

Agenda

Community Planning West Dunbartonshire Management Board

Date: Thursday, 15 August 2019

Time: 10:00

Venue: Civic Space,
Council Offices, 16 Church Street, Dumbarton

Contact: Craig Stewart, Committee Officer
Tel: 01389 737251 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 time and venue of the meeting.**

Yours faithfully

JOYCE WHITE

Chief Executive

WEST DUNBARTONSHIRE COUNCIL
Council Offices, 16 Church Street, Dumbarton G82 1QL

Distribution:

Mr Paul Devlin, Group Commander – West Dunbartonshire, Scottish Fire & Rescue Service (Chair)
Councillor Jonathan McColl
Councillor Caroline McAllister
Councillor John Mooney
Councillor Jim Finn [substitute]
Councillor Martin Rooney [substitute]
Vacancy [substitute]
Ms Joyce White, Chief Executive, West Dunbartonshire Council
Ms Angela Wilson, Strategic Director – Transformation & Public Service Reform, West Dunbartonshire Council
Ms Beth Culshaw, Chief Officer of West Dunbartonshire Health and Social Care Partnership
Mr Richard Cairns, Strategic Director – Regeneration, Environment & Growth, West Dunbartonshire Council
Ms Laura Mason, Chief Education Officer, West Dunbartonshire Council
Mr Malcolm Bennie, Strategic Lead – Communications, Culture and Communities
Ms Amanda Coulthard, Performance & Strategy Manager, West Dunbartonshire Council
Ms Margaret McGuire, Nursing Director, NHS Greater Glasgow and Clyde
Ms Carol Dutch, District Manager, Jobcentre Plus
Mr James Russell, Acting Director of Operations, Skills Development Scotland
Mr Bruce Kiloh, Principal Transport Policy Officer, Strathclyde Partnership for Transport
Chief Superintendent John Paterson, Divisional Commander, Police Scotland
Ms Selina Ross, Manager, West Dunbartonshire Community Volunteering Service
Mr Kevin Quinlan, Scottish Government Location Director
Ms Catherine Topley, Chief Executive, Scottish Canals
Mr Gordon Watson, Loch Lomond & Trossachs National Park
Liz Connolly, Principal, West College Scotland
Mr John Anderson, Manager, West Dunbartonshire Leisure Trust
Mr Mark Newlands, Scottish Enterprise
Mr Damon Scott, Dunbartonshire Chamber of Commerce
Mr Gerry Watt, Scottish Prison Service
Mr Jimmy Hyslop, Operations Manager, Scottish Natural Heritage
Ms Anne MacDougall, Chair of the Community Alliance
Superintendent Brian Gibson, Police Scotland
Ms Jo Gibson, WDHSCP

Date of Issue: 1 August 2019

COMMUNITY PLANNING WEST DUNBARTONSHIRE MANAGEMENT BOARD

THURSDAY, 15 AUGUST 2019

AGENDA

<u>Anticipated Times</u>		<u>Item</u>	<u>Pages</u>
10.00	1	APOLOGIES	
	2	DECLARATIONS OF INTEREST	
		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	3	MINUTES OF PREVIOUS MEETING	5 – 8
		Submit for approval as a correct record, the Minutes of Meeting of the Community Planning West Dunbartonshire Management Board held on 16 May 2019.	
10.10	4	POLICE SCOTLAND PRESENTATION – CALL HANDLING & ASSESSMENT	
10.30	5	DOMESTIC ABUSE UPDATE	9 – 12
		Submit report 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.	
10.45	6	COMMUNITY PLANNING WEST DUNBARTONSHIRE ANNUAL REPORT 2018/19	13 – 26
		Submit report by the Performance & Strategy Manager, WDC, providing the Community Planning West Dunbartonshire (CPWD) annual report for 2018-19.	
11.00	7	COMMUNITY PLANNING WEST DUNBARTONSHIRE UPDATE	27 – 46
		Submit report by the Performance & Strategy Manager, WDC, updating members on progress of a range of issues and projects currently underway within, or with an effect on, the Partnership.	

11.10	8	SCOTTISH GOVERNMENT VOLUNTEER OUTCOMES FRAMEWORK	47 - 90
		Submit report by the Empowered DIG Chair raising awareness of the recently published Scottish Government Volunteering Outcomes Framework.	
11.25	9	DELIVERY AND IMPROVEMENT GROUP (DIG) ACTION PLANS 2019-2022	
		(a) Empowered DIG Progress report	91 - 98
		(b) Safe DIG Progress report	99 - 106
		Submit report & respective action plans by the relevant DIG Chairs on the above	
11.40	10	SCRUTINY REPORTS	
		(A) <u>Q1 Fire Scrutiny Report</u> Submit report by the Local Senior Officer, SFRS on the above.	107 – 120
		(B) <u>Q1 Police Scrutiny Report</u> Submit report by the Divisional Commander, Police Scotland on the above.	121 – 124
11.55	11	AOCB	
12 noon		Meeting close	



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, 16 May 2019 at 10.05 a.m.

Present:	Councillor Caroline McAllister	West Dunbartonshire Council
	Councillor Jonathan McColl	West Dunbartonshire Council
	Councillor John Mooney	West Dunbartonshire Council
	Joyce White	West Dunbartonshire Council
	Angela Wilson	West Dunbartonshire Council
	Malcolm Bennie	West Dunbartonshire Council
	Peter Barry	West Dunbartonshire Council
	Laura Mason	West Dunbartonshire Council
	Jo Gibson	West Dunbartonshire HSCP
	Wendy Jack	West Dunbartonshire HSCP
	Chief Superintendent Hazel Hendren	Police Scotland
	Superintendent Brian Gibson	Police Scotland
	LSO Paul Devlin	Scottish Fire and Rescue Service
	Darren Dickson	Scottish Government
	Liz Connolly	West College Scotland
	Sharon Kelly	Skills Development Scotland
	Theresa Correia	Scottish Enterprise
	John Binning	SPT
	John Anderson	West Dunbartonshire Leisure Trust
	Selina Ross	West Dunbartonshire CVS
	Jimmy Hyslop	Scottish Natural Heritage
Also		
Attending:	Chief Inspector Scott Carlin	Police Scotland
	Amanda Coulthard	West Dunbartonshire Council
	Barry McLeod	Improvement Service
	Craig Stewart	West Dunbartonshire Council
Apologies:	Richard Cairns	West Dunbartonshire Council
	James Russell	Skills Development Scotland
	Catherine Topley	Scottish Canals
	Bruce Kiloh	SPT
	Kevin Quinlan	Scottish Government
	Mark Newlands	Scottish Enterprise
	Gerry Watt	Scottish Prison Service
	Beth Culshaw	West Dunbartonshire HSCP

Councillor Jonathan McColl in the Chair

DECLARATIONS OF INTEREST

It was noted that there were no declarations of interest in any of the items of business on the agenda.

MINUTES OF PREVIOUS MEETING

The Minutes of Meeting of the Community Planning West Dunbartonshire Management Board held on 14 February 2019 were submitted and approved as a correct record.

PRESENTATION ON SELF-ASSESSMENT EXERCISE

Barry McLeod, Improvement Service, gave an overview presentation on the self-assessment model for community planning partnerships. Following a question and answer session the importance of completing the survey was reiterated. This will allow CPWD to identify common improvement actions for discussion at a feedback and planning session.

Action:

Survey will launch on 5 June 2019 and be circulated to all CPWD members for completion.

All partners will respond to the self-assessment survey.

WEST DUNBARTONSHIRE CHILD POVERTY ACTION REPORT 2019

Laura Mason, Nurtured Delivery and Improvement Group (DIG) Chair, provided an update on development of the West Dunbartonshire Child Poverty action report.

Members discussed the draft report and key commitments made. It was noted that the report would be finalised based on year end data for the 2018/19 period.

Action:

West Dunbartonshire child Poverty Action Report to be published by the end of June 2019.

DOMESTIC ABUSE SUMMIT

Wendy Jack, Health & Social Care Partnership, provided an update on system-wide work to address domestic abuse in West Dunbartonshire.

Following discussion CPWD agreed:

- Continued work with Scottish Leaders Forum to progress this agenda
- A programme of community and partner focused sessions targeting behaviours and culture around domestic abuse
- Continued commitment of CPWD senior officers to deliver the CPWD domestic abuse pledge

COMMUNITY PLANNING WEST DUNBARTONSHIRE UPDATE

Amanda Coulthard, Performance & Strategy Manager, provided an update report on a range of issues and projects currently underway within, or with an effect on, the Partnership.

Following discussion CPWD agreed:

- (1) Confirmation of Local Senior Officer Paul Devlin as Chair of the CPWD Management Board for a period of 12 months, effective from August.

TRANSPORT UPDATE

John Binning, SPT, provided a verbal update on key issues at a local, regional and national level in relation to public transport and partnership working.

Action:

Transport briefing note to be circulated to CPWD members following the meeting.

SCRUTINY REPORTS

(1) *Quarter 4 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.

(2) *Quarter 4 Police Scrutiny Report*

Hazel Hendren, Divisional Commander, Police Scotland, updated members on recent quarterly performance against priorities in the West Dunbartonshire Local Police Plan.

CHAIR'S CLOSING REMARKS

In closing, Councillor McColl advised that this would be the last meeting of the Board that Chief Superintendent Hazel Hendren would attend as she was moving on to take the Divisional Commander role for the Glasgow division. Councillor McColl and members took the opportunity to thank Chief Superintendent Hendren for her service to the Board including her dedication and commitment, and wished her well in her new role.

The meeting closed at 11.58 a.m.

WEST DUNBARTONSHIRE COUNCIL

Report by Strategic Lead – Beth Culshaw, Chief Officer HSCP

Committee Name: Community Planning West Dunbartonshire

Subject: Domestic Abuse Summit

1. Purpose

- 1.1** To provide an update to members on the system wide work to address domestic abuse in West Dunbartonshire.

2. Recommendations

- 2.1** To note the content of the report and approve the activities as outlined within the report:
- Continued work with Scottish Leaders Forum;
 - Agree the programme of community focused and community planning partner sessions to influence the behaviours linked to domestic abuse;
 - Continued commitment of senior officer time to deliver the Community Planning Domestic Abuse Pledge.

3. Background

- 3.1** Community planning partners have agreed an approach, alongside operational delivery, which focuses on primary prevention within schools, workplaces, organisations and communities across West Dunbartonshire. This emphasises and concentrates on preventing violence before it occurs. In other words, 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. By prioritising primary prevention, we are able to challenge the notion that violence is inevitable or acceptable.

4. Main Issues

- 4.1** The Domestic Abuse Leaders' Summit continues to work 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. The planned events have been bolstered by additional activities hosted by Education Services and Housing Services as well as linking work streams within Community Justice Partnership.
- 4.2** Four key activities are being organised 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;** 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.
- **Signing the Pledge Event May 2019;** due to pressures of diaries this event has yet to be arranged, this was to be a formal launch of the Pledge with all community planning leaders signing the Pledge together.
- **Building the community response event November 2019** This event has been proposed for 14th November at Clydebank Town Hall and will reinforce that all of our communities, and the leaders within them, can be empowered to play a positive and active role. The programme for this event is being finalised.
- **Pledge and Progress event December 2019** leaders come back together to review the year of activities and sign up to continued commitment to addressing domestic abuse.

4.3 Housing Services have been presenting No Home to Domestic Abuse nationally to housing colleagues across Scotland. This work has been very well received and there is national interest in the approach which is identifying those at risk; and offering support and referral onwards to other services when appropriate.

5. Options Appraisal

5.1 Not applicable

6. People Implications

6.1 No people implications.

7. Financial and Procurement Implications

7.1 There are no financial implications.

8. Risk Analysis

8.1 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.

9. Equalities Impact Assessment (EIA)

9.1 There is a no requirement for EIA at this time.

10. Environmental Sustainability

10.1 There is no requirement for ESA at this time.

11. Consultation

11.1 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.

12. Strategic Assessment

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

Name **Beth Culshaw,**
Chief Officer
Health and Social Care Partnership

Date: 29th July 2019.

Person to Contact: **Wendy Jack**
Interim Head of Strategy, Planning and Health
Improvement, Health and Social Care Partnership.

Appendices:

Background Papers:

Wards Affected: All Wards



COMMUNITY PLANNING WEST DUNBARTONSHIRE

Report by the Performance & Strategy Manager, West Dunbartonshire Council

Community Planning West Dunbartonshire: 15 August 2019

Subject: Community Planning West Dunbartonshire Annual Report 2018-19

1. Purpose

The purpose of this report is to provide members with the Community Planning West Dunbartonshire (CPWD) annual report for 2018-19

2. Recommendations

2.1 CPWD is asked to note the annual report 2018-19

3. Background

3.1 CPWD agreed the first Local Outcome Improvement Plan (LOIP) 2017-2027 in October 2017. This long term plan details the aspirations of the partnership, informed by a strategic needs assessment and ongoing community engagement.

3.2 Action plans are in place for each Delivery & Improvement group (DIG), and reported regularly through CPWD meetings. The performance framework adopted for the LOIP uses the 18 indicators laid out in the Community Planning Outcome Profiles (CPOP).

3.3 The profiles were developed by the Improvement Service on behalf of all partnerships. These profiles describe the partnership performance at an area and locality level against 18 performance indicators covering a range of outcome areas. These performance indicators are consistent across all partnerships and are therefore a robust performance framework. Additionally these indicators can be reported at a community level, allowing comparison of local communities, which supports CPWD to understand inequality and prioritise interventions based on need.

4. Main Issues

- 4.1** This is the second annual report for CPWD, attached as appendix 1, highlighting the most recent data from the CPOP across the five priority areas of the LOIP. This gives an indication in those areas which are improving or deteriorating in each priority area.
- 4.2** As can be seen from the report, good progress is being made across a number of priority areas. We are reporting increasing employment and reducing out of work benefit claims, as well as reducing child poverty rates and an increase in young people entering positive destinations following school.
- 4.3** Not all measures are showing improvement on the previous year however. The number of emergency admissions for over 65s have increased as has the number of unplanned emergency hospital admissions. The survival rate for new / start up businesses has reduced, communities are becoming more fragile and dwelling fires have increased.
- 4.4** It is important to recognise however, that the aspirations detailed in the LOIP are long term and unlikely to see significant change in a single year. The annual report gives an overview of the performance of the area and highlights those indicative areas where performance is deteriorating and may require further activity at a partnership level.

5. People Implications

- 5.1** There are no people implications associated with this report

6. Financial & Procurement Implications

- 6.1** there are no financial implications associated with this report

7. Risk Analysis

- 7.1** The annual report ensures CPWD can evidence the delivery of improved outcomes within the strategic vision of 'West Dunbartonshire...A great place to Live, Work and Visit'.

8. Equalities Impact Assessment (EIA)

- 8.1** There are no issues identified in relation to this annual report

9. Consultation

- 9.1** The DIGs contributed to the development of the CPWD LOIP Annual Performance Report.

10. Strategic Assessment

- 10.1** The LOIP Annual Report summaries CPWD progress and performance against all its priority areas and supporting local outcomes.

Amanda Coulthard
Performance & Strategy Manager
17 July 2019

Person to Contact: Amanda Coulthard –Performance & Strategy Manager
Amanda.Coulthard@west-dunbarton.gov.uk

Appendices: Appendix 1: CPWD Annual Report 2018/19

Background Papers: [West Dunbartonshire Plan for Place](#)

Wards Affected: All Wards



ANNUAL PROGRESS REPORT 2018/19

Community Planning West Dunbartonshire

Community planning is about how public bodies work with each other, and with local communities, to design and deliver better services that make a real difference to people's lives.

We strives to make the lives of West Dunbartonshire residents better by bringing together local public services with the communities they serve, with a focus on specific local circumstances.

As partners we work together to improve local services and to ensure that they meet the needs of local people, especially those who need the services most.



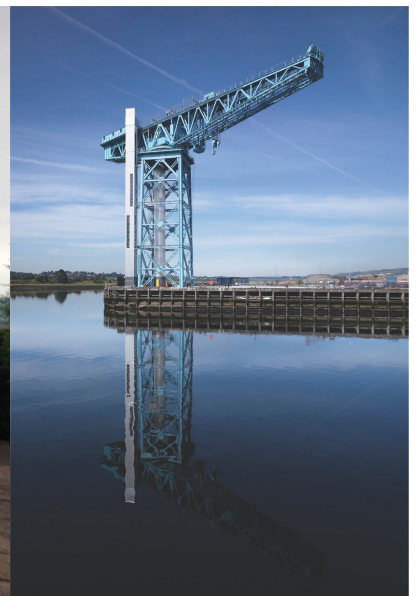
Progress 2018/19

This Annual Report for 2018/2019 updates on the priorities and outcomes set by Community Planning West Dunbartonshire in the Local Outcome Improvement Plan (LOIP) 2017-2027.

The annual report, as required through the Community Empowerment Act, provides an overview to residents in the area of the progress made in improving key priority areas.

The LOIP set ambitions for delivery over 10 years, with supporting action plans in place for each of the five priority areas. Progress against actions is reported through the partnership on a regular basis. In addition to this, the annual report presents progress on the 18 national indicators which are consistent across all community planning partnerships.

Community Planning West Dunbartonshire is working with, and for, communities to improve outcomes.



FLOURISHING

- Our economy is diverse and dynamic, creating opportunities for everyone
- Our local communities are sustainable and attractive
- increased and better quality learning & employment opportunities
- enhanced quality and availability of affordable housing options

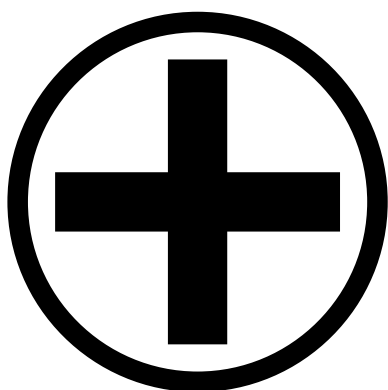


In the last year:

- employment rate has increased
- fewer people are claiming out of work benefits
- slightly fewer new businesses are surviving three years or more

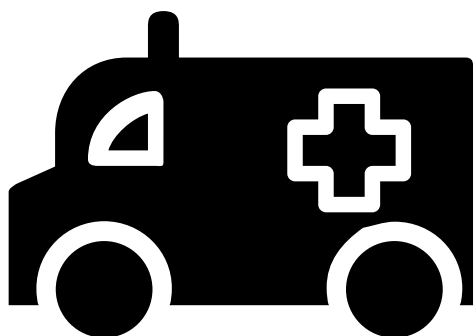


INDEPENDENT



In the last year:

- Wellbeing has improved
- unplanned emergency hospital attendances have increased
- emergency hospital admissions have increased
- mortality rates have increased



- Adults and older people are able to live independently in the community
- Quality of life is improved for our older residents
- Housing options are responsive to changing needs over time

- All West Dunbartonshire children have the best start in life and are ready to succeed
- Families are supported in accessing education, learning and attainment opportunities
- Improved life chances for all children, young people and families

NURTURED

The first Child Poverty Action Report for West Dunbartonshire was developed with input from all partners during 2018/19

In the last year:

- Child poverty rates have decreased 
- more babies have been born with a healthy birthweight 
- more young people have gone on to a positive destination on leaving school 
- educational attainment levels have been maintained
- the BMI of primary 1 children has increased 



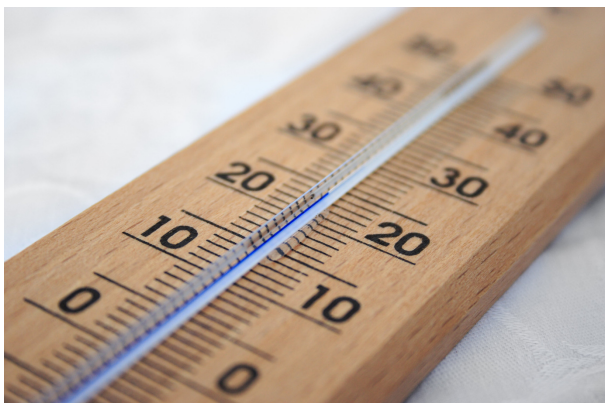
EMPOWERED

**CO2 emissions have
reduced**



In the last year:

- fuel poverty has reduced
- community fragility has increased



- We live in engaged and cohesive communities
- Citizens are confident, resilient and responsible
- Carers are supported to address their needs

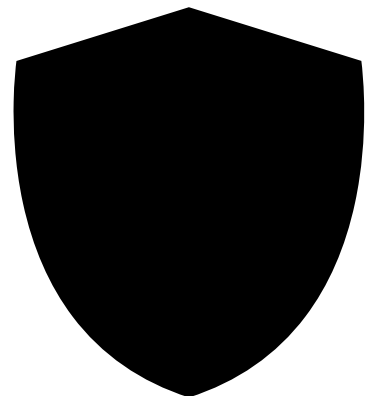
SAFE

- Improved community justice outcomes ensure the area is a safe and inclusive place to live
- All partners deliver early and effective interventions targeted at reducing the impact of domestic abuse
- Residents live in positive, health promoting local environments where the impact of alcohol and drugs is addressed
- Our residents are supported to improve their emotional and mental health and wellbeing

