



Council Plan 2023–2028 Mid-Term Impact Report



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Measuring Impact Report

This mid-term review of our Council Plan is structured around our agreed Measurement Framework and brings together validated data from a variety of sources, in the form of metrics and graphs as well as progress on the delivery of a range of projects, lived experience and case studies which all demonstrate the impact on communities and individuals.

The Council Plan is structured around 4 Themes:

- **Economy – We Are Strong**
- **Travel, Connectivity and Infrastructure – We Are Connected**
- **Education and Learning – We Are Educated**
- **Health and Wellbeing – We Are Well**

To understand the impact that our Council Plan is having on our communities and residents of Dumfries and Galloway, our Measurement Framework, shown at Appendix 1, has a set of twelve measures, three for each theme – this will form the qualitative information and will be presented in the form of lived experience and case studies.





Council Plan on a Page

VISION: Our ambition is to be a **successful region**, with a **growing economy**, based on **fairness, opportunity** and **quality public services**, where all citizens prosper. Working in partnership, with **connected, healthy** and **sustainable communities**.

The region will be **the natural place to live, work, visit and invest**.

Principles

Safeguard our future

- Address the climate emergency
- Protect our natural capital

Support our citizens

- Put customers at the heart of services
- Support the most vulnerable and in need
- Address inequalities
- Offer digital services

Support our communities

- Empowering communities and individuals
- Work in partnership
- Focus on local and place
- Invest to enable change

Be a responsive Council

- Communicate openly
- Maintain high standards
- Maintain sustainable finances
- Make best use of resources
- Be organised to deliver

Themes and Strategic Outcomes

Economy

- There is a diversified and growing local economy that benefits all
- Our workforce and their skills base are growing
- Rural communities and places are vibrant and thriving
- Enhancing the region's natural capital benefits local communities and businesses
- Businesses are supported to start and grow
- Investment in the region benefits communities and the local economy

Travel, Connectivity and Infrastructure

- Roads, paths, cycling and walking networks in the region are improved
- Communities are protected from the impact of floods
- Sustainable travel in the region contributes to net zero²
- The Council is a low carbon organisation
- People have access to services that are modern, efficient and responsive
- Digital connectivity supports thriving rural communities

Education and learning

- Places of learning are inclusive, sustainable and meet the needs of local communities
- We get it right for every child
- Children, young people and adults transition successfully through all life stages
- Young people and adults succeed in what they want to achieve
- Participation in creativity and play is part of early and lifelong learning experiences
- Local people can build their skills and confidence

Health and Wellbeing

- Prevention and early intervention assist people to have independent lives
- Access to personal support and care helps keep people safe
- People are active, resilient and improving their health and wellbeing
- Help is provided to tackle the causes and effects of poverty, inequality and increased cost of living
- People have access to high quality, affordable housing that supports their independence, prosperity and wellbeing

ECONOMY



Theme Overview: Economy – We Are Strong



This theme focuses on building a diversified, inclusive, and sustainable economy across Dumfries and Galloway. It encompasses investment, workforce development, rural regeneration, business support, and environmental stewardship.

There are 6 Council Plan Strategic Outcomes within the Economy Theme – these are:

- There is a diversified and growing local economy that benefits all
- Our workforce and their skills base are growing
- Rural communities and places are vibrant and thriving
- Enhancing the region’s natural capital benefits local communities and businesses
- Businesses are supported to start and grow
- Investment in the region benefits communities and the local economy

The first measure to help us understand the impact our work is having on the Economy theme is: People can give examples of investment in new and existing industries and businesses which bring valuable new jobs to Dumfries and Galloway, helping everyone develop new skills and earn higher wages.



Value of inward investment opportunities secured:
23/24 £3.4M, 24/25 £1.5M



Value of investment in Net Zero opportunities:
23/24 £5M, 24/25 £23M



Value of Investment in Natural Capital opportunities:
23/24 £0.5M, 24/25 £17.7M



Investment in Economic Development and Tourism per 1,000 population:
22/23 £112k, 23/24 £120k (24/25 data not yet available)



Investing in Dumfries and Galloway's Future - since the start of our Council Plan in 2023, we've seen strong and growing investment in the local economy—supporting new industries, creating valuable jobs, and helping people develop skills for the future.



We've secured **£4.9 million in inward investment** over two years, helping attract new businesses and support existing ones. This means more opportunities for local people to find good jobs and earn better wages.



Investment in **Net Zero opportunities**—like renewable energy and sustainable transport—has grown from **£5 million in 2023/24 to £23 million in 2024/25**. This shows Dumfries and Galloway is becoming a key player in Scotland's green economy.



We've seen a major increase in investment in our natural assets—from **£0.5 million to £17.7 million**—supporting projects that protect our environment while creating jobs in land management, tourism, and conservation.

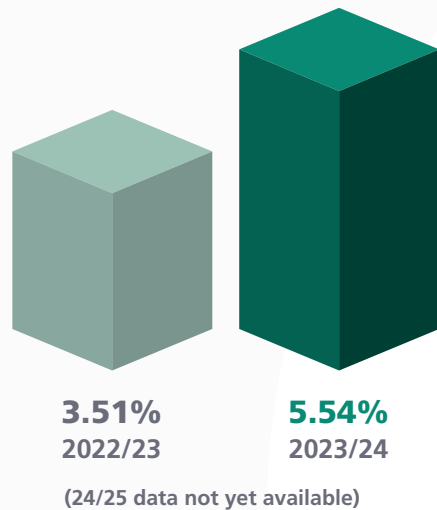


We continue to invest in economic development and tourism, with **£120,000 spent per 1,000 residents in 2023/24**—helping communities grow and thrive.





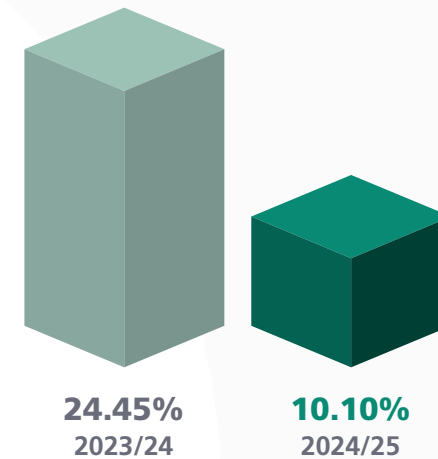
Immediate available employment land as a percentage of total land allocated for employment purposes:



Space for Jobs and Growth - Employment Land Availability

The amount of land ready for businesses to move into has increased—from 3.5% to 5.5% of all land set aside for employment. This means we’re making more space available for companies to grow and create jobs.

Proportion of increase in client turnover from community, green and inclusive enterprises:



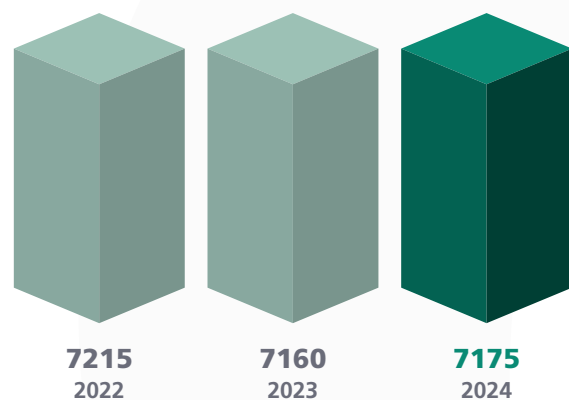
Supporting Inclusive and Green Enterprises - Turnover Growth in Community, Green and Inclusive Enterprises

These businesses saw a 24.5% increase in turnover in 2023/24, showing strong growth. While growth slowed to 10.1% in 2024/25, it still reflects positive progress in sectors that support sustainability and inclusion.



Business Activity and Resilience

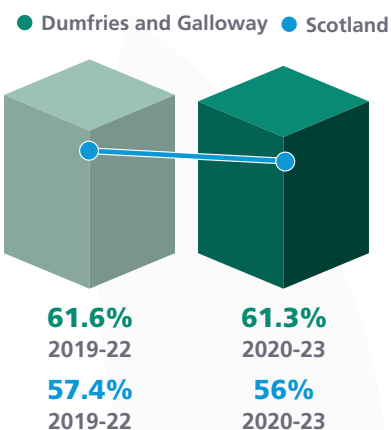
Private Sector Business Sites:



Private Sector Business Sites

The number of business sites has remained stable—around 7,200—showing resilience in the local economy despite wider challenges.

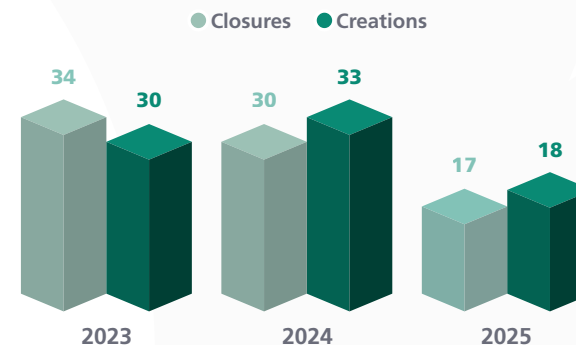
Business Survival rate (3 year):



Business Survival Rates

Businesses in Dumfries and Galloway are more likely to survive long-term than the Scottish average. 61.3% of businesses here lasted at least three years, compared to 56% nationally.

Quarterly business creations and closures per 10,000 adults:



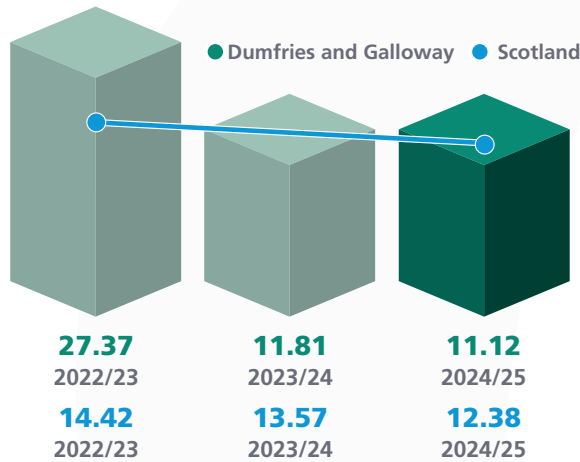
Business Creations vs Closures

In 2025, we saw more businesses being created than closed—a positive shift from previous years. This shows growing confidence in starting new ventures locally.



Start-Ups and Entrepreneurship

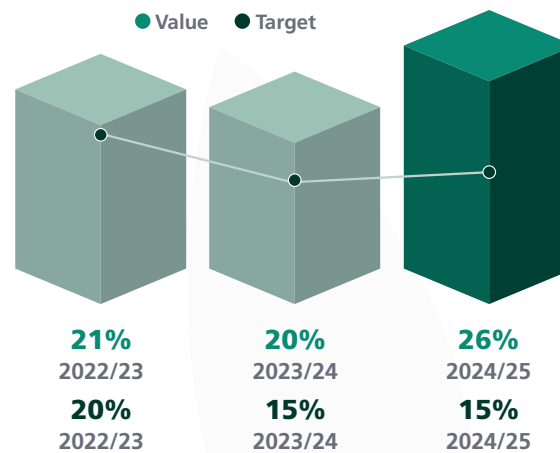
Number of business gateway start-ups per 10,000 population:



Business Gateway Start-Up

Whilst Business Survival Rates are strong, start-up activity has dipped.

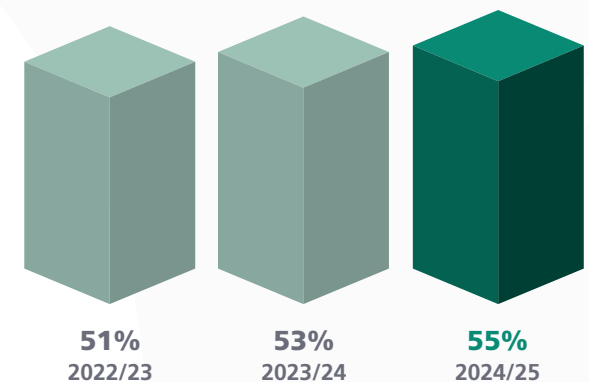
Percentage of young people who start-up businesses:



Young Entrepreneurs

Young people are increasingly starting businesses—26% of new start-ups in 2024/25 were led by young people, well above our target of 15%.

Percentage of new business start-ups with female ownership:



Female-Led Start-Ups

The proportion of new businesses led by women is rising—from 51% to 55% over three years—showing strong progress in gender equality in entrepreneurship.



This following section describes the **real-world impact** of Council actions on communities:

Empowering Communities

- **Community Asset Transfers (CAT)** enabled 43 communities to take ownership through lease/purchase of local assets, unlocking £28M in external funding and delivering £4.25 social value per £1 discount.
- **Community Led Economic Regeneration Fund (CLERF)** supported 11 community groups to develop investment-ready regeneration projects, securing £18.2M in funding.
- Our council has 1,110 volunteers actively helping with our services. Together, they've given over 64,000 hours of their time to support our communities. This work is worth around £1.35 million to our services each year.

Cultural and Economic Vibrancy

- Youth Beatz Festival drew 40,000 attendees and generated nearly £1M in economic benefit.
- Signature Events Strategy elevated regional profile and tourism.

Community Asset Transfers – Empowering Local Ownership

Since 2017, Dumfries and Galloway Council has transferred 43 properties into community ownership,

helping local groups take charge of buildings and land that matter to them. These transfers have unlocked £28 million in external investment, supporting projects like visitor centres, eco-housing, a gin distillery, and a theatre. For every £1 of asset discount, communities generate £4.25 in social value through jobs, volunteering, and local business growth. The strategy is backed by elected members and supported by a wide range of Council services and partners.

In 2024, this work won a COSLA Excellence Award for strengthening communities and local democracy.

Youth Beatz – Scotland's Largest Free Youth Music Festival

Youth Beatz, held annually in Dumfries since 2009, is now Scotland's biggest free youth music festival, attracting thousands of young people aged 12–25. It combines music, drama, and youth services in a safe, engaging environment. In 2024, 202 volunteers contributed over 10,100 hours, helping deliver the event and gaining valuable experience. The festival includes:

- Youth Beatz Fringe: free activities across all 12 wards.
- Toon Tours: a powerful drama tackling issues like mental health, bullying, and substance abuse.
- Main Festival: featuring local talent and UK headliners.

The event generated £983,112 in local economic benefit in 2024 and won the Local Government Chronicle 'Large Team



of the Year' Award in 2025, recognising the Council's youth workers and volunteers for their inspirational work.

Community Led Economic Regeneration Fund (CLERF) – Supporting Transformational Projects

CLERF helps community groups turn ambitious ideas into reality by providing expert advice and funding to develop major capital projects. Since its launch, 11 groups have received support, with £782,461 awarded to help them access architects, engineers, and other professionals. This has led to £18.2 million in external funding for transformational projects in Annan, Dalbeattie, and Thornhill. CLERF addresses the challenges faced by volunteer-led groups and ensures projects are investment-ready. It's aligned with the Council Plan, Capital Strategy, and Borderlands Inclusive Growth Deal, and was extended in 2024 for another three years to continue driving inclusive growth and regeneration.

Signature Events – Boosting Tourism and Regional Profile

Dumfries and Galloway's Signature Events Programme supports high-profile festivals that attract visitors and boost the local economy. In 2025, Stranraer Oyster Festival and Kirkcudbright Galleries Exhibitions were elevated to Signature Event status, each receiving £28,000 in annual funding. These join other major events like

Spring Fling, Wigtown Book Festival, and the Scottish Rally. Together, Signature Events contribute nearly £10 million to the regional economy and raise Dumfries and Galloway's profile nationally and internationally. The programme enables long-term planning and financial stability for organisers, helping communities showcase their creativity and culture.

South of Scotland Heat Networks Prospectus

The South of Scotland Heat Networks Prospectus, developed by South of Scotland Enterprise in collaboration with Dumfries and Galloway and Scottish Borders councils, outlines 19 potential heat network projects aimed at advancing the region's low-carbon future. These networks could supply up to 120,000 megawatt hours of energy annually to over 2,400 properties, helping to reduce fuel poverty, create jobs, and support Scotland's climate goals. With an estimated £120 million investment, the initiative identifies key locations in Dumfries and Galloway—including Dumfries, Stranraer, Crossmichael, Langholm, Gretna, Kelloholm, Annan, and Lockerbie—for both district and shared heat collector networks. The prospectus serves as a strategic call to action for sustainable energy infrastructure and innovation across the region.





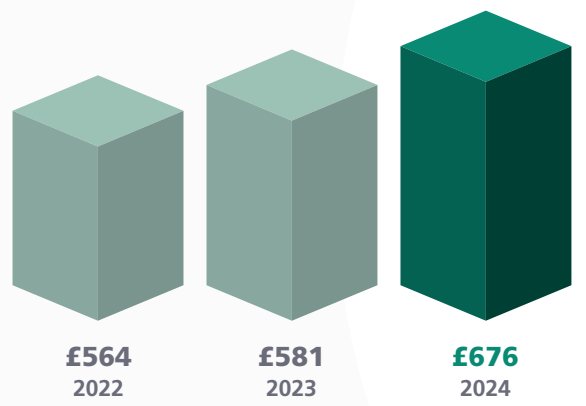
The second measure to help us understand the impact of the Economy theme is: People can give examples of new jobs in farming, fishing, forestry, food and drink, which have drawn more people to live and work here and strengthened our rural communities and places.

Growing Jobs and Wages in Rural Dumfries and Galloway

We're seeing real progress in helping people live and work in our rural communities.

Wages Are Rising

The average weekly gross wage in Dumfries and Galloway:



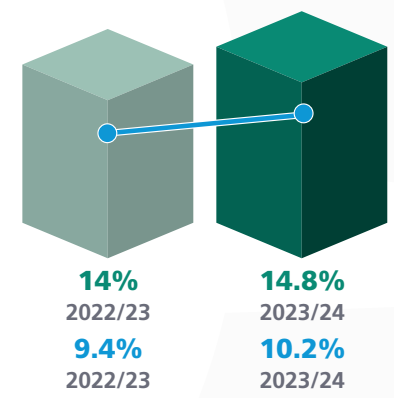
The average weekly wage in Dumfries and Galloway has increased from **£564 in 2022 to £676 in 2024**—a rise of nearly **£112** in just two years.

This shows that jobs in our region are becoming better paid, helping people afford to live locally and support their families.

Proportion of people earning less than the living wage:

(24/25 data not yet available)

● Dumfries and Galloway ● Scotland



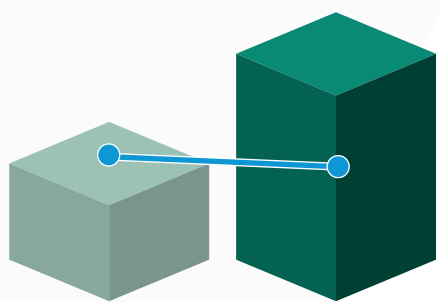
Tackling Low Pay

Around **15%** of people still earn below the living wage, which is higher than the Scottish average. This highlights the need to keep pushing for fairer pay, especially in rural industries.



Percentage of unemployed people assisted to work from Council Programmes:

● Dumfries and Galloway ● Scotland



11.63%
2022/23

12.59%
2022/23

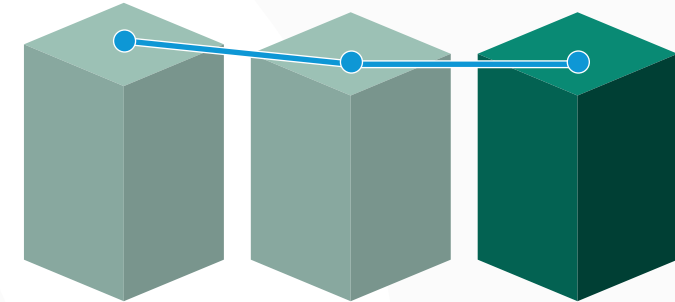
27.04%
2023/24

12.08%
2023/24

(24/25 data not yet available)

Claimant Count as a percentage of working age population:

● Dumfries and Galloway ● Scotland



2.95%
2022/23

3.21%
2022/23

2.90%
2023/24

3.10%
2023/24

2.90%
2024/25

3.13%
2024/25

Helping People Into Work

Our Council programmes helped over **27% of unemployed people into jobs in 2023/24**—more than double the Scottish average.

This shows our local support is working, especially in helping people find jobs in rural sectors.

