

Local Outcomes Improvement Plan

2017-2027

Consultative Draft

East Dunbartonshire
Community Planning Partnership





Consultation Questions

1. Does this section provide the right amount of information and is it a good start to the document?
2. Is there anything you would add, change or remove from this introduction?

Introduction

Welcome to the consultative draft Local Outcomes Improvement Plan for East Dunbartonshire. This document has been prepared to seek your views and throughout it you will see questions and prompts before you read each section. You can respond to these online at eastdunbarton.gov.uk/council/consultations or by

completing a paper version of the survey available from local Hubs and libraries. With this plan we will outline our community planning partnership priorities in East Dunbartonshire with which we hope to make significant improvements for residents, workers, students and visitors to our local area.

What is Community Planning?

Community planning is a process where local organisations work together and with local communities to improve services with the aim of reducing inequalities. This may be through joint projects, agreeing joint policies or just making sure everyone knows what each other is doing and sharing expertise.

Who are the local organisations?

The organisations that have a legal duty to make sure community planning in East Dunbartonshire works are:

- East Dunbartonshire Council
- NHS Greater Glasgow and Clyde

- Police Scotland
- Scottish Fire and Rescue Service
- Scottish Enterprise

A community planning partnership (CPP) is the collective name given to these public organisations when they work together.

Other partners who work with the CPP are:

- East Dunbartonshire Health and Social Care Partnership Board
- East Dunbartonshire Leisure and Culture Trust
- Historic Environment Scotland
- HMP Low Moss
- New College Lanarkshire
- Registered Social Landlords (Housing Associations)
- Scottish Government
- Skills Development Scotland
- Voluntary Sector Organisations (represented by East Dunbartonshire Voluntary Action or 'EDVA')
- Visit Scotland

What is this Local Outcomes Improvement Plan?

This Local Outcomes Improvement Plan (LOIP) is the shared plan for our CPP. Our LOIP outlines why and how we will work together to organise and provide services in a way that tackles known inequalities. Our LOIP includes a set of 10-year goals for our local area. We have demonstrated a clear, evidence-based understanding of local needs, circumstances and aspirations of different geographic communities and communities of people who share a common interest. Our LOIP translates that understanding into a set of priorities which are supported by actions we will take over the next ten years. We are clear about our ambitions and show how we will get there with time-bound improvement actions and measures of success.

What are our Place Plans?

Place Plans outline the specific goals set out for three East Dunbartonshire communities: Auchinairn; Hillhead and Harestanes; and Lennoxtown. The goals reflect the particular needs and aspirations of people local to these communities in areas of life such as health and wellbeing, local economy and environment.

The Place Plans also highlight why these communities were identified, the improvement actions to be carried out and the process of measuring their success.

Contents

Introduction	2
Summary.....	8
East Dunbartonshire profile.....	10
Our guiding principles.....	16
Understanding our communities.....	19
Economic growth and recovery	24
Employment and skills.....	29
Children and young people.....	33
Safer and stronger communities.....	37
Adult health and wellbeing.....	40
Older adults, vulnerable people and carers.....	44
Reducing inequalities	49
Holding us to account.....	53

Supplementary Documents

Best value guiding principle

Coproduction and engagement guiding principle

Evidence based planning guiding principle

Fair and equitable services guiding principle

Prevention and early intervention guiding principle

Sustainability guiding principle

Auchinairn Place Plan *(available in 2018)*

Hillhead and Harestanes Place Plan *(available in 2018)*

Lennoxtown Place Plan *(available in 2018)*

Twechar Place Plan *(available in 2018)*

Managing our Performance *(available in 2018)*

Improving How We Work

Success Stories 2012-2017





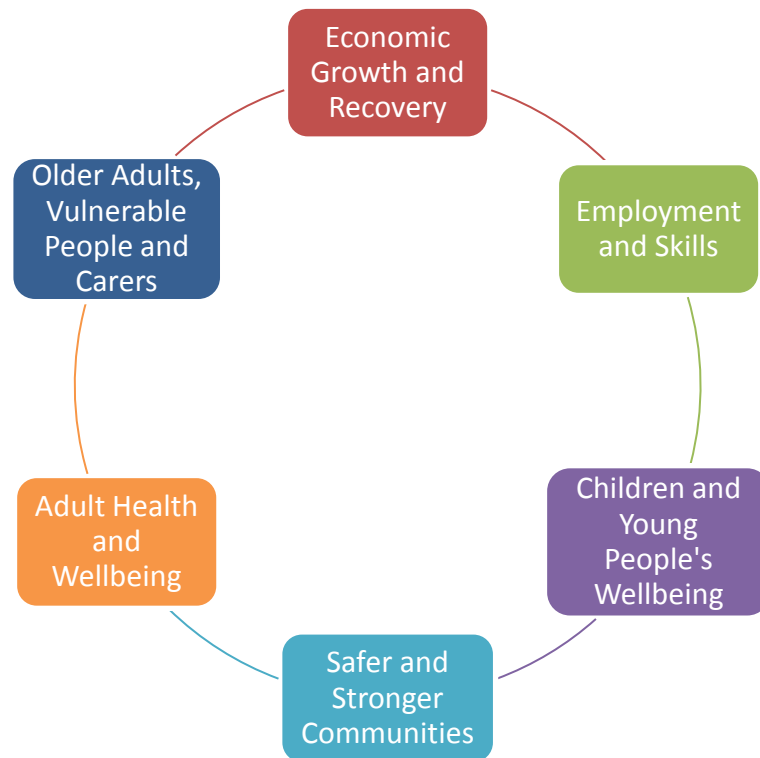
Consultation Questions

3. Is the summary clear and easy to understand?
4. Is there anything you would add, change or remove from this summary?

Our vision for 2027:

Working together to achieve the best with the people of East Dunbartonshire

We have a strong tradition of services working together in East Dunbartonshire which has delivered successful outcomes for the area. The people of East Dunbartonshire are healthier and safer; older people are supported through high standards of care whilst our rate of educational achievement continues to be one of the highest in Scotland. However we recognise that we do have communities that experience disadvantage and need additional support from us if we are to reduce the inequality that still exists. By understanding and working with communities over the next ten years to plan and deliver services, we intend to make East Dunbartonshire a thriving and successful place. To achieve our vision, we need leadership and concerted action. Six groups of representatives across our partners will take forward work under our key themes which we believe will help to realise our vision.



Underneath our themes we are clear about the changes that we want to see over the next ten years in East Dunbartonshire. We refer to these changes that we want to see as ‘local outcomes’. We have set these outcomes to respond to local needs and aspirations. You can read more about evidence of circumstances, needs and aspirations, our priority work areas, what we hope to achieve and how we will measure our success on pages 24 - 48. We have also used different sources of information to identify the communities where people experience relatively poorer outcomes when compared either nationally or to the rest of East Dunbartonshire. These communities are: **Auchinairn; Hillhead and Harestanes; Lennoxton; and Twechar**, and they are known as our ‘Place communities’. You can see how we are planning for our Place communities on pages 49 - 52 and in our separate Place Plans available in 2018.



East Dunbartonshire Profile



Consultation Questions

5. Is this profile clear and easy to understand?
6. Is there anything you would add, change or remove from the area profile and demographics?

Covering 77 square miles, East Dunbartonshire is a mixture of urban and rural areas. It includes the settlements of Balmore, Bardowie, Bearsden, Bishopbriggs, Kirkintilloch, Lennoxtown, Lenzie, Milngavie, Milton of Campsie, Torrance and Twechar.

Balmore is a small village, located within the rural area of Baldernock in the north of our local authority area. Balmore is 1km west of Torrance and 5km east of Milngavie. To the south of Balmore lies the River Kelvin, which joins the River Clyde. Balmore is characterised by agriculture but is also home to several Imperial Roman archaeological sites. The population of Balmore is around 200.

Bearsden is one of the largest towns in East Dunbartonshire with a population of around 28,000. It is located 10km north of Glasgow City Centre. Bearsden is considered an affluent area. It is made up of several smaller neighbourhoods. The Roman Antonine Wall runs through the town creating areas of interest for tourism. Health, education and employment are generally very good in Bearsden compared to Scottish averages.

