

## **DRAFT COUNCIL PLAN – CONSULTATION FEEDBACK OVERVIEW**

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The draft Council Plan underwent public consultation from the 20 December 2020 to the 31 January 2023.

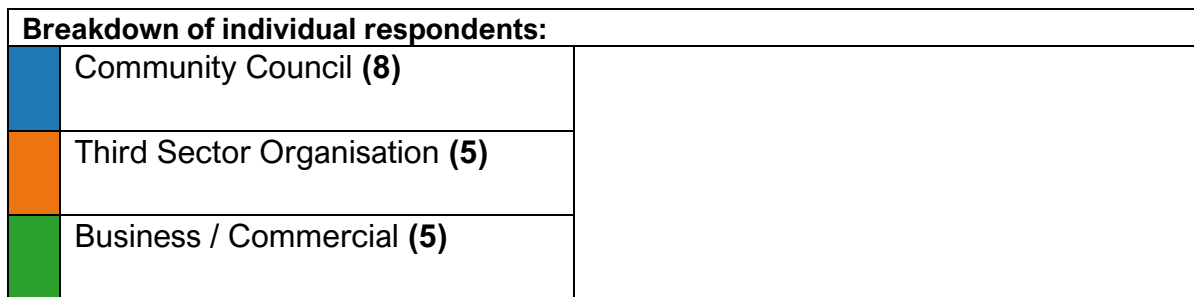
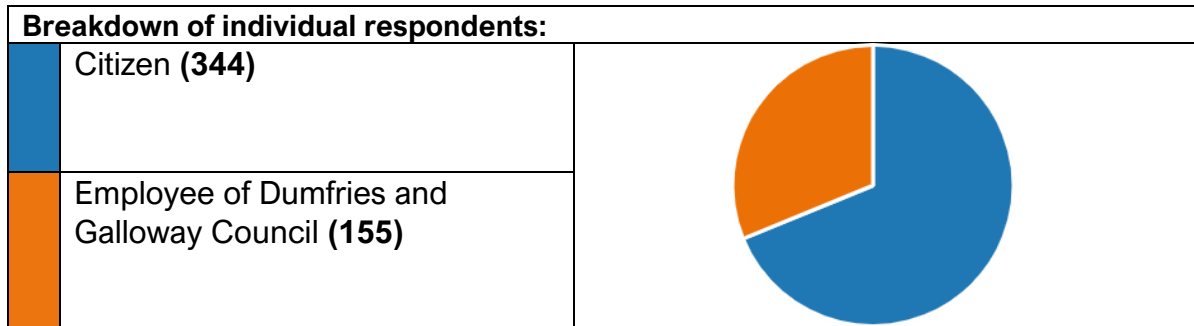
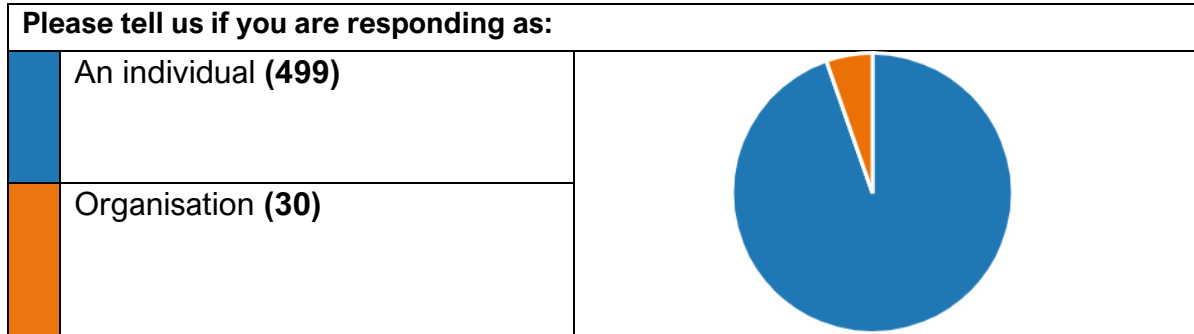
This consultation feedback covers three aspects:

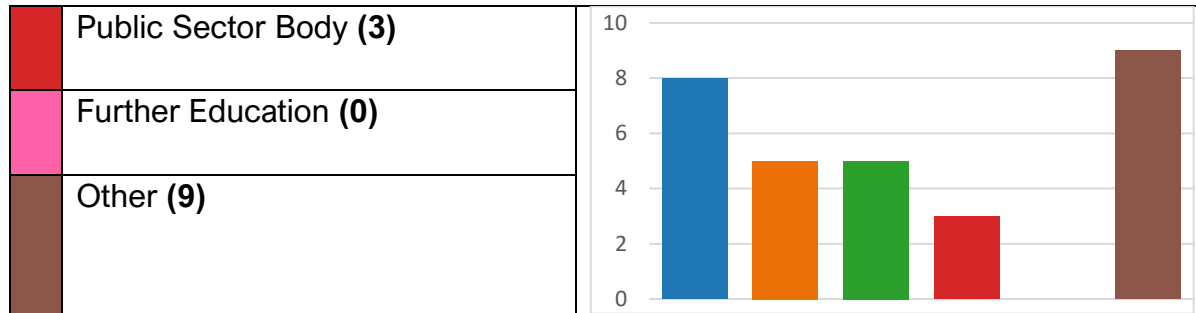
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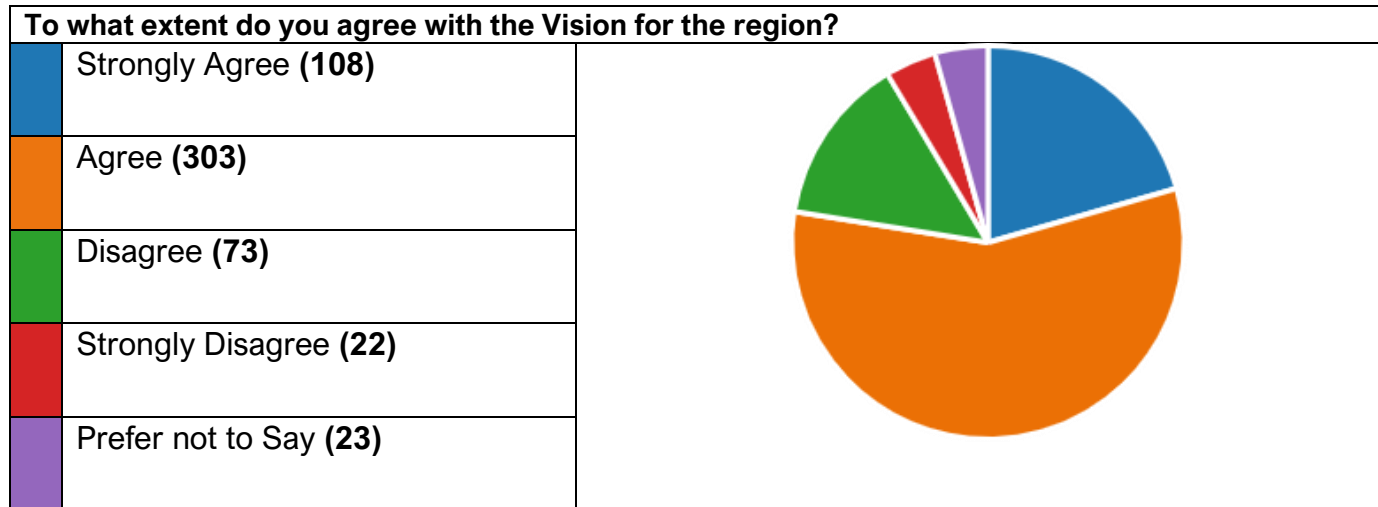
## Draft Council Plan quantitative assessment for responses

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## VISION



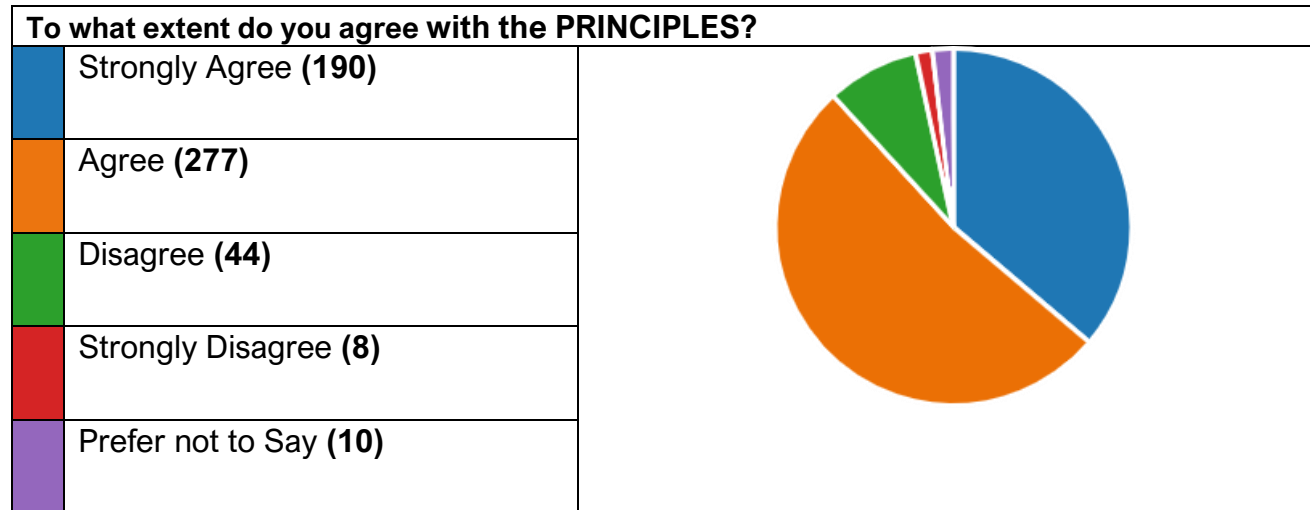
### Comments received from those who check strongly disagree or disagree.