Low Unemployment

Dumfries and Galloway has a **lower unemployment rate** than the Scottish average, with **just 2.9% of working-age people claiming unemployment benefits**.

This stability helps attract people to live and work in our region.



What This Means for Our Communities

These improvements mean:

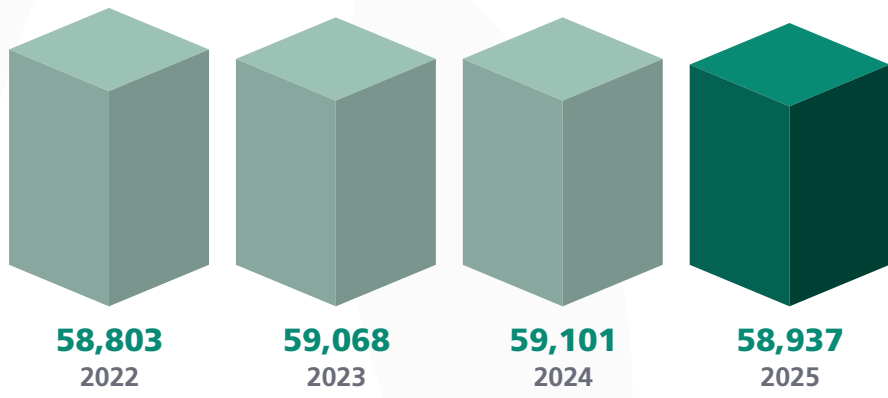
- More people are **earning better wages** locally.
- Rural industries are **creating real opportunities**.
- Our communities are **becoming stronger and more sustainable**.





Jobs and Employment in Dumfries and Galloway's Rural Economy

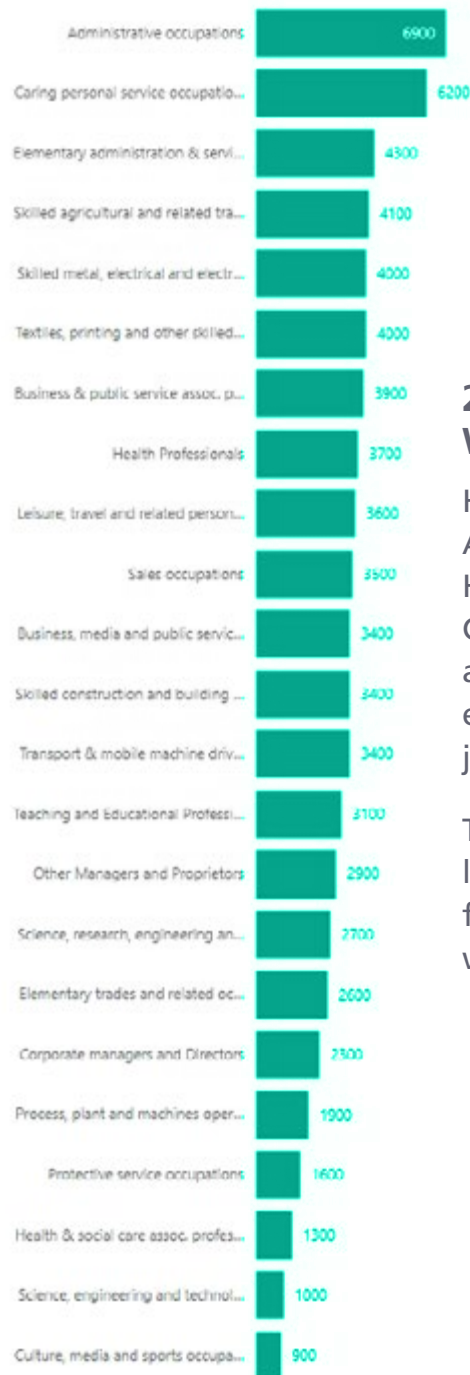
Payrolled Employment (Yearly Average):



Overall Employment

Payrolled employment has remained stable over the past four years, with 58,937 jobs in 2025, up slightly from 2022. This reflects a steady labour market across the region.

Residence-based Employment Occupation

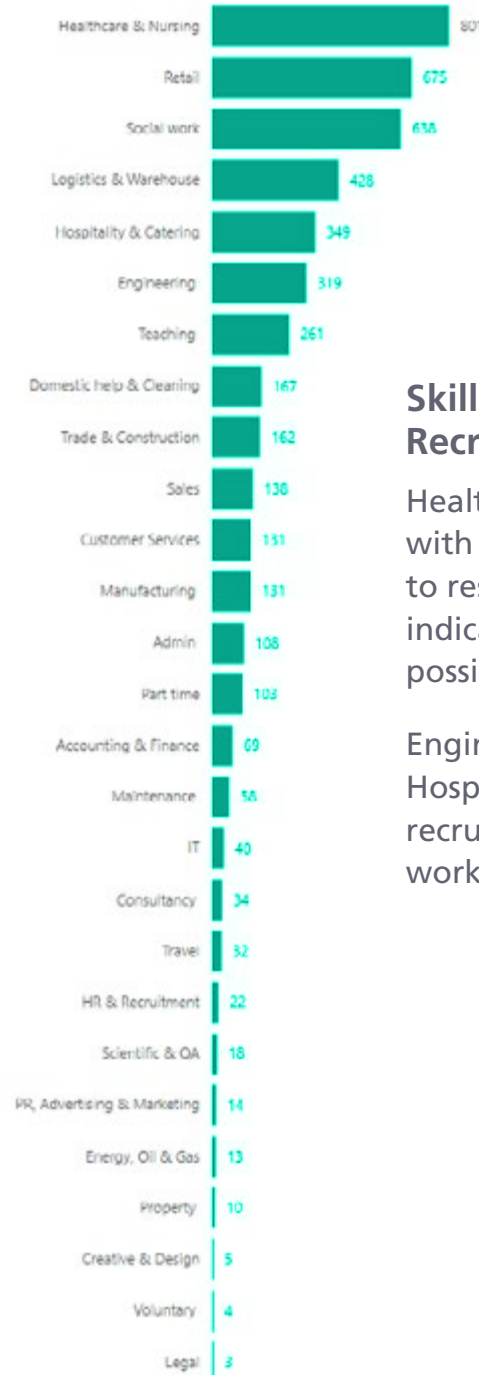


2024 data shows strong Local Workforce in Key Sectors

Health and Social Care, Administrative occupations, Hospitality, Retail and Sales, Construction, and Transport all show significant resident employment and active job postings.

These sectors are vital to the local economy and may benefit from continued support and workforce development.

Job Postings by Occupation (2024)



Skills Shortages or Recruitment Pressure

Health and Social Care stands out with high job postings compared to resident employment—indicating strong demand and possible shortages.

Engineering, Transport, and Hospitality also show notable recruitment activity relative to workforce size.





Residence-based Employment by Industry Sector



Employment vs. Job Demand

There are clear differences between the sectors where most people work and where most job vacancies are. This highlights the need to better match local skills with available jobs.

Job Postings by Industry Sector (2024)



Key Sector Differences in Dumfries and Galloway's Workforce

Some sectors, like retail and transport, have more job openings than local workers, while others, like construction and manufacturing, have more workers than jobs. This shows a gap between workforce supply and employer demand.

Spotlight on Local Employment and Recruitment Needs

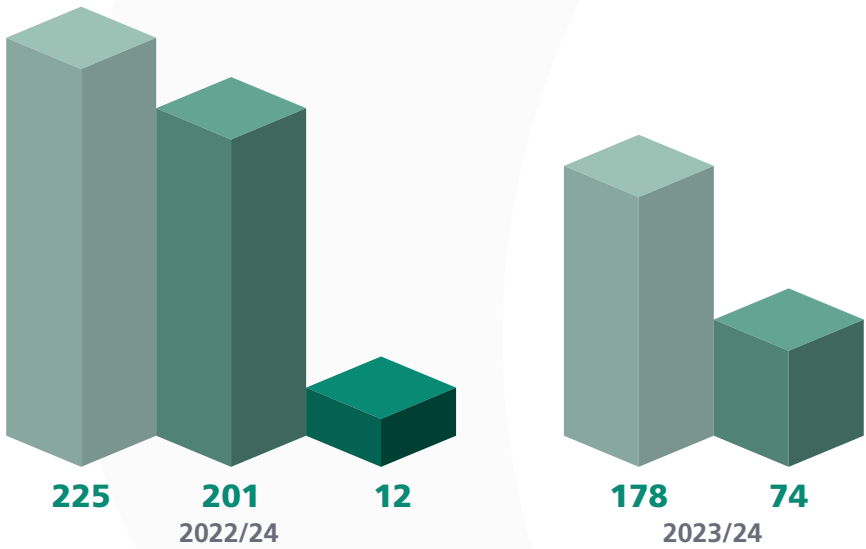
High job vacancies in certain sectors point to skills gaps and opportunities for local people. Supporting training and career changes can help fill these roles and strengthen the local economy.



Number of jobs supported (created, safeguarded or Transitioned):

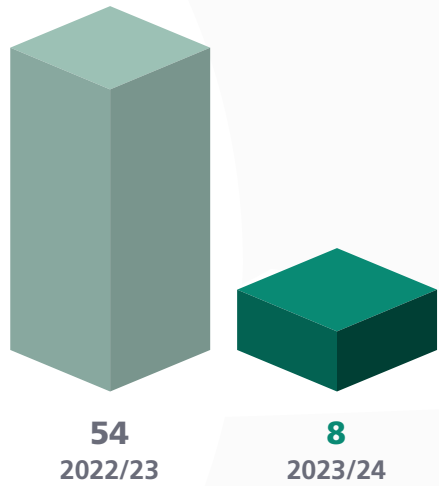
● Created ● Safeguarded ● Transitioned

(24/25 data not yet available)



Number of planned jobs from completed inward investment projects:

(24/25 data not yet available)





What This Means for Our Communities

- Dumfries and Galloway is seeing **steady employment**, with growth in key sectors like **hospitality, construction, and public services**.
- While **agriculture and fishing** face challenges, **skilled rural roles** are holding steady or growing.
- The region is becoming more attractive for people to **live, work, and build careers**, especially in sectors linked to food, drink, and rural development.





This following section describes the **real-world impact** of Council actions on communities:

Creating Jobs and Skills

- Employability programmes supported over 1,200 people, with 247 entering employment.
- Placement Plus created inclusive pathways for disabled individuals.
- Advancing Innovative Manufacturing in the South of Scotland (AIMS) programme delivered 140 training sessions and catalysed business investment.

Strengthening Rural Economies

- Projects in farming, food, and eco-housing (via Community Asset Transfers (CAT) and Community Led Economic Regeneration Fund (CLERF) have revitalised rural places and attracted new residents.
- Local Place Plans and Borderlands initiatives are shaping long-term investment.

Advancing Innovative Manufacturing in the South of Scotland (AIMS)

This project supports individuals and businesses in Dumfries and Galloway to develop skills in advanced manufacturing. Funded by the UK Shared Prosperity Fund, it provides tailored training and placements, working closely with the Local Employability and Skills Partnership. A standout story is Ruben, a young person with multiple neurological conditions, who joined AIMS through the Council's Placement Plus programme. With support from the team, Ruben:

- Completed training in CNC machining and 3D printing.
- Delivered outreach workshops.
- Gained his first salary and work experience.
- Reported improved mental wellbeing and confidence.
- Advancing Innovative Manufacturing in the South of Scotland (AIMS) exemplifies inclusive growth, offering real opportunities for individuals to thrive, while supporting local businesses with skilled talent.



Local Place Plans – Communities Shaping Their Future

Local Place Plans give communities the power to shape development in their areas. In Dumfries and Galloway, over 50 communities have expressed interest, with 12 plans already registered, including Stranraer, Moffat, Wigtown, and Gretna. These plans are developed through extensive community engagement and influence the Council's future Local Development Plan. In 2024/25, the Council increased its grant support from £500 to £2,000 per plan, funded by the UK Shared Prosperity Fund, helping groups with consultation, design, and printing. The Council also provides online resources and officer support, making this a strong example of community empowerment and place-based planning.





The third measure of impact within our Economy theme is: People can describe how we protect our land and green spaces from pollution and flooding and create the best environment for agriculture/farming to flourish, and for people to live and work.

Protecting Our Environment and Supporting Rural Life

We're working hard to create a cleaner, safer, and more sustainable environment—one that supports farming, protects green spaces, and helps people live and work well in Dumfries and Galloway.

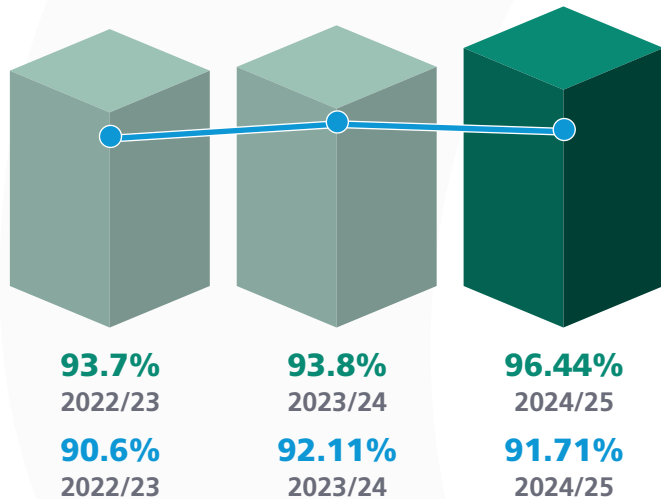


Cleaner Streets and Public Spaces



Street cleanliness score:

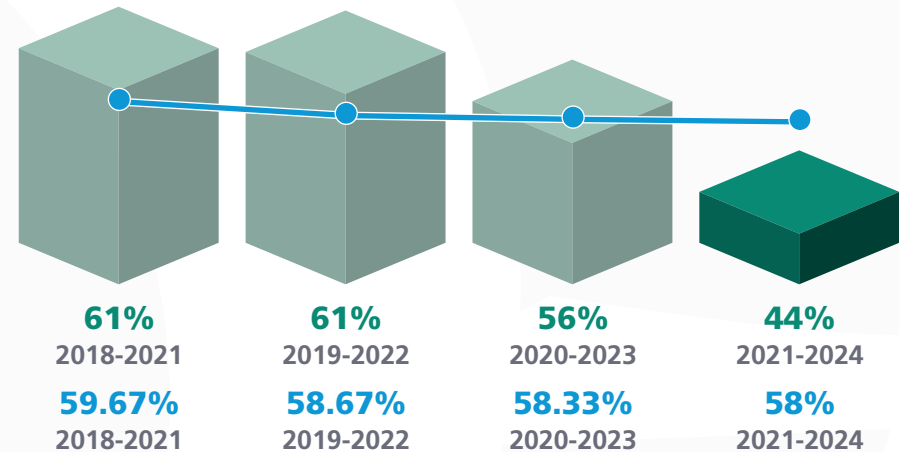
● Dumfries and Galloway ● Scotland



Our **street cleanliness score** shows how well the council is doing at keeping streets clean — and has improved every year, , reaching **96.4%** in **2024/25**, well above the Scottish average.

Proportion of adults satisfied with street cleaning:

● Dumfries and Galloway ● Scotland



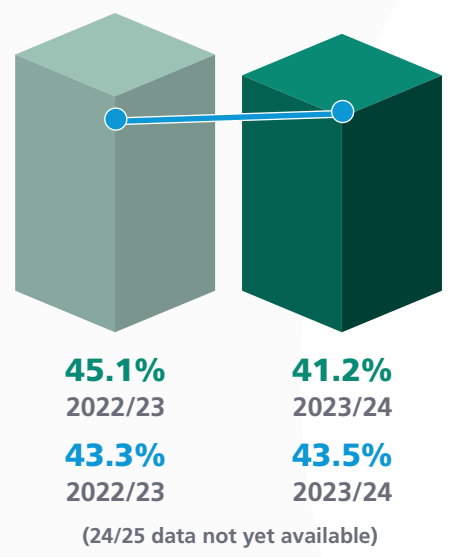
However, **public satisfaction with street cleaning** has dropped—from **61% to 44%**—suggesting we need to better communicate our efforts or address specific concerns.



Waste and Recycling

Proportion of total household waste arising that is recycled:

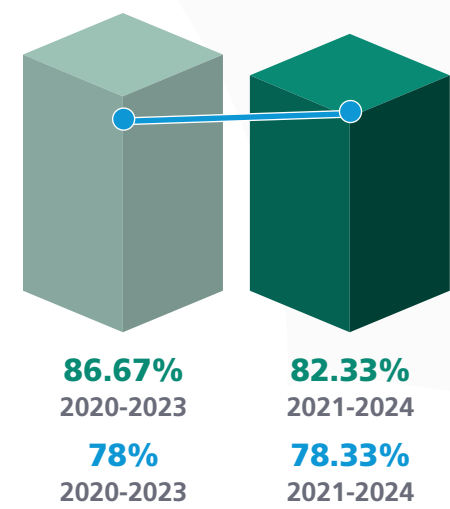
● Dumfries and Galloway ● Scotland



Recycling rates in Dumfries and Galloway are slightly above the national average, though they dipped from 45.1% to 41.2%. We're working to improve this through better services and public awareness.

Percentage of adults satisfied with refuse collection:

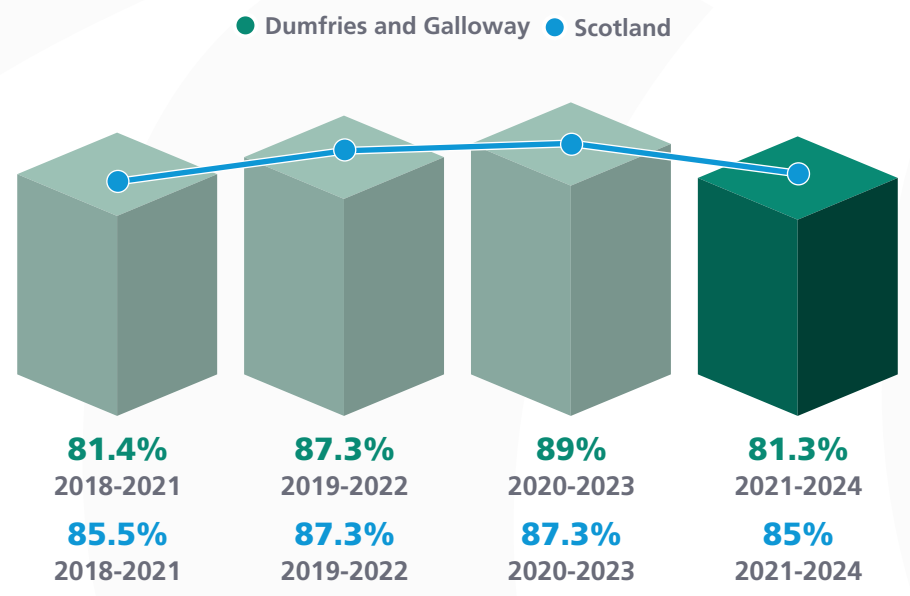
● Dumfries and Galloway ● Scotland



Refuse collection satisfaction remains high—over 82% of adults are satisfied, compared to 78% nationally.



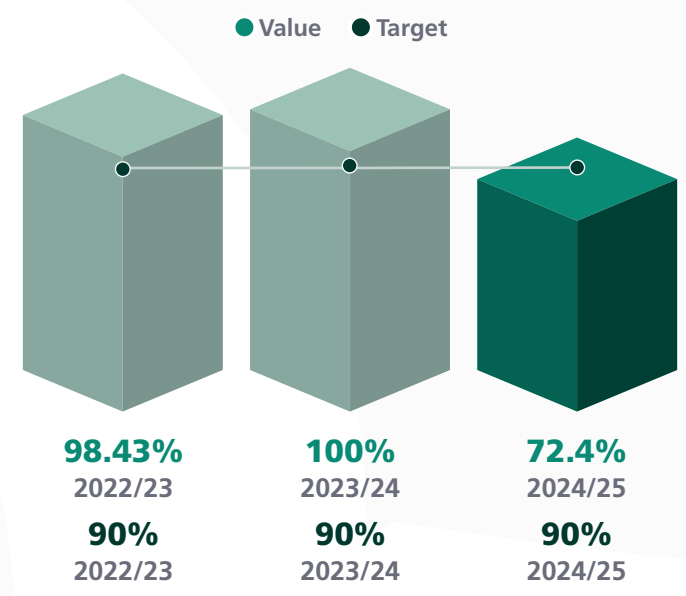
Proportion of adults satisfied with parks and open spaces:



Parks and Open Spaces

Satisfaction with parks and green spaces peaked at **89%**, but has since declined to **81.3%**. This still compares well with the Scottish average and shows our commitment to maintaining valued public spaces.