Bishopbriggs is a large town located 6km north of Glasgow City Centre. Like Bearsden, people generally enjoy good quality of life in terms of health, education and employment however there are pockets of inequality which are often masked, particularly in the area of Auchinairn, 2km south of Bishopbriggs town centre. Bishopbriggs is well known for Strathkelvin Retail Park, a busy shopping and leisure destination for residents and visitors. HMP Low Moss is also located on the outskirts of Bishopbriggs. The town centre can be a busy route to and from Glasgow City Centre meaning it is also well serviced by buses and trains. The population of Bishopbriggs is around 25,000.

Bardowie is a small village also located within Baldernock. It is 3km east of Milngavie and 4km west of Torrance. Bardowie can be characterised by its Loch and Castle which overlooks it. Dinghy sailing on the loch regularly attracts visitors to the area.

Kirkintilloch is a town located 13km north east of Glasgow city centre with a population of around 20,000. The Forth and Clyde Canal runs through the town providing tourism and

leisure opportunities. Kirkintilloch is surrounded by a diverse mix of neighbourhoods, green space and small industrial areas which are home to a variety of small and medium sized businesses. There are good public transport links to and from Glasgow City Centre from Kirkintilloch. The communities of Hillhead and Harestanes are located in the east of Kirkintilloch.

Lenzie is situated to the south of Kirkintilloch and is smaller with a population of around 8,500. Like Kirkintilloch, it is well serviced by public transport with Lenzie railway station providing commuters with regular train services to both Glasgow and Edinburgh. Lenzie is considered to be an affluent area and boasts a small but attractive town centre.

Milton of Campsie is located around 3.5km north of Kirkintilloch and 3.5km east of Lennoxtown. It is small village with a population of around 4,000. The Campsie Fells are easily accessible from Milton of Campsie.

Milngavie is a town with a population of around 13,000. It is around 10km from Glasgow City Centre which can be accessed quickly from Milngavie Railway Station. The Allander Water runs through the town and features Gavin's Mill - believed to be the origin for the name of the town. Mugdock Park and Milngavie Reservoir are notable landmarks and the town boasts a number of independent and larger retailers. An obelisk in the town centre marks the start of the West Highland Way.

Torrance is a small village which consists of around 2,500 people and is situated between Kirkintilloch and Milngavie. The village was once famous as a resting place for workers on their way to the Campsie Fells. The Forth and Clyde Canal and the River Kelvin both flow past Torrance and offer opportunities for leisure pursuits such as fishing and cycling. The Kelvin goes on to join the Allander Water in Milngavie.

Twechar is located on the site of a Roman camp by the Antonine Wall, but its development as a village only began in the 19th century, stimulated by the creation of the Forth &

Clyde Canal and the exploitation of local coal reserves between the 1860s and 1960s. The population of Twechar is estimated at around 1,200.



Demographics

With a population of 107,540¹ East Dunbartonshire is in the mid-range of Scottish local authorities in terms of population. You can read our full Area Profile 2016 at **Appendix 1**² however here are some key facts about our population in East Dunbartonshire:

2016³:

- Total population 107,540
- 17% under 16 years of age
- 60% of our population are aged 16-64
- 22% are of pensionable age

2039⁴:

- Total population will be 112,967
- 17% will be under 16 years of age
- 52% will be aged 16-64;

¹ National Records of Scotland Mid-2016 Population Estimates

² This is the most recent profile at the time of writing however you can find updates and other local statistics at: www.eastdunbarton.gov.uk/statistics-facts-and-figures

³ National Records of Scotland Mid-2016 Population Estimates

⁴ National Records of Scotland 2014 based Population Projections

30% will be aged 65 and over

(of these 18% will be aged 75 and over; and

7% will be aged 85 and over)

- Figure 1 below shows how our population projections will affect age groups. Most notably is a projected steep increase of 95% in the 75+ age group by 2037.
- There are 52,014 males (48%) and 55,526 (52%) females in East Dunbartonshire.⁵
- Figures around sexual orientation in the local authority are limited. The Scottish Government's most recent national data on sexual orientation was published in 2016.⁶ Ninety-six percent of adults identified as heterosexual, 2% of adults identified as lesbian, gay, bisexual or other, and 3% of adults didn't know or refused to say. This would equate to approximately 2,241 people in East Dunbartonshire.⁷

⁵ National Records of Scotland Mid-2016 Population Estimates

⁶ <http://www.gov.scot/SSCQ>

⁷ There are a number of considerations for looking at sexual orientation data. The Scottish Government published a summary report in 2017. See: http://dera.ioe.ac.uk/28209/1/00513240_Redacted.pdf

- Figures for people who are transgender are unknown in the local authority. The number of people aged over 15 in the UK presenting for gender dysphoria treatment is around three in every 100,000 per year.⁸ This would equate to around three people in East Dunbartonshire.⁹
- The largest ethnic group in East Dunbartonshire is White Scottish (89%). Four percent of people identify as being from a minority ethnic group. The Asian population is the largest minority ethnic group (3%). 0.03% of people identified themselves as being of Gypsy/Travelling background. There are a number of other ethnicities that the remaining proportion of our population identifies with.¹⁰

⁸ <http://www.healthscotland.com/equalities/gender-reassignment/demographics.aspx>

⁹ There are severe limitations on transgender data. The EHRC published a review in 2008. See:

https://www.equalityhumanrights.com/sites/default/files/research_report_27_trans_research_review.pdf

¹⁰ Scotland's Census 2011

- 29,400 people (28%) report having one or more long term health conditions. 8,200 people (8%) report their daily activities are 'limited a lot', 10,000 people (10%) report being 'limited a little'.¹⁰
- 36% of people in East Dunbartonshire identify their religious belief as Church of Scotland, 22% of people identify as Roman Catholic and 28% as 'No Religion'. The remainder of our population identify as: Other

Christian; Buddhism; Hinduism; Judaism; Islam; Sikhism; Other; and 'Not Stated'.¹¹

