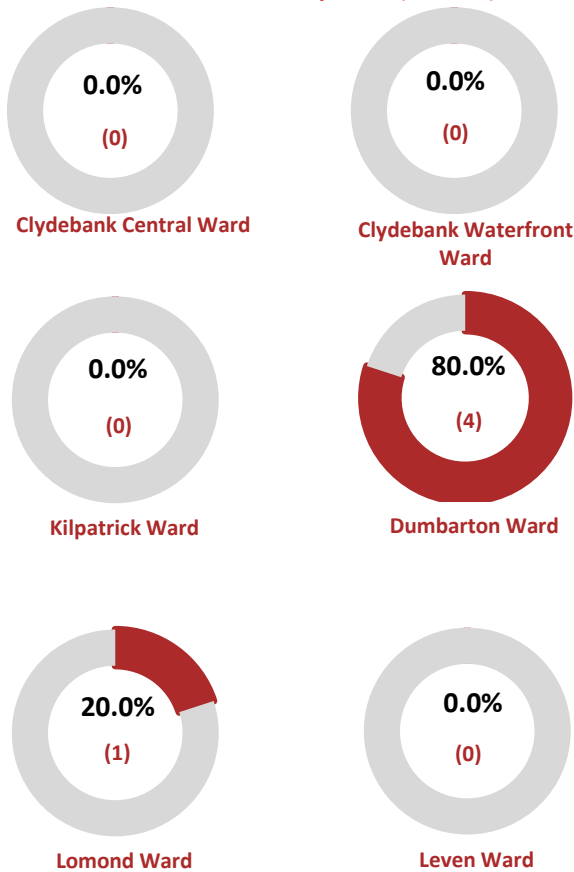
## Performance Summary

Year on Year	3 Year Average	5 Year Average
-71%	-13%	-2%

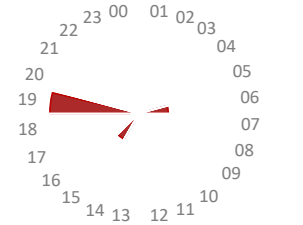
## Non-Fire Casualties



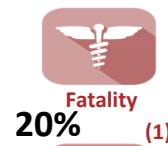
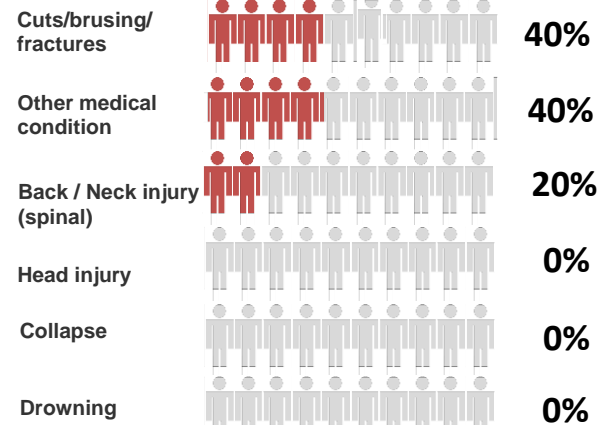
## Non-Fire Casualties by Ward (% share)



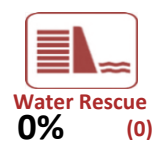
## Non-Fire Casualties by Time of Day



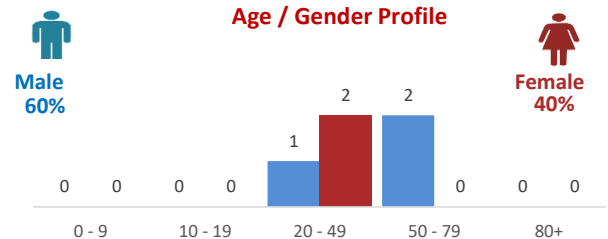
## Nature of Injury



## Non-Fire Emergency Activity



## Age / Gender Profile



Crews attended 47 special service incidents during this period. The number of casualties in which crews attended to fell as for the same period last year, the majority of which was from Road Traffic Collisions.