The percentage of failed water samples followed-up:



Supporting Farming and Land Use

We've consistently checked farms for legal compliance, exceeding our targets in previous years. In 2024/25, checks dropped to **72.4%**, below our target.



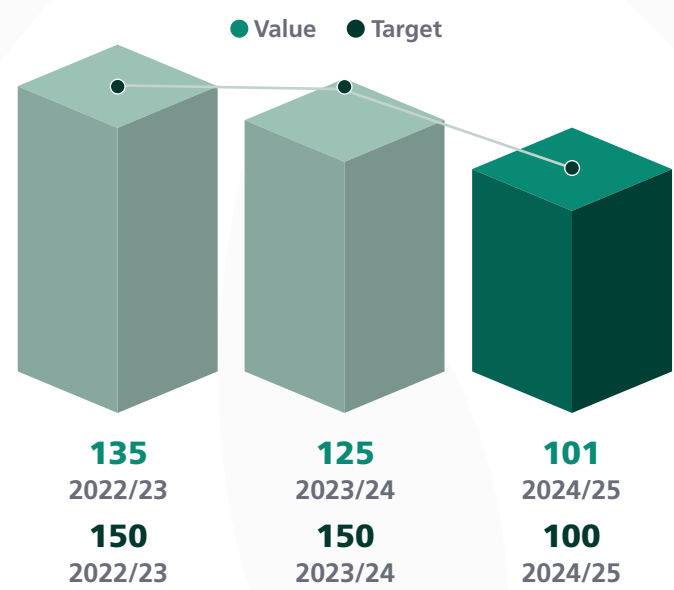
What This Means for Our Communities

- Dumfries and Galloway is **cleaner than ever**, with strong performance in refuse collection and green space maintenance.
- We're **protecting our land and water**, supporting farming and rural life.
- There's room to improve **public satisfaction** and **recycling rates**, and we're committed to doing so.





Number of farms checked to ensure legal compliance in their trading activities:



We're also monitoring water quality closely. In 2024/25, we followed up on **101** failed water samples, meeting our target and helping protect land from pollution.





This following section describes the **real-world impact** of Council actions on communities:

Environmental Stewardship

- The Keep Scotland Beautiful campaign mobilised nearly 10,000 volunteers, improving environmental quality and civic pride.
- Strategic Landscape Projects and biodiversity planning are underway to protect natural capital.

Flood Protection and Resilience

Flood schemes in Newton Stewart and Stranraer progressed. 31 property surveys and 23 subsidised resilience products delivered.

Keep Scotland Beautiful Spring Clean – Building Civic Pride

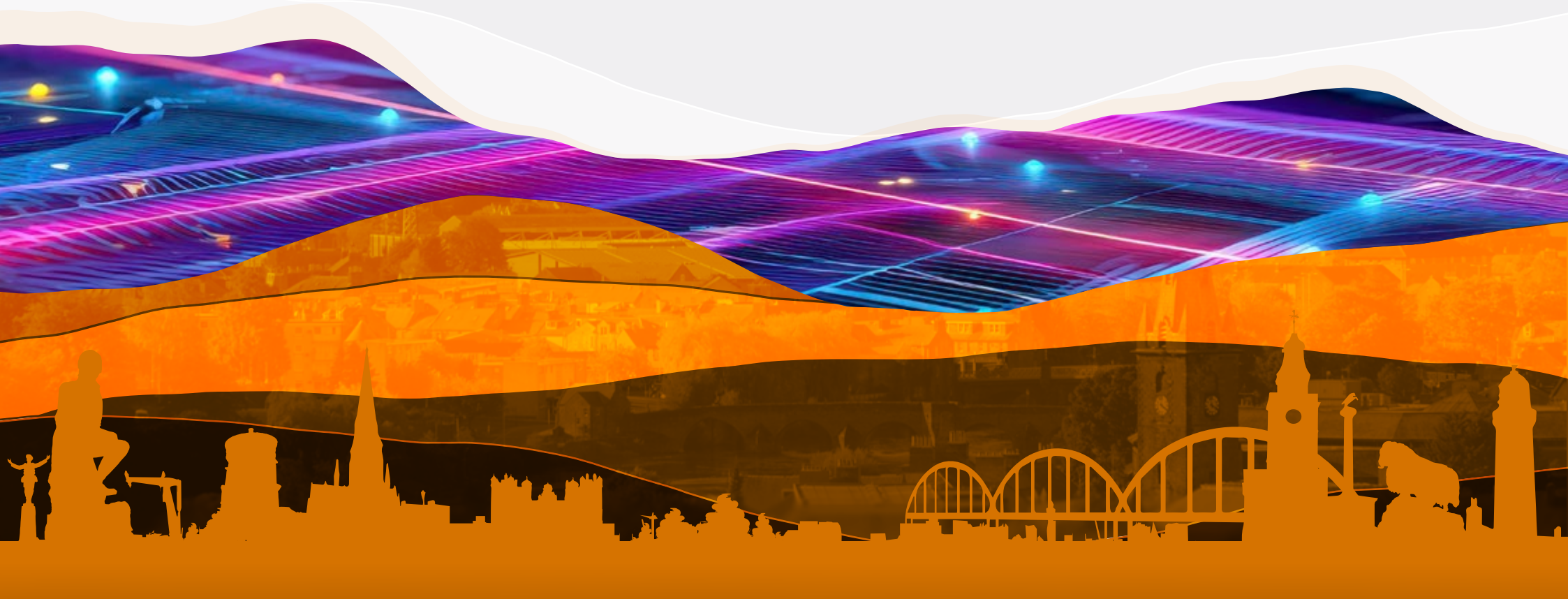
Our Council has led the local delivery of the Keep Scotland Beautiful Spring Clean campaign since 2023, empowering communities to take pride in their places. In 2024, the region hosted 590 clean-up events (up from 260 in 2023), involving 9,720 volunteers and all 116 schools. Volunteers collected 3,547 bags of rubbish and 1,183 bags of recycling, making Dumfries and Galloway the top-performing local authority in Scotland (adjusted for population).

The initiative promotes environmental quality, community empowerment, and civic pride, and was recognised with a national award. Local delivery is coordinated across Council services, with strengthened involvement from schools and youth work.

Natural D&G – Sustainable Food Distribution and Local Economic Growth

Our Council operates one of Scotland's only central food distribution hubs for schools, serving 112 schools across 2,481 square miles. This hub reduces carbon emissions and food miles by consolidating deliveries, supporting the Council's net zero by 2033 target. It also enables small and medium enterprises to supply local produce without needing their own distribution networks — with over 40% of the £3 million food spend going to local suppliers. The hub has also led the way in eliminating single-use plastics in primary schools, replacing cartons with tumblers and promoting compostable alternatives. This initiative is a model of environmental leadership, economic empowerment, and operational efficiency.

TRAVEL, CONNECTIVITY AND INFRASTRUCTURE





Theme Overview: Travel, Connectivity and Infrastructure - We Are Connected

This theme focuses on improving physical and digital connectivity across Dumfries and Galloway. It includes investment in roads, active travel, flood protection, digital infrastructure, and sustainable transport to ensure communities are safe, accessible, and future-ready.

We have 6 Strategic Outcomes in the Council Plan within the Travel, Connectivity and Infrastructure Theme – these are:

- Roads, paths, cycling and walking networks in the region are improved
- Communities are protected from the impact of floods
- Sustainable travel in the region contributes to net zero
- The Council is a low carbon organisation
- People have access to services that are modern, efficient and responsive
- Digital connectivity supports thriving rural communities

The fourth measure of impact within our Travel, Connectivity and Infrastructure theme is: People can explain how we connect to all our citizens, our communities and our Council via strong digital networks.





Proportion of properties receiving Superfast Broadband:

2022/23: DGC 91.13%, Scotland: 95.52%
2023/24: DGC 93.2%, Scotland: 95.9%



Percentage of properties covered by Full Fibre Broadband:

2023 DGC 26.4%, Scotland 46.5%
2024 DGC 35.1%, Scotland 59.9%

Connecting People Through Strong Digital Networks

We're making real progress in improving how people across Dumfries and Galloway connect with each other, with services, and with the Council—through better broadband, digital services, and online engagement.

Better Broadband Access

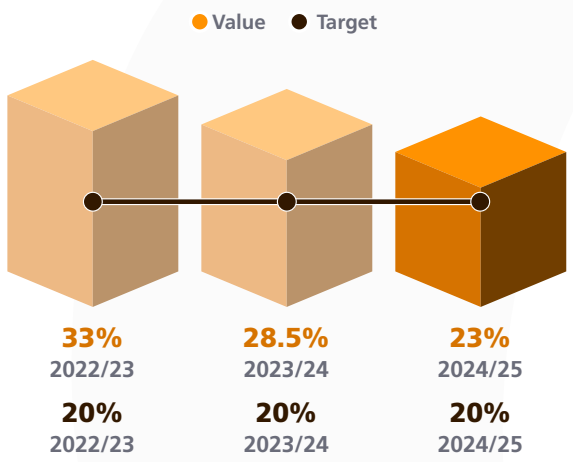
Superfast broadband coverage has improved from 91.1% to 93.2% of properties—closing the gap with the Scottish average.

However, only 35.1% of properties covered by Full Fibre broadband, compared to 59.9% nationally. This shows we still face rural infrastructure challenges, and we're working with partners to address them.

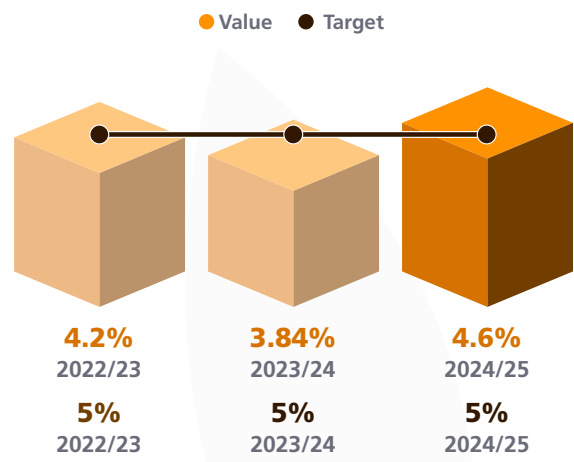


More Services Available Online

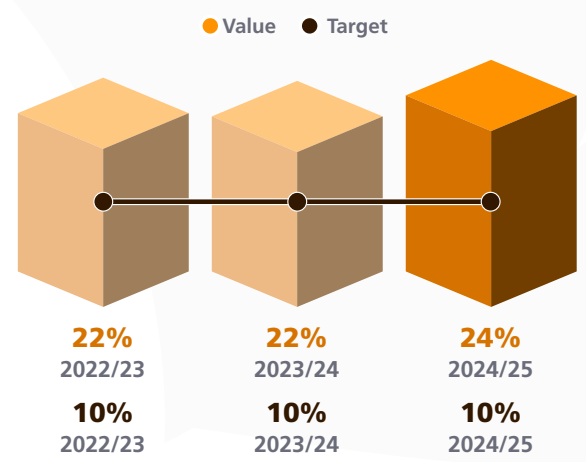
Percentage of NEC new, renewal and replacement applications made online via [GetyourNEC.scot](https://www.getyournec.scot.nhs.uk):



Percentage of new library members who apply online:



Percentage of library resources borrowed online:



Applications for National Entitlement Cards (NEC) are increasingly made online, with 23% of all applications now digital—above our 20% target.

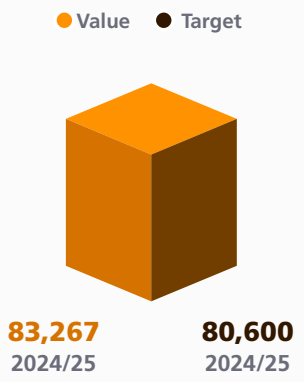
Library services are also going digital

- Online borrowing is growing steadily—24% of all library resources are now borrowed online, more than double our target.
- However, online sign-ups for new members remain low (4.6%), suggesting we may need to promote this option more widely.



Reaching People Through Digital Channels

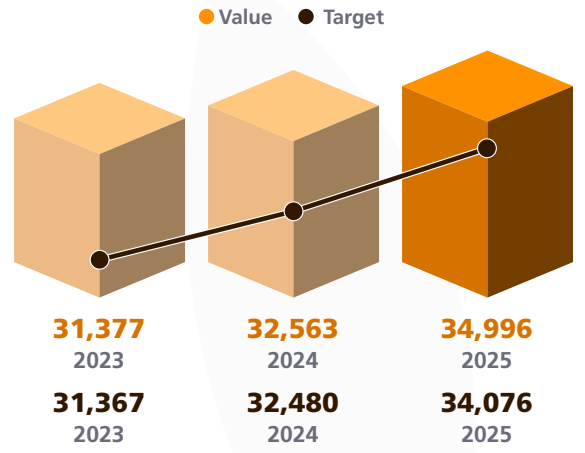
Total subscriber profiles on GovDelivey:



Our GovDelivery email service now has over 83,000 subscribers, exceeding our target and helping us keep residents informed.

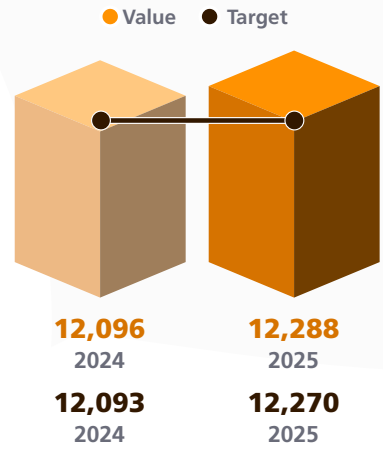
Social media engagement is growing

Facebook followers of corporate Facebook page:



Facebook followers increased from 31,377 to nearly 35,000 in two years.

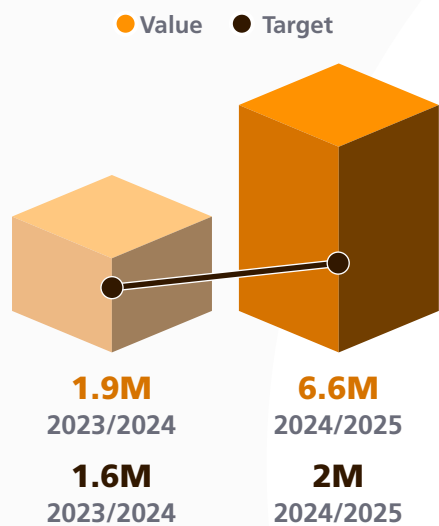
Twitter (X) followers to corporate Twitter page:



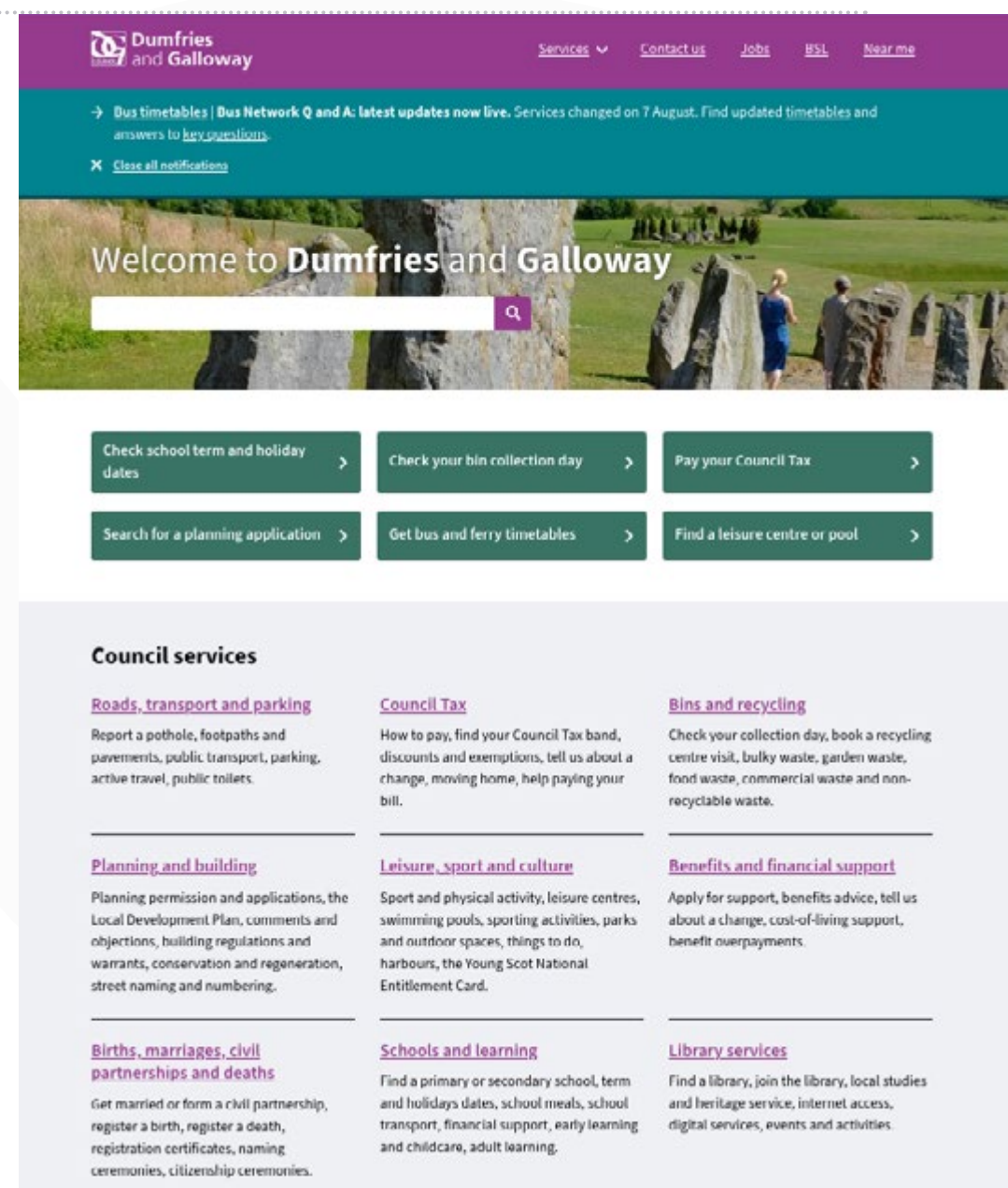
Twitter (X) followers also rose steadily, now at 12,288.



