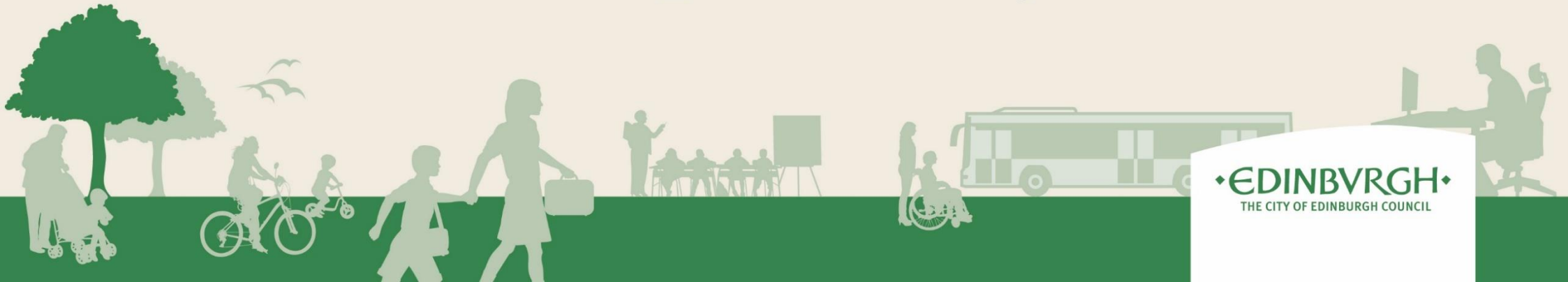
20 minute neighbourhood

Living well *locally*



EDINBVRGH
THE CITY OF EDINBURGH COUNCIL

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Introduction

Throughout the pandemic, residents have found greater value and strength from within their communities. From countless examples of neighbourhoods working with and helping each other to the vast numbers of volunteers giving up their time for those most in need, you don't need to look far for evidence of the power of community. While some of this was seen city-wide, it's undoubtedly strongest and most impactful at a local neighbourhood level.

This is also true for how residents engage with public services, and insights from Covid-19 have led us to reflect on how we can do more to provide services for them and their families from within their local neighbourhoods.

This strategy seeks to build on our Business Plan (Our Future Council; Our Future City) and sets out the guiding principles for our proposal to use the 20-Minute Neighbourhood model to improve how we deliver services across the city.

What is a 20-Minute Neighbourhood?

The 20-Minute Neighbourhood model is a well-established approach used worldwide as a way of delivering services within communities. Put simply, it's about finding ways for residents to access most of their daily services and amenities in a single 20-minute round trip, either by walking, cycling, taking public transport or using wheelchairs and other 'wheels' like scooters or prams.

Our town centres are a good starting point for 20-minute neighbourhoods, but it doesn't end there. We'll also be looking at neighbourhoods to see how we can deliver public, private and voluntary services in a local, accessible and sustainable way.

In a city with the density of Edinburgh, we can't get too hung up on the precise definition of the 20-minute journey and in some cases services and amenities will be shared between different neighbourhoods. This means that the principle of our approach will be to build on existing good work and accelerate more of what is right for local communities.

You can learn more about the 20minute model on the Improvement Service's website.

Why is this model right for Edinburgh?

This strategy will contribute to the delivery of Outcome 12 in the Council Business Plan: *people can access the support they need in the place they live and work*. The impact of a 20-Minute Neighbourhood, however, goes much wider. The Edinburgh Poverty Commission found that solving poverty in this city depends on residents being able to build trusted relationships with services located in their communities. The Edinburgh Climate Commission, meanwhile, told us that investing in 20-Minute Neighbourhoods is at the heart of a sustainable community and would contribute to reducing local emissions. This is essential if we're to deliver our target for Edinburgh to be net-zero by 2030.