- 20 respondents requested Climate / Environment within the vision statement.
- 13 people noted that the vision was either not likely to be achieved or stated that this is not the current perception of Dumfries and Galloway.
- 5 people felt the vision statement was too long.
- 33 comments referred to Themes, Principles or Council operations.

### Comments received from the final question regarding any other comments.

- 15 Welcomed the vision but noted the challenge in achieving it
- 8 commented that this is not currently the situation in the region
- 2 highlighted the need to provide some form of measurements to understand if we achieve the vision

## PRINCIPLES



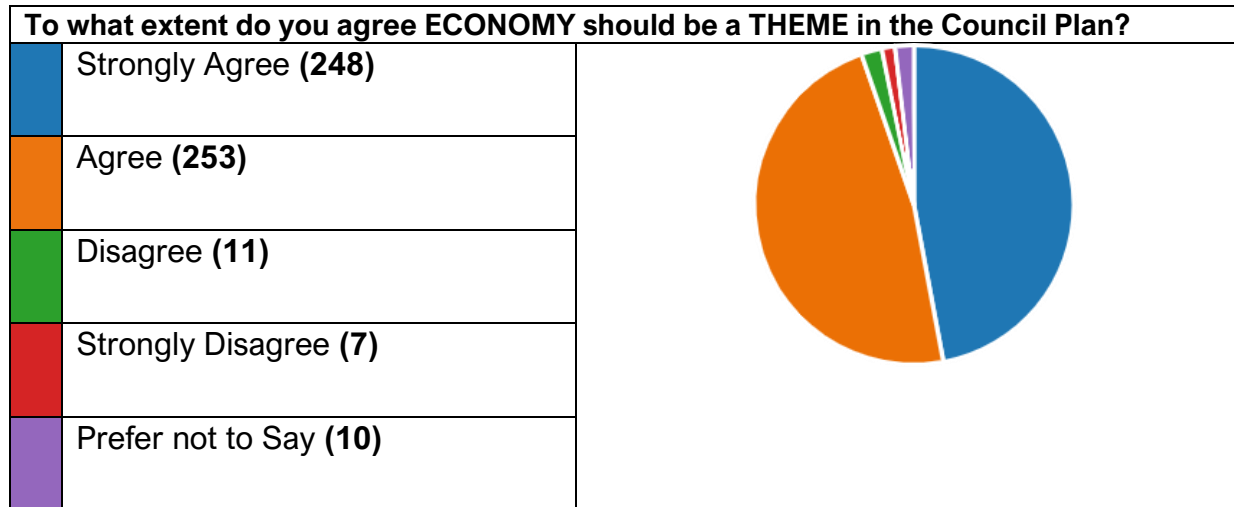
### Comments received from those who check strongly disagree, or disagree.

- The principles were accepted; however, 10 comments highlighted the need to see evidence of the Council applying these principles.
- 15 people requested greater emphasis to Climate and Biodiversity and the role and influence of principles within the plan.
- There was concern from 8 people that digital by default will be applied for Council Services.

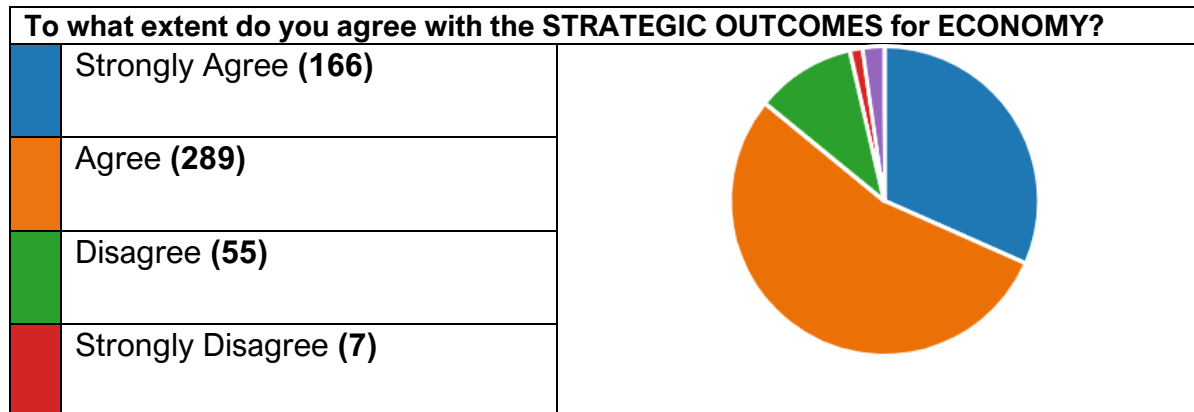
### Comments received from the final question regarding any other comments.

- 51 comments were received requested greater emphasis is given to the Climate Emergency and the referencing of Nature, Environment and Biodiversity and influence it should have on the plan.
- 7 comments relate to evidencing the Council working to the principles

## ECONOMY



Comments from those who selected disagree or strongly disagree provided service improvement recommendations.



Prefer not to Say (12)	
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**Comments received from those who check strongly disagree or disagree.**

- 25 responses related to increased reference to climate and the environment.
- 21 comments referred to the process of delivering and achieving the outcomes.

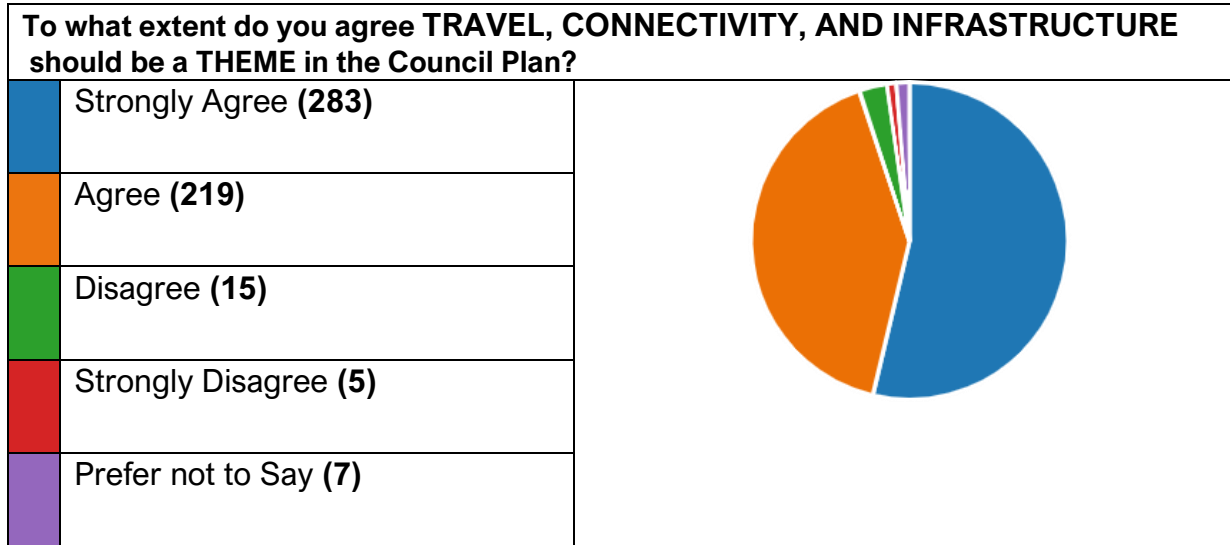
The following comments were from less than 10 people:

- Concern on the state of the large Town Centres in the region, Council to promote the region - creating a brand for both business investment and tourism, recognition of the challenge of the current industries and the need to develop new industries and align it to supporting the workforce to have the right skills and support and ensuring fair and equitable support for businesses and individuals across the region.

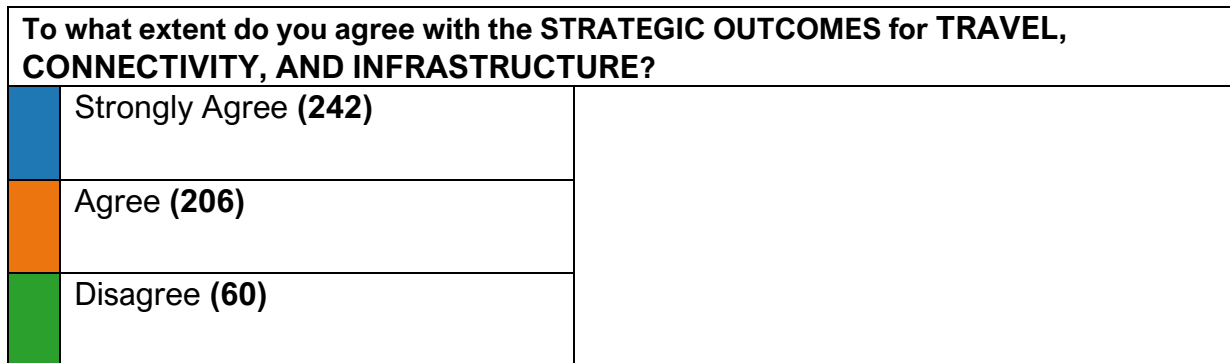
**Comments received from the final question regarding any other comments.**