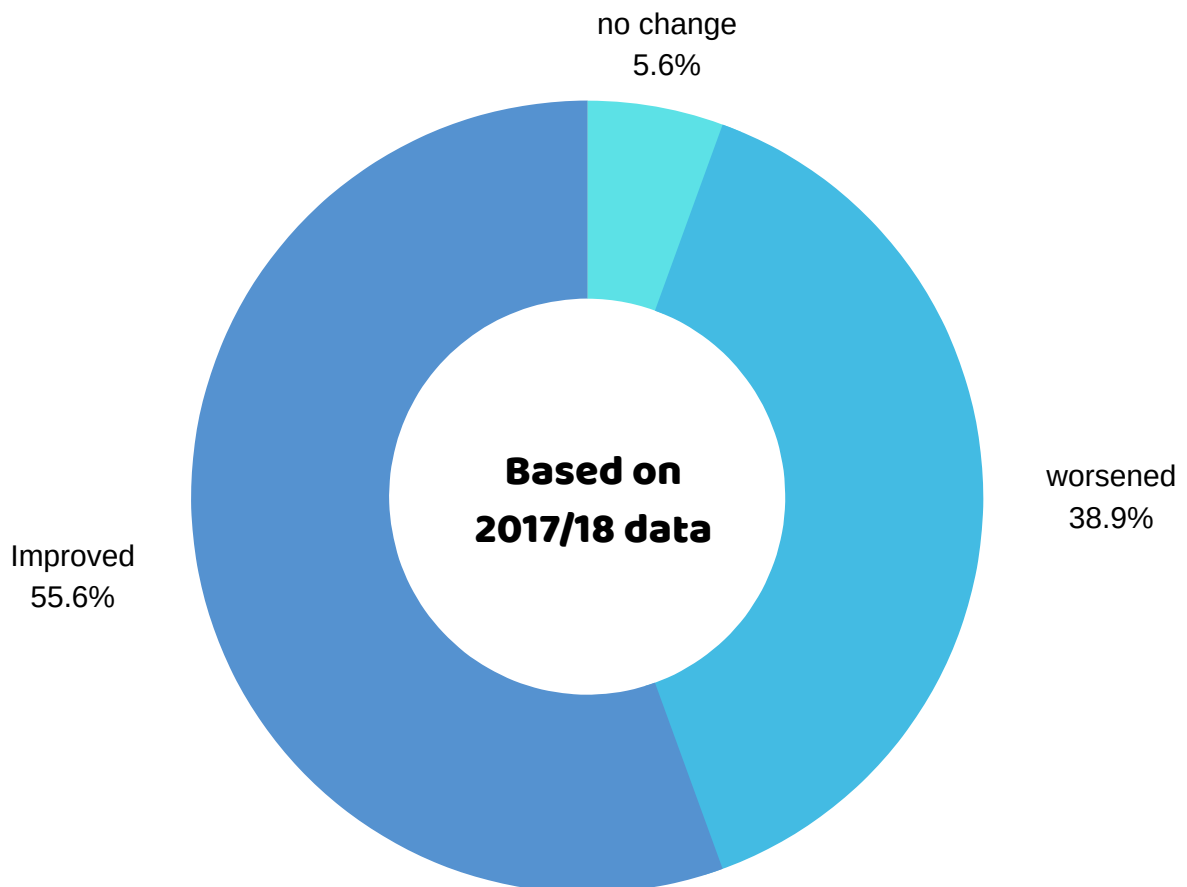


Total dwelling fires have increased

The rate of recorded crimes has decreased



CPWD performance summary



For further information please contact:

CommunityPlanningWD@west-dunbarton.gov.uk



COMMUNITY PLANNING WEST DUNBARTONSHIRE

Report by the Performance & Strategy Manager

Management Group: Thursday 15 August 2019

Subject: Community Planning West Dunbartonshire Update

1. Purpose

- 1.1** The purpose of the report is to update members on progress of a range of issues and projects currently underway within, or with an effect on, the partnership.

2. Recommendations

- 2.1** Members are asked to:
- approve the updated Terms of Reference for CPWD
 - provide comment on the draft consultation response on Strategic Police Priorities, and
 - delegate final approval of the consultation response to the CPWD chair
 - remit the Empowered DIG to review and report on the recently published Principles for Community Empowerment report

3. Background

- 3.1** Since 2014 we have seen significant progress and change in the development of community planning at both a local and national level. New legislation related to both Community Justice and Community Empowerment has changed the context for partnership working and places increased responsibilities on Community Planning Partnerships (CPPs). There is increasing additional focus on scrutiny of performance and achievement of outcomes at a local and national level.
- 3.2** At a local level there has been an embedding of the new arrangements under Community Planning West Dunbartonshire (CPWD), with implementation of the Local Outcome Improvement Plan (LOIP) through the Delivery & Improvement Groups (DIGs), development of our partnership approach to community empowerment and further work to strengthen community resilience and build capacity at a local level.

4. Main Issues

CPWD Governance

- 4.1** Following agreement at the May meeting of this group, Paul Devlin, Local Senior Officer for Scottish Fire & Rescue Service assumes the role of CPWD chair for a 12 month period from August 2019.
- 4.2** In line with discussions at the May meeting of CPWD, the terms of reference (ToR) for the group have been updated to reflect current arrangements. This revised ToR is attached as appendix one to this report.

Self-Assessment

- 4.3** The CPWD self-assessment was launched on 5 June 2019, following the awareness session in May. 13 responses were received for the self-assessment from a possible 25. Colleagues in the improvement service are currently analysis results; there will be shared during a dedicated session planned for September to progress development of an action plan.

Scottish Government Consultation – Strategic Police Priorities for Scotland

- 4.4** On 15 July 2019 Scottish Government launched a [consultation on Strategic Police Priorities \(SPP\)](#). The six proposed SPPs set the overarching framework for policing in Scotland, reflecting current priorities and anticipated future demands.
- 4.5** The draft SPPs have been developed in discussion with key stakeholders and influenced by a range of key themes. The 12 week consultation period allows for wider discussion to take place, and for local interests to submit views on the draft priorities.
- 4.6** The proposed SPPs, which are designed to be strategic and concise, are:
- Crime & security
 - Confidence
 - Partnerships
 - Sustainability
 - People
 - Evidence
- 4.7** A draft consultation response from CPWD is attached as appendix two to this report for consideration. The consultation closes on 4 October 2019, before CPWD is next due to meet, therefore it is suggested that members submit comments through the Performance & Strategy Manager by 13 September 2019. Following comments, the final response will be approved by the CPWD chair on behalf of members to allow submission within the required timescale.

Scottish Parliament Report – Police & Fire Reform (Scotland) Act 2012

- 4.8** As reported in May, the Scottish Parliament Justice Committee recently published [findings](#) from their post legislative scrutiny of the Police & Fire Reform (Scotland) Act 2012. These publications detail findings of Committee following a call for evidence from key stakeholders.
- 4.9** The committee findings and recommendations mainly relate to organisational processes and as such are not relevant for consideration by the partnership. However there are specific areas of both reports which may be of value for discussion.
- 4.10** In relation to Police Scotland the committee have recommended a strengthening of local engagement and communication to ensure early involvement of Local Authorities / partnerships in decision making, design and delivery of services. The committee also highlighted the importance of scrutiny and effective challenge and supported work on demand analysis to support a robust model of resource allocation which strengthens local policing.
- 4.11** Similar recommendations are made in relation to Scottish Fire & Rescue Service in relation to the relationship with Local Authorities/ partnerships in relation to engagement and decision making. In addition the committee note the need for robust performance data which supports an outcome focused performance framework. A specific recommendation is also made for SFRS in relation to understanding and overcoming barriers to recruitment of volunteers. This may link to the item on volunteering elsewhere on the agenda for this meeting.

Audit Scotland Report- Principles for Community Empowerment

- 4.12** Audit Scotland published a report on [Principles for Community Empowerment](#) on 25 July 2019. The report is intended to raise awareness and promote a shared understanding across scrutiny bodies in order to support high-quality scrutiny of community empowerment. Although the report was intended for scrutiny bodies it will be of benefit to public bodies and partners; making them aware of the expectations of scrutiny bodies, via a shared framework, of what good community empowerment looks like. While not guidance or a checklist, the document could be used as a tool by public bodies as they develop their own approaches to community empowerment.
- 4.13** Audit Scotland identifies five key principles in the report:
- Community Control
 - Public Sector Leadership
 - Effective relationships
 - Improving Outcomes
 - Accountability

- 4.14** The principles are relevant and linked to the priorities and commitments made by CPWD in the West Dunbartonshire Plan for Place. They are also likely to be useful when considering actions from the self-assessment exercise on community planning locally.

5. People Implications

- 5.1** None, all activity is delivered through existing team capacity.

6. Financial Implications

- 6.1** There are no direct financial or procurement implications from the updates detailed in this report.
- 6.2** Financial implications from implementation of the Community Empowerment Act require to be further scoped and monitored, particularly in relation to the potential financial implications of asset transfer and participation requests.

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 engage in this work and 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 is not required as this is a progress update on a range of activities.

9 Consultation

- 9.1** This is an update on areas of work. Consultation is carried out relevant to each project and initiative, involving all appropriate partners.

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.

Amanda Coulthard
Performance & Strategy Manager
15 July 2019

Person to Contact: Amanda Coulthard
Amanda.coulthard@west-dunbarton.gov.uk

Appendices: Appendix 1 – CPWD Terms of Reference
Appendix 2 – draft SPP consultation response

Background Papers: [Scottish Government Guidance – Community Empowerment Act Part 2](#)

Wards Affected: All



PARTNERSHIP AGREEMENT 2019-2022



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1. Introduction

- 1.1 Community Planning West Dunbartonshire (CPWD) is a management group representing the key community planning partners for the area. CPWD brings together key public bodies, communities, the voluntary sector and other key sectors to plan and deliver high quality, local and accessible services that are focused on improving lives for the people of West Dunbartonshire. The partnership is guided by principles which underpin and crosscut these priorities.
- 1.2 The context for delivery is set through the Community Empowerment (Scotland) Act 2015. The section on community planning describes how public bodies should work for and with communities to plan for, resource and provide services which improve local outcomes and reduce inequalities. The Act gives community planning a clear statutory purpose focused on improving outcomes, requiring partnerships to:
 - prepare and publish Local Outcome Improvement Plans (LOIPs);
 - develop locality plans for smaller geographical areas experiencing poorer outcomes; and
 - review and report publicly on progress towards their LOIPs and locality plans.
- 1.3 Under the Act the running and effective delivery of community planning is a shared responsibility. The Act applies duties to support shared leadership and governance on specified community planning partners. These partners are:
 - NHS Greater Glasgow & Clyde
 - Police Scotland
 - Scottish Enterprise
 - Scottish Fire & Rescue Service
 - West Dunbartonshire Council
- 1.4 In addition, the Act expands the number of public sector bodies subject to community planning duties. Statutory community planning bodies for CPWD, in addition to those listed above, are:
 - Historic Environment Scotland
 - Loch Lomond & the Trossachs National Park Authority
 - Scottish Environment Protection Agency
 - Scottish Natural Heritage
 - Skills Development Scotland
 - SportScotland
 - Strathclyde Partnership for Transport (SPT)
 - Visit Scotland
 - West Dunbartonshire Health & Social Care Partnership (WDHSCP)
 - West College Scotland
- 1.5 Finally CPWD membership also includes representatives from the following list of key local agencies, supporting delivery of local priority outcomes:
 - Dunbartonshire Chamber of Commerce
 - Job Centre Plus/ DWP
 - Scottish Canals
 - Scottish Prison Service
 - West Dunbartonshire CVS (Local Third Sector Interface)
 - West Dunbartonshire Leisure Trust

2. Guiding Principles

Adopting a preventative and early intervention approach

- 2.1 CPWD will take a partnership approach to identifying new ways of working and evidencing this shift to a preventative approach. This includes taking a determinants orientated approach to tackling inequalities, focusing on those factors which positively impact on reducing inequalities such as housing, employment and attainment.

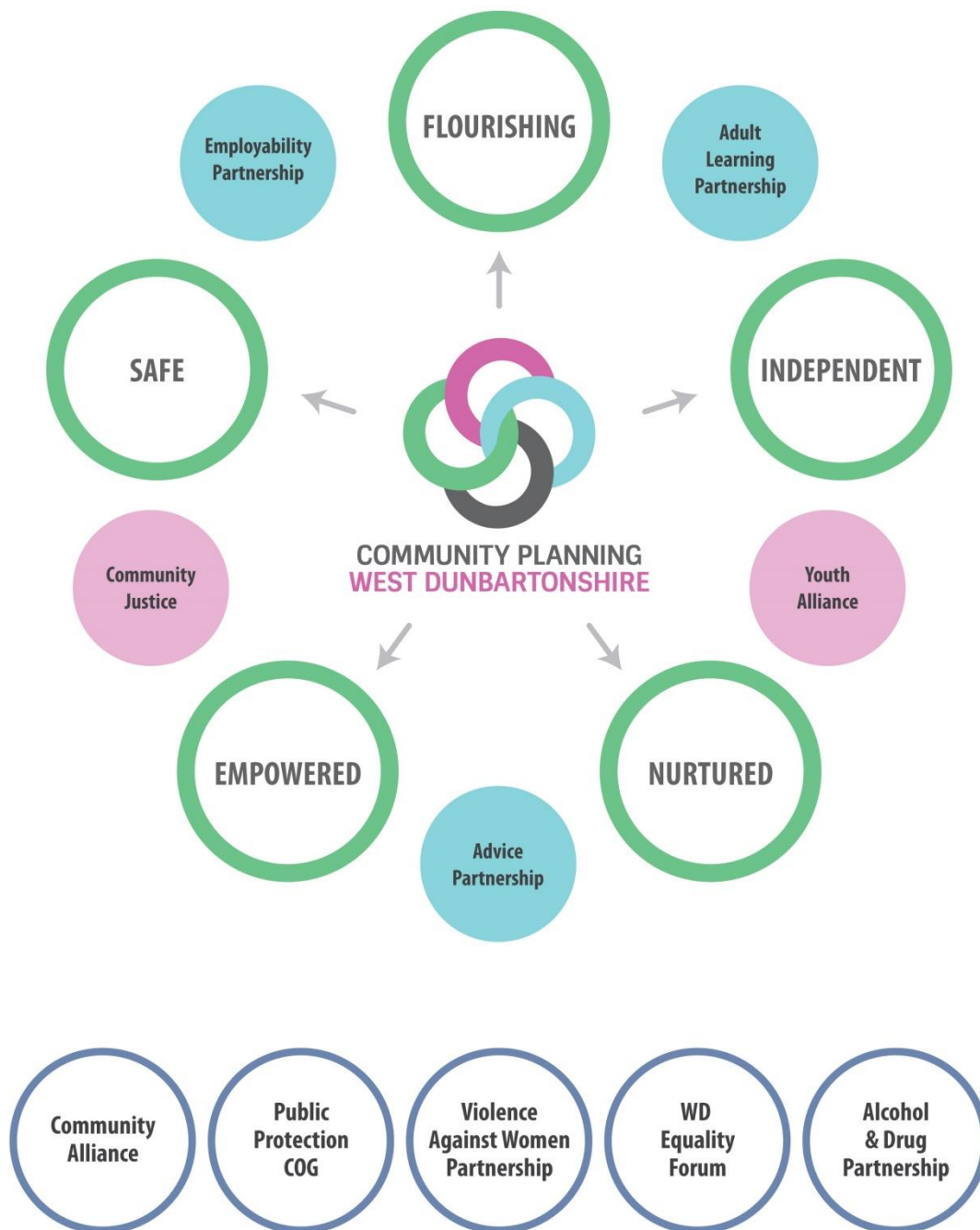
Ensuring effective community engagement in planning and delivery of local services and working with our communities to empower and strengthen their voice

- 2.2 Engagement with residents and community organisations is central to delivery of improved local outcomes. Our local model of empowerment and service improvement, led by resident engagement and feedback, allows CPWD to deliver this ambition. Underpinning this is the [Engaging Communities Framework](#), which provides a consistent approach for all methods of engagement with communities, both geographical and interest.
- 2.3 The process of engagement will be strengthened through the use of the National Place Standard for gathering views on a range of issues through the lens of local neighbourhoods.

Promoting equality and tackling inequality

- 2.4 CPWD is committed to promoting equality and reduce the impact of inequality on our residents. We will progress this equality agenda, recognising the diversity within our local communities and ensuring that the needs of residents are considered and planned for fairly.

3. Community Planning West Dunbartonshire Structure



4. The Agreement

Purpose

- 4.1 This agreement details how the membership of Community Planning West Dunbartonshire will work in collaboration to deliver on the ambitions and priorities of the partnership in order to improve the economic, social, cultural and environmental wellbeing of West Dunbartonshire for all who live, work, visit and do business there.
- 4.2 CPWD works to the principles of good public sector corporate governance namely selflessness, objectivity, openness, inclusivity, integrity, leadership and accountability. CPWD seeks to promote partnership working that delivers public sector reform and improvement leading to better quality of life for the residents and communities of West Dunbartonshire.
- 4.3 This Partnership Agreement should remain in place for a period not exceeding 5 years, at which point the document in its entirety should be reviewed. During the lifetime of the agreement, specific sections can be reviewed and amended at the discretion of CPWD.
- 4.4 The partnership will:
- Develop and agree a common understanding of local needs and opportunities;
 - Work to deliver common outcomes for the area;
 - Oversee a shared approach to delivery of improved outcomes through priority action plans;
 - Scrutinise and challenge progress towards delivery of priority outcomes;
 - Manage performance to ensure improved outcomes;
 - Report to communities and stakeholders on delivery of priorities; and
 - Work with communities, citizens and wider stakeholders to identify priorities.

Duties

- 4.5 Each partner has a duty to support CPWD to fulfil its ambitions. Partners do this by:
- Aligning single agency plans and strategic priorities to the overarching priorities described in the [West Dunbartonshire Plan for Place](#), our Local Outcome Improvement Plan.
 - Exploring opportunities for aligning plans and resources to support collaboration.
 - Committing resources to delivering on priority outcome areas.
 - Reporting progress towards delivery of outcomes.
 - Exploring opportunities for and participating in partnership programmes and activities.
 - Ensuring relevant information, research and evidence is shared to enhance the reporting and learning of the partnership.

5. Remit and Function

- 5.1 All members have a collective and individual responsibility to ensure that the decisions of the CPWD Management Board are implemented. Once decisions are taken members of the CPWD Management Board are expected to act in an ambassadorial role, promoting and supporting these decisions within their respective arena.
- 5.2 Senior officers participating in community planning structures are responsible for ensuring strategic and operational buy-in from their agencies, and that CPWD policy and decisions are communicated to their agencies. Actions and objectives generated through CPP structures must be embedded in each CPWD partner agency's corporate plans.
- 5.3 There are three main structures for community planning in West Dunbartonshire
- Community Planning West Dunbartonshire (Management Board)
 - Delivery and Improvement Groups
 - Community Alliance West Dunbartonshire

Community Planning West Dunbartonshire

- 5.4 The role of the Management Board is to:
- Act as the public meeting for community planning in West Dunbartonshire.
 - Scrutinise delivery of thematic action plans and associated activity aimed at delivering outcome improvement.
 - Analyse performance linked to the LOIP, supported by detailed performance monitoring by Delivery and Improvement Groups.
 - Ensure the CPP has the widest possible impact on and involvement of the public sector, private sector, third sector and communities.
 - Promote and publicise the work of CPWD.
 - Undertake scrutiny of local Police & Fire plans as delegated by West Dunbartonshire Council.
- 5.5 CPWD will meet quarterly for full meetings, with additional development sessions or workshops organised as and when required. West Dunbartonshire Council will provide administrative support to CPWD, including hosting of meetings and preparation of meeting papers.

Delivery and Improvement Groups (DIGs)

5.6 Each DIG supports and delivers on one of the five LOIP Priorities and each DIG is chaired by a senior officer from the partnership.

Priority	Chair	Agency
Flourishing	Strategic Director – Regeneration, Environment & Growth	West Dunbartonshire Council
Independent	Head of Community Health & Care	West Dunbartonshire Health and Social Care Partnership
Nurtured	Chief Education Officer	West Dunbartonshire Council
Empowered	Chief Officer	West Dunbartonshire CVS
Safe	Superintendent (operations)	Police Scotland

5.7 The overarching role and remit of DIGs is to drive forward partnership activity that achieve the aspirations laid out in the West Dunbartonshire LOIP. Each DIG develops an annual action plan which details the partnership activity which will be progressed related to their thematic area of responsibility. DIG action plans will be reported through CPWD meetings, and progress included in the CPWD Annual Report.