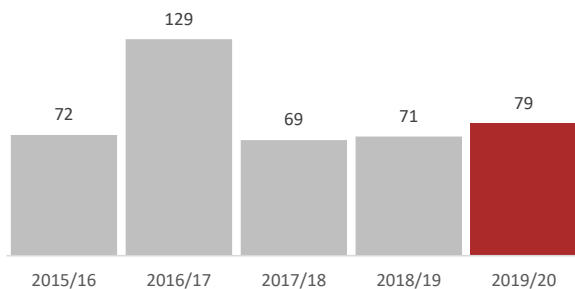
# Deliberate Fire Setting



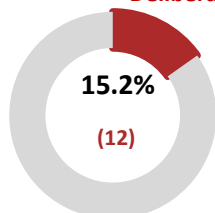
## Performance Summary

Year on Year	3 Year Average	5 Year Average
11%	-19%	2%

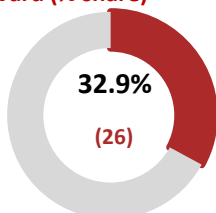
## Deliberate Fires



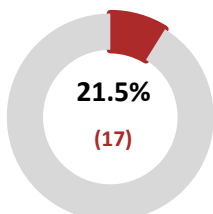
## Deliberate Fires by Ward (% share)



