**Item 2**

**18th January 2024**

**Glasgow City Council**

**Wellbeing, Empowerment, Community, Citizen Engagement & General Purposes City Policy Committee**

**Report by Andrew Olney, Director of Libraries, Sport and Communities, Glasgow Life**

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# Glasgow Community Learning and Development Strategic Partnership CLD Monitoring Report

**Purpose of Report:**

To provide an update on the progress of Glasgow's Community Learning and Development (CLD) Plan 2021-2024.

**Recommendations:**

It is recommended that the Committee notes the contents of this report.

Ward No(s): Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

***PLEASE NOTE THE FOLLOWING**:*

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## 1.1 Introduction

This report highlights key work delivered by Community Learning and Development (CLD) providers in 2022/23 against the priorities set out in the Glasgow Community Learning and Development Plan 2021-24. The Requirements for Community Learning and Development (Scotland) Regulations place a duty on local authorities, through Community Planning Partnerships (CPPs), to produce a three-year plan for the effective delivery of Community Learning and Development (CLD). The CLD Plan was developed to support the priorities of the Glasgow Community Plan and aligns to Glasgow City Council's Strategic Plan grand commitments.

This report highlights progress in 2022/23, with content sourced from direct reports on specific, focussed actions and an online survey. The report is not exhaustive in terms of volume of activity but demonstrates the breadth of CLD activity supporting the citizens and communities of Glasgow.

## 1.2 Context

In 2022/23, the Glasgow Community Learning and Development sector delivered a significant variety of programmes and activities, resulting in skills development, positive life changes and increased wellbeing for children, young people, adults, and community groups, despite facing a range of challenges including financial, organisational, and increased demand for support services.

Services are resourced through a variety of means, utilising core organisational budgets and a range of external grants. Glasgow Communities Fund, administered by Glasgow City Council, remains a significant source of funding for Glasgow's CLD sector.

## 1.3 Challenges

In 2022/23, CLD providers reported that the cost-of-living crisis continued to adversely impact on adults, families, and children. The challenge for Glasgow remains substantial, with data showing that child poverty rates in the city over the 4-year period 2020-2023 have ranged from 26% in 2021 to 24% in 2023.

CLD providers have highlighted a range of other specific challenges that have put strain on the sector. Short-term funding, short-notice application processes, extensive reporting requirements and limits to core cost contributions all caused difficulty in engaging and keeping experienced and talented staff.

## 2.1 Inclusive Economic Recovery and Growth for a Wellbeing Economy

### 2.1.1 Introduction

CLD makes a significant contribution to the economic growth of the city, providing opportunities for both young people and adults to develop their skills for the future.

The implementation of the CLD plan is providing evidence that learners are improving their economic opportunities through targeted lifelong learning to develop the skills, confidence, wellbeing, and aspirations for inclusive growth and active participation.

**2.1.2 Targeting a range of lifelong learning programmes and activities to develop the skills, confidence, wellbeing, and aspirations required for inclusive growth and active participation.**

Adult learners were supported to develop skills for work and active participation by taking part in a range of learning programmes including digital, English for Speakers of Other Languages (ESOL) Literacy, Numeracy, Communication, and Gaelic.

Participation in **digital learning programmes** resulted in a range of transformative impacts on learners. Adults participating in **Glasgow Life's** digital learning programmes report gaining a variety of digital skills that are required to participate in today's digital society. The digital learning programme delivered by **Queens Cross Housing Association** ranged from a Coding Club for young people to digital support aimed at adults aged 60+**.** The total reported number of participants in digital learning programmes was **2467**, with **843** gaining qualifications.

The high demand for **English for Speakers of Other Languages (ESOL) learning** in Glasgow continues to be reflected through the Glasgow ESOL Register and direct requests to adult learning providers. The initial engagement of ESOL learners into Glasgow Life learning programmes has been improved with the strengthening of the referral process and the introduction of a central database of learners. **Workers' Educational Association (WEA)** ESOL learners are offered an Initial Language Assessment where needed and WEA also supported adults with low language levels through the non-accredited Survival English and ESOL for Everyday Life. Adults learning with **Glasgow ESOL Forum** were able to develop language skills through levelled ESOL classes and activity-based sessions. **Glasgow Clyde College** continued to carry out initial assessments to identify language levels, with a total of **426 language assessment certificates** issued. All levels of English were accommodated through mixed and levelled classes and parents were supported through the **ESOL for Schools programme**. **1,443 learners progressed onto college. City of Glasgow College** ESOL language programmes include embedded SQA units. The total reported number of participants in ESOL learning programmes was **4,573,** with **1,151** gaining a qualification.