5.8 The DIG chair will:

- Attend CPWD meetings to represent the thematic area.
- Report progress through CPWD as required.
- Develop and manage relevant action plans and programmes of work.
- Convene meetings and ensure appropriate support is in place.

Community Alliance

5.9 Community Alliance West Dunbartonshire operates to ensure communities and local organisations within West Dunbartonshire are able to influence and scrutinise the work of Community Planning West Dunbartonshire (CPWD).

5.10 Membership is formed of representatives from a range of organisations at neighbourhood, interest and user group level across West Dunbartonshire with the intention of:

- Identifying issues of common concern; and
- Ensuring that CPWD are delivering on those issues local residents are highlighting as priorities.

5.11 The Community Alliance operates to strengthen and widen access and membership across communities of interest as well as 'neighbourhoods'. Ensuring that all local residents, community groups and service users have, and are able to access, opportunities to inform, shape and change the services that affect them and impact upon their quality of life.

6. Role and function of the CPWD Chair

- 6.1 CPWD will be chaired by a representative of one of the five statutory bodies for community planning. The role of the chair will rotate on an annual basis, with the incoming chair agreed in the Spring of each year.
- 6.2 The Chair is responsible for ensuring efficient conduct of each meeting. The Performance & Strategy Manager, as Community Planning Manager, in consultation with the Chair, will determine non-critical decisions such as submission of data returns, replying to correspondence, or attending national events on behalf of the partnership.
- 6.3 The Chair of the Community Alliance also acts as the Vice-Chair of CPWD and will chair meetings in the absence of the Chair.
- 6.4 An agenda will be drawn up by the Community Planning Manager in liaison with the Chairperson. Each item on the agenda will be marked clearly for approval or for noting. The chair will be responsible for ensuring robust discussion takes place before any decisions are made. While it is desirable that decisions will be reached by broad consensus, those which are not will be decided by a show of hands vote of the membership.

7. STANDING ORDERS

7.1 These *Standing Orders* are basic agreed procedures, rules and protocols for Community Planning West Dunbartonshire Management Board meetings, which should be adhered to by all partners.

7.2 The function, key responsibilities, accountabilities and membership of the Community Planning West Dunbartonshire Management Board are set out in the main body of the Partnership Agreement.

Meetings - Quorum

7.3 The quorum for Community Planning West Dunbartonshire Management Board meetings will be 8 members. If, after 20 minutes from the time scheduled for the start of the meeting, a quorum of members is not present, the Chairperson will allow items for information only to be presented to the meeting.

7.4 No items that require decisions by the Management Board will be discussed. The Chairperson will then close the meeting, ensure that another meeting is arranged as soon as is practically possible and carry forward the relevant agenda items.

7.5 Statutory members of the Management Board attend as representatives of their organisation in taking forward Community Planning. If the named representative is not available to attend the Management Board meeting, a properly briefed substitute at a senior level within the organisation may attend the meeting.

Meetings – Agenda, Business & Attendance

7.6 Members of the Management Board, may request by email to have items placed on the agenda. This must be done through the Community Planning Manager at least 28 days before Management Board meetings.

7.7 Meetings of the Community Planning West Dunbartonshire Management Board will normally take place, as a minimum, 4 times a year. Special meetings of the Community Planning West Dunbartonshire Management Board, where appropriate, can be called at short notice.

7.8 The dates of Community Planning West Dunbartonshire Management Board meetings will be set on an annual basis for the ensuing year. A public notice of all Community Planning West Dunbartonshire Management Board meetings will be put on West Dunbartonshire Council website; press and public may attend any meeting of the Board as observers but not participate in the meetings.

7.9 Members of the press or public may be excluded from any part of a meeting of the Board if a discussion relates to exempt or confidential information as defined in Section 50 of the Local Government (Scotland) Act 1973.

7.10 The Chairperson, with the support of the Community Planning Manager and the Council's Communications team, will be responsible for issuing press releases and dealing with media enquiries on behalf of the Partnership.

7.11 Papers for the Community Planning West Dunbartonshire Management Board will be sent electronically to members *not less than 7 days* before the date of the meeting. This deadline may be relaxed (for instance, for special meetings), in which case members shall be informed electronically of reasons and the date for circulation of the papers.

7.12 The time allocated for meetings of the Community Planning West Dunbartonshire Management Board will not exceed three hours. If a matter is considered urgent, then this standing order can be suspended at the request of the Chairperson and with the agreement of two thirds majority of those present at that meeting. This will be assessed by a show of hands.

7.13 Members should confine their contributions to the proper business of the Partnership and should avoid using the meetings to raise matters of individual personal, organisational or sectoral interest. Once an item has been discussed and agreed upon, it is the collective responsibility of members to respect the directive of the Chairperson to move on to the next item of the agenda.

Decision-making procedures

7.14 The Community Planning West Dunbartonshire Management Board will operate on the basis of *consensus and informed agreement*. Consensus on any item under consideration will be taken to constitute a majority rather than unanimity. All non-procedural decisions require consensus agreement and support of the members. Where partners cannot agree there will be compromise and negotiation to identify a compromise position all partners can support.

7.15 Members of CPWD may not take a final decision on any matter which is the statutory responsibility of any member organisation and may not take any final decision on the allocation of funds which are the responsibility of any member organisation, unless given the authority by the member organisation. The Management Board, however, may make recommendations.

7.16 Partner organisations are responsible for assessing the risks to their individual organisations of participating in the Partnership. Partnership risks may be highlighted in the individual partners' risk registers.

Code of Conduct

7.17 Members will adhere to the ethical standards and code of conduct in public life. The key aspects of the Code, to which all members of the Partnership should adhere, are: *Duty, Selflessness, Integrity, Objectivity, Accountability & Stewardship, Openness, Honesty, Leadership and Respect*.

7.18 The Chairperson will ensure that, at no time during Partnership business, any member will use language, behaviour or conduct that goes against these codes. Should this occur, the Chairperson will ask the member to desist. Should the language and/or behaviour continue, the Chairperson has the power to ask the member to leave the meeting and this will be recorded in the minutes of the meeting.

Declaration of Interest and conflict of interest

7.19 Any member of the Community Planning West Dunbartonshire Management Board who has a personal financial interest, a business interest or any other direct or indirect private or personal interest in a matter under discussion *should immediately declare that interest* and take no part in the discussion of this matter. Where appropriate, the member should absent himself/herself from the meeting while the discussion takes place.

7.20 In utilising their authority and carrying out the responsibilities delegated to them, officers from statutory bodies on the Community Planning West Dunbartonshire Management Board must comply with the terms of Code of Conduct for their respective organisation with regard to *conflict of interest*. Rules of *conflict of interest*, contained in the *Code of Conduct for Councillors*, must be adhered to by Elected Members involved in community planning.

7.21 All other members of the Community Planning West Dunbartonshire Management Board should adhere to these agreed procedures in relation to *declaration of interest* and *conflict of interest*.

Confidentiality

7.22 Members of the Partnership may gain access to information and documents that are not fully in the public sphere. There is a variety of reasons for confidentiality and all members should respect the confidentiality requirements of the Partnership.

7.23 Officers/Partners should ensure that documents distributed to members are clearly marked with information that is confidential. The Partnership should be mindful of the Freedom of Information Act and how to direct requests through the appropriate channels in order to meet the requirements of that act.

Scottish Government Consultation Draft Strategic Police Priorities

Q1 – To what extent do the revised Strategic Police Priorities meet your expectations got what the Scottish Police Authority and the Police Service should focus on in the future:

Fully	
Partially	X
Not at all	

Please provide reasons for your response

We are encouraged to see partnerships detailed as one of the six strategic police priorities. However, we feel that the empowerment and resilience of communities should also feature within the priorities – perhaps under the prevention banner.

Q2 – Do the revised Strategic Police Priorities reflect your needs:

Fully	
Partially	X
Not at all	

Please provide reasons for your response

We are supportive of the draft priorities and feel they broadly reflect key areas. However, as stated in question 1, we feel that the priorities should also reflect a focus on prevention through the empowerment and resilience of our communities.

Q3 – Do the revised Strategic Police Priorities reflect the needs of your community:

Fully	
Partially	X
Not at all	

Please provide reasons for your response

We feel that the draft priorities broadly reflect key areas likely to be highlighted in our local communities. However, as stated above, we feel that the priorities should also reflect a focus on prevention activity as this supports the empowerment of our communities.

Q4 – Do you agree that the revised Strategic Police Priorities should be in place for a period of 6 years?

Please provide reasons for your response

Yes, we feel it is appropriate to set a longer period for delivery. This ensures a longer-term and more strategic focus, allowing progress to be made and evidence to be gathered on the successful delivery of the priorities.

Q5 – How do you think the progress towards delivering the Strategic Police Priorities should be measured?

Please provide reasons for your response

It is important that measurement reflects both qualitative and quantitative data and is informed by stakeholders. An annual progress report on delivery of the priorities would provide an opportunity to reflect direction of travel, achievements and challenges. Performance indicators should be drawn, wherever possible, from existing framework and measurement suites to reduce the burden on the service.

Q6 – Do you have any comments to make on our partial equalities impact assessment?

It is difficult to comment on the partial assessment as it does not yet describe impacts (both positive and negative) on each protected characteristic. Instead the focus is on the broad equality issues related to delivery of policing and the priority areas.



**Report by Chief Officer West Dunbartonshire CVS & Empowered DIG Chair
Management Group : 15 August 2019**

Subject: Scottish Government Volunteering Outcomes Framework

1. Purpose

- 1.1** The purpose of this report is to raise awareness of the recently published Scottish Government Volunteering Outcomes Framework.

2. Recommendations

- 2.1** Community Planning West Dunbartonshire is asked to:
- Note the content of the report
 - Agree that the development of the local Action Plan be delegated to the Empowered DIG.

3. Background

- 3.1** The 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 development process included a broad systematic literature review conducted by Stirling University including consideration and analysis of

evidence on volunteer characteristics, motivations, activities, benefits, outcomes, barriers and policies.

4. Main Issues

- 4.1** Volunteering is a powerful, practical and sustainable way to help address inequality, helping build strong inclusive communities. The profile of volunteering has grown substantially within the last decade and the range of opportunities has changed to reflect the changing nature of society, embracing both formal and informal opportunities.
- 4.2** Volunteering is a key element in achieving our shared ambition of a fairer and more prosperous West Dunbartonshire with equality of opportunity for all - where everyone has the chance to participate and make a difference. The 2018 Third Sector Census noted a volunteering rate of around 36% of the adult population of West Dunbartonshire, equivalent to 39,200 donated hours per week and with a value of around £24.9 million each year.
- 4.3** 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.
- 4.4** Building on the momentum of the Framework launch, the Empowered DIG will lead a local framework review and develop a 3 year action plan to support the embedding of the learning, principles and opportunities raised. A draft report will be made available for the February meeting of the CPWD Management Group.

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 will be undertaken by way of the DIG membership. On completion of the Volunteering Action Plan, a programme of wider consultation will be developed and enacted.

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.

Person to Contact:	Selina Ross, Chief Officer, West Dunbartonshire CVS
Appendices:	Volunteering for All: Our National Framework (April 2019)
Background Papers:	None
Wards Affected:	All



Volunteering for All Our National Framework





“Life’s most persistent and urgent question is: what are you doing for others?”

Martin Luther King Jnr

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About this Framework



This Framework was developed over 2018 by the Scottish Government jointly with partners from the volunteer and community sector, local government and NHS, with academics and social researchers, and with volunteers.

The objective of the Framework is to:

- Set out clearly and 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 the key data and evidence that will inform, indicate and drive performance at a national and local level; and
- Enable informed debate and decision about the optimal combination of programmes, investments and interventions.

The Framework development was overseen by an External Reference Group, whose remit was to:

- Provide leadership and facilitate collaboration across a range of partners and sectors to develop the Volunteering Outcomes Framework in order to influence decision-making on the development of related policies at local and national levels; and
- Advise Scottish Government on priorities, challenges and actions, championing the role of volunteering in delivering the Scottish Government's Purpose and National Outcomes.

We are grateful for the support and input of all External Reference Group members:

- George Thomson, CEO, Volunteer Scotland
- Matthew Linning, Strategic Performance Manager, Volunteer Scotland
- David McNeill, Digital Director, SCVO
- Ilse MacKinnon, Research Officer, SCVO
- Paul Okroj, Head of Volunteering Chest, Heart and Stroke Scotland and co-Chair, Scottish Volunteering Forum
- Sarah Latto, Volunteer Development Manager, Shelter Scotland and co-Chair, Scottish Volunteering Forum
- Keith Wimbles, CEO, Impact Funding Partners
- Paul Reddish, CEO, ProjectScotland
- James Jopling, Executive Director for Scotland, Samaritans
- Alan Bigham, Programme Manager (Volunteering), Healthcare Improvement Scotland
- Kim Atkinson, CEO, Scottish Sports Association
- Morven MacLean, Head of Volunteering, CHAS
- Paul Vaughan, Head of Communities and Neighbourhoods, Fife Council, and representing SOLACE (Society of Local Authority Chief Executives)
- Selina Ross, CEO, West Dunbartonshire Third Sector Interface (and representing TSIs)

The development process included:

- A broad and systematic literature review, completed by Stirling University, including consideration and analysis of evidence on volunteer characteristics, motivations, activities, benefits, outcomes, barriers and policies.¹
- The establishment, in partnership with Young Scot and ProjectScotland, of the National Youth Volunteering Improvement Project, which tasked 25 young volunteers from across Scotland with exploring volunteering practice and experience and making recommendations for action.²
- A series of roundtables and workshop discussions with key strategic and delivery partners.

1 <https://www.gov.scot/publications/literature-review-inform-development-scotlands-volunteering-outcomes-framework>

2 https://www.projectscotland.co.uk/wp-content/uploads/2019/03/YouthVIP_Report.pdf

Ministerial Foreword



Aileen Campbell, MSP

**Cabinet Secretary for Local Government
and Communities**

I am delighted to present Scotland's National Outcomes Framework for Volunteering. In doing so, I want to put on record my thanks to all of those people who are giving their time and energy freely to befriend the lonely, enable people to participate in clubs and groups, help their elderly neighbours and to support causes they believe in.

Whether you are raising money, delivering services, or acting as a Charity Trustee, it is this generosity of spirit, this selflessness, that is transforming our communities and enhancing our sense of wellbeing.

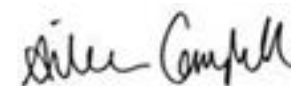
Volunteering brings enormous benefits and enjoyment, not only to beneficiaries, but to communities, and to volunteers themselves. We know that – among other things – volunteering increases social and civil participation, empowers communities, and reduces loneliness and isolation. It can also improve mental and physical health, support the development of job and life skills, and foster a greater sense of belonging.

Volunteering brings enormous benefits and enjoyment, not only to beneficiaries, but to communities, and to volunteers themselves.

Suffice to say, volunteering is key to us achieving our shared ambition of a fairer and more prosperous country with equality of opportunity for all – a country where everyone has the chance to participate and make a difference. Volunteering is at the heart of everything that we do as a Government, and is the golden thread running through all of our policies and contributing right across the National Outcomes in the National Performance Framework.

But I want us to do more. I want us to create a society where volunteering is the norm – where opportunity and expectation are not limited by upbringing or social circumstances, and where we all celebrate and honour the contributions we make. It is time to change the narrative on volunteering – to celebrate existing activity whilst finding new ways to engage with anyone who wants to participate.

I am grateful to all of those who have collaborated in the production of this important publication. This Framework sets the direction for Scotland's approach to volunteering over the next decade by focusing first and foremost on the volunteer, rooted in our national values of kindness, dignity and respect. I am excited by the future and look forward to working with you as we take this work forward, together.

A handwritten signature in black ink that reads "Aileen Campbell".



“Volunteering is the ultimate exercise in democracy...when you volunteer you vote every day about the kind of community you want to live in”

Marjorie Moore

At a Glance

A CASE FOR CHANGE

This section sets out the rationale for doing more to widen participation and improve access to opportunities, in the context of wider societal and demographic change.

Under representation of disadvantaged groups in formal volunteering roles



No room for complacency

By 2041 there will be 428,000 more adults 65+ but 144,000 fewer working age adults. More people will be living with long term conditions.



A heavy reliance on civil core

51% of people have volunteered in their lifetime;



19%

of all volunteers provide 65% of volunteering hours.



Growth of technology

We need to balance digital volunteering with the value of face-to-face interaction.



WHO IS THIS FRAMEWORK FOR?

The changes required demand action across sectors and by multiple partners.



The Volunteering spectrum

This section describes what we mean by the term 'Volunteering'. It is used to describe the wide range of ways in which people help out, get involved, volunteer and participate in their communities (both communities of interest and communities of place).

Volunteering is a choice. A choice to give time or energy, a choice undertaken of one's own free will and a choice not motivated for financial gain or for a wage or salary.

◀
Neighbourliness
Informal/semi-formal
Formal ▶

It is this generosity of spirit, this selfless giving of one's self, that is transforming our communities.



THE VALUE OF VOLUNTEERING

This section explores the value and impact of volunteering and looks at the importance of volunteer experience. It also highlights key areas of consideration in assessing benefits and impact, including the importance of place and some variations between formal and informal volunteering.

- £2.26bn to the Scottish economy
- Physical health
- Social benefits
- Mental well-being
- Instrumental benefits

Importance of Volunteer Experience

Benefits:

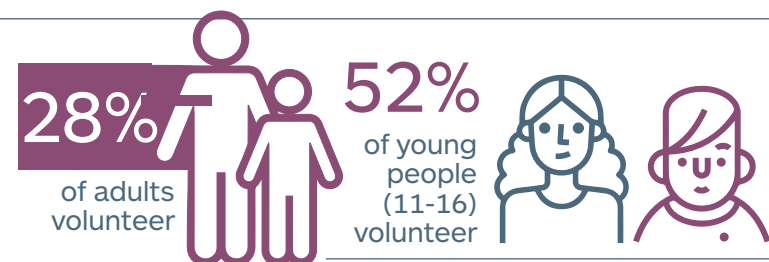
personal experience, how involved and engaged, quality of support provided.

Risks:

burn out, feeling excluded, feeling undervalued, damaged self-esteem and well-being.

WHO VOLUNTEERS?

This section summarises the levels of volunteering through a group, club or organisation. It also explores who does and does not volunteer by key demographic group and looks at the context of volunteering: when and how they give their time and who to.



The volunteering rate for those with a long-term health condition of 12 months+ and/or a disability was only

13% in 2017

compared to a national volunteering rate of

28%

In 2016, the volunteering rate for those with degree or professional qualifications was

42%

compared to a volunteering rate of only

11%

for those with no qualifications.



In 2017 those earning **+£40,000** have the highest volunteering rate at

39% which is nearly double the rate (20%) for those earning.

£6,000-£10,000

Volunteers combine different types of activities, causes, organisations and frequency of involvement which reflect their own lifestyles, values and priorities.

Younger adults have tended to work with children and with sporting activities.

Older adults have preferred to volunteer for religious organisations, community groups and groups working specifically with the elderly.



Volunteers in Scotland are most likely to be female.

WHY DO PEOPLE VOLUNTEER OR NOT?

This section explores the motivations and barriers to volunteering, recognising that our motivations and capabilities to get involved will change in response to changes in our own health, our family and other responsibilities, our work situations, our financial position and a whole range of factors.



OUR FRAMEWORK AND NEXT STEPS

This section summarises our key learnings and sets out our Vision, Principles and Outcomes. We identify a number of areas for organisations to think about if they want to support people in having a quality volunteer experience and set out our commitment to develop a Delivery Plan for this Framework.



Practical



Structural



Emotional

Why a Framework: the case for change

Volunteering in Scotland is already making a crucial contribution to building social capital, fostering trust, binding people together and making our communities better places to live and to work.

Action to increase volunteering participation for all and to address inequalities is vital to continue to expand opportunities for more people to volunteer and participate in society. Although an estimated 51% of the adult population in Scotland has volunteered at some point in their lives, 49% have not.³ An increase in volunteering will also make a considerable contribution towards our individual, community and national economic and social well-being, particularly in the face of demographic and societal change.

The annual value of volunteering in Scotland is estimated to be £2.26 billion.⁴ Volunteering is clearly of great social and economic importance to the people and communities of Scotland. Within these communities, there are often those who are more likely, or more able, to volunteer than others. Volunteers in Scotland are more likely to be:

- female
- self-employed/part-time employed or in education
- from higher socio-economic and income groups
- from rural areas
- from less deprived areas
- healthy and non-disabled⁵

³ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

⁴ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

⁵ [Scottish Household Survey 2017](#), Scottish Government

Volunteering is clearly of great social and economic importance to the people and communities of Scotland.



