

THE CADISPA TRUST



LANGHOLM AND ESKDALE COMMUNITY PLANNING APPRAISAL 2013



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better health, support and care services for older people

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We would also like to thank:

- The Executive Steering Group
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- Langholm Primary School
- Canonbie Primary School
- Langholm Academy
- Xcel Youth Project

Maps

Map of Community Council Boundaries: Eskdalemuir, Langholm, Ewes and Westerkirk, Canonbie and District; Dumfries and Galloway Council permission of Dumfries and Galloway Council.

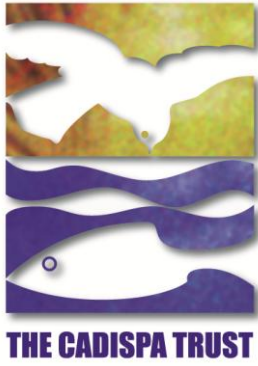
Local Map Area – courtesy of The Langholm Initiative.

Images

Our thanks to The Langholm Initiative for their permission to use the images contained in report, with the exception of The Hub at Eskdalemuir which was sourced from the Upper Eskdale Development Group website <http://eskdalemuir.btck.co.uk>

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EXECUTIVE SUMMARY

This study was carried out by The CADISPA Trust (Conservation and Development in Sparsely Populated areas) during the summer/autumn of 2012.

The aim of this study was to enable local people to express their views on life in Langholm and Eskdale, what their hopes and concerns were for the future, what development they would like to see and just as important, where they do not wish to see development. The priorities that emerged from this research will help create a community development plan upon which sensitive future development can be built.

A questionnaire was the main research tool used to capture the views and opinions of local people. 271 questionnaire returns were received. The framework used for the study was a 'sustainable community' as defined by the Egan Review (2004). The questionnaire was designed in conjunction with the project steering group which was made up of representatives of local organisations and individual members of the community and based upon CADISPA's experience of conducting a substantial number of similar studies in other rural locations across Scotland. We supplemented the questionnaire by carrying out twenty-two focus groups on specific issues such as health and transport with a broad range of local groups. The field research took place in between June and October 2013.

The key recommendations of the study are as follows:-

- That each community (or group of communities) develop, or continues to develop, an appropriately constituted organisation such as a community development trust which can take the issues identified in this report forward.
- That representatives from the communities of Langholm and Eskdale come together to discuss the possibility of establishing an organisation or network which will address issues identified in this report, respond to changes in local and national government policy and support local communities, groups and organisations to become more self sustaining.
- That each organisation ensures that a wider range of public representation amongst its members by addressing any perceived barriers that exist within each community.
- That organisations develop so that local people can effectively engage in the political process and take significant responsibility for quality of local life, the creation of local opportunity and jobs.
- That organisations consider their role in creating and supporting the development of job opportunities in the local area and examine successful models such as those adopted by community development trusts in Renton, Mull and Sleat, and develop strategic alliance with these areas to increase knowledge and effectiveness.
- That organisations consider ways to significantly improve education, training and learning opportunities, including the possibility of providing these services themselves in partnership with other providers.

- That organisations continue to engage in formal discussions with Dumfries and Galloway Council and NHS about budget savings and the re-balancing of service provision, to ensure opportunities for local service delivery are explored and understood and the community's needs are best protected.
- That access to health services continues to be improved by providing more services locally.
- That organisations continue to work with the NHS, Dumfries and Galloway Council, and other local service providers, to research, understand and begin to develop the services to meet the needs of the local population as it ages.
- That local organisations continue to work with service providers to ensure that accessible support services are available to those mental health issues, disabilities, caring roles etc.
- That local organisations continue to work with the providers such as the NHS to ensure that information about local services, consultations etc., are easily accessible.
- That local organisations continue to work with service providers across the region to ensure that the staff, policymakers and others understand the experience of local service users and advocate on their behalf.
- That local organisations investigate possible models for the provision of residential and respite care which give them greater control of these services.
- That the communities continue to develop close links with the Buccleuch Estate in an effort to foster a progressive, equal and mutually beneficial relationship which allows them to work together in the re-development of the area.
- That each community develops a strategy, shaped by local people, for marketing the local area as a 'destination', and providing the amenities to make that a reality. That a strategy for the development of Langholm and Eskdale as a tourist 'destination' is developed in consultation with local people.
- That access to public transport is improved through changes to timetabling and available routes in line with the needs of local people.
- That innovative solutions for local transport difficulties continue to be developed, which includes the possibility of setting up an area wide community transport scheme.
- That organisations take up the issues of road maintenance and safety with Dumfries and Galloway Council and the road authorities as a matter of urgency.
- That the safety issues and damage to roads caused by heavy vehicles is investigated and addressed.
- That organisations make the provision of sheltered, affordable and family housing a priority.

- That organisations consider the provision of a new or improved multi-purpose sports facility in the area.
- That investigations into renewable energy projects, to create income streams for the community, are investigated.
- That opportunities for recycling projects are investigated.

The following issues emerged as priorities in each of the three study areas:

Langholm

- That the community review the role of existing community organisations and researches the options for developing an organisation that could take forward the recommendations of this study.
- The new organisation is tasked with delivering a five year local action plan in line with the recommendations of this study.
- That the community work with relevant agencies to ensure that the Dalarran care home will remain open until a suitable care facility is developed.
- That greater clarity over the future of the Townfoot site and other issues relating to the potential development of a new care home is established
- That any new community organisation urgently researches the potential models for the development of a new residential care home including building a community owned facility.
- That any new organisation continues to develop a process or group which encourages democratic and accountable development of local health services, and that information on health services is centrally gathered and well disseminated.
- That any new organisation establishes closer links with local care providers.
- That any new community organisation works with the High Street traders group and others, to develop a strategy for the regeneration of the high street.
- That the potential for traffic calming measures and reducing the number of heavy vehicles on the main roads are investigated.
- That the provision of new housing in the area is investigated in particular sheltered and affordable housing.
- That facilities for young families including parks, places to eat, places to hold events etc, are improved.
- That any new community organisation work with young adults to continue to develop the town's social and cultural opportunities for this age group, and facilitate them becoming involved in community organisations.

Canonbie

- The community researches the option of setting up a new, constituted, community organisation as a matter of urgency.
- The new organisation is tasked with delivering a five year local action plan in line with the recommendations of this study.
- That the new organisation considers commissioning or carrying out further research into to the needs of the local community.
- That the concerns of local people about the potential closure of the Cross Keys hotel and the post office are immediately recognised and addressed.
- That the future of basic amenities such as the hotel and post office is central to the strategic development of Canonbie.
- That closer links are established between local businesses and the community.
- Any newly constituted organisation would seek formal discussion with the Buccleuch estate with a view to potentially working in partnership to develop the area.
- That the community immediately reviews the level of provision of social and cultural opportunities for younger age groups and develops new groups and events.
- That perceived divisions in the community, in particular those related to the community council, are urgently addressed.

Eskdalemuir

- That the community reviews the level of provision of social and cultural opportunities for younger age groups, and develops new groups and events.
- That perceived divisions in the community are addressed.

At the time of this research, the Upper Eskdalemuir Development Group (UEDG) were working with consultants on research relating to the development of a proposed community hub, therefore we were unable to carry out focus groups in the area. The research carried out by UEDG has provided them with a broad understanding of local needs.

Strategy for Development Agenda

The development needs and levels of Canonbie, Eskdalemuir and Langholm are all very different although a number of over-arching issues have emerged from the research including employment, residential care, transport and housing. However, the findings of this report which has gathered, analysed and examined the concerns, needs and hopes of local people should provide a basis for a (or feed into an existing) development strategy for positive and sensitive change for each community. Local people should lead on development seeking external advice and support where necessary, and thereby be able to resist unwanted or inappropriate proposals which may work against the priorities of local people.

This study has identified a number of issues that are of concern to people living in Langholm and Eskdale. The purpose of the CADISPA study was to clarify those issues for local people in order to prioritise what is needed and to develop an action agenda accordingly. Underpinning this work is the recognition that much of what is specified here will necessarily have to be driven by local people. Inevitably, this will be a new role for some people to play, and they may come to this a little reluctantly and perhaps with a limited understanding of how to engage with these issues in a way that will bring success and new life to the area.

CADISPA would be delighted to help with the journey ahead should local people feel that this would be acceptable.

During the process of gathering data and subsequently producing this report, a number of developments have taken place within the area. Therefore, some issues mentioned hereafter have been subject to change however, we have made every effort during the drafting process to update the information.

The Study Area

Overview

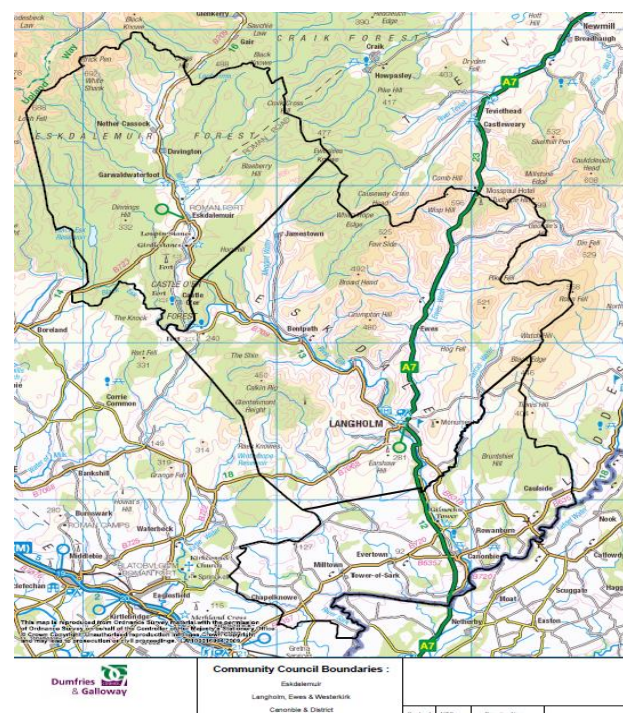
The study area covers the diverse communities of Langholm, Canonbie, Eskdalemuir, along with a vast swathe of countryside which forms part of the Scottish Southern Uplands. Langholm, at the centre of the study area, is located to the extreme south east of the Dumfries and Galloway Region, approximately eight miles north of the border with England. Figure 1 shows our broad geographical location.

The study area has been defined by the boundaries of the local Community Councils which both simplifies the processes of gathering information and consultation and maximises the impact of the study's potential influence on policy development with local agencies in the future. A general map of the area (fig 1) and a map of the survey area can be seen below (fig 2).

One of the distinct features of the area is that it comprises three distinct communities – Langholm town and its surrounds; Canonbie (along with surrounding villages – Claygate, Hollows, and Rowanburn) and Eskdalemuir and the Upper Esk Valley. These communities all have features in common but in many respects have very distinct identities, both physically and economically.



Figure 1 – General location



*Figure 2 – Detailed study area,
Community Council Boundaries*

The Environment

The area is largely rural in character. The landscape is punctuated only by the small towns and villages described above, plus numerous hamlets and individual farms and dwellings.

There are three distinct landscapes within the area:

- Upland moors, rising to over 500 metres, characterised by managed heather moorland.
- River valleys, primarily the river Esk (on which all three of the major communities sit), but also including Wauchopewater and Eweswater. All these rivers converge in Langholm Town to form the Border Esk which ultimately flows into the Solway Firth some 30 miles south-west of the area.
- Extensive conifer forestry plantations, particularly in the upper Esk Valley, seeded initially in the early 20th century and composed largely of pine and spruce. These plantations are still used for commercial timber production today.

The Communities

Langholm and its Surrounds

The town of Langholm sits in the Esk Valley at the junction of three rivers (The Esk, Wauchopewater and Eweswater). The town grew from a small farming community in the 18th century into a town of some 4,000 people as a result of a boom in textile manufacturing. The population has now declined to a current level of around 2,500 including outlying communities.

Four hills surround the town, the highest being Whita Hill which, standing at 325 metres and topped by the imposing Obelisk of the Malcolm Memorial, dominates the view for miles around. Nestling in the hills, the town is picturesque, with its traditional character, three rivers, and its many bridges - some twelve within a one mile radius of the town centre. The oldest of these is Skippers' Bridge, first built in 1693.

Geographically, the town is divided into two halves by the River Esk. These two areas are locally known as 'Old' and 'New' Langholm.

Old Langholm, to the east of the River comprises the High Street and the majority of services for the town. To the south of Old Langholm are most of the original mill buildings, containing much of the remaining industry in the town, alongside areas of mixed housing including 18th century workers' cottages, mid 20th-century social housing and, primarily on the far eastern side of town, 'Whitaside', areas of high-quality and high-value properties.

New Langholm, to the west of the river, comprises mainly residential areas of mixed age. The area closest to the river is traditional mill terraces, interspersed with some remaining industrial buildings. Heading further west along the Eskdalemuir road, Meikleholmside is the site of a development of around one hundred and twenty homes built to cope with increasing housing demand during the mid 20th century. At the north end of town, the Castleholm and Kilngreen (respectively a large area of public open space and a combined car park and public facility) form a major local amenity and a popular attraction for visitors.



Langholm, River Esk

The town is complemented by several outlying hamlets, notably Ewes and Westerkirk, all of which have populations of fewer than 100 people. Traditionally, these are agricultural communities and the villages and hamlets are characterised by a number of retired residents, creative businesses, and holiday properties.

Canonbie

Canonbie is a settlement of around 500 people situated five miles to the south-east of Langholm. The area has a long history as an agricultural community but grew into the settlement of today primarily around the mining of coal and iron ore which first started around 1620 and with intermittent pauses continued until 1922. Since the decline of mining industries, life within the area has been dominated by agriculture and forestry, with the village also serving as a commuter town for workers in Langholm, Carlisle and Gretna.



Canonbie

With the high quality of the local environment, the area is also a destination for visitors, particularly anglers, who come regularly to the area to fish on the Border Esk.

The area is historically significant as the centre of the 'Debatable lands' - the border between England and Scotland which was fought over for 300 years whilst the 'Border Rievers' held sway. Gilnockie Tower - a martell tower from this era - still remains as a prominent local landmark and visitor attraction.

Canonbie and its surrounding villages and hamlets are quiet rural settlements with a strong sense of neighbourliness and community and a far broader range of social activities than might be expected from a small settlement. The sense of community, combined with the high quality of the local environment, makes the

area a popular retirement destination for people from around Scotland and England.

Eskdalemuir

Eskdalemuir, meaning 'moor of the valley of the River Esk', is over 13 miles long and 9 miles wide and occupies an area of nearly 43,000 acres, of which 236 acres are water. The elevation, weather patterns and soil type mean that the land is unproductive and categorised as 'severely disadvantaged'. As a result, land-based farming and forestry activities are concentrated in hill livestock farming, with sheep and some cattle but predominately forestry and significant conifer plantations over large areas.



The Hub, Eskdalemuir

These primary activities, especially farming, now employ fewer people as traditional hill farms are unable to support the same number of staff, and livelihoods have to be sought elsewhere, either by out-migration or supplemented by off-holding occupations. The average age of farmers continues to rise (currently 59 years). This is even more pronounced in hill farming where holdings are very traditional, family-based and farmers continue to work into old age.

To many, Eskdalemuir is well known because of the Buddhist monastery, Samye Ling (Europe's first and largest Tibetan Monastery), and its weather station. In particular, it is known for its record for the highest rainfall in a thirty minute period, 80mm or 3.14 inches, measured in 1952. Samye Ling's grew from an original Trust formed in 1965 and now attracts an estimated 25,000 to 30,000 visitors each year. The area is rich in archaeological remains including stone circles, a bank barrow, a Roman fort, roads and later dark-ages forts. As well as being a picturesque place to live and work, Eskdalemuir is popular with visitors for bird-watching, cycling, walking and sight-seeing.

The Past

The area has a rich and diverse history, stretching back to Neolithic times. There is plentiful evidence of stone and bronze-age civilisations, a key example being the stone circles and cup-and-ring markers located around Eskdalemuir. Later, the area became one of the most northerly outposts of the Roman Empire with a line of forts and other remains which head southwards towards Hadrian's Wall. It is thought that many prehistoric and Roman remains lie undiscovered to this day.

With the exception of the now-ruined Langholm Castle, which is thought to have been built around 1526, we know relatively little about the medieval period in Eskdale, but local history became much more interesting with the arrival of the 'Border Reivers' - warring clans who for over 300 years throughout the 15th to 18th centuries, fought frequent skirmishes between themselves, as well as conducting some spectacular raids across the English border to steal cattle and engage in general pillaging.

The legacy of the Reivers remains in several forms. One is the distinctive fortified manor houses, 'Martell towers' which are scattered across the district. Perhaps more importantly, there are thousands of descendants of these Reiver clans, many of whom are now scattered across the globe including the astronaut Neill Armstrong, who visited Langholm in 1972 to receive the freedom of the town. Finally, and probably the most significant, is the Common Ridings tradition (described in more detail later).

Following the pacification of the Reivers in the late 1700's, the Esk valley boomed with the arrival of the woollen industry. Based on plentiful water supplies and the large production of wool in the surrounding countryside, spinning, dyeing and weaving grew significantly in the area until its heyday in the early 1900s when there were 22 mills in the town employing over 1200 people. The industry, however, steadily declined over the 20th century and many of the former mill buildings have now been demolished, destroyed by fire or converted to other uses. Otherwise, coal mining, iron production and agriculture have all played prominent roles in the history of the area.

During the Second World War the Castleholm was used as a major training and transit camp for the British Army, with large numbers of members of the armed forces stationed here at any one time. Like the rest of the history of the area, this has left a legacy both in the number of servicemen who returned to live in the area after the war and quantities of unexploded munitions that continue to be discovered to this day.

The area is also famous for several former inhabitants - Thomas Telford, one of the great engineering pioneers of the Victorian Age; Hugh McDiarmid, the poet and philosopher and Sir John Malcolm, the famous soldier and colonialist. Both Hugh McDiarmid and Sir John Malcolm have monuments dedicated to their achievements located at the top of Whita Hill above Langholm. Telford left a legacy for books in the Westerkirk Parish Library which stands to this day named after him.

The Present

Please note the information below is based on reliable statistics for the Langholm and Canonbie area only.

The People

The area has a population (estimated) of 3831 people. Figure (3) below shows the breakdown of the number of local residents divided by age group.

The most notable feature of the statistics is that there are a much higher percentage of older people than the rest of Scotland (over 30%) as opposed to less than 20% across Scotland, and a correspondingly lower percentage of young people - 12.94% as opposed to 17.38%. Our figures are closer to the overall profile for Dumfries and Galloway, but nevertheless the area has one of the most mature populations in the United Kingdom. These figures also correspond to a lower overall proportion of working age.

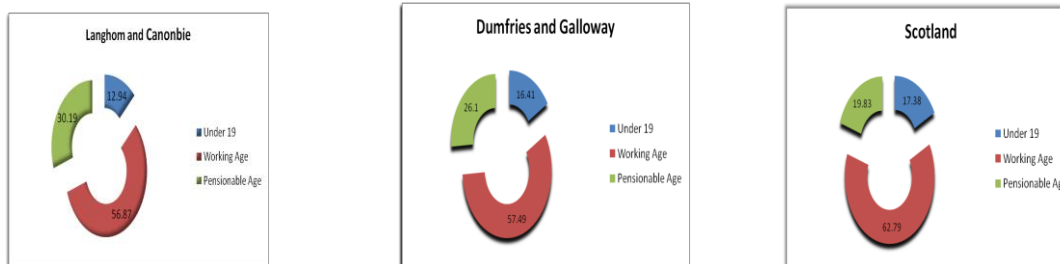


Figure 3 – Comparisons of population demographics

Scottish Office for National Statistics – Neighbourhood Statistics – Intermediate Geography 2011

Facilities

As the key service centre for a wider rural area, the town of Langholm provides a full range of essential services, supplemented by more limited facilities in outlying areas primarily Canonbie and Eskdalemuir. In the smaller communities, day-to-day services are limited or simply do not exist.

Health and Social Care

General healthcare is provided by NHS Dumfries and Galloway, however due to the relatively close proximity to the border with England, a number of services are also provided by the North Cumbria University Hospital Trust.

- Two local general medical practitioners - The Langholm Medical Practice and Canonbie Medical Centre, whilst a limited number of residents from the Eskdalemuir area travel to Lockerbie for routine medical care.
- Dumfries and Galloway Royal Infirmary - The general hospital for the region, provides acute care (emergency and elective) specialist and longer-term treatment. It is located thirty-three miles from Langholm.
- The Cumberland Infirmary (Carlisle) - Provides acute (emergency) care and a number of specialist services for residents. The infirmary is located a distance of some 20 miles away from Langholm town.
- The Thomas Hope Hospital – A twelve-bed cottage hospital located in the centre of Langholm town provides both short term care, generalist palliative care, Occupational and Physical Therapy services and day services.
- The Dalarran Nursing Home – a privately-run facility in Langholm offering long-term residential care for the elderly. It is currently the only dedicated residential home in the area.

Education

Pre-school care is provided by a number of private providers and by Langholm Playcare, a not-for-profit organisation situated in the Langholm Community Centre. Primary education is the responsibility of two schools, one in Langholm (176 pupils) and one in Canonbie (63 pupils). Secondary and tertiary education (GCSE's and Scottish Highers) is provided by the Langholm Academy which currently has a roll of 275 students from the ages of 11-18, but a number of 16-18 year olds attend colleges in Dumfries, Carlisle and further afield.

There are currently no higher education facilities within the study area and whilst a limited number of students attend the University of Cumbria, based in Carlisle, most students have to move away from the area to further their education.

Local Businesses

The area offers a broad selection of local retail considering it has a limited population, particularly in Langholm High Street where local people are able to obtain most day-to-day goods including general produce, postal and banking services, clothing, hardware and furniture, vehicle supplies, repairs and fuel.



Langholm High Street

The outlying communities are less well-served in terms of retail with Canonbie having only a post office/shop which is currently on the market for sale and a hotel which is also for sale and currently closed. The other smaller settlements have very little provision (if any) relying on Langholm, Canonbie, Longtown, Carlisle, or Lockerbie for goods.

Communications

Landline and broadband connections are 'fair' for such a rural area, currently running at an average of 6.5 megabits per second in Langholm but slower in the more rural areas such as Ewes, Bentpath and Canonbie.

Whilst landline telephones, in common with almost all settlements in the UK are satisfactory, mobile phone services in the area are much more patchy and dependent on location.

The area is served by regional services provided by BBC Scotland and ITV Border Television, who provide daily news programming. The only dedicated local media is the Eskdale and Liddesdale Advertiser, a weekly newspaper owned by the CN (Cumbria News) Group, which has been publishing since 1848 and retains a strong following across the area.

Road Transport

The A7 trunk route between Carlisle and Edinburgh runs directly through Langholm. Once the main route of transit between these cities, the importance of the road has diminished since the establishment of the M74 motorway and connecting routes further north to Edinburgh in 1979. At present the road serves as a route for everyday commuting, tourism and also acts as the main transit route for heavy goods vehicles carrying traffic from the forestry industry.

A major upgrade to the road south of Langholm was completed in 2009, substantially increasing carriageway width and adding a dedicated cycle path along with engineering works to increase the longevity of the route.

In addition to the A7, there are several routes transiting the area - the (B7068) to Lockerbie (18 miles); the B6357 to Annan (20 miles) and Newcastleton (10 miles); and the B709 to Eskdalemuir (19 miles). All these are relatively minor routes either

single carriageway or single track, with mixed quality of surfacing and which are often inadvisable for use in poor weather conditions.

Public transport

Rail

The area has no railway connections. Between 1864 and the 1960s, the area was supplied by both passenger and freight services from the Edinburgh-Waverley line, a branch of the North British Line. The Beeching cuts ended passenger services in 1964 and goods traffic ceased in 1967. A memorial marks the site where the last train entered Langholm town. Whilst the Waverley line is currently being reconstructed south from Edinburgh, there are no plans to reinstate it as far south as Langholm. Otherwise, rail services are provided by the West Coast Mainline, the nearest stations located in Carlisle and, with less frequent services at Gretna.

Bus

Given the rural nature of the area, it is reasonably well-served by bus services including, The FirstBus X95 /95 that provides a through route between Carlisle and Edinburgh on an hourly basis during the day alongside local services providing connections between Langholm, Eskdalemuir, Canonbie and Rowanburn. Travelling west to Annan and Dumfries is much more complicated however, and heading west towards Newcastleton or beyond by public transport is extremely difficult.

Cycling and Walking

Due to its mainly 19th-century layout, Langholm mostly offers a peaceful environment for non-motorised travel, although concerns have been raised over the safety of the High Street/A7.

The Economy, Employment and Business

The modern economy of the area was developed around both agriculture and the subsequent production of textiles - spinning, weaving, knitting and dyeing. These were the major providers of jobs within the area throughout the 19th and 20th centuries. However, with the decline in the profitability of wool production after the First World War (and subsequently throughout the 20th Century) and the increase in outsourced international manufacturing, these industries have declined dramatically. In 1903 there were 22 mills in the area employing over 1200 people; this figure has dropped to 4 textile businesses employing less than 400 people. Over 260 people are employed with the most substantial local employer, Edinburgh Woollen Mills, whose headquarters are situated in Langholm. The majority of these jobs are in administration and business related professions rather than manufacturing.

Today, the economy of the area is much more diverse and important industries include:-

- Agriculture (including beef, dairy, sheep and a limited amount of arable farming), forestry, and upland management/gamekeeping.
- Service industries, including health and social care, education, transport and retail.
- Tourism, entertainment and accommodation

A substantial percentage of the local working-age population commutes to Carlisle, Gretna and as far as Dumfries for work.

Local employment within the area is much more reliant on smaller businesses than the UK as a whole. Out of an assessed 312 employers within the study area, fewer than 30 are thought to employ more than 10 people each, and many of these are public sector/service organisations. Accurate statistics for the area are not available but statistics suggest that around a third of the local population are employed with 'larger' companies (more than 10 employees) whilst the figure for the nation as a whole is 62%, well over half.

Figure 4 below shows the general breakdown of employment across Dumfries and Galloway compared with the UK as a whole.

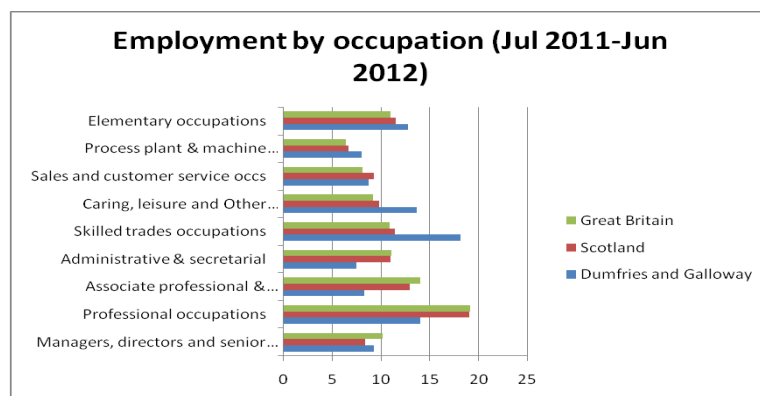


Fig 4 *Breakdown of employment by profession in the UK* - Office for National Statistics – NOMIS Official Labour Market Statistics

Heritage, Faith and Tourism

The area has a rich community life and a wide range of local activities not only for the community but as attractions to draw in visitors. These include:-

- The high quality of the environment – The area is situated within the Scottish Southern uplands with some of the most remote and unspoiled countryside in the UK. There are numerous walking and cycling routes across the area including a section of the famous Southern Upland Way, long-distance footpath.
- The Clan heritage - Many expatriates (particularly in the USA) retain links to the area and return to explore their family heritage. A prominent example is the Armstrong Museum on the Kilngreen.
- The Buccleuch Centre is a multi-use arts, performance, and function venue. Since its re-development into a state-of-the-art facility in 2007, the centre has hosted many events from major international performers through to local producer's markets.
- The Langholm, Ewes and Westerkirk Parish provides both religious and pastoral care for many in the local community.
- The Sayme Ling Buddhist Centre in Eskdalemuir is a centre for the Buddhist faith as well as a popular visitor attraction

Tourism

In addition to the above facilities there are two tourist information centres, one located in the Town Hall gallery and the other at the Kilngreen in Langholm. During the 2011-2012 seasons, over 1,020 visitors received information and advice. The centres are funded entirely from local sources and staffed by volunteers who are managed by the Langholm Initiative. A number of festivals and events were held throughout the year including numerous events run by the Buccleuch centre, the Town Hall gallery and local businesses.

Sports and Leisure

The Langholm Cricket Club was founded in 1858 and matches are played on the picturesque Castleholm ground. Langholm has a minor football team, Langholm Legion, who also play here. Langholm also boasts a rugby club, Langholm RFC which was founded in 1871 and is the oldest Rugby club in the Borders and a karate club, the Langholm Shotokan Karate Club which is part of the JKS Scotland.

The Common Riding

The most important event in the area is the annual Common Riding. The Ridings involve a series of events commemorating the tradition of patrolling the boundaries of Langholm Parish to protect it from marauding outsiders and dates back to 1812. The event is held on the last weekend in July and involves a wide range of equestrian, social and formal events. The Riding is considered by many in the town to be a more significant occasion than Christmas or the New Year and draws several thousand visitors to the town.

Local Governance and Organisations

The area lies within the parliamentary constituency of Dumfries and Galloway and within the remit of Dumfries and Galloway Council, both of which cover one of the largest administrative areas in the United Kingdom stretching over 120 miles from east to west. The Council meets in Dumfries and as such, the area is remote from the administrative centre of the region but is supported by Area Committees covering the more local area of Annandale and Eskdale. Nevertheless there is a strong Council presence within the area. This is enhanced by three Community Councils (Canonbie, Eskdalemuir and Langholm, Ewes and Westerkirk) which are responsible for local decision-making processes.

Other Organisations

In addition to statutory agencies, there are a wide range of organisations contributing to the development of the area. Some of these organisations are listed in Appendix III. Three partners of particular significance in the delivery of this study are:

- The Langholm Initiative was formed in 1994 in response to the local decline in textile manufacturing. A key partner in this research, the Initiative is involved in a wide range of projects within the area. Its aims are to promote the improvement of the social, economic and physical environment of the town of Langholm and the surrounding area, stimulate tourism and economic growth in

the area and act as a focal point for information and signposting to other agencies.

- The Eskdale Foundation was formed in 1996 following a number of public meetings, with the objective of improving community amenities in partnership with other agencies, and, in particular, the provision of sporting and leisure facilities in the area and daycare/housing for the elderly.
- The Buccleuch Estates are involved in land and property management across four major Estates in the UK. The business, which represents the interests of the Buccleuch Family, are of tremendous local significance, owning and managing farms, housing and large swathes of countryside across the area. In addition, the organisation is involved in local community and economic development.

The Community

The area has a tradition of community involvement and voluntary work. This is done often on an informal basis, caring for friends and relatives, but also directly in supporting local community organisations.

Sustainable Development, Local Communities and CADISPA

The aim of the CADISPA Project is to help small rural communities develop their own solutions to the challenges posed by sustainable development and to meet locally identified community needs within the definition of sustainability. Development that is sustainable must address the following three key issues:

- **Local Involvement:** Development options should be identified and approved by the local community and the organisational structure of that community must ensure that all members are kept informed and have the opportunity to contribute to the development debate.
- **Environmental Sensitivity:** Consideration should be given at all stages of any development project to the environmental implications of the project. This might include using environmentally-friendly building materials, renewable energy sources, and disposing of waste in an environmentally sensitive way.
- **Economic Sustainability:** Development projects must be able to 'stand on their own feet' once initial funding has been used. This might mean that projects need to incorporate an income stream, to allow the project to function successfully without continued external funding.

CADISPA aims to enable people living and working in rural communities to become as powerful and informed as their professional counterparts in the various regional and developmental authorities, and for them to be able to work together from a position of understanding and equality. People are central to the identification and prioritisation of their own local agenda, and they must be central to the process of sustainable development.

A Background to Sustainable Development

Sustainable development became topical in the late 1980's following growing concern about the environmental and social consequences of unrestrained, free-market economic development throughout the world, especially in the poorer nations of the South. In 1987, the World Commission on the Environment and Development (WCED) published a report entitled 'Our Common Future', also known as the Brundtland Report, named after its author Gro Harlem Brundtland. The report concluded that current development policies and practices were using natural resources at an unsustainable rate, in a way that was harmful to the future of humans, the environment and the planet as a whole. Those at the WCED conference agreed with what has now become the most widely used working definition of the term sustainable development: -

"...development that meets the needs of the present without compromising the ability of future generations to meet their own needs"¹

What was essentially needed, the Brundtland report argued, was a change in social, economic and political decision-making across the world. This included changes in attitudes towards a range of issues: resource consumption; poverty and

¹ World Commission on Environment and Development (WCED) (1987), *Our Common Future*, Oxford, New York, Oxford University Press

exploitation; lifestyle changes; appropriate technology; and institutional changes; including democracy. It was acknowledged that in order to achieve these grand aims, people at all levels in society would have to be involved, from national Governments to local communities. Governments would have to become more proactive, and take equal account of social, environmental and economic needs in their development planning. Local people would have to become empowered to become fully involved in the development of their local area.

The Importance of Community Participation

In the past, participation of local people in decision-making processes of local government was limited. At times local and national Governments have not made it easy for local people to publicly voice their views and opinions, and often the willingness of local communities to become involved in such issues has been low. If sustainable development is to succeed then both government and local people must change their opinions of community participation. Involve is a new organization set up in the UK in 2003 to focus on the practical issues of making public participation work. Geoff Mulgan (2003), Chair of Involve, argues that greater public involvement 'can greatly help in addressing some of our most pressing problems and countering the risks of distrust and alienation.' Participation works best when people feel they can make a difference and when they have the time to fully engage with the issues.

As an international leader in public participation, IAP2 (International Association for Public Participation, www.iap2.org/) has developed a core values list for use in the development and implementation of public participation processes:

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.
2. Public participation includes the promise that the public's contribution will influence the decision.
3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.
4. Public participation seeks out and facilitates the involvement of those potentially affected by, or interested in, a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

The input from local people and the general public is fundamental to successful sustainable development. If the goals of sustainable development are to be met, it is necessary to engage the views of local people when making decisions. Fundamental to this are the issues of community ownership and local control, to ensure continued inclusion of the community in the process of development and regeneration. Local people too must be willing to engage in the politics of their neighbourhood.

What is a Sustainable Community? The Egan Review

The Egan Review was published in 2004 by the Office of the Deputy Prime Minister. Sir John Egan chaired the review and in his foreword to the report he explained that he was seeking to 'deliver communities in which people want to live and work, and which are sustainable for future generations.' The Egan Review's definition of sustainable communities is that they 'meet the diverse needs of existing and future residents, their children and other users, contribute to a high quality of life and provide opportunity and choice. They achieve this in ways that make effective use of natural resources, enhance the environment, promote social cohesion and inclusion and strengthen economic prosperity.'

The Review described seven components of sustainable communities –

1. Social and cultural – vibrant, harmonious and inclusive. This would include such things as a sense of community identity and belonging and low levels of crime and anti-social behaviour.
2. Governance – effective and inclusive participation, representation and leadership.' This refers to, amongst other things, governance systems that are visionary, representative and accountable that would include a sense of civic values, responsibility and pride.
3. Environmental – providing places for people to live in an environmentally-friendly way.' Included in this third component would be efficient use of resources, minimising negative environmental impact and having due regard for the needs of future generations.
4. Housing and the Built Environment – A quality built and natural environment. This refers to, amongst other things, sufficient range, diversity and affordability of housing and well-maintained public and green spaces with facilities for everyone, including children and older people.
5. Transport and Connectivity – Good transport services and communication linking people to jobs, schools, health and other services. This included issues such as good telecommunications and internet access and safe local walking and cycling.
6. Economy – A flourishing and diverse local economy. This refers to, amongst other things, a wide range of jobs and varied training, as well as sufficient land and buildings to support economic prosperity and change.
7. Services – A full range of appropriate, accessible public, private, community and voluntary services. This included areas such as education, health care, and a range of public, community, voluntary and private services.

The remainder of the Egan Review discussed strategies for developing sustainable communities around the U.K in both urban and rural settings. Many existing communities fall short of the seven criteria, and the gap between the ideal and the reality may be extensive. The importance of John Egan's Review was to get the concept of a sustainable community both discussed and reviewed. However, by not recognising that communities, very often, hold residual within them all the skills necessary to make them sustainable, he failed to tap into a substantial reserve. The CADISPA approach (www.CADISPA.org) is different. It enables

communities to harvest the skills and enthusiasm of local people from a bank of residual talent. CADISPA celebrates functionality not dysfunctionality in communities.

For CADISPA, sustainable development is achieved through social and economic regeneration within a framework of social, economic and environmental considerations. We also recognise that local people may need to learn new skills and become more empowered in order to make appropriate decisions for their own future and that of their community.

Community Planning Partnerships (CPPs)

CPPs are one of the main vehicles in Scotland connecting the community with Government and vice versa. CPPs involve the devolution of certain powers to community level, allowing local people to become involved in making decisions on issues that affect their lives, along with partners (those delivering services), and through the involvement of local Councillors. The aim of CPPs is to democratise service delivery and therefore make it more efficient and responsive to community needs.

There is no single model of CPPs as structures and approaches differ across the regions. Community involvement can also vary, existing through pre-existing conduits such as local community councils, community groups, or directly. The involvement of elected members of the group also varies and in some regions they chair CPP meetings and in others they participate. These variations occur according to the community and its size, geographical area etc. Key to this concept is that CPPs are not prescribed.

The future manifestation of CPPs cannot be determined, but it is certain that the drive to, and the potential of, involving communities in the decision-making process will continue (Scottish Community Planning, 2007).

POLICY REVIEW

The current Scottish Government administration has outlined its key purpose as being to drive sustainable economic growth.

Scotland's budget has been reduced by £1.3 billion for 2011-12 and the UK Comprehensive Spending Review outlines plans to cut public spending by a further £80 billion by 2014-15. This includes budget reductions of £55 million (9.3%) cuts in the welfare system, amounting to £1.7 billion per annum by 2014-15 in Scotland.

The drive to reduce public spending in the context of an increasingly aging population has signaled a change in the relationship of state, third sector, and civil society, as outlined in the Christie Commission on the Future Delivery of Public Services (2011).

In the Scottish Government's Programme 2011-2012 there is a decisive shift in policy. There is a commitment to building resilient communities through the processes of empowerment and capacity building with greater emphasis on the role of communities in shaping public services and a statutory duty to support community engagement and community empowerment. This creates both

opportunities and threats for the community of Langholm. The potential for collaboration are a positive opportunity. However inequalities of social vulnerability mean that those in the most disadvantaged circumstances will be most significantly affected. Scotland's population is ageing fast. It is estimated that the number of people aged over 65 will rise from 16.6% of the population in 2008 to 26% by 2031 whilst the population aged over 75 years old is expected to increase by 84% and the working age population to have fallen by 6.5%.