**Adult Literacy and Numeracy (ALN) programmes** continued to play a crucial role in enhancing the quality of life for adults. The **WEA** delivered several programmes that embedded literacies and numeracy skills. **Castlemilk Youth Complex** delivered courses developing writing, numeracy, cookery, and financial skills. **Glasgow Clyde College** supported learners to develop literacies skills through dedicated literacies sessions. **City of Glasgow College** delivered Literacy, Communications and Numeracy courses, including National 5 Application of Maths. The total reported number of participants in ALN learning programmes was **1,359**, with **294** gaining a qualification.

Glasgow City has the highest proportion of **Gaelic** Speakers out with the Highland and Islands Region. **Glasgow Life** continues to improve the Gaelic offer. Gaelic Bookbug sessions supported nursery and Gaelic literacy within a family learning context. Comhradh is Ceistean café conversation classes promoted language learning in an informal context. P1 Gaelic Parent classes supported parents whose

children attend Glasgow's Gaelic Primary School Education system. Access to Gaelic language learning is being widened through the introduction of concessionary pricing scheme. **Glasgow Disability Alliance** ran a 10-week non-accredited online course in Beginners Gaelic in partnership with Lingo Flamingo. The total reported number of participants in Gaelic learning programmes was **310.**

A key aspect of lifelong learning is supporting learners to progress at different stages in their lives. Information on progression into work and active participation for young adults aged 16-19 has been reported through **Skills Development Scotland (SDS)**. Glasgow's Annual Participation Measure (APM) on 16–19-year-old destinations, has improved from 91.2% to **92.5%**, with the data demonstrating a slight rise in those participating in employment this year - a rise of **3.5%**. Overall, there continues to be an upward trend in positive destinations. Between 2012 and 2022, Skills Development Scotland reports positive destinations for school leavers in Glasgow rose from 88% to **97.1%**.

CLD providers supported those on the employability pathway by targeting programmes to those most in need. **Council of Ethnic Minority Voluntary Sector Organisations** (**CEMVO) Scotland** delivered 2 programmes in Glasgow. The "Steps into Employment" programme and the "Young, Confident and Connected" programme. **Glasgow Kelvin College** supported the development of employability skills, and guaranteed learners an interview for progression to further study. **Glasgow Disability Alliance** delivered employability advice and information sessions. **City of Glasgow College** delivered Employability Programmes in college campuses and community centres.

The total reported number of participants in employability programmes was **1,831,** of which **897** reported an employability-related positive destination.

**2.1.3 Young people engage in programmes and activities that support their wellbeing and developed skills that enhance their employability, raise aspirations, and support them into employment.**

CLD partners continue to play a significant part in raising attainment and providing opportunities for young people to thrive.

Young people were supported to develop digital coding skills through the **Glasgow Life CoderDOJo programme**. 4 online CoderDOJo sessions were delivered covering Advanced Scratch Games, Beginners Scratch, Intermediate Scratch and Creative Coding for Girls. In addition, sessions ran for 7–11-year-olds, Creative Coding for Girls and Creative Digital. All **Glasgow Kelvin College** youth sessions had a digital element, with a dedicated STEM group running at Wallacewell. While most work is with the younger age group, the College also offered a digital skills group to Lochend Community High School. Employability support is offered as part of all programmes, with a range of activities on offer ranging from Duke of Edinburgh, CLD sessions and outdoor activities. The collaboration between **City of Glasgow College** and the **Glasgow Science Centre** has yielded impactful digital and STEM programmes for the young people involved. The skills gained through

these programmes boost their employability, enabling them to secure roles ranging from data analysis to software development.

**Glasgow City Council's** commitment to raising attainment and improving life chances for all children and young people has seen significant progress in our city.

This is illustrated in **Rosshall Academy** Community Learning Hub which has become a multi-functional space for learning and support for young people and parents. Programmes included an ESOL class for parents, Reading the Game and emotional literacies courses. The school CLD officer also supported the Developing the Young Workforce team in enabling 95% positive destinations for young people.

Young people were also engaged through several programmes delivered through **Glasgow Life School Libraries**. The Storytelling/Bibliotherapy project at St Roch's Secondary supported young people with their mental and emotional health through regular storytelling sessions. Numerous schools participated in the Reading Schools accreditation, including St Paul's High School in Pollok.

Funded by Scottish Government, the **Young Person's Guarantee** supported volunteering placements in the third sector for young people who face barriers to volunteering. GCVS and Glasgow Life worked together to deliver the Young Person's Guarantee Programme volunteer placements in Glasgow, supporting 18 young people in 2022/23.