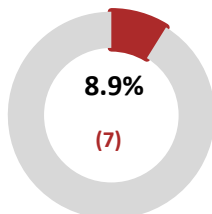
Clydebank Central ward



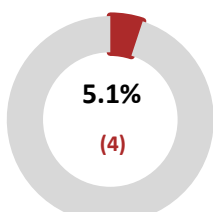
Clydebank Waterfront Ward



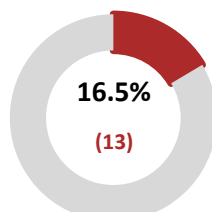
Kilpatrick Ward



Dumbarton Ward

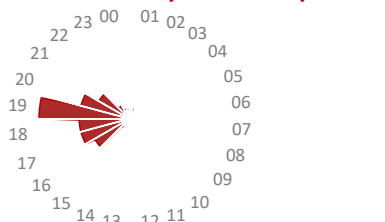


Lomond Ward

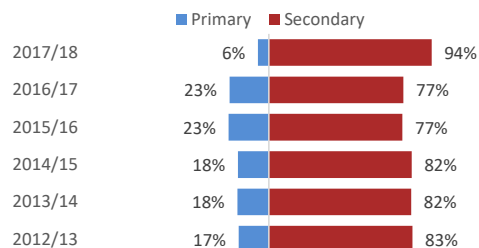


Leven Ward

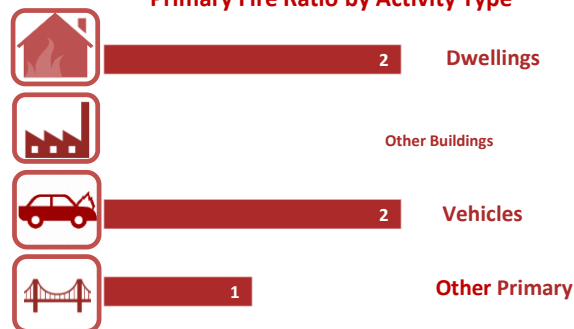
## Deliberate Fires by Time of Day



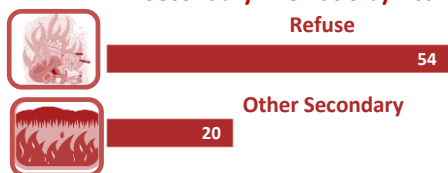
## Deliberate Fires by Classification



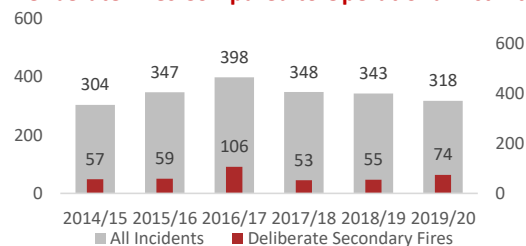
## Primary Fire Ratio by Activity Type



## Secondary Fire Ratio by Activity Type



## Deliberate Fires Compared to Operational Activity



During the reporting period we have seen a slight increase of deliberate fires for West Dunbartonshire. SFRS continue to work with our partners within West Dunbartonshire through the anti-social behaviour tasking group, information sharing and trend analysis allow for partnership resources to be deployed in a coordinated manner to minimise ASB throughout our local authority. During this period our Community Action Team conducted firework safety presentations to all primary and Secondary Schools within the area. SFRS also led WDC Bonfire/fireworks working group along side partners from Police Scotland and WDC.



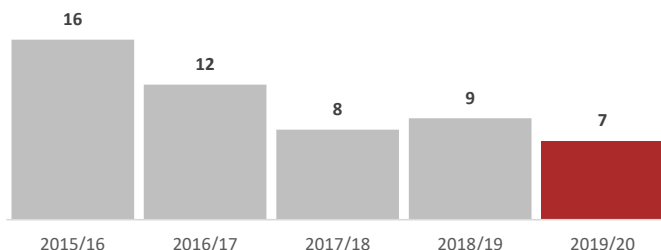
# Non Domestic Fire Safety



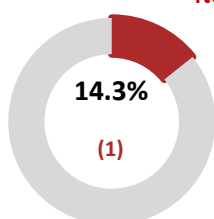
## Performance Summary

Year on Year	3 Year Average	5 Year Average
-22%	-17%	-7%

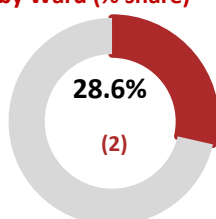
## Non-Domestic Fires



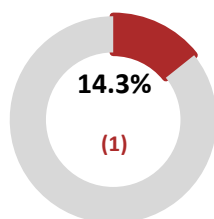
## Non-Domestic Fires by Ward (% share)