- 30 respondents recognised the importance of growing the local economy
- 16 comments referred to supporting and attracting new businesses to the region.
- 9 comments requested greater links between education and local businesses

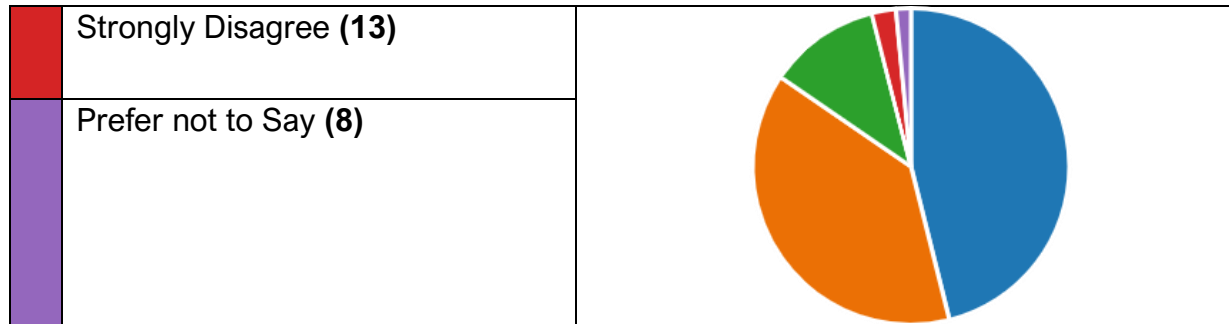
**TRAVEL, CONNECTIVITY, AND INFRASTRUCTURE**



There were very few responses that disagreed with this theme. There were less than 10 comments which centred around investing in the region's roads and transport network.







### Comments received from those who check strongly disagree, or disagree

The most popular issue raised was the state of the roads across the region and recommending improvements, which are captured within the first strategic outcome.

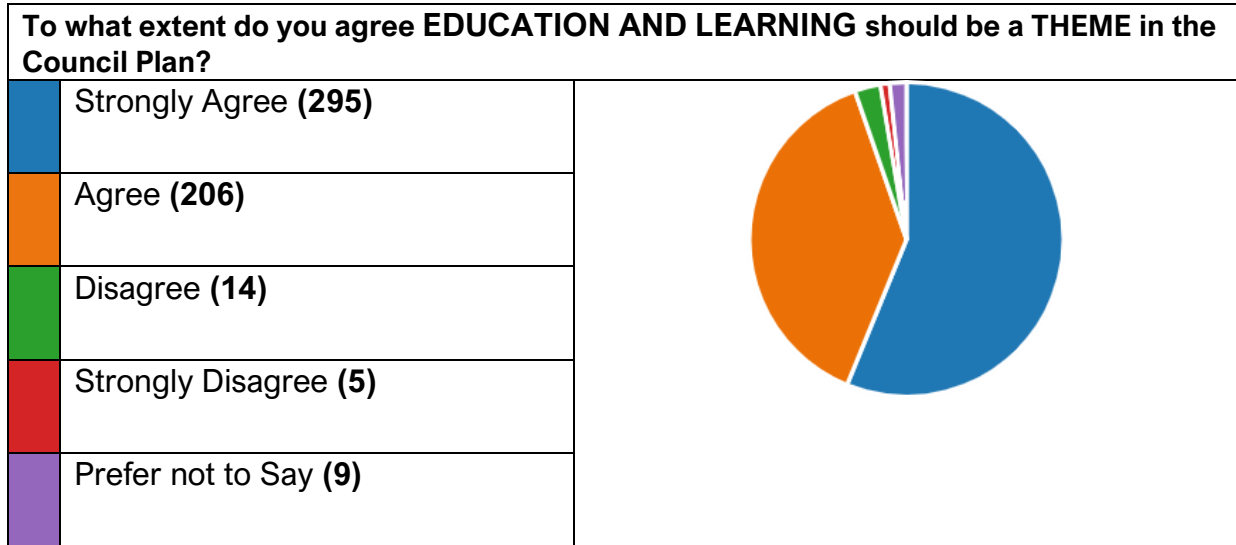
- 13 comments referred to the outcome and challenge associated with “Sustainable travel in the region contributes to net zero”, outlining a need for greater clarity and understanding.
- 9 comments related to measures and targets for roads improvements.
- 11 comments received related to greater transport links to connect communities and individuals, as well as requesting a reduction in their cost to encourage usage. There were 11 mentions of flood prevention and the challenge that currently exists in the region. These related to comments on dealing with the flooding issue.

### Comments received from the final question regarding any other comments.

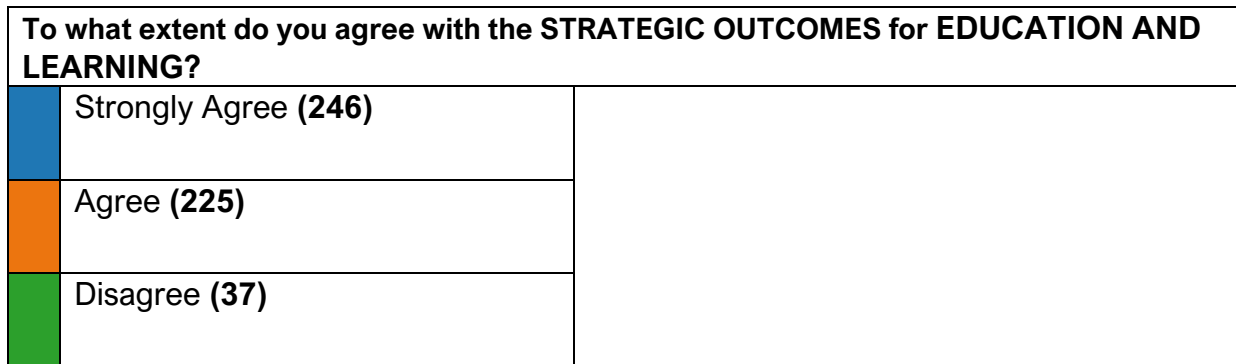
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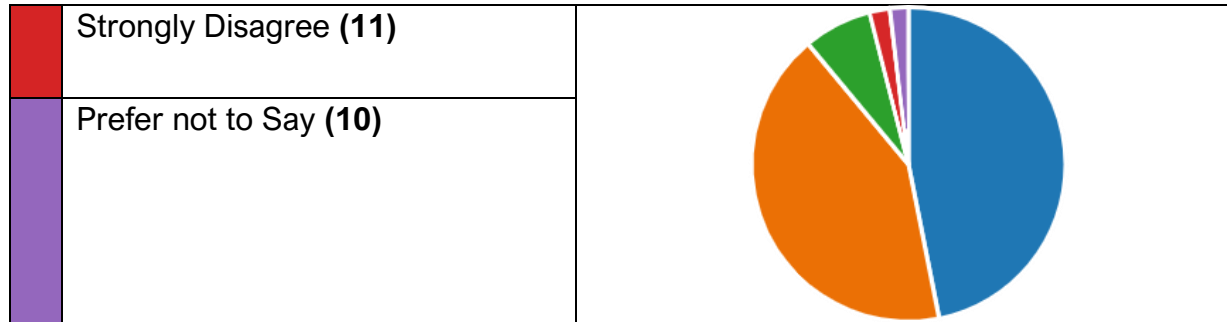
- 9 References to the importance of Active and Sustainable Travel within this Theme
- There were 4 responses that noted rail was not clearly referenced part of the local transport mix.
- 3 comments related to the A75 these included: Safety, improvements, and importance to the local economy

**EDUCATION AND LEARNING**



There was agreement with this Theme, with five comments received discussing the title of the Theme to include lifelong and/or community development.





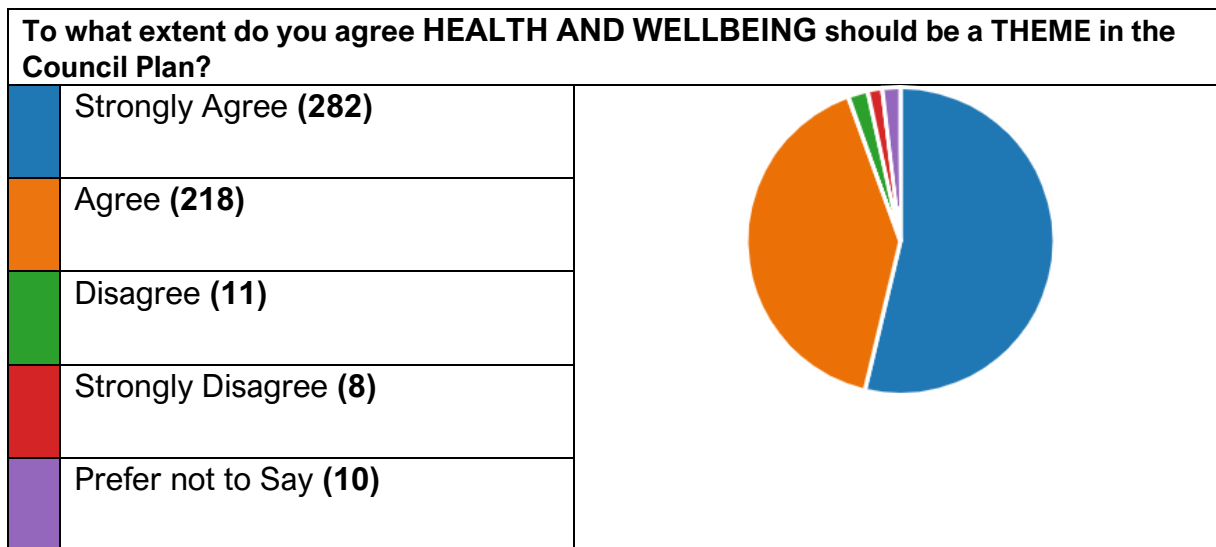
#### **Comments received from those who check strongly disagree or disagree.**

- 11 people enquired about the metrics that will be used to evidence achieving the strategic outcomes.
- 9 people commented on GIRFEC within this response which ranged from not being a local outcome but relating to Scottish Government legislation, not being achieved or achievable, not understanding what it means as an outcome. Further comments on GIRFEC were identified in the general comments at the end of this appendix. (See separate document re comments on GIRFEC)
- 12 comments referred supporting individuals to achieve personal goals and the need to recognise that not all education takes place in an education facility.
- 4 comments recommended service improvements within Additional Support Needs
- 13 comments on the quality of curriculum and resources available to deliver education across the region.
- 2 comments on providing support to educate parents and family support to be included within the Theme.

