

## **Local Service Delivery Groups (LSDG) – What’s it all about?**

### **What on earth is a ‘LSDG’?**

It’s a group of people who work for different organisations who provide services to the public in a local area. This could include people from the GP practice, community health services, local police, care centres and care at home, school representatives and local voluntary groups along with Community Councillors and Councillors. What they all have in common is an interest in improving services within the local area.

### **What do we mean by local area?**

There are seven main local areas in Shetland linked to the Council’s multi-member wards:

- North Isles
- Whalsay & Skerries
- North Mainland
- West Mainland
- Central
- Lerwick & Bressay
- South.

### **What are they meant to do?**

Find out what the local issues are and work together to adapt services to make things better for the local people. For example, the South LSDG was able to influence changes to the bus timetable, fitting in better with the local GP surgery opening times. It will help ensure that services co-ordinated in Lerwick better meet individual community needs.

### **And how do they do this?**

Different areas are doing this in different ways. Although all of them build on existing work and want to reduce duplication. For example, lots of public consultations from different organisations.

Local problems and aspirations are being identified. This needs to involve all local people and local community groups. Often local people have the solutions, and this is a way for their ideas to be heard and, if practicable, acted upon at a local level.

Some problems can be sorted quite easily by local services working together. Other issues and plans for the future need more work and a longer time to achieve.

### **Why were these set up?**

They were set up to improve services in local areas by involving local people, following legislation from the Scottish Government.

### **Don’t Community Council’s do this already?**

Partly. One of the differences is that these groups are a chance for people who provide services to meet with each other, and with Community Councils and local Councillors, to share information about the needs, issues and aspirations of their communities. And to find ways to improve how services are provided for the benefit of everyone in the area.

LSDGs also provide an opportunity for a number of Community Councils to come together to influence issues that affect them all.

### **How do I find out more?**

Information is available by phoning (01595) 744537 or online at:  
<http://www.shetland.gov.uk/policy/LocalServiceDeliveryGroups.asp>