Why a Framework: the case for change

This demonstrates the under-representation of disadvantaged groups in volunteering due to their exclusion from formal volunteering opportunities. This matters because it is important that volunteers and volunteering represent the population of Scotland and all of the interests that their volunteering serves. Furthermore, we know that the health and wellbeing benefits from volunteering tend to be greater for those who are marginalised.⁶

There is also a heavy reliance on a 'civic core' of highly engaged individuals who provide the majority of volunteering hours in Scotland. In 2016, 19% of all volunteers delivered 65% of all volunteer hours – that's 225,000 adults contributing 102 million hours of the total 157 million hours volunteered in 2016.⁷

But we cannot be complacent in our reliance on this core group of volunteers. Our population is changing. We are becoming more diverse, and more people are living for longer, often with longer term health conditions. By 2041 there will be 428,000 more people aged 65+, but 144,000 fewer people of working age.⁸ The proportion of adults with long-term health conditions is increasing too: from 41% in 2008 to 45% in 2017.⁹

In addition, more people will be working for longer and may be caring for longer – either for elderly family or for their own dependants as older family members, who might have once been relied on to support childcare, are working for longer – suggesting those from the younger end of the 'civic core' may not feel able to contribute as much. Already there is evidence emerging from the pre-retiral age group (45 – 59 years) of a decline in formal volunteering participation rates over the period 2007 – 2017: from 34% to 30% for females and from 33% to 28% for males.¹⁰

All this change comes at a time when new technology poses both huge opportunities and different challenges for volunteering practice. Digital volunteering is growing but many smaller organisations have neither the resources nor infrastructure to support new ways of working. And there will be an ongoing need to balance the benefits of digital help with the face-to-face engagement that is so critical to so much of volunteering practice.

So, we cannot only rely on the same 'civic core' of people, or on their contributions coming in the same ways. Without acting to attract and retain a more diverse pool of volunteers, volunteer involving organisations may well lose capacity. Without taking action to engage and support people of all ages and backgrounds to volunteer throughout their lives, communities will lose out on their talents. And without celebrating and promoting the benefits of volunteering to everyone, those individual benefits will not be enjoyed by those at most risk of missing out.

⁶ [Volunteering, Health & Wellbeing](#), Volunteer Scotland, Dec 2018

⁷ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

⁸ [Scotland's Population 2017: The Registrar General's Annual Review of Demographic Trends](#), National Records of Scotland, Aug 2018

⁹ [Scottish Health Survey - 2017 edition](#), Scottish Government, Sept 2018

¹⁰ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

Why a Framework: the case for change

We are seeing positive changes on all these fronts, but we need to do more. Widening participation and improving access to opportunities to get involved in a range of ways, across a wide spectrum of contribution, is crucial to the wider aim of creating a fairer, smarter, more inclusive Scotland with genuine equality of opportunity for everyone.

This requires action to ensure that more opportunities to volunteer – formally and informally - are open to and accessed by anyone, to increase the chances of people finding things that interest them and opportunities to move around as their circumstances change.



Who is the framework for?

The changes required to break down barriers to volunteering and to create more diverse and inclusive opportunities for everyone to engage in throughout their life demands action across sectors and by multiple partners.

The Scottish Government has a critical role to play in both setting this Framework and in setting the tone for the national conversation around volunteering and participation. Government can continue to champion, recognise and celebrate the hugely significant contributions volunteers are already making and to ensure everyone feels welcome to participate.

The national policy environment has never been better attuned to supporting volunteering in all its forms. This is increasingly recognised in national policy, from our approach to tackling social isolation and loneliness¹¹ to supporting an increase in opportunities for people from all backgrounds across Scotland to volunteer through culture and heritage.¹²

The Scottish Government is working to promote inclusive growth and well-being, champion community participation and ownership, ensure stability and flexibility of funding for third sector organisations, and support integrated working through community planning partnerships. The Community Empowerment (Scotland) Act 2015 gives communities more opportunities, and by creating new rights for community bodies and placing new duties on public authorities, the Act strengthens the voices of communities in the decisions that matter to them and makes it easier for communities to take on public sector land and buildings. This approach is crucial if we are to improve life chances and wellbeing for people across Scotland, and a continued focus on embedding these principles across all policy areas is required.

¹¹ [A Connected Scotland: our strategy for tackling social isolation and loneliness and building stronger social connections](#)

¹² Scotland's Culture Strategy, to be published later in 2019, will set out approaches to ensuring volunteering opportunities in the culture and heritage sector reflect the diversity of our population.

Leadership bodies across the third sector, including Volunteer Scotland, SCVO and Third Sector Interfaces, are also key in providing expertise and support, providing knowledge and insight to help inform volunteering practice as well as practical guidance. These organisations are already playing a valuable role in the promotion and recognition of volunteering locally and nationally, both in terms of developing inclusive approaches to formal roles and working with key partners to explore more flexible and diverse volunteering opportunities and approaches.

Local Authorities play an important role in encouraging and enabling collaboration between organisations, encouraging shared learning and resources and making it easier for people to move between volunteering opportunities. Demographic and financial pressures on local authorities are challenging them to think differently about how they meet the needs of their communities, and the space for communities to make a difference on their own terms is growing.

Funders already recognise the huge value of engagement and participation and there are many funds already available that support people to come together around peer support, local activism or addressing specific needs. Funders can also influence the nature of activities available, by building our volunteering principles into funding criteria and by supporting infrastructure and 'core' costs as well as frontline impacts.

Volunteer Involving Organisations have a vital role to play not only in ensuring formal roles are inclusive but also in supporting, recognising and facilitating more flexible types of contribution. We know that the vast majority of organisations recognise the need to diversify their volunteering base, but there is still work to

be done to develop the way opportunities are framed or to reflect this inclusive agenda at a strategic level within organisations, where volunteers may be seen as an added bonus to service delivery.

Businesses and employers can play a critical role both as employers and in facilitating community engagement and strengthening the local communities where they are based. Working age volunteering will continue to be critical to the future of volunteering, particularly as people work for longer. Employer support for volunteering, either through policies that enable staff to take time off or more broadly through celebrating and recognising the contributions that people are making and offering flexible working arrangements to allow people to contribute, is a key area for development.

NHS and social care design and delivery already benefits enormously from volunteer engagement, be this via those volunteers engaged directly by NHS Boards and Health and Social Care Partnerships or indirectly through those engaged with a third sector organisation.¹³ For many who are socially isolated the interaction with a volunteer can be hugely significant – someone who is not paid or under any compulsion to do what they do, rather, they do so because they want to. Volunteering has a ripple-effect that not only impacts on recipients of volunteering endeavour, such as patients or service users; it plays a role in 'health-gain' for volunteers and communities alike. Ensuring frameworks and approaches support volunteering and promote participatory delivery will ensure we recognise the intrinsic value of all forms of contribution as a means of promoting individual and community well-being and social connection.

¹³ [https://www.sehd.scot.nhs.uk/dl/DL\(2017\)07.pdf](https://www.sehd.scot.nhs.uk/dl/DL(2017)07.pdf)

CASE STUDY

Volunteer Involving Organisation: A Relationship-based Approach to Volunteer Involvement at Shelter Scotland

Sarah Latto, Volunteer Development Manager
at Shelter Scotland

Over the past two years, Shelter Scotland have developed a 'relationship-based' approach to volunteer involvement. This places central importance on the cultivation of positive personal relationships with volunteers, encouraging regular discussion, reflection and feedback.

Many of our volunteers told us that that filling out lengthy forms can be challenging or off-putting. We also found that some volunteers, particularly those with recent experience of homelessness or housing issues, struggled to provide appropriate references or evidence for criminal record checks.

Based on this feedback, we no longer ask people to complete a detailed application form, and instead invite all prospective volunteers to take part in an informal interview. We also removed the requirement for volunteers to provide references for some roles, deciding instead to make our interactive group induction a central part of the selection process. Finally, we provide significant support to people completing Disclosure or PVG forms, and have on several occasions paid for a volunteer to get a copy of their birth certificate as a form of identification.

We are confident that these changes have helped us to develop a more diverse and engaged volunteering team in Shelter Scotland. One of our volunteers, who experienced low self-confidence as a result of a conviction, said that:

“Volunteering has truly enabled me to take the next step to putting my new skills and qualifications into practice and without it I would most definitely not be attending university or have the mindset to even be looking at the prospect of working”



Funder:

Lesley MacDonald, Convenor of
The Scotland Funders' Forum and
Head of Giving at the Robertson Trust

“As Convener of Scotland Funders' Forum and in my role as Head of Giving at the Robertson Trust, I have witnessed some of the incredible work of volunteers who support third sector organisations across Scotland. As Funders we all want to reach those individuals and communities where our resources can really make a difference. Volunteers play an essential role in helping our funded organisations achieve this through their drive and commitment. We also see the enormous benefits for the volunteers themselves, particularly those facing their own personal challenges but who gain so much from getting involved in their communities. It is important that Funders continue to recognise the value of volunteering as a key element of our overall support for the sector.”

Health and Social Care:

George Anderson

I started volunteering with NHS Borders in 2001. I needed something to help me integrate back into society when my caring duties came to an end, your day is so long and you don't know how to fill it.

In 1998 I gave up my job in sales to care for my dad and mum. As the sole carer for eleven years I had no social life or holidays whilst caring for them. During the final two years of caring I never had a full night's sleep.

Throughout this time I found the support from the NHS and my GP excellent, and I also got great help from the district nurses and the Community Nursing Team. I felt I was always 'treated like a person' and they always found time for me. The Borders Carers Centre were a valuable source of advice and support, without this I would have not been able to do the things I have done today and use my experience to help other carers. I must mention that without the companionship of my wee dog, Cindy, I would have found it more difficult to cope.

I am now a volunteer as a public member on a number of NHS Borders groups and committees to provide my views from a public perspective on services provided. I'm also a member of the Scottish Borders Public Partnership Forum (PPF) which provides a public viewpoint on NHS services provided by NHS Borders, Scottish Borders Council and the Voluntary Sector.

As a volunteer, the help and support I receive from the public involvement staff has made such a difference. Volunteering has definitely been a confidence boost. I would recommend to any carer to get involved in volunteering – I find it very rewarding in that I can offer something back.

Local Authority:

Compassionate Inverclyde

Compassionate Inverclyde is a social movement to change attitudes and behaviour around death, dying and loneliness. It uses a community development approach with hundreds of volunteers supporting and caring for one another at times of crisis and loss.

Officially launched on 1 March 2017, Compassionate Inverclyde aims to enable and empower people to help and support one another in times of increased health need, crisis and bereavement.

The role of families, friends and neighbours working alongside formal services is recognised as being crucial to the creation of a compassionate community: a social movement that supports ordinary people to do extraordinary things and that helps the Health and Social Care Partnership to think differently about how services can be developed and delivered.

The programme began initially with "No One Dies Alone", through which Volunteer Companions support people who have no family or friends in the last hours of life. It has quickly expanded to other activities, including "Back Home Boxes", a community act of kindness that gives essentials to those who live alone and are being discharged from hospital. The Compassionate Inverclyde Support Hub was launched in May 2018 and is a volunteer led support hub that provides a meeting place for anyone experiencing loneliness, crisis, social isolation and bereavement.

Business and Employer

Providing opportunities for our employees to volunteer is an important part of life at FreeAgent, a growing accountancy software company based in Edinburgh.

Donald Lindsay, People Operations Director, FreeAgent

At FreeAgent we're keen to support activities around sustainability and social responsibility. We have two employee-run groups, FreeAngels and GreenAngels, who highlight opportunities for our people to volunteer in ways that benefit the wider community.

Everyone who works with us has the option to take time out of work each year to participate in a paid charity volunteering day. The purpose of our volunteering day is to give back to our community but we also believe it supports teamwork within FreeAgent and motivates our people to give back to the community. Volunteer activities can range from digging a community garden or shaking a donation bucket for a day, to using their professional knowledge to teach the elderly how to use a computer or a primary school class how to code.

As a business we are also committed to supporting the development and diversity of our local tech and small business community. We are able to do this through offering our premises, time and expertise to host volunteer-run groups such as 'Women Who Code' or facilitate weekend events like the recent Global Diversity CFP day which was designed to support small technology start-ups and offer training to promote confidence in public speaking at conferences or events.

Volunteering is a valued part of our organisational culture and opportunities to volunteer and the outcomes from this activity are celebrated when people present their experiences as a part of our weekly Townhall Meeting. There are a number of ways that we can see the benefit of this and two key indicators that help us know that it is successful are the sustained levels of engagement in volunteering across the teams and that the uptake of volunteer activity is increasingly led by our people rather than being driven by the organisation.





**“Volunteering has given me a voice
and allowed me to accept myself”**

BBC Sports Personality of the Year Unsung Hero winner 2018 Kirsty Ewan

What do we mean by volunteering?

Volunteering is a choice. A choice to give time or energy, a choice undertaken of one's own free will and a choice not motivated for financial gain or for a wage or salary.

In developing this Framework, the term volunteering is used to describe the wide range of ways in which people help out, get involved, volunteer and participate in their communities (both communities of interest and communities of place).

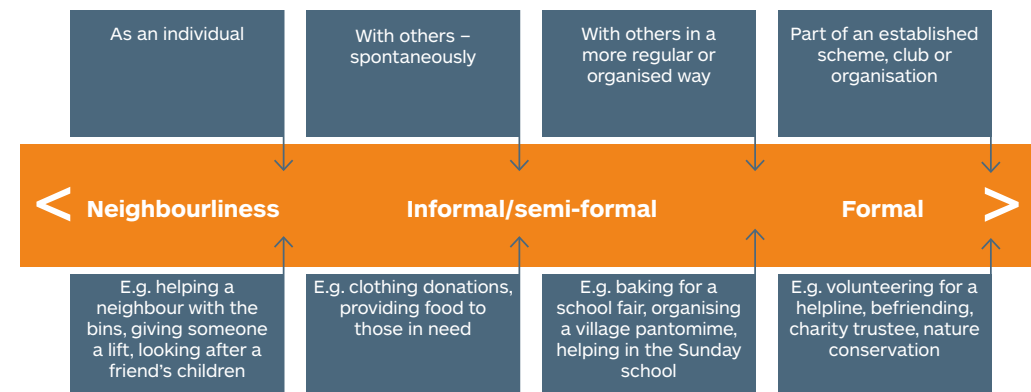
These contributions range from the very formal such as volunteering with public sector bodies and community councils, through engaging with local clubs and charitable/community organisations, or getting involved with local activism or helping out with community activity, to very informal participation such as helping a neighbour with their bins or bringing shopping in from the car.¹⁴

Limitations

Evidence and experience tells us that the term 'volunteering' has particular connotations for some people. Some of these connotations are positive but some are less so: suggesting a degree of 'do-gooding' and perpetuating the idea that contributing to society is the preserve of a few.

In addition, some people are reluctant to define some types of informal contribution, particularly more spontaneous forms of help, as volunteering, as it is seen as 'just what people do.'

¹⁴ Adapted from: [Nesta – People Helping People: the future of public services \(2014\)](#)



And in describing all of the ways in which people participate in public life, we must continue to ensure that the role of volunteers is to support and not to replace the paid providers of public services.¹⁵

Our conclusion is that the language of volunteering definition should support our vision, principles and values; should celebrate and promote volunteering in all its forms; and seek to avoid reinforcing or perpetuating perceived divisions and stereotypes.

Our use of the term volunteering to describe all of the ways in which people make a contribution is deliberate, reflecting our view that the action required to drive change will be most successful if taken forward in the context of wider social policy and intervention.

¹⁵ See the [Volunteer Charter](#), produced in partnership between Volunteer Scotland and the STUC

The value of volunteering

The evidence base is clear. We know that volunteering matters. We know that volunteering can improve individual physical and mental health and well-being.¹⁶ We know that volunteering strengthens social networks and bonds within and between communities and can help to create experiences and connections that lead to better lives.¹⁷

It is important to acknowledge that benefits vary with both activity and context, and that benefits are not evenly distributed across all volunteering activities.

¹⁶ [Volunteering, Health & Wellbeing](#), Volunteer Scotland, Dec 2018

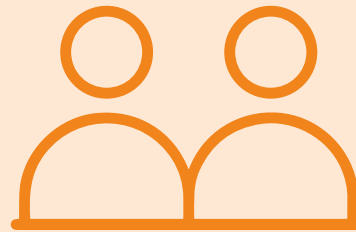
¹⁷ <https://www.gov.scot/publications/literature-review-inform-development-scotlands-volunteering-outcomes-framework>

Volunteering can benefit volunteers in lots of ways. Different opportunities will lead to different benefits.



Physical health benefits

Evidence suggests that volunteering can promote healthy lifestyle and improve self-rated health



Social benefits

Research finds that volunteering can improve companionship, tackle social isolation and increase social capital



Mental wellbeing

Evidence shows that volunteering can improve confidence, purpose and life satisfaction



Instrumental benefits

Volunteering can help people to develop new skills, gain knowledge, develop attitudes and increase employability

The value of volunteering



Informal volunteering relies and builds on bonding within groups

Social Capital

Our understanding of informal volunteering is more limited than that of formal volunteering but the available evidence points to this being an important form of participation for traditionally excluded or marginalised groups.

Most informal volunteering takes place within communities – of geography or of interest – and among people who have similar backgrounds, experiences and characteristics. As such, informal volunteering relies and builds on bonding social capital within groups but is less likely to lead to new connections.

¹⁸ *ibid*

¹⁹ [Volunteering, Health & Wellbeing](#), Volunteer Scotland, Dec 2018

²⁰ <http://www.improvementservice.org.uk/documents/planning/planning-for-place/place-principle.pdf>

Most informal volunteering takes place within communities – of geography or of interest – and among who have similar backgrounds

This is not necessarily negative – the evidence shows that engaging in this type of activity can provide a sense of purpose and in some cases is important in filling gaps in service provision. However, as there are typically fewer opportunities available in more disadvantaged communities, the lack of ‘bridges’ to other communities and groups may further perpetuate inequalities.¹⁸

The importance of the volunteer experience

Evidence suggests that precisely how people make a contribution, the quality of support they receive and the individual experience of taking part can make all the difference

when it comes to benefits. Risks include volunteer ‘burn out’ as well as feeling forced into volunteering. Poor experiences, either of feeling excluded from roles or of feeling undervalued as volunteers, can be damaging to self-esteem and wellbeing.¹⁹

The importance of Place²⁰

Place is important in understanding volunteering in Scotland, with higher levels of participation in rural areas than urban areas. We need to understand more about the positive and negative drivers for these differences as well as whether there are lessons to be learned from particular communities with higher levels of participation.

The Place Principle²¹

We recognise that: Place is where people, location and resources combine to create a sense of identity and purpose, and are at the heart of addressing the needs and realising the full potential of communities. Places are shaped by the way resources, services and assets are directed and used by the people who live in and invest in them. A more joined-up, collaborative, and participative approach to services, land and buildings, across all sectors within a place, enables better outcomes for everyone and increased opportunities for people and communities to shape their own lives.

The principle requests that: All those responsible for providing services and looking after assets in a place need to work and plan together, and with local communities, to improve the lives of people, support inclusive growth and create more successful places.

We commit to taking: A collaborative, place based approach with a shared purpose to support a clear way forward for all services, assets and investments which will maximise the impact of their combined resources.

²¹ <http://www.improvementservice.org.uk/phone/planning-for-place.html>

Volunteering can also play an important role in the process of 'place-making' – helping to tackle environmental, social or economic challenges – for example by improving the quality of open greenspace or working collectively to bring new life into under-used assets. Volunteer arts groups can contribute significantly to the cultural life of communities and help to instil a sense of identity and connection to place. Civic participation

is a significant factor in promoting the common good in an area and getting people involved in the decisions that affect them is vital. Community Councils across Scotland play a valuable role in the Planning system and the Place Standard tool²² provides a means to support structured conversations which can identify areas of action and improvement.

²² <https://www.placestandard.scot/>

CASE STUDY

Place

PAS, a charity and social enterprise, provides impartial advice, training and support for community groups, planners, elected members and public bodies, as well as to seldom-heard groups who often cannot readily engage in the planning system. It has an office in Edinburgh staffed by a small, paid team, but its work is largely delivered through over 400 specialist volunteers, including professionals from across the built environment sector, from planners and architects to students, artists and facilitators.

Over 20% of planning professionals in Scotland are PAS volunteers – an almost unheard figure in other sectors. PAS volunteers give not just their time, but importantly their professional expertise, skills and empathy to enable individuals and community groups to feel confident and equipped to participate in the place making.

Bridging the Gap

The planning system is a public service for all and young people will live the longest with the decisions we make today. Article 12 of the UN Convention on the Rights of the Child asks for stronger participation by young people in decisions that will affect them.

Bridging the Gap project was conceived as a way to involve young people in those decisions about their place over the long term, through sustained intergenerational exchange. Originally piloted with Galashiels Academy, the project has now been expanded to include five additional local authorities throughout Scotland. The project is free of charge to schools and is designed around the outcomes in the Scottish Curriculum for Excellence.