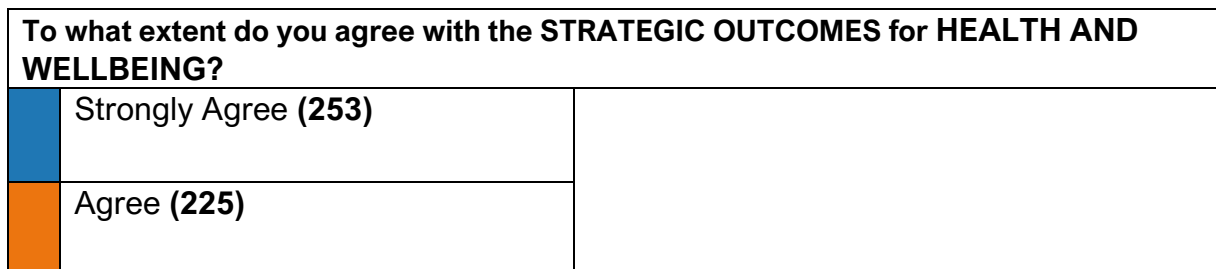
#### **Comments received from the final question regarding any other comments.**

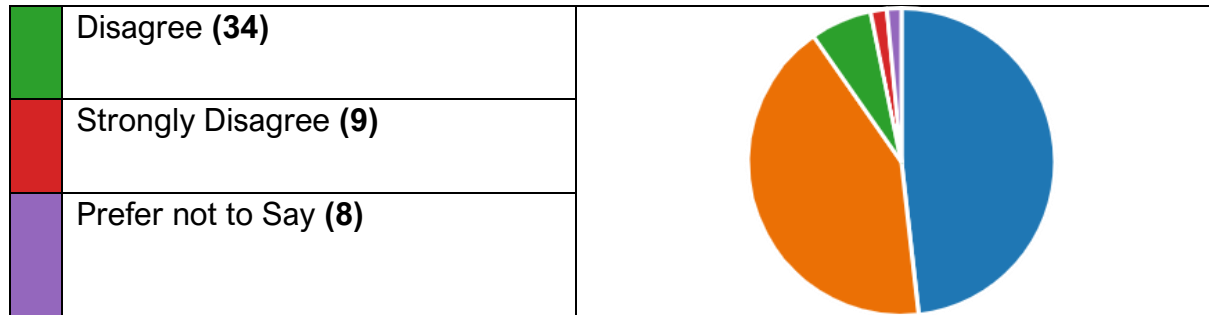
- 7 people referenced GIRFEC in the additional comments.
- There were no further groupable comments as a spread of issues were mention regarding, school buildings, school transport, welcomed lifelong learning, educational attainment. These comments will be forwarded to services to review

## HEALTH AND WELLBEING



There was agreement with this Theme, however the few comments received highlighted that the Council is not wholly responsible for the health of the population, and referenced the NHS primary role and questioned how much influence the Council could have on major elements of health and wellbeing.





**Comments received from those who check strongly disagree or disagree.**

- 9 comments referred to understanding the metrics and actions involved in achieving the outcomes
- 7 people mentioned here is no mention of Mental Health explicitly within the plan
- NHS and the access to health services across the region were raised as an issue by 6 respondents. It was also highlighted by some respondents that this is not in the gift of the Council.

**Comments received from the final question regarding any other comments.**

- 7 respondents commented on the importance of good mental health which needs to be supported by the plan
- 13 mentions within the closing section along with 15 comments in other sections relating to the importance of housing to individuals' health and wellbeing
- There were 18 comments relating to the provision of services through NHS, GPs, and Dentists
- 5 comments related to National Care and Social Care improvements/ reform. There was one reference to the need for a new Care home

## Staff Focus Groups

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There were three focus groups that were held at the start of January 2023 with representatives from all Services attending to provide feedback and thoughts on the draft Council Plan 2023-2028

- Welcomed the principles linking to our behaviours (SUPPORT) easy to remember and reassuring that Elected Members created the new principals in line with the core behaviours which staff created through the 21/22 focus groups

### Vision

- Commented that the vision does not reflect the perception of the region now for some client groups. Important to make it clear that the vision is where the Council wants the region to be in 2028.
- Vision was noted as being ambitious and staff would like to see a vision achieved but recognised that this will be a challenge.
- Welcomed the inclusion of visitors and invest in the vision within the vision statement.
- Staff stated the vision statement could be shorter, but noted and welcomed the final sentence as it added continuity and would be easier to remember.

### Themes

- The themes were welcomed and there was broad agreement that these were the areas for the Council to focus on.
- Welcomed the concept that the themes were not based upon directorates or services and would reduce silo working.
- Understood that actions and activities could and would operate across themes and outcomes.
- There could be clearer reference to the role housing, as some client groups require this support.
- Active travel and culture were areas some staff requested more references within the document.

### Format and Reporting

- The layout of the document was welcomed and made it easy to understand and follow.
- One page Council Plan is helpful and easy to reference.
- Currently no reference to the previous Council Plan, could there be a paragraph to celebrate success.
- Staff were keen to ensure that the Council Plan is monitored and reported regularly.

- Ensure access and equality when publishing and reporting the final Council Plan.
- Staff requested that the document remains live and that good news stories are aligned and reported regularly.

Survey responses from Staff general comments (in order of popularity)

- Evidencing and regular reporting on the Council Plan.
- Resources aligned to ambition.
- Welcomed support for Education and Learning across all ages.
- Complimentary comments.
- Social Care challenges.
- Welcome cross council/service working.
- Promote tourism and work with commercial partners.

## Draft Council Plan – How we used your comments.

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The comments received were categorised as:

- **Questions or recommendations on the content of the Draft Council Plan:** These comments relate to direct questions or suggestions towards the content in the draft Council Plan.
- **Comments on Council services:** These consultation comments have been collated and will be forwarded onto Heads of Service to provide responses.
- **Evidence and measurables:** It was evident through the comments that respondents wanted to understand how the Council will achieve and evidence that achievement of the strategic outcomes. The delivery plan with evidence and measurables was presented to Full Council on the 30 March 2023, Full details can be found in [Item 5 – Council Plan Delivery](#)



## Alterations to the draft Council Plan

Comments and suggested amendments	Source action proposed
Foreword: Updated the foreword to reference the previous Council Priorities and Commitments and highlight achievements	<i>Staff focus group requested the addition</i>
Foreword: Added wording on Themes and Principles to provide increased emphasis on the role of principles in delivering outcomes.	<i>Feedback from public consultation that the principles required greater prominence and the role of climate needed to be referenced earlier within the plan</i>
Vision: Added the reference to 2028	<i>Feedback from public and staff consultation to provide clarity that the statement is the position that the Council is aiming for in 2028</i>
Vision: Set the final words in the Vision as a separate final sentence.	<i>Feedback from public and staff that the vision was lengthy, therefore structured the vision statement to create clarity</i>
Our Region: Updated the second paragraph to reflect the boundary of our coastline	<i>Feedback from public consultation</i>
Our Region: Data updated to reflect updated information. Reference link added for all statistics	<i>Feedback from Elected Members at Full Council, Public and Staff feedback to provide a reference for the data</i>
Principles: The statement of principles have been moved earlier in the plan document to reflect their significant role across delivery of the Themes. Also, to ensure that climate was referenced earlier to make it clear its importance across all the Themes	<i>Feedback from public consultation to give greater prominence to the principles</i>

Comments and suggested amendments	Source action proposed
Principles: New Principle added “Protect our natural capital: protecting and enhancing our region’s natural capital and habitats through conservation and sustainable development” within Safeguard our Future section	<i>Public feedback indicated a strong preference for reference to protecting out natural environment and biodiversity.</i>
Image of a local dam and quote moved beside Principles to add emphasis on our environment and climate commitment.	<i>Public feedback to give greater emphasis to environment</i>
Economy: The words “promote,” and “cultural identity and heritage” added to the fourth paragraph	<i>Feedback from public and staff consultation to request the Council promote the region to attract investment in tourism, along with reference to the region’s culture and heritage.</i>
Explanation of inclusive growth added to footnote in Economy section	<i>Updated the reference based upon the South of Scotland Enterprise consultation submission and citizen comments to explain inclusive growth.</i>
Economy Data Page: Data Updated and reference link added Unemployment rate – updated figure Start-up Businesses – updated figure Industries – clarity that the size of industries as ranked on employment numbers Average gross weekly pay – definition and data updated	<i>Feedback from Elected Members and Public Consultation to provide clarity on the data, reference locations for the data and clarity on the data description</i>
Travel, Connectivity, and Infrastructure: Active Travel referenced within opening paragraph.	<i>Public feedback from citizens and organisations requesting acknowledgement of Active Travel</i>