Dumfries and Galloway has the largest proportions of older people in Scotland. The number of children aged 0-15yrs is expected to reduce by 8.1% by 2033 compared to the national rate of 1.5%; 57% of population is of working age (national average 63%) and this is predicted to fall by 8% by 2016. By 2033 the total population of Dumfries and Galloway is expected to fall by 1% whilst Scotland's other rural areas are witnessing faster population growth than the towns and cities. Accessible rural areas are experiencing an 11.5% increase since 2000.

Dumfries and Galloway council are joint sixth in the vulnerability index of all local authorities in Scotland. There is recognition that the population is ageing, and needs strengthened policy commitments. Local opportunities exist for community participation in policy decisions through Community Planning Partnerships within the SOAs, LEADER Local Action Groups (under the SRDP), Rural Priorities (also SRDP) and the Scotland National Rural Network. Changes to public sector delivery and services are being developed in the context of the changing population, current provision and workforce. The area has a high percentage of jobs in the public sector which will decrease in the next five years.

There will be a greater role for the third sector in the development of new and innovative approaches to rural service delivery, including establishing resourced and sustainable community based delivery organisations that can take forward important local projects and create jobs from within communities.

Rural Scotland is defined as settlements with a population of less than 3,000. Accessible rural is those with a less than thirty minute drive time to the nearest settlement with a population of 10,000 or more.

Currently the Scottish Rural Development Program remains perhaps the key instrument of rural policy. The Scottish Government's Programme for 2011-12 contains a number of specific commitments relating to rural areas.

Resources:

Various grant streams administered through LEADER, the Forestry Commission and the Skills Development Scheme, amongst others.

key Considerations

Approximately 3-4% of employment in Langholm is in the primary sector and agriculture. However they face many of the same issues of the need for investment, support enterprise for rural development, as in other areas. New opportunities for better community engagement and input into SRDP, CAP and rural policy through a rural parliament could be utilised to broaden out the focus of these programs to include support for other types of rural industry and enterprise.

It may be of use to identify other accessible rural areas facing similar issues considering the possibility to affect new policy and programme developments.

However it is unclear yet how much resources and support rural Scotland will have to promote 'sustainable economic growth' in Scotland compared with the cities and what the impact on rural areas connecting to urban areas will be.

Key sources:

- Scottish Government (2007d) Scottish Rural Development Programme,
- Scottish National Party (2011) Scottish National Party Manifesto 2011, Available at <http://manifesto.votesnp.com/>
- Common Agricultural Policy
- Skerratt, S., Hall, C., Lamprinopoulou, C., McCracken, D., Midgley, A., Price, M., Renwick, A., Revoredo, C., Thomson, S., Williams, F.
- and Wreford, A. (2010), *Rural Scotland in Focus 2010*, Edinburgh: Rural Policy Centre, Scottish Agricultural College

Public Services

The Christie Commission (2011) is likely to impact significantly on policy. The report argues that Scotland's public services are in need of urgent and sustained reform. This is a response to the estimated rise in cost of social care and justice services by more than £27 billion over the next fifteen years within a context of a £39 billion shortfall. It argues for closer relationships between all actors involved in delivering public services and greater community participation in design and delivery, focusing on outcomes.

Partnership working and competitive tendering for services are now key, with proposals for integration across and between sectors. The Scottish Government and COSLA leaders have agreed a Statement of Ambition that effective community planning arrangements will be at the core of public service reform. Examples of these include community planning partnerships and or health and social care partnerships.

The push towards competitive neutrality indicates a shift of public sector to third sector development and running of services. Central to this shift is the transfer and management of assets and the development of creative social enterprising activities.

Resources:

- Over £500 million of investment in preventative spending over the spending review period, and £250 million Scottish Futures Fund.
- Support from Government for community groups to take ownership of assets, projects and services - 148 community groups supported by 31st March 2013, ten new community projects developed by 31 March 2013, £750k of external funding secured by end of March 2013

Key Considerations

The possibilities for a greater role of the third sector in public service provision provide opportunities for locally relevant, democratically run, innovative responses which can work across sectors with a variety of partners.

However, support is needed for this process through various funding streams and alternative sources of finance so as to not leave inadequate resources and services or unsustainable provision, and to adapt a previously centralised system of provision to the more informal and local models of third sector organisations.

There is clear recognition (and need) to ensure the involvement of the people using the services in their design, particularly older peoples' service provision. Yet co-production of services should perhaps be limited to those service types that are appropriate, achievable and of maximum benefit to service recipients and providers, such as 'supporting' services that may currently be done by volunteers, but less so services that require skilled professionals.

Empowering communities to engage with service co-production may involve starting small, for example, providing funding/support for older people to create social interest groups, which can build confidence, increase social networks and lead to engagement in more complex service co-production.

Longer term sustainable entrepreneurial opportunity may not lie in basic service provision, but in more concrete things like community owned residential care. These will often need to be procured by the public sector and, therefore, community social enterprises need to be seen as legitimate service providers and be able to engage in dialogue with public sector commissioners.

Key Sources:

- Scottish Government. (2011c), *Commission on the Future Delivery of Public Services*. Edinburgh: Scottish Government.
- Scottish Government (2012) *Mapping the Third Sector in Rural Scotland: An Initial Review of the Literature*, Edinburgh: Scottish Government

Health and Social Care

There is a shift in health and social care to finding ways to do more with less. A Change Fund, attached to the Scottish Government's policy 'reshaping care for older people', is administered by NHS Boards on behalf of the partnership between NHS, Local Authority, the Third and Independent sectors and is supporting a redesign of services to deliver new partnership approaches and models for investors.

As part of the wider integration planned between Health and Social Care - Community Health Partnerships are to be replaced by Health and Social Care Partnerships. HSCPs will be accountable to Ministers, local Government and the public for delivering national outcomes. The role that local groups and can play in this will be determined by the need to meet national outcomes and standards.

There are also significant changes to welfare support through the welfare reform bill (2011). Although the Scottish Parliament rejected legislative consent, it seems the Universal Credit and Personal Independence Payments will still apply in Scotland. Implications for health and social care include the introduction of means testing, changes from incapacity benefit to disability support allowance which will introduce a medical test, and two rates of mobility and care allowance.

The Social Care (Self-directed Support) Bill (2012) will underpin new personalised models of support intending to place greater control and responsibility in the hands of citizens.

Resources:

- £80m Change Fund available for Partnerships in 2012/13 - £80m committed for 2013/14 and £70m for 2014/15. In Dumfries and Galloway, the Change Fund is £10.9 million between financial years 2011/12 and 2014/15.

Key Considerations:

To work towards preventative health measures different services may be needed that consider what services for people living with long term conditions could be across different sectors, and how these could become sustainable.

There is a commitment from Government to develop health improvement through support for parents in bringing up their children, by giving people more control over their lives and by building social capital in communities.

Communications technology may have an increasing role to play in the delivery of health services, particularly in rural areas, so access to this will be essential. Recognition of the role the physical environment plays in achieving health outcomes creates alignments with regeneration outcomes and activities.

Personalisation and self-directed support offer opportunities to adapt approaches and services to individuals and local facilities, yet may also increase burdens, risks and stress, the effect of which may be felt by carers or close relatives.

Key Sources:

- Scottish Government (2007) *Health and Social Care Bill*,
- Scottish Government (2011a) *Reshaping care for older people: A programme for change 2011-2021*,
- Scottish Government (2012b) *Social Care (self directed support) (Scotland) Bill*, currently in legislative process
- UK Parliament, (2012c) *The Welfare Reform Bill*

Housing

House prices in accessible rural Scotland are more expensive on average than remote rural or urban areas and less affordable to local people. The average property price in rural areas in 2008 was 5.8 times average annual earnings compared to 5.2 in urban areas. Over the next ten years, the number of family households is projected to decrease by 26% in Dumfries and Galloway. The number of older people (75+) is projected to increase by 93% and (75+) households expected to increase by 27% leaving a demand for appropriate housing solutions for the elderly.

Langholm and Eskdale are within the Scottish Government's 'Eskdale' housing market area. From 2010-2024 there is a local housing target of 251 additional homes (with 26 of those to be affordable housing).

Registered Social Landlords (RSLs) now represent 40% of the public sector housing (Shelter, 2007). Loreburn Housing Association (LHA) and Dumfries and Galloway Housing Partnership (DGHP) are the two largest housing associations that cover the Langholm area.

Resources:

- Scottish Government Affordable Housing Supply Programme (£710m)
- Scottish Government Loan Fund (£2m) to convert empty homes to affordable housing
- Dumfries and Galloway Small Communities Housing Trust

Key Considerations:

The increase in older person households is almost twice the national average and indicates the development of appropriate housing and care options will be key.

Considering the lack of enough affordable housing, further community action planning could help to identify appropriate sites, alongside further dialogue around current planning constraints and decisions on social housing contribution. For example, the relationship with Buccleuch Estates and the availability of land for housing development and mixed tenure usage

Key sources:

- Dumfries and Galloway Council (2011d) *Local Housing Strategy 2011-2016*
- Dumfries and Galloway Council (2011g) Langholm Housing Market Area, Local Housing strategy
- Scottish Government (2007a) *Firm Foundations: The future of housing in Scotland*

Regeneration

Central to Scotland's current regeneration strategy is The Achieving Change Programme (2011). Like other policy shifts, this programme shows a move towards 'joined up' approaches and partnership working across different sectors. There is recognition of the need for community-led regeneration and there is focus on working with area-based disadvantage. There is a clear intent to build on local assets to help communities to increase sustainable economic growth through increasing locally controlled enterprising 'anchor' community organisations; supporting locally based organisations to take ownership of viable assets and supporting capacity building for local community organisations. Central to this is the idea of 'placemaking'. This includes a potentially greater role for people in shaping plans for development of their area and re-thinking of public sector commitment to, and investment in, communities and their sense of ownership of their surroundings (place quality).

In Dumfries and Galloway a new local development plan closed for consultation in May 2012 - the report of which is due out December 2012. This will set out the council's plans for development across the whole region for the next ten years identifying the availability of development land, the dispersal of resources for regeneration and the decision making process on planning applications.

Resources:

- People and Communities Fund (£7.9m a year 2012 to 2015) which is estimated at £8,000 per relevant community.
- Work with the European Commission to shape the future Structural Funds programme (2014-2020) to offer support for regeneration capital projects and the new LEADER programme.

- Regeneration Capital Grant Fund (£25m a year); Vacant and Derelict Land Fund (£7.5m 2013/14, £11m 2014/15); Scotland's JESSICA Fund (£50m)
- The remaining funds in the 2007-13 ERDF programme prioritised to support the delivery of key regeneration outcomes, particularly where there is an opportunity to tackle market failure and generate economic growth.

Key Considerations:

There is wide support from Scottish Government for the role of local communities in their regeneration. Recognition of the exact role communities may be important to ensure appropriate representation and participation.

The final report may be constrained, or supported by the final local development plan for Dumfries and Galloway council. A comparison and consultation with this document once released would be of potential benefit to assess possibilities.

People are at the heart of regeneration policy which allows for creative and local solutions, but an awareness of the external limits imposed by global market shifts may also be significant in determining regeneration possibilities.

Key sources:

- *Dumfries and Galloway Council (2011e) Local development plan: Main issues report, March 2011*
- Scottish Government. (2011b) Scottish Sustainable Communities Initiative
- Scottish Government. (2011b) *Achieving a Sustainable Future: Regeneration Strategy*, Edinburgh: Scottish Government.

Economy

The Scottish Government's recent Economic Strategy (2011), has made 'sustainable economic growth' their core purpose. The Dumfries & Galloway Regional Economic Strategy (2011) supports this with a vision of creating "an innovative and sustainable rural economy". Central to this is a commitment and investment in creating a supportive business environment for growth and innovation, and a strategic priority to transition to a low carbon economy with a developed renewable infrastructure across the country. This involves supporting the establishment of enterprising areas for manufacturing and employment opportunities in new sectors, including social and community enterprise.

Resources:

- Big Society Capital has £600m to fund social enterprise.
- Community Generation Fund is designed for communities seeking to develop renewable energy generation infrastructure
- £70 million National Renewables Infrastructure Fund
- Community Retailing Network (2011) provides support for community purchase and management of retailing services in the face of closure
- Social enterprise support through Just Enterprise programme, Scottish Enterprise, Dumfries and Galloway Local Enterprise.
- £50 million digital connectivity initiative, with a particular focus on rural areas to promote business and employment opportunities.

Key Considerations:

The rural economy faces various difficulties in sustainable development and economic growth. There are particular issues which will need to be considered in

Langholm and Eskdale, such as the ageing population, low workforce figures, limited access to cheaper materials and relatively low unemployment and available skilled labour.

There is national and regional commitment to support the development of local enterprise, particularly in the third sector. However, rural social enterprises will need to look to a variety of innovative sources for finance.

Key sources:

- Scottish Government (2011f) The Government Economic Strategy
- Turley Associates, (2010) Annan Regenerations Masterplan Report
- Dumfries and Galloway council (2011a) *Regional Economic Strategy*

Environment

CADISPA uses the definition of sustainable development from the Bruntland Report (1992) of 'development that meets the needs of the present without compromising the ability of future generations to meet their own needs'. The implications of a changing climate and ecosystem in Scotland require policies and actions that protect the environment and its capacity for future generations.

Currently the Scottish Government has set some important targets to move towards a low-carbon economy and to reduce negative environmental impact. The rise in renewable energy technologies have seen environmental targets closely tied to energy and waste policy. These targets include; achieving 100% electricity and 11% heat produced by renewable sources from Scotland; a reduction in general energy consumption by 12% by 2020; a cut to the UK's carbon dioxide emissions by 60% from 1990 level by 2050; and 5% of all waste in 2025 going to landfill with 70% being recycled. Therefore the existing main responses to reducing climate change are mitigation and adaptation.

An ecosystems approach is increasingly being built into a wide spectrum of environmental policies related to biodiversity, integrated catchment management, the marine environment and air quality. The Land Use Strategy (2011) provides one vision of how these might be incorporated alongside other uses for land, to contribute towards the aims of a prosperous Scotland. This includes support for community renewable projects and better connection to the land, with more people enjoying the land and positively influencing land use.

It is now a statutory duty upon all public bodies to have regard to the protection and enhancement of key biodiversity in the undertaking of their work, and various legislative instruments and processes require rigorous environmental assessment of proposed new developments to ensure this.

Resources:

- Increase woodland creation to 10,000 hectares per year
- Climate Challenge Fund - The Scottish Government will support for community led action on climate change with an increased focus on community enterprise and a new Junior Climate Challenge Fund.
- Community and Renewable Energy Loan scheme (£23.5m)

Key Considerations:

Although there are moves toward sustainable land use, there may still exist,

restrictions on this because of land ownership, planning regulations and limitations of finance for alternative use of natural resources. This needs further investigation to outline the potentials for communities.

The recent push to increase the Scotland's renewable energy capacity has led to considerable interest in biomass, woodfuel, hydro and wind energies. There is increasing resources and pressure for community and commercial development of wind farms, providing increasing revenue. There is a subsequent rise in the demand for community benefit payment to communities from commercial companies that have built farms in their area.

Key sources:

- Scottish Government. (2011d) *Getting the best from our land - A land use strategy for Scotland*
- Forestry Commission Scotland (2011) *The Scottish Forestry Strategy: Implementation Plan (2012-15) and progress report (2011-12)*
- Dumfries and Galloway Council (2009c) Local Biodiversity Action Plan

Assets

'Assets' is becoming a ubiquitous term in current Scottish Government policy. Community asset ownership is being promoted as one way to regenerate communities and stimulate sustainable growth and community development, as the Scottish Government examines how to make it easier for communities to take on ownership of unused and underused publicly owned assets.

However, this view of assets as solely physical is beginning to shift and new discourse which recognises the value of other assets, such as social, cultural and environmental assets is beginning to emerge. Community-based capitals as assets are the basis of 'asset-based community development' (ABCD). This rejects the needs driven and deficit model of help for communities. ABCD proposes an approach where a community can develop asset maps which lead to mobilisation of assets by that community rather than relying on externally imposed decisions and resources. This involves an understanding of the assets of a certain context and community, in other words what local people have got. The south of Scotland has different contextual features from the Highlands and it is likely that different approaches will emerge. It may be important that a range of models of rural development are tried out in the South to avoid a one solution fits all approach, for example, purchase, joint venture and partnership.

Resources:

- SNP released in 2012 a new Scottish Land Fund and the formation of a Land Reform Review Group to support community land ownership – £6 million
- £500k Community Ownership Fund each year to help communities to explore taking ownership of their local sports facilities
- BIG lottery Growing Community Assets and Community Spaces funds

Key Considerations:

It is important in this context to consider developing a local asset management plan. Awareness of local, public authority assets and to regularly check the online register of assets is vital to sustaining the community.

Great opportunities exist for communities to build on the assets they have and to attain other assets to support community development - a number of models are being used across Scotland. However, there is a parallel need for development in provision of technical and other professional advice to support such communities, management of assets and assessment of potential liabilities.

Key sources:

- Convention of Scottish Local Authorities (COSLA) and Scottish Government (2009) *Community Empowerment Action Plan*.
- *Carnegie UK Trust (2007) A Charter For Rural Communities*, The Final Report of the Carnegie Commission for Rural Community Development

Culture, Heritage and Tourism

There is a rich cultural heritage and range of natural and social resources in the area, much of which could play a significant part in developing tourism and rich and varied community activities and infrastructure. Tourism is a key driver to the economy of Dumfries and Galloway with an estimated annual value of £269 million supporting some 8,150 jobs currently, or 11% of employment. This is expected to grow considerably over the coming years and help meet the national 'ambition' to grow the value of Scottish tourism by 50% between 2006 and 2015 - equal to a consistent annual growth rate of 4%.

A new cultural strategy for Dumfries & Galloway was launched in August 2009, ten outcomes have been identified including, Dumfries & Galloway will have a stronger, sustainable cultural sector; there will be improvements to the physical infrastructure and there will be high quality cultural provision across the region. Significantly, this is a commitment to support cultural development across the region which involves support to nurture local creativity and talent in Dumfries and Galloway, whilst raising the regions profile with and outwith Scotland.

Dumfries and Galloway has put an emphasis on becoming a world leading centre for creative tourism through enterprise and culture. There are various sources to help further this goal and potentially provide additional and innovative ways to support economic and cultural development within Langholm, building on many of the on-going cultural groups and activities, and to promote possibilities for younger residents to move into employment post education.

Resources:

- Continued support for heritage related projects through Historic Scotland's capital grant programme
- Dumfries & Galloway Arts Association (DGAA) commitment to facilitating and supporting arts development at all levels from grass roots activities to high profile national and international work and projects
- Destination Development Organisation, establishing Dumfries & Galloway as Scotland's premier rural creative tourism destination (£350k a year)
- Creative Scotland's Rural Innovation Fund (£5million)

Key Considerations:

The ambitious targets for continued tourism growth based on the creative culture of Dumfries and Galloway may well impact on Langholm and Eskdale, but it is not clear whether this will support and include local development or whether it will

create greater tourist competition and threats to local cultural attractions.

A recognition of the range of approaches to increasing tourism based on local culture and heritage are needed including; raising the profile and accessibility of what is available; looking at forms of 'eco' and 'rural development' tourism; and increasing new creative cultural activities.

It may be important to consider the impact on local culture from increased tourism, and which cultural activities help to raise the profile of the town and economic growth, and which provide social and community development.

Key sources:

- Dumfries and Galloway Council (2009a) Cultural Strategy 2009
- *Dumfries and Galloway Council (2011i) Setting local direction: The Dumfries and Galloway Local transport strategy 2011-2016*
- Langholm Initiative (2007) The Reiver Centre Campus Project

People and Communities

Dumfries and Galloway has an estimated population of 148,510, dispersed over the third largest council area in Scotland, with around 60 people per square mile compared with the Scottish average of 168.

The Scottish Government have committed to working with communities to support them through early intervention. This is delivered through Dumfries and Galloway Community, Learning and Development (CLD) department amongst other routes and given strategic direction through shared national outcomes.

In 2006-07, relative poverty affected around 840,000 individuals – 17% of Scotland's population, and specifically around 20% of all pensioners, with high levels of income and health inequality across the nation.

Currently in rural Scotland more people volunteer than in the rest of Scotland (38% in accessible rural areas compared to 29% in the rest of Scotland). A greater proportion of people aged 16-64 gave up time to work as a volunteer/organiser, compared to people aged 65+, in all areas of Scotland.

Key Considerations:

There may be a need to differentiate between informal and formal volunteering. There are potentially great strengths in existing community relations to support a move towards a co-production of services, but there may also be a need to handle the perception of formal volunteering with care if trying to establish and promote enterprises in rural communities.

Net-migration flows into rural areas and is principally determined by the availability of houses, good infrastructure and employment opportunities. The development of community and population relies upon a relationship with these factors.

On the basis of the limited research available, it would seem there may be a distinct nature to formal volunteering in rural areas. It may for example, be undertaken across a greater number of groups but for less time within each group than in urban areas. Therefore initiatives which call on rural communities to volunteer their time may need to be sensitive to existing multiple voluntary

commitments that people may already have and the motivations for these.

Key sources

- Dumfries and Galloway Council (2009b) Together is better: A community plan for Dumfries and Galloway 2009-2012
- Dumfries and Galloway Council (2011c) *Community Learning and Development Strategy 2011-2015*
- Scottish Government (2008c) *Achieving our potential; A framework to tackle poverty and inequality in Scotland*, Edinburgh; The Scottish Government

Infrastructure (Transport and Broadband)

This section focuses on two infrastructural elements that may be of relevance to Langholm and its hinterland in terms of access and connections with other places and with national and international networks, transport and broadband internet.

Overall, public transport for Langholm and Eskdale is very limited with no direct buses to Dumfries and limited services to local towns, although there is an hourly service to Carlisle from Langholm which also services Canonbie. Currently 71% of people in Dumfries and Galloway never use buses, 87% never use trains and 75% of people travel to work by car - all of which are higher than the national average. Cycling and walking are lower than the national average. Dumfries and Galloway Transport Strategy is looking at ways to reduce this dependency on road transport.

One of the Scottish Government's three key strategic outcomes in the National Transport Strategy is to improve accessibility and affordability, however, there is, like most other sectors, limited available capital to support this. The increasing backlog of structural maintenance and bridge maintenance schemes nationally require an additional £713 million which the strategy says is unlikely to be available in the short to medium term, whilst remaining a priority. Dumfries and Galloway is almost at the bottom of the table for broadband availability. The recent roll out of superfast broadband under the 'Next Generation Access' scheme of major telecommunications companies across the UK only covers 25% of the population of Dumfries and Galloway. The South of Scotland Alliance has secured funding for the area to see this gap filled. This aims to make sure Dumfries and Galloway keep up to speed with other regions as the country moves towards the Scottish Government target of next generation broadband to all by 2020.

Resources:

- Scottish Government Next Generation Digital Fund (£50m)
- EU Structural Funds Program (£25.5m)
- Scottish Government Sustainable Transport Fund (£50m) 2012-2016
- Westrains Regional Transport Partnership budget of £2.224M capital and £600k revenue and an additional £3M for public bus services

Key Considerations:

Alternative forms of transport are being promoted in the local transport strategy, providing both opportunities and threats to current service provision and access.

Rural infrastructure reaches across sectors and therefore may require a joined up approach along with services, regeneration, economy and environment.

National Strategies with limited finance available may concentrate on connectivity between already existing economic bases which may limit the

Key Sources

- *Dumfries and Galloway Council (2011i) Setting local direction: The Dumfries and Galloway Local transport strategy 2011-2016*
- Scottish Government (2011g) *Infrastructure Investment Plan*
- Scottish Government (2011h) *Scotland's Digital Future; A strategy for Scotland*
- South of Scotland Alliance (2007) *The South of Scotland Competitiveness Strategy 2007-2013*, Dumfries: South of Scotland Alliance

AIMS AND OBJECTIVES OF THE STUDY

Aim

The aim of the study was to create a sustainable development plan for the community of Langholm and Eskdale on which future development can be built.

Objectives

1. To provide local people with the opportunity to identify issues of concern.
2. To allow local people a means of exploring and identifying what kind of development is acceptable to the residents of Langholm and Eskdale and importantly, what is not.
3. To enable local people to explore and comment on potential solutions to issues that face their community.
4. To draw the above together to develop an action plan for the next five years.
5. To begin the process of identifying key people, organisations and skills in the community.
6. To progress the future development of the community according to the wishes and needs of local people.

METHODOLOGY

CADISPA worked closely with the executive and the local steering group for the purposes of carrying out this study. The executive group was made up of a number of members from the local steering group. The local steering group was made up of members representing a wide variety of local people and organisations from the three areas that participated in the study - Langholm, Canonbie and Eskdalemuir.

An event to launch the study was held in Langholm in April 2012. Residents from all areas were invited to participate and approximately seventy adults of mixed gender took part. The method used to gather the data was an open floor discussion and participants input via 'post-its' under the categories 'Issues, Eskdale 2020 (vision) and Solutions. The 'post-its' were then categorised into themes and issues

discussed in more depth amongst participants before presenting back for comment to the whole group. The data gathered was used to inform the design of the questionnaire.

In Canonbie a public meeting was held where all local people were invited to a presentation by CADISPA which outlined the process involved in carrying out a community planning study of the local area. Time was allocated to questions and answers.

At the time of this research, the Upper Eskdalemuir Development Group (UEDG) were working with consultants on research relating to the development of a proposed community hub, therefore we were unable to carry out focus groups in the area. The research carried out by UEDG has provided them with a broad understanding of local needs.

The questionnaire was the main method of harnessing information and was sent out to 1,049 householders on the edited electoral role in Langholm, Canonbie and Eskdalemuir, by random sampling. A further 127 were handed out to local people who were not on the random sampling database but who expressed a wish to participate in the survey. The questionnaire contained a series of question designed to cover all the aspects of a sustainable community and included space to allow people to comment further should they wish.

The questionnaire was supplemented by a series of twenty-two focus groups and interviews with individuals (qualitative data). This process offered an alternative means by which the community could take part in the study and allowed the researchers to drill down on key issues emerging from the questionnaire. Two individual, in-depth interviews were also done with local people who had specific health related issues. Both quantitative (a short questionnaire) and qualitative (a series of focus groups) research was carried out with the young people at the Xcel project to gather their views of the Langholm and Eskdale area.

Using a variety of research tools, this enabled CADISPA to gather both quantitative (statistic based) and qualitative (people's perceptions and opinions) data.

In all local research activity, CADISPA strives to achieve a substantial response rate. 271 questionnaires were returned to the CADISPA office equating to a 25% response rate. Of the 271 responses, 183 were from Langholm, 54 from Canonbie and 23 from Eskdalemuir. An additional 11 responses were analysed but we were unable to determine from which area these questionnaires came.

The data generated from the survey was entered into the quantitative data analysis software 'Fluid Surveys' and the qualitative information was analysed using standard research techniques. The data was analysed across the team to ensure inter-rater reliability and any similarities and discrepancies were noted. The research was bounded by The CADISPA Trust's ethical policy. All of the data was treated with confidentiality, handled sensitively and stored safely. The raw data will be kept at the CADISPA office for two years before being destroyed.

The fieldwork took place between August and October 2012

DATA ANALYSIS

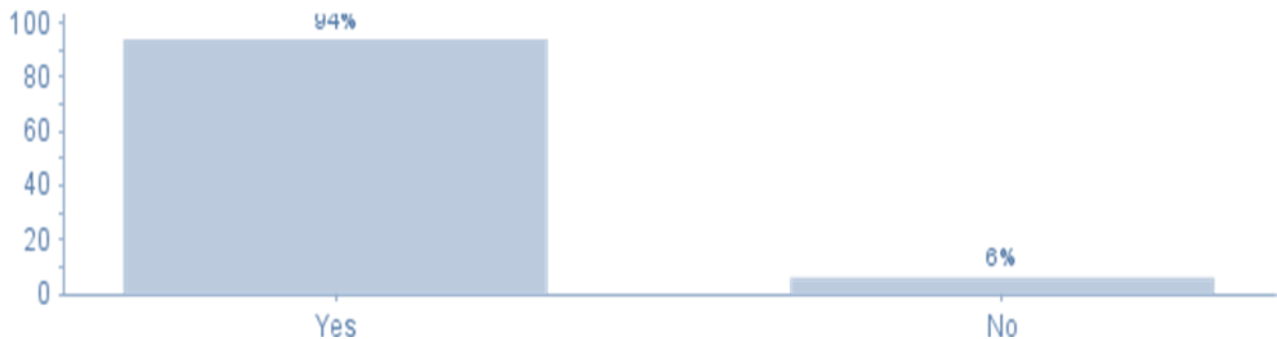
Langholm Canonbie and Eskdalemuir Statistical Analysis

	Langholm and surrounding area	Canonbie and surrounding area	Eskdalemuir and surrounding area
	70%	21%	9%

Section 1 - Community

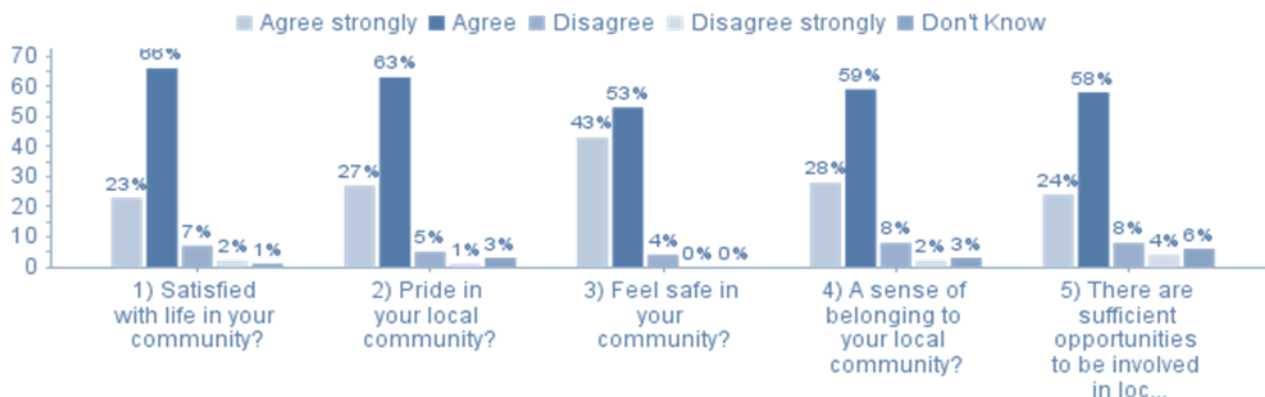
In planning for development, there are a number of social factors such as community groups, gatherings and social events that should be considered, as well as the basic services and facilities that everyone needs to enjoy a good quality of life. The questions below will assess how important you feel social considerations are and what part they should play in the future development of Langholm and Eskdale.

a) Do you consider there to be a good sense of community in your area?



Almost all respondents felt a strong sense of community (94%) with only a few (6%) feeling less positive. Responses in all the areas showed similar results.

b) Do you feel.....



The feeling of community satisfaction continued with the majority of respondents agreeing or strongly agreeing with the following – 96% felt safe in the community; 90% felt pride in their community; 92% felt that there were sufficient opportunities to become involved in local community life; 89% felt satisfied with life in the community and 87% felt a sense of belonging.

This pattern was reflected across all three of the areas of the study although there was slightly greater satisfaction in Langholm than Canonbie and Eskdalemuir.

c) How active are you in taking part in community events and groups?

Response	Percentage
Very active	11%
Active	52%
Not active	38%

d) How involved are you in helping to organise groups and events?

Response	Percentage
Very active	9%
Active	28%
Not active	62%

63% of all respondents were either active or very active in taking part in community events or belonging to local groups. 37% were involved in helping to organise local groups and events. However, 38% of respondents were not active in taking part in community events and 62% not active in organising groups or events.

In Langholm 64% of respondents took part in community events and groups and 38% were active in organising groups and events.

In Canonbie 55% of respondents took part in community events and groups and 25% active in organising groups and events.

In Eskdalemuir 50% of respondents actively took part in community events and groups and 20% were active in organising groups and events.

e) What makes your community a good place to live?

	Agree	Disagree
I am able to earn enough money	46%	54%
My family live nearby	68%	32%
Recreation opportunities are good	67%	33%
I am well informed about local events	81%	19%
The location is good for access to nearby towns	70%	30%
The village/town is friendly	93%	7%
Access to countryside	97%	3%
Education and training is available	67%	33%
Internet service is good	64%	36%
There is little crime	95%	5%
TV reception is good	80%	20%
The community comes together often for local events	91%	9%
Mobile phone reception is good	50%	50%
Young people are adequately provided for	43%	57%
The environment is attractive	93%	7%
There is plenty to do	52%	48%
The community work well together	83%	17%
The police are visible	26%	74%
I can afford to live in the area	91%	9%
There are places to meet friends	78%	22%

Respondents in all the areas surveyed generally felt positive about the community they lived in, particularly the sense of community and the surrounding environment.

93% of respondents felt their village/town was a friendly place to live; 91% felt that the community comes together often for events; 83% felt that the community works well together (62% in Eskdalemuir); 67% felt that recreation opportunities were good (47% in Eskdalemuir). 81% of respondents felt well informed about local events (65% in Canonbie). 78% of respondents felt there were sufficient places to meet friends (47% in Eskdalemuir). Only 52% of respondents considered that there was plenty to do in the area.

Only 46% of respondents felt that they were able to earn sufficient money however, 91% felt they could afford to live in the area. In Eskdalemuir only 35% of respondents agreed with this statement.

68% of people who responded to the question had family that lived nearby except in Eskdalemuir where only 27% of respondents' family lived nearby.

An overwhelming majority of people felt that the environment was attractive (93%) and that access to the countryside was good (97%). 70% of respondents also felt that they were able to access nearby towns easily from where they lived.

The majority of respondents felt that there was little crime in the area. However, only 26% were happy with the level of police presence in the area. Most respondents (95%) perceived that there was little crime in their area. One explanation for the lack of police presence was that there were now no local services as these had been devolved to Gretna some miles away.

In terms of services, these varied significantly dependent on where you lived. 89% of respondents in Canonbie thought their television reception was good whilst only 63% felt reception good in Eskdalemuir. Internet services were similar in all areas with 64% in Canonbie; 63% in Langholm and 58% in Eskdalemuir agreeing that internet service was good. However there were significant local variations in speed and coverage. Only 17% of respondents in Eskdalemuir; 40% in Canonbie and 56% in Langholm felt that mobile reception was good.

67% of respondents felt that adequate education and training was available. In Langholm this statistic rose to 76%. However, in Canonbie there was a 50/50 split and in Eskdalemuir only 25% of respondents considered adequate education and training opportunities available.

57% of respondents felt that the current provision for young people was inadequate. In Eskdalemuir this statistic rose to 94%. The provision of facilities for young people was clearly a concern in all the areas surveyed but of particular concern in Eskdalemuir where there were very few facilities.

Additional comments further highlighted community spirit. Comments made by respondents included - *"people are very important, friendly smiles when speaking to people"*; *"a good safe environment in which to live"* and a *"great sense of community"*.

There were concerns raised by some respondents relating to living in the community. One respondent highlighted the difficulty of living in a small town with a stigmatised condition and others that felt isolation and exclusion. Other comments included lack of social and job opportunities for young people; increased cost of living in a rural location particularly due to fuel costs; poor internet and TV reception and lack of affordable housing.

The lack of social facilities was of particular concern to respondents in Canonbie as currently the village hotel has limited hours, the coffee shop/café is closed and the post office is under threat of closure. Some respondents felt that the village hall was in need of modernisation. It was suggested that this space had the potential to be developed into a place for locals and visitors and could provide a place where the young people in the village could meet socially as well as a play area for children and other activities.

f) How does your community score in the following areas? Please rate each of the following statements on a scale of 1-10 . 1=extremely good; 5 adequate; 10 poor

	1	2	3	4	5	6	7	8	9	10
Availability of housing for local people	21%	7%	12%	12%	29%	8%	3%	5%	2%	1%
Training and jobs for local people	39%	13%	16%	12%	13%	3%	2%	0%	0%	2%
Welcoming main/High Street (ability to attract tourists in the community)	22%	11%	17%	10%	26%	5%	4%	5%	1%	1%
Public transport network	9%	4%	10%	9%	31%	8%	9%	13%	2%	5%
Use of renewable energy	20%	14%	14%	10%	26%	6%	4%	3%	1%	3%
Volunteering levels and skills	7%	5%	6%	6%	35%	10%	11%	10%	5%	5%
State of community buildings/assets (village hall, school, playing fields etc)	2%	5%	6%	6%	26%	9%	17%	16%	5%	7%
Healthcare provision	4%	2%	5%	5%	23%	6%	14%	22%	7%	12%
Local food production	12%	9%	8%	15%	28%	9%	10%	4%	2%	4%
Anti-social behaviour	6%	8%	5%	5%	21%	5%	11%	17%	10%	11%
Noise	4%	3%	4%	4%	14%	4%	12%	24%	13%	17%

- Availability of housing for local people - There would seem to be no issue here with 77% of respondents indicating good, very good or average scoring.
- Training and jobs for local people – None of the respondents suggested jobs and training was poor in the area - 79% indicated that access to jobs and training was average or good.
- Welcoming High Street - 74% scored average or good on this issue suggesting that they felt that the High Street was welcoming.

- Public Transport network - Most respondents (48%) indicated that public transport was average, although, when combined with the poor or very poor result (the next highest submission) 63% thought public transport was average to poor).
- Use of renewable energy - Respondents scored the use of renewable energy as 76% average or good for their community.
- Volunteering levels were predominately average (51%).
- State of community assets - The majority of submissions suggested that this was average (41%). However, the next highest score was poor or very poor at 21%. When combined – score reflects 62% average to poor.
- Health Care provision - There was an almost even split between average (34%) and poor (29%). This indicated significant concern with healthcare provision in the area.
- Local food production - Respondents scored this as average (51%) but when this was combined with the next highest score 21% (good/v good) the combined score came to 63%.
- Antisocial behaviour - There was almost an even score between average (31%) and poor (27%). This suggested that there is an issue in the area over antisocial behaviour, but not of significant proportions.
- Noise - 37% of respondents scored the area 'poor' for noise. However, when this is combined with the next highest score (average at 22%) the combined score comes to 59% which suggests that noise is an issue of significance.

The availability of housing for local people or local jobs and training would not seem to be an issue of great concern to respondents. The High Street was indicated to be welcoming and the use of renewable energy scored highly. This, of course, may mean that local people support the use of renewable energy rather than actually using renewable energy for themselves.

About half of those responding suggested that fifty per cent of the people in the community volunteered. When measured across Scotland this, if found to be true, would be high.

The scores suggested that community public buildings needed attention and the provision of health care was an issue scored at average or poor. This issue is reflected in other data received but must be separated from the quality of service that GP's were giving to their patients which was reported as good.