We therefore want to develop a way of working that supports our wider business plan priorities. This includes our poverty and prevention commitments and delivering more sustainable net zero local places that can be accessed using well-connected sustainable travel options. We'll also make sure residents can access wider leisure, culture and social facilities within their 20-Minute Neighbourhoods. This includes making sure there's access to open space, such as play parks and places to exercise or meet friends. In doing so, we hope to reduce the need for car travel and support thriving local high streets across Edinburgh.

We're not starting this work from scratch and throughout this document you'll find case studies showing how we've already worked with communities in this way. The North East Locality Office is a good example (read case study 1).

While this work is the right thing to do for our city, it's also in line with The Programme for Government and the Fourth National Planning Framework Position Statement which sets out the ambitions to deliver 20-Minute Neighbourhoods, which are 'liveable, accessible places, with thriving local economies, where people can meet most of their daily needs within a 20-minute round trip'.

We'll also make best use of the Scottish Government's policy The Scottish Approach to Service Design approach to make sure residents of Edinburgh are supported and empowered to participate in the definition, design and delivery of their public services.

Case Study 1: North East Locality Office

Pre-Covid, we were already delivering the 20-Minute Neighbourhood from the North East Locality Office in Craigmillar town centre. From there, citizens were able to access a range of services which varied from housing advice, council tax and rent payments to being able to report noise and anti-social behaviour, and even to pick up new hearing aid batteries.

Including Craigmillar Library within the building meant that residents had a welcoming and accessible space available to them. In addition to borrowing library books, they also attended community events and enjoyed free access to computers. Residents didn't need an appointment to visit the office and were able to access services via a range of channels including self-service kiosks, digitally, and face to face support from council officers.

Working with our partners

For us to truly transform how residents access services, this strategy must go beyond the role of the Council. A successful 20-Minute Neighbourhood will see us both supporting and creating environments where businesses can thrive, helping to create a vibrant atmosphere and local identity. We'll work with our community planning partners (including the voluntary sector) with the aim of providing multiple services delivered by several organisations from single buildings. We hope this will include the Edinburgh Health and Social Care Partnership, NHS Lothian, Police Scotland, and the Scottish Fire and Rescue Service. EVOC also has a crucial role to play in maximising the role of voluntary sector bodies. An example of where we're already doing this is Changed to Space (read case study 2) in Broomhouse

Case Study 2: Changed to Space

'Space', the new state-of-the-art Broomhouse Hub, replaced the Broomhouse Centre in 2019. The new facility was designed with community needs at its heart and delivers a wide range of activities throughout the week. At present 40 colleagues work there providing services and project support groups for children, young people, families, older people, people with dementia and carers. Services include one-to-one support and group activities as well as a popular community café, which became a food hub during the pandemic.

'Joining the Dots' is a local action network which focuses on the Broomhouse, Sighthill and Parkhead area. It's a partnership of community based voluntary groups, with the involvement of the Council, health centres, Church of Scotland, Napier University and the Edinburg Health and Social Care Partnership. The community-based groups include B-Healthy Together, One Stop Shop Foodbank and BIG Youth Project.

Chapter 1: The Edinburgh 20-Minute Neighbourhood

Our aims

Through the 20-Minute Neighbourhood model we aim to achieve:

- sustainable, safe and resilient neighbourhoods where residents have equal access to most of their daily needs
- co-location of quality services from across the public sector delivered within each neighbourhood
- changes in ways of working to ensure citizens can build trusted relationships with the services they rely on in the places they live
- support for local economies and businesses who can not only provide for the daily needs of their communities but also create employment opportunities
- better management and use of land and buildings across the city ensuring we also deliver our ambition to reduce carbon emissions
- an improved approach to service delivery with a core focus on the prevention of poverty
- enhanced voluntary sector facilities, services and networks, which bind our communities together and enhance social capital through voluntary sector hubs
- high quality placemaking in our town and local centres, where accessible green and/or open spaces are provided;
- new ways to work, which could include ‘near me’ officers and more local working
- sustainable onward travel so that services out with a 20-Minute Neighbourhood can be easily accessed
- delivery of our Digital and Smart City strategy to provide everyone with access to services online or a ‘5-second neighbourhood’.