Comments and suggested amendments	Source action proposed
Travel, Connectivity, and Infrastructure: Outcome 1 edited – ‘foot’ removed from the word ‘footpaths’.	<i>Public feedback requesting the removal of the word foot from footpath</i>
Travel, Connectivity, and Infrastructure: Sustainable Travel explained with a link to more information and the inclusion of an image to provide an explanation on sustainable travel hierarchy.	<i>Public feedback requesting greater emphasis to explain sustainable travel and to provide links to more information on the role it can play in the climate crisis.</i>
Education and Learning: The final paragraph updated to include wording on the role people have contributing within their communities.	<i>Public feedback on being good citizens and being part of education in encouraging people to be part of the local community.</i>
Education and Learning: Data on nurseries updated to reflect the role of private, voluntary, and independent nurseries and individuals’ childminders.	<i>Stakeholder feedback requesting recognition of the role third sector and private partner play in early education</i>
Health and Wellbeing: Include reference to housing in the introduction to the Theme and as a new outcome. <i>“People have access to high quality, affordable housing that supports their independence, prosperity and wellbeing.”</i>	<i>Staff, Public, Stakeholder and MSP (Member of Scottish Parliament) feedback were all in agreement that housing was missing and required inclusion within the plan</i>
Health and Wellbeing: Mental Health included within the introductory text	<i>Public feedback that Mental Health was not mentioned and would be influence by the outcomes noted in Health and Wellbeing.</i>
Health and Wellbeing: Additional paragraph in the introduction text to highlight the role of partners in providing health and wellbeing services in the region.	<i>Public feedback, NHS and health and social care partnership noting role of NHS in the delivery of primary, community and acute health services including GPs and Dentist etc.</i>

Comments and suggested amendments	Source action proposed
Health and Wellbeing: Data updated regarding life expectancy. Also reference link added	<i>Elected Member feedback at Full Council to provide clarity on the data</i>
Health and Wellbeing: Data on Cultural and Leisure and Sport facilities in the region added	<i>Public feedback requesting that the impact of culture and leisure and sport have in Health and Wellbeing</i>
Resources   Finance: Social work services and IJB (Integrated Joint Board) / Health and Social Care Partnership role and funding clarified “The IJB commissions services from the Council and NHS who delegate planning and delivery to the Health and Social Care Partnership on a range of health and adult social care services”	<i>NHS and health and social care partnership feedback providing to provide clarity on the role and function of services</i>
DG Map: Ward photos added to promote our region.	<i>Elected Member feedback at Full Council requesting that all wards were reflected in the plan and that the document may assist as a tool to recruit future staff to our region.</i>
Council Plan on a Page: The structure of the page has been updated to reflect principles at the top and overarching the themes and strategic outcomes.	<i>Public and Staff feedback regarding providing clarity of the role of principles throughout the Themes and their need for prominence in the document.</i>
Social Work - Children, families, and criminal justice to replace Social Work Services in the finance page.	<i>Updated to reference the budget allocated to Social Work Service following feedback from Stakeholders</i>
Accessibility included within the following Principle – Address inequalities: assess the impact of change to ensure inclusivity, accessibility, celebrate diversity and secure social	<i>Updated the principle to include inclusive and accessible following consultation with Equalities and Diversity Working group review of the Impact Assessment.</i>

Comments and suggested amendments	Source action proposed
benefits of change.	
Burns Statue Picture Page Quote: The word landscape' added into the quote.	<i>Feedback from public consultation requesting the addition</i>

## Comments on Council services and DGC responses

The following comments received from the consultation on the Draft Council Plan were forwarded to Services.

### Service: Community Services

Ref.	Comment from consultation	Service Comment
20	Be a responsive council- devolved responsibility to community councils does not work. There is no community buy-in	It has not been possible to include this in the Council Plan because the functions of Community Councils are statutory and so Dumfries and Galloway Council cannot devolve any responsibility to them. We will however continue to work with them as they engage with their local communities and share these views with our Council and other public bodies.
21	The Council is trying to deliver statutory and non statutory services within limited resources and will increasingly rely on partnerships with local organisations to assist with delivery. Such partnerships can be very effective in understanding local needs and harnessing local resources but need support. Key players here are community councils which vary hugely in responsiveness and effectiveness - some work hard on behalf of, and in consultation with, their residents but some seem to think they're an alternative to the golf club or the masons, some think they're heritage preservation organisations. Time and resources invested in capacity building could bring real results.	The new Council Plan Principles includes 'Support our Communities'. The Community Council Development Programme is ongoing, focussing on their statutory responsibility of engaging with their communities and representing their views to public bodies. The Programme includes training sessions, Newsletters and peer support.
22	I would like the opportunity for local citizens to invest in community projects through some sort of bond	Community Bonds do not have a great deal of traction currently in Scotland or among community organisations across D&G. D&G however does currently have some community organisations with similar governance structures: Community Interest Companies, Social Enterprises, Community Initiatives and Cooperatives Community

		<p>Shares Companies/ Co-operatives. Community Services/</p> <p>If any group wishes to explore the potential development for such an organisation and have community support to do so then Officers from <a href="#">Communities</a> and our <a href="#">Economic Development</a> team would be happy to discuss further. The national organisations best placed to provide information and support around such governance arrangements is Development Trust Association, Scotland (DTAS) or Community Shares Scotland.</p>
23	The plan should consider the cancellation of any funding to free events which benefit those in society who can afford to pay for them. ie no more Youth Beats.	We have considered our support to all festivals and events as part of the <a href="#">Major Festivals and Events Strategy</a> .
24	More activities for young people in the region to reduce antisocial behaviour	We have invested an additional £269,000 of funding to offer free activities for young people during the school summer holiday period to ensure that young people have activities to take part in during the summer holiday period. We also have a Youth Work Service which offers a range of activities throughout the year and you can find information on what they offer by visiting: <a href="#">YouthWork - YouthWork - Dumfries and Galloway Council (dumgal.gov.uk)</a>
25	Strategy for Young people in the region	We have a Youth Participation and Engagement strategy 2022-2027 which was co-produced with the Dumfries & Galloway Youth Council. This can be found at: <a href="#">Youth Participation &amp; Engagement Strategy 2022-2027 (dumgal.gov.uk)</a>
26	More power should be given to Community Councils with the necessary funds	It has not been possible to include this in the Council Plan because the powers of Community Councils are statutory and so Dumfries and Galloway Council cannot

		give them any further powers. We will however continue to work with them, including through the provision of grants, as they engage with their local communities and share these views with our Council and other public bodies.
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### Service: Finance and Procurement

Ref.	Comment from consultation	Service Comment
86	All council supply chain contracts should insist on decent pay and conditions of employees so that everyone connected sees the benefit and feels included.	We did include fair work first criterion in all relevant tender processes and contracts to encourage, support and oblige the Council's supply chain to treat employees fairly. This is built in as standard to our procurement and contract templates.

### Service: Governance and Assurance

Ref.	Comment from consultation	Service Comment
67	Dog fouling in Newton Stewart remains an issue	<p>The Community Safety Team is aware of some dog fouling issues within Newton Stewart, signage is erected in known problem areas and the CST is routinely tasked to carry out deterrence and detection patrols within the town when possible.</p> <p>The CST advise the best way to catch any person committing a dog fouling offence is for as much information as possible to be reported to our team particularly the time of day, the type of dog, how often it's happens and if they know who is committing the offence. All that information would allow us to take a targeted response in dealing with any dog fouling problem.</p>



		All information can be sent via our email address at <a href="mailto:communitysafetyteam@dumgal.gov.uk">communitysafetyteam@dumgal.gov.uk</a>
104	Control of the seagull population to encourage tourism and prevent damage to property.	The Gull management plan is in place and approved by Communities Committee in February 2023 <a href="#">Item 18 Gull Management Plan</a> The Council website provides advice to <a href="#">Keeping Gulls away</a>

### Service: Health and Social Care

Ref.	Comment from consultation	Service Comment
28	Focus on improving access to health care services, the West of the region is remote, can you work with the NHS to provide better (or indeed any) access to NHS dentistry, provision of doctors, services at hospital (Stranraer), maternity services. This connects to your wellbeing theme.	We welcome your comment and continue to work as part of Dumfries and Galloway Health and Social Care Partnership to consider future models for sustainable health and social care service delivery. There are significant challenges with recruitment of all healthcare professionals including doctors, dentists and midwives. The Health Board is undertaking a range of initiatives to impact on this including international recruitment. The Galloway Community Hospital continues to provide emergency services alongside a wide range of inpatient and outpatient services. There is currently a review of maternity services being undertaken in the West of the Region.
29	Efforts need to be made to attract GP's, Dentists and Hospital staff to the Region.	Work is already underway in this regard via the health and social care partnership – huge efforts are being made to recruit staff including international recruitment but there are severe shortages across many professional groups.

30	Having recently moved to the area, the lack of health care staff is abhorrent and needs addressed if the council wish to meet this strategic outcome.	See above
31	More emphasis on mental health support for children and young people, especially increasing the level of 1-1 support available.	Over the past year, work has been undertaken to support our Children and Young People's Mental Health Service (CAMHS) in an effort to recruit to vacancies which have been very difficult to fill. The service has made huge progress in reducing waiting times. We continue to work with young people who have used the service to identify areas for improvement.