**2.1.4 Supporting recovery from Covid-19 by fostering digital inclusion and participation and supporting those at risk of losing jobs or income.**
CLD played a key role in supporting digital inclusion and participation post-COVID, assisting individuals, families, and communities to get online and stay connected.

**Glasgow Life** Glasgow Code Learning Programme loaned out 50 laptops to learners in 2022/ 23 to enable them to participate in online courses. All others with no device or connectivity were enrolled as **Glasgow Clyde College** students and given access to their facilities. Over the last 3 years, 68% of completers moved on to positive destinations at the end of their Glasgow Code Learning course, 53% into employment and 15% into education.

As part of the Young Scot Data Wellbeing offer, Glasgow Life allocated 75 MiFi and top up vouchers for distribution to young people who identified as being most impacted by COVID and digital poverty. **Workers' Educational Association (WEA) supported l**earners in setting up smartphones. **Queens Cross Housing Association** obtained cheap and free data (sim cards) that would allow people to get online at no cost to themselves. 45 people received a free sim card and 10 people received devices enabling them to get online. All **Glasgow Life** learners receive guidance on use of devices on ongoing basis.

**City of Glasgow College** prioritised and targeted those at risk of losing their jobs through a range of strategic approaches. Collaboration with community organisations, social services, and local authorities helped identify and support individuals facing joblessness. This focused approach maximises the impact of

interventions, effectively addressing the challenges faced by those at risk of joblessness.

### 2.2 Resilient Communities

#### 2.2.1 Introduction

Support to community groups and organisations has reflected identified needs, including collaborative work to promote a capacity building offer in the city, support to Community Councils, Community Panels and Area Partnerships. Consultation and self-evaluation helped to shape plans and services. Opportunities were delivered with young people and for young people, taking place across a range of settings, strengthening youth resilience, voice, and health and wellbeing.

#### 2.2.2 Developing community capital and resilience.

**Glasgow Community Planning Partnership** reported Thriving Places projects have worked with a total of **5,648 individuals**. Of these, **1,351 individuals** have received information, advice, support, and referrals to combat poverty and deprivation. These individuals have engaged in various community development and capacity-building programmes, including Participatory Action Research, Activate course by the University of Glasgow, Community Budgeting, Thriving Places Seed Fund, and more. The initiatives have led to increased involvement in local decision-making.

**GCVS** offered a comprehensive capacity-building programme with **56 sessions**, one-on-one appointments, briefings, network activities, and partnership efforts. In the past year, **240 individual contacts** and engagements were conducted, and 2 onward referrals were made through People Make Glasgow Communities work. GCVS has assisted organisations at risk of closure during challenging times, helping them plan orderly closures or find alternatives. A total of **530 individuals** participated in the Glasgow Makes Connections capacity-building programme, and **222 organisations** received support through the People Make Glasgow Communities programme.

**Both City of Glasgow College and Glasgow Clyde College** have delivered capacity building through various approaches including workshops, enhancing leadership, project management skills and coaching to support and develop volunteers within organisations.

The **Glasgow Life** Parental Transitions and Parent Council Capacity Building programmes yielded significant positive outcomes for parents, children, and their communities. The creation of family learning materials has supported children's education, with children’s literacy and numeracy skills improving, resulting in increased attainment and better life prospects. Parents have been linked to financial support, ESOL learning, digital learning, and college resources.

In 2022/23, Glasgow Life also supported Glasgow City Council with the **People Make Glasgow Communities** initiative, working with 36 community organisations, with a further 3 venues opened under alternative operating models. There are

currently 11 active Licence to Occupy (LTO) agreements in operation; aligned to 8 sports facilities, 1 public hall and 2 community centres.

**Community Councils** are supported by dedicated **Glasgow City Council** officers. This support is delivered in the context of a Statutory Framework, including The Scheme of Establishment for Community Councils. As a result, Community Councils are becoming better informed on matters such as service delivery; consultations; and Community Council focussed initiatives. Work is ongoing to support and develop community councils, re-establish them where they have not been functional, and to broaden representation and diversity.

**Locality Planning** continues to develop in Glasgow. The 10-year Thriving Places programme is under review. **Area Partnerships** continue to evolve supported by a team in Glasgow City Council Community Empowerment Services (CES). A model of citizen engagement is being developed instead of Citizens' Panels and this is being piloted in two electoral wards. Work began in January 2023 and citizens have been involved in identifying funding priorities.

Total reported number of groups supported to engage in capacity building:

| | Social Enterprise | Community Group |
|---|---|---|
| Capacity Building | 22 | 641 |
| Community Engagement | 37 | 180 |
| **TOTAL** | **59** | **821** |

### 2.2.3 Engaging with individuals, enabling, and building their skills and confidence to identify need, shape services, influence spend to develop more active, healthier, inclusive, and connected communities in our most deprived neighbourhoods and with marginalised groups.