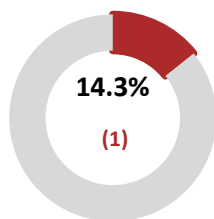
Clydebank Central Ward



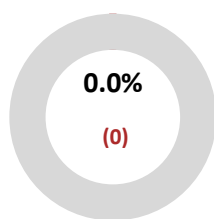
Clydebank Waterfront Ward



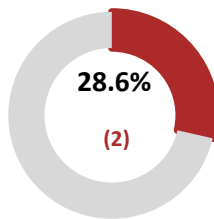
Kilpatrick Ward



Dumbarton Ward

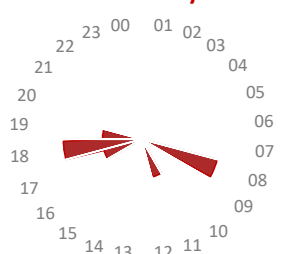


Lomond Ward

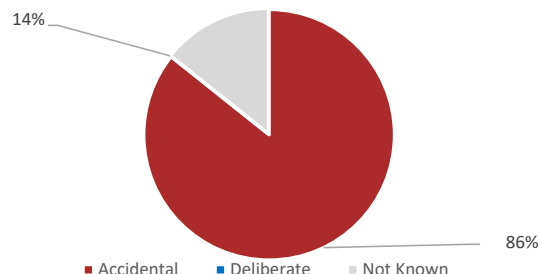


Leven Ward

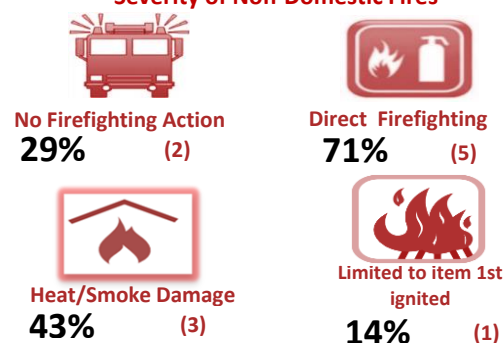
## Non-Domestic Fires by Time of Day



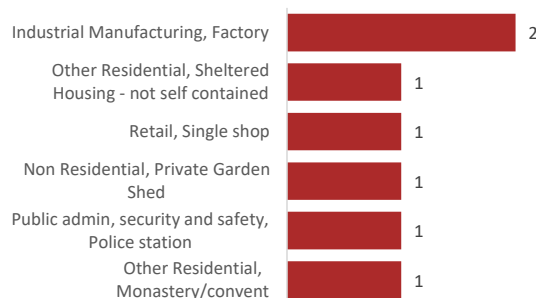
## Non-Domestic Fires by Nature of Origin



## Severity of Non-Domestic Fires



## Non-Domestic Fires by Premises Type



## Contributory Factors

The number of non domestic incidents attended during this period has reduced by 22% in comparison to the same quarter last year. The majority of these incidents resulted in little to no damage in the premises affected. All of these incidents were deemed to be accidental with one cause being unknown. Every incident which occurs in a relevant premises as proscribed by the Fire Scotland Act 2006, receives a visit from our enforcement team who provide guidance/ education in relation to risk assessment failure and how re-occurrences can be prevented. This essential work ensures that businesses continue to trade and minimises disruption and adverse effects on the local economy and also ensures the safety of staff and members of the public.

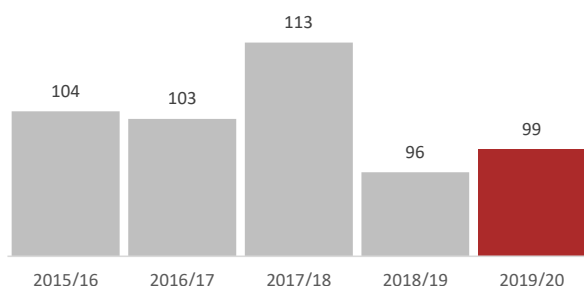
# Unwanted Fire Alarm Signals



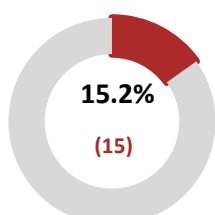
## Performance Summary

Year on Year	3 Year Average	5 Year Average
3%	-1%	3%

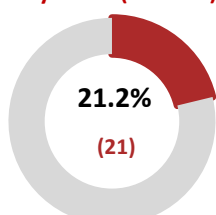
## Unwanted Fire Alarm Signals



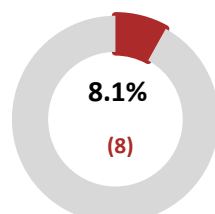
## Unwanted Fire Alarm Signals by Ward (% share)



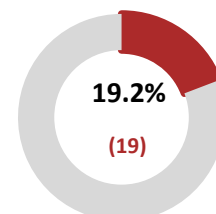
Clydebank Central Ward



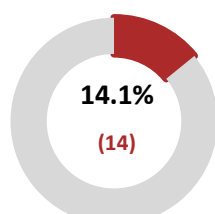
Clydebank Waterfront Ward



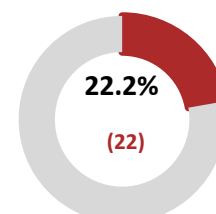
Kilpatrick Ward



Dumbarton Ward

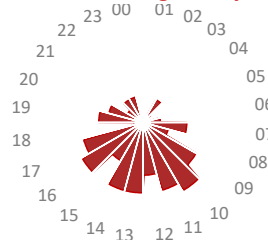


Lomond Ward



Leven Ward

## Unwanted Fire Alarm Signals by Time of Day



## Unwanted Fire Alarm Signals - Top 5 Premises

Residential Home, Nursing/Care	13
Warehouses and Bulk Storage	12
Education, Infant/primary school	7
Education, Pre school/nursery	7
Other Residential, Hotel/motel	5