A significant number of respondents suggested that public transport needed attention. At 63% average to poor, public transport was one of the least highly scored in the survey. Both antisocial behaviour and noise were also reported as issues of some significance.

g) Please list any community facilities, services or opportunities that you feel are currently lacking in your area.

The following have been reported in order of importance that the respondents placed on each:

Facilities

Ninety-seven respondents listed facilities that they considered lacking in their area.

Within these responses the facilities mentioned most often were the need for more/better sports facilities (20%); facilities for young families (13%); more shops and/or post offices (13%); housing (12%); the provision of more cafes, pubs and hotels (11%); sheltered housing and elderly care (9%); education learning and training (6%); and facilities for tourists (4%).

However, some of these priorities are town or village specific.

The provision of amenities such as a coffee shop and hotel were a clear priority for the 21 respondents from Canonbie (33%); alongside facilities for young families (23%); young people (19%); sport facilities (14%).

From 10 responses from Eskdalemuir three priorities emerged - the provision of a shop and/or post office; a hotel or pub; and recreation facilities.

Of the 65 respondents from Langholm, 26% mentioned sport facilities and 13% a swimming pool. Other priorities included housing (13%); facilities for young families (12%); sheltered housing and elderly care (10%); improved shopping provision (10%) and greater provision of education, learning and training (9%).

Services

Eighty three respondents listed facilities they considered to be lacking in the area: Health services (28%) and public transport (26%) were mentioned most often. Other concerns included the lack of shops (10%); a lack of police presence (9%); a lack of cafes restaurants (9%); poor broadband service, mobile or radio/television service (7%); the lack of post office services (7%); and poor road infrastructure. However, it is clear once again, that these problems and priorities are experienced very differently in each area.

In Canonbie public transport provision (36%) was the main concern among the 19 respondents, with the lack of shops (31%) or pubs/cafes/hotels (21%) also key issues.

The lack of a post office (41%) was the biggest concern for the 12 Eskdalemuir respondents with the provision of health services (25%), education, training and learning (16%) and broadband, mobile, radio and television services (16%) also mentioned in responses.

The provision of health services (34%) and public transport (26%) were the key issues identified by respondents from Langholm. The lack of police presence in the area was also of concern to respondents (13%).

Opportunities

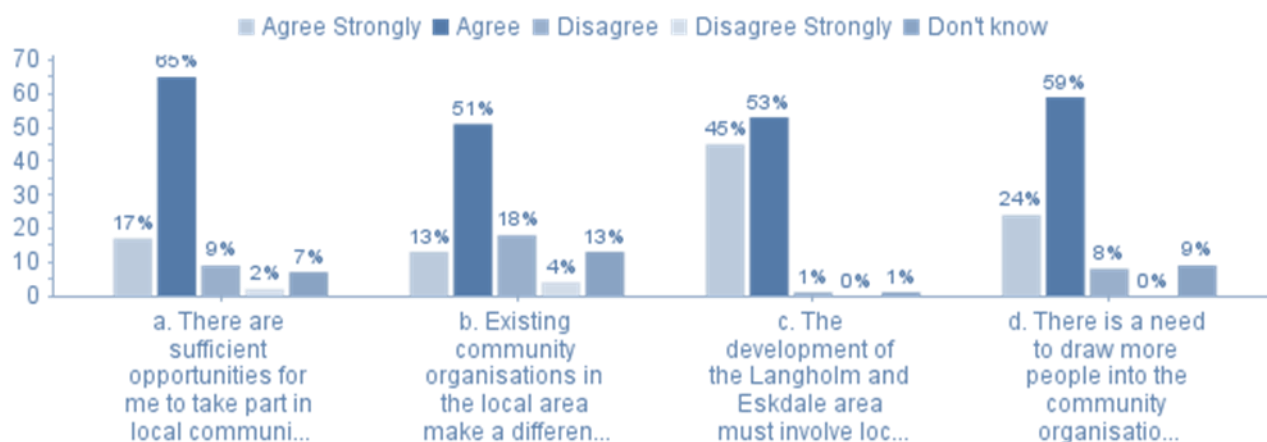
Eighty-eight respondents listed opportunities that they considered lacking in their area.

The lack of employment opportunities (65%) in the area was seen as an overwhelming priority amongst the respondents. Jobs for young people (13%) were regarded as key as was the provision of education, learning or training (11%). This pattern was repeated across all three areas of the study.

Section 2 - Community Participation and Development

This section considers whether there is effective and inclusive participation, representation and leadership, and whether local people can become involved in the future development of their community should they wish. By community organisations we mean those organisations that support and develop the community, for example, Community Councils/Initiatives/Foundations.

a. I feel...



The majority of respondents considered there were sufficient opportunities to become involved in community activities across the area except in Canonbie where this statistic was significantly less (21%).

Respondents also felt that local community organisations made a difference to their quality of life (64%). This statistic was higher in Eskdalemuir (71%) and slightly lower in Canonbie (57%).

Across all three communities people felt it was important that development of the area involved local people and the importance of encouraging people to participate in local community organisations.

b. I feel that the following should be priorities for local community organisations....

	1	2	3	4	5	6	7	8	9	10
Bringing communities together	40%	13%	11%	5%	17%	5%	2%	3%	0%	2%
Representing and protecting local interests	44%	18%	12%	3%	12%	3%	2%	2%	2%	2%

Supporting community groups		40%	21%	12%	4%	11%	2%	4%	4%	1%	1%
Engaging the local community	with local	40%	19%	14%	5%	10%	4%	2%	3%	2%	2%
Researching community needs and demands	and	43%	17%	11%	9%	9%	4%	2%	4%	1%	1%
Supporting local businesses and entrepreneurship	local and	55%	14%	6%	5%	5%	3%	2%	4%	3%	3%
Providing health care services	health	58%	12%	6%	3%	7%	2%	2%	5%	2%	4%
Provision of education and learning opportunities	of and	57%	13%	5%	5%	7%	1%	3%	5%	1%	3%
Promoting and preserving local heritage	and local	40%	15%	11%	10%	10%	2%	4%	4%	2%	2%
Providing transport		48%	16%	7%	5%	8%	3%	4%	4%	2%	3%
Tackling inequality and disadvantage	and	35%	12%	12%	8%	15%	3%	3%	5%	2%	4%

It was felt that the provision of health care services and education and learning opportunities should be a priority for local community organisations. Supporting local business and entrepreneurship was also felt to be important as was the provision of transport and the representation and protection of local interests.

This pattern was broadly repeated across the three study areas. However, the promotion and preservation of local heritage (62% - 1st choice); support for businesses and entrepreneurs (72% - 1st choice); and tackling inequality and disadvantage (58% - 1st choice); were valued more highly in Eskdalemuir, while the provision of education and learning opportunities were not regarded as being quite as important.

In Canonbie supporting community groups (49% - 1st choice) and engaging with the local community (48% - 1st choice) were regarded as greater priorities for community organisations than in the area as a whole.

The priorities which emerged from the responses of those living in Langholm and the surrounding area were broadly similar to the pattern in Langholm and Eskdale as a whole.

c. What do you think needs to happen to encourage the sustainable development of your area?

Response	Percentage
i. Attract newcomers/families	52%
ii. Meet social and economic needs for future generations	67%
iii. Utilise existing skills in community	67%
iv. Provide training for local people	67%
v. Provide training and job opportunities for young people	86%
vi. Attract and/or support new businesses	84%
vii. Develop social enterprises	47%
viii. Develop tourism	73%
Other	10%

It is clear from the analysis that respondents across the area felt that there was a real need for economic regeneration of the area and a need to create jobs and training particularly for young people (86%).

There was support for different ways in which this could be done in the different areas. Respondents from Eskdalemuir showed less support for attracting new businesses (50%) but more support for the development of social enterprises (60%) than Canonbie (37%) and Langholm (48%). In contrast, respondents in Langholm felt that attracting and supporting new businesses (92%) was key to the future development of the area.

Other

Suggestions given in the 'other' section included:

Employment

- *"You will achieve nothing without sustainable employment. Everything turns from this very simple fact"*
- *"The creation/attraction of real jobs in the service, commercial and industrial sectors is vital"*
- *"Provide care for the elderly within the local community and giving jobs to local"*
- *"Develop a reason for youths to stay in town"*
- *"Provide training/job opportunities for all - from school leavers, university education and experienced/inexperienced professionals"*

The development of roads and infrastructure also featured significantly and many respondents from Langholm felt a by-pass was necessary for the development of

the town as well as local people's safety. "Heavy goods vehicles make the High Street a dangerous nightmare; do not think they should come through at all"

The promotion and local shops, business and enterprise also featured significantly. "Keep shops open longer hours"; "Provide something for people to buy. People used to come yearly for EWM (Edinburgh Woollen Mill)"

"I would have to start my own business with a little bit of land. However they are all allocated to farm land"; "more council homes for families/young people"; "Create opportunities to help such as community shop selling local goods and produce. Studio space for workshops and courses in things like breadmaking, music"; "promote/enable integration of new people and families"

Section 3 - Local Economy

Economic issues such as business opportunities and the provision of employment and education are an important consideration for local development. This section aims to assess how important you feel these factors are for the future of the Langholm and Eskdale area.

a. I make use of my local businesses/services/shops

Response	Percentage
Frequently	74%
Occasionally	22%
Never	0%
None available	4%

The majority of respondents used local businesses/services/shops frequently (74%) or occasionally (22%).

63% respondents in Langholm used their local facilities frequently and 33% occasionally; in Canonbie 51% frequently and 47% occasionally and in Eskdalemuir 55% frequently and 5% occasionally.

b. For my needs, my local businesses/services/shops are.....

Response	Percentage
More than adequate	7%
Adequate	66%
Less than adequate	28%

The majority (73%) of respondents felt that local businesses/services /shops were adequate or more than adequate for their needs and 28% felt they were less than adequate.

In Langholm 77% of respondents felt local services were adequate or more than adequate, however there was less satisfaction with local services in Canonbie 63% and Eskdalemuir 53%.

i. Where do you do your supermarket shopping?

The 240 responses to this question indicated that people used multiple locations to do their grocery shop making it difficult to report what location was mainly used by people with accuracy. However, the majority regularly used supermarkets in Carlisle 56%; 34% used Langholm (particularly the co-op); 8% Lockerbie; 8% Annan; 6% Hawick and 3% Dumfries. Only one respondent to this question had their grocery shopping delivered to their home.

There were significant differences in patterns of supermarket shopping in each area.

Of the 163 respondents from Langholm 57% regularly used Carlisle for shopping; 40% also regularly used a variety of shops in Langholm. 9% used Hawick; 6% used Annan and 3% used Dumfries.

There were 52 responses from Canonbie. 75% of respondents regularly used Carlisle 19% used Langholm and 17% Annan.

Of the 21 respondents from Eskdalemuir 80% used Lockerbie for supermarket shopping; 19% regularly used Dumfries; and 14% used Langholm and Carlisle.

ii. How many miles do you have to travel?

Responses to this question varied significantly. 45% of respondents travelled less than 20 miles to access the supermarket; 40% travelled between 20 and 30 miles and 9% travelled over 30 miles and up to 50 miles.

c. Please indicate whether you do the following on a regular basis

Response	Percentage
i. Internet food shopping	19%
ii. Internet shopping for clothes/gifts	43%
iii. Purchase from local producer's market	33%
iv. Purchase local produce	46%
v. Eat out at local restaurant/cafe	53%
vi. Socialise in local hotel/bar	33%

The majority of respondents eat out locally on a regular basis (53%); they purchase local produce (46%) from local producers (33%); shop online for clothes and gifts (43%); socialise in local hotel/bar (33%) and do their grocery shop online (19%) on a regular basis.

The statistics for online grocery shopping varied for each area with 13% of respondents in Eskdalemuir, 17% in Langholm and 27% in Canonbie.

It is therefore difficult to determine respondents' regular grocery shopping patterns but the data would suggest that most people regularly use a combination of ways to shop.

Thinking about the town of Langholm specifically:

d. How often do you use the businesses/services/shops in Langholm?

Response	Percentage
Frequently	65%
Occasionally	35%
Never	0%

Analysis indicated that respondents from all the areas surveyed used businesses/services and shops in Langholm at some time with the majority using the services regularly (65%).

e. What if anything, would encourage you to use businesses/services/shops in Langholm?

Response	Percentage
i. More businesses/services/shops	74%
ii. Greater choice of businesses/services/shops	60%
iii. Community owned/social enterprise businesses/services/shops	22%
iv. Locally sourced produce and products available	40%
v. Better use of empty shops and buildings	66%
vi. Cost	36%
vii. Reduced traffic level on the High Street	27%
viii. Better parking facilities	32%
ix. High Street facelift	36%
x. Longer opening hours	21%
xi. Langholm town by-pass	23%
xii. Don't use businesses/services/shops in Langholm	1%
xiii. Other	3%

74% of respondents considered more businesses/services/shops in Langholm would encourage them to visit the town more often. It was felt that better use of empty shops and buildings (66%) and a greater choice of businesses/services and shops could improve trade. Respondents valued locally sourced produce and products 40%; considered that the High Street would benefit from a facelift 36%; felt better parking facilities 32% and reduced traffic level on the High Street 27%; longer opening hours 21% and community owned/social enterprises 22% would encourage business and improve the local economy. 36% of respondents felt the cost of goods in the town prohibitive and 23% considered that a by-pass would increase trade.

39% of respondents in Eskdalemuir and 33% in Canonbie thought a by-pass would encourage business whilst only 18% of respondents reported this in Langholm.

Some Eskdalemuir respondents felt that costs associated with shopping in Langholm was a restrictive factor e.g fuel (17%).

Other comments included encouraging franchises and independents shops and restaurants on the High Street and improved access for the disabled.

f. The following business ideas should be considered in the area.

26% of respondents suggested a variety of business ideas which they felt may benefit the local economy. In no particular order:

- Specialist shops of books, art, crafts to attract visitors
- Affordable units for local artists could include bookshop, specialist food
- Art and craft shop to display artisans work run as a co-operative
- Café using local sourced produce with a delicatessen
- Internet cafe
- A textile visitor centre/mill shop to attract tourists to the home of the Edinburgh Woollen Mill showcasing various brands and heritage of the company as well as other textile mills in Langholm.
- A museum of past industries – milk, dairy, weaving and other textiles
- Heritage centre
- Community sports hub
- Outdoor/indoor leisure centre (this was mentioned on numerous occasions)
- Swimming pool
- Soft play area
- Community shop e.g. various small businesses working from the one shop
- Monthly farmers' market
- Gift shop selling local products
- Bakery, particularly an on-site bakery to train young people (this was mentioned by numerous respondents)
- Microbrewery/cheesemaking - small specialist businesses
- Freezer shop
- Take away
- Greengrocer
- Garden centre to attract visitors from other towns
- Cycle hire
- Local bus tours
- Pedestrianised High Street
- Factory outlet
- Clothing and shoe shops for both adults and children

- Cinema extension – more frequency of films and more cultural diversity of choice
- Caravan park
- National hotel group linked to bus tour stays and guided walks/tours
- Outdoor pursuits (kayaking/mountain bike trails)
- Advertising of local walks
- Improved marketing of area to visitors
- Better daycare/nursery facilities
- Improved playground developed for hookups and allotment rental
- Better opening hours particularly weekends to encourage tourists (this was mentioned by a number of respondents)

g. The following are potential barriers to new business opportunities in the area.

31% of respondents suggested possible barriers to new business opportunities. In no particular order:

- *Finding a way into new business opportunities that did not clash with existing businesses*
- *Rental costs*
- *Lack of support from local people*
- *Lack of expertise*
- *Small population*
- *Marketing support*
- *Inadequate town parking*
- *Competition from large supermarkets*
- *Opposition from existing traders*
- *Monopoly of High Street traders, individuals owning multiple properties*
- *Town close to Carlisle*
- *Community Council objections to new businesses*
- *Dumfries and Galloway Council*
- *The Langholm Initiative*
- *Business rates*
- *Lack of business spaces*
- *Stubborn locals*
- *Lack of visitors*
- *Footfall loss*
- *Untidy look of town and noisy, narrow congested High Street*
- *Lack of parking, parking and planning laws*
- *A by-pass*
- *Transport links*
- *Free bus pass out of town means local people are able to shop out of Langholm at no extra cost to themselves*
- *Lack of suitable space*
- *Available potential business properties but current rental costs are too high*
- *Lack of employment, particularly for young people*
- *Lack of finance*
- *Isolation, distance of town from large population centre*
- *Appalling state of roads*
- *Land issues relating to Buccleuch Estate*
- *Land development restrictions*
- *Housing development including stalled developments*
- *Geography of area*

h. There are sufficient jobs opportunities in my area

Response	Percentage
Agree strongly	1%
Agree	3%
Disagree	47%
Disagree Strongly	38%
Don't know	10%

85% of respondents disagreed or strongly disagreed that there were sufficient job opportunities in their area.

The statistics for each area surveyed were similar.

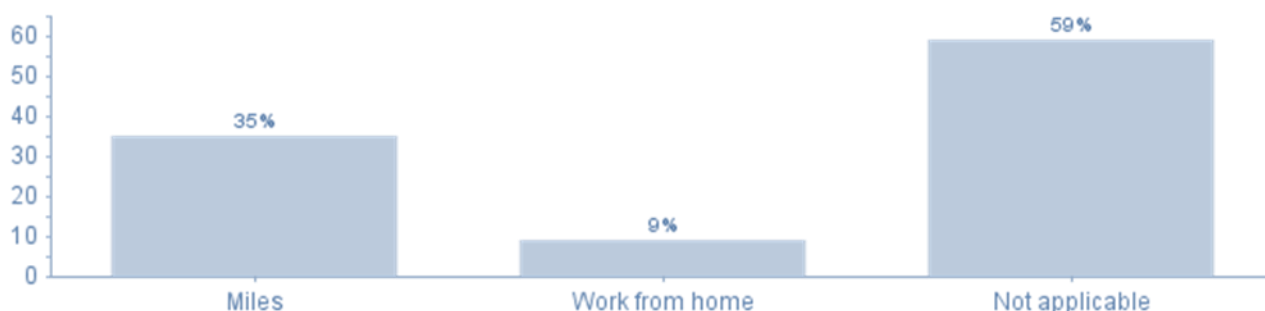
i. There are sufficient opportunities to use my work skills

Response	Percentage
Agree strongly	3%
Agree	26%
Disagree	34%
Disagree Strongly	23%
Don't know	14%

57% of respondents disagreed or disagreed strongly that there were sufficient opportunities in the area in which to use their work skills and 14% did not comment.

Less respondents (46%) disagreed with this statement in Eskdalemuir, however one third of respondents (33%) felt unable to respond.

j. How far do you travel to work?



35% of respondents regularly travelled to work and journeys ranged from 0 to 40 miles. The majority of these respondents travelled between 0 and 10 miles each day and 9% worked from home. However many of those who worked from home also travelled to their place of work on a regular basis. This question was not

applicable to 59% of respondents as they were presumably retired, full time parents, unemployed etc.

k. The local economy would be strengthened by widening the range of skills and businesses in the area.

Response	Percentage
Agree strongly	34%
Agree	58%
Disagree	2%
Disagree Strongly	0%
Don't know	5%

An overwhelming majority of 92% agreed that the local economy could be strengthened by widening the skills and businesses in the area.

l. There is a strong local business community.

Response	Percentage
Agree strongly	3%
Agree	24%
Disagree	47%
Disagree Strongly	4%
Don't know	21%

Only 27% of respondents considered that there was a strong local business community in the area with 51% disagreeing with the statement and significantly 21% of respondents felt unable to comment.

In Eskdalemuir, 35% of respondents disagreed that there was a strong business local business community and 35% did not know.

The statistics from the other areas were broadly similar to that of the wider survey.

m. There is sufficient available land to support new enterprises in the area.

Response	Percentage
Agree strongly	9%
Agree	40%
Disagree	26%
Disagree Strongly	7%
Don't know	17%

49% of respondents felt that there was sufficient available land to support new enterprises in the area. 33% disagreed and 17% felt unable to comment.

In Eskdalemuir the respondents were split over this issue with 40% agreeing/strongly agreeing and 40% disagreed/strongly disagreeing.

The stats from the other areas were broadly similar to the data from the wider survey.

Section 4 - Education, Learning and Training

The questions in this section aim to assess what educational opportunities are available to you locally and seek your opinion of schools, childcare provision and opportunities for young people in your area.

Educational Opportunities

a. Are you currently enrolled in any of the following?

Around 13% of respondents were currently enrolled in some form of education with the majority taking part in non-formal evening classes. However, there was an extremely low number of respondents engaged with local colleges (less than 1%). This probably reflects the older demographic of the area in general and age of those who responded to the study.

b. Do you feel that the current provision of educational opportunities in the area is adequate

Response	Percentage
Agree	38%
Disagree	30%
Don't know	33%

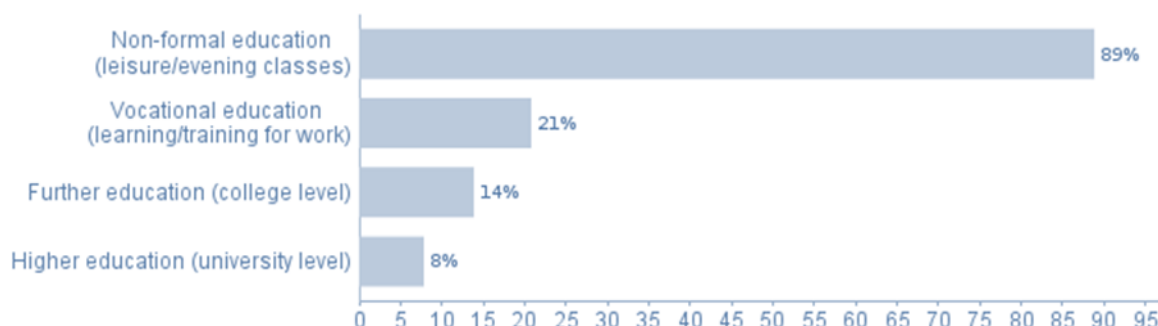
Respondents were divided with their opinions on current educational provision. While 38% agreed that provision was adequate, 30% disagreed and 33% felt they were not informed enough to make a response.

c. What, if anything, prevents you from accessing education in your area?

Within the 83 responses to this question a lack of classes (43%) was the most commonly identified barrier to accessing education across the area. Many respondents also felt that they were too old for education (18%) or just not interested (6%). The distance people needed to travel to access classes was also an issue (17%) with the lack of public transport contributing to this (3%). Other barriers included a lack of information about available courses (6%) and finding the time to take part (9%).

The pattern was very similar in Langholm and Canonbie. However interestingly, in Eskdalemuir age was not mentioned as an issue preventing respondents accessing education.

d. I am interested in the following educational opportunities.....



The majority of 134 respondents to this question were interested in non-formal education (89%) such as evening classes but there was also significant interest in vocational training (21%) and further (14%) and higher education (8%). One respondent suggested vocational training centred in Langholm e.g. fencing, dyking, shepherding, electrical, plumbing, building, stockmanship, cattle handling, ATV skills certified, chainsaw certificates for young and old.

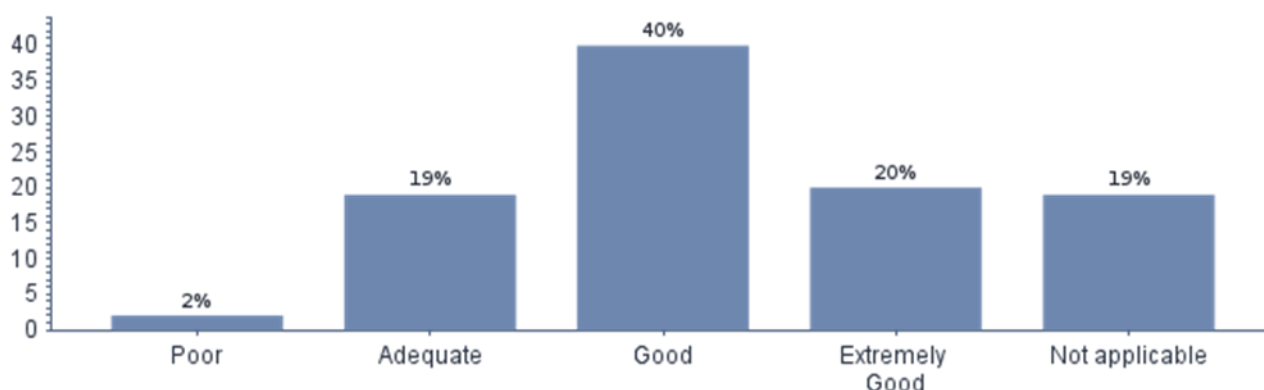
e. Please list below any course/s not currently available in your area that would be of interest to you in the future.

Respondents were again interested in a wide range and level of education and learning. Amongst the 58 responses to this question crafts (31%) and languages (29%) featured most often. Other popular subject areas included computing/IT classes (17%), arts classes (13%), music (8%), sport (8%) and gardening (8%).

Evening/leisure courses were most popular but a number of respondents were interested in vocational courses such as car mechanic courses and childcare/nursery nurse qualifications (6%) as well as higher level qualifications (3%).

Schools

f. What is your opinion about the quality of schools in your area



Respondents were overwhelmingly supportive of the current school provision with only 2% of respondents rating it as poor.

g. Schools could be improved by.....

Key ways in which respondents felt that the local school could be made better -

- Improvement to the infrastructure of buildings and facilities
- Maintaining and increasing subject choice
- Increasing the opportunity to take part in sport both at school and competing externally
- Creating greater stability amongst senior staff
- Increasing the number of children on the school role

Other suggestions included more engagement with the community, allowing the community more use of school facilities, improving support for children with additional needs and providing a breakfast and an after school club.

Childcare

h. Childcare and education provision for 0-5's in the local area is adequate for my needs?

Response	Percentage
Agree strongly	6%
Agree	36%
Disagree	3%
Disagree strongly	4%
Not applicable	52%

i. The standard of local childcare facilities is good.

Response	Percentage
Agree strongly	11%
Agree	33%
Disagree	6%
Disagree strongly	1%
Not applicable	49%

Respondents who used childcare felt that there was adequate provision and that the quality of that provision was of good standard. 87% of applicable respondents considered that provision for 0-5s was adequate and 85% felt that local childcare facilities were of good standard. However, there were variations in provision across the three communities with residents of Eskdalemuir and Canonbie often having to travel some distance to access childcare as there was little or no provision in their area.

One Canonbie respondent stated there is *'there is one local child minder but they are always full and there is no after school provision so it's difficult to combine with work'* while another respondent has *"to travel to adequate childcare"*.

Another respondent found it difficult to source information about local childcare provision. *"I have a child on the way. There is very little information regarding child care in the area. Information is not easily accessible"*.

A number of respondents felt that childcare was expensive and this often made it difficult to return to work. *"[I] Couldn't stay at work after maternity leave as couldn't afford childcare, e.g. working for £90 a week and paying £60 for childcare = pointless"*.

One respondent was able to return to work thanks to the local childcare provision. *"Langholm playcare is an excellent facility but struggle with costs with updated legislation and rules they must follow. I could not have worked part-time without this service"*.

Young People

j. There are adequate facilities and support services for young people in your area.

Response	Percentage
Agree strongly	1%
Agree	30%
Disagree	33%
Disagree strongly	9%
Don't know	26%

42% of respondents felt that the facilities and support services for young people in their area were not adequate although 31% felt there were sufficient facilities. 26% were unsure what was available.

There were clear differences in provision across the area. Only 10% of respondents from Eskdalemuir felt that provision for young people in their area was adequate compared to 26% in Canonbie and 35% in Langholm.

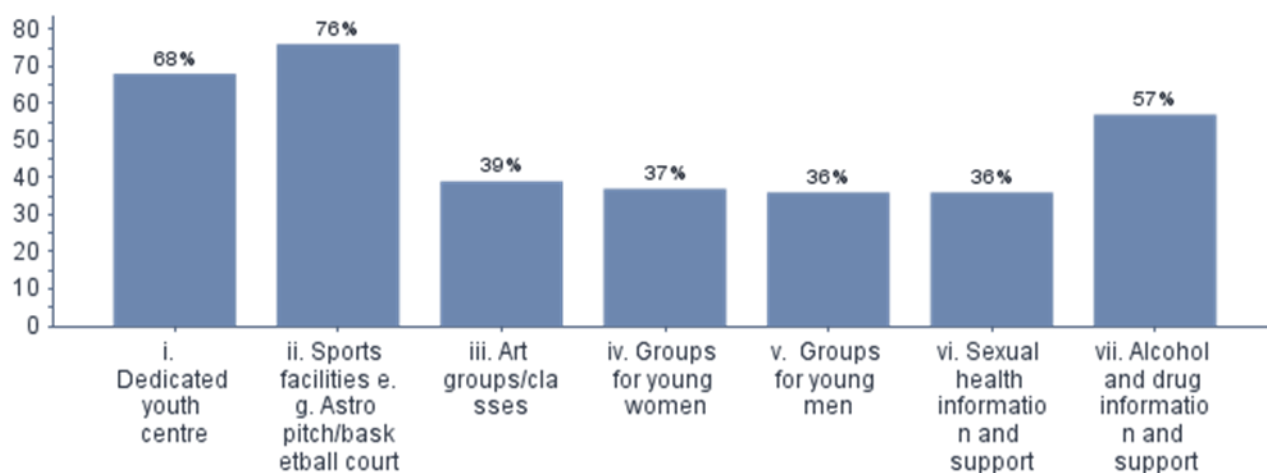
k. There are sufficient job and training opportunities for young people in Langholm and Eskdale.

Response	Percentage
Agree strongly	0%
Agree	5%
Disagree	47%
Disagree strongly	26%
Don't know	21%

73% of respondents felt that training and job opportunities for young people were not adequate. Only 5% of respondents felt that current opportunities were satisfactory.

Responses were broadly similar across the study areas.

I. What activities and/or facilities would you like to see for young people in your area?



m. A need has been identified to keep young people in the area. In your opinion what would need to change to attract them to stay.

Amongst the 143 responses, the creation of jobs (82%) was regarded as key to attracting young people to stay with many highlighting that these must be well paid or good quality jobs (10%). The provision of affordable housing (15%) and housing for young people in general (7%) also emerged of importance. Improving the opportunities available for young people in terms of social opportunities in the area was also a key concern (9%) as well as the provision of training/apprenticeships and improved transport links (6%).

Other suggestions included support for local businesses, attracting new industries to the town and the improvement of leisure facilities.

Section 5 - Health Care and Support Services

The Government's vision for the future of health care provision is to empower people that use services to play a leading role in shaping and driving changes they want to see. This will mean finding ways to enable people to design and deliver services in their area so that this becomes a shared responsibility between local people, councils and their partners. The questions in this section ask for your opinion on the quality of health care and support services in your area and how these could be improved.

a. I have access to quality health care and support in my area

Response	Percentage
Agree strongly	19%
Agree	66%
Disagree	9%
Disagree strongly	2%
Don't know	4%

85% of respondents felt that they had access to good health care in the area. Only 11% disagreed with the statement.

There were significant differences in responses dependent on where you lived in the area. In Canonbie 96% of respondents felt their access to healthcare was good whilst in Eskdalemuir only 67% of respondents considered that they had access to good quality healthcare.

b. I find it easy to access information about local health services...

Response	Percentage
Agree strongly	13%
Agree	67%
Disagree	10%
Disagree strongly	2%
Don't know	8%

Again, the majority of respondents (80%) felt they were able to access information about local health services easily.

c. Transport services have been identified as a key issue for people accessing health, social care and support provision in Langholm and Eskdale.

i. Where do you currently travel to access health services?

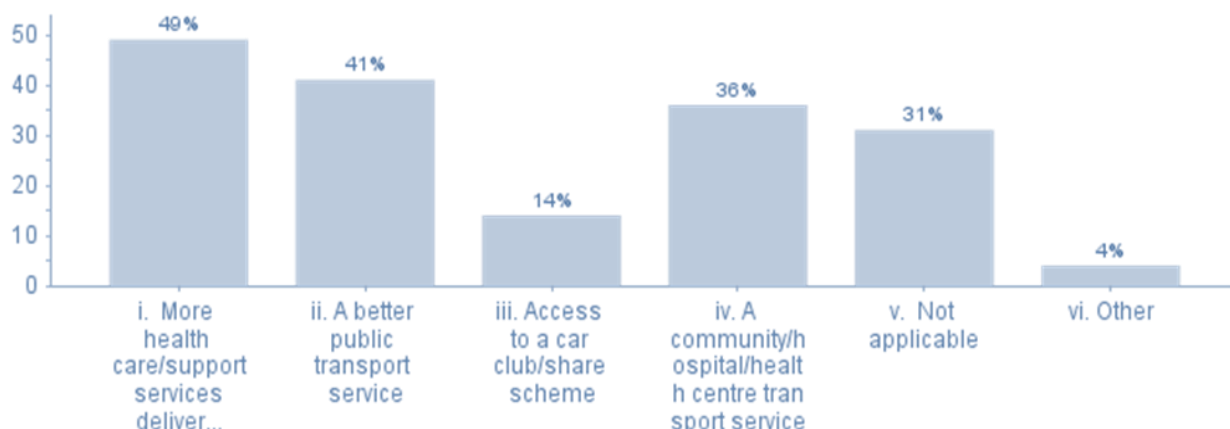
Responses to this question varied considerably dependent on where respondents' lived so it was difficult to determine exact patterns of use without further research.

In Canonbie, 68% of the 41 respondents accessed health care services in the local health centre while 17% used services in Langholm and 7% used Gretna. 19% also accessed services in Dumfries and 34% in Carlisle (it is assumed that they were accessing additional services such as hospital appointments, surgery, specialist consultations etc in Dumfries and Carlisle).

In Eskdalemuir 70% of the 20 respondents accessed health care services in Langholm while 35% also used Lockerbie. One respondent used services in Canonbie. 50% also used Dumfries, again, presumably for hospital appointments etc. None of the respondents used services in Carlisle.

In Langholm results were less clear. 39% indicated that they used the local surgery. However, no alternative place of access to GP services emerged although 7% used services in Canonbie. It may be that respondents indicated simply where they were accessing services other than GP services. Of these 46% accessed hospitals services etc. in Carlisle, while 45% also used Dumfries.

ii. Which of the following, if any, would make it easier for you to access local health, social care and support provision?



49% of respondents felt that more health care services delivered locally would make life so much simpler for them. The responses to this question differed significantly by area – 78% in Eskdalemuir; 53% in Langholm and 23% in Canonbie.

41% felt that a better public transport service would ease access to local healthcare. Statistics for all areas were similar.

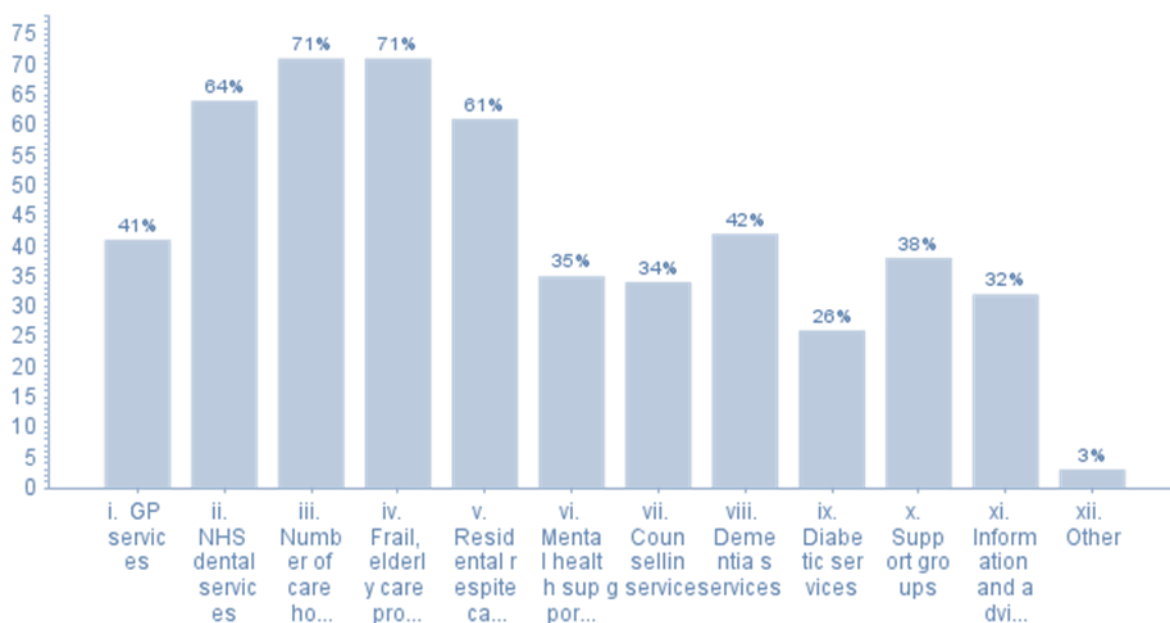
36% felt a community hospital/health centre transport service would help improve access to health and social care. However, only 26% of respondents in Canonbie agreed with this.

14% felt access to a car club or share scheme would also help in terms of travel to and from appointments. Again statistics for all areas were similar.

This question however was not applicable to 31% of the respondents surveyed. Interestingly, the amount of non-applicable respondents in Canonbie was 47% and 17% in Eskdalemuir.

Additional comments included development of existing local services at Langholm health centre; issues over travel to Dumfries without a car (forty miles away); concerns over length of time it took to book a GP appointment (over three weeks); surgery opening hours in Canonbie; wish for longer opening hours at Langholm health centre; wish to keep services local; more choices of hospitals and better appointment systems.

d. In the recent 'Putting You First' study, local people indicated a need for the expansion of local service provision. Are there any services that you would like to see improved locally?



The analysis shows that 71% of respondents equally considered frail, elderly care provision and the number of care home beds as being the most important factor in terms of improvement in local services. In Langholm the number of respondents wishing improvement in the number of care home beds was 80% and improved care provision for the elderly 74%. In Canonbie these services were not considered quite as important with significant differences in responses - 53% and 67% and Eskdalemuir 32% and 58%.

The NHS dental services in the area was seen as the next most important service that could be improved (64%) in all areas but only 47% of respondents in Eskdalemuir considered improvement was needed.

Residential respite services (61%) in all areas - 37% of respondents in Canonbie felt this service could be improved and 47% in Eskdalemuir.

Dementia services (42%) in all areas - There were significant differences of opinion in each area - 49% in Langholm; 31% in Canonbie and 16% in Eskdalemuir.

GP services (41%) in all areas - Again there were significant differences of opinion in each area - 63% in Eskdalemuir; 45% in Langholm and 18% in Canonbie.

Support groups (38%) in all areas - While 42% of respondents in Langholm supported the improvement of support groups, only 29% of respondents indicated this in Canonbie and 26% in Eskdalemuir.

Mental health support (35%) in all areas - 39% of respondents in Langholm considered mental health services needed improvement; 27% in Canonbie and 26% in Eskdalemuir.