Website page views (to corporate website):



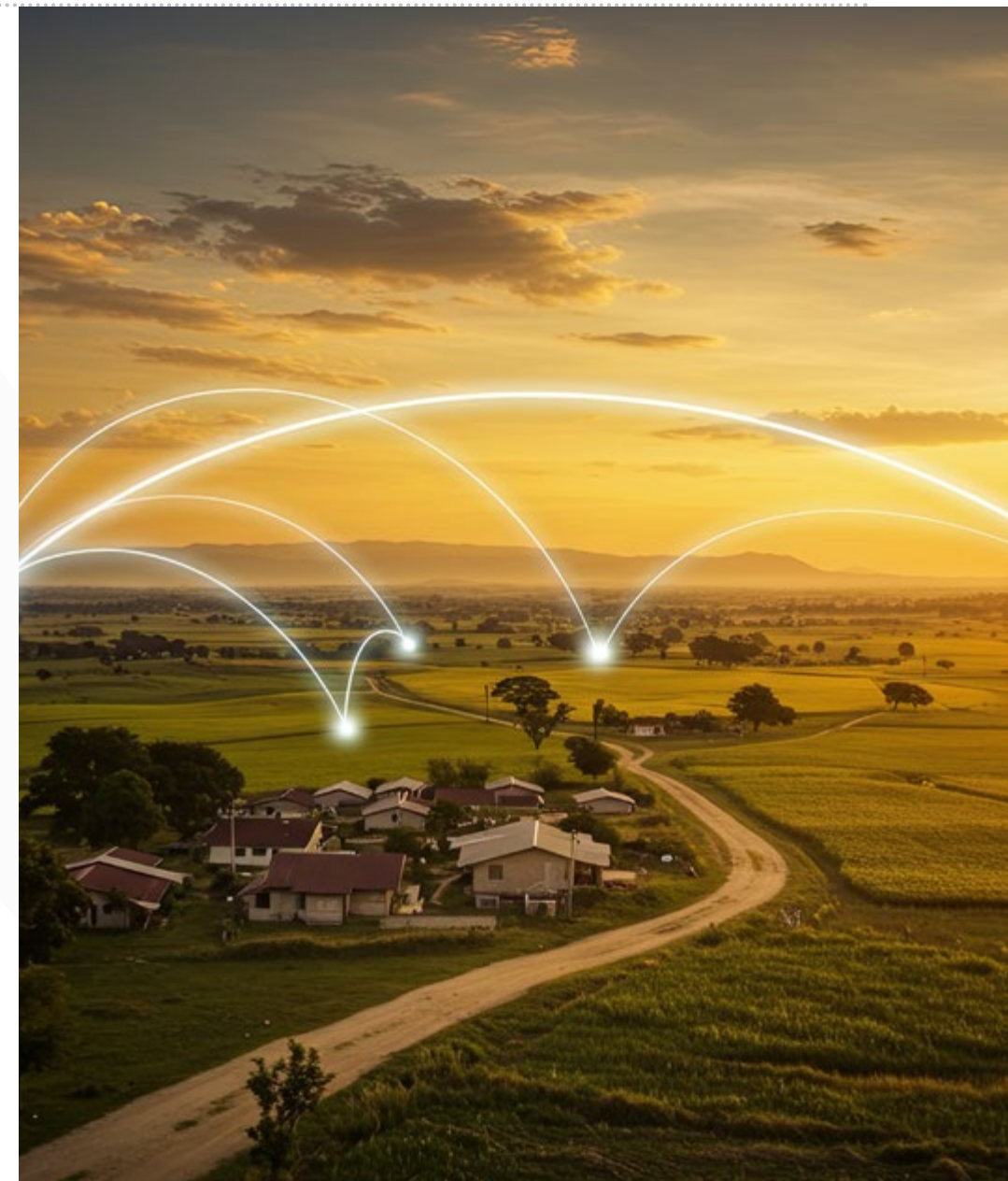
Website traffic has surged—page views jumped from 1.9 million in 2023/24 to over 6 million in 2024/25, showing more people are using our website to access services and information.





What This Means for Our Communities

- More people are **connected digitally** than ever before.
- We're making it easier to **access services online**, especially in rural areas.
- Our digital channels are helping us **reach and engage** with tens of thousands of residents.





This following section describes the **real-world impact** of Council actions on communities:

Waste Strategy and Digital Transformation

Waste Strategy 2023–2030 launched. Recycling rates increased to 45%. Kerbside battery collection introduced. 73% of bulky uplift bookings now made online.

The online service has provided customers with a very quick and easy way of booking an uplift.

Digital Connectivity

Public Wi-Fi enabled in 178 Council buildings. 196 broadband vouchers claimed. Borderlands 5G Innovation Programme launched.

Transforming our Online Services

We have transformed how residents access services through our Digital Experience Project—a major upgrade to our online platform, shaped by what our communities told us they needed.

We replaced a clunky, outdated website with a sleek, user-friendly system built on an open-source platform that gives councils control and flexibility. This shift has made it easier than ever for residents to find information and complete tasks online—anytime, anywhere.

Key impacts so far:

- **60% of bulky uplift bookings** now made online.
- **63 new digital forms** launched for 24/7 service access.

Residents helped shape the platform through **user research**, making sure it works for real people.

The project supports our Council Plan goal of being **responsive and customer-focused**, while also saving time and money by automating services and reducing paperwork. Most importantly, it's helping build a digital front door that truly serves Dumfries and Galloway.

Public Wi-Fi Rollout

Working with our connectivity partner, BT SWAN and by utilising the enhanced Internet, we have enabled public Wi-Fi access at 175 Council offices. This offers several benefits:

- **Increased Accessibility:** Providing residents and visitors with easy access to online services, information, and resources, enhancing community engagement.
- **Digital Inclusion:** Offering free Wi-Fi helps bridge the digital divide, ensuring that all community members, regardless of their personal internet access, can benefit from online services.
- **Improved Visitor Experience:** Visitors to Council offices can enjoy a more convenient experience, making it easier to access information and services while on-site.



- **Encouragement of Civic Engagement:** Promoting participation in local events and initiatives by providing easy access to information and resources.
- **By enabling public Wi-Fi access in council offices,** we have enhanced the functionality and appeal of our council offices, fostering a more connected and engaged community. This aligns with our strategic outcome that digital connectivity supports our thriving rural communities and our principle of supporting our citizens by offering digital services.

QR Communication Code

Facilities Services staff now receive real-time updates through QR code posters and keyrings—giving them access to health and safety documents, HR tools, and service news using their own devices.

The Communication QR code allows our employees to access relevant, real-time information anytime, anywhere.

This initiative has improved staff wellbeing, reduced printing costs, and created a scalable model for better communication across the Council.





The fifth measure to help us understand the impact of the Travel, Connectivity and Infrastructure theme is: People can describe how we connect all our people and communities via strong physical networks; our roads, walking and cycle paths.

Connecting Communities Through Strong Physical Networks

We're improving how people move around Dumfries and Galloway—whether by road, foot, bike, or public transport—making our region safer, more accessible, and better connected.

Investing in Our Roads



4,201 km of roads

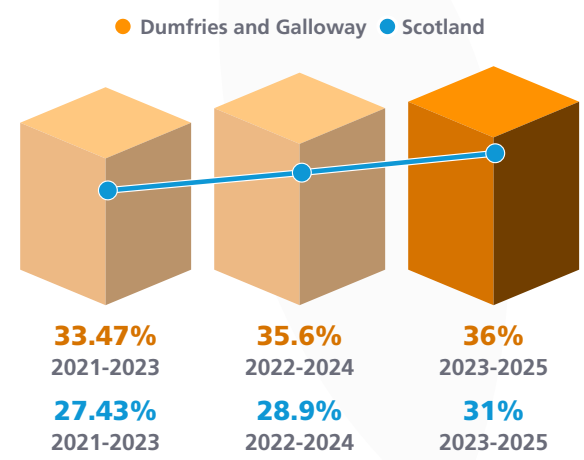


£30 million investment

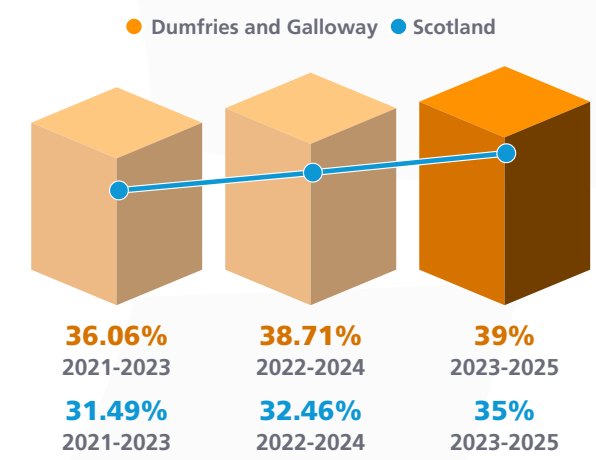


Additional 70 front line roads operatives employed

Percentage of A class roads considered for maintenance treatment:



Percentage of B class roads considered for maintenance treatment:

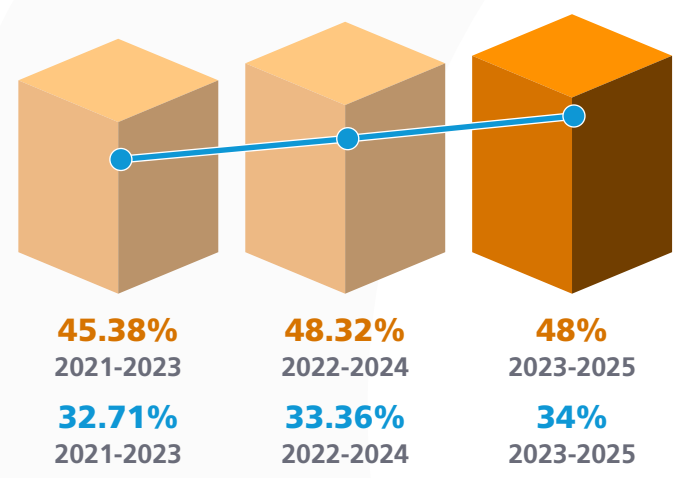


Introduced new digital tools to improve how we plan, inspect, and report road repairs. We're working to improve the condition of our roads across Dumfries and Galloway, recognising the vital role they play in connecting people, places, and services—especially in rural areas.



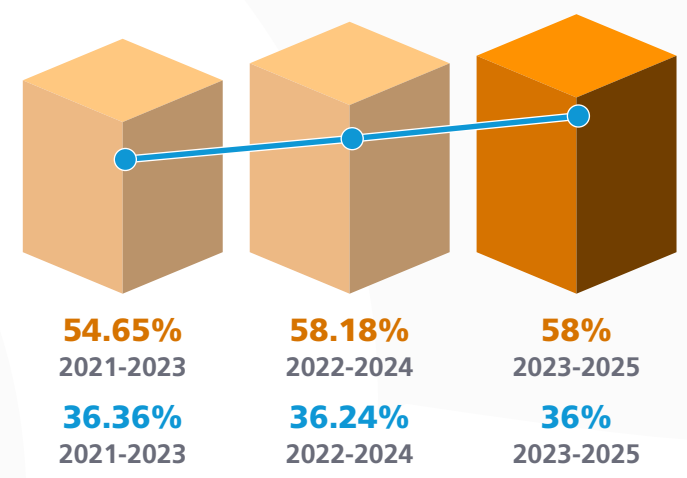
Percentage of C class roads considered for maintenance treatment:

● Dumfries and Galloway ● Scotland



Percentage of unclassified roads considered for maintenance treatment:

● Dumfries and Galloway ● Scotland



- A higher percentage of roads needing maintenance means our network is under pressure. When compared to the Scottish average, more of our roads are in poor condition with 36% of A roads, 39% of B roads, and 48% of C roads are considered for maintenance — above national figures.
- This highlights the scale of the challenge in maintaining our extensive rural road network, and the importance of continued investment to improve safety, accessibility, and connectivity.



How people move around Dumfries and Galloway - Main mode of travel

Walking



13%
2022
21%
2023

Walking as a main mode of travel increased from 13% to 21%

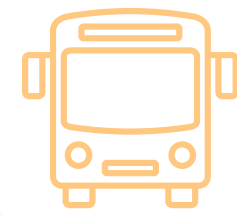
Bicycle



0%
2022
2%
2023

Cycling rose from 0% to 2%—showing growing interest in active travel

Bus



2%
2022
2%
2023

Remains unchanged at 2%

Driver car or van



73%
2022
63%
2023

Has decreased to 63% in 2023 from 73% in 2022

Passenger car or van



9%
2022
11%
2023

More people are sharing transport and this has increased from 9% in 2022 to 11% in 2023

Rail



2%
2022
0%
2023

The data indicates that whilst people are still travelling by rail it is not their primary mode of transport

Taxi or minicab



0%
2022
1%
2023

People are using taxis or minicabs more frequently as their primary mode of transport

Other



1%
2022
0%
2023



Frequency of walking in previous 7 days:

Pleasure



76%
2022

69%
2023

Frequency of walking in previous 7 days:

Transport



62%
2022

57%
2023

However, walking for pleasure and transport slightly declined, suggesting a need to maintain and promote walking routes.



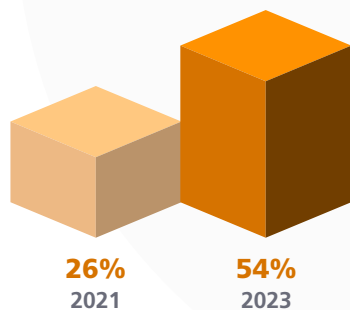


Improving Public Transport

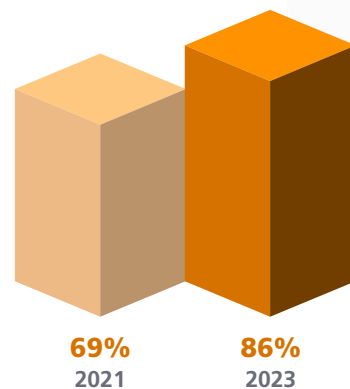
Satisfaction with local bus services has improved significantly:

- 54% of users now say buses are environmentally friendly (up from 26%).
- 86% find it easy to get route and timetable information, and 72% say buses are on time.
- More people are using buses regularly—6% now travel 2–3 times a week, up from 4%.

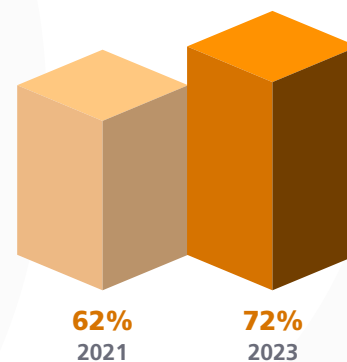
Adults (16+) who used a local bus service in the past month agreed buses are environmentally friendly:



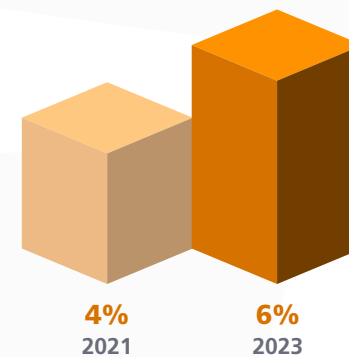
Adults (16+) who used a local bus service in the past month agreed finding out about routes and times is easy:



Adults (16+) who used a local bus service in the past month agreed that buses are on time:

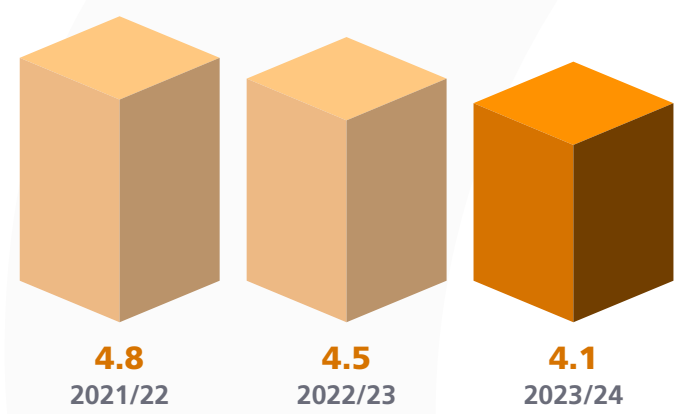


Adults (16+) who used a local bus service in the previous month 2 or 3 times a week:

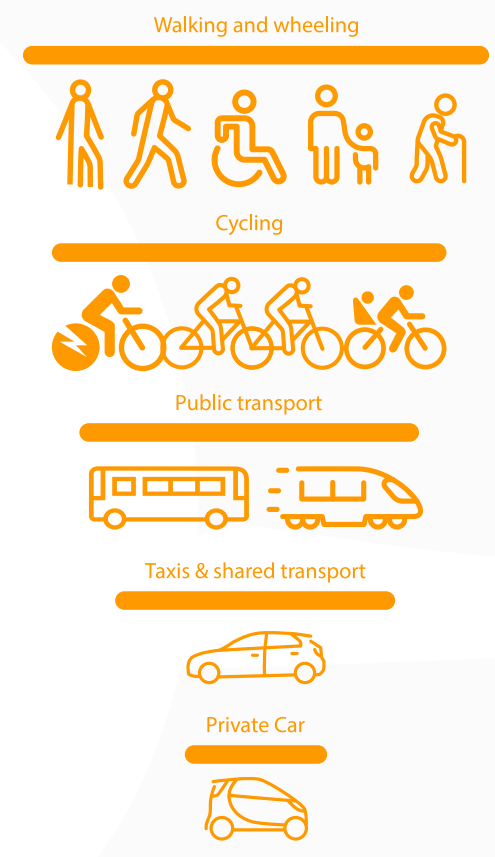




CO² emissions area per capita:



The Sustainable Travel Hierarchy



Reducing Emissions

CO² emissions per person have dropped from 4.8 to 4.1 tonnes in three years—showing progress in creating a cleaner, greener transport system.



What This Means for Our Communities

- We're investing in roads to **keep communities connected**.
- More people are choosing **active and sustainable travel**.
- Public transport is improving, with **better reliability and user experience**.
- We're helping reduce carbon emissions, making **Dumfries and Galloway more future-ready**.





This following section describes the **real-world impact** of Council actions on communities:

Keir, Penpont and Tynron Development Trust – Community-Led Active Travel Path

Driven by local ambition, the Keir, Penpont and Tynron Development Trust has led the creation of a 4 km off-road path connecting Penpont to Thornhill. Supported by the Council and SWestrans, this multi-phase project has transformed how residents move between communities.

The path offers a safe, inclusive route for walking and cycling, with benches and bike stands encouraging rest and recreation. Hedge planting and wildflower sowing have enhanced biodiversity along the route.

“We are already seeing significant numbers of people of all ages and abilities using the path.”

This is the first community-led active travel infrastructure delivered under Transport Scotland’s new model—showing how local leadership can shape sustainable, healthy, and connected places.

Transforming Our Roads

In 2023, Dumfries and Galloway Council committed £30 million to revitalise the region’s roads over five years. This investment has already delivered faster pothole repairs, better drainage, and safer footpaths and cycleways.

But the transformation goes beyond resurfacing. The Council introduced digital tools like mobile inspections and AI-powered road condition surveys, allowing teams to respond more quickly and transparently. Residents now experience smoother journeys and improved communication about roadworks.

This programme exemplifies forward-thinking—combining innovation, economic development, and community benefit.



The shift from reactive to proactive maintenance is helping future-proof the service, making it more efficient and responsive to community needs.

Levelling Up Fund – Expanding Sustainable Transport Across Dumfries and Galloway

In 2023, the Council secured £13.75 million in Levelling Up Funding to deliver three major transport projects: multi-modal hubs, electric bus upgrades, and cycle route improvements.

These hubs will offer e-bike and electric car hire, public charging points, and real-time travel information—making sustainable travel easier and more attractive. Improvements to the Kirkpatrick Coast to Coast cycle route will support tourism and local businesses.

This initiative delivers notable environmental, social, and economic advantages.

Together, these projects are helping Dumfries and Galloway move towards net zero while improving connectivity and wellbeing for residents and visitors.





The sixth measure to help us understand the impact of the Travel, Connectivity and Infrastructure theme is: People can give examples of our Council’s focus on what our customers tell us, which helps us make decisions and ensure our outcomes meet their expectations.

Listening to You, Acting for You: How Your Feedback Shapes Our Travel and Infrastructure Decisions

We know that good infrastructure isn’t just about roads and pavements — it’s about how safe, connected, and supported people feel in their daily lives. That’s why we’ve made it a priority to listen to what our communities are telling us and use that feedback to guide our decisions.

Over the past three years, we’ve seen improvements in how people feel about key aspects of our travel and infrastructure services:

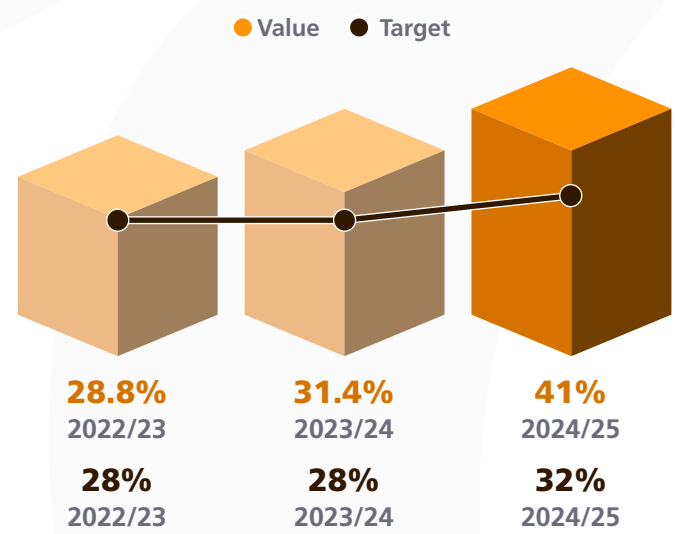


Pavements and Footpaths

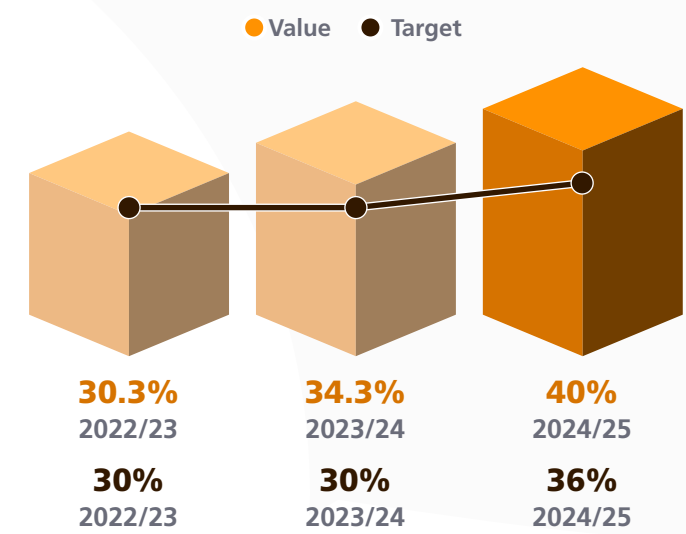
- Satisfaction has risen from 30% to 32%, showing progress in how people experience walking in their communities.
- We’re continuing to invest in local paths and safe walking routes, especially in areas where residents have raised concerns.



