

## Dates of 2026 Meetings

6 Feb 13 March 19 June 18 September 11 December

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# DUMFRIES AND GALLOWAY COMMUNITY PLANNING PARTNERSHIP BOARD

Meeting on Friday 13 March 2026

10.00am – 1.00pm

The Bridge, Glasgow Road, Dumfries  
In person at the Bridge/Hybrid via MS Teams

### Members

- Stephen Thompson** - Leader  
Co-Chair Dumfries and Galloway Council
- Mark Cook** - Chair  
Co-Chair NHS Dumfries and Galloway
- Richard Brodie** - Councillor  
Dumfries and Galloway Council
- Douglas Dickson** - Principal and Chief Executive  
Dumfries and Galloway College
- John Campbell** - Chairman  
SWestrans
- Carolyne Wilson** - Councillor  
Dumfries and Galloway Council
- Jo Shearer** - Chair  
Third Sector Dumfries and Galloway
- Alex Lamb** - Dumfries and Galloway Housing Sector
- Professor Russel Griggs** - Chair  
South of Scotland Enterprise
- Derek Heaton** - Local Senior Officer, Scottish Fire and Rescue  
Service, Dumfries and Galloway Division
- Vacant** - Dumfries and Galloway Private Sector
- Andrew Giusti** - Councillor  
Dumfries and Galloway Council

- Kim Dams** - Chair  
Dumfries and Galloway Integration Joint Board
- Steven Meikle** - Chief Superintendent, Police Scotland  
Dumfries and Galloway Division
- Andrea Hall** - Area Manager  
Skills Development Scotland
- Jane Morrison-Ross** - Chief Executive  
South of Scotland Enterprise
- Dawn Roberts** - Chief Executive  
Dumfries and Galloway Council
- Helen Keron** - Chair  
Third Sector Leaders Forum
- Gail MacGregor** - Councillor  
Dumfries and Galloway Council
- Alan Webb** - Chief Executive  
Third Sector Dumfries and Galloway
- Julie White** - Chief Executive  
NHS Dumfries and Galloway
- Valerie White** - Chair - Community Planning Senior Leadership  
Team (Advisor)
- Claire Renton** - Place Director for Dumfries and Galloway -  
Scottish Government (Observer)
- James Ferguson** - Community Councillor  
Representative
- Susan Parry** - Community Councillor  
Representative

## Dates of Meetings 2026

6 February 13 March 19 June 18 September 11 December

### DUMFRIES AND GALLOWAY COMMUNITY PLANNING PARTNERSHIP BOARD

FRIDAY 13 March 2026

10.00am – 1.00pm

The Bridge, Glasgow Road, Dumfries

In person at the Bridge/Hybrid via MS Teams

#### AGENDA

- 10.00AM**     **1. DRAFT MINUTE OF THE COMMUNITY PLANNING PARTNERSHIP BOARD MEETING HELD ON 6 FEBRUARY 2026**     (Pages 4-9)
- 10.05AM**     **2. COMMUNITY PLANNING ACTION LOG**     (Pages 10-13)
- 10.10AM**     **3. MAIN DISCUSSION ITEM – DEVELOPMENT OF THE NEXT POVERTY AND INEQUALITIES STRATEGY**     (Pages 14-29)

#### Key objectives:

- To provide the CPP Board with background information and data in relation to Poverty and Inequalities
- To hear directly from members of the Tackling Poverty Reference Group of the reality of poverty within our communities
- To understand the strategic context and emerging evidence
- To engage in discussion on what needs to change and what needs to be done differently going forward

**12.10PM**     **4. BUSINESS BRIEF**     (Pages 30-121)

#### Key objectives:

- To update the CPPB on progress against key workstreams being taken forward through the Community Planning Senior Leadership Team and seek advice/guidance as appropriate, including future items of business:
  - Consider and agree the Child Health Weight Action Plan
  - Consider the progress updates on the Locality Plan for Kirkconnel/Kelloholm
  - Consider and endorse the Community Transport Business Case prepared by Third Sector Dumfries and Galloway
  - Endorse the final version of the Place Director – Community Planning Partnership Charter

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**DUMFRIES AND GALLOWAY  
COMMUNITY PLANNING PARTNERSHIP BOARD  
Friday 6 February 2026  
The Bridge, Glasgow Road, Dumfries  
and by MS Teams – 9.30am – 12.30pm**

**Item 1****Present**

- Mark Cook** - Chair  
**Co-Chair** NHS Dumfries and Galloway
- Stephen Thompson** - Leaders  
**Co-Chair** Dumfries and Galloway Council
- John Campbell** - SWestrans
- Kim Dams** - Chair  
- Dumfries and Galloway Integration Joint Board
- Rob Davidson** - Strategy Manager Community Wealth Building  
**(Substitute)** South of Scotland Enterprise
- Douglas Dickson** - Dumfries and Galloway College
- Dr Ken Donaldson** - Medical Director and Deputy Chief Executive  
NHS Dumfries and Galloway
- Professor Russel Griggs** - South of Scotland Enterprise
- Andrea Hall** - Area Manager  
Skills Development Scotland
- Derek Heaton** - Local Senior Officer, Scottish Fire and Rescue Service,  
Dumfries and Galloway Division
- Alex Lamb** - Dumfries and Galloway Housing Sector
- Steven Meikle** - Chief Superintendent, Police Scotland  
Dumfries and Galloway Division
- Dawn Roberts** - Chief Executive  
Dumfries and Galloway Council
- Alan Webb** - Chief Executive  
Third Sector Dumfries and Galloway

**Valerie White** - Director of Public Health  
NHS Dumfries and Galloway

**Carolyn Wilson** - Councillor  
Dumfries and Galloway Council

**Claire Renton** - Place Director for Dumfries and Galloway  
Scottish Government (observer)

### Apologies

**Gail Macgregor** - Councillor  
Dumfries and Galloway Council

**Sue Parry** - Community Council Representative

**Jane Morrison- Ross** - Chief Executive  
South of Scotland Enterprise

**Jo Shearer** - Chair  
Third Sector Dumfries and Galloway

**Julie White** - Chief Executive  
NHS Dumfries and Galloway

### In attendance

**Christopher Allan** - Consultant in Public Health, (Item 3)

**Eithne Clark** - Infant Feeding Coordinator, (Item 3)

**Roz Currie** - Strategic Policy Lead, Scottish Government (Item 4)

**Rod Edgar** - Communication and Engagement Manager, D&G HSCP

**Kimberley Guthrie** - Project Development Coordinator, Child Healthy Weight  
(Item 3)

**Stephen Jack** - Lifelong Learning Manager

**Shona McCoy** - Team Leader, Development Planning (Item 3)

**Andrew Reed** - Policy Officer (Item 5)

**Ralph Throp** - Head of Community Resilience Policy, Scottish Government  
(Item 4)

**Christopher Topping** - Public Health Improvement Lead for Physical Activity (Item 3)

**Phoebe Williams** - Mental Health Workforce Team Leader,  
Scottish Government (Item 4)

**17 members present from 12 partners**

The Chair **WELCOMED** everyone to the meeting, in particular Sue Parry and James Ferguson as the new Community Council Representatives, Jo Shearer, the new Chair of TSDG and Helen Keron, Chair of the Third Sector Leader's Forum.

**THANKED** John Dougan, former Chair of TSDG for his positive contributions to the Community Planning Partnership over the past few years.

**1. DRAFT MINUTE OF THE COMMUNITY PLANNING PARTNERSHIP BOARD MEETING HELD ON 3 OCTOBER 2025**

**APPROVED** as a correct record.

**2. COMMUNITY PLANNING ACTION LOG**

**2.1 NOTED** the majority of actions are on track, completed or integrated into longer-term implementation plans.

**2.2 HIGHLIGHTED:**

- Point 1 - arrangements are currently being put in place for the meeting to take place between the Youth Council and the Student President and Vice President of Dumfries and Galloway College Student Association: and a reminder has been issued to Community Planning partners through the CPSLT to ensure Officer attendance.
- Point 4 – successful launch of the Physical Activity Strategy.
- Point 6 – Employability colleagues have provided updates on the ASN and schools project which will be integrated into the normal business of the Employability team.
- Point 8 - leads for all actions of the Locality Plan have now been identified/agreed and CPSLT will collate initial progress updates for the March meeting.
- Point 9 – Chair of the Place Planning Partnership has been reviewing its membership and how to strengthen its role which CPSLT will consider at the March meeting and provide an update to the Board on 13 March.
- Point 10 – Deputy Chief Executive TSDG has taken a lead on outcome-based accountability linked to the LOIP and performance reporting.

**ACTION: LIFELONG LEARNING MANAGER****3. POPULATION HEALTH FRAMEWORK – PRIORITY 2 - HEALTHY WEIGHT ENVIRONMENT**

**3.1 RECEIVED** a presentation which provided the background information and data about current levels of overweight and obesity among people in Dumfries and Galloway;

**3.2 HIGHLIGHTED** how health and a healthy population connects to the LOIP vision, to poverty and inequality, to work and our communities; complexity of the food environment; recognising the need to move to a preventative focus system and challenge of a healthy weight environment which requires action at national and local levels; outlined previous

and current programmes and targets that have been implemented and the learning we can take from these; the need to shift the narrative surrounding healthy weight to recognise the complexity of this issue was highlighted with greater emphasis needed on creating the conditions that support people to have a healthy weight. The purpose of the session was to:

- Explore and establish what a Healthy Weight Environment means and how we can build on our whole systems approach and actions in partnership; directly working with and in collaboration with communities.

**3.3. CONSIDERED and DISCUSSED** the presentation and comments **NOTED** included:

- Is data available at intermediate zone areas levels of overweight/obesity? Director of Public Health to explore if this can be provided.

**ACTION: DIRECTOR OF PUBLIC HEALTH**

- Creating the right conditions and environment for a healthy weight by benchmarking with other places and nations – it was noted the 7 local levers provided evidence-based approaches to help tackle this issue;
- The tension between economic impact and promotion/sale of goods which are not health promoting was noted, particularly for small rural retailers;
- Examine and explore the reasons for forecasted increase in women's obesity compared to men.

**ACTION: DIRECTOR OF PUBLIC HEALTH**

- Challenging environment changes interacts with biological and genetic factors;
- Opportunity for CPPB to influence and utilise local levers in terms of culture and environment;
- Requirement for a place based and community level response rather than regionwide response;
- Challenge of organisations, Partners, Public Sector and communities to coordinate this work together;
- Challenges of local planning and National Planning Framework 4 setting role of social media/influencers in promotion of positive health habits;
- Scope of Good Food Nation Plan to influence how we grow and procure food locally;
- Family and community support, education, and marketing of breast milk formula affect breastfeeding rates;
- Role of major employers to support staff who are new mums and responsibility to provide a network of publicly accessible buildings, safe and comfortable spaces for breastfeeding.

**3.4 NOTED** the importance of Scotland's Population Health Framework as outlined at 2.1;

**Professor Russel Griggs left the meeting. 16 members present from 12 partners.**

**3.5 AGREED** to collate all feedback from the breakout discussions and bring proposals to CPPB of key focus areas and collaborative actions for 2026/27 to support Dumfries and Galloway to become an area which enables people to be of a healthy weight.

**ACTION: DIRECTOR OF PUBLIC HEALTH/ LIFELONG LEARNING MANAGER**

**Derek Heaton left the meeting. 15 members present from 11 partners.**

#### **4. PLACE DIRECTOR - COMMUNITY PLANNING PARTNERSHIP CHARTER AND PRIORITIES**

**4.1 RECEIVED** a presentation from Dumfries and Galloway Place Director, Claire Renton on the new Scottish Government Place Director Charter for Community Planning Partnership.

**4.2 HIGHLIGHTED** importance of working better together and improving link between Scottish Government, local government and Partners to help achieve national aims with local action; and importance of communication, understanding and engagement.

**4.3 CONSIDERED** and **DISCUSSED** the Place Director and Community Planning Partnership Charter as detailed in the Appendix and how CPPB can jointly take this forward with the Place Director from a Dumfries and Galloway perspective; and comments **NOTED** included:

- Scottish Government to take more account of Rural Impact Assessments through national legislation and listen to local priorities to influence and strengthen what is done locally;
- Welcomed the Charter and valuable attendance of Place Director at CPPB meetings to help make national and local government work better together.

**4.4 AGREED** the Chief Executive, DGC and SOSE to meet with the Place Director Team and **ENCOURAGED** other Partners to do likewise to discuss the region, LOIP priorities, significant issues and areas for added focus; to provide key contacts within organisations; to provide insight to progress projects which Scottish Government could assist with and could influence policy and strategy discussions at Scottish Government level; helpful for Place Director to be based one day a quarter in organisations to get an intrinsic sense of organisations and to connect with other Public Sector workers who live in Dumfries and Galloway and work in Edinburgh and Glasgow e.g. Public Health Scotland colleagues; would welcome the opportunity for a member of the Place Director Team to join CPSLT meetings to gain further insight e.g., about competing priorities and funding streams; door to collaboration and communication is open.

#### **5. BUSINESS BRIEF**

**5.1 NOTED** CPPB meeting dates finalised until March 2027 and **CONSIDERED** and **DISCUSSED** the future business at 3.1.1 and suggested themes for future meetings

included conversation around biosphere linked organisations to deliver better outcomes for local communities and visitors; and **AGREED** that there is a strong preference for the March board meeting to be an in-person workshop with provision of online option if required.

**Derek Heaton returned to the meeting. 16 members from 12 partners.**

**5.2 HIGHLIGHTED** the Director of Public Health agreed at December 2025 meeting to stay on as CPSLT Chair for a further year; **NOTED** the requirement for a partner to take on the Vice Chair role of the CPSLT with a view to progressing to Chair in 2027 as outlined at 3.1.3 and for respective partner organisations to consider this; and **AGREED** that it would be helpful to prepare a job role of Chair and Vice Chair of CPSLT to assist in assessing capacity/commitment.

**ACTION: DIRECTOR OF PUBLIC HEALTH/ LIFELONG LEARNING MANAGER**

**5.3 NOTED** the updates on the Strategic Partnerships as detailed at 3.1.4; **HIGHLIGHTED** National ESOL Report will be available on 10 February; Fairer Futures initiative has been integrated into Subgroup 4 of the Poverty and Inequalities Partnership; and Participation and Engagement Working Group's concern over consultation fatigue, opportunities missed to do consultation work at the same time and ambition for consultations and strategies to be aligned.

**5.4 CONSIDERED** and **DISCUSSED** the re-population updates at 3.1.5; **HIGHLIGHTED** Dumfries and Galloway experiencing depopulation and demographic change of moving to an older generation; three research project reports highlighted need for individual's access across 6 factors of housing, employment, education, transport, health and social interactions and sense of community; 5 recommendations are critical to change the narrative of rural living; depopulation needs to be a strategic priority across organisations; and to look at what interventions Partners can do across the region; and comments **NOTED** included: need for communication and collaboration; NHS colleagues keen to be involved with this work as landscape of health and social care services is changing; invitation to speak to Dumfries and Galloway College colleagues about the impact of the research; positive comments about what is good in the region and encouraging people to stay; impact of repopulation as opposed to addressing depopulation; and **AGREED** to research why the population peaked in 2010; and repopulation to be a theme for a future meeting.

**ACTION: POLICY OFFICER DGC/ LIFELONG LEARNING MANAGER**

**5.5 ENDORSED** the updated risk ratings for the Risk Register as detailed at 3.1.6;

**5.6 NOTED** the new induction resource for Board Members which has been developed by the Scottish Community Planning Network.

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## ITEM 2 – CPPB ACTION LOG

Ref	ISSUE RAISED	RAISED BY	ALLOCATED TO	UPDATES	STATUS
<b>OPERATIONAL ACTIONS</b>					
<b>COMMUNITY PLANNING PARTNERSHIP BOARD – ACTION LOG – FRIDAY 6 JUNE 2025</b>					
1	<p><b>7. TOBACCO AND VAPING UPDATES</b>  <b>7.5 CONSIDERED</b> any other action that the CPPB Board/ Youth Council would like to see progressed and:</p> <p><b>CONSIDER</b> updating the Community Planning position statement as deemed appropriate.</p>	Chair	Director Public Health/ Service Manager Young People/Lifelong Learning Manager	The position statement was updated in partnership with the D&G Youth Council and the NHS Comms lead has now issued a press statement.	<b>Completed</b>
<b>COMMUNITY PLANNING PARTNERSHIP BOARD – ACTION LOG – FRIDAY 3 OCTOBER 2025</b>					
2.	<p><b>Item 4 – Where We Live (PLACE)</b></p> <p><b>4.5 APPROVED</b> the Kirkconnel/Kelloholm Locality Plan as attached in <b>Appendix 1</b>; and <b>AGREED</b> CPSLT to explore in more detail the feedback received from CPPB members about how measure progress, impacts and outcomes.</p>	Chair	Chair CPSLT/Lifelong Learning Manager	An initial progress update on the actions are included in the business brief of today's meeting.	<b>March 2026</b>
3.	<p><b>4.7 AGREED</b> to strengthen the role of the Place Planning Partnership by inviting</p>	Chair	Ward Manager	The lead Officer has been working on this and a report on updated arrangements was presented to the Community Planning Senior	<b>March 2026</b>

	<p>representation from Community Planning Partners including Housing, feeding in the work of depopulation, encourage commitment from Partners to attend and contribute, ensure the right people are around the table to support communities, encourage a whole systems approach to share data, challenge the Place Planning Partnership about prioritising the available resource; and CPSLT to keep focus on the Place Planning Partnership through the annual report and update the Board through Business Brief.</p>			<p>Leadership team on 6 March for agreement and a verbal update will be provided to the CPPB on 13 March.</p>	
4.	<p><b>6. LOIP – END OF YEAR REPORT 2024/25</b></p> <p><b>6.2 CONSIDERED</b> and <b>AGREED</b> the end of year report for 2024/25 as detailed in Appendix 1 and Appendix 2; and comments <b>NOTED</b> welcome the case studies which bring the report to life and to develop more of these as this evolves in the next edition;</p> <p><b>6.3 CONSIDERED</b> the opportunities for future Place Based indicators as detailed in</p>	<p><b>Chair</b></p>	<p><b>Lifelong Learning Manager/Chair CPSLT</b></p>	<p>This is being developed through the CPSLT with the Assistant CEO TSDG assisting with adopting an Outcome Based Accountability model. An update is expected for May.</p>	<p><b>Ongoing</b></p>

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	Appendix 3; and comments <b>NOTED</b> included trend reporting to be clearer and ensure tie in with narrative; to include an evaluative summary at the beginning of the report from CPSLT maturing of our confidence and governance; and <b>ACKNOWLEDGED</b> at the midpoint of the journey but needs further refinement for future iterations.				
<b>COMMUNITY PLANNING PARTNERSHIP BOARD – ACTION LOG – FRIDAY 6 FEBRUARY 2026</b>					
5.	<b>3.5 AGREED</b> to collate all feedback from the breakout discussions and bring proposals to CPPB of key focus areas and collaborative actions for 2026/27 to support Dumfries and Galloway to become an area which enables people to be of a healthy weight.	<b>Chair</b>	<b>Director Public Health/Lifelong Learning Manager</b>	A draft action plan is presented for consideration in the Business Brief.	<b>March 2026</b>
6.	<b>AGREED</b> that there is a strong preference for the March board meeting to be an in-person workshop with provision of online option if required.	<b>Chair</b>	<b>Lifelong Learning Manager</b>	Hybrid workshop arrangements in place.	<b>Complete</b>

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	<b>NOTED</b> the requirement for a partner to take on the Vice Chair role of the CPSLT with a view to progressing to Chair in 2027 as outlined at 3.1.3 and for respective partner organisations to consider this; and <b>AGREED</b> that it would be helpful to prepare a job role of Chair and Vice Chair of CPSLT to assist in assessing capacity/commitment.			A draft outline has been prepared and is being considered through the Community Planning Senior Leadership team in the first instance.	<b>Ongoing</b>
7.	<b>Addressing de-population</b>  <b>AGREED</b> to research why the population peaked in 2010; and repopulation to be a theme for a future meeting.	<b>Chair</b>	<b>Lifelong Learning Manager/Policy Officer DGC</b>	Addressing de-population and consideration of the findings from the research will be integrated into the Board meeting on 19 June.	<b>19 June</b>
<b>GLOSSARY OF TERMS</b>					
CPPB	Community Planning Partnership Board				
CPSLT	Community Planning Senior Leadership Team				
SoSE	South of Scotland Enterprise				
TSDG	Third Sector Dumfries & Galloway				
LOIP	Local Outcomes Improvement Plan				
RSL's	Registered Social Landlords				
IJB	Integration Joint Board				
SDS	Skills Development Scotland				



**COMMUNITY PLANNING PARTNERSHIP BOARD – FRIDAY 13<sup>TH</sup> MARCH 2026**

**Item 3**

<p><b><u>Report Authors:</u></b>          Angela Nisbet- Independent Chair of The Poverty &amp; Inequalities Partnership           Mark Molloy- Service Manager Dumfries and Galloway Council</p>	<p><b><u>Responsible Senior Officer:</u></b>          Harry Hay, Head of Thriving Communities- Dumfries and Galloway Council</p>
<p><b><u>1. Situation:</u></b></p> <p>1.1 The current Tackling Poverty and Inequalities Strategy (2021 to 2026) concludes in December 2026. In order to ensure continuity of strategic direction and sustained partnership commitment, the Community Planning Partnership (CPP) is required to commence development of a successor Strategy for the period 2027 to 2031. This will require strong collaboration across statutory partners, the third sector, community organisations and people with lived experience.</p> <p>1.2 Early commencement is necessary to allow sufficient time for evaluation of the current strategy, updated research and evidence gathering, meaningful engagement and co-production, drafting, partner governance approvals and formal adoption by January 2027.</p>	
<p><b><u>2. Background:</u></b></p> <p>2.1 The Tackling Poverty and Inequalities Strategy (2021 to 2026) established a shared regional vision and objectives focused on increasing incomes, reducing household costs and addressing structural inequalities across Dumfries and Galloway. The strategy has provided a framework for coordinated multi agency action and strengthened collective accountability through the Community Planning Partnership.</p> <p>2.2 Since 2021, the socio economic context has changed significantly. The continuing effects of the COVID 19 pandemic, prolonged cost of living pressures, inflationary impacts, constrained public sector budgets and ongoing rural inequality have reshaped the poverty landscape across the region. National policy direction may also evolve following the 2026 Scottish Parliament elections.</p> <p>2.3 The most recent comprehensive poverty and deprivation research for Dumfries and Galloway predates the pandemic and is now out of date. A refreshed evidence base will therefore be required to inform priority setting and ensure that the successor strategy is targeted, proportionate and impact driven.</p> <p>2.4 However, we are not starting from scratch. Partners across the CPP, third sector and communities already hold valuable insight, evidence and active workstreams that will directly shape and strengthen the development of the refreshed Strategy. A key</p>	

determinant of success will be effective collaboration and alignment of existing work, rather than creating new or parallel activity.