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The building blocks of a 20-Minute Neighbourhood

Working with communities: we want to have meaningful and ongoing community engagement so that the 20-Minute Neighbourhood model empowers residents to take part in the decision-making process. In each area we'll use community engagement, co-design and stakeholder involvement (including citizens and organisation) in the design and delivery of services and activities in that community.

Supporting people to access the services they need locally: any change in how we deliver services must respond to local demographics, needs and demand. By working with communities to look together at their local area, we can identify the types of service and amenities that are missing. By understanding local needs, we can then set out to improve the day-to-day experience of people seeking support. As shown in case study 3, we recognised the range of critical services that were needed by our communities during the pandemic and successfully provided them through the establishment of five Council Resilience Centres.

Delivering multiple services from a single location: this will not only optimise space but will also encourage greater planned and unplanned working between people from different organisations. Currently, 80% of the Council's carbon footprint is attributable to running buildings. By joining up services and thinking differently about how we deliver services, we can make our estate more efficient and reduce the need for individual buildings that traditionally only offer a single service.

Partnership working: we'll work together with our partner public agencies, private and voluntary sectors on the creation of hubs from which multiple services are delivered. Using space within different facilities and locations allows greater flexibility to provide services where they are most needed. We're already starting to do this in the Pennywell (McMillan Hub) (read case study 4).

Case Study 3: Council Resilience Centres

In March 2020, five Council Resilience Centres (CRCs) were established as part of our immediate response to the COVID-19 pandemic providing support for those in critical need. In doing so we brought together critical services and delivered them from five buildings across the city.

At a time when general access to public buildings was severely restricted, this provided a lifeline to those who needed face-to-face help. In the first full year of operation, 28,000* customers visited one of the CRCs for assistance, reinforcing the benefits of co-locating services in a local setting.

*March 2020 – April 2021

Using our road networks more sustainably and effectively: through the City Mobility Plan (CMP) we'll provide more accessible, sustainable public transport and safe active travel networks to support 20-Minute Neighbourhoods. Provision of 'mobility hubs', as defined in the CMP, will be a key part of the 20-Minute Neighbourhood so that, where onward travel is necessary, it can be undertaken in a sustainable way and deliver reductions in fuel costs and carbon emissions.

Design green and people-focused local centres: all successful communities need local green space and we're rightly proud of our city's award-winning green spaces, which have shown their importance during the pandemic. However, the quality of the public spaces in many of our local centres is compromised and cramped and there is more we can do to ensure they feel like safe spaces which support physical and mental wellbeing for everyone. Projects to support food growing and improve biodiversity need to be brought back into everyday spaces.

Thriving local business community: we're fortunate to have a thriving community of independent businesses in Edinburgh. We want to work with local networks to improve trading conditions for local businesses, recognising the constraints and pressures they work under. Business Gateway drop in services could take place in local areas on a regular basis, allowing for people to access face to face support in their own neighbourhood, whilst encouraging opportunities for both local enterprise and employment.

Case Study 4: Pennywell (Macmillan) Hub

We already have a plan in place for North Edinburgh through the Pennywell (Macmillan) Hub and we see this as being an exemplar model for the future. We've entered into a partnership with a local anchor organisation, North Edinburgh Arts, to design and deliver a new and extended building in the heart of Pennywell community – the first project of its kind in the city. Construction is due to start in late 2021, the hub seeks to bring together new and existing communities as a flagship of the long-term regeneration in the area.

The hub will be a centre for culture and learning for the communities and neighbourhoods of North Edinburgh, offering much needed early years childcare places, a new library and learning hub, as well as an integrated cultural, arts and community support delivered by North Edinburgh Arts.

Chapter 2: Our proposed approach

Through the case studies in this strategy, and elsewhere, it's clear that we're already on the right track to achieving 20-Minute Neighbourhoods in many areas across Edinburgh. In addition to those areas, and the building blocks set out in Chapter 1, we now want to take a more co-ordinated approach and focus on priority areas across the city.