Counselling services (34%) in all areas - there were no significant differences in each area.

Information and advice support (32%) in all areas - In Canonbie only 24% of respondents felt this service could be improved.

Diabetic services (26%) in all areas - This service was felt to be the least important service in terms of improvement - 30% of respondents Langholm; 18% in Canonbie and 16% in Eskdalemuir.

Respondents made a number of comments mainly focused on concerns over local GP and dental services and provision for the elderly.

- *There is a great shortage of good carers locally.*
- *Alternative therapies such as massage and acupuncture needed.*
- *Improved disabled support*
- *There are many simple services such as intravenous injections that cannot be delivered locally because of the lack of nursing services, they are not financially supported. Nursing services would save a great deal of travel for local people.*
- *Palliative care support delivered locally*
- *Independent and GP services - health advocacy resources. Improved disabled support.*
- *The ability to get a GP appointment when actually suffering and not weeks later.*
- *Out of hours G.P Services should be carried out locally by our own G.Ps*
- *Fund local GPs requests for staff training and purchase of simple equipment that many treatments' require. Currently these are carried out in a general hospital/s many miles away.*
- *A once weekly GP clinic in the valley like we used to have. Even once a fortnight would be great!*
- *Langholm and Eskdalemuir are wonderful places but the GP services doctors are not so good.*
- *GP on call would be nice.*
- *GP service in Langholm appears to be over stretched at times. Would like to see the hospital developed to offer respite and greater joint working with NHS and social work. The carer service needs improvement in terms of staff training.*
- *Wish for a Saturday morning opening of surgery.*
- *Local dentist is inaccessible by wheelchair*
- *More NHS dentists – currently only one dentist*
- *Why is there only one part-time dentist surgery with no vacancies for any more NHS patients?*
- *Had to register with dentist at Lockerbie 18 miles away as Langholm practice full for NHS patients (they have spaces for private patients. I don't drive I have to rely on people giving lifts as no public transport directly to Lockerbie.*
- *Support to keep Thomas Hope hospital open instead of travelling 20 miles to Annan with no proper bus service times that would suit visiting hours.*
- *Lack of care homes. Under use of Thomas Hope.*
- *Sheltered housing needed this would free houses for young people*
- *Plans for 'sheltered' housing on hold - community should buy out.*
- *Better use of Thomas Hope hospital*
- *Respite care reinstated at Thomas Hope hospital*
- *Use the Thomas Hospital more for: 1) daycare and 2) respite care for the elderly so that carers could organise time for themselves.*

- *Badly needed new nursing home for the elderly*
- *Sites available for building new care home but no funds to develop*
- *There is a pressing need for a new care home so those in need can stay in Langholm where their friends and relatives can visit. It is very difficult to get to Annan/Lockerbie/Longtown etc on public transport, especially for the elderly.*
- *There is a great need for a new care home for the elderly with better facilities and more sheltered housing for the fitter elderly to maintain independence.*
- *We must provide local care for our elderly*
- *Important to keep elderly in the community so they are not isolated*
- *More local support mental health including the wider family unit.*
- *More local dementia support services for the future.*
- *Provide a range of treatment options locally to avoid specialised treatments many miles away e.g. breast cancer care in Ayr.*
- *More accessibility to all healthcare*

e. Are there any services that you would like to see introduced locally in the future?

Respondents highlighted the need once again for an improved dental service in the area. Other responses included - GP on call service; GP/nurse home visits; a local accident and emergency service; local outpatient service; more consultancy appointments within the Thomas Hope hospital; local palliative care, physiotherapy services, rehab unit, counselling services and audiology; mental health support services; local health information centre; health support groups; social services; a care facility for the elderly; respite care; sheltered accommodation; better transport to outlying villages; direct transport links to Dumfries/Lockerbie.

f. I would like to see more local/community involvement in the design, management and delivery of health and social care services in Langholm and Eskdale.

Response	Percentage
Agree strongly	14%
Agree	63%
Disagree	5%
Disagree strongly	1%
Don't know	17%

77% of respondents agreed or strongly agreed that they would like to see more local involvement in the management and delivery of health and social services in the area.

Responses from all the areas were similar.

g. I would like to see some local healthcare and support services being delivered by social enterprises and/or community groups.

Response	Percentage
Agree strongly	10%
Agree	51%

Disagree	11%
Disagree strongly	2%
Don't know	26%

61% of respondents agreed or strongly agreed that they would consider some local healthcare and support services being delivered by social enterprise/community groups (26% of respondents were unsure). Responses from all the areas were similar.

Section 6 – Tourism, Culture, Heritage and Leisure

Tourism, Culture, Heritage and Leisure must be considered in future plans for development. Tourism also plays a significant role in the community of Langholm and Eskdale. The questions below assess how important you think tourism, culture, heritage and leisure are to the development of Langholm and Eskdale.

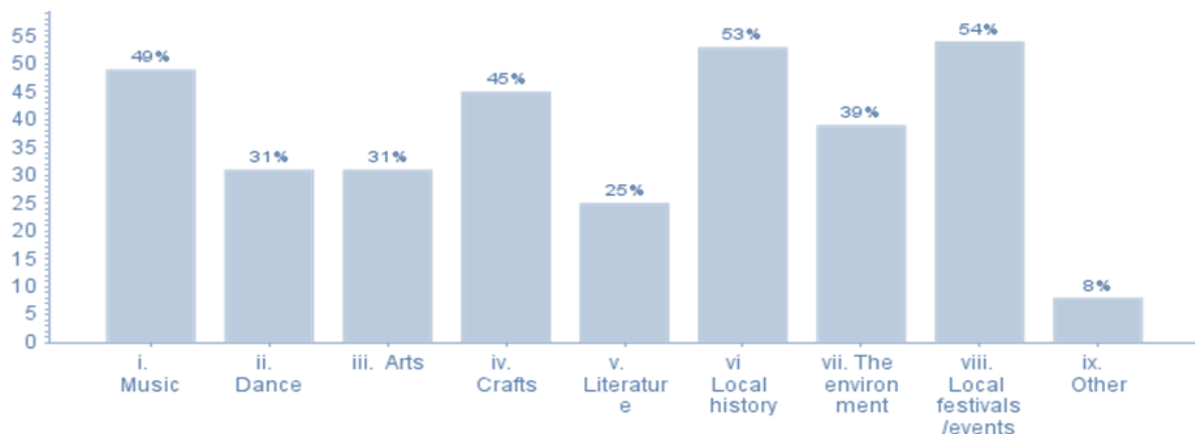
a. There are ample opportunities for me to take part in cultural and leisure activities.

Response	Percentage
Agree strongly	12%
Agree	54%
Disagree	20%
Disagree Strongly	3%
Don't know	11%

The majority (66%) of respondents considered that there were sufficient opportunities for them to take part in cultural and leisure activities in the area.

In Langholm 71% of respondents agreed or strongly agreed with this, however, only 52% of respondents agreed or strongly agreed in Canonbie and 50% in Eskdalemuir.

b. I would like to see more activities concerned with:



The majority of respondents would like to see more local festivals and events taking place (54%); more activities concerned with local history (53%); music (49%); crafts (45%); the environment (39%); dance (31%); arts (31%) and literature (25%).

Other activities suggested include, sport and recreation; theatrical productions; outdoor festivals and garden clubs. 67% of respondents in Eskdalemuir would like to see more activities concerned with music.

c. I would like to see other activities/pursuits concerned with sport and leisure available in my area:

When respondents were asked what activities concerned with sport and leisure they would like to see in their area there was great enthusiasm about sports facilities including a swimming pool, gym, sauna and spa (26%) and indoor activities like climbing, martial arts, tai chi, pilates, yoga and weight loss support. Emphasis however, was put on the cost of leisure activities with a number of people concerned about affordable rates.

Many outdoor activities for the area were also suggested including cycle tracks; mountain bike trails; football, softball, basketball, hockey, tennis and athletic facilities (all weather pitch); zip wires; kayaking; orienteering; off-road; equestrian; clay pigeon shooting; paragliding and walking.

One respondent highlighted the cost of leisure in terms of the distance as s/he has to drive thirty miles for a swim and exercise.

Suggestions for development of existing facilities included local halls providing more sport and leisure activities and the development of a leisure facility at the Castleholme site in partnership with the Castleholme management committee.

d. Please indicate your choice by ticking one box. The cultural heritage of Langholm and Eskdale is an economic asset.

Response	Percentage
Agree strongly	23%
Agree	62%
Disagree	5%
Disagree Strongly	0%
Don't know	11%

85% of respondents considered the cultural heritage of the area an economic asset. These views were comparable in all the areas.

e. The promotion and protection of local cultural heritage should be central to the future development of tourism in Langholm and Eskdale.

Response	Percentage
Agree strongly	26%
Agree	61%
Disagree	3%
Disagree Strongly	1%
Don't know	9%

87% of respondents considered that the promotion and protection of local cultural heritage should be central to the development of tourism in the area.

f. Tourism is crucial to the long-term sustainability of my area.

Response	Percentage
Agree strongly	30%
Agree	60%
Disagree	5%
Disagree Strongly	0%
Don't know	5%

The overwhelming majority of respondents agreed or agreed strongly that tourism is crucial to the long-term sustainability of the area.

g. The tourist experience could be improved by providing.....

Response	Percentage
i. More accommodation	48%
ii. More eating places	48%
iii. Better quality accommodation	43%
iv. Better quality eating places	47%
v. Better marketing and branding of area	71%
vi. More accessible forest/farmland routes	41%
vii. Festival/music weekends/events	53%
viii. Marketing as a destination town	54%
ix. Upgrading of existing public areas	55%

x. Better signage	43%
xi. A designated heritage centre	45%
xii. Interpretation/information boards	29%
xiii. An all year round tourist information provision	53%
xiv. Other	10%

When asked how the tourist experience could be improved, respondents considered better marketing and branding of the area (71%) as the most important factor. Upgrading of existing public areas (55%); marketing the area as a destination town (54%); an all year round tourist information centre (53%) festivals and weekend events (53%) were seen as the next important factors in how to attract visitors to the area. Others factors included more accommodation (48%); more eating places (48%) better quality eating places (47%); a designated heritage centre (45%); better quality accommodation (43%); better signage (43%); more accessible land routes (41%) and interpretation/information boards (29%).

Other suggestions to attract visitors to the area included, more shops, an all round clean up; High Street facelift; caravan site; children's playground; improved public toilets with 24 hour opening; more low-season activities (sport or cultural based); better parking facilities; more parking spaces; family attractions and an all weather/indoor climbing facility/café.

A few respondents suggested heritage/museum facilities illustrating railway history and past industries in the area.

One respondent was concerned about the impact the environmental agencies have had on the local economy by enforcing costly ROD licences on visitors. This has deterred visitors from coming to the area to fish and as a result local businesses have suffered financially, in particular, local hotels.

Section 7 - Housing

In this section we would like to assess your views on the need for the development of housing in your area.

a. There is a need for additional housing in my area to accommodate (please rate each statement on a scale of 1-10 - 1 = high priority; 10 low priority)

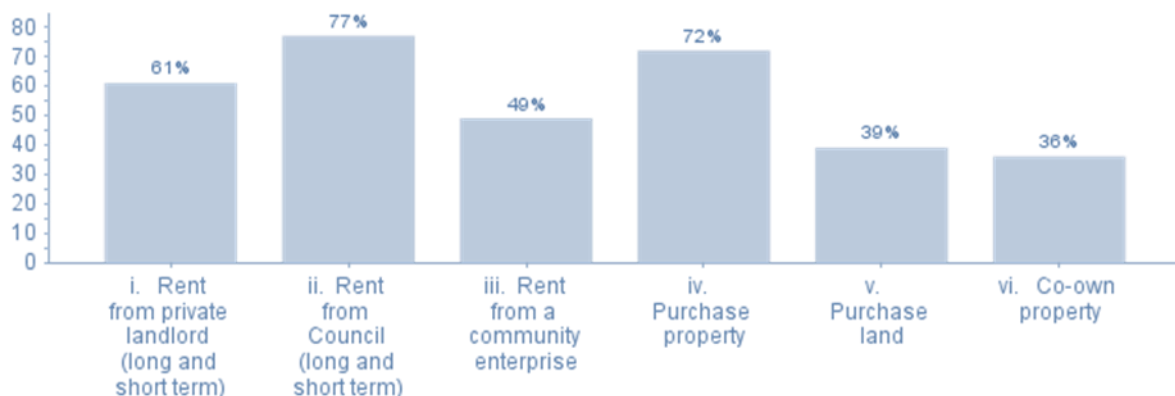
	1	2	3	4	5	6	7	8	9	10
i. Those with the most urgent housing needs	45%	7%	6%	4%	13%	3%	3%	5%	1%	11%
ii. Local people	61%	7%	10%	6%	7%	1%	1%	3%	1%	4%
iii. Those wishing to move to the area	24%	7%	13%	5%	23%	5%	3%	5%	2%	14%

iv. Young single people	28%	9%	9%	2%	20%	4%	7%	8%	1%	12%
v. Young families	52%	13%	7%	6%	11%	2%	3%	3%	1%	3%
vi. Elderly/sheltered	55%	12%	6%	4%	9%	2%	1%	3%	1%	6%
vii. Those with additional needs	40%	8%	10%	6%	17%	4%	3%	3%	1%	7%

While the response rate to this question was significantly lower than others in the questionnaire, the need for housing for local people emerged as a clear priority followed by housing for the elderly/those needing sheltered housing and young families. Those with the most urgent housing were given the next priority while young single people and those wishing to move to the area were considered the least priority group for housing in the area.

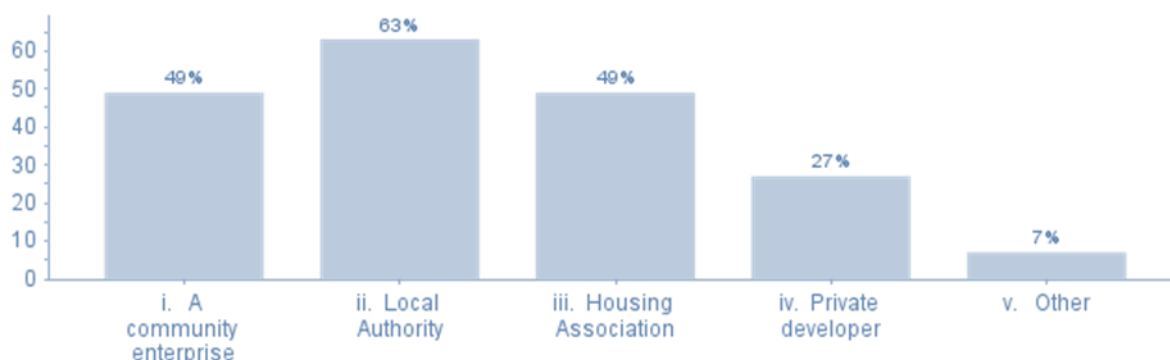
Responses in Canonbie and Langholm were very similar to those of the overall area. However in Eskdalemuir, the elderly/those in need of sheltered housing and those with the most urgent housing needs emerged as the top priority followed closely by the housing needs of local people.

b. Any new housing developments should enable people to:



Being able to rent or purchase property was important for respondents with 77% of people indicating that their preference would be to rent from the local council. However renting from a community enterprise was more popular in Eskdalemuir 86% and less popular in Canonbie 38%.

c. Any new housing developments should be led by:



Across the area the local authority emerged as the preferred leader for any new housing development with housing associations and community enterprise (both 40%) the next preference. Opinions once again varied from community to community with those in Canonbie and Langholm having a clear preference for the local authority (60% and 67%) whilst in Eskdalemuir respondents preferred community enterprise and housing associations (both 57%).

Of the 7% of comments in 'other' section, most indicated that they preferred a private developer leading any new scheme. Others suggested alternative models and ideas such as a *"group purchase housing co-operative for eco-build projects"* and *"there is a role for all of the above to attain affordable housing"*. One respondent commented that *"old and empty properties must be used"* in any housing development.

Some raised concerns about the demand for, and distribution of housing, suggesting that demand has fallen *"we rent out houses and we've had stable supply/demand for past few years but demand is down from 3 years ago"*. Another respondent was concerned about the type of tenants being allocated local homes *"housing – not for drug addicts or single families from all over the country"*.

Section 8 - Transport and Infrastructure

Issues relating to transport and local infrastructure are of great importance when planning the sustainable development of an area. This section aims to explore how you feel about these issues.

a. Do you have access to a car?

Response	Percentage
Yes	90%
No	10%

The vast majority of local people have access to a car although this varied slightly across the area with 87% of respondents having access in Langholm, 95% in Eskdalemuir and 100% in Canonbie.

b. How many cars are there in your household?

Response	Percentages
0	4%
1	53%
2	32%
3	7%
4	0%

Patterns of car ownership were very similar in Langholm and Eskdalemuir with 59% and 61% of respondents owning one car and 27% two. Respondents from Canonbie however had a much higher level of car ownership with 65% owning two or more cars.

c. Do you use public transport to travel locally?

Response	Percentage
Frequently	16%
Occasionally	52%
Never	32%

Respondents from Langholm used public transport the most with 19% using it regularly and 55% occasionally. Canonbie and Eskdalemuir respondents used public transport much less with only 10% and 12% using it on a regular basis and around 40% occasional use.

d. Does the current provision of public transport limit any aspect of your life?

Because of the high level of car ownership across the area public transport had limited impact on peoples' day to day lives. However, for those without access to a car the limitations were very significant.

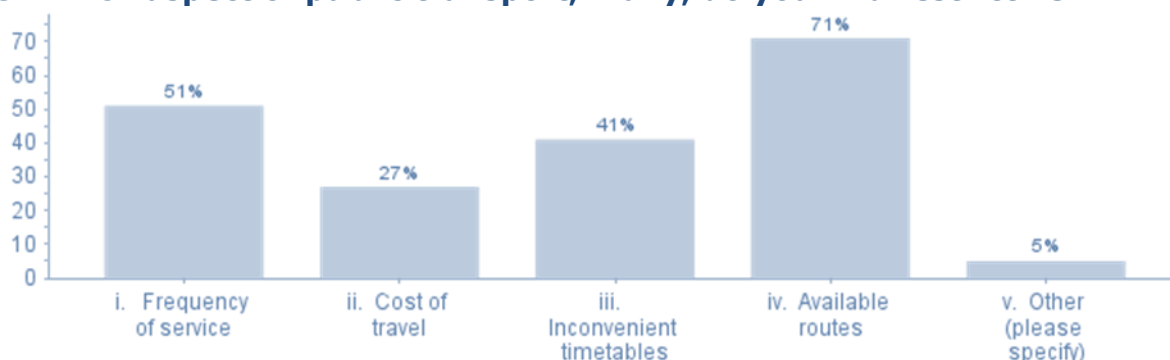
Respondents felt that the current level of public transport greatly impacted on them accessing nearby towns (22%); accessing services such as health care (21%) needs of young people (21%) socially (20%); accessing shops (16%); needs of children (14%) and work (13%).

There were a large number of non-applicable responses in three of the categories – 'the needs of young people' (64%), 'the needs of children' (72%) which could be explained by those responding having no children or young people and therefore unable to comment. The work category (73%) could be explained in a number of ways, either most respondents live locally and don't depend on public transport for work or they have access to a car for work or are retired/unemployed. The statistics for these three categories are likely to be skewed as a result.

A number of respondents suggested that without a car their lives would be severely restricted *"It would limit most aspects of the above if we didn't have a car". "Need car for work, social, accessing shops, towns etc, can't access with public transport"*. Others described the lack of services *"No bus route to Gretna,*

Annan, Lockerbie", while some described problems with the timing of services "Service bus to Carlisle needs to be earlier to for provision for shift workers e.g. 0600 hours".

e. Which aspect of public transport, if any, do you find restrictive?



The frequency of service and lack of available routes were the main aspects of public transport which respondents found most restrictive. Available routes were the biggest difficulty for respondents from Langholm (77%) with the frequency of services less restrictive (43%). In both Canonbie and Eskdalemuir however, frequency of service emerged as the most restrictive aspect (67% and 78%) with inconvenient timetables also being a major restriction in Eskdalemuir (67%).

Other aspects which limited respondents were mobility and the lack of timetables at bus stops. One respondent suggested that reinstating the railway line may help to resolve some of the transport issues.

f. Would you use a community transport service if one was available?

Response	Percentage
Yes	56%
No	44%

The majority of respondents stated that they would use a community transport service if one were available, although 64% of respondents in Eskdalemuir did not feel they would make use of this service.

There were a variety of additional comments. Some respondents were concerned about the financial viability of a community transport service whilst others suggested that there were both formal and informal schemes already running. Many detailed the problems they are currently facing due to a lack of public transport such as "My children have missed opportunities to take part in sports clubs and groups because of the cost of having to transport them to venues myself"; "I live outwith the town and have to rely on lifts or have a designated driver if we go out socially with friends". "Public transport is very limited". Many felt that while they would not use such a service at this time, they may have to rely on it in the future. Others felt they would not use the service but could see the benefits for the wider community.

g. There are adequate walking routes around the Langholm and Eskdale area.

Response	Percentage
Agree strongly	40%
Agree	51%
Disagree	4%
Disagree Strongly	0%
Don't know	5%

Respondents across the region felt that there are adequate walking routes in the area with the majority agreeing or strongly agreeing with the statement (91%).

h. There are adequate cycling routes around the Langholm and Eskdale area

Response	Percentage
Agree strongly	17%
Agree	40%
Disagree	19%
Disagree Strongly	3%
Don't know	21%

The majority of respondents felt that there were adequate cycling routes locally (57%).

i. There are adequate parking facilities in your area.

Response	Percentage
Agree strongly	7%
Agree	42%
Disagree	41%
Disagree Strongly	7%
Don't know	3%

There were mixed responses to adequacy of parking facilities in all three areas. This issue was of greatest concern to respondents in Langholm where 51% felt that parking facilities were not adequate compared to 43% in Canonbie and 39% in Eskdalemuir.

j. Local roads and pavements are of good quality.

Response	Percentage
Agree strongly	0%
Agree	12%

Disagree	41%
Disagree Strongly	47%
Don't know	0%

Respondents across the area felt that local roads and pavements were not in good condition and badly in need of maintenance. 88% of respondents both in Canonbie and Langholm and 93% in Eskdalemuir disagreed that local roads and pavements were of good quality.

k. Do you have any concerns relating to transport/travel/safety in your area?

Response	Percentages
Cycling	3%
Heavy goods vehicles	2%
Langholm High Street	12%
Lack of public Transport	5%
Logging Lorries	14%
Parking	3%
Pavements	10%
Poor Quality and/or maintenance of roads	47%
Pot Holes	32%
Speed of traffic	8%
Walking	3%

The condition (particularly the number of potholes in local roads) and maintenance were of great concern to respondents with most responses relating to both these issues. There was reference to specific places where roads were poorly maintained and also a wider concern for the lack of road maintenance taking place across the area.

The speed and number of logging lorries travelling on rural roads was considered an important issue and this formed part of a wider concern relating to the speed of traffic in a number of areas including Langholm High Street. Some felt that a by-pass or speed restriction was needed to make the High Street safer for pedestrians. Other concerns relating to the High Street included the poor design and maintenance of the pavements for pedestrians and the narrow section of the road at the Town Hall.

A number of other concerns were raised and included the safety of walking or cycling on local roads; the poor state of pavements (and poor design of drop sections for the disabled) and the lack of public transport to nearby towns.

Section 9 - The Environment

The protection and management of the natural environment also plays a role in sustainable development. This section explores how you feel about the natural environment in your area.

a. The conservation of the environment should be a priority when considering future development proposals.

Response	Percentage
Agree strongly	27%
Agree	68%
Disagree	4%
Disagree strongly	0%
Not applicable	2%

An overwhelming majority of respondents (97%) felt that conservation of the surrounding environment should be a priority when considering future development of the area.

b. The protection of the environment is essential.

Response	Percentage
Agree strongly	32%
Agree	63%
Disagree	4%
Disagree strongly	0%
Not applicable	2%

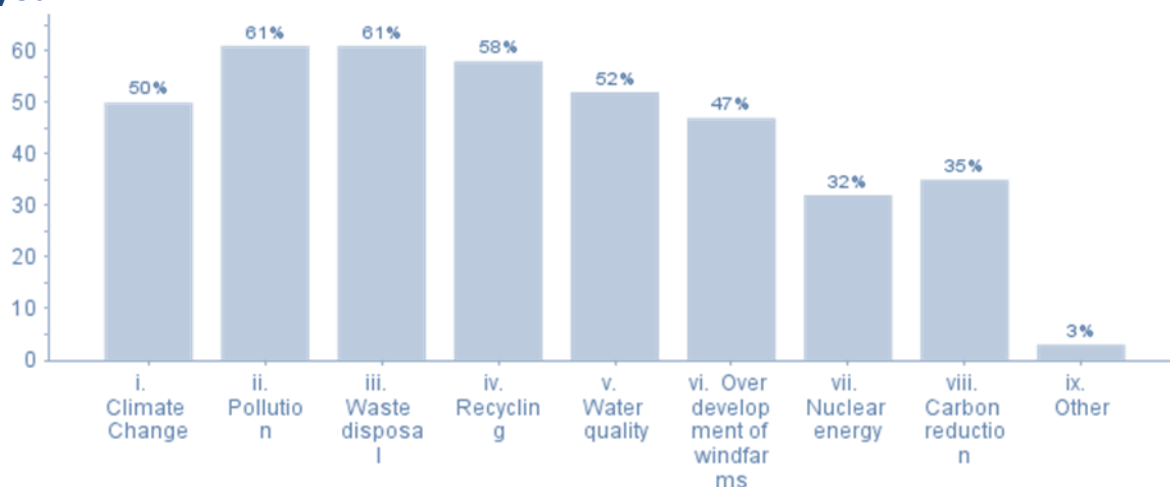
95% of respondents considered that protection of the environment was essential.

c. The protection of the environment is essential to encourage tourist/visitors to the area.

Response	Percentage
Agree strongly	34%
Agree	59%
Disagree	4%
Disagree strongly	0%
Not applicable	3%

93% of respondents agreed that protection of the environment was crucial to encouraging visitors to the area.

d. Please indicate which, if any, of the following environmental issues are of concern to you.



61% of respondents expressed concern over both pollution and waste disposal; 58% were concerned over lack of recycling facilities; 52% with local water quality; 50% with climate change; 47% with over-development of windfarms; 35% with carbon reduction and 32% with nuclear energy.

Additional comments also highlighted the above concerns. Pollution and waste disposal was one of the greatest concerns (61% each); followed by lack of recycling facilities (58%); water quality (52%); climate change (50%); over-development of windfarms (47%); carbon reduction; litter throughout the countryside; hydropower and upkeep of rural ditches e.g., erosion and drainage on rural roads.

There was controversy over windfarms. Some people could see benefits to having more developments in the area whilst others questioned their long-term efficiency and the impact that their appearance would have on the surrounding landscape. Other key environmental concerns included, the lack of recycling facilities in the area, with some respondents questioning their carbon footprint when they had no choice but to drive up to 25 miles to access the nearest recycling facility. One respondent highlighted the 'Eco-deco' waste management plant in Lockerbie as a good model for recycling waste. A number of comments were made about the increased level of fly tipping and litter disposal at side of local rural roads and a few people were concerned about the quality of local water. The possibility of harvesting sustainable energy from the river Esk and re-establishing the community compost scheme were also highlighted.

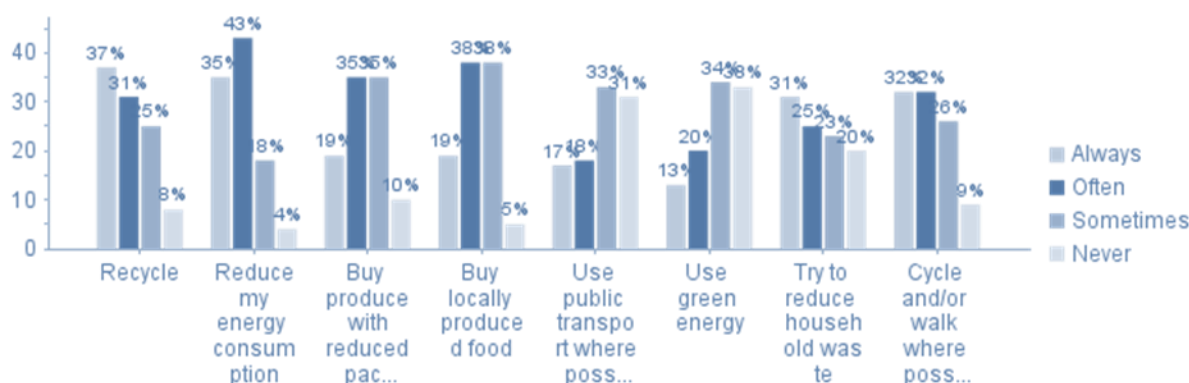
Responses from all areas relating to environmental issues were similar except in Eskdalemuir where respondents showed more concern over climate change (74%) than in Canonbie (44%) and Langholm (49%) and less concern over waste disposal (42%) than in Canonbie (60%) and Langholm (63%).

e. Working together as a community to implement an energy project can offer significant benefits to the participants as well as the environment. Energy saving schemes can include green awareness programmes, a drive to promote renewable energy and community ownership of wind turbines. Would you support a local community energy scheme?

Response	Percentage
Yes	79%
No	21%

The majority of respondents indicated that they would be in favour of, and support a community energy project (79%).

f. Reducing the carbon footprint of the community may be important to the future of the Langholm and Eskdale area. Which of these do you do?



Recycling - 37% of respondents recycled always; 31% often; 25% sometimes and 8% never. 89% of respondents in Eskdalemuir always or often recycled compared to 75% in Canonbie and 62% in Langholm.

Reducing energy consumption – 35% of respondents always reduced their energy consumption; 43% often; 18% sometimes and 4% never. The data for all the areas was comparable.

Buy produce with reduced packaging – 19% always bought produce with reduced packaging; 35% often; 36% sometimes and 10% never. 71% of respondents in Eskdalemuir always or often bought goods with reduced packaging compared to Canonbie (61%) and Langholm (50%).

Buy locally sourced food – 19% always bought locally sourced food; 38% often; 38% sometimes and 5% never. In Eskdalemuir 53% and Langholm 54% of people always or often bought locally sourced food. In Canonbie the statistic rose to 62%.

Use public transport where possible – 17% always used public transport where possible; 18% often; 33% sometimes and 31% never. The data for this varied dependent on where you lived. 37% of people in Langholm used public transport always or often compared to 29% in Canonbie and 20% in Eskdalemuir.

Use green energy – 13% always used green energy; 20% often; 34% sometimes and 28% never. 64% of respondents in Eskdalemuir used green energy always or often compared to 38% in Canonbie and 27% in Langholm.

Try to reduce household waste – 31% always tried to reduce household waste; 25% often; 23% sometimes and 20% never. 88% of people in Eskdalemuir tried to reduce household waste always or often compared to 76% in Canonbie and 45% in Langholm.

Cycle/walk where possible – 32% always cycled or walked where possible; 32% often; 26% sometimes and 9% never. 69% of respondents in Eskdalemuir cycled or walked always or often compared to 67% in Langholm and 57% in Canonbie.

In general respondents in all areas seemed environmentally aware and responsible. However, geographical restrictions are likely to have a significant impact on respondent's lifestyle choices e.g. the lack of recycling facilities in the area and a poor public transport service.

When asked to comment further, most responses related to the lack of recycling facilities available locally - *"we take our recycling to Langholm or Carlisle as they have some recycling facilities"; there is nowhere in Dumfries and Galloway for recycling plastics and cartons, we have to go to Carlisle"; recycling in D&G is a thorny issue"; recycling is difficult in the area – no proper boxes, no plastic recycling available"; the regional recycling policy and implementation is rubbish"; "little point in recycling if after we put out our garbage it goes straight to landfill"; recycling bins in Eskdalemuir have been withdrawn by the council due to cost. This makes recycling difficult for those without a car"; we were told by the council to recycle for a year then they changed their mind and said everything was to be put in together!"; recycling facilities in Langholm poor – should be better to encourage more use of these" "council led door to door scheme not available in the area, I have to travel to recycle"; "more locally situated recycling points (for bottles/clothes/aluminium cans etc and also a waste disposal pick up service for unwanted electrical goods and furniture".*

Other comments included *"a grant is needed for local people to purchase solar panels"; "use sustainable woodfuel; encourage growing own food; encourage co-operative ventures"; "we are an organic farm trying to improve the environment but do not get good support for hydropower.*

Section 10 - The Future

This section aims to identify the positive and negative aspects about life in your area and to ask some general questions about your thoughts for the future of the area.

a. What do you feel are the most important issues for the future of your area?

Creating employment was regarded as the most important issue facing Langholm and Eskdale in the future with 47% of the 172 responses referring to this. The creation of jobs for young people was a key part of this concern.

The lack of housing was another major concern with 16% of responses referring to housing as an issue that had to be tackled. This included sheltered and affordable housing and homes for young people to rent.

Other issues included keeping/attracting young people/families (13%); elderly care (12%); tourism (11%); economic development (10%); support for and regeneration of local shops (9%); support for business (8%); Langholm High Street (6%) and education, training and learning (6%).

Responses broadly matched the area wide picture in Langholm. However, the concerns expressed by each community varied significantly. Employment (32%) remained the most major concern in Canonbie but the future of the pub/hotel (13%) and support for and regeneration of local shops (13%) emerged as key issues in Canonbie. While respondents from Eskdalemuir regarded housing rather than employment as their key concern (37%) employment (25%) and attracting young people and families to the area were also seen as important.

A selection of respondents comments covering key issues that were raised:

- *"The realisation that beautiful countryside isn't enough. People want to see and buy things and eat well"*
- *"Providing well paid job opportunities for local people to allow them to afford to buy their own property"*
- *"Job creation especially for youth. Resolving dilemmas re making town accessible to tourists - but not to lorries. Creating town that people want to visit"*
- *"Re-development of shops. Better housing. Caravan hook up points. Allotments.*
- *"Better transport links. Better building for Langholm Playcare"*
- *"Must bring new employment to area. Young people go to university and don't come back"*
- *"To promote Langholm for families as an ideal place to live and grow"*
- *"Canonbie needs a pub! One that is open regularly and serves food! Canonbie needs a post office - the one we have is excellent but we are worried it will close"*
- *"Langholm is sliding off the map. More effort needed to up the High St and to provide more interest for tourists. Provision of sheltered housing for elderly. Youth clubs for young generation"*
- *"Development of the Thomas Hope hospital. Major improvement in care services. Small care home provision. Development of appropriate tourism attractions"*
- *"Better provisions for health care and care for elderly. More job opportunities and training for young people. Improvement of road surfaces and pavements with better gritting/salting in winter months"*
- *"To provide day sources for the elderly. To provide childcare services/groups (support) for one parent families. Benefits advice/support to attend sessions"*
- *"Jobs and housing with more diversified shops plus a well run, non-private nursing home. To see the Thomas Hope hospital used for the purpose it was built"*
- *"Setting up of new businesses. Improved childcare including after school to enable mums to work full time or at least full days"*
- *"Sustainable employment"*
- *"Encouraging local business, affordable housing to buy, employment and activities for young people, community information, better distribution of events and services"*

- *"Affordable housing to buy/rent, jobs*
- *"Roads to be kept in good repair and widened where necessary. More social housing to encourage people to Eskdalemuir"*
- *"Keeping young people here and having communities accept and welcome newcomers. More opportunities for everyone - I feel living here is a disadvantage at times"*
- *"Sports facilities"*
- *"Development of sports facilities, sports classes, squash / tennis leagues. Circuit training classes. Promotion of surrounding area to encourage investors / economic growth"*
- *"Not to get covered in soft woods - we struggle to get trained staff (shepherd) so need to improve training locally for practical work. It happens in Cumbria with walling etc. So countryside, keeping it feeling untouched, keep the olde worlde of langholm, develop hub but do it on a budget to gain support"*

b. What changes would you like to see happen in your area?

Short-Term

The short-term changes most wished by respondents was the need for more housing (15%); employment (14%); regeneration of Langholm High Street (13%); improved road maintenance (9%); development of tourism (8%) and the need to build a new care home for the elderly (6%).

Other short-term changes included better transport links; an improved day centre; better use of derelict sites and empty shops; building a by-pass; reduced heavy goods traffic/timber lorries; new businesses; new shops; facilities and services for young people; making the area more attractive to young people/families and the development of traditional skills.

In Langholm specifically, employment and the regeneration of the High Street were mentioned most often in responses (19%). Housing was also a significant issue (18%) while the provision of a new care home (10%) and services for the elderly (9%) also featured notably in responses.

There were a limited number of responses to this question in Eskdalemuir (14). However a reduction of the number of logging lorries (14%), the improved maintenance of roads (14%), and provision of housing (14%) emerged as key areas in where respondents would like change.

The development of tourism (17%) was the most frequently mentioned short-term change amongst Canonbie respondents with the improvement of road maintenance (13%), keeping the local hotel open (10%) and the development of local business (10%) also featured significantly.

Long-Term

Long-term respondents desired broadly similar changes to that they had described as short-term aims. Increasing the number of jobs available (15%) and building new housing were again the most common responses with the development of tourism (7%) a significant issue. However, the development of local business was also a long-term priority as well as an increase in facilities and services for young people (10%).

Other responses included affordable housing; attracting sustainable industry; building a by-pass; making the area attractive to young families to encourage them to come and live; improved maintenance of roads.

In Langholm responses suggested that the creation of jobs (22%) was the key long-term priority alongside local business development (13%), the provision of housing (12%) and facilities and services for young people (10%). Other responses included tourism, sustainable industries; affordable housing and making the area attractive to young families.

The provision of housing (28%) was the mentioned most frequently amongst responses to long-term priorities for the development of local business (24%); facilities and services for young people (12%); the improvement of transport links (8%) and the development of tourism were also seen as priorities.

Again there were a limited number of responses in Eskdalemuir but road maintenance (14%) and the development of tourism emerged as priorities (14%).

c. What aspects of life in your area would you like to preserve?

The majority of respondents (13%) felt that community spirit, the beauty of the surrounding countryside and its wildlife (11%) were the most important aspects of life they would wish to preserve. Other common themes included preservation of heritage (8%) and the Common Riding tradition (4%) a friendly, strong community (9%), living in a safe environment (6%) and the peace and tranquility of the area (4%) were all seen as important in terms of preservation.

There were one hundred and twenty-one additional responses to this question. The majority of these referred to the strong desire to preserve the good sense of community; the friendliness of the people; trust; the strong and special identity of the area; the peace and tranquility of the area; the quality of life; the freedom to roam; accessibility to countryside; waterways; clean air; farming communities; old traditions/heritage; traditional skills; safety of the community; low crime; volunteering involvement; local societies and wildlife conservation.