## Unwanted Fire Alarm Signals Activity Ratios



### UFAS Percentage Against all Incidents

**31%** (99)



### UFAS Percentage Against all False Alarms

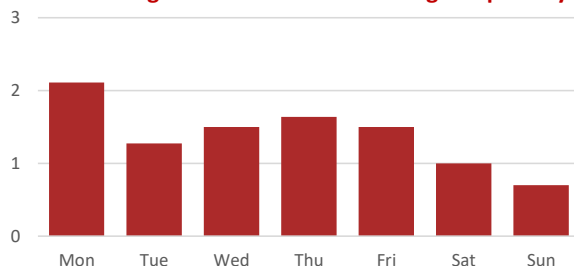
**61%**



### Human Influence and Alarm Activations

**45%** (45)

## Average Unwanted Fire Alarm Signals per Day



There has been an increase in the number of UFAS incidents. We remain committed to reducing the number of UFAS incidents and the SFRS UFAS Reduction Strategy which is designed to reduce the impact of false alarms on business, increase capacity for SFRS resources and reduce the road risk presented by fire appliances attending false alarms. Premises are risk assessed and occupiers engaged with by operational crews at the time of the incident. Trends are identified and relevant premises receive education/ guidance to prevent/ minimise reoccurrences. UFAS incidents are continually monitored within West Dunbartonshire and our local UFAS champion collaborates with various partners to reduce the number of these incidents.



## **Report by the Divisional Commander, Police Scotland**

**CPWD Management Board: 13 February 2020**

---

### **Subject: Police Scrutiny – Quarter 3 Report**

#### **1. Purpose**

- 1.1** The purpose of this item is to provide members of the CPWD Management Board with an update on quarter 3 2018/19 performance against the Local Police Plan.

#### **2. Recommendations**

- 2.1** It is recommended that the Management Board note the update given on progress against the Local Police Plan.

#### **3. Background**

- 3.1** As part of the Police & Fire Reform (Scotland) Act 2013 new arrangements were put in place for local scrutiny and engagement. These arrangements place a requirement on Local Authorities to scrutinise local police and fire and rescue services. In West Dunbartonshire, as with many Local Authorities, a decision was taken to transfer this accountability to the Community Planning Partnership.

#### **4. Main Issues**

- 4.1** The report attached details performance against the local police plan for 2017-20, covering the period Oct – Dec 2019. The content focuses on performance against the local police priorities; Violence, Disorder and antisocial behaviour, Road Safety and Road Crime, Protecting people at Risk of Harm, Serious Organised Crime and Counter Terrorism.
- 4.2** The report is provided for the noting and consideration by the CPWD Management Board.

#### **5. People Implications**

- 5.1** There are no personnel issues.

#### **6. Financial & Procurement Implications**

- 6.1** The commitments made in the local plans will be delivered within available resources.

## **7. Risk Analysis**

- 7.1** There may be risks associated with not taking actions to deliver on the key priority areas as detailed in the plans. These are picked up through the strategic risk register of Police Scotland.

## **8. Equalities Impact Assessment (EIA)**

- 8.1** Any equalities impacts arising from this report, and associated Equalities Impact Assessment, will be carried out by Police Scotland.

## **9. Consultation**

- 9.1** The performance report is presented for discussion and review. Both local plans were developed in consultation with communities and key partner agencies.

## **10. Strategic Assessment**

- 10.1** This report details performance and local actions taken by Police Scotland in relation to priority areas for the West Dunbartonshire CPP.