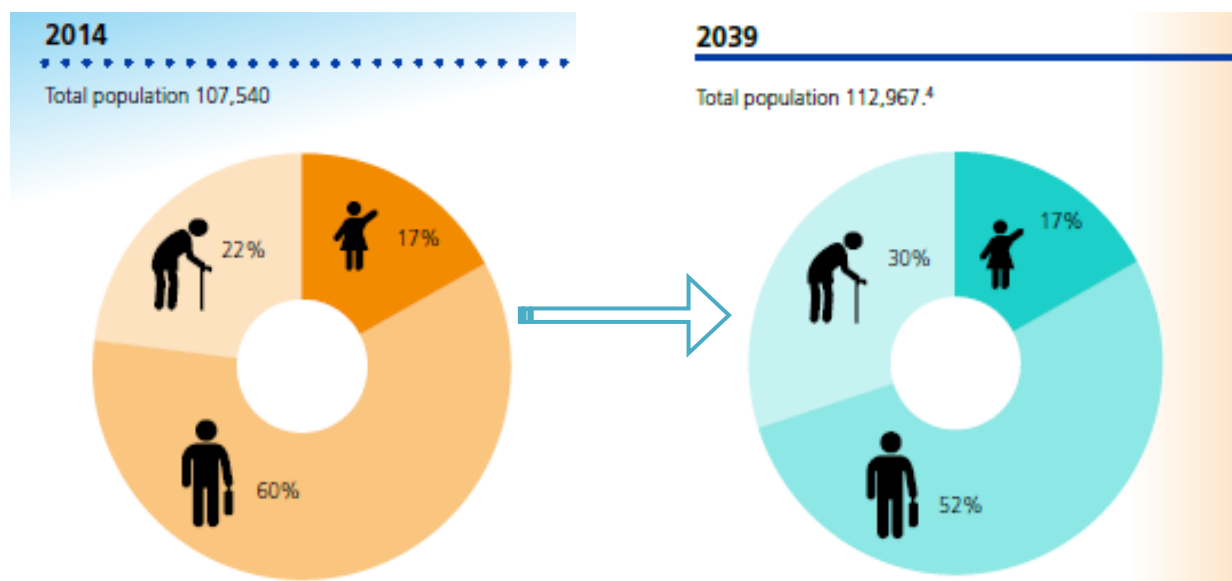
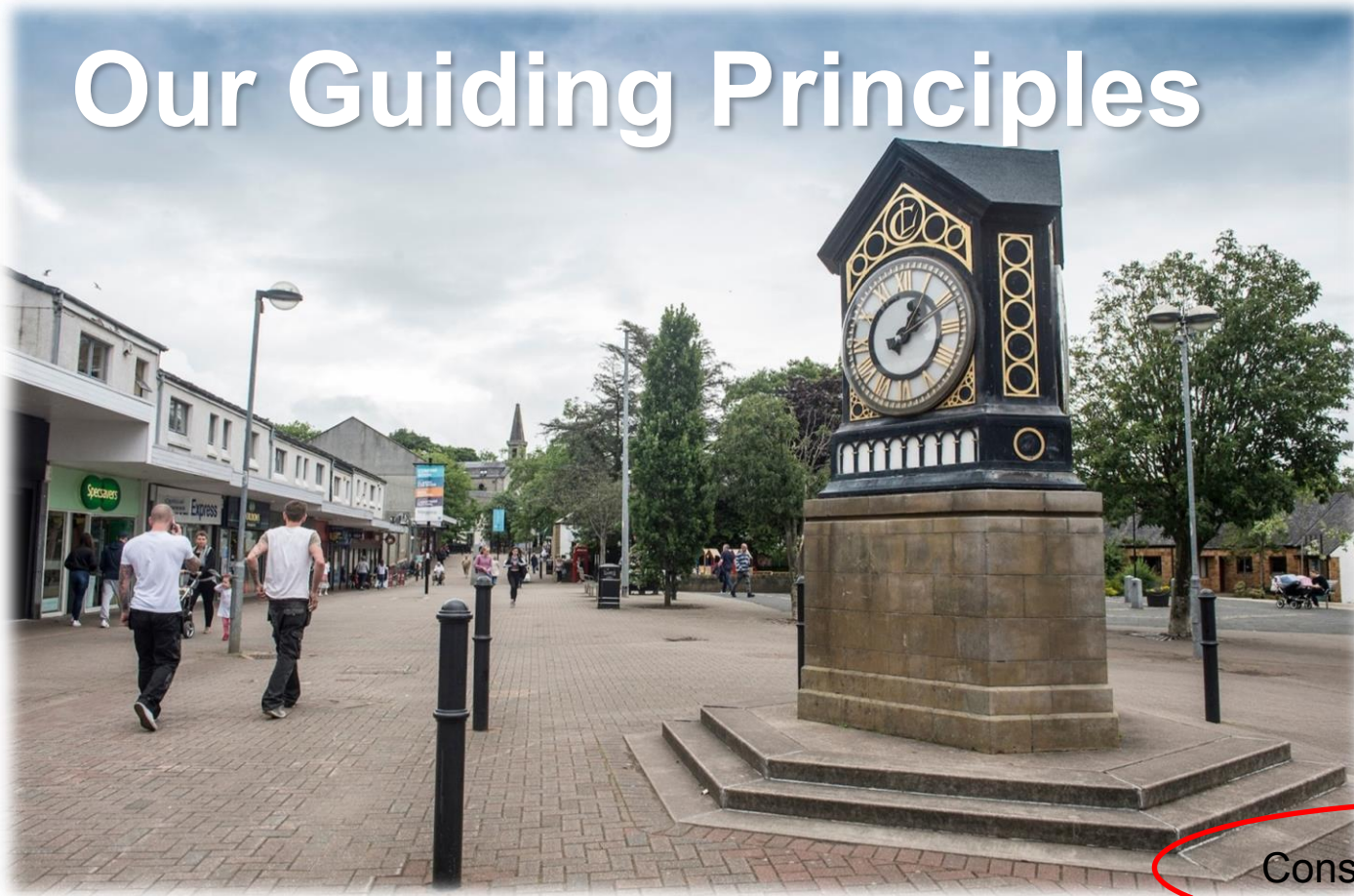


Figure 1: Population projection

¹¹ Scotland's Census 2011

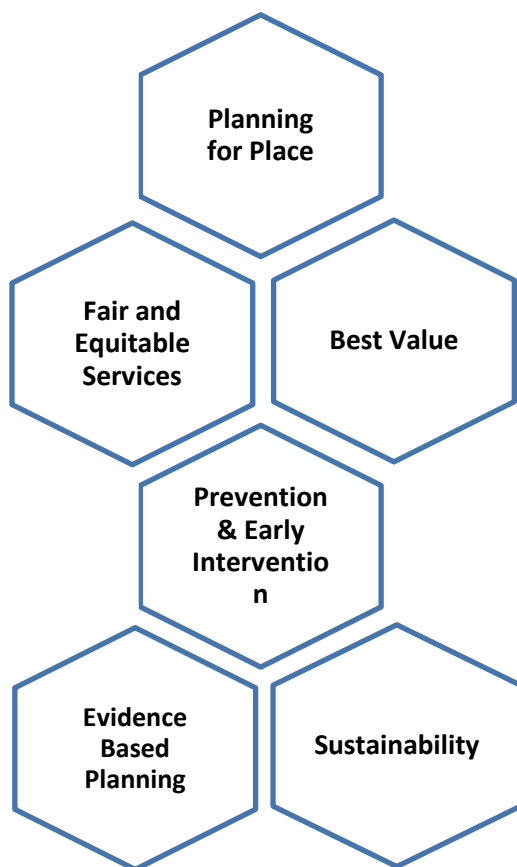
Our Guiding Principles



Consultation Questions

7. Are the guiding principles clear and easy to understand?
8. Is there anything you would add, change or remove from the guiding principles here or in their supplementary documents?

In order to achieve our vision for 2027 we recognise that there are several principles and approaches to working which are paramount. They lend themselves to the planning and delivering of activities under all of our local outcomes. Our guiding principles set the tone and the values across our



community planning partnership and underpin everything we do.

Best value

We will endeavour to maintain an appropriate balance between the quality of the performance of our functions, the cost of that performance, and the cost to people of any service provided. In maintaining that balance, the Partnership shall have regard to safety, efficiency, effectiveness and economy.

Coproduction and engagement

We will continuously strive to understand the different needs of our communities, supporting them to strengthen their own communities and involving them in the design and delivery of services.

Evidence based planning

We will share information and data to inform robust and transparent decision making, planning and evaluation of our

impact in partnership and implementing improvement practices.

Fair and equitable services

We will plan and deliver services which account for the different needs of population groups who share a characteristic protected by the Equality Act.

Planning for place

We will target resources where they are most needed to reduce disadvantage caused by socio-economic inequality.

This is known as using a 'Place' approach.

See pages 49 – 52..

Prevention and early intervention

We will direct resources with the aim of improving resilience and preventing or mitigating poorer outcomes.

Sustainability

We will create the conditions for a better quality of life for East Dunbartonshire residents, by recognising their health and wellbeing needs without compromising the quality of our built, natural and historic environment. In doing so we will build resilience to a changing climate, use our natural resources prudently and consider the long term implications of our decisions for present and future generations.

Understanding our communities



Consultation Questions

9. Is this section clear and is it easy to understand how we engage with people?
10. Is there anything you would add, change or remove from this section?

The development of our LOIP and all its supplementary documentation has been underpinned by continuous engagement by all of our partners over the last two years. Our CPP can attribute its understanding of local circumstances and needs to a variety of methods which have focussed on single issues, combined issues or general themes. We are clear on the changes we want to see for our communities over the next ten years and so as we move forward, our emphasis will be on facilitating the discussions to set out how we will get there, for example asking people about what changes could be made by local services to alleviate a particular issue. Ultimately we aim to create the conditions where local people can shape their public services, but more so that they are empowered to develop and strengthen their own communities.