Responses relating to aspects of life wishing to be preserved in Langholm were similar to those in the overall study. Other more specific aspects respondents wished to preserve included the Thomas Hope hospital; the Buccleuch centre; the playing fields in Langholm; textiles; children's play area; childcare services; local shopping; local festivals; brass and pipe bands; rugby and football and agricultural shop.

Responses relating to aspects of life wishing to be preserved in Canonbie were broadly similar to those in the overall study. Other more specific aspects respondents wished to preserve included the village pub, hotel and post office, homecare services, rights of fishing for community fishing groups and right of way for horses.

In Eskdalemuir responses relating to preservation of the area were again similar. Respondents wished to preserve the friendliness of the people; the clean air; the farming traditions and peace and tranquility of the area and reference was made to the preservation of the village hall.

Many respondents appreciated that although they wished to preserve the good aspects of life like the sense of community and the beautiful surrounding environment, that development was essential to secure the future of the area. In particular, jobs opportunities (especially for young people) and ways in which to attract visitors to stay and spend money in the area.

Section 11 – Demographics

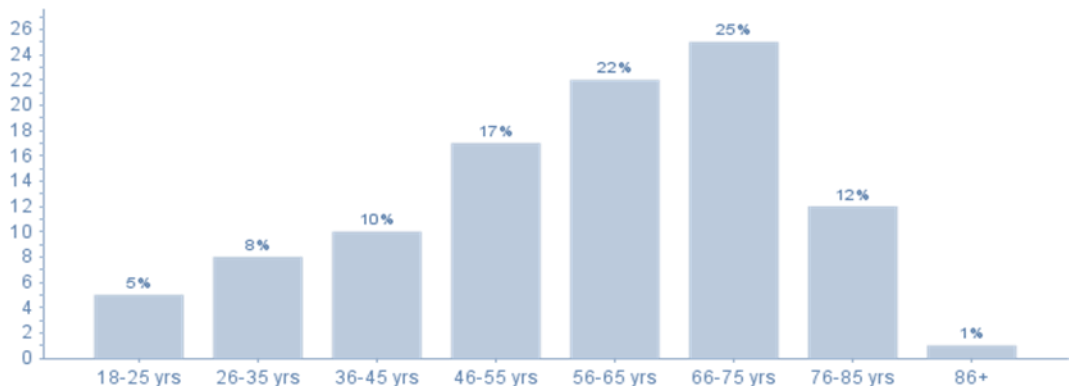
a. Gender

Response	Percentage
Male	44%
Female	56%

The majority of respondents that took part in the survey were female 56% and 44% were male. This statistic is typical of a representative gender sample.

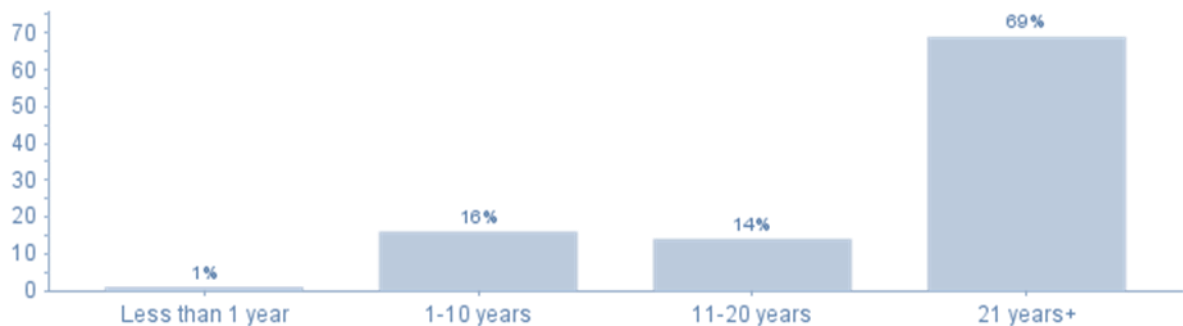
In Canonbie there was an equal split between female and male respondents (50/50); in Eskdalemuir there were 61% female and 39% male respondents that took part in the survey.

b. Age



The age range of respondents was broadly representative of the area although a greater number of older respondents contributed to the survey.

c. How long have you lived in the area?



Overall, the vast majority of respondents have lived in the Langholm and Eskdale area for more than 21 years. However there were significant differences in responses from each community.

Langholm respondents had lived in the area the longest with 75% of these having lived here for over 21 years and 13% for less than 10 years.

In Canonbie however, the number of respondents who have lived in the area for 21 years or more was 60% and 27% of respondents had lived in the area for less than 10 years.

Respondents from Eskdalemuir had lived in the area for less time on average, with only 35% having lived in the area for 21 years or more and 29% for less than 10 years.

d. Please indicate how many dependents you have in the following categories:

21 respondents had one or more pre-school child. 15 respondents from Langholm, 5 from Canonbie and 1 from Eskdalemuir.

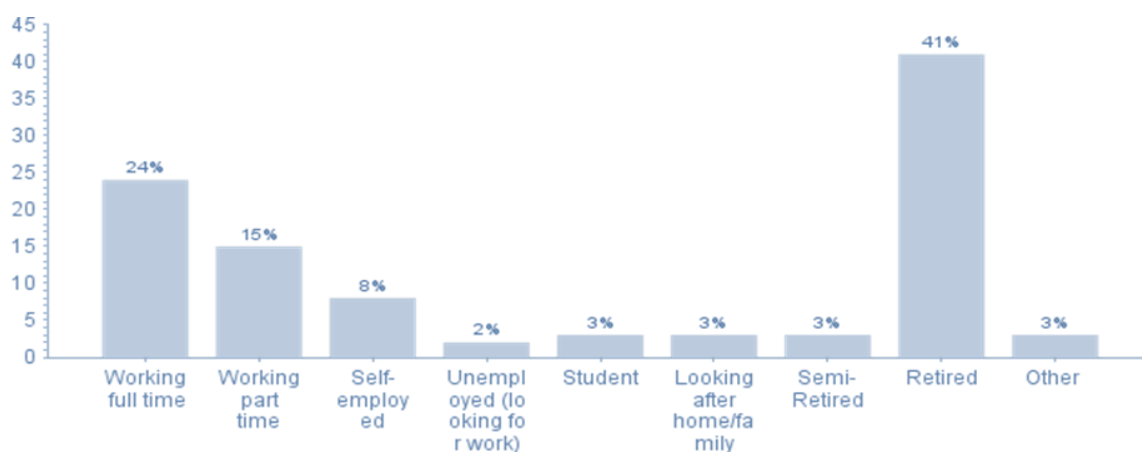
32 respondents had one or more school age dependants, 23 from Langholm, 7 from Canonbie and 2 from Eskdalemuir.

16 respondents had one or more dependents currently in further or higher education, 8 from Langholm, 7 from Canonbie and 1 from Eskdalemuir.

68 respondents had one or more adult dependants, 42 in Langholm, 23 in Canonbie and 3 in Eskdalemuir.

42 respondents reported having no dependents, while 6 reported having 'other' dependents including grandchildren, elderly and those with health issues.

e. Employment Status

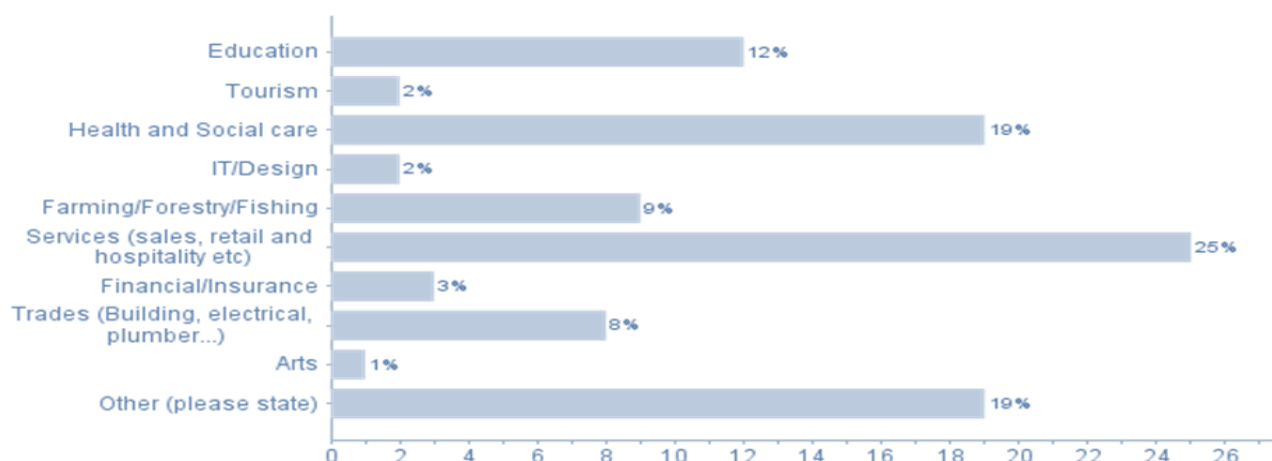


42% of respondents were retired, 24% working full time with a further 15% working part-time and 8% self-employed. There were low numbers of respondents that were at home looking after a family (3%); unemployed (2%) or students (3%).

This pattern was broadly repeated in Langholm. However in Canonbie, there were significantly more respondents who worked full-time (31%) and/or were self employed (13%). Only 27% of respondents were retired and none of the respondents from Canonbie were unemployed or students.

In Eskdalemuir the majority of respondents were retired, 25% worked part-time and 12% in full-time employment.

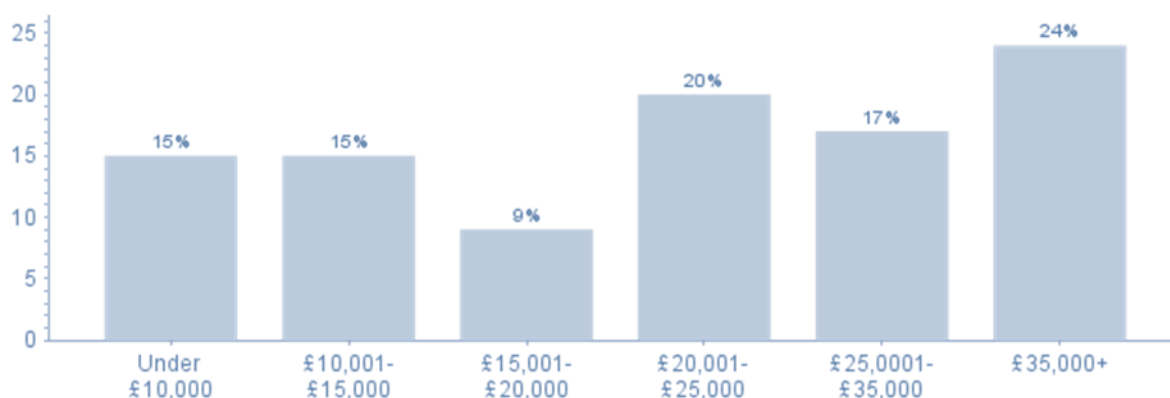
f. If you are employed, please indicate your area of work?



25% of respondents were employed in the service sector (sales, retails, hospitality etc); 19% in the health and social care sector or 'other' areas. 12% worked in education; 9% farming/forestry/fishing; 8% in trades such as plumbing etc.

The statistics varied slightly across the communities with substantially more respondents from Canonbie working in farming/forestry and fishing (20%) and more than half of respondents from Eskdalemuir working in health and social care (57%).

g. Income per annum



24% of respondents earned more than £35K per annum while the majority earned over £20K per year. However 30% of respondents earn less than £15K per year.

Earnings were significantly higher amongst respondents from Canonbie where 32% of respondents earned above £35K and 78% earned above £20K per annum.

The opposite was true in Eskdalemuir where over a third of respondents earned less than £10K per annum.

In Langholm, the levels of income closely corresponded to those set out in the graph of the wider area above.

Additional Comments

Thirty-four respondents further commented on issues relating to their area and other issues:

1. *Langholm will always be the way it is and no amount of change will ever happen. It's embarrassing for the town on a summer weekend when you can't even get a cup of tea or coffee, least of all an ice cream when the High Street is virtually closed by 4pm and sometimes before 4pm depending on the weather. Only the pubs and Common Riding matter to the majority in Langholm.*
2. *I found this a very difficult questionnaire to complete - there wasn't always an option available to select to exactly fit my opinions.*
3. *My main concern is the lack of good quality affordable family housing in Langholm. If we address this issue then the town would grow, not only in population but a much needed boost to the local economy. The current intake in secondary school is low this year and this can affect the subject choices and teacher numbers, new families into the town would make a difference in school subject choices and opportunities. Building a visitor centre/heritage centre on wasteland at south entrance to town would give area a huge boost. |We need to attract tourists/visitors to our sleepy market town in corner of Dumfries and Galloway. The centre could include a museum for all the textile mills in town and have a "mill shop" for EWM/Reid & Taylors cloth etc. Also a coffee shop /restaurant offering local produce from producers market. Also a childrens play area - go karting circuit or soft play area for little ones. I feel if this was marketed to its full potential and ran by enthusiastic people it would be an asset to the town. Langholm needs to be known as a destination site not just a stop off for a five minute break en route to Edinburgh and the Borders. To get local people to support this idea will be the hardest challenge!*
4. *There is too much money wasted now by forming committees to look into things instead of just doing the job - which is often takes less money than the looking into. Too much money is wasted nowadays with red tape, health and safety, greed etc.*
5. *The town will be a ghost town without jobs. The older generation needs to take a step back with their negativity and let the town grow. Let people come in and let the town prosper. It's the people of Langholm hold the town back for the younger generation.*
6. *I feel that Langholm is that black sheep of the region and is not well looked after by the council. Sporting opportunities and facilities are poor. Encourage High Street competition.*
7. *We are losing our younger generation so we need to provide training, education, accommodation and jobs for them. The elderly will also have to move out of the area as inadequate care and services are available. If you travel on bus, you would be expected to wait five hours until you can return home. Surely, if we trained younger adults, they could help to care for*

elderly?

8. *Having lived in this area for over ten years, I try as much as possible to use the local shops, facilities, services etc. However, I find it very disappointing that so many local people shop elsewhere i.e Carlisle. Very hard to see how local shops can compete.*
9. *It is disappointing that the role of a vibrant faith community (Church in the locality) is not mentioned. Support for such an organisation helps with education, community, mental health and care.*
10. *Langholm is an excellent community which would struggle to function without its volunteers e.g., the day centre, tourist information centre, the rugby club etc. In the past couple of years it has raised thousands for a bus for the day centre, heating for the church. When needed the community always pull together.*
11. *Try to develop amenities/facilities without damaging the natural beauty.*
12. *Talks of a Langholm by-pass has been going on for 60/70 years, in today's financial climate it is unrealistic.*
13. *The area has been spoilt by tree plantations. These, once removed are appalling grave yards and do no justice to the encouragement of tourists into the area. Tourists bring money and can support local people in local employment.*
14. *Tourism is crucial to the long term sustainability of my area. Common Ridings/walking/festivals etc. most definitely swell numbers but only a limited time is available to tourists connected to these events and creates peaks and troughs syndrome. Tourism would never sustain Langholm's needs. Unfortunately employment in decent sized businesses are at a premium and as found in the past it is decent wages and employment opportunities that sustain a town and community - it's the lack of these things that are at the root of the problem.*
15. *I welcome the chance to voice my opinions through this questionnaire - thank you. I have found that locally born people support local events and community goings on: however I have not felt welcome because I 'married in' and am from another town. The integration of newcomers to the area is important to keeping new families in the area.*
16. *This is a total waste of time, the same survey was done 20 years ago and nothing came of it. Plus, I feel that the survey should have been targeted at the younger people of Langholm and surrounding area as they are, after all, the future of the town*
17. *I don't think that creating community spirit has anything to do with heavily funded project. Ideas should be simple and utilise existing skills, materials and resources that are sustainable. Keeping people fit and healthy should be a priority over entertainment. Inspiring new skills and interests should be encouraged. This could lead to jobs and promising, useful, contributions to society. I firmly believe that renewable energy projects are the single most divisive and destruction activity breaking down community relations all over the country. If this project is based on achieving funding from such profiteering, then I would be completely opposed to participating in it and encourage others to do likewise.*
18. *Points relating to the survey: No population figures are given. Any requests for improvements or provision of additional facilities should be kept in some*

proportion to the number of people involved. To think of Langholm as disadvantaged is in many ways an exaggeration. The questions are in many cases too simple, even when more than two options are given. The answers need qualification. Too often the answers need qualification. Too often the answers need to be prefaced by "it depends on"... Tourism tends to be largely short-stay visits. This is helped by, for example the common riding event, the programme of events at the Buccleuch centre, the walks festival, the rugby 7-aside tournament and the local agricultural show etc. Tourism in the long-stay sense I think is largely wishful thinking. The question of more/better accommodation and eating places, I presume the providers are best placed to judge their market. Langholm has an abundance of clubs and societies covering all sorts of activities, outdoor, indoor, cultural and sporting. There are many meeting and performance venue. Another building, in Maxwell Place, recently received change of use permission to be turned into an arts and leisure centre. The councillors' job, using the advice of their official, should surely be to decide in a balanced way, on the areas of greatest need and deal with these within the funds available. These areas of greatest need will not necessarily be those who make the best presented applications for grants. Newspaper reports of council matters sometimes use phrases like "pots" of money; "up for grabs" and "first come first served". This is no way to talk of public funds contributed by general and local taxpayers and may well put people off supporting some projects. There have been reports of council considering giving grants towards helping businesses with costs of shop-front improvements. Such costs are normal business expenses, like heating and lighting and should be met by the owners. Why does the council offer to pay such grants when it does not appear to have money to maintain public spaces and buildings to an adequate standard. When business owners hear of grants possibly being made available, they will be apt to put off improving their premises in the hope of getting grants, which may never appear. Open-ended choices such as in section 5c and d and section 6b of the survey, cannot really be helpful. People could suggest colleges of education, hospitals, endless leisure facilities - even free beer - as being desirable, if somebody else will do the paying. Langholm looks untidy and scruffy. Building sites such as Townfoot and the Ford Mill are overgrown with weeds and look abandoned; the Erskine Church has been scaffolded for at least five years without apparent progress being made. Private businesses and houses, as well as public buildings, require maintenance. There are many broken gutters and down pipes, damaged fences, lack of painting and weed and litter all over the place. Bonnie Langholm and other volunteers do their utmost to improve the appearance of the town with work on flower baskets and flower beds, and the picking up of rubbish but their efforts are let down by the untidiness and couldn't care less attitude of others. Litter begets litter and neglect begets neglect. Visitor might be encouraged to stay longer and spend more time if the town had a smarter appearance.

19. We need some money and some real determination at Dumfries, Edinburgh and Westminster to develop and expand rural towns & villages. Failing that developer and business will not be attracted. Also, the Buccleuch Estates will have to be more imaginative and less greedy.
20. What happened to the 'cheap local logs' scheme? Why bother to develop 'the hub' when there is a good existing property available? (ESMP Hall)
21. We are relatively new to the area (5 years) but thoroughly enjoying living here. Love the area and things to do. Employment has been a problem but we have found new opportunities - this means that we have to travel and costly

fuel costs.

22. *Langholm is beautiful. A relatively safe, low crime town that desperately needs to keep its youth in employment and attract visitors. Affordable housing is essential. We need to provide for our elderly and needy and the council needs to remember that we exist. Being at the tip of D&G, classed as a Border town, we tend to be forgotten about by the council. We pay our taxes and receive very little in regeneration, improving facilities in return. As a community we need to work together to make things happen as we seem to be left to fight our own corner.*
23. *The village of Chapelknowe is somewhat out on a limb but it's my choice to live in the countryside. I would not be likely to travel specially to Langholm for entertainment etc., as the village of Gretna is nearer and I'm more involved in activities though the Church and friends (perhaps you have delivered this questionnaire to the wrong person!) You will see from my response that my involvement in Langholm/Canonbie is minimal. I feel the survey is geared to "Langholm" respondents, so answering with Chapleknowe in mind probably paints the wrong picture.*
24. *I have found it difficult to answer your questions as we have not lived in the area for long. But hope this has been of some help to you.*
25. *Langholm used to be a busy town with mills and other industry. In the last 15-20 years all but two mills have closed and all other industry has reduced workforces. We need people to work in the town to support shops, hotels and also for the survival of our brass and pipe band and our rugby team. Neills mill, Arthur Bells mill, Ford mill equals closed. Reid and Taylor (weavers since 1837) have a much reduced workforce. Nobody has done anything about this!*
26. *For 100 years Langholm people have wanted a by-pass, in my view there never has been and still isn't a need for this.*
27. *Investment in industry and housing are essential to maintaining the Langholm area.*
28. *The Eskdalemuir community has largely taken responsibility for its own development through the UEDG. However, it has underlying problem which cannot be solved through this organisation. It has few local amenities – no school, as there are few young families with children. The Tibetan monastery community, though contributes in many ways, has unbalanced the local population and more young families with local connections moving to the area would help on all accounts. It is probably unfortunate that in a local population of about 250, there are only a handful of Scots. Properties are expensive in the area, but in a region which is notable for its scenic attraction, it would be undesirable to have unimaginative housing developments that do not blend in. The destruction of local roads by timber traffic is an additional complication. Tourism needs to be encouraged and it could even lead to significant investment in road maintenance. It could certainly lead to employment opportunities but this is an area (Dumfries and Galloway in general and Lockerbie in particular) resistant to change.*
29. *The unused sites on Townfoot and Old Ford Mill are a disgrace, a blight on the town. The promised elderly care accommodation is much needed. The quality of materials and workmanship on pavement repairs is very low.*
30. *This questionnaire could be slightly complicated for some people to fill in, or so I have been told. Suggest each household should have got one with potential for more if several members wished to fill it in. Langholm does suffer from a*

level of apathy though as I am sure other places do. Thank you for giving the interested parties the opportunity to save Langholm and surrounding areas from sinking into the mire.

31. *Unused sites in the town are a disgrace. Much need for the promised elderly care accommodation. Poor state of pavements and pavement repairs in the town.*
32. *Before the Ford mill was demolished I had given thought to our town's textile heritage, that this would make an ideal "working museum" where the textile industry could be shown "through the ages" - 1800's, 1900's, present day. The workforce would dress in period clothes and paying visitors would be shown through the centuries. As this would generate jobs and the mill would also produce cloth. People/visitors could weave a bit of cloth and generally make a day of it...then it was knocked down. If a mill could be found to do something like this, marketed properly, it could give the town a welcome boost. The town needs better promotion. At present there are Dumfries and Galloway brochures with everything from Gretna to Stranraer but they omit the town of Langholm.*
33. *In the 60's it was heralded as the age of leisure. Automation was eating jobs. In the 80's it was billed as the age of service industries. Now it is the age of greed, with jobs and industry exported or sold for profit and people of all types earning more than is possible for the country to sustain. We need to be self sufficient in agriculture and green in energy. We must utilise our natural resources human and non-human for the benefit of all. Both capitalism and communism have failed. Politicians think, think and think again. In the local area the council's need to have a vision for Langholm. They turn down planning applications and do not provide solutions to the resulting problems. Old buildings must be used effectively, open spaces must be used wisely and brownfield sites must be used.*
34. *Concern over of the possible impact along the Borders and beyond if separating Scotland and England? For example, the impact that this would have on local peoples' lives in terms of health and social care with medical centres having patients on both sides of the Border. The effect on shops and retail outlets with differing tax systems and levels etc".*

DISCUSSION

The CADISPA Trust was commissioned by The Langholm Initiative, The Eskdale Foundation and Langholm, Ewes and Westerkirk Community Council, to carry out a community research study, an important part of which involved establishing the views of individuals and groups within the Langholm and Eskdale area.

The conclusions of this study are the result of six months work on behalf of the executive steering group and The CADISPA Trust. The format they take is of two kinds. First, evidence based opinion from 271 survey returns received and secondly, the collective interpretation of focus group interviews, individual interviews, 'H' evaluation by Langholm and Canonbie Primary Schools and lastly, the information harvested from all the comments made as a part of the questionnaire.

All of this information was placed within a framework of national policy (sustainability and rural development) and suggestions have been made, where

appropriate, based on the experience of others in the CADISPA network, many of whom have had a similar study completed in their area that they have used as the basis for sensitive and sustainable development in their community.

The publication of our 'findings' is not necessarily the end of the relationship with The CADISPA Trust. We have offered the Langholm Initiative the option, at no extra cost, to allow us to work with them over the next three years and to support them whilst they manage local change based on this study and any other indications of need.

Demographics from the Survey

Of the 271 returns received by the Trust:

- 56% were female and 44% male
- A greater number of older aged respondents contributed to the survey than the age profile for the area.
- There were an equal numbers of respondents in work either full/part-time or self employed as those that were retired/semi-retired or at home looking after a family.
- The majority of respondents had lived in the area for more than 21 years

Qualitative Data

Issues Raised from the Study

The questionnaire was supplemented by a series of twenty-two focus groups and interviews with individuals (qualitative data). This process offered an alternative means by which the community could take part in the study and allowed the researchers to drill down on key issues emerging from the questionnaire. Two individual, in-depth interviews were also carried out with local people who had specific health related issues.

This information was then analysed and the findings are reported below. The data relates to Langholm and Canonbie only. No focus groups or individual interviews were carried out in Eskdalemuir.

LANGHOLM

Community

Participants from across backgrounds and age groups reported a very strong sense of community in Langholm and many held the area in very high esteem. Langholm was regarded as a friendly place where people tend to look after each other - *"The community spirit built up through generations of work at the tweed mills is still present"; "we've look after each other, all the organisations look after each other and it's a grand place to bring up bairns"*

One good example relates to a family who had recently moved to Langholm with a severely disabled son. They felt the support they had received from the local community had been exceptional - *"I think you'd struggle to find a community as supportive as Langholm, they've been fantastic to us...it's the good old fashioned values you don't find anywhere else anymore. That's the reason we moved up here in the first place"* These comments reflect the overall sense that Langholm has a strong community and that traditions such as the Common Riding, the town band

and others help maintain strong relationships in the face of the ongoing changes in the area.

However a few of those we spoke to felt differently - *"I've never found it a friendly place, I don't come from here and I'm reassured nearly every week that I'm not a Langholmite"*. Others felt that the traditional nature of the local community had prevented development in the area and that the type of community events, particularly, for the younger age groups were limited - *"if you're not involved in the rugby or the common riding, or it's not drink related, there is a big gap"*. The elderly in particular, felt that some of the sense of community had been lost for a number of reasons including an influx of new residents, people shopping outside the town and younger people leaving the town to seek opportunities and employment elsewhere - *"I've seen myself going into the doctor's surgery and I don't know one person..."*

There was a strong sense that the town had declined in the last 20-30 years and that the loss of the mills, and the employment that this had provided, had significantly changed the nature of living in the town - *"all the youngsters have to go out of town to get jobs and even then a lot of them can't get jobs...we're going to end up just a town full of old folk"*

Many participants also felt that the decline was made worse by the fact that Langholm was a kind of 'no man's land' in terms of Government and Council policy, service provision, tourist marketing and many other issues - *"well Langholm's the best place in the world, and I've travelled quite a lot, but we're out on a limb as far as Dumfries is concerned...we're completely ignored"*; *"This area, is a forgotten area, the south west of Scotland we're not recognised as remote and we are really remote"*

Overall, participants were very positive about the community and felt that it was a significant asset in developing the community for the future.

Community Organisations

There was clear support for many of the community organisations operating in Langholm, and a sense that people valued their contribution to the local community. There was a feeling across the focus groups that there was a need to find a way to sustain Langholm's existing community facilities such as the day care centre, the Xcel project and Playcare. These places were regarded as valuable resources but it was felt that they were potentially under significant threat in the face of Government and local Council cuts, and that there was a need for a more co-ordinated approach in the area.

Many participants felt that the lack of an over-arching organisation in Langholm hindered the development of local groups and made them more vulnerable. This also meant it was difficult to allocate and co-ordinate resources - *"We have got resources for anything in Langholm but don't have the ability to co-ordinate them - that's our problem"*; *"I think things are often being tinkered with [in Langholm] but there doesn't seem to be a grand plan"*

Divisions between some of those involved in community organisations were also perceived as a potential threat to future of the community - *"I feel there are lots of people that sit on local committees who have great ideas but they get beaten down by the ones with the loudest voices"*. However many felt that the momentum

created by the Dalarran campaign and other health initiatives, highlighted the potential for the community to come together to save and potentially develop resources.

However, some of those involved in working or volunteering with local organisations were concerned that young people may not wish to continue with the work already being done in the town - *"the volunteer culture we have in the town has worked well in the past but you wonder if the younger ones are going to rise to occasion [take them over]"*. Others felt that as the population grew older it would become increasingly difficult to find new people to volunteer with local organisations - *"It's more of a struggle now to get people to give you their time, to volunteer for youth groups and the volunteers we do have are ageing...and the same volunteers are helping with everything"*

There was evidence however, that some of the younger generation were beginning to become involved in projects and that this kind of development was the way in which some existing community resources had come into existence - *"there is a new group emerging...who are organising a new festival and they're all people in their 30s targeting a much younger age group"*. This group had come together for a number of reasons including the lack of events for their age group, a lack of cultural opportunity in the area and a feeling that local pubs and hotels were increasingly quiet and offered them little. The group's committee was made up of young professionals with a considerable amount to offer community organisations including marketing, design and web-based skills. They regarded the outdoor festival they are developing as an opportunity to make their feelings about Langholm known and to create something they wished to see in the town - *"from a design point of view, Langholm has never been made to look good, we feel a need to market Langholm for ourselves"*. They were also keen to showcase what they valued about Langholm, including the sense of community, the peace and quiet and the environment around the town. Some amongst the group, and others in the community, were concerned that new initiatives were not always welcomed by the community despite the good that they do for the town - *"the Buccleuch centre, which is a marvellous resource for somewhere like Langholm, wouldn't have happened without the music and arts festival but people were very sceptical about that before it started"*.

One participant suggested that he was hopeful about the future and that it was important to create the right culture for project development and volunteering to ensure development was sustainable and inclusive - *"people will always emerge but possibly with very different ideas of that they want to do, but what's important is that they come through...that we create the atmosphere that things are possible"*

Creating this kind of culture and sustaining existing community organisations was something discussed in a number of groups.

High Street

A number of key issues emerged from the focus group interviews relating to the High Street in Langholm. Similar to High Streets across the UK, participants felt that shops in Langholm were suffering due to increases in supermarket shopping, car ownership, online shopping and other factors. Although many participants felt Langholm was doing well in comparison to other areas.

Participants used the High Street to buy basics such as milk bread, newspapers, prescriptions etc. and enjoyed the social aspects of shopping there. However, some of those with young families felt that the High Street had little to offer them and did not feel welcomed into local cafes and restaurants. This was made worse by the poor design and condition of roads and pavements and the dangers posed by logging lorries etc. -*"I would take them [children] somewhere to eat in the High Street but I would feel like I shouldn't...there's no mother and toddler deals or anything like that"; "I'd rather walk along to the coop than try to get along the High Street with the buggy"*

Accessibility was also an issue for those with disabilities and mobility issues. A number of premises including the bank and the post office were inaccessible to those using wheelchairs. Many of the drops in the pavement were also in inconvenient locations.

In discussion groups, 'Latimers of Langholm' was consistently key to respondents in terms of the High Street. The level of customer service and choice it offered made it universally popular and a major reason for local people to visit Langholm High Street. It was thought that people travelled considerable distances to shop there and valued the experience. Other attractions included the 'Middlemass the butcher' and the 'Co-op supermarket'. More widely, the High Street was seen as a key employer that supported many jobs for local people, and traders took pride in providing a more personal service to customers than that of the supermarkets and chains.

The limited range of products available in Langholm High Street was also highlighted by many participants as a reason for shopping elsewhere -*"you cannae even buy a pair of knickers in Langholm...my husband's had to go to Carlisle to buy me some gloves today"*. A better choice of shops was seen as key to regenerating the High Street, alongside reducing the cost of shopping there. Participants felt they would still make a substantial saving on their shopping if they travelled to Carlisle or other towns despite the cost of petrol etc. The limited opening hours of some shops in the town was both a deterrent and an issue. Many felt that this discouraged them from shopping on the High Street and that closing early on Saturdays discouraged tourists from stopping and spending money.

Parking and yellow line restrictions were also highlighted as a reason for not shopping on the High Street. Again it was generally felt that there was a need for more parking areas, both short and long term to encourage locals and tourists to stop and shop rather than passing through. The provision of more disabled parking spaces and access for the disabled was also identified. As well as making use of empty properties in the area, more affordable rents and incentives to encourage new employers to the area.

Better marketing of the town and improved signage on the M74 were suggested as ways to increase trade in the town as well as a facelift to improve the general appearance of the High Street. A number of suggestions were made relating to the future sustainability of the area. Emphasis was placed on the need to address the commercial viability in Langholm – perhaps focusing on marketing as a commuter town.

While growth of the High Street was seen as important, sustainability of the local area and keeping what is there already but building on that was seen as vital - *"Business in Langholm was about sustainability not growth"*

High Street Traders Group

A focus group was run with High Street traders asking them for their views on what they considered would make a more vibrant High Street.

The traders offered a variety of reasons for running/setting up a business in Langholm & Eskdale including no commuting involved for local people thus saving on fuel costs and time, the desire to be part of the community, the friendliness of local people, Langholm is already on the tourist route and there were new business opportunities and gaps in the market -*"I feel as long as I'm making enough money to tick over then I'm happy.... I love being based at home and not having to travel to work"; "I like living here so it suits me living here. If you wanted to make a million then you probably would not choose to open a shop in Langholm High Street"*.

The traders offered a variety reasons that they felt made trading difficult for them including access to suppliers (English suppliers will not provide goods to Langholm traders because it's over the border and the location is too far south for most Scottish suppliers), lack of local support (the need to encourage locals to shop in the High Street and not take their business elsewhere), the need for more car parking spaces and disabled access to businesses, willingness to change relating to opening times e.g. shops opening on Sundays, financial costs/overheads (rates, water, heating, electricity), the domino effect of empty shops makes it less attractive for custom, little support or advice and no grants or financial help available. High Street traders were struggling to keep costs down to compete with nearby towns and markets. Solutions for reducing costs included, traders forming a business co-operative that would allow them to bulk buy whilst still remaining competitive and forming a network of traders that could organise trips to the cities (Glasgow/Carlisle) to buy more competitively priced goods. It was felt that more development support could be given to existing businesses and also to those wishing to set up new enterprises. A local business forum and directory of local knowledge for new businesses relating to local infrastructure, planning, waiting times, contact etc could be developed formally.

A number of traders expressed concerns relating to extended opening hours e.g. many shop keepers could not afford to bring additional staff in to work a Sunday so they would have to staff this themselves which would mean them working seven days a week.

When asked if there was any support that would help them to promote their business they suggested setting up an informal group/network for businesses, more collaborative working - accessing advice from each, joint advertising, and shopping bag promotion of local businesses.

Traders were asked about their needs for successful trading over the next five years. A variety of suggestions were offered including, land, premises, more community spirit and collaborative working, for locals to use local shops, for locals to use the High Street as a social experience, higher turnover without a substantial increase of prices and more promotion of the town.

Asked what changes they would like to see in the town in the future and their responses included better signposting of Langholm, better advertising within the town e.g. a flyer incorporating a map advertising local

businesses/services/landmarks, better use of, and more organised, tourist information centre and town hall, an information hub and a place to hire bikes.

Tourism

The development of the local tourist industry was central to discussions about the future development of the town and the many different ways of attracting tourist were discussed.

Marketing was felt to be key to encouraging tourists to visit the town but many participants stressed that there was a need to develop a reason for tourists to stay in the town. Better promotion of the town (new marketing material) more partnership working between local businesses (the sale of packages with hotel/B&B accommodation combined with local activities/tours), more organised events and festivals in the area and extended opening hours of shops and cafes were all seen as crucial to attracting tourists to the area.

Many thought that materials produced by Dumfries and Galloway Council and Visit Scotland did little to help attract tourists to the area. It was widely felt that these brochures focused on the areas west of the M74 along the Solway coast and completely overlooked the Langholm and Eskdale area.

The development of attractions to keep tourists in the area was also suggested. Many of these suggestions related to projects concerned with local heritage. It was suggested that more could be made of Langholm's history both as a mill town and the ancestral home of the Clan Armstrong. A number of discussions also focused on the need to change the hours of the tourist information office/s and possibly to develop an all year round service (in partnership with the Clan Armstrong centre and/or a local heritage venue).

The training of local volunteers to improve knowledge of local events, attractions and exhibitions was suggested, as well as setting up a system for online event bookings of packages, events and activities.

Employment

There have been significant changes in patterns of employment in Langholm in recent years. The majority of the textile industry has now closed and there are limited opportunities particularly for young people. Some of those who had previously relied on the kind of unskilled labour that the textile mills offered, often could not find new employment. One participant had been unemployed for ten years having previously been employed in a variety of labouring and unskilled positions - *"I used to work in mainly textiles when I lived in Langholm but there is none of that left now..... it really dried up in the late 90's"*

Due to limited work in the area often people were forced to take what jobs they could find rather than pursuing a career - *"people are trapped within reasonable travelling distances and they take what they can get really"*. One participant's partner had been doing a number of different jobs since moving to the area with their young family. -*"at the minute he's off but usually he's self employed and does anything he's gets offered basically, he does about five jobs at once"*. Another's partner had found it difficult to make the same amount of money he had while in the army. -*"my husband's in the army, it's quite good he's based about 40 miles away. He came out and did a bit of labouring but he couldn't find anything that*

suited him in the area...so he went back in"; "my partner works doing shifts, so we don't have much quality family time...he doesn't mind it and he can't find anything close enough to home which he could do"

Wages tended to be lower than the national average and mother's who wish to return to work found it difficult to make it worthwhile. *"I'm hoping to work but I have childcare, it wouldn't be worth my while travelling to Carlisle if I had to pay someone to look after my kids".* Those pursuing careers or establishing themselves as professionals faced similar challenges. Many were likely to have to move away to advance further in their chosen field. *"At the minute I'm a medium sized fish in a small pond in terms of work but if I want to progress I will have to move away".* Many felt that there was a need to develop new forms of employment if the area was to retain young people and remain sustainable. There was a feeling that there was a need to develop industries such as tourism to help create employment opportunities for local people. *"we need business development in the area, the community is stuck in a time warp"; "they have done a lot for Langholm (they mills), but they need to bring something else in, new industry".*

Housing

Many felt that housing should be a main priority for the community. It was generally felt that there was a lack of affordable housing particularly for young people, families and the elderly. It was thought that if more sheltered housing was available for the elderly to re-locate into, then this could free up potential homes for couples and single people. Existing sheltered housing in Langholm is being used by families who need housing and by others. This may be due to the overall shortage of housing. There is a clear lack of housing for both the elderly and the disabled. One mother with a severely disabled child has waited ten years for a suitable home and was now awaiting a new home to be built that will accommodate her needs. Another family who lived in a second floor flat with their disabled son were in a similar position despite having maximum points on the housing list. Young families also have difficulty finding appropriate properties. *"there is a real lack of family housing, we could not tick all the boxes we were looking for...we've ended up at the top of the stairs with no garden'*
'it took ages for us to even find somewhere appropriate for us to rent never mind buy"

Participants were unsure about what the best solutions for local housing problems should be but had little confidence in the private sector meeting their needs.