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**John Paterson**  
**Divisional Commander, Police Scotland**

**Person to Contact:** Brian Gibson (Superintendent), Police Scotland  
01389 822002

**Appendices:** Appendix 1: Local Police plan 2019/20 Q3 update –  
Keeping People Safe in West Dunbartonshire

**Background Papers:** None

**Wards Affected:** All

# Keeping People Safe in West Dunbartonshire

**Our Purpose:- To improve the safety and wellbeing of people, places and communities in Scotland**

## Violence & Antisocial Behaviour

Figures recorded at the end of Qtr 3 show Group 1 crimes of violence are 27.7% higher than last year. This is an increase from the Qtr 2 figure (16.7%). In total 152 crimes have been recorded compared to 119 last year. Increased crime levels are due to the Implementation of the new Domestic Abuse legislation, there was also a slight increase in Serious Assaults from 68 to 71 and Attempt Murder crimes which have risen from 3 to 6. Robberies have reduced from 13 to 7.

**47.7% of all violent crimes occurred in a private space**


On average 138.8 stop search have been carried out each month in WDC

Overall public reported ASB incidents have seen a marginal decrease of 3.6% compared to last year. Complaints relating to disorder have also reduced by 1.5%. Conversely ASB crimes have experienced an increased of 8.5% (n=171). The largest increases have been in Common Assault which have risen by 18.7% (n=112) and CJLS s.38 which have increased by 10.2% (n=76).

The detection rate for violent crime has reduced from 78.2% to 68.4% which equates to 9 fewer crimes detected. Five of the 6 Attempt Murder crimes have been detected (83.3%) and the detection rate for Serious Assault is at 74.7%.

## Acquisitive Crime

  
**Vehicle crimes reduced by 17%**

  
**27.7% increase in Housebreaking crimes**

Compared to last year, acquisitive crimes have seen a slight decrease of 2.4% which equates to 31 fewer crimes being recorded. Fraud crimes continue to see the biggest increase with 124 recorded YTD versus 79 last year. Housebreaking crimes have also increased from 112 to 143 which is due to rise in crimes at domestic (n=25) and commercial premises (n=19), however crimes to non-dwellings have reduced (n=13). These increases have been offset by a 17% reduction in vehicle crimes (n=24) and 13.1% reduction in shoplifting crimes (n=68). Overall detection rates have reduced slightly from 43.1% to 37%. For housebreaking crime it has reduced from 25.9% to 19.6% and for vehicle crime from 28.4% to 25.6%.



Since 1 April there have been 31 bogus crimes recorded within West Dunbartonshire, which equates to an average of between 3 and 4 crimes per month. Distraction thefts and social engineering frauds are most common. To date 4 crimes have been detected.

## Public Protection

Set against figures recorded last year, Group 2 sexual crimes have increased by 33.1% from 118 to 157. Increased crime levels are as a result of an increase in indecent/ sexual assaults, from 47 to 57, as well as an increase in crimes relating to indecent images / communications. Rape crimes have also increased slightly from 29 to 36

**47% of crimes relating to indecent communication / images involve persons known to the victim**

Approx. 47.7% of all sexual crimes recorded have been non recent reports.

Compared to last year, the detection rate for Group 2 sexual crime has increased from 45.8% to 57.3% (n=36). The detection rate for rape crime has reduced from 58.6% to 41.7%. Both have been impacted by the high proportion of non-recent reports.



In total 193 missing persons incidents have been recorded within West Dunbartonshire YTD. Around 63% of these involved Children or Looked After Children. 5 people account for 28% of the missing person incidents in West Dunbartonshire.

At the end of Qtr 3 the total number of unique incidents resulting in an Adult or Child Concern reduced by 3.5% (n=116) compared to last year. Concerns relating to domestic abuse continue to show an upward trend increasing by 36.9% from 65 to 89 whereas concerns relating to youth offending have reduced by 23.1%

Figures recorded at the end of Qtr 3 continue to show a slight increase in domestic abuse incidents which have increased from 945 to 999. Domestic abuse crimes have also increased by 36.6% from 462 to 631. Domestic abuse crimes remain higher than the previous 5 year average.