Consultation and community engagement are at the heart of the community learning and development approach, ensuring participants are involved in shaping programme design.

**Glasgow Life** Family Learning Team provided bespoke sessions designed to consult parents on things they would like to change or be involved in with their child's school. In **Castlemilk Youth Complex**, community engagement is the main tool driving programme creation. The Youth Board are all local community members and oversee all delivery development. **Enable Glasgow Fortune Works** adopted a 360 degree process. Programmes were designed to receive feedback, with the Service Alliance having a deciding vote on all matters. **Glasgow Community Planning Partnership** utilised a range of methods to consult on service development including one-to-one conversations, focus groups, meetings, online surveys and consultations and drop-in sessions and through social media.

**Glasgow Council for the Voluntary Sector (GCVS)** conducted regular and follow up evaluations of all training programmes. Feedback was used to shape the programme and shared with Glasgow Make Connections partners and PMGC colleagues respectively to combine with their feedback to shape future programmes.

GCVS conducts an annual sector wide survey and last year this had over 100 replies. **Glasgow Disability Alliance** learner evaluation sessions were conducted both online and face to face to enable positive and critical feedback to be gathered. At **City of Glasgow College,** forums have provided platforms for open dialogues and idea sharing. Online data collection allowed the college to gather insights to inform decision making. The **Glasgow CLD Strategic Partnership** uses findings from consultations to shape future performance, and report back on performance against targets within the action plans.

**Glasgow Life** youth work team provided direct youth work support at all Youth Health Service sites across the city. The Care Experienced programme provides support and funding for young people to access self-directed sports, health, and wellbeing activities. Glasgow Life also supports **40 members of the Glasgow Youth Council (GYC)** and Glasgow's **16 Members of the Scottish Youth Parliament** (SYP) and coordinates Glasgow Scottish Youth Parliament Elections on behalf of the city. In relation to the SYP, the Pupil Voice within **GCC Education Services** and **local youth projects** actively support and promote youth voice activity. In addition, Education Services and youth projects actively promote and encourage young people to stand for election to the Scottish Youth Parliament. Young people, lifelong and community learning and the importance of youth services were highlighted during the Wellbeing, Equalities, Communities, Culture and Engagement City Policy Committee development day in September 2023 involving key youth community anchor organisations from Glasgow's three strategic partnership areas and a citywide girls' sports project (SWAMP, Dumbarton Road Corridor Youth Project, Fuse Youth Café and Glasgow Girls FC).

Young people at **Glasgow Kelvin College** undertook a benchmarked health & wellbeing course at SCQF level 3. **City of Glasgow College** supported young individuals to feel equipped to prioritise their mental well-being. Participation in health and wellbeing programmes positively impacted young individuals, including improved employability prospects and increased confidence.

Total reported number of young people engaged in CLD was **8,634.**

### 2.2.4 Building skills and confidence and increasing opportunities for volunteering to widen participation and improve wellbeing.

Evidenced impacts of volunteering on CLD services and delivery are substantial, with volunteers providing additional support to communities, extending the reach of services, and addressing diverse needs. Those taking up volunteering roles report positive outcomes on their wellbeing and that of the participants they support.

**Volunteer Glasgow** empower people to take up appropriate, high-quality, inclusive volunteering opportunities in the organisations and communities across the city that need their support. Organisations signed up to the Volunteering Charter and work towards achieving the Charter Mark. A total of **28** CLD providers registered and used Volunteer Glasgow's free advertising volunteer recruitment services with a total of 55 of volunteering opportunities advertised. A total of 7 CLD providers completed

Smarter Volunteer Manager training with a further **22** providers attending Volunteer Managers' Networking events.

Over the last 12 months, **1,637 people** volunteered with **Glasgow Life**, donating **31,000 hours** - twice as many as 2021/22 - equating to an economic value of **£336,000**. Volunteers supported Glasgow Life Health Walks, Digi Pals, CoderDojo, Memories Scotland and many more programmes and events. Citywide, **Glasgow Life School Librarians** offered young people the opportunity to volunteer in the School Library, including involvement in a library committee at Springburn Academy. Volunteers completed a gardening project within **Linn Park Additional Support Needs Adventure Playground**. **Tron St Mary's Church** offered volunteers training in first aid, food hygiene and safeguarding. Volunteers at **Castlemilk Youth Complex** developed their confidence and skills by contributing to youth work delivery operations. This has led to increased employability skills and positive destinations including higher and further education. **Glasgow ESOL Forum** supported 44 volunteers who engaged with learners through ESOL and Walking Group and ESOL Book Group. Volunteers also supported individual learners who could not manage to learn in a group and delivered online classes and drop-in community classes. Volunteers engaged in a range of training courses with 11 achieving a SQA qualification in Introduction in Teaching ESOL (PDA ITESOL). Volunteers at **The Hidden Gardens** undertook various roles including gardening and being a tour guide for visitors. Volunteers assisted with the delivery of **Glasgow Kelvin College** community hubs, including sport, hospitality, and childcare. **City of Glasgow College** volunteers supported communities through initiatives such as organising events, workshops, and community projects. The total reported number of active City of Glasgow College volunteers was **2,010**.