Bridging the Gap is structured in two phases, first introducing students to concepts of placemaking and decision-making, then involving students in local projects and live issues relating to place, to put their skills and knowledge into action in meaningful contexts. Older generations share knowledge of local culture and history, while young participants pass on digital skills to older generations, achieving greater inclusion and intergenerational cooperation and understanding.

The role of volunteers has been significant in the delivery of this project. PAS volunteers have delivered all the workshops and engagement activities in the project, contributing not just their time but also their professional expertise.

Gypsy/Travellers: seldom-heard voices in the planning system

For Gypsy/Travellers, like the settled population, adequate accommodation is fundamental to health, education and access to employment. Without a secure place to stop or settle the fundamental human rights of Gypsy/Travellers can be severely compromised. PAS Volunteers has been working to strengthen the participation of Gypsy/Travellers in the planning system for over ten years.

In 2015, PAS produced a series of guides on Gypsy/Traveller issues in the planning system in a project funded by the Equality, Human Rights and Third Sector Division of the Scottish Government. In 2019, PAS is working with NHS Health Scotland to explore the impact of planning and place on the health and wellbeing of *Gypsy/Travellers*.



Who volunteers?

The majority of people make some contribution at some stage in their life. But there are still stark inequalities in participation – particularly in formal volunteering.

The Scottish Household Survey provides the most authoritative national source of participation data in Scotland on adult volunteering. It suggests that volunteers in Scotland are more likely to be

- female
- self-employed/part-time employed or in education
- from higher socio-economic and income groups
- from rural areas
- from less deprived areas
- healthy and non-disabled

Rates of participation for adults in Scotland has remained the same for the past 5 years: around 3 in 10 adults have provided unpaid help to an organisation or group in the last year. Younger adults have tended to work with children and with sporting activities, whilst older adults have preferred to volunteer for religious organisations, community groups and groups working specifically with the elderly.

There is ongoing evidence of the under-representation of disadvantaged groups in volunteering, particularly those living in deprived areas and those with longer term health problems or a disability.

People may face barriers to getting involved in the first place, or are forced to drop out due to changes in their own circumstances such as the onset of ill-health or disability, the arrival of a child or moving home.

We need to focus on making sure that people can continue to make contributions as their lives change, and on making activities right across the spectrum of participation more inclusive so that those who are excluded have wider opportunities to get involved.



Who volunteers?



Volunteering, sickness and disability: the volunteering rate for those with a long-term health condition of 12 months+ and/or a disability was only 13% in 2017, compared to a national volunteering rate of 28%.²³



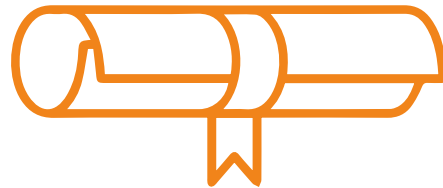
+ £40,000 = 39%

Volunteering and income: linked to the problem of deprivation, we know that in 2017 those earning above £40,000 have the highest volunteering rate at 39%, which is nearly double the rate (20%) for those earning £6,000-£10,000.²⁶



Volunteering and deprivation: there is a clear correlation between deprivation and formal volunteering. Only 19% of the population volunteered in the 20% most deprived areas in Scotland in 2017, compared to 37% in the 20% least deprived.²⁴ However, the publications reviewed on informal volunteering often noted its importance for participation of under-represented groups.²⁵

Volunteering and educational qualification: the higher one's educational attainment the higher the likelihood that one will volunteer. In 2016, the volunteering rate for those with degree or professional qualifications was 42%, compared to a volunteering rate of only 11% for those with no qualifications.²⁷



Volunteering and gender:

- Women are more likely to volunteer than men. In 2017, 30% of women had volunteered in the last 12 months compared to 26% of men.
- Women were more likely to volunteer with children and young people (26% children's activities associated with schools and 22% youth/ children), with 'health, disability and social welfare' organisations (18%) and 'religious groups' (17%).²⁸
- Men were more likely to volunteer with 'sport/exercise' organisations (23%), with 'hobbies/recreation/arts/social clubs' (20%) and with their local community (20%).²⁹

²³ [Scottish Household Survey 2017](#), Scottish Government

²⁴ Analysis of Scottish Index of Multiple Deprivation statistics in [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018

²⁵ <https://www.gov.scot/publications/literature-review-inform-development-scotlands-volunteering-outcomes-framework>

²⁶ [Scottish Household Survey 2017](#), Scottish Government

²⁷ *ibid*

²⁸ *ibid*

²⁹ *ibid*

Who volunteers?



Volunteering and age:

- Those in the age group 35-44 had the highest level of Adult volunteering participation rate in 2017 at 33%. The lowest adult participation rate was for those aged 25-34 at 23%.
- Younger adults were more likely to volunteer with children and young people and help with sporting activities, whilst older adults were more likely to volunteer for religious organisations, community groups, and groups working with the elderly.³⁰
- The volunteering rate for young people aged 11-18 was 52% in 2016, nearly double the adult volunteering rate of 28% in 2017. Sport or exercise was by far the most popular volunteering activity for young people at 49%, followed by children and youth groups.³¹



Volunteering and ethnicity: there is a marginal variation in formal volunteering participation rates between those of white ethnicity at 27% and those of minority ethnicity at 25% in 2016. Furthermore, this gap has been narrowing over the last 10 years.³²

Volunteering and rurality: historically, rural areas of Scotland have had significantly higher adult volunteering rates compared to urban areas. Over the period 2007-2016 rural rates have been between 7%-11% higher than urban rates. However, this gap narrowed to only 2% in 2017.³³



³⁰ Ibid

³¹ [Young People and Volunteering in Scotland](#), Volunteer Scotland, 2016

³² [Scottish Household Survey 2017](#), Scottish Government

³³ [Volunteering Trends in Scotland: 2007 - 2017](#), Volunteer Scotland, Dec 2018 and [Scottish Household Survey 2017](#), Scottish Government

Why do people volunteer?

People volunteer because they want to, because they can and because there is something for them to do.

Volunteering throughout life

Our motivations and capabilities to get involved will change in response to changes in our own health, our family and other responsibilities, our work situations, our financial position and a whole range of factors. In some cases these changes may be a spur to getting involved in volunteering, but these transitions can equally be trigger points that lead people to withdraw from their existing social networks.

We know the importance of cementing habits as early as possible in life and sustaining those habits as we go through life.

It is also important to remember that volunteering is a cultural activity and the motivations and factors predicting participation will vary across ethnic groups and communities. Improving our understanding of cultural differences in volunteering participation is important, particularly in the context of migration, identity and integration.

Yet these realities are not always reflected in the way in which opportunities are constructed and supported, particularly within formal volunteering settings.

We need to do more to develop opportunities to support more people to continue to volunteer throughout their lives and to stay connected to opportunities.

People volunteer for lots of reasons. Understanding motivations can help us see what people hope to achieve from their volunteering.



Barriers to volunteering



Practical

Time, Physical Access, Lack of information, Transport, Costs, Language barriers.



Structural

Decline of places and spaces, Technological developments, Bureaucracy, Inflexibility of offer, Undesirable tasks, Lack of access to equipment, Lack of support and organisation.



Emotional

Lack of confidence, Not knowing what to expect, Not feeling welcomed or valued, Lack of welcome, Stigma, Stereotypes, Fear.

**Barriers
more prominent
for certain
groups**

**Barriers
to starting
volunteering**

**Barriers
to continuing
to engage with
volunteering**

Key findings

The majority of people make some contribution at some point in their life – but those who sustain this over their lifetime are in the minority.³⁴ And yet these are the people organisations rely on most.

There are stark inequalities in participation – particularly in formal volunteering.

People participate in different ways and at different times and all volunteer journeys are unique.

Place is important.

Volunteer experience matters.

Barriers reflect wider structures of inequality, and so change is linked to wider social policy.

Values play an important role in motivating and sustaining engagement.

There is no single lever that will result in increased and improved volunteering participation – action is required across sectors and by multiple partners.

³⁴ https://www.ncvo.org.uk/images/documents/policy_and_research/volunteering/Volunteer-experience_Summary.pdf

{Note: this relates to vol participation in GB
i.e. excl NI and Scotland}

Our Purpose:

To focus on creating a more successful country with opportunities for all of Scotland to flourish through increased wellbeing, and sustainable and inclusive economic growth.

Our Values:

We are a society which treats all of our people with kindness, dignity and compassion, respects the rule of law, and acts in an open and transparent way.



Volunteering for all

OUR VISION is of a Scotland where everyone can volunteer, more often, and throughout their lives.

Volunteering is a choice undertaken of our own free will, a choice to give time or energy to get involved, help out and participate in our communities.

Volunteering contributes to our personal, community and national wellbeing.

OUR PRINCIPLES

Flexible and responsive

- I can adjust my commitments or change my role when I need to.
- I give my time on my own terms and around my life.
- I know what I'm being asked to do and how to stop if I wish.

CASE STUDY

Flexible and Responsive: Children's Hospices Across Scotland



As an organisation which relies on volunteers, it's critical that CHAS' volunteering opportunities are flexible and fit with modern life. Our competition is not from other charities but from increasingly busy work loads and all the other exciting things that people can do in their spare time. If we are to compete then we must be creative and develop new and meaningful ways for people to get involved.

With that in mind we have started developing home-based roles that people can fit around their busy lives. Our team of volunteer researchers support CHAS by conducting research in to a wide range of subjects relevant to our mission. Assignments are posted on our digital communications platform and volunteers select an assignment of interest, conducting the research from their own computer at home.

We are also responsive to the skills that volunteers bring to the organisation. A volunteer with a passion for coding donates his time by coding a chat bot to interact with volunteers on our digital communications platform. He has brought new skills to the organisation and is sharing those skills with others.

Developing flexible volunteering opportunities is a priority for us as we want to inspire as many people as possible to get involved with CHAS. We understand that volunteering must compete with other attractive options for spending time so it's critical that we make volunteering flexible and that we're responsive to the needs of the modern volunteer.

Volunteering for all

Enabled and supported

- I enjoy taking part and feel good about my contribution.
- I receive practical help with expenses, access and training.
- I know who to ask for help if I need it.
- I understand why there are processes in place if required.

CASE STUDY

Enabled and Supported

Fraser, whose volunteering is supported by ProjectScotland, a charity that helps young people aged 16-30 to get in life through volunteering

Fraser is a 23 year old from Glasgow who wanted to volunteer to increase his confidence and gain new skills to help him find a job. Fraser is partially sighted but is a keen advocate of not letting a visual impairment or disability get in the way of what you want to do.

Earlier this year, Fraser met with Emma, ProjectScotland's Youth Engagement Manager, and together they decided a placement at Starter Packs would be just the thing to help him achieve his goals.

As the first day approached, naturally the nerves set in, but he didn't let them stand in the way and came out the other side with a smile on his face: "I enjoyed my first full day and it just flew by! I was shown how to work on the tills and I didn't think I would be able to do it. I was really nervous but I did it! It was great."

Fraser now volunteers for eight hours a week and receives support from ProjectScotland and from RNIB on his placement. Three months in and Fraser felt his confidence had increased and was really enjoying the role. It wasn't just Fraser that noticed the difference, so did his colleagues, family and friends. Fraser advised that the placement gave him the opportunity to feel part of his local community, increase his self-esteem and awareness of what he was capable of.

Fraser has since extended his placement to further build on his confidence and skills. He explains more about his role: "Starter Packs help people who are homeless and are moving into their first house. We are helping them by providing basic household items. I think there are too many homeless people in Glasgow. I wanted to volunteer for Starter Packs as the work they do is so important. The charity relies on volunteers to help them support others and I have been here for 6 months now."

Fraser's top words of advice for you:

"Just because you are visually impaired or have a disability doesn't mean you can't do something. If you are thinking about volunteering just try it!"



Volunteering for all

Sociable and connected

- I can meet and spend time with people if I want to.
- I enjoy the experience and feel part of something.
- I volunteer with or for people with common objectives.

CASE STUDY

Social and Connected

Brian Pegardo

Volunteer, Creative Mornings Edinburgh

I have been volunteering at Creative Mornings Edinburgh since August 2017, for ten hours per month as a team member and speaker coach. I love volunteering for causes I believe in that give me opportunities to meet new people and become part of a community. More importantly, volunteering allows me to be creative and develop skills in a non-pressurised way. I have been volunteering since I was very young and in my family, volunteer work has always been regarded as highly as any other commitments.

The volunteer team at Creative Mornings Edinburgh is very organised– we communicate regularly, have team meetings and an annual retreat that allows us to plan for the future as well as clarify our roles. This honest and open approach means all of us feel our contributions are valued, and we can shift the focus of our work if we no longer find it fulfilling.

I know that the time I spend volunteering contributes to a monthly event that helps build communities, makes connections, inspires people and can help them with employment prospects. In Edinburgh, the creative community is thriving but also quite small – so Creative Mornings Edinburgh helps us support each other and feel refreshed with stories from creative people doing incredible things.

I also get to practice one of my passions – public speaking – and share my knowledge with others. I have met some remarkable people through the process and I love to see how confident our speakers are after they participate in a two-hour session with me before they give a talk at our events.

I have joined a community that has become a family for me in Edinburgh. The connections I've made through volunteering have provided me with lifelong friendships, people to turn to when I'm in need, given me ideas that challenge my own creative practice, and a serious sense of belonging in a city that often has a very transient population.

Volunteering for all

Valued and appreciated

- I am valued for what I bring.
- I feel that my contributions are appreciated.
- I can see how volunteering fits with the wider organisational aims.

CASE STUDY

Valued and Appreciated

Bobath Scotland Cerebral Palsy Therapy Centre

Volunteers get involved in a wide range of activities from charity collections to events and blogging at Bobath Scotland. We can do so much more because of them and the volunteers with cerebral palsy (CP) are often our internal experts.

Listening to the volunteer to find to what they're interested in and what suits their capabilities is critical to building a good relationship and an activity plan. This is particularly true when someone's disability means the practicalities might just be a little more complicated.

Jill Clark joined Bobath Scotland as a volunteer three years ago, and is now employed as our Communications Assistant. Jill has cerebral palsy. The neurological condition means that she can't walk or talk. It hasn't hindered her ambition. Jill organises events for people with CP, and writes articles as well interviewing others. Her experiences and advice get more feedback than anything else Bobath Scotland publishes.

"I think anybody has the ability to get involved. Sometimes when people ask me what I do and I tell them they are shocked, as though I shouldn't because I am disabled."

Being reliant on support workers to travel to the centre means volunteers rarely work a full day and are often subject to short notice changes. As managers we need to be flexible and have honest conversations about what both the organisation and the volunteer bring to each other. We have regular catch ups and do our best to have some social time too. Even a pizza can be a great way to say thanks for contributing. With the right equipment, flexibility and working together, people with CP are at the heart of our volunteer team.

Volunteering for all

Meaningful and Purposeful

- I feel that what I do is worthwhile.
- I know how I make a difference.
- I am contributing to something that resonated with what matters to me.

CASE STUDY

Meaningful and Purposeful

Eddie, a Samaritans volunteer in Scotland

Years ago, my life suddenly took a very unexpected turn and confronted me with a situation that left me overwhelmed and not knowing where to turn or what to do. At the time, I felt entirely unable to share what was going on for me with anyone that I knew.

In the middle of the night, I reached out and made contact with Samaritans and found that there was someone who was there for me, who listened without judging and who provided me with time and emotional space for me to begin to find my own way forward. That encounter always felt pivotal for me in finding my own way out of that very dark time.

Seven years ago, in a very different frame of mind, I began training as a Samaritans Listening Volunteer. I know, both from the perspective of someone who was himself listened to and as someone who now listens as a Samaritan volunteer, how powerful the act of listening with empathy and without judging can be. It can help simply to get through the next minutes or hours and, sometimes, it can help someone to find a way to make a much more transformative change. It feels a privilege to be part of group of volunteers who provide a service, night and day, every day of the year, offering presence and human connection to individuals who need a safe, confidential space to talk. I know from my own experience the difference that this can make.

Volunteering for all

Recognises diversity

- I feel 'volunteering' or being a 'volunteer' is something I can be involved in or be.
- I do not feel excluded from roles because of who I am.
- I feel like my knowledge, skills and experiences are respected and utilised.

CASE STUDY

Recognises Diversity:

Fiona Dickens – Service User to Volunteer supporting the road to recovery



Fiona Dickens had a stroke 9 years ago on New Years Eve which reduced her mobility and ability to talk.

However one thing the stroke didn't change, was her passion to help others.

Fiona worked hard to overcome challenges to regaining her speech with the help of Chest Heart

& Stroke Scotland's communication support service and whilst she continues to live with aphasia, she now volunteers with Chest Heart & Stroke Scotland ensuring that she can help others like her to live a full life.

As well as volunteering in one of the CHSS Charity shops, Fiona supports people with communication difficulties by providing one-to-one and group support, as well as being a regular speaker and supporter on behalf of the charity. Fiona's first-hand experience of life following a stroke means that she is able to provide incredible insight, support and passion to members of our peer support groups in her local area.

Speaking of her time volunteering Fiona said

"I do all this not for myself but for everyone who has lived through a stroke to highlight that there is a life at the other side of it! Life would be very boring if I didn't have CHSS. I would have felt more isolated and certainly had a lot less to do! For me, CHSS got involved and stayed involved".

OUR OUTCOMES



Volunteering and participation is valued, supported and enabled from the earliest possible age and throughout life.

Volunteering in all its forms is integrated and recognised in our lives through national and local policy.

There is an environment and culture which celebrates volunteers and volunteering and all of its benefits.

The places and spaces where we volunteer are developed, supported and sustained.

There are diverse, quality and inclusive opportunities for everyone to get involved and stay involved.

TOWARDS VOLUNTEERING FOR ALL: RECOMMENDATIONS AND IMPLEMENTATION

Opening up volunteering opportunities will require planned and coordinated action and investment across all sectors and by multiple partners to tackle barriers and build new approaches.

As we've shown throughout this document, leaders across our communities and in the third sector, in national and local government, across the public sector and in businesses are already taking action. But more is needed.

The Scottish Government will:

- Support action by communities and by those across the third, private and public sectors, championing the principles and values set out in the framework, and supporting its implementation across all policy areas.
- Progress our existing work to shape a prioritised Delivery Plan for this Framework, along with developing a performance framework with clear and measurable indicators so that we can understand progress and review interventions and approaches accordingly.

We expect that Delivery Plan to take into account the specific recommendations of the National Youth Volunteering Improvement Project³⁶, and to build on the recommendations below:

Leadership bodies across the third sector, including Volunteer Scotland, SCVO and Third Sector Interfaces, should:

- Promote the value of volunteering for all principles and approaches, celebrating the contributions already being made and encouraging everyone who wants to take part.
- Provide practical guidance and support on Volunteering for All.

Local Authorities should:

- Develop strategies with public sector partners to support volunteering and community involvement, working collaboratively with people to help sustain vital local infrastructure such as transport, and meeting places.

Funders should:

- Recognise the value of all forms of volunteering as a means of promoting individual and community wellbeing, funding opportunities to engage in a range of ways with models to suit smaller and less formal organisations.
- Adopt the principles of Volunteering for All by building into funding criteria and encouraging applicants to cover costs in proposals. Further advice is available in our Invest for Success guidance.³⁷

VIOs across the public, private and third sectors should:

- Adopt the principles of Volunteering for All in volunteer practice, reviewing their existing processes and guidelines.
- Consider ongoing opportunities to measure the impact of their work, on volunteers, beneficiaries, staff and the wider community.³⁸
- Build links with and across communities, seeking opportunities to share resources and expertise.
- Prepare for future volunteer recruitment, being mindful of the changing contexts in which they operate.

³⁶ https://www.projectscotland.co.uk/wp-content/uploads/2019/03/YouthVIP_Report.pdf

³⁷ https://www.volunteerscotland.net/media/1396721/invest_for_success.pdf

³⁸ <https://www.volunteerscotland.net/for-organisations/guidance/building-on-success/measuring-impact/>

TOWARDS VOLUNTEERING FOR ALL: RECOMMENDATIONS AND IMPLEMENTATION

Businesses and employers should:

- Promote volunteering to staff, applying the principles to their own workplace volunteering programmes and encouraging people to think about volunteering as part of their personal development.
- Support flexible working practices that permit people to volunteer around their existing work and life.
- Act as a catalyst for community led volunteering initiatives which foster community engagement locally.
- Share resources to support and enable volunteering to grow in the communities they work in, for example by allowing organisations to use premises and lending staff time and expertise.

NHS Boards and Health and Social Care Partnerships should:

- Work consistently and collectively to ensure robust systems are in place to support safe, effective and person centred volunteering, engaging with the Clear Pathway Guidance³⁹ and Volunteering in NHSScotland Programme⁴⁰ as required.
- Highlight and encourage best practice in relation to the governance and associated management standards required for all volunteers and others who have a role to play within NHS settings, regardless of the source of recruitment.

