

Solace/IS Transformation Work

National Self Evaluation Framework

Impact on the local community

Self evaluation area:

4.1: Impact on local community



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Explainer

Assessing impact on the local community is crucial for understanding whether a local authority is delivering positive, inclusive, and sustainable outcomes for the people and places it serves.

Potential evidence

- Community feedback and surveys
- Feedback from third sector organisations
- Perception of the council within the wider community
- Feedback from elected members surgeries
- Feedback from community councils
- LOIP progress reports
- SIMD data analysis
- Public Health Scotland data
- Local case studies
- Results and impact of any relevant internal self-evaluation or improvement activity e.g. PSIF and Peer Collaborative Improvement

Reflective questions

Community Outcomes and Quality of Life

- Are we contributing to tangible improvements in community wellbeing, safety, opportunity, and inclusion?
- How do we measure our impact on key local outcomes (e.g. poverty reduction, health, education, employment)?
- Are we making a visible difference in the places and neighbourhoods we serve?

Reducing Inequalities

- How are we addressing persistent inequalities within and between communities?
- Are our policies and services reaching the most disadvantaged groups effectively?
- Are we applying the Fairer Scotland Duty and other socio-economic impact tools meaningfully?

Community Empowerment and Participation

- Are we giving communities real power and influence in shaping decisions, services, and budgets?
- How accessible and inclusive are our engagement and participation processes?
- What evidence do we have that community voices are driving change, not just being heard?

Local Democracy and Trust

- Do local people trust the council and feel it acts in their interests?
- Are we transparent and accountable in how decisions are made and explained?
- How do we involve local residents in setting priorities and monitoring progress?

Place-Based Working and Regeneration

- Are we working in genuinely place-based ways, tailoring support to the strengths and needs of each community?
- How are we supporting regeneration in areas of long-term disadvantage?
- Are we creating opportunities for local economic growth, active travel, green space, and housing?

Community Capacity and Resilience

- Are we helping build the capacity of local people, groups and networks to address their own priorities?
- How are we supporting grassroots organisations, volunteers, and local leadership?
- Are we equipping communities to be more resilient in the face of challenges (e.g. climate, cost of living, public health)?

Social Cohesion and Inclusion

- Are our policies and services helping bring communities together, or risking division or exclusion?
- How well do we support intercultural dialogue, intergenerational connections, and inclusive events?
- Are we promoting community safety, belonging, and shared civic pride?

Climate and Environmental Impact

- Are we supporting communities to be part of the transition to net zero and climate resilience?
- How are we involving residents in decisions about land use, transport, biodiversity, and sustainability?
- Are we ensuring environmental justice — that vulnerable communities are not disproportionately impacted by climate risks?

Accessibility and Local Accountability

- How accessible are our services and facilities, especially in rural or digitally excluded areas?
- Are local people aware of how to raise concerns, influence decisions, or access help?
- Do we have strong local forums, area partnerships, or community boards that are well-used and respected?

Partnership and Collaboration

- How well are we working with partners (e.g. health, education, police, third sector) to deliver joined-up impact?
- Are we aligning resources and intelligence to tackle complex issues together (e.g. child poverty, homelessness)?
- Do communities see us as a collaborative partner rather than a remote institution?