### Service: People and Transformation

Ref.	Comment from consultation	Service Comment
78	Any projects or achievements, or perhaps otherwise, could be regularly published in the Community Bulletin. Updates would be useful for particular developments.	Service welcomes the suggestion and will give it further consideration for future implementation as we continue to look at our multi-channel approach to informing all across the region on our achievements.
79	consider reducing the payment to top earning executives and greatly reduce the differential in pay between the staff	Driving value for money goes to the core of what we're trying to do but we must also ensure that we recruit and retain the best talent with top-tier skills, knowledge and experience to enable the council to best serve the citizens across the region.
80	At the moment trying to contact council is difficult, long waits on phone, difficult website to navigate and no provision for those without access to Internet	Service now has underway a Digital Experience Project which will look to improve our web site and Customer Relationship Management technology to better improve our relationships and interactions with citizens. Digital exclusion is a top priority and we recognise the importance of connecting the region and we continue to work with partners and Scottish Government to both

		understand the reason for no digital access and to implement suitable solutions eg broadband vouchers, chromebooks for school children.
81	Far greater benchmarking against other local authorities not just on population statistics	This is already in operation through The Local Government Benchmarking Framework (LGBF) which brings together a wide range of information about how all Scottish councils perform in delivering services to local communities. It is a high-level benchmarking tool designed to help senior management teams and elected members ask questions about key council services.
82	This is just another document to gather dust. How much of previous plans was actually achieved?	DGC is dedicated through its Council Plan to create opportunity for all, support ambition, promote prosperity, and establish D&G as the best place to live, work and learn. How we undertook to achieve this between 2017 – 2022 is documented in our <a href="#">performance reports</a> which are available <a href="#">online</a> .
83	You state 88% of people have access to superfast broadband. Interesting as in our community council area many of us can't even use BBC catch-up as we are all still on copper lines. You have done nothing so far to help us get superfast, as we've been left to campaign for improvements ourselves. Will you now take the lead on this?	<p>The Reaching 100% Programme (R100) seeks to deliver the Scottish Government's commitment to superfast broadband access for 100% of premises in Scotland.</p> <p>To achieve this, Scottish Government has procured further coverage of Next Generation Access (NGA) broadband infrastructure (capable of delivering download speeds of at least 30 Mbps) in areas where such broadband is currently unavailable. DGC working with SG and BT Open Reach aims to bring all premises in reach of accessible fibre and is likely to comprise a range of solutions to deliver on the commitment.</p>

		<p>The Scottish Broadband Voucher Scheme provides funding of up to £5,000 to help homes and businesses not in scope of either R100 contracts or planned commercial investment. In some cases, rural addresses may be eligible to combine Scottish Government funding of up to £5,000 with funding from the UK Government's Gigabit Broadband Voucher Scheme (GBVS).</p> <p>Further detail on timescales for delivery within our region and details of the associated voucher scheme, can be found on the Digital Scotland Website <a href="https://www.scotlandsuperfast.com">https://www.scotlandsuperfast.com</a></p>
84	make good use of resource - staff is your biggest resource yet staff have been in redeployment for at least 3 years with no end in sight!	<p>We feel privileged to lead a workforce with such a diverse range of skills and experience who deliver such important services to Dumfries and Galloway citizens every day. Our Council wants to provide a positive employee experience and through this attracting, retaining and developing talented people is essential to achieving it. Our People Strategy (2021 – 2026) sets out our strategic priorities for achieving this aim, at all levels - organisationally, team and individually</p>
85	I do actually agree with the principles, however the element lacking is "effective communication". Not everyone has access to digital media, perhaps because age is a barrier, but not every Council tax payer wants to have a Facebook account to know what's happening. For example, if there is a change to their bin collection or some other council run service. Facebook should not be the main communication tool. Also difficult to find info on dumgal website, perhaps council should have a "news/service update"	<p>Work on redesigning our web site (see item 80) is already in operation in order that we can further develop our relationship and interactions with all residents across the region.</p>

	section on their actual site where people can see what's happening in the region.	
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## Service: Roads and Infrastructure

Ref.	Comment from consultation	Service Comment
92	Council to improve road maintenance as even main roads need repairs and rural roads are badly in need of repairs with potholes across the width of roads in places.	The Council in setting the budget has agreed to provide additional funding of £30m over the next 5 years to deliver improvements in the management and maintenance of the local road network. Early action on this increased investment includes additional expenditure on repairs to carriageway surfaces and increasing operational staff to undertake routine maintenance.
93	I would have liked to have seen a specific reference to removing the need for people who live here to book to turn up to Household Waste Disposal Sites.	In respect of our booking system, it was introduced to allow us to control the amount of people on the sites are managed to ensure Covid-19 safety for public and staff alike, but through using it we have found that there have been a number of other advantages the system has brought for the sites and the public, they are as follows:  Improved safety of sites with less traffic at any one time reducing likelihood of interaction between pedestrians and vehicles. This is important because previous site inspections with the Health and Safety Executive identified this as a concern. A tighter control of numbers accessing a site at any one time dramatically reduces this risk by removing the potential for the sites to flood with customers. Managing traffic queues at peak times, avoiding the potential for traffic to back up onto adjoining roads.

		<p>Managing the disposal of trade waste onto the sites – those making a booking are agreeing to not bringing in trade waste which would not comply with our licences for the sites.</p> <p>Trade waste, including those undertaking a “service” to take waste to one of our sites should be paying to deposit waste.</p> <p>Understanding the site usage – to date there have been over 600,000 bookings across the 12 sites in D&amp;G with very few complaints in comparison to the amount of use these sites have had.</p> <p>Managing the sites in terms of ensuring short breaks for sites with single person operation (allowing general tidying to be undertaken) plus simplifying the process for emptying skips without impacting upon the public use of the site i.e. by scheduling times at which bookings are unavailable.</p> <p>Having customer details allow us to contact them in the unfortunate event a site is closed, due to an emergency for example, redirecting them to a possible alternative site, thus relieving the customer of any unnecessary journey or inconvenience.</p> <p>By asking about your transport (trailer) we can offer double slots for those who may need more time to deposit their waste.</p> <p>By asking about specific wastes we can direct you to the sites with availability for this type of waste e.g. Asbestos, which is only accepted at certain sites.</p> <p>We will continue to monitor and review the booking system to allow us to adapt appropriately to possible changes in the future</p>
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95	Look at South Lanarkshire, they sort potholes promptly, they offer free compost bins and free garden uplift	The Council in setting the budget has agreed to provide additional funding of £30m over the next 5 years to deliver improvements in the management and maintenance of the local road network. Early action on this increased investment includes additional expenditure on repairs to carriageway surfaces and increasing operational staff to undertake routine maintenance.
96	re-introduce preventative maintenance - it is short sighted to stop clearing drains, mending potholes	The Council in setting the budget has agreed to provide additional funding of £30m over the next 5 years to deliver improvements in the management and maintenance of the local road network. Early action on this increased investment includes additional expenditure on repairs to carriageway surfaces and increasing operational staff to undertake routine maintenance.
97	Cycles and Bike Boxes require repainting across the region to make them clearly visible	Road markings, including cycling related markings, are part of the Council's inspection and maintenance processes and it would be appreciated if particular concerns could be reported through the Council's website <a href="#">Report It page</a> .
98	Consider creating wildflower-rich roadside verges wherever possible, in accordance with PlantLife principles (less regular mowing) as many councils are now doing	The Roads Service has in recent years reduced the frequency of roadside verge grass cutting where safety requirements do not require driving sight lines to be maintained.
50	Cut down on cutting road verges for biodiversity like other councils have. Plant trees on some verges where suitable or are community groups and organisations to do this around their villages	The Roads Service has in recent years reduced the frequency of roadside verge grass cutting where safety requirements do not require driving sight lines to be maintained.
99	Reduce lighting in towns by switching off alternate street lights from late night to dawn, without sacrificing safety.	After the conversion of the street lighting lamps to LED the Roads Service next approach to reducing energy for street

		lighting has been to introduce control mechanisms where street lighting is dimmed through the early morning hours.
100	I have already had my ide for raising the height of the weir to keep more water upstrream of trhe town, and extending the car park walls with flodgates to enable the entire area to be sealed off to cope with a 3' hoigh tide. Also reservoirs need to be built in the headwaters of the R Nith to keep heavy rain in the hills, and also to provide hydro-electicity. No-one lives in Upper Kello Water, very few are marked on the map for Eucan Water, there appears to beroom for several on Spango Water. The USA built 32 dams 90 yrs ago in the Tennesse Valley, it worked.	The Council's website contains details of the options considered to deliver flood protection within the Whitesands area including the consideration of upstream storage options. Further details at <a href="https://www.dumgal.gov.uk/whitesands">https://www.dumgal.gov.uk/whitesands</a>
101	All Housing estates be set at 20 mph and around the town . All roads improved and pot holes filled in on housing estates and town roads to improve safety and connectivity for services and townspeople.	The Roads Service are currently progressing the implementation of 20mph speed limit schemes in the towns across our region.  The Council in setting the budget has agreed to provide additional funding of £30m over the next 5 years to deliver improvements in the management and maintenance of the local road network. Early action on this increased investment includes additional expenditure on repairs to carriageway surfaces and increasing operational staff to undertake routine maintenance.
102	Re-cost the Whitesands Bund	During the development of this project, and other Council priority projects, costs estimates are updated at appropriate stages in the approvals process.
105	WE NEED THE A75 DUALED OR UPGRADED TO MOTORWAY ASAP	As part of the process for lobbying Scottish Government and Transport Scotland for investment in our region's strategic transport network the Council has published a Strategic and Economic Impacts Report quantifying the benefits of