39 https://vhscotland.org.uk/wp-content/uploads/2018/07/Clear_Pathway_Guidance_April_2018.pdf

40 www.scottishhealthcouncil.org/volunteering.aspx

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Report by the Empowered DIG Chair

Management Group : August 2019

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 30th June 2019, showing all aspects of work underway and on target. The following highlights some of areas of activity in progress.

Carers are Supported

- 4.2** The West Dunbartonshire Carers Strategy, co-produced by the Carers Development Group, was signed off by the Health and Social Care Partnership Integrated Joint Board in May 2019 and provides a valuable framework for the development of future activity. The group continues to meet monthly to deliver the operational aspects of the strategy.
- 4.3** The IDEAS (Increasing Discussion and Encouraging Access to Self-Directed Support) project, funded by the Scottish Government Supporting In The Right Direction 2021 funding stream, is delivered by Clyde Shopmobility and West Dunbartonshire CVS and aims to raise awareness of Self-directed Support and develop a local social care information pathway in West Dunbartonshire. The project will support community members to develop personal outcomes, identify service options and managing a social care budget, and will use volunteer peer advocates to support people exploring SDS.

Citizens are confident resilient and responsible

- 4.4** Development of the local Community Empowerment Strategy is being taken forward by Scottish Community Development Centre (SCDC). Feedback on the draft strategy has been submitted and an updated document is awaited.
- 4.5** Building on the successful roll-out of the Dementia Friendly initiative, a key piece of work in the action plan is the co-production of an Ageing Friendly West Dunbartonshire framework. Discussions have been ongoing with the principal older people's groups in the area to agree a steering group structure and meeting schedule. Meetings will resume after the summer period.
- 4.6** The Third Sector conference held during Volunteers Week in June 2019, provided a valuable opportunity for sector representatives to explore and discuss a number of areas of interest and concern and provided a platform for sector participation in the Child Poverty Action Plan process. Feedback has been positive and plans are in place for the 2020 session.

We live in engaged and cohesive communities

- 4.7** In support of the Domestic Abuse initiative, work is underway in preparation for the community conference in November 2019. This conference seeks to raise awareness at community level and explore opportunities for greater levels of community engagement.

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.

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

Appendices: Empowered DIG Update Scorecard

Background Papers: None



Wards Affected: All

Empowered DIG Update Scorecard 19th July 2019

Our residents are empowered



Local Outcome


All carers are supported

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Monitor implementation of the Carers Strategy	Carers Census Return	2018/19 return completed and submitted to Scottish Government		30-Jun-2019	Yes	Karen Marshall
	Communications Plan	Plan agreed for implementation. Includes attending relevant staff meetings and production of information for carers		30-Jun-2019	Yes	
	Monitor implementation of the strategy	Monthly meetings of Carers Development Group involving all relevant partners		31-Mar-2020	No	
	Short break statement published:			31-Dec-2019	No	
	Strategy Sign Off	Presented to and agreed by Integrated Joint Board meeting		31-May-2019	Yes	
Monitor implementation of the IDEAS project (Increasing Discussion & Encouraging Access to Self-Directed Support) Service	Finalise steering group arrangements	Steering group established with representatives of Clyde Shopmobility, WDCVS and WDHSCP. Schedule of meetings developed and initial action plan agreed.		28-Apr-2019	Yes	Jackie Maceira
	Programme of awareness raising activity delivered	Action plan developed including 3 engagement events in 2019/20. May 2019 SPAEN group held. Planning for second session Sept 2019 underway		31-Mar-2020	No	

Local Outcome


Citizens are confident, resilient and responsible



Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Strengthen levels of Community Empowerment	Community Assets transfer process reviewed and refreshed			28-Dec-2019	No	Suzanne Greer; Elaine Troup
	Community Empowerment Strategy published	Draft strategy and action plan prepared for comment by SCDC; feedback requested by mid-April. Second draft awaited		28-Dec-2019	No	
	Participation request process tested	Sub-group meetings ongoing		28-Oct-2019	No	
Co-produce an Ageing Friendly West Dunbartonshire Framework	Engage with Seniors organisations	Key action areas highlighted to be further developed after summer break		31-Oct-2019	No	Frank Gow
	Establish Steering Group	Discussions with 3 main older peoples groups to agree steering group structure and meeting schedule.		28-Apr-2019	Yes	
	Framework finalised and			28-Jun-2020	No	

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Increase levels of volunteering (formal and informal) and awareness of charitable activity	presented					
	Public survey completed			31-Dec-2019	No	
	Community Awareness survey			28-Feb-2020	No	David Robertson
	Co-produce and launch sector awareness campaign			29-Feb-2020	No	
	Co-produce volunteering strategy mirroring SG Volunteer Outcomes Framework	Report to August CPWD Board		28-Sep-2019	No	
	Promote Employer Supported Volunteering with local business sector			28-Oct-2019	No	
	Revised Third Sector Census complete			31-Dec-2019	No	
	Roll-out Volunteering Charter	Volunteer Engagers Forum have supported the development of a draft charter statement. Roll-out scheduled after summer period		28-Jun-2019	No	
	WDCVS Third Sector Conference	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.		28-Jun-2019	Yes	

Local Outcome

We live in engaged and cohesive communities

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Increase digital inclusion and active use of technology to increase resilience and reduce isolation	Engage with Seniors organisations and care facilities to assess digital gap			28-Aug-2019	Yes	Gordon Harrower
	Review digital training provision	Survey of local provision complete. Discussion with providers and One Digital programme leaders around possible additional support. Action plan being developed.		28-Jun-2019	Yes	
	Roll out digital support sessions	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.		31-Dec-2019	No	
	Train volunteer cohort to assist	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.		31-Dec-2019	No	

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Positively engage communities in challenging domestic abuse	Community conference delivered			28-Nov-2019	No	Suzanne Greer; Elaine Troup
	Develop a community awareness raising campaign	Schedule of working group meetings ongoing. Proposed date 14th November, venue Clydebank Town Hall 9.30-1.30. Speakers and programme being finalised. Awaiting confirmation from Leadership Group		28-Jun-2019	No	
	Domestic Abuse awareness survey - third sector employers	Survey carried out. Small return reporting specific DA policy in place, most highlighted the use of Special Leave provision if 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.		28-Apr-2019	Yes	
Communities feel confident, engaged and regularly consulted by community planning partners	Launch and promotion of LinkUp West Dunbartonshire portal	Soft launch of site at June Community Conference. Current stats: 135 members; 58 organisations; 122 opportunities and 296 events,		28-Jun-2019	Yes	Suzanne Greer; Elaine Troup
	Review CP partners community communication and information sharing processes			28-Oct-2019	No	
	Review Participatory Budgeting activity and plan for 2019/20 activity	Report will be taken to Community Alliance in August date to be set.		30-Aug-2019	No	



Report by Superintendent Brian Gibson, Safe Delivery & Improvement Group Chair

Community Planning West Dunbartonshire: 15 August 2019

Subject: Safe Delivery & Improvement Group – progress update

1. Purpose

- 1.1** The purpose of the report is to update members on the progress of local outcomes within the Local Outcome Improvement Plan 2017-2027 being delivered currently by the Safe Delivery & Improvement Group (DIG).

2. Recommendations

- 2.1** Members are asked to note the content of the report.

3. Background

- 3.1** The West Dunbartonshire Community Planning Local Outcome Improvement Plan 2017 – 2027 identifies 5 priority local outcomes that seek to deliver the vision of a West Dunbartonshire that's "*a great place to live, work and visit*"
- 3.2** The DIGs have been set up as the outcome focused supporting structure for the community planning partnership. Each group is made up of key agencies, who are working together to support delivery of the vision while working within the parameters of Community Planning West Dunbartonshire to promote the value of working in partnership, summarised as:
- Realising added value of working in partnership;
 - Enabling existing and new partnership working to deliver outcomes;
 - Providing a strategic overview which acknowledges interfaces and dependencies;
 - Mitigating the shifting social and financial impact of decisions to other partners.

4. Main Issues

- 4.1** The current key aims for the Safer West Dunbartonshire DIG are:
- Improved community justice outcomes ensure Dunbartonshire is a safe and inclusive place to live;

- All partners deliver early and effective interventions targeted at reducing the impact of domestic abuse;
- Residents live in positive, health promoting local environments where the impact of alcohol and drugs is addressed;
- Our residents are supported to improve their emotional and mental health and wellbeing.

Improved community justice outcomes ensure Dunbartonshire is a safe and inclusive place to live

- 4.2** Ongoing work is being supported by a Community Justice Coordinator for West Dunbartonshire including the development of Community Justice Outcome Improvement Plan. There are three areas for action in the current development pathway, firstly a Strategic Needs Analysis requires to be carried out to provide a baseline for current service provision, what are the local needs of people living in West Dunbartonshire and what are the priorities.
- 4.3** Following on from this is the need for a community Justice Engagement and Participation Strategy which will look to inform our communities. The third aspect will be actions to deliver against the priorities at an operational level for example to increase the number Alcohol Brief Interventions in criminal Justice healthcare settings.
- 4.4** This work stream has deviated from initial scheduled delivery dates being impacted by capacity issues and organizational change with agency partners. The deviation is within tolerances and support has been provided to the action lead.

All partners deliver early and effective interventions targeted at reducing the impact of domestic abuse

- 4.5** The Safer DIG recognises the important role that the Violence Against Women (VAW) Group provides in respect eradicating domestic abuse from our communities. This group was established in corroboration with Argyll and Bute partners however it was identified that the number of person's involved and geographical challenges were restricting the effectiveness of the group. Following a number of recent meetings a new structure has been proposed which will see a VAW group operating in both local authority areas supported by a Strategic Group with agency senior officers from both local authorities represented.
- 4.6** Ongoing Initiatives
- Building The Community Response – Police Scotland, supported by partner agencies, have continued to deliver inputs to local businesses to ensure that they and their staff are Domestic Abuse Aware. The community planning partnership will deliver a community focused event in November on domestic abuse to ensure that are communities are informed what they can do to make a difference.

- Breaking the Cycle - Education leading on delivery of the Mentors in Violence Prevention model.
- Working Together – ongoing partnership working and collaboration.

Residents live in positive, health promoting local environments where the impact of alcohol and drugs is addressed

- 4.7** The CPWD Substance Use Prevention Strategy 2018 - 2027 will be reviewed on an annual basis. The first annual report will be presented to the Safer DIG on the 15 Aug 2019.

Our residents are supported to improve their emotional and mental health and wellbeing

- 4.8** The Vulnerable Person Multi-Agency Forum (MAF) is now established and operational, meeting on a weekly basis with representation from police, health and social work. Primarily attendance is by key workers with support from specialist functions as required. Although still in its infancy early feedback is extremely positive with a 'joined up' approach to support services providing a quicker and more effective response in a number of cases. It is expected that this forum will as the evidence base develops be able to provide best practice guidance and shape multi-agency training.
- 4.9** It is hoped over time that this group working alongside the Third Sector Interface will be able to identify gap in provision that the voluntary sector could support. The MAF also links in with the greater Glasgow and Clyde Health Board-Multi Agency Distress Collaborative.
- 4.10** CPWD is delivering an initiative to encourage a community response to mental health and well-being. The initiative involves the development and delivery of a Mental Health First Aid Course which provide an entry level understanding of mental health and methods of support. The course will be underpinned by recognised best practice and guidance with a local context. The first course will be delivered in September to housing officers and staff.

5. People Implications

- 5.1** None, all activity is delivered through the existing teams of the Community Planning partners

6. Financial Implications

- 6.1** There are no direct financial or procurement implications from the updates detailed in this report.

7. Risk Analysis

- 7.1** The responsibilities contained within the Community Empowerment (Scotland) Act 2015 and the Community Justice (Scotland) Act 2016 are fundamental to planning and delivery of better services. The partners' commitment to the Safer DIG is an acknowledgement that the importance of this work is recognized.
- 7.2** However there is a high level of competing demand being placed on all public service agencies operating within the local authority both from existing and new work streams. This presents a constant risk in terms of resource capacity of the Safer DIG partnership and delivery of outcomes. To reduce this risk the group will continue to prioritise in line with local needs and apply SMART principals to the Action Plan.

8. Equalities Impact Assessment (EIA)

- 8.1** An EIA is not required as this is a progress update on a range of activities.

9. Consultation

- 9.1** This is an update on areas of work relating to the current objectives of the Safer DIG. Consultation is carried out relevant to each project and initiative, as appropriate by the action lead / partner agency.

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 2017 – 2027.

Person to Contact: Brian Gibson
brian.gibson@scotland.pnn.police.uk

Appendices: Safe DIG action plan – progress report

Background Papers: None



Wards Affected: ALL

Safe DIG Scorecard Generated 19th July 2019

Our communities are safe

Local Outcome


All partners deliver early and effective interventions targeted at reducing the impact of domestic abuse

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Continue implementing improvements to VAW strategic and operational structures to support the delivery of Equally Safe Outcomes	Complete self-assessments of Scottish Government VAW checklist & Equally Safe Quality Standards to establish baseline and multi-agency improvement actions over the next 3 years	Delayed due to ongoing restructuring, the due date has been extended		30-Aug-2019	No	Calum Young
	Ensure that VAW Strategy and the Pledge work collectively and continue to reflect Equally Safe, Scotland's strategy to prevent and eradicate violence against women and girls	Continuation of 'The Pledge' work is ongoing. Community Domestic Abuse Conference scheduled for November 2019. Under the 'Breaking The Cycle' education workstream the development of the Scottish Education initiative Mentors in Violence Prevention (MPV) Model for use in local schools. There is sufficient overlap between the VAW Group to provide active communication between both groups in delivering local service provision to eradicate Domestic Abuse from our communities aligned to the Equally Safe Strategy.		30-Dec-2019	No	
	Finalise strategic and operational planning & reporting structures to support delivery of the Equally Safe Action Plan			31-Oct-2019	No	
	Finalise WD VAW Strategic Needs & Strengths Assessment, including performance and reporting framework			28-Aug-2019	No	
	Produce draft WD VAW Strategy and Equally Safe Action Plan for consultation and approval			31-Dec-2019	No	
Map and scope improvements to existing multi-agency interventions aimed at reducing domestic abuse offending.	Begin implementation of prioritised improvements	Capacity issues have impacted on delivery of this Milestone, and a later due date has now been set		31-Mar-2020	No	Calum Young
	Establish multi-agency task and finish group aligning Equally Safe and Community Justice Intervention Outcomes	Capacity issues have impacted on delivery of this Milestone, and a later due date has now been set		30-Sep-2019	No	
	Produce annual progress report, aligned to Equally Safe and Community Justice Intervention	Capacity issues have impacted on delivery of this Milestone, and a later due date has now been set		31-Mar-2021	No	

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
	Outcomes					
	Produce final report including priority areas and capacity for improvement	Capacity issues have impacted on delivery of this Milestone, and a later due date has now been set		29-Nov-2019	No	
	Produce interim findings report for review.	Capacity issues have impacted on delivery of this Milestone, and a later due date has now been set		31-Oct-2019	No	


Local Outcome



Harmful effects of substance misuse are reduced

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Implement and monitor a partnership Substance Use Prevention Strategy 2018-2027	Report on implementation of Year 1 of Substance Use Prevention Strategy and relevant outcome data	Report Being Drafted for Submission at the next SAFER DIG -15 Aug 2019.		15-Aug-2019	No	Jacqui McGinn; Jo Winterbottom
	Report on implementation of Year 2 of Substance Use Prevention Strategy and relevant outcome data			31-Mar-2020	No	
	Report on implementation of Year 3 of Substance Use Prevention Strategy and relevant outcome data			31-Mar-2020	No	

Local Outcome


Improved community justice outcomes ensure West Dunbartonshire is a safe and inclusive place to live


Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Produce Community Justice Strategic Needs and Strengths Assessment (SNSA), aligned to Equally Safe, to support longer-term planning and delivery of statutory duties	Establish Community Justice/Public Protection key leads group and remit	Due to capacity issues, including CJSW Inspection, it not been possible to deliver on Milestones. Remedial action is being undertaken by Community Justice and Public Protection Coordinators and remaining Milestones will be delivered timeously. Relevant partner leads will be contacted by the end of July 2019.		28-Apr-2019	No	Jonathan Hinds
	Finalise Community Justice SNSA			31-Dec-2019	No	
	Produce draft Community Justice SNSA, utilising Community Justice Scotland template.	The SNSA is a comprehensive overview of the picture of Community Justice in that locality and the needs, issues and strengths specific to that area. 01/07/2019 – Community Justice Coordinator continues to work gathering data on delivering a 'justice journey' picture for West Dunbartonshire.		31-Oct-2019	No	
	Submit interim findings	Due to capacity issues,		28-Jul-2019	No	

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
	report for review.	including CJSW Inspection, it not been possible to deliver on these Milestones. Remedial action is being undertaken by Community Justice and Public Protection Coordinators and remaining Milestones will be delivered timeously. Relevant partner leads will be contacted by the end of July 2019.				
Produce multi-agency Community Justice Engagement and Participation Strategy incorporating Equally Safe requirements.	Assess current engagement processes against statutory requirements, identify gaps and capacity for improvement.	Due to capacity issues, it has not been possible to deliver on Milestones, the due date has been extended		28-May-2019	No	Jonathan Hinds
	Consult, finalise and seek approval for Community Justice Engagement and Participation Strategy.	Due to capacity issues, it has not been possible to deliver on Milestones, the due date has been extended		31-Dec-2019	No	
	Produce draft Strategy including priority areas and capacity for improvement.	Due to capacity issues, it has not been possible to deliver on Milestones, the due date has been extended		28-Aug-2019	No	
	Produce interim findings report for review.	Due to capacity issues, it has not been possible to deliver on Milestones, the due date has been extended		31-Dec-2019	No	
Establish multi-agency Community Justice Pathway Implementation groups for: CJSW Diversion and Community Sentences; and, Custody to Community to scope and develop a whole systems approach.	Establish structure, groups and remit.	Capacity issues have impacted on delivery of this Milestone, however the Milestones are expected to be met, revised due date has been entered.		31-Oct-2019	No	Jonathan Hinds
	Identify improvements within current capacity, including performance framework, and begin implementation.	Capacity issues have impacted on delivery of this Milestone, however the Milestones are expected to be met, revised due date has been entered.		29-Nov-2019	No	
	Produce draft and finalise Community Justice Pathway Improvement Action Plans (2019-2021), aligned to Equally Safe requirements, identifying strengths, gaps and capacity for improvement.	Capacity issues have impacted on delivery of this Milestone, however the Milestones are expected to be met, revised due date has been entered.		31-Dec-2019	No	
	Review and monitor progress & effectiveness of Pathway Implementation Groups			31-Mar-2020	No	

Local Outcome

Our residents are supported to improve their emotional health and wellbeing

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Monitor implementation of the IDEAS project (Increasing Discussion & Encouraging Access to Self-Directed Support)	Promote anti-stigma messages across Community Planning Partners in partnership with national "See Me" programme	Posters, Cards & Pens made available at 17 community venues across West Dunbartonshire in June, including WDC Offices, Health Centres, Libraries and Leisure Centres. A further 10 venues to be added in July, including		31-Jul-2019	No	Jackie Maceira

Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Service		Police Offices, Community Hubs, DACA, Alternatives, Y-Sort-It along with posts on Social Media.				
	Target and deliver 1st Mental Health First Aid Course(s) to front line partners	Revised time frames due to WDC Housing installing a new IT / Telephone system		03-Sep-2019	No	
	Target and deliver 2nd Mental Health First Aid Course(s) to front line partners	Revised time frames due to WDC Housing installing a new IT / Telephone system		31-Oct-2019	No	
	Target and deliver 3rd Mental Health First Aid Course(s) to front line partners			19-Nov-2019	No	
Action	Milestone	Note	Status	Milestones Due Date	Milestones Completed	Assigned To
Contribute to work of the Greater Glasgow and Clyde Health Board Multi-Agency Distress Collaborative	Create/ introduce a Distress Multi-Agency Forum to WD supporting culture of shared learning, quality improvement/training to support the recognition and response to distress and to improve outcomes for people experiencing distress.	<p>The MAF is established and meets on a weekly basis with representation from police, health and social work. Primarily attendance is by key workers with support from specialist functions as required.</p> <p>Though in its infancy feedback is positive with a 'joined up' approach to support services providing a quicker and more effective response. As the evidence base develops it is hoped that the forum will provide best practice guidance and shape multi-agency training.</p> <p>It is hoped over time that this group working alongside the Third Sector Interface will be able to identify gap in provision that the voluntary sector could support.</p>		30-Apr-2019	Yes	Julie Lusk



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

Community Planning West Dunbartonshire Management Group

Subject:

Fire & Rescue Scrutiny Q1 Quarterly Report 1st April – 30th June 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 1st April – 30th June 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 Q1 - 1st April – 30th June 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 increased by 21%, the overall total number of incidents has increased by 13%. There has been an 8% Increase in the number of Special Service type incidents and the number of fire and non-fire casualties has increased by 87%, we have seen a reduction in the number of false alarms by 2% 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 - 1st April – 30th June 2019

Background Papers: None

Wards Affected: All



**West Dunbartonshire
Performance Report Q1 -
1st April 2019 - 30th June 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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Unwanted Fire Alarm Signals	10

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	11	9	1	16
Clydebank Waterfront Ward	6	1	1	21	3	20
Dumbarton Ward	4	0	6	26	2	19
Kilpatrick Ward	5	0	3	26	0	2
Leven Ward	2	0	1	24	3	18
Lomond Ward	1	0	4	29	0	22
Total Incidents	23	1	26	135	9	97

Year on Year Change	● -18%	▲ 0%	◆ 100%	◆ 39%	● -10%	▲ -4%
3 Year Average Change	● -15%	● -45%	◆ 20%	● -16%	◆ 3%	◆ 0%
5 Year Average Change	◆ 3%	● -6%	◆ 32%	◆ 5%	◆ 4%	◆ 1%

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.