Some examples of the methods we use to engage and involve communities can be seen below.

Public meetings - Lennoxton Charrette process, Place Standard tool public workshops in Hillhead & Harestanes; Auchinairn and Twechar, tourism workshops and drop-ins throughout the authority, town centre business meetings and drop-ins and meetings and events with health and social care service users, patients and carers with specific focuses.

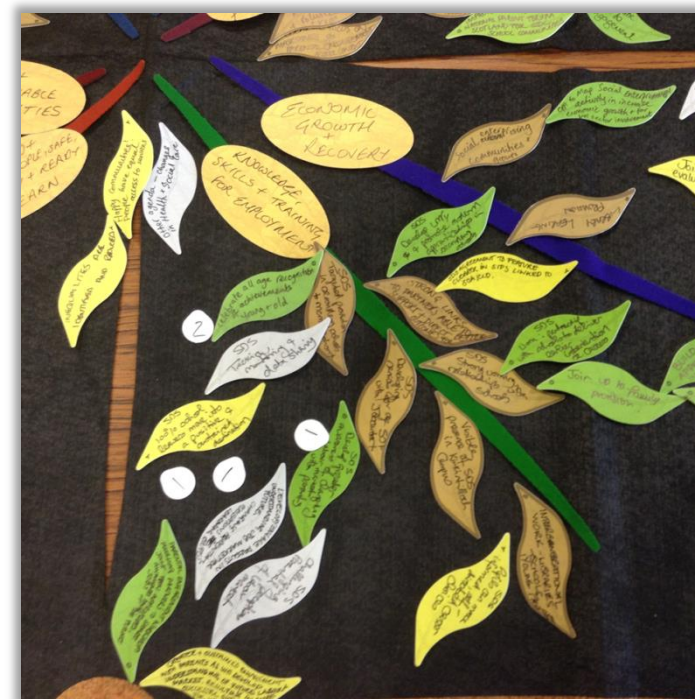
Targeted work – Place Standard tool focus groups with community groups/organisations, working with community representative bodies in a ‘Building Stronger Communities’ programme and joint days of action and patrols from Police Scotland, Environmental Health and other protection services.

Forums and groups – Service users, patients and carers’ forums and groups for a wide variety of health and social care topics such as: adults at risk of harm; issues around addiction, recovery and substance misuse; and learning disabilities.

Surveying – Online surveying advertised through social media and paper based surveys sent to local groups and venues/reception areas which focus on specific issues such as: economic development in town centres; overprovision of licensed premises; environmental impact of proposed land developments.

Conversations – Evaluating education and employment/skills services with learners of all ages to improve their experience and achieve their goals, talking to people at public events and drop-ins about issues such as anti-social behaviour and trading standards.

You can read more about how we will build on coproduction and engagement in our LOIP supplementary document ***Coproduction and engagement guiding principle*** and in the strategies and action plans of our local outcome delivery groups, available in 2018.



Outcomes

Consultation Questions for each of the six following themes on pages 24 - 48

11. Do the key facts and issues about this theme provide the right amount of background information?

12. Are there any key partners you think are missing?

13. Do you have any comments on the priorities and indicators?



Local Outcome 1

East Dunbartonshire has a **sustainable** and **resilient economy** with busy town and village centres, a growing business base, and is an attractive place for visitors and investors

Local Outcome 2

Our people are equipped with **knowledge and skills** for learning, life and work

Local Outcome 3

Our **children** and **young people** are **safe, healthy** and **ready to learn**

East Dunbartonshire is a **safe** place in which to live, work and visit

Local Outcome 4

Our people experience good **physical** and **mental health** and **wellbeing** with access to a quality built and natural environment in which to lead **healthier** and more **active** lifestyles

Local Outcome 5

Our **older population** and more **vulnerable citizens** are supported to maintain their **independence** and enjoy a high **quality of life**, and they, their families and carers benefit from effective **care** and **support** services

Local Outcome 6



1

Economic growth and recovery

East Dunbartonshire has a sustainable and resilient economy with busy town and village centres, a growing business base and is an attractive place in which to visit and invest

Key facts and issues

The average earnings of those who work in East Dunbartonshire are lower at £466.60 per week (gross) against the Scottish average of £535. However, the average earnings of those who live in East Dunbartonshire are well above the Scottish average at £631.30¹²

Since East Dunbartonshire has a lot of out-commuting, commonly to Glasgow, residents are likely to be using facilities and doing shopping elsewhere before returning home. Our towns may not be benefitting from the generally higher wages of our commuting residents.

The number of local jobs per head of population is significantly lower than the Scottish average at 0.45 jobs per working age person against 0.79 in Scotland.¹³

¹² NOMIS Labour Market Profile (Earnings by workplace 2016)

¹³ NOMIS Labour Market Profile (Jobs Density 2015)

There are around 3,000 businesses operating here, though this does not include many home or lone businesses, or businesses that operate under the registration threshold so it is likely that this number is grossly underestimated.

Small and medium businesses represent over 98% of local businesses, however, the public sector is our largest local employer.¹⁴ The largest proportion of jobs by industry in the area is in the services domain with public administration, education and health comprising 36% of jobs here. This is followed by wholesale and retail (including motor trades) at 19% and finance, and other business activities at 13%.¹⁵

In 2015, the survival rate after 12 months for start-up businesses that accessed local Business Gateway services was 88%.¹⁶ Office for National Statistics data shows 95% of local businesses in 2013 survived their first year of trading.

¹⁴ NOMIS Labour Market Profile (UK Business Counts 2016)

¹⁵ NOMIS Labour Market Profile 2015

¹⁶ East Dunbartonshire Business Gateway (2016)

East Dunbartonshire has a retail sector relative to its size, however, our area is far more reliant on its retail sector in terms of employment than other authorities, with 13% of employment from retail; the second highest rate in Scotland.¹⁷

Improving energy efficiency and promoting the use of renewable technology not only reduces greenhouse gas emissions helping decarbonise the economy, but is also an important step in increasing business competitiveness by reducing waste and creating opportunities for new skills and local employment opportunities.

East Dunbartonshire outperforms the national rate for shop vacancies of 9%, with only 6% at the end of 2015/16. However, in 2014 a local Retail Capacity Assessment showed that retail growth has been slow in the area and there has been a decline in the development of supermarkets.

¹⁷ Scottish Retail Consortium, Economic and Social Contribution Report 2014

Occupancy levels are high but there is little demand from chains to locate within the area so there is a reliance on local and regional retailers. It also found there had been a loss of retailers due to business failures and contracting chain retailers which has had an impact on town centres. Letting demand is primarily for smaller units and rental values vary considerably across the authority, with a low of £94 per square metre in Kirkintilloch and a high of £500 per square metre in Bearsden.

In terms of preferred shopping locations high proportions of local residents across all areas of East Dunbartonshire reported their main destination was Glasgow centre.

There are many cultural attractions including The West Highland Way, The John Muir Way, The Thomas Muir Trail and festival, the Forth and Clyde Canal with trail and festival, the Campsie Fells, the Antonine Wall, Mugdock Country Park, 14 Golf Clubs, the Lillie Art Gallery and the Auld Kirk Museum.

There is a successful canal festival every year but there are a lot of assets that are under-utilised; if scenery and culture are the primary reasons that people visit Scotland then East Dunbartonshire is rich with both and has plenty of scope to thrive here.

Our town centres all have unique issues, for example, Bearsden has a lot of restaurants but few retail stores and Milngavie has a lot of independent retailers but few restaurants and each town has a low number of national retailers to draw people in. Some of the villages are more independent than others, though most rely on neighbouring towns for shopping and facilities.

Key partners

- Department for Work and Pensions
- Dunbartonshire Chamber of Commerce
- East Dunbartonshire Business Gateway
- East Dunbartonshire Council
 - Place and Business Development

- Land Planning Policy
- East Dunbartonshire Voluntary Action
- Federation of Small Businesses
- Scottish Enterprise
- Skills Development Scotland
- Visit Scotland

Representatives from these organisations will form the **Economic Partnership**: a working group with the delegated responsibility to achieve this outcome for East Dunbartonshire and respond to economy related needs and aspirations in our Place communities.