Education

The schools in Langholm were well thought of *"we have good primary and secondary schools"; "the school is especially good at engaging with outside factors and local courses".*

There was confusion about what provision there currently was for evening classes etc. Many were aware that classes had previously been offered in Langholm Academy but were unsure if these were still available.

A need was expressed for more work experience opportunities for young people, particularly those choosing not to go onto university or college, more adult educational opportunities, evening classes and new affordable courses run locally.

The provision of education in Langholm was considered good from pre-school facilities *"Langholm Playcare is a huge local asset, run as a charity so is affordable for local families; up to primary and secondary education, "Good local schools, both primary and secondary"; "School especially good at engaging with outside factors and local courses"*.

Environment

In general respondents were keen to develop more environmental projects in Langholm, *"A community energy scheme could be a good idea if the money generated flows back into a fund for community good"* and also suggested was sourcing information from experts and other communities that already have such schemes up and running. A hydro scheme was mentioned as an option.

Concerns were expressed over the lack of re-cycling facilities in Langholm, charges for lifting white goods by the Council and an increase in fly-tipping in the area. Dumfries and Galloway Council's 'eco-deco' scheme was referred to but people were confused as to its environmental impact. One respondent commented *"Local green environmental projects are not thought through properly, there is need for projects to be better organised and managed"*.

Transport

People in general, but particularly those that were dependent on local public transport, had great concerns about the current provision of services e.g. inadequate links to other nearby towns, lack of joined up journeys, infrequent service and high costs.

The lack of regular, affordable public transport limited aspects of peoples' lives, and it was felt that without a car job opportunities were extremely limited as it was so complicated and time consuming to travel by the existing public transport system. In particular, the lack of a regular, affordable public transport system impacted greatly on the employment and educational opportunities of local people, *"The timetable makes shift work outside of Langholm impossible without your own transport and makes access to nearby universities or colleges difficult for local students"; "Existing schedules inconvenient"; "People in Langholm are having to cross the border to come back again to have a job interview...[or] an appointment with the hospital"; "Timetable makes reaching a job that starts before 9am in Carlisle impossible without having own transport"; "Bus service to Carlisle is not flexible enough for workers – first bus doesn't arrive until after 8.30am making jobs starting before this impossible without own transport"; Lack of express services at peak times"; "There could be more differentiation between the 'practical' bus services and the 'recreational' services because the two conflict quite substantially"*.

Access to Carlisle was felt to be marginally less difficult than to other areas such as Dumfries, Annan, Lockerbie and Gretna. However, local people that required specialist health treatment in nearby Dumfries or Carlisle hospitals found it difficult to access these by public transport, *"Need to get two buses to Carlisle hospital"; "There is, going forward, a consensus that GPs here would prefer referrals going to Dumfries, which is fine, but if that was to become the norm then we would seriously have to look at providing adequate transportation from Langholm to Dumfries."*; *"With residential care being largely focused in Annan, bus services are going to be increasingly important"; "Hard to visit people in sheltered housing in*

the surrounding areas e.g. Annan”; “Limits access to social services i.e. hospitals, care homes”;

Social and family life were also affected significantly by those who relied on the current provision of public transport, impacting greatly on their quality of life, “Realistically, local families need to have a car to have a decent quality of life”; “It is quite costly to take a family of four on bus services”; “The timetable and available bus services is a barrier to social life”; “Any night out outside of Langholm becomes much more expensive with the additional cost of buses, taxis and possibly even hotel rooms factored in”; “Occasionally the hire of a mini-bus for larger groups may be an option”; “If transport links limit the social life of [people] in Langholm, then it has to be much more limiting for those in Rowanburn or Eskdalemuir”.

The following responses were generated when participants were asked about available public transport links in Langholm and why they used them, “Mainly use it for economic reasons, the availability of bus passes and the cost of petrol being prohibitive”; “Less hassle and stress than driving”; “Given the ageing population we’ve got in this area...there are more and more people who will use the buses”; “Only reason that [bus] still runs is because it is subsidized by the Department for Work & Pensions so that unemployed people can get across [to Annan]”; “Use these services to access shops in Carlisle as cheaper and more abundant than those locally also many local shops also closed at weekends, especially on Sundays”; “If it wasn’t for the free bus pass and bus services some people would never get out”; “Environmental concerns relating to public transport may be a secondary motive but primary reasons are economically based”. One respondent thought “The quality of the buses is relatively high”;

Concerns and solutions were offered by some participants - “A community bus service may help with some of the problems but one is already in existence and there are many restrictions on drivers”; “Any community transport scheme would have to be sustainable – sole reliance on volunteer drivers may not be sustainable in the long term”; “There is a need for a bus service to Dumfries hospital; one suggestion may be to convert the medical supply lorry presently coming through Langholm to carry a small number of passengers similar to the old post bus services. This could be a win-win situation for rural transport and local authorities”; “There is a need for stronger advocacy in Langholm with the community having a greater voice in services”; “A community transport scheme, if well run and marketed, could act as a potential solution to some of these problems”; “Car pooling may be an option but current informal arrangements not a reliable, long-term solution”; “Private bus operator in area an option but only if needed and viable”.

Roads and Infrastructure

There were a number of comments relating to a by-pass in Langholm and to other roads in the area, “Difficult to justify by-pass to Scottish Government, groups and organisations in Langholm - greater co-operation and partnership with timber and haulage companies may be needed to achieve this”; “The expense of the by-pass will never be justified on community needs alone (excluding safety concerns after fatalities), we need to demonstrate the economical benefits to the timber companies”; “The declassification of Langholm High Street from an ‘A’ road would put it back under council control, therefore, hopefully allowing more input from the community”; “The new forestry road near Eskdalemuir was designed to divert

lorries to Lockerbie and the M74 but it is not always used because the timber companies and Transport Scotland only had a verbal agreement to use this road and it is not enforced".

Council Services

It was widely felt that Dumfries and Galloway Council should be providing more services in the area, in particular, *"More recycling services locally"; "Road clearance in winter is lacking in some areas of Langholm"; "Local traders often clear streets if there is salt/grit provided"; "advice services relating to travel in the area".*

CANONBIE

Community

Canonbie was felt by many to be a centre for the wider area surrounding and in spite of the lack of local employment the village was reported as being vibrant and caring. It had a range of services immediately available that were of good quality. These included, medical services, the post office (although now on the market for sale), a shop, hairdressers and a fitness and bowling club. Many respondents felt that there was a strong sense of community locally and strong sense of pride amongst locally people -*"I think the sense of togetherness or cohesion is really strong in Canonbie"; "there's definitely a good sense of community I would say, a good school, no crime...and we're quite close to a lot of things".* For these and other reasons, including the local environment and the feeling of safety, many people said that they felt that Canonbie was an excellent place to raise a family.

The surrounding environment was also highlighted as a key reason for living in Canonbie, with many referring to it as both something they valued personally and as a major potential resource for the community.

Some potential threats to the local environment were discussed. There was a suggestion that coal mining from open cast sites was something being planned. This development was welcomed by some, although the suggestion of gas extraction by 'fracking', that was also suggested as a possible future development opportunity, was seen as a concern given the damage it was reported as doing to the environment (particularly the water-course) and surface properties that lie above the area being fracked.

Participants were very aware that the community faced a number of serious issues. There have been huge changes in the nature of employment and the make up of the local population in the past fifty years, as one participant illustrated – *"I first came here in 1968 and I have seen incredible changes...in those days the Buccleuch estate employed at least 100 people in the forestry department alone and I think they now employ 2 or 3...and when my oldest child went to the school there was only one other child in the school who wasn't the child of a local, when my youngest went there only one was the child of a local".* These changes and the resultant lack of employment and opportunity for young people in the area are seen as major issues, as is the increasing age of the population.

Despite the apparent strength of the community, there was a real worry amongst the majority of participants that not enough is being done to tackle these issues locally. In many of the focus groups there was some frustration with a perceived

divide amongst some of those involved in the community council and other local organisations – *"the village is split in two..."*. The exact nature of the division was not discussed in detail, but many felt frustrated by it and that this divide threatened to damage the future of the village. This, combined with what some described as an *'its aye been'* attitude amongst local people, hampered possible development – *"I feel within the wider the community there are some pretty fixed about the way people respond to the new ideas...so many people like to keep things as they are here but unless we see new investment in the village, then I think things will turnover very much to a retirement village"*.

Location

Canonbie's location was regarded having both positive and negative attributes. Most felt that it had a lot to offer and great potential – *"I think it has a lot to offer for its location, enjoying lots of outdoor sports myself, it's on a split in the road it has the river running through it which is very well known and it's on an a road within half an hour of a major motorway and other towns and villages"*. However many also felt Canonbie's location also had a negative impact as it falls into what many described as a *'no-man's land'* between Dumfries and Galloway, The Borders and Cumbria/England. This affects some aspects of life for local people in the area including health provision, tourism, employment, and for many this means that the area is to some extent ignored by Dumfries and Galloway Council.

Services and Amenities

The provision of services and amenities in Canonbie was central to many discussions about the village. Generally, it was felt that the services currently provided are of a very high standard – *"the best thing about the village is the provision of the services, there is a doctor's surgery, an excellent school, an excellent church and long may it continue"*. The only area of healthcare provision which seemed to cause difficulty was a lack of dentists in the area and inconvenient opening hours were highlighted by a number of people. Many participants have to travel to Lockerbie or further to access dental services as there was a high demand for the service locally and limited opening hours at the practice in Langholm.

A number of businesses had closed in Canonbie over the recent past. This has had a significant impact on people living in the community. The local hotel which used to offer a number of part-time jobs had closed, the Riverside pub had also closed, and the post office is currently on the market for sale. The local garage and the village cafe were also closed. Respondents felt that there was a great a need for these businesses to re-open and/or for others to take their place given that the number of jobs available to local people in the village is very limited. In particular, the reduced hours, rundown nature and potential sale of the Cross Keys hotel was central to the concern of local people. Many participants felt the unpredictable opening hours and uncertainty surrounding the future of the hotel had already resulted in the loss of sense of community in the village and surrounding area and if the hotel was lost forever it would have a devastating effect on the ability of the community to interact – *"We have lots of B&Bs but without the pub it's very difficult to attract people, where are they going to eat"; "I know a person who goes there every day its open and I would never have met him other than in the Cross Keys...those are relationships on which the community is built"*.

This decline was set against a background of the local economy having been in some ways driven by the success of local hotels and restaurants such as the Riverside which had closed - *"when the riverside closed, the clock shop closed, the pub closed and it's got a sort of dead feel but it has the potential to be very attractive, there is lovely countryside and walks, cycling etc"*.

However, participants stated that they were keen to support the hotel if it was well run, served good food and had more predictable opening hours – many participants felt they would support the hotel being taken into community ownership.

There was a perception amongst a number of those that we spoke to that the hall was too expensive and that this had restricted its use. It was also felt that the hall committee had been unresponsive and inflexible when the issue of pricing had been raised with them.

Probus Group

Issues in Retirement

The village was felt to have an older population and was experiencing the issues that were associated with that. Those of retirement age were living on pensions with relatively few resources and not much to spend on luxuries. It was felt that the medical services they received were good although getting to hospital, if needed, was problematic except in an emergency. The use of a car was seen as a necessity although it was felt that the public transport service was satisfactory.

Isolation was seen to be a problem. However, there were a number of clubs available for people to join – although it was reported that there were still significant numbers of elderly people 'sitting at home'. Care for the elderly was a significant problem given that most provision has to be accessed away from the village and the family. This meant that some elderly relatives were living in care facilities away from the area which was felt to be unacceptable. Few retirees visited Langholm regularly.

Business

The local environment was regarded as one of the best reasons for doing business in Canonbie – *"It's a lovely environment"; "excellent scenery and a good fishing river"*.

Many also felt that Canonbie was well served in terms of transport and was a good place for them to be based - *"Handy for Carlisle – high speed rail line north and south"; "Lovely area with excellent roads, rail links and access to services"*. However, most felt that Canonbie's attributes were not being exploited fully and that tourism, which made the most of the local environment and heritage, was one of the greatest opportunities open to the local economy. Some participants had tried to build outdoor sports businesses and other similar ventures but had found it difficult to do alone without support. A number of those who took part in the discussions felt that the area suited their business and provided good opportunities to do business and for diversification. It was felt that this, as well as a good broadband connection in the area, made Canonbie an ideal place to start up a new business.

Others felt that isolation, a lack of transport and infrastructure and the distance from major business centres were significant barriers to business in the area. One participant felt there was a lack of local businesses to work with in her area of expertise. Another perceived barriers to business in the area was the lack of information and support available to people setting up new businesses. A member of the youth focus group reported that they were struggling to get a small business idea off the ground due to the lack of business support in the area. Another contributor had struggled to find any useful support and advice when setting up his B&B business.

The nature of the local community including the friendliness of the people and local 'rural ways', were regarded as a major attraction for doing business in the area. Most of those who attended the discussions supported the community in some way including donating to the Common Riding, flower show or the church. All felt that if there were a relevant community event they would support it.

The reduced and unpredictable hours of the Cross Keys had clearly impacted negatively upon those in the business community and their relationship with the community. Many would no longer consider taking or directing clients to the hotel for a drink or a meal and would not use it socially themselves. This often meant they missed out on both social and business relationships with other members of the community – *"I got a phone call this afternoon from someone looking to have a meeting in Canonbie but there's nowhere for them to even sit and have a coffee...it's just nuts"*. However encouragingly, many expressed an interest in investing in the pub if it were to be taken into community ownership.

Many felt that the post office may be forced to close due to more competitive pricing elsewhere and that if this happened, local people would no longer have any reason to visit the centre of the village and this would force them to use services elsewhere. There was some discussion of the fact that this was part of a wider pattern created by the development of multi-nationals etc., but many participants felt that a lack of clear direction and unity in the community meant that there was no co-ordinated response to this, and other problems in the village. It was suggested that in the absence of meeting places in the community, the development of a community directory similar to the Langholm Trades Directory could be a significant benefit.

As reported previously, tourism was felt to be a potentially major source of new business and the area largely undiscovered for a number of reasons including, being perceived to be largely ignored by agencies such as Visit Scotland – *"I've read Visit Scotland publications where the whole of Dumfries and Galloway East of the M74 is left off, they don't want people to turn right off the M74"*; *"I have a feeling that we are in a gap in marketing as far as tourism goes in Dumfries and Galloway, it's the Solway coast and that's it..."*. Generally, it was felt that better marketing of the area could lead to an increase in visitors and a boost to the local economy – it was thought that when people do visit many will come back again – *"I find, with guests we've had, they want to come back when they see the area, the peace and quiet the tranquillity"*. Some felt that Canonbie could be marketed as a stop-over destination and that better signage would also attract people off the motorway and into the village – however, because of the lack of local services this would not be feasible.

Visitors who come to the area to research their ancestry were also regarded as something of an untapped market and it was thought that this should be

considered as a potential business opportunity. With an increase in tourism it was felt local farmers could diversify their businesses to provide outdoor activities such as fishing, abseiling, canoeing and cycling.

Land ownership - Relationship with the Local Estate

Most of the land around Canonbie is owned by the Duke of Buccleuch. The relationship to, and future plans of, the estate were discussed in two focus groups of the five focus groups carried out in Canonbie, the Probus Group where twenty-two people attended and the business group session which was attended by six local business people.

In these groups it was felt that the underground resources (minerals) owned by the Estates were a valuable commodity. There was also a cautious welcome for the potential open cast mine and gas extraction projects which the estate was developing as many felt could bring significant new employment to the area. However all agreed that these projects would have to be developed in a way which was sensitive to the local environment.

The Estate's relationship with the local community was reported as being mainly positive and it was widely recognised that the Estates were significant local employers. However, there were a number of issues that local people felt needed to be addressed including a need for more land to be released for development.

Many of those who attended the business focus group spoke warmly of their relationship with the estate over the years with many describing it as being part of a 'family' but felt things had changed more recently. *'we appreciated that we were lucky enough to be tenants on the Buccleuch Estate and they appreciated that we farmed the land to the best of our ability' 'we've always had a good working relationship with the estate but it's got slightly clouded' 'he [the duke] used to make a point of coming to see us...and if you were out at Langholm show he knew who you were...but the whole personal side is gone, it's much more about business'*

Some of those who attended also felt that the Estate could sometimes be slow to respond to requests *'even when you're working together they can sometimes just take so long to get back to you or to make decisions...by the time you hear from them things have moved on'*

There were also issues raised around the management of the let of local fishing rights on the Border Esk and what is perceived as the insensitive clear felling of areas of forest such as the Fairy Loup. Many felt it was difficult to interact with the estate about issues such as this as they were not aware of formal channels through which to raise and discuss them. *'there's no interface...there's nowhere that those bits [Buccleuch interests and local interests] come together' 'they really need a community liaison officer or something similar'*. This reflected a wider feeling that there had been a loss of the personal or 'family' feel as described above.

However most felt they had a good relationship with those they knew on the estate and that any problems lay in dealing with the wider organisation. *'It's not a reflection of the ability of the people we deal with, it seems to be the organisation behind that'*. It was also apparent that people felt they would like to work with the estate more and develop new ways of working together as they are a vital part of any regeneration of the area. *'Buccleuch have to be involved...they would bring investment or people who might want to invest and people with expertise'*

Jobs

The lack of local jobs was a key concern for all focus group participants, particularly job opportunities for young people living in the area. As reported, there has been a significant change in the nature of industry locally and there are very few opportunities for young people locally - *"there's no work, you have to travel for employment or training or anything like that...there's less choice of jobs than a lot of other places"*. The jobs provided by firms such as Edinburgh Woollen Mill and Border Fine Arts were recognised as having been vital to the village but it was considered time for new industries in the area – the closure of one hotel and the possible closure of the other hotel in the village had significantly reduced employment opportunities.

The majority of those we spoke to had to travel to work outside the area and many were working in jobs out of necessity rather than being able to choose the line of work they wished to be employed in. Many had also found it difficult to find work at least initially. Local farmers felt it was difficult to provide young people with secure employment as they often didn't make enough money themselves, so relied on contractors when they did need help as it reduced bureaucracy.

Education

The local primary school in Canonbie was regarded by many as excellent. It was also identified as central to the community for parents as it was one of the few places they regularly met other members of the local community.

Outside school there were very limited educational opportunities available locally. This made it difficult for those interested in education as they had to travel some distance to access courses, and those with children found it additionally difficult organising and paying for childcare – *"I've been looking at going back to college for the past couple of years but it's a no go between dropping the kids off at school and travelling, it's just impossible"*. This situation was clearly holding back the potential professional and personal development of many members of the community.

Housing

Finding affordable housing was highlighted as an issue of great importance for local families as it was felt that the price of housing in the area made it difficult for many young families to afford to remain in the village. There was also a significant shortage of housing for families, with some local people buying houses and extending as they were unable to find suitable existing properties, whilst others waited a considerable amount of time for the kind of house they needed.

The Quality and Safety of the Roads

Many participants felt that the condition of roads in the village were extremely poor with numerous potholes on the roads. This was exacerbated by the many big lorries travelling through the village as well as the poor quality of the repairs that had been made by the Council in the past. Winter services such as gritting were also highlighted as an issue particularly on the local 'B' roads, as well as the local quarry vehicles that are felt to have contributed significantly to the damage of local roads.

Health Issues raised from the Study

The findings below were taken from a series of specific focus groups relating to health that involved representatives from the Langholm, Canonbie and Eskdalemuir and also two, one to one interviews. This topic was clearly of great importance to local people as a significant amount of data has been collected, therefore the findings have been reported separately from other issues raised in the sections above.

The increasingly elderly local population and the need to develop the care services required to meet current and future requirements were of key concern to almost all participants. Other great concerns included a lack of public transport for both patients and those visiting them, a lack of local provision of services, uncertainty about the future of services and a lack of confidence in policy-makers and service providers.

Elderly, long term and Respite Care

Recent problems with the Dalarran care home, which had threatened to potentially close and the halt in building work on the proposed new home at the Townfoot, were a great cause for concern as there has been a significant reduction in the number of care home beds in recent years *'there used to be three excellent care homes in Langholm but Dalarran is all we've got left'* The reasons for the closure of the other homes was not explored during discussions but there was widespread concern that it was essential to keep Dalarran open while new plans were being developed. *–"if we lose our facilities here they're going to be shipped of here, there and everywhere and there aren't good transport links to anywhere except the Carlisle area".* Participants were aware that the inadequate facilities at Dalarran had made it necessary for a new facility to be developed but the situation of losing care beds had become more urgent as it had already impacted significantly on a large number of local people *–"the thing that gets forgotten is the impact on the families...there are currently twenty-two or twenty-three families with relatives farmed out all across Dumfries and Galloway"* As the quote suggests, many of those who took part in focus groups felt that the impact on local families had not taken in to consideration or properly understood by those making decisions about provision. The account below from a participant whose husband is currently in a care home in Ecclefechan illustrated the difficulties that the lack of care beds is creating *–"my husband he's got Alzheimers and he's in hospital in Ecclefechan. There's no transport to there at all. I've been to everybody about it but they've done nothing...he's been there for four years...I go when the family can take me without that it would take me all day [on public transport] and I'm not fit to do that...if I could get him to Langholm I would visit him every day"*. A number of participants detailed other difficulties which related to these difficulties including having to pay for the return of the body of a relative/s that have died after being placed in homes in England.

Other related problems included a lack of appropriate and/or sheltered housing for the elderly. Many felt that this problem had been made worse by the fact that housing designated for the elderly in Langholm was now being allocated to families. There was also a lack of housing for those with disabilities. One participant had been waiting for ten years for a house with suitable modifications for her severely disabled son and had only been allocated something after contacting her local MP. Another family with a severely disabled child are currently

living in a second floor flat as this was the only house available. At the time of writing, this was creating significant difficulties for the family as they felt that there was no prospect of being offered something more suitable in the foreseeable future due to a lack of available properties.

Amongst solutions discussed in the focus groups was the potential for a community owned nursing home or multi-purpose care facility for the area as it would allow the community to have greater control over how local provision was delivered. However, some participants expressed doubts about the community's ability to manage a project of this size, whilst others suggested that it might be beneficial to consider working in partnership with the private sector to ensure that Dalarran does not close down until new possibilities are explored.

Other suggestions included establishing long-term care and respite services in the Thomas Hope hospital.

Transport and Accessing Services

Transport was the main issue which affected many peoples' ability to access health services and visit those in care. Public transport provision is explored more fully elsewhere in this report, but there were a number of health specific issues which were raised by participants during the focus groups. The lack of available public transport to Dumfries was a particular problem for all of those accessing services, but the lack of routes other than Carlisle also created significant difficulties for local people. Travelling to Dumfries by public transport was extremely difficult and involved catching a number of buses and sometimes crossing the Border to make another connection. Some provision was in place to help patients with access difficulties and a number of participants had used the hospital transport service and taxi schemes. However, a number felt that the new system of self booking was 'a step backwards' and they were finding this a frustrating experience – *"I got twenty questions to get an ambulance to take me to Dumfries this morning...you'd think I was going to steal the blimmin' transport"*

Public transport to Langholm from the surrounding area was also regarded as an issue and something that would worsen as the average age of the local population increased – *"people in the more rural areas tend to have cars but as they get older they are less able to use them...it's potentially a big problem in the future"*.

The implications of having an increasingly elderly population was consistently central to discussions and the need for better transport links was a priority for many. It was clear that accessing hospital appointments, support groups and other services provided in Dumfries and elsewhere was very difficult for many health service users. One participant, whose son used mental health services had seen local provision reduced and now had to access services in Dumfries – *"there used to be a psychiatrist who came here regularly but that's stopped, I think because of funding...he has to go to Dumfries, usually at the new hospital...it's very difficult when he's not well or in crisis"*. This had created great difficulties for her and her son who struggled to find adequate support in the local area and found it difficult to access the services offered in Dumfries – *"I cannae get to meetings [carer support] and things in Dumfries...I'm not prepared to drive there at nights, in the dark, in the winter for an hour. I'm still working and we're very stressed when he's having an episode but anything that's happened in Langholm or locally I've been to..."*. There was however a new service user support group starting in Langholm which the participant hoped to attend on behalf of her son, at least initially. She

felt however that there was little support for carers themselves and that her family was very isolated in their efforts to support their son. The two participants with a severely disabled son also found it difficult to attend support groups due to the distances that they would have to travel – *“there are groups but then you have to travel to get to them, in our situation you don’t have that luxury, it’s such a nightmare just trying to get out of the house...to have to travel an hour each way after that it’s just not possible especially as we have another child at school”*.

Another, who suffered from arthritis travelled to Dumfries one day a week to visit a nurse for treatment - he would have much preferred to access this treatment one day a week in Langholm. He was also interested in a Tai Chi treatment which was being piloted in Lochmaben but felt the travelling involved had restricted his access to the treatment. Clearly the rural nature of the area creates problems for local people in terms of accessing health care and many felt that those providing services in Dumfries and other major centres such as Edinburgh and Glasgow were unaware of the distances involved, particularly for those dependent on public transport. This feeling was expressed across the focus groups by participants using a variety of different services including maternity services – *“the midwives from here know the problems of access but I think in the hospital they think you live five minutes away. If you’ve got a DG postcode then you live in Dumfries but by the time you get into the car and travel to the hospital it can be an hour and a half or two hours”*. Pregnant women are no longer assessed by local midwives in the early stages of labour but instead are required to phone the maternity unit in Dumfries for advice. Many of those who had experienced this felt the service offered was less personal and less diagnostically accurate. This combined with a lack of awareness of travel times meant that mothers were sometimes unintentionally denied services offered by the hospital – *“by the time you’ve got to Dumfries from you’re too far on to get into the [birthing] pool and they don’t want you to leave the house and come in till you’re quite far on”*.

Across the focus groups there were also reports of participants travelling large distances for relatively minor consultations only to get there to find that the consultant was unavailable – *“my husband goes to the hospital frequently and it’s a long way for us travel, we live in Boreland, it’s a forty mile round trip and several times we’ve gone there to be told that the consultant we’re supposed to see isn’t there. Another time we were sent to Edinburgh for test results only to be told when we got there that the test results weren’t through’ ‘I mean you expect to have to travel to centres of excellence but I don’t think they know how far you’ve travelled...I don’t think they’d do the same for people for the highlands but we are a truly rural area and I don’t think they appreciate that”*. This frustration was felt by many participants and there was a wider belief that those developing and delivering services, particularly in Dumfries, have a very limited understanding of living in a rural area.

It was felt by a small number of participants that the hours of the local dentist made it difficult for some to access the service. The alternative meant travelling considerable distances to access an NHS dental service in another town. Some others had been unable to register with the Langholm practice and had to travel to Lochmaben for treatment. Both the Langholm and Canonbie GP practices were considered good although concerns were raised about a two to three week wait for an appointment with a specific GP at the Langholm practice.

A few suggestions emerged relating to solutions to access. The first was the possibility of developing a community transport initiative co-ordinated with

Dumfries hospital (and others) and also with care homes. Others thought that a volunteer driver or first/rapid response scheme could be operated whilst others thought the most effective solution would be to establish (or re-establish) a wider range of local services within existing facilities such as the Thomas Hope.

Uncertainty, Consultation and Change

There was a clear demand for change in the way health services were being delivered in Langholm and Eskdale and a desire by many to become involved in this process. There were a number of issues relating to how this could be achieved. Firstly, there was a great deal of uncertainty about what was happening in terms of care and support in the area and many participants were worried about the future particularly with regard to the major facilities – *“although we’re given assurances by the health board with regard to the future of the Thomas Hope hospital, I don’t think as a community we’re confident there’s going to be ongoing support”*. Other recent issues concerning the Dalarran care home and the halt of the Townfoot development had made participants feel that they had very limited control over the future of local health services. This was exacerbated by the distance they felt between themselves and policy makers and a general feeling that it was bureaucracy that was making it difficult to access services.

It was noted that there was also a sense of local people being ‘over-consulted’ particularly as the CADISPA study had closely followed the survey by ‘Putting You First’ and a number of others – *“we’ve had so much input into this from Putting You First, from CHA and others but we’re seeing nothing concrete in return”*. Many participants felt there was too much discussion and research going on in the area about the future of health services with no apparent change – *“I think the general public feel that there can be a lot of talking done and no action...people feel they’re coming along to a meeting and that from experience nothing will happen”*. Although there had been significant investment in a tele-health facility at the Thomas Hope hospital, it was thought that most of the local community was unaware of the benefits. It was clear from the discussions that participants felt there was a lack of communication regarding local services, for example, many people were unaware of the ‘findings’ of any of the recent consultations or what changes were being planned or developed as a result of these – *“we need a centralised point for information, we’ve needed it for years...at the moment it’s all so fragmented”*. A variety of solutions were offered including setting up an advocacy or lobbying group in the area (or within each town/ village). In fact, some suggested that the focus group method was a good process in which to exchange knowledge as many participants learned a great deal about changes and developments in local services through these discussions. It was also suggested that a health co-ordinator should be employed to develop a central community hub and an information point. Another participant suggested having yearly or six monthly health fairs where all those involved in projects could get together, with the community, to discuss plans and network with each other.

The Views of Young People living in Langholm and Canonbie

A variety of young people took part in a number of focus groups in Langholm and Canonbie. These included two local primary schools (Langholm and Canonbie), the local secondary school (Langholm Academy) and two youth groups – (young people from the Xcel project in Langholm and the other the CYG youth group in Canonbie). Their responses are detailed below:

Langholm Primary

A number of young people from Langholm Primary took part in a focus group where they were asked a series of questions about living in the town.

When asked what they liked about living in Langholm they indicated that it was the peace and quiet with lots of places to go, the people who are friendly, the Buccleuch centre, the Common Riding and the local youth drama group Centre Stage.

When asked what they did not like about living in Langholm they wished for the local parks to be improved as they were too small and they needed more variety in the play areas. They felt there were insufficient places to go to play and walk dogs, not enough shops and more frequent opening of the cinema.

When asked what they would change about Langholm they wished for more things to do, more shops, open spaces and cinema showings, a horse riding centre, more and bigger parks and an improved sports centre that offered leisure activities.

When asked what they would wish to keep the same they unanimously voted to keep the Common Riding and the cattle show, they loved the outdoor environment, the local amenities, particularly the Co-op, bakers, ice-cream shop and some hotels and Centre Stage.

Langholm Academy

The Langholm Academy group were split into two age groups, the 12-14 year olds and the 15-17 year olds and asked a series of questions relating to their views about living in Langholm and Eskdale.

Twelve participants took part in the 12-14 focus group

When asked what they would like to keep the same about the area they liked the sense of friendliness, feeling safe, community spirit, the Common Riding event which they thought brought the community together as well as helping the local economy.

When asked if they intended to stay in the area after they left school, all of them indicated that they would consider leaving the area because there was no local University. However, on reflection, they did not really want a University as they felt that this would result in too many new people coming to the area.

When asked what was the most important thing about living in the area they thought that it was safe, there was a good sense of community, their families and the Common Riding event.

When asked what they would most like to change about living in the area they did not wish for a lot of new shops, only a few, but in particular Greggs the baker or a Subway sandwich outlet. They seemed reluctant to change and felt threatened by the thought of new people coming to the area. There was one change however, that they seemed to endorse and that was for Astro turf pitches!

When asked what they thought the biggest problem was for them living in the area they felt there was not enough for them to do and they wished that there was a better variety of shops available.

Fourteen participants took part in the 15-17 focus group

When asked what they liked about living in the area they liked friends and family being nearby and the good community spirit with lots of families. They liked the school, particularly the sports facilities, the peace and quiet of the area with not too much traffic and the freedom to go on walks and ride horses.

When asked what they didn't like about living in the area the thought that there were too many old folk that were intolerant of them, there were not enough things for young people to do, particularly the lack of an Astro turf pitch or local swimming pool. They would love a place to takeaway food and if possible a McDonalds!

When asked if they were planning to stay in Langholm & Eskdale when they finished school some of the young people thought they would like to stay because it was a good place to bring up a family, to grow old and people cared for you. However, others felt that they would need to move away to secure work, apprenticeships go to University or college, experience life and better access to takeaways!

When asked what they would like to change in Langholm and Eskdale most of them wished for better sports facilities, more clubs, an Astro turf pitch and a new gym. Others wished for availability of more films at the Buccleuch centre a cinema and bowling complex, more jobs, better transport and better choices of eating places – fast food and healthy options!

The Xcel Project

Will Golding, an MSC student from Edinburgh University, on placement with CADISPA during the study, carried out research with a group of young people from the Xcel Project in Langholm (*further details Appendix II*).

Canonbie Primary School

A number of young people from Canonbie Primary took part in a focus group where they were asked a series of questions about living in the village. The school is set amongst beautiful countryside and has both tarmac and grass playing areas. It is well regarded locally and many consider the area ideal for raising children.

When asked what they liked about living in Canonbie they indicated the outdoor and sports activities they were able to access easily, especially the football parks and woods and forests. They also liked the peace and quiet, their small school, the local post office, the local community, particularly their friends that lived nearby and the local church and shops.

When asked what they did not like about living in Canonbie they clearly had concerns about the smell of the sewers. They also felt there was a lack of sports facilities – no access to a swimming pool and running track and a desire for the current football pitch to be upgraded. They commented on the poor condition of roads and pavements. They felt that there was too much litter on the streets, too

many wood lorries going too fast and concerns were raised about dog owners who did not clear up after their dogs, particularly on the playing field. They wished for more places to go including more shops and hotels.

When asked what they would like to change there was an overwhelming agreement about the provision of Astro turf pitches, a tennis court, a swimming pool and running track in the village. They also wished for improvements to be made to existing parks including more equipment, safe places to ride bikes, more clubs in the hall, activities on the river (rowing etc), access for disabled people and more shops and cafes. Damage caused to local roads by wood wagons was also a concern to them.

When asked what they would like to keep the same they highlighted the peace and quiet of the area and the smallness of the community. Other responses included the post office, the church and the village hall.

CYG (Canonbie Youth Group)

A focus group was held at the youth group in Canonbie. The young people were asked a series of questions relating to their perception of living in Canonbie as a young person.

When asked what they liked about living in Canonbie they expressed the friendliness of the people, the quietness and rurality of the area, the beauty of the surrounding countryside and the low crime rate.

When asked what they did not like about living in Canonbie, they offered a number of responses.

"for the little the kids there's things to do but for the older kids there is very little....you just walk around doing nothing because there's nothing to do but go to the park".

There was a general feeling of hopelessness relating to the lack of local investment in the future of Canonbie's young people, the lack of shops, things to do and the feeling that some older people who perceived them as a threat.

"I just don't see myself living here because I know what it was like to grow up here and if I had kids I wouldn't want them to grow up here...I've done almost nothing with my teen years and you know there is very little opportunity here".

The lack of community engagement, as well as lack of activities and clubs, were felt to be responsible the lack of integration of young people in the wider community. There was also a perceived lack of responsiveness amongst community bodies as to the interests of young people. There was a great desire for more opportunities for the community to come together more often.

When asked what they would like to change in Canonbie they wished a change of attitude by some community members towards them and that they could find better ways to communicate with the older community. They suggested more youth involvement in the community may contribute to changing attitudes. Other changes included a need for more shops and attractions and more activities that they could become involved in.

When asked what they would like to keep the same they wished to keep the youth group, the playing field and football pitch and the friendly spirit of Canonbie.

The views of the young people in the youth group were echoed by participants across the discussions we had in the village.

"my daughter turns 13 on Saturday and from what I can see there really is nothing for them to do..."

Others felt that the life for teenagers in the village was much more restricted than it was when they were young.

"we used to play kerby and we'd batter the ball off a wall all day...but there are 'no ball games' signs everywhere now".

CONCLUSIONS

The following section should be read in a specific sequence to gain a full picture of what emerged from the research and what the options are for the future.

Things are changing for the Langholm and Eskdale area. The Council is rationalising resources both in terms of its assets, service delivery and finances. All of these factors when combined in any order will have a significant impact on the lives of residents. The NHS too is going through a major transformation which will result in a change from what local people have experienced before.

In part, the research has given people the opportunity to identify, alongside that which is good and needs preserving, that which is lacking or/and probably more powerful, that which local people fear rational or not, which may leave them exposed or isolated in some way in the future.

Langholm, Eskdalemuir and Canonbie are all strong communities. There is a recognised sense of place among residents. They all talk positively about their community and for example, rates of volunteering are as high in these communities as we have seen across all the communities we have worked in over the past twenty-five years. There are common problems across the district, and some problems that are unique to the smaller settlements. Transport, residential health care, jobs, opportunities for young people, education and training, business development and the release of land for development are issues apparent in all three communities. They range from that which is crisis driven (residential care for the elderly) to problems that have been apparent in the long term (public transport) but which have yet to be resolved.

Much of what we recorded was positive. People really like where they live. People's perception of the value of the environment, culture, heritage and friendliness of the villages were hugely positive. People could, generally, afford to live in the area although comment was made of the affordability of land when it did come onto the market. However, with the impact of so many textile closures over the last decade, jobs, real jobs, was something that people saw as an overarching need for all the communities.

Some of the list of the priorities we have developed will have to be tempered or changed when Dumfries and Galloway Council make clear their service reduction

intentions. This state of not knowing what the extent of budget savings will be and what impact they will have on established services is something that the Council must address with urgency. It may be, of course, that they themselves don't yet know the full impact of the reductions in service that will inevitably follow a review of their budget (some say or 5% a year for the next five years) to the central budget. However, it will be appreciated by the Council and everyone else, that a 25% reduction in budget in 2016 – 17 will greatly alter what the Council is able to do or support. The three communities that were at the focus of this research must therefore 'raise their game' to maximise what resources are available in partnership with the Council and others. Business will, of course, play a huge part in this remodelling. Whether it's through the traditional private service sector increasing its activity to take up the slack or whether community-based social enterprise/s can do the same, will depend on whether local people want to get actively involved in the running of services, or whether they are happy for the private sector and the market to meet the demand. Whichever, we face a different future than that which has become familiar to us over the past forty or so years.

Raising the game also involves local people being honest with each other by either supporting, for example, the Langholm's High Street traders or not. Most people who took part in the research indicated that they supported the buying of food from the immediate locality, they supported and wanted the High Street to offer more choice and for the empty shops to be offered to new businesses. However, they also indicated that they more regularly shop in supermarkets elsewhere and increasingly used the internet to buy goods. Clearly, the High Street traders must respond to this competition (perhaps by forming buying cooperatives; or combining internet selling co-ops) but it is also incumbent on local residents to make clear their intentions. Local produce is going to cost more, although perhaps not so much more when transport and carrying costs are taken into account, so there is a choice that has to be made here - support local traders and pay extra to keep them in business and make the High Street vibrant or shop elsewhere and recognise that this will, inevitably lead to further reductions in the High Street outlets. Of course, steps could be taken immediately to make the experience of shopping in the High Street more enjoyable and attractive to all and to promote it as a community asset. This may be the first step in developing an 'experience' which offers more than supermarket or 'out of town' shopping. The traders themselves must seek collectively to address this.