**Volunteer Glasgow** lead the city's Volunteering Strategy with, and on behalf of, Glasgow Community Planning Partnership partners. A new **Glasgow Volunteering Strategy** Board is to be established to govern the full refresh of the five-year Volunteering Strategy, endorsed by the Community Planning Partnership in March 2019. This will be a stand-alone strategy, and the aim in the CLD plan is to focus on volunteering issues directly relevant to CLD provision. Following Glasgow City Council's appointment of five Councillors to the new Board, the first meeting of the Board took place in September 2023.

### 2.3 Fairer and More Equal Glasgow

#### 2.3.1 Introduction

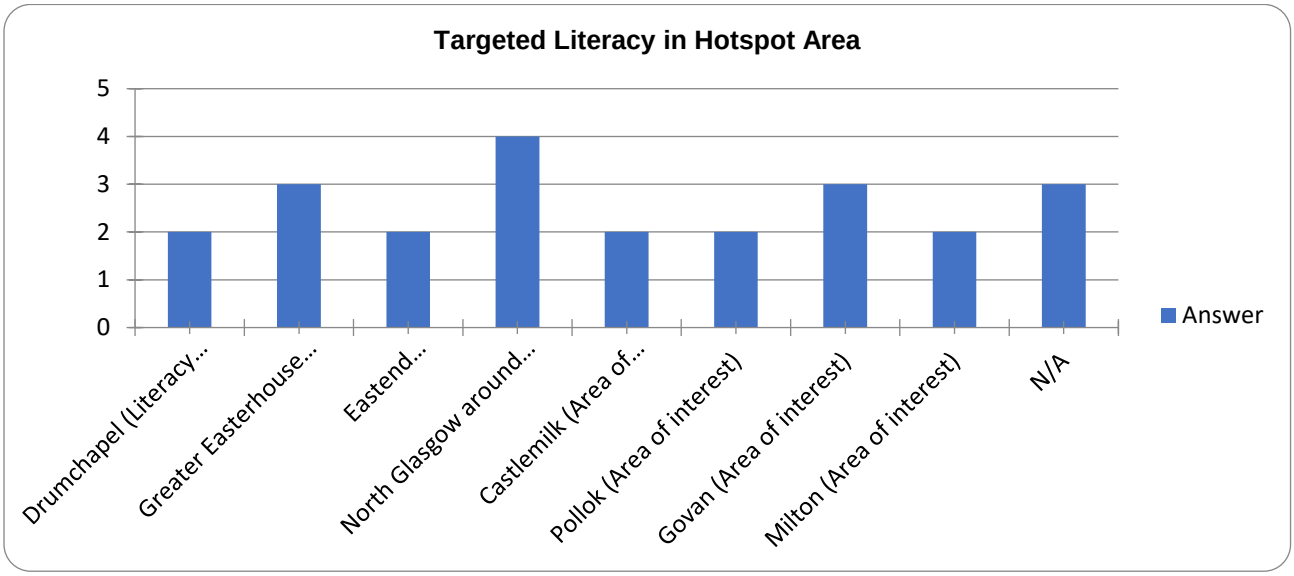
Working collaboratively to ensure resources support those most in need is at the heart of CLD services. Through this approach, providers have been able to work together to co-ordinate responses to demand for adult learning and deliver programmes that tackle inequalities.

#### 2.3.2 Working collaboratively to coordinate resources and identify solutions to better meet the increasing demand for ESOL in the city to improve integration, inclusion, and wellbeing.

Please see section 2.1.2.

**2.3.3 Working collaboratively to improve reading, writing and numbers for children, young people, adults, and families to tackle inequalities and improve life chances and wellbeing in city's literacy hotspot areas.**

Adult Literacies providers continued to adapt their learning programmes and models of delivery, including remote and online learning options. Supporting engagement in adult literacy and numeracy learning is a key aspect, including targeted support in Literacy Hotspot areas.