		improvements to the trunk road network. Further details at <a href="https://info.dumgal.gov.uk/pressreleases/Home/Details/22689">https://info.dumgal.gov.uk/pressreleases/Home/Details/22689</a>
106	There should be more emphasis on strategic transport links eg A75, A76, A77 and rail link from Stranraer to Dumfries. These issues would tie into economy theme and help boost areas in that theme as well.	As part of the process for lobbying Scottish Government and Transport Scotland for investment in our region's strategic transport network the Council has published a Strategic and Economic Impacts Report quantifying the benefits of improvements to the trunk road network. Further details at <a href="https://info.dumgal.gov.uk/pressreleases/Home/Details/22689">https://info.dumgal.gov.uk/pressreleases/Home/Details/22689</a>
107	DREDGE the NITH FIRST. ABANDON construction approach until dredging is shown not to work.	The Council's website contains details of the options considered to deliver flood protection within the Whitesands area including the hydraulic modelling of dredging of the river. Further details at <a href="https://www.dumgal.gov.uk/article/15822/Whitesands-project-dredging-and-removal-of-gravel-islands">https://www.dumgal.gov.uk/article/15822/Whitesands-project-dredging-and-removal-of-gravel-islands</a>
108	Fully support the idea that we need to have many more safe cycle ways and walking networks. We also need to make sure that developments like windfarms and commercial forestry enhance and encourage access provision. There are few examples of this in D&G and it's a huge opportunity being missed. See Whitelees windfarm and Pen-y-Cymoedd in Wales.	The Council is about to publish its Active Travel Strategy 2. Further details at <a href="https://www.dumgal.gov.uk/article/16715/Active-Travel-Strategy">https://www.dumgal.gov.uk/article/16715/Active-Travel-Strategy</a> The Active Travel Strategy 2 contains a Strategic Objective to "Improve urban-rural connections" with a related Outcome "Increased standard of requirements for active travel features in planning applications".
109	Also there needs to be a lot of work and investigation into how flood control can be improved particularly in the Nith catchment where urgent strategic action needs to be taken from the head waters right down to Dumfries. This should include riparian tree planting and farm stock control in upper	The Council's website contains details of the options considered to deliver flood protection within the Whitesands area including the consideration of upstream storage and

	catchment tributaries and removal of flood banks on agricultural land to create flood plains to prevent frequent severe flooding in rural communities and Dumfries town. Climate change will increase the severity and frequency of flood events.	natural flood management options. Further details at <a href="https://www.dumgal.gov.uk/whitesands">https://www.dumgal.gov.uk/whitesands</a>
110	Require and encourage all industrial land users, (landowners, renewables, forestry, infrastructure, agriculture) to deliver for this central aim e.g. keep gates open, provide for non vehicular access, paths, huts, signage...All planning and forestry applications require for this.	As part of planning requisite, the Council environment manager is a consultee and advocates for open use when responding to applications.

### Service: Social Work Services

Ref.	Comment from consultation	Service Comment
87	Does the plan consider the National Care Service opportunity or the opportunity to modernize the Social Care department	As part of the current integration arrangements, we are actively involved in work that seeks to develop new and flexible approaches to service delivery. This encompasses all areas of social care. We welcome the suggestion to look at this as part of the preparatory and ongoing work with the NCS.
88	Working in adult social work I have seen the complete crisis we are in with regards to health and social care. Reforming this needs to be made an absolute priority by the council. The current system is broken and is absolutely unsustainable. We are putting people at risk if we don't act to fix this now.	The arrangements for social care span across the council, the Health and Social Care Partnership and our colleagues in the Third and Voluntary Sector. As a collective we are absolutely committed to developing models of care and support that not only meet the changing needs of our communities but are also financially sustainable going forward.
89	In order to aid older people I'd suggest a system where one carer provides meals for, say, four clients in one client's home for a week then another client's home the next week and so on. This would help with mental health issues by encouraging daily interaction with	Currently we do offer building-based opportunities for people to come together and interact, this includes meal provision and activities. Whilst we believe "hosting" is a good idea and we can certainly include

	others and a sense of 'hosting' the meals. It would also reduce the cost of carers.	this in our thinking, we could only offer this as a suggestion. Service users would need to be willing and consent to having people in their homes.
90	Individuals don't socialise like they used to, which will be seen in the next generation. A program to address this would place D&G ahead of other regions.	We have staff who engage with communities to understand what types of activities they would want to achieve and where appropriate they support them to reach out to others and to generate ideas. We will of course continue to do this.
91	More investment in Social Care Placement	We continue to invest in Social Care, but investment alone is not the answer. In Dumfries and Galloway, we have an ageing population and staff recruitment, and retention is an ongoing challenge. We are actively engaged in different ways to bring people into the area and to develop different pathways for people to enter into Social Care as a career.

## Service: Education

Ref.	Comment from consultation	Service Comment
1	Education budget is the highest at £155M. This needs to be reduced. Close all schools with school roll under 30 and review those with 50 or less. Close Dalry Secondary School.	Education & Learning Committee recently agreed the school / learning estate strategy ( <a href="#">Item 6</a> ) The Directorate are currently undertaking a consultation on school models. This will aim to identify a sustainable school model across all our communities, building on the outcomes from community conversations and engagement in previous years.
2	GIRFEC would work there were enough staff but with staff reductions it does not happen	We continue to build the capacity in the staff that we employ to support our children's needs.

3	<p>more emphasis in educating children on life skills like how the economy works and how to manage their budgets and how education is their best chance out of poverty</p>	<p>Financial education is included in the outcomes expected from Curriculum for Excellence. It is an important part of good learning and teaching that teachers focus on the relevance of learning to real life. Secondary schools do make the links, along with careers advice information and guidance, to the financial benefits of education and training for young people.</p>
4	<p>Developing links between local employers and regional schools/colleges in an attempt to further develop the apprenticeship landscape. D&amp;G has a significant opportunity in Energy. Renewable in the form of wind, hydro and solar has massive potential in the region and could add significant wealth of opportunities (both in terms of jobs, infrastructure and community benefits).</p>	<p>This is a core part of the partnership with Developing Young Workforce, which is part of the work we do with Dumfries and Galloway Chamber of Commerce, Skills Development Scotland, and the colleges and universities. Each school has an 'Employability Coordination Group' where partners and employers discuss local opportunities for the curriculum to meet the skills needs.</p>
7	<p>Individuals don't socialise like they used to, which will be seen in the next generation. A program to address this would place D&amp;G ahead of other regions.</p>	<p>Schools are empowered to meet the needs of their learners and take steps to ensure that children and young people develop capacities, which include appropriate social skills to meet the demands of the world they live in.</p>
8	<p>I'd like to see the Council and NHS work together to develop a fully funded programme of financial and other support to local young people who are capable and wishing to train as nurses, doctors, dentists but who cannot afford to, and who commit to work in D&amp;G NHS for a specified period of time on qualifying.</p>	<p>The service welcomes the suggestion and will give it further consideration for future implementation.</p>
9	<p>Improvements required at Kirkcudbright Academy Estate</p>	<p>Schools are invested in according to agreed criteria. Education &amp; Learning Directorate are currently undertaking a consultation on school models. This will</p>

		aim to identify a sustainable school model across all of our communities.
10	Ensure suitable funding to ASN	Schools are funded through the Devolved School Management arrangements, as well as through the central ASN budget. There are also specific tranches of funding to support pupil needs and specialist support. We aim to meet the needs of all our pupils and this process is reviewed each year to target funding appropriately.
11	Think we need to start getting it right for every child by providing more support in secondary classes where needed as there is more and more pupils coming up to secondary level who are struggling with basic literacy, numeracy and behaviour issues.	Headteachers in Secondary schools have flexibility to manage their budgets to meet the needs of pupils in classes. Information from primary schools is used to plan for transition and support, and this includes additional help that pupils may need to access the curriculum.
12	ICT needs to be on this list as the investment in it in schools within the region is laughable.	A significant investment programme is currently underway to provide the best digital learning environment for our children and young people.
14	Need separate learning centres to enhance the lives of Children with need - Council not getting anything right for a special needs children 'throwing them into a high school' - too many people and almost zero resource to help children grow at their pace. A child may be 15 but they all learn at different rates so some need classes delivered to their level NOT in a class with another 29 who are able.	Our educational provision includes Learning Centres across the region which children with particular barriers to their learning are able to access.
15	The Region needs enhanced emphasis in STEM subjects.	Schools deliver a range of curricular activities. STEM subjects are integral to this.
16	Carsphairn in the North requires a primary school, so that younger professionals are attracted to this outlying area. To attempt to increase a fading population.	Education & Learning Directorate are currently undertaking a consultation on school models. This will

		aim to identify a sustainable school model across all of our communities.
17	You need to have a good educational psychology service, ideally strong enough to help adults who have missed out on diagnosis or help at school but have problems such as dyslexia or dyspraxia.	Educational Psychology is available to pupils across our schools, on referral. Should adults need support with literacy and numeracy, there is access through Community Learning and Development.
18	more outdoor learning.	Schools provide outdoor learning to meet the needs of their pupils as part of the overall curriculum offering.
19	The Region needs more emphasis, throughout each child's education, on healthy living, healthy diets, physical recreation, and outdoor activities.	Schools meet the needs of their learners and take into account the range of opportunities to improve children and young people's health and wellbeing. Health and Wellbeing is one of the four national outcomes for Education and forms an important part of the work of schools – physical, mental, dental, spiritual and sexual health are all, where appropriate and age appropriate, covered within the curriculum.