Customer satisfaction with respect of the condition of cycle routes/lanes:



Customer satisfaction safety on the roads:



Cycle Routes and Lanes

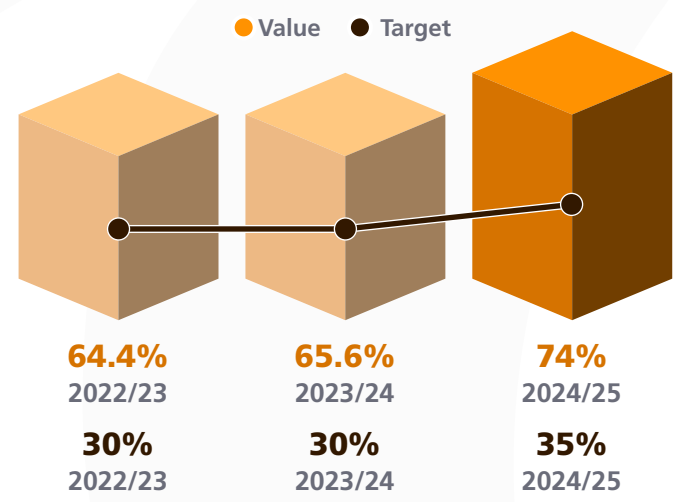
- Satisfaction increased from 28.8% to 41%.
- This reflects our work to expand and maintain cycle infrastructure, making active travel a safer and more attractive option.

Road Safety

- Satisfaction with road safety has grown from 30.3% to 40%.
- We've responded to community concerns with targeted safety measures, including better signage, speed controls, and safer crossings.



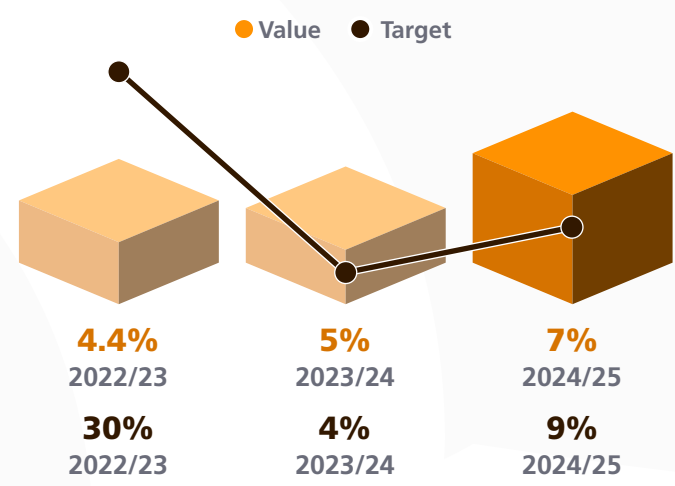
Customer satisfaction street lighting:



Street Lighting

- Satisfaction has increased from 64.4% to 74%.
- This reflects our ongoing upgrades to energy-efficient and brighter lighting, improving safety and visibility in neighbourhoods.

Customer satisfaction with respect to the condition of road surfaces:



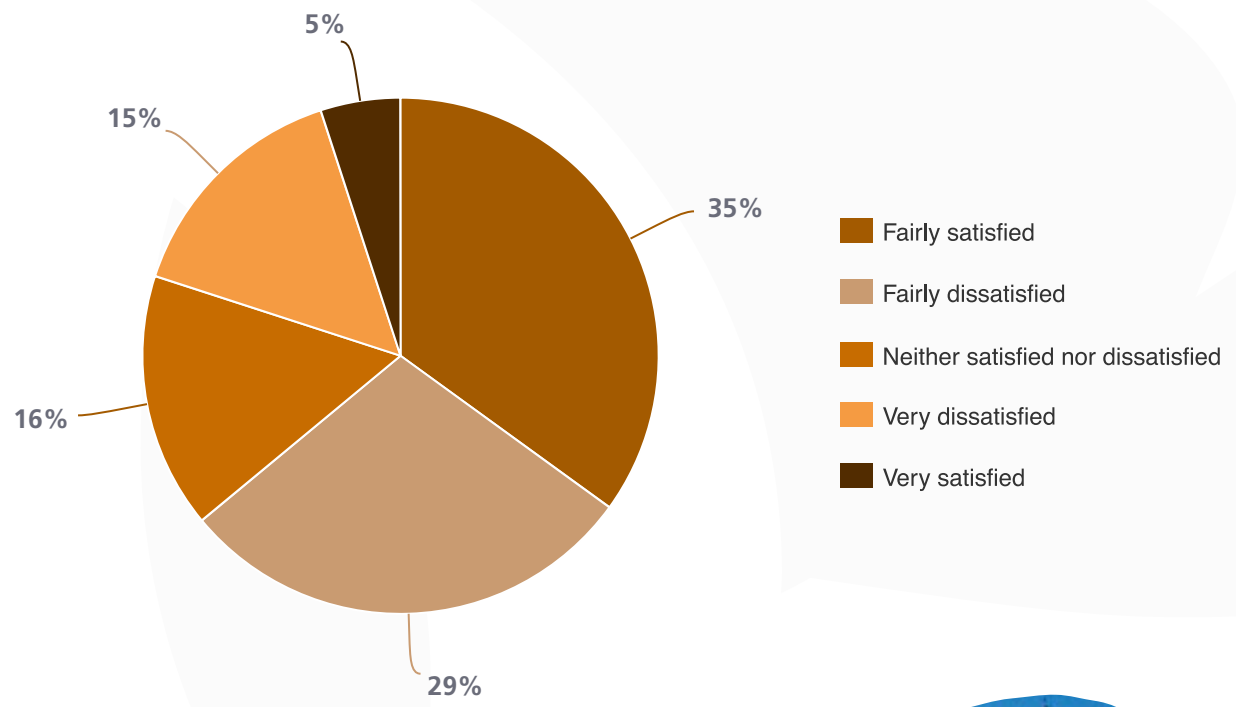
Road Surfaces

- While satisfaction remains low, it has improved from 4.4% to 7%.
- We know this is a key concern, and we're prioritising resurfacing and pothole repairs where they're needed most.



Public Transport

- When asked about their experience in the past month:
 - 40% of adults said they were satisfied (5% very satisfied, 35% fairly satisfied).
 - 29% were fairly dissatisfied, and 15% very dissatisfied.
- We're working with partners to improve reliability and accessibility, especially in rural areas.





How We're Improving Roads and Active Travel Based on Your Feedback

We've heard what matters to you — safer roads, better pavements, more accessible cycle routes, and easier ways to get around. That's why we've taken real, practical steps to respond to your feedback and improve the infrastructure that connects our communities.

Investing in Better Roads

You told us road conditions were a top concern. In response, we've:

- Invested £1.5 million in accelerated road repairs using thermal and spray injection patching, which are faster, more sustainable, and longer-lasting.
- Recruited 70 new operatives, boosting our capacity to respond to issues more quickly.
- Introduced new digital tools to improve how we plan, inspect, and report road repairs — making it easier for you to see what's happening and where.

This has helped us increase satisfaction with road safety from 30.3% to 40%, and with cycle routes from 28.8% to 41% over the past two years.

Making Active Travel Safer and Easier

We've acted on your calls for safer walking and cycling:

- Delivered 20mph speed limits in communities and around schools to make routes safer.
- Implemented our Active Travel Strategy, including improvements around Dumfries and Galloway Royal Infirmary and support for community-led projects.
- Increased satisfaction with pavements and footpaths from 30% to 32%, and with cycle routes by over 12 percentage points.

Improving Access to Information

You told us it wasn't always easy to find the information you needed. So we've:

- Launched a new Roads, Transport and Parking section on our website, with:
 - A searchable map of all Council-owned car parks.
 - Live service alerts for road closures and disruptions.
 - Easier ways to report faults and request services.



Lighting the Way

Street lighting satisfaction has risen from 64.4% to 74%, thanks to our ongoing upgrades to brighter, energy-efficient lighting that improves safety and visibility.

Listening on Public Transport

We know public transport is vital, especially in rural areas. While satisfaction is mixed, we're working with partners to:

- Trial new community transport models.
- Improve bus stop infrastructure and electric vehicle hubs.
- Secure £13.75 million from the UK Government's Levelling Up Fund to support sustainable transport across the region.

What This Means for You

These improvements are a direct result of what you've told us. We're using your feedback to guide our decisions, invest where it matters most, and make our services more responsive and transparent.



EDUCATION AND LEARNING





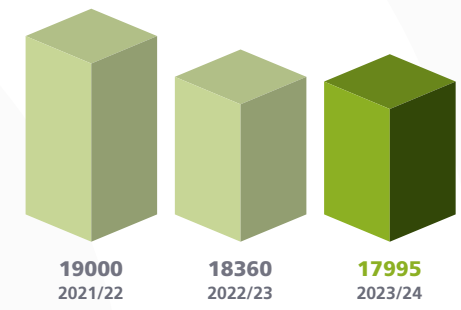
Theme Overview: Education and Learning – We are Educated

This theme focuses on supporting lifelong learning and successful transitions at every stage of life. It includes investment in inclusive and sustainable school environments, digital learning, and workforce development. It also promotes adult learning, skills development, and wider achievement programmes to help people of all ages fulfil their potential and contribute to their communities.

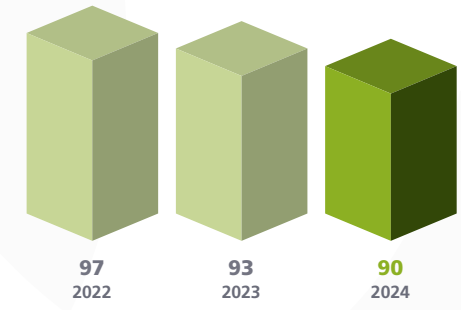
We have 6 Strategic Outcomes in the Council Plan within the Education and Learning Theme – these are:

- Places of learning are inclusive, sustainable and meet the needs of local communities
- We get it right for every child
- Children, young people and adults transition successfully through all life stages
- Young people and adults succeed in what they want to achieve
- Participation in creativity and play is part of early and lifelong learning experiences
- Local people can build their skills and confidence

The number of primary and secondary pupils



Number of primary schools



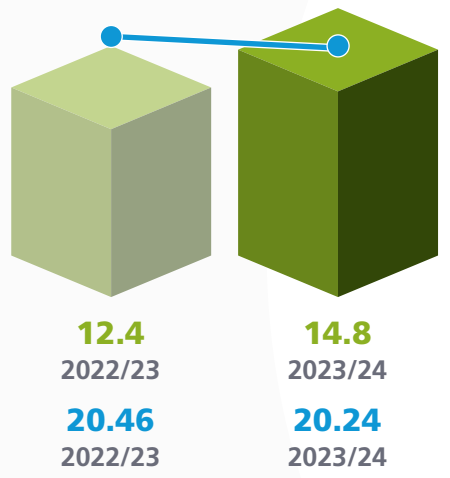
secondary schools
Remained the same as 2022/23



The seventh measure to help us understand the impact our work is having on the Education and Learning theme is: Our children and young people can explain how they are encouraged to learn and be all they can be, and how we help them become fulfilled and successful adults in our communities.

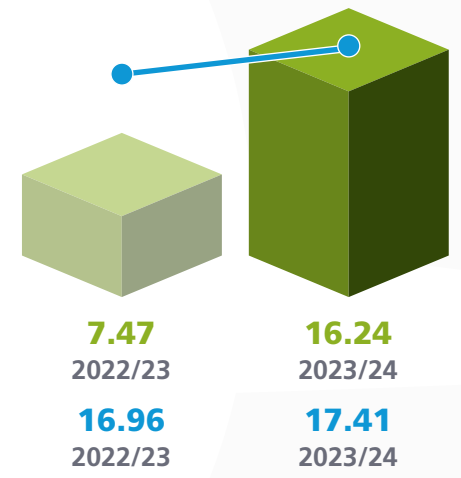
Literacy Attainment Gap (P1, 4, 7 combined):

● Dumfries and Galloway ● Scotland



Numeracy Attainment Gap (P1, 4, 7 combined):

● Dumfries and Galloway ● Scotland



Closing the Attainment Gap

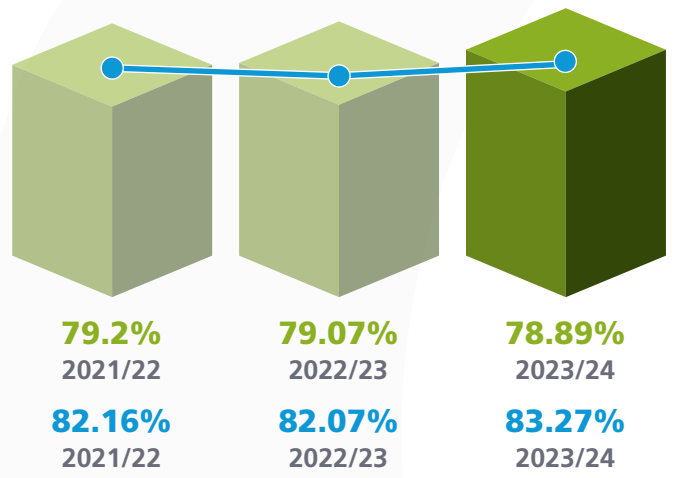
Dumfries and Galloway continues to perform better than the national average in closing the literacy and numeracy gaps between the most and least disadvantaged pupils.

While the gap has widened in 2023/24, our performance remains ahead of Scotland overall — showing that our efforts to support equity in education are making a difference.

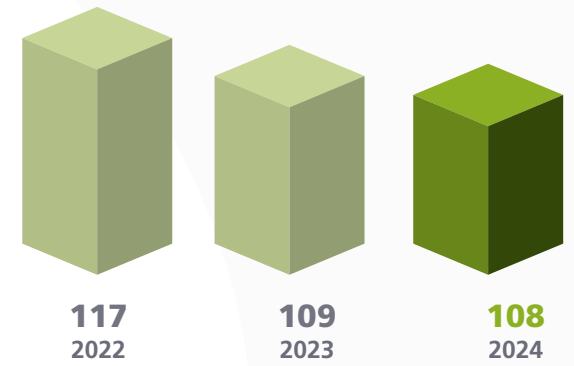


Proportion of children meeting development milestones:

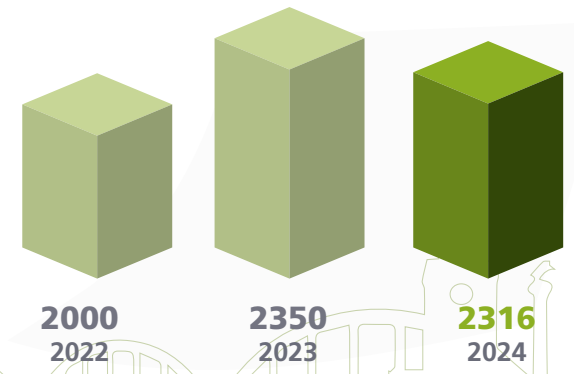
● Dumfries and Galloway ● Scotland



Number of school nurseries



Number of children in early learning and childcare



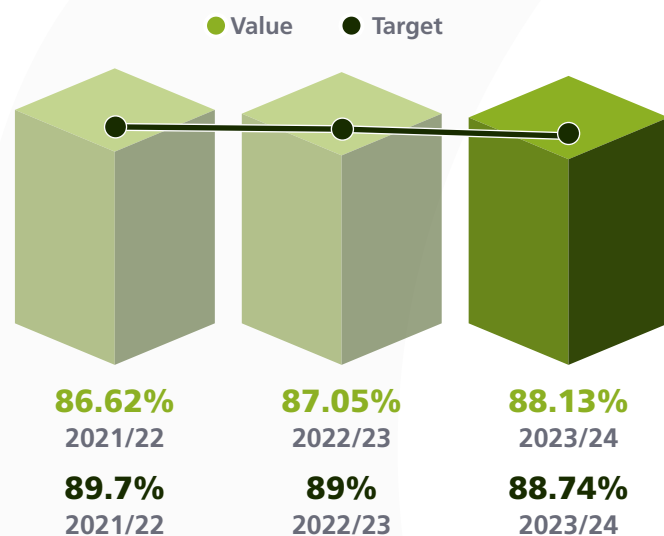
Supporting Early Development

Around 79% of children are meeting key development milestones before starting school — slightly below the national average, but consistent over time.

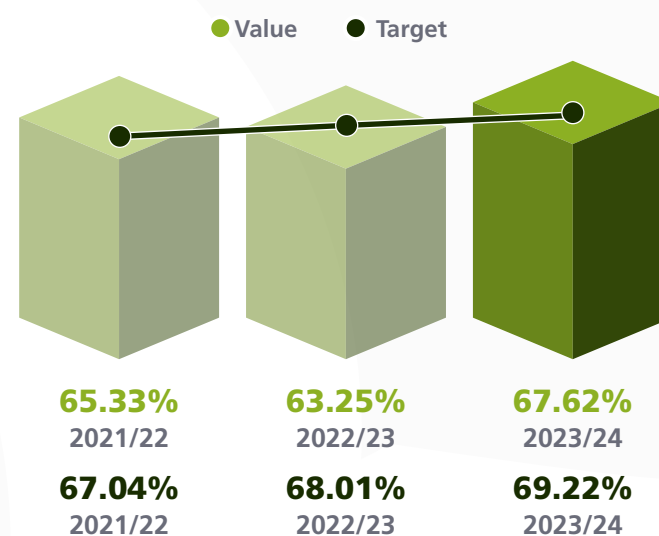
We're working with families and early years providers to strengthen support and improve outcomes from the earliest stages.



Literacy and numeracy @ national 4 for school leavers:



Literacy and numeracy @ national 5 for school leavers:



Helping Young People Achieve Qualifications

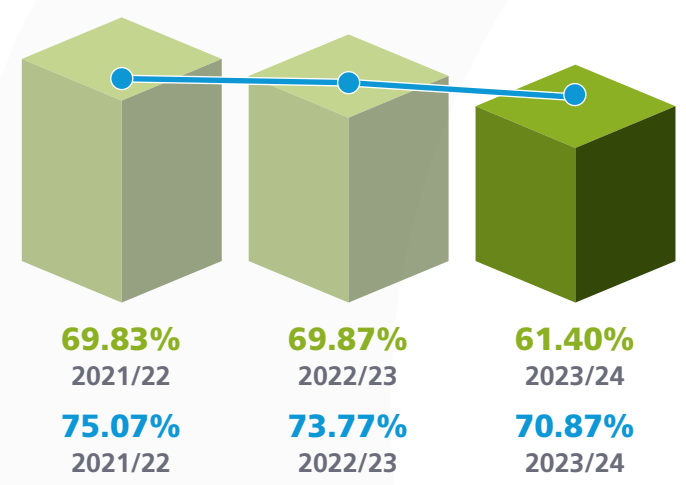
The proportion of school leavers achieving literacy and numeracy at National 4 and National 5 levels continues to improve.

At National 4, we're close to our target, and at National 5, we've seen a 4.4 percentage point improvement in the past year.