Our starting point was to look at the eight town centres identified in the emerging City Plan 2030 as potential locations. It quickly became clear that this wasn't the full picture. We also needed to identify areas of greatest need which had gaps in their service provision and/or no natural town centre. We used the Scottish Index of Multiple Deprivation (SIMD) and rurality filter to identify a further 11 areas.

Each of the following 19 areas have their own unique cultural identify and local heritage and it'll be important to clearly articulate the differing role each neighbourhood plays socially, culturally and economically. We've shown the areas on a map in appendix 1.

Corstorphine	Lochend / Restalrig	Ratho
Craigmillar / Bingham	Moredun/Gilmerton	South Queensferry
Currie/Balerno	Morningside / Bruntsfield	Stockbridge
Gorgie/Dalry	Muirhouse	Tollcross
Granton	Nicholson Street	Wester Hailes
Kirkliston	Oxgangs	Leith / Leith Walk
Portobello		

Five key drivers will guide this work

Creating shared stories of place: we'll work with stakeholders to create short plans which summarise the strengths, weaknesses and opportunities of each area. Community Councils and Neighbourhood Networks will be key to this exercise, alongside Community Planning Partners and other public and private sector networks. These will link closely to Local Place Plans as laid out by the Scottish Government.

Early opportunities: in a number of locations, discussions have either taken place already or are underway. Some areas, such as Wester Hailes, will soon benefit from dedicated local investment (read case study 6). We'll build on these opportunities to create early momentum in the programme ensuring Edinburgh is a fairer city to live.

Services not buildings: whilst the development of multi-service buildings is an important goal, the process must be led by the needs of residents, our response to the climate emergency and a new prevention focused way of working. This means that discussions about the types of services we'll plan to deliver must come before agreement on their location. We've already started work in Portobello, an area with many community buildings bunched together (read case study 5).

Realignment of resources: once plans are in place and agreed, we'll realign Council, partner and Government funding to help resource delivery. This will include funding schemes such as the Place Based Initiative Fund

Business liaison: high-performing local businesses are at the centre of local neighbourhoods. These businesses need a safe and high-quality environment for their customers, and support to thrive and grow. This will take many different forms – from regulation to business advice – and making sure the voice of business is heard in this programme will be a key to success.

Case Study 5: Portobello Neighbourhood

Portobello houses several community assets conveniently located within walking distance from the town centre. Within five minutes' walk of the centre itself sits Portobello Town Hall, three Community Centres and the Library. Other Council assets within a short walking distance from the centre include Tumbles, Portobello Toddler Hut, Tower Bank Primary School and Portobello Swim Centre, all dotted along or near the promenade.

We're starting to explore the potential of whether we can use these buildings better to co-locate services.

Challenges in achieving 20-Minute Neighbourhoods

Managing risks to the programme will be important and there are challenges we need to consider early on. In particular:

- some of our buildings are in poor condition and will require considerable investment to become net-zero and/or fit for purpose. Given the action in the Council Business Plan to reduce the Council's own carbon footprint, we expect there will need to be further rationalisation of the estate and there will be some difficult decisions.
- our town centres are often built around busy main roads at the heart of densely occupied areas. Creating high quality space that takes the needs of everyone into account will be challenging.
- success will require changes in how our services are organised, delivered and experienced. This will need investment in training and skills development for our frontline teams, new ways of engaging and empowering communities, as well as innovation and change in the way we support and work with the voluntary sector.
- our learning estate could be used to deliver services beyond education, but this will require detailed suitability assessments for each school to determine whether we need to change and adapt them to support this approach. We can, however, build on the Learning Estate Strategy to make sure that all new schools use the 20-Minute Neighbourhood principles (read case study 7). Whenever we are taking forward new learning estate infrastructure, we will engage with public, private and third sector partners at the early stages of the project to ensure the right mix of services for each specific location is delivered.