Renewed promotion of **Glasgow's Learning** website and helpline is reaching out to and engaging a wider range of internal and external ALN partners. Glasgow's Learning email and helpline remain active and monitored. Work to process referrals and enquiries through the Glasgow's Learning helpline was restarted in December 2022. Between April 2022 and March 2023, **522 adult learning enquiries** were processed through the Glasgow's Learning mailbox. Most enquiries were for ESOL learning, with a small number for ALN.

Between April 2022 – March 2023 **Glasgow Life** received **614** direct referrals for adult learning from external partners. Through partnership working with organisations across the city, information on provision was updated to support effective signposting. A new partnership between **Glasgow Life** and **Police Scotland** provided improved support to learners from the criminal justice system. The White-Water Writers was a partnership project between **Glasgow Life School Libraries** and the University of Glasgow. It has been successfully delivered in 12 schools across multiple literacy hotspot areas. **Glasgow Life** also delivered 6 workshops to 75 establishments in Play Along Maths. The Family Learning Team provided resources, staff training and support to all Glasgow City Council and Partnership Early Years establishments to deliver a 4-week family engagement project which enables all families with a child starting school to receive transition support. In 2022/23, **6,800 Family Learning kits** have been delivered. 100% of evaluations submitted evidenced that relationships between parents /carers, children and nursery staff were strengthened.

New adult numeracy programmes are being funded through the **UK Shared Prosperity Fund Multiply programme**. Glasgow has been awarded **£4.5 million** through the UK Shared Prosperity Fund to deliver the Multiply initiative. A Multiply scoping exercise was carried out across the CLD adult learning sector. In August 2022, Glasgow Life assumed the lead role in managing the Glasgow Multiply programme, taking this forward through the Glasgow Community Learning and Development Strategic Partnership (GCLDSP) Local Employability Partnership. Acting on behalf of Glasgow City Council, Glasgow Life has developed systems and arrangements to manage, monitor, and report on the Glasgow City allocation of Multiply for the period up to 31 March 2025. Funding allocation is being managed through a three-pronged approach comprising of the Glasgow Multiply Grant Scheme, direct programme delivery by Glasgow Life and Partnership Agreements with the city's 3 Further Education Colleges. Multiply became operational after the reporting period and will be covered in next year's report.

**2.3.4 Delivering a wide range of targeted opportunities to reduce inequalities, tackle child and family poverty, improve mental wellbeing and boost achievement and attainment.**

Tackling poverty, improving mental health and wellbeing, and addressing the attainment gap remain key priorities in Glasgow. CLD providers support people and communities facing challenges and stress and have responded to identified needs through targeted services and programmes.

In 2022/23, **Glasgow Community Mental Health and Wellbeing fund** awarded another **£1.8 million to 200 projects** in the second year. Building connections within the community and emotional resilience, strength and mindfulness were two of the biggest wellbeing drivers behind applications this year, along with access to learning opportunities. **28,000 people** are expected to benefit from Glasgow Communities Mental Health and Wellbeing funded services.

Young people were supported through the multi-disciplinary **Youth Health Service** team including by a dedicated Youth Employability Coach, providing employability support and guidance, and received additional support from Glasgow Life Youth Work staff. The number of referrals to the Service increased by **148%** from 2021-22. Young people have access to a tiered menu of Mental Health and Wellbeing support to address the overwhelming demand for mental health support post pandemic. Young people also have access to sexual health appointments. Wrap around nursing component of the service liaises with schools, provides links into a wide range of broader support. Parents of the young person are also offered support. **1,837 young people were referred to the Youth Health Service.**

**Live Well Community Referral Project (LWCR)** shared information and helped adults (18+) to access local programmes and activities designed to improve wellbeing through learning and activities. In 2022/23, people living in Calton, Bridgeton, Parkhead, Shettleston, Tollcross and nearby areas towards Springboig were signposted, referred to, or supported into a wide variety of activities run by Glasgow Life or external partners in the East of Glasgow and further afield. One third of those referred by a partner organisation were from NHS Community Link Workers

embedded in GP practices. Other referral partners included GPs, hospital teams, Glasgow Helps, Glasgow Sport staff, Third sector partners, social workers, local Job Centres, and housing providers.

Project evaluation found that people improved their health and wellbeing because of personalised support and the accessibility of activities. Impacts on the wellbeing of participation in the pilot have been captured. **150 third party and self-referrals** were made to Live Well Glasgow Community Referral Project.