Proportion of adults satisfied with local schools:

● Dumfries and Galloway ● Scotland



Satisfaction with Local Schools

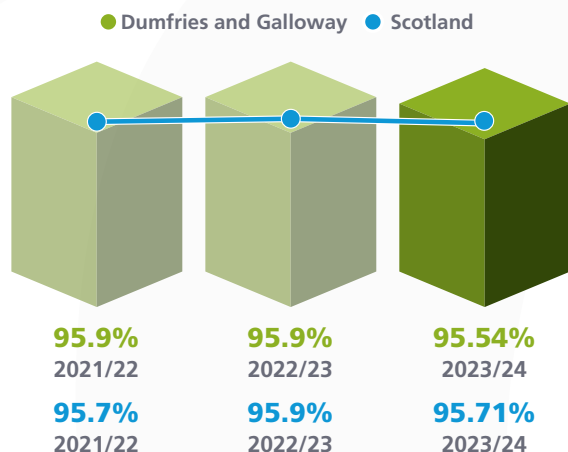
Public satisfaction with schools in Dumfries and Galloway has declined in the latest survey period, falling from 69.83% to 61.4%.

This highlights the importance of our continued investment in school facilities, inclusive learning environments, and digital transformation to meet community expectations.





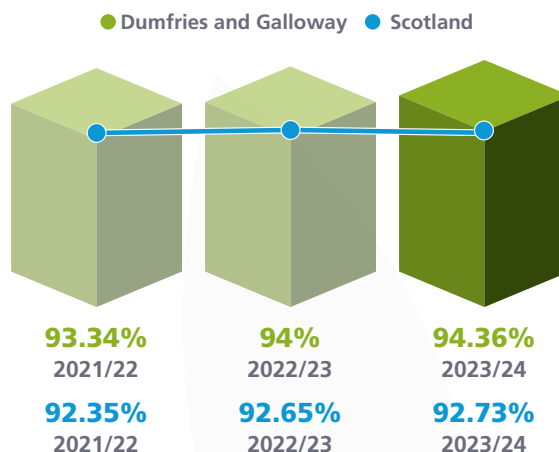
Proportion of pupils entering positive destinations:



Positive Destinations and Participation

Over 95% of pupils move on to further education, training, or employment — consistently above or in line with the national average.

Participation rate for 16-19 year olds:



Our participation rate for 16–19 year olds is also higher than the Scottish average, showing that young people in our region are actively engaged in shaping their futures.

Modern apprenticeship achievements as a percentage for all leavers in Dumfries and Galloway:



Modern Apprenticeships

In 2021, 64% of leavers achieved a modern apprenticeship — a strong indicator of our commitment to vocational pathways and work-based learning.



This following section describes the **real-world impact** of Council actions on communities:

Support for Vulnerable Children and Families

- A Dedicated Kinship Care Team now supports over 300 families, helping children stay with extended family and strengthening community ties.
- The Intensive Support Outreach Team has prevented family breakdowns and supported children to return from residential care, offering tailored support 7 days a week.

Creativity and Play

- Bookbug and Storytime sessions reached over 4,500 children and adults in 2023–24 and over 3,000 in 2024–25.
- Play pedagogy was supported through toolkits, training, and school visits, enhancing early years learning.

Youth Voice and Participation

- Youth Beatz Festival attracted 40,000 attendees, with 10,100 volunteer hours contributed. The event tackled issues like poverty and mental health through drama and workshops.
- Youth Council and Scottish Youth Parliament Members developed ward-level action plans and held joint meetings with elected members.





Dedicated Kinship Care Team: Keeping Families Together

- The creation of a dedicated Kinship Care Team has transformed support for over 300 kinship families across the region. These are families where children are cared for by relatives or close family friends — often in challenging circumstances.
- The team includes social workers and senior family support workers who provide tailored, ongoing support.
- Support groups have been established, creating safe spaces for carers to share experiences and build community.
- Collaboration with the Kinship Care Advice Service for Scotland (KCASS) is raising awareness and improving access to national support.

Impact on Communities:

- Children remain in familiar, loving environments, reducing trauma and disruption.
- Carers feel valued and supported, improving their wellbeing and resilience.
- A growing kinship community is emerging, reducing isolation and strengthening informal networks.

“I’ve been a kinship carer for 14 years...”

“with the support and kindness of my worker and the groups, I’m finally getting the help I need.”



Intensive Support Outreach Team: Crisis Prevention and Family Reunification

This specialist team provides seven-day-a-week support to families in crisis, helping children stay within their communities and avoid residential care.

- Currently supporting 35 children, including 5 placed out of region.
- Has prevented the breakdown of four families.
- Delivered £23,838 in weekly cost avoidance through proactive support.

Impact on Communities:

- Families stay together, reducing emotional and financial strain.
- Children experience greater stability and continuity in their lives.
- The service builds trust and resilience within vulnerable households.

"We've really enjoyed the support..."

"... it helped us see what needed to change."





The eighth measure to help us understand the impact of the Education and Learning theme is: Adults in Dumfries and Galloway can describe how they continue to learn throughout their lives, so they build skills and confidence for themselves, their families and communities.

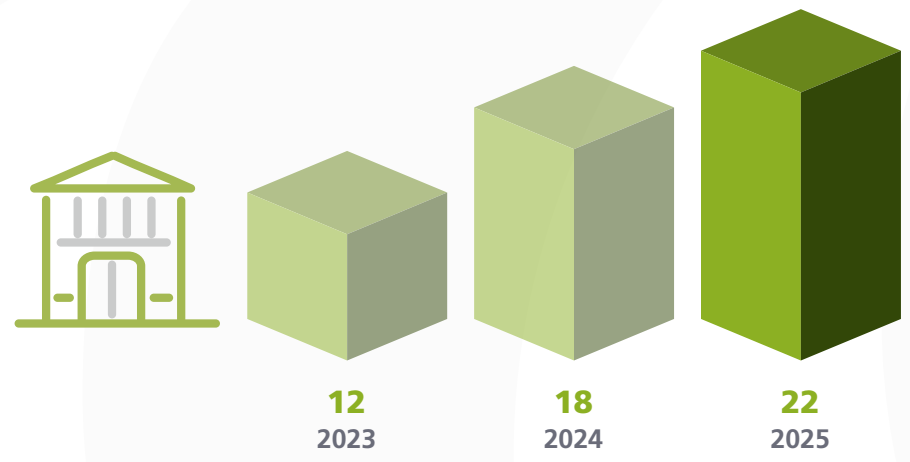
Lifelong Learning in Dumfries and Galloway

We believe learning doesn't stop when you leave school — and our communities are showing just how powerful lifelong learning can be. Across Dumfries and Galloway, more adults are building skills and confidence through community learning, digital classes, accredited awards, and family learning programmes. These opportunities help people support their families, contribute to their communities, and improve their wellbeing.

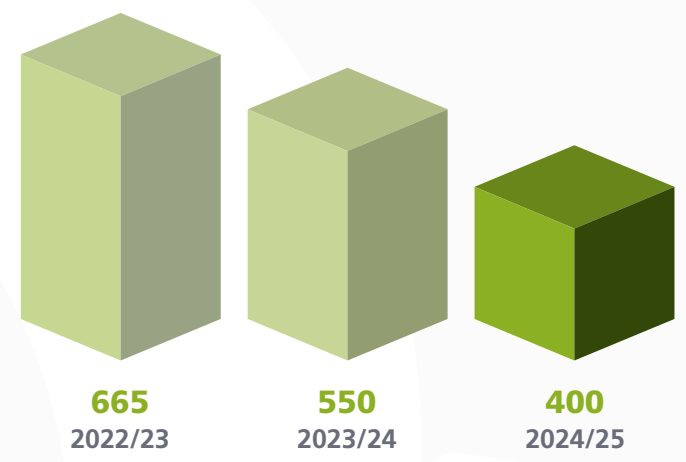




Number of non-school facilities providing adult learning:



Number of online digital classes per year for adult learners:



Learning Spaces and Opportunities

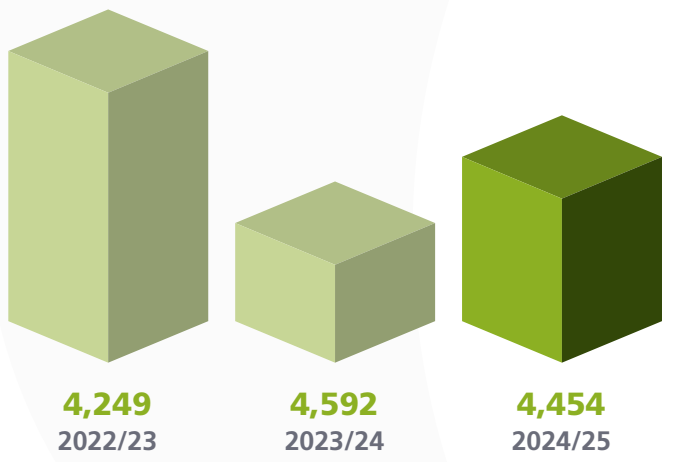
The number of non-school venues offering adult learning has grown from 12 in 2023 to 22 in 2025, making it easier to access learning locally.

We've delivered 400 online digital classes in the past year, helping people learn flexibly and from home.

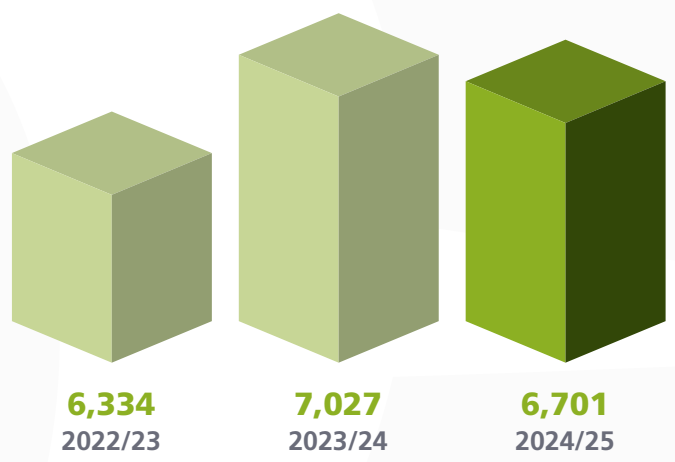


Participation and Impact

Number of adults engaged in lifelong learning activity:



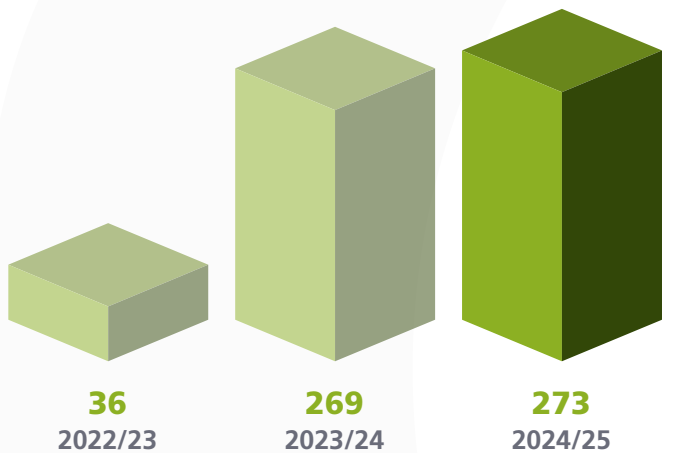
Number of adults engaged in Community Learning and Development activity:



4,454 adults took part in lifelong learning activities in 2024/25 — a slight dip from the previous year.

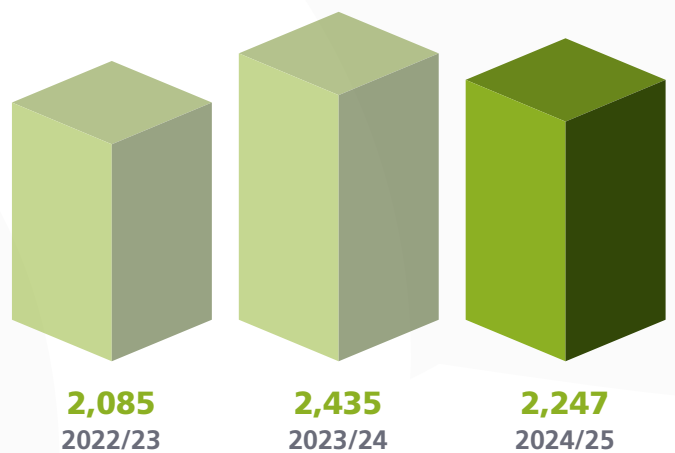


Number of adults completing a nationally accredited award:



273 adults completed a nationally accredited award, up from just 36 two years ago.

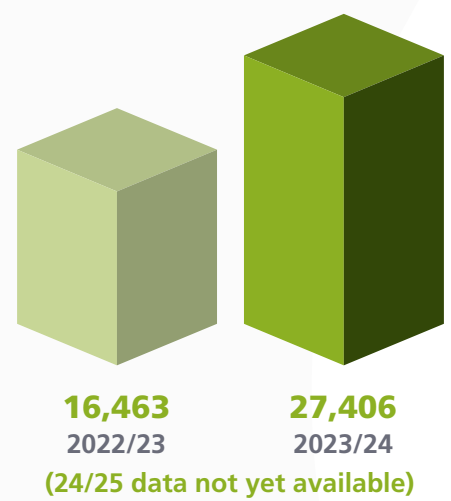
Number of adults engaged in family learning through Community Learning and Development activity:



2,247 adults engaged in family learning, helping them support their children's education and development.

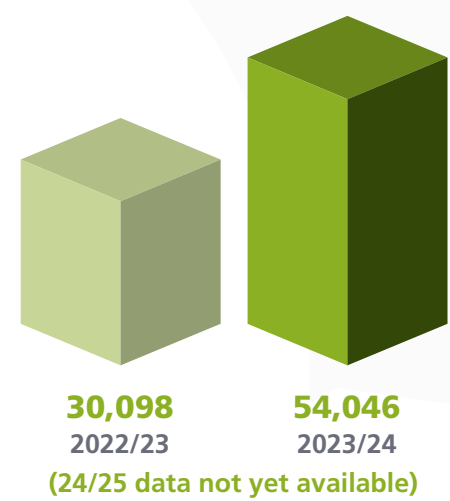


Number of adults and young people taking part in influence and engagement activity through Community Learning and Development:



27,406 adults and young people took part in influence and engagement activities, shaping services and decisions that affect their communities.

Number of adults and young people reached and engaged with through one off promotional events:



54,046 people were reached through one-off promotional events, helping raise awareness and spark interest in learning.



This following section describes the **real-world impact** of Council actions on communities:

Digital and Lifelong Learning

- **@SWConnects** virtual learning campus enabled 262 pupils in remote schools to access Advanced Higher qualifications, improving equity and attainment.
- **English as a Second Language Learning** supported over 216 learners from 20+ nationalities, helping them integrate, gain employment, and build confidence.
- **Digital hubs** were created in Dumfries and Galloway to support resettled communities and local learners.





Wider Achievement and Skills Development

- **68 Wider Achievement groups** delivered qualifications like Duke of Edinburgh, Heritage Hero, and Youth Scotland Awards to over 800 young people.
- **Adult learning programmes** offered accredited qualifications including SQA Volunteering, British Sign Language, and ICT skills.





English as a Second Language Learning: Empowering New Scots

- The Council’s English as a Second Language programme is helping over 200 learners from Ukraine, Syria, Afghanistan and other countries integrate into life in Dumfries and Galloway.
- Classes range from Pre-Entry to Level 5, with pathways to Dumfries and Galloway College.
- Learners gain language skills, digital literacy, and vocational qualifications.
- Creative classes like sewing and art also build numeracy and confidence.
- Digital hubs and drop-in sessions make learning accessible across the region.

Impact on Communities:

New Scots are finding jobs, making friends, and contributing to the local economy.

The programme fosters inclusion, diversity, and community cohesion.

Learners report increased confidence and independence.

“I can now have a conversation in English....”

“....I’ve found a job.”





The ninth measure to help us understand the impact of the Education and Learning theme is: People can describe how and why we take pride in providing learning spaces for everyone and their communities.

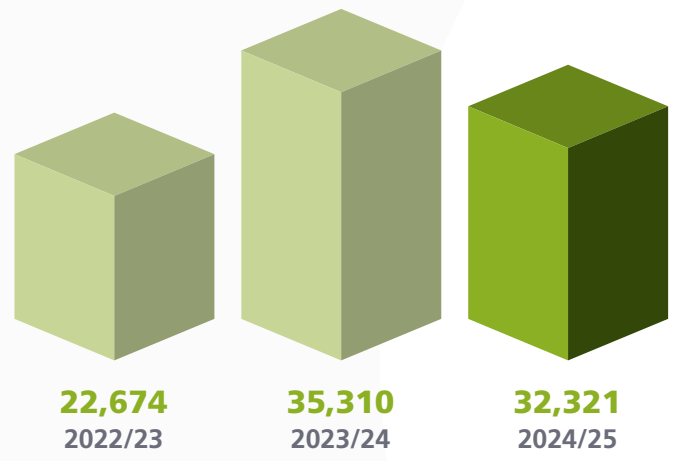
Learning Spaces That Make a Difference

We take pride in providing learning spaces that are welcoming, inclusive, and designed to help people thrive. Whether in schools, community spaces, or online, these spaces support people of all ages to build skills, improve wellbeing, and unlock new opportunities.





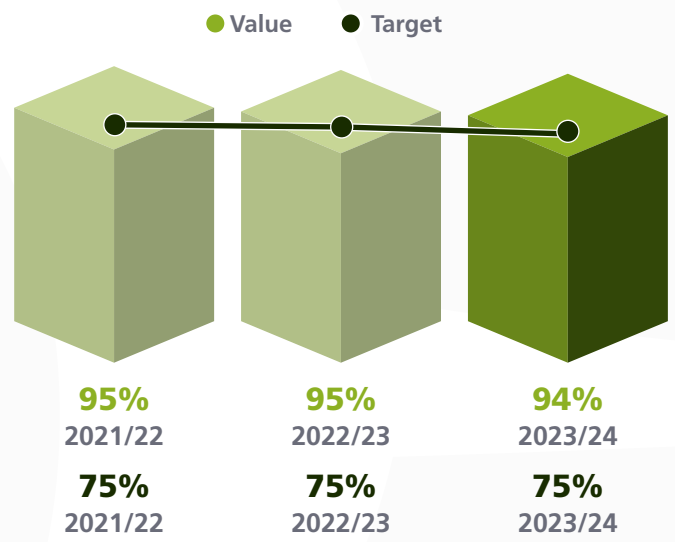
Number of children, young person and adult supported to improve their life chances through participation in lifelong learning:



Improving Life Chances

Over 32,000 children, young people and adults were supported through lifelong learning activities in 2024/25.

Percentage of young people and adults who report an improvement in their confidence, skills, individual, family, community or working life following participation in lifelong learning activities:

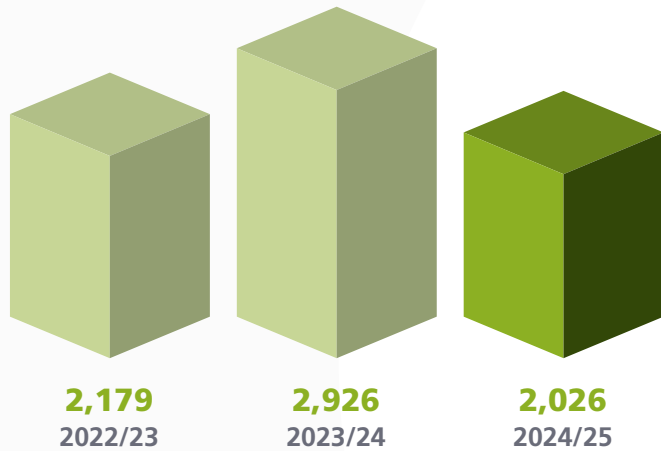


94% of participants reported improvements in their confidence, skills, family life, community involvement, or working life — consistently exceeding our target of 75%.