Of course too, if the new community development agency that may be set up to take forward any action-plan that comes out of this research, designs its Constitution or Articles of Association to include the ownership of assets, or an ability to engage in legal leasing contracts, there is no reason why they shouldn't also help drive the High Street change agenda and offer support and guidance to business start-ups.

This chapter is divided into sections:

- Issues from the research: raising the game.
- What role must community development agencies play in this new scenario of cuts and changes?
- What services must a community development agency pick up?
- Before settling on the shape of a new organisation – what are the big questions that must be addressed in order to make it fit for purpose?

Key issues from the research

There are a number of issues that are significant to the lives of people living in the area and which must be addressed quickly.

One of the critical issues facing the area at this time is residential and respite care for the elderly and those with long term illnesses. This service in large part over the last few years has been left to private organisations to service. This arrangement has broken down and left local people anxious, disempowered and unclear about what the future for the elderly who need residential care, might be. As a matter of urgency, this needs to be solved, but solved in a way that enables those that need to support relatives or friends in care can do so without having to travel half way across the Dumfries and Galloway to see them.

Health care in general is a major concern for people across Langholm and Eskdale and emerged as a key priority in the responses to the questionnaire. While most agree that they are able to access quality health care services locally, it is difficult to access hospitals, clinics, support groups and other services in Dumfries and other towns in the area due to transport issues. Many feel they would prefer to access services in Carlisle but this can be complicated as it is on the other side of the Border (although they are able to use hospitals in Carlisle). There is a widespread feeling that those delivering services often don't take into account Langholm and Eskdale's rural location, and the distances people from the area have to travel to access services, when making decisions.

Enabling local people to take control of the local health agenda and to develop dependable and accessible communication channels between the community and the service providers is extremely important in the face of considerable uncertainty and cynicism about the future. There is substantial support for the community being more involved in both the design and delivery of services. So it is important that local community organisations work with the NHS and other providers to develop democratic and equitable access to policymakers and aim to build on current projects and create an ongoing mutually beneficial conversation between the two.

Solving local transport problems and in particular the lack of routes, low frequency of services and inconvenient timetables is central to resolving some of the issues related to elderly and long term care. It is vital to begin developing solutions now, as this will become more and more of an issue as the local population ages. Urgent action will also benefit those without access to private transport such as the young, the unemployed, and those who choose not to have cars for environmental reasons. Currently accessing health services (particularly in Dumfries), education or training, or finding and retaining employment is extremely difficult, if not impossible, for those relying on public transport in the area. Therefore, if the communities of Langholm and Eskdale are serious about making the area attractive to young people, reducing carbon emissions, making the area truly accessible for commuters, then innovative community led solutions need to be found to current problems.

But what to do with the holes in the road; the poor pavement surfaces and the heavy lorries that negotiate their way through the villages and Langholm daily? If the issue is to make the High Street in Langholm and the main street in other smaller settlements more attractive, how is that to be done when a steady stream of 44 tonne lorries are witnessed in Langholm, for example, trying to negotiate the

'nick-point' in the centre of the town, getting to their destination by the quickest and most favourable route. We recognise that these lorries and the loads they carry contribute to employment in the locality. However, the damage they do, and the disturbance they cause to daily life in the town, must be something of concern to everyone using the High Street. Surely there must be a way of reclaiming the streets without impacting too greatly on the business they bring.

Mention has been made above of the need to address the issues of local produce, business development (wider, of course, than the High Street issue addressed above) and keeping the money spent 'within the community'. Business development and the creation of real jobs with a lasting future was a critical priority. We came across lots of people who felt that, given a chance, they would like to start their own business. This has to be encouraged. However, the risks associated with business start-up at this time are considerable. Getting the banks to grasp the risk, doing the necessary product research, identifying that a space exists in the market, getting the advice necessary to limit personal and family liability in any new venture, are all problematic to a budding entrepreneur - and it is successful entrepreneurs that are needed. This may be something that can be shared between the business community, a new community organisation and (say) Business Gateway.

The amenities in Canonbie, Eskdalemuir and Langholm all fall short of both what is wanted and needed according to respondents. There is a need to assess what local people need and want, what tourists might want, what can realistically be provided in each settlement and what the benefits would be for the local economy before deciding what these places should aim to offer as both communities and destinations. Saving the hotel and post office in Canonbie would appear to be vital from the responses to our questionnaire, and from discussions in focus groups, but how should this be achieved? A community buy out of the hotel? Combine the pub and post office under one roof? Eskdalemuir need to address similar questions if they are to address the demand for a shop and/or pub. While Langholm's High Street traders respond to the outside forces acting upon them, and, as discussed, local people must consider if they will change their habits to support these amenities?

There was great enthusiasm by many respondents for new or improved sports facilities that would offer both indoor and outdoor activities. A lack of good local facilities has meant travelling long distances to access sports such as swimming and the gym. Suggestions included a sports hub with swimming pool, gym and running track facilities, squash/tennis and basketball courts and indoor activities such as climbing, martial arts, tai chi, pilates, yoga and weight loss support. It was felt that as well as serving the local community this facility could also attract visitors and tourist to the area.

The evidence is that there is also significant demand for local produce with 46% of respondents buying it on a regular basis and 40% feeling they would shop more locally if local produce was more available. There is a need and a demand to improve the experience of the High Street in Langholm and for provision of amenities in general in Canonbie and Eskdalemuir. These would not simply be post offices, shops and/or cafes, but also act as focal points for the community where the informal relationships that sustain community can be built.

The provision of good quality amenities is also central to building a reputation as a destination and a strong tourist trade. Developing tourism was seen as central to

the future of development of the area by 90% of survey respondents, while 73% saw it as essential for the sustainable development of the area. 71% felt that improving marketing and branding is the most important thing to do to develop tourism. However there was also recognition that improving the local sense of destination is essential with 55% feeling that there was a need for improved public areas, and 53% feeling there needed to be more music weekends/festivals, and many recognising the need for an all year round tourist information service, if a significant number of tourists can be attracted to the area. Creating a reason to 'stop' is central to making a place a sustainable destination. People will want to stop to see the local culture (not a tourist culture) so it is important to explore what is unique and interesting about each community and its location and then marketing this to tourists.

Creating jobs and training opportunities is another huge issue in the area with 85% of questionnaire respondents feeling there were not currently enough available locally. Transport is key to enabling people to access courses in the wider area but there is also a very real need for more courses to be provided locally. This needs to be combined with better communication about what is available as many of those we spoke to were unsure what was available and where. The greatest demand is for informal learning and evening classes, something which reflects the make up of the population. If local people are serious about making the area somewhere young people and families will want to stay then there is a need to find ways to provide easier (and possibly more flexible) access to university, college and vocational learning.

Retaining young people and attracting families to the area were another key priority for those who took part in the study. The creation of learning opportunities and jobs was seen as one of the key potential drivers for this, but the provision of a diverse range of 'cultural opportunity' for these age groups was also highlighted as vital. There is a clear understanding in all three communities that young people are not adequately provided for and that things need to change. This is true also for the 18-35 age groups some of whom feel that there is little local cultural provision aimed at them.

Other issues from the research include the development of the area as 'destinations'. Some people suggested the building of a theme identity for each of the settlements that purposely target visitors and tourists of a particular kind. Canonbie, for example, is justifiably famous for its fishing. Over the recent past it has secured a contribution from specialist visitors to the local economy. The Common Riding is another as well as the Samye Ling Buddhist Centre in Eskdalemuir. However, there would seem to be a need to co-ordinate the marketing of these destination initiatives and greatly increase their number and scope. Taking the town of Hay-on-Wye and its massive reputation for second-hand books as an example, there is much more that could be done to increase the footfall and the contribution that specialist tourists could make – but each community would first have to firstly recognise the problem of footfall and spend as something to solve, and plan how they would address the issue of a 'destination' appropriate to their locality.

It needs to be recognised that in the age of social media the power of organisations such as Visit Scotland has decreased. The organisations, festivals and events which attract people to places can be promoted to huge audiences by tiny communities on small budgets. Easdale Island's World Stone Skimming Championships and Glenelg's recent Space, Stars and Mars event are good

examples. The Upper Eskdale Development Group has grasped this opportunity and regularly uses social media and has an accessible, simple and regularly updated website. It is vital that any new organisation/s develops this area. social media is no longer an extra.

One question asked by respondents on a couple of occasions was "Why is Moffat so vibrant as a community, when we are not?" Responses suggested it was to do with their geographical placement (on the east side of the M74), a different type of person that lives there, the nearness of Carlisle and the lack of marketing of Langholm and District by Visit Scotland and the Dumfries and Galloway Council. These are all valid concerns and of course must be addressed, but it must also be recognised that creating the kind of place people want to live in or visit, is increasingly in the hands of local communities. However, if that is the case and vibrancy and development are not what is wanted or seen to be needed, then this will have considerable consequences for the drive to bring new jobs and businesses to the area into the future.

People described probably the most important element that came from the research as the 'provision of real jobs'. The relationship of the new community organisation to this is critical – does the organisation become an employer, or does it facilitate employment? Does it seek to focus only on those who are finding it very difficult to get jobs, particularly the disabled, young, those long-term unemployed, those with health issues that mean they can only work in specific conditions, or those in danger of not working again because their skills are redundant or they are of an age when employment options are limited?

There is great possibility in the mining and renewables market for all rural settlements. The production of energy was an issue that was raised within the research both in terms of private behaviours and the potential for business development in the sector. There is the possibility of a pincer-like movement in the district. Whilst doing the research in Canonbie it was reported that open-cast coal might be reintroduced to the area, although the company involved in the production of gas has indicated that it is not their intention at this time to use fracking techniques as a method of extraction. As reported elsewhere, there was concern expressed about both of these (particularly the fracking for gas), but either, or both, would give an enormous boost to job growth and an opportunity. Care would have to be taken to ensure that the environment was protected and made good following extraction, however, given the reduction in the textile industry, the opportunity of other major industries taking up the slack in employment was seen by those in Canonbie, as being worthy of consideration.

Renewable energy is another revenue stream that should be considered by the communities in the area. This could mean windpower, solar, micro, hydro or biomass projects. The sight of turbines striding their way across the countryside as they produce their energy for grid distribution may not be welcomed by everyone however, they are an important part of the energy mix and as such should be considered. The cost of energy would seem only to rise and then rise further. If, for example, a community could find their way to owning land and then developing a wind array on it for the benefit of that community, there could be significant returns. Sustainable development is about keeping the three principle components in balance - damage to the environment kept to an absolute minimum, the local economy enhanced, and the quality of life for those living in the catchment improved. All these things have to be kept in balance but this does mean that the

'renewables' issue must be considered as a way of contributing to the sustainability of a place, and as a contribution to the local and national carbon reduction targets.

Of course, the other side of energy is in its conservation - making every household as energy efficient as is possible. This makes absolute sense and many people indicated that they were already involved in doing this in the research. However, it may be that a community can help itself as a unit, to reduce energy costs and their carbon footprint. The windfarm suggestion is one. However, closer to home, it may be that an agency inside the community could drive energy conservation from the centre. Huge grants are available to help people make the change in their accommodation and in their transport and personal behaviour. It may be for example that an alternative energy project could be tied into giving support to the elderly, retired or low income families who will suffer disproportionately over the coming years as energy costs rise. With average energy bills running at an average of £1,300 a year across Scotland, we are sure that any help that could be given by a community to its residents would be more than welcome.

There are very specific priorities for each community some of which have been discussed above but they are set out below:

Langholm

Respondents regarded Langholm as a friendly place with a strong community spirit and traditional values, where people know each other and tend to look after one another. However, there are a number of issues facing the community which need to be urgently addressed.

One of the most prominent of these is the low number of residential care beds available in the town. The potential closure of Dalarran, the last remaining elderly care home in the town, and the failure to develop the promised new home on a site at Townfoot has created a great deal of anxiety and urgency around this issue.

Housing is another prime concern, with many local people finding it difficult to find homes which meet their needs. There is a lack of affordable and sheltered housing and properties suitable for families.

The High Street, and its perceived decline, is another pressing concern although there has been a significant improvement in the hotel and restaurant during the time of the study. There is a significant demand for a greater diversity of shops on the High Street, increased opening hours, and measures to improve safety and reduce the number of logging lorries travelling through the town. It is also felt by many, that the High Street has little to offer tourists.

As with the wider area developing tourism, creating jobs, improving public transport, providing learning opportunities, improving roads and improving access to health care services were major issues.

The key issues in Langholm specifically are:

- Residential care beds
- The High Street
- Housing
- Facilities for young families

Community Organisations

Local community organisations clearly make a significant difference to the lives of local people. Groups such as the Common Riding committee, Bonnie Langholm, Playcare, the day centre and a host of other groups are central to life in the town.

However, there is a need for an organisation which will take the 'findings' of this study, and any action plan developed as a result, forward. This organisation must be able to take on assets, deliver services, support other organisations, consult with the community and many other functions. It may require to be innovative about how it is funded potentially, looking to develop related social enterprises which fund some of its activities.

In order of preference respondents felt local community groups' priorities should be, the provision of education and learning opportunities; providing health care services; supporting local businesses and entrepreneurship; representing and protecting local interests and the provision of transport.

Down to Specifics - What role must any new community organisation/s play?

- **Co-ordination:** There is much to be done if there is to be no gap in service provision once the Council and others rationalise their services. The identification of what needs to be done and what support is going to be available will be critical to this co-ordination role.
- **Mediation:** Negotiating with other principals based on the need for change and the release of assets to enable change to happen. Working with local Estates is critically important to the future of the district. Public transport is another, and an obvious candidate for attention for improved (or more relevant) service based on the needs of the differing local populations.
- **Service:** A community business in its own right servicing the community directly. This may (as in the case of Renton Community Development Trust) prove to be lucrative if the organisation is underpinned by Articles that allow it to make profit as long as any surplus is spent in the service of its programmes. Isolation of elderly local people was an issue that came through in the research, and this may be one service that could be encompassed by the role.
- **Research:** Finding out what is needed and what is happening is key to keeping an organisation at the forefront of what a community needs. Eskdalemuir as a shining example of this, as is the Putting You First Programme.
- **Marketing:** In collaboration with all the major players. Putting the district and settlements on the map is key to increasing footfall. Deciding on the elements of what the 'destination' offers will be key to this.
- **Regeneration:** Clearly there is a need for regeneration and a new organisation.
- **Partnerships:** What needs to be done cannot be done in isolation. Formal partnerships with or without Single Outcome Agreements (SOA's) will be necessary to find the resources to take matters forward. If, for example, a new

organisation is established with Articles that allow it to operate as a social enterprise, then partnerships and SOA's will be important.

- **Travel Agent:** No not something that arranges travel to distant parts, but a community transport and perhaps car-sharing initiative.
- **Asset Ownership:** This is more radical. It may be that a new community organisation needs to include in its Articles, the ability for the organisation to own land or property. If this was the case, then it would be possible for the organisation to offer space to growing or established businesses at an affordable rate rather than market rates. If it was a charity it could gather resources to do this from a variety of other charitable sources – although great care would have to be exercised over who the beneficiaries were of any intervention. This role may address the issue of vacant shops in Langholm High Street and the vacant business premises in Canonbie. There are other models that could be used including partnership, joint ventures and long-term lease.
- **Tourist and Visitor Experience Upgrade:** A co-ordination role, tied into the notion of different destination themes in different settlements. Collecting and distributing the resources necessary to help businesses and single traders, for example, B& B's to extend their season.
- **Education and Training:** A range of community education classes and training in conjunction with industry and the Council. Stand alone training, leadership and skills training – either coordinated by the new organisation or working in partnership with private organisations.
- **Community Work Initiative:** Ensuring that the local youth and community work is properly and adequately supported. Perhaps employing local community workers in the absence of Council contracts.

Canonbie

Canonbie is a village of many positives. Its location, environment and community make it a potentially wonderful place to live. Those who took part in the research process were extremely proud of the village and its people but many are concerned that the potential loss of the local hotel and post office could be devastating for the community.

Both the post office and hotel were regarded as important places where informal connections could be made with other members of the community. Many worried that the loss of these amenities would spell the end of Canonbie as a community and cause it to become simply a 'dormitory' for commuters to Carlisle.

Tourism was regarded by most as a potential key driver for the regeneration of the local economy. The environment, potential for outdoor sports and location were felt to be key factors in making the village very attractive to tourists. However, it was felt that potential developments in tourism would be badly setback if the hotel was lost. B&B's in the area already struggle to find local places to send guests and feel that this could further reduce what they offer.

There is also very little on offer for young people in Canonbie, something which they felt slowed their development and discouraged them from wanting to live in the area long term.

Another emerging issue is the possible development of an open cast coal mine in the area. This was only identified towards the end of the research so there is little detail on the progress of this.

The specific issues and priorities for the community which emerged from the research were:

- Preserving and developing local amenities (Cross Keys hotel, post office etc.)
- Need for a new organisation,
- Potential open cast coal mine
- Develop a good working relationship with Buccleuch Estate

Community Organisations

Existing community organisations in Canonbie were felt to have the least impact on their community of the three surveyed - this may reflect the lack of a community plan or a development organisation to take it forward. It was clear when arranging focus groups that there is little existing infrastructure through which to contact the community, this may need to be developed. However during discussions in the village it was clear that divisions amongst those involved in community organisations may also be reducing potential impact. It is vital that Canonbie develop a community organisation, or become part of a wider organisation, which can react to the potential closure of the Cross Keys hotel and post office and possibly take on assets or develop projects. In the current economic climate, it is difficult to know what services may be taken away by both the public and private sector. It is vital to have the mechanism by which the community can preserve the amenities that allow it sustain itself.

In order of preference respondents felt local community group's priorities should be:

- Providing health care services
- The provision of education and learning opportunities
- Providing transport
- Supporting local businesses and entrepreneurship
- Supporting community groups
- Engaging with the local community

Eskdalemuir

The knowledge we have of Eskdalemuir is limited as we only received a small number of responses to the questionnaire and were unable to carry out any focus groups.

However, it is clear from the responses we did receive that Eskdalemuir is a place people enjoy living for a number of reasons including the friendliness of local people, the environment and the low levels of crime. The community also face many of the same issues as Canonbie and Langholm. There is a need to provide jobs, develop tourism, develop amenities and respond to the increasingly elderly nature of the population.

There is however a clear difference in the kind of development people in Eskdalemuir would like to see. They are significantly keener on community/social

enterprise solutions to problems than respondents from Langholm and Canonbie. This may be because there have been a number of these kind of schemes developed in the area by the Upper Eskdale Development Group and there is a clearer understanding of what they are - developing local amenities and housing.

Community Organisations

Local community organisations are felt to make a considerable difference to people's lives in Eskdalemuir. The Upper Eskdale Development Group in particular, is taking forward many of the issues that have emerged from our research through their 'community hub' project. However, there were some who felt that there were significant divisions in the community which local organisations may need to address.

In order of preference, respondents felt local community groups' priorities should be providing health care services; the provision of education and learning opportunities; researching community needs and demands; providing transport; supporting local businesses and entrepreneurship; bringing the community together and tackling inequality and disadvantage.

The big questions that must be addressed, and resolved, before the new organisation is set up:

1. Would Langholm, Canonbie and Eskdalemuir prefer to set up one umbrella organisation to cover the entire district - a) a subset and smaller organisation that 'report to' the larger umbrella organisation or b) separate organisations that work in partnership with each other in a co-ordinated way?
2. Would a social enterprise; Trust or other format be the preferred option? Legal organisational structures come in a variety of forms, all able to do potentially the same job but with differing levels of protection for the principals in the organisation, some with the ability to trade, some able to get charitable status and others not. All reporting to either OSCR or Companies House, or both?
3. Key to this choice is whether the organisation should be able to own assets and hold contracts in its own right. This is critical to the housing debate.
4. Which community groups hold priority? It may not be possible to service every aspect of community life, so which should be left to their own devices and what's the criterion for making that choice?
5. What recognition must be made of macro issues that will affect the district over the next ten years – an aging population, a population that is increasingly more reliant on adequate and easily accessible health care, residential care for the elderly?
6. Where are the resources to come from to conduct any programme of regeneration or service delivery - the Council, renewables, charity sector, private financing?
7. If the organisation is to support the provision of job creation or employ local people itself, this may dictate the structure of the organisation and be limiting in other ways. Does it set the scheme for 'pluri-job' creation?

8. Can volunteers do what is being asked here, or does it need a team of trained professionals or a combination of both?

Our View

Langholm and Eskdale is a complex area to study comprehensively and within the restrictions of the study it was impossible to gather a truly representative sample of the experiences of people across the area. However, it was clear during the research process that the communities in Eskdalemuir and Canonbie have very distinct characters and identities from Langholm. The experience of living in each of the three areas varied hugely with respondents from each of the settlements holding different opinions on development and accessing services in different places.

We suggest therefore, that to be able to respond to local needs, each community develop its own local organisation and immediately begin to research the model which will best suit their circumstances.

However, local community organisations such as UEDG, The Langholm Initiative and others, have gathered and will continue to gather, a great deal of knowledge and experience of what works well in the area. It is important that local groups can share this with each other and it is vital that they can work together to tackle issues which affect the area as whole and support each other's projects and campaigns. We would therefore also recommend establishing a formal network of local community development organisations. The network would include, not only representatives from the three communities who took part in the study, but would also be open to organisations throughout the area. This network could potentially develop support services based on the need established by members of the network.

CHOOSING AN ORGANISATIONAL STRUCTURE

Available Options

It is essential in choosing an organisational model for a new community development programme to first establish what the organisation's outputs and outcomes will be and what methods will be used in reaching them. If, for example, the funding necessary for the organisation to reach its objectives comes from trading and uses the profits from the trade to support social programmes, then there are clear legal rules which must underpin an organisation trading in this way.

In some ways, the type of organisation depends on the size (and turnover) of the proposed organisation. If both are very small and the organisers simply want to keep everything bureaucracy free and simple, then perhaps an informal community association would best suit. However, if the organisation is handling larger amounts of money (of say, £5,000 and above) then the organisers or committee need legal protection to limit their own, personal liability should things go wrong.

Choosing Whether to be a Charity

Acquiring charitable status for a community organisation may seem sensible. Its benefits are that any trading surpluses, gifts or donations are subject to tax relief. Charitable status also gives access to substantial levels of charitable funding from Foundations and Trusts some of which will only give funding to other charities.

There are also some advantages in terms of 'rates' relief and concessions on VAT (SCVO 2012) and Capital Gains Tax. It is also possible for charities to benefit from Gift Aid whereby the government will allow the charity to reclaim the tax on individual donations. Businesses also receive tax relief when they give to charities (see Thomson, Snell and Passmore www.ts-p.co.uk and <http://ow.ly/g474n> for further information).

However, there are also disadvantages. Organisations must meet the 'charity test' in that it must not allow policy or practice drift in enabling sectors of a community to be supported beyond its charitable boundary, or to be used for non-charitable purposes (however beneficial). Its constitution must be secured away from external influence (particularly that of Government) and it cannot engage in political action. A disadvantage to simply being a charity is the personal risk that the trustees take when entering a legal contract. There is no limited liability for trustees. They personally must take the risk in terms of the consequences if anything should go wrong. Spending and fund raising is restricted to only that which meets the charitable objectives of the organisation – and only those objectives. There are strict boundaries within which a charity must act and a reporting structure for both the activity of the charity and the use of its finances that have to be adhered to. The Trustees of a charity have specific responsibilities in law. Only in very limited circumstances can charities support individuals, they must be focused on communities or groups within a community in need of charitable support and must be aware of the impact of their charitable activities in a community in terms of the 'dis-benefit' for others.

Charitable status therefore is something that will suit specific organisations particularly if their sole purpose is of a charitable nature. If not, it could well restrict the organisation's activities, its servicing potential and the number and kind of its community beneficiaries.

These are the organisational options available <http://www.scvo.org.uk/information/governance-structures/organisation-structures/>

Option 1

A Company Limited by Guarantee

Company Limited by Guarantee (with or without charitable status). A Company Limited by Guarantee does not need to be a charity. It can be a not-for-profit company and still register at and be accountable to, Companies House. Some organisations are choosing not to become a Company Limited by Guarantee becoming rather a Scottish Charitable Incorporated Organisation (SCIO). This would seem to have all the advantages of being a Company Ltd by Guarantee with the 'added benefit' of only reporting to one regulator (OSCR).

However, under the format of a Company Limited by Guarantee those individuals who are the principals (usually a Board of Directors) are protected by having their legal liability restricted to £1. The company provides a separate legal identity for the protection of the Directors. This is critically important to members of a community organisation that are taking on more substantial financial and legal risk.

Of course, for this protection they must show due diligence, trade, conduct their affairs legally and register and submit returns to Companies House. However, this protection extends not only to the Directors of the company but also to its members. Companies House establishes reporting deadlines for companies to report and these are underpinned by financial penalties if missed. A Company Limited by Guarantee can also be a charity. In this case the Articles of Association, the Mission and Objectives of the charity must transparently match each other. The office of the Charity Regulator in Scotland (OSCR) requires a return to them every year of both the charities accounts (duly inspected by a chartered accountant) and a statement of how well, over the past year, the charity has performed against the objectives that it set itself.

Under this organisational format too, assets can be owned by the company, the organisation can enter into contracts to employ people and rent or lease space. The limited liability for the Directors and Members covers these activities. The activities of the organisation would be framed by Articles of Association and procedures for the conduct of its business and the target of its community benefit would be specified by its Memorandum.

Disadvantages include a significant increase in bureaucracy. Additional costs because of the need to report accurately to Companies House (and separately to OSRC if the organisation is a charity) and the costs involved in having the accounts inspected annually before submission to Directors, Companies House and OSRC.

Option 2

A Trust

There are two options:

- A Community Development Trust
- A private Trust

In general, the advantages of a Trust are that it has no formal registration process. It is best suited to a small number of people who want to control money or property. There are no set protocols for meetings (or a schedule of meetings to which the Trust must adhere). There is minimal administration. However, the disadvantages of a Trust are that it doesn't have a separate legal existence from its members (they therefore are individually legally liable for the consequences of decisions taken by the Trust). This means that the contracts must be entered into in the names of those individuals who are the Trustees. There is no concept of accountability to any others, other than the Trustees themselves. Both private and community benefit Trusts can have charitable status. However, if they do, the rules associated with being a charity apply, with its normal reporting regulations. There are more private trusts (for community benefit) than Community Development Trusts in existence at this time.

Private Trust

These are 'closed' organisations that are for community benefit (they may for example, be the custodians of a community hall). They have named Trustees but are not obliged to hold their meetings in public or report the outcome of such meetings to the public. The control of the outcomes of the Trust is the responsibility of the Trustees and no-one else. A Trust set up to benefit one

person cannot hold charitable status (except in exceptional circumstances - see below) they must be set up to benefit the public at large. A Trust can be set up for what the law terms 'a vulnerable' person and, in being so defined, might be exempt from certain tax liabilities. This new rule specifically includes those people with a disability. The limitations of reporting and accounting that apply to a private Trust may hold back the general public's support of such a Trust.

Community Development Trust

A Community Development Trust has the same advantages and disadvantages as a closed private Trust as reported above, unless it chooses, through its Constitution to write in community ownership, reporting and accountability policies that make it more accountable to the general public. If it has charitable status, further restrictions (particularly on who the beneficiaries are, and reporting and handling of funds etc) apply. Normally, a Community Development Trust would be community owned and led. Its members would be members of the community it served and its Trustees (or Directors if it was also a Company Limited by Guarantee) would be drawn from its membership. Service time restrictions would be placed on Trustees and clear election or re-election procedures written into its Constitution. It is an independent organisation, but would be expected to actively seek partnerships with other organisations private, voluntary or public-sector in the pursuit of its objectives.

A Community Development Trust could choose to also, at the same time, be a Company Limited by Guarantee, a Community Interest Company (CIC) or an industrial or Provident Society. They could also register as charities. CADISPA is a registered Company Limited by Guarantee with charitable status and with Articles of Association that define its charitable objectives. It reports to its membership, OSCR and Companies House every year.

If it is a Social Enterprise or a Community Development Trust, it is suggested, that it should drive towards 'self-sufficiency', be grant-free and may or may not adhere to the definition of a social enterprise as a social business that can earn over 50% of its income from trading, and invest more than 50% of its surplus into social causes. We think that this definition of a social enterprise is too restricting but it does give a clear indication of the difference between a social enterprise and a charity.

Option 3

Community Interest Company (CIC)

A Community Interest Company cannot be a registered charity. There are a limited company with additional features and were created for people who want to conduct a business for community benefit and not purely for personal profit. To qualify at a CIC an organisation must pass two 'tests' - the community interest test and the asset lock test.

A CIC is easy to set up, flexible and works for community benefit. It has social objectives (primarily) and surpluses are reinvested either to grow the business itself or for community benefit rather than for the maximisation of profits for shareholders. They are usually socially or environmentally focused. They can take the shape of almost any community organisation but they cannot be unincorporated or an Industrial or Provident Society.

They can pay their Directors without dispensation from another body. However, there is an 'asset lock' condition placed on all CIC's which means that the organisations assets must be dedicated, locked, to public benefit. A charity may own a CIC but a CIC cannot be a charity.

One of the attractions to becoming a CIC is that supporters may see its non-charitable status as being more acceptable than that of being a charity.

Community Interest Companies are able to respond quickly to changing conditions either in the market or in communities without the restrictions that apply to charities. The test of 'community interest' is defined more widely for CIC's than for charities.

However, a warning was sounded recently by SCVO who strongly disagreed with the proposals to allow a charity to convert to a CIC, partly because the conditions that allowed the charity to amass (say) a property portfolio under charity law and a tax beneficial scheme, and which then converts to a CIC. As a CIC the organisation would be allowed to pay members of their Board of Directors to when it wasn't possible under the old charitable organisation. This, and the potential unfairness in gathering property or assets under the constitution and tax arrangements of one organisational structure and only to then change it to the benefit of members of the organisation, was seen by SCVO as being an unhelpful change that could impact on established and continuing charities unfairly.

Never-the-less, CIC's are very popular in England and are growing in popularity here in Scotland as a way of bringing social enterprise and community benefit to some of our most disadvantaged communities: in effect bringing the vibrancy of the social entrepreneur to the community development sector.

Option 4

Scottish Charitable Incorporated Organisation (SCIO)

SCIO status is only available to an organisation that is eligible for charitable status. Much more detail is available here: http://www.oscr.org.uk/media/40050/cscios_a_guide.pdf .

An SCIO is normally a two-tier organisation - Members on one tier and the Board on another. Members have the opportunity to control the strategic direction of the organisation through an annual general meeting, make changes to the Constitution and dissolve the organisation, if it is deemed necessary. The Board Members in effect run the company (probably through a Chief Executive officer or a senior operating officer). They monitor the running of the organisation and finances through regular Board Meetings. It is perfectly acceptable for Members to be Directors under this structure. Suggested disadvantages centre around the limited accountability allowed for in the legal underpinning of a SCIO, reporting, as it does, to only OSCR and not Companies House.

It is important to understand that it is the Members of an SCIO who have ultimate legal control of the organisation, not the Board members. This raises a significant question as to who should be members of the organisation. Would a 'residency' qualification or perhaps a 'time in place' clause (6 months and a day living within the village catchment) be necessary to ensure that decisions are taken only by

those who are continually affected by that decision. Would, for example, institutional membership be allowed given that the people representing these organisations will not be resident in the community but may be able to influence, as a member, the kind of work that the organisation does in the locality.

Great care must also be shown to make sure that the organisation stays within its charitable objectives. This is restrictive, but may be something seen as acceptable given the lack of reporting and accounting protocols that would come with incorporation as an SCIO.

The advantages of becoming an SCIO are suggested as these by TC Young, Solicitors www.tcyoung.co.uk

1. Limited liability for Members and Directors
2. It can undertake transactions in its own right
3. There is a single regulatory body (OSCR) to which to report
4. It can hold assets in the name of the SCIO
5. It can pursue all activities associated with its Constitution
6. To a limited degree its creditors are protected.

However, TC Young also list the following as disadvantages:

- ⤴ Must be a Scottish charity and be based (registered head office) in Scotland.
- ⤴ Once an organisation has been accepted as an SCIO, it cannot return to being unincorporated or another non-SCIO charity. Dissolution and asset transfer to another charity is the only route.
- ⤴ It cannot continue unless it retains its charitable status whilst trading.
- ⤴ It must keep membership records and membership cannot be transferred.
- ⤴ An AGM must be held every 15 months or sooner, and organisational change is driven by the members' resolution.

There are a number of alternative organisational structures listed here from which the Langholm and Eskdale communities can choose from for any new organisational structure. There are others (Friendly Societies, Industrial and Provident Societies, an unincorporated community group and a co-operative) not listed here. The reason for their absence is not because they are not valued in their own right and place, but that, in our opinion, Langholm and Eskdale need the protection offered by one of those listed above more than those left out of consideration.

In conclusion, the complexion of any organisation chosen to take the communities of Langholm and those in its hinterland forward will probably be a combination of those listed above. There is great strength in combination. Key issues that will inform the mix of organisation ingredients will be accounting and reporting nest practice; the need for (or not) for limited liability for those brave enough and committed enough to step forward to drive the change agenda; and, the view taken on the need for flexibility and ease of administration. It may be that ethics too has a place to play in the decision, for example, how close must the organisation be to its Membership? How wide ranging must that Membership be to represent the locality, and whether Membership should, in some way, be excluding of those not directly affected by decision take by the organisation.

The choice will be influenced by whether it is absolutely necessary for the organisation to be restrained by the 'asset lock', the declaration of 'community

benefit' or the restrictions that charitable status will impose on its activities and its constitution. Charitable Status, for a modern 21st century organisation, may be too restrictive or, it may be the only way that a community can be sure of what it gets in terms of service. A Community Interest Company, for example, can choose to pay its Directors, where a registered charity cannot and it can respond, uncluttered, to changes in market temperature and circumstance without hinderence. This may be attractive, for some. However, the flexible, fast moving CIC organisation structure, for others, may be too insecure and not sufficiently accountable.

Until the full intentions of Dumfries and Galloway Council are known, and the three communities have had an opportunity to read, digest and prioritise the recommendations for change, CADISPA feels that it would be premature at this stage to offer recommendations about an appropriate organisational structure. The four options listed above should, either singularly, or in combination with each other, give guidance as to what structures are available once the role of the new organisation is established.

RECOMMENDATIONS

This study was carried out by The CADISPA Trust (Conservation and Development in Sparsely Populated areas) during the summer/autumn of 2012.

The aim of this study was to enable local people to express their views on life in Langholm and Eskdale, what their hopes and concerns were for the future, what development they would like to see and just as important, where they do not wish to see development. The priorities that emerged from this research will help create a community development plan upon which sensitive future development can be built.

A questionnaire was the main research tool used to capture the views and opinions of local people. 271 questionnaire returns were received. The framework used for the study was a 'sustainable community' as defined by the Egan Review (2004). The questionnaire was designed in conjunction with the project steering group which was made up of representatives of local organisations and individual members of the community and based upon CADISPA's experience of conducting a substantial number of similar studies in other rural locations across Scotland. We supplemented the questionnaire by carrying out twenty-two focus groups on specific issues such as health and transport with a broad range of local groups. The field research took place in between June and October 2013.

The key recommendations of the study are as follows:-

- That each community (or group of communities) develop, or continues to develop, an appropriately constituted organisation such as a community development trust which can take the issues identified in this report forward.
- That representatives from the communities of Langholm and Eskdale come together to discuss the possibility of establishing an organisation or network which will address issues identified in this report, respond to changes in local and national government policy and support local communities, groups and organisations to become more self sustaining.

- That each organisation ensures that a wider range of public representation amongst its members by addressing any perceived barriers that exist within each community.
- That organisations develop so that local people can effectively engage in the political process and take significant responsibility for quality of local life, the creation of local opportunity and jobs.
- That organisations consider their role in creating and supporting the development of job opportunities in the local area and examine successful models such as those adopted by community development Trusts in Renton, Mull and Sleat, and develop strategic alliance with these areas to increase knowledge and effectiveness.
- That organisations consider ways to significantly improve education, training and learning opportunities, including the possibility of providing these services themselves in partnership with other providers
- That organisations continue to engage in formal discussions with Dumfries and Galloway Council and NHS about the budget savings and the re-balancing of service provision, to ensure opportunities for local service delivery are explored and understood and the community's needs are best protected.
- That access to health services continues to be improved by providing more services locally.
- That organisations continue to work with the NHS, Dumfries and Galloway Council, and other local service providers, to research, understand and begin to develop the services to meet the needs of the local population as it ages.
- That organisations continue to work with service providers to ensure that accessible support services are available for those mental health issues, disabilities, caring roles etc.
- That organisations continue to work with the providers such as the NHS to ensure that information about local services, consultations etc., are easily accessible.
- That organisations continue to work with health providers across the region to ensure that the staff, policymakers and others understand the experience of local service users and advocate on their behalf.
- That organisations investigate possible models for the provision of residential and respite care which give them greater control of these services.
- That the communities continue to develop close links with the Buccleuch Estate in an effort to foster a progressive, equal and mutually beneficial relationship which allows them to work together in the re-development of the area.
- That each community develops a strategy, shaped by local people, for marketing the local area as a 'destination', and providing the amenities to make that a reality. That a strategy for the development of Langholm and Eskdale as a tourist 'destination' is developed in consultation with local people.

- That access to public transport is improved through changes to timetabling and available routes in line with the needs of local people.
- That innovative solutions for local transport difficulties continue to be developed, which includes the possibility of setting up an area wide community transport scheme.
- That organisations take up the issues of road maintenance and safety with Dumfries and Galloway Council and the road authorities as a matter of urgency.
- That the safety issues and damage to roads caused by heavy vehicles is investigated and addressed.
- That organisations make the provision of sheltered, affordable and family housing a priority.
- That organisations consider the provision of a new or improved multi-purpose sports facility in the area.
- That investigations into renewable energy projects, to create income streams for the community, are investigated.
- That opportunities for recycling projects are investigated.

The following issues emerged as priorities in each of the three study areas:

Langholm

- That the community review the role of existing community organisations and researches the options for developing an organisation that could take forward the recommendations of this study.
- The new organisation is tasked with delivering a five year local action plan in line with the recommendations of this study.
- That the community work with relevant agencies to ensure that the Dalarran care home will remain open until a suitable care facility is developed.
- That greater clarity over the future of the Townfoot site and other issues relating to the potential development of a new care home is established
- That any new community organisation, urgently researches the potential models for the development of a new residential care home including building a community owned facility.
- That any new organisation continues to develop a process or group which encourages democratic and accountable development of local health services, and that information on health services is centrally gathered and well disseminated.
- That any new organisation establishes closer links with local care providers.