Priorities

What we will focus on to achieve our outcome:



Indicators

What we will monitor over the next ten years to gauge our impact:

- Footfall in our four town centres: Bearsden, Bishopbriggs, Kirkintilloch and Milngavie.
- Town centre unit vacancy rates
- Business survival rates

Consultative draft

- Difference in weekly earnings between local residents and local employees
- Number of local social enterprises.

You will be able to read more about these indicators in our LOIP supplementary document ***Managing Our Performance***, available in 2018.

You can view how our outcome for economic growth and recovery contributes to relevant national outcomes for Scotland at **Appendix 2**.

2 Employment and skills

Our people are equipped with knowledge and skills for learning, life and work



Key facts and issues

East Dunbartonshire has high levels of employment with 77% of the working age population classed as economically active which is slightly higher than the Scottish average of 77%¹⁸.

Unemployment is lower than average with 1% of the working age population claiming out of work benefits, 1% below the national average.¹⁹

Although East Dunbartonshire has lower than average unemployment rates, over 5000 people are claiming some kind of benefits e.g. Employment Support Allowance, disability benefits. There are specific areas within East Dunbartonshire where people experience employment deprivation. The Hillhead area of Kirkintilloch has the highest proportion of working age population classed as employment deprived (22%) followed by Harestanes (15%), Twechar and

¹⁸ NOMIS Labour Market Profile (Employment/Unemployment Oct 2015-Sept 2016)

¹⁹ NOMIS Labour Market Profile January 2017

Harestanes East (15%), Auchinairn (14%) and Lennoxton (12%) compared to the East Dunbartonshire average of 8%.²⁰ Despite having a higher than average number of school leavers entering further education, training or employment, some of our young people experience barriers when trying to move into a positive destination. In many cases this is due to multiple compounding barriers such as:

- being a young carer
- having a learning or developmental disability
- being a lone or young parent
- having problems with mental health
- living in care or being a care experienced young person
- being at risk of offending

In 2016, 2% of young people aged 16-19 were not in education, training or employment: this equated to 91 young people.²¹ Eighteen to twenty-four year olds were also the age bracket where there was the highest numbers of claimants of out of work benefits in East Dunbartonshire.

²⁰ ScotPHO Health and Wellbeing Profiles 2015

²¹ Skills Development Scotland Annual Participation Measure 2016

Across all age brackets, some people who are unemployed or under employed are also experiencing barriers like homelessness, criminal convictions, substance misuse issues, and health conditions and disabilities.

In East Dunbartonshire around 7% of people, 8,000, are limited a lot daily by at least one disability or long term health condition.²² This figure also includes those not of working age but it is indicative of significant employment issues. Across Scotland disabled people experience lower rates of employment and lower pay on average than non-disabled people. Employment rates vary considerably by impairment, with people with depression and learning disabilities the least likely to be in employment. In East Dunbartonshire we have a higher than average employment rate for people with a disability, around 58%, compared to the Scottish average, 43%. However, we are still far from achieving parity with non-disabled employment rates, 80% on average in Scotland.²³

²² Scotland's Census 2011

²³ Annual Population Survey Scotland 2016

Since 2008, more people have become unexpectedly unemployed and this is also the case for East Dunbartonshire. When this affects people over the age of 50, there are unique barriers in re-entering the workforce. This includes employer and self-perception and lack of relevant vocational and ICT skills preventing them from competing in a modern labour market. With our population aged 65+ projected to increase to 30% by the year 2039²⁴, this is an increasingly important issue for East Dunbartonshire.

Where a person is employed part-time (less than 30 hours per week) or they are in employment which does not utilise their previous skills, knowledge and experience, they are considered to be underemployed. Figures for underemployment in East Dunbartonshire are limited, however, an ONS Survey of underemployment in Scotland in 2015 found the underemployment rate to be 9%, or 225,000 people; an increase of around 44,000 people since 2008. With

²⁴ National Records of Scotland 2014, Population Projections

a trend of this scale, underemployment is arguably a key issue for East Dunbartonshire

Key partners

- Department for Work and Pensions
- East Dunbartonshire Citizen's Advice Bureau
- East Dunbartonshire Council
 - Secondary Education
 - Skills for Learning, Life and Work
- East Dunbartonshire Health and Social Care Partnership
- East Dunbartonshire Voluntary Action
- Enable
- New College Lanarkshire
- Skills Development Scotland
- Twechar Community Action

Representatives from these organisations will form the **Employability Action Group**: a working group with the delegated responsibility to achieve this outcome for East Dunbartonshire and respond to employability and skills related

needs and aspirations. The work of the group will align with the development and implementation of the East Dunbartonshire Community Learning and Development Plan.

Priorities

What we will focus on to achieve our outcome:



Indicators

What we will monitor over the next ten years to gauge our impact:

- Percentage of the population in receipt of out of work benefits
- Participation rate of young people aged 16-19 in a positive destination after leaving school
- Employment rate
- Percentage of young people who have left care and are in a positive and sustained destination

You will be able to read more about these indicators in our LOIP supplementary document ***Managing Our Performance***, available in 2018.

You can view how our outcome for employment and skills contributes to relevant national outcomes for Scotland at **Appendix 2.**

3

Children and Young People

Our children and young people are safe, healthy and ready to learn



Key Facts and Issues

Overall East Dunbartonshire performs significantly better than the national average for many children and young peoples' indicators of attainment, health and wellbeing.

The Secondary Schools Health & Wellbeing Survey (2014/15) revealed overall that young people are adopting positive healthy behaviours. Eighty-seven percent of children cleaned their teeth twice a day or more; 83% received sexual health and relationships education at school; 56% never drank alcohol; and 52% walked or cycled to school. Furthermore, 48% ate five or more portions of fruit or vegetables in a day; 13% met the physical activity target; and 75% expected to go on to further education or training.

However, in the past year 54% reported being exposed to environmental tobacco smoke; 8% are current smokers; 50% are engaged in anti-social or risk-taking behaviours; 22% had been bullied; and 15% experienced bullying of others.

Secondary schools' SQA examinations are among the highest passes in Scotland and 96% of school leavers go on to positive destinations. Of this group, 61% go to university,

16% college, 17% employment and 2% training.²⁵

Benchmarking figures show East Dunbartonshire as the best performing authority for pupils who live in deprived areas gaining 5+ awards at level 5 for 2014/15 and 2015/6.²⁶

However, there are significant variations in our Place communities areas. Around 18% of children aged up to 15 years are living in our Place communities.²⁷ This means a significant percentage of children are living in areas of multiple deprivation, with poor economic activity and lower life expectancy. Within Hillhead up to 37% of mothers smoke during pregnancy compared with 11% for East Dunbartonshire as a whole.²⁸ In addition, around 13% of babies are exclusively breastfed compared with the East Dunbartonshire average of 38%.²⁹

²⁵ Skills Development Scotland (Initial Destinations of School Leavers 2014/15

²⁶ Local Government Benchmarking Framework, Children's Services Indicators

²⁷ National Records of Scotland, 2014 based population projections

²⁸ NHS GGC Central Records

²⁹ NHS GGC Central Records

Despite our falling child population, the last five years has seen a steady rise in the number of vulnerable children who come to the attention of our care services. There has been around a 40% increase in referrals to the social work duty service. Non-engaging families was the most common area of concern for referral, alongside neglect, domestic abuse and parental alcohol misuse. There has also been a sharp rise in parental mental health being identified as a significant concern.