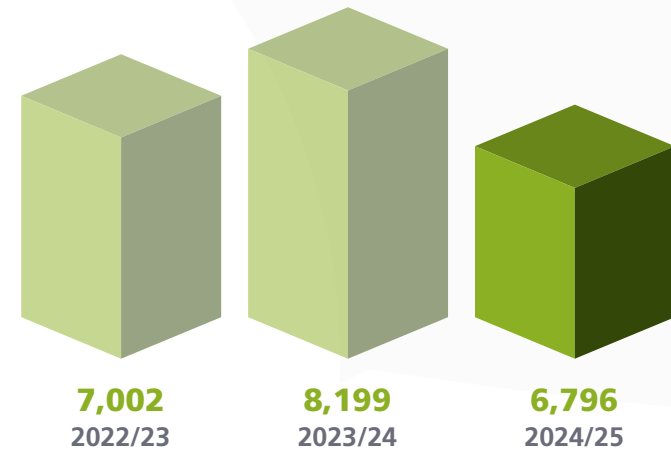


Supporting Wellbeing

Number of adults with improved mental health and wellbeing outcomes through Community Learning and Development activity:



Number of children and young people with improved mental health and wellbeing outcomes through Community Learning and Development activity:



2,026 adults and 6,796 children and young people improved their mental health and wellbeing through Community Learning and Development activities in the past year.

These outcomes reflect the value of safe, supportive learning environments where people can connect, grow, and feel empowered.



What This Means for You

Our learning spaces are more than buildings — they're places where people build brighter futures. Whether it's gaining confidence, improving wellbeing, or finding new purpose, these spaces are helping individuals and communities across Dumfries and Galloway.





This following section describes the **real-world impact** of Council actions on communities:

Inclusive Learning Environments

- Inclusive Play Parks were developed in 10 communities including Gretna, Canonbie, Whithorn, and Sanquhar, with £1.25M investment. These parks were co-designed with local groups and include accessible equipment and Changing Places Toilets.
- Dumfries High School redevelopment is underway, with the new 3G pitch already benefiting pupils and community sports teams.





Dumfries High School Redevelopment: Investing in the Future

- The £53 million redevelopment of Dumfries High School is one of the region's most ambitious education investments. Delivered in partnership with Hub South West and the Scottish Futures Trust, the project includes:
- A new 3G pitch (completed Jan 2025) now used by pupils and local sports teams.
- A state-of-the-art school building due for completion in April 2026.
- Landscaping and demolition of the old school by March 2027.

Impact on Communities:

- Pupils benefit from modern, inclusive learning environments that support academic and personal growth.
- Local sports clubs and community groups gain access to high-quality facilities.
- The project promotes health, wellbeing, and community engagement, while supporting sustainable development.

"This is more than a school — it's a hub for learning, sport, and community pride."





Inclusive Play Parks: Play for Every Child

- With £1.25 million from the Scottish Government's Play Park Renewal Fund, the Council is developing ten inclusive play parks across Dumfries and Galloway.
- In Gretna, a community-led transformation raised £210,000 for Central Avenue Play Park.
- The park includes inclusive swings, trampolines, climbing nets, and sensory equipment.
- Local volunteers, councillors, and funders worked together to bring the vision to life.

Impact on Communities:

- Children of all abilities can play, learn, and socialise in safe, inclusive spaces.
- Communities feel empowered and connected through collaborative action.
- The parks promote physical activity, wellbeing, and social inclusion.

"This project shows what's possible when communities and the Council work together."



HEALTH AND WELLBEING





Theme Overview: Health and Wellbeing – We Are Well

This theme focuses on enabling people in Dumfries and Galloway to live independent, healthy, and fulfilling lives. It encompasses prevention and early intervention, access to care and support, physical and mental wellbeing, tackling poverty and inequality, and ensuring access to safe, affordable housing.

We have 5 Strategic Outcomes in the Council Plan within the Health and Wellbeing Theme – these are:

- Prevention and early intervention assist people to have independent lives
- Access to personal support and care helps keep people safe
- People are active, resilient and improving their health and wellbeing
- Help is provided to tackle the causes and effects of poverty, inequality and increased cost of living
- People have access to high quality, affordable housing that supports their independence, prosperity and wellbeing

Life Expectancy

Dumfries and Galloway

Scotland

81.1yrs

80.8yrs

Female

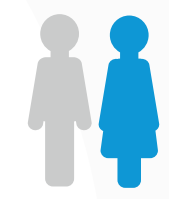
Female

77.4yrs

76.5yrs

Male

Male



24

Council Libraries



12

Council Leisure Facilities

Remains the same as 2023/24

17

Council Cultural Facilities (dgculture.co.uk)

Remains the same as 2023/24



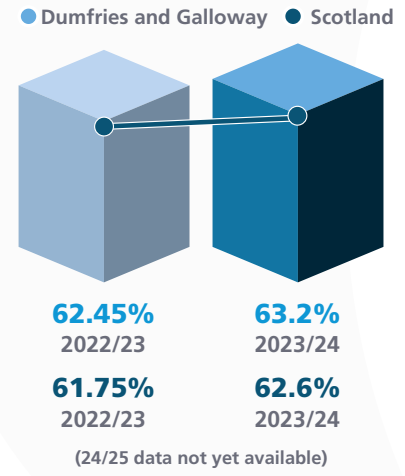


The tenth measure to help us understand the impact our work is having on the Health and Wellbeing theme is: People can explain the assistance given to live independently and be kept safe because of the personal support and care they are receiving.

Living Independently and Safely with Support

We want people in Dumfries and Galloway to live independently, safely, and with dignity — especially as they grow older or face health challenges. That’s why we focus on providing personal care, community-based support, and technology-enabled services that help people stay in their homes and maintain their wellbeing.

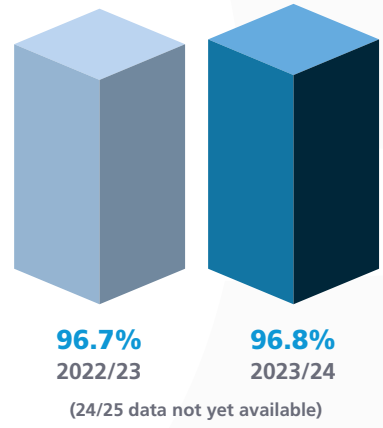
Percentage of people 65+ with long term care needs who are receiving personal care at home:



Support at Home

63.2% of people aged 65+ with long-term care needs are receiving personal care at home, above the national average of 62.6%.

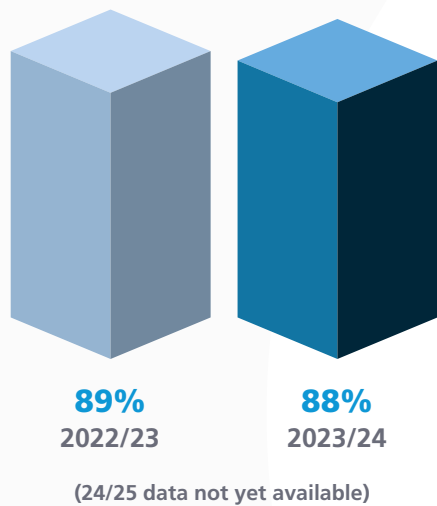
The percentage of population aged 65 or older in community settings (supported or unsupported):



96.8% of older adults are living in community settings, showing our commitment to supporting people outside of institutional care.



Proportion of last 6 months of life spent at home or in a community setting:



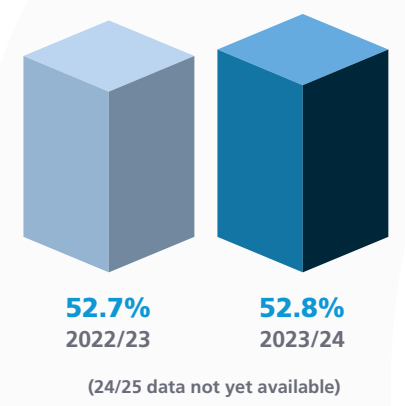
In the final months of life, 88% of people spent time at home or in a community setting, reflecting our focus on compassionate, person-centred care.





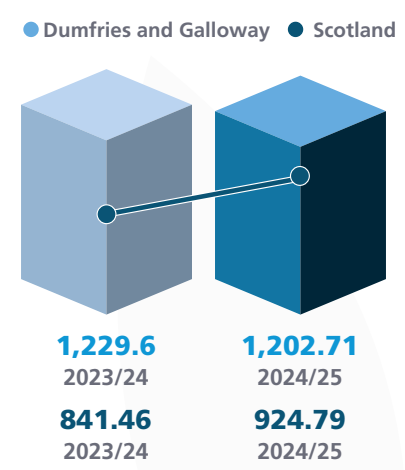
Technology and Timely Support

Adults accessing telecare as a percentage of the total number of adults supported to live at home:



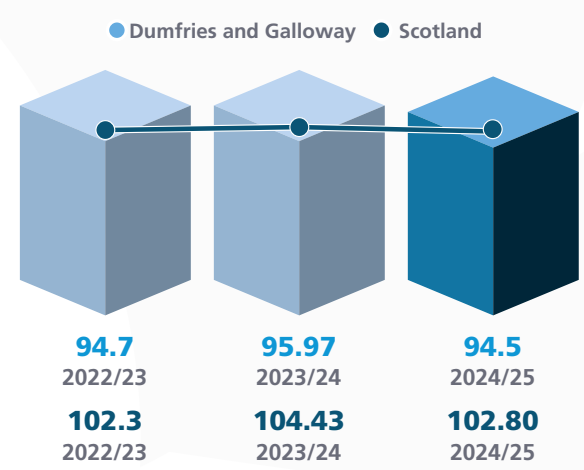
Over half of adults supported to live at home are using telecare, helping them stay safe and connected.

Number of days old people spend in hospital when they are ready to be discharged, per 1,000 (75+):



However, we know there's more to do. Older people in Dumfries and Galloway spend more time in hospital after being ready for discharge than the national average — 1,202 days per 1,000 people aged 75+, compared to 924 days nationally.

Rate of readmission to hospital within 28 days per 1,000 discharges:

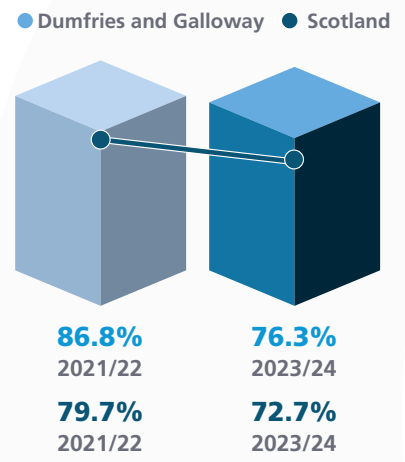


On a positive note, our hospital readmission rates are consistently lower than the Scottish average, showing that our support helps people stay well after discharge.



What People Are Telling Us

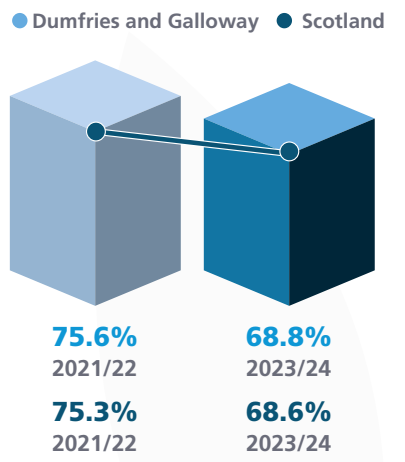
Percentage of adults supported at home who agreed they felt safe:



(24/25 data not yet available)

76.3% of adults supported at home said they felt safe, above the national average.

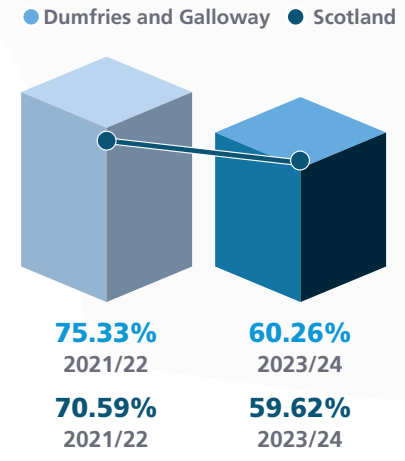
Total percentage of adults receiving any care or support who rated it as excellent or good:



(24/25 data not yet available)

68.8% rated their care or support as excellent or good, closely aligned with national figures.

Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided:



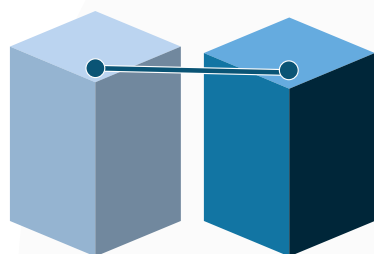
(24/25 data not yet available)

60.2% felt they had a say in how their care was provided.



Percentage of adults able to look after their health well or very well:

● Dumfries and Galloway ● Scotland



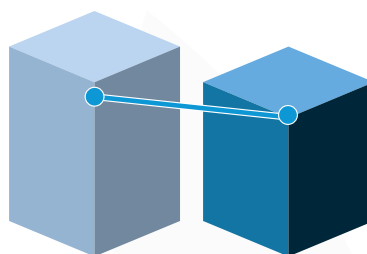
91.7%
2021/22
90.9%
2021/22
91.2%
2023/24
90.7%
2023/24

(24/25 data not yet available)

91.2% said they could look after their health well or very well, reflecting strong self-management and wellbeing.

Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life:

● Dumfries and Galloway ● Scotland



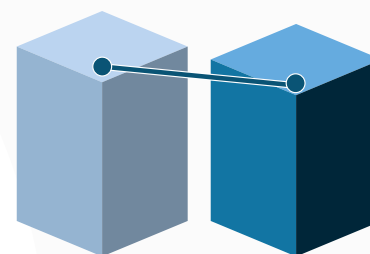
84.12%
2021/22
78.12%
2021/22
69.1%
2023/24
69.75%
2023/24

(24/25 data not yet available)

69.1% agreed that their support helped improve or maintain their quality of life.

Percentage of adults supported at home who agree that they are supported to live as independently as possible:

● Dumfries and Galloway ● Scotland



77.32%
2021/22
78.82%
2021/22
72.96%
2023/24
72.39%
2023/24

(24/25 data not yet available)

73% felt they were supported to live as independently as possible, slightly above the national average.

What This Means for You

These figures show that most people receiving care in Dumfries and Galloway feel safe, supported, and able to live independently.



This following section describes the **real-world impact** of Council actions on communities:

Health and Wellbeing in Dumfries and Galloway: Making a Real Difference

Over the past two years, Dumfries and Galloway Council has made strides in improving the health and wellbeing of local people — helping individuals and families live happier, healthier, and more independent lives.

At the heart of this work is a commitment to prevention and early intervention, ensuring that support reaches people before problems escalate. Through the Council’s Single Access Point, thousands of residents have been able to quickly access the help they need — from care at home to safeguarding services — with over 102,000 calls handled last year alone.

Supporting Independence and Safety



2.49 million hours of care at home were delivered in 2023/24, helping older and vulnerable residents stay safe and independent.



More than 3,500 people were supported to remain safely in their homes through technology-enabled care.



The Small Repairs and Home Support Service and Food Train at Home have provided practical help — from fixing lights to delivering meals — with feedback from residents who say these services are “essential” and “life-changing.”



Active Lives Pathway – Supporting Health and Independence

Launched in November 2023, the Active Lives Pathway is a pioneering partnership between the Council and the Health and Social Care Partnership. It provides a single referral route for adults who are physically inactive or living with health conditions.

Since launch:

- Over 1,500 patients have been referred.
- 60+ weekly community classes established.
- 47% of referrals are aged 65+, supporting our ageing population.
- 13% of referrals are from the most deprived communities.

The programme removes cost barriers, promotes inclusion, and delivers a £6.74 return on investment for every £1 spent. It's helping people live healthier, happier lives while reducing demand on health services.





The eleventh measure to help us understand the impact of the Health and Wellbeing theme is: People can describe how they are helping tackle the causes of inequality and affordable housing for citizens.

Tackling Inequality and Supporting Access to Housing

We're working hard to make sure everyone in Dumfries and Galloway can access the support they need — whether it's help with housing, financial advice, or preventing homelessness. Our aim is to reduce inequality and ensure people have safe, affordable places to live.

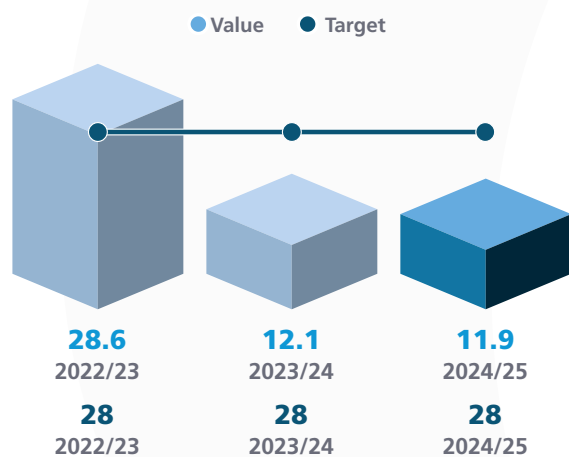




Fast and Fair Financial Support

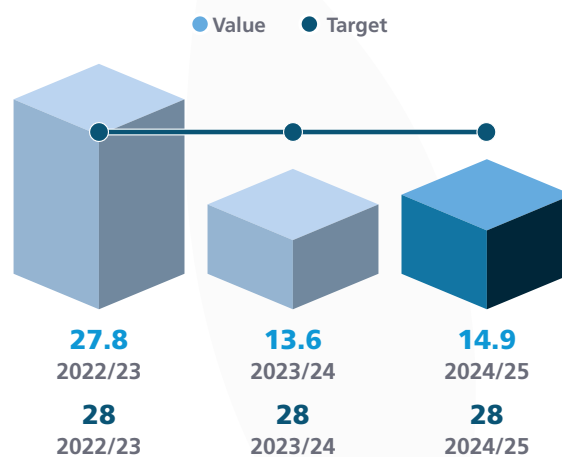
We've significantly improved how quickly we process Housing Benefit and Council Tax Reduction claims:

Number of days to process Housing Benefit (New claims):



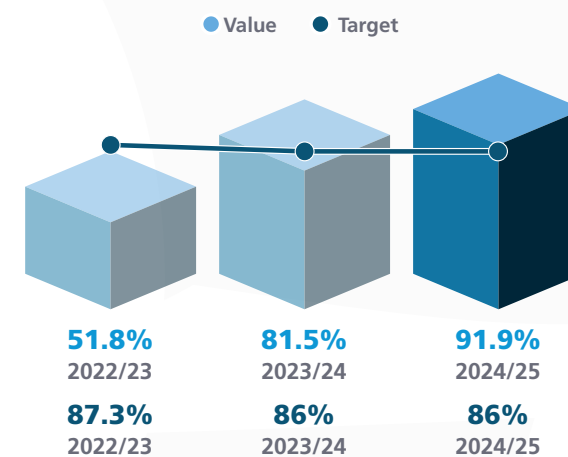
Housing Benefit claims now take just 11.9 days, down from 28.6 days two years ago.

Number of days to process Council Tax Reduction (new claims):



Council Tax Reduction claims are processed in 14.9 days, nearly half the time it took in 2022/23.

Percentage of Community Grant Decisions within 15 days:

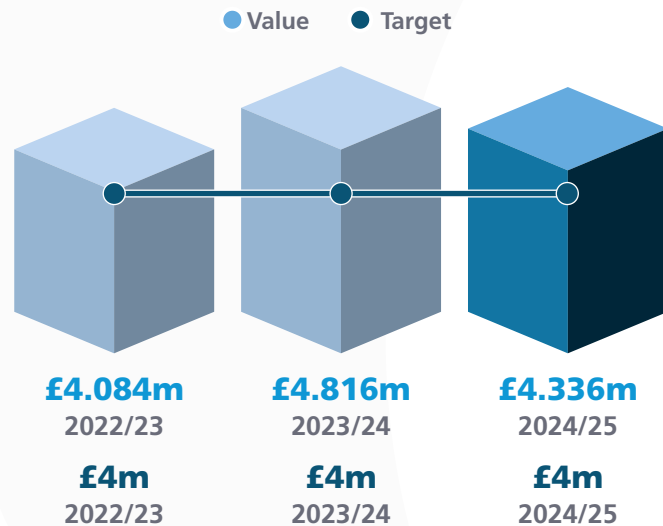


We've also improved how quickly we make Community Grant decisions, with 91.9% made within 15 days — up from just 51.8% two years ago.