- That any new community organisation works with the High Street traders group and others, to develop a strategy for the regeneration of the high street.
- That the potential for traffic calming measures and reducing the number of heavy vehicles on the main roads are investigated.
- That the provision of new housing in the area is investigated in particular sheltered and affordable housing.
- That facilities for young families including parks, places to eat, places to hold events etc, are improved.
- That any new community organisation work with young adults to continue to develop the town's social and cultural opportunities for this age group, and facilitate them becoming involved in community organisations.

Canonbie

- The community researches the option of setting up a new, constituted, community organisation as a matter of urgency.
- The new organisation is tasked with delivering a five year local action plan in line with the recommendations of this study.
- That the new organisation considers commissioning or carrying out further research into to the needs of the local community.
- That the concerns of local people about the potential closure of the Cross Keys hotel and the post office are immediately recognised and addressed.
- That the future of basic amenities such as the hotel and post office is central to the strategic development of Canonbie.
- That closer links are established between local businesses and the community.
- Any newly constituted organisation would seek formal discussion with the Buccleuch estate with a view to potentially working in partnership to develop the area.
- That the community immediately reviews the level of provision of social and cultural opportunities for younger age groups and develops new groups and events.
- That perceived divisions in the community, in particular those related to the community council, are urgently addressed.

Eskdalemuir

- That the community reviews the level of provision of social and cultural opportunities for younger age groups, and develops new groups and events.
- That perceived divisions in the community are addressed.

At the time of this research, the Upper Eskdalemuir Development Group (UEDG) were working with consultants on research relating to the development of a proposed community hub, therefore we were unable to carry out focus groups in the area. The research carried out by the UEDG has provided a broad understanding of local needs.

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APPENDIX I

LANGHOLM AND ESKDALE COMMUNITY SURVEY

£50 voucher to spend locally
To encourage you to participate in the study we are offering a £50 voucher to spend locally. The winner will be selected at random from numbered, returned questionnaires. The successful entry will be announced at the community presentation of the study later in the year.

We would like to thank you in advance for agreeing to complete this questionnaire. Please remember that there are no right or wrong answers to the questions asked, we are simply interested in **your** personal opinions of **your area**.

You will notice a number on the top right hand corner of your questionnaire. This number enables us to identify you for analysis purposes. If you feel more comfortable returning the questionnaire without the number please feel free to cut this off. However, we do hope you will feel able to send it back with the number as this will help us in making the statistics accurate and will also be used to enter you into the prize draw.

You can also complete the questionnaire online. This can be accessed by logging onto <http://fluidsurveys.com/s/Langholm-and-Eskdale-community-survey/> You can complete the survey in stages by clicking the 'save page' option at the bottom of each page. *(please note that you will need to use the same computer each time you return to access your saved data).*

Completed questionnaires should be returned/submitted to CADISPA by 24th August 2012. A postage paid envelope has also been enclosed to return the paper version of the survey.

The CADISPA Team

QUESTIONNAIRE

WE WOULD ASK YOU TO RESPOND TO THIS QUESTIONNAIRE AS A RESIDENT OF YOUR LOCAL COMMUNITY/NEAREST VILLAGE. PLEASE MARK THE APPROPRIATE BOX BELOW

Langholm and
surrounding area

☐

Canonbie and
surrounding area

☐

Eskdalemuir and
surrounding area

☐

SECTION 1 - COMMUNITY

In planning for development, there are a number of social factors such as community groups, gatherings and social events that should be considered as well as the basic services and facilities that everyone needs to enjoy a good quality of life. The questions below will assess how important you feel social considerations are and what part they should play in the future development of Langholm and Eskdale.

a. Do you consider there to be a good sense of community in your local area?

Yes ☐ No ☐

b. Do you feel.....

		Agree strongly	Agree	Disagree	Disagree strongly	Don't know
i.	Satisfied with life in your community?					
ii.	Pride in your local community?					
iii.	Feel safe in your community?					
iv	A sense of belonging to your local community?					
v.	There are sufficient opportunities to be involved in					

	local community life?					
--	-----------------------	--	--	--	--	--

Please indicate your choice by ticking one box:

c. How active are you in taking part in community events and groups?

Very Active	Active	Not Active at all

d. How involved are you in helping to organise community groups and events?

Very Active	Active	Not Active at all

Multi-choice question

e. What makes your community a good place to live?

f.

Agree Disagree

Agree Disagree

I am able to earn enough money			My family live nearby		
Recreation opportunities are good			I am well informed about local events		
The location is good for access to nearby towns			The village/town is friendly		
Access to countryside			Education and training is available		
Internet service is good			There is little crime		
TV reception is good			The community often comes together for local events		

Mobile phone reception is good			Young people are adequately provided for		
The environment is attractive			There is plenty to do		
The community work well together			The Police are visible		
I can afford to live in the area			There are places to meet friends		

Comment

--

- f. How does your community/area score in the following areas? ***Please rate each of the following on a scale of 1-10 (1= extremely poor; 5=adequate; 10=extremely good):***

	Rating
Availability of housing for local people	
Training and jobs for local people	
Welcoming main/High Street (ability to attract and keep tourists in community for a period of time)	
Public transport network	
Use of renewable energy	
Volunteering levels and skills	
State of community buildings/assets (village hall, school, playing fields etc.)	
Healthcare provision	
Local food production	
Anti-social behaviour	
Noise	

- g. Please list any community facilities, services or opportunities that you feel are currently lacking in your area.

Facilities	Services	Opportunities

SECTION 2 – COMMUNITY PARTICIPATION AND DEVELOPMENT

This section considers whether there is effective and inclusive participation, representation and leadership, and whether local people can become involved in the future development of their community should they wish. By community organisations we mean those organisations that support and develop the community, for example Community Councils/Initiatives/Foundations.

Please indicate your choice by ticking one box:

a.

		Agree strongly	Agree	Disagree	Disagree strongly	Don't know
i.	There are sufficient opportunities for me to take part in local organisations.					
ii.	Existing community organisations in the local area make a difference to the quality of my life.					
iii.	The development of the Langholm and Eskdale area must involve local people.					
iv.	There is a need to draw more people into the community organisations within					

	my area.					
--	----------	--	--	--	--	--

b. I feel that the following should be priorities for local community organisations...

Please rate each statement (1 = high priority; 10 = low priority)

	1	2	3	4	5	6	7	8	9	10
Bringing the community together										
Representing and protecting local interests										
Supporting community groups										
Engaging with the local community										
Researching community needs and demands										
Supporting local business and entrepreneurship										
Providing health care services										
Provision of education and learning opportunities										
Promoting and preserving local heritage										
Providing transport										
Tackling inequality and disadvantage										

Multi-choice question

- c. What do you think needs to happen to encourage the sustainable development of your area (*tick those that apply*)?

i.	Attract newcomers/families	
ii.	Meet social and economic needs for future generations	
iii.	Utilise existing skills in community	
iv.	Provide training for local people	
v.	Provide training and job opportunities for young people	
vi.	Attract and support new businesses	
vii.	Develop social enterprises	
viii.	Develop tourism	
ix.	Other	

SECTION 3 – LOCAL ECONOMY

Economic issues such as business opportunities and the provision of employment and education are an important consideration for local development. This section aims to assess how important you feel these factors are for the future of the Langholm and Eskdale area.

Please indicate your choice by ticking one box:

Local Economy

- a. I make use of my local businesses/services/shops.

Frequently	Occasionally	Never	None available

- b. For my needs, my local businesses/services/shops are:

More than adequate	Adequate	Inadequate

--

i. Where do you do your supermarket shopping?

ii. How far, in miles, do you have to travel?

Multi-choice question:

c. Please indicate whether you do the following on a regular basis (*tick those that apply*).

i.	Internet food shopping (Tesco/Asda/Sainsbury etc)	
ii.	Internet shopping purchases (clothes/gifts/books etc)	
iii.	Purchase from local producer's market	
iv.	Purchase local produce	
v.	Eat out at local restaurant/cafe	
vi.	Socialise in local hotel/bar	

Thinking about the town of Langholm specifically:

Please indicate your choice by ticking one box:

d. How often do you use the businesses/services/shops in Langholm?

Frequently	Occasionally	Never

Multi-choice question

e. What, if anything, would encourage you to use businesses/services/shops in Langholm?

i.	More businesses/services/shops		vii.	Reduced traffic level on the High Street	
ii.	Greater choice of businesses/services/shops		viii.	Better parking facilities	
iii.	Community owned/social enterprise		ix.	High Street facelift	

	businesses/services/shops				
iv.	Locally sourced produce and products available		x.	Longer opening hours	
v.	Better use of empty shops/buildings		xi.	Langholm town by-pass	
vi.	Cost		xii.	Don't use businesses/services/shops in Langholm	
xiii.	Other				

- f. The following business ideas should be considered in the area.

--

- g. The following are potential barriers to new business opportunities in the area.

--

Employment

Please indicate your choice by ticking one box:

- h. There are sufficient job opportunities in my area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- i. There are sufficient opportunities to use my work skills.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

j. How far do you travel to work? Miles Work from Home

Not applicable

k. The local economy would be strengthened by widening the range of skills and businesses in the area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

l. There is a strong business community.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

m. There is sufficient available land to support new enterprises in the area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

SECTION 4 – EDUCATION AND LEARNING

The questions in this section aim to assess what educational opportunities are available to you locally and seek your opinion of schools, childcare provision and opportunities for young people in your area.

Educational Opportunities

Please tick those that apply to you:

a. Are you currently enrolled in any of the following (*tick which apply*)?

i.	Non-formal education (leisure/evening classes)	<input type="text"/>
----	--	----------------------

ii.	Vocational education (learning/training for work)	
iii.	Further education (college level)	
iv.	Higher education (university level)	

Please indicate your choice by ticking one box:

- b. Do you feel that the current provision of educational opportunities in the area is adequate?

Agree	Disagree	Don't know

- c. What, if anything, prevents you from accessing education in your area?

--

Please tick those that apply to you:

- d. I am interested in the following educational opportunities (*tick which apply*):

i.	Non-formal education (leisure/evening classes)	
ii.	Vocational education (learning/training for work)	
iii.	Further education (college level)	
iv.	Higher education (university level)	

- e. Please list below any course/s not currently available in your area that would be of interest to you in the future:

--

Schools

Please indicate your choice by ticking one box:

f. What is your opinion about the quality of schools in your area:

Poor	Adequate	Good	Extremely Good	Not applicable

g. Schools could be improved by:

--

Childcare

h. Childcare and education provision for 0-5s in the local area is adequate for my needs.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

i. The standard of local childcare facilities is good.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

Comment

--

Young People

j. There are adequate facilities and support services for young people in your area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

--	--	--	--	--

- k. There are sufficient job and training opportunities for young people in Langholm and Eskdale

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- l. What activities and/or facilities would you like to see for young people in your area?

i.	Dedicated youth centre	
ii.	Sports facilities e.g. Astro pitch/basketball court	
iii.	Art groups/classes	
iv.	Groups for young women	
v.	Groups for young men	
vi.	Sexual health information and support	
vii.	Alcohol and drug information and support	

- m. A need to keep young people in the area has been identified. In your opinion what would need to change to attract them to stay.

Comment

--

SECTION 5 - HEALTH CARE AND SUPPORT SERVICES

The Government's vision for the future of health care provision is to empower people that use services to play a leading role in shaping and driving changes they want to see. This will mean finding ways to enable people to design and deliver services in their area so that this becomes a shared responsibility between local people, councils and their partners. The questions in this section ask for your opinion on the quality of health care and support services in your area and how these could be improved.

Please indicate your choice by ticking one box:

- a. I have access to quality health care and support services in my area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- b. I find it easy to access information about local health services.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- c. Transport services have been identified as a key issue for people accessing health, social care and support provision in Langholm and Eskdale.

- i. Where do you currently travel to access health services?

If applicable, please indicate all areas?

- ii. Which of the following would make it easier for you to access local health, social care and support provision?

i. More health care/support services delivered locally	
ii. A better public transport service	
iii. Access to a car club/share scheme	
iv. Community/hospital/health centre transport service	
v. Not applicable	
vi. Other	

- d. In the recent 'Putting You First' study, local people indicated a need for the expansion of local service provision. Are there any services that you would like to see improved locally?

i.	GP services	
----	-------------	--

ii.	NHS dental services	
iii.	Number of care home beds	
iv.	Frail, elderly care provision services	
v.	Residential respite care provision	
vi.	Mental health support service	
vii.	Counselling services	
viii.	Dementia services	
ix.	Diabetic services	
x.	Support groups	
xi.	Information and advice services	
xii.	Other	

Comment

e. Are there any services that you would like to see introduced locally in the future?

f. I would like to see more local/community involvement in the design, management and delivery of health and social care services in Langholm and Eskdale.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- g. I would like to see some local healthcare and support services being delivered by social enterprises and/or community groups.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

SECTION 6 – TOURISM, CULTURE, HERITAGE AND LEISURE

Culture, heritage and leisure must be considered in future plans for development. Tourism also plays a significant role in the community of Langholm and Eskdale. The questions below assess how important you think tourism, culture, heritage and leisure are to the development of Langholm and Eskdale.

Please indicate your choice by ticking one box:

- a. There are ample opportunities for me to take part in cultural and leisure activities.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

Multi-choice question

- b. I would like to see more activities concerned with:

i.	Music	
ii.	Dance	
iii.	Arts	
iv.	Crafts	
v.	Literature	
vii.	Local history	
viii.	The environment	
ix.	Local festivals/events	
x.	Other	

- c. I would like to see the following activities/pursuits concerned with sports and leisure available in my area:

--

Please indicate your choice by ticking one box:

- d. The cultural heritage of Langholm and Eskdale is an economic asset.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- e. The promotion and protection of local cultural heritage should be central to the future development of tourism in Langholm and Eskdale.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- f. Tourism is crucial to the long-term sustainability of my area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

Multi-choice question:

- g. The tourist experience could be improved by providing (*tick those which apply*)

i.	More accommodation	
ii.	More eating places	
iii.	Better quality accommodation	
iv.	Better quality eating places	
v.	Better marketing and branding of area	
vi.	More accessible forest/farmland routes	

vii.	Festival/music weekends/events	
viii.	Marketing as a destination town	
ix.	Upgrading of existing public areas	
x.	Better signage	
xi.	A designated heritage centre	
xii.	Interpretation/information boards	
xiii.	An all year round tourist information provision	
xiv.	Other	

SECTION 7 - HOUSING

In this section we would like to assess your views on the need for the development of housing in your area.

- a. There is a need for additional housing in my area to accommodate – ***(please prioritise each statement – 1=high priority; 10 low priority)***

i.	Those with the most urgent housing needs	
ii.	Local people	
iii.	Those wishing to move to the area	
iv.	Young single people	
v.	Young families	
vi.	Elderly/sheltered	
vii.	Those with additional needs	

Please tick all that apply

- b. Any new housing developments should enable people to:

i.	Rent from private landlord– short/long term	
ii.	Rent from council – short/long term	
iii.	Rent from a community enterprise	

iv.	Purchase property	
v.	Purchase land	
vi.	Co-own property	

c. Any new housing developments should be led by:

i.	A community enterprise	
ii.	Local authority	
iii.	Housing association	
iv.	Private developer	
v.	Other	

SECTION 8 – TRANSPORT AND INFRASTRUCTURE

Issues relating to transport and local infrastructure are of great importance when planning the sustainable development of an area. This section aims to explore how you feel about these issues.

a. Do you have access to a car?

Yes ☐ No ☐

b. How many cars are there in your household?

Please indicate your choice by ticking one box:

c. Do you use public transport to travel locally?

Frequently	Occasionally	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Multi-choice questions

d. Does the current provision of public transport limit any aspect of your life (*tick those that apply*)?

		Minimally	Greatly	N/A
i.	Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii.	Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

iii.	Accessing services e.g. health care			
iv.	Accessing shops			
v.	Accessing nearby towns			
vi.	Children's needs			
vii.	Young people's needs			
viii.	Other			

- e. Which aspect of public transport, if any, do you find restrictive (*tick which apply*)?

i.	Frequency	
ii.	Cost	
iii.	Inconvenient timetable	
iv.	Available routes	
v.	Other, please specify	

- f. A community transport service can range from a timetabled bus service controlled by local people to car/taxi sharing schemes and organised lift giving. Would you use community transport services if they were available?

Yes ☐ No ☐

Comment

Please indicate your choice by ticking one box:

- g. There are adequate walking routes around the Langholm and Eskdale area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- h. There are adequate cycling routes around the Langholm and Eskdale area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- j. Local roads and pavements are of good quality.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- k. Do you have any concerns relating to transport/travel/safety in your area?

--

SECTION 9 - THE ENVIRONMENT

The protection and management of the natural environment also plays a role in sustainable development. This section explores how you feel about the natural environment in your area.

Please indicate your choice by ticking one box:

- a. The conservation of the environment should be a priority when considering future development proposals.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- b. The protection of the environment is essential.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

- c. The protection of the environment is essential to encourage tourists/visitors to the area.

Agree strongly	Agree	Disagree	Disagree strongly	Don't know

Multi-choice question

- d. Please indicate which, if any, of the following environmental issues are of concern to you.

i.	Climate change	
ii.	Pollution	
iii.	Waste disposal	
iv.	Recycling	
v.	Water quality	
vi.	Over development of wind farms	
vii.	Nuclear energy	
viii.	Carbon reduction	
ix.	Other (please specify)	

Comment

--

- e. Working together as a community to implement an energy project can offer significant benefits to the participants as well as the environment. Energy saving schemes can include green awareness programmes, a drive to promote renewable energy and community ownership of wind turbines.

Would you support a local community energy scheme?

Yes ☐ No ☐

Please tick those that apply to you:

- f. Reducing the carbon footprint of the community may be important to the future of the Langholm and Eskdale area. Which of these do you do?

	Always	Often	Sometimes	Never
Recycle				

Reduce my energy consumption				
Buy produce with reduced packaging				
Buy locally produced food				
Use public transport where possible				
Use green energy				
Reduce household waste e.g. composting				
Cycle and/or walk where possible				

Comment

SECTION 10 - THE FUTURE

This section aims to identify the positive and negative aspects about life in your area and to ask some general questions about your thoughts for the future of the area.

a. What do you feel are the most important issues for the future of your area?

b. What changes would you like to see happen in your area?

i. Short-term (0-5 years)

ii. Long-term (5 years +)

c. What aspects of life in your area would you like to preserve?

SECTION 11 - PERSONAL DETAILS

Please indicate your choice by ticking one box

a. Gender.

Male		Female	
------	--	--------	--

b. Age.

18-25 yrs		26-35 yrs		36-45 yrs		46-55 yrs	
56-65 yrs		66-75 yrs		76-85 yrs		86+	

c. How long have you lived in the area?

Less than 1 year		11-20 years	
1-10 years		21 years+	

d. Please indicate how many dependents you have in the following categories:

Pre-school children	
School age children	
Young people in further/higher education	
Adults	
None	
Other:	

e. Employment Status

Employed full time		Unemployed	
Employed Part-time		Student	
Self employed		Semi-retired	
Looking after home/family		Retired	
Other			

f. If you are employed, please indicate your area of work?

Education		Farming/Forestry/Fishing	
Tourism		Services (sales, retail and hospitality etc)	
Health and Social care		Financial/Insurance	
IT/Design		Trades	
Other (state)		Arts	

g. Household income per annum

Under £10,000		£20,001-£25,000	
£10,001-£15,000		£25,0001-£35,000	
£15,001-£20,000		£35,000+	

SECTION 12 - ADDITIONAL COMMENTS

Please feel free to use this section if you wish to make any further comments.

VOLUNTARY SUPPORT

This section is concerned with identifying voluntary support in your area. Without voluntary input the preservation and development local communities could not take place.

People often feel that they are too busy to contribute, but help, even on an occasional basis, is extremely valuable. Another deterrent may be that people feel they do not have the skills necessary to offer help, but support of any kind - administrative, catering, creative, physical etc. etc., would be most welcomed. If you think that there is something you could do to help your local community please indicate on the sheet below.

Name	
Contact Details	
Options		Comments
General manual work		
Building expertise		
Electrical expertise		
Plumbing expertise		
Website construction and		

maintenance		
Working with people e.g. young/elderly		
Fundraising		
Business/administration expertise		
Financial expertise – accounting/banking		
Event organising		
Leaflet distribution		
Catering (providing baking for events)		
Others/suggestions		

Thank you for taking part in the survey.

We would be grateful if you could please return the questionnaire/ voluntary support sheet to CADISPA in the stamped, addressed, envelope provided.

Dr G R Fagan

Youth Participation in the Langholm & Eskdale Community Study

What happened?

This project aimed to help participants critically reflect on the research process and encourage them to engage with the wider CADISPA study. Working in partnership with the Xcel Project, Will Golding (CADISPA) recruited eighteen young people from Langholm and the surrounding to take part in the research which was carried between May and June 2012. All those recruited were male, 7 aged 19-21 and 11 aged 13-16.

A series of three, one and a half hour workshops, took place with the older group, as well as a final feedback and evaluation session. There were also two thirty minute sessions held at Langholm youth club for younger group.

During these sessions the groups took part in a number of different activities designed to help them devise and reflect upon questions they would like to be included in the community questionnaire. These questions were passed onto the CADISPA team who used them to inform the development of the wider questionnaire.

These sessions were planned and delivered by Will Golding (WG) an MSc student on placement with CADISPA, with support from Duncan Elliott (DE), Youth Development Manager at the Xcel youth project in Langholm and Neill Patton (NP) Researcher and Fieldworker at CADISPA.

Older Group

- The group took ninety photos were taken of Langholm and posted them to the project Facebook group and then discussed
- A number videos of interviews and walks around Langholm were also posted to the project Facebook page
- Carried out a mapping of where those taking part, lived, worked and spent time
- The group used exercise sheets to 'decode' six images which had been taken in the first session
- Question sheets written and prepared for interviews
- Three practice interviews were carried out and commented on by group
- Five filmed interviews and two written interviews carried out by young people in their own time
- Analysis of the interviews and analysis of question phrasing and types
- Categorisation and prioritisation of key issues and questions
- Over forty suggested questions which were narrowed down to six for inclusion in the questionnaire.

Younger Group

- Good, bad and solutions comment sheets filled out about life in Langholm
- Prioritisation and suggested questions devised
- Three different activity sheets produced - two used with group creating questions and phrasing the questions

Limitations

- The group were all males who were actively engaged with the Xcel project
- All participants of older group generally were friends or knew of each other.

Other features

- All the group (except one) stayed involved throughout the process.
- The Facebook group page was not actively commented on by participants but it was clear from discussions that those involved had been accessing the page and viewing images and videos
- Research and progression between sessions showed commitment and interest too.
- Levels of passion and criticism developed more during the process.
- Many were often conscious and worried that their views may be shared with others and needing constant reassurance that the data gathered was anonymous.
- There was a focus on physical regeneration and development at the beginning, this changed shifted towards less concrete issues such as the development of community during the project
- There was a need for tangible outputs/outcomes for the project to feel valuable for participants.

Final Top Ten Questions for inclusion in the Study

The questions below were those finally selected by the groups. The first 6 were selected by the 19-21 year olds and the final four by the younger group.

1. a) How do you feel about the unfinished site at Townfoot?
b) And is there a need for a new home if Dalarran is kept open Y/N
2. a) There are currently two tourist information centres in the town. With tourist information already available in the Town Hall; is a second necessary? Y/N?
b) If No is there any other ideas for what the building could be used for?
3. a) Can the Kilngreen be improved in any way? Y/N
b) If so what?
4. Why is the town neglected in terms of upkeep compared to other places in the region?
5. What can be done to attract businesses to the town long term to increase employment for the local people?
6. a) Could it be clearer to Langholm people what the Initiative do so that Langholm people could get more involved? Y/N
b) And how could they make that clearer?

7. a) Do you think Langholm needs more food outlets? Y/N
b) If so, what kind could we have?
8. a) Is it possible to introduce more big events? Y/N
b) If so, what kind?
9. a) Should we provide a new activity such as an astro pitch? Y/N
b) If so, where could we put it?
10. Do you think Langholm needs a dedicated youth centre? Y/N

Samples of others:

- What could be done about all the wasted space in the town?
- What would you like to see new activities wise in the town?
- What could be done to attract visitors to Langholm?
- Overall do you think Langholm is a decent place to live?

Question 1

- a) How do you feel about the unfinished site at Townfoot?
- b) And is there a need for a new home if Dalarran is kept open Y/N?



Selection of other questions offered by participants:-

- Even if Dalarran is kept open do you still think there is a need for a care home at Townfoot?
- Do you think Dalarran nursing home should be renovated or should the project at Townfoot be continued?
- When you see the Townfoot site is there a particular area of this subject that makes you angry or feel strongly on the subject?
- What can be done to improve elderly care in the town that is sustainable for future generations?
- How do you feel when you see the unfinished site at Townfoot?
- What can be done to improve the eyesores in the town, which have a negative impact to visitors?
- Three words to describe town foot development?

A selection of other comments made by participants:

- *'If old people haven't got Dalarran they'll have to move away from family out the town'*
- *'Eyesore, pointless, horrific'*
- *'NHS or council should have responsibility'*
- *'If there's money for Dalarran should be put into something more useful. It's not easy to suggest anything that costs money but anything that provides jobs would be good'*
- *'Embarrassed [about Townfoot site], makes the town look bad'*
- *'[the Townfoot site makes Langholm] look like it's not a nice place to live because we can't finish jobs'*
- *'I don't think there's anything wrong with Dalarran, don't need a new one'*
- *'Be quite noisy for the old folks if the new nursing home was at Townfoot'*
- *'[the site seems] messy and pointless'*
- *'More flats there [Townfoot]'*
- *'NHS responsibility to provide healthcare in Langholm'*
- *'Scrap and change – been like that for too long'*
- *'If elderly have paid their taxes then it's Government's responsibility to pay, at least something towards their care'*
- *'Should carry on with the project not scrap it'*

Question 2

- a) There are currently two tourist information centres in the town. With tourist information already available in the Town Hall, is a second necessary? Y/N
- b) If no is there any other ideas for what the building could be used for?



A selection of other questions offered on this theme:

- With a tourist information already available in the town is there any need for this one in a town of Langholm's population?
- Do you think the space could be cut down and part of it used for something else or more useful?
- There are currently two tourist information centres open in the town. Is this necessary or have you any other ideas of what the building can be used for?

A selection of other comments made by participants:

- *'It's not actually for tourism though'*
- *'It is waste of time being there as it is never used'*
- *'The town is that small, and we have two tourist information centres, what is the point.'*

- *'There are volunteers but what's the point in having volunteers if nobody goes there'*
- *'I'm not that bothered about visitors centre, in a way, it doesn't really affect me that much at the moment'*

Question 3

a) Can the Kilngreen be improved in any way? Y/N

b) If so what?



A Selection of other questions offered by participants:

- Do you feel the car park at the Kilngreen is useful or could it be used for other purposes?
- Do you think there are unused/empty spaces at the Kilngreen and if so, how could these be better used?
- How do you think the Kilngreen can be better suited to attract visitors?
- The Kilngreen has already seen improvements made to it, what else could be done to make it more beneficial to the town?
- Do you feel the Kilngreen is an eyesore and should it be changed?

Selection of other comments made by participants:

- *'There's nothing, if you looked at that would you say ooh that's an exciting Buccleuch park'*
- *'It's the only place you can get free parking anyway'*
- *'Could be a lot better than it actually is'*
- *'Shower room for all the wagon drivers, cause that's the only folks that use the Kilngreen'*
- *'Aye, but I bet they're out their wagons buying things'*
- *'I feel happy there around common riding'*
- *'If we're getting something for nought we cannae complain'*
- *'I just didn't agree with the whole Ty Pennington thing – did they actually ask any of the town what they wanted'*
- *'Cheap, from Ikea, and American – it's no good for the wee bairns'*
- *'We wouldn't have a say, the town didn't really need what we got before'*
- *'They did ask us, but they said we had to say that we'd want it'*
- *'Could the wagon drivers pay for facilities?'*
- *'Could be a better park – no good for young bairns'*
- *'Now and then they just built a squint shed at the end of the Kilngreen next to the road'*
- *'It could be kept as car-park but space cut down'*

Question 4

Why is the town neglected in terms of upkeep compared to other places in the region?



Selection of other questions offered by participants:

- Any ideas about how to use the empty spaces such as derelict warehouses etc and does the situation concern you?
- What could be done about all the wasted space in the town?

Selection of other comments made by participants:

- *'Under-used building, could generate more tourism'*
- *'Too many of the same people buying bits that they cannae afford'*
- *'What happened to the skatepark we were meant to be getting'*
- *'People should plan things better financially before they start them'*
- *'It's not that I don't appreciate the shop, it just looks a bit dull'*

Question 5

What can be done to attract businesses to the town long-term to increase employment for the local people?



Selection of other questions suggested by participants

Would you like to see any new businesses open in Langholm and if so what?

- How can job vacancies in the town be more accessible for the local people?
- What can be done to attract businesses to the town to increase employment?
- Employment is decreasing nationally, what can be done to stop this happening in Langholm?

Selection of other comments made by participants

- *Competition is high in Langholm so people will go to places as a sort of loyalty thing'*
- *'Langholm folk can get Langholm jobs'*
- *'You sound like Gordon Brown, British job for British workers...cannot go too far with that or you'll be a wee bit racist'*
- *'Langholm job centre. Are there vacancies though, aye right. Half of the jobs that come up will be voluntary though'*

Question 6

- a) Could it be made clearer to Langholm people what the Initiative do, so that Langholm people could become more involved in the organisation? Y/N
- b) How could they make that clearer?



Suggested questions made by participants

- Do you feel the Initiative is beneficial to the town?
- How could the Initiative get more interactive with the town?
- If the initiative were to start a project would you want to have your opinion heard?

Selection of other comments made by participants

- *'They [the Initiative], wouldn't listen to us anyway if we did have some suggestions, we wouldn't know who to speak to'*
- *'Do we have opportunity to change that – 'no', definitely no'*
- *'No one listens to young people in Langholm'*
- *'Young folk have no power in Langholm cause old people are prejudiced'*
- *'they didn't really ask us whether we really needed a bandstand'*
- *'Well basically, no one in the Langholm Initiative was brought up in the town, so they don't necessarily know what's best for the town'*
- *'I don't like how the Initiative do stuff for Langholm without telling anyone about it'*
- *'All they seem to just raise money for Christmas lights, i've never seen any new ones'*
- *'What do the Initiative actually do, no one knows, are they part of the council, or what?'*
- *'Always seem to be in the paper for no real reason'*
- *'they do what they want and then say 'look what we've done' - they don't ask us'*
- *'They could go around with surveys and ask people what they think'*
- *'The Initiative is important cause it's for everyone, if everyone got involved it'd be a lot better'*

Suggested questions made by participants

- Are you aware children are abusing alcohol on the Kirk steps?
- Do you feel anything can be done to stop this?
- Do you think the police should be more involved in tackling issues like this?
- What could be done to attract visitors to Langholm?
- What would you like to see new activities wise in the town?
- How do you feel about the town?
- Overall do you think it is a decent place to live?

Selection of other comments made by participants

- *'Half the toon got together to save the bowls green'. Cannae just expect the same thing to happen every year, community spirit'*
- *'Folks will just chuck it [the questionnaire] in the bin'*
- *'If I get a questionnaire I hate things where I've got to write something'*
- *'people should be allowed to put their own opinion across'*
- *'community spirit, that should go with the bowling club'*
- *'My grandad always says there's no audio books in the library and is mad about that'*
- *'Kids drinking at church doesn't really bother me, at least their off the street'*
- *'It's not weirdos' that hang out by the church just people that cannae be bothered to get jobs'*
- *'it's dull and cold, like to get out of the town'*
- *'We should maybe have more local bread'*

Comments on writing questions

- *'Need things that get people out of how they usually think'*
- *'The one with asking three words they think that describe what is good and what is bad about Langholm',*
- *'I don't think you should do it just on the town, Langholm's not a bad place, but small aspects of the town that could be different. Folk are just gonna say the good things, cause the bad things are really small, so three words they'll immediately think of the good things cause the bad things are quite small'*
- *'Be good to get a general idea about something, rather than everyone coming back with same thing to back up what you already know'*
- *'Not specific, get an open idea of what people are thinking'*
- *'Probably just ask your opinion about Langholm, so you have people's honest views'*
- *'have multiple choice and comments section, so if your opinion is not an option then add what it would be'*
- *'Need to ask 'can it be', can't just say it has to be'*
- *'or go other way, there will be improvements, but have to choose what it is, it is changing, but what do folk think it should change to'*
- *'Met them at cricket club did them all at the same time, one after another'*
- *'Difficult to get old people to do it spread though, there's a difference between views of the young and old, and there's some bad language in there'*

Workshop with younger group

Wednesday 9th May 7.45-8.30pm

11 young people between 13 and 16 all male

Part of a weekly drop-in session at Langholm community centre.

Method

- Introduction from WG about the task
- Hand out of quiz about the local area for participants to carry out individually or in teams
- Assess quiz and give out prize
- Participants asked to post comments on wall chart using post-it notes about what they feel is 'good', 'bad' in Langholm and then offer 'Solutions'
- They were then asked to categorise and prioritise these suggestions
- Participants were then asked to frame questions around these priorities

Good?	Bad?	Solutions?
1. Activities: Thursday night darts EWM Swimming pool/gym Xcel Cricket Club Drop-in Golf club 2. Food: Loon chen * 2 Co-op 3. Events: Common riding Christmas	1. Activities: Not enough for the youth Langholm Legion need a football team Dump has potential but is wrecked EWM needs a boxing bag Newcastle have an astro pitch – we don't! 2. Old people: Too much getting built for old people Old people are nosey 3. Food: No fast food Pelosis	1. Food: Bigger portions at Pelosis (cafe) More shops in new town Greggs * 2 KFC Burger King McDonalds Subway 2. Activities: Football Stadium Go Ape Paintballing Mountain biking The school 3. Astro pitch: Get Astro pitch! Astro pitch Get Astro (football pitch)
Final Questions (in rough form)	✎ Do you agree that Langholm should have an Astro turf pitch for young people? Yes or No? ✎ What new facilities do you think Langholm should have for young people?	

List of Community Organisations in the Study Area

Please note that this is by no means an exhaustive list of all our valued community and voluntary groups, merely a representation of the breadth and variety of such groups within the area.

Bonnie Langholm
British Heart Foundation (Langholm)
Canonbie Gardening Group
Canonbie Bowling Club
Canonbie Childrens' Football Club
Canonbie Fishing Cub
Canonbie Lunch Club
Canonbie Probus Club
Canonbie United Church
Canonbie Village Hall
Canonbie Vintage
Canonbie Youth Group
Centre Stage Youth Theatre
Embroiderers' Guild, Langholm
Upper Eskdale Development Group
Eskdale and Liddesdale Archaeological Society
Eskdale and Liddesdale Wildlife Club
Eskdale Curling Club
Eskdale Gardening Club
Eskdale Sports & Leisure Centre
Esterkirk Library
Ewes Valley Broadband Development Group
Ewes Women's Rural Institute
Just Dance
Langholm Amateur Operatic and Dramatic Society
Langholm and District Art Club
Langholm Archive Group
Langholm Charity Shop
Langholm Christmas Lights Committee
Langholm Common Ridings Committee
Langholm Cricket Club
Langholm Culture and Heritage Group
Langholm Day Centre
Langholm Fiddle and Accordion Club
Langholm Golf Club
Langholm Junior Band
Langholm Ladies Burns' Club
Langholm Legion Football Club
Langholm Masonic Lodge
Langholm Mother and Toddlers Group
Langholm New Town Bowling Club
Langholm Old Town Bowling Club

Langholm Pipe Band
Langholm Playcare
Langholm Probus Club
Langholm Rugby Club
Langholm Scout Group
Langholm Shotokan Karate Club
Langholm Thai Boxing Club
Langholm Tourist Information Centre Committee
Langholm Town Band
Langholm Town Centre regeneration Group
Langholm Walks Group
Muckle Toon Adventure Festival
Network West
Rokpa Trust Ltd (Sayme Ling Tibetan Centre)
Scottish-Themed Dancing Group
The Armstrong Clan Museum
The Buccleuch Centre
The Cheviot Hills Society
The Eskdale Foundation
The Langholm Initiative
The Parish of Langholm, Eskdale, Ewes and Westerkirk
The Rotary Club of Langholm
The Royal British Legion Scotland
The Xcel Project

APPENDIX IV

List of events and focus group sessions carried out by CADISPA in the study area to inform the report.

DATE	PURPOSE	ATTENDANCE
19th April (2 events, afternoon and evening)	Introduction to the project; initial consultation exercise	General public
9th May	Exploring what's important to young people in Langholm	Will Golding/Duncan Elliot
26th May	Further Town Centre discussions	TCR Group members
28th May	Exploring what's important to young people in Langholm - Follow-up to 6th May	Will Golding/Duncan Elliot
04th June	Ordering development needs and	19-21 age group
June	General discussion	Duncan Elliot
18th June	Discussing ways forward and actions	19-21 age group
21st June	Working with young people	Neill Patton/Duncan Elliot
26th June	Development of questionnaire; resolution of initial issues	Steering Group members
26th June	Discussion of Town Centre issues with CADISPA	TCR Group members
July	General discussion	Neill Patton/ Bill Telfer
11th July	Refinement and final agreement of questionnaires	Steering Group members
11th July	Introduction to local residents; Initial consultation	General Public
11th July	Structured Consultation	Town core businesses (invitation)
19th July	Structured Consultation	Specific group

31st July	Circulation of questionnaires (non-postal)	Volunteer Team / D&G
05th August	Circulation of questionnaires (non-postal)	Volunteer Team / D&G
13th August	Circulation of questionnaires (non-postal)	Nick Jennings
20th August	Information and guidance on consultation	CADISPA
21st August	Information and guidance on consultation	CADISPA / D&G
20th August	Information and guidance on consultation	CADISPA/Volunteer Team
27th August	Structured Consultation	Businesses
29th August	Structured Consultation	General public
29th August	Structured Consultation	General public
05th September	Structured Consultation	General public
05th September	Structured Consultation	General public
05th September	Structured Consultation	Young families
05th September	'H' evaluation workshop	Pupils (all ages)
06th September	'H' evaluation workshop	Pupils (P6)
18th September	Structured Consultation	Specific Group
18th September	Structured Consultation	General Public
03rd October	Health related interview	
03rd October	Structured Consultation	Specific group
03rd October	Structured Consultation	Specific group

03rd October	Structured Consultation	General Public
04th October	Health related interview	Neill Patton
10th October	Structured Consultation	Specific Group
16th October	Structured Consultation	Young adults
17th October	Structured Consultation	Unemployed adults
27 th February 2013	Presentation of Findings	General public