The local picture mirrors the situation across Scotland and is demonstrated in an increase in the number of children who require substitute care and a rise of the number of children on the Child Protection Register. In East Dunbartonshire between 2011 and 2016 there was a very slight overall increase in the number of looked after children. The figures went from 6.7 per 1,000 of the aged 0-17 population, to 7.7 per 1,000.³⁰ This equated to a slight overall increase of around 7%. Between

³⁰ Scottish Government Statistics. See:

<http://www.gov.scot/Topics/Statistics/Browse/Children/sourcesandsuitability/LALevelCLASTables>

2007 and 2016 there was a slight overall increase in the number of children on the Child Protection Register from 1.2 per 1,000 of the aged 0-15 population, to 2 per 1,000.³¹ This equated to an overall increase of 52%, however, when we look at the numbers (25 in 2007 and 38 in 2016) we see that this is still relatively low for our population.

Key partners

- East Dunbartonshire Council
 - Early Years and Primary Education
 - Secondary Education
 - Skills for Learning, Life and Work
- East Dunbartonshire Health and Social Care Partnership
- East Dunbartonshire Voluntary Action
- Police Scotland
- Scottish Children's Reporter Administration

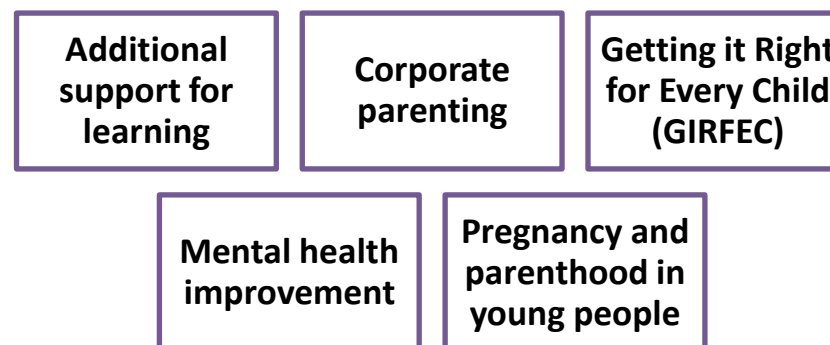
³¹ Scottish Government Statistics. See:

<http://www.gov.scot/Publications/2017/03/6791/downloads>

The **Delivering for Children & Young People's Partnership (DCYPP)** is the multi-agency strategic planning group responsible for progressing actions to achieve local outcome 3 priorities. The DCYPP will work closely with other multi-agency committees and groups which focus on protecting and promoting the wellbeing of children and young people, including the Child Protection Committee.

Priorities

What we will focus on to achieve our outcome:



Indicators

What we will monitor over the next ten years to gauge our impact:

- Percentage of secondary pupils meeting the physical activity target
- Percentage of secondary pupils who have never smoked cigarettes
- Percentage of secondary pupils who have never drunk alcohol
- Percentage of secondary pupils who feel positive about their health
- Percentage of secondary pupils who have experienced bullying
- Pregnancies among under 16 year olds

You will be able to read more about these indicators in our LOIP supplementary document ***Managing Our Performance***, available in 2018.

You can view how our outcome for children and young people contributes to relevant national outcomes for Scotland at **Appendix 2.**



4

Safer and stronger communities

East Dunbartonshire is a safe place in which to live, work and visit

Key facts and issues

East Dunbartonshire is generally regarded as a safe place to live with the level of crime being significantly lower than the Scottish average with 493 crimes and offences per 10,000 of the population in 2015/16 compared to the Scottish average of 1,090. In common with most areas across Scotland, East Dunbartonshire has benefited from a reduction in overall levels of reported crime since 2006/07, a reduction of 46%.³²

However, despite overall reductions in the level of crime within the area (46% reduction since 2006/07) there remains a range of key issues that require to be tackled across local communities. For example, in the same period from 2006/07 to 2015/16, there was an increase in the rate of incidents of domestic abuse recorded by the police, 51 per 10,000 of the population in 2006/07 to 62 in 2015/16.³³

³² Scottish Government, Recorded Crime in Scotland 2015-16

³³ Scottish Government Domestic Abuse Recorded By The Police In Scotland 2015-16

Across Scotland sexual crime has been on a long-term upward trend (54% increases since 2006/07). In East Dunbartonshire there were 76 sexual crimes recorded in 2015/16, representing 7 per 10,000 of the population.³⁴

Other key areas of concern for the residents of East Dunbartonshire include: youth disorder; anti-social behaviour; underage drinking; misuse of drugs; fire safety; acquisitive crime; housebreakings; bogus calling; dangerous and inconsiderate parking; littering; and dog fouling.

There is a need to focus on preventative measures in these areas, raising awareness of issues, providing information and providing diversionary activities in communities where crime, offences and anti-social behaviour are more prevalent.

It is important to note that increasing statistics for crime/safety doesn't always mean that crime is worsening and people are less safe. Factors within communities such as increased

confidence in reporting can also play a part in explaining why we see an increase.

Key partners

- East Dunbartonshire Council
 - Community Safety Service
 - Environmental Health Service
 - Trading Standards Service
 - Skills for Learning, Life and Work Service
- East Dunbartonshire Health and Social Care Partnership
 - Alcohol and Drugs Service
 - Criminal Justice Social Care Service
- East Dunbartonshire Leisure and Culture Trust
- Gender Based Violence Specialist Services
- HMP Low Moss
- Police Scotland
- Scottish Fire and Rescue Service

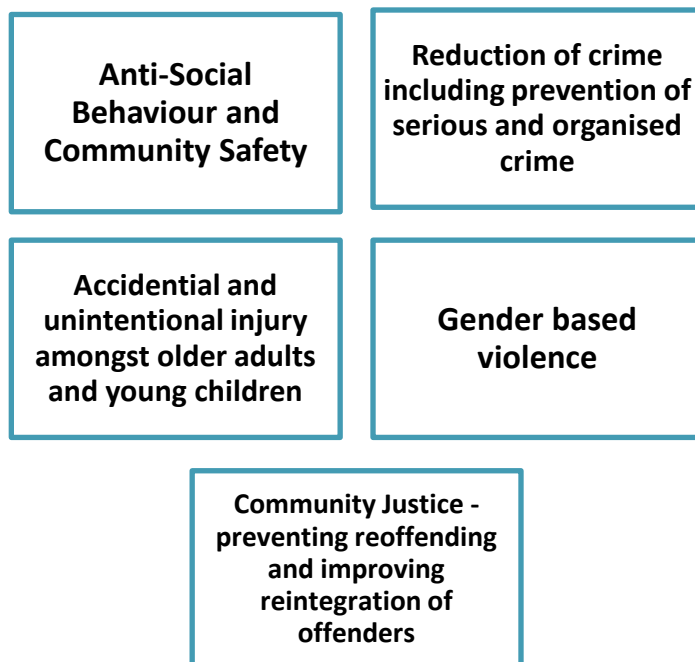
The **Safer and Stronger Together Partnership** will take forward the responsibility to achieve local outcome 4, and to

³⁴ Scottish Government Recorded Crime in Scotland 2015-16

respond to safety related needs and aspirations across our communities and within our Place communities. The Safer and Stronger Together Partnership will have sub-groups to lead on specific aspects of its remit: the Community Safety Partnership, the Violence Against Women Partnership (known locally as Empowered), and a Community Justice Delivery Group.

Priorities

What we will focus on to achieve our outcome:



Indicators

What we will monitor over the next ten years to gauge our impact:

- Rate of recorded crimes and offences per 10,000 population
- Number of antisocial behaviour and disorder incidents
- Accidental dwelling fires per 100,000 population
- Deliberate fires per 100,000 population
- Accidental Dwelling Fires
- Perceptions of safety amongst local people
- Admissions to hospital as a result of unintentional injury amongst children (age 0-4) and older adults (age 64+)

You will be able to read more about these indicators in our LOIP supplementary document ***Managing Our Performance***, available in 2018.

You can view how our outcome for safety contributes to relevant national outcomes for Scotland at **Appendix 2**.