Helping Older People Maximise Their Income

Value of additional benefits identified through Financial Inclusion Advice income maximisation services which will focus on pension age benefits only:



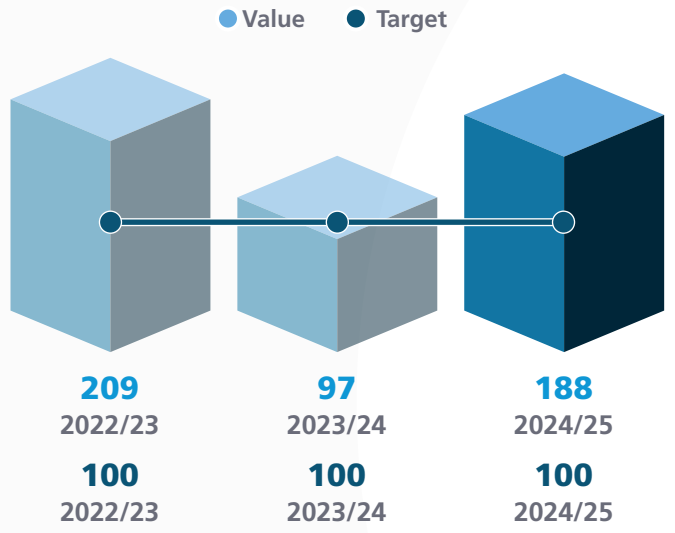
Our Financial Inclusion Advice service helped older residents identify over £4.3 million in additional benefits last year — easing financial pressure and improving quality of life.





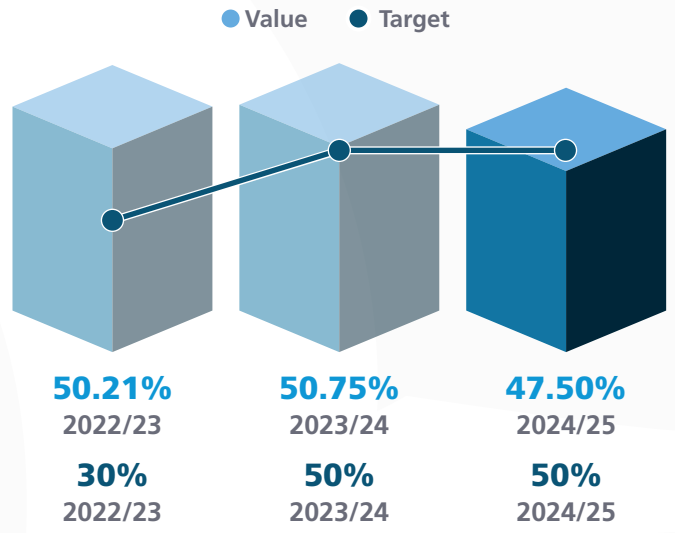
Preventing Homelessness and Supporting Tenancies

Number of successful interventions on tenancy evictions which prevent homelessness:



We successfully intervened in 188 cases to prevent tenancy evictions — nearly double the target.

Homeless households who have been permanently rehoused as a percentage of all social rented lets:



47.5% of all social rented homes were allocated to people who had experienced homelessness, showing our commitment to providing permanent housing solutions.



This following section describes the **real-world impact** of Council actions on communities:

Tackling Poverty and Inequality

- The Council extended free school meals and school clothing grants, supporting thousands of children.
- Through the Cost-of-Living Programme, over 1,900 fuel vouchers were issued, and 3,500 warm clothing items were distributed at community events.
- The Council's Summer of Play programme reached over 10,000 children and young people, offering free activities that helped families during the holidays.

Investing in Housing and Community Wellbeing

- The Council supported the delivery of affordable housing, regeneration projects, and energy efficiency improvements — including solid wall insulation for over 200 homes, saving households an average of £2,196 annually.
- The Housing First for Youth model is being tested to better support care-experienced young people.
- The Lochside Masterplan and other regeneration efforts are creating healthier, more vibrant communities.





Fruit and Vegetable Awareness – Tackling Inequality Through Nutrition

In schools with high free meal uptake, the Council’s Catering Services launched a hands-on initiative to raise awareness of fruit and vegetables among children aged 7–9.

Children:

- Learn to identify, prepare, and taste a wide range of produce
- Use sensory and motor skills in fun, educational sessions
- Share leftovers with peers or take them home to families

This initiative is helping children in deprived areas develop healthier habits and build confidence around food. It’s also strengthening links between schools, families, and local suppliers.





One Council Approach to Housing – Leading with Innovation

Following the declaration of a housing emergency in June 2024, the Council adopted a bold, collaborative approach to housing across all tenures. Highlights include:

- £40M investment in 300+ homes in Lochside, Dumfries
- £1M Town Centre Living Fund supporting regeneration and affordable housing
- Support for 600+ New Scots, including renovation of 20 homes
- Upgrades to Gypsy Traveller sites and reuse of vacant properties
- Approval of a new Local Housing Strategy 2025–2030 and Local Development Plan 3

This work earned the Council the Municipal Journal Achievement Award 2025 for Innovation in Housing, showcasing Dumfries and Galloway as a national leader in community-driven housing solutions.





Summer of Play – Wellbeing for Children and Families

In 2023, over **10,000 children and young people** took part in free summer activities funded by the Council and Scottish Government. Programmes were delivered by 30 third sector organisations and 6 Council services, targeting:

- Lone parent families (27%)
- Families with disabled members (25%)
- Larger families (20%)

The initiative promoted wellbeing, inclusion, and community engagement — and gave children a summer to remember.





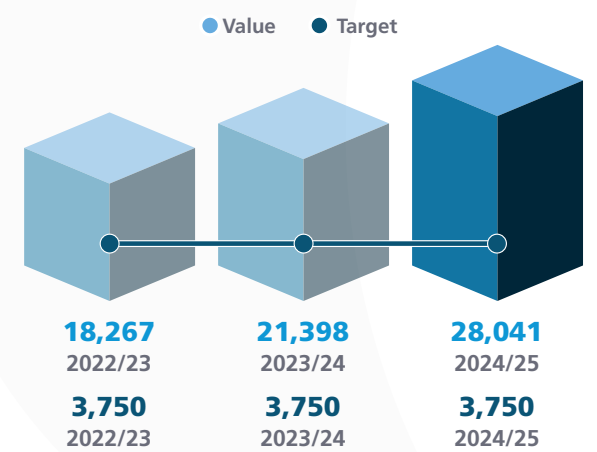
The final measure to help us understand the impact of the Health and Wellbeing theme is: people can give examples of how their health and wellbeing has been improved.

Improving Health and Wellbeing Through Physical Activity

We know that being active is one of the best ways to improve physical and mental health. That’s why we’ve made it easier for people of all ages and abilities to take part in community-based physical activity across Dumfries and Galloway.

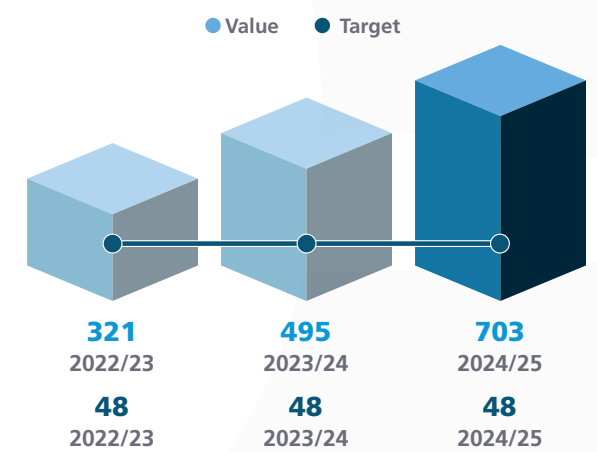
More People, More Opportunities

Number of participants attending Community based physical activity opportunities for adults:



Over 28,000 adults took part in community-based physical activity sessions in 2024/25 — a huge increase from 18,267 just two years ago, and far exceeding our annual target of 3,750.

Number of adult participants referred to council physical activity sessions through social prescribing by NHS partners:

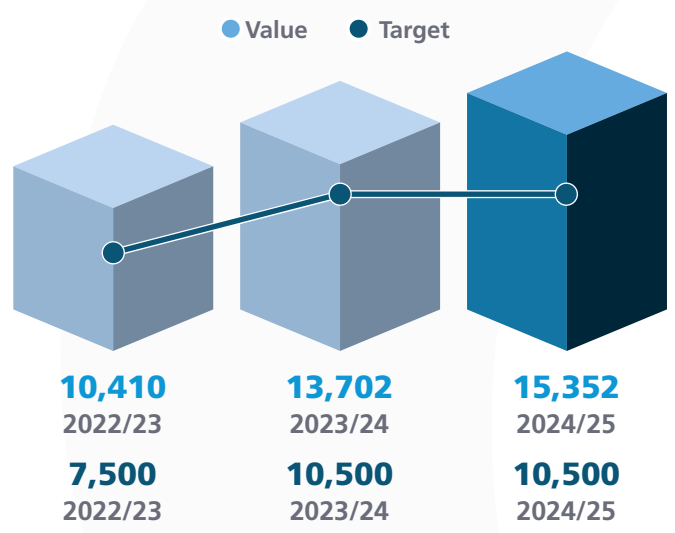


703 adults were referred to Council-run physical activity sessions through social prescribing by NHS partners — showing how health services and local programmes are working together to support wellbeing.



Inclusive and Supportive Activities

Number of participants on sessions for those with a disability/additional support needs:



We delivered sessions for over 15,000 participants with disabilities or additional support needs, ensuring that everyone has the opportunity to be active in a way that suits them.





These inclusive programmes are helping people build confidence, improve mobility, reduce isolation, and feel part of their community.

This following section describes the **real-world impact** of Council actions on communities:

Promoting Mental Health and Resilience

- Over 4,200 adults and children reported improved wellbeing through lifelong learning activities.
- The Council's Youth Information in Schools project placed dedicated workers in every secondary school, offering low-level psychological support and group programmes.
- A new Active Lives Pathway, developed with NHS partners, has already supported over 400 people to become more physically active — with activities ranging from gentle movement to walking netball.





Welfare and Housing Options Team – Preventing Homelessness

This small team of four has made a big impact. Working across services, they've helped 197 households avoid eviction, saving costs on temporary accommodation and reducing stress for vulnerable residents.

- 742 customers supported in the last two years
- £675K in additional income secured through benefits and discretionary funds
- £568K in Council Tax debt identified and addressed

Their work has been mainstreamed as part of the Council's homelessness response, recognising its vital role in prevention and early intervention.





Golden Games and Gentle Movement – Active Ageing in Action

The Council's Golden Games and gentle movement classes are helping older adults stay active and independent. Delivered in care homes and community settings, these programmes support functional fitness and social connection.

Participants shared:

"My balance is getting better. I had two walking sticks before coming, now I'm down to one."

"I forget the pain when I'm doing the class."

"Movement and mindfulness help me focus on something other than pain."

These activities are improving mobility, mental health, and quality of life — and reducing repeat hospital visits.





ECONOMY WE ARE STRONG



Measures

Measure 1: People* can give examples of **investment** in new and existing industries and businesses which bring valuable new jobs to D&G, helping everyone develop new **skills** and earn **higher wages**.

Measure 2: People* can give examples of **new jobs** in farming, fishing, forestry, food and drink, which have drawn more people to live and work here and strengthened our **rural communities and places***

*does this mean towns, villages or something else

*example industries, this requires validation.

Measure 3: People* can describe how we protect our land and green spaces from **pollution and flooding** and create the **best environment for agriculture/ farming** to flourish, and for people to live and work .

*by « people » we mean elected members, officers and citizens/ customers of the Council

Council Plan Strategic Outcomes

There is a diversified and growing local economy that benefits all.

Our workforce and their skills base are growing. **Measures 1,2**

Rural communities and places are vibrant and thriving. **Measures 2,3,6**

Enhancing the region's natural capital benefits local communities and businesses. **Measures 2,3**

Businesses are supported to start and grow. **Measures 1,2**

Investment in the region benefits communities and the local economy. **Measures 2,3**

Measuring Impact

Quantitative Measures

- Value of Inward Investment opportunities secured
- Value of investment in Net Zero opportunities
- Value of investment in Natural Capital opportunities
- Investment in Economic Development and Tourism per 1,000 population
- Immediate available employment land as a % of total land allocated for employment purposes
- Proportion of increase in client turnover from community, green and inclusive enterprises
- Private Sector Business Sites
- Number of business gateway start-ups per 10,000 population
- Percentage of young people who start-up businesses
- Percentage of new business starts with female ownership
- Quarterly business creations and closures per 10,000 adults
- Business Survival Rate (3 Year)

- Proportion of people earning less than the living wage
- Percentage of unemployed people assisted to work from Council programmes
- Claimant Count as a percentage of working age population
- Payrolled Employment
- Residence-based Employment by Industry sector
- Residence-based Employment by Occupation
- Job Postings by Industry Sector
- Job Postings by Occupation category
- Number of Planned Jobs from completed inward investment projects
- Number of jobs supported (created, safeguarded or transitioned)

- Street Cleanliness score
- Proportion of adults satisfied with street cleaning
- Proportion of total household waste arising that is recycled
- Percentage of adults satisfied with refuse collection
- Proportion of adults satisfied with parks and open spaces
- Number of farms checked to ensure legal compliance in their trading activities
- The percentage of failed water samples followed up

Qualitative Measures

We will bring performance information to life rather than it only being about stated facts and figures through the introduction of short video clips where managers of services describe what they do and how the work of their teams delivers benefits to the citizens of Dumfries and Galloway.

In addition to these short video clips lived experience examples and case studies will be developed to demonstrate impact of what we do.



TRAVEL, CONNECTIVITY
AND INFRASTRUCTURE
**WE ARE
CONNECTED**



Measures

Measure 4: People* can explain how we **connect** to all our citizens, our communities and our Council via strong **digital** networks.

Measure 5: People* can describe how we **connect** all our people and communities via strong **physical** networks: our roads, walking and cycle paths.

Measure 6: People* can give examples of our Council's focus on what our customers tell us, which helps us make decisions and ensure our outcomes meet their expectations.

*by « people » we mean elected members, officers and citizens/customers of the Council

**Council Plan
Strategic Outcomes**

Roads, paths, cycling and walking networks in the region are improved. **Measure 5**

Communities are protected from the impact of floods. **Measure 3**

Sustainable travel in the region contributes to net zero². **Measure 5**

The Council is a low carbon organization. **Measures 4,5**

People have access to services that are modern, efficient and responsive. **Measures 4,5,6**

Digital connectivity supports thriving rural communities. **Measure 4**

Measuring Impact

Quantitative Measures

- Proportion of properties receiving Superfast Broadband
 - Percentage of Premises able to access Superfast Fibre Broadband
 - Percentage of NEC new, renewal and replacement applications made online via GetyourNEC.scot
 - Percentage of new library members who apply online
 - Percentage of library resources borrowed online
 - Total subscriber profiles on GovDelivery
 - Facebook followers of corporate Facebook page
 - Twitter (X) followers to corporate Twitter page
 - Website page views (to corporate website)
-
- Percentage of A class roads considered for maintenance treatment
 - Percentage of B class roads considered for maintenance treatment
 - Percentage of C class roads considered for maintenance treatment
 - Percentage of unclassified roads considered for maintenance treatment
 - Main mode of travel - Walking
 - Main mode of travel - Bicycle
 - Main mode of travel - bus
 - Frequency of walking in previous 7 days
 - Adults (16+) – who used a local bus service in the past month agreed buses are on time
 - Adults (16+) – who used a local bus service in the past month agreed buses are environmentally friendly
 - Adults (16+) – who used a local bus service in the past month agreed finding out about routes and times is easy
 - Adults (16+) – who used local bus services in previous month 2 or 3 times a week
 - CO2 emissions area per capita
-
- Customer satisfaction with pavements and footpaths
 - Customer satisfaction with respect to the condition of cycle routes/lanes
 - Customer satisfaction safety on the roads
 - Customer satisfaction street lighting
 - Customer satisfaction with respect to the condition of road surfaces
 - Adults' views on satisfaction with public transport in the previous month

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EDUCATION AND LEARNING WE ARE EDUCATED



Measures

Measure 7: Our children and young people can explain how they are encouraged to learn and be all they can be, and how we help them become fulfilled and successful adults in our communities.

Measure 8: Adults in Dumfries and Galloway can describe how they continue to learn throughout their lives, so they build skills and confidence for themselves, their families and communities.

Measure 9: People* can describe how and why we take pride in providing learning spaces for everyone and their communities.

*by « people » we mean elected members, officers and citizens/ customers of the Council

Council Plan Strategic Outcomes

Places of learning are inclusive, sustainable and meet the needs of local communities **Measure 9,6**

We get it right for every child. **Measure 7,6**

Children, young people and adults transition successfully through all life stages. **Measure 7**

Young people and adults succeed in what they want to achieve. **Measure 7,8,9**

Participation in creativity and play is part of early and lifelong learning experiences. **Measure 7,8,9**

Local people can build their skills and confidence. **Measure 7,8,9**

Measuring Impact

Quantitative Measures

- Literacy Attainment Gap (P1,4,7 Combined)
 - Numeracy Attainment Gap (P1,4,7 Combined)
 - Proportion of children meeting development milestones
 - Literacy and Numeracy @ National 4 for school leavers
 - Literacy and Numeracy @ National 5 for school leavers
 - Proportion of adults satisfied with local schools
 - Proportion of pupils entering positive destinations
 - Participation Rate for 16-19 year olds
 - Modern Apprenticeship achievements as a percentage of all leavers in Dumfries and Galloway
-
- Number of non school facilities providing adult learning
 - Number of online digital classes per year for adult learners
 - Number of adults engaged in lifelong learning activity
 - Number of adults engaged in Community Learning and Development activity.
 - Number of adults completing a nationally accredited award
 - Number of adults engaged in family learning through Community Learning and Development activity
 - Number of adults and young people taking part in influence and engagement activity through CLD – (including community planning / participatory budgeting / local and national consultations / co-production and influencing service design).
 - Number of adults and young people reached and engaged with through one off promotional events / drop-ins / community events / engagements / etc
-
- Number of children, young person and adults supported to improve their life chances through participation in lifelong learning
 - Percentage of young people and adults who report an improvement in their confidence, skills, individual, family, community or working life following participation in lifelong learning activities
 - Number of adults with improved mental health and wellbeing outcomes through Community Learning and Development activity
 - Number of children and young people with improved mental health and wellbeing outcomes through Community Learning and Development activity

Qualitative Measures

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HEALTH AND WELLBEING WE ARE HEALTHY



Measures

Measure 10: People* can explain the assistance given to live independently and be kept safe because of the personal support and care they are receiving.

Measure 11: People* can describe how they are helping tackle the causes of inequality and affordable housing for citizens.

Measure 12: People* can give examples of how their health and wellbeing has been improved.

*by « people » we mean elected members, officers and citizens/customers of the Council

Council Plan Strategic Outcomes

Prevention and early intervention assist people to have independent lives **Measure 10,12**

Access to personal support and care helps keep people safe. **Measure 10**

People are active, resilient and improving their health and wellbeing. **Measure 12**

Help is provided to tackle the causes and effects of poverty, inequality and increased cost of living. **Measure 11**

People have access to high quality, affordable housing that supports their independence. **Measure 11**

Measuring Impact

Quantitative Measures

- Percentage of people 65+ with long term care needs who are receiving personal care at home
 - The percentage of population aged 65 or older in community settings (supported or unsupported)
 - Proportion of last 6 months of life spent at home or in a community setting
 - Adults accessing telecare as a percentage of the total number of adults supported to live at home
 - Number of days people spend in hospital when they are ready to be discharged, per 1,000 (75+)
 - Rate of readmission to hospital within 28 days per 1,000 discharges
-
- Percentage of adults supported at home who agreed they felt safe
 - Total percentage of adults receiving any care or support who rated it as excellent or good
 - Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided
 - Percentage of adults able to look after their health well or very well
 - Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life
 - Percentage of adults supported at home who agree that they are supported to live as independently as possible
-
- Number of participants attending Community based physical activity opportunities for adults
 - Number of adult participants referred to council physical activity sessions through social prescribing by NHS Partners
 - Number of participants on sessions for those with a disability/additional support needs
-
- Number of days to process Housing Benefit (New Claims)
 - Number of days to process Council Tax Reduction (new claims)
 - Percentage of Community Care Grant Decisions within 15 days
 - Value of additional benefits identified through Financial Inclusion Advice income maximisation services which will focus on pension age benefits only
-
- Number of successful interventions on tenancy evictions which prevent homelessness
 - Homeless households who have been permanently rehoused as a percentage of all social rented lets

Qualitative Measures

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Photo: Clatteringshaws Loch