Case Study 6: Wester Hailes Regeneration Programme

We're is in the process of commissioning Regeneration and Development Framework for the Wester Hailes area. This will set out a comprehensive, phased regeneration plan for the next 10 to 15 years.

Several "early action" projects are already underway, including improvements to existing council homes, town centres, estates and the replacement of the high school. There is so much more we can do to improve services, including existing transport and active infrastructure, new housing led developments and adapting public sector delivery models. All of these will be firmly rooted in the 20-Minute Neighbourhood model.

Wester Hailes is also one of the first communities in Scotland to start to develop its own Local Place Plan following their introduction within the Planning (Scotland) Act in 2019.

Case Study 7: Currie High School

The design phase of the project to replace Currie Community High School is well advanced and the target is to open from summer 2024. The new passivhaus campus will be a community resource that embraces the 20-Minute Neighbourhood approach and will include:

- learning and teaching space designed around the needs of each subject
- increased opportunity for inclusion of all catchment pupils
- greater access to all facilities for the adjacent Woodlands School
- varied dining options available to pupils
- single point of entry with a welcoming atrium and services for the local community, including a public café, four-lane swimming pool, library and outdoor learning space.

Residents will be able to access facilities using safe active travel routes.

Chapter 3: Delivering the programme

This chapter sets out how we'll move from the theory of a 20-Minute Neighbourhood into a practical programme of work.

For each area, the starting point is to ensure we **inform** the discussion and gather what we already know into a single document. This data gathering exercise will include looking at the services being provided in a neighbourhood from across the public sector, potential gaps in provision and the known needs of that community. We'll also want to consider the wider impacts of Covid-19, including the economic challenges and how this has impacted local businesses.

Then we'll create a robust engagement process that values input from residents and other stakeholders at all stages. We'll **engage** with local communities to understand their needs and to ensure their views shape the neighbourhood approach. This will be done by agreeing a shared story of place which we can use to **reflect** on what more we can do to support a neighbourhood and ensure our public, voluntary and private sector partners do the same. By providing strong pre-998m, we can identify ways to make initial proposals better, and ensure the consultation process is inclusive and well communicated to all stakeholders.

Finally, we'll seek to **deliver** change for the better in a neighbourhood which meets the needs and expectations of local residents and businesses.

Phase one

None of this work will happen overnight. Rather what we have proposed is an ongoing process of change for working with communities. This is a new way of thinking for the city and our hope is that it will deliver more sustainable places, improve public services, and build on what is already a powerful sense of local community across Edinburgh.