At the end of Qtr 3, user satisfaction results show that In Argyll & West Dunbartonshire public confidence levels remain high at 82.7%. Furthermore, figures also indicate 90.4% of persons were satisfied with how police dealt with their incident.

## West Dunbartonshire Local Policing Plan (2017 – 2020) Quarterly Report (Qtr 3 – 2019/20)

## Major Crime & Terrorism

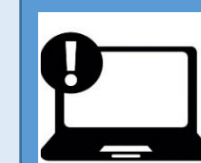


Across Argyll & West Dunbartonshire 29 persons linked to serious and organised crime have been arrested and £2,749,377.40 seized under POCA.

YTD detections for drugs supply have decreased marginally by 4% from 99 to 94. Consistent with previously recorded trends, drug possession charges also remain 26.4% higher than last year with 633 crimes recorded versus 800.



At the end of Qtr 3, 16 potential drug related deaths had been recorded within West Dunbartonshire. To date 3 have been confirmed through toxicology. In all 3 cases the victim had consumed various drug types, all had consumed Etizolam, one alcohol. Most victims were males aged between 35 and 50.



YTD there has been a total of 75 cyber enabled crimes recorded within West Dunbartonshire. The most commonly recorded types of cyber enabled crimes are fraud (n=25) and crimes involving sexual comments / images (n=17). To date 31 crimes have been detected.

## Road Safety & Road Crime



There has one fatal road collision recorded YTD within West Dunbartonshire which occurred on the A82 in Dumbarton during Qtr 2. Overall road casualties have followed a downward trend reducing from 80 to 71; serious injuries have reduced from 19 to 16 and slight injuries from 60 to 54.

At the end of Qtr 3, vehicle related offences recorded within West Dunbartonshire are 28.8% higher than last year which equates to 427 more crimes being recorded. Increase crime levels are largely due to pro-active policing with increases in speeding detections from 174 to 443 and detections in dangerous and careless driving, as well as those relating to drink / drug driving.