**Glasgow Life and GCC Family Finances Key Workers** approach supported parents to increase their income through employment and increase financial capability. During 2022/2023, they received 230 inward referrals and made 482 outward referrals to partner organisations, delivering over 2,000 intensive one-to-one mentoring appointments from a range of venues including, Glasgow Libraries, cafes, and partner organisations, including HMP Barlinnie. Drop-in appointments were also offered from Glasgow Life Community Centres from November 2022 through to March 2023 as part of Glasgow City Councils 'Welcome Places' initiative. In 2022-23 60 parents were supported to secure long term sustainable employment with combined **financial gains in annual earned income of around £1,220,055. 102** parents were supported to access Level 2 support resulting in families now receiving a combined yearly total of around **£352,683 of unclaimed benefits. 82** parents were also supported by to secure **£20,982 of one-off grants**. In addition, the **Glasgow Life Universal Credit Support service** combined elements of Financial Inclusion, Digital Inclusion and Employability support services.

**Financial Inclusion Support Officers (FISO)** within schools supported pupils and their families to maximise their income. Financial Inclusion Support Officer (FISO) project aims at embedding Financial Inclusion support into a school setting, the foundations of which are based on listening to parents and community groups with lived experience of poverty and using data to identify need and service gaps. The aim is to tackle child poverty and the cost-of-living crisis by maximising entitlement to generate income from social security benefits and income from employment. **The total financial gain for families through support in Glasgow Secondary Schools: £2,156,365.**

**The Health and Social Care Partnership** is a key funding partner with Glasgow City Council for Financial Inclusion services across the City. This supports community-based NHS staff to make direct referrals for patients who have money worries, to a range of dedicated Money Advice providers. In Q1 to Q3 of 2022/23, NHS staff made **5,560 referrals** and **3,693 individual clients** engaged with Financial Inclusion services. 44% (2,435) of these referrals were made by staff engaging with families with children under 5 years old. To date, financial gains of approximately **£4.3m** have been achieved and **£957k** of debt managed.

**Glasgow Disability Alliance's** Rights Now project is a fully accessible welfare rights income maximisation service for disabled people living in Glasgow, providing information, advice, support, and representation, delivered via the GDA office and in local community settings. Rights Now directly alleviates poverty for disabled people and connects them to their peers and other support opportunities. Rights Now has

helped disabled people to successfully apply for health related, crisis support and other sources of financial support, as well as secure other entitlements. As a result of this service, the amount of additional income secured was more than **£860,000**.

**Glasgow Life Family Learning Team (FLT)**, funded through Glasgow's Improvement Challenge, National Poverty Related Attainment Strategy supports effective engagement in services enabling families in almost all target settings to access high quality universal and targeted support that meets their needs. **Funded through the Education Department,** Glasgow Improvement Challenge, the Glasgow Life Family Learning Team worked across primary, secondary, and early years establishments offering joint planning and capacity building activities that enable staff to develop effective parental engagement strategies, improve the range and quality of family learning programmes, increase vocational and accredited learning and volunteering opportunities for parents/carers, and develop strong partnerships that support quality and sustainability.

Total reported number in receipt of financial inclusion and money advice support services was **3,259.**

### 2.4 Strengthening the value of and embedding CLD in the city.

#### 2.4.1 Introduction

CLD continues to contribute to wider city planning and strategies to address key challenges in Glasgow, ensuring its contributions to these are evidenced, recognised, and valued.

#### 2.4.2 Clearly articulate CLD's contributions to wider strategies and policies in the city and ensure alignment with wider Social Renewal Planning.

Improvements in GCLDSP governance structures have further strengthen links across sectors. Themed sub-groups covering the city's over-arching CLD priorities were established covering Inclusive Recovery and Growth for a Wellbeing Economy, Resilient Communities and Fairer More Equal with representation and participation from across sectors. In February 2023, the Glasgow CLD Strategic Partnership (GCLDSP) held the annual self-evaluation exercise which had been framed around 6 challenge questions drawn from HGIOCLD4. There is consensus that the CLD Partnership has a clear joint vision. Partnership structures and collaborative working is also helping the Partnership to focus on planning and placing it in a stronger position to identify and respond to new and emerging needs and gaps in service provision. **Glasgow Life** is worked closely with **Glasgow City Council** to embed the city's CLD planning and reporting in the 2023-27 **Glasgow Community Action Plan (CAP)** and Performance Framework. A summary narrative on CLD was developed and incorporated into the CAP website, along with the Glasgow CLD Plan and Progress Report 2021/22. GCLDSP partners recognise that the commitment to embed CLD contribution in the city's Community Action Plan will be a positive development. **The Vision for Glasgow Libraries** has been refreshed and aligns with CLD approaches to provide an enhanced library offer to tackle health and poverty-inequalities in the city. CLD features prominently in the **Glasgow UNESCO Learning City**

Development Plan and Progress Report. The Glasgow UNESCO Learning City website content has been uploaded, including the Progress Report.