2.5 We are aware of the importance of this Strategy in contributing to the Local Outcomes Improvement Plan (LOIP) and complementing the work of the other 13 Strategies and Plans that also contribute to the LOIP.

### **3. Key Issues:**

#### **3.1 Strategic Continuity and Evaluation**

Development of a successor strategy provides an opportunity to evaluate progress under the current strategy, identify learning, assess impact and address implementation barriers. Early development will prevent any gap in strategic leadership beyond December 2026. Evaluation activity will include insights from communities, third sector partners and those directly experiencing poverty.

#### **3.2 Governance and Development Model**

It is proposed that a short life multi agency working group is established immediately to design and coordinate the development process. The group will define the scope, confirm governance routes across partner organisations, develop a detailed project plan and oversee drafting of the successor strategy and action plans and report to the Poverty and Inequalities Partnership.

#### **3.3 Engagement and Co-Production**

The successor strategy must be demonstrably co-produced. The third sector and community organisations will be central delivery partners throughout the development process. Engagement will include people with lived experience of poverty including the Tackling Poverty Reference Group (members of this group are in attendance today) alongside engagement facilitated by partner organisations with communities across the region. Approaches will be trauma informed, proportionate and accessible with clear feedback loops.

#### **3.4 Strategic Direction from the CPP Board**

This dedicated CPP workshop is to provide high level strategic direction for 2027 to 2031. This workshop will focus on ambition, thematic priorities and desired outcomes rather than detailed action planning, ensuring collective leadership and ownership.

**Appendix 1** provides a more detailed programme for this workshop.

#### **3.5 Updated Evidence and Research**

Commissioning updated independent research on poverty and deprivation will provide an up to date picture of the scale, distribution and drivers of poverty across Dumfries and Galloway. This will enable improved targeting of interventions and provide a refreshed baseline for measuring impact over the next strategy period. Given the current funding constraints, the refreshed evidence base will be developed primarily from existing datasets and intelligence held across partner and third sector organisations. This approach will allow us to build on the previous reports to show us trends over time and give an up to date picture of poverty and deprivation in the region.

### **3.6 Strategic Integration and Coherence**

As the Partnership moves into the development of the 2027 to 2031 Strategy, there is an opportunity not simply to refresh existing priorities but to strengthen strategic coherence across a number of related statutory and thematic agendas. The successor Strategy should act as the overarching framework within which key duties, including child poverty requirements and equality and diversity responsibilities, are integrated rather than progressed in parallel. This integrated approach will support clearer governance, reduce duplication, strengthen accountability and ensure that poverty reduction, equality and inclusive growth are addressed as interconnected drivers of improved outcomes for communities across our region.

### **3.7 Child Poverty**

In addition to the development of the successor Tackling Poverty and Inequalities Strategy, there is a statutory requirement to produce and publish a Local Child Poverty Action Report, jointly agreed by the Council and NHS and submitted annually to the Scottish Government. While this requirement could continue to be progressed as a standalone planning exercise, the development of the 2027 to 2031 Strategy provides a significant opportunity to better integrate child poverty priorities within a single, coherent strategic framework. Aligning the Child Poverty Plan with the successor strategy would strengthen governance, reduce duplication, ensure clearer lines of accountability and enable a more outcomes focused approach across partners. It would also support stronger alignment between statutory child poverty duties and the broader poverty and inequalities agenda, ensuring that action on child poverty is embedded as a core strategic priority rather than operating in parallel to the wider partnership framework.

### **3.8 Equality and Diversity**

While the current strategy (2021 to 2026) has rightly focused heavily on Tackling Poverty in response to the COVID-19 pandemic and the Cost of Living Crisis, the successor strategy provides an opportunity to achieve a stronger and more explicit balance between Tackling Poverty and the wider Equality and Diversity agenda. Poverty does not operate in isolation; it intersects with protected characteristics, structural discrimination and wider inequalities in access to services, employment, education and health. The development of the 2027 to 2031 strategy will therefore seek to more deliberately integrate equality, diversity and human rights considerations throughout its priorities, outcomes and action planning. This will ensure that the strategy is not only focused on reducing poverty levels but also on addressing the systemic inequalities that drive disproportionate disadvantage for particular communities, strengthening alignment with Public Sector Equality Duties and reinforcing the Partnership's commitment to inclusive growth and equitable outcomes.

### **3.9 Resourcing and Capacity**

Delivering a robust engagement programme and updated research will require dedicated capacity. Options for external facilitation and analytical support will be explored. Partner organisations are currently considering financial and/or in kind contributions to support the strategy development and research.

The Strategy will be strengthened through partners' existing evidence, insight, and ongoing workstreams, which form a key part of the resource base for development.

**3.10 Indicative Timeline**

- January to March 2026: Establish working group and confirm scope, governance and resourcing
- March 2026: CPP strategic workshop
- April to August 2026: Engagement and evidence gathering
- August to October 2026: Draft strategy and action plan
- October to November 2026: Partner governance approval
- December 2026: Adoption by CPP Board

**4. Recommendation:**

Board Members are invited to;

4.1 **Note** that the current Tackling Poverty and Inequalities Strategy concludes in December 2026;

4.2 **Note** that the Poverty and Inequalities Partnership has established a short life multi agency working group to design and coordinate development of the successor strategy;

4.3 **Endorse** today's CPP strategic workshop to set high level direction and priorities for 2027 to 2031;

4.4 **Confirm** that engagement with people with lived experience of poverty will be central to the development process;

4.5 **Agree** that the successor strategy will have greater integration with emerging national and local priorities including Child Poverty & Equality and Diversity and;

4.5 **Request** that partner organisations, including third sector partners, confirm their ability to contribute financial and/or in kind resources to support strategy development and updated research.

**Appendices (3)**

Appendix 1: Workshop Agenda and Discussion Areas

Appendix 2: Consultation Mandate

Appendix 3: Current Statistics

## APPENDIX 1

<b>D&amp;G Tackling Poverty &amp; Inequality Strategy</b> <b>Community Planning Partnership Board</b> <b>Co-Development Workshops</b>				
<b>Friday 13 March 10:00am to 12:00pm</b> In-person Workshop and Online, The Bridge, Dumfries				
<b>Agenda</b>				
<b>Time</b>	<b>Item</b>	<b>Purpose</b>	<b>Lead</b>	<b>Papers</b>
<b>Introduction</b>				
10:00 to 10:10 (10 mins)	Intros and Purpose	<b><u>Why are we here?</u></b> <ul style="list-style-type: none"> <li>Why now – Delivery Programme</li> <li>CPP Influence – Governance Structure</li> </ul>	Angela Nisbet	
<b>Context</b>				
10:05 to 10:20 (15 mins)	Evaluation of Current Strategy	<b><u>What we've learned</u></b> <ul style="list-style-type: none"> <li>High Level Evaluation Insights</li> <li>CPP Reflections</li> </ul> (Members will be asked to reflect with their neighbours then report back to the wider group, the key changes they have noted in their areas as a result of the previous strategy. This will help inform the priorities for the new strategy).	Mark Molloy	Annex A
10.20 to 10.25 (5 mins)	Input from Tackling Poverty Reference Group	<b><u>Lived Experience</u></b> <ul style="list-style-type: none"> <li>Hear directly from Members of the TPRG of the reality of Poverty in our communities</li> </ul>	Keith, Eric and Pamela	
10:25 to 10:35 (10 mins)	Poverty & Inequality in D&G	<b><u>Hardest hit now &amp; in the future</u></b> <ul style="list-style-type: none"> <li>Strategic Context</li> <li>Headlines of emerging evidence</li> <li>Lived experience highlights</li> </ul>	Angela Nisbet	Data Snapshot paper
<b>Facilitated Discussions - Breakout Groups:</b> Members in the room will be asked to split into 2 breakout groups to participate in facilitated discussions on 3 specific themes. The online members will form a separate group. The agreed outcomes of each will inform the vision and guiding principles of the new strategy, how delivery should be enabled and how its progress can be monitored.				
<b>Instructions:</b> <ul style="list-style-type: none"> <li>3 consecutive breakout discussions: x 2 In the Room and x 1 online.</li> <li>Participants to remain in the same breakout group.</li> <li>Each group to explore all 3 topic 'Exam questions', working through them in sequence using the facilitation notes provided.</li> <li>To nominate a notetaker and a presenter.</li> <li>Each group to produce a short summary of their outcomes from the 3 different questions for presentation when we re-group.</li> </ul>				

## APPENDIX 1

<ul style="list-style-type: none"> <li>Each Group to compile wider notes and outputs for collection by the facilitators for impact into the strategy development.</li> </ul>				
<b>1. Strategic Choices and Ambitions</b>				
10:35 to 10:55 (20 mins)	Vision and Guiding Principles	<b><u>Shared Priorities &amp; Tensions</u></b> What are our principles and priorities? <ul style="list-style-type: none"> <li>What must change by 2031?</li> <li>Closer alignment with Child Poverty and Equality and Diversity</li> <li>Levers and Trade Offs?</li> </ul>	Facilitated Discussion	See Annex B
<b>2. Enabling Delivery</b>				
10:55 to 11:15 (20 mins)	Delivery Partners	<b><u>Capability, Sustainability and Ways of Working</u></b> What must we do (differently) for? <ul style="list-style-type: none"> <li>Partnership</li> <li>Third Sector</li> <li>Communities</li> </ul>	Facilitated Discussion	See Annex C
<b>3. Monitoring and Evaluation</b>				
11:15 to 11:35 (20 mins)	Success Factors	<b><u>Measuring Success</u></b> How will we know the strategy is working for: <ul style="list-style-type: none"> <li>Strategic Context</li> <li>Communities</li> <li>People</li> </ul>	Facilitated Discussion	See Annex D
11:35 To 11:50 (15 Mins)	Summary of Outcomes	<b><u>Break Out Group Summaries</u></b> <ul style="list-style-type: none"> <li>Strategic Choices and Ambitions</li> <li>Delivery Partners</li> <li>Success Factors</li> </ul>	Angela Nisbet	
<b>Summary and Closure</b>				
11:50 To 12:00	Next Steps and Close	<b><u>Workshop Outcomes</u></b> <ul style="list-style-type: none"> <li>Next steps</li> <li>Contact points</li> </ul>	Angela Nisbet	

## APPENDIX 1

## Annex A

Group Discussion - In Full Group Format – with online discussion to be facilitated separately). Feedback session to be inclusive of all.

<p><b>Agenda Item: What We've Learned – CPP reflections</b></p>
<p><b>Exam Question 1</b>  <i>What is the most significant change you've seen in your area since the last Strategy—and what does that change mean for people experiencing poverty in D&amp;G today?</i></p> <p><i>Turn to someone next to you: what has shifted most in your area since 2021?  Or online – invitation to contribute examples in their areas.</i></p>
<p><b>Presentation Slide with Instruction to:</b></p> <ul style="list-style-type: none"> <li>• Name the change</li> <li>• Interpret its impact</li> <li>• Link it directly to poverty and inequality</li> <li>• Bring lived and frontline experience into the room</li> </ul>
<p><b><u>Output</u></b>  A shared understanding of the impacts of the current Strategy and what this means for the development of the new strategy.</p>

**Facilitation Questions**

1. What has shifted in your service, sector or community that now requires a different partnership response?
2. What new pressures or opportunities have emerged in your area that we must consider as we shape the next Strategy.
3. What's changed for the better, what's changed for the worse—and why does it matter for tackling poverty and inequality?
4. Where are you seeing change on the ground, and how should that shape our priorities going forward?

## APPENDIX 1

## Annex B

## Facilitated Discussion 1

This topic will be discussed by every breakout group as part of the three rotating sessions.

<b>1. Strategic Choices and Ambitions – Shared Priorities and Tensions</b>	
<b>Exam Question</b> <i>What matters most and what must we do about it together?</i>	
<b><u>Draft List of Themes and Priorities</u></b>	<b><u>Potential Discussion Points</u></b>
<ul style="list-style-type: none"> <li>• Income, Work &amp; Cost of Living</li> <li>• Access: Transport, Digital, Rurality</li> <li>• Children, Young People &amp; Families</li> <li>• Health &amp; Wellbeing / Inequalities</li> <li>• Housing &amp; Community Support</li> <li>• Crisis Prevention &amp; Safety Nets</li> </ul>	<ul style="list-style-type: none"> <li>• Challenges in their thematic area</li> <li>• What's already working (assets &amp; strengths)</li> <li>• What must change or scale up</li> <li>• Barriers partners face</li> <li>• Emerging strategic priorities</li> </ul>
<b>Task: Collective Prioritisation</b>	
<ul style="list-style-type: none"> <li>• Identify the emerging priority areas for the new Strategy</li> <li>• Shortlist of 2 - 4 priority pillars to shape the Strategy</li> </ul>	
<b><u>Output</u></b>	
Agreed Vision and set of Principles	

**Facilitation Questions:**

1. Where should we focus our collective effort to shift outcomes on poverty and inequality most decisively over the next 5 years—and what trade-offs come with these choices?
2. Which strategic priorities will create the greatest, most sustainable reduction in poverty and inequality in D&G and what would it take for partners to deliver them?
3. What do we feel about more integration with emerging thematic priorities including Equality and Diversity, Child Poverty and the wider Tackling Poverty agenda?
4. What must change in D&G if we are to meaningfully reduce poverty and inequality and what principles should guide how we work together to achieve it?
5. Across these themes, what are the partnership actions that will matter most for preventing crisis, improving access, and increasing financial security for people in D&G?

## APPENDIX 1

## Annex C

## Facilitated Discussion 2

This topic will be discussed by every breakout group as part of the three rotating sessions.

<b>2. Enabling Delivery – Capability, Sustainability and Ways of Working</b>	
<b>Exam Question</b> <i>What does the Strategy need to do to enable our ways of working as a partnership so that we deliver meaningful, sustainable impact for partners, third sector organisations and communities?</i>	
<b><u>Partner Capability and Sustainability</u></b> <ul style="list-style-type: none"> <li>• Partnership Capability and Readiness</li> <li>• Third Sector Sustainability and Role</li> <li>• Community Involvement and Empowerment</li> </ul>	<b><u>Potential Discussion Points</u></b> <ul style="list-style-type: none"> <li>• Ways of Working (Culture, Coordination, Practice)</li> <li>• Enablers and Barriers to Delivery</li> <li>• Conditions for Success</li> </ul>
<b><u>Output</u></b> Agree the Top 3 Opportunities and Barriers for each partner and how we will enable success.	

**Facilitation Questions**

1. What does the Strategy need to do to help us work better together as a partnership, and where are the biggest gaps in capability or capacity?
2. What would make it easier for the third sector to be an equal, sustainable delivery partner in this Strategy?
3. What needs to change in how we work with communities so that their strengths, insights, and lived experiences genuinely shape delivery?
4. What are the biggest barriers that stop us delivering well together—and which of these barriers can the Strategy realistically help remove?
5. Where do you see the top opportunities for strengthening partnership delivery, and what practical enablers (resources, leadership, culture, processes) would make them possible?

## APPENDIX 1

## Annex D

## Facilitated Discussion 3

This topic will be discussed by every breakout group as part of the three rotating sessions.

<b>3. Monitoring and Evaluation – Success Factors</b>	
<p><b>Exam Question</b>  <i>Using the evidence and data we already collect across the partnership, how will we know the Strategy is working for the strategic context, for our communities, and for people? And that they feel it?</i></p>	
<p><b>Measuring Success</b>            How will we know the strategy is working for:</p> <ul style="list-style-type: none"> <li>• Strategic Context</li> <li>• Communities</li> <li>• People</li> </ul>	<p><b>Potential Discussion Points</b></p> <ul style="list-style-type: none"> <li>• Using existing datasets:</li> <li>• What evidence or data would show we are improving in these areas?</li> <li>• Where are the gaps?</li> <li>• How do we capture and impact lived experience?</li> </ul>
<p><b>Output</b></p> <ul style="list-style-type: none"> <li>• Produce a SMART Outcome Statement for each category (specific, measurable, achievable, relevant, time-bound)</li> <li>• Identify how we might monitor or measure progress, e.g.:               <ul style="list-style-type: none"> <li>• Existing key performance indicators we could track</li> <li>• Available data sources we'll use.</li> <li>• How communities and partners could contribute to evidence.</li> <li>• Frequency of reporting and how.</li> </ul> </li> </ul>	

**Facilitation Questions**

1. Which existing data, indicators or evidence sources can we use to tell whether the Strategy is working for partners, third sector organisations and communities?
2. What SMART outcomes can we set that align with measures we already collect across the partnership (e.g., service data, quality frameworks, community insight, national indicators)?
3. Where are the gaps where existing evidence is under-used rather than missing and how can we make better use of what we already gather without creating new reporting burdens?
4. How can we strengthen coordination of current monitoring systems so that they give us a clearer picture of impact, without adding additional data collection demands on partners or the third sector?

## APPENDIX 2

### Consultation Mandate

#### 1. Introduction

The Dumfries and Galloway Community Planning Partnership (CPP) is committed to ensuring that the refreshed Poverty and Inequalities Strategy is co-produced with citizens, customers, elected and board members and partners, particularly the third sector and people with lived experience.

This work will not start from scratch; partners already hold valuable insight, evidence and ongoing activity which will directly inform the development process. A key determinant of success will be strong collaboration and alignment of existing work rather than creating new or parallel activity.

#### 2. Purpose

**We want to understand** the views of citizens, customers, and partners particularly national bodies, the third sector and those with lived experience

**concerning** their views on the priorities for tackling poverty and inequalities across Dumfries and Galloway

**so that** the Community Planning Partnership Board

**can** agree a refreshed Poverty and Inequalities Strategy for 2027-2031.

#### 3. Stakeholder Groups

Dumfries and Galloway Community Planning Partnership want to understand the views of stakeholders including:

- Citizens, particularly with lived experience of poverty and inequalities
- Elected and Board Representatives
- Community Planning Partners (Board: Council, Health Board, Police, Scottish Fire and Rescue Service, South of Scotland Enterprise, Skills Development Scotland, DAGCOL, TSDG, housing, private and community sectors)
- National Organisations (Scottish Government, Equalities and Human Rights Commission, Poverty Alliance and Public Health Scotland)
- Trade Unions

Each stakeholder group brings essential evidence, insight and lived experience that will directly shape the priorities and delivery approaches within the refreshed Strategy.

#### 4. Deliverables and Timeline

*(All dates are 2026 unless otherwise stated)*

##### a. Planning and Pre-consultation (Jan-March)

- Establish Working Group.
- Identify partners' contributions to the programme of work.

**b. Engagement (March – July 2026)**

Engagement activity will also contribute to evaluating the current Strategy and identifying priorities for the refreshed Strategy.

- CPP Board session on 13 March 2026
- Focus group discussion - Tackling Poverty Reference Group.  
Focus group discussion - Protected Characteristics representative groups (age, disability, race, religion, sexuality).
- Discussions with relevant organisations and groups at their events and meetings including e.g. Community Food Providers Network, Adult Learners, New Scots Reference Group.
- Discussions with national expert bodies – Poverty Alliance, Public Health Scotland and others as appropriate.

**c. Research and Analysis (April – July 2026)**

The evidence base for the Strategy will draw primarily on existing datasets, partner intelligence and ongoing research activity across the CPP and with national bodies, avoiding duplication and minimising the reporting burden.

This will include:

- Analysis of current Strategy and Action Plans (outcomes; delivery and power; lessons learned)
- Benchmarking with other Community Planning Partnership areas.
- Review of current national legislation, reports and plans.
- Review of related Dumfries and Galloway strategic plans and reports recognised by the CPP Board that specifically reference poverty and deprivation:
  - Local Outcomes Improvement Plan.
  - Children’s Services Plan and the Local Child Poverty Action Report.
  - Community Learning and Development Partners Delivery Plan.
  - Local Employability Partnership Action Plan.
  - Regional Transport Strategy.
- Review of partners research and activities
  - DAGCAS food research.
  - Population Health Framework.
- Refresh of the Poverty and Deprivation Report using existing datasets and published sources.

**d. Drafting (August – September 2026)**

This phase focuses on translating evidence and engagement feedback into the emerging Strategy. Partners will work collaboratively to agree the outcomes, delivery approaches and supporting action plans that will form the basis of the refreshed Strategy.

- Poverty and Inequality Partnership – 2 September to consider stakeholder feedback, agree emerging outcomes and delivery approaches .
- *DGC Tackling Poverty and Housing Sub Committee – 3 September?*
- *Tackling Poverty Reference Group – 24 September?*
- Stakeholder Impact Assessment.
- Working Group - Develop Action Plans and performance framework (projects and indicators)

**e. Approvals (late October/early November 2026)**

During this phase, partners will consider and approve the final draft Strategy and Action Plan(s) through their respective governance routes, ensuring full organisational ownership and collective accountability ahead of CPP Board sign-off.

- Poverty and Inequality Partnership - 4 November – final draft Strategy and Action Plan(s)
- Individual CPP partners (it is a matter for each partner to determine the governance route it considers is appropriate. For DGC this will be Education, Skills and Community Wellbeing Committee on 11 November; note *NHS Board is 5 October or 14 December*)
- Community Planning Partnership Board – 11 December

**f. Feedback and Evaluation**

- The clear feedback loop ('we asked, you said, we did') will ensure transparency and maintain trust with communities, partners and people with lived experience. - January 2027
- Evaluation Report on engagement – February 2027 - to Poverty and Inequalities Partnership

**5. Resources**

The successful delivery of this engagement relies on shared capacity and contribution across CPP partners. Partner organisations will contribute evidence, insight and staff time as appropriate, with roles and contributions confirmed through the Working Group. In-kind analytical and data-sharing support from partners will be essential to developing the evidence base and avoiding duplication.

**Independent Chair Tackling Poverty & Inequality Partnership**

**Dumfries and Galloway Council**

Secretariat support for the Working Group  
 Executive Support to the Working Group  
 One representative on the Working Group  
 Other support to be advised after 27 February 2026

**NHS Dumfries and Galloway**

Representative on the Working Group

**Citizens Advice Service**

Representative on the Working Group

**Yet to be advised**

Police Scotland  
 Scottish Fire and Rescue Service  
 South of Scotland Enterprise  
 Third Sector Dumfries and Galloway  
 Wheatley South

<b>Prepared by</b>	
<b>Date of authorisation by Community Engagement Manager</b>	

**For office use only****This mandate seeks authorisation for:**

- Information sharing
- Engagement
- Consultation

If you seek authorisation for:

- **engagement**, please consider the [National Standards for Community Engagement](#)
- **consultation**, please follow the Framework for Planning and Delivering Effective Consultation with Communities.

**1. I am clear that I need to carry out this work in order to:**

- |                                  |                                     |                                  |                          |
|----------------------------------|-------------------------------------|----------------------------------|--------------------------|
| Meet a statutory requirement     | <input type="checkbox"/>            | Identify issues or priorities    | <input type="checkbox"/> |
| Inform a policy, plan or project | <input checked="" type="checkbox"/> | Prioritise future spending       | <input type="checkbox"/> |
| Gather opinions on proposal      | <input checked="" type="checkbox"/> | Shape how a service is delivered | <input type="checkbox"/> |
| Other                            | <input type="checkbox"/>            |                                  |                          |

**2. I have the authority to carry out this work based on approval from:**

- Line manager
- Committee decision
- Project board
- Partnership/working group
- Other

**3. The decision that will be influenced by the outcome of this work will be taken by:**

- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| Line manager/head of service/<br>assistant director/executive director | <input type="checkbox"/> | Project board                                   | <input type="checkbox"/> |
| Committee/sub-committee  | <input type="checkbox"/> | Partnership <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Scottish government  | <input type="checkbox"/> | Other   | <input type="checkbox"/> |

## APPENDIX 3

**Current Poverty and Inequality Data Snapshot****Introduction and Purpose**

This snapshot summarises key economic and social indicators shaping poverty and inequality in Dumfries & Galloway. It brings together local third sector demand data from one of our main Partners, SIMD patterns, and national evidence to highlight current pressures on households and where need is most concentrated.

**Cost of Living Pressures**

Households in D&G continue to face significant cost pressures despite fluctuations in inflation.

Inflation hit a high of 11.1% in October 2022 which then dropped to a low of 1.7% in September 2024. Since then inflation has again been steadily rising and was sitting at 3.4% in December 2025. Adults in the UK are continuing to report a cost of living increase, which means that there are still high numbers struggling to make ends meet and being impacted by poverty.

**Local Deprivation Profile (SIMD)**

In a predominantly rural region like Dumfries & Galloway, deprivation is often dispersed rather than concentrated, meaning SIMD quintiles may understate the scale of need.

The table below provides powerful insight demonstrating that whilst only ~9–10% of D&G datazones are in SIMD Quintile 1, 17–18% of CAB clients come from this Quintile 1. This demonstrates *disproportionate need* and highlights rural deprivation patterns. Clients seeking support in D&G therefore are disproportionately drawn from the most deprived quintiles, highlighting concentrated vulnerability even in a largely rural region.

Population residing in Dumfries and Galloway and clients seeking advice from Dumfries & Galloway Citizens Advice Service.

	Quintile 1		Quintile 2		Quintile 3		Quintile 4		Quintile 5	
	% of Datazones	% of Clients	% of Datazones	% of Clients	% of Datazones	% of Clients	% of Datazones	% of Clients	% of Datazones	% of Clients
2021/22	10	18	26	32	37	32	19	12	8	5
2024/25	9	17	25	31	39	33	19	13	9	6

**Citizens Advice Service Demand and Client Profile**

The CAB Data trends below demonstrate an overall rising demand for help and advice with more issues being raised from more first-time clients. A key major increase is in energy-related advice.

The national picture of clients seeking advice from a Citizens Advice Bureau for 2024/25

	Quintile 1	Quintile 2	Quintile 3	Quintile 4	Quintile 5
2024/25	30%	25%	20%	15%	9%

**Advice Categories and Trends**

Employment Status of Citizens Advice Bureau Clients 2024/25

	Dumfries & Galloway Citizens Advice Service	All Citizens Advice Bureau in Scotland
Employed (inc Self Employed & Part Time)	30%	31%
Unable to Work due to Disability or Health	26%	26%
Retired	27%	19%
Unemployed	11%	17%
Looking after family/home	4%	4%
Other	2%	4%

During 2019/20 7943 clients sought advice from Dumfries & Galloway Citizens Advice Service on a total of

### APPENDIX 3

18,564 times and in connection with 36,090 issues. 5316 of these clients were seeking help from Dumfries & Galloway Citizens Advice Service for the first time. The top 3 areas of advice were all in relation to financial matters.

During 2024/25 8261 clients sought advice from Dumfries & Galloway Citizens Advice Service on a total of 26,295 times and in connection with 39,091 issues. 4076 of these clients were seeking help from Dumfries & Galloway Citizens Advice Service for the first time. The top 4 areas of advice were all in relation to financial matters. Energy advice has shown the biggest increase — reflecting ongoing fuel stress despite lower headline inflation.

	2019/20	2024/25
Benefits	50.78%	45.53%
Debt	12.56%	8.53%
Energy	4.43%	7.41%
Financial & Charitable	5.14%	7.97%

Although the percentage of clients seeking help with debts has reduced, this is partly due to the increased forbearance shown by creditors since the Covid crisis. The main increase in the Financial & Charitable area of advice is clients seeking energy vouchers, foodbank vouchers and other charitable grants.

#### **National Perspective**

The Joseph Rowntree Foundation Poverty in Scotland 2025 Report states that poverty in Scotland is deepening: nearly 1 in 10 people in Scotland are in very deep poverty with incomes below 40% of the median. In-work poverty is increasingly more common: 6 in 10 people in poverty live in a household where someone works and nearly three-quarters of children in poverty do.

#### **Summary: What This Means for the Strategy**

Together, these indicators show rising demand for crisis and financial support, increasing precarity among working households, and sustained pressure on services within Dumfries & Galloway. The Strategy will need to focus on income security, cost of living mitigation, access to services, and energy support.

#### **Updated research on the current position of Poverty and Deprivation in Dumfries and Galloway**

Commissioning updated independent research on poverty and deprivation will provide an up to date picture of the scale, distribution and drivers of poverty across Dumfries and Galloway. This will enable improved targeting of interventions and provide a refreshed baseline for measuring impact over the next strategy period. This approach will allow us to build on the previous reports to show us trends over time and give an up to date picture of poverty and deprivation in the region.



**COMMUNITY PLANNING PARTNERSHIP BOARD – 13 MARCH 2026  
BUSINESS BRIEF**

**ITEM 4**

<p><b>Author: Stephen Jack, Lifelong Learning Manager</b></p> <p><b>Valerie White, Chair CPSLT</b></p>	<p><b>Responsible Senior Officer: Harry Hay, Head of Thriving Communities</b></p>
<p><b>Report Title: BUSINESS BRIEF</b></p>	
<p><b><u>1. Situation:</u></b> This briefing provides the CPPB with an update on the key workstreams which have been progressed through the Community Planning Senior Leadership Team since the last CPPB meeting in February 2026.</p>	
<p><b><u>2. Background:</u></b></p> <p>2.1 At the CPPB meeting held on 6 June 2025, Board Members agreed as part of revised arrangements that increased autonomy would be given to the CPSLT to progress key issues on behalf of the Board.</p> <p>2.2 This in turn would free up time and space at future Board meetings for more interactive/fluid discussions and less formal papers.</p> <p>2.3 Since the October CPPB meeting, the CPSLT have now met three times as follows:  - 30 October 2025  - 5 December 2025  - 23 January 2026  - 6 March 2026</p>	
<p><b><u>3. Key Issues:</u></b></p> <p>3.1 The key issues for the CPPB to consider are:</p> <p><b><u>3.2 Population Health – Child Healthy Weight</u></b>  3.2.1 Following the workshop held at the CPPB on 6 Feb 2026, it was agreed that the Director Public Health would use the comments/suggestions that were collated through the workshop sessions, and also in the subsequent discussion, to prepare a draft action plan for agreement by the Board. A covering report which was considered through the CPSLT on 6 March and proposed action plan is attached in <b>Appendix 1</b>. Any further comments/observations stemming from the 6 March meeting will be shared verbally.</p> <p><b><u>3.3 Community Transport Business Case</u></b>  3.3.1 Third Sector Dumfries and Galloway have been leading on work to review community transport arrangements across our region and to prepare a Business Case for consideration. The Council, NHS and SoSE have all contributed a 3-year funding package to support this work and which was identified as a key project through our LOIP Action Plan. The Business case has been circulated in advance of this meeting and is attached in <b>Appendix 2</b> for consideration, and any comments/observations stemming from the CPSLT meeting held on 6 March will also be shared verbally.</p>	



### 3.4 Locality Plan Kirkconnel/Kelloholm

3.4.1 The CPPB previously agreed our first Locality Plan in October 2025. A first round of progress updates has been collated from partners and there has been a number of positive developments so far as detailed in **Appendix 3**. The next stage is to capture impact stories and testimonies from the community to integrate into or end of year performance session in June 2026.

### 3.5 Place Director – Community Planning Partnership (CPP) Charter

3.5.1 At our February Board meeting we had positive discussions with our Place Director from Scottish Government, Claire Renton, around the draft new CPP Charter. Following stakeholder feedback a small number of amends have been made as follows:

- Adding the minimum requirements of Place Directors (two days a month, for a three-year term);
- Emphasising the role of Place Directors in supporting delivery of Local Outcome Improvement Plans and addressing barriers that require national action.

3.5.2 Scottish Government are now asking for Boards to endorse this, and the final version is attached in **Appendix 4**.

### **4. Recommendations:**

The Community Planning Partnership Board are asked to:

4.1 **Consider** and **agree** the Child Healthy Weight Action Plan as detailed in **Appendix 1**;

4.2 **Consider** and **endorse** the Community Transport Business case as attached in **Appendix 2**;

4.3 **Consider** the progress updates for the Locality Plan as detailed in **Appendix 3**;

4.4 **Endorse** the final draft of the Place Director – Community Planning partnership Charter as detailed in **Appendix 4**;

26.2.26

### **Appendices (4)**

**Appendix 1** - Child Healthy Weight Action Plan

**Appendix 2** - Community Transport Business Case

**Appendix 3** - Locality Plan

**Appendix 4** – Place Director Charter



**COMMUNITY PLANNING PARTNERSHIP BOARD – 13 MARCH 2026**

**APPENDIX 1**

<p><b>Author: Stephen Jack, Lifelong Learning Manager</b></p> <p><b>Valerie White, Director Public Health</b></p>	<p><b>Responsible Senior Officer: Harry Hay, Head of Thriving Communities</b></p> <p><b>Julie White, Chief Executive, NHS Dumfries and Galloway</b></p>
<p><b>Report Title: POPULATION HEALTH FRAMEWORK AND HEALTHY WEIGHT ENVIRONMENT</b></p>	
<p><b><u>1. Situation:</u></b></p> <p>1.1 The CPP Board held a workshop on the 6<sup>th</sup> of February to consider its priority Theme of Health and Wellbeing as part of a planned series of thematic discussions. The focus of this session was around Priority 2 of <a href="#">Scotland's Population Health Framework - gov.scot</a> – creating a Healthy Weight Environment. This paper pulls together the key points discussed and outlines a small number of proposed actions to support the conditions that enable the local population to maximise their health.</p>	
<p><b><u>2. Background:</u></b></p> <p>2.1 The CPP Board had received a briefing paper in advance of the session outlining the key challenges in our region in relation to population levels of unhealthy weight <a href="#">cppb final paper 6 february 2026.pdf</a> . A presentation on the day outlined the following key points:</p> <ul style="list-style-type: none"> <li>• The complexity of what influences population levels of unhealthy weight including:             <ul style="list-style-type: none"> <li>○ Biological susceptibility</li> <li>○ Dietary patterns and the food environment</li> <li>○ Poverty and inequality</li> <li>○ Accessibility of healthy, affordable food</li> <li>○ Societal and cultural influences</li> <li>○ Levels of physical activity</li> <li>○ Access to non-stigmatising treatment and support</li> </ul> </li> <li>• The need to shift the narrative from stigmatising and an individualised approach of simply <i>eat less move more</i> to focus on creating the conditions that support people to be a healthy weight Beliefs about higher weight at odds with the evidence - <a href="#">Beliefs about higher weight at odds with the evidence</a></li> <li>• The conditions needed to support a healthy weight environment were similar to those that support good health more generally.</li> <li>• The <a href="#">Scottish Directors of Public Health and Public Health Scotland Healthy Weight Consensus Statement</a> and <a href="#">Obesity Action Scotland</a> and the University of Edinburgh <a href="#">seven local levers for action</a> provides an evidence based framework for actions that could be undertaken at a local level to create a healthy weight environment – these included:             <ul style="list-style-type: none"> <li>○ Action to tackle poverty</li> <li>○ Leadership to shift narrative from individual focus to broader determinants of</li> </ul> </li> </ul>	



health

- Restrict Food Advertising
- Utilise planning to improve food environments
- Strengthen public sector procurement and provision standard
- Work with the out of home sector to reduce calories on the menu
- Improve uptake of school meals
- Promote and support physical activity
- Protect, promote and support breastfeeding and healthy diets for children.
- Access to effective weight management support and services

2.2 CPP Board members discussed possible areas of challenge and opportunity in relation to these areas.

### **3. Key Issues:**

3.1 CPP Board discussions reflected the following key points:

- The complexity of the challenge for our region
- The need as CPP Board members to not only take local action but also to advocate at National level for legislation and policies that create conditions supportive of good health
- The need to change the narrative around weight
- Requirement of a whole systems approach
- The influence of digital on shaping health and body image
- The need to build on programmes of work already ongoing and the connection of poverty and place work in this agenda
- Importance of community voices in shaping healthy environments.
- Recognition that improving population levels of healthy weight is a long term goal

3.2 Based on the discussions the actions in **Appendix 1A** aligned to the Local Levers are proposed as being taken forward in Dumfries and Galloway over the next year.

### **4. Recommendations:**

The Community Planning Senior Leadership Team are asked to:

- 4.1 **Note** the outcome of the CPP Board Workshop;
- 4.2 **Discuss** the proposed areas of action; and
- 4.3 **Agree** to the paper going to CPP Board in March 2026

25.2.26

**Appendices (1)**

## APPENDIX 1A - Proposed Healthy Weight Environment Action Plan

Local Lever	Action	Lead	Intended Impact	Intended Outcome
<b>Local Leadership</b>	<p>Press release following meeting to highlight complexity and need to shift narrative to creation of healthy environments.</p> <p>Explore opportunities to work with College Staff Student council re influencing/digital area</p>	<p>CPP Comms</p> <p>College &amp; NHS</p>	Demonstration of leadership across the CPP of the need to reframe the weight discussion.	<p>Local Population hear leadership message.</p> <p>CPP leaders start to cascade through their organisations</p>
<b>Restrict Food Marketing</b>	Audit CPP partner organisations policy in relation to use of locally owned/sub contracted advertising space of High Fat Sugar Salt Food and wider health harming behaviours	NHS D&G and PHS TBC and CPP partners	Advertising space controlled by CPP organisations does not expose the population to health harming food/products	Reduced exposure to marketing of local population to health harming products
<b>Utilise Planning to Improve Food Environments</b>	Explore evidence required to support development of a local takeaway management policy or takeaway management zone for LDP3.	LA, NHS PHS TBC	LDP will support decisions to limit number of takeaways in agreed areas.	Reduced density of takeaways will reduce availability of unhealthy food options
<b>Strengthen Public Food Procurement</b>	SOSE to scope opportunities in relation to strengthening public	SOSE and wider CPP (due course)	Increase in public sector procurement of locally produced food.	Strengthened local economy and reduced food miles

<b>and Provision Standards</b>	sector procurement of local food working with CPP members			
<b>Work with the Out-of-Home Sector to Reduce Calories on Menus</b>	No action just now. Await outcome of Eating Out Eating Well evaluation discussions .			
<b>Improve Uptake of School Meals</b>	No action needed - Poverty and Inequalities Partnership progressing action in this area			
<b>Promote and Support Physical Activity</b>	CPP partners to continue to enable implementation physical activity strategy CPP partners to provide representation to Active Workplaces Work stream.	All CPP partners	Achievement of Physical Activity Targets, CPP partner workforces are enabled to be more active during work.	People move more and undertake regularly muscle strengthen exercises.
<b>Protect, Promote, and Support Breastfeeding and Healthy Diets for Children</b>	D&G council to explore being becoming a Breastfeeding friendly organisation.  College to explore opportunities to integrate knowledge and skills in relation to infant and early years feeding into	LA and NHS  NHS and College	Demonstration of D&G Council's commitment to protect, promote and support breastfeeding.  Integrating infant feeding training to colleges will provide skills, knowledge and confidence to new	More babies in Dumfries and Galloway will be breastfed (higher initiation and longer duration of breastfeeding).

	the Early Years training.		workforce working in Early Years in D&G.	
<b>Engagement with communities</b>	Piloting of Place Standard Tool with Food lens	LA and NHS and PHS	Community voices are heard and ideas are captured to inform good food nation plans.	If tool successful could be considered in more areas to inform Good Food Nation/Local Place Plans
<b>Co-ordination of Food Related Activities</b>	Scope out appropriate CPP multiagency oversight group for development Regional Good Food Nation Plan	LA and NHS and Third Sector	Multi-agency partnership established to co-ordinate design and delivery of Regional Good Food Nation Plan	Co-ordinated progress towards the Good Food Nation plans enabling the local population to have access to affordable, sustainable and healthier food.



# CommunityTransportDG

**A new region-wide organisation supporting transport outcomes across Dumfries & Galloway.**

## Business Plan 2026-2030

### 1. Executive Summary

#### 1.1. What's all this about?

- A step change in our regional transport infrastructure is needed to better support the people of D&G, and to do so more cost effectively.
- Transport underpins many regional outcomes, but current models mean that too many services are being delivered at too high cost. **Specifically, spend on private taxis in 2024/25: £585,000 on non-emergency patient transport by NHS D&G; £2.8M on ASN student transport by DGC.**
- There is a lever we can pull to unlock more cost-effective solutions - Community Transport.
- However, the big three Community Transport Operators are maxed out on operations, with very limited development capacity.
- To make the step change that will allow them to contribute fully through effective partnerships that are a win-win for both the CTOs and the regional agencies, **innovation and seed investment is required to create region-wide development capacity.**

#### 1.2. Mission Statement

**CommunityTransportDG will support the delivery of regional transport strategic outcomes for the benefit of the citizens of Dumfries and Galloway.**

- We will facilitate effective partnership working with regional and national agencies to support their strategic transport aims through Community Transport.
- We will amplify, support and champion D&G Community Transport Operators and their work in their local communities.
- We will work towards consistency of delivery of Community Transport across the whole of Dumfries and Galloway
- We will be a single point of contact for investment in and strategic development of Community Transport across Dumfries & Galloway.



### 1.3. Vision Statement

- Community Transport plays a key part in ensuring that everyone in Dumfries and Galloway can access sustainable transport options to help attain and maintain a fulfilling life, and our region is flourishing due to cost-effective, locally-based transport solutions.

### 1.4. We're in!

This Business Case was endorsed by the Community Transport Strategic Development Group at their February 2026 meeting.

- Wigtownshire Community Transport
- Galloway Community Transport
- Annandale Community Transport

Are all signed up to be the inaugural members of CommunityTransportDG.

### 1.5. Why not Business as Usual?

- Without a coordinating organisation, the delivery of Community Transport in D&G will continue to be effective, but localised and without the development capacity to fully support regional transport outcomes.
- *With* a coordinating organisation, Community Transport can take up its place as the core underpinning of the D&G Regional Transport Strategy.
  - CommunityTransportDG will be a single point of contact to make CTOs a key delivery partner in innovative school, ASN student, employability and non-emergency healthcare transport solutions.
  - CommunityTransportDG will support CTO operations by identifying economies of scale, sharing good practice, facilitating pooling of resources and supporting resilient delivery.
  - CommunityTransportDG will represent the sector externally as a united voice, bidding for additional funding for CTOs to deliver better transport outcomes for our region.



## 1.6. Opportunities to be realised.

- Consistent delivery across the region of LOIP, RTS, RES and LPP transport outcomes. Social isolation reduced, rural inequity diminished.
- Local bus networks amplified or optimised by the creation of localised, flexible, coordinated Community Transport delivery models.
- Reduced cash costs to the NHS for non-emergency healthcare transport, and better outcomes for patients.
- Reduced cash costs to D&G Council for statutory school, ASN and service route transport and better outcomes for students and passengers.
- Increased numbers of volunteers taking part in CTO operations, improving their own mental health and wellbeing and providing excellent value solutions to the regional transport challenges.
- Increased employability pathways within the CTOs, based on holistic models that offer work experience and job opportunities as well as training. Increased people in work due to coordinated Transport to Work schemes.

## 2. Social Impact & Outcomes

### 2.1. What's in it for us? Key outcomes for partner organisations.

#### SWestrans

- **Realisation of the RTS Tier 1 delivery framework:** “This tier will take the learning and structures developed through the Community Transport Public Social Partnership (PSP) and expand across the region. *This ‘mainstreaming’ of the PSP learnings will be a critical building block for the delivery of needs-based transport.*”
- Single point of contact for strategic, region-wide planning towards the RTS and emerging SG priorities and funds.
- Better service design through better integration of public and community transport.
- Coordinated regional Community Transport contribution to SG active and sustainable travel goals.
- Coordinated regional Community Transport contribution to RTP projects such as the Workforce Mobility Project.
- Coordinated input into the Bus Service Improvement Partnership (BSIP).
- Enhanced support of the local bus network – adding resilience and delivery through coordination of localised demand responsive transport solutions.

#### Dumfries and Galloway Council

- **Better value school transport / ASN transport solutions** (Statutory provision. ASM Transport cost in 2024/25: £2.8M<sup>1</sup>.)
- Better able to meet Place Plan expressions of transport needs - animation / support of new CTOs.
- Single point of contact for **Employability planning and delivery** (LEP, DYW)
- Single point of contact for **Transport to Work** planning and delivery.
- Single point of contact for transport as a lever to mitigate **depopulation** – as per the ‘Best Interventions’ recommendations in the DGC Feb 2026 ‘Addressing Depopulation’ report, section 4.1.<sup>2</sup>
- Reduced social isolation, early intervention and better access to local support supports adult health and social care outcomes.
- Delivery of LOIP transport outcomes.
- Tackling child poverty through improving access to health and employment for parents / carers.

<sup>1</sup> [COMMITTEE REPORT TEMPLATE & GUIDANCE](#)

<sup>2</sup> [Addressing Depopulation Theme Three - Best Interventions.pdf](#)



## NHS

- **Reduced cash costs of non-emergency healthcare transport.** Private taxi bills on non-emergency patient transport in 2024/25 were £585k<sup>3</sup>.
- Reduced indirect costs of missed appointments.
- Optimisation of Patient Transport, including possible coordination of postcodes to minimise distances travelled.
- Coordination with new Community Hubs and enhanced access to them.
- Enhanced monitoring and evaluation to demonstrate value.
- Single point of contact for innovative projects like the Renal Outpatient Transport service.
- Fulfilment of duties under the Transport (Scotland) Act 2019 to pay due regard to community benefit in non-emergency patient contracts.

**See Appendix 5 for a detailed breakdown of direct and indirect cost savings to NHS D&G through enhanced coordination of CT services.**

## Community Transport Operators (CTOs)

- Single point of contact for regional issues and a tangible demonstration to staff and volunteers that their work is valued regionally.
- More development support for strategic expansion plans and cross-region partnership working.
- More funding available for existing valued services and expansion plans, due to better communication of the value of their work.
- Better driver recruitment due to support for communications and region-wide initiatives.
- More earned income due to better coordination with CPP partners.
- Optimised delivery due to keeping their governance / models / operational funding models but benefiting from shared learning around operations and better service design in partnership.

## TSDG

- Better fulfilling its charitable mandate and supporting the region's TS through creation of an investable stand-alone delivery organisation for Community Transport in D&G.
- Demonstration of the power of partnership working under the DGCollective model.
- Ensuring that Community Transport, as part of our wider community and voluntary sector, can be more easily involved in wider sector and partnership planning, regional and national strategic developments

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<sup>3</sup> [Dumfries and Galloway NHS Board](#)



## SOSE / Regional Economic Partnership / REP Transport Strategic Action Group

- Enhanced, coordinated delivery of one of the REP 3 grand challenges (housing, skills and transport).
- **Realisation of the D&G Regional Transport Strategy Tier 1 delivery framework**
- Enhanced use of sustainable transport underpins delivery of a fair and flourishing economy.
- Strategic, D&G-wide input into Transport Strategic Action Group and COSS, allowing for South of Scotland-wide sharing of best practice.

## Other Third Sector Organisations (not CTOs)

- Single point of support and connection for specific projects also designed to meet RTS, LOIP or LPP objectives e.g. DGVoice
- Community transport and access better integrated into all new place-based project proposals.

**Residents of D&G**, particularly those for whom conventional public transport is less accessible (people with limited mobility, ASN students and adults, people living in remote locations at risk of isolation, people living in out-of-town developments with no public transport links)

- More people can access existing opportunities to mitigate loneliness or enhance wellbeing due to enhanced coverage of accessible transport, particularly in rural areas.
- More people can attend non-emergency healthcare appointments and Community Hubs, preventing health conditions from worsening.
- More people can access transport due to regional coordination and support for last mile / first mile journeys and an increasingly accessible fleet (vehicle type and driver training)
- More people can access employment, thereby increasing income and decreasing poverty.
- People feel supported by their own communities by more easily finding solutions to place-based challenges together.

# Community Transport D&G

## ScotGov

- Enhanced delivery of the National Transport Strategy 2 strategic priorities:
  - **Reduces inequalities** – transport is available to more people in Dumfries & Galloway, particularly those suffering rural inequity and those for whom conventional public transport is a challenge to access.
  - **Takes climate action** – private car miles are reduced by increased take up of community transport due to regional coordination and animation.
  - **Helps deliver inclusive economic growth** – more people can access employment or learning opportunities due to enhanced coverage of accessible transport, particularly in rural areas.
  - **Improves our health and wellbeing** – more people can access existing opportunities to mitigate loneliness or enhance wellbeing due to enhanced coverage of accessible transport, particularly in rural areas. More people can attend non-emergency healthcare appointments and Community Hubs, preventing health conditions from worsening.
- Enhanced delivery of ‘mobility as a service’ across D&G by mitigating the impact of poverty on access to transport, particularly for Transport to Work.



## 2.2. What's in it for society?

### The environment

- Private car miles are reduced by increased take up of community transport due to regional coordination and animation.
- Diesel miles are reduced by regional partnership working around enhanced eV charging infrastructure and sharing of best practice re fleet decarbonisation.
- Total miles are reduced by better coordination of non-emergency healthcare transport through a Patient Transport Hub.

### The economy

- More of the investment made in D&G transport stays in local communities.
- Community Wealth Building principles apply when local non-profit organisations are the main deliverer; salaries remain in the region; any surplus is reinvested in charitable outcomes not removed as profit.
- Better access to transport leads to better access to employment, allowing more people to work.

### Public health

- Social isolation is reduced through increased Community Transport journeys, reducing mental health issues.
- People can access medical support at an earlier stage if they can access doctors, prescriptions or outpatient appointments independently, reducing crisis intervention.
- CT can more easily play an active part in delivery of the Population Health Framework outcomes, particularly in the priority of prevention



## 3. The Problem

### 3.1. The Opportunity

Community transport is not just about bus journeys. It is about fostering a sense of belonging, bridging divides, and empowering individuals to access education, employment, healthcare, and social opportunities that are the bedrock of a thriving community.

**Community transport provides flexible and accessible community-led solutions in response to local transport needs.** It sometimes represents the only means of transport for many vulnerable and isolated people, often older people or people with disabilities. **It is also enormously cost-efficient,** being based on a non-profit charitable model.

By supporting and amplifying the excellent work of the existing CTOs and by animating new ones, CommunityTransportDG will ensure that this opportunity is available to more people across D&G.

**By working in active partnership with regional and national agencies, enhanced delivery of key regional and national transport outcomes will be achieved through values-driven, cost effective and community-led initiatives.**

### 3.2. The Challenge

Transport in Dumfries and Galloway is frequently identified as a barrier to people taking part in daily aspects of life such as education, employment, health care and leisure opportunities.

The backdrop to this includes a cost-of-living crisis which pushed already vulnerable households into hardship. The aftermath of COVID-19 has left deep scars: communities are still grappling with isolation, mental health struggles and fractured local economies.

The public transport sector (D&G Council Transport Dept, SWestrans) faces ever more challenging budget constraints and a hugely dispersed population. The public sector alone does not have the capacity to meet the individualised transport needs of D&G communities.

The geography also presents challenges to the NHS in non-emergency healthcare transport and to the DGC Education Department in statutory school and ASN student transport provision. Community Transport has a long track record of supporting these challenges in various parts of the region. Deepening and extending these partnerships will lead to ever more cost savings and better outcomes for patients and students.



See Appendix 1 for more on the D&G transport challenges and Appendix 2 for a summary of the transport aims in regional and national strategies.

### 3.3. Why Now

With increasing headwinds facing all public sector delivery models, the need to do things differently has never been clearer. **For this particular set of issues, there is a clear solution at hand - better coordination and partnership working with a Community Transport sector that has a decades-long track record of delivery.** By amplifying the CTOs' capacity to work in strategic alignment with the most pressing concerns of the NHS, Local Authority and residents, we can make a step change in the cost and effectiveness of delivering transport solutions across D&G.



## 4. The Solution - CommunityTransportDG

A region-wide organisation that **supports the delivery of regional transport strategic outcomes for the benefit of the citizens of D&G.**

- Amplifies, supports and champions D&G Community Transport Operators and their work in their local communities.
- Works in partnership with regional and national agencies to support their transport aims.
- Works to ensure consistency of delivery of Community Transport across the whole of Dumfries and Galloway
- A single point of contact for investment in and strategic development of Community Transport across Dumfries & Galloway.

### 4.1. Organisational Delivery Priorities

1. Region-wide animation / coordination of community transport, to ensure consistency and expansion of regional delivery in line with LOIP, RES, RTS outcomes / priorities.
2. Active partnership around non-emergency healthcare transport that provides a region-wide solution for the NHS and the Health and Social Care Partnership to improve patient outcomes and reduce cash costs to the NHS.
3. Region-wide animation / coordination of ASN, school transport, Transport to Work and service routes through CTOs, ensuring better outcome for students and lower costs for DGC.
4. Active partnership with SWestrans to deliver Tier 1 of the Regional Transport Strategy – working to create more flexible services, more cost effective local bus services and increased resilience for CTOs.
5. Increased employability pathways within the CTOs, based on holistic models that offer work experience and job opportunities as well as training. Attract, secure and create a pipeline of drivers and resource for CTOs.
6. Increased availability of volunteers taking part in CTO operations, improving their mental health and wellbeing while providing excellent value solutions to regional transport needs.
7. Better understanding of the value of community transport through monitoring and evaluation. Communication of the operational and strategic impact effectively within and outwith D&G.
8. Support CTOs to secure additional diverse income streams on the basis of robust Business Plans that accord with local, regional and national need. Including bidding for additional funding by representing all CTOs collectively and providing specialism in bid writing.



9. Based on this enhanced delivery, evaluation and communication of impact, source ongoing commitments from local, regional and national organisations and private philanthropists to fund CommunityTransportDG. Also generate earned income for CommunityTransportDG to maintain delivery.
10. Active evolution of the sector, horizon scanning, maximising of opportunities.

See Appendix 3 for the detailed Job Descriptions of CommunityTransportDG staff that will deliver these priorities.

## 4.2. Outputs and Barriers for these priorities

1. Region-wide animation / coordination of community transport, to ensure consistency of regional delivery in line with LOIP, RES, RTS.

### Outputs by 2029:

- Community Transport provision available across 80% of the region (40% currently).
- Community Transport provision tied in more closely with regional strategic outcomes, not just current operational links between CTOs and DGC Transport dept.

### Barriers:

- Can't *make* new CTOs exist or existing ones expand – the will has to come from the communities and secure funding will have to be found. => Budget line item – seed funding for new CTOs.
- Existing CTOs will be risk-averse to expansion unless a delivery and funding model for the new service/s can be found that doesn't risk their base. => Budget line item – under-writing for service expansion pilots.

2. Active partnership around non-emergency healthcare transport that provides a region-wide solution for the NHS and IJB to improve patient outcomes and reduce cash costs.

### Outputs by 2029:

- Establishment of a Patient Transport Hub in partnership with NHS.
- £100k saved annually from £585k taxi bill.
- CTO operational systems and NHS booking systems are optimised to work together more efficiently.
- 80% of people in the region have access to non-emergency healthcare transport.
- NHS is fulfilling its duties under Part 10, Section 120 of the Transport (Scotland) Act 2019 to 'pay due regard to community benefit in non-emergency patient contracts, and the extent to which such contracts will improve economic, social or environmental wellbeing'.
- CTOs have an agreed commitment to fund Patient Transport on a multi-year basis so that they can expand capacity and better meet the needs of their communities.

## Barriers

- NHS will need to commit a named coordinator (1 day/week) to be the other end of the partnership.  
=> CPP and DGC endorsement of this Business Plan and new way of working. Budget line item for 20% NHS resourcing.

3. Region-wide animation / coordination of ASN, school transport, Transport to Work and service routes through CTOs, ensuring best outcome for students and lower costs for DGC.

## Outputs by 2029:

- ASN costs to DGC reduced by £100k a year.
- Students are better supported by being transported by people within their communities who care and who want to help them develop.
- School transport planning systems are tied in more closely with CTOs in order to minimise costs and maximise efficiencies for the Council.
- Residents are better supported through models of public transport that match their needs more closely.
- CTOs have expanded services to offer Transport to Work to mitigate child poverty.

## Barriers

- Lack of development capacity within CTOs to engage with region-wide initiatives => increased resources from CommunityTransportDG (Lead Officer and Development Officer) will increase development capacity and ease communications with partners.
- DGC Transport dept will need to be sufficiently resourced to allow them to play an active part in optimising planning. => 40% of a DGC Transport dept person to be allocated to this new way of working.



#### 4. Active partnership with SWestrans to deliver Tier 1 of the Regional Transport Strategy.

##### **Outputs by 2029:**

- More flexible services, including enhanced use of localised Demand Responsive Transport solutions.
- More cost effective local bus services
- Increased resilience for CTOs.

##### **Barriers**

- SWestrans will have to be resourced to fulfil their end of the partnership => This scope included in the 40% DGC Transport role above.

#### 5. Increased employability pathways within the CTOs, based on holistic models that offer work experience and job opportunities as well as training.

##### **Outputs by 2029:**

- 60 people have undertaken employability pathways that have led to an increased ability to start work or volunteering.
- 9 people have undertaken employability pathways that have led to them taking up work.
- CTOs have a secure pipeline of drivers to secure their operations.

##### **Barriers**

- CTO capacity to take on trainees as well as deliver operational requirements is sometimes limited. => Creating credible employability models with the CTOs is key inclusion in CommunityTransportDG Development Officer's Job description.

6. Increased availability of volunteers taking part in CTO operations, improving their mental health and wellbeing while providing excellent value solutions to regional transport needs.

#### **Outputs by 2029:**

- Each CTO has an increased pool of volunteers available to it (number), who understand the commitment required of them and are happy to join the CTOs in their growth journey.
- 2 new CTOs have been created (requires Board volunteers as well as drivers).

#### **Barriers**

- Cost of living crisis has reduced the pool of people able to give their time for free. Volunteering models may have to include some element of paid work. => Creating credible volunteering models with the CTOs is key inclusion in CommunityTransportDG Development Officer's Job description.

7. Better understanding of the value of community transport through monitoring and evaluation. Communication of the operational and strategic impact effectively within and outwith D&G.

#### **Outputs by 2029:**

- CTOs are supported to measure and communicate impact consistently across the region and to adjust delivery based on evaluation of this impact.
- This impact is communicated effectively such that it secures partner funding / investment from multiple sources on a medium-term basis.

#### **Barriers**

- Capacity of CTOs to engage with and implement monitoring plans. => Endorsement of this new way of working by CTOs. Active support from CommunityTransportDG officers to reduce their workload in other ways.
- TSDG will need to support CommunityTransportDG in finding the right targets / investors for communicating the value of Community Transport to. => Budget line item for TSDG FCR.

8. Support CTOs to secure additional diverse income streams on the basis of robust Business Plans that accord with both local, regional and national need.

### Outputs by 2029:

- CTOs have sustainable Business Plans that have secured medium-term investment and are supporting local and regional priorities.

### Barriers

- Managing the risk of service expansion for CTOs in a way that does not risk their base. => Budget line item – under-writing for service expansion pilots.
- Consistency of delivery such that regional partners feel comfortable changing from one system (e.g. private taxis) to another and moving the funding accordingly. => Endorsement of this new way of working by CTOs. Active support from CommunityTransportDG officers to support them in delivery outputs.

9. Based on this enhanced delivery, evaluation and communication of impact, source ongoing commitments from local, regional and national organisations and private philanthropists to fund CommunityTransportDG. Also generate earned income for CommunityTransportDG to maintain delivery.

### Outputs by 2029:

- CommunityTransportDG has a sustainable business model where income is committed on the basis of value delivered.
- Earned income is the main strand of income for CommunityTransportDG, reducing reliance on reducing public sector grants.

### Barriers

- Consistency of delivery from CTOs such that regional partners feel comfortable changing from one system (e.g. private taxis) to another and moving the funding accordingly. => Endorsement of this new way of working by CPP partners and CTOs. Active support from CommunityTransportDG officers to support CTOs in delivery outputs.
- Demonstrating and communicating the added value of CommunityTransportDG to the sector, beyond individual CTOs. => Communication of impact is a key inclusion in Lead Officer's Job Description.



## 10. Active evolution of the sector, horizon scanning, maximising of opportunities.

### Outputs by 2029:

- CommunityTransportDG is a core part of the D&G regional infrastructure, actively delivering LOIP, RES and RTS outcomes and working with partners to keep delivering better transport outcomes for the people of D&G through emerging opportunities.
- CTOs are working better in partnership with regional TSOs such as BloodBikes, DGVoice and FoodTrain and the public sector (Health and Social Care and Active Travel Hubs in particular) to ensure that CT adds as much value to D&G residents as possible.
- CTOs are working better in partnership with their local organisational ecosystem to minimise duplication and amplify the work of others. E.g. food bank or local food delivery, prescription delivery, day centre outings.
- CTOs have materially decarbonised, in line with the Climate Emergency goals.
- CTOs are more accessible to a wider range of users due to vehicle accessibility upgrades.

### Barriers

- Regional charging infrastructure. => Single point of communication with Community Transport sector for public sector is key inclusion in CommunityTransportDG Lead Officer's Job description.



## 5. CommunityTransportDG Governance

### 5.1. Underpinning principles

(based on extensive consultation with D&G Community Transport network)

- **Voluntary membership:** Membership of CommunityTransportDG is voluntary and based on shared interest and aims.
- **Autonomy:** Member groups retain full independence over their services and governance. Member groups will continue funding their community transport operations through earned income, grants and local fundraising.
- **Inclusion:** Membership is open to community organisations of all sizes and models, including organisations where transport is a secondary activity.
- **Community-driven:** Solutions are designed and delivered based on regional outcomes but individual community and place-based need.
- **Collaboration:** We promote learning, sharing and innovation of all forms of community transport across the region.
- **Quality:** Member groups will work to an agreed quality framework e.g. all drivers MiDAS trained, legal compliance with permits etc.

### 5.2. Legal Structure

- CommunityTransportDG will in time (2-4 years) be independent of TSDG, in order to maximise investment opportunities and clarify governance.
- CommunityTransportDG will be a legal entity that can be invested in and employ staff.
- CommunityTransportDG will not be a community transport operator.
- When independent of TSDG, CommunityTransportDG organisation will be self-funding i.e. will not rely on grant support from CPP partners but will be paid for its services to the region and will attract external investment.
- CommunityTransportDG will need to be able to receive both charitable and earned income.



TSDG has agreed to host CommunityTransportDG for the first 2-4 years (subject to partner agreement, agreed funding and TSDG Board approval of the final model) to give time for the organisation to demonstrate the value it adds, create an external funding model and determine the correct legal structure to facilitate that.

See Appendix 6 for a comparison of possible final legal structures.

### 5.3. Governance Model – Transition mode

For the first 2-4 years, CommunityTransportDG will operate as a TSDG project. This means it will be supported by:

- TSDG HR and employment processes. CommunityTransportDG employees will be TSDG employees.
- TSDG IT infrastructure
- TSDG office space
- TSDG line management, to assure delivery against the agreed outcomes.
- TSDG administration and communication of the regular meetings.

During this time, a renewed Community Transport Strategic Development Group (CTSDG) will act as the de facto Board for CommunityTransportDG. They will meet quarterly to assure good governance and development of CommunityTransportDG, and to set the strategic direction for its work. Consideration will also be given to the appointment of an independent chair at an appropriate point.

See Appendix 7 for a draft Memo of Understanding that sets out the relationship between CTDG and TSDG.

In order for the CTSDG to act as a Board, Conflicts of Interest must be considered.

Therefore the membership of the renewed CTSDG will consist only of

- Funder representatives
- DGC Transport Dept / SWestrans
- NHS Transport
- SOSE Transport
- An elected representative of the Community Transport Operators.
- TSDG SLT – for as long as CommunityTransportDG is a TSDG project.

The relationship between CommunityTransportDG and TSDG during this transition phase will be covered by a Memorandum of Understanding (see Appendix 7). This will also act as an informal constitution for the group.

The CTSDG will be supported in their work by the Lead Officer of CommunityTransportDG (staff).



In order to maintain the current good communications between the CTOs and the regional organisations whose priorities they contribute to, other more operational networks will be established:

1. Quarterly Community Transport Network meetings, supported by the CTA and functioning as peer support and best practice sharing opportunities for all CTOs of all sizes in D&G. DGC Transport dept and SWestrans will be invited to attend these.
2. Quarterly CTO meetings for those CTOs actively engaging with CommunityTransportDG. These will take place around a week before the CTSDG meetings and will allow the CTO rep to discuss the CTSDG agenda with the CTOs and ensure that they attend with a representative view of the sector. These meetings will also review and reflect on the quarterly CTO performance data that has been collected for use at the CTSDG meetings.

This will be in addition to the ongoing strategic support that the CommunityTransportDG Lead Officer will provide to CTOs and the ongoing operational support that the CommunityTransportDG Development Officer will provide.

## 6. Financial Model

### 6.1. Outgoings

	Year 1	Year 2	Year 3	Year 4
	2026/27	2027/28	2028/29	2029/30
Starting:	01-Apr-26	01-Apr-27	01-Apr-28	01-Apr-29
Staff costs: Lead Officer (Inc. employment on-costs)	£37,950	£39,848	£41,840	£43,932
Staff costs: 0.8 FTE Development Officer (Inc. employment on-costs)	£26,680	£28,014	£29,415	£30,885
Marketing and Communications	£5,000	£10,000	£10,500	£11,025
Travel Expenses (staff and CommunityTransportDG volunteers)	£5,000	£5,250	£5,513	£5,788
Meeting and event venue costs	£5,000	£5,250	£5,513	£5,788
Non-emergency Healthcare Transport costs	£40,000	£45,000	£50,000	£55,000
Seed funding for new CTO operations	£3,000	£5,000	£5,000	£5,000
Seed funding for CTO service expansion pilots	£3,000	£5,000	£5,000	£5,000
TSDG FCR @ 20%	£25,126	£28,672	£30,556	
TSDG administration of CTO funding	-	-	-	£10,000

# Community Transport DG

20% of an NHS person for Coordination of partnership working	£8,000	£8,400	£8,820	£9,261
50% of a DGC person for strategic and operational Transport liaison	£20,000	£21,000	£22,050	£23,153
Office Space	-	-	-	£7,200
IT provision	-	-	-	£2,000
Payroll, HR etc	-	-	-	£2,585

<b>Total</b>	<b>£178,756</b>	<b>£201,434</b>	<b>£214,205</b>	<b>£216,617</b>
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## 6.2. Income

	Year 1	Year 2	Year 3	Year 4
	2026/27	2027/28	2028/29	2029/30
Starting:	01-Apr-26	01-Apr-27	01-Apr-28	01-Apr-29
CPP Commitments to CTDG Staff and FCR:				
· D&G Council	£15,000 - confirmed	£15,000	-	-
· SOSE	£15,000 - confirmed	£15,000	-	-
· NHS	£15,000 - confirmed	£15,000	-	-
CPP Commitments to <b>underwrite</b> CTDG Staff and FCR:				
· D&G Council	-	-	£12,000	£8,000
· SOSE	-	-	£12,000	£8,000
· NHS	-	-	£12,000	£8,000
CTSDG Commitment to Development Officer	£30,000 - confirmed	£0 – underspend exhausted	£0 – underspend exhausted	£0 – underspend exhausted
CTSDG Commitment for operating budget	£16,000 - confirmed	£15,000	£10,000	£5,000
People and Places Fund - sustainable travel (SG)	£10,000 - TBC	£10,000	£10,000	£10,000

# Community Transport DG

DGC Poverty and Inequality funding for non-emergency healthcare transport	£40,000 - TBC	£45,000	£50,000	£55,000
Direct investment from philanthropists	0	£15,000	£20,000	£25,000
In-kind contribution from NHS, funded by reduction in direct costs (see Appendix 5)	£8,000	£8,400	£8,820	£9,261
External grant funding (e.g. SG People & Places Fund - Transport to Work)	£30,000	£44,000	£60,000	£63,000
Earned income – Member contributions	0	£9,000	£15,000	£15,750
Earned income – hosting Transport Hub or similar	£0	£10,000	£10,000	£10,000
<b>Total</b>	<b>£179,000</b>	<b>£201,400</b>	<b>£219,820</b>	<b>£217,011</b>
<b>Surplus</b>	<b>£244</b>	<b>-£34</b>	<b>£5,615</b>	<b>£394</b>

## 6.3. Assumptions

CommunityTransportDG has a balanced budget for 4 years, based on the following assumptions:

- CPP partners can maintain their £15k each annual contribution for FY 2026/27, noting that this Business Plan has been delivered one year ahead of schedule in the original commitment to a 3-year planning phase (2024 – 2027).
- CPP partners can extend their commitment to an additional £15k each for FY 2027/28, starting April 2027.
- CPP partners can commit to **underwrite** the model on a sliding scale in years 3 and 4 (£12k and £8k respectively) in order to give time for the new model to start demonstrating value and earning income and (crucially) to allow TSDG to recruit to 4-year contracts, which will gain a much higher calibre of applicants.
- The CTSDG is content to continue to support the organisation on a sliding scale in years 2-4 from reserves – confirmed.
- Poverty and Inequality funding continues to support non-emergency healthcare transport. **Without this income, this service provision will have to be cut.**
- Similarly, if any expansion to this service is planned e.g. Renal Outpatient Transport pilot, this will have to be funded additionally at CTO mileage rates (60p/mile) plus CTDG administration costs.
- The NHS or H&SCP can free up a day a week of the appropriate person's time from April 2026, on the assumption that it will be funded by the reduced private taxi bill.
- The new SG Transport to Work fund (administered by SWestrans) will fund a DGC Transport dept 50% person to work with CommunityTransportDG to deliver new TtW services across D&G by CTOs, plus a £10k contribution to CommunityTransportDG overheads.
- By Year 2, the value that CommunityTransportDG staff are bringing to CTOs in terms of increased earned income due to regional coordination is such that they are prepared to contribute £3k each to CommunityTransportDG overheads. Rising to £5k each in Years 3 and 4.
- By Year 2, regional infrastructure such as a D&G Transport Hub has been created by CommunityTransportDG that has led to cost savings across the region that in turn convince CPP partners to continue to 'buy' the service delivery, as earned income.
- By Year 2, the impact of Community Transport has been demonstrated so effectively that it is attracting increasing levels of private philanthropy from people excited to be part of a new way of working.



## 7. Risk Management

The key risks to achieving the outcomes as set out above even if CommunityTransportDG is endorsed and resourced as suggested remain:

**Recruitment:** Finding the right people for the Lead Officer and Development Officer will be crucial.

The detailed Job Descriptions in Appendix 3 will support this, as will the excitement TSDG can generate around the opportunity to join a new organisation committed to doing things a bit differently while adding real value to the region.

**CTO Capacity:** There is a risk that the CTOs will not have the development or operational capacity to deliver the opportunities that CommunityTransportDG creates for them.

The creation of the new CommunityTransportDG roles themselves will add capacity into the CTOs; the Lead Officer will give them a region-wide perspective, while the Development Officer will actively support them in optimising their operations.

**In addition, the CTOs are outward-looking and supportive of region-wide collaboration in their approach, which not always a given and is a testament to the community-minded nature of all three CTOs.**

However, it must be noted that the finance model for CommunityTransportDG given in Section 6 is only for the operation of CommunityTransportDG – any required expansion of CTO delivery will have to be financed separately on a case-by-case basis.

**Partnership working capacity:** CommunityTransportDG will need time and attention from regional partners who are typically under-resourced and under pressure. **Buy-in for this model at CPP Board and SLT level will have to be communicated effectively through the partner organisations** in order to free up time and capacity for Officers to engage effectively in this new way of working.

In addition, from the SWOT Analysis (Appendix 8):

Risk	Mitigation Role CTDG could play	Role other partners will have to play.
Pressures on volunteer recruitment, particular those with D/D 1 category	Region-wide recruitment campaign, enhanced story-telling of the impact of CT.	
Increasing draw on services with fixed administrative capacity.	CT Development Officer can support CTOs with operational efficiencies.	
Lack of capacity for strategic oversight	CT Lead Officer can support CTOs with strategic planning.	
Differing operational policies between CTOs	CT Development Officer can support CTOs with learning and best practice transfer.	
Gaps in region's CT cover – most noticeably Dumfries.	CT Lead Officer can support CTOs with coordinated expansion plans, and animate new CTOs.	
Lack of public awareness of CT	Enhanced region-wide story-telling of the impact of CT.	
View of CT as a transport provider, rather than a social service	Enhanced region-wide story-telling of the impact of CT.	
Lack of/unreliable EV infrastructure	Region-wide lobbying in partnership with DGC.	<b>DGC:</b> Reciprocal partnership working.
Annual funding cycles and reduction in grant funding	Support for increased proportion of CTO income to be earned income.	<b>DGC and NHS:</b> Paying for mobility as a service (school, ASN, employability, healthcare transport) at a mutually acceptable rate.
Unable to make use of concessionary travel and taxicard funding	Region-wide lobbying in partnership with DGC and CTA.	<b>DGC and CTA:</b> Reciprocal partnership working.
Section 22 permit process slow and arduous -something for CTA to address	Region-wide lobbying in partnership with CTA.	<b>CTA:</b> Reciprocal partnership working.



## 8. Conclusion

If Community Transport is to take its place in fully supporting the regional and national transport, health, social and inequality priorities, then we need region-wide coordination and representation.

This proposal is for a new organisation which will immediately start to confer tangible operational and cost savings on our regional partners, as well as better supporting our valued CTOs and residents.

The model will require some modest initial investment from CPP partners, on an Invest to Save model, but will then transition to earning its operating costs through the services it provides to the region.

**Now is the time for CPP partners to make the bold decision to commit to CommunityTransportDG and in doing so, unlock the potential of community transport for our region, create a step change in outcomes for D&G residents and minimise regional agency expenses. This will be a model that others in Scotland and beyond will look to.**

## 9. Partner Commitments

By endorsing this Business Plan, CPP partners are committing to:

- *A new way of working based on strategic partnership* with CommunityTransportDG and CTOs that will be a step change in creating flexible localised solutions based on agreed outcomes.
- Extending the 2026/27 funding commitment to this model (£15k each, agreed in 2024) to:
  - 2027/28 funding commitment of £15k each
  - 2028/29 and 2029/30 under-writing of £12k and £8k respectively each, to de-risk the programme, allow recruitment of excellent people and allow time for the innovation and existing seed funding to bear fruit.

## 10. Next steps

On endorsement of this Plan, TSDG will implement this new model from 1 April 2026, recruiting staff and changing operating processes as necessary to achieve the agreed outcomes.

## Appendix 1: Summary of Place-based factors

- Dumfries and Galloway is Scotland’s third largest council area, spanning over 6,400 km<sup>2</sup>, yet is home to only around 148,000 residents—an average of fewer than 24 people per square kilometre. **Its rural geography magnifies disadvantage, with long travel times and poor digital connectivity.**

*(SWestrans Regional Transport Strategy 2023-42, Stantec, November 2023)*

- 1/3 of the total D&G population lives in dispersed rural areas.

*(SWestrans Regional Transport Strategy 2023-42, Stantec, November 2023)*

- Dumfries and Galloway’s deprivation is dispersed rather than concentrated. Only 9.5% of the region’s 201 data zones fall within Scotland’s 20% most deprived areas under the Scottish Index of Multiple Deprivation (SIMD 2020), yet 78% of income-deprived and 77% of employment-deprived residents live outside those zones. **This means poverty is scattered across rural and small-town communities rather than contained in urban pockets.** Areas such as Lochside and Lincluden, Stranraer and The Rhins, and Mid and Upper Nithsdale show the highest concentrations of multiple deprivation.

*(Source: Local SIMD analysis for Dumfries & Galloway (SIMD2020 local report / SIMD20-V4 for D&G)*

- Between 2001 and 2024, the population of Dumfries and Galloway decreased by 1.3%. Over the same period, Scotland’s population rose by 9.5%. The 25 to 44 age group saw the largest percentage decrease (-24.5%). The 75 and over age group saw the largest percentage increase (+57.2%).

*(Source: Population Estimates Council area profile: Dumfries and Galloway, National Records of Scotland, August 2025)*

- A decreasing population and increasing older population puts Scotland’s rural areas at the heart of this crisis. **The impacts of these demographic crises will strain public services and infrastructure throughout Scotland, but particularly in vulnerable rural communities.**

*(Source: Scotland’s Rural Voice, Diffley Report, December 2025, <https://diffleypartnership.co.uk/wp-content/uploads/2025/12/Scotlands-Rural-Voice-2025-VFINAL.pdf>)*

- **18% of households in the region have no access to a car** for private use (that’s nearly 1 in 5). This figure appears to be representative of rural areas, not just towns.

*(Source: Transport and Travel in Scotland: Results from the Scottish Household Survey 2022, Transport Scotland, 2024)*



## Appendix 2: Regional and National Policy Context for Community Transport

### 1. [Research Into the Social and Economic Benefits of Community Transport in Scotland | Transport Scotland \(2015\)](#):

#### 1.1 Main Findings:

- CT is a critically important service providing cross-cutting benefits across a range of policy areas, including transport, health, social services and leisure, amongst others. It also plays an important role in tackling different types of inequality.
- CT offers significant cost savings to local authorities, the NHS and other public bodies.
- CT offers a range of health benefits, including improved access to health services, fewer missed appointments and the continued ability to live at home.

#### 1.2 Chapter 5 Economic Benefits of CT:

5.44 However, while the wider social and health benefits of CT were recognised, on the whole there did not appear to be high levels of integration between the transport and social work/healthcare departments. **Dumfries and Galloway Council provided one exception to this.** It has recently set up a Rural Transport Solutions Project which encourages CT organisations to provide school and social work transport on behalf of the Council. The CT organisations are paid commercial rates for the services and are also provided with access to Council vehicles outside of the contracted hours (approximately between 9:00-15:00). The Council identified reduced cost as a key benefit of this approach.

5.45 Overall, however, the general absence of such a joined-up approach means that **CT funding (both in terms of the absolute level and means of distribution) can often 'slip through the cracks'.**



## 2. SWestrans Regional Transport Strategy 2023-42, Stantec, November 2022

### Vision:

The South-West of Scotland will be an inclusive, prosperous, and attractive place to live, work and visit, supported by an integrated and sustainable transport system that:

- reflects the needs of communities and expectations of people living, working and consuming in the region
- is safe, affordable and accessible to all
- allows healthier lifestyles
- is resilient to climate change, supporting a contribution to net zero emission targets reflecting the regional circumstance

### Actions:

29. SWestrans and its partners will work to deliver a new public transport model based around a needs-based approach applying a three-tier framework as follows:

- Tier 1 – Community Level Provision
- Tier 2 – Supported Local Bus and Community Transport Services
- Tier 3 – Commercial Local Bus and Rail Services

### More detail on Tier 1:

Community Level Provision: made up of a number of tailored and flexible services providing travel opportunities at community level linking directly to amenities / services or to a more structured / timetabled public transport option. This tier will take the learning and structures developed through the Community Transport Public Social Partnership (PSP) and expand across the region. **This 'mainstreaming' of the PSP learnings will be a critical building block for the delivery of needs-based transport.**



### 3. National Transport Strategy 2 (2020)

#### **Vision:**

We will have a sustainable, inclusive, safe and accessible transport system, helping deliver a healthier, fairer and more prosperous Scotland for communities, businesses and visitors.

4 Priorities and 12 Outcomes:

**Reduces inequalities:** Everyone in Scotland will share in the benefits of a modern and accessible transport system.

- Fair access to services we need
- Easy to use for all
- Affordable for all

**Takes climate action:** People will be able to make travel choices that minimise the long-term impacts on our climate and the wellbeing of future generations.

- Help deliver our net-zero target
- Adapt to the effects of climate change
- Enable greener, cleaner choices

**Helps deliver inclusive economic growth**

- Get people and goods where they need to get to
- Reliable, efficient and high quality
- Use beneficial innovation.

**Improves our health and wellbeing** Allow people to make active travel choices to improve their health and physical and mental wellbeing and seek to reduce health inequalities.

- Safe and secure for all
- Enable us to make healthy travel choices: active modes will be a preferred method of travel.
- Help make our communities great places to live: cleaner, greener and sustainable places and networks will encourage walking, wheeling and cycling. This will deliver more social interaction, support local businesses and services and create vibrant communities.



#### 4. South of Scotland Regional Economic Strategy, 2021

##### **Vision:**

We will be a region of opportunity and innovation – where natural capital drives green growth, ambition and quality of life rivals the best in the UK, communities are empowered and cultural identity is cherished, enabling those already here to thrive and attracting a new generation to live, work, visit, learn and invest in the South of Scotland.

##### **Key principle: Thinking differently**

Our approach to developing our economy will be motivated by thinking and doing differently, to ensure the best outcomes are achieved for the South of Scotland. **We will use our collective strength to promote innovation, creativity, challenge convention, harness community capacity and spirit, localise responsibility and take bold decisions, to tackle challenges, unlock opportunity and encourage all to think bigger.**

#### **THEME 6: THRIVING & DISTINCT COMMUNITIES**

##### **Enhancing Digital & Transport Connections**

The region needs to rapidly enhance sustainable transport connectivity within key locations, establish new and innovative models of public transport delivery and build on road, rail and active travel investments, to improve connections within and outwith the South of Scotland

#### 5. 'Addressing Depopulation: Best Interventions' – Report commissioned by Dumfries and Galloway Council, Feb 2026.

##### **Recommendations:**

**(1) View investment in rural transport as a repopulation strategy.** This will direct greater attention to:

- the mobility needs of young people, families and workers, as much as the elderly
- linking different communities within an area, not just via central node points like Dumfries or the largest town which can lead to depopulation within the surrounding rural areas.

(2) It is very unlikely that mainstream public transport can be extended more deeply into rural D&G except along major transport arteries like the A75. **Investing in community transport operators [] therefore becomes a critical intervention**, including extending the network across D&G, and integrating their services.



## Appendix 3a: CommunityTransportDG Lead Officer Job Description.

### **Animation / coordination / support of community transport**

- Create excellent relationships with CTO Managers, key members of CTO staff and their Boards.
- Maintain full buy-in for this Business Plan and the Community Transport Strategy as they evolve.
- Create suitable briefing docs that communicate regional strategies effectively to CTOs.
- Work with individual CTOs to see how their current activities and forward-looking business plans could be adjusted to better meet these regional strategies.
- Understand and work to alleviate the barriers to existing CTOs expanding their geographical or service-related delivery models.
- Create resources to ease the creation and successful delivery of new CTOs – operating models, funding searches etc.
- Use TSDG and other networks to find out where communities are interested in delivering CT services, particularly including Patient Transport, school or ASN transport or first/last mile transport solutions.
- Connect those communities with the resources available for start-up, and support them as they get going.

### **Active partnership around non-emergency healthcare transport**

- Be a single-point contact for the NHS.
- Understand the need for and required activities of a Patient Transport Hub from an NHS perspective.
- Work with CTOs to see which of those activities they can commit to delivering, and under what circumstances.
- Be the named person responsible for implementation of the Patient Transport Hub from the CT end.
- Create and embed agreed (written) operating arrangements between CTOs and NHS for delivery of a Patient Transport Hub.
- Create and agree ongoing funding models for Patient Transport based on clear monitoring and evaluation of impact (see Aim #4 activities).



### **Region-wide animation / coordination of ASN, school transport and service routes**

- Single point of contact for any DGC procurement processes around regional transport.
- Foster a partnership of equals between the CTOs and DGC re Community Transport provision for statutory services such that costs are optimised and students receive best services.
- Animation of new CTOs as per Aim 1 activities.
- Coordination and escalation of systemic issues that CTOs are facing with DGC operational processes in school transport and service routes, and vice versa. In the spirit of partnership and mutual support.

### **Active partnership with SWestrans to deliver Tier 1 of the Regional Transport Strategy**

- Single point of contact for SWestrans.
- Foster a partnership of equals between the CTOs and SWestrans re Community Transport provision of local bus services such that costs are optimised and Tier 1 of the RTS is delivered.

### **Increased employability pathways within the CTOs**

- Maintain horizon-scanning for changes to regional need.

### **Increased availability of volunteers taking part in CTO operations**

- Maintain horizon-scanning for changes to regional need.
- Support emerging CTOs with resources and best practice sharing, as per Aim #1.

### **Better understand the value of community transport through monitoring and evaluation**

- Work with CTOs to create a region-wide monitoring and evaluation process that is reasonable to implement and provides both quantitative and qualitative data to evidence the contribution of CT to D&G strategic aims.
- Work with CTOs to ensure that their Business Models and planned evolution of delivery reflect the input from impact data and evaluation.



### **Support CTOs to secure additional diverse income streams**

- Work with CTOs to ensure that their Business Models are sustainable and increasingly based on earned income or social investment rather than public sector grants.
- Work with CTOs to ensure that their Business Models and planned evolution of delivery reflect the priorities and outcomes of the regional strategies as they pertain to their geographic area.
- Work with CTOs to ensure that their Business Models and planned evolution of delivery reflect the priorities and outcomes of their Local Place Plans.
- Communicate these Business Models and the impact of Community Transport effectively to external partners, to secure investment in individual CTOs.
- Support joint bids for additional regional investment into CTOs, presenting a region-wide approach and accessing TSDG support for bid writing.

### **Source ongoing commitments from regional organisations, national organisations and private philanthropists to fund CommunityTransportDG.**

- Communicate these Business Models and the impact of Community Transport effectively to external partners, to secure investment in CommunityTransportDG.

### **Active evolution of the sector, horizon scanning, maximising of opportunities.**

- Support the Board of CommunityTransportDG to evolve and grow the organisation to a point of stability and value-adding.
- Be the visible face of Community Transport in regional partnerships, while ensuring excellent communication to the CTOs about regional work so that they are representing the sector effectively.
- Actively support CTO Managers and Boards in creating regional and local partnerships that amplify their work or the work of others, through connecting people and removing barriers to partnership working.
- Working with regional stakeholders to highlight and find solutions to regional barriers to fleet upgrades, such as regional eVehicle charging infrastructure.



## Appendix 3b: CommunityTransportDG Development Officer Job Description.

### **Animation / coordination / support of community transport**

- Create excellent relationships with CTO Managers and key members of CTO staff.
- Create networking opportunities for CTOs to come together and share best operational practice. **\*\*£\*\***
- Work with the Community Transport Association to host wider networking opportunities for **\*all\*** TSOs who might be interested in in Community Transport activities.

### **Active partnership around non-emergency healthcare transport**

- Region-wide Patient Transport volunteer driver recruitment to increase capacity, in partnership with CTOs.

### **Region-wide animation / coordination of ASN, school transport and service routes**

- Region-wide school and ASM driver / escort recruitment to increase capacity, in partnership with CTOs.

### **Active partnership with SWestrans to deliver Tier 1 of the Regional Transport Strategy**

- Working with the CTOs to identify innovative local solutions to RTS outcomes.

### **Increased employability pathways within the CTOs**

- Plan and deliver Employability programmes that match CTOs with relevant people, connect to funding and provide a holistic journey that ends in work not just qualification. Working with the LEP, DYW, TSDG Employability and CTO Managers and the regional Workforce Mobility projects.
- Work with CTO Managers to ensure that employability clients are getting the best possible experience for their contribution by sharing best practice and improving processes.
- Work with CTO Managers to plan and secure a pipeline of drivers for their own operations.



### **Increased availability of volunteers taking part in CTO operations**

- Plan and deliver a programme of region-wide volunteer-recruitment to CTOs, in partnership with CTOs to ensure that it matches local need.
- Work with CTO Managers to ensure that volunteers are getting the best possible experience for their contribution by sharing best practice and improving processes.
- Support emerging CTOs with Board recruitment to ensure that they have the right mix of skills on board.
- Signpost emerging CTOs to TSDG and the CTA for support with effective governance and operations.

### **Better understand the value of community transport through monitoring and evaluation**

- Work with CTOs to gather and evaluate relevant information as per the agreed plan around the impact of their services, particularly Patient Transport and School / ASN transport.
- Consolidate this data and create targeted communications for funders, partners, stakeholders and the wider region about the impact of Community Transport regionally.
- Create accessible communications for D&G residents about Community Transport services available and how to access them.

### **Support CTOs to secure additional diverse income streams**

- Work with CTOs to ensure that their Business Models are sustainable and meet local and regional priorities.

### **Active evolution of the sector, horizon scanning, maximising of opportunities.**

- Be the visible face of CommunityTransportDG to the CTOs so that they feel well-supported in their delivery.
- Actively support CTO Managers in planning for fleet decarbonisation by sharing best practice, flagging funding routes and reviewing applications if required.
- Actively support CTO Managers in planning for fleet accessibility upgrades by sharing best practice, flagging funding routes and reviewing applications if required.



## Appendix 4: Community Transport in D&G – the Story So Far

### 1. What is community transport?

The key aspect of community transport is the *community*. The need is identified, and a solution is developed and delivered, by the community, for the community. By definition – a bottom-up approach. In this model, transport is not the end in itself. It is the mechanism for other outcomes such as social inclusion, poverty reduction, earlier detection or treatment of ill health. It is an enabler.

Community transport is always run for a social purpose and never for a profit. That's not to say it is always free at the point of use – normally the user is charged, but the service is often subsidised and always aims to be affordable.

It's also not just about minibuses; cars (including electric), Multi-Purpose Vehicles (MPV), mobility scooters and electric bikes are all used for community transport in Dumfries and Galloway.

Our established D&G Community Transport Operators offer:

- Minibus and driver hire for community groups and other members.
- School transport
- Scheduled bus services
- Non-emergency healthcare transport
- Weekly shopper trips from rural areas into towns
- Social day trips and excursions
- Long-term ebike loans.

With a backdrop of decreasing public transport services and the inability of remaining services to meet the needs of an ageing population, **it is agreed at RTS level that community transport is crucial to future-proofing rural life in D&G.**

## 2. The main operators

### Annandale Community Transport - ACTS

ACTS began in 1999 and is now based in Lockerbie, with vehicles located across Moffat, Lockerbie, Annan and Langholm, serving Annandale and parts of Eskdale. Its core aim is to provide accessible, affordable transport for people who cannot use standard public transport - especially older adults, disabled individuals, and rurally isolated residents.

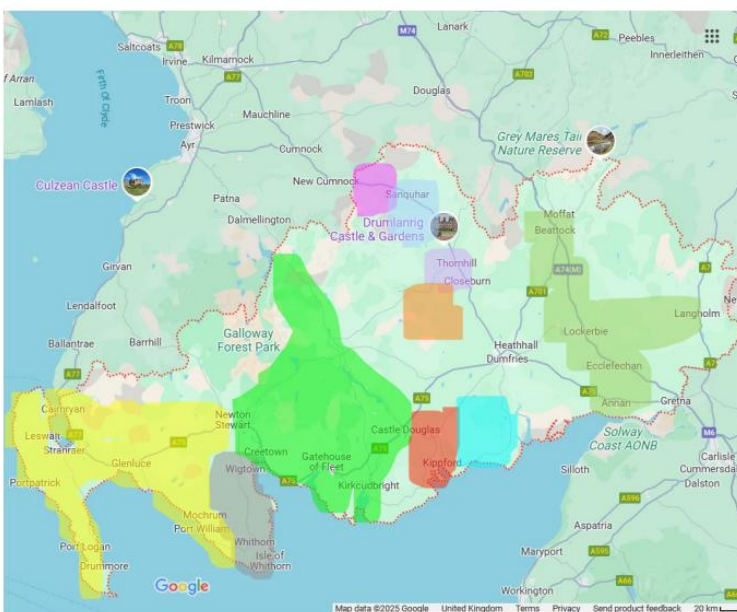
### Galloway Community Transport - GCT

GCT began in 2001 as the Glenkens Community Transport Initiative and is based in the Glenkens but now serves people across Galloway and the Stewartry. Developing relationships with partner organisations has taken it into school transport and NHS patient transport, but the core aim remains mitigating rural disadvantage through better public transport.

### Wigtownshire Community Transport – WCT

WCT began in 2000 and is based in Wigtown to serve the Machars and the Rhins. It exists to enhance transport services in Wigtownshire through improved utilisation of existing vehicles and the removal of any duplication of transport activity.

## Community Transport Dumfries and Galloway – summary of provision





### 3. Strategic work on Community Transport in D&G.

Whilst Community Transport has had a presence in Dumfries and Galloway for more than 25 years, by nature it operates at a hyper-local level and therefore has not historically had a high regional presence.

Since 2017, however, there has been an effort to work more strategically. This was initially in the form of a Public Social Partnership made up of NHS Dumfries and Galloway, Dumfries and Galloway Council (DGC), SWestrans and two Community Transport Operators (CTO), chaired by TSDG. The partnership fulfilled its primary aim to plan and deliver Patient Transport more strategically, with over 1,000 non-emergency hospital transport journeys carried out in 2024/2025 alone, both within (87%) and outwith (13%) the region. As well as being very financially efficient (funded at an average of £50 per journey), community non-emergency hospital transport provides door-to-door support for the user, reducing anxiety around travel and reducing social isolation.

The PSP Steering Group commissioned the production of a D&G Community Transport Strategy. This was published in April 2022 and endorsed by all PSP members at the time. Two key recommendations of the strategy were:

- Public sector funding for the existing non-emergency healthcare transport services should come from a broader range of organisations rather than depending on DGC alone.
- A regional Community Transport Social Enterprise should be established to provide a sustainable delivery model for better meeting regional transport needs in the long term.

As a result of this Strategy, in late 2022 the PSP evolved into the D&G Community Transport Strategic Development Group (CTSDG), with the aim of applying this approach to community transport more widely. Membership of the group grew to the three largest CTOs, SWestrans, DGC, NHS D&G, South of Scotland Enterprise (SOSE), Community Transport Association (CTA) and TSDG, who chair the group.

It became clear the current model of providing community transport was unsustainable and a longer-term solution was needed to not only support the current provision, but also to grow the capacity and capability of the sector. The need was increasing in the context of a shrinking budget for public transport contracts and fewer public transport providers able or willing to bid for the contracts.

Community transport is best placed to respond in the needs-driven and flexible way required by D&G communities. To optimise this, however, there is a need for a region-wide approach to help inform service design, which can then be operationalised across a dispersed rural and urban region, through genuine partnership and lived-experience involvement.

# Community Transport D&G

We are determined to stop the trajectory of depopulation and deepening inequality, by mobilising people within the third sector, amplifying community voices, and driving collaboration that can rebuild resilience, create opportunities for young people, and support an ageing population with dignity. The D&G Community Transport sector has been doing this for decades and now is the time to capitalise on their huge experience and support Community Transport to contribute materially to our regional transport priorities.



## Appendix 5: NHS cost savings and enhanced patient outcomes.

### 5.1 Direct costs

Spend on **private taxi firms** on non-emergency patient transport in financial year 2024/25:

£585,000 <sup>4</sup>

Spend on **non-profit organisations** on non-emergency patient transport in financial year 2024/25:

£47,000 <sup>5</sup>

- Cost of private taxi from Stranraer to DGRI: £150
- Cost of CT transport from Stranraer to DGRI: £84
- 44% cost saving

44% of £585,000 = £257,000.

Even if just 20% of that was realised in the first year, that's **£51,000 reduction in direct costs** through enhanced CTO delivery of healthcare transport.

### 5.2 Indirect costs

Costs of a missed outpatient appointment (2013 data, so conservative estimate):

£160 <sup>6</sup>

Number of Did Not Attend outpatient appointments (Scottish average, 2Q 2025):

7.9% <sup>7</sup>

Number of outpatient appointments in D&G, 2Q 2025:

22,283 <sup>8</sup>

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<sup>4</sup> [Dumfries and Galloway NHS Board](#)

<sup>5</sup> [Dumfries and Galloway NHS Board](#)

<sup>6</sup> [A zero cost way to reduce missed hospital appointments - GOV.UK For Outpatients | University Hospitals of North Midlands](#)

<sup>7</sup> [Data summary - Acute hospital activity and NHS beds information \(quarterly\) - Quarter ending 30 June 2025 - Acute hospital activity and NHS beds information \(quarterly\) - Publications - Public Health Scotland](#)

<sup>8</sup> [Data explorer - Acute hospital activity and NHS beds information \(quarterly\) - Quarter ending 30 June 2025 - Acute hospital activity and NHS beds information \(quarterly\) - Publications - Public Health Scotland](#)



Therefore cost to NHS D&G of missed appointments in 2025 (multiplying quarterly numbers by 4):

£1,127,000

39% of passenger survey respondents said they would not have been able to make the journey without community transport. <sup>9</sup> Taking this down by 90% to allow for the unfair sample for the survey gives **an indicative cost to NHS D&G of missed appointments without Community Transport of:**

**£307,000**

### 5.3 Early detection and prevention of health issues

Community Transport drivers play an important role in the early detection of emerging health concerns, helping prevent avoidable emergency admissions.

Community Transport also allows people to take pro-active responsibility for their own health, allowing access to doctors and medication without relying on family or friends. This in turn supports independent living for longer.

### 5.4 Transport Scotland 2015: Research Into the Social and Economic Benefits of Community Transport in Scotland <sup>10</sup>

- CT offers significant cost savings to local authorities, the NHS and other public bodies.
- CT helps to tackle poor transport accessibility - 50% of survey respondents noted that their trip could not or would not be made without CT.
- CT offers a range of health benefits, including improved access to health services, fewer missed appointments and the continued ability to live at home.

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<sup>9</sup> [Is the NHS failing Scotland's patients, passengers and Community Transport operators? | Community Transport Association](#)

<sup>10</sup> [Research Into the Social and Economic Benefits of Community Transport in Scotland](#)

## Appendix 6: Possible legal structures for CommunityTransportDG

1. CIC (Community Interest Company) Limited company structure for a social enterprise with secure asset lock (meaning assets can only be used for the benefit of the community, which includes profits or other surpluses) and a focus on community benefit. Need to be careful on governance to ensure it can attract charitable funding.
2. Company Ltd by guarantee with a Charitable arm
3. Alternative governance models such as Cooperatives or Community Benefit Societies - see table below for more detail.

	<b>Cooperative Society</b>	<b>BenCom</b>	<b>Charitable BenCom</b>
<b>Purpose</b>	Serves members' interests	Serves wider community benefit	Serves a charitable purpose for public benefit
<b>Profit distribution</b>	Distributed to members	Reinvested for Community benefit	Reinvested; asset-locked
<b>Governance</b>	Democratic	Democratic	Democratic; but must comply with charity law
<b>Membership</b>	Open to those using the services or working in the co-op	Open to community members supporting its purpose	Open to those supporting the charitable aims
<b>Community Shares</b>	Withdrawable shares	Withdrawable shares	Yes - but must align with charitable restrictions
<b>Tax benefits</b>	No special tax status	May qualify for social investment tax relief (SITR)	Eligible for charity tax reliefs (e.g. Gift Aid, business rate relief)



## Appendix 7: Proposed MoU between CTSDG and TSDG in years 1 & 2.

TSDG Sub-Committee

# Community Transport Strategic Development Group

## Memorandum of Understanding

### 1. TSDG Context

Third Sector Dumfries and Galloway exists to promote, support, and develop a strong third sector; develop social enterprise; develop volunteers and volunteering; and connect the third sector to community planning.

As the Third Sector Interface (TSI) for the region, we are passionate and ambitious for the role of our sector and for what we might achieve together with our partners and communities.

Our sector includes organisations that exist to improve the lives of the people and communities of Dumfries and Galloway, including Community Transport Operators of all sizes.

**Our vision for our place in Scotland:** A Dumfries and Galloway built on community, connection and opportunity, where everyone can feel they belong.

**Our ambition:** People and communities in Dumfries and Galloway can thrive through a strong third sector, our collective impact and securing equity, dignity, belonging and justice for all.



Our work is aligned to the National Performance Framework, the Social Enterprise Strategy and Volunteering Outcomes Framework. Our key aims are that:

- People are more involved in their community.
- There is improved cross sector collaboration.
- Key decision making includes third sector input.
- Third sector organisations are better able to respond to local need.
- Third sector organisations are better able to lead and develop shared agendas.
- Third sector organisations are better able to contribute to a strong and inclusive local social economy.

We also promote the [Third Sector Fair Funding Charter](#), developed by the TSI Scotland Network and SCVO, to set out fair funding principles for our sector with the aim of supporting improvements in the funding our sector receives from the public and independent sectors.

We are a Scottish Charitable Incorporated Organisation SC043832, funded with support from the Scottish Government, Dumfries and Galloway Council, and Dumfries and Galloway Health and Social Care Partnership.

TSDG has a number of key themes and projects that are underpinned by the centralised governance, management and business support roles of the TSDG SLT and Board members. Each of these therefore need to contribute to the overheads of the central support.

Key projects are supported by Lead Officers and by Development Groups, designed to provide support and assurance to the Lead Officer in addition to the TSDG Line Management system and the TSDG Board's overall responsibility for governance and strategy. **This document sets out the remit of the Community Transport Strategic Development Group (CTSDG) in its new remit as a de facto Board for the emerging CommunityTransportDG organisation.** Its aim is to set out the basis for a close and constructive working relationship between TSDG and CommunityTransportDG during this transition period, with the ultimate aim of CommunityTransportDG becoming a standalone organisation within a 2-4 year time period from April 2026.



## 2. CTSDG / CommunityTransportDG Context

The D&G Community Transport Strategic Development Group (CTSDG) was born out of the D&G Community Transport Strategy, commissioned by the Community Transport Public Social Partnership in 2022, and as an evolution of the PSP. It has the aim of applying the successful PSP approach to community transport more widely.

The Community Transport Strategy also identified that a step-change in how D&G Community Transport was supported was required if the sector was to fulfil its potential in supporting regional transport outcomes.

That led to the creation of a Business Plan to support a new organisation, CommunityTransportDG, which was endorsed by Community Planning Partners in March 2026.

## 3. Conditions and Timescale

This MoU is intended to serve as a bridging document as CommunityTransportDG determines its long-term legal structure over 2026 / 2027. The following conditions apply only during this transition period:

- CommunityTransportDG can access the centralised support function of TSDG, for an agreed annual fee based on FCR.
- The CommunityTransportDG Lead Officer is line managed by the TSDG Deputy Chief Executive.
- All CommunityTransportDG staff are TSDG employees.
- CommunityTransportDG Financial Management Reports will be reviewed by TSDG SLT and their Audit & Finance Committee, as well as the CTSDG.
- CTSDG Meeting Minutes must be circulated to TSDG SLT as well as CTSDG members.
- An Annual Report will be required from the CTSDG, for inclusion in the TSDG annual reporting cycle.



#### 4. CTSDG Make-up

The CTSDG should consist of:

- Funder representatives
  - DGC Transport Dept / SWestrans representative
  - NHS Transport representative
  - SOSE Transport representative
  - An elected representative of the Community Transport Operators.
  - A nominated representative of the TSDG SLT.
  - A nominated member of the TSDG Board
- 
- TSDG employees may not be members of the Sub-committee.

Membership is a voluntary role.

There will typically be no more than 9 members, although this may relax at times for succession planning / transitions.

Note that this is an evolution of the current CTSDG membership, which includes representatives from each CTO. This is designed to allow the CTSDG to operate as a de facto Board for CommunityTransportDG without conflicts of interest or too much operational focus. Other networks will be created to ensure that the current excellent links between CTOs and TSDG are not eroded.



## 5. CTSDG Role and delegated powers

The CTSDG will have no legal structure, and in the first instance will not have a constitution beyond this MoU. This is because it holds no direct funds, has no monetary decision-making powers and its purposes as described above can be achieved effectively by a non-incorporated non-constituted group working closely with CommunityTransportDG and TSDG staff.

### The role of the CTSDG is to:

- Assess progress against CommunityTransportDG delivery plans and support the CommunityTransportDG staff in the delivery of the CommunityTransportDG organisational aims.
- Provide assurance to the TSDG Board about the governance, financial management, strategic direction and delivery of CommunityTransportDG.
- Promote the purpose and outcomes of CommunityTransportDG to their regional and community networks.
- Communicate effectively to the member organisations, to TSDG and to the wider D&G communities about the progress of CommunityTransportDG delivery and future plans.
- Evolve the CommunityTransportDG organisational aims if required by changes to internal or external context.

### In pursuit of this, the CTSDG should:

- Meet at least quarterly.
- Elect themselves a Chair, who will be the key point of contact for the TSDG SLT and Board.
- Be provided with sufficient information to be able to give assurance on finances and processes.
- Be provided with sufficient information to be aware of and able to support CommunityTransportDG staff with their issues / concerns / risks.
- Be consulted by TSDG on any material changes to the project scope or employee Ts&Cs that will affect CommunityTransportDG delivery or finances.
- Support CommunityTransportDG staff in looking to the medium and long-term future of the organisation, in particular the transition to a standalone organisation.
- Represent their various organisations and provide feedback / ideas for CommunityTransportDG going forward.



### Protocols for CTSDG meetings:

- Set meeting dates well in advance.
- Meetings can take place by videoconference, teleconference or at a suitable venue. Hybrid options should be available, although physical attendance is encouraged.
- A rolling yearly agenda of key points should be created, including:
  - End of Year processes – annual report, budget setting.
  - Longer-term planning sessions towards the evolution of CommunityTransportDG.
  - Review of this document
  - Review of the annual fee to TSDG.
- A standing meeting agenda should be created, including:
  - Finance update (grants, financial management reports)
  - Status of the organisation’s aims and sub-projects.
  - Risk management
  - Relationship with TSDG and other Community Transport partners.
- A written report from the CommunityTransportDG Lead Office on those points should be received one week in advance of the meeting.
- The CTSDG can meet without CommunityTransportDG staff present if required, but only by exception.
- Meeting Reports should be created and published in a timely manner after each CTSDG meeting. They should be in the public domain and readily accessible. They are NOT the Minutes of the meetings, which are separate and private to the CTSDG.
- A quorum will be 4 CTSDG members present for the duration of a meeting.
- The CTSDG will aim to achieve decisions by consensus. However, where this is not possible, a vote by show of hands or secret ballot will be taken and decisions based on a simple majority. In the event of a tie, the Chair of the meeting will have the casting vote.

### The CTSDG should:

- Regularly report to the TSDG Board about the progress of the transition to a standalone organisation and delivery against the CommunityTransportDG aims.
- Alert the TSDG Board of any significant risks to delivery, finances or reputation facing CommunityTransportDG.
- Provide assurance to the TSDG Board that they are reviewing the GCT finances regularly and are content with what they see – or otherwise.
- Have an approvals process in place for large expenditures that is consistent with TSDG financial processes.



The CTSDG can:

- Make recommendations for refinements of CommunityTransportDG processes, for review by CommunityTransportDG staff and TSDG SLT.
- Support the CommunityTransportDG staff in operational matters such as grant finding, if requested to by the staff.
- Make recommendations about better delivery of CommunityTransportDG aims, or new / additional aims, based on their regional networking or representation, for review by CommunityTransportDG staff and TSDG SLT.

The CTSDG can not:

- Act as line manager for CommunityTransportDG staff. All performance-related issues should be referred to the TSDG Deputy Chief Executive by the Chair of the CTSDG.
- Over-rule the TSDG Board's views on CommunityTransportDG funding, line management or delivery, so long as their viewpoint has been properly taken into account.
- Unilaterally change the terms of the agreement in Section 3 about the relationship between TSDG and CommunityTransportDG. TSDG Board approval is required for such changes.

### **Conflicts of interest**

The CTSDG will comply with the TSDG Board Conflicts of Interest policy. All members will be required to familiarise themselves with the policy.

CTSDG members will not participate in decisions regarding any project in which they have a direct interest, although they may contribute to the discussion in advance of a decision.

Conflicts of Interest will be a standing agenda item at meetings, and declarations of interests on agenda points will be recorded in the minutes.

### **Code of Conduct**

The CTSDG will comply with the TSDG Board Code of Conduct for Board members. All members will be required to familiarise themselves with the policy.



### **Project Sub-groups**

Time-limited project-specific sub-groups will be established as required by the CTSDG. These will operate while substantial projects are running. Sub-groups will be chaired by a member of the CTSDG but may extend membership of the sub-group to other members of the community (not CTSDG members) who have an interest in that particular subject. At least 25% of members of a sub-group plus the Chair should be CTSDG members.

### **Media**

Requests for media interviews should only be carried out by the Chair of the CTSDG or their delegate.

If CTSDG Members are approached by the media for information about CommunityTransportDG, they should not provide a response themselves but should direct the media contact to the Chair of the CTSDG.

## **6. TSDG role and responsibilities**

- TSDG will assume all employer responsibilities for CommunityTransportDG staff, including providing a suitable place to work, policies and procedures, IT provision and support, payroll, business support and line management. CommunityTransportDG staff have the same status as TSDG employees in all regards.
- TSDG will host and ring-fence CommunityTransportDG funds (earned income, grants etc). TSDG will administer bill payments on behalf of CommunityTransportDG subject to an agreed authorisation process.
- TSDG's Public and Employers Liability Insurance will cover all CommunityTransportDG activities.
- TSDG will consult with the CTSDG about any proposed changes to CommunityTransportDG staff's Ts&Cs, including pay reviews, and about any proposed changes to the CommunityTransportDG scope.
- TSDG will incorporate financial review of CommunityTransportDG operations into their regular Audit & Finance sub-committee meetings.
- TSDG will include CommunityTransportDG finances in its Accounts and in its AGM planning and processes.
- TSDG will include CommunityTransportDG as a core project in all relevant publicity, website and social media presence.
- TSDG will host CommunityTransportDG on its website, linking to any new CommunityTransportDG website in time.
- TSDG will support CommunityTransportDG's publicity efforts through their social media and other channels.
- The TSDG SLT will assist the CommunityTransportDG Lead Officer in their regional and national strategic work as appropriate.



## 7. CommunityTransportDG Responsibilities

- The CommunityTransportDG Lead Officer will line manage all other CommunityTransportDG employees, workers and volunteers.
- CommunityTransportDG will deliver its organisational aims within the agreed capital and operational budgets.
- CommunityTransportDG will develop its own exit plan to become a standalone organisation within 2-4 years from April 2026.
- CommunityTransportDG will create an annual Budget for each financial year.
- CommunityTransportDG can sign contracts to deliver new services, after consultation with TSDG SLT to provide assurance on capacity to deliver.
- CommunityTransportDG will seek its own grant funding for capital and revenue projects, and will administer those grants themselves, including relationships with the funders and any reporting requirements. CommunityTransportDG will consult with TSDG prior to any grant application / enquiry, in order to avoid duplication.
- CommunityTransportDG will manage its finances on a monthly basis, including requesting invoicing, reconciliation and bill payments.
- CommunityTransportDG will create monthly Financial Management Reports from the TSDG systems.
- CommunityTransportDG will pay TSDG an agreed monthly or annual sum to cover:
  - Office space and utilities.
  - IT provision and support, including software licences.
  - Business support and line management time.
  - Employer responsibilities – payroll and HR support.
  - Cover under TSDG’s Public Liability Insurance.
  - Other responsibilities as per Section 6.
- Any surplus generated by CommunityTransportDG after covering their reserves policy and all operational costs is to be used in the furtherance of their Aims, on recommendation of the CommunityTransportDG Lead Officer, agreed by the CTSDG and approved by the TSDG Board.



## 8. Special Notes

Without getting into the details of operational delivery, CommunityTransportDG will:

- Communicate with its members as required without TSDG oversight, including emails, posters and flyers.
- Represent CommunityTransportDG in regional conversations in pursuit of its aims without TSDG oversight.
- Design and maintain its own webpage and any social media presence as required, although TSDG retains the right of veto and deletion for any messaging that is not consistent with TSDG's values or branding.
- Include the TSDG logo on all of its publicity.
- At all times look to maintain the high reputation of CommunityTransportDG and TSDG with funders, users, partners, the public and community stakeholders, particularly with respect to openness and accountability and to equality, diversity and inclusion.
- Take responsibility for all necessary CommunityTransportDG operational matters not explicitly covered in Sections 6 and 7.

CommunityTransportDG will not:

- Issue press releases without sign-off from the TSDG SLT.
- Source funding for new projects without discussion with and approval from the TSDG SLT. (To ensure that multiple TSDG projects are not applying to the same funder, and that the overall picture of TSDG grant funding is appropriate.)
- Advertise for new employees without discussion with and approval from the TSDG SLT.

**Approval:**

## Appendix 8: SWOT Analysis of current CTO landscape (May 2025)

### Internal factors

#### Strengths (Internal advantages)

- Existing partnerships inc. clear division of services:
  - Between CTOs – e.g. sharing vehicles, N76 facilitated learning for four Nithsdale CT
  - CTO and private companies – e.g. Houstons charge ACTS EV, WCT share drivers with local commercial operators, Kirkconnel agree taxis take school run
  - CTO and DGC – e.g. funding for MiDAS training, school admin support for Dalbeattie Minibus
- Services well used
- Reliable staff and volunteers
- Aware of, or in position to find, needs of community e.g. recognise existing services do not meet needs with lack of WAV, appointments at DGRI are major trip generator, Sunday services needed
- Positive contribution to targets across many sectors – environment, health, transport, social inclusion...at national, regional and local levels
- Excellent value for money service

#### Weaknesses (Internal disadvantages)

- Small number of volunteers/downward trend in volunteer recruitment
- Fewer volunteers with D/D1 category
- Sometimes not able to meet demand – vehicles/drivers double booked or can't find volunteer driver for patient transport
- Volunteer only models
- Lack of capacity for strategic oversight
- Differing standards between CTOs
- Some gaps in region's CT cover – most noticeably Dumfries, need to investigate gaps based on communities of people such as carers, disabled people



## External factors

### **Opportunities** (Favourable political, economic, social, technological, legal and environmental conditions)

- Supportive policy environment across many sectors - environment, health, transport, social inclusion...at national, regional and local levels
- Integrated public transport and community transport approach in regional transport strategy
- Offers of vehicles from partners e.g. DGC
- Lack of accessible taxis in region
- Social work struggling to deliver due to lack of transport
- Education looking for transport particularly for children with ASN
- Secondary purpose organisations
- Four health hubs at Newton Stewart, Kirkcudbright, Thornhill, Moffat. Less of a need for people to get to DGRI but increased need to access local health hubs for outpatient care.

### **Threats** (Unfavourable political, economic, social, technological, legal and environmental conditions)

- Lack of public awareness of CT
- View of CT as a transport provider, rather than a social service
- Annual funding cycles and reduction in grant funding
- Lack of/unreliable EV infrastructure
- Unable to make use of concessionary travel and taxicard funding
- Section 22 permit process slow and arduous -something for CTA to address?

## Strengths / Opportunities Strategy

**Has potential to be the most successful strategy** - utilizes CommunityTransportDG and the sector's strength to maximize the opportunities presented by external circumstances.

- Replicate model of Volunteer Car Scheme for patient transport How much growth can current funding support – explore options to increase funding or find new source of funding. Explore if other CTO would like to deliver this service and to what extent.
- Sharing resources – vehicles, drivers, EV charge points, joint funding applications Coordinated by regional community transport organisation.
- Securing contracts, SLA and commissions for traditional CT services Coordinated by regional community transport organisation
- Positioning CT with service commissioners and funders as a “community connector” Coordinated by regional community transport organisation.



## Weaknesses / Opportunities Strategy

Needs a developmental strategy to overcome and remove weaknesses to maximize the opportunities presented by external circumstances

- Coordinate and scale up training of drivers Coordinated by regional community transport organisation.
- Increase use of MPVs and lighter minibuses
- Develop volunteering and employability pathways LEP and DGC leading on employability pathway for drivers
- Adopt quality framework Find copy of QF – ACTS or GCT
- Research and development to innovate and improve
- Grow sector in areas where no provision Dumfries main area without CT – GCT and Thornhill and District CT both expressed interest in expanding minibuses hire to Dumfries.

## Strengths / Threats Strategy

Strategy is to use strengths to cope with or avoid the threats presented by external circumstances.

- Promotion of CT Coordinated by regional community transport organisation.
- Non-traditional and mixed funding streams Explored by regional community transport organisation. E.g. Community shares
- Secondary trading to generate unrestricted income Explored by regional community transport organisation. E.g. charity shops
- Demonstrate regional need for connected EV infrastructure and contribution to environmental targets Coordinated by regional community transport organisation.
- Seek support to raise issue of permits, taxicards and concessionary travel Ask CTA

## Weaknesses / Threats Strategy

Strategy here is to cut costs and face a difficult period of retrenchment but ultimately to seek joint-ventures or even liquidate the business. **Not in this situation**, but would benefit from exploring cost savings such as using economies of scale for procurement of vehicles, software, training etc



## Appendix 9: CTSDG current membership

- ACTS
- GCT
- WCT
- TSDG (Host)
- SOSE
- SWestrans
- NHS
- DGC Transport dept.



## Appendix 10: Glossary

ACTS – Annandale Community Transport Service

ASN – Additional Support Needs

COSS – Convention of the South of Scotland

CPP – Community Planning Partnership, D&G

CTO – Community Transport Operator (e.g. ACTS, WCT, GCT)

CTSDG – Community Transport Strategic Development Group

DGC – Dumfries and Galloway Council

DYW – Developing the Young Workforce

GCT – Galloway Community Transport

LEP – Local Employability Partnership

LOIP – Local Outcomes Improvement Plan (DGC plan)

LPP – Local Place Plans

PSP – Public Social Partnership – in this context, CTOs, DGC and SWestrans. Now replaced by CTSDG.

RES – South of Scotland Regional Economic Strategy

RTP – Regional Transport Plan

RTS – Regional Transport Strategy

SG – Scottish Government

SOSE – South of Scotland Enterprise

TSDG – Third Sector Dumfries and Galloway

WCT – Wigtonshire Community Transport



## Appendix 11: Contents Table

### Contents

1. Executive Summary .....	1
1.1. What’s all this about?.....	1
1.2. Mission Statement.....	1
1.3. Vision Statement .....	2
1.4. We’re in! .....	2
1.5. Why not Business as Usual? .....	2
1.6. Opportunities to be realised. ....	3
2. Social Impact & Outcomes.....	4
2.1. What’s in it for us? Key outcomes for partner organisations.....	4
SWestrans .....	4
Dumfries and Galloway Council.....	4
NHS.....	5
Community Transport Operators (CTOs).....	5
TSDG .....	5
SOSE / Regional Economic Partnership / REP Transport Strategic Action Group.....	6
Other Third Sector Organisations (not CTOs) .....	6
ScotGov.....	7
2.2. What’s in it for society? .....	8
The environment.....	8
The economy .....	8
Public health .....	8
3. The Problem.....	9
3.1. The Opportunity.....	9
3.2. The Challenge .....	9
3.3. Why Now .....	10



4.	The Solution - CommunityTransportDG .....	11
4.1.	Organisational Delivery Priorities .....	11
4.2.	Outputs and Barriers for these priorities .....	13
5.	CommunityTransportDG Governance .....	19
5.1.	Underpinning principles .....	19
5.2.	Legal Structure .....	19
5.3.	Governance Model – Transition mode.....	20
6.	Financial Model.....	22
6.1.	Outgoings .....	22
6.2.	Income .....	24
6.3.	Assumptions .....	26
7.	Risk Management .....	27
8.	Conclusion .....	29
9.	Partner Commitments .....	29
10.	Next steps .....	29
	Appendix 1: Summary of Place-based factors.....	30
	Appendix 2: Regional and National Policy Context for Community Transport.....	31
	Appendix 3a: CommunityTransportDG Lead Officer Job Description.....	35
	Appendix 3b: CommunityTransportDG Development Officer Job Description.....	38
	Appendix 4: Community Transport in D&G – the Story So Far .....	40
	Appendix 5: NHS cost savings and enhanced patient outcomes.....	44
	Appendix 6: Possible legal structures for CommunityTransportDG .....	46
	Appendix 7: Proposed MoU between CTSDG and TSDG in years 1 & 2.....	47
	Appendix 8: SWOT Analysis of current CTO landscape (May 2025) .....	57
	Appendix 9: CTSDG current membership .....	60
	Appendix 10: Glossary .....	61
	Appendix 11: Contents Table .....	62

APPENDIX 3



**APPENDIX 3**

**Locality Plan – Priority Actions**

The primary objective of the Locality Plan is to reduce inequalities therefore it is proposed that the six objectives from the Dumfries and Galloway Poverty and Inequalities Strategy should form the basis of the Themes for the Locality Plan. Four of the Objectives from the Strategy focus on directly delivering specific outcomes for individuals. Two are “enabling” objectives, which will focus on the culture, policy and practice changes that partners will need to make to tackle poverty and inequalities effectively.

**Key**

<b>Complete</b>		<b>In progress</b>	
<b>Scheduled</b>		<b>Not started</b>	

<b>Theme 1 - Reducing financial pressures on people facing poverty</b>						
<b>Rationale</b> - 33.8% of 16–64-year-olds in Kirkconnel and Kelloholm received Universal Credit in December 2024. In contrast, this is significantly higher than 18.4% of working aged people in Dumfries and Galloway and 16.7% in Scotland.						
<b>Action</b>	<b>Desired Outcome</b>	<b>Responsible Partners</b>	<b>Named lead Officer for updates</b>	<b>Progress</b>	<b>Impact</b>	<b>Status</b>
<b>Explore options to provide targeted learning and training opportunities in the local community.</b>	Travel costs which are a barrier to learning within this Locality will be removed and citizens will have	DGC Lifelong Learning SOSE Dumfries and Galloway College	Stephen Jack DGC	A digital class is planned for the following dates: 4 <sup>th</sup> , 11 <sup>th</sup> , 18 <sup>th</sup> , 25 <sup>th</sup> March. Location: Kelloholm PS (LLL Base) This is being promoted via LLL social media and KKDT social		

APPENDIX 3

	increased opportunities to learn.			media. Posters are also out in the community.		
<b>Weekly Employability, Skills and Partnerships support provided in person from the Hub, Hillview Leisure Centre for both existing clients and members of the public.</b>	Citizens will recognise and feel supported to access job opportunities which will subsequently increase the number of people working within the Locality.	DGC Employability, Skills and Partnerships  Kirkconnel & Kelloholm Development Trust	Lynne Burgess DGC / Joanne Laird	Continue of weekly Employability Support at Hillview Leisure Centre  Additional services using Hub as a base to support employability and skills <ul style="list-style-type: none"> <li>• Lets’s Get Sporty</li> <li>• Whole Family Support Worker</li> <li>• SDS</li> <li>• Child Poverty Keyworker (moving forward)</li> <li>• Lifelong Learning</li> <li>• Coal Field Regeneration Trust (Free Training Opportunities)</li> <li>• Continuous Partnership work with employability services</li> <li>• Offering wider support and opportunities</li> <li>• Volunteering opportunities</li> <li>• Community Hub meeting rooms available for 1-2-1</li> </ul>	Between Oct – Dec 2025 375 individuals were engaged in activity.  20 group/training sessions were held and 2 information sessions.  55 partnership agencies used the Hub.  25 employability/ recruitment sessions were held.  19 children attended with parents.  1 referral to key worker was made.  11 drop ins.	

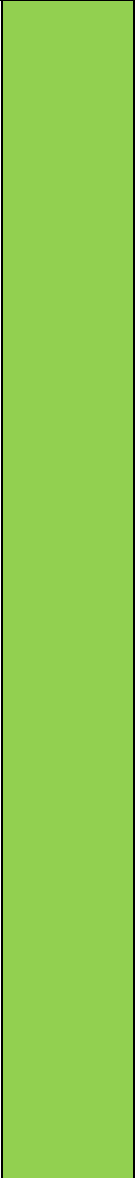
APPENDIX 3

				<p>Employability support (partnership agencies)</p> <ul style="list-style-type: none"> <li>• Employability support within the community on a regular basis (1-2-1 and drop in)</li> <li>• Opportunities for training within the within the community of Kelloholm</li> </ul>		
<p><b>Targeted parent/carer support events held within the Hub, delivered by Third Sector organisations to highlight the support that is available, with the long-term aim being that with this support in place parents/carers will be in a place where they can be referred into employability support.</b></p>	<p>Citizens with caring responsibilities will have greater knowledge of the support available to them and be able, in the future, to be supported to enter employment.</p>	<p>DGC Employability, Skills and Partnerships</p> <p>Kirkconnel &amp; Kelloholm Development Trust</p> <p>Third Sector Organisations</p>	<p>Lynne Burgess DGC (Previously discussed with Kirsty Beattie – changed role)</p>	<p>Community Café Event every Friday with free food and hot space. Allowing parents/carers to be introduced to support agencies</p> <p>12 partnership agencies engaging with the community hub and hosting regular sessions</p> <p>Joint event with Poverty and Inequalities Team – Winter Jacket Events</p> <p>Joint event with DG Voice to support and signpost families with disabilities and long term health issues</p>	<p>Increased number of individual engaging with wider services</p> <p>New services being introduced to area and engaging with parents/carers</p> <p>Opening opportunities to helps support with all round family support.</p> <p>Creating opportunities that target and encourage future learning and skills</p>	

## APPENDIX 3

<p><b>Affordable activities – Active Schools / Leisure and Sport to target specific individuals / groups children and young people by providing a programme of activity throughout the year.</b></p>	<p>Children and Young people will have access to activities that are either free or affordable within their community. This will further support citizens to work, knowing children have additional activities available and are within a safe environment.</p>	<p>DGC Education DGC Leisure and Sport</p>	<p>Lee Seton DGC Oily Driver - changed post new contact to be identified</p>	<p>Free access to MUGA during holiday period through Partnership with KKDT.  Discounted access to Gymnastics programme throughout term time.</p>	<p>Young people are accessing regular physical activity sessions on a weekly basis throughout the year.</p>	
<p><b>Online food shopping course / support to enable people to shop online to maximise their available budget.</b></p>	<p>Citizens recognise the issue of rural inflation and are able to access technology and trust online shopping to maximise their budget.</p>	<p>DGC Lifelong Learning</p>	<p>Stephen Jack DGC (previously discussed with Ann McShane – left DGC))</p>	<p>This will be picked up through the digital skills classes.</p>		
<p><b>Dedicated food shopping excursions to more expansive shopping areas.</b></p>	<p>Delivers a wider choice of product and cost to residents, helping them maximise their financial resources.</p>	<p>Goodshare Foodshare Project (KKDT). Kirkconnel Parish Heritage Society</p>	<p>KPHS supported by Ward Manager – Fiona Daubney DGC</p>	<p>The KPHS minibus travels twice monthly to Cumnock and Auchinleck to the supermarkets to allow people to undertake a lower cost/more choice food shop.</p>	<p>The trips have proven to be so popular that additional excursions have had to be added.</p>	

APPENDIX 3

<p><b>Support the operation of the Upper Nithsdale Foodshare Project through continuing their foodshare subscription and access to premises.</b></p>	<p>Alleviation of the effects of poverty and food insecurity, reducing the burden of anxiety on residents and contributing to their enablement to improve their own finances</p>	<p>Kirkconnel and Kelloholm Development Trust  DGC Thriving Communities NHS - Dumfries &amp; Galloway</p>	<p>Ingrid Gemmell, ward Manager, DGC  Janette Park, Estates Manager NHS</p>	<p>The Kirkconnel and Kelloholm Goodshare Project continues to provide foodshare provision, Wee soup group warm hub and “Check and Chat Sunday visiting services.</p>	<p>Survey responses from 22 participants in Oct/Nov 2025 indicated that the vast majority visit weekly with very high satisfaction rates.</p> <p>Respondents highlighted benefits such as reduced financial pressure, improved access to fresh produce, and enhanced social connections (via the Wee Soup Group)</p> <p>Impact quotes: “It’s a lifesaver. Honestly, it means the world to me since I struggle financially.”</p> <p>“The hub has helped me get back out again after retirement—I became a house potato.”</p> <p>“It’s not just the food that’s valuable, it’s like an access portal to other services in the area.”</p>	
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APPENDIX 3

				NHS Dumfries and Galloway continues to engage positively with the Kirkconnell and Kelloholm Development Trust regarding the occupancy of the Nith buildings in Kelloholm.	The Development Trust are still able to operate from these premises.	
<b>D&amp;G Winter Warmth Campaign Leaflets and D&amp;G Worrying About Money Leaflets to be distributed to every household within the Locality.</b>	Citizens will have greater understanding of the support available to reduce fuel poverty and fuel debt. Citizens to signposted to further support available to maximise benefits.	D&G Poverty and Inequalities Partnership.  Kirkconnell and Kelloholm Community Council.	Wendy Jesson DGC	<p>All Primary (137 Households) and Secondary School (416 Households) Families / Carers have received home each of the following Leaflets:</p> <ul style="list-style-type: none"> <li>• Worrying About Money Leaflets</li> <li>• Reducing Fuel Poverty Generic Leaflet Winter 2025-2026</li> <li>• Cost of Living Leaflet</li> </ul> <p>500 Reducing Fuel Poverty Generic &amp; Vulnerable Persons Leaflets were delivered to the Kirkconnell &amp; Kelloholm Development Trust during early October 2025.</p> <p>Additional Leaflets were also delivered by NHS Dumfries &amp; Galloway to the Mill Hill Health Centre in Kelloholm.</p>	<p>Substantial increase in the no. of enquiries / referrals to all Projects listed on the Worrying About Money &amp; Reducing Fuel Poverty Leaflets within the Kelloholm &amp; Kirkconnell Postcode areas as well as increasing levels of viewings to the Cost of Living Website.</p> <p>All resulting impacts / outcomes achieved will be compiled by each organisation after the end of March 2026.</p> <p>Residents are able to access all Services listed on each of the Leaflets through whichever method is the easiest for them</p>	

APPENDIX 3

				A dedicated Leaflet Drop will be planned with the Kirkconnell and Kelloholm Community Council in the autumn of 2026 which will involve Leaflets being delivered to each household within the settlements.	(e.g. via Phone, E-Mail, Website etc)	
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Theme 2 - Building individual and community resilience						
Rationale - The 2020 SIMD data highlighted Kirkconnell and Kelloholm as being Population deprived.						
Action	Desired Outcome	Responsible Partners	Named lead officer for updates	Progress	Impact	Status
Work with the community to identify priority Core Path improvements required within the Kirkconnell and Kelloholm area.	Citizens health and wellbeing will be improved by having access to good quality, accessible Core Paths.	DGC Environment	Simon Fieldhouse DGC	Work not started due to other imminent priorities, however work to commence in 2-3 months		

## APPENDIX 3

<b>Theme 3 - Addressing barriers to accessing services</b>						
<b>Rationale</b> – The Locality is our region’s most northerly settlement on the boundary with East Ayrshire Council, suffering from depopulation it considered to be a Remote / Rural community.						
<b>Action</b>	<b>Desired Outcome</b>	<b>Responsible Partners</b>	<b>Named lead officer for updates</b>	<b>Progress</b>	<b>Impact</b>	<b>Status</b>
<b>Increased advertising of the Dumfries and Galloway Welfare, Advice and Health Partnerships Project which is delivered by DAGCAS at the Mill Hill Health Centre in Kelloholm.</b>	Residents are able to access dedicated DAGCAS One to One Specialist Advisor support within the local GP Surgery.  Increased financial wellbeing. Reduction in poverty through increasing incomes.	DAGCAS	Wendy Jesson DGC	Mill Hill Health Centre were unable to be part of the Dumfries and Galloway Welfare Advice & Health Partnerships Project which would have been delivered by DAGCAS due to circumstances beyond their control.  The Centre now refers clients to the DAGCAS Drop -In which takes place every Thursday: 10-12 Drop-In, 12.30-3 Appointments Kirkconnel and Kelloholm Development Trust, Good Share Food Share, Nith Buildings, Kelloholm DG4 6RX.	The number of Referrals made to DAGCAS at their new Drop In are being recorded & will be compiled at the end of each year. All customers outcomes (including Income Maximisation, Debt Management etc) within the Postcodes of the areas included within the Locality Plan will also be able to be reported on.	
<b>Reaffirm commitment to retaining the Mill Hill Community</b>	Citizens will have access to a GP within their community,	NHS DG	Linda Bunny, Primary Care Development Manager NHS	The practice are committed to the Mill Hill site and have regular nurse and GP sessions	The practice has always operated from both sites with the exception of	

## APPENDIX 3

<b>Health Centre with citizens accessing General Practice services from both this facility and one in Sanquhar.</b>	supplemented by access from a practice in Sanquhar.			on that site as well as the Sanquhar premises.	emergencies. The current practice has increased the number of GP sessions at Mill Hill in order to reduce patients travelling to Sanquhar	
<b>Explore opportunities for appointments for mental health services, physiotherapy etc. to be delivered from the Mill Hill Community Health Centre rather than from Sanquhar.</b>	Citizens will be able to access health services without the need to travel.	NHS DG	Linda Bunny, Primary Care Development Manager NHS	No update available. Need to clarify how this can be progressed.		
<b>Assess opportunities to establish protected appointments at the Sanquhar practice for Kirkconnell &amp; Kelloholm citizens that align with the 221 bus schedule and further assess opportunities for</b>	Citizens will have access to GP appointments without the need to pay for private taxis to transport them to and from Sanquhar.	NHS DG	Linda Bunny, Primary Care Development Manager NHS	The practice has looked at the feasibility of protecting appointments to align with bus timetables. They have not been able thus far to come up with a workable solution. However, they have introduced more GP availability at Mill Hill.	The practice have made more GP appointments available at Mill Hill which should reduce travel as far as they are able.	

## APPENDIX 3

<b>community transport linkages.</b>						
<b>Provide Oral Health Clinics within the community, linking with other activities being provided by NHS DG &amp; Partners, to provide preventative oral health advice and refer for emergency clinics / appointments.</b>	Citizens will have increased access to preventative oral health advice.	NHS DG	Linda Bunny, Primary Care Development Manager NHS	<p>Aug 25 Involvement in Child Poverty/Employability Project Uniform Event. Further involvement with future events.</p> <p>Oct 25 Attended the Children, Young People and families event in Kelloholm Primary</p> <p>Jan 26 New Oral Health Officer with dedicated remit for Upper Nithsdale. Officer is currently integrating into the area and the community. Officer will be able to provide oral health input at local community groups and events, including events in the school holiday period.</p>	Increased resource provided to support improved oral health outcomes for the community.	
<b>Review waiting lists for Dentistry in Sanquhar and consider resource input to open up waiting list.</b>	Citizens will have increased access to dentistry.	NHS DG	Linda Bunny, Primary Care Development Manager NHS	<p>Sanquhar Dental Clinic have been able to offer appointments to under 2 year olds.</p> <p>Work continues to review waiting lists and future provision.</p>	Appointments available for un-registered children under the age of 2.	

## APPENDIX 3

<b>Explore trusted access or develop a community partnership to support an increase in opportunities at Hillview Leisure Centre.</b>	Citizens will have more opportunities to access Hillview Leisure Centre for services and activities operated by partners, community organisations and volunteers.	DGC Leisure & Sport	Lee Seton DGC	Community Partnership with KKDT in place since Feb 2025.	Building opening hours increased by 17 hours per week. Local community are access services locally including NHS, ESOL, Skills development Scotland. A community cafe operating fortnightly in addition to being a base for youth services engagement sessions each Friday.	
<b>Explore with Network Rail opportunities to make Kirkconnel Train Station fully accessible from both platforms.</b>	Citizens who are users of wheelchairs, mobility aids and prams will be able to live locally whilst accessing services, further education and jobs out with their community.	DGC - Sustainable Travel	SWestrans Simon Bradbury DGC	SWestrans continues to raise this issue with Scottish Government in order to provide funding for accessibility improvements to Kirkconnel station. The last update was received in September 2025 when Transport Scotland colleagues confirmed that they were still reviewing the STAG (Scottish Transport Appraisal Guidance) study. A further update will be sought at the next meeting with them in late February.		
<b>Dumfries and Galloway Council and SWestrans to investigate better links in and around</b>	Citizens will benefit from an improved public transport schedule, that is better	DGC - Sustainable Travel	SWestrans Simon Bradbury DGC	Dumfries and Galloway Council are currently initiating a programme to review public transport connectivity in the region, through a public transport needs assessment.		

APPENDIX 3

<p><b>Kirkconnel and Kelloholm, as well as to Dumfries and Kilmarnock.</b></p>	<p>connected, improving opportunities to live locally whilst accessing services, further education and jobs out with their community.</p>			<p>This will take place over the course of 2026 and connections in and around Kirkconnel and Kelloholm, as well as to Dumfries and Kilmarnock will be considered as part of this.</p>		
<p><b>Ensure the 221 bus provision is maintained and available 6 days per week.</b></p>	<p>Citizens will benefit from an improved public transport schedule, that is better connected, improving opportunities to live locally whilst accessing services, further education and jobs out with their community.</p>	<p>DGC - Sustainable Travel</p>	<p>SWestrans Simon Bradbury DGC</p>	<p>Through the procurement exercise that took place in the spring/summer of 2025 the provision of the 221 service was protected to ensure that it was procured and continued to run, and that it operated 6 days a week as before. A contract is now in place for this service for up to seven years.</p>		
<p><b>Provide public wi-fi at Hillview Leisure centre and promote free access to citizens to reduce the digital divide. Wi-fi is available in parts of the building where</b></p>	<p>Citizens will be able to access the internet freely, opening opportunities for learning.</p>	<p>DGC – Leisure and Sport DGC – Customer &amp; Digital</p>	<p>Lee Seton DGC</p>	<p>Public wi-fi is live and available since May 2025.</p>	<p>Public Wi-Fi availability is enhancing twice employability and skill and ESOL sessions.</p>	

## APPENDIX 3

<b>the Employability Hub takes place.</b>						
<b>Introduce card payment facilities at Hillview Leisure Centre.</b>	Citizens will be able to pay by card locally rather than being required to travel six miles to pay by card for memberships, facilities and services.	DGC – Leisure and Sport	Lee Seton DGC	Card payment facilities will be introduced in April 2026.	Customers will have the option to pay for services via card.	

#### Theme 4 - Building organisation capacity to better tackle poverty

**Rationale** - The Locality is one of the places where the most deprived 20% of people in Scotland live.

<b>Action</b>	<b>Desired Outcome</b>	<b>Responsible Partners</b>	<b>Named Lead Officer for updates</b>	<b>Progress</b>	<b>Impact</b>	
<b>Explore opportunities to build new homes through an Assessment of vacant publicly owned land / property which may be suitable</b>	Land identified for possible mixed social / private housing. Increased housing stock will repopulate the locality.	Registered Social Landlords Property Services / Strategic Housing / Planning	Jamie Little DGC	Dumfries and Galloway Council continue to support the progression of a community led housing development that aims to provide 5 affordable accessible homes to meet the needs of older residents. The project has been identified as a key strand to the		

APPENDIX 3

for building new homes		Services – DGC NHS D&G		Borderlands Place Plan for the area and has been linked to supporting the need for economic growth in Upper Nithsdale. A collaborative approach with Home Group is also being taken forward to ensure that local housing requirements are fully considered.		
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Theme 5 - Maximising income of people facing poverty						
Rationale - The Locality SIMD Data highlights Employment Deprivation as the worst ranking across all measures.						
Action	Desired Outcome	Responsible Partners	Named lead officer for updates	Progress	Impact	Status
Increased advertising for Dumfries and Gallway Citizens Advice Service current drop-in Provision delivered from the Kirkconnel and Kelloholm Development	Citizens will have greater awareness of the support available from DAGCAS locally.	DAGCAS D&G Poverty and Inequalities Partnership Sub-Group 2	Wendy Jesson DGC	The DAGCAS Drop-In Provision which is held every Thursday from 10-12 Drop-In, 12.30-3 Appointments Kirkconnel and Kelloholm Development Trust, Good Share Food Share, Nith Buildings, Kelloholm DG4 6RX is advertised in all of the following ways: <ul style="list-style-type: none"> <li>• Inclusion of Drop-In Details within DAGCAS</li> </ul>	The number of Referrals / customers calling into Drop In's which are completed will be highlighted at the end of each year with all Income Maximisation, Debt Management & types of support accessed being	

APPENDIX 3

<p><b>Trust which is currently delivered on a weekly basis.</b></p>				<p>Monthly Newsletter which is distributed to all organisations within the local area via e-mail &amp; social media networks.</p> <ul style="list-style-type: none"> <li>• Drop-In Posters are advertised throughout the local area in all shops, Notice Boards, Mill Hill Medical Centre and within all Community Locations.</li> <li>• Social Media advertising by DAGCAS is completed to highlight the Drop-In's.</li> <li>• Additional advertising completed by D &amp; G Council through all networks &amp; contacts</li> </ul>	<p>made available at that time</p>	
<p><b>Investigate with the Lemon Aid Fuel Poverty Project the possibility of securing funding to provide a dedicated Fuel Poverty drop-in provision within the Locality.</b></p>	<p>Citizens would receive enhanced support and advice regarding fuel poverty.</p>	<p>D&amp;G Poverty and Inequalities Partnership Sub-Group 2 Lemon Aid</p>	<p>Wendy Jesson DGC</p>	<p>Due to the very high levels of referrals &amp; additional requests for support through all of the Projects which the Dumfries and Galloway Poverty and Inequalities Partnership &amp; the Poverty and Inequalities Team have been completing in the last financial year, the Lemon-Aid Fuel Poverty Project have not been able to secure additional funding for this Post at this time. They are planning to develop this during the next year and still offer all of their Fuel Poverty</p>	<p>The no. households which have received support from the Lemon-Aid Fuel Poverty Project within the Locality Plan area will be reported on with details of the levels of fuel poverty reduced/removed, Emergency Vouchers allocated &amp; also detailed support for the range of projects offered will all be</p>	

APPENDIX 3

				Support Projects to any residents within the Kelloholm and Kirkconnell area.	details within the end of financial year Reports which the organisation produces.	
<b>Explore opportunities for all Financial Wellbeing Providers to deliver services on a drop in basis within the Locality.</b>	Citizens will have greater access to financial advice.	D&G Poverty and Inequalities Partnership	Wendy Jesson DGC	<p>DAGCAS are now delivering dedicated Drop-In Support every Thursday at Kelloholm and Kirkconnell Development Trust as detailed above.</p> <p>Referrals can be completed at the Dumfries &amp; Galloway Council Customer Services Centre at Kirkconnell for all of our Council’s Financial Wellbeing Services which include Benefit Maximisation, Crisis &amp; Care Grants, Free School Meals &amp; Clothing Grants and all support Services which are currently offered by our Council.</p> <p>Social Security Scotland are currently developing a range of Drop-In’s and Kelloholm &amp; Kirkconnell are on the list of potential new Drop-In Locations. These will be developed once a planned increase in the number of Social Security Team Members has been completed which is expected to be early Summer 2026.</p>	<p>As noted above, all DAGCAS Drop In’s and Referrals will have their outcomes collated at the end of the reporting year.</p> <p>Details of all support provided within the postcode areas will be available at the end of each Reporting Year.</p>	

APPENDIX 3

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Theme 6 - Tackling severe and persistent poverty and destitution						
Rationale - % of Children in Poverty Profile report at 22% 2020/21, now at 36.1% in latest data point (2021/22)						
Action	Desired Outcome	Responsible Partners	Named lead officer for updates	Progress	Impact	Status
<p><b>Targeted cooking for beginners' courses, enabling surplus food to be used within meals.</b></p> <p><b>Information sessions to support portion control, nutrition and healthy lifestyles.</b></p>	<p>Citizens learn how to cook low-cost healthy meals with basic ingredients and become confident in their ability and creativity.</p>	<p>DGC Lifelong Learning NHS Dumfries and Galloway Kirkconnel and Kelloholm Development Trust</p>	<p>Stephen Jack DGC (previously discussed with Ann McShane – left DGC))</p>	<p>Dates to be confirmed for parent/child cooking in the last term of school (prior to end of June 2026)</p> <p>Adults only cooking sessions will be confirmed once funding can be obtained in September</p> <p>Following discussion with KKDT, they confirmed that two new staff members are now involved in programme delivery. Part of their role will focus on healthy eating and cooking skills. NHS D&amp;G Public Health Improvement (PHI) Team will continue to provide support for this work, as</p>	<p>Increased access to affordably healthy food and build cookery skills within the local community. Support engagement of the wider community in development of Good Food Nation Plans.</p>	

## APPENDIX 3

				<p>well as for wider opportunities such as community food sharing and incorporating food into community activities.</p> <p>PHI staff and partners have recently completed training in the Place Standard Tool: Food Environment Lens. This will support the identification of local food-related needs and actions as part of a Public Health Scotland pilot within Good Food Nation engagements. This tool will be highly valuable in assisting KKDT and the wider community to understand priorities and align with existing plans.</p>		
<p><b>Increase education input around employment and enhance the relationship with local employers.</b></p>	<p>Child and Young People recognise the value of work and aspirations of young people are increased.</p>	<p>DGC Education</p>	<p>Elaine Hetherington Cree Head Teacher Sanquhar Academy</p>	<p>In conjunction with DYW, local business partners have been invited to attend a business breakfast at Sanquhar Academy. This is taking place on 13 March 2026.</p>		
<p><b>Establish additional support for those who wish to develop their learning.</b></p>	<p>Young people will have further opportunities to learn and achieve their full potential.</p>	<p>DGC Education</p>	<p>Elaine Hetherington Cree Head Teacher Sanquhar Academy</p>	<p>Sanquhar Academy are working alongside 'Better Lives Partnership' for a small group of targeted learners to support them into a positive destination. Feb - June 2026</p>		

## APPENDIX 3

### Monitoring and Evaluation

The Community Planning Partnership Senior Leadership Team will receive six-monthly Monitoring Reports on the actions identified. Where actions identified would benefit from individual evaluation this will be undertaken by the lead service / organisation and reported through the same process with opportunities every six months.

Locally community organisations will be engaged throughout this process with opportunities provided on an annual basis for partner organisations to provide feedback on the actions undertaken at that point.

A full evaluation of the Locality Plan can be undertaken towards the end of the programme period (2030) and reported both to the Community Planning Partnership and to the local community through a variety of means.

### Contact

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## APPENDIX 3

## Appendix

## Assets

Fixed Assets	Service Based	Civic Based
Kelloholm Primary School & Nursery - DGC Kirkconnel Miners Memorial Centre - DGC Hillview Leisure Centre - DGC Mill Hill Health Centre - DGC Four Play parks one being inclusive - DGC DGC Customer Service Centre - DGC DGC Adult Resource Centre - DGC Food Share premises - NHS Church of Scotland (due to close Sept 2025) Gospel Hall Community Church Masonic Hall Kirkconnel Parish Heritage Society (KPHS) Action for Children Bowling Green and Club Scout Hall Cadet Hall The Cabin Three local shops, Two Post Offices Butchers Chemist Takeaway Train Station Brown Brothers Meat Processing Factory Dog Groomers Hotel	Kirkconnel and Kelloholm Community Council Kirkconnel and Kelloholm Development Trust Kirkconnel Parish Heritage Society Walking group Women's group Action for Children Kirkconnel and Kelloholm Children Gala DGCAS (paid for with external funding one day per week) Youth Work once weekly - DGC Lifelong learning activities - DGC	Brighten up Kirkconnel an Kelloholm Kirkconnel and Kelloholm Children's Gala Kirkconnel and Kelloholm Community Council Christmas Festivities, Armed Forces week and day events Check and Chat

## Place Director & CPP Charter

**As Place Directors and Community Planning Partnerships, we will work together to build trusted and effective relationships between Scottish Government and local leaders to support the delivery of Local Outcome Improvement Plans to reduce inequalities in communities across Scotland.**

### Place Directors will:

- Build & maintain effective relationships with local leaders including community representatives
- Attend & take an active role in CPP meetings
- Keep partners informed of relevant national policy and funding developments
- Champion 'Place' & local variation in national policy where relevant
- Escalate actions that require national input to support progress on local priorities
- Commit 2 days/month for a term of 3 years

### Community Planning Partners will:

- Provide an induction for Place Directors including meetings with local communities
- Facilitate regular access to their local leaders
- Work with Place Directors to identify the national actions required to improve local outcomes
- Share information and insights to keep PDs informed of local issues
- Keep Place Directors sighted on any relevant communications with Scottish Government

**Our Shared Commitment: Maintain clear, regular and open communication to ensure information flows both ways.**