5

Adult health and wellbeing

Our people experience good physical and mental health and wellbeing with access to a quality built and natural environment in which to lead healthier and more active lifestyles



Key facts and issues

Compared with the rest of Scotland, people living in East Dunbartonshire are relatively healthy with some of the highest rates of life expectancy for both men (80.5 years) and women (83.5 years). This is well above the Scottish average of 77.1 years for men and 81.1 years for women.³⁵

However, the average life expectancy for males living in areas that experience the most inequality in East Dunbartonshire is 75 years, just over six years less than the average life expectancy for males in the least deprived areas (81.2 years), the difference for females is 5.3 years³⁶

The NHS Greater Glasgow and Clyde/East Dunbartonshire Health and Wellbeing Survey of Adults (2014) demonstrates a significant shift towards more positive health behaviours with the majority of respondents adopting four compared with two healthy behaviours in the previous 2011 survey.

³⁵ National Records Scotland Life Expectancy for administrative areas 2013-2015

³⁶ National Records of Scotland Life Expectancy split by deprivation for Council areas 2011-2015

Smoking rates have steadily decreased over time in East Dunbartonshire and smoking prevalence remains low at 7% compared to the Scottish average of 20%.³⁷ Smoking during pregnancy, smoking in school aged children and smoking attributable hospital admissions are all lower than the Scottish averages. However, smoking during pregnancy in the most deprived areas (33%) in East Dunbartonshire is slightly higher compared to Scotland (31%) and considerably higher when compared to the least deprived areas (5%) in East Dunbartonshire.³⁸

With regards to physical activity, our population is relatively active with 84% of people participating in sporting activity, 5% higher than Scotland as whole.³⁹ Recent data suggests that those aged 25-44 in East Dunbartonshire are most likely to meet the target for physical activity (to be physically active for at least 150 minutes per week), those aged 65+ and those living in the most deprived areas were least likely to meet the

physical activity target.⁴⁰ Furthermore, the survey reports 2% fewer people who are overweight but the percentage of people reporting to be obese has not changed over the three year period between surveys. More men than women are overweight although the proportion of obesity is similar for both genders.

The same survey suggests a percentage increase of the adult population who never drink alcohol. However, those aged 45-64 were the most likely to drink alcohol weekly. Although older people report drinking less than the rest of the population, fewer of this group report never drinking. Those aged 25-44 and men in particular, are more likely to binge drink. However, the data suggests a decrease in binge drinking across all age groups compared to the previous survey.

The 2014 survey shows that those in East Dunbartonshire were more likely than those in the Greater Glasgow and Clyde

³⁷ ScotPHO Health and Wellbeing Profiles 2015

³⁸ Tobacco Profile East Dunbartonshire, ScotPHO

³⁹ Scottish Household Survey 2015

⁴⁰ NHSGGC Health & Wellbeing Survey 2014/15

area as a whole to have a positive perception of their mental health or emotional wellbeing (90% East Dunbartonshire; 86% NHSGGC).⁴¹ Those aged 25-44 were the age group most likely to have a positive view of their mental or emotional wellbeing and those aged 45-54 were the least likely. Men were more likely than women to rate their mental or emotional wellbeing positively (93% men; 87% women). Residents in East Dunbartonshire were more likely than those in the Greater Glasgow and Clyde area as a whole to say they definitely felt in control of the decisions affecting their daily life (69% East Dunbartonshire; 65% Greater Glasgow and Clyde). Those who live in areas that experience the most socioeconomic inequality were less likely than those in other areas to say they definitely felt in control of the decisions affecting their life.

Compared to Greater Glasgow & Clyde (76%), those living in East Dunbartonshire were more likely to feel they can influence decisions that affect their neighbourhood (82%).

The data suggests there has been a significant local increase reporting 59% in 2011 to 82% in 2014. The 2014 survey also suggests a positive trend in those feeling valued within their community.

Key Partners

- Alcohol and Drugs Specialist Services
- East Dunbartonshire Council
- East Dunbartonshire Health and Social Care Partnership (all services)
- Voluntary Sector Organisations including: Citizen's Advice Bureau

The **Health and Wellbeing Strategy Group** is the multi-agency strategic planning group responsible for progressing actions to achieve local outcome 5 priorities..

⁴¹NHSGGC Health & Wellbeing Survey 2014/15

Priorities

What we will focus on to achieve our outcome:



Indicators

What we will monitor over the next ten years to gauge our impact:

- Percentage of adults who smoke
- Percentage of adults who are physically active in line with the national weekly recommendations
- Percentage of adults who are overweight and obese with a BMI of 25+

- Percentage of adults who consume more than the weekly recommended units of alcohol
- Percentage of adults who report having a positive perception of their general mental or emotional wellbeing

You will be able to read more about these indicators in our LOIP supplementary document ***Managing Our Performance***, available in 2018.

You can view how our outcome for adult health and wellbeing contributes to relevant national outcomes for Scotland at **Appendix 2**.



Our older population and more vulnerable citizens are supported to maintain their independence and enjoy a high quality of life, and they, their families and carers benefit from effective care and support services

Key facts and issues

The East Dunbartonshire population has a higher than national average proportion of older people. According to most recent projections the number of people aged 65+ will rise between 2014 and 2039.⁴² The overall population is now projected to rise from 106,710 in 2014 to 112,967 in 2039, an increase of 6%, previous projections had shown a decrease in East Dunbartonshire's population. Between 2014 and 2039 the 75+ age group is predicted to rise by 95%. Over the same time period, the number of people aged 85+ is projected to increase from 2,819 to 8,282 (an increase of 193%).³²

The average age of admission to a care home in East Dunbartonshire is 83 (the highest in Scotland).⁴³ Of long stay residents in care homes, those aged 75-84 have been decreasing steadily, whilst those residents aged 85+ have been rising at a similar rate. In addition, the average length of stay is around two years⁴⁴.

⁴² National Records of Scotland 2014 based population projections

⁴³ East Dunbartonshire Ageing Well Strategy

⁴⁴ East Dunbartonshire Ageing Well Strategy

Alzheimer Scotland Society estimated that approximately 89,879 people have dementia in Scotland (2015), around 4% under the age of 65. The number of people in East Dunbartonshire with dementia is estimated to be 2,086, of which 3.1% are under the age 65.⁴⁵ There is a clear need to continue to target resources in this area as it is likely that dementia will continue to increase in line with life expectancy. Rates of emergency admissions to hospital for those aged 75+ per 100,000 population has seen a steady increase from 2011/12 (33,330) to 2014/15 (37,017). This was followed by a decrease in 2015/16 to 36,054. This is slightly higher when compared to Scotland as a whole for 2015/16 (35,730).⁴⁶ Older people admitted regularly to hospital as an emergency are more likely to be delayed there once their treatment is complete. This, in turn, is particularly bad for their health and independence.

⁴⁵ Alzheimer's Scotland

⁴⁶ ISD Scotland - Emergency Admissions and bed days (2015/16 figures provisional)

In 2015, there were 27,218 adults with learning disabilities known to local authorities across Scotland. This equates to 6.1 people with learning disabilities per 1,000 adults (16+) in the general population. There were also 4,617 adults identified as being on the autism spectrum. Of these individuals, 3,228 (70.0%) were known to have a learning disability. Within East Dunbartonshire 6.1 per 1000 (514 people) were thought to have a learning disability which was an increase of 2% from 2014.⁴⁷

According to 'The National Autistic Society' approximately 1% of the UK population has autism.⁴⁸ Based on this figure the number of people with autism in East Dunbartonshire, would be approximately 1,155.

⁴⁷ Scottish Consortium for Learning Disabilities, Learning Disability Statistics 2016

⁴⁸ Scotland's Census 2011

It is difficult to ascertain the number of people that experience a mental health problem in East Dunbartonshire, but the national ratio is estimated to be 1 in 4. Taking the 2011 Census figures into account, the prevalence of individuals with mental ill-health in East Dunbartonshire would be approximately 26,256.

It is estimated that there are 3,800 people with an alcohol problem and nearly 600 people with a drug problem living and working in East Dunbartonshire.⁴⁹

The East Dunbartonshire Ageing Well Strategy 2013-2023 focuses on older people, but the priorities and outcomes are equally relevant to adults of all ages who have a physical disability or long term condition. The strategy sets out a complex programme for transformational change, to test new models of care that reduce hospital admissions and bed usage, by enabling people to remain independent at home or in a homely setting. The overarching aim is to shift the

⁴⁹ East Dunbartonshire Alcohol and Drugs Partnership Strategy

balance of care from hospital and institutional care to the community, helping people to remain in their own home or homely setting with support.