### 2.4.3 Embedding CLD in local planning to ensure it is responsive to changing community needs and to plan and target CLD resources to the most disadvantaged in the city particularly those facing health and poverty-related inequalities and adverse impacts of COVID.

### 2.4.4 Work collaboratively to demonstrate the scale, reach and value of CLD in the city and to demonstrate its impact on reducing health and poverty-related inequalities.

Partners from a range of sectors have contributed to the development of the Glasgow CLD Action Plan covering 2022-24, redesigned and updated to reflect actions, outcomes, performance measures and KPIs relevant to the city's current CLD priorities. The GCLDSP continues to recognise the challenge of establishing targets, baseline data and measuring trends over time due to issues including the complexity of CLD in the city. Despite this, Glasgow Life and CLD partners are confident that a more streamlined, accessible approach to reporting will demonstrate the value, impacts and development of CLD in the city.

## 2.5 Continuous development and improvement of the CLD offer.

### 2.5.1 Introduction

Learners have been supported to participate in CLD services because of collaboration between agencies, organisations, and services.

Community Learning and Development is subject to HM inspections, carried out to evaluate the outcomes and impacts of activities in local areas. In June 2022, Inspectors carried out a Continuing Engagement visit to follow up on progress against the outstanding areas for improvement since the original inspection in 2018. HM Inspectors recognised the challenges facing CLD providers both because of the pandemic and the current cost of living crisis and took account of this during the visit. A progress report was submitted to HMI in March 2023. Following this, HMI noted that the local authority and its CLD partners are taking appropriate steps to address the recommendations from the original inspection.

### 2.5.2 Tackling barriers to access and participation, including digital, and improving learner and participant journeys and outcomes at every stage.

**Glasgow Helps** is a free, confidential service set up to work directly with the people of Glasgow. The service offers support, information, and advice for citizens on a wide range of issues and aims to connect citizens to the right support, at the right time, in the right place. The Glasgow Helps team will work with people to understand those concerns, before agreeing a joint care plan that seeks to connect them to the services they need. Where learning needs are identified, Glasgow Helps support officers will make referrals to the Community Learning and Development team. In particular, the team have the ESOL service to provide citizens who speak English as a second language.

**2.5.3 Improving the quality of community learning and development opportunities by developing highly skilled, digitally agile, and confident.**
Staff and volunteers have accessed training and support sessions to improve the quality of community learning and development opportunities, build knowledge and capacity within organisations and support their own health and well-being. Courses undertaken in 2022/23 included topics such as Health and Wellbeing, Digital skills, Safeguarding and Child Protection, Developing Youth Work Skills, Evaluating Programmes & Measuring Impacts, and the Values & Principles of CLD.

## 3 Policy and Resource Implications

**Resource Implications:**

| | |
|---|---|
| *Financial:* | There are no new financial implications arising from the report. |
| *Legal:* | The report raises no new legal issues |
| *Personnel:* | There are no direct personnel implications |
| *Procurement:* | There are no relevant procurement issues |

**Council Strategic Plan:**

| | |
|---|---|
| Specify which Grand Challenge (s) and Mission (s) the proposal supports. Where appropriate the relevant Commitment can also be listed. | Grand Challenge 1, Missions 1, 2, 3 & 4.<br>Grand Challenge 2, Missions 1 & 3 |

**Equality and Socio-Economic Impacts:**

| | |
|---|---|
| *Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.* | Yes |
| *What are the potential equality impacts as a result of this report?* | Positive Impact.<br>The CLD Plan aims to tackle health and poverty related inequality by offering learning opportunities, activities and services that build people's capacity to improve their circumstances. |
| *Please highlight if the policy/proposal will* | Positive Impact. |

| | |
|---|---|
| *help address socio-economic disadvantage.* | The CLD Plan offers community-based learning, activities, services, and capacity building opportunities to people experiencing socio-economic disadvantage. |
| **Climate Impacts:** | |
| *Does the proposal support any Climate Plan actions? Please specify:* | |
| *What are the potential climate impacts as a result of this proposal?* | CLD contributes to positive climate impacts in relation to the following Climate Plan Themes:-<br>Climate plan Theme 1: Communication and Community Empowerment<br>Climate plan Theme 2: Just and Inclusive Place<br>Theme 5: Green Recovery |
| *Will the proposal contribute to Glasgow's net zero carbon target?* | N/A |
| **Privacy and Data Protection Impacts:** | No significant impact. Protocols are in place across the range of partners. |
| Are there any potential data protection impacts as a result of this report Y/N | |
| If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out | |

**4 Recommendations**

It is recommended that the Committee notes the contents of this report.