PROTECTING VULNERABLE PEOPLE	→	<b>THREATS TO PUBLIC SAFETY AND WELLBEING ARE RESOLVED BY A RESPONSIVE POLICE SERVICE</b> <p><b>FESTIVE SAFETY CAMPAIGN</b> As part of the Festive Safety plan, Community Policing teams were out in force in Town Centres across West Dunbartonshire. Additional officers were on patrol throughout the period, particularly at peak times, supporting the night time economy, speaking with taxi drivers and shoppers, visiting local businesses and Licensed Premises to ensure that the town centres could flourish and everyone could safely enjoy the festive period. During this period local officers were also supported during days of action with Road Policing colleagues to tackle highlighted issues such as parking and speeding in the town centres.</p> <p><b>PROLIFIC OFFENDER IMPRISONED</b> Prolific career criminal and housebreaker from the Dumbarton area was found guilty at Glasgow High Court on 19/12/2019 for Hamesucken, Serious Assault, Endangerment to Life and Permanent Impairment and Robbery after he committed a vicious assault on an elderly female while breaking into her home. The male was subsequently sentenced to 8 years in prison.</p>
		<b>THE NEEDS OF LOCAL COMMUNITIES ARE ADDRESSED THROUGH EFFECTIVE SERVICE DELIVERY</b> <p><b>NOTABLE DRUG SEIZURE</b> The most recent public consultation indicates drug supply and misuse continues to be a high priority for local communities within West Dunbartonshire. There has been a number of significant drug seizures during Qtr 2 including the discovery of a large scale cannabis cultivation within garage premises in Dumbarton. A further 2 kilos of drugs were also recovered from the home address of the perpetrator who has links to serious and organised crime. In November 2019 pro-active officers searched two houses in the Alexandria area and recovered ¾ kilo of Diamorphine, 2 kilos of Amphetamine and 500 Valium tablets which collectively had an estimated value of around £25,000.</p> <p><b>SERIOUS AND ORGANISED INTERVENTIONS</b> A joint operation targeting human trafficking with HMRC &amp; Home office resulted in 9 premises being searched. Eight persons were found to be working illegally within four of these premises including one who was previously encountered as a PVOT (potential victim of Trafficking) dealt with by Home Office. Three premises were found to not to be paying British staff the minimum wage, 6 premises are being looked at further by HMRC and 4 have been referred to West Dunbartonshire Council.</p>
WORKING WITH COMMUNITIES	→	<b>PUBLIC AND COMMUNITIES ARE ENGAGED, INVOLVED AND HAVE CONFIDENCE IN POLICING</b> <p><b>PUBLIC CONSULTATION</b> Public response to the 'Your Police' public consultation survey were particularly encouraging which at 11,656 was one of the biggest public sector response rates for engagement in Scotland. Survey response rates were strong in West Dunbartonshire (381), providing robust quantitative samples. The majority of respondents in West Dunbartonshire (84%) said that they felt either very safe (18%) or fairly safe (66%) in their local area although 40% of respondents in West Dunbartonshire said their concerns about crime in their local area had increased. Respondents were also asked to choose the top five priorities for policing in their area. The following were identified as priorities for local communities :-</p> <ul style="list-style-type: none"> <li>• Road safety</li> <li>• Selling or using drugs</li> <li>• Rowdy drunken behaviour in public places</li> <li>• Violent crime</li> <li>• Homes being broken into</li> </ul> <p>These will be used to inform the Local Policing Plan for West Dunbartonshire over the next three years.</p>
TACKLING CYBER RELATED CRIME	→	<b>OUR PEOPLE ARE SUPPORTED THROUGH A POSITIVE WORKING ENVIRONMENT ENABLING THEM TO SERVE THE PUBLIC</b> <p><b>IT'S THE LITTLE THINGS INITIATIVE</b> The Force's 'Little Things' annual campaign was this year aimed at remote and rural offices and staff working in such locations. The campaign is a suggestion scheme which is open to all officers and staff working in the Division to identify small one off spends for equipment or services that would improve their working environment or make their job easier. Due to the geographical spread of the Division there was a significant proportion of this year's budget allocated with a total of £7,200 to spend. Argyll and West Dunbartonshire division submitted the highest number of suggestions across the West Command area with 38 submissions in total - 30 of which came from rural and remote locations. The contribution from officers and staff to improve facilities within the Division has been recognised at Force level and various projects and equipment requests have been supported that will improve the working environment for both officers and staff. The equipment should be distributed throughout the Division in the forthcoming few months.</p>
SUPPORT FOR OPERATIONAL POLICING	→	<b>POLICE SCOTLAND SUSTAINABLE, ADAPTABLE AND PREPARED FOR FUTURE CHALLENGES</b> <p><b>CONTACT ASSESSMENT MODEL (CAM)</b> On 21 January 2020 the Contact Assessment Model (CAM) went live across Argyll &amp; West Dunbartonshire allowing for enhanced assessment to determine the most appropriate and proportionate police response. This reflects the changing nature of the demands faced by policing in Scotland and will significantly improve the experience of customers, by providing resolution at first point of contact and will improve our response, in partnership, to vulnerable members of the public. Every caller is different. So is our response. CAM will improve the way we triage and respond to contact from the public by using an enhanced assessment and decision-making model of threat, risk and harm so that we can do more to protect the vulnerable and ensure every individual gets the right response when they contact Police Scotland. Our aim is to significantly improve the experience and outcomes for the public and to empower and enable our workforce to make the right decisions to provide the most appropriate and proportionate policing response.</p> <p><b>DEVELOPMENT EVENT</b> Divisional Commander Chief Superintendent John Paterson hosted a staff Development Event on 21 January 2020 in Balloch. The event was delivered with support from the Scottish Women's Development Forum and was primarily aimed at women, but open to all officers and staff. Around 30 delegates enjoyed a series of workshops and presentations covering everything from Presentation Skills and Career Development to Menopause and Managing Stress. The event was a great success and future events are already in the pipeline.</p>