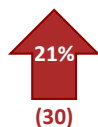
- Activity levels have reduced by more than 5%
- ▲ Activity levels have reduced by up to 5%
- ◆ Activity levels have increased overall

West Dunbartonshire Activity Summary



172

fires
primary &
secondary



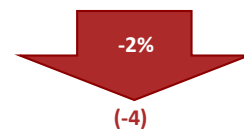
61

special
services



168

false
alarms



401
total number of
incidents

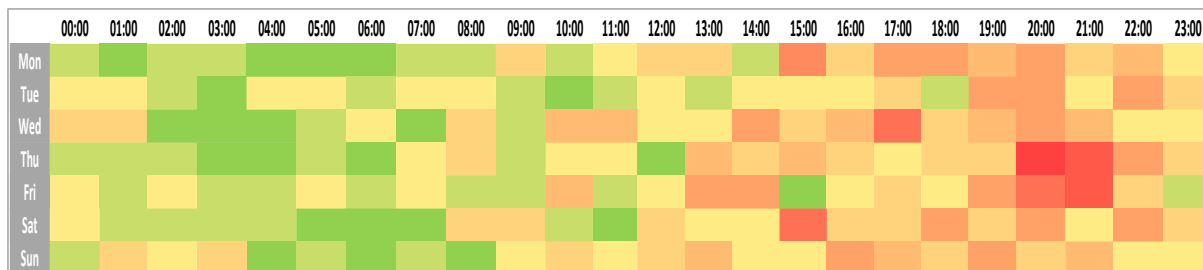


28
fire & non-fire
casualties

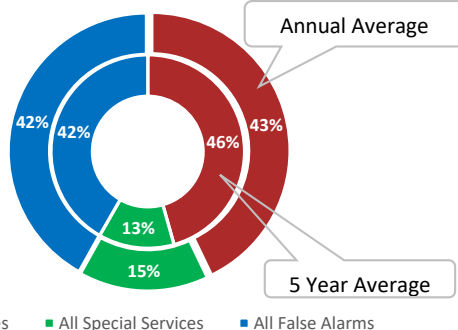


£191,090
economic cost of
ufas incidents

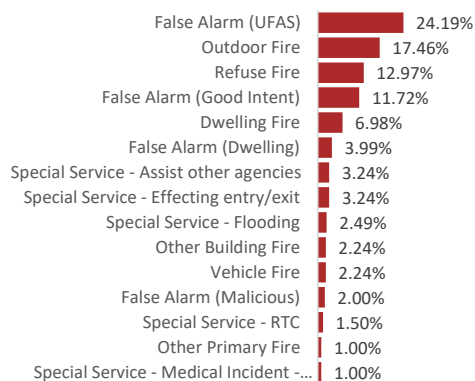
Activity by Time of Day



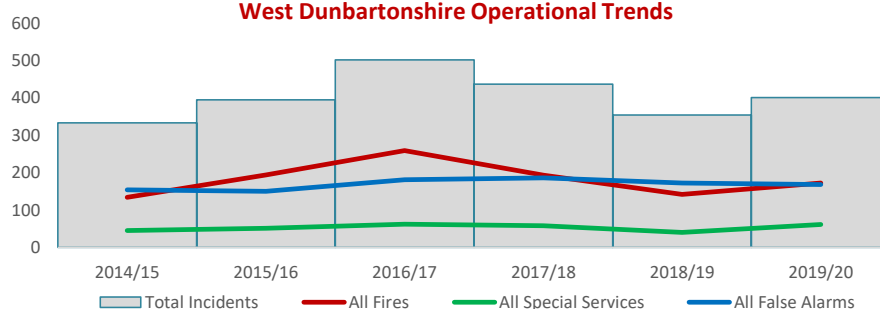
Incidents by Classification



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	194	259	193	142	172
All Special Services	45	51	62	58	40	61
All False Alarms	154	150	181	186	172	168
Total Incidents	333	395	502	437	354	401

There has been an overall increase in operational activity during this reporting period in comparison to previous quarters, this increase can be mainly be attributed to a rise in low level anti- social behaviour incidents which generally involve grass and refuse. The increase in the number of non fire related casualties is indicative of our services commitment to assisting our emergency service colleagues, we are called to domestic premises to assist ambulance crews gaining access to domestic premises on their behalf and continue to fulfil our statutory duty in response to road traffic collisions. Whilst this figure has seen an increase in casualties the majority of these has resulted in injuries of a slight nature.

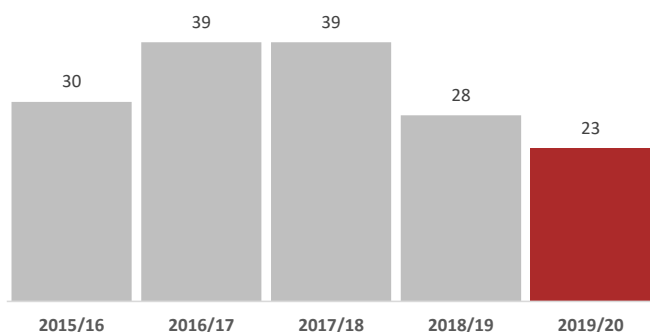
Domestic Safety - Accidental Dwelling Fires



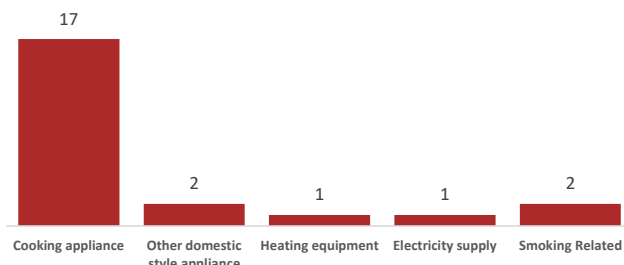
Performance Summary

Year on Year	3 Year Average	5 Year Average
-18%	-15%	3%

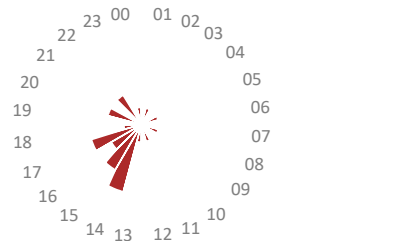
Accidental Dwelling Fires to Date



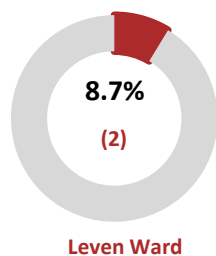
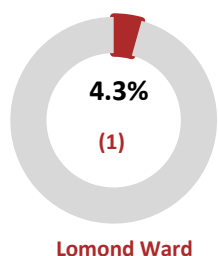
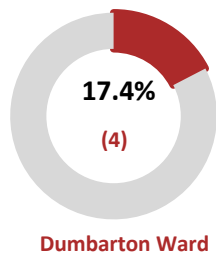
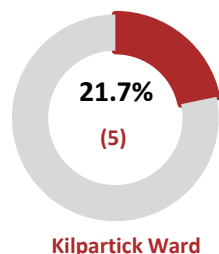
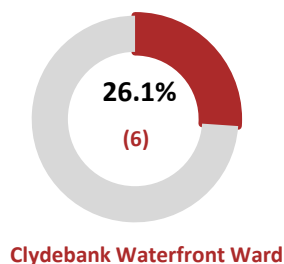
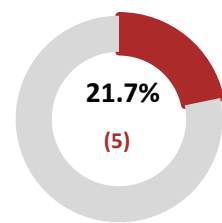
Main Source of Ignition



Accidental Dwelling Fires by Time of Day



Accidental Dwelling Fires Activity by Ward (% share)



Severity of Accidental Dwelling Fires



No Firefighting Action
35% (8)



Direct Firefighting
26% (6)



No Heat/Smoke Damage
13% (3)



No Fire Damage
35% (8)

Human Factors



Distraction
48% (11)



Alcohol/Drug Impairment
9% (2)

Automatic Detection & Actuation



Detection Present
87% (20)



Detection Actuated
95% (19)



Calls Made via Linked Alarms
4% (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.

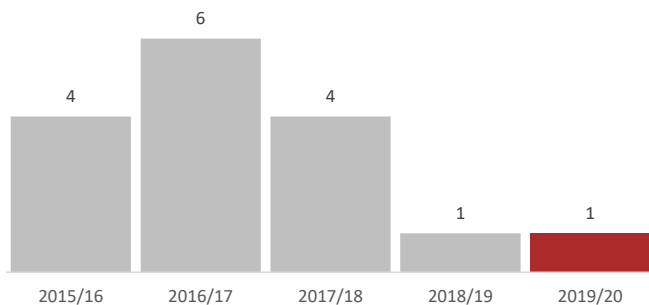
Domestic Safety - Accidental Dwelling Fire Casualties



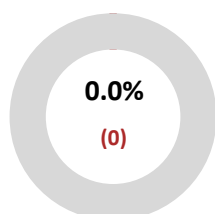
Performance Summary

Year on Year	3 Year Average	5 Year Average
0%	-45%	-6%

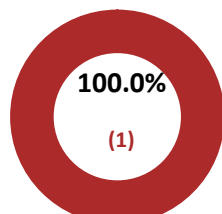
Accidental Dwelling Casualties



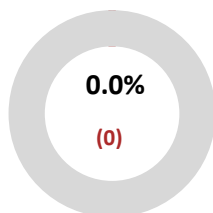
Accidental Dwelling Fire Casualties by Ward (% share)



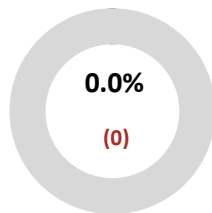
Clydebank Central Ward



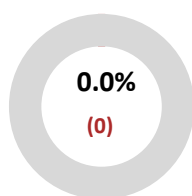
Clydebank Waterfront Ward



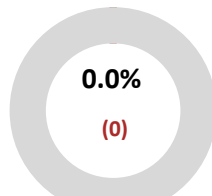
Kilpartick Ward



Dumbarton Ward

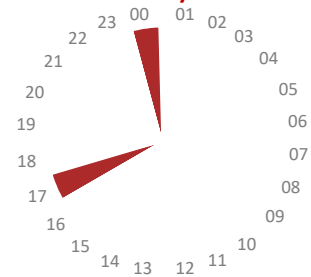


Lomond Ward



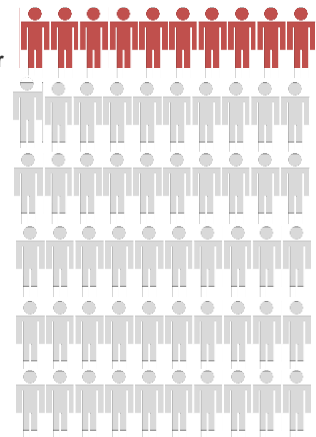
Leven Ward

Fire Casualties by Time of Day



Nature of Injury

Breathing difficulties(Other



100%

0%

0%

0%

0%

0%

0%

Extent of Harm



Fatality
0% (0)



Hospital - Serious Injuries
0% (0)



Hospital - Slight Injuries
0% (0)



First Aid at Scene
100% (1)

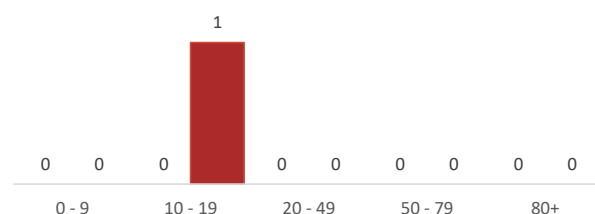
Age / Gender Profile



Male
0%



Female
100%



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 433 Home Fire Safety Visits in West Dunbartonshire and fitted 255 smoke detectors; frontline operational personnel have also conducted 64 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 216 high risk HFSV's have been completed. The majority of our referrals coming from both WDC Housing (49) and the NHS (49).

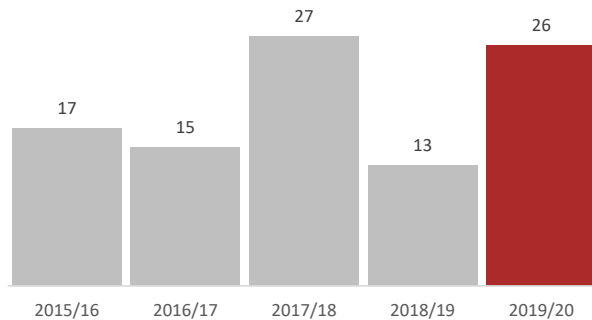
Unintentional Injury or Harm



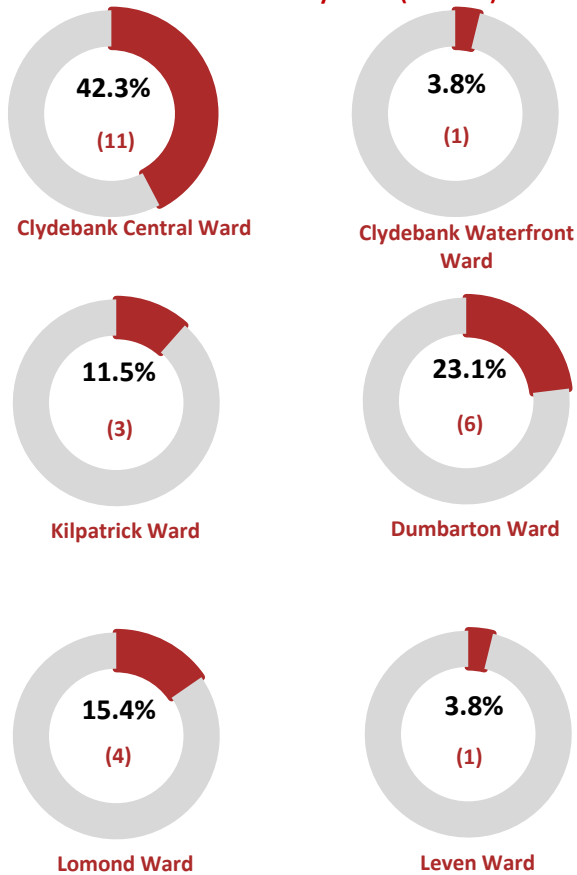
Performance Summary

Year on Year	3 Year Average	5 Year Average
100%	20%	32%

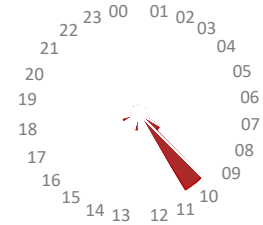
Non-Fire Casualties



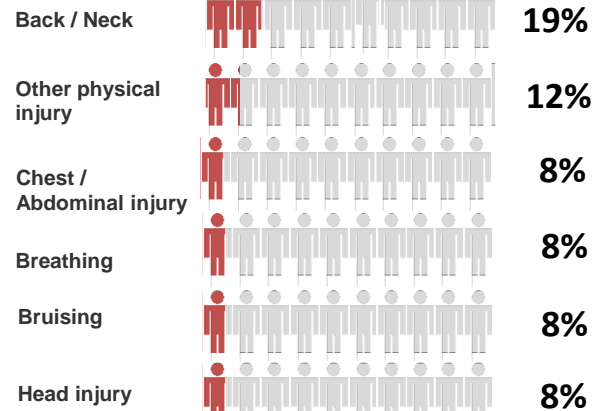
Non-Fire Casualties by Ward (% share)



Non-Fire Casualties by Time of Day



Nature of Injury



Fatality
4% (1)



Hospital - Serious Injuries
8% (2)

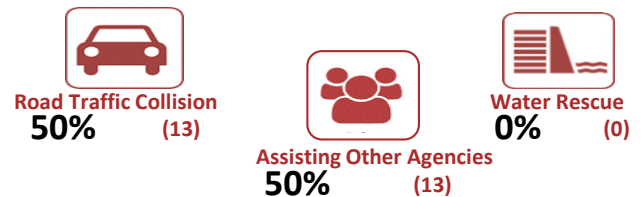


Hospital - Slight Injuries
58% (15)

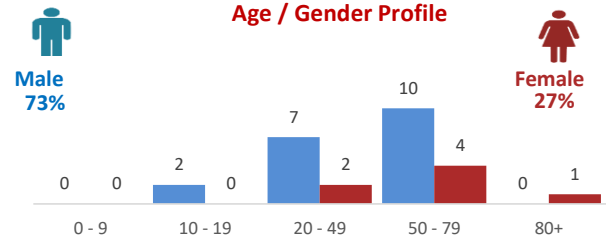


First Aid at Scene
31% (8)

Non-Fire Emergency Activity



Age / Gender Profile



50% of all attendances to Special Service casualties were assisting other services includes attending premises to gain access where occupants have fallen or suffering from another medical emergency.

SFRS have been working along with colleagues from education in providing BHF Push it presentations to school leavers within WD and presented to 389 people during this reporting period.

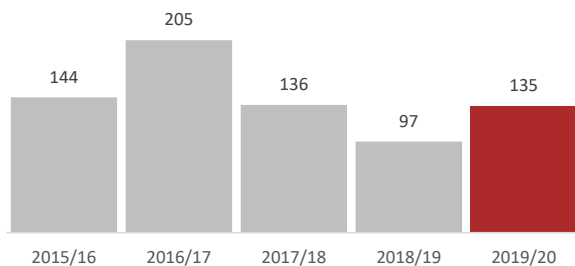
Deliberate Fire Setting



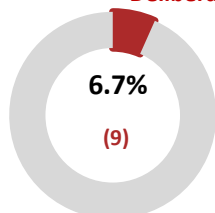
Performance Summary

Year on Year	3 Year Average	5 Year Average
39%	-16%	5%

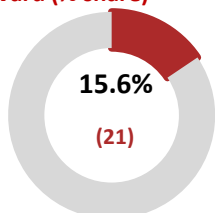
Deliberate Fires



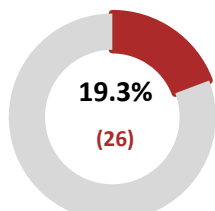
Deliberate Fires by Ward (% share)



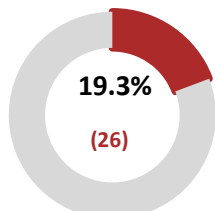
Clydebank Central ward



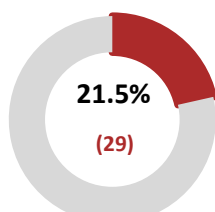
Clydebank Waterfront Ward



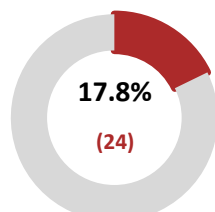
Kilpatrick Ward



Dumbarton Ward

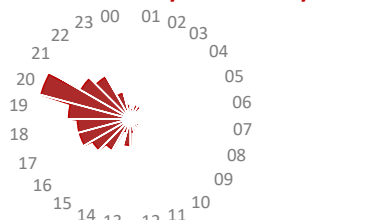


Lomond Ward

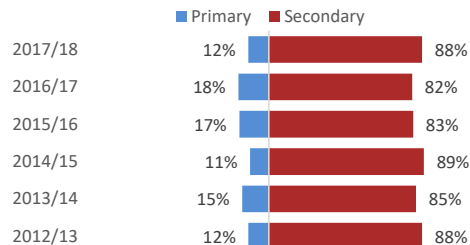


Leven Ward

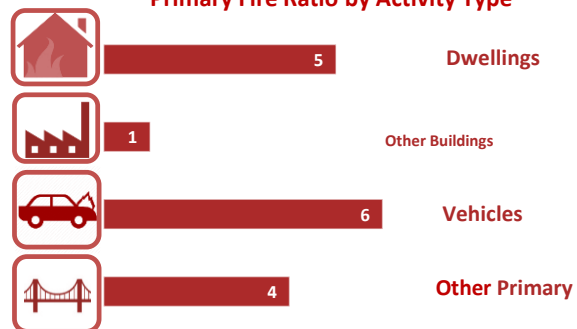
Deliberate Fires by Time of Day



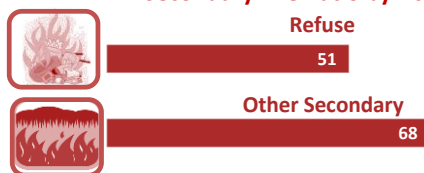
Deliberate Fires by Classification



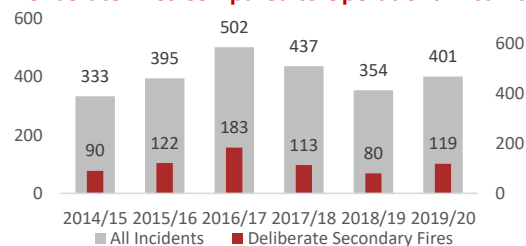
Primary Fire Ratio by Activity Type



Secondary Fire Ratio by Activity Type



Deliberate Fires Compared to Operational Activity



Due to the very dry and hot period in the early spring there was an increase in the number of secondary fires within West Dunbartonshire, the majority of which were grass fires and refuse. 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.