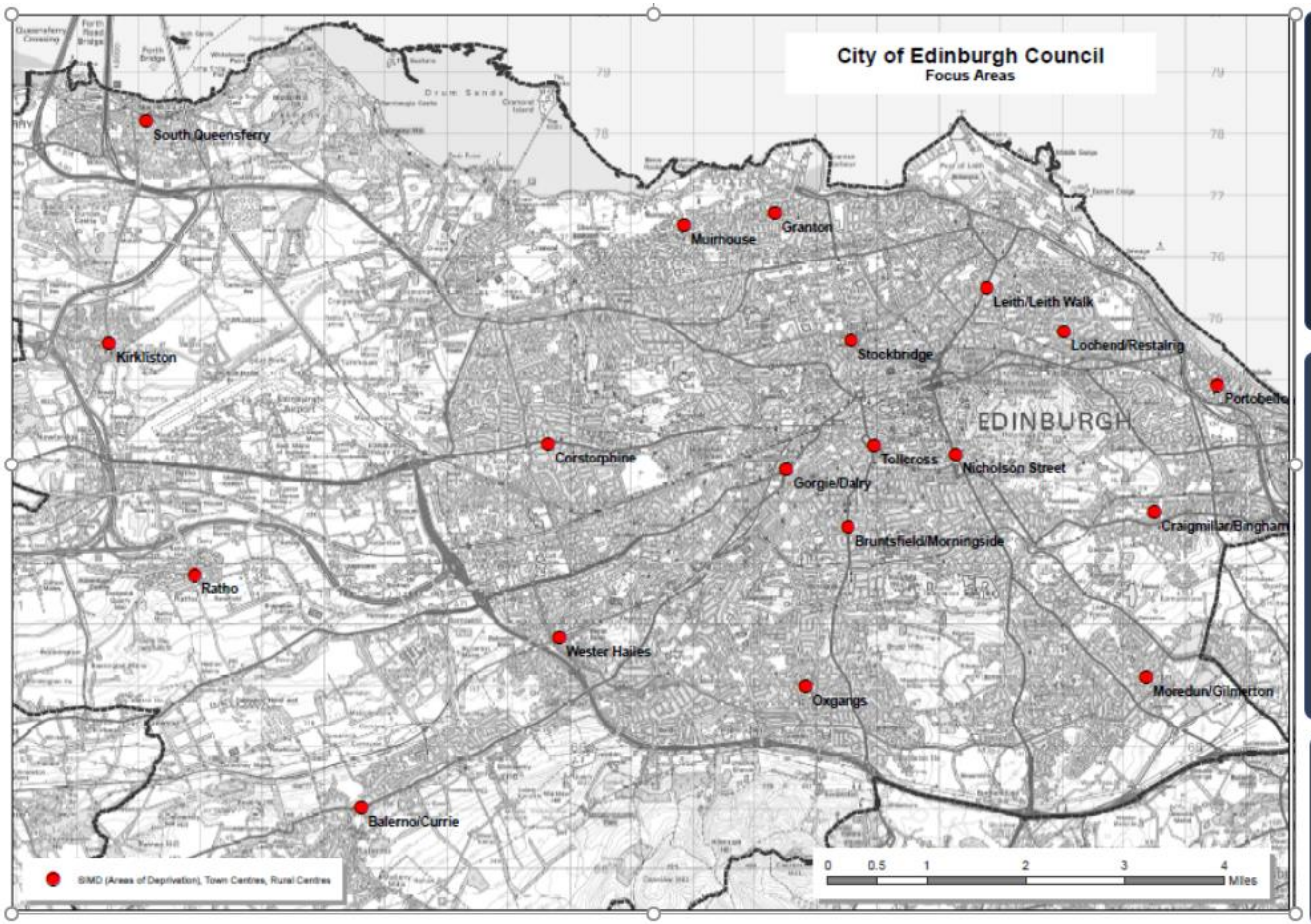
We're going to start this work in areas where need is greatest whether that's because of deprivation, poor connectivity, or demographic issues. This means we will:

- Maximise the opportunities created by new school investments at Liberton and Currie;
- Work to deliver the new Pennywell Hub to provide a partnership between public and voluntary sectors;
- Build on the community led Local Place Planning work in Wester Hailes and Leith;
- Work with the Edinburgh Health and Social Care Partnership to combat loneliness and isolation, and build new networks of support and wellbeing, and;
- Look at new schemes to improve the quality of place in some of our busiest and most traffic dominated centres such as Niddrie Mains Road.

The Council will receive funding from the Scottish Government Place Based Investment Programme, a ring-fenced capital grant fund. In 2021/22, funding of £1.998m has been allocated to Edinburgh and we're proposing to align it to the priority areas identified in this strategy.

Appendix 1: Map of potential locations of 19 areas for 20-Minute Neighbourhoods

Our



Areas of Disadvantage

- Wester Hailes
- Craigmillar/Bingham
- Muirhouse
- Granton
- Lochend/Restalrig
- Moredun/Gilmerton
- Oxgangs

Town Centres

- Corstorphine
- Gorgie/Dalry
- Tollcross
- Morningside/Bruntsfield
- Stockbridge
- Nicolson Street
- Leith/Leith Walk
- Portobello

Rural

- South Queensferry
- Kirkliston
- Currie/Balerno
- Ratho