Key partners

- Customers, patients and carers
- East Dunbartonshire Council
 - Housing Service
- Independent clinical contractors including: GPs, Dentists, Community Pharmacies, Optometrists
- Specialist and hosted health services including: Regional services, specialist services, NHS Greater Glasgow and Clyde, neighbouring Health and Social Care Partnerships, and Managed Clinical Networks.
- Voluntary Sector Organisations including: Carers Link; EDVA; Take Ctrl East Dunbartonshire; EDAMH; GRACE; Ceartas, SAMH

The **Health and Social Care Partnership Strategic Planning Group** is the multi-agency strategic planning group

responsible for progressing actions to achieve local outcome 6 priorities. The HSCP Strategic Planning Group will also work closely with other multi-agency committees and groups which a focus on older adults and vulnerable people such as the Multi-Agency Fall Group, Autistic Spectrum Disorder Steering Group, Alcohol & Drugs Partnership and the Dementia Network.

In line with The Public Bodies (Joint Working) (Scotland) Act 2014, locality planning groups have been established in the West and East sides of East Dunbartonshire. These also bring together key players to establish and drive priorities which are pertinent to those geographies. Members include GPs, Acute Hospital Representatives, Health and Social Care Planning and Clinical staff and service user and carer representation.

Priorities

What we will focus on to achieve our outcome:



Indicators

What we will monitor over the next ten years to gauge our impact:

- Percentage of adults needing care receiving personal care at home or direct payments for personal care
- Number of emergency admissions to hospital amongst over 75s (per 1,000 of the population)

You will be able to read more about these indicators in our LOIP supplementary document ***Managing Our Performance***, available in 2018.

You can view how our outcome for older adults and vulnerable people contributes to relevant national outcomes for Scotland at **Appendix 2**



Cross-cutting performance indicators

Over the next ten years we will also monitor data for some cross-cutting indicators. This means that the activities of two or more local outcome delivery groups are likely to create changes to the data for these. They are:

- Percentage of people who agree with the statement 'I can influence decisions affecting my local area'
- Percentage of people who rated their neighbourhood as a 'very good place to live'
- Percentage of people who rated their strength of belonging to immediate neighbourhood as 'very strongly'
- Percentage of children living in poverty.

You will be able to read more about these indicators in our LOIP supplementary document ***Managing Our Performance***, available in 2018.



Reducing inequalities

Consultation Questions

- 14. Is the following section clear and easy to understand?
- 15. Is there anything you would add, change or remove from the following section?

In the previous section we have shown that despite some local issues and needs, quality of life in East Dunbartonshire as a whole compares favourably to other local authority areas and Scotland as a whole. We have a high percentage of home ownership, low unemployment and a high percentage of economically active residents. Socioeconomic inequality in East Dunbartonshire can often be overlooked due to good outcomes for people on average in the authority area.

In order to ensure we are targeting our resources to those areas where poorer outcomes prevail we have looked to the Scottish Index of Multiple Deprivation (SIMD) which provides a relative measure of deprivation, and is used to compare small geographic areas known as datazones across Scotland by providing each datazone with a unique ranking from most deprived (rank 1) to least deprived (rank 6,976). Datazones are small areas which are determined by population, and as such, datazones in urban areas cover a smaller geographical area than datazones in rural areas. There are 130 datazones in East Dunbartonshire. The average population of a datazone is 760. Rankings are determined by using 38 individual indicators across seven domains of life: **Income; Employment; Health; Education, Skills and Training; Geographic Access to Services; Crime; and Housing**. These domain rankings are aggregated to provide an overall SIMD rank for each datazone.

According to the SIMD 2016, East Dunbartonshire has seven datazones in the 25% most deprived in Scotland when all of the domains are combined. Three of these datazones which rank within the 25% most deprived in Scotland are within **Hillhead and Harestanes**, two of these datazones are within **Auchinairn** and one of these datazones is within **Lennoxtown**. The remaining one of these seven datazones is within Kirkintilloch West, known as the Westergreens area. Westergreens has only recently emerged as an area of relative deprivation and over the next year the CPP will investigate this further to determine how best to include it in our targeted planning for place.

What is Place planning?

Place planning allows our CPP to look at outcomes in the context of smaller communities and to plan how we will work with each other and with local people in these areas. This approach is not new to East Dunbartonshire. In 2011 we began applying a Place approach to delivering services in Hillhead and have since begun to extend this to Lennoxtown and Auchinairn. Using a Place approach means encouraging greater communication between services and with residents of a particular place to come up with solutions for what would reduce disadvantage in their area. This puts the people, who are local to that area, central to the service planning. We know what works in one area may not be a solution elsewhere. We understand that our local communities are not the same and as a result we will work differently with different priorities. Place planning is about closing the gaps between our communities, assisting where we are needed most and creating resilient environments in which everyone can thrive. In addition to using the data available to plan for our Place communities, we have spoken to the communities and used the lived experience to inform how we should plan and deliver targeted services. This community engagement has not only been used to inform the process and deliver a plan which resonates with the lived experiences of local residents but also to start the conversation about community led development and how this will underpin our work wherever possible and appropriate.

We are now starting to use this information and data to extend our place plans to include not only the actions that community planning partners can deliver with communities but also to look at the wider issues a community faces in their build and natural environments and how this relates to the overall picture of local life. It is our intention to further this approach as the plans develop over the coming years.



We will deliver tailored plans for the communities of: **Auchinairn; Hillhead and Harestanes;** and **Lennoxtown**. You can read our Place Plans for these communities separately. They detail: further information about those communities; the additional efforts that our partners will make where possible to close the inequality gaps which exist there; and how we will know if we have been successful in making those improvements.

The CPP is also committed to supporting the community led approach in **Twechar**: an area which has recently improved on the SIMD but where people still experience some inequality in terms of housing and geographic access to services.

Our Place Plans will be available in 2018.



Holding us to account

Consultation Questions

- 16. Is this section easy to understand?
- 17. Is there anything you would add, change or remove from this section about governance and accountability?

Consultative draft

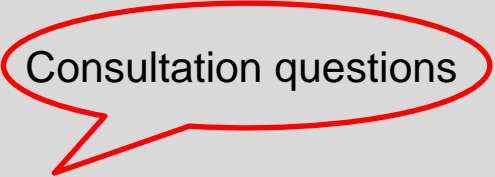
When we work together, the East Dunbartonshire CPP Board provides overall governance. The CPP Board is made up of senior officers from each of our statutory agencies, representatives from other services operating in East Dunbartonshire, and Elected Members of the Council.

Beneath the board we have six thematic groups with the delegated responsibility to achieve the associated outcome for that theme. Communities will be able to see our progress and impact through public reporting. You will be able to read more about our approaches to performance, performance indicators and reporting schedules in our LOIP supplementary document ***Managing Our Performance***.

Our thematic groups will continue to build on engagement with their target audiences to create the suitable and accessible means for community involvement in our processes. These will provide further opportunities to hold us to account.

Thematic groups are made up of representatives from national, regional and local organisations who are involved in providing services which are relevant to that theme. This ensures the group has the right people 'around the table' to share knowledge, expertise and resources in order to maximise impact.

Each thematic group will be responsible for its own strategy and action plan which will detail the actions it will take. These will be available from April 2018.



Consultation questions

18. Overall how easy is it to follow this plan?

19. Do you have any further comments?

This document can be provided in large print, Braille or on CD and can be translated into other community languages. Please contact the Council's Communications Team at East Dunbartonshire Council
12 Strathkelvin place
Kirkintilloch
G66 1TJ

corpcommunications@eastdunbarton.gov.uk
0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510 。

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫ਼ੋਨ ਕਰੋ।

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुरोध करने पर यह दस्तावेज़ हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फ़ोन कीजिए।

Consultative draft