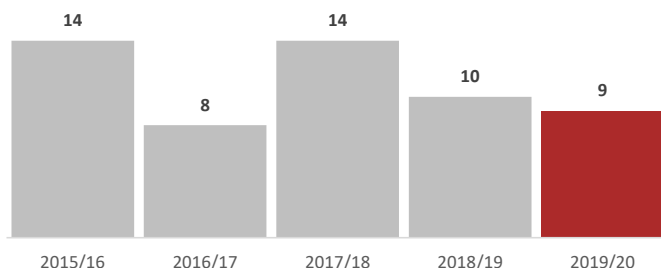
Non Domestic Fire Safety



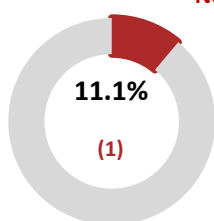
Performance Summary

Year on Year	3 Year Average	5 Year Average
-10%	3%	4%

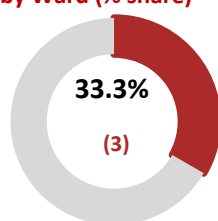
Non-Domestic Fires



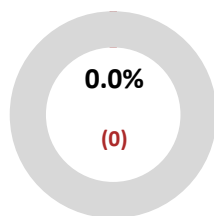
Non-Domestic Fires by Ward (% share)



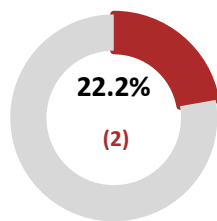
Clydebank Central Ward



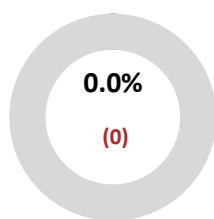
Clydebank Waterfront Ward



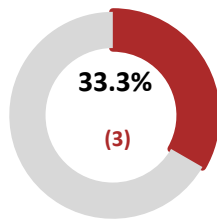
Kilpatrick Ward



Dumbarton Ward

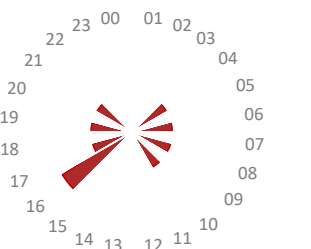


Lomond Ward

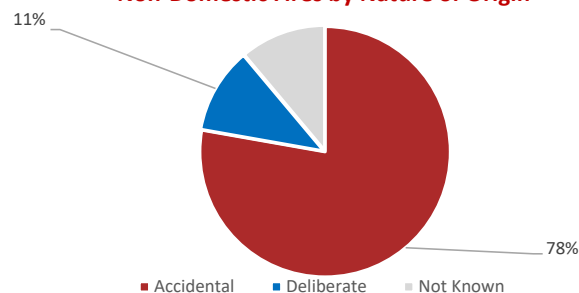


Leven Ward

Non-Domestic Fires by Time of Day



Non-Domestic Fires by Nature of Origin



Severity of Non-Domestic Fires



No Firefighting Action
33% (3)



Direct Firefighting
33% (3)

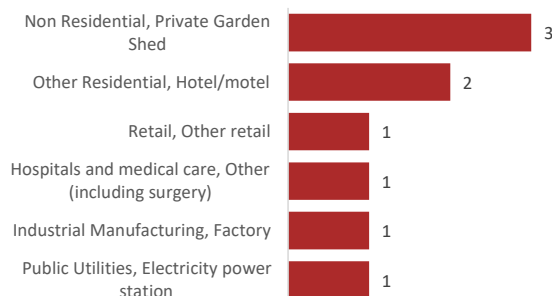


Heat/Smoke Damage
89% (8)



Whole Building
11% (1)

Non-Domestic Fires by Premises Type



Contributory Factors

The number of non domestic incidents attended during this period has reduced by 40% in comparison to the same quarter last year. These incidents resulted in little to no damage in the premises affected. Every incident which occurs is 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.

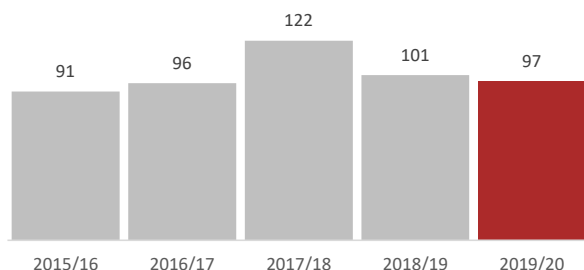
Unwanted Fire Alarm Signals



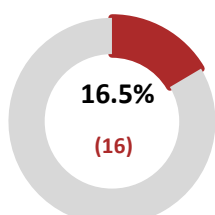
Performance Summary

Year on Year	3 Year Average	5 Year Average
-4%	0%	1%

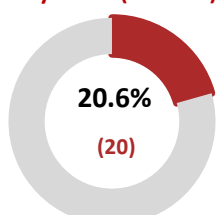
Unwanted Fire Alarm Signals



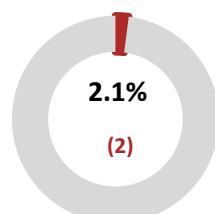
Unwanted Fire Alarm Signals by Ward (% share)



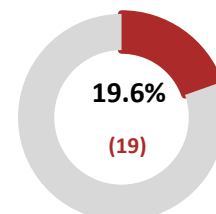
Clydebank Central Ward



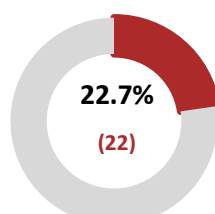
Clydebank Waterfront Ward



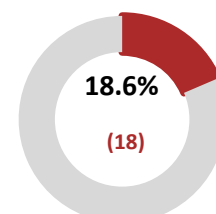
Kilpatrick Ward



Dumbarton Ward

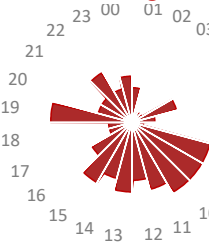


Lomond Ward

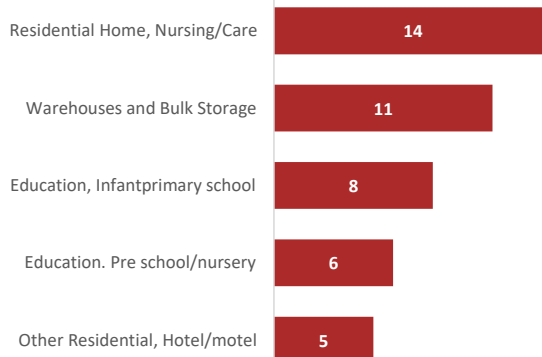


Leven Ward

Unwanted Fire Alarm Signals by Time of Day



Unwanted Fire Alarm Signals - Top 5 Premises



Unwanted Fire Alarm Signals Activity Ratios



UFAS Percentage Against all Incidents

24% (97)



UFAS Percentage Against all False Alarms

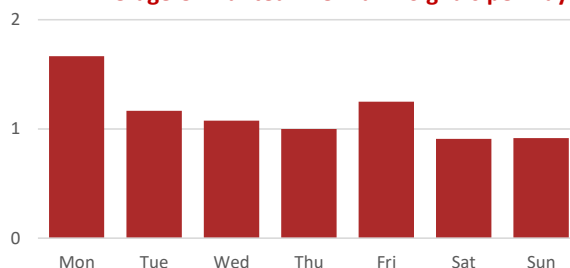
58%



Human Influence and Alarm Activations

30% (29)

Average Unwanted Fire Alarm Signals per Day



There has been a positive reduction in this reporting period, this is attributed to 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: 1 August 2019

Subject: Police Scrutiny – Quarter 1 Report

1. Purpose

- 1.1** The purpose of this item is to provide members of the CPWD Management Board with an update on quarter three 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 at Appendix 1 details performance against the local police plan for 2018/19, covering the period April - June 2019 (Quarter 1). 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. The second page of the report details the ongoing initiatives and work being undertaken and link closely to the five priorities detailed in the LOIP 2017-27.

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.

John Paterson
Divisional Commander, Police Scotland

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

Appendices: Appendix 1: Local Police Plan 2019/20 Qtr 1 Update

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

At the end of Qtr 1 figures show a 23.8% increase in Group 1 violent crime. In total 52 crimes have been recorded versus 42 in the same period last year. Increased crime levels are largely due to an increase in serious assaults from 23 to 30 and the introduction of the new domestic abuse legislation. Nine domestic abuse crimes have been recorded YTD.

64% of serious assaults were committed by persons known to the victim

On average 129 stop search have been carried out each month in WDC

Public report ASB incidents show a slight downward trend and have reduced by 5.3% compared to the same period last year. ASB crimes show a marginal change of 0.6% despite a 28% increase in common assaults from 211 to 270. Breach of the peace and CJLS S.38 recorded a marginal increase of 1.6%.

The detection rate for violent crime has reduced from 78.6% to 63.5% however the actual number of crimes detected is unchanged (n=33). 63.3% of serious assaults were detected which is also below last year's figure of 73.9% albeit in number terms 2 more crimes were detected.

Acquisitive Crime



Vehicle crimes reduced by 25%



Domestic housebreakings increased by 13.2%

Acquisitive crimes show an overall downward trend and have reduced by 9.4% compared to the same period last year. Significant reductions in vehicle crime (-25%), theft by shoplifting (-14%) and common theft (-15.9%) account for much of the overall increase. Housebreaking crimes and fraud crime are the only exception, housebreakings have increased by 13.2% (n=5) and fraud crimes have more than doubled from 17 to 36. Compared to last year, the detection rate for acquisitive crime has reduced slightly from 42.3% to 36.6% however detection rates for both housebreaking and vehicle crime have improved to 30.2% and 23.8% respectively.



Bogus crimes remain relatively low with 8 crimes recorded compared to 2 in the same period last year. Three crimes reported related to social engineering fraud and 5 bogus workmen. To date none of these crimes have been detected.

Public Protection

In total 41 Group 2 sexual crimes have been recorded compared to 44 at the end of Qtr 1 last year. Rape crimes have reduced by one from 12 to 11. Indecent assaults have also reduced slightly from 22 to 17 (-22.7%). Crimes relating to indecent images / communications have seen a slight increase.

Approx. 75% of all sexual crimes occurred within residential dwelling homes

Around 53% of all sexual crimes recorded have been non recent reports.

Set against figures recorded last year, the detection rate for Group 2 sexual crime has reduced slightly from 45.5% to 34.1%. The detection rate for rape crime has also reduced from 41.7% to 36.4%. Both have been impacted by the high proportion of non-recent reports.



In total there has been 83 missing persons incidents recorded within West Dunbartonshire. Around half of all missing persons incidents related to children or Looked After Children. One particular child is listed as the second top repeat MP in Scotland.

At the end of Qtr 1 the total number of unique incidents resulting in an Adult or Child Concern shows a marginal reduction (-0.4%) on last year. Concerns relating to youth offending have seen a significant reduction of 46.7% however domestic related adult concerns have increased by 66.7% from 21 to 34.

Figures show a slight increase in the total number of domestic abuse crimes and incidents at the end of Qtr 1. Domestic abuse incidents have increased by 11.8% from 323 to 361 and crimes by 21.5% from 172 to 209. Both figures are also slightly higher than the previous 5 year average.

At the end of Qtr 1, user satisfaction results show that In Argyll & West Dunbartonshire public confidence levels remain high at 76.9%. Furthermore, figures also indicate 83% of persons were satisfied with how police dealt with their incident.

West Dunbartonshire

Local Policing Plan (2017 – 2020) Quarterly Report (Qtr 1 – 2019/20)

Major Crime & Terrorism



Across Argyll & West Dunbartonshire 10 persons linked to serious and organised crime have been arrested and £821,459 seized under POCA.

Detections for drugs supply are almost unchanged on last year. In total 36 crimes have been recorded versus 37. In line with the previously recorded upward trend, drug possession charges remain considerably higher with 207 crimes recorded versus 270 last year which is a further increase of 30.4%.



Eight suspected drug related deaths were recorded across Argyll & West Dunbartonshire during Qtr 1. This is an increase from 3 in the same period last year. Six occurred within West Dunbartonshire and 2 in Argyll & Bute. All victims except one were male aged 37 – 52 year. Toxicology results are still outstanding.



In total 4 cyber enabled crimes have been recorded within West Dunbartonshire which is a reduction from 10 in the same period last year. Three of the 4 crimes related to fraudulent online transactions. To date none of these crimes have been detected.

Road Safety & Road Crime



Similar to last year there were no fatalities recorded in West Dunbartonshire during Qtr 1. The division has also experienced a reduction in both serious and slight injuries. Serious injuries have reduced from 3 to 1 and slight injuries continue to show a marked reduction decreasing from 17 to 4. YTD this equates to 15 fewer casualties.

Figures recorded at the end of Qtr 1 show a 32.9% increase in the total number of vehicle related offences recorded in West Dunbartonshire. Increased crime levels are largely due to a significant increase in speeding detection which have risen from 54 to 174. Dangerous driving offences have also increased from 9 to 15 (+66.7%).

CONTACT ASSESSMENT MODEL (CAM)

CAM will improve the way Police Scotland 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. The 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.

CAM went live on Wednesday 12 June in Lanarkshire Division and Dumfries and Galloway Division as a test of change during the summer. Subject to review and approval, it is then expected to roll out through the other West Scotland divisions during 2019, followed thereafter by the East and North.

UNIPAR TRAINING

Divisional road policing officers have recently trained approximately 20 L Division officers across the division in the use of the handheld speed detection device (UNIPAR). As a result local officers have been focusing speed detection activity in areas of community concern. This additional trained level of resource has resulted in a significant increase in speeding detections across West Dunbartonshire.

SAFER SUMMER TASK FORCE

The 'West Dunbartonshire Safer Summer' plan remains in place in response to the rise in violent crime. The plan includes an enhanced Problem Solving Police function being deployed officers from Summer Safety Task Force to target known disorder hotspots, community areas and repeat and violent offenders. The education phase ran from 1 – 9 June 2019 which included inputs from youth engagement officers to youth groups, increased media reporting and written notice of intent to local elected representative and partners organisations. The enforcement phase and deployment of the SSTF commenced on 10 June for 3 month summer period.

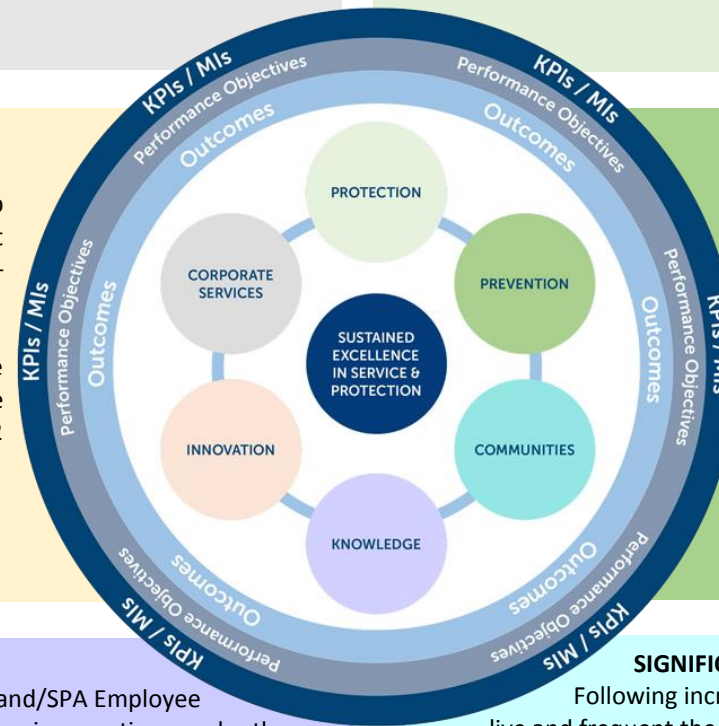
DISRUPTING SERIOUS & ORGANISED CRIME

In June 2019 a number of takeaway premises within West Dunbartonshire were jointly visited by Police, Home Office & HMRC with a view to identifying illegal workers and potential victims of human trafficking. Four persons were found to be working within two premises and were dealt with by the Home Office. Two premises were identified as not paying staff minimum wage and HMRC are investigating both premises in relation to Non Payment of Revenue. Two car wash premises and one nail bar were also visited as part of the operation which resulted in a male wanted in relation to the production of a cannabis cultivation being captured. Car washes also visited as part of operation no offences detected by Police. Two premises have subsequently been issued fines amounting to £65,000.

COUNTER TERRORISM - CONTEST STRATEGY

In May, divisional officers assisted in the planning and attended a COMAH site table top exercise which tests the off-site emergency plan for a key site within L Division. The event was held at the Golden Jubilee Hotel and Conference Suite and was attended by key multi-agency partners from across the council area.

During Qtr 1 contact has also been made with the businesses at Lomond Shores who are keen to undergo ACT Awareness training. This will be facilitated by The Shore who are the newest company to bring business to the area. The Golden Jubilee hospital has also had 2 ACT Awareness days in this period which was very well received.



EFFECTIVE PREVENTION & PARTNERSHIP

As part of the ongoing drive to tackle ASB and violence within our communities, a 'housing landlord' forum has been created as part of the West Dunbartonshire ASB Tasking Group. The forum consisting of West Dunbartonshire RSLs will meet to encourage the sharing of relevant information and good practice and where appropriate identify any awareness training that will enable a more effective joint working approach to reducing the causes of ASB and associated triggers of violent crime. The initial meeting of the forum has taken place and been positively received by all in attendance. Early suggestions for improvements include development and delivery of a domestic abuse refresher training package for housing officers and more effective use of existing reporting and information sharing systems across all RSLs in the area.

EMPLOYEE ASSISTANCE PROGRAMME

On 1 April 2019 HELP Employee Assistance took over service provision of the Police Scotland/SPA Employee Assistance Programme, replacing AXA PPP. All previously available counselling/support services continue under the new provider.

NATIONAL CARERS WEEK

Police officers and staff were signposted to National Carers Week (Monday 10 to Sunday 16 June 2019) reflecting that many colleagues balance work commitments with caring for sick, frail or elderly dependent(s). The organisation defines a carer as "...an individual who has caring responsibility for someone due to frailty, physical or mental health condition, or disability who could not manage without their help." A series of intranet articles were published throughout the week, containing useful case studies and information for carers. A Carers Intranet Site also provides useful information for our carers.

POLICE TREATMENT CENTRES CYCLOGICAL BIKE RIDE

On 22 June 2019, PC Brian Marsland (L Division) and PC Andy Whitlie (Corporate Services Division) went the distance in support of the Police Treatment Centres' Psychological Wellbeing Programme by joining 22 other riders from across UK police forces to cycle 230 miles in just 24 hours in the inaugural 'Cycleogical Bike Ride'. The PTC makes a difference to the lives of around 4000 officers from forces across the UK each year and the event has raised a total of £31,000 which will help meet increasing demands for PTCs' services.

SIGNIFICANT VIOLENT OFFENDERS ARRESTED

Following increased violence and drug activity within the Whitecrook area of Clydebank, 2 significant persons who live and frequent the area were arrested on petition warrant and currently are remanded in custody awaiting trial.

NOTABLE DRUG SEIZURES

Recent police pro-activity resulted in a number of drug search warrants being executed within the Dumbarton area and 3 persons being charged with drug supply and possession charges after various small quantities of Etizolam and Cannabis were recovered.

Another significant seizure of Etizolam also took place in May 2019 in which 6,740 tablets were recovered following a drug search at a house in the Renton area. 57 Gabapentin and 5 grams of cannabis were also found. A 39 year old female has been reported for both drug supply and possession.

WILFUL FIRERAISER – DUMBARTON

Mid July there was a number of wilful fireraisings within the Dumbarton area near to Overburn Avenue, Dumbarton. A local male who resides within close proximity was identified as being responsible for a similar fireraising nearby. This is a CID led investigation as it is suspected the same male has been responsible for further crimes.