### Service: Neighbourhood Services

Ref.	Comment from consultation	Service Comment
103	Litter picking and green bags collected from roadsides	Litter picking from public spaces is undertaken as part of the Streetscene service and has also been successfully achieved through community/volunteer collaboration, e.g., through the recent Keep Scotland Beautiful Campaign. Liaison is ongoing with Transport Scotland in relation to trunk road litter.
94	Street cleansing seems to fallen by the wayside and this in turn makes our town centres look unattractive to visitors. More effort should be put into keeping our streets clean.	Litter picking from public spaces is undertaken as part of the Streetscene service and has also been successfully achieved through community/volunteer collaboration, e.g., through the recent Keep Scotland

		Beautiful Campaign. Liaison is ongoing with Transport Scotland in relation to trunk road litter.
66	All council workers, including elected councillors, should annually in each of the 4 seasons be required to travel only by public transport, and should be required to provide proof. A brief, commissioned report from each should be provided after the experience to relevant organisations.	We welcome the idea of developing reports based upon lived experiences to aid decision making. This idea has been forwarded to SWestrans for consideration as the body responsible for public transport policy.
68	Keep taxi card	As a result of Council budget decisions, the taxi card scheme will continue to be provided in 2023/24.

### Service: Economic Development

Ref.	Comment from consultation	Service Comment
32	Be hard on absentee landlords in our town centres. The condition of some buildings is contributing to the downward spiral of our shopping centres.	This forms part of our recently agreed Vacant and Derelict Land and Buildings Strategy where building owners are held to account for the condition of vacant properties within the constraints of available statutory powers.
33	Better help for those who are unemployed to help get them back into work by helping them receive free further training and qualifications, give them training on Microsoft word/excel to help them with jobs that require these qualifications, also put in place free driving and theory lessons as most jobs now require you to be able to drive	The suggestions are welcome and will be considered further by our Employability and Skills team subject to external funders requirements.
34	Try and make more use of green spaces and empty buildings instead of pointless new builds.	Priority is given to brownfield sites in current planning policy.
35	Given the well-developed apprenticeship scheme in England with a number of graduate/degree apprenticeships available (medical/uniformed services/engineering/management etc) and the University of Cumbria with its vast range of degrees relevant to the local area, is there merit in a strategic outcome which focuses on	We will pass this suggestion on to the College.

	collaboration between Dumfries College/Carlisle College and employers in the Borderlands?	
36	the promotion of sustainable tourism	A Responsible Tourism Strategy for the South of Scotland is currently in development.
37	develop a visitor strategy to bring people in	A Responsible Tourism Strategy for the South of Scotland is currently in development.
38	consider a way to bring social housing back into public ownership.	This is a matter for Scottish Government policy and legislation.
39	we need to encourage new business into the region to bring people in,	We are working with South of Scotland Enterprise to promote more investment into the region.
40	giving young people as well as adults activities that they can do, especially of an evening, would help change a negative culture. This requires you encouraging businesses of this type to the region. (Such as: Cinema, more frequent film showing, bowling, pool etc, much more funding in theatre/comedy/music, funding for regular community events and gatherings).	Support for leisure, culture and arts activities is provided by our Communities Directorate. We are keen to promote development opportunities for such uses as part of our approach to town centre revitalisation and are currently progressing work to attract a cinema operator to Dumfries town centre.
41	Can the council do more in the way of improving energy efficiency - both in their own buildings/assets/lighting and help the community in this task as well?	This is underway.
42	Dumfries needs a total tidy up and a total rethink to the way its run	This is being addressed through the community led Dynamically Different Dumfries strategy for the town centre.
43	Focus on attracting Big Business to the region	We are working with South of Scotland Enterprise to promote more investment into the region.
44	Activities for the working population (current focus on young and retired people)	A wide range of events and activities are supported by our Communities Directorate.
45	Promote Film industry and tourism links	We are working with South of Scotland Enterprise to promote more investment into the region.
46	Planning: people should be able to make a single objection and it gets applied wholesale. So, if I say I am against building on green spaces, then you should apply that objection to every proposal that	Each application is different and must be assessed separately. Legislation provides for representations to



	would involve building on a green space / greenfield site. That would be helpful. Forcing people to do the same objections hundreds of times is not helpful.	be made in a specific way and this cannot be changed by the Council.
47	Planning: the basis should be on protecting greenfield sites. All development should be on brownfield/empty/derelict sites. We shouldn't even have to say this, that should be your starting point.	Priority is given to brownfield sites in current planning policy.
48	Our region is the perfect size to 'model' some projects developing or envisioning 'Town Centres of the Future', that will have more to do with community and activities than shopping.	There are opportunities for this through the current development of Place Plans in a number of communities across the region.
49	Maybe improving the town (Newton Stewart) itself as there are quite a few empty buildings that have been neglected in their upkeep and left to deteriorate, the small town is starting to look rundown which is sad to see as the surrounding countryside is lovely. Its a poor experience for visitors as well, I am sure this may apply to areas all over D&G	There are opportunities for this through the current development of Place Plans in a number of communities across the region.
51	you could work with builders, housing associations and self builders to ensure that all new builds have suitable insulation & glazing/ solar panels or heat pumps etc to help meet net zero.	There are requirements within the Building Regulations and planning policy.
52	Small businesses ie shops are struggling because of high costs and wage increases for their employees, I think they should get help from council	We provide assistance through our Small Business Gateway service.
53	Planning Department working from Home needs to stop to make it competent	The Council has an agile working policy and promotes hybrid working.
54	More money should be spent creating jobs for young people and facilities , recreation is non existent in your plan we need a cinema ,bowling alley things to do.	Support for leisure, culture and arts activities is provided by our Communities Directorate. We are keen to promote development opportunities for such uses as part of our approach to town centre revitalisation and are currently progressing work to attract a cinema operator to Dumfries town centre.
55	Prioritise and support the National Park bid.	We are considering the current Scottish Government consultation on new National Parks.

56	<p>We are facing a climate emergency and D&amp;G has committed to net zero by 2025.</p> <p>We need a comprehensive plan of how we will urgently alter our housing / land use / transport structure / energy use / bio-diversity provisions to reflect the climate crisis.</p> <p>Our focus should be transforming to a sustainable economy - NOT "growing" it [with the consequent increase in energy and materials use].</p> <p>How will we create the Vision? What has happened to the The Carbon Neutral Strategic Plan. Will the 15 year plan will flexible and be reviewed each year? Cornwall County Council's plan has come to my attention I too suggest you look at Cornwall's plan.</p>	<p>This is addressed in the Climate Emergency Action Plan and Route Map to Net Zero which sets out the approach adopted.</p>
57	<p>Town centres need to be updated and brought into the 21st century - opening up high streets to be accessible to all - all of the time. Then work on encouraging businesses to come along and build the economy. Need a nice enviroment first.</p>	<p>There are opportunities for this through the current development of Place Plans in a number of communities across the region.</p>
58	<p>I dont beleive businesses are that well supported and theres no real incentives for business to locate in the region</p>	<p>We are working with South of Scotland Enterprise to promote more investment into the region.</p>
59	<p>Businesses can't find affordable housing for staff because a third of the housing stock is locked out for second/third homes or air bnb. There is a crisis in housing shortages. There's an energy revolution going on in the region and the region's economy (in the widest sense) should be benefitting, not just a few localised individuals.</p>	<p>This issue is a priority for the Regional Economic Partnership, and has also been highlighted directly to Scottish Ministers at the recent Convention of the South of Scotland.</p>
60	<p>More flexible housing policy. For example, in the Glenkens there was a 'smallholding' policy with favourable planning. Why not reintroduced this policy as a "rewilding/regeneration" policy across wider rural areas (with better controls on the design of houses (which should be passiv/near passiv) to create wildlife corridors across the region, help farmers (who sell land), local building contractors, people needing houses, etc</p>	<p>There will be an opportunity to review current policy on new housing development as part of our new Local Development Plan, which will be subject to public consultation and engagement.</p>
61	<p>I would like the carbon target to be a number that is published every month with a target to achieve a specific reduction in a specific time, like a church roof fund. But also, why just carbon?</p>	<p>These targets are built into our business planning process.</p>

	Why not have an energy-use reduction target, a waste reduction target, etc? If we achieve a lower carbon figure but use more energy to get there is that the right thing to do? Or should we just use less energy from any source?	
62	All infrastructure and travel upgrades should be carbon neutral, and we need to also encourage people to car pool, reduce journeys where possible by being efficient.	Our Council has and continue to instal electric charging units across the region and the Councils fleet is transitioning, where possible, to greener energy sources. Agile working has enabled a reduction in Council travel to and from meetings.
64	D&G should be a special enterprise zone where businesses can apply for tax benefits, grants, subsidised employment.	We are preparing a case for Government to establish an Investment Zone in the region.
65	The Council should explain how it intends to offer its population a balanced and diverse housing market. Story Homes is concerned with the negative growth prospects in light of a declining and ageing population. The Council should prioritise a strategy that will reverse these trends and housing is fundamental to this.	The Regional Economic Strategy sets out our ambition to attract more business and people to the region. This will also be reflected in the new Local Housing Strategy and Local